



Kenworth Earns 2009 J.D. Power and Associates Customer Satisfaction Awards

Over The Road, Pickup and Delivery, and Dealer Service Honors

KIRKLAND, Wash. – Kenworth Truck Company achieved the highest ranking in customer satisfaction among Class 8 truck owners in the Over the Road, Pickup and Delivery (P&D), and Dealer Service segments, according to the J.D. Power and Associates 2009 Heavy Duty Truck Customer Satisfaction Study(SM) released today.

The annual study ranks customer satisfaction by evaluating manufacturer performance in the areas of vehicle performance, quality, cost of ownership, warranty, and dealer service. The study is based on interviews with primary maintainers of 2007 model year Class 8 trucks.



Kenworth has earned the Over the Road honor five consecutive years, as well as receiving all five Pickup and Delivery awards presented, and three Dealer Service awards. Kenworth has received 16 heavy-duty truck customer satisfaction awards since J.D. Power and Associates initiated the studies in 2003. In the J.D. Power and Associates Heavy Duty Truck Dealer Service segment, Kenworth was ranked the highest for Dealer Facility, Service Quality, Service Delivery, Service Initiation, and Service Advisor categories.

“It is a great honor for Kenworth to receive three prestigious 2009 awards from J.D. Power and Associates,” said Bill Kozek, Kenworth general manager and PACCAR vice president. “Kenworth employees are committed to delivering the highest-quality products and service to our customers. Our dealers provide excellent customer support by delivering industry-leading product quality, service performance and low cost of ownership vehicle. Kenworth is proud to be recognized for its World’s Best® products and support.”



“Kenworth offers innovative and technology-driven products, such as our aerodynamic and fuel-efficient Kenworth T660 and new T470 medium-duty vehicle, that assist customers in meeting the challenges of the marketplace and provide a positive impact on their operations,” added Preston Feight, Kenworth chief engineer.

The Kenworth dealer network is comprised of more than 300 locations in the United States and Canada. The Kenworth PremierCare® Customer Center (1-800-KW-ASSIST) provides 24/7 support for customers nationwide.



In 2009, Kenworth became the first truck manufacturer to receive the Environmental Protection Agency (EPA) Clean Air Excellence award in recognition of Kenworth’s environmentally friendly products. The company’s dedication to the green fleet includes aerodynamic trucks, medium duty diesel-electric hybrids, liquefied natural gas trucks, and the Kenworth Clean Power® no-idle system. Kenworth is an industry leader in providing fuel-saving technology solutions that help increase fuel efficiency and reduce emissions.

Kenworth has received industry recognition for consistently leading the heavy and medium duty truck markets in quality, innovation, and customer satisfaction. This extensive recognition, highlighted by numerous J.D. Power and Associates awards, is featured in the Kenworth virtual trophy case on Kenworth’s Web site at www.kenworth.com/6700_awd.asp.

Kenworth’s home page is at www.kenworth.com.