



Kenworth's TruckTech+ Service Management Gains Traction with Fleets

ATLANTA – Kenworth's TruckTech+® Service Management program continues to gain momentum with fleet customers.

More than 26,000 fleet trucks are participating in Kenworth TruckTech+ Service Management offered by PACCAR Parts to Fleet Services Customers. Through PACCAR Parts, fleets with 100 trucks or more receive a line of credit as well as preferred and consistent parts pricing throughout U.S. and Canada. Qualifying customers can elect to use Kenworth's TruckTech+ Service Management to manage their Kenworth Class 8 and medium duty trucks.



KENWORTH
TRUCKTECH+
Service Management

“We introduced the web-based fleet portal this past spring, and the response has been tremendous,” said Laura Bloch, Kenworth assistant general manager for sales and marketing. “Kenworth TruckTech+ Service Management offers customers an easy way to track and manage the service and maintenance history of their Kenworth trucks, while documenting any fault codes the truck might experience. It also provides real-time visibility on repair status, and gives dashboard data on service and repairs for all the fleet's trucks enrolled. This allows fleets to effectively manage individual trucks, and the fleet as a whole. The information captured and presented gives customers actionable intelligence.”

Service Management takes Kenworth TruckTech+ to the next level. “It's great for customers with 100 or more Kenworths,” Bloch said. “Our customers now have complete control and documentation on any service performed by Kenworth, and the information is available on any device – desktop, laptop, tablet and smartphone. It's an excellent time-saver that creates a full paper trail. In addition, if service is provided 'in-house' by the fleet, or through another service provider, our customers can manually enter that information.”



Another big benefit of the program is for the next buyer. “Once the truck is ready to be sold, the customer will have a complete service history ready for the next buyer,” Bloch said. “That's of great benefit and a selling point for our customers. No one likes to be in the dark when it comes to the repairs performed over a truck's life. And, since a qualifying fleet buyer purchasing the used truck also may subscribe to Kenworth TruckTech+ Service Management, those service records can continue on, giving cradle-to-grave service records.”

While Kenworth TruckTech+ Service Management gives a 'micro' look, in the years to come, fleets will have a full picture of how their trucks are operating and can see trends in service and parts replacement intervals. “Ultimately, they could even start doing predictive maintenance based on the information from Kenworth TruckTech+ Service Management. This program only gets better and more valuable with time,” said Bloch.

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.