

Piper Distribution Service Administrators (DSAs)

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Whether your aircraft is being serviced by a Piper Service Center or not, the Piper Distribution Service Administrator (DSA) is your first resource to contact for assistance in resolving a Piper product support problem. Generally, it is recommended that you contact the DSA that serves the territory where your aircraft is being serviced, but this is not a requirement. You may contact the DSA of your choice. DSAs are in weekly contact with Piper factory support personnel and help the factory in prioritizing its support resources. It is recommended that you keep written records of the date and content of your discussions with your DSA, both to monitor progress and avoid misunderstandings. If you have worked with a Piper DSA and your Piper product support issue remains unresolved and you need additional assistance, contact the MMOPA Ombudsman. Be prepared to provide details of the situation including your written records and notes.

NAME	COMPANY	LOCATION	TERRITORY	PHONE
Keith Mullen	Chicago Piper Des Moines Flying Service	Sugar Grove, IL (KARR) Des Moines, IA (KDSM)	N-IN, WI IA, MN, NE, E-ND, SD	800-622-8311
John Tentoni	Columbia Aircraft Sales	Groton, CT (KGON)	CT, MA, ME, NH, NJ, NY, RI, VT	800-787-5001
Arnie Richins	Keystone Aviation	Salt Lake City, UT (KSLC)	AZ, CO, UT, NM, NV, W- WY	800-433-9617
Wayne Andrews	Kansas City Aviation Center	Olathe, KS (KOJC)	AR, KS, MO, OK	866-359-5222
Don Burris	Muncie Aviation Company	Muncie, IN	S-IL, IN, KY, MI, OH	800-289-7141
Peter Quinn	Skytech, Inc.	Westminster, MD (KDMW)	DC, DE, MD, PA, VA, WV	800-394-1334
Derrick Williamson	Skytech, Inc.	Rockhill, SC (KUZA)	NC, SC, S-VA	888-386-3596
Tom Pentecost	Flightline Group	Tallahassee, FL (KTLH)	AL, FL, GA, LA, MS, TN	877-359-7473
Heather Aldred	Western Aircraft	Boise, ID (KBOI)	AK, N-CA, ID, OR, MT, WA	800-333-3442
Robert Fulcher	Texas Piper Sales, North	McKinney, TX (KTKI)	N-TX	214-842-6187
Tom Bierschwale	Texas Piper Sales, South	San Antonio, TX (KSAT) Carlsbad, CA (KCRQ)	S-TX S-CA	210-340-6780 210-485-1317