



Roadside Assistance

Thank you for your interest in Kenworth PremierCare. The Kenworth PremierCare Customer Center offers support for those inevitable times when the unexpected happens – no matter where you are in the United States and Canada – trust Kenworth PremierCare to get you back on the road as quickly as possible. Our Roadside Assistance program offers one toll free phone call (***1-800-KW-Assist {1-800-592-7747}***) to knowledgeable heavy duty truck associates, day or night. Kenworth PremierCare Customer Center personnel have access to dealer contacts, hours of operation and services offered to get your truck back on the road.

Kenworth PremierCare will assist customers with Class 7 & 8 Tractors. Examples of types of assistance are listed below:

- Roadside assistance
- Towing and recovery
- Jump and pull starts
- Out of fuel – roadside only
- Trailer breakdown support, including reefers (when connected to Power Unit)
- Tire repair or replacement
- **Online status of your repair (secure login and password required)
- **Program participation is based on approval by Department Manager**
- Dealer locator

Please note that all service request charges are the responsibility of the customer to pay at the point of service to the PACCAR dealer or Independent Service Provider. If you would like to discuss other payment options, please speak with the PACCAR Customer Center Department Manager.

Supported by a state-of-the-art mapping and communications technology – your Kenworth PremierCare Customer Center representative will contact the nearest participating Kenworth dealer, PACCAR dealer or designated Kenworth PremierCare independent service provider to dispatch assistance. While many problems can be repaired roadside, we'll make all the arrangements to get your truck into the shop, if necessary.

Please keep in mind that PremierCare Customer Center representatives do not administer warranty. Our Kenworth PremierCare Customer Center personnel will be happy to locate the nearest Kenworth dealer and provide you with a contact number and hours of service to assist with warranty questions, locating parts, and technical support.

Kenworth PremierCare Customer Center personnel are focused on emergency and urgent care services only.

The PremierCare Roadside Assistance program is a one call solution to offering our customers peace of mind over the road.

Kenworth PremierCare Customer Center



Customer Registration Inquiry

Attention: Kenworth PremierCare

We are interested in learning about the services offered by Kenworth PremierCare. Please contact us at your earliest opportunity.

Company Information

Company Name: _____

Street Address: _____

City: _____ State/Province: _____ Zip/Postal Code: _____

Primary Contact: _____

Phone: Day _____ After Hours _____

Cell: _____ E-mail address: _____

Secondary Contact: _____

Phone: Day _____ After Hours _____

Cell: _____ E-mail address: _____

TruckTech+ Vehicle Notifications:

I request courtesy phone notifications for vehicles with actionable engine fault information: Yes _____
No _____

Home Dealer: _____ City _____

Return this form via email to: paccar.customer.center@paccar.com or call
Call 1-800-KW-ASSIST (1-800-592-7747) and ask for a supervisor on duty.

You can also visit us at <http://partsandservice.kenworth.com/roadside/> to learn more
about our program. There is also a video "See Roadside Assistance in action" which
will demonstrate how we assist our customers.