



Kenworth Names 2012 Service Council, Helps Provide The World's Best Customer Support

KIRKLAND, Wash. – Kenworth Truck Company has named its 2012 Kenworth Service Council, which is comprised of leading Kenworth service managers in the United States and Canada. The council's mission is to help promote service and product improvements to further enhance Kenworth's World's Best quality.

Members of the 2012 Kenworth Service Council members are: Chariman – John Gibson, Truck Enterprises, Harrisonburg, Va.; Wayne Beal, Kenworth Sales, Spokane, Wash.; Tim Crist, Kenworth of Buffalo, Buffalo, N.Y.; Michael Donnelly, MHC Kenworth, Little Rock, Ark.; Grant Easton, Kenworth Toronto, Concord, Ont.; Kyle Platt, Fort Wayne Truck Center, Fort Wayne, Ind.; Richard Williamson, Kenworth of Birmingham, Birmingham, Ala.; and Kenworth Dealer Council representative Brett Hartman, Truck Enterprises, Harrisonburg, Va.

The Kenworth dealer network's constant commitment to superior satisfaction is demonstrated by Kenworth receiving the 2011 J.D. Power and Associates award for "Highest in Customer Satisfaction for Heavy Duty Truck Dealer Service."*

Kenworth dealers sell genuine Kenworth parts and provide all makes parts and service through nearly 320 locations in the United States and Canada. Information on the Kenworth PremierCare® parts program is available at www.kenworth.com under Parts and Services.

To help support customers, Kenworth provides a complete dealer list on its website at www.kenworth.com. In addition, the Kenworth PremierCare® Customer Center (1-800-KW-ASSIST) is open 24 hours a day, seven days a week. The service requires no registration fee for emergency roadside assistance and is available to any truck brand. The Customer Center handles emergency roadside assistance calls and schedules service for preventive maintenance customers, among other services.

Kenworth Truck Company is the manufacturer of The World's Best® 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 Commercial Heavy Duty Truck of the Year by the American Truck Dealers. Kenworth's Internet home page is at www.kenworth.com. Kenworth. A PACCAR Company.

*Kenworth received the highest numerical score for heavy-duty truck dealer service in the proprietary J.D. Power and Associates 2011 Heavy Duty Truck Customer Satisfaction Study(SM). Heavy-Duty study based on 1,651 primary maintainers of 2010 model-year Class 8 heavy-duty trucks and measuring 4 manufacturers. Proprietary study results are based on experiences and perceptions of primary maintainers surveyed in April-May 2011. Your experiences may vary. Visit jdpower.com