

24PBGC - Safety Recall - USK Drag Link Ball Stud Inspect and Replace

Number	 Edit  Clone
24PBGC / 24V433 / 2024-335	
Supplier	
USK	
Description	
USK Drag Link Ball Stud Inspect and Replace	
Date	
7/3/2024	
What's New	
Safety Recall	

Campaign start date: 6/17/2024

This bulletin contains secondary inspection procedures and part replacement procedures for drag links identified as SUSPECT under 24PBGA ONLY.

Certain chassis that have completed 24PBGA inspection with “GOOD” results but have not filed warranty claims to close out the campaign in SIR will need to file a claim and close out 24PBGC.

Secondary inspection and replacement procedures are now available through this bulletin for parts found to be SUSPECT in the 24PBGA Safety Recall. **Customers will be advised NOT TO DRIVE TRUCKS until this remedy is completed.**

Introduction

This bulletin contains secondary inspection procedures and part replacement procedures for drag links identified as SUSPECT under 24PBGA ONLY.

Certain chassis that have completed 24PBGA inspection with “GOOD” results but have not filed warranty claims to close out the campaign in SIR will need to file a claim and close out 24PBGC.

Secondary inspection and replacement procedures are now available through this bulletin for parts found to be SUSPECT in the 24PBGA Safety Recall. **Customers will be advised NOT TO DRIVE TRUCKS until this remedy is completed.**

Situation

All Peterbilt 536, 537, and 548 chassis with drag links flagged as SUSPECT in the 24PBGA Safety Recall primary

inspection.

Resolution

Safety Recall

1. If your truck was previously found "GOOD" in 24PBGA, this bulletin does not apply, and you must close this bulletin using Recommended Repair code **24PBGCX**.
2. Refer to service management and/or SIR for the affected chassis.
3. Request ball stud sample by opening a TCS365 case following the instructions below. The request must include a photo of the suspect Julian dates from 24PBGA. (Not needed if already submitted on 24PBGD – same kit.)
 - Using the Vehicle Support tab in TCS365, open a Technical Assistance case.
 - From the drop-down menu, first select "Type" = Special Activities.
 - Then, select "Case Category" = Recall (See picture below)

- Select "Area of Concern" = Steering.
 - Next, in the "Subject" line, write "24PBG Sample."
 - Finally, in the "Description" box, write the dealer location you would like the samples to go to and to who's specific attention.
 - Fill in the remaining vehicle information, then submit the case.
4. Recall 24PBGA primary inspection MUST be completed for the chassis AND the inspection result MUST be "SUSPECT" before this bulletin applies.
 5. Refer to 24PBGA for primary inspection procedures.



NOTE

Only USK drag links are affected by this bulletin. For DANA tie-rods, see bulletin 24PBGD.

6. If chassis returns "GOOD" during 24PBGA inspection, no secondary inspection or repair is necessary. Follow instructions in 24PBGA and 24PBGC to close out both campaigns.

7. Repair claims in 24PBGC for chassis verified as “GOOD” in 24PBGA will be denied.
8. If chassis returns SUSPECT during 24PBGA inspection, continue below.
9. Confirm your dealership is in possession of a ball stud sample kit with both a BAD and GOOD sample (provided by PACCAR) for comparison PRIOR to the customer’s appointment.
10. Confirm with the customer that your dealership will be the repairing location before ordering parts.
11. See the “Parts by Chassis” list in the links section for chassis specific parts for replacement of BAD parts only.

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:

- Chassis is required to have had the primary inspection performed in 24PBGA and had a drag link inspect as **SUSPECT** to be eligible.
- If your truck was previously found “**GOOD**” in 24PBGA, this bulletin does not apply, and you must close this bulletin using Recommended Repair code **24PBGCX** (0.1 hours).
- **0.3 hours** labor to perform secondary inspection on 1 drag link ONLY.(For ball studs that return as “**GOOD**” during this secondary inspection only) – NO REPLACEMENT. Use Recommended Repair code **24PBGC1**.
- **0.3 hours** labor to perform secondary inspection on 2 drag links ONLY.(For ball studs that return as “**GOOD**” during this secondary inspection only) – NO REPLACEMENT. Use Recommended Repair code **24PBGC2**.
- **0.3 hours** labor to perform secondary inspection on 1 drag link and replace 1 drag link which returns “**SUSPECT**” during this secondary inspection. Use Recommended Repair code **24PBGC3**.
- **0.4 hours** labor to perform secondary inspection on 2 drag links and replace 1 drag link which returns “**SUSPECT**” during this secondary inspection. Use Recommended Repair code **24PBGC4**.
- **0.5 hours** labor to perform secondary inspection on 2 drag links and replace 2 drag link which returns “**SUSPECT**” during this secondary inspection. Use Recommended Repair code **24PBGC5**.
- If drag links are replaced through this bulletin, an alignment will be required. The claim for the alignment should include SRT code **B24-26I**.
- If drag links are replaced through this bulletin and the chassis is equipped with stability control, steering angle sensor calibration will be required. Add SRT to the claim for the steering angle sensor calibration

using SRT code **B24-26H**.

- Part painting may be required. File an additional claim for painting using SRT code **B24-26G**.
- If your chassis is affected by this bulletin AND 24PBGD DANA Tie-Rod bulletin, and both bulletins require an

alignment, paint, and/or steering angle sensor calibration, **file the claim on ONE BULLETIN ONLY.**

**NOTE**

Alignments/paint/steering angle calibrations will be reimbursed ONE TIME ONLY. Doubled claims will be denied.

- File the claim within 7 days in accordance with warranty policy.

Take-Off Parts Disposition: **Ship take-off parts to PACCAR Warranty Return Center**

PRWS CLAIM CODING			
Campaign Code:	24PBGC	Campaign Type:	Safety Recall
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	173	Causal Code:	50
Corrective Action Code:	03	Responsibility Code:	CAMP-Campaign
Failure Location:	015-004-010	Causal Part:	J20-6067
Supplier Code:	24205AA	SRT Code:	B24-26A (0.3) Perform drag link secondary inspection per bulletin procedure and found good 24PBGC B24-26B (0.3) Perform drag link secondary inspection for two drag links per bulletin procedure and found good 24PBGC B24-26C (0.3) Perform drag link secondary inspection for one drag link and replace one drag link per bulletin procedure 24PBGC B24-26D (0.4) Perform drag link secondary inspection for two drag links and replace one drag link per bulletin procedure 24PBGC B24-26E (0.5) Perform drag link secondary inspection for two drag links and replace two drag links per bulletin procedure 24PBGC B24-26G (0.5) Paint all replacements per bulletin procedure 24PBGC (can only be claimed once between 24PBGC or 24PBGD) B24-26H (0.2) Calibrate steering angle sensor using Bendix ACOM, per bulletin procedure 24PBGC (can only be claimed once between

			24PBGC or 24PBGD) B24-26I (0.5) Steering Alignment per bulletin procedure 24PBGC (can only be claimed once between 24PBGC or 24PBGD) B24-26J (0.1) Closure of 24PBGC when inspection results are "GOOD" in 24PBGA (Admin Only)
--	--	--	--

Procedure

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

Please see attachment in Links section below for procedures.

Parts

Parts are available to order from PACCAR Parts. However, there may be a backorder.

See the "**Parts by Chassis**" list in the Links section for chassis specific parts.

BAD take-off parts must be tagged per steps in repair procedures and returned to PACCAR Warranty Return Center.

Quantity	Part Number	Part Description
*As Needed	J20-6067	DRAGLINK
*As Needed	J20-6071	DRAGLINK
*As Needed	J20-6072	DRAGLINK
*As Needed	J20-6073	DRAGLINK
Up to 4	Locally Sourced	5/32" X 1-1/2" COTTER PIN
1 can (as needed)	Locally Sourced	Spray Paint (Black or matching chassis color)

Links

[24PBGC Parts by Chassis List](#)

[24PBGA Safety Recall Bulletin](#)

[PB 24PBG Drag Link and Tie-Rod End Repair Procedures](#)