

Temsa Update

Increased Parts and Service, Improved After Sales and Service and Their Popular New TS-45



by Larry Plachno
Photos courtesy of CH Bus Sales

Going into 2016, CH Bus Sales announces the opening of its third parts and service facility, improved after sales and service and updates on their new 45-foot TS-45 coach. Shown here is the Temsa parts and service facility in the Dallas/Fort Worth area. It has bays for nine buses and provides service as well as parts.

As we enter 2016 we find that CH Bus Sales is in the news with their Temsa product line for several reasons. They recently announced the opening of their third service and parts facility with two more planned for the future. The CH Bus Sales after sales and service team has been improved to better serve and support customers. In addition, their new TS-45 model has done well on the market and boasts some improvements for 2016. Here are details on each of these three areas.

Increased Service and Parts Facilities

Back in the fall of 2011, CH Bus Sales opened their first service and parts facility. The location is at 410 W. Taft Vineland Road, just west of Orlando International Airport. In addition to providing service with technical and warranty support, this facility preps new and stock vehicles for customer delivery and includes a parts warehouse. Tim Guldin serves as vice president of sales

and service southeast while Cem Yazmanoglu is the director of warranty and the general manager at Orlando. Marvin Borntrager, the director of parts, technical and warranty is also based out of this location. Phone (407) 271-8935 for information.

The second facility opened in April of 2014 in Texas. Located at 4900 E. Loop 820 S. on the southeast side of Fort Worth, this 12,000-square-foot facility was recently expanded to provide bays for nine vehicles. This full-service facility offers sales, service and parts as well as a body shop and accident repair. In addition to Temsa coaches, this facility will also handle other makes and models. Tim Vaught serves as vice president of sales, service and product development for the southern region. Phone (817) 484-0072.

On January 1, 2016, a third facility will open in the Northeast at 57 Route 46 East, Montville, New Jersey. Located northwest

of Jersey City and Newark, this will also be a full-service facility offering sales, service, technical and parts support. Tony Mongiovi serves as vice president of sales northeast. Phone (856) 325-0094.

Two more sales and service centers for the Western states are in the planning stages and expect to open in 2016. While Temsa parts are available at the various service and parts facilities and by phone, they will also be available online in early 2016.

Improved After Sales and Service

CH Bus Sales has also been expanding and improving its after sales support team. These highly experienced people help customers with dedicated warranty, parts and technical support. Included are Cem Yazmanoglu who serves as the director of warranty and general manager of the Orlando facility. Yazmanoglu has 28 years of experience in the automotive and motorcoach industries.



Cem Yazmanoglu

People you should know are Marvin Borntrager, the director of parts, technical and warranty, who has 34 years of experience, and Brad Teal, who does in-house technical support. Borntrager and Teal serve as the in-house 24/7 support contacts. Customers can phone them at (888) 85TEMSA any time they need help on a technical issue.

Elmer Holz has 33 years of experience and serves as the manager of product development/training. CH Bus Sales offers customer technical training throughout the year at their service and parts locations. These courses include hands-on training with the coaches as well as classroom learning on technical sub-

Marvin Borntrager



Brad Teal



Elmer Holz



Michael (Mike) Calentano is a TEMA mobile field tech serving the Southeast territory.

jects and diagrams. These sessions are a big help to new customers and a great refresher course for those with previous experience.

TEMSA customers also give high praise to the field techs that have their own service vehicles so that they can be mobile within their territories. John Fountain handles the Northeast, Joel Seaton is in the West and Michael Calentano can be found in the Southeast. CH Bus Sales plans to add two more regional techs in 2016.

The new TS-45

The other major news at TEMSA is that the new 45-foot TEMSA TS-45 has done well

in its first year on the market. It also boasts a round of improvements for 2016. None of this was unexpected, given the lengthy planning and development behind this model.

TEMSA's popularity on the American market started with their short coaches. The last ongoing production of 35-foot coaches ended in 1980. Since then, there were a few manufacturers who brought a 35-foot coach to the market but none of them lasted. With an increasing number of smaller groups seeking transportation, bus operators were looking for a higher quality alternative than the body-on-chassis shuttle buses.



In addition to regular parts and service facilities, CH Bus Sales also has mobile field techs. Joel Seaton works in the West.



John Fountain handles the Northeast and is one of CH Bus Sales field techs who provides mobile Temsa service to customers.

Temsa met this need in 2008 by offering a 35-foot TS-35 model with stainless steel integral construction and big coach features. Some operators commented that it was the right coach at the right time. Temsa had substantial previous experience building smaller coaches for European operators but engineered this new model for the American market. The TS-35 proved to be durable and a hit with passengers so many operators came back for repeat orders. There are already 500 TS 35-foot coaches sold in the U.S. Based on customer requests, a 30-foot model TS-30 was made available in 2012. The success of the short Temsa coaches is measured by the fact that they have remained on the market for more than eight years – the obvious record since 1980.

Given the fact that the shorter Temsa coaches proved so popular with operators, it was probably inevitable that they would

ask for a full-size, 45-foot coach. To Temsa's credit, they did not take one of their popular European coaches and bring it to America. Instead, they went through a lengthy development process.

They started by asking American operators what they wanted in a coach. As the process moved along, several American operators were flown to Europe where they could meet with the Temsa engineers and designers. Another meeting took place at the factory in November of 2012 when American operators were shown an initial prototype and asked to make comments and suggestions.

What resulted was a coach that had all of the features desired by American operators. It was built with stainless steel integral construction to provide strength and durability. It came equipped with all of the usual systems including air ride suspension and

a bunch of new technology including a lane departure warning system, a tire pressure monitoring system and a parking sensor on the rear bumper. The overall design was attractive enough to be used on both charters and tours.

The TS-45 has the usual standard dimensions of 45 feet long and 102 inches wide. With a height of 11 feet and 6 inches it will fit into a 12-foot door. A Cummins ISX engine is standard as well as a Gen 5 Allison B500 transmission. Both the axles and steering come from ZF. The standard capacity is 56 passengers plus driver with a restroom.

CH Bus Sales introduced the new TS-45 to the American market at the ABA Marketplace in Nashville in January of 2014. This brought the CH Bus Sales product line up to three models with lengths of 30, 35 and 45 feet. Since then, sales of the 45-foot model have been brisk. Several operators who are currently running the shorter Temsa coaches opted to put the TS-45 into their fleet. Reportedly, sales have exceeded 75 units in 2015 with more on order.

Operator reaction to the TS-45 has been impressive. Gregg Isherwood, president of Custom Coach and Limousine, had the following to say. "The TS 30 vehicle has been an excellent addition to our fleet as many of our customers are looking for a smaller vehicle with the ride and reliability of a full-size coach. We are currently running three of the TS-30 coaches and our clients love them. When looking to add another full-size coach, we turned to CH Bus Sales and the Temsa TS-45, not only because of the top quality in their products, but also because of the great after-sales support we've received on our other coaches."

Eddie Vanderhoof, owner of Vanderhoof Transportation, is also an operator who started with the smaller Temsa coaches and moved up to the TS-45. "We have been customers of CH Bus Sales for a couple years

Gregg Isherwood, president of Custom Coach and Limousine, operated three Temsa TS-30 coaches and was very pleased with them. Shown here is a new TS-45 coach recently delivered to Custom Coach. They specifically mentioned great after-sales support as a reason for their decision.



and began our purchases with the TS-35 mid-size coach. The quality of the ride and drive of that coach, coupled with the comfortable interior, gave us a perfect vehicle for our smaller group charters. We were confident that the quality of the Temsa mid-size product would carry over into the full-size coach. We recently purchased our third Temsa for our fleet, the TS-45, and haven't been disappointed."

Dale Streif, president of Vandalia Bus Lines, moved up to the TS-45 after being pleased with the shorter Temsa coaches. "We first purchased the Temsa TS-35 mid-size coaches for our fleet and they fit our needs for the smaller groups. The coaches operated very well so when the TS-45 came out, we wanted to give it a try after having several 35-foot Temsas. The new full-size coaches are working out great also."

Improvements for 2016

Moving into 2016, CH Bus Sales has announced a round of changes, upgrades and improvements on the TS-45. In the driver's area we note a new glare shield for the driver as well as an enlarged driver's blind in the left side. Drivers will probably appreciate the new and enlarged side mirrors as well as new dash display with a black screen. In addition, the door opening valve position has been changed in the compartment to the rear of the front door.

There are also several changes and improvements in the engine compartment.



The new Vanderhoof Transportation TS-45 was photographed adjacent to the new CH Bus Sales location in New Jersey. Eddie Vanderhoof previously operated two mid-size Temsa TS-35 coaches and was pleased with them. His third Temsa is this 45-foot model.

A new and improved type of quilt insulation is being used around the engine. The locations of both the primary and secondary fuel filters have been changed and a hose connects the air filter to the turbo pipe. There is now a new preheater location and ether injection cancellation.

Other items include a new position for the door emergency release valve near the

front door. Serviceability of the restroom has been improved. A side cosmetic plate has been included and both the bumper and side lids height has been increased.

The new TS-45 has been well-received by bus operators. These improvements for 2016 will only generate more interest. Ask your representative from CH Bus Sales for details. □

The after sales support team at the Orlando location of CH Bus Sales poses adjacent to a new TS-45 coach. Several Temsa owners credit after sales support as a reason why they continue to buy Temsa coaches. CH Bus Sales is opening its third parts and service facility in New Jersey and is planning on opening two more locations in 2016.





From the
January 2016
issue of
National Bus Trader
*Serving the bus industry
since 1977*

9698 W. Judson Road
Polo, Illinois 61064
Phone: (815) 946-2341
Fax: (815) 946-2347

www.busmag.com