

# 24PBK - PACCAR 20k Steer Axle Steering Arm and Tie Rod Arm Bolt Torque

## Number

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24PBK / NHTSA Recall Number: 24V908 / Transport Canada Recall Number: 2024-732

## Description

PACCAR 20k Steer Axle Steering Arm and Tie Rod Arm Bolt Torque

## Date

12/12/2024

## What's New

### Safety Recall

Specific 2024 Peterbilt model 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis equipped with a PACCAR 20k Steer Axle have been identified as having steer arm and/or tie rod arm fasteners that may be improperly torqued and can be at risk of failing. If both fasteners in either steering arm or tie rod arm fail, there may be a loss of steering control, which could increase the risk of a crash.

Affected chassis will have all steering arm and tie rod arm bolts removed, replaced with new bolts, and torqued properly.

**Safety Recall start date: 12/12/2024**

## Introduction

Specific 2024 Peterbilt model 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis equipped with a PACCAR 20k Steer Axle have been identified as having steer arm and/or tie rod arm fasteners that may be improperly torqued and can be at risk of failing. If both fasteners in either steering arm or tie rod arm fail, there may be a loss of steering control, which could increase the risk of a crash.

Affected chassis will have all steering arm and tie rod arm bolts removed, replaced with new bolts, and torqued properly.

**Safety Recall start date: 12/12/2024**

## Situation

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36 (33 U.S. and 3 Canada) Model Year 2024 Peterbilt 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis built from 01/27/2023 to 2/5/2024 and equipped with a PACCAR 20k Steer Axle.

## Resolution

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### Safety Recall

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. In Service Management, select Campaign **24PBK** to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management.
3. If you are not using Service Management to start repair orders, review SIR for “Complete” next to the **24PBK** campaign code prior to performing this repair.
4. Follow procedures in “Links” section to remove and replace steering arm and tie rod arm attachment bolts.

## 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.

## Warranty

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Starting on **01/17/2024** there is no time or mileage limit for this recall.

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

### FOR CHASSIS EQUIPPED WITH FRONT DISC BRAKES

- **1.1 hours** to remove and replace 4 steering arm and 4 tie rod arm bolts per bulletin procedure. Use Recommended Repair code **24PBKA**.

### FOR CHASSIS EQUIPPED WITH FRONT DRUM BRAKES

- **2.1 hours** to remove and replace 4 steering arm and 4 tie rod arm bolts and remove and reinstall brake slack adjuster per bulletin procedure. (**Snap Ring Part Number 804017**) Use Recommended Repair code **24PBKB**.
- **2.1 hours** to remove and replace 4 steering arm and 4 tie rod arm bolts and remove and reinstall brake slack adjuster per bulletin procedure. (**Snap Ring Part Number 1229D2942**) Use Recommended Repair code **24PBKC**.
- **2.1 hours** to remove and replace 4 steering arm and 4 tie rod arm bolts and remove and reinstall brake slack adjuster per bulletin procedure. (**Snap Ring Part Number 813445BXW**) Use Recommended Repair code **24PBKD**.

- For supplemental repairs, file a long form claim and use code 24PBK in the Campaign Code field.
- File the claim within 7 days in accordance with warranty policy.
- For cross-division repairs, please refer to Peterbilt warranty policy. Recommended Repair codes listed above do not apply to cross-division repairs.

**Take-Off Parts Disposition:** Scrap take-off parts 30 days after claim is paid.

<b>PRWS CLAIM CODING</b>			
<b>Campaign Code:</b>	24PBK	<b>Campaign Type:</b>	Safety Recall
<b>Claim Category:</b>	PACCAR Steer Axle	<b>Repair Type:</b>	Proactive
<b>Customer Concern Code:</b>	062	<b>Causal Code:</b>	A9
<b>Corrective Action Code:</b>	03	<b>Responsibility Code:</b>	CAMP
<b>Failure Location:</b>	015- 004- 031	<b>Causal Part:</b>	W34-6061
<b>Supplier Code:</b>	N/A	<b>SRT Code:</b>	<b>B24-56A</b> <b>1.1 hours</b> R&R Steering Arm and Tie Rod Arm bolts on PACCAR 20k Steer Axle – <b>equipped</b>

			<b>with front disc brakes</b>
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			– per 24PBK bulletin procedure.
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			<b>B24-56B</b>
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			<b>2.1 hours</b>
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			R&R
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			Steering
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			Arm and
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			Tie Rod
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			Arm bolts
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			on PACCAR
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			20k Steer
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			Axle –
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			<b>equipped</b>
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			<b>with front</b>
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			<b>drum</b>
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			<b>brakes –</b>
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			per 24PBK
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			bulletin
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			procedure.
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## Procedure

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

Follow repair procedure in “Links” section to remove and replace steering arm and tie rod arm bolts.

**An M22 x 2.5 thread tap is required to perform the repair procedure. This tool is not eligible for reimbursement.**

## Parts

The following parts are available through PACCAR Parts.

Part Number	Part Description	Quantity
W34-6061	Bolt-Flange, M22 x 80	8
<b><i>Refer to chassis list for correct snap ring part number for your chassis. (Front drum brakes only)</i></b>		
804017	Snap Ring	2
1229D2942	Snap Ring	2
813445NBXW	Bendix Slack Adjuster Shim/Snap Ring Kit	2

The following parts/materials must be sourced locally.

Part Number	Part Description	Quantity
Source Locally	Loctite 263	5mL
Source Locally	Non-Residue Solvent Based Degreaser (ex: Brakleen)	3oz
Source Locally	Paint (For touching up)	3 oz

bolt heads)

** NOTE**

An M22 x 2.5 thread tap is required to perform the repair procedure. This tool is not eligible for reimbursement.

## Links

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[24PBK - Chassis List](#)

[24PBK - Repair Procedure](#)

### FINAL CUSTOMER LETTERS

[24PBK - FINAL US Customer Letter](#)

[24PBK - FINAL Canadian Customer Letter](#)

[24PBK - FINAL Canadian Customer Letter - French](#)

## Revision History

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**01/17/2025:** Bulletin changed from Interim to Final Safety Recall.

Sélectionner la date

## IMPORTANT RAPPEL DE SÉCURITÉ

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Rappel de sécurité : 24PBK – Couple du boulon du bras de direction de l'essieu directeur 20K et du bras de biellette de direction de PACCAR  
Rappel de Transport Canada : 2024-732  
DATE D'EXPIRATION : AUCUNE

Cher client Peterbilt,

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Peterbilt Motors Company a constaté qu'une défectuosité reliée à la sécurité des véhicules automobiles est présente dans certains châssis Peterbilt de modèles 367, 389, 548 de l'année 2024 et 520 et 567 des années 2024 et 2025, fabriqués entre le 27/01/2023 et le 05/02/2024, équipés d'un essieu directeur 20K de PACCAR. Il est possible que le couple du bras de direction et/ou des fixations du bras de biellette de direction soit inapproprié et puisse présenter un risque de défaillance. Si les deux fixations, soit du bras de direction ou du support de biellette de direction, échouent il pourrait y avoir une perte de contrôle de la direction, ce qui pourrait augmenter le risque d'accident.

<b>Quel est le problème ?</b>	Les fixations de l'essieu directeur avant, du bras de direction et/ou du bras de biellette de direction pourraient être mal serrées et pourraient tomber en panne.
<b>Que fera votre concessionnaire?</b>	Votre concessionnaire remplacera tous les boulons du bras de direction et du bras de biellette de direction.
<b>Que devez-vous faire ?</b>	Communiquer immédiatement avec votre concessionnaire local afin de prendre rendez-vous pour les réparations.

Peterbilt a mis en place ce rappel afin de remédier au problème, sans frais. Veuillez communiquer avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour ces services. Pour trouver votre concessionnaire Peterbilt, veuillez consulter le lien "Trouver un concessionnaire" sur [www.Peterbilt.com](http://www.Peterbilt.com) ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer au numéro de rappel de sécurité (24PBK), au numéro de rappel de Transport Canada (2024-732), ainsi qu'au(x) NIV(S) listé(s) à la présente. Cette réparation peut nécessiter jusqu'à **3 heures** de main-d'œuvre selon la disponibilité du concessionnaire.

Si vous avez déjà procédé à cette réparation avant la réception de la présente, vous pourriez être admissible à un remboursement de vos frais pour avoir remédié sans préavis au problème associé à ce rappel. Des reçus pour les pièces et/ou la main-d'œuvre sont requis afin d'envisager un remboursement. Communiquez avec votre concessionnaire Peterbilt local pour les détails.

Si vous avez besoin de plus d'information au sujet de ce rappel ou rencontrez des difficultés à obtenir un rendez-vous pour cette réparation, veuillez communiquer avec le département de l'expérience-client de Peterbilt sur [PB.Tech.Pubs.Dept@paccar.com](mailto:PB.Tech.Pubs.Dept@paccar.com).

Pour de l'information additionnelle au sujet de ce rappel, vous pouvez communiquer avec Transport Canada au 1-800-333-0510.

La loi fédérale nécessite de tout bailleur de véhicules qui reçoit cet avis de rappel d'en faire parvenir une copie à toute personne ayant loué un véhicule et ce, dans un délai de dix jours. Si ce véhicule ne vous appartient plus, nous apprécions que vous nous fassiez part du nom du nouveau propriétaire. Veuillez faire parvenir toute information relative au nouveau propriétaire et son adresse à [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).

Nous nous excusons pour tout inconfort causé par cette procédure préventive et vous remercions de votre participation afin d'aider Peterbilt à offrir les plus hauts niveaux de satisfaction de la clientèle et d'expertise de service. Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l'industrie en matière de qualité, performance et fiabilité; et nous vous remercions de faire d'un Peterbilt votre camion préféré.

Salutations,



Michelle Ponsonby  
Directrice de l'expérience client  
Peterbilt Motors Company

Scan this QR code to open the  
Peterbilt Dealer Locator.





A PACCAR COMPANY

Select the date.

## 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: 24PBK PACCAR 20k Steer Axle Steering Arm and Tie Rod Arm Bolt Torque  
Transport Canada Recall: 2024-732  
EXPIRATION DATE: NONE

Dear Peterbilt 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.

Peterbilt Motors Company has decided that a defect which relates to motor vehicle safety exists in certain 2024 Peterbilt 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis manufactured from 01/27/2023 through 02/05/2024 and equipped with a PACCAR 20k Steer Axle. The steering arm and/or tie rod arm fasteners may be improperly torqued and can be at risk of failing. If both fasteners in either the steering arm or tie rod arm fail, there may be a loss of steering control, which could increase the risk of a crash.

<b>What is the problem?</b>	The front steer axle, steering arm and/or tie rod arm fasteners may be improperly torqued and could fail.
<b>What will your dealer do?</b>	Your dealer will replace all steering arm and tie rod arm bolts.
<b>What should you do?</b>	Contact your local dealer immediately to schedule repairs.

Peterbilt has initiated this recall to remedy the issue at no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit the "Find a Dealer" link at [www.Peterbilt.com](http://www.Peterbilt.com) or scan the QR code. When contacting your Peterbilt dealer, reference the Safety Recall number (24PBK), Transport Canada Recall Number (2024-732), and VIN(s) listed in this letter. This repair may take up to **3 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).

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, 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,

Michelle Ponsonby  
Director of Customer Experience  
Peterbilt Motors Company

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NHTSA: 24V908  
EXPIRATION DATE: NONE

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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).

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