

# 24PBK - PACCAR 20k Steer Axle Steering Arm and Tie Rod Arm Bolt Torque

## Number

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24PBK / NHTSA Recall Number: 24V908 / Transport Canada Recall Number: 2024-732

## Description

PACCAR 20k Steer Axle Steering Arm and Tie Rod Arm Bolt Torque

## Date

12/12/2024

## What's New

### Safety Recall

Specific 2024 Peterbilt model 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis equipped with a PACCAR 20k Steer Axle have been identified as having steer arm and/or tie rod arm fasteners that may be improperly torqued and can be at risk of failing. If both fasteners in either steering arm or tie rod arm fail, there may be a loss of steering control, which could increase the risk of a crash.

Affected chassis will have all steering arm and tie rod arm bolts removed, replaced with new bolts, and torqued properly.

**Safety Recall start date: 12/12/2024**

## Introduction

Specific 2024 Peterbilt model 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis equipped with a PACCAR 20k Steer Axle have been identified as having steer arm and/or tie rod arm fasteners that may be improperly torqued and can be at risk of failing. If both fasteners in either steering arm or tie rod arm fail, there may be a loss of steering control, which could increase the risk of a crash.

Affected chassis will have all steering arm and tie rod arm bolts removed, replaced with new bolts, and torqued properly.

**Safety Recall start date: 12/12/2024**

## Situation

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36 (33 U.S. and 3 Canada) Model Year 2024 Peterbilt 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis built from 01/27/2023 to 2/5/2024 and equipped with a PACCAR 20k Steer Axle.

## Resolution

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### 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 **24PBK** 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” next to the **24PBK** campaign code prior to performing this repair.
4. Follow procedures in “Links” section to remove and replace steering arm and tie rod arm attachment bolts.

## 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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Starting on **01/17/2024** there is no time or mileage limit for this recall.

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

### FOR CHASSIS EQUIPPED WITH FRONT DISC BRAKES

- **1.1 hours** to remove and replace 4 steering arm and 4 tie rod arm bolts per bulletin procedure. Use Recommended Repair code **24PBKA**.

### FOR CHASSIS EQUIPPED WITH FRONT DRUM BRAKES

- **2.1 hours** to remove and replace 4 steering arm and 4 tie rod arm bolts and remove and reinstall brake slack adjuster per bulletin procedure. (**Snap Ring Part Number 804017**) Use Recommended Repair code **24PBKB**.
- **2.1 hours** to remove and replace 4 steering arm and 4 tie rod arm bolts and remove and reinstall brake slack adjuster per bulletin procedure. (**Snap Ring Part Number 1229D2942**) Use Recommended Repair code **24PBKC**.
- **2.1 hours** to remove and replace 4 steering arm and 4 tie rod arm bolts and remove and reinstall brake slack adjuster per bulletin procedure. (**Snap Ring Part Number 813445BXW**) Use Recommended Repair code **24PBKD**.

- For supplemental repairs, file a long form claim and use code 24PBK in the Campaign Code field.
- File the claim within 7 days in accordance with warranty policy.
- For cross-division repairs, please refer to Peterbilt warranty policy. Recommended Repair codes listed above do not apply to cross-division repairs.

**Take-Off Parts Disposition:** Scrap take-off parts 30 days after claim is paid.

| <b>PRWS CLAIM CODING</b>       |                         |                             |   |
|--------------------------------|-------------------------|-----------------------------|---|
| <b>Campaign Code:</b>          | 24PBK                   | <b>Campaign Type:</b>       | Safety Recall   |
| <b>Claim Category:</b>         | PACCAR<br>Steer<br>Axle | <b>Repair Type:</b>         | Proactive   |
| <b>Customer Concern Code:</b>  | 062                     | <b>Causal Code:</b>         | A9  |
| <b>Corrective Action Code:</b> | 03                      | <b>Responsibility Code:</b> | CAMP  |
| <b>Failure Location:</b>       | 015-<br>004-<br>031     | <b>Causal Part:</b>         | W34-6061  |
| <b>Supplier Code:</b>          | N/A                     | <b>SRT Code:</b>            | <b>B24-56A</b><br><b>1.1 hours</b><br>R&R<br>Steering<br>Arm and<br>Tie Rod<br>Arm bolts<br>on PACCAR<br>20k Steer<br>Axle –<br><b>equipped</b> |

|  |  |                               |
|--|--|-------------------------------|
|  |  | <b>with front disc brakes</b> |
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|  |  |                                 |
|--|--|---------------------------------|
|  |  | – per 24PBK bulletin procedure. |
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|--|--|----------------|
|  |  | <b>B24-56B</b> |
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|--|--|------------------|
|  |  | <b>2.1 hours</b> |
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|  |  |     |
|--|--|-----|
|  |  | R&R |
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|  |  | Steering |
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|  |  | Arm and |
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|--|--|---------|
|  |  | Tie Rod |
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|--|--|-----------|
|  |  | Arm bolts |
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|  |  | on PACCAR |
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|--|--|-----------|
|  |  | 20k Steer |
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|--|--|--------|
|  |  | Axle – |
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|--|--|-----------------|
|  |  | <b>equipped</b> |
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|--|--|-------------------|
|  |  | <b>with front</b> |
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|  |  |             |
|--|--|-------------|
|  |  | <b>drum</b> |
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|  |  |                 |
|--|--|-----------------|
|  |  | <b>brakes –</b> |
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|  |  |           |
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|  |  | per 24PBK |
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|  |  |          |
|--|--|----------|
|  |  | bulletin |
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|  |  |            |
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|  |  | procedure. |
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## Procedure

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

Follow repair procedure in “Links” section to remove and replace steering arm and tie rod arm bolts.

**An M22 x 2.5 thread tap is required to perform the repair procedure. This tool is not eligible for reimbursement.**

## Parts

The following parts are available through PACCAR Parts.

| Part Number  | Part Description                         | Quantity |
|--|--|----------|
| W34-6061   | Bolt-Flange,<br>M22 x 80                 | 8        |
| <b><i>Refer to chassis list for correct snap ring part number for your chassis. (Front drum brakes only)</i></b> |  |          |
| 804017   | Snap Ring                                | 2        |
| 1229D2942  | Snap Ring                                | 2        |
| 813445NBXW   | Bendix Slack Adjuster Shim/Snap Ring Kit | 2        |

The following parts/materials must be sourced locally.

| Part Number    | Part Description                                   | Quantity |
|----------------|--|----------|
| Source Locally | Loctite 263  | 5mL      |
| Source Locally | Non-Residue Solvent Based Degreaser (ex: Brakleen) | 3oz      |
| Source Locally | Paint (For touching up)                            | 3 oz     |

bolt heads)

** NOTE**

An M22 x 2.5 thread tap is required to perform the repair procedure. This tool is not eligible for reimbursement.

## Links

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[24PBK - Chassis List](#)

[24PBK - Repair Procedure](#)

### FINAL CUSTOMER LETTERS

[24PBK - FINAL US Customer Letter](#)

[24PBK - FINAL Canadian Customer Letter](#)

[24PBK - FINAL Canadian Customer Letter - French](#)

## Revision History

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**01/17/2025:** Bulletin changed from Interim to Final Safety Recall.