

24PBGD - Safety Recall - DANA Tie-Rod Ball Stud Inspect and Replace

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Number

24PBGD / 24V433 / 2024-335

Supplier

DANA

Description

DANA Tie-Rod 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 tie-rods identified as SUSPECT under 24PBGB ONLY.

Chassis that have completed 24PBGB inspection with "GOOD" results must also file a claim to close out 24PBGD.

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

Introduction

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Situation

All Peterbilt 220, 536, 537, 548, 567, 579, and 589 chassis with tie-rods flagged as SUSPECT in the 24PBGB Safety

7. Repair claims in 24PBGD for chassis verified as "GOOD" in 24PBGB will be denied.
8. If chassis returns "SUSPECT" during 24PBGB 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 repair. 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 24PBGB and had a Tie-rod assembly inspect as **SUSPECT** to be eligible.
- If your truck was previously found "GOOD" in 24PBGB, this bulletin does not apply, and you must close this bulletin using Recommended Repair code **24PBGDX (0.1 hours)**.
- **0.4 hours** labor to perform secondary inspection ONLY (579). (For ball studs that return as "GOOD" during this secondary inspection only) – NO REPLACEMENT. Use Recommended Repair code **24PBGD1**.
- **0.4 hours** labor to perform secondary inspection ONLY (non-aero bumper). (For ball studs that return as "GOOD" during this secondary inspection only) – NO REPLACEMENT. Use Recommended Repair code

24PBGD2.

- **0.6 hours** labor to perform secondary inspection and replace ONE tie-rod end which returns “SUSPECT” during this secondary inspection (non-aero bumper). Use Recommended Repair code **24PBGD3**.
- **0.6 hours** labor to perform secondary inspection and replace ONE tie-rod end which returns “SUSPECT” during this secondary inspection (579). Use Recommended Repair code **24PBGD4**.
- **0.6 hours** labor to perform secondary inspection and replace BOTH tie-rod ends which return “SUSPECT” during this secondary inspection (non-aero bumper). Use Recommended Repair code **24PBGD5**.
- **0.7 hours** labor to perform secondary inspection and replace BOTH tie-rod ends which return “SUSPECT” during this secondary inspection (579). Use Recommended Repair code **24PBGD6**.
- If tie-rod ends are replaced through this bulletin, an alignment will be required. The claim for the alignment should include SRT code **B24-27J**.
- If tie-rod ends are replaced through this bulletin and the chassis is equipped with stability control, steering angle sensor calibration will be required. File an additional claim for the steering angle sensor calibration using SRT code **B24-27I**.
- Part painting may be required. File an additional claim for painting using SRT code **B24-27H**.
- If your chassis is affected by this bulletin AND 24PBGK USK Drag Link bulletin, and both bulletins require an alignment, paint, and/or steering angle sensor calibration, **file the additional claim on ONE BULLETIN ONLY**.

 **NOTE**

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

- All steer axle serial numbers (Found in SIR) must be entered into the "Causal Part Serial Number" field in the claim.

- 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			
Campaign Code:	24PBGD	Campaign Type :	Safety Recall
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	173	Causal Code:	50
Corrective Action Code:	03	Responsibility Code:	CAMP-Campaign
Failure Location:	011-001-031	Causal Part:	685365
Supplier Code:	05679BA	SRT Code:	<p>B24-27A 0.4 HRS Perform tie rod inspection per bulletin procedure (non-aero) 24PBGD</p> <p>B24-27B 0.5 HRS Perform tie rod inspection per bulletin procedure (579) 24PBGD</p> <p>B24-27C 0.6 HRS Perform tie rod inspection and replace one tie rod end per bulletin (non aero) 24PBGD</p> <p>B24-27D 0.6 HRS Perform tie rod inspection and replace one tie rod end per bulletin procedure (579) 24PBGD</p> <p>B24-27E 0.6 HRS Perform tie rod inspection and replace two tie rod end per bulletin procedure (non aero) 24PBGD</p> <p>B24-27F 0.7 HRS Perform tie rod inspection and replace two tie rod end per bulletin procedure (579) 24PBGD</p> <p>B24-27H 0.5 HRS Paint all replacements per bulletin procedure 24PBGD (can only be claimed</p>

			<p>once between 24PBGC or 24PBGD)</p> <p>B24-27I 0.2 HRS Calibrate steering angle sensor using Bendix ACOM, per bulletin procedure 24PBGD (can only be claimed once between 24PBGC or 24PBGD)</p> <p>B24-27J 0.5 HRS Steering Alignment per bulletin procedure 24PBGD (can only be claimed once between 24PBGC or 24PBGD)</p> <p>B24-27K 0.1HRS Closure of 24PBGD when inspection results are "GOOD" in 24PBGB (Admin Only)</p>
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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	Description
*As Needed	685365	LH TIE ROD END KIT
*As Needed	685366	RH TIE ROD END KIT
*As Needed	818472	LH TIE ROD END KIT
*As Needed	818471	RH TIE ROD END KIT
*As Needed	971748	LH TIE ROD END KIT
*As Needed	971749	RH TIE ROD END KIT
*As Needed	Locally Sourced	COTTER PIN
1 can (as needed)	Locally Sourced	Spray Paint (Black or matching chassis color)

Links

[24PBGD Parts by Chassis List](#)

[24PBGB 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.

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

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.

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.

