



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

This notice applies to your vehicle; VIN



Subject: Safety Recall: 24KWJ Meritor Front Steer Drive Axle Hub Lubrication
NHTSA Recall number: 24V903
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 T380 and T480 models built from 10/06/2023 through 08/05/2024, equipped with a Meritor 10-16K or 18-23K Front Steer Drive Axles. Insufficient lubrication in the wheel bearing may cause the wheel hub to overheat and degrade, which may increase the risk of fire. The driver may observe noise, excessive steering play, and/or smoke from the front wheel, which may increase the risk of a crash.

Kenworth has initiated a recall to remedy the defect. 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 **7 hours** of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

<i>The problem is...</i>	Meritor 10-16K or 18-23K Front Steer Drive Axles may have insufficient wheel bearing grease.
<i>What your dealer will do...</i>	Dealers will inspect both front steer drive axle wheel hubs. If damage is found, new parts will be installed.
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for 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 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 **PACCAR** COMPANY
Kenworth Customer Service

24KWJ: Meritor Front Steer Drive Axle Hub Lubrication

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

Number

24KWJ / NHTSA# 24V903 / TC# 2024-729

Supplier

Meritor

Description

Meritor Front Steer Drive Axle Hub Lubrication

Date

12/12/2024

What's New

Safety Recall

Parts and repair procedures are now available.

Certain Kenworth model T380 and T480 chassis equipped with a Meritor 10-16K or 18-23K Front Steer Drive Axle have been identified as possibly having insufficient wheel bearing grease. Insufficient lubrication in the wheel bearing may cause the wheel hub to overheat and become damaged, which may increase the risk of a thermal event. The driver may observe noise, excessive steering play, and/or smoke from the front wheel.

Introduction

Safety Recall

Certain Kenworth model T380 and T480 chassis equipped with a Meritor 10-16K or 18-23K Front Steer Drive Axle have been identified as possibly having insufficient wheel bearing grease. Insufficient lubrication in the wheel bearing may cause the wheel hub to overheat and become damaged, which may increase the risk of a thermal event. The driver may observe noise, excessive steering play, and/or smoke from the front wheel.

All affected trucks will be inspected, and replacement hub seals, adjusting nuts, lock nuts and lock washers will be installed. Replacement parts listed are required to be replaced even with no damage found.

Situation

10 (7 U.S. and 3 Canada) Model Year 2024-2025 T380 and T480 chassis built from 10/06/2023 through 08/05/2024 and equipped with a Meritor 10-16K or 18-23K Front Steer Drive Axle.

Resolution

Safety Recall

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

- Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
- In Service Management, select Campaign 24KWJ to add 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.

- If you are not using Service Management to start repair orders, review SIR for “Complete” next to the 24KWJ Campaign code prior to performing this repair.
- Follow the procedures to inspect and/or replace.

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

File a standard warranty claim for one of the repairs stated below.

- Submission of a Meritor OnTrac case per [Meritor Inspection & Repair Procedure](#) is required prior to repairs being completed. Failure to do so may result in warranty claim denial.
- **4.0 hours** to inspect front wheel hubs/bearings for damage and replace hub seals, adjusting nuts, lock nuts and lock washers (inspection **without** hub assembly replacement).
- **7.0 hours** to inspect front wheel hubs/bearings for damage and replace hub assemblies and all

necessary parts listed in the second parts table (inspection **with** hub assembly replacement).

- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid

PRWS CLAIM CODING			
Campaign Code:	24KWJ	Campaign Type:	Safety Recall
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	226	Causal Code:	17
Corrective Action Code:	03	Responsibility Code:	CampSupp
Failure Location:	018-001-003	Causal Part:	482-0078-002
Supplier Code:	17114GC	SRT Code:	B25-01A (4.0 hours) Inspect and replace hub seals, adjusting nuts, lock nuts and lock washers only. On left-hand and right-hand steer axle hubs per bulletin

			procedure 24KWJ B25-01B (7.0 hours) Inspect and repair left- hand and right-hand steer axle hubs per bulletin procedure 24KWJ
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Procedure

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

1. Open a Meritor OnTrac Case per [Meritor Inspection & Repair Procedure](#) prior to starting repairs.
2. Follow procedures in attached [Meritor Inspection & Repair Procedure](#).

Parts

Parts are available from PACCAR Parts.

Parts for chassis inspected **WITHOUT** damage found:

Quantity	Part Number	Description	Stock Location
2 per axle	732-0334	SEAL	PDC
2 per axle	688-0747	NUT WITH DOWEL WHEEL BEARING INNER	PDC
2 per axle	688-0748	NUT OUTER WHEEL BEARING	PDC
2 per axle	927-0846	WASHER WHEEL BEARING LOCK	PDC
2 per axle	688-0697-002	NUT	PDC
As needed	N/A	NLGI Grade #2 grease	Locally sourced
As needed	N/A	Non-Chlorinated Brake Parts Cleaner	Locally sourced

Parts for chassis inspected **WITH** damage found:

See the "24KWJ Chassis List" in the Links section for specific parts per chassis information.

Quantity	Part Number	Description	Stock Location
2 per axle	482-0078-001	HUB 285.75 MM BC W/ABS RING ASSY	PDC
2 per axle	482-0078-002	HUB ABS ISO LONG WHEEL STUDS ASSY	PDC
2 per axle	732-0334	SEAL	PDC
2 per axle	233-0396	BEARING	PDC
2 per axle	233-0397	BEARING-CUP	PDC
2 per axle	233-0528	CONE-BEARING	PDC
2 per axle	233-0527	CUP-BEARING	PDC
2 per axle	688-0747	NUT WITH DOWEL WHEEL BEARING INNER	PDC
2 per axle	688-0748	NUT OUTER WHEEL BEARING	PDC
2 per axle	927-0846	WASHER WHEEL BEARING LOCK	PDC

Quantity	Part Number	Description	Stock Location
2 per axle	688-0697-002	NUT	PDC
As needed	N/A	NLGI Grade #2 grease	Locally sourced
As needed	N/A	Non-Chlorinated Brake Parts Cleaner	Locally sourced

Links

[24KWJ Chassis List](#)

[24KWJ US Customer Letter](#)

[24KWJ CAN Customer Letter](#)

[Meritor Inspection & Repair Procedure](#)

Authored By JK

Revision History

07/08/2025: Interim bulletin has been converted into a final bulletin. Parts and repair procedures are now available.