



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

This notice applies to your vehicle; VIN

Subject: Safety Recall: 24KWK PACCAR 20k Steer Axle Steer Arm and Tie Rod Arm Bolt Torque
NHTSA Recall number: 24V908
Expiration Date: None

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 2024-2025 vehicles, including T480, T800 and T880 models, built from 01/11/2023 through 2/22/2024, with a PACCAR 20k Steer Axle. These vehicles have steer arm and/or tie rod arm fasteners that may be improperly torqued and could fail. If both fasteners in either steering arm or tie rod bracket fail there may be a loss of steering control, which could increase the risk of a crash.

Kenworth has initiated a recall to remedy the defect. **At this time, replacement parts are not yet available.** You will be notified by mail when parts and procedures become available at which point you can schedule an appointment with a Kenworth dealer to obtain the repair at no charge to you.

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| <i>The problem is...</i> | Front steer axle, steer arm and/or tie rod arm fasteners may be improperly torqued and could fail. |
| <i>What your dealer will do...</i> | Replacement parts are not yet available. |
| <i>What you must do ...</i> | There is no action required on your part at this time. |

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 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,
Kenworth Customer Service



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