

# 24KWK: PACCAR 20k Steer Axle Steering Arm and Tie Rod Arm Bolt Torque

 [Edit](#)  [Clone](#)

## Number

24KWK / 24V908 / 2024-732

## Supplier

Kenworth Truck Company

## Description

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

## Date

1/17/2025

## What's New

### Safety Recall

#### **Parts and procedures are now available.**

Certain Kenworth model T480, T800, T880, and W990 equipped with a PACCAR 20k Steer Axle have been identified as having steering arm and/or tie rod arm fasteners that may be improperly torqued and can be at risk of failing. If either steering arm or tie rod arm fasteners 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.

## Introduction

Certain Kenworth model T480, T800, T880, and W990 equipped with a PACCAR 20k Steer Axle have been identified as having steering arm and/or tie rod arm fasteners that may be improperly torqued and can be at

risk of failing. If 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.

## Situation

---

46 (35 U.S. and 11 Canada) Model Year 2024-2025 T480, T800, T880, and W990 chassis built from 01/11/2023 through 2/22/2024 and equipped with a PACCAR 20k Steer 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 **24KWK** 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
- If you are not using Service Management to start repair orders, review SIR for "Complete" next to the **24KWK** Campaign code prior to performing this repair.
- Follow the procedures to remove and replace steering arm and tie rod arm attachment bolts.

## 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 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 Quick Claim code **24KWKA**.

### 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 Quick Claim code **24KWKB**.

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:** Scrap take-off parts 30 days after claim is paid.

<b>PRWS CLAIM CODING</b>			
<b>Campaign Code:</b>	24KWK	<b>Campaign Type:</b>	Safety Recall
<b>Claim Category:</b>	PACCAR Steer 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>	015-004-031	<b>Causal Part:</b>	W34-6061
<b>Supplier Code:</b>	N/A	<b>SRT Code:</b>	<p><b>B24-56A</b>  <b>1.1 hours</b>                      R&amp;R Steering Arm and Tie Rod Arm bolts on PACCAR 20k Steer Axle – <b>equipped with front disc brakes</b> – per 24KWK bulletin procedure.</p> <p><b>B24-56B</b>  <b>2.1 hours</b>                      R&amp;R Steering Arm and Tie Rod Arm bolts on PACCAR 20k Steer Axle – <b>equipped with front drum brakes</b> – per 24KWK bulletin procedure.</p>

## Procedure

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

and maintained.

Follow procedures in attached [24KWK Repair Procedures](#)



**NOTE**

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, M22 x 80	8

**FOR CHASSIS EQUIPPED WITH FRONT DRUM BRAKES**

Part Number	Part Description	Quantity
804017	Snap Ring	2

The following parts/materials must be sourced locally.

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
Source Locally	Loctite 263	Partial Container Needed
Source Locally	Non-Residue Solvent Based Degreaser (Brake clean)	Partial Container Needed
Source Locally	Paint (For touching up bolt heads)	Partial Container Needed

## Links

---

[24KWK Chassis List](#)

[24KWK US Customer Letter](#)

[24KWK Canada Customer Letter](#)

[24KWK Repair Procedures](#)

---

Authored by: JK

## Revision History

---

01/17/2025 Interim bulletin converted into a final bulletin.