

# 24PBGG PACCAR Front Axle Tie-Rod End USK Ball Stud Inspect and Replace

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## Number

24PBGG / NHTSA #: 24V433 / Transport Canada #: 2024-335

## Supplier

USK

## Description

PACCAR Front Axle Tie-Rod End USK Ball Stud Inspect and Replace

## Date

8/5/2024

## What's New

### **SAFETY RECALL**

Secondary inspection and replacement procedures are now available through this bulletin for tie-rods found to be SUSPECT in the 24PBGE Safety Recall.

Certain model year 2025 Peterbilt 520, 548, 567, and 589 vehicles may have a tie rod with a ball stud that is out of hardness specification.

**Customers will be advised NOT TO DRIVE TRUCKS until this remedy is completed.**

Safety Recall start date is 06/17/2024.


## Introduction

Secondary inspection and replacement procedures are now available through this bulletin for tie-rods found to be SUSPECT in the 24PBGE Safety Recall.

Certain model year 2025 Peterbilt 520, 548, 567, and 589 vehicles may have a tie rod with a ball stud that is out of

hardness specification.

**Customers will be advised NOT TO DRIVE TRUCKS until this remedy is completed.**

 <b>WARNING</b>
If vehicle has any parts with SUSPECT Julian numbers, advise vehicle owner of inspection results and communicate that Peterbilt recommends to NOT DRIVE THE VEHICLE until remedy is completed.
Contact your Peterbilt Field Service Representative if you have further questions.

## Situation

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2,294 (2,121 US and 173 Canada) model year 2025 Peterbilt 520, 548, 567, and 589 chassis built from 04/11/2024 to 07/03/2024 equipped with PACCAR front axle tie-rods.

## Resolution

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### Safety Recall

1. If your truck was previously found “GOOD” in 24PBGE, this bulletin does not apply, and you must close this bulletin using Recommended Repair **24PBGX**.

 <b>NOTE</b>
Note: Repair claims in 24PBGG for chassis verified as “GOOD” in 24PBGE will be denied.

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 the primary inspection.

- 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)


The screenshot shows a notification banner at the top with the text "TCS365 New Timeout Policy" and a search bar. Below the banner, there is a form with two dropdown menus. The first dropdown menu is labeled "Type" and has "Special Activities" selected. The second dropdown menu is labeled "Case Category" and has "Recall" selected. To the right of the form is a "My Reports" section with links for "All Cases", "Service Refusals", "Monthly Dealer Accepted and Rejected", "Dealer Service Contacts List", "Dealer Group Rejected and Reason", and "Vehicle List". At the bottom of the form are "Back" and "Continue" buttons.


- Select "Area of Concern" = Steering
- Next, in the "Subject" line write "24KWG Sample" or "24PBG Sample" depending on division
- 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. Inspect the ball studs using the "Secondary Inspection Procedure" section of [24PBGG Repair Procedure](#) document.

- Chassis that **DO NOT** have any BAD ball studs can be **re-assembled and released back into service**.
- Chassis that **DO** have BAD ball stud(s), **replace Tie-rod assembly** following instructions in the "Replacement

Procedure” section of [24PBGG Repair Procedure](#) document.

 <b>WARNING</b>
If vehicle has any parts with SUSPECT Julian numbers, advise vehicle owner of inspection results and communicate that Peterbilt recommends to NOT DRIVE THE VEHICLE until remedy is completed.
Contact your Peterbilt Field Service Representative if you have further questions.

 <b>NOTE</b>
Dealer’s parts inventory is NOT affected by this Safety Recall

## Federal Law

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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


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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 24PBGE and had a Tie-rod assembly inspect as **SUSPECT** to be eligible.
- If your truck was previously found “GOOD” in 24PBGE, this bulletin does not apply, and you must close this bulletin using recommended repair code **24PBGGX (0.1 hours)**.
- **0.4 hours** labor to perform secondary inspection ONLY (non-aero bumper). (For ball studs that return as “GOOD” during this secondary inspection only) – NO REPLACEMENT. Use Recommended Repair code **24PBGG1**.
- **0.5 hours** labor to perform secondary inspection and replace tie-rod end which returns “**SUSPECT**” during this secondary inspection (non-aero bumper). Use Recommended Repair code **24PBGG2**.
- If tie-rod ends are replaced through this bulletin, an alignment will be required. The claim for the alignment should include SRT code B24-34G.
- If tie-rod ends are replaced through this bulletin and the chassis is equipped with stability control, steering angle sensor calibration will be required. File an additional claim for the steering angle sensor calibration

using SRT code B24-27F.

- Part painting may be required. File an additional claim for painting using SRT code B24-27E.
- If your chassis is affected by this bulletin AND 24PBGE USK Drag Link bulletin, and both bulletins require an alignment, paint, and/or steering angle sensor calibration, **file the additional claim on ONE BULLETIN ONLY.**

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

- All steer axle serial numbers (Found in SIR) must be entered into the "Causal Part Serial Number".
- File an additional claim for extraordinary circumstances. Recommended Repair for standard labor must be

filed first.

- 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			
<b>Campaign Code:</b>	24PBGG	<b>Campaign Type:</b>	Safety Recall
<b>Claim Category:</b>	Truck	<b>Repair Type:</b>	Proactive
<b>Customer Concern Code:</b>	173	<b>Causal Code:</b>	50
<b>Corrective Action Code:</b>	03	<b>Responsibility Code:</b>	SUP
<b>Failure Location:</b>	011-001-061	<b>Causal Part:</b>	B65-6013
<b>Supplier Code:</b>	24205AA	<b>SRT Code:</b>	<p><b>B24-34A</b> 0.4 hours Perform tie- rod inspection per 24PBGG bulletin procedure (non-aero bumper)</p> <p><b>B24-34B</b> 0.5 hours Perform tie-rod inspection and replace tie- rod assembly per bulletin procedure 24PBGG</p> <p><b>B24-34E</b> 0.5 hours Paint all replacement parts per 24PBGG bulletin procedure</p> <p><b>B24-34F</b> 0.2 Hours Calibrate steering angle sensor using Bendix ACOM, per 24PBGG bulletin procedure</p> <p><b>B24-34G</b> 0.5 Hours Steering Alignment per 24PBGG bulletin procedure</p> <p><b>B24-34H</b> 0.1 Hours Closure of 24PBGG when inspection results are "GOOD" in 24PBGE (Admin Only)</p>

## Procedure

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

See [24PBGG Repair Procedure](#) for more information.

## Parts

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

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

Part Number	Part Description	Quantity
B65-6013	TIE ROD ASSY	*As Needed
Locally Sourced	COTTER PIN	*As Needed
Locally Sourced	Spray Paint (Black or matching chassis color)	1 can (as needed)

## Links

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[24PBGG Repair Procedure](#)

[24PBGG Chassis List Bulletin](#)

[24PBG US Customer Letter](#)

[24PBG CA Customer Letter](#)

[24PBG PR Customer Letter](#)