

# Safety Recall 24KWGB: DANA Tie-Rod End Ball Stud Heat Treatment

---

## Number

[Edit](#) [Clone](#)

24KWG / 24V433 / 2024-335

---

## Supplier

DANA

---

## Description

DANA Tie-Rod End Ball Stud Heat Treatment

---

## Date

6/17/2024

---

## What's New

### Safety Recall

Certain model year 2025 Kenworth T280/T380/T480/K270/K370/T680/T880/W900/W990 vehicles may have a tie rod with a ball stud out of hardness specification. An out of hardness specification ball stud may fracture, leading to a loss of steering and reduced vehicle control, increasing the risk of a crash. **Customers will be advised NOT TO DRIVE TRUCKS until the remedy is completed.**

---

## Introduction

Certain model year 2025 Kenworth T280/T380/T480/K270/K370/T680/T880/W900/W990 vehicles may have a tie rod with a ball stud out of hardness specification. An out of hardness specification ball stud may fracture, leading to a loss of steering and reduced vehicle control, increasing the risk of a

crash.

Dealers will inspect affected vehicles for suspect parts.



## WARNING

If vehicle has any parts with SUSPECT Julian numbers, advise vehicle owner of inspection results and communicate that Kenworth recommends to NOT DRIVE THE VEHICLE until remedy is completed.

However, vehicle owner will determine use of truck while waiting for a remedy.

Contact your Kenworth Field Service Representative if you have further questions.

## Situation

---

1,582 (1,417 US and 165 Canada) model year 2025 T280/T380/T480/K270/K370/T680/T880/W900/W990 chassis built from 04/10/2024 to 06/07/2024 equipped with DANA front axle tie rods.

## Resolution

---

### Safety Recall

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. In Service Management, select Campaign **24KWGB** to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **24KWGB** campaign code prior to performing this repair.
4. Inspect tie-rod Julian numbers. Use the attached Inspection Procedure in the links section.
5. Some trucks on the chassis list only/also require inspection of Julian dates on USK drag links. For drag link inspections, please refer to **Safety**



**Recall 24KWGA.**

- No further action is required on chassis where both drag links and tie-rods return as "GOOD".
- Touch-up paint as needed on parts that come back "GOOD" only.
- Photos of all Julian numbers MUST be attached to their corresponding warranty claims.
- All Julian dates for each part must be recorded in the claim story.
- File an additional claim for extraordinary circumstances, such as an additional steer axle. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Take off parts disposition: N/A

<b>PRWS CLAIM CODING</b>			
Campaign Code:	24KWGA	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	173	Causal Code	50
Corrective Action Code	06	Responsibility Code:	CampSupp
Failure Location	015-004-045	Causal Part	10036700
Supplier Code	05679BA	SRT Code	<b>B24-22A</b> 0.4 hrs

			Inspect tie rod per bulletin procedure 24KWG  <b>B24-22B</b> 0.7 hrs Lift truck for access per bulletin procedure 24KWG
--	--	--	---

## Procedure

---

**Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained. Read all steps before beginning.**

See **Drag Link and Tie-Rod Inspection Procedure** in the links section below.

Refer to attached chassis list for parts to be inspected and suspect Julian dates for each chassis.

## Parts

---

Quantity	Part Number	Description
1 (As Needed)	Locally Sourced	Spray Paint (Black or matching chassis color)

## Links

---

[Chassis List](#)

[Drag Link and Tie-Rod Inspection Procedure](#)

---

Authored by: BDS