



## Kenworth Ranks Highest in Heavy Duty Dealer Service Customer Satisfaction in J.D. Power and Associates Study

KIRKLAND, Wash. – Kenworth Truck Company achieved the highest customer satisfaction ranking among truck owners in the Heavy Duty Dealer Service Segment, according to the J.D. Power and Associates 2011 Heavy Duty Truck Customer Satisfaction Study(SM).



"Kenworth is honored to receive the prestigious Heavy Duty Dealer Service Award from J.D. Power and Associates," said Gary Moore, Kenworth general manager. "Kenworth employees and dealers are dedicated and committed to provide the highest quality service and The World's Best trucks to customers."



The annual study ranks customer satisfaction by evaluating manufacturer performance. This year's study results are based on interviews with primary maintainers of one-year-old (model-year) Class 8 trucks. Kenworth was well-ranked in the study's key service categories, which include Dealer Facility, Service Quality, Service Delivery, Service Initiation, and Service Advisor.

The award marks the second time in three years, and fourth time overall (2005, 2006, 2009 and 2011), that Kenworth has received the Dealer Service award since the heavy duty awards were introduced in 2003. Overall, Kenworth has now received 17 J.D. Power and Associates Heavy Duty customer satisfaction awards. Kenworth is also the current recipient of the 2010 J.D. Power and Associates award for "Highest in Customer Satisfaction for Medium Duty Truck Dealer Service."\*

Kenworth provides excellent customer support through the Kenworth dealer network comprised of 305 locations in the United States and Canada, and through the Kenworth PremierCare® Customer Center, which operates 24 hours a day, seven days a week.

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](http://www.kenworth.com). Kenworth. A PACCAR Company.

*\*Kenworth received the highest numerical score for medium-duty truck dealer service in the proprietary J.D. Power and Associates 2010 Medium Duty Truck Customer Satisfaction Study(SM). Study based on responses from 1,258 respondents measuring 8 manufacturers. Survey was of primary maintainers and owner operators and measures overall service quality of new (2009 model year) medium-duty (Class 5, 6, and 7) trucks (2009 model year). Proprietary study results are based on experiences and perceptions of consumers surveyed in June-August 2010. Your experiences may vary. Visit [jdpower.com](http://jdpower.com)*