



KENWORTH TRUCKTECH+

Remote Diagnostics

CSM COMPANIES





PREMIERCARE SETS THE STANDARD FOR CUSTOMER SERVICE

When you selected your Kenworth, you chose The World's Best® heavy duty truck. You deserve the same level of passion, excellence and attention to detail from those who care for it. Kenworth PremierCare® is committed to increasing productivity of every truck in your fleet by offering extended hours of operation, expedited diagnostics, mobile roadside assistance and expert factory-trained technicians. PremierCare Gold Certified Dealers — certified by Kenworth — represent the gold standard in delivering PremierCare services dedicated to maximizing uptime and minimizing the true cost of maintenance.



ACCELERATE DIAGNOSTICS. EXPEDITE REPAIRS. STREAMLINE COMMUNICATIONS.

It's been shown that up to 80 percent of every service event consists of poor or slow communications and processes — lost time, effort and assets that could be better utilized moving your business ahead. Introducing KENWORTH TruckTech+ Remote Diagnostics and Service Management, a revolutionary, fully integrated system designed to streamline every aspect of fleet maintenance. Running your business just became a whole lot easier, more productive, more efficient and more profitable.



**KENWORTH
TRUCKTECH+**
Remote Diagnostics

The benefits of TruckTech+ begin before your vehicle ever enters the service bay. Kenworth's innovative remote diagnostics technology helps you diagnose and solve potential problems — before they impact your operation. Standard on every new Class 8 Kenworth the system delivers:

- + Instant notification of actionable engine and aftertreatment fault information so you can make decisions in real time
- + Once in the shop, PACCAR's proprietary "diagnostic reasoning" engine helps technicians accelerate fault guidance and diagnostics — the first time.

Truck in the Field



When an engine fault code is triggered, TruckTech+ Remote Diagnostics sends a notification to the fleet operations manager and to designated Kenworth dealers immediately.



Immediate and simple recommended actions are provided to the operator through the driver performance center.

Fleet Operations



The fleet operations manager will have enough information to determine the course of action, whether to direct the driver to keep driving, or proceed to a Kenworth dealer to be serviced.



The system generates a comprehensive fault report that can be viewed online or emailed to the fleet manager.

Kenworth Dealer



Kenworth dealers will have visibility to the fault code diagnosis prior to a truck arriving in order to expedite service.



Detailed reports are readily available on each truck currently presenting an actionable code. You can filter the information by specific chassis, severity, make, model, year it was manufactured and location.

ESM COMPLETE COMMUNICATIONS

MAXIMIZE UPTIME AND MINIMIZE THE TRUE COST OF MAINTENANCE.

Much of the downtime associated with truck maintenance can be spent looking up details on a vehicle, leaving messages, returning phone calls, filling out forms, submitting estimates and waiting for approvals. If you want to increase uptime and utilization, reduce the management of service events and trim the true cost of maintenance, you need a system that can help you communicate better information faster and more efficiently. Anytime, anywhere on any device (desktop, laptop, tablet and smartphone) in real time. Welcome to the TruckTech+ Service Management System — a smart, easy-to-use, web-based tool that lets you do in minutes what used to take hours.



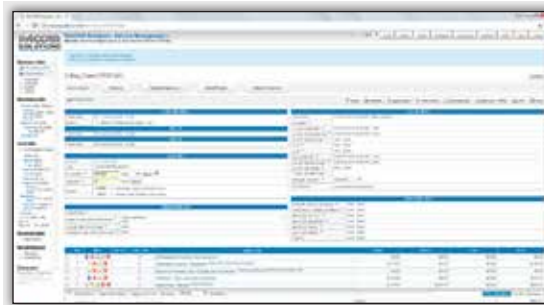
**KENWORTH
TRUCKTECH+**
Remote Diagnostics

Available throughout the Kenworth PremierCare service network, TruckTech+ Service Management allows you to manage scheduled and unscheduled service events in real time through a web portal that:

- + Speeds communications and keeps everything organized – notes, emails, time and date-stamped activity, and electronic approvals
- + Eliminates error-prone data entry and the need to access multiple systems or portals
- + Centralizes and makes easily accessible all asset information – build, service history, warranty and product updates.



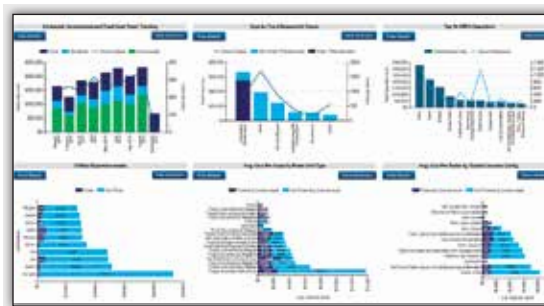
Schedule, monitor and manage every aspect of truck maintenance through a single web portal — seamlessly via any device, anywhere, anytime.



Obtain real-time visibility —and accountability — throughout the entire service event management process via an easy-to-use web-based dashboard that helps streamline decision making every step of the way. For every truck in your fleet undergoing maintenance, regardless of location.



Collaborate with your Kenworth service team, review and approve estimates and obtain status reports — real-time.



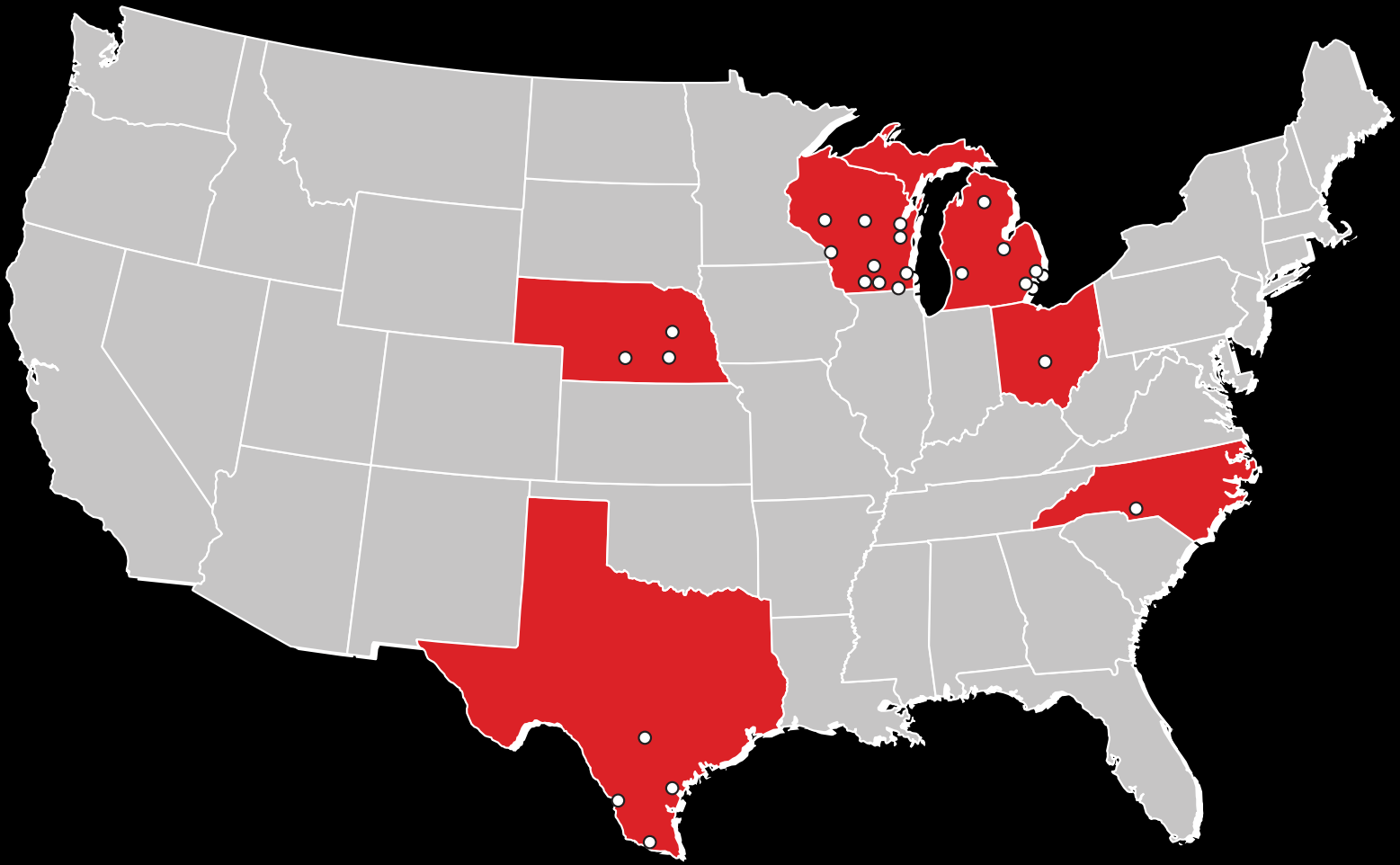
Real-time analytics enable you to more efficiently manage preventive maintenance, breakdowns and repairs. Track service events by make, model and engine as well as specific case attributes, such as stage, status, service location, estimated value, asset type, event status and more.



Optimize uptime like never before by expediting the process of truck diagnostics and repair.

Asset	Mileage	Hours	Asset Category	Sub-Category	Year	Asset Description
Asset 123456	100,000	1000	Truck	Truck	2014	2014 F250 SD
Asset 234567	150,000	1500	Truck	Truck	2014	2014 F350 SD
Asset 345678	200,000	2000	Truck	Truck	2014	2014 F450 SD
Asset 456789	250,000	2500	Truck	Truck	2014	2014 F550 SD
Asset 567890	300,000	3000	Truck	Truck	2014	2014 F650 SD
Asset 678901	350,000	3500	Truck	Truck	2014	2014 F750 SD
Asset 789012	400,000	4000	Truck	Truck	2014	2014 F850 SD
Asset 890123	450,000	4500	Truck	Truck	2014	2014 F950 SD
Asset 901234	500,000	5000	Truck	Truck	2014	2014 F1050 SD
Asset 012345	550,000	5500	Truck	Truck	2014	2014 F1150 SD

Real-time decision support tools turn raw data into actionable intelligence. Proactively identifying potential trouble spots and give them the attention they need to reduce downtime, maintenance costs and service interruptions.



CSM COMPANIES

CSM is a leader in providing world-class transportation solutions through a multi-state dealership network. With industry-leading products and services, CSM offers heavy and medium-duty commercial vehicle brands Kenworth and Mack, light-duty and automotive brands Chevrolet, GMC, Buick, Jeep, Dodge, Ram, and Chrysler.

CSM also provides financing solutions through captive finance company CSM Financial, leases and rents vehicles through Premier Leasing, and provides creative service support solutions through Dedicated Fleet Services. With over 1,000 hard-working associates, CSM aims to move their customers forward.

CSM's locations provide new and used vehicle sales, aftermarket replacement parts, mechanical and body shop repair services, dedicated fleet maintenance services, lease and rental options, and in-house financing

csmcompaniesinc.com



WISCONSIN KENWORTH

Windsor
4539 Kenworth Dr
Windsor, WI 53598
608.846.5451
800.362.8206

Menomonie
5913 3M Drive
Menomonie, WI 54751
715.235.5000
800.310.5000

La Crosse
3090 Berlin Drive
La Crosse, WI 54601
608.781.5360
866.567.5365

Milwaukee
9350 S 22nd Street
Milwaukee, WI 53154
414.761.5959
800.472.5454

Wausau
1354 Old Hwy 51
Mosinee, WI 54455
715.693.3900
877.459.3800

Green Bay
580 Mike McCarthy Way
Green Bay, WI 54304
920.494.3969
800.843.4565



SAHLING KENWORTH

York, NE
I-80 & Hwy 81
York, NE 68467
402.362.6645
800.759.1116

Columbus, NE
3130 East 23rd Street
Columbus, NE 68601
402.563.0255
888.399.4645

Kearney, NE
2206 East 25th Street
Kearney, NE 68848
308.234.2511
800.658.3155



MICHIGAN KENWORTH

Grand Rapids
7393 Expressway Ct. SW
Grand Rapids, MI 49548
616.281.8610
800.306.0200

Clinton Township
43320 North Gratiot
Clinton Township, MI 48036
586.468.6301

Dearborn
3031 Wyoming Avenue
Dearborn, MI 48120
313.842.3000
800.793.0555

Gaylord
1134 Millbocker Rd.
Gaylord, MI 49735
989.731.1499
888.5447493

Saginaw
3046 Commerce Centre
Saginaw, MI 48601
989.754.4500



FRENCH ELLISON Truck Center

San Antonio, TX
9010 IH-10 East
Converse, TX 78109
1.800.455.9177

Corpus Christi, TX
1313 Corn Products Road
Corpus Christi, TX 78409
1.800.460.2181

Pharr, TX
4300 North Cage Blvd.
Pharr, TX 78577
1.800.460.2401

Laredo, TX
8402 Milo Road (FM 3464)
Laredo, TX 78045
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DEARTH



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Monroe, WI 53566
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DEARTH



602 8th St
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Appleton, WI 54914
1-920-997-1759

CHARLOTTE, NC
3639 Trailer Drive
Charlotte, NC 28269
1-704-921-7310

JANESVILLE, WI
3411 Bell St.
Janesville, WI 53545
1-608-743-9199

MADISON, WI
6395 Lake Rd
Windsor, WI 53598
1-608-846-5555

ESM

COMPANIES