



Kenworth PremierCare Gold Certified Program Going Strong and Driving Superior Customer Service

KIRKLAND, Wash. – The Kenworth PremierCare® Certified Gold program is driving the customer support level higher as Kenworth dealers have invested in facilities, added service technicians, increased PACCAR engine training, and expanded evening and weekend service hours to achieve the program's more stringent requirements implemented a year ago.



Wisonsin Kenworth – Windsor

To attain Gold Certified status, Kenworth dealers must provide an ExpressLane diagnosis and an estimation of repair time within two hours, and operate at least 80 weekday and 8 weekend hours. They also must have in place dedicated support staff with full PACCAR engine certifications, Kenworth TruckTech+ Remote Diagnostics service technicians, large parts inventory with guaranteed in-store stock of PACCAR MX engine parts and TRP aftermarket parts, a comfortable and productive driver's lounge, and offer Roadside Assistance.



Inland Kenworth – Phoenix

Kenworth Sales Company – Lewiston in Idaho recently became the 100th Kenworth PremierCare® Gold Certified dealer to reach these higher standards.



Kenworth Sales Company – Lewiston

“When we set out to invest nearly \$5 million to renovate the Lewiston dealership, our managers and employees dedicated themselves to this effort in achieving Kenworth's highest level of premium customer support. Their efforts made it possible for our company to add its ninth location to the Kenworth PremierCare® Gold Certified dealer network,” said Kyle Treadway, president and dealer principal of Kenworth Sales Company.



MHC Kenworth – Chattanooga

“Thousands of customers have enjoyed Kenworth's highest standard of dealer support since we launched Kenworth's PremierCare Gold Certified program two years ago. Our stringent Gold Certified requirements were developed to help further maximize uptime for truck fleets and operators,” said Kevin Baney, Kenworth assistant general for sales and marketing.

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Kenworth Truck Centres – Cambridge

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Truck Enterprises Hagerstown

“We have many more Kenworth dealerships working towards achieving Gold Certified status. They are spending millions in facility renovations and upgrades, including larger parts warehouses and comfortable driver lounges. They are recruiting and hiring new technicians to offer extended evening and weekend hours in their service departments. And they are offering their service technicians the required extensive training to become certified in providing expert service support for the PACCAR MX engine and Kenworth TruckTech+ remoted diagnostics system,” Baney explained.



Kenworth Northeast Group – Boston

The Kenworth dealer network is expected to number 400 dealership locations in the United States and Canada and invest more than \$160 million for new, relocated and remodeled facilities in 2017.



Kenworth of Pennsylvania – Carlisle

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.