



Subject: Safety Recall 24KWF: Sheppard Steering Gear Sector Shaft

IMPORTANT SAFETY RECALL

Interim Notification



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RECALL NOTICE



A PACCAR COMPANY
Customer Service Department
Kenworth Truck Company
P.O. Box 1000
Kitland, Washington 98083-1000

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation
Issued in Accordance
With Federal Law
NHTSA *****
www.nhtsa.gov

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SEATTLE, WA
PERMIT NO. 2389

May 7, 2024

IMPORTANT SAFETY RECALL **Interim Notification**

This notice applies to your vehicle: VINs listed on the back of this page

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Subject: Safety Recall 24KWF: Sheppard Steering Gear Sector Shaft
NHTSA Recall number: 24V233



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety, exists in certain model Year 2025 T280/T380 /T480/T680/T880/W990 vehicles built from 10/03/2023 through 01/16/2024. The steering gear(s) in these vehicles may contain components that were not adequately heat treated during assembly. Specifically, the sector shaft gear teeth may not meet hardness standards and could be susceptible to premature wear, cracking, or fracture. A fractured gear tooth may interfere with the gear mechanism leading to binding which in turn may increase the risk of a crash. If a sudden increase in steering effort is noticed, the driver should carefully steer the vehicle to a safe location.

Kenworth has initiated a recall to remedy this issue. You will be notified when the remedy is available and may schedule an appointment with a dealer at that time to obtain the repair at no charge to you.

<i>The problem is...</i>	Certain steering gear(s) may have a sector shaft that does not meet hardness requirements.
<i>What your dealer will do...</i>	When parts and procedures are available, dealers will inspect and replace suspect steering gear(s).
<i>What you must do ...</i>	No action is required at this time. When parts are available, contact your Kenworth Dealer to schedule the repair.

If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service, provide your name, your dealer's city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question using one of the following:

Email: Kenworth.Campaigns@paccar.com with the bulletin number in the subject line
or

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department
or

Phone: 425-828-5888

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>, if you believe that the manufacturer or dealer failed or was unable to remedy the defect without charge within a reasonable time following the earliest date upon which replacement parts and procedures become available

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, please email the last 8 digits of the VIN and the new owner's name and address to Kenworth.Campaigns@paccar.com so we can update our records.

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,



Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company