

Safety Recall 24KWB: Hendrickson COMPOSILITE® EXS20 Lift Axle Bearing Journals

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Number

24KWB / 24V043 / 2024-038 / 23E-095

Supplier

Hendrickson

Description

Hendrickson COMPOSILITE® EXS20 Lift Axle Bearing Journals

Date

6/12/2024

What's New

Safety Recall

Certain model year 2024 T800/T880/W900/W990 trucks equipped with Hendrickson COMPOSILITE® EXS20 or Watson & Chalin SL-2065 steerable auxiliary lift axles may have bearing journals that may not have been seated correctly to the steering knuckle assembly components during manufacture.

Both the Hendrickson COMPOSILITE® EXS20 and Watson & Chalin SL-2065 repairs will be coordinated and performed by Hendrickson.

Introduction

Reference Hendrickson Recall 23E-095

Hendrickson alerted Kenworth of a limited number of Hendrickson COMPOSILITE® EXS20 and Watson & Chalin SL-2065 steerable auxiliary lift axle suspension assemblies and individual steering knuckle assembly components are equipped with bearing journals that may not have been seated correctly to the steering knuckle assembly components during manufacture.

In some cases, this condition may cause a loss of oil lubricant from the wheel end hub assemblies. Loss of oil from the respective axle hubs may cause the spindles to become loose from the steering knuckle assemblies

or otherwise fracture and/or cause wheel end hub damage. This can further result in foreign object debris on the roadway, increasing the risk of a crash and/or injury.

Situation

17 (14 US and 3 Canada) Model year 2024 T800/T880/W900/W990 trucks equipped with a Hendrickson COMPOSILITE® EXS20 or Watson & Chalin SL-2065 Lift Axle built from 09/22/2023 through 10/19/2023.

Resolution

Safety Recall

Reference Hendrickson Recall 23E-095

Hendrickson bulletin will provide direction on:

- Inspection
- Repairs
- Parts
- Warranty Claims

See **Hendrickson Manufacturer Notification Letter** in the links section for more information.

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

Reference Hendrickson Recall 23E-095 to determine warranty eligibility and claim instructions.

Procedure

Reference Hendrickson Recall 23E-095 for any necessary inspection and/or repair procedures.

Parts

Reference Hendrickson Recall 23E-095 to determine any necessary parts related to this safety recall.

Links

[Chassis List](#)

[US Customer Letter](#)

[Canada Customer Letter](#)

[Hendrickson Manufacturer Notification Letter](#)

Authored by: BDS



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



Subject:
Safety Recall 24KWB: Hendrickson COMPOSILITE® EXS20 Lift Axle Bearing Journals
Transport Canada # 2024-038

The VINs are listed on the back of this page

Customer name
Customer address
City, State ZIP

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 2024 T800/T880/W900/W990 vehicles manufactured from 10/09/2023 through 10/19/2023 equipped with a Hendrickson COMPOSILITE® EXS20 or Watson & Chalin SL-2065 Lift Axle.

Hendrickson alerted Kenworth of a limited number of Hendrickson COMPOSILITE® EXS20 and Watson & Chalin SL-2065 steerable auxiliary lift axle suspension assemblies and individual steering knuckle assembly components equipped with bearing journals that may not have been seated correctly to the steering knuckle assembly components during manufacture.

In some cases, this condition may cause a loss of oil lubricant from the wheel end hub assemblies. Loss of oil from the respective axle hubs may cause the spindles to become loose from the steering knuckle assemblies or otherwise fracture and/or cause wheel end hub damage. This can further result in foreign object debris on the roadway, increasing the risk of a crash and/or injury.

Kenworth has initiated a recall to remedy the defect in cooperation with Hendrickson, free of charge. The repair will be coordinated and performed by Hendrickson. However, Kenworth is required to notify customers of the existence of the identified safety defect. If needed, please contact your Kenworth dealer. You can find your nearest Kenworth dealer using the Dealer Locator on our website www.Kenworth.com or by scanning the QR code on this letter.

This repair may take up to **6 hours** of labor depending on vehicle configuration and scheduling. This repair will be performed at no charge to you.

<i>The problem is...</i>	Lift axles may have bearing journals that may not have been seated correctly to the steering knuckle assembly components during manufacture
<i>What your dealer will do...</i>	Inspection or replacement of steering knuckle components will be performed by Hendrickson
<i>What you must do ...</i>	If needed, please contact your Kenworth dealer to help coordinate this repair

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this campaign. Please contact your Kenworth dealer for more information.

If you require further information about this campaign 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



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Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(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 campaign 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,

A handwritten signature in black ink that reads 'Annick Hollingsworth'.

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



Subject:
Safety Recall 24KWB: Hendrickson COMPOSILITE® EXS20 Lift Axle Bearing Journals
NHTSA Recall number 24V043
EXPIRATION DATE: NONE
This notice applies to your vehicle; VIN

Customer name
Customer address
City, State ZIP

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 2024 T800/T880/W900/W990 vehicles manufactured from 10/09/2023 through 10/19/2023 equipped with a Hendrickson COMPOSILITE® EXS20 or Watson & Chalin SL-2065 Lift Axle.

Hendrickson alerted Kenworth of a limited number of Hendrickson COMPOSILITE® EXS20 and Watson & Chalin SL-2065 steerable auxiliary lift axle suspension assemblies and individual steering knuckle assembly components equipped with bearing journals that may not have been seated correctly to the steering knuckle assembly components during manufacture.

In some cases, this condition may cause a loss of oil lubricant from the wheel end hub assemblies. Loss of oil from the respective axle hubs may cause the spindles to become loose from the steering knuckle assemblies or otherwise fracture and/or cause wheel end hub damage. This can further result in foreign object debris on the roadway, increasing the risk of a crash and/or injury.

Kenworth has initiated a recall to remedy the defect in cooperation with Hendrickson, free of charge. The repair will be coordinated and performed by Hendrickson. However, Kenworth is required to notify customers of the existence of the identified safety defect. If needed, please contact your Kenworth dealer. You can find your nearest Kenworth dealer using the Dealer Locator on our website www.Kenworth.com or by scanning the QR code on this letter.

This repair may take up to **6 hours** of labor depending on vehicle configuration and scheduling. This repair will be performed at no charge to you.

<i>The problem is...</i>	Lift axles may have bearing journals that may not have been seated correctly to the steering knuckle assembly components during manufacture
<i>What your dealer will do...</i>	Inspection or replacement of steering knuckle components will be performed by Hendrickson
<i>What you must do ...</i>	If needed, please contact your Kenworth dealer to help coordinate this repair

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this campaign. Please contact your Kenworth dealer for more information.

If you require further information about this campaign 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

If you conclude that Kenworth Truck Company has not enabled you to remedy this defect in reasonable time and without



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

charge, you may submit a complaint to: 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>.

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,

A handwritten signature in black ink that reads 'Annick Hollingsworth'. The signature is written in a cursive, flowing style.

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company