



Kenworth Ranks Highest in Heavy Duty Dealer Service Customer Satisfaction in J.D. Power and Associates Study

Kenworth Receives Award Two Years in a Row

KIRKLAND, Wash. – Kenworth Truck Company achieved the highest customer satisfaction ranking among truck owners in the Heavy Duty Dealer Service Segment, according to the J.D. Power and Associates 2012 Heavy Duty Truck Customer Satisfaction StudySM.



“The constant commitment by Kenworth and the strong Kenworth dealer network to achieve superior customer satisfaction is supported by major investments in The World’s Best® product line and outstanding dealer facilities,” said Gary Moore, Kenworth general manager and PACCAR vice president. “The prestigious J.D. Power and Associates 2012 Heavy Duty Service Award represents our dedication and efforts to provide the high quality service that customers deserve from Kenworth and our dealers.”

The annual study ranks customer satisfaction by evaluating manufacturer performance. This year's study results are based on interviews with primary maintainers of one-year-old (model year) Class 8 trucks and include the 2010 EPA certified engines for the first time. Kenworth was well-ranked in the study’s key service categories, which include Dealer Facility, Service Quality, Service Delivery, Service Initiation, and Service Advisor.

Kenworth has now received the Heavy Duty Dealer Service award for two years in a row and three times in the past four years (2009, 2011, 2012). Overall, Kenworth has received 18 J.D. Power and Associates Heavy Duty customer satisfaction awards since the heavy duty awards began in 2003.

Kenworth provides excellent customer support through the Kenworth dealer network comprised of more than 325 locations in the United States and Canada, and through the Kenworth PremierCare® Customer Center, which operates 24 hours a day, seven days a week.

Kenworth Truck Company is the manufacturer of The World's Best® heavy and medium duty trucks. Kenworth is an industry leader in providing fuel-saving technology solutions that help increase fuel efficiency and reduce emissions. The company's dedication to the green fleet includes aerodynamic trucks, compressed and liquefied natural gas trucks, and medium duty diesel-electric hybrids. Kenworth is the only truck manufacturer to receive the Environmental Protection Agency's Clean Air Excellence award in recognition of its environmentally friendly products. In addition, the fuel-efficient Kenworth T700 equipped with the low-emission PACCAR MX engine was named the 2011 Commercial Heavy Duty Truck of the Year by the American Truck Dealers. Kenworth's Internet home page is at www.kenworth.com. Kenworth. A PACCAR Company.