

# Safety Recall 24KWF: Sheppard Steering Gear Sector Shaft

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## Number

24KWF / 24V233 / 2024-197

## Supplier

R. H. Sheppard Co., Inc.

## Description

Sheppard Steering Gear Sector Shaft

## Date

4/5/2024

## What's New

### **SAFETY RECALL – INTERIM NOTIFICATION**

Certain Kenworth vehicles from model year 2025 may contain steering gear(s) with a sector shaft that may not meet hardness requirements for the gear teeth due to improper heat treating during assembly. Sector shaft gear teeth with lower than required hardness may prematurely wear, crack, or fracture. A fractured gear tooth may interfere with the gear mechanism leading to binding which in turn may increase the likelihood of a crash.

This bulletin will be updated when repair parts and procedures are available.

## Introduction

Certain Kenworth vehicles from model year 2025 may contain steering gear(s) with a sector shaft that may not meet hardness requirements for the gear teeth due to improper heat treating during assembly. Sector shaft gear teeth with lower than required hardness may prematurely wear, crack, or fracture. A fractured gear tooth

may interfere with the gear mechanism leading to binding which in turn may increase the likelihood of a crash. The driver may hear a popping sound when a tooth fractures.

This bulletin will be updated when repair parts and procedures are available.

## Situation

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686 (619 US and 67 Canada) Model Year 2025 T280/T380/T480/T680/T880/W990 chassis built from 10/03/2023 through 01/16/2024 with suspect steering gears.

## Resolution

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### **Safety Recall**

INTERIM NOTIFICATION

This bulletin will be updated when repair parts and procedures are available.

## 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.

## Links

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[Chassis List](#)

[US Customer Letter](#)

[Canada Customer Letter](#)

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Authored by: JK



A **PACCAR** COMPANY

Kenworth Truck Company  
Customer Service Department  
PO Box 1000  
Kirkland, Washington 98083-1000  
(425) 828-5888

Date of Letter



## IMPORTANT SAFETY RECALL

### Interim Notification

Customer name  
Customer address  
City, State ZIP

This notice applies to your vehicle(s): {VIN} {Multiple VINs to be listed on the back of this page}

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

Dear Kenworth Customer,

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

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 likelihood 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.

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

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



A **PACCAR** COMPANY

Kenworth Truck Company  
Customer Service Department  
PO Box 1000  
Kirkland, Washington 98083-1000  
(425) 828-5888

Date of Letter



## IMPORTANT SAFETY RECALL

### Interim Notification

Customer name  
Customer address  
City, State ZIP

This notice applies to your vehicle(s): {VIN} {Multiple VINs to be listed on the back of this page}

Subject: Safety Recall 24KWF: Sheppard Steering Gear Sector Shaft  
Transport Canada Recall Number: 2024-197

Dear Kenworth Customer,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

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 likelihood 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.

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

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](mailto: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

For additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

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](mailto: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