



Kenworth Ranks Highest in Customer Satisfaction in Two Segments in J.D. Power and Associates Medium Duty Truck Study

Kenworth's 2005 Heavy, Medium Duty Awards Tally Grows To Five

KIRKLAND, Wash. – Kenworth Truck Company achieved the highest ranking in customer satisfaction among truck owners in the Medium Duty Conventional Truck Segment and Medium Duty Dealer Service Segment, according to the J.D. Power and Associates 2005 Medium Duty Truck Customer Satisfaction StudySM released today.



With the reception of two medium duty awards, Kenworth received five of the six available awards for which it was eligible in two major studies. Kenworth received three awards from the J.D. Power and Associates 2005 Heavy Duty Truck Customer Satisfaction StudySM. In that study, Kenworth achieved the highest ranking in customer satisfaction among Class 8 truck owners in the Over The Road, Pickup and Delivery, and Dealer Service Segments.

“Kenworth is honored to receive the 2005 medium duty conventional truck segment and dealer service awards presented by J.D. Power and Associates,” said Bob Christensen, Kenworth general manager and PACCAR vice president. “Kenworth employees and dealers share in this significant accomplishment and take great pride in providing and supporting the World’s Best medium duty products.”

The 2005 J.D. Power and Associates study is based on interviews with nearly 1,400 primary maintainers of medium duty trucks (Class 5, 6 and 7). Customers gave Kenworth the highest scores in the industry in all six of the medium duty conventional product categories, including vehicle quality, cab interior, exterior design and styling, transmission, engine, and ride, handling and braking.

“The outstanding performance, affordability and durability of the Kenworth T300 medium duty conventional model plays a major role in satisfying customers by enabling them to achieve success in a diversity of medium duty applications,” said Christensen.



The Kenworth T300 is available in Class 6 and Class 7 configurations as a straight truck or tractor and is popular with beverage and food haulers, fire departments, towing and recovery operators, propane and fuel fleets, general construction and landscape firms, and dry, refrigerated and side-curtain van operations.



For the second consecutive year, Kenworth ranked highest in medium duty dealer service. Customers gave Kenworth the industry’s highest scores in five of the seven service categories, including dealer attitude, service delivery process, price of service, service quality, and service initiation. “It’s especially gratifying that customers recognize the outstanding support they receive from nearly 300 Kenworth dealer locations in the U.S. and Canada and from the Kenworth PremierCare® Customer Center which operates 24 hours a day, seven days a week,” said Christensen.

Kenworth Truck Company, a division of PACCAR Inc, is a leading manufacturer of heavy and medium duty trucks. Kenworth is the recipient of the 2005 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, and for Heavy Duty Dealer Service. Kenworth’s Internet home page is at www.kenworth.com. Kenworth. *The World's Best.*