

# 1-800-592-7747



## KENWORTH *Premier*Care® Parts & Service



### 24 Hours per Day - 7 days per week - 365 Days per Year

#### Contact Information

##### Customer Center Manager:

Mark Hayrynen

Phone: 425-793-6600

Fax: 425-254-6208

Email:

mark.hayrynen@paccar.com

##### Mailing Address:

750 Houser Way N

Renton, WA 98057-5573

Attention: Customer Center

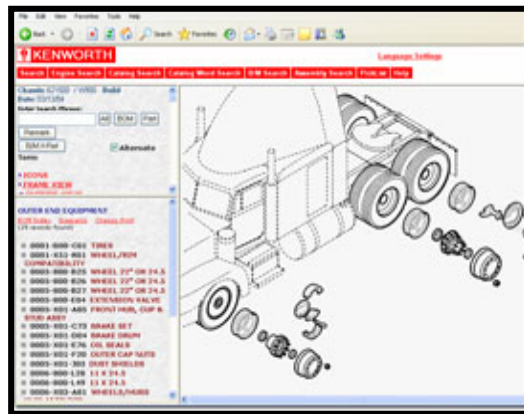
#### Our Commitment to Quality Service

In May of 1999 PACCAR Parts opened the PACCAR Customer Center, offering roadside assistance for all PACCAR customers including Kenworth, Peterbilt and PacLease. Located in Renton, Washington, the Customer Center operates 24 hours a day, 7 days a week, 365 days a year.



The PACCAR Customer Center (PCC) is equipped with several unique features to enhance our quality of service, such as:

- A **specialized phone system** that manages the large volume of calls
- Separate **toll-free numbers** for Kenworth, Peterbilt and PacLease customers



- Recordings of all conversations for **quality assurance**
  - A **breakdown system** that allows us to easily log all aspects of a job
  - **Personalized customer profiles** specifying breakdown requirements, preferences, authorization levels and contacts
- A **feedback specialist** who handles concerns and suggestions from customers
  - A **custom mapping system** which locates Dealers and Independent Service Providers (ISPs) near the truck's location and lists types of services offered, hours of operation and contact information
  - Ability to assist with jump and pull starts, **tires**, trailers, fines and permits, chains, **towing**, hazardous clean-up, out of fuel (roadside), **mechanical repairs** and preventative maintenance services
  - Access to a database that shows **digital illustrations** of all components of every Kenworth truck from engine specs to paint color
  - **Bilingual agents** and access to a **translation service** to ensure quality assistance for customers who speak any language

All of these features allow us to get your equipment back on the road as soon as possible.

# PremierCare by the Numbers

- Access to an extensive network of independent service providers across the United States and Canada, including more than **700 PACCAR** locations



- Handles an average of **1,500** calls per day
- Target 100% of calls answered within **20 seconds** or less
- More than **68%** of our jobs are completed within **6 hours**
- More than **75%** of our jobs are completed within **12 hours**
- More than **80%** of our jobs are completed within **24 hours**
- **95%** of our jobs are accepted by our dealers or their recommended ISPs

## Using PremierCare

Once you are a PremierCare customer, there are some things you need to know before using our system. First, all information about your company needs to be loaded into our system, including your vehicle(s), repair preferences, correct methods of authorization and emergency contacts.



When you call Kenworth PremierCare (**1-800-592-7747**) for roadside assistance and provide us with your truck unit or VIN number, your vehicle will populate in our system and we can begin to set up service for you. Before we set up service, here is some information we will ask you for:

- The make, model and year of your vehicle
- Engine type
- Driver name and call back information
- Company the driver is with
- Location of the breakdown – specific location in city and state
- Mileage of the truck
- The specifics of your breakdown – flat tire, dead battery, electrical short, etc.
- Cause of the breakdown
- Any special requirements for your load

Kenworth PremierCare assigns every job its own reference number, which allows you to talk to any Customer Center agent about the status of repairs. When you call in for updates, you will be prompted to key in the reference number on the phone and the job will automatically populate in the system when an agent answers.

---

## Roadside Reporter - Online Status System

Customers can manage their business better by subscribing to our online status system – Roadside Reporter. You can access any of your service requests managed by the PCC and benefit from the following features:

- Secure Internet connection to “Roadside Reporter” status
- Real time status of Service Requests
- View/Update Company Profile
- View/Update Vehicles and their associated Service Requests
- View copies of repair invoices
- Send Email to the PACCAR Customer Center

If you have questions or need access to Roadside Reporter, please email [PACCAR.Customer.Center@PACCAR.com](mailto:PACCAR.Customer.Center@PACCAR.com) or call us at 1-800 KW ASSIST (1-800-592-7747).

---

## Service Offerings

PCC's primary focus is on PACCAR products; however we do understand that customers have mixed fleets. PCC will therefore assist with non-PACCAR products (i.e. trailers and all class 7 & 8 tractors) with the exception of other OEs' proprietary engines, systems and/or parts. PCC will not assist with items that do not affect the load moving toward its destination (i.e. lumper fees, hotels, fuel at stations, cash, and truck wash).