

24KWC: Sheppard Steering Gear Incorrectly Assembled

Number

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

24KWC / 24V044 / 2024-036

Supplier

R. H. Sheppard Co., Inc.

Description

Sheppard Steering Gear Incorrectly Assembled

Date

2/9/2024

What's New

Safety Recall

Inspection procedures are available. Steering gear serial numbers must be inspected to determine suspect gears. Certain steering gears may have been assembled incorrectly, causing the gear to fracture. This can cause a loss of steering control, increasing the risk of a crash.

Introduction

Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2024-2025 T280/T380/T480/T680/T880/W990/L770 chassis. The steering gear may have been incorrectly assembled, which could cause the steering gear to fracture, resulting in loss of steering control and increased risk of a collision.

A steering gear with fewer than the required number of recirculating balls may bind when loads are applied. In some cases, the balls may align on the same side of the gear's worm shaft and concentrated loads may cause

the gear's internal parts to fracture, resulting in loss of vehicle steering. Loss of steering increases the likelihood of a crash.

No audible or visual warning is available.

Situation

24,967 (23,646 US and 1,321 CAN) Model Year 2024-2025 T280/T380/T480/T680/T880/W990/L770 chassis built from 03/01/2023 through 12/20/2023 with suspect steering gears.

Resolution

Safety Recall

Inspect all affected chassis 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 **24KWC** 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 **24KWC** campaign code prior to performing this repair.
4. Inspect steering gear serial numbers. Use the attached [Inspection Procedure](#).
5. Chassis that return "GOOD" or "OUT OF DATE RANGE" can be released back into service.
6. For chassis that return "SUSPECT", contact Field Service for tracking of suspect gears pending parts and procedures. This bulletin will be updated when parts and procedures are available.

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 and labor:

0.3 hours to complete the following:

- Inspect Steering Gear Serial Numbers using the attached [Inspection Procedure](#).
- Check the steering gear serial number using the [Sheppard Steering Gear Classification Tool](#).
- Enter the Classification Results and steering gear serial number into the [Serial Number Tracking Form](#).



NOTE

Failure to complete the [Serial Number Tracking Form](#) for each chassis inspected could result in the Quick Claim being charged back to the dealer.

For Vehicles that return GOOD or OUT OF DATE RANGE during inspection:

- Enter Classification Results and steering gear serial number into the [Serial Number Tracking Form](#).
- File a claim using Quick Claim **24KWCA**. This will close Recall 24KWC for the chassis.
- Touch-up paint on steering gears that return GOOD or OUT OF DATE RANGE if necessary.
- No further action is required for "GOOD" or "OUT OF DATE RANGE" chassis.
- File an add-on claim for touch-up paint (materials only) if necessary.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

For vehicles that return SUSPECT during inspection:

- Enter the Classification Results and steering gear serial number into the [Serial Number Tracking Form](#).
- File a claim using Quick Claim **24KWCB**. This will close Recall 24KWC for the chassis.
- Contact Field Service for tracking of suspect gears pending parts and procedures. This bulletin will be updated when parts and procedures are available.
- Do not paint over SUSPECT Steering gear Serial Numbers – Serial Number may be needed for

verification before repair.



CAUTION

Advise vehicle owner of inspection results and obtain direction regarding release of truck pending parts availability.

Vehicle owner to determine use of truck while waiting for parts.

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

Take-Off Parts Disposition: N/A - Inspection Only

PRWS CLAIM CODING			
Campaign Code:	24KWC	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	128	Causal Code	62
Corrective Action Code	06	Responsibility Code:	CampSupp
Failure Location	015-003-061	Causal Part	HWC06510
Supplier Code	15310AA	SRT Code	B24-03A 0.3 hrs Inspect Steering Gear Serial Number per bulletin procedures.

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.

Affected chassis must be inspected to determine steering gear serial number and status using the attached [Inspection Procedure](#).

All inspected steering gears must be entered into the [Serial Number Tracking Form](#), regardless of result.



NOTE

Only primary (master) steering gears are affected by this recall. Secondary (slave) gears do not need to be inspected.

GOOD or OUT OF DATE RANGE chassis are complete – touch up paint as necessary and release vehicle.

SUSPECT chassis require steering gear replacement. Contact Field Service for tracking of suspect gears pending parts and procedures. This bulletin will be updated when parts and procedures are available.

Parts

FOR CHASSIS THAT RETURN "GOOD" or "OUT OF DATE RANGE"

Use add-on claim for paint materials on "GOOD" and "Out of Date Range" steering gears. Reference 24KWC in the add-on claim.

Quantity	Part Number	Description
As Needed	Locally Sourced	Spray Paint (black or matching chassis color)

Links

[Dealer/Chassis List](#)

[Inspection Procedure](#)

[Sheppard Steering Gear Classification Tool](#)

[Serial Number Tracking Form](#)

Authored by: JB3