

Press release

Liebherr invests in Kansas City location for mobile and crawler cranes spare parts distribution

- Liebherr USA, Co. enhances customer service in the Midwest by establishing a spare parts warehouse in Kansas City.
- This Kansas City location serves as one of four distribution centers for spare parts across the country.
- The warehouse currently holds 2,300 various spare parts with over 5,000 expected once fully converted.

Liebherr USA, Co. Newport News, VA (USA) August 29, 2024 – Further expanding Liebherr’s reach across the United States, Liebherr USA, Co. invests in the [Kansas City location](#) to serve as a mobile and crawler cranes spare parts warehouse to more efficiently distribute parts throughout the region. The 12,000 ft² warehouse holds approximately 2,300 stocked spare part line items, with over 5,000 line items expected to be stocked once the facility is fully converted.

This major project started with the installation of racking within the warehouse that began in early 2024, with the warehouse receiving and shipping out its first order only a month later. Kansas City will serve as one of four locations parts are distributed to once they arrive at the main warehouse in Newport News, VA.

“This significant investment in the expansion of the spare parts distribution network shows Liebherr’s further commitment to providing the best service to our customers in the Midwest,” notes Arnold Burger, General Manager of Customer Service, Mobile and Crawler Cranes, Liebherr USA, Co.

Unrivaled customer service

Liebherr identified the great benefit of having a warehouse closer to the Midwest. With many Liebherr machines being used to construct wind turbines for the prevalent wind industry in the area, having parts more readily available will help reduce downtime and better service machines and customers in the area.

“When people choose to expand their fleet with Liebherr, they deserve a strong partner that can provide them with reliable and efficient service when they’re in need,” explains Anthony South, Spare Parts Business Manager, Mobile and Crawler Cranes, Liebherr USA, Co.

This investment has been immediately felt by customers, who can actively see the price and availability of parts in their area through their [MyLiebherr](#) portal. This online portal works hand in hand with Liebherr’s extensive service network to improve and streamline customers’ experience, allowing them to access everything they need for their machine such as their local service contact and machine manuals in addition to ordering and checking the status of spare parts.

Doing what's best for customers has been the foundation of Liebherr's continued success in the industry. This expansion of distribution capabilities is just one of many investments made to ensure Liebherr continues to provide its customers with the greatest quality possible.

About the Liebherr USA, Co.

[Liebherr USA, Co.](#) based in Newport News, VA provides sales and service on behalf of ten different Liebherr product segments: earthmoving, material handling, mining, mobile and crawler cranes, tower cranes, concrete technology, deep foundation machines, maritime cranes; components, and refrigeration and freezing.

About the Liebherr Group – 75 years of moving forward

The [Liebherr Group](#) is a family-run technology company with a highly diversified product portfolio. The company is one of the largest manufacturers of construction equipment in the world. It also provides high-quality, user-oriented products and services in a wide range of other areas. The Liebherr Group includes over 150 companies across all continents. In 2023, it employed more than 50,000 staff and achieved combined revenues of over 14 billion euros. Liebherr was founded by Hans Liebherr in 1949 in the southern German town of Kirchdorf an der Iller. Since then, the staff have been pursuing the goal of achieving continuous technological innovation, and bringing industry-leading solutions to its customers. Under the slogan '75 years of moving forward', the Group celebrates its 75th anniversary in 2024.

Images



liebherr-usa-kansas-city-location.jpg

Liebherr USA, Co. invests in Kansas City location to become spare parts warehouse.



liebherr-usa-kansas-city-warehouse.jpg

The building currently holds approximately 2,300 stocked spare part line items.

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