

# 24PBGC - Safety Recall - USK Drag Link Ball Stud Inspect and Replace

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

## Number

24PBGC / 24V433 / 2024-335

## Supplier

USK

## Description

USK Drag Link Ball Stud Inspect and Replace

## Date

7/3/2024

## What's New

### Safety Recall

**Campaign start date: 6/17/2024**

**This bulletin contains secondary inspection procedures and part replacement procedures for drag links identified as SUSPECT under 24PBGA ONLY.**

**Certain chassis that have completed 24PBGA inspection with "GOOD" results but have not filed warranty claims to close out the campaign in SIR will need to file a claim and close out 24PBGC.**

Secondary inspection and replacement procedures are now available through this bulletin for parts found to be SUSPECT in the 24PBGA Safety Recall. **Customers will be advised NOT TO DRIVE TRUCKS until this remedy is completed.**

## Introduction

**This bulletin contains secondary inspection procedures and part replacement procedures for drag links identified as SUSPECT under 24PBGA ONLY.**

**Certain chassis that have completed 24PBGA inspection with "GOOD" results but have not filed warranty claims to close out the campaign in SIR will need to file a claim and close out 24PBGC.**

Secondary inspection and replacement procedures are now available through this bulletin for parts found to be SUSPECT in the 24PBGA Safety Recall. **Customers will be advised NOT TO DRIVE TRUCKS until this remedy is completed.**

## Situation

All Peterbilt 536, 537, and 548 chassis with drag links flagged as SUSPECT in the 24PBGA Safety Recall primary

inspection.

## Resolution

### Safety Recall

1. If your truck was previously found "GOOD" in 24PBGA, this bulletin does not apply, and you must close this bulletin using Recommended Repair code **24PBGCX**.
2. Refer to service management and/or SIR for the affected chassis.
3. Request ball stud sample by opening a TCS365 case following the instructions below. The request must include a photo of the suspect Julian dates from 24PBGA. (Not needed if already submitted on 24PBGD – same kit.)
  - Using the Vehicle Support tab in TCS365, open a Technical Assistance case.
  - From the drop-down menu, first select "Type" = Special Activities.
  - Then, select "Case Category" = Recall (See picture below)

- Select "Area of Concern" = Steering.
  - Next, in the "Subject" line, write "24PBG Sample."
  - Finally, in the "Description" box, write the dealer location you would like the samples to go to and to who's specific attention.
  - Fill in the remaining vehicle information, then submit the case.
4. Recall 24PBGA primary inspection MUST be completed for the chassis AND the inspection result MUST be "SUSPECT" before this bulletin applies.
  5. Refer to 24PBGA for primary inspection procedures.

#### **i** NOTE

Only USK drag links are affected by this bulletin. For DANA tie-rods, see bulletin 24PBGD.

6. If chassis returns "GOOD" during 24PBGA inspection, no secondary inspection or repair is necessary. Follow instructions in 24PBGA and 24PBGC to close out both campaigns.

7. Repair claims in 24PBGC for chassis verified as "GOOD" in 24PBGA will be denied.
8. If chassis returns SUSPECT during 24PBGA inspection, continue below.
9. Confirm your dealership is in possession of a ball stud sample kit with both a BAD and GOOD sample (provided by PACCAR) for comparison PRIOR to the customer's appointment.
10. Confirm with the customer that your dealership will be the repairing location before ordering parts.
11. See the "Parts by Chassis" list in the links section for chassis specific parts for replacement of BAD parts only.

## 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. Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- Chassis is required to have had the primary inspection performed in 24PBGA and had a drag link inspect as **SUSPECT** to be eligible.
- If your truck was previously found "**GOOD**" in 24PBGA, this bulletin does not apply, and you must close this bulletin using Recommended Repair code **24PBGCX** (0.1 hours).
- **0.3 hours** labor to perform secondary inspection on 1 drag link ONLY.(For ball studs that return as "**GOOD**" during this secondary inspection only) – NO REPLACEMENT. Use Recommended Repair code **24PBGC1**.
- **0.3 hours** labor to perform secondary inspection on 2 drag links ONLY.(For ball studs that return as "**GOOD**" during this secondary inspection only) – NO REPLACEMENT. Use Recommended Repair code **24PBGC2**.
- **0.3 hours** labor to perform secondary inspection on 1 drag link and replace 1 drag link which returns "**SUSPECT**" during this secondary inspection. Use Recommended Repair code **24PBGC3**.
- **0.4 hours** labor to perform secondary inspection on 2 drag links and replace 1 drag link which returns "**SUSPECT**" during this secondary inspection. Use Recommended Repair code **24PBGC4**.
- **0.5 hours** labor to perform secondary inspection on 2 drag links and replace 2 drag link which returns "**SUSPECT**" during this secondary inspection. Use Recommended Repair code **24PBGC5**.
- If drag links are replaced through this bulletin, an alignment will be required. The claim for the alignment should include SRT code **B24-26I**.
- If drag links are replaced through this bulletin and the chassis is equipped with stability control, steering angle sensor calibration will be required. Add SRT to the claim for the steering angle sensor calibration

using SRT code **B24-26H**.

- Part painting may be required. File an additional claim for painting using SRT code **B24-26G**.
- If your chassis is affected by this bulletin AND 24PBGD DANA Tie-Rod bulletin, and both bulletins require an

alignment, paint, and/or steering angle sensor calibration, **file the claim on ONE BULLETIN ONLY.**

**i NOTE**

Alignments/paint/steering angle calibrations will be reimbursed ONE TIME ONLY. Doubled claims will be denied.

- File the claim within 7 days in accordance with warranty policy.

Take-Off Parts Disposition: **Ship take-off parts to PACCAR Warranty Return Center**

PRWS CLAIM CODING			
<b>Campaign Code:</b>	24PBGC	<b>Campaign Type:</b>	Safety Recall
<b>Claim Category:</b>	Truck	<b>Repair Type:</b>	Proactive
<b>Customer Concern Code:</b>	173	<b>Causal Code:</b>	50
<b>Corrective Action Code:</b>	03	<b>Responsibility Code:</b>	CAMP-Campaign
<b>Failure Location:</b>	015-004-010	<b>Causal Part:</b>	J20-6067
<b>Supplier Code:</b>	24205AA	<b>SRT Code:</b>	<p><b>B24-26A (0.3)</b> Perform drag link secondary inspection per bulletin procedure and found good 24PBGC</p> <p><b>B24-26B (0.3)</b> Perform drag link secondary inspection for two drag links per bulletin procedure and found good 24PBGC</p> <p><b>B24-26C (0.3)</b> Perform drag link secondary inspection for one drag link and replace one drag link per bulletin procedure 24PBGC</p> <p><b>B24-26D (0.4)</b> Perform drag link secondary inspection for two drag links and replace one drag link per bulletin procedure 24PBGC</p> <p><b>B24-26E (0.5)</b> Perform drag link secondary inspection for two drag links and replace two drag links per bulletin procedure 24PBGC</p> <p><b>B24-26G (0.5)</b> Paint all replacements per bulletin procedure 24PBGC (can only be claimed once between 24PBGC or 24PBGD)</p> <p><b>B24-26H (0.2)</b> Calibrate steering angle sensor using Bendix ACOM, per bulletin procedure 24PBGC (can only be claimed once between</p>

		24PBGC or 24PBGD)
		<b>B24-26I (0.5)</b> Steering Alignment per bulletin procedure 24PBGC (can only be claimed once between 24PBGC or 24PBGD)
		<b>B24-26J (0.1)</b> Closure of 24PBGC when inspection results are "GOOD" in 24PBGA (Admin Only)

## Procedure

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

Please see attachment in Links section below for procedures.

## Parts

Parts are available to order from PACCAR Parts. However, there may be a backorder.

See the "**Parts by Chassis**" list in the Links section for chassis specific parts.

**BAD take-off parts must be tagged per steps in repair procedures and returned to PACCAR Warranty Return Center.**

Quantity	Part Number	Part Description
*As Needed	J20-6067	DRAGLINK
*As Needed	J20-6071	DRAGLINK
*As Needed	J20-6072	DRAGLINK
*As Needed	J20-6073	DRAGLINK
Up to 4	Locally Sourced	5/32" X 1-1/2" COTTER PIN
1 can (as needed)	Locally Sourced	Spray Paint (Black or matching chassis color)

## Links

[24PBGC Parts by Chassis List](#)

[24PBGA Safety Recall Bulletin](#)

[PB 24PBG Drag Link and Tie-Rod End Repair Procedures](#)



A **PACCAR** COMPANY

July 17, 2024

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: Safety Recall: 24PBG: USK Drag Link and Tie Rod End Ball Stud Heat Treatment  
NHTSA: 24V433  
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

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

Peterbilt Motors Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2025 Peterbilt 220, 520, 536, 537, 548, 567, 579, and 589 vehicles manufactured from 04/11/2024 through 07/03/2024 with USK drag links and/or front steer axles with USK tie rod ends. Supplier USK used a heat treatment process that may have resulted in ball studs that failed to meet the supplier's hardness specification. Affected ball studs may have been incorporated into drag link assemblies and/or tie rod ends. If the ball stud fractures, the driver may experience a loss of steering and reduced vehicle control, which may increase the risk of a crash. Peterbilt recommends that affected vehicles are not driven until:

1. The components are inspected and are proven to be outside of the suspect Julian date range.
- or
2. The components are inspected and replaced if found to be within the suspect Julian date range.

<b>What is the problem?</b>	Certain vehicles may have a tie rod or drag link with a ball stud out of hardness specification.
<b>What will your dealer do?</b>	Your Peterbilt dealer will inspect your truck for suspect components and will replace, as necessary.
<b>What should you do?</b>	Contact your dealer immediately to schedule an appointment.

Peterbilt has initiated this recall to remedy the issue with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit the Dealer Locator at [www.Peterbilt.com](http://www.Peterbilt.com) or scan the QR code. When contacting your Peterbilt dealer, reference the Safety Recall number, Transport Canada Recall Number, and VIN(s) listed in this letter. This repair may take up to **4 hours** of labor depending on dealer scheduling.

If you had this repair performed before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Receipts for parts and/or labor are required for consideration of reimbursement. Contact your local Peterbilt dealership for details.

If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at [PB.Tech.Pubs.Dept@paccar.com](mailto:PB.Tech.Pubs.Dept@paccar.com).

If you conclude that Peterbilt has not enabled you to remedy this defect in a reasonable time and without 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, we would appreciate your advising us of the new owner. Please send all known ownership and address changes to [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).

We apologize for any inconvenience this procedure may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Ponsonby". The signature is fluid and cursive, with the first name "Michelle" written in a larger, more prominent script than the last name "Ponsonby".

Michelle Ponsonby  
Director of Customer Experience  
Peterbilt Motors Company

Scan this QR code to open the  
Peterbilt Dealer Locator.

