

24PBGD - Safety Recall - DANA Tie-Rod Ball Stud Inspect and Replace

Number	 Edit  Clone
24PBGD / 24V433 / 2024-335	
Supplier	
DANA	
Description	
DANA Tie-Rod 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 tie-rods identified as SUSPECT under 24PBGB ONLY.	
Chassis that have completed 24PBGB inspection with "GOOD" results must also file a claim to close out 24PBGD.	
Secondary inspection and replacement procedures are now available through this bulletin for parts found to be "SUSPECT" in the 24PBGB Safety Recall. Customers will be advised NOT TO DRIVE TRUCKS until this remedy is completed.	
Introduction	
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Situation	
All Peterbilt 220, 536, 537, 548, 567, 579, and 589 chassis with tie-rods flagged as SUSPECT in the 24PBGB Safety	

Recall primary inspection.

Resolution

Safety Recall

1. If your truck was previously found "GOOD" in 24PBGB, this bulletin does not apply, and you must close this bulletin using Recommended Repair code **24PBGDX**.
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 24PBGB. (Not needed if already submitted on 24PBGC – 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 24PBGB primary inspection **MUST** be completed for the chassis **AND** the inspection result **MUST** be "SUSPECT" before this bulletin applies.
 5. Refer to 24PBGB for primary inspection procedures.



NOTE

Only DANA tie-rod ends are affected by this bulletin. For USK drag links, see bulletin 24PBGC.

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

7. Repair claims in 24PBGD for chassis verified as "GOOD" in 24PBGB will be denied.
8. If chassis returns "SUSPECT" during 24PBGB 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 repair. 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 24PBGB and had a Tie-rod assembly inspect as **SUSPECT** to be eligible.
- If your truck was previously found "GOOD" in 24PBGB, this bulletin does not apply, and you must close this bulletin using Recommended Repair code **24PBGDX (0.1 hours)**.
- **0.4 hours** labor to perform secondary inspection ONLY (579). (For ball studs that return as "GOOD" during this secondary inspection only) – NO REPLACEMENT. Use Recommended Repair code **24PBGD1**.
- **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

24PBGD2.

- **0.6 hours** labor to perform secondary inspection and replace ONE tie-rod end which returns “**SUSPECT**” during this secondary inspection (non-aero bumper). Use Recommended Repair code **24PBGD3**.
- **0.6 hours** labor to perform secondary inspection and replace ONE tie-rod end which returns “**SUSPECT**” during this secondary inspection (579). Use Recommended Repair code **24PBGD4**.
- **0.6 hours** labor to perform secondary inspection and replace BOTH tie-rod ends which return “**SUSPECT**” during this secondary inspection (non-aero bumper). Use Recommended Repair code **24PBGD5**.
- **0.7 hours** labor to perform secondary inspection and replace BOTH tie-rod ends which return “**SUSPECT**” during this secondary inspection (579). Use Recommended Repair code **24PBGD6**.
- If tie-rod ends are replaced through this bulletin, an alignment will be required. The claim for the alignment should include SRT code **B24-27J**.
- 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 **B24-27I**.
- Part painting may be required. File an additional claim for painting using SRT code **B24-27H**.
- If your chassis is affected by this bulletin AND 24PBGK 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**.

**NOTE**

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" field in the claim.

- 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:	24PBGD	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:	011-001-031	Causal Part:	685365
Supplier Code:	05679BA	SRT Code:	B24-27A 0.4 HRS Perform tie rod inspection per bulletin procedure (non-aero) 24PBGD B24-27B 0.5 HRS Perform tie rod inspection per bulletin procedure (579) 24PBGD B24-27C 0.6 HRS Perform tie rod inspection and replace one tie rod end per bulletin (non aero) 24PBGD B24-27D 0.6 HRS Perform tie rod inspection and replace one tie rod end per bulletin procedure (579) 24PBGD B24-27E 0.6 HRS Perform tie rod inspection and replace two tie rod end per bulletin procedure (non aero) 24PBGD B24-27F 0.7 HRS Perform tie rod inspection and replace two tie rod end per bulletin procedure (579) 24PBGD B24-27H 0.5 HRS Paint all replacements per bulletin procedure 24PBGD (can only be claimed

			once between 24PBGC or 24PBGD) B24-27I 0.2 HRS Calibrate steering angle sensor using Bendix ACOM, per bulletin procedure 24PBGD (can only be claimed once between 24PBGC or 24PBGD) B24-27J 0.5 HRS Steering Alignment per bulletin procedure 24PBGD (can only be claimed once between 24PBGC or 24PBGD) B24-27K 0.1HRS Closure of 24PBGD when inspection results are “GOOD” in 24PBGB (Admin Only)
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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	Description
*As Needed	685365	LH TIE ROD END KIT
*As Needed	685366	RH TIE ROD END KIT
*As Needed	818472	LH TIE ROD END KIT
*As Needed	818471	RH TIE ROD END KIT
*As Needed	971748	LH TIE ROD END KIT
*As Needed	971749	RH TIE ROD END KIT
*As Needed	Locally Sourced	COTTER PIN
1 can (as needed)	Locally Sourced	Spray Paint (Black or matching chassis color)

Links

[24PBGD Parts by Chassis List](#)

[24PBGB Safety Recall Bulletin](#)

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