

24KWJ: Meritor Front Steer Drive Axle Hub Lubrication

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Number

24KWJ / NHTSA# 24V903 / TC# 2024-729

Supplier

Meritor

Description

Meritor Front Steer Drive Axle Hub Lubrication

Date

12/12/2024

What's New

Safety Recall

Parts and repair procedures are now available.

Certain Kenworth model T380 and T480 chassis equipped with a Meritor 10-16K or 18-23K Front Steer Drive Axle have been identified as possibly having insufficient wheel bearing grease. Insufficient lubrication in the wheel bearing may cause the wheel hub to overheat and become damaged, which may increase the risk of a thermal event. The driver may observe noise, excessive steering play, and/or smoke from the front wheel.

Introduction

Safety Recall

Certain Kenworth model T380 and T480 chassis equipped with a Meritor 10-16K or 18-23K Front Steer Drive Axle have been identified as possibly having insufficient wheel bearing grease. Insufficient lubrication in the wheel bearing may cause the wheel hub to overheat and become damaged, which may increase the risk of a thermal event. The driver may observe noise, excessive steering play, and/or smoke from the front wheel.

All affected trucks will be inspected, and replacement hub seals, adjusting nuts, lock nuts and lock washers will be installed. Replacement parts listed are required to be replaced even with no damage found.

Situation

10 (7 U.S. and 3 Canada) Model Year 2024-2025 T380 and T480 chassis built from 10/06/2023 through 08/05/2024 and equipped with a Meritor 10-16K or 18-23K Front Steer Drive Axle.

Resolution

Safety Recall

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

- Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
- In Service Management, select Campaign 24KWJ to add 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.

- If you are not using Service Management to start repair orders, review SIR for “Complete” next to the 24KWJ Campaign code prior to performing this repair.
- Follow the procedures to inspect and/or replace.

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:

File a standard warranty claim for one of the repairs stated below.

- Submission of a Meritor OnTrac case per [Meritor Inspection & Repair Procedure](#) is required prior to repairs being completed. Failure to do so may result in warranty claim denial.
- **4.0 hours** to inspect front wheel hubs/bearings for damage and replace hub seals, adjusting nuts, lock nuts and lock washers (inspection **without** hub assembly replacement).
- **7.0 hours** to inspect front wheel hubs/bearings for damage and replace hub assemblies and all

necessary parts listed in the second parts table (inspection **with** hub assembly replacement).

- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid

PRWS CLAIM CODING			
Campaign Code:	24KWJ	Campaign Type:	Safety Recall
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	226	Causal Code:	17
Corrective Action Code:	03	Responsibility Code:	CampSupp
Failure Location:	018-001-003	Causal Part:	482-0078-002
Supplier Code:	17114GC	SRT Code:	B25-01A (4.0 hours) Inspect and replace hub seals, adjusting nuts, lock nuts and lock washers only. On left-hand and right-hand steer axle hubs per bulletin

			procedure 24KWJ B25-01B (7.0 hours) Inspect and repair left- hand and right-hand steer axle hubs per bulletin procedure 24KWJ
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Procedure

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

1. Open a Meritor OnTrac Case per [Meritor Inspection & Repair Procedure](#) prior to starting repairs.
2. Follow procedures in attached [Meritor Inspection & Repair Procedure](#).

Parts

Parts are available from PACCAR Parts.

Parts for chassis inspected **WITHOUT** damage found:

Quantity	Part Number	Description	Stock Location
2 per axle	732-0334	SEAL	PDC
2 per axle	688-0747	NUT WITH DOWEL WHEEL BEARING INNER	PDC
2 per axle	688-0748	NUT OUTER WHEEL BEARING	PDC
2 per axle	927-0846	WASHER WHEEL BEARING LOCK	PDC
2 per axle	688-0697-002	NUT	PDC
As needed	N/A	NLGI Grade #2 grease	Locally sourced
As needed	N/A	Non-Chlorinated Brake Parts Cleaner	Locally sourced

Parts for chassis inspected **WITH** damage found:

See the "24KWJ Chassis List" in the Links section for specific parts per chassis information.

Quantity	Part Number	Description	Stock Location
2 per axle	482-0078-001	HUB 285.75 MM BC W/ABS RING ASSY	PDC
2 per axle	482-0078-002	HUB ABS ISO LONG WHEEL STUDS ASSY	PDC
2 per axle	732-0334	SEAL	PDC
2 per axle	233-0396	BEARING	PDC
2 per axle	233-0397	BEARING-CUP	PDC
2 per axle	233-0528	CONE-BEARING	PDC
2 per axle	233-0527	CUP-BEARING	PDC
2 per axle	688-0747	NUT WITH DOWEL WHEEL BEARING INNER	PDC
2 per axle	688-0748	NUT OUTER WHEEL BEARING	PDC
2 per axle	927-0846	WASHER WHEEL BEARING LOCK	PDC

Quantity	Part Number	Description	Stock Location
2 per axle	688-0697-002	NUT	PDC
As needed	N/A	NLGI Grade #2 grease	Locally sourced
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Links

[24KWJ Chassis List](#)

[24KWJ US Customer Letter](#)

[24KWJ CAN Customer Letter](#)

[Meritor Inspection & Repair Procedure](#)

Authored By JK

Revision History

07/08/2025: Interim bulletin has been converted into a final bulletin. Parts and repair procedures are now available.