



the **hitch house**

Motorhome Specialists

The Ultimate Motorhome Store



WHEN YOU KNOW THE DIFFERENCE™

CHATEAU



Pleasure-Way



IN CANADA, THERE'S NO PLACE LIKE THIS FOR MOTORHOMES!

CONTENTS & INFORMATION



Our History	3
Our Service Department	4
Our Body Shop.....	5
Our Parts Department.....	6
Our Business Office	7
Our Sales Department	8
Our Design Centre	10
Our President's Club Card	11
Our Class A Diesel Selection.....	14
Our Class A Gas Selection	16
Our Class C Selection.....	18
Our Class B+ Selection	19
Our Class B Selection.....	19
Our Used Selection.....	20
Did You Know?	21
Dealership Checklist.....	22
Words From The Chairman	23

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General Info: info@thehitchhouse.com



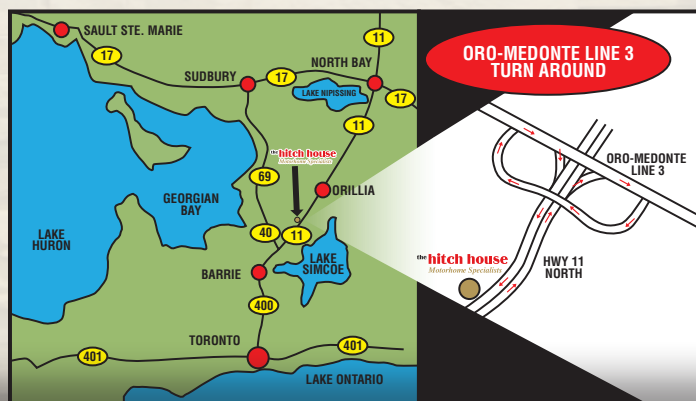
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OUR HISTORY

The Hitch House was founded in 1969 in a service station on the northeast corner of our current 14-acre state of the art facility.

- 1973** Purchased 8.9 acres adjacent to service station, and built the first of our facilities.
- 1978** Purchased 2.1 acres, to bring the total to 11 acres.
- 1980** Added metal fabrication bay adjacent to main building.
- 1985** Added mechanical bays and additional parts storage to main building.
- 1997** Added 7,500 sq. ft. indoor showroom.
- 2004** Added a State of the Art Body Shop, two Mechanical bays, and a new Service Reception with Customer Lounge.
- 2006** Acquired 3 acres, which brings us to today's total of 14 acres.
- 2009** Two Motorhome display lots were expanded, re-paved and professionally landscaped with armor stone retaining walls to accommodate 50+ Motorhomes
- 2012** In the early afternoon of November 27, 2012 The Hitch House suffered a massive fire. The fire broke out in our showroom and the fire departments from Oro-Medonte and the surrounding municipalities struggled to fight it. The fire consumed nearly all of our main building rendering what was left irreparable. We are most thankful that all of our staff were evacuated safely and no one was hurt.
- 2013** On November 27, 2013 one year to the day after the fire we were granted "Occupancy" to our new showroom. By mid-December 2013 we had received "Full Occupancy" to our new state-of-the-art 50,000 sq. ft. main building. As usual Dave fulfilled his commitment; We're Back – Bigger, Better, Stronger!
- 2015** A third Motorhome display lot was expanded, paved and professionally landscaped to accommodate our growing business.

After 45+ years we are a multi-generation family owned and operated business. Our plan is to be here for many years to come. To ensure our future success we continue to invest year after year in our staff, our facilities and equipment. Please drop by and visit us we would be happy to give you a tour.



OUR SERVICE DEPARTMENT



Dear Valued Customers,

At The Hitch House, we have always considered our Service Department to be one of the most important components of our overall success. Our ongoing commitment to service has allowed us to build an exceptional team and service centre. We firmly believe that motorhome customers want to purchase their coach where they feel comfortable. In order to earn that trust, we are fully committed to providing quality technical service for your coach... and professional, courteous service, to you, our valued customer.

Here are just some of our service features!

- ✓ **17 Spotless Service Bays**
- ✓ **55,000lbs Electro-Hydraulic Pantograph Motorhome Hoist**
- ✓ **3 Service Pits with 50' bays**
- ✓ **Express Oil and Lube Service**
- ✓ **Private Campground**
- ✓ **Full Service Body Shop**
- ✓ **Class A Mechanics**
- ✓ **Certified Diesel Mechanics**
- ✓ **Certified Body Technicians**
- ✓ **Certified RV Technicians**

During our primetime our service centre is exceptionally busy. This is a result of years of attention to the development and continual improvement of our service facilities and staff. At The Hitch House, we feel a very strong obligation to the people who put their faith in us and purchased their motorhome from us. Many years ago we developed, "Our Service Policy," and it is simply that we put our customers first.

Our Service Policy is:

- 1. President Club Members (Hitch House coach owners) are our first priority**
- 2. Transient and Stranded Owners**
- 3. All others.**

Please understand that our primary obligation is to our President Club members who are entitled to first in line service.

Our service centre will address your needs in a timely, professional and courteous manner. In the event that you have to stay overnight, please utilize our private campground that includes water and electrical hookups.

We take customer service seriously! And our dedication goes way beyond the day you buy your motorhome.

We invite you to call and book your appointment today.



OUR BODY SHOP



At the Hitch House, we believe you deserve the best service that the industry can offer. To that end, we have invested heavily to build the most advanced RV Body Shop in Canada. These investments have allowed us to move ahead of our competition and provide a level of service that is unmatched in the industry.

- ✓ **60' Cross Draft Paint Booth**
- ✓ **2 – 60' Preparation Bays**
- ✓ **State-of-the-Art Paint Mixing Room**
- ✓ **SmartSCAN spectrophotometer**
- ✓ **Certified Body Technicians**
- ✓ **Custom Painting & Graphics**
- ✓ **Metal Fabrication & Aluminum Welding**
- ✓ **Frame Adjustments**
- ✓ **Roof Repairs & Replacement**
- ✓ **Windshield Installation**
- ✓ **Tile Installation & Repairs**

- ✓ **Fiberglass and Cabinetry Repairs**
- ✓ **Full Cap Replacement & Repairs**
- ✓ **Extensive insurance work**
- ✓ **Environmentally friendly water based paints**

This facility enables us to offer our customers anything from small damage repairs to major reconstruction. Our technicians are experienced in every facet of coach body repair. Should you require compartment door rebuilds, window replacements, awning installation or an annoying water leak needs to be located and rectified our team has the experience and skills to mend your coach.

For the more adventurous, our paint specialists and designers will create a custom mural for you. Whatever your needs our body shop will address them in a timely, professional and courteous manner.

We invite you to call and book your appointment today.



OUR PARTS DEPARTMENT



Our Accessory Store eagerly awaits you. We have designed our store to cater specifically to you, our Motorhome customer. We are the largest Motorhome Accessory store in Canada, with over 7,500 sq. ft. of Parts and Accessories to choose from. Here you will find the latest toys to make your travels more fun, convenient and pleasurable.

We have the latest equipment:

- ✓ **In-Motion Satellites for Bell TV**
- ✓ **Automatic Stationary Antennas for Shaw Direct**
- ✓ **Portable Satellite Antennas for Bell TV, Dish Network, and Direct TV**
- ✓ **RV-Friendly secure Wi-Fi routers**
- ✓ **Inverters and Converters**
- ✓ **Tow Bars by Roadmaster and Blue Ox**
- ✓ **Mastertow Tow Dollies**
- ✓ **Hydralift – Patented Hydraulic Motorcycle Lifts**

For the Camping Enthusiast, we have

- ✓ **Outdoor Lounge Chairs**
- ✓ **Camping Tables**

- ✓ **Camping Books & Directories**
- ✓ **BBQ's and Accessories**
- ✓ **Folding Bicycles**
- ✓ **Bicycle Racks**
- ✓ **Screen Rooms**

Renovating your existing motorhome? We have, in stock:

- ✓ **Appliances: refrigerators, washer/dryers, stove tops, etc**
- ✓ **MaxxAir Vents**
- ✓ **Generators by Onan / Powerhouse**
- ✓ **And much more...**

Our selection is vast – so it must be seen. We welcome you to come in or call us for whatever motorhome need you have. If we don't have it, we will do our very best to find it for you. If you think I am exaggerating please come in and look around. Our Accessory Team would be happy to serve you. Or check our website at www.thehitchhouse.com and browse our online catalogue. You will be amazed.



OUR BUSINESS OFFICE



At The Hitch House we consider it our duty to ensure that every facet of your motorhome purchase is simple, easy and stress free for you.

To Purchase a Motorhome:

1. Visit the Hitch House
2. Locate the motorhome that suits your tastes
3. Purchase that motorhome
4. Meet with our Personal Business Managers to obtain attractive financing terms.

Over the years our Business Office has built up a strong rapport with some of Canada's Leading Banks. Your Personal Business Manager is able to approach various financial institutions to secure the best terms and conditions available.

Here are some facts about our financial services that you will find interesting:

- ✓ We work directly with the banks' dealer finance centre.
- ✓ Loans up to a 20 year amortization period
- ✓ We utilize several lending institutions to obtain the most competitive interest rates for you.

- ✓ Your Motorhome is the **ONLY** security necessary. Leave all your other assets unencumbered.
- ✓ Make lump sum payments or pay out your loan at anytime without penalty.
- ✓ Loan Protection is available to provide your loved ones with an asset and not a liability.
- ✓ We're available seven days a week for your convenience.

After years of success our customers demanded that we expand our offerings. Our Personal Business Managers offer a wide array of products that will keep your home away from home looking good trip after trip after trip:

- ✓ Extended Warranty
- ✓ Interior / Exterior Protection Products
- ✓ Tire and Rim Warranty
- ✓ Rust Protection
- ✓ Coach-Net Roadside Assistance

Our Personal Business Managers are well versed on the above products. Simple, easy, stress free that is our goal for your motorhome purchase experience.

We are Authorized Agents for:



OUR SALES DEPARTMENT



Since 1969 we have been bringing RV lifestyle choices to Canadians. We are very proud to be in this business and as you will see it reflects in everything we do and how we have built our dealership. We continually modify and improve ourselves to deliver the best possible products and service to our customers. 24+ years ago we decided to specialize in motorhomes. This strategic decision allowed us to gear our entire operation towards motorized products.

At The Hitch House you will find:

- ✓ **11,200 sq.ft. climate controlled Motorhome Showroom**
- ✓ **Beautifully manicured 14 acre facility**
- ✓ **Largest Motorhome Selection in Canada**
- ✓ **Over 30 Diesel Pushers**
- ✓ **Factory Trained Motorhome Sales Consultants**
- ✓ **17 bay Service Centre**

This family-owned and operated business has flourished for over four decades. Our goal is to provide the highest level of service and choice to our customers because it is important to us that we be regarded as the best Motorhome Dealership in Canada.

We have assembled the most extensive lineup of motorized products in the industry:

- ✓ **Newmar**
- ✓ **Thor Motor Coach**
- ✓ **Chateau**
- ✓ **Pleasure-Way**
- ✓ **Roadtrek**



OUR SALES DEPARTMENT



Our sales staff will assist you in locating a motorhome that is a match for your budget and lifestyle. We understand that purchasing a motorhome is a big decision. Allow us to assist you in your motorhome selection and we will endeavor to provide you with an enjoyable purchasing experience. Trade-ins are welcomed!

If your preference is a motorhome—you owe it to yourself to visit The Hitch House, because...
“In Canada, there is no place like this place for Motorhomes.”

Tom Stoate
Sales Manager



OUR DESIGN CENTRE



Our Motorhome Design Centre was created to enhance your purchase experience. In a quiet, comfortable and relaxed atmosphere you, in consultation with your sales specialist, can:

- ✓ select from a variety of available **Floor Plans**;
- ✓ choose from a selection of **Exterior Colours**;
- ✓ choose from a selection of **Interior Colour Fabrics**;
- ✓ select the **Cabinetry** design and finish of your choice;
- ✓ select the **Options** that best meet your requirements; and
- ✓ where it is possible determine desired modifications.

In the Hitch House you have a dealership that:

- ✓ helps you to make an informed decision,
- ✓ takes care of you,
- ✓ gives you special privileges as a Presidents' Club Member,
- ✓ spends whatever time is necessary to ensure you know how to use your motorhome,
- ✓ helps you to take care of your new motorhome, and
- ✓ service your new motorhome, when required.

Come to The Hitch House Design Centre – experience how we can help you with your motorhome purchase. Our Design Centre is just the beginning of your journey with us.



OUR PRESIDENT'S CLUB CARD



Overview

We take your commitment personally. We appreciate that you have chosen The Hitch House as your dealer. Without your faith in us there is no way that we could have been in business for over 45 years. We intend to be here at least another 45+ years. Our President's Club Members receive:

First In-line Service (faster):

It's true - we service all makes and models. Please know that our **First Priority** is you – you bought your motorhome from us! Please see "Our Service Policy" to understand how serious we take your business. Outside customers that want to use us for our Service Department resent that we put you first. We strongly feel that we have an obligation to you because you purchased your motorhome from us.

Service on your motorhome will NOT be delayed due to our technicians or mechanics being allocated to an outside customer (purchased their motorhome elsewhere). As a President's Club Member – you come first!

Preferential Service Rates (cheaper):

All members of our President's Club receive a 10% discount on the labour rate in our Service Department. This includes mechanical service as well as service to your motorhome's house and appliances.

Parts' and Accessories Store Discounts:

All members of our President's Club receive a discount on items purchased in our Parts' & Accessories Store. The discounts vary by product

from 5% to as much as 25%. Please present your President's Club Card or give your name to our cashier so she can ensure that you receive your discounts.

Membership:

You must currently own a Motorhome that you purchased from The Hitch House.

Receive Your President's Club Card:

If you are owner of a motorhome that you purchased from The Hitch House and you do not have a President's Club Card please request your card by emailing: mclark@thehitchhouse.com or call Marilyn Clark at 1-877-722-0638. In your email please include your full name, mailing address, phone number plus the year, make and model of your motorhome. We will forward a new card to you immediately. All members of our President's Club are recorded in our Dealership Management System along with your associated discounts when you purchase your motorhome. Your information is kept confidential as per our Privacy Policy.







OUR CLASS A DIESEL SELECTION



WHEN YOU KNOW THE DIFFERENCE.SM



ESSEX



LONDON AIRE



MOUNTAIN AIRE



DUTCH STAR



VENTANA



VENTANA LE

OUR CLASS A DIESEL SELECTION



TUSCANY



TUSCANY XTE



PALAZZO

OUR CLASS A GAS SELECTION



CHALLENGER



OUTLAW (TOY HAULER)



MIRAMAR



WINDSPORT



ACE



VEGAS

OUR CLASS A GAS SELECTION



WHEN YOU KNOW THE DIFFERENCE.SM



CANYON STAR



BAY STAR



BAY STAR SPORT

WHEELCHAIR ACCESSIBLE MOTORHOMES

Available In: Dutch Star • Ventana • Canyon Star



OUR CLASS C SELECTION

CHATEAU

OUTLAW
CLASS C TOY HAULERS

CITATION



CHATEAU SUPER C



CHATEAU



OUTLAW (TOY HAULER)



CITATION SPRINTER

OUR CLASS B+ SELECTION

Pleasure-Way

CITATION



PLATEAU XL



CITATION

OUR CLASS B SELECTION

Pleasure-Way



PLATEAU



ASCENT



LEXOR



E-TREK



SS AGILE



190 POPULAR



ZION

Other Roadtrek Models:
CS Adventurous, RS Adventurous, TS Adventurous, Ranger RT, 210 Popular and 170 Versatile.

OUR USED SELECTION



We LOVE used motorhomes – whether we are selling them or buying them.

Are you in the market for a used motorhome?

The Hitch House has an extensive selection of quality used motorhomes as immaculate as you can find anywhere! We are not like other dealers when it comes to used motorhomes. Your motorhome purchase is the start of your journey with us. When you buy a used motorhome from The Hitch House you receive the same First Time Buyer's Special, Service and Care as our customers that purchase new motorhomes.

Selling your motorhome?

The task can seem daunting but it doesn't have to be. Just call The Hitch House and ask for Chris McKee. Chris is responsible for purchasing quality, late-model used motorhomes and he makes the process easy.

If you prefer email, send Chris a message at [**cmckee@thehitchhouse.com**](mailto:cmckee@thehitchhouse.com).

Remember...In Canada, there's no place like this place for Motorhomes!



the **hitch house**

Motorhome Specialists

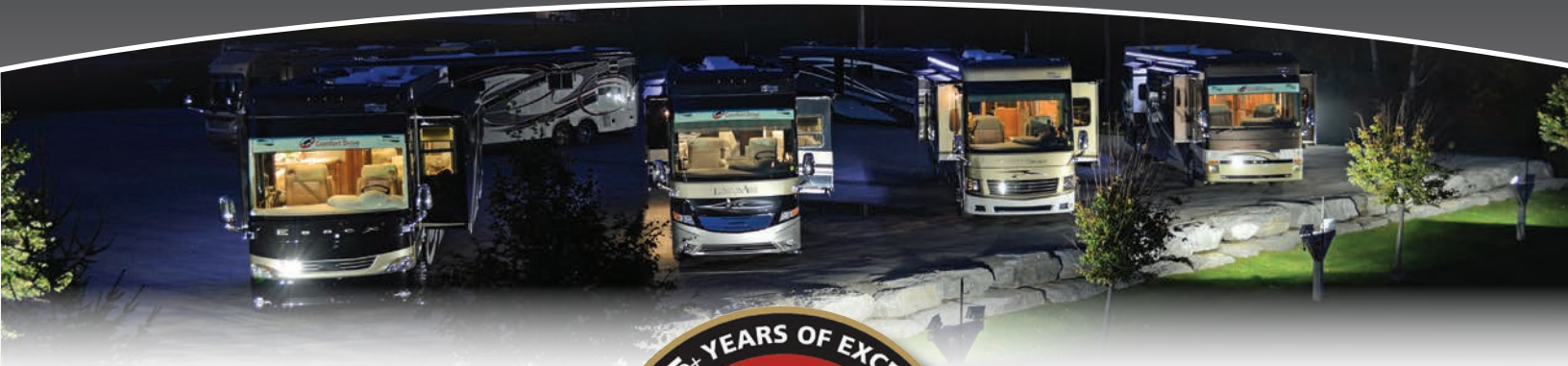
DID YOU KNOW?

- We have been in business for over 45 yrs. in the same location
- We have a state of the art 50,000 sq. ft. facility located on 14 acres of parkland
- We have a 17 bay, fully-equipped Service Centre
- We have Express Oil & Lube service for Motorhomes
- We have the largest RV Body Shop & Paint Facility in Canada
- We are a licensed Motor Vehicle Inspection Station
- We have licensed mechanics & technicians on staff
- We are fully licensed & equipped for propane service
- We perform thorough demonstrations for our customers when they pick up their motorhome
- We have RV Camping on-site for out-of-town customers
- We have the largest selection of motorhomes in Canada
- We are a full service Motorhome dealer with Sales, Parts, Service & Support - We service what we sell!
- In Canada, there's no place like this place for Motorhomes!

YOUR MOTORHOME DEALERSHIP CHECKLIST

A Motorhome can be a substantial investment. Choose a dealer that can look after you.	Hitch House		
1. Does the dealer have a 17 Bay service center?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Did the dealer give you a tour of their service centre? If not, why?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Does the dealer have licensed mechanics & technicians on site? How many? How long have they been at the dealership?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Are they equipped to do propane service?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Do they have an overnight park for your comfort?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Do they perform thorough demonstrations when you pick up your coach?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Does the dealer have body shop facilities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Do they have express oil and lube service facilities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Is the dealer a licensed Motor Vehicle Inspection Station?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Were the facilities clean, organized and paved?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Does the dealer have complimentary courtesy cars available?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Do they have a heated/air conditioned showroom?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Does the dealer have a Parts & Accessory Store?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Is the dealer a Full-Service dealer? Sales, Parts, Service & Support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Can the dealer arrange financing for you?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Does the dealer have longevity? The Hitch House has been in business for over 45 years in the same location.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Does the dealer have a large selection of inventory for viewing? If not, why?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Do they carry Motorhomes Only? Do they Specialize in Motorhomes? The Hitch House understands motorhomes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Does the dealer have a Motorhome Design Centre?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A FEW WORDS FROM OUR CHAIRMAN



After 45+ years in the motorhome business it continually amazes me that while many things have changed, some things remain the same as they were back in the 60's. The technology in the product we sell is improving dramatically and changing all the time. Motorhomes are getting much better and easier to use. At the same time just like in the 60's there are still many dealers who are not even partially equipped to repair even the simplest of problems. At our dealership our service is very busy. We regularly receive requests to perform service on coaches that people have bought from a poorly equipped dealer. They unfortunately can't use their rig properly because of poor initial servicing and in most cases the problem was simple. Motorhomes are fantastic pieces of equipment and are one of the most enjoyable ways ever devised to see this great continent we live on. When a problem appears and remains unresolved that enjoyment quickly fades away. Do yourself a favor and buy from a company who can fix a problem if you have one. There are a number of good companies out there. Please take this simple piece of advice, before you sign on the dotted line check out the dealer's service facilities and reputation carefully.

Here's another little piece of advice I can pass on. Some people think that large well-equipped dealers have big overheads and their prices are higher as a result. Is this not what the poorly equipped curbside dealer tells you? This is simply not the case. First of all, in most cases, the other

departments such as service, parts and rentals look after the largest portion of a well-equipped dealer's overhead. This means that they don't have to rely solely on sales for their profit and can most likely carve you a better deal as a result. Secondly most large well-equipped dealers usually buy much better than small poorly equipped dealers do, so they can work this into their pricing as well. All that being said, there are still a few excellent small dealers who can do the job just fine. Just don't swallow the line that big dealers mean big prices because usually the opposite is the case.

I also would like to say thanks to the many thousands of customers who have dealt with us over the past 45+ years. It has been a real pleasure serving you. Our goal is to keep improving in this business and our service for the next 45+ years. I ought to look just a tad worn out by then—but fear not. We have some very dedicated and talented young blood in this company who will be able to run this business far better than I—but not quite yet. However in the not too distant future I'm going to pack my wife and I into our own rig and hit the road for about six months each year. I can't wait. Think I'll get a good deal on a new motorhome?

Sincerely,

David H McKee
Chairman



the **hitch house**
Motorhome Specialists
The Ultimate Motorhome Store



Open late April to October to serve you better

**1490 Hwy 11 South, Oro-Medonte, ON L0L 2L0 (4 Miles North of Barrie)
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www.thehitchhouse.com