



Central Illinois Trucks Named 2011 Kenworth Parts and Service Dealer of the Year

RENTON, Wash. — Central Illinois Trucks was named the 2011 Parts and Service Dealer of the Year for the United States and Canada at the annual Parts and Service Meeting held recently in Anaheim, Calif. The award is presented in recognition of outstanding parts and service support.



Central Illinois Trucks accepts the 2011 Kenworth Parts and Service Dealer of the Year Award in recognition of its outstanding parts and service support.

“Central Illinois Trucks is at the top for parts operations, parts and service financials and the Kenworth customer service score. All levels of their organization display an outstanding dedication and passion for the business. Dealer management leads by example with enthusiasm and knowledge, and they truly represent The World’s Best,” said Darrin Siver, PACCAR vice president and PACCAR Parts general manager.

Kenworth also named its Gold and Silver Parts and Service Award winners to recognize dealer excellence and outstanding achievements in customer support, parts and service operations, facilities and financial performance.

“These dealerships have demonstrated excellence in all areas of their parts and service operations, and they continually exceed their goals by performing at the highest levels,” said Gary Moore, PACCAR vice president and Kenworth Truck Company general manager.

The Gold Award winners were Wisconsin Kenworth, Motor Power Kenworth – Billings, MHC Kenworth – Kansas City, Kenworth Québec, Central Illinois Trucks and Kenworth of Cincinnati.

The Silver Award winners were Motor Power Kenworth – Great Falls, Kenworth of Jacksonville, MHC Kenworth – Oklahoma, Wallwork Kenworth, Columbus Kenworth and Kenworth of Buffalo.

Latin America Awards

For the first time at the Kenworth Parts and Service Meeting, awards were presented for the Latin America Parts and Service Dealer of the Year and the Latin America TRP All-Makes Dealer of the Year. The 2011 Latin America Parts and Service Dealer of the Year was Motored, located in Peru.

“Motored has grown their sales significantly in the last two years, placing them as one of the dealers with the largest sales growth in the Latin American market. We also recognize their achievements in supporting the outside salesperson program and the use of PACTOOLS and training initiatives,” said Christian Ebner, PACCAR Parts Latin America sales and marketing manager.

The 2011 Latin America TRP All-Makes Dealer of the Year was Indusur, located in Ecuador, in recognition of their outstanding commitment and sustained sales growth with TRP.

TRP Awards

Kenworth dealers were recognized for excellence in the support and sales of the TRP brand of all-makes parts for trucks, trailers and buses. Edmonton Kenworth was named the 2011 TRP All-Makes Dealer of the Year for North America.

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“Edmonton Kenworth has trained their parts and service employees to look beyond the Kenworth brand, and they’ve shown a commitment to the all-makes market by stocking a great breadth of TRP products at their dealerships,” Siver said.

The TRP Trailer Dealer of the Year was Wallwork Kenworth – Fargo, and the TRP Bus Dealer of the Year was Kenworth Montréal.

New Awards

This year, three new awards recognized dealers for their marketing efforts, competency in selling and leveraging CONNECT systems and engine parts and service excellence. The Parts and Service Marketing Dealer of the Year was Inland Kenworth – Phoenix, the CONNECT Dealer of the Year was Wallwork Kenworth and the Engine Parts and Service Dealer of the Year was Rihm Kenworth.

“These dealers provide the finest service and best parts availability in the industry. We are proud to reward their accomplishments,” Siver said.

About PACCAR Parts

PACCAR Parts provides global parts distribution and aftersales support to Kenworth, Peterbilt and DAF dealerships. Featuring state-of-the-art distribution processes and industry-leading quality management, sales and marketing programs, PACCAR Parts adds value and support to dealers and operators of all makes of trucks, trailers, and buses around the world. For more information, visit www.PACCARParts.com.

PACCAR Parts also distributes TRP Parts for all makes of trucks, trailers and buses. TRP Parts are available through authorized retailers that include Kenworth, Peterbilt and DAF dealerships around the world. Supported by a worldwide network of parts and service professionals, TRP offers dependable aftermarket products that are designed and tested to exceed customers’ expectations for quality and value. Regardless of the age, make or application of the vehicle, TRP is the all-makes answer. For more information, visit www.TRPParts.com.

About Kenworth Truck Company

Kenworth Truck Company is the manufacturer of The World’s Best(R) 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 Heavy Duty Commercial Truck of the Year by the American Truck Dealers. Kenworth also received the “Highest in Customer Satisfaction with Heavy Duty Truck Dealer Service, Two Years in a Row”, according to the J.D. Power and Associates 2011-2012 Heavy Duty Truck Customer Satisfaction Studies(SM). Kenworth's Internet home page is at www.kenworth.com. Kenworth. A PACCAR Company.