

CALL US TOLL FREE: (800) 445-2628

Parts Order

8:00am–6:00pm EST

vpa@volvo.com

Parts Order, Returns, Claims, Credits Parts Coordinators
72hr, Backorder, ETA, Shipping Questions Parts Coordinators

Parts Lookup

8:30am–6:00pm EST

vpapartstechhelp@volvo.com

Parts Lookup, Exchange Program Parts Tech Help

Technical Support & Warranty Authorizations

8:30am–7:00pm EST

vpa.servicetech@volvo.com

Gas Product Technical Support	Tech Support Staff
Marine Diesel Product Technical Support	Tech Support Staff
Industrial Service	Tech Support Staff
Industrial Applications	Matt Pelton
Gasoline Marine Applications	Guilherme Tait
Diesel Marine Applications	Andrew Pelton
Warranty Authorizations	Tech Support Staff

Warranty Admin vpa.warrantyadministration@volvo.com

Claims, Registrations Warr Admin Staff

Credit Department

vpaus16.creditdept@volvo.com

Credit Manager	Bill Englett
Credit Controller	Fernanda Machado
Credit Admin	Steve Ebbe
Credit Admin	Windy Newman
Credit Admin	Theresa Singletary

To Order Gasoline & Diesel Engines

8:30am–5:00pm EST

vpaengineorder@volvo.com

Gasoline OEMs	(877) 877-9735
Diesel OEMs	(877) 877-9735
Industrial OEMs & Distributors	(877) 877-9735
Dealers & Power Centers	(800) 445-2628

Distribution Development

support.dealerdev@volvo.com

Distribution Development	Bill Englett
Industrial	Bill Pacey

Product Training

vptraining@volvo.com

Product Training Support	Training Staff
E-Learning (LMS) Help Desk	(800) 525-5508

Switchboard: (757) 436-2800

Parts & Accessory Marketing

Director P&A Operations	x5168	David Kennedy
Parts Pricing & Order Manager	x4047	Anne-Mie Lootens
National Sales Manager, P&A	x4045	Carey O'Bryant
P&A Support Specialist	x4071	Steve Andrews

Dealer Information Systems

www.vppn.com

Partner Network & EPC Help Desk	(800) 525-5508
Partner Network Registration	Contact Dist. Development
Additional User Account	See "User Administration (Baldo)" on VPPN

Sales & Marketing

V.P. Marine Sales	x4096	Jens Bering
V.P. Industrial Sales	x5124	Darren Tasker
Director Marketing	x4032	Marcelo Puscar
Advertising	x4058	Matt Hartman
PR & Communications	x4084	Christine Carlson
Trade Shows		Rachel Solgat

Customer Relations

(866) 273-2539

FAX US

Main Fax

Parts Order USA

Parts Order Export

Parts Lookup

Distribution Development

(757) 436-5150

(800) 669-2305

(336) 393-4949

(877) 554-8584

(757) 436-5157

Technical Support

Warranty Administration

Credit Department

Product Training

(757) 436-5153

(757) 436-5152

(757) 436-5151

(757) 436-5182

WRITE OR SHIP TO US

Corporate Headquarters

Volvo Penta of the Americas, LLC
1300 Volvo Penta Drive
Chesapeake, VA 23320

Parts & Accessories Distribution

Volvo Group North America, LLC
100 Gateway Global Drive
Byhalia, MS 38611

Payments for Invoices

Volvo Penta of the Americas, LLC
CITI – Wires or EFT's
ABA: 021 0000 89 - ACCOUNT:
40725305
SWIFT: CITIUS33

Volvo Penta Lexington Plant

Volvo Penta Marine Products, LLC
Robert Wallace Drive
Lexington, TN 38351

Warranty & Engineering Centers

Volvo Penta of the Americas, LLC
1400 Volvo Penta Drive
Chesapeake, VA 23320

Volvo Penta Canada

7972 Enterprise Street
Burnaby, BC V5A 1V7
(604) 872-7511 8:00-5:00 PT