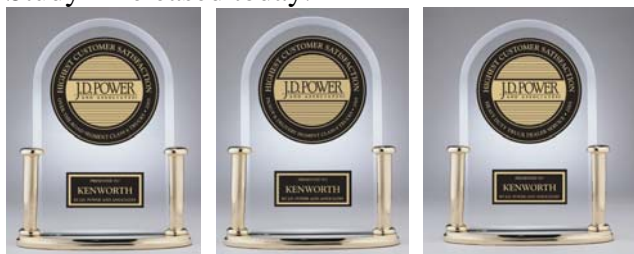




Kenworth Ranks Highest For Customer Satisfaction in Three Segments in J.D. Power and Associates Heavy Duty Truck Study

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, according to the new J.D. Power and Associates 2005 Heavy Duty Truck Customer Satisfaction StudySM released today.



“We believe that the study results reflect the outstanding performance, durability, and high resale value of Kenworth trucks. The aerodynamic and fuel efficient T600 and T2000 models, traditional long hood W900, and versatile, workhorse T800 each enable customers to achieve success in their specific applications,” said Bob Christensen, Kenworth general manager and PACCAR vice president. The 2005 J.D. Power and Associates study is based on interviews with 2,429 primary maintainers of Class 8 trucks.

“Kenworth is very proud and honored to receive three 2005 Class 8 awards presented by J.D. Power and Associates,” said Christensen. “Kenworth employees and dealers take tremendous pride in providing the World’s Best products and share in this significant accomplishment.”

Christensen said he was pleased that Kenworth received the J.D. Power and Associates Heavy Duty Dealer Service award. Seven service categories make up the overall satisfaction score for dealer service. Kenworth led in six: Dealer Attitude, Dealer Facility, Service Delivery, Service Initiation, Service Advisor and Price.

“Kenworth customers receive outstanding dealer support from nearly 300 locations in the U.S. and Canada and from the Kenworth PremierCare® Customer Center which is open 24 hours a day, seven days a week,” noted Christensen. “The Center has 37 representatives to answer their toll-free lines (1-800-KW-ASSIST) and handles more than 500,000 calls annually, including 50,000 from drivers who request service.” The comprehensive Kenworth PremierCare® Program offers roadside assistance support, preventive maintenance contracts, ExpressLube service, and inventory management solutions.

Kenworth Truck Company, a division of PACCAR Inc, is a leading manufacturer of heavy and medium duty trucks. Kenworth is also the recipient of the 2004 J.D. Power and Associates award for Highest in Customer Satisfaction for Medium Duty Truck Dealer Service. Kenworth's Internet home page is at www.kenworth.com. Kenworth. *The World's Best.*