



World's Best

FALL/WINTER 2019 • VOLUME 23 • NUMBER 2



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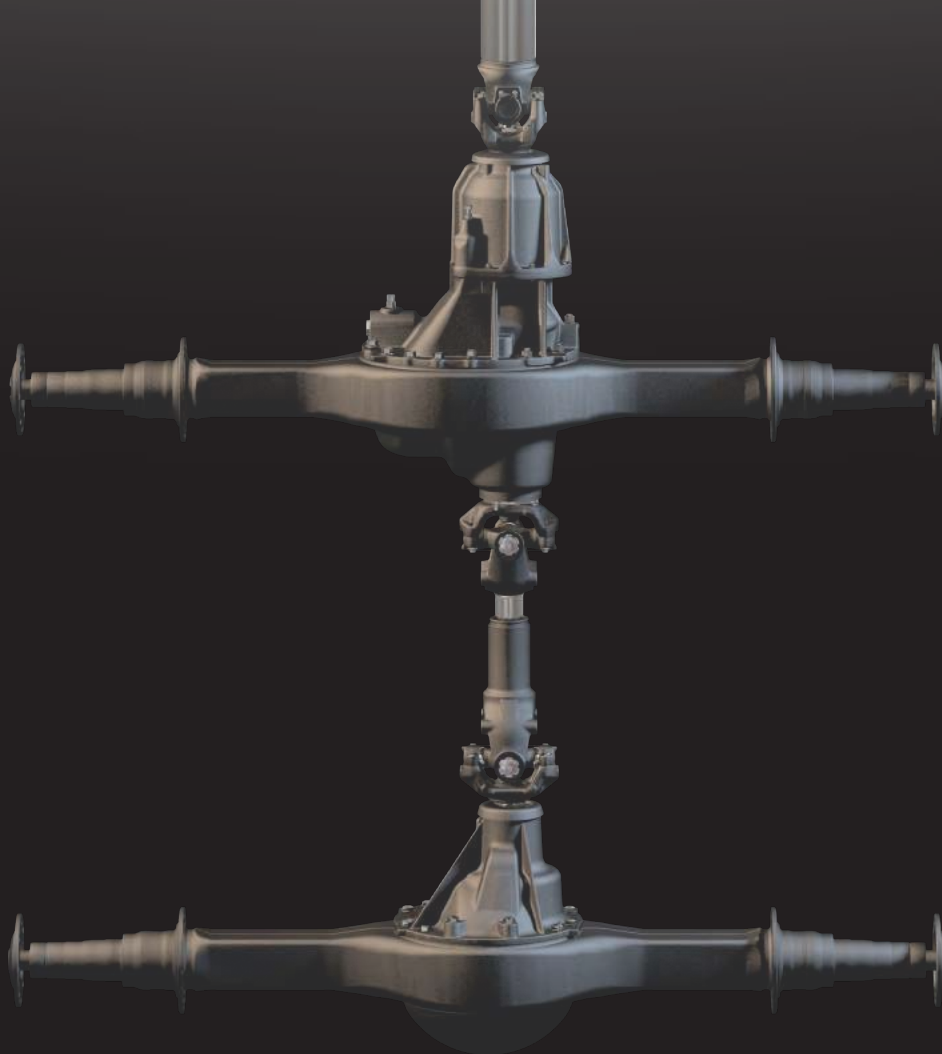


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*Senior Editor • Jim Duffy
Art Director • Jayme Laste
Graphic Designer • Katie Koloske
Client Services • Bob Quartucci
Publisher • Pete Sobiech*

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Nearly a Century of Quality and Innovation

In August, I was honored to become general manager of Kenworth Truck Company and PACCAR vice president. I've been with PACCAR for 25 years, and most recently served as Kenworth assistant general manager for sales and marketing and, before that, as Kenworth chief engineer. I look forward to building on Kenworth's core values of quality, innovation and technology that have been key in producing The World's Best® trucks for our customers for nearly a century.

We especially recognize Melton Truck Lines, which purchased its 5,000th milestone Kenworth truck, and Miller Industries, which received the milestone 200,000th medium duty truck — a Kenworth T270 — produced at the PACCAR Ste-Thérèse plant (p. 5).

Our loyal customers also include companies, such as TransAm Trucking, in Olathe, Kansas, which build strong organizations by delivering outstanding service to customers while taking special care of drivers. TransAm accomplishes both very well with the Driver's Truck™ — the fuel-efficient, driver-friendly Kenworth T680. "Our drivers love the T680. It's just a quality truck," says Russ McElliott, TransAm Trucking president (p. 7).

Aggregate hauler Perdido Trucking Service, in Mobile, Alabama, operates rugged T880s for superior service and on-time deliveries. Perdido purchases 20 to 30 new T880s annually to keep its fleet updated and drivers happy, while maximizing uptime and lowering operations costs. "We have extremely low driver turnover and that's due in part to the quality of our equipment," says Perdido President Huston Hollister (p. 9).

Owner-operators like Larry Martin choose the Kenworth W990 with 76-inch sleeper for over-the-road comfort and style. "I wanted a new, modern long hood that featured the PACCAR MX-13 engine. When the W990 was released last year, I knew that was the truck for me," he says (p. 11).

Bigfoot Beverages in Oregon gets the job done with its reliable Kenworth T370s that provide driver convenience and ease of operation (p. 13).

Enhancing our customers' bottom line while improving truck performance has been Kenworth's mission. With equal dedication and commitment, we'll continue to set new standards of innovation, reliability and efficiency for The World's Best® trucks.



*Kevin Baney
Kenworth General Manager
and PACCAR Vice President*

Melton Truck Lines Receives 5,000th Milestone Kenworth Truck

In a special ceremony at Melton Truck Lines, company Chairman and CEO Bob Peterson received the keys to a new 2020 Kenworth T680, representing the 5,000th milestone Kenworth truck purchased by Melton Truck Lines. A leader in the flatbed industry for 65 years, Melton Truck Lines serves customers from coast-to-coast, as well as in Canada and Mexico. “Over the years, we’ve operated all the Kenworth fuel-efficient, aerodynamic models — such as the 1,400 Kenworth T680s we run today — and they’ve kept improving,” says Peterson. “The positive way our drivers have viewed Kenworth has never waned. We have always spec’d the trucks nicely and the fleet age averages less than two years old. I would not have our drivers in a truck that I wouldn’t want to drive myself.”



From left, are Melton Truck Lines executives Russ Elliott, executive vice president and chief operating officer; Jason Cruce, director of maintenance; Robert Ragan, executive vice president and chief financial officer; Jeff Robinson, senior vice president of maintenance; and Bob Peterson, chairman and CEO.

The milestone truck is spec’d with a 76-inch mid-roof sleeper, features the complete PACCAR Powertrain with

a PACCAR MX-13 engine rated at 455 hp, PACCAR 12-speed automated transmission, and PACCAR 40K tandem axles. The T680 is specified with Kenworth TruckTech+® Remote Diagnostics and driver comfort features include the stowable upper bunk, auxiliary bunk heater, drawer-style refrigerator and freezer, and television installation package. Melton was among the first fleets to put the fuel-efficient T680 to the test upon its introduction, and the T680 quickly proved itself to the

company’s management and drivers. “MHC Kenworth – Tulsa has been great to work with over the years,” says Peterson. “But ultimately, it’s about the metrics — sales price and resale value, fuel economy and vehicle weight, cost of maintenance, and how drivers respond to the truck. If Kenworth didn’t come out at the top of the class, we wouldn’t be here to celebrate this milestone.”

Miller Industries Takes Delivery of Kenworth T270 – 200,000th Medium Duty Truck Produced at PACCAR Ste-Thérèse Plant

Executives from long-time Kenworth customer Miller Industries were on hand to receive the milestone 200,000th medium duty truck produced at the state-of-the-art PACCAR plant in Ste-Thérèse, Quebec. The T270 — equipped with a PACCAR PX-7 engine rated at 300 hp and an Allison automatic transmission — was purchased from MHC Kenworth – Chattanooga in Tennessee. “We’re very grateful to receive this milestone Kenworth T270 from the employees at the PACCAR Ste-Thérèse plant,” says Kipp Felice, vice president of marketing and business development at Miller Industries. “Miller Industries has a long history with Kenworth and MHC Kenworth - Chattanooga, and our end-user customers have always seen the value of Kenworth medium and heavy duty trucks in their tow fleets. Quality is what Miller Industries is all



From left, are Billy Drane, Miller Industries heavy duty product manager; Will Miller, Miller Industries president and co-CEO; Chakib Toubal-Seghir, PACCAR Ste-Thérèse plant manager; and Kipp Felice, Miller Industries vice president of marketing and business development.

about, and this T270 will mean another satisfied customer for us.” Miller Industries is an industry leader in providing towing and recovery equipment and has its headquarters in Chattanooga. The company outfitted the Kenworth T270 with a Chevron Loadrite 12 Series body. The T270 is serving as an auto transporter by Kirkland Wrecker Services in Birmingham, Alabama.

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Second to None

Refrigerated freight hauler values reliability in T680s and Kenworth dealer network

TransAm Trucking was founded in 1987 with 70 tractors, 100 trailers and a dedication to providing superior service to customers. Today, the company's commitment to on-time service has helped grow its fleet to 1,240 Kenworth trucks and 1,900 trailers. Headquartered in Olathe, Kansas, TransAm maintains additional facilities in Rockwall, Texas and Tampa, Florida to better serve customers throughout the Midwest, Mid-South, Northeast, and Southeast.



“Between the leadership and support we get from Kenworth, it’s the best dealer network we’ve ever worked with.”

— Russ McElliott

“Quality organizations are committed to doing the right thing,” says TransAm Trucking President Russ McElliott. “We have to work a little harder to make sure our service level to our customers is excellent. And we have to make sure we’re taking care of our drivers.” To that end, the company’s truck of choice is the Kenworth T680 – the Driver’s Truck™. Since the T680’s introduction in 2012, TransAm has purchased more than 1,300 T680s – including nearly 500 during the past two years – mainly equipped with 76-inch sleepers and PACCAR MX-13 engines.

“We purchase approximately 250 to 300 new Kenworths each year from MHC Kenworth – Olathe,” says McElliott. “Our drivers love the T680. Absolutely love them. It’s just a quality truck. I never hear a complaint. The average age of our trucks is 2.5 years, and drivers maintain them well. They like some of the options we add, like the APUs and inverters, refrigerators and automatic fifth wheel release. And they appreciate the automated transmission and responsiveness of the PACCAR MX-13 engine.”

Fuel-efficient PACCAR MX engines

When the PACCAR MX engine was launched in 2010, TransAm was one of the first fleets to spec the new engine. “It’s a quality, fuel-efficient engine that operates extremely well under all conditions,” says McElliott. “Every year, the

fuel efficiency of the T680 has improved. There has never been a year when it has not improved. On our newest 2020 model trucks, we’re getting 7.8 mpg.* We’re running APUs

on them, but every year – going back to the introduction of the PACCAR MX engine in 2010 – that mpg number has improved.”

Continuous improvement defines TransAm Trucking and the Kenworth equipment it operates. At the beginning of 2018, TransAm began specifying the complete PACCAR Powertrain – PACCAR MX-13 engine, PACCAR 12-speed automated transmission and PACCAR 40K tandem rear axles – with its T680 76-inch sleepers. “Kenworth and PACCAR work tirelessly to get it right,” says McElliott. “They never back down and they stand behind their product from launch through the years to the present. The PACCAR MX-13 engine performs at a very high level thanks to the hard work and tenacity of Kenworth and PACCAR to get it right. Frankly, between the leadership and support we get from Kenworth, it’s the best dealer network we’ve ever worked with. They’re responsive, and they care. If there is a problem, they’re as invested in taking care of the problem as we are. They work diligently to support us, and the commitment of the upper management at Kenworth is beyond tremendous.”

TransAm will continue to grow its fleet with quality Kenworth trucks, according to McElliott. The Kenworth dealer network is second to none, and the T680 meets the company’s strict reliability standards for uptime. “MHC Kenworth and PACCAR have stood behind us from the beginning,” he says. “Kenworth is absolutely the best supplier we have.”

*Individual fuel economy improvement will vary depending on use, road conditions, and other factors.



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Quality Trucks, Indispensable Service

Aggregate hauler depends on T880s and Truckworx Kenworth for continuous uptime

Perdido Trucking Service, LLC, headquartered in Mobile, Alabama, is an aggregate hauler serving many customers throughout the state, as well as the Florida Panhandle, Mississippi and Louisiana.

Established in 1982, the company is known for its timely deliveries and exemplary customer service, as well as its focus on safety and reliability.



“Whether we’re spec’ing trucks or servicing them, Kenworth finds ways to save us money.”

— Huston Hollister

With a fleet of 145 trucks (mostly Kenworth), aluminum and steel dump trailers, and dry bulk pneumatic tank trailers, Perdido relies on its dedicated employees to provide superior customer service and on-time accident free deliveries.

“We run predominantly Kenworth day cabs, T880s and T800s,” says Perdido President Huston Hollister. “Our new T880s are driver friendly, no question about that. Drivers are very pleased with all the creature comforts, especially the extra roominess in the cabs. We have extremely low driver turnover and that’s due in part to the quality of our equipment.”

Superior equipment and service

As an aggregate bulk hauler, Perdido specs every truck and trailer to maximize weight savings, equipping many T880s with the PACCAR MX-13 engine. “We don’t buy any units off the shelf,” says Hollister. “Everything is to our specifications. We work as a team with our Kenworth dealer. They really understand our business.”

Since 2011, when Perdido purchased its first T800, the majority of its truck purchases have been Kenworth. “The knowledge of our dealer, Truckworx Kenworth, has been key,” says Hollister. “We’ve spent a tremendous amount of time with them analyzing our telematics data. They show a genuine interest in understanding our business and that’s important to us. Whether we’re spec’ing trucks or servicing them, Kenworth finds ways to save us money.”

Because of the demanding nature of aggregate hauling, Truckworx Kenworth operates a specialized maintenance program for Perdido. “There’s just real good chemistry between our two organizations,” says Hollister. “They want to get to know our business, and that’s what I appreciate. They understand maintenance programs and aftertreatment systems. Probably 40 percent of our

maintenance time deals with aftertreatment. We have more than 130 units running all the time and our fleet managers are in constant contact with the Kenworth shops every day.”

The Kenworth dealer network

While Perdido services the majority of its equipment at its own maintenance facility in

Mobile, it relies on the Kenworth dealer network throughout the company’s service area. “Our trucks operate out of several locations in northern and southern Alabama, as well as the Florida Panhandle and the Mississippi coast. Truckworx Kenworth maintenance shops are located in all those areas, in Birmingham and Dothan, Montgomery and Mobile, among others. We’re in constant communications with all of them, all day long. Kenworth understand the needs of our fleet managers and that’s indispensable to running our fleet and business.”

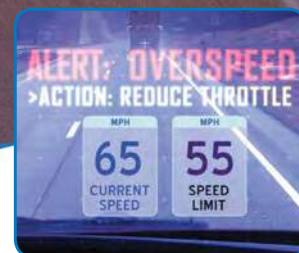
While the Kenworth dealer network helps keep Perdido trucks up and running, Hollister credits the company’s success to the dedication and professionalism of its people. “Our drivers have been with us a long time and are extremely dedicated,” he says. “They understand our system and what we’re trying to accomplish.”

Going forward, Hollister says, the company business plan calls for purchasing about 30 new trucks every year. “We’re working on a four-year trade cycle. Once we reach four years and 350,000 miles, our cost of operations at that time, in our application, makes it the right time to trade. The resale value of Kenworths make that an easy decision for us,” he says. “We get excellent resale value with our Kenworth trucks.”



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Road Warrior

Owner-Operator selects W990 with 76-inch sleeper for superior performance, luxurious comfort

When the Kenworth W990 was unveiled in Las Vegas last fall, it didn't take long for Larry Martin to jump at the chance of owning Kenworth's new long hood with its traditional design. His reasoning behind purchasing a W990 went far beyond the appearance of the truck. As an owner-operator, Martin says he needed a high-performing and reliable truck to keep maintenance costs low and minimize downtime. Many of the deliveries Martin completes are time-sensitive, so it's crucial for him to operate dependable equipment.

"This was the truck I had been waiting for," says Martin. "Before I purchased my first Kenworth, I spent a lot of time researching engines, which led me to the PACCAR MX-13. That was time well spent. I've been so impressed with its reliability and performance. For my next truck, I knew I wanted a new, modern long hood that featured the PACCAR MX-13 engine. When the W990 was released last year, I knew that was the truck for me."

Martin's new W990 with 76-inch sleeper features the PACCAR MX-13 engine rated at 455 hp and the PACCAR 12-speed automated transmission. Since taking delivery of the truck in May, Martin personalized his W990 by adding panel lights under the cab and sleeper, and stripes to the fuel tanks. He expects he will put on 130,000 miles in his first year of operating his new truck. On average, Martin will spend three weeks at a time on the road, before returning home to Montrose, Colorado for a break.

"As long as I'm on the road, I'll be driving a Kenworth." — Larry Martin

OTR performance and comfort

With more than 2.5 million miles logged over the course of his career, Martin delivers machinery, robotics, glass and other industrial equipment to all 48 continental states. He is on contract with Long Haul Trucking, based out of Albertville, Minnesota.

"The W990 has exceeded my expectations. This is easily the best truck I've ever driven. The PACCAR MX-13 engine is performing flawlessly," says Martin. "The W990's ride is incredibly smooth. I frequently travel through a section of highway in Pennsylvania that is probably the roughest stretch of road I've driven. It's typically uncomfortable, but the W990 passes through with ease. I've never been more comfortable in a truck." To accommodate for extended periods on the road, Martin added the midnight black W990 Limited Edition interior, plus the premium Kenworth GT703 seats, and the 180-degree swivel passenger seat for added comfort when parked. Martin, who stands 6-foot-3, is finding the layout of the cab and sleeper accommodating. "I can't get over the spaciousness of the cab and sleeper," said Martin. "I can stand straight up from my driver's seat and there is plenty of clearance. I've never felt more at home in my truck."

Over the course of his career, Martin has driven a lot of trucks. "I've never been tied to one make, but that all changed with my first Kenworth truck purchase," he says. "It was a combination of a quality truck backed by great service. MHC Kenworth - Grand Junction has been my go-to dealer for five years now, and they provide me with top-of-the-line service. I'm just a single truck operator, but it seems like they go out of their way to get me back on the road with minimal downtime."

Life on the road has never been better, Martin says, and he has no plans of calling it a career anytime soon. "I don't view truck driving as just a career, it's my hobby. I've been driving for a long time — 29 years — and I will continue to keep putting on miles. Who knows when my time is up on the road, but one thing is for certain, as long as I'm on the road, I'll be driving a Kenworth."

Larry Martin with his dog, Sammy, and his new Kenworth W990.



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Easy to Drive

Beverage hauler prefers T370s for driver convenience, ease of operation

Bigfoot Beverages takes its name from the legend of Bigfoot rumored to live in the forests of Oregon and Washington. The name also signifies a big “footprint,” which the long-time Oregon Pepsi distributor has built after diversifying into carrying more brands and changing its name to Bigfoot Beverages in 2012. The company’s footprint includes central Oregon and two-thirds of the Oregon coast.

“With the challenges of the soda market, we knew we needed to diversify,” says Andy Moore, co-president of Bigfoot Beverages. “Over the past few years, in addition to craft beers, we’ve added tea, CBD infused drinks, protein drinks, Naked Juice, even Starbucks coffee.” The company still distributes Pepsi products, which accounts for about 60 percent of its business.

Bigfoot Beverages relies on Kenworth T370s purchased through Papé Kenworth – Eugene in its fleet of medium and heavy tractors. The company has moved from side-load trailers to 90 percent rear-load trailers. According to Bruce Inman, Bigfoot’s fleet and facility manager, that allows for more bulk distribution and easier loading and unloading. “One of our T370s might make 30 stops in a day and travel only 30 miles during the shift with 600 to 800 different SKUs (stock keeping units),” he says. “With more than 2,000 customers – ranging from supermarkets to convenience stores to restaurants and corporate locations – we stay busy.”

Improved driver comfort, productivity

The company purchased its first T370 five years ago. According to Inman, the impact with Bigfoot drivers was felt immediately. “Everyone was very impressed. Everything is nicer in a Kenworth and they’re extremely easy to drive with an impressive wheel cut. That’s important since we have a lot of in-city deliveries,” says Inman.

In addition, Inman says that drivers appreciate the ease of getting in and out of the T370. “On some segments, our driver might work a 10-hour shift, but only one or two hours might be actual driving,” he says. “The rest of the time they’re unloading and delivering product, so if they’re having a hard time getting in and out of a truck, we’ll hear about it.”

“We need to have reliable equipment. We know we’re getting that with our Kenworths.”

— Andy Moore

The T370s are specified with the PACCAR PX-9 300-hp engine and Allison automatic transmissions.

“Standardizing our fleet with Kenworths is the direction we’re going. The quality of the T370, coupled with the support from Papé

Kenworth – Eugene, is making a difference,” says Moore.

There is some regional-haul involved – about 200 miles – and that’s where some Kenworth Class 8 trucks come in. They often are used to shuttle beverage products from Bigfoot’s two main distribution centers – Eugene and Bend – to satellite locations based in Roseburg, Coos Bay and Newport, Oregon. From there, the T370s take over.

Reliable equipment, superior service

Since all loads are pre-built and placed on carts, loading and unloading has turned into an art form of productivity. “It has to be, since we make so many deliveries with so many different SKUs,” says Moore. “That means we need to have reliable equipment. We know we’re getting that with our Kenworths, and the service provided by Papé Kenworth – Eugene. One thing we appreciate very much is that Papé Kenworth is a family business and based out of Oregon like us. We understand each other a little better, and as a result, we receive great service.”

Since mileage is relatively low on the T370s, Inman says the plan is to hold on to the trucks for a long time. “We don’t have a determined trade cycle,” he says. “But what we do want is to have trucks that hold up over the test of time, and look good doing so. We feel we have the best of both worlds with Kenworth.”



Out of the Swamp: W990 Takes Spotlight at Goodson's All-Terrain Logging

Based in Jacksonville, North Carolina, Goodson's All-Terrain Logging goes where most other logging crews don't dare go — into the Tar Heel State's coastal swamps in search of valuable hardwood. Bobby Goodson and his crew were the stars of the Discovery Channel's hit reality show, *Swamp Loggers*.



Bobby Goodson (left) and driver Terrell Harris.

The show, which ran for four seasons, chronicled the constant difficulties encountered with bad weather, poor road conditions, and equipment failures, as well as uncertainties concerning lumber buyers, landowners and sawmills.

“Logging is a handful in itself. When it became difficult to get contract trucks, I knew I needed to buy trucks that would lure drivers to our company, and that could handle and deal with extreme conditions,” Goodson says. Goodson previously augmented his contract haulers with a small fleet of

Kenworth W900s. He has since upgraded to the Kenworth W990, and took possession of six new W990s this past spring from MHC Kenworth – Wilmington.

Goodson spec'd his Kenworth W990s with the Eaton UltraShift® PLUS 13-speed heavy duty vocational series automated

transmission for the challenging conditions. Driver comfort was another factor in selecting the Kenworth W990 with its wider and quieter 2.1-meter cab compared to the 1.9-meter cab of the W900. Goodson also spec'd the 40-inch sleeper, which includes a 78-inch by 24-inch liftable bunk, 6.5-inch thick foam mattress, and 22 cubic feet of storage. “If you buy the best trucks on the road, you attract the best drivers,” says Goodson. “The W990 is a ‘driver’s truck’ and the best part for me is that I know it’s going to do the job.”

City of Kirkland Relies on T880 Vacuum Trucks to Maintain Safe Roadways

The metropolitan Seattle area has a reputation for its rainfall, drizzle and often overcast skies. During autumn, as the leaves begin to drop, the increase in precipitation washes those leaves into storm drains. To keep storm drains clear of debris, the City of Kirkland utilizes Kenworth T880s, equipped with Vactor vacuum tanks, to unclog the drains so that rainwater can pass through without causing backups.

“Our T880s are out on the road every single day, clearing storm drains, assisting with digging projects and responding to emergencies,” says Archie Ferguson, fleet manager for the City of Kirkland, which is located just east of Seattle across Lake Washington.

The city's T880s are equipped with 370 hp engines and automated transmissions. The Vactor vacuum system is capable of holding 1,500 gallons of water and sucking in 12 yards of debris. The pump is capable of pushing the water out at 2,500 PSI at 80 gallons per minute.

The City of Kirkland, which covers more than 17 square miles with a population base at nearly 90,000 residents, added the Kenworth T880s to its fleet earlier this year. “When



Archie Ferguson, City of Kirkland fleet manager, with the city's three Kenworth T880s.

spending taxpayer money, it's especially important to purchase equipment that offers the best return on investment,” says Ferguson. Operating equipment that minimizes the cost burden of taxpayers is the number one priority, and the City of Kirkland is finding that to be true with its Kenworth T880s. “We're able to keep our T880s on the road doing their job, rather than accumulating costs,” says Ferguson.

Bennett Hauling Prefers T880s For Driver Retention, Maneuverability

Jeff Bennett, owner of Bennett Hauling, manages an all-Kenworth fleet of 12 dumps that haul aggregate and soil to grading contractors within a 75-mile radius of the company's headquarters in Fuquay-Varina, North Carolina. The company fleet consists of 11 T880s, purchased through MHC Kenworth - Raleigh, all spec'd with PACCAR MX-13 engines rated at 455 hp, and six-speed automatic Allison transmissions. The enhanced visibility and turning radius that Bennett's drivers gain from operating T880s helps them navigate construction sites with ease, according to Bennett. "The maneuverability of the T880 is second-to-none." Bennett plans to add three more T880s in the near term, and nearly double his fleet in the next few years. "I've had great success running Kenworth trucks."



T880 a Big Hit With Liquid Stone Concrete Drivers



Since 1997, Liquid Stone Concrete has made a name for itself providing ready mixed concrete to the south Dallas-Fort Worth Metroplex area of Texas. With two concrete plant locations in Burseson and Midlothian, the company provides concrete for residential and commercial projects within a 25-mile radius of each plant. The company's mixer truck of choice is the Kenworth T880. Liquid Stone Concrete currently operates seven T880s, with more on order. "The T880 is incredibly versatile and the maneuverability is hard to match," says David Karmy, Liquid Stone Concrete vice president. "Our drivers tell me how nice it is to be behind the wheel of these trucks, and they especially appreciate the quiet and comfortable cab."

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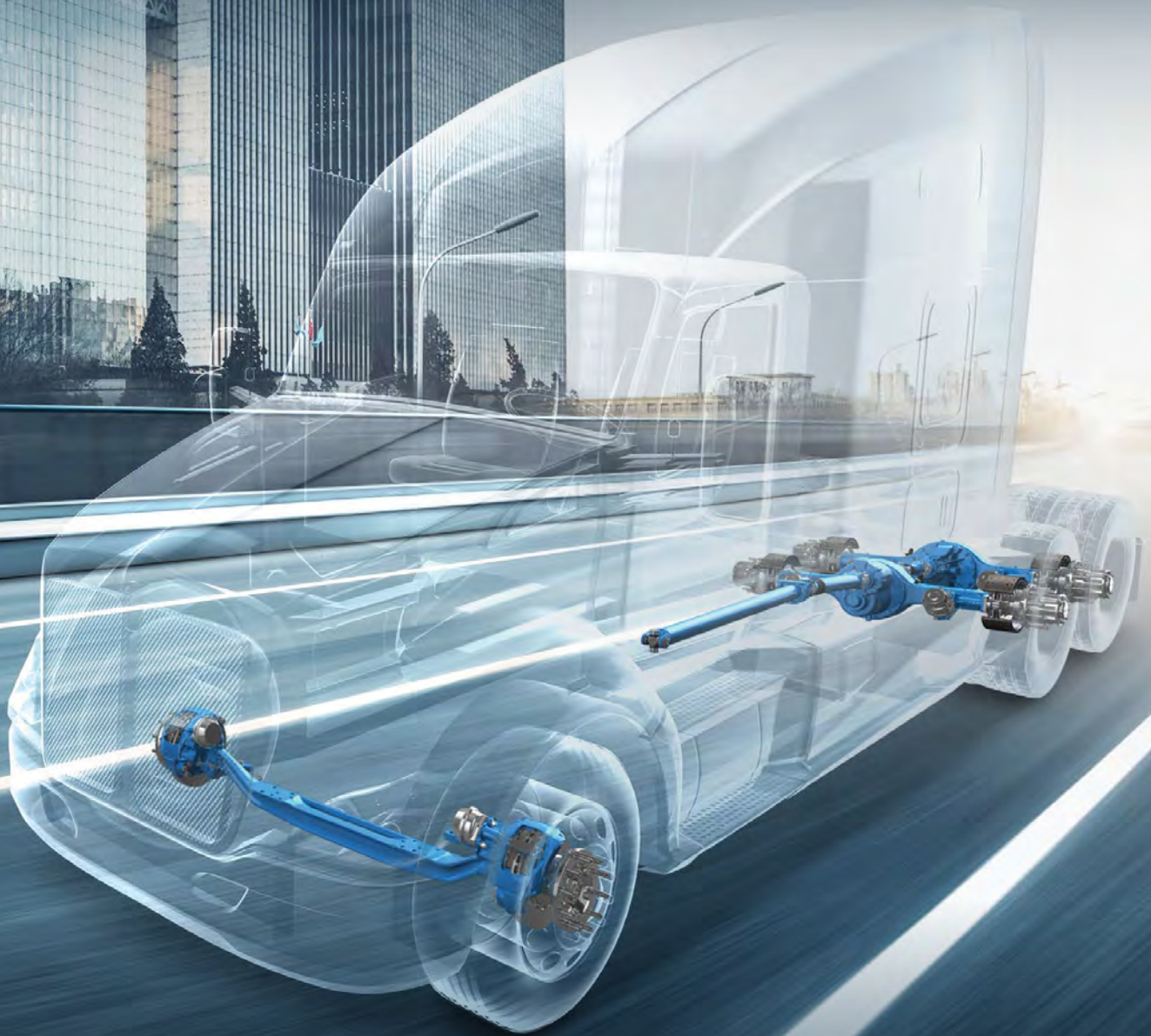
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Kenworth W990 is Winning Over Western Distributing Drivers

Western Distributing representatives visited the Kenworth Chillicothe plant in Ohio to take delivery of the very first production Kenworth W990 earlier this year. “We run a fleet of 200 trucks, and all but 10 percent of those trucks are long-hoods,” says Marty Garcia, Western Distributing vice president. “Our drivers appreciate trucks with that traditional look. I believe that has played a major role in keeping our driver retention high.”

For Tom Bogle, who has driven for Western Distributing for nearly 24 years, the W990 sleeper unit provides plenty of room for his 6-foot-6 frame. “I couldn’t believe how much room there is in the W990’s cab and sleeper,” says Bogle. “You’d be surprised how much space there is in a 76-inch sleeper when it is designed right. I’m really happy with it.”

The six Kenworth W990s – five equipped with 76-inch sleepers and one day cab – purchased by Western Distributing from MHC Kenworth – Denver, operate in the refrigerated division and are driven by the company’s longest tenured drivers.



Western Distributing specified its W990s with the PACCAR MX-13 engine rated at 510 hp and 18-speed transmissions. According to Garcia, the reliability and power of the PACCAR MX-13 engine played a major role in the company’s decision to add the W990 to its fleet. “Our refrigerated division operates predominately in the Western states, so our drivers constantly travel over mountain passes and rugged terrain. We needed an engine known to be reliable, coupled with the power required to traverse steep grades. The PACCAR MX-13 meets those requirements,” says Garcia.

Transport Nalaco Prefers Fuel-Efficient T680s for Reliability and Low Cost of Ownership

For Transport Nalaco’s Jonathan Aubut, knowing your costs means knowing your business. “We track everything from labor, to maintenance, to fuel, to routes and detention time,” says the corporate development manager for the Saint-Hyacinthe, Quebec-based bulk hauling company. “That data enables us to set a competitive rate per metric ton of material that we haul, and to assign internal hourly rates for our drivers.”

Operating a fleet of 75 Kenworths – primarily T680s with low total cost of ownership – combined with excellent support from Kenworth Maska (current Kenworth Dealer of the Year), is a formula that has been successful for Transport Nalaco, a division of Jefo Logistique. The company continues to grow as a leader in transporting bulk products – primarily protein and grain, as well as dry box and container. “We pay a little more at the outset for our Kenworths, but we get that back in resale value,” Aubut says. “Our cost for maintenance is low, while our fuel economy is excellent. Plus our drivers like being behind the wheel. That shows in the pride they have in driving and in keeping the trucks looking nice. The T680s serve as our best marketing card.”

The company’s newest T680s with 76-inch mid-roof sleepers are spec’d with PACCAR MX-13 engines rated at 510 hp at 1,850 lb-ft of torque. According to Aubut, Transport Nalaco has been a long-time fan of the PACCAR MX-13 engine. “It’s clearly reliable and we’ve been very pleased with our fuel economy,” he says. “We know what we’re getting and the PACCAR MX-13 has enough strength to handle the heavy loads we carry.”





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*Based on rolling resistance measurements on 16-ply tires sized 295/75R22.5. Results may vary.



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“Everyday Heroes” T680 Sold to Stewart Transport

The “Everyday Heroes” Kenworth T680 was auctioned recently at Ritchie Bros. in Phoenix. The winning bid submitted by Collin Stewart, president of Stewart Transport, helped net \$162,000 in support of Truckers Against Trafficking (TAT). The 501(c)3 non-profit is dedicated to stopping human trafficking by educating, mobilizing, and empowering the nation’s truck drivers and rest stop employees.

Stewart Transport, a Phoenix-based company specializes in delivering refrigerated and dry van freight and is a long-time supporter of TAT and its mission to end human trafficking. Stewart attended and placed the winning bid at the live auction. The \$162,000 donation nearly doubled the previous donation TAT received from the previous Everyday Heroes Kenworth T680 auction, making it the largest one-time gift in the organization’s history, according to Kendis Paris, TAT executive director. “We are so grateful to have Collin and Stewart Transport submit the winning bid. Not only will Collin’s generous purchase help us fund our programs, but they obtain a high-performing Kenworth T680 that will serve as a great addition to its fleet,” Paris says.

The Everyday Heroes Kenworth T680 is fully loaded with a 76-inch sleeper, and features the PACCAR Powertrain with a PACCAR MX-13 485-hp engine, PACCAR 12-speed



From left, are Kylla Lanier, deputy director of Truckers Against Trafficking (TAT); winning bidder Collin Stewart, president of Stewart Transport; Don Blake, new truck sales manager at Inland Kenworth – Phoenix; and Gilbert Orrantia, director of the Arizona Department of Homeland Security and co-chair Arizona’s Human Trafficking Council. This year’s auction of the Everyday Heroes Kenworth T680 raised \$162,000 for TAT, which is the largest donation made to that organization.

automated transmission, and PACCAR 40K tandem rear axles. The company’s new Kenworth T680 joined a fleet of more than 100 trucks and is operating in its auto and aviation division.

Finalists Named in Search For Top Rookie Military Veteran Truck Driver



From left are Steve Harris (Stevens Transport), Wade Bumgarner (Veriha Trucking), Christopher Bacon (TMC Transportation), and Joseph Campbell (Roehl Transport).

Kenworth has teamed with the FASTPORT Trucking Track Mentoring Program and the U.S. Chamber of Commerce Foundation’s Hiring our Heroes Program to find America’s top rookie military veteran who has made the successful transition from active duty to driving for a commercial fleet. For the fourth consecutive year, Kenworth will provide The Driver’s Truck™ – a fully-loaded Kenworth T680 equipped with a 76-inch sleeper – to serve as the “Transition Trucking: Driving for Excellence” recognition program award. The Kenworth T680 features the complete PACCAR Powertrain with a PACCAR MX-13 engine, PACCAR 12-speed automated transmission, and PACCAR 40K tandem axles. The top four, with their branches of service and employers, are: Christopher Bacon/U.S. Marines/TMC Transportation; Wade Bumgarner/U.S. Navy/Veriha Trucking; Joseph Campbell/U.S. Marines and U.S. Army/Roehl Transport; and Steve Harris/U.S. Marines/Stevens Transport. “This year’s four finalists had significant accomplishments in their military careers, and now are making excellent achievements as professional truck drivers,” says Brad Bentley FASTPORT president. The winner will be announced Dec. 6 in Washington, D.C. during a ceremony at the U.S. Chamber of Commerce Foundation in Washington, D.C.

CIT Trucks Helps Truck Operators Maximize Uptime



CIT Trucks is among those Kenworth dealers that have made investments in facilities and services to enhance customer support to a high level. Based in Normal, Illinois, CIT Trucks has attained the prestigious Kenworth PremierCare® Gold Certified status at all 10 dealerships (Champaign, Joliet, Mokena, Morton, Normal, Peru, Rockford, Springfield and Troy, Illinois, and Fenton, Missouri). “We receive positive comments on the service we provide throughout our dealerships,” says Erick Miner, CIT Trucks president and dealer principal. “That is a direct result from the customer service efforts of our employees and the investments we’ve made to enhance the customer experience. Since 2015, we’ve invested \$30 million into our facilities and have expanded the services we offer, enabling us to achieve Kenworth PremierCare Gold Certified status at all ten of our locations.”



As part of the Gold Certified requirements, Kenworth dealers, such as CIT Trucks, go above and beyond industry standards

Kenworth Montréal Celebrates Remodeled Dealership

Kenworth Montréal completed a major \$2.6 million (CAN\$) remodeling and renovation project at its dealership in Saint-Laurent, Quebec. The two-story, 31,000 square-foot building on three acres features large sliding doors that support the indoor showroom and Kenworth truck display. “Inside, we’ve completely re-done our drivers lounge – complete with TV, Wi-Fi, comfortable couches and chairs, plus microwaves and a relaxing area to enjoy a meal,” says Mike Parent, Kenworth Montréal general manager. “We’re right off the Trans-Canada Highway. When customers pull in for service, there is a spacious undercover truck receiving area that provides protection from inclement weather.” With 20 service bays, Kenworth Montréal is one of the larger service facilities in all of Canada, and operates 7 days a week with multiple shifts. “We’re open more hours than anyone else

by providing rapid diagnosis and estimated repair time within two hours, extended hours of service, along with a range of premium services. To maximize customer uptime, CIT Trucks added more service bays to its dealerships, and hired more technicians who were either already PACCAR MX-engine certified or willing to participate in the PACCAR engine training program. CIT Trucks employs 73 PACCAR MX-engine trained technicians at its dealerships. “The training involved to become a certified PACCAR MX-engine technician is extensive,” says Miner. “Our technicians complete one year of online training before taking instructor-led courses. This training, combined with actual field experience, helps provide our technicians with the skills required to solve our customers’ maintenance issues and get their trucks back on the road as soon as possible. Throughout our Kenworth Gold Certified dealerships, our goal is to provide diagnosis within two hours of arrival and have the ability to service those trucks — that do not require extensive repair — that same day.” CIT Trucks utilizes the Kenworth TruckTech+® Remote Diagnostics and Service Management system to identify and expedite repair events, assist in diagnostics, track information (build data, service, warranty history and product updates) for customers to easily view and provide a platform for instant-communication between the dealer and customer.

in Montréal, and have 40 service technicians located at two service points,” says Parent. “Uptime is vital to our customers, so our hours of service reflect our commitment to fast turnaround times for our customers.” As a result of the dealership’s investments and efforts to help maximize customer uptime, Kenworth Montréal has achieved the prestigious Kenworth PremierCare® Gold Certified status.



Kenworth ‘Best in Show’ Winners Enjoy Trip To Ohio For Special Plant Tour and Test Drives

The inaugural “Top Three Kenworths in the Show” winners and their guests enjoyed a special, all-expense paid trip to the Kenworth assembly plant in Chillicothe, Ohio. The Kenworth competition was part of the PKY Truck Beauty Championship held at the 2019 Mid-America Trucking Show. The six special guests were (left to right): Chad and Lisa Berry, Medford, Wisconsin; Malona and James Williams, Springfield, Missouri; and Lisa Martin and Mark Hollen, Denver, Pennsylvania.



Four Family Members Graduate From Same CDL Program, Learn to Drive in a T680



From left are: Kodi Sasse, Kendall Sasse, Kenneth Pope, Great Basin College CDL instructor; Katelynn Sasse, and Cassandra Sasse.

After relocating to Elko, Nevada, four members of the Sasse family — mother Cassandra and three of her seven children: Kendall, Katelynn and Kodi — each applied for and received full scholarships to attend Great Basin College’s six-week CDL program. During the time they were enrolled, Great Basin College added a new Kenworth T680. After first learning how to operate the college’s previous Class 8 truck, Cassandra, Katelynn and Kendall Sasse, were the first students to drive the T680. “There’s no doubt the T680 is a better driving truck,” says Cassandra Sasse. “The T680 is much easier to shift, and the suspension makes for a very comfortable ride.”

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TruckTech+ Remote Diagnostics Optional for Kenworth Medium Duty

Fleets and truck operators buying new Kenworth T270, T370, T440 and T470 models – equipped with the 6.7-liter PACCAR PX-7 engine, 8.9-liter PACCAR PX-9 engine, or Cummins Westport L9N natural gas engine – can now order Kenworth TruckTech+®

Remote Diagnostics. The system enhances vehicle diagnostics by providing real-time engine health information to fleet managers and Kenworth dealers to help optimize truck uptime and productivity, and allows fleets to track



KENWORTH
TRUCKTECH+
Remote Diagnostics

the location of the Kenworth trucks. TruckTech+ notifications include: continue driving with no action required; keep driving and address the service code during the next service interval; head to a dealer for service; or pull over to prevent possible damage. If the customer needs to take the truck in for service, the system maps out the locations of the three closest repair facilities. The data is sent to a secure web portal where the fleet manager can review the truck's location, status, identified issue and recommended solution.

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Kenworth Medium Duty Cabovers Add New Options

Kenworth has expanded its option offerings for its medium duty cabover models. For the Kenworth K370 Class 7 cabover, new options are the Dana Spicer S23-172E 23K high entry axle, Reyco 23K rear suspension, Dana 1710 driveline series, 8K lift axle pusher, pusher tires and wheels, and upsized park and spring brakes. These options are appropriate for heavy freight delivery, dump truck, small concrete mixer, and crane, while also opening the door for other vocational uses, such as a larger concrete mixer or 43K dump. The Kenworth K370 and the Kenworth K270 Class 6 both now offer the Davco 245 fuel/water separator combined with a battery disconnect switch on the left-hand rail as an option.

PacLease Hosts Franchise Sales Managers

In June, PACCAR Leasing held its biennial PacLease Network Sales Meeting in Dallas, Texas. The event, themed “Breakthrough Performance,” was focused on product and industry updates that allow the PacLease sales force to tailor solutions for the business needs of lease and rental customers across the United States and Canada.

The meeting was one the largest in PacLease history and included representation from over 85 percent of the U.S. and Canadian network. “Over the last few years, PacLease has seen significant growth. Our industry, trucks and the technologies we use to manage our business change rapidly. These meetings are a critical means for our franchise sales

force to come together, learn from each other’s best practices and then deliver a consistent approach in the marketplace,” says Chuck Davis, PACCAR Leasing director of sales. “The sales professionals at PacLease are committed to providing our clients with customized transportation solutions to meet their unique fleet and operational needs.” Hosting events like the PacLease Network Sales Meeting ensures that customers are met with exceptional standards, and PacLease continues to provide a year of breakthrough performance.



PACCAR Parts – World’s Leading Provider of Uptime

PACCAR Parts drives uptime for Kenworth customers with industry-leading products, services and customer support. The uptime solutions offered by PACCAR Parts include state-of-the-art distribution centers, superior inventory management systems, advanced 365 Customer Support Centers, customized fleet services programs and an innovative eCommerce program. PACCAR Parts 18 global Distribution Centers drive uptime with reliable part availability and shipping accuracy. In addition, PACCAR Parts inventory management systems ensure that all Kenworth dealerships have dependable service and maintenance parts in stock, including PACCAR Genuine Parts and TRP all-makes parts.

With routine service scheduling, remote diagnostics monitoring and emergency roadside assistance for Kenworth customers, PACCAR Parts 365 Customer Support Centers are committed to providing customers with immediate assistance for fleets of all sizes. The Vehicle Support Center delivers technical support to Kenworth dealers that serve operators of PACCAR MX engines.

Technical Research works with Kenworth dealers to ensure customers get the right parts they need to get back on the road fast. Customer Service expedites parts to Kenworth dealers to maximize uptime for fleet customers. These teams work seamlessly together to provide world-class service to customers, making business easier.

With customized support, PACCAR Parts Fleet Services Programs maximize performance with national pricing, centralized billing and network support for more than 900 worldwide fleet operators. And the 24/7 availability of the PACCAR Parts eCommerce system provides customer access to more than 1.4 million aftermarket products. It allows Kenworth customers to see their specific pricing along with their local dealer’s parts inventory. The Online Parts Counter (OPC) is integrated with large fleets making it easier for fleets to order across different regions with different dealer groups, ensuring pricing and purchase orders match as they submit their daily orders. PACCAR Parts drives uptime to move Kenworth customers and business forward.

PACCAR Financial Offers a New and Improved Medium Duty Warranty



Kenworth and PACCAR Financial are pleased to offer a new and improved Medium Duty Warranty program with a special low customer rate, and a 3-year/200,000-mile Basic Vehicle Extended Warranty for customers financing their new Class 5, 6, or 7 Kenworth units with PACCAR Financial. This is two additional years over the standard factory warranty with a value of \$500! This offer is available on new class 5, 6, or 7 Kenworth trucks financed with PFC by December 31, 2019. Contact your local Kenworth dealer (www.kenworth.com) or the nearest PACCAR Financial office (www.paccarfinancial.com) to learn more about the terms and conditions of these programs.

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