



Kenworth Names Truck Enterprises Hagerstown as 2013 Parts and Service Dealer of the Year

KIRKLAND, Wash. – Truck Enterprises Hagerstown in Maryland was named Kenworth’s 2013 Parts and Service Dealer of the Year for the United States and Canada during the annual Kenworth Dealer Meeting held recently in the Seattle area.

The award recognizes the Kenworth dealer that scores high in customer satisfaction and provides customers with the best parts and service support among the more than 345 dealerships in the Kenworth dealer network.



Truck Enterprises Hagerstown in Maryland was named Kenworth’s 2013 Parts and Service Dealer. From left are Gary Moore, Kenworth general manager and PACCAR vice president; John Harter, president of Truck Enterprises Inc.; and David Danforth, PACCAR Parts general manager.

“Truck Enterprises Hagerstown uses the latest parts inventory control programs supported by Kenworth and PACCAR Parts to provide the parts that customers need when they need them,” said David Danforth, PACCAR Parts general manager. “During 2013, Truck Enterprises Hagerstown earned very high customer satisfaction scores. The division also offered skilled service support from technicians trained in every area to help keep their medium duty to heavy duty trucks up and running. Those technicians receive periodic training to keep them up-to-date with the latest advances on Kenworth trucks and the PACCAR medium duty and heavy duty lines of engines, including the PACCAR MX-13.”

“The parts inventory control system allowed fleet customers to use our facility to stock tailored inventories,” said John Harter, president of Truck Enterprises Inc., parent company of Truck Enterprises Hagerstown. “It also meant that we could provide all of our customers stellar parts support for the PACCAR MX-13 engine and Kenworth trucks. We’ve offered extended hours at our present location and we’ve done the planning to replace it early next year with a larger facility, complete with the FSX DPF cleaning machine and maintenance bays for servicing CNG- and LNG-fueled trucks. But most of all, our parts and service staff at Truck Enterprises Hagerstown demonstrated their knowledge, skill and dedication everyday, fulfilling our company’s goal of providing superior service. I am so proud of the work of our employees.”

In addition to Truck Enterprises Hagerstown, Truck Enterprises also operates Kenworth dealerships in Chesapeake, Harrisonburg, Lynchburg, Manassas, Richmond, and Roanoke, Va.; and in Keyser, W.Va. The company celebrated its 50th anniversary in 2012.

Kenworth Truck Company is the manufacturer of The World’s Best® heavy and medium duty trucks. Kenworth’s Internet home page is at www.kenworth.com. Kenworth is a PACCAR company.