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## **LOJACK CANADA**

### **Quality Assurance Program Notification for Battery-Powered LoJack® Units**

For more than a quarter century, LoJack has been a leader in global stolen vehicle recovery with our unrivaled and proven wireless tracking and recovery system with direct integration with law enforcement.

In keeping with our Quality Assurance Program, we identified an issue affecting some of our battery-powered units. Some battery packs from one supplier are exhibiting inconsistent voltage levels in some units, which is contrary to our quality assurance standards. After we became aware of the issue, we discontinued purchasing batteries from this supplier and identified a new supplier that we expect will consistently meet our stringent global sourcing and quality requirements.

Commencing December 1, we are contacting Canadian vehicle product customers with a battery-powered unit still covered under an active service agreement. In order to ensure that these battery-powered units still covered under an active service agreement are operating at consistent peak performance, we are asking these customers to call the LoJack Customer Service line (1-855-956-5225 in Ontario or 1-877-777-8722 in Quebec) Monday to Friday between 8:30 am and 5:00 pm to schedule a free inspection. If the unit does not meet our high quality standards, we will install a new one with the new battery. In addition, the new unit will be covered for the remaining term of your current service agreement. The inspection, new unit and installation are free.

Your participation in this free Quality Assurance Program Notification is very much appreciated. The entire process should take an estimated 60 minutes to complete.

Thank you for choosing the LoJack® Stolen Vehicle Recovery Unit. To learn more about this Quality Assurance Program Notification or to schedule your free inspection, please call 1-855-956-5225 in Ontario or 1-877-777-8722 in Quebec.

Please see the Q&A below for more information about the Notification we began on December 1st, including instructions for Canadian vehicle product customers with a battery-powered unit still under an active service agreement to schedule a free inspection of their LoJack units.

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## **Quality Assurance Q & A**

### **Q1. What is the issue?**

As part of our rigorous Quality Assurance Program, we regularly test and assess all aspects of how we manufacture and deliver high quality products. We identified an issue impacting some of our battery-powered units. More specifically, some battery packs used in self-powered units are exhibiting inconsistent voltage levels and product performance in some units, contrary to our quality assurance standards. The LoJack technology isn't the issue. It's the batteries that are causing the voltage inconsistencies in some units.

### **Q2. Has the issue been resolved?**

Yes. We discontinued purchasing batteries from this one particular supplier and now have a new battery supplier that we expect will consistently meet our stringent global sourcing and quality requirements.

### **Q3. What should Canadian vehicle product customers with battery-powered units still under an active service agreement do?**

Since December 1st, under our Quality Assurance Program, we are contacting by mail affected Canadian vehicle product customers still covered under an active service agreement. This mailing provides step-by-step guidance for customers to schedule inspections and have new units installed if their existing one doesn't meet our high quality standards, all free of charge. In the meantime, inquiries should be directed to our Customer Service Line (1-855-956-5225 in Ontario or 1-877-777-8722 in Quebec)

### **Q4. Is there any cost to the customer?**

No. In keeping with our commitment to quality products and customer satisfaction, the inspection, new unit and installation are all free to affected Canadian vehicle product customers with a battery-powered unit still covered under an active service agreement.