



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

### Kenworth Receives Awards in Over The Road, Pickup and Delivery, Dealer Service

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, and Dealer Service Segments for the second year in a row, according to the new J.D. Power and Associates 2006 Heavy Duty Truck Customer Satisfaction Study (SM).



“Kenworth is extremely honored to receive these three prestigious awards for the second consecutive year,” said Bob Christensen, Kenworth general manager and PACCAR vice president. “Kenworth leads all competitive makes on performance, quality, and cost of ownership – well above industry average scores. Kenworth employees and dealers provide the World’s Best products and support and we look forward to continuing our industry leadership.”

Christensen noted that Kenworth’s customer satisfaction efforts continue with many new products planned for 2007, including the Kenworth T660 and Kenworth Clean Power System. “Kenworth will continue to introduce new products that succeed in their specific applications and provide World’s Best customer satisfaction,” said Christensen.



In the J.D. Power and Associates Heavy Duty Truck Dealer Service award, Kenworth was rated the highest for Dealer Facility, Service Quality, Service Initiation, and Service Advisor.

The Kenworth dealer network continues to offer quality support and will invest nearly \$100 million this year for improved facilities throughout North America, Christensen said. “Kenworth dealers and the 24-hour Kenworth PremierCare® Customer Center (1-800-KW-ASSIST) consistently offer outstanding support.”

Kenworth Truck Company, a division of PACCAR Inc, is a leading manufacturer of heavy and medium duty trucks. Kenworth is also the recipient of two 2005 J.D. Power and Associates awards for Highest in Customer Satisfaction for the Conventional Medium Duty Truck Segment and Medium Duty Dealer Service. Kenworth’s Internet home page is at [www.kenworth.com](http://www.kenworth.com). Kenworth. *The World’s Best.*