A view from Ron’s three legged stool…

Well Country Coacher’s, can you believe it is already autumn in Oregon? Nine months ago we launched the new “Country Coach Corporation” and in that time I have had the privilege to meet many of you first hand. Thank you for bringing your beautiful coaches home to the factory where they were born, for that one of a kind service that we can give you because of the fact that we have the intellectual property and engineering prints along with the original molds that your coach was built from.

Now comes the tough time for this fledgling company, and that is to make it through the first winter. I believe that our parts sales will continue at the brisk pace that it has attained, that’s one leg under our three legged stool. The second leg is our motor home sales consignment department. We have gone through many growing pains in this area but I feel that we have now achieved our goal of a professional sales staff with Glenn Norris. We are gaining a reputation for having an excellent inventory of lightly used Country Coaches and the ability to move them for their owners.

Now for the third leg of my stool, Service, as we all know motor home owners tend to travel though our part of the North West less in the winter, so service slows down. I would like to offer this suggestion to those of you not using your coach this winter, and want some changes made to improve your satisfaction with your Country Coach.

Remember This Is The Country Coach Factory, and we have reestablished the manufacturing ability to repair or remodel any part of your coach. We have a first class cabinet shop with the talent to design, rebuild, or replace any woodwork in your Country Coach. We have nine state of the art paint booths to repair or design and apply any paint scheme you can imagine. Not to bring up a sore subject the (Allure, Inspire) paint checking problem, the best repair at this time is to repaint the dark areas with a lighter color. Now is the best time for us to get that done for you. When it comes to technicians our staff is the best in the industry, Eric in the alignment shop Joe in mechanical, John in fiber glass fabrication, Jerry and Dwayne in cabinets, Aaron in chassis and structure welding, John and Andy in body, equipment and electric repair.

So, schedule your winter repair now and help us through this first tough winter. Remember, your coach will be kept inside in heated facilities, out of the Oregon cold and rain.

Thank you for your patronage.
Ron Lee
President & CEO
Message from Arlene at the Reception Desk

Greetings from the front desk at Country Coach Corporation. For those of you who haven’t had a chance to meet me or to speak with me on the phone, I’m Arlene Barley.

I have lived in the Junction City community for almost 39 years now, and really enjoy the small town feel. I have been together with my wonderful husband Brad for 17 years now and we have an amazing 12 year old son Gabe. I have a combined 11 years with Country Coach and in those many years have held several different titles such as Receptionist, Scheduler for Service and Warranty Supervisor.

Currently I am the front desk receptionist and accounting assistant. Everyday I feel truly blessed to be back with my Country Coach family. It is such a pleasure to come to work everyday and get to see and hear the excitement in our coach owners.

I look forward to speaking and meeting with you all in the future!!

Regards,
Arlene Barley ☀️
Scheduling at CCC

Scheduling service work here at Country Coach is as easy as giving us a call. Just get a list of service items together and call us to schedule a date and time. Our normal scheduling lead time is about two weeks so please call a little in advance of your intended arrival. You can also send me an e-mail if that would be more convenient at jcooley@countrycoach.com

We have a full range of services available including:

- Paint work from small touch ups to full repaints in our state of the art down draft booths.
- Full chassis service including alignment and dynamometer services.
- Full slide out room service and repair.
- Complete cabinet shop with design engineers available to discuss custom projects.
- Flooring of all types carpet, hardwoods and tile, available with heat mats.
- Appliance repair.
- Electronic trouble shooting.
- Inspections of coach seals, electrical systems, chassis and full coach.
- Walk through services available to familiarize customers with their coach and components.

Our service technicians are some of the best in the high end RV business. Our philosophy is to diagnose and correct the root cause of a problem, versus repairing the results. Come give our service team a try, you will be pleasantly surprised with the experience.

Jim Cooley
Service Manager
Country Coach, Corp.
Technical Issues from Country Coach Master Tech, Doug Beaudry

In this issue of Country Coach Destinations®, I want to talk about some of the recent “Hot Topics” affecting Country Coach Motorhomes that we here at Country Coach have been hearing about lately and most frequently:

1. PTO (power take off) and hydraulic pump failures.
2. Slide out room roof seals.
3. The dreaded “White Streaks”.
4. Loose Tag Axle bolts.
5. Paint checking on Inspire and Allures.

**PTO issues:**

PTO (power take off) and hydraulic pump failures. We are still seeing a lot of coaches out there that are running a “dry” spline PTO/Pump configuration. What we are seeing and hearing about is premature failure of the input shaft of the hydraulic pump, premature failure of the PTO output shaft or both. During assembly of these components there was “assembly” grease that was provided with the PTO. Although this “assembly” grease may be a great way to lubricate the PTO on some applications, we are seeing in the RV industry that grease breaks down and at that point you have no lubrication within the splines.
PTO issues, continued:

The splines start to show wear and tear and there is no physical way to inspect the splines other than to take out the pump bolts and separate it from the PTO. If either the pump shaft or the PTO shaft strips, then you guessed it, no hydraulic pressure and flow.

Some customer’s have heard horror stories of the power steering pump failing, thus no power steering. Really a BEAR to drive a coach of that size with no power steering. I just want to point out that not all coaches ran the power steering off of a PTO; some ran the power steering off the engine. There are multiple configurations of PTO and pumps. Some coaches have no PTO what so every and run both hydraulic fan and power steering off the accessory drive of the engine. Some coaches have tandem pumps ran off the PTO, one for power steering and one for the hydraulic fan. Some coaches have one pump on the engine and one ran off a PTO. If you have any question on what kind of pump and or PTO and what precautions you should take just give us a call.

So what is the corrective action on this issue? Take the coach in and have a PTO “Wet Kit Conversion” installed. What this kit does is take the transmission fluid that is currently running into the gear side of the PTO and allows the fluid to flow into the output shaft side of the PTO. With this installed you no longer have the “dry” spline setup; you now have an “oil bath” lubrication system. With these splines and shafts running in the oil bath it gives the PTO and pump greater longevity.

Give Country Coach a call and we can schedule you in for this Wet Kit upgrade and you will have the comfort that your power steering or hydraulic pump will not fail. The cost for this upgrade is very low compared to having to replace a PTO and hydraulic pump. Below is a photo of the red Chelsea PTO, power steering pump and a Sauer-Danfoss hydraulic pump mounted to the Allison transmission.
Slide room roof seals:

The next topic we are going to talk about is slide room roof seals. What we are seeing here in the shop and also in the field is the slide room seals failing and allowing water penetration. On the roof of your slide room is a urethane sealant that seals the roof with the outer wall and the side walls. See photo below as an example.

As you can see the slide room roof seal is no longer attached to the stainless steel trim and can possibly be allowing water penetration into the slide room wall. Once water enters the wall it can cause major damage including delamination of the fiberglass sidewall, cracks in the side wall, rust to the framework and mold problems. Once this occurs you are looking at a slide room re-build which is a major expense.

Country Coach Corporation can inspect your slide room seals and if needed perform the needed repair. We remove all sealant, properly prep, clean and prime the stainless trim and then apply new urethane sealant. Once the stainless is properly prepped and the urethane applied correctly it will last a very long time, although we still suggest having those seals inspected annually. Below is a photo after the new sealant was installed on this same slide room.
Slide room roof seals, continued:
White Streaks:

Now let’s talk about those dreaded “white streaks” that some see running down the sidewall of the coach. What causes this? Simple really, the roof cap is manufactured with fiberglass and gel coat. The roof is simply that white gel coat and what happens is the gel coat has not been properly treated with a UV protection agent or wax. Once the gel coat starts to “dry out” or oxidize the white pigment in the gel coat starts to run down the side of your coach.

The best way to prevent this is to wash and wax the roof of your coach just as you would the sidewall and the front and rear cap. Twice a year make sure that you apply a good quality wax with UV protecting additives. If the gel coat is getting really oxidized then you may have to use a cutting/cleaning compound to smooth out the gel coat then apply the wax or UV protection compound. I also have had some conversations with customers that have turned to the Marine industry for quality products.

Just like our homes on wheels the gel coat use is highly used in the Marine industry such as a high line yacht. So you might search for products offered at a marine dealer or online as well. Keeping up on this maintenance will keep the roof nice and clean and protected and prevent those white streaks coming down the sides of the your coach when it rains. 😊
Loose Tag Axle Bolts:

We have also been notified that several coach owners have experienced loose tag axle mounting bolts. In your Country Coach Chassis Owner’s Guide you will find all the needed torque specifications for your chassis. We suggest that each and every coach have an annual service and you should request a full chassis torque. With all the nuts, bolts and fasteners going down the road bouncing and banging around there is a possibility of things becoming loose.

This is a good practice and if you perform this preventative maintenance item you can be reassured that all fasteners are tight and at the proper torque values. If you have any questions regarding these torque specifications and can not find them in your owners guide please give Country Coach Corporation a call and we can provide those for you.

Below are several photos of Country Coach tag axles for reference:
Paint Checking:

Side wall checking, micro-checking, post-cure, out gassing?? Many of you have heard these terms and would like to know more about what is happening on the side walls of your coach and those small paint cracks that show up out of the blue, also how do we stop it or fix it? The Country Coach product lines that we see most effected by this “micro checking” are 2004 through 2007 model years, Allures, Inspires and Tribute models. Micro checking is a result of the process that was used by Owens Corning, the manufacturer of this sidewall fiberglass material. What is occurring is known as post-cure of the sidewall fiberglass material. When post-cure happens, trapped gases below the gelcoat fiberglass sidewall surface migrate through this gelcoat layer and cause the surface micro checking. When Owens Corning originally fabricated the sidewall fiberglass material, it was not cured at a high enough temperature to withstand hot sunlight on dark colored paint. The process responsible for the issue is called “exothermic temperature”. Exothermic temperature is the highest temperature achieved by the fiberglass when it cures during the fabrication process. Later, where dark paint colors are applied over this Owens Corning fiberglass, the temperature in the hot sun exceeds the original exothermic temperature and the fiberglass begins to post-cure causing the out gassing and now comes the appearance of micro checking.

One solution is to eliminate the very dark colors where we see micro checking. We can repaint your coach with lighter colors by sanding off the dark paint (this also removes the appearance of micro checking) and repaint with an attractive color of a lighter shade. While this process does not completely eliminate the original problem, it does give you many years of a quality sidewall appearance for a reasonable cost.

Another solution is offered by a company in California called “The Paint Department”. Their process involves a extensive sanding of 100% of the sidewalls that removes all of the paint and some of the wall surface. Please contact our Service Department (541) 234-6167 for additional information. If you look at the photo below you will see the side “major” micro checking, just for an example.
WELCOME BACK! Fourteen years ago I moved to Junction City because of the atmosphere of it being a true community where everyone not only knows each other but looks after each other. Wow, what an understatement that is, what I have found has been so much more. As it turns out my wife grew up just four houses down from Ron and Cookie Lee. Tonya Buendia, a member of our sales staff was a classmate of my wife, along with Shannon Starns our wonderful painter here at Country Coach Corporation. As a volunteer coach for the basketball team at Junction City High School in the late nineties, I had the opportunity to meet Jim Cooley (Country Coach Service Manager) while coaching his son Ryan. Then there is Terry and Tammie Keeler, I started my journey into the RV Industry in 1998 when I worked for Terry on the production line of the Country Coach bus conversions. What a wonderful couple they are, we occasionally see each other at school functions and sporting events where they support their grandson Trent who is in the same grade as my daughter Alexa. Likewise, I see John (service technician) and Jenni (parts) Emanuel while doing the same with their three boys. My excitement is evident, as I sure have felt welcome since returning to Country Coach on September 6.

My father-in-law, Larry Crowley has served this community for more than 20 years as a Councilman, Mayor and Police Commissioner. He has spent many stressful hours facilitating the relationship between Country Coach and Junction City’s Government and Community. He worked extremely hard, along with other community members, when Country Coach under its former management threatened to relocate the Headquarters and production to Eugene. It is with great desire and passion that I give all that I can to see the return of Country Coach Corporation to the LEADERSHIP role that it once had in the RV Industry. The first steps have been taken, and we now look forward to bringing QUALITY back to the production of Motor Coaches.

It’s time that we start TURNING THE CORNER! I receive phone calls and e-mails on a daily basis with these words “I/we will only buy a Country Coach”. Every few days I also get statements like “I/we will only buy from the factory”. Our service technicians, parts department and alignment rack have been extremely busy in recent months and have satisfied the demands that have been placed upon them. In recent weeks our sales team has begun to experience these same demands and successes. We are truly turning the corner and building momentum as we approach our one year anniversary and moving forward to once again building the World’s Finest Motorcoach.

As you consider an upgrade, please keep in mind that every purchase made at Country Coach Corporation ensures our success and continued operation, thus continues to keep the value of your Country Coach at a premium. We currently have 14 coaches for sale on consignment with more coming in weekly. I look forward to hearing from you soon with any sales questions that you might have.

As we have all heard, when you find a job that you enjoy, you will never work another day in your life. I want to thank Ron Lee for giving me the opportunity to come back to Country Coach and help you, this company and this community. Thank you for all of your continued support of Country Coach Corporation and our staff.

Glenn Norris
Coach Sales

“EXCELLENCE BY DESIGN”
Message from Ron:

I would like to welcome the newest member of our Country Coach family. Tonya Buendia joins us as Sales Support. Although Tonya is a new team member, she has sixteen years of Country Coach experience and knowledge. Tonya originally worked at Country Coach starting back in the 90's. Her experience began in the Sales Support office located on Sixth Avenue in Junction City when our Sales, Service and Parts department were located there. She was the one you might have spoken to when ordering a new part for your coach, looking for a recommended service center out on the road or looking to buy a new coach. After spending several years in the Sales Support office, Tonya added the Marketing and Décor departments to her tasks. Chances are she helped you order your new Country Coach, took you on a factory tour or helped make changes to your coach by making sure Production got the change order in time. Tonya most recently worked in the Prevost Bus Conversation Department in sales support. There she ordered new Prevost Bus Conversion chassis, gave tours of the bus conversion manufacturing plant, and was the Sales contact for brochures and all bus related calls. She has been with Country Coach Sales in one way or another for sixteen years and hopes to be with Country Coach for many years to come. Tonya’s new challenges will include working with the sales department and with the various Country Coach charter clubs, and filling orders for Country Coach Logo Apparel.

Be sure to give her a call and welcome her back,
Ron Lee

Country Coach Corporation

Office: (541) 234-2167
Fax: (541) 234-2189
www.countrycoach.com
Business update from Sandy in Accounting

We are very happy to report that business is slowly but steadily increasing at Country Coach Corporation. Our current sales volume consists of 57% Service & Repair, 32% Parts Sales, and 11% Consignment & Apparel Sales.

We have very exciting plans scheduled to take place over the next few years. Country Coach Corporation plans to begin the manufacturing of new coaches in the near future and we are currently gathering data to create financial reports to present to Investors for the purpose of obtaining funds to cover the initial startup expenses of manufacturing new CC Motorhomes.

I have great respect for Ron Lee for providing me the opportunity to be a part of the growth of Country Coach Corporation and the potential to provide additional employment opportunities for the improvement of our community as we continue to grow. We keep a very close eye on our nation's current economic condition and are hopeful that we can stay within our current level of sales and service through this winter. Of course all of this would not be possible without the wonderful support of our loyal Country Coach customers.

Another project I am currently working on is the Nonexclusive Trademark License Agreements to allow the free use of our unaltered registered name and registered logo by the Country Coach Clubs we are partnered with. Within the Intellectual Property purchased by Ron Lee is the Registered Country Couch name and the registered CC trademark logo. In order to legally protect, defend and preserve these registered trademarks we cannot allow the alteration of one or both as to do so could potentially lose the proprietary right to them, they could be stolen and used by our competitors, or even by a foreign country.

CORRECT and LEGAL USE EXAMPLES OF CCC REGISTERED TRADEMARKS:

Sandra Hart
Accounting Manager
Country Coach Corporation
Club Spotlight

Country Coach Destinations® features a different charter CC Club in each issue. In this issue, we are featuring a recent rally held by Country Coach Friends International. If you would like your club featured in future issues, please contact us by phone: (541) 234-2167 or email: destinations

What a great time was had at the Country Coach Friends International rally at WinStar RV Resort and Casino in Thackerville, OK. The rally was hosted by Southwestern VP John & Juanita Malabechi and Eastern VP Kevin & Danna Holmes. We had coaches from seven states from California to Florida and from Minnesota to Texas so we had coverage from coast to coast and boarder to boarder. The group went to the The Little Theater in Ardmore (voted best small theater in OK) to see Smokey Joe's Cafe and had a wonderful dinner in the cellar of the Wine Keg restaurant prior to the theater. The on site Country Club at WinStar was the center of all activities and it is a luxurious room and bar. We had many winners at the casino and the meals were superb. We were fortunate to have a couple well attended tech seminars. The final evening was capped off with an elegant dinner including several drawings for Country Coach logo merchandise. Following the dinner the group was treated to a great concert with Frankie Valli and the Four Seasons.

Join the "Friends and Join the Fun" at Country Coach Friends International, Jerry O'Connor

(jerryobus@aol.com  www.countrycoachfriendsinternational.com)

Here are some pictures from our WinStar Rally in OK:
Message from David in Operations

Ron and I have developed a manufacturing business plan to re-start new coach manufacturing. We are working with investors to secure the startup funding necessary and are targeting the first half of 2012 to begin. Our plan calls for starting up slowly and keeping a very limited volume of production rate.

I would like to give you a glimpse of one of the potential 2013 Model Year coaches that is currently on the drawing board in the Country Coach Engineering Department:

40’ to 45’ Triple Slide Floorplan

To prepare the factory for future production, we have been working on our infrastructure. Our large part lamination press and glue table used for fabricating floors, sidewalls, roofs, slide out room walls and engine compartments has undergone a complete refurbishment; something that we can never do during production while the machine is in use. Our cabinet shop is now completely set-up and in use building cabinets for our Service Department including remodels. Our fiberglass fabrication shop has some new equipment and is fully up and running building fiberglass Service parts.

We have designed a whole new production flow for the production rate called out in our business plan. The production flow includes defining each work station and the number of employees required to operate and complete the work for each station.

We look forward to providing sustainable family wage jobs in our western Oregon community and provide our customers with a selection of outstanding new coaches. Our intention is to fully live up to our motto of: “Excellence by Design”

After our new coach manufacturing is up and running, our Engineering/R&D group will begin work on a future hybrid chassis “Eco-Coach”.

Country Coach Corporation

2013 - Magna/Arfinity
What’s going to make our Eco-Coach the industry leader? Well we are focusing on four development efforts: energy savings, clean-green materials, energy generation, and energy monitoring. For example to save fuel, our goal is to develop a hybrid drive train that delivers the same performance as a conventional coach, with a 25% - 50% increase in fuel economy. The heavy-duty hybrid electric power system we are planning features an automated manual transmission with a parallel-type “direct” hybrid system, incorporating an electric motor/generator located between the output of an automated clutch and the input to the transmission. Since, the engine is connected directly to the wheels in this setup, it eliminates the inefficiency of converting mechanical power to electricity and back, which makes this hybrid set-up efficient for long highway drives. Plus, we are aliening our hybrid development efforts with the heavy truck and bus industry to match the service infrastructure across the US, so there are no surprises when it comes to maintenance and repair.

But this is just a start in our pursuit to save energy, we also plan to use high-efficiency (Energy Star) appliances thought-out the coach, which could add up to a 25% reduction in power use, LED lights that cut your lighting power usage by 90%, and an innovative heat pump system to reduce your heating and cooling power use.

For clean-green materials, we plan to use formaldehyde free materials, FSC certified hard-woods, and water based coatings and adhesives. We want to make sure that the environment within your coach is as safe and as green as possible. We are taking these steps even further by looking for ways to reduce VOCs and other environmental pollutants in our manufacturing operations as well.

Our Eco-Coach will also include state of the art solar power generation panels. Our attention to detail and the layout of all the systems upon the roof will maximize the amount of panels we can fit on the roof. Our plan is to maximize the amount of clean power you can generate and use within your coach.

And last, but not lease, we believe that if you have a state of the art energy monitoring system, giving you important information about how your coach is operating down the road, or parked at your favorite spot, you are in better control of your energy use and environmental footprint.

Regards,
David Diamond
Chief Operations Officer
Ron loves to garden. In the rich Willamette Valley river bottom soil, Ron grows many varieties of flowers and vegetables in his back yard at home just outside the city limits. From the garden, Ron and his wife, Cookie, put up harvested vegetables by canning them. Throughout the year, they have a pantry full of their own home grown and canned veggies.

To extend the growing season, Ron put up a small green house. Using his green house, Ron starts most of his flowers and vegetable plants then transplants them into the garden after last frost.
Ron and his wife Cookie frequently take to the road in their Magna. In late September they were on the road over a week attending the Bus’n Biker rally at West Yellowstone National Park. Here we see them ready to leave Oregon for a one week trip south to Paso Robles for a SW Country Coachers Rally; this trip includes a stop in the Palm Springs area where they have a second home. Ron and Cookie thrive on going to Rallies and being on the road with their RVing friends.
Here are some of my favorite recipes for the fall season. Ron and I love to entertain guests in our coach and at club rallies. These will whip up quickly and be a hit for just about any occasion. Enjoy...

Cookie Lee

**Slow Cooker Cheese Dip**

1# ground Beef
1# Italian Sausage (bulk)
1# Cheese spread, cubed
11 oz. sliced jalapeno peppers
1 - med. Onion, diced
8 oz. each:
  - Cheddar
  - Cream cheese
  - Cottage cheese
  - Sour cream
  - Tomatoes, diced & drained
3 cloves garlic, minced
Salt & pepper

Brown meat and drain off fat, put in crock pot.
Add all the rest of the ingredients; cover & cook 1-1/2 to 2 hours.
Serve with crackers or chips.

*Serves 16 to 18 people.*
Spicy Pumpkin Bread in a Jar ("this is the best")

Don’t forget the whipped cream!

1 c. raisins
2 c. all-purpose flour
2 t. baking soda
1/4 t. baking powder
1/2 t. salt
2 t. ground cloves
2-1/2 t. cinnamon

1 t. ground ginger
4 eggs, beaten
2 c. sugar
1 c. margarine, softened
2 c. canned pumpkin
8 1-pint wide-mouth canning Jars and lids, sterilized

Combine raisins, flour, baking soda, baking powder, salt, cloves, cinnamon and ginger; set aside. In a large mixing bowl, blend together eggs, sugar, margarine and pumpkin; add dry ingredients. Pour into jars equally. Wipe rims clean; place on a baking sheet. Bake at 325 degrees for 40 minutes; remove from oven and immediately put on and tighten down sterilized lids. Place jars on a wire rack to cool; check lids for seal. Makes 8 jars.

Paint a Jack-‘O-Lantern face on a jar of Spicy Pumpkin Bread. Use black acrylic paint to add eyes, nose and a wide smile!
Zucchini Bread

3 eggs 2 c. grated zucchini
1 c. oil 2 tsp. vanilla
2 c. sugar

In a separate bowl mix:
2 c. flour 1 tsp. soda
1/4 tsp. baking powder 1 tsp. salt
3 tsp. cinnamon 1/2 c. nuts

Beat the eggs light and foamy. Add next four ingredients and mix lightly, but well. Add flour mixture and blend. Add nuts, put into loaf pans and bake at 325° for one hour or until done. For a variation add Craisins, Raisins or even chocolate chips."