



Kenworth TruckTech+ Service Management Begins Rollout To Kenworth Dealers

LOUISVILLE, Ky. – The new Kenworth TruckTech+ Service Management platform is rolling out to Kenworth dealers. It's all part of Kenworth's efforts to help customers maximize truck uptime by streamlining service and repair processes at Kenworth dealerships.



KENWORTH
TRUCKTECH+
Service Management

The new platform, powered by Decisiv, will give Kenworth dealer service staff detailed chassis information, parts catalogs, service bulletins, warranty and repair history that will help them to more quickly and efficiently diagnose, estimate and complete service work.



“Beyond the dealer’s service department, Kenworth TruckTech+ Service Management will be used to initiate service requests, and communicate estimates, approvals and status updates. It streamlines communication among our customers, dealers, and Kenworth PremierCare® Roadside Assistance representatives,” noted Kevin Baney, Kenworth assistant general manager for sales and marketing.

In the coming months, Kenworth will expand its integrated fleet portal that will help fleets seamlessly manage their service events and truck assets through the platform. “Our customers will be able to use our integrated fleet solution to collaborate with any of the hundreds of Kenworth and PacLease franchises across the United States and Canada,” added Baney. “TruckTech+ Service Management will help dealer service departments and PacLease franchises remain focused on providing fast and efficient service, speeding up repairs and increasing uptime for our customers.”



Today, more than 30,000 Kenworth Class 8 trucks are equipped with Kenworth Truck Tech+ Remote Diagnostics, which enables fleets to view real-time vehicle health in the PACCAR Solutions web portal. Those Kenworth trucks have combined to travel 1.5 billion miles. The back office integration of TruckTech+ Remote Diagnostics and TruckTech+ Service Management offers additional value-added data sharing for Kenworth chassis.

Kenworth is The Driver’s Truck. See what drivers are saying at www.kenworth.com/drivers.

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.