

24PBGB - Safety Recall - Dana Tie-Rod End Ball Stud Heat Treatment

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Number

24PBGB / NHTSA #: 24V433 / Transport Canada #: 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 Peterbilt 220, 536, 537, 548, 567, 579, and 589 chassis may have a tie-rod with a ball stud that does not meet hardness specification. The 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 Peterbilt 220, 536, 537, 548, 567, 579, and 589 chassis may have a tie-rod with a ball stud that does not meet hardness specification. The 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 dates, advise vehicle owner of inspection results and communicate that Peterbilt 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 Peterbilt Field Service Representative if you have further questions.

Situation

1,342 (1,201 US and 141 Canada) model year 2025 Peterbilt 220, 536, 537, 548, 567, 579, and 589 chassis built from 04/10/2024 to 06/04/2024 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 **24PBGB** 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" next to the **24PBGB** Campaign Code prior to performing this repair.
4. Inspect tie-rod Julian dates. Use **24PBG USK and Dana Ball Stud 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 24PBGA**.
6. Chassis that **DO NOT** have any **SUSPECT** Julian dates can be released back into service.
7. For chassis that **DO** have **SUSPECT** Julian dates, this bulletin will be updated with further instructions once a

repair path becomes available. Contact your Peterbilt Field Service Representative if you have further questions.

**WARNING**

If vehicle has any parts with SUSPECT Julian dates, advise vehicle owner of inspection results and communicate that Peterbilt 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 Peterbilt Field Service Representative if you have further questions.

Federal Law

It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

Warranty

There is no time or mileage limit for this recall. Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- **0.4 hours** labor to inspect tie-rod for suspect Julian date – tie rod is found “**GOOD**.” Use Recommended Repair Code **24PBGBA**.
- **0.4 hours** labor to inspect tie-rod for suspect Julian date – tie rod is found “**SUSPECT**.” Use Recommended Repair Code **24PBGBB**.
- **0.7 hours** labor to lift truck for access and inspect tie-rod for suspect Julian date – tie-rod is found “**GOOD**.” Use Recommended Repair Code **24PBGBC**.
- **0.7 hours** labor to lift truck for access and inspect tie-rod for suspect Julian date – tie-rod is found “**SUSPECT**.” Use Recommended Repair Code **24PBGBD**.
- 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 24PBGA**.
- 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 dates **MUST** be attached to their corresponding warranty claims.
- All Julian dates for each part must be recorded in the claim.
- For extraordinary circumstances, file a long form claim and use **24PBGB** in the “Campaign Code” field.
- File the claim within 7 days in accordance with Warranty Policy.
- Cross division repairs are not allowed.

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	24PBGB	Campaign Type:	Safety Recall
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	173	Causal Code:	50
Corrective Action Code:	06	Responsibility Code:	SUP
Failure Location:	011-001-061	Causal Part:	10036700
Supplier Code:	05679BA	SRT Code:	B24-22C 0.4 hours Inspect tie rod per bulletin procedure 24PBG B24-22D 0.3 hours Lift truck for access per bulletin procedure 24PBG

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired

and maintained.

See [24PBG USK and Dana Ball Stud 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

Parts will be sourced locally.

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

Links

[24PBGB Chassis List](#)

[24PBG USK and Dana Ball Stud Inspection Procedure](#)