

Inquiry JCB DIRECT LINE 1-912-477-2000 JCB TOLL FREE NUMBER 1-800-522-7522	First Name	Last Name	Direct	Mobile #	Email	Office Fax
VP of Customer Support	MIKE	WERNER	447-2298		mike.werner@jcb.com	
Service Manager	MARK	COBERLY	447-2297		mark.coberly@jcb.com	912-447-2115
Parts Operations Manager	EDWARD	HENDERSON	447-2049		edward.henderson@jcb.com	912-447-2115
Parts/Attachment Marketing	MIKE	BALELLA	447-2123		mike.balella@jcb.com	912-447-2295
Attachment Sales/Marketing Programs Manager	KRISTIAN	TAPLEY	447-2147		kristian.tapley@jcb.com	912-447-2295
Pricing Inquiries						
Warranty						
Warranty	KIM	DOPART	790-5230		kim.dopart@jcb.com	912-447-2115
Warranty	BONNIE	FRALEY	447-2138		bonnie.fraley@jcb.com	912-447-2115
Technical Service						
Compact Line	JESSE	HARTRANFT	447-2059		jesse.hartranft@jcb.com	912-447-2115
Backhoe Loader	KEVIN	JAYROE	447-2212		kevin.jayroe@jcb.com	912-447-2115
Loadall/Fastrac	MIKE	SMITH	447-2214		mike.smith@jcb.com	912-447-2115
Heavyline	LEE	RAHN	447-2170		lee.rahn@jcb.com	912-447-2115
Parts						
Order discrepancies, Received wrong part	ALAN	HOOKER	447-2183		alan.hooker@jcb.com	912-447-2295
Locating part numbers/numbers for manuals, paint, and oil, Attachment orders	JACQUI	MOORE	447-2188		jacqui.moore@jcb.com	912-447-2295
	IRIS	BELL-BROWN	447-2168		iris.bell-brown@jcb.com	912-447-2295
	JAMEKIA	FRINK	447-2234		jamekia.frink@jcb.com	912-447-2295
	SHIRLEY	HILL	447-2185		shirley.hill@jcb.com	912-447-2295
Parts Technical						
Additional Orders & Tracking info, parts claims, inventory, inquires relating to shipping and pricing	TERRY	FITTS	447-2192		terry.fitts@jcb.com	912-447-2295
	JOHN	MORRIS	447-2184		john.morris@jcb.com	912-447-2295
Customer Support Managers						
Florida/Southeast	MARK	HARRISON		813-435-8228	mark.harrison@jcb.com	
Southeast	FRANK	BADGETT		912-844-6874	frank.badgett@jcb.com	912-447-2115
Northeast/Midatlantic	WAYNE	PIELERT		410-292-2216	wayne.pielert@jcb.com	
South Central	BILL	STENBERG		469-212-4919	bill.stenberg@jcb.com	N/A
North Central	LEWIS	MILLER		816-728-3638	lewis.miller@jcb.com	785-989-4417
Midwest	DAVID	MADDEN		859-620-6439	david.madde@jcb.com	N/A
Northwest	BARRY	MISQUEZ		916-230-0904	barry.misqueza@jcb.com	916-283-4266
Southwest	MARK	COOK		949-244-1665	mark.cook@jcb.com	714-840-8120
Canadian Region East	PETER	FERRIS		905-572-0605	peter.ferris@jcb.com	905-689-4015
Canadian Region West	JIM	ELLIS		604-617-8240	jim.ellis@jcb.com	604-617-8240

CUSTOMER SUPPORT CONTACT LIST

