

# Kenworth PremiereCare® Roadside Assistance



**1-800-KW-ASSIST**

**KEEPING YOU ON THE ROAD  
24 HOURS A DAY, 365 DAYS A YEAR!**

After-Hours, Nights and Weekends

- Assistance with towing, jump and pull starts, tires, mechanical repairs, trailer support, preventive maintenance services and more!
- Bilingual representatives and translation service to ensure quality assistance in any language.
- An efficient roadside assistance system that tracks all aspects of your job.

**WHEREVER YOU ARE IN  
THE U.S. OR CANADA,  
GETTING YOU BACK  
ON THE ROAD IS OUR  
#1 GOAL!**



With PremierCare you will have access to an extensive network of independent service providers across the United States and Canada, including more than 1,000 PACCAR locations. Also, 95% of our jobs are accepted by our dealers or their recommended ISPs, allowing you to maximize your time on the road.

### **USING PREMIERCARE IS FREE!**

Once you become a PremierCare customer just call 1-800-592-7747 or submit a case from your custom portal. Provide us with your truck unit or VIN number to populate your vehicle in our system then we can begin to set up service for you.

### **WE MONITOR EVERY STEP OF THE WAY**

After we set up your service, we monitor it through completion to make sure you get back on the road.

### **ONLINE CASE MONITORING SYSTEM - TCS 365**

You will have access to our revolutionary online case monitoring system allowing you to:

- Submit service requests
- See real time status of service cases
- View/update vehicles and their associated service requests
- Send emails to the PACCAR Customer Center

**PREMIERCARE WILL MAKE SURE  
YOU ARE NEVER LEFT STRANDED!**

**DON'T WAIT, GET SET UP TODAY!**

For more info contact  
**PACCAR.Customer.Center@ PACCAR.com**  
or call us at  
**1-800 KW ASSIST**

**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.

