



Wallwork Kenworth Named 2009 Kenworth Customer Support Dealer of Year

KIRKLAND, Wash. – Wallwork Kenworth in Fargo, N.D., was named 2009 Kenworth Customer Support Dealer of the Year for the United States and Canada at the annual Kenworth Customer Support Meeting held recently in Kansas City, Mo. The award is presented in recognition of outstanding parts and service support.



Wallwork Kenworth in Fargo, N.D., was recently named 2009 Kenworth Customer Support Dealer of the Year for the United States and Canada.

“We feel honored to be recognized by the manufacturer of The World’s Best® medium and heavy duty trucks as its top customer support dealer in the U.S. and Canada,” said William Wallwork III, president and dealer principal of Wallwork Kenworth. “It was our customers’ willingness to communicate with us and support us that led to the investments and hard work of our employees. Without that combination, we would never have been able to achieve this prestigious award.”

During 2009, the dealer opened a state-of-the-art dealership in Bismarck, N.D., and a parts and service location in Williston, N.D., and relocated its parts operation in Fergus Falls, Minn., to a larger facility. Wallwork Kenworth also received a prestigious Gold Award for overall dealer performance at the recent Kenworth Dealer Meeting.

“Wallwork Kenworth invests in their facilities, demonstrates excellence in all areas of its parts and service operations, and provides customers with the outstanding service they expect from Kenworth,” said Bill Kozek, Kenworth general manager and PACCAR vice president. “They are truly deserving of the Kenworth Customer Support Dealer of the Year award.”

Kenworth’s quality products, combined with excellent dealer support from dealers like Wallwork Kenworth, contributed to Kenworth receiving the 2009 J.D. Power and Associates award for “Highest in Customer Satisfaction for Heavy Duty Dealer Service.”*

“Wallwork Kenworth also had outstanding performance in Kenworth PremierCare® customer support, parts operations, parts and service sales, and absorption rate,” said Darrin Siver, PACCAR Parts general manager and PACCAR vice president. “All levels of the dealer organization possess a high dedication and passion for serving customers.”

Kenworth also named Regional Customer Support Dealers of the Year:

Canada: Amos Kenworth (Amos, Quebec); Central: MHC Kenworth - Kansas City (Kansas City, Mo.); Great Lakes: Wallwork Kenworth; Northeast: Kenworth of Buffalo (Buffalo, N.Y.); Southeast: Kenworth of Jacksonville (Jacksonville, Fla.) and Western: NorCal Kenworth (Sacramento and San Leandro, Calif.).

Kenworth also honored dealers with its Gold and Silver Customer Support awards. Gold Award winners are Central Illinois Trucks (Normal, Ill.); Kenworth of Cincinnati (Cincinnati, Ohio); Kenworth of Jacksonville (Jacksonville, Fla.); MHC Kenworth - Kansas City (Kansas City, Mo.); Sahling Kenworth (Kearney, Neb.); and Wallwork Kenworth. Silver Award winners are Kenworth of Birmingham, Kenworth of Buffalo, Kenworth of Pennsylvania, MHC Kenworth - Oklahoma City, Motor Power Equipment – Billings, NorCal Kenworth, and Wisconsin Kenworth.

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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. In 2009, Kenworth became the first truck manufacturer to receive the Environmental Protection Agency's Clean Air Excellence award in recognition of its environmentally friendly products. In addition, Kenworth is the recipient of the 2009 J.D. Power and Associates awards for Highest in Customer Satisfaction for both Over the Road Segment and Pickup and Delivery Segment Class 8 Trucks. Kenworth's Internet home page is at www.kenworth.com. Kenworth. A PACCAR Company.

*Kenworth received the highest numerical score among pickup & delivery and over-the-road Class 8 trucks and heavy-duty manufacturers in the proprietary J.D. Power and Associates 2009 Heavy-Duty Customer Satisfaction Study(SM). Study based on 2,492 total U.S. responses measuring 4 (over-the-road), 5 (pickup & delivery), 8 (dealer service) manufacturers and measures opinions of principal maintainers. Proprietary study results are based on experiences and perceptions of those surveyed in February – March 2009. Your experiences may vary. jd.power.com.