

Safety Recall 24KWGA: USK Drag Link Ball Stud Heat Treatment

Number

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24KWG / 24V433 / 2024-335

Supplier

USK

Description

USK Drag Link Ball Stud Heat Treatment

Date

6/17/2024

What's New

Safety Recall

Certain model year 2025 Kenworth T280/T380/T480 vehicles may have a drag link 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 vehicles may have a drag link 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

1,095 (1,036 US and 59 Canada) model year 2025 T280/T380/T480 chassis built from 04/10/2024 to 06/07/2024 equipped with USK drag links.

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 **24KWGA** 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 **24KWGA** campaign code prior to performing this repair.
4. Inspect drag link 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 DANA tie-rods. For tie-rod inspections, please refer to **Safety**

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6. Chassis that DO NOT have any SUSPECT Julian numbers can be released back into service.
7. For chassis that DO have SUSPECT Julian numbers, this bulletin will be updated with further instructions once a repair path becomes available. Contact your Kenworth Field Service Representative if you have further questions.

**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.

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. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- For chassis which ALL drag links return GOOD, use editable Quick Claim Code **24KWGA1**. Choose SRT code (listed in PRWS table) that is applicable to the specific chassis.
- For chassis which contain ANY drag links that return SUSPECT, use editable Quick Claim Code **24KWGA2**. Choose SRT code (listed in PRWS table) that is applicable to the specific chassis.
- Some trucks on the chassis list only/also require inspection of Julian dates on DANA tie-rods. For tie-rod inspections, please refer to **Safety**

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- 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. 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

PRWS CLAIM CODING			
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	015-004-010	Causal Part	J20-6067
Supplier Code	24205AA	SRT Code	B24-22A 0.4 hrs

			Inspect driver side drag link per bulletin procedure 24KWG B24-22B 0.7 hrs Inspect driver and passenger drag links per bulletin procedure 24KWG
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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