



**LoJack® Stolen Vehicle Recovery System and LoJack Early Warning® Upgrade**

## **OWNER'S MANUAL**

**Product registration is required to obtain your Proof of Installation certificate and ensure optimal customer service**

Please register your LoJack® system product as soon as possible by going to [my.lojack.com](http://my.lojack.com) or by calling 1-800-4-LOJACK (1-800-456-5225).

**Store this manual in a safe place—away from your vehicle.**

LoJack and the LoJack logo are trademarks or registered trademarks of LoJack Corporation in the United States and other countries.

## IF YOUR VEHICLE IS STOLEN:

Follow the LoJack theft reporting procedure. This process activates your LoJack® system enabling police to initiate the recovery of your vehicle.

### 1. REPORT THEFT

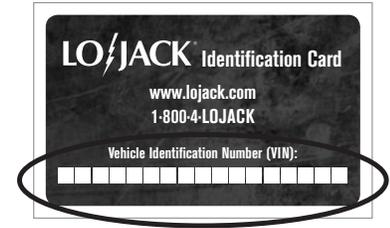
Immediately report the theft to the police in the city/town where the vehicle was stolen.

### 2. VERIFY VIN

Ensure the Vehicle Identification Number (VIN) listed on the stolen vehicle report provided to the police is correct and sign the report. (Your vehicle's VIN is located on your state vehicle registration; we encourage you to also write it in the space provided below and on the LoJack® system ID Card that was provided to you at time of purchase in your New Owner's Welcome Kit. The police will enter your stolen vehicle report into the statewide law enforcement computer system, thus activating your LoJack® unit.

### 3. CALL LOJACK

Contact us at 1-800-4-LOJACK (1-800-456-5225). We will update your customer profile to reflect the theft and activation of your LoJack® Stolen Vehicle Recovery System.



## VEHICLE IDENTIFICATION NUMBER:

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Write your VIN here for future reference

## IMPORTANT INFORMATION:

### Immediately

#### Registration/Initialization

Write the date you registered with LoJack Corporation here:

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### Every 6 Months

#### Monitor Battery (for LoJack® System with Early Warning)

Write the date of battery change here:

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### Every Two Years

#### Inspection with LoJack Corporation

Write the date(s) of inspection here:

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Welcome!

Thank you—and congratulations—on your recent purchase of the LoJack® Stolen Vehicle Recovery System.

You've made a wise investment to join a rapidly growing family of owners who have equipped their vehicles with the only Stolen Vehicle Recovery System that works directly with police.

The owner's manual is a handy reference tool that provides useful information about your LoJack® Stolen Vehicle Recovery System. Please take a few minutes to read it carefully—and write down your Vehicle Identification Number (VIN)—so that if thieves strike, you're prepared. You'll also find complete information about maintenance, your LoJack® system warranty, coverage areas, available product upgrades and more. In order to keep LoJack's presence in your vehicle undetected by thieves, we strongly recommend that you do not store this manual or other LoJack® materials in your vehicle. Also, keep your LoJack® System ID in your wallet. Finally, **please remember to register your LoJack® Stolen Vehicle Recovery System** online at [www.lojack.com](http://www.lojack.com) or by calling 1-800-4-LOJACK (1-800-456-5225).

If you have any questions, feel free to call us. Drive safely!

A handwritten signature in black ink, appearing to read "Hal Dewsnap". The signature is fluid and cursive, with a large initial "H" and "D".

Hal Dewsnap  
Senior Vice President and General Manager, LoJack U.S.



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## LOJACK® STOLEN VEHICLE RECOVERY SYSTEM

## HOW THE LOJACK® SYSTEM WORKS

The LoJack® Stolen Vehicle Recovery System uses a small transmitter that is hidden in your vehicle. After police enter a stolen vehicle report in the statewide law enforcement computer system, the LoJack® unit is activated and begins to send a signal that police can track using LoJack® Police Tracking Computers to recover your stolen vehicle.

- 1. Notification** Customer reports vehicle theft to police.
- 2. Activation** A signal from a radio tower is sent to your LoJack® unit, activating it for recovery. The LoJack® unit emits a uniquely coded signal to our network of police cars, helicopters and airplanes.
- 3. Recovery** Police use the LoJack® Police Tracking Computers installed in their vehicles to pick up the coded signal coming from your car's LoJack® Stolen Vehicle Recovery System. That signal can quickly pinpoint the vehicle's location and can lead to a quick recovery of your vehicle.



### Powering the LoJack® Stolen Vehicle Recovery Unit

LoJack® Stolen Vehicle Recovery units (“LoJack unit(s)”) contain lithium primary (non-rechargeable) batteries. A battery’s useful service life can vary but is generally expected to be a minimum of five (5) years and up to ten (10) years, depending upon a variety of factors including, but not limited to, environmental factors, such as severe heat or cold conditions, long periods of vehicle storage, vehicle damage in accidents that may harm the LoJack unit, and frequency of usage. For more information, see the Recommended and Required Maintenance Sections in this Owner’s Manual.

### Installation, Inspection and Servicing of LoJack Units

LoJack units must only be installed, serviced or inspected by LoJack technicians or authorized third-parties trained by LoJack. Upon the completion of installation or servicing, the technician tests the LoJack unit to ensure it is functioning properly. Under no circumstances should you or any unauthorized third party open or tamper with the LoJack unit; doing so will void your warranty. Always contact LoJack to arrange for an inspection or servicing of your LoJack unit.

### Recommended Maintenance

Although the LoJack unit is designed to withstand normal wear and tear, its life expectancy and performance may vary depending upon several factors including, but not limited to, long periods of vehicle storage, vehicle damage in accidents, environmental factors, and the service life of the batteries contained within the LoJack unit.

LoJack recommends that you have your LoJack unit inspected every two (2) years to verify it is functioning properly. LoJack also recommends that you have the LoJack unit inspected if any of the following occur:

- (a) the vehicle was stolen and reported stolen in a LoJack coverage area and it is recovered\*;
- (b) the vehicle was in an accident or suffered physical damage;
- (c) the vehicle experienced battery or electrical problems;
- (d) the vehicle has not been operated for more than a month;
- (e) other aftermarket accessories or electrical equipment (e.g., radios, built-in radar detectors, DVD players or other audio/video devices) were installed after installation of the LoJack unit.

If you have any question as to whether your LoJack unit should be inspected, please contact LoJack 1-800-4-LoJack.

\* See Coverage Areas, page 5

### Required Maintenance

If your vehicle is stolen and reported stolen in a LoJack coverage area and is recovered, the batteries may be depleted by use of the LoJack® unit in tracking and locating the stolen vehicle. If the LoJack unit is still under warranty at the time of the activation event, LoJack requires that you have the LoJack unit inspected within the warranty term to maintain warranty coverage.

The cost of the inspection, except for inspections within the warranty period due to Required Maintenance, is \$99\*\*. Please note that any additional costs for repairs or replacement components are not included in the inspection cost. You can schedule inspections by calling 1-800-4-LOJACK (1-800-456-5225).

***\*\*The inspection cost is subject to change without notice.***

**Coverage by county\***

**Arizona:** Maricopa, Pima, Pinal, Santa Cruz

**California:** Alameda, Contra Costa, Fresno, Imperial, Kern, Kings, Los Angeles, Madera, Marin, Merced, Napa, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Barbara, Santa Clara, Shasta, Solano, Sonoma, Sutter, Stanislaus, Tulare, Ventura, Yolo

**Colorado:** Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, El Paso, Jefferson, Larimer, Pueblo, Weld

**Connecticut:** Fairfield, Hartford, Middlesex, New Haven, New London, Tolland

**Delaware:** New Castle

**District of Columbia:** All

**Florida:** Brevard, Broward, Charlotte, Clay, Collier, Dade, Duval, Flagler, Hillsborough, Indian River, Lake, Lee, Manatee, Martin, Miami-Dade, Nassau, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Saint John's, Saint Lucie, Sarasota, Seminole, Volusia

**Georgia:** Barrow, Bartow, Butts, Carroll, Cherokee, Clarke, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Hall, Henry, Jackson, Newton, Oconee, Paulding, Rockdale, Spalding, Walton

**Illinois:** Cook, DuPage, Kane, Lake, McHenry, Will

**Louisiana:** Ascension, East Baton Rouge, Iberville, Jefferson, Livingston, Orleans, Plaquemines, Saint Bernard, Saint Charles, Saint James, Saint John the Baptist, Saint Tammany, West Baton Rouge

**Maryland:** Anne Arundel, Baltimore, Baltimore City, Calvert, Carroll, Cecil, Charles, Frederick, Harford, Howard, Montgomery, Prince George's, St. Mary's

**Massachusetts:** All counties

**Michigan:** Allegan, Bay, Berrien, Calhoun, Cass, Clinton, Eaton, Genesee, Ingham, Jackson, Kalamazoo, Kent, Lapeer, Livingston, Macomb, Monroe, Muskegon, Oakland, Ottawa, Saginaw, Shiawassee, St. Clair, Tuscola, Van Buren, Washtenaw, Wayne

**Nevada:** Carson City, Clark, Douglas, Storey, Washoe

**New Hampshire:** Hillsborough, Rockingham

## COVERAGE AREAS

**New Jersey:** All counties

**New Mexico:** Bernalillo, Doña Ana, Los Alamos, Sandoval, Santa Fe, Valencia

**New York:** Bronx, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Westchester

**North Carolina:** Alamance, Cabarrus, Cumberland, Davidson, Davie, Durham, Forsyth, Gaston, Guilford, Harnett, Hoke, Johnston, Mecklenburg, Orange, Randolph, Rowan, Union, Wake

**Ohio:** Cuyahoga, Delaware, Fairfield, Franklin, Geauga, Lake, Licking, Lorain, Madison, Medina, Summit, Union

**Oklahoma:** Cleveland, Creek, Muskogee, Oklahoma, Osage (Tulsa City only), Rogers, Tulsa, Wagoner, Nowata, City of Yukon in Canadian

**Oregon:** Clackamas, Linn, Marion, Multnomah, Polk, Washington, Yamhill

**Pennsylvania:** Berks, Bucks, Chester, Delaware, Lehigh, Montgomery, Northampton, Philadelphia

**Rhode Island:** All counties

**South Carolina:** Anderson, Charleston, Cherokee, Darlington, Dorchester, Florence, Greenville, Horry, Kershaw, Lexington, Pickens, Richland, Spartanburg, York

**Tennessee:** Cheatham, Davidson, Dickson, Fayette, Robertson, Rutherford, Shelby, Sumner, Tipton, Williamson, Wilson

**Texas:** Bastrop, Bexar, Brazoria, Chambers, Collin, Comal, Dallas, Denton, Ellis, Fort Bend, Galveston, Guadalupe, Harris, Hays, Johnson, Kaufman, Liberty, Montgomery, Nueces, Parker, Rockwall, Tarrant, Travis, Williamson

**Utah:** Davis, Salt Lake, Utah, Weber.

**Virginia: Counties:** Arlington, Caroline, Charles City, Chesterfield, Dinwiddie, Fairfax, Fauquier, Goochland, Greensville, Hanover, Henrico, Isle of Wight, James City, King George, King William, Loudoun, New Kent, Powhatan, Prince George, Prince William, Southampton, Spotsylvania, Stafford, Surry, Sussex, York

**Independent Cities:** Alexandria, Chesapeake, Colonial Heights, Emporia, Fairfax, Falls Church, Fredricksburg, Hampton, Hopewell, Manassas, Manassas Park, Newport News, Norfolk, Petersburg, Portsmouth, Richmond, Suffolk, Virginia Beach, Williamsburg

**Washington:** Clark, Cowlitz, Gray's Harbor, Jefferson, King, Kitsap, Lewis, Mason, Pierce, Snohomish, Skagit, Thurston, Whatcom

*\* The LoJack® Stolen Vehicle Recovery System is available in all or a substantial portion of each of the above counties, based on population density, geography and distribution of Police Tracking Computers. For recent updates regarding the coverage of the LoJack® System, call 1-800-4-LQJACK (1-800-456-5225). As of May 2013.*

For an even higher level of security and protection for your vehicle, consider adding any of the following upgrades to your LoJack® System:

### Early Warning

For an added layer of protection to your LoJack® Stolen Vehicle Recovery System, Early Warning alerts you by phone, e-mail or text message if your vehicle has been moved without your authorization. This enables you to notify the police sooner if your vehicle is stolen. Note: If you have already purchased an Early Warning Upgrade, be sure to refer to that section of this Owner's Manual on page 17.

### Extended Recovery Warranty (XRW)

This warranty enhances your LoJack® Stolen Vehicle Recovery System or Early Warning System Upgrade by extending your LoJack Limited Warranty.

### Protection Plus 5000 (PP5000)\*

Within five (5) years from the date of installation of the LoJack® Stolen Vehicle Recovery System, if your vehicle is stolen within a LoJack Coverage Area and not recovered within thirty (30) days from the time that the report of theft is officially recorded by the police, or if the vehicle is recovered but declared a total loss as a result of the theft, the plan will pay you a Total Loss Benefit of \$5,000 provided the total benefit does not exceed the

Actual Cash Value of the vehicle on the date of loss. For full details on Terms & Conditions, please refer to your Protection Plus 5000 agreement.

### Protection Plus 5000 (PP5000)\* (New York)†

Within five (5) years from the date of installation of the LoJack® Stolen Vehicle Recovery System, if your vehicle is stolen within a LoJack Coverage area and not recovered within thirty (30) days from the time that the report of theft is officially recorded by the police, or if the vehicle is recovered but declared a total loss as a result of the theft, the warrantor will:

- (a) Pay you a **Total Loss Benefit** of up to \$2,500 in expenses not reimbursed by your primary insurance carrier, as well as
- (b) On your behalf we will pay to the auto dealer a **Replacement Benefit** of up to \$2,500 toward the purchase or lease of a replacement vehicle at the originating dealership, provided the total benefit does not exceed the Actual Cash Value of the vehicle on the date of loss.

*Call 1-800-4-LOJACK (1-800-456-5225) to speak to a LoJack Sales Representative for more information*

*\* Protection Plus 5000 is only available for sale through your dealer at time of the original LoJack® unit purchase.*

*† This product is only available for sale at participating dealerships at the time of vehicle sale.*

## SELLING YOUR LOJACK®-EQUIPPED VEHICLE

When it is time to sell your vehicle, be sure to mention to the buyer that your vehicle is equipped with the LoJack® Stolen Vehicle Recovery System. Also, be sure to provide the new buyer with this Owner's Manual and direct him or her to the special offer for second owners below. When calculating your vehicle's resale value, options and equipment such as a LoJack® unit

can add value to the resale price. For more information on the value that a LoJack® unit can bring to your vehicle resale price, read the NADA Official Used Car Guide or visit [www.NADA.com](http://www.NADA.com).

## INFORMATION FOR SECOND OWNERS

If you are the second owner of a vehicle equipped with a LoJack® Stolen Vehicle Recovery System, welcome!

For second owners, we offer:

- A complete inspection\* of your LoJack® Stolen Vehicle Recovery System to confirm that it is working (an inspection fee may apply)
- Re-registration of the LoJack® unit in your name, which is imperative for optimal customer service
- A new LoJack Identification Card
- An Installation of LoJack® Stolen Vehicle Recovery System Form that may enable you to reduce your premiums on the comprehensive portion of your auto insurance

**Contact us at 1-800-4-LOJACK (1-800-456-5225) to learn more about our Second Owner packages.**

\*Inspections do not warrant or guarantee that products working at the time of inspection will continue to work.

Second Owner programs and pricing are subject to change by LoJack Corporation without notice.

## 1. Definitions

**“LoJack Coverage Area”** or **“Coverage Area”** means a geographical area in which the LoJack stolen vehicle recovery system is operative. A list of the current LoJack Coverage Areas may be obtained from [www.lojack.com/coverage](http://www.lojack.com/coverage) or call LoJack at 1-800-456-5225. This list of Coverage Areas is incorporated and made a part of this Warranty by reference.

**“LoJack® System”** or **“System”** means the LoJack stolen vehicle recovery system (excluding LoJack Early Warning) installed in Your Vehicle by an authorized LoJack technician.

**“LoJack Early Warning®”** means the LoJack Early Warning key pass excluding key pass batteries.

**“System Activation”** means Your Vehicle was stolen in a LoJack Coverage Area and reported stolen to the police agency having jurisdiction in that LoJack Coverage Area and the police entered the theft in the national stolen vehicle database.

**“Vehicle”** means the vehicle in which the LoJack System was first installed.

**“Warranty”** means this LoJack Limited Warranty.

**“Warranty Period”** means the period of time during which this Warranty is in effect. The Warranty Period starts the later of (a) the date the LoJack System is installed in Your Vehicle (“installation date”) or (b) the date You purchased the LoJack System unless You cannot provide proof of

the purchase date, in which case, the Warranty Period starts on the installation date (**“Commencement Date”**). The Warranty Period ends at the earlier of (a) 2 years from the Commencement Date for the LoJack System and 90 days from the Commencement Date for LoJack Early Warning, or (b) You no longer own the Vehicle, or (c) in the case of the 24 Hour Non-Recovery Coverage under section 2.B., payment of the one-time benefit.

**“We,” “Us,” “Our”** means LoJack Corporation, 40 Pequot Way, Canton, Massachusetts 02021, 1-800-4-LOJACK (1-800-456-5225).

**“You”** or **“Your”** means the retail consumer who owns the Vehicle.

## 2. What is Covered

### A. Defective Material or Workmanship Coverage

We warrant to You that if the LoJack System or LoJack Early Warning malfunction or fail during normal use during the applicable Warranty Period, due to a manufacturing defect in factory-supplied materials or factory workmanship We will, at Our option, repair, replace, or adjust without charge such LoJack System or LoJack Early Warning, at a LoJack authorized installation/repair location within a LoJack Coverage Area.

### B. 24 Hour Non-Recovery Coverage

We warrant to You that if System Activation occurs during the Warranty Period and Your stolen Vehicle is not recovered within twenty-four (24)

hours from date and time the police entered the theft in the national stolen vehicle database, the LoJack System is deemed defective for purposes of this Section 2.B. and We will pay You an amount equal to the purchase price paid for the LoJack System up to a maximum of \$695 for the LoJack System or \$995 for the LoJack System with LoJack Early Warning excluding any finance, lease, tax, installation or other charges. This is a one-time benefit and payment shall be the complete and final remedy available to You pursuant to this Section 2.B.

### 3. Conditions and Limitations of Warranty

- A.** This Warranty only applies to You and is not transferrable to subsequent owners of the Vehicle. In addition, the LoJack System and LoJack Early Warning are intended to be permanently installed in the Vehicle and are not transferrable to another vehicle.
- B.** This Warranty only applies when the LoJack System and the LoJack Early Warning are purchased from Us or a LoJack authorized seller and installed, removed, inspected, serviced or modified by an authorized LoJack technician.
- C.** If Your Vehicle is stolen and recovered during the Warranty Period, You must have Your LoJack System inspected by an authorized LoJack technician to have the System repaired, replaced or adjusted, if it is not working and to be eligible for coverage under Section 2.B., if Your Vehicle is stolen again during the Warranty Period. There is no charge for this inspection during the Warranty Period.

- D.** Section 2.B. above only applies when System Activation occurs and all documentation required to file a claim under Section 2.B. is provided to Us within ninety (90) days of the date of System Activation.
- E.** All inspections, repairs, replacements or adjustments under this Warranty must be authorized and scheduled by Us.
- F.** In connection with any claim, it is Your responsibility to provide a dated proof of purchase of the System, otherwise the date of installation of the LoJack System in Your Vehicle will be the Commencement Date of the Warranty Period.
- G.** LoJack Systems replaced pursuant to Section 2.A. or for which payment has been made pursuant to Section 2.B. become Our property and at Our option, may be removed from Your Vehicle and/or deactivated, in which case they cannot be used to locate Your Vehicle, if it is subsequently stolen.
- H.** LoJack Early Warning replaced under Section 2.A. become Our property and must be returned to Us, if requested by Us.

### 4. What is Not Covered

This Warranty does not cover:

- A.** Damage to or malfunction of the LoJack System or LoJack Early Warning resulting from faulty or leaky vehicle batteries, improper voltage, accident, misuse, abuse, fire, flood, lightning or other acts of God, riot, or vandalism.

- B. LoJack Early Warning key pass batteries whether defective or depleted from use. It is Your responsibility to replace LoJack Early Warning key pass batteries as recommended in Your LoJack Owner's Manual.
- C. Theft of or damage to Your Vehicle, the contents of Your Vehicle, or any original and/or aftermarket accessory installed or in Your Vehicle other than as expressly stated in the What is Covered section.
- D. Damage to the System or non-recovery of Your Vehicle resulting directly or indirectly from forgery or any dishonest, fraudulent or criminal act, or due to conversion, embezzlement or secretion by any person in lawful possession of Your Vehicle, seizure or destruction by order of government authority.
- E. We reserve the right to make changes in design and improvements upon Our products without assuming any obligation to install such changes upon any LoJack System or LoJack Early Warning previously manufactured or installed.

EXCEPT AS EXPRESSLY SET FORTH ABOVE AND AS OTHERWISE REQUIRED BY LAW, NO OTHER WARRANTIES ARE EXPRESSED OR IMPLIED. THE DURATION OF ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE ON THE LOJACK SYSTEM OR LOJACK EARLY WARNING SHALL BE LIMITED TO THE DURATION OF THE APPLICABLE EXPRESS WARRANTY SET FORTH ABOVE. WE ARE NOT LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS, INCONVENIENCE OR DAMAGE

WHETHER DIRECT, INCIDENTAL, CONSEQUENTIAL OR OTHERWISE, EXCEPT AS SET FORTH HEREIN.

This Warranty gives You specific legal rights, and You may also have other rights that may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, or do not allow limitations on the duration of implied warranties, so the limitations above may not apply to You.

#### 5. WARRANTY CLAIMS PROCEDURE

- A. To file a Warranty claim, contact Us Monday-Friday during standard business hours EST by calling 1-800-4-LOJACK (1-800-456-5225), or faxing a written request to 1-866-756-5225 or by emailing [warrantyclaims@lojack.com](mailto:warrantyclaims@lojack.com). We will respond within 2 business days.
- B. Provide Your name, the year, make, model and last 8 digits of Your Vehicle identification number and dated proof of purchase which must identify the seller and the price You paid for the LoJack System or the LoJack System with Early Warning.
- C. For **24 Hour Non Recovery Claims**, file the claim and the following **additional documentation within 90 days of the date Your Vehicle was reported stolen to the police agency having jurisdiction over the theft**. We will pay approved claims within 30 days of approving the claim and notify You within 30 days of disapproval of a claim.

- i. Dated and time stamped proof of report of theft from the police agency having jurisdiction over the theft; and
  - ii. Address to which the claim check should be sent.
- D. For Defective Material and/or Workmanship Claims for the LoJack System,** We will schedule a time with You for an authorized LoJack Technician to inspect the LoJack System in Your Vehicle. All System inspections must be conducted in a LoJack Coverage Area in order to determine whether the LoJack System is working. If the LoJack System or LoJack Early Warning is defective in material and/or workmanship, it will be replaced or repaired as described in Section 2.A at the time of the inspection or within 7 business days of LoJack determining that the System or LoJack Early Warning is defective. If the LoJack System is working properly, You may be charged an inspection fee in effect at the time of inspection.

(REV FEB 2015)

## 1. Definitions

“**LoJack Coverage Area**” or “**Coverage Area**” means a geographical area in which the LoJack stolen vehicle recovery system is operative. A list of the current LoJack Coverage Areas may be obtained from [www.lojack.com/coverage](http://www.lojack.com/coverage) or call LoJack at 1-800--456-5225. This list of Coverage Areas is incorporated and made a part of this Warranty by reference.

“**LoJack® System**” or “**System**” means the LoJack stolen vehicle recovery system (excluding LoJack Early Warning) installed in Your Vehicle by an authorized LoJack technician.

“**LoJack Early Warning®**” means the LoJack Early Warning key pass excluding key pass batteries.

“**Vehicle**” means the vehicle in which the LoJack System was first installed.

“**Warranty**” means this LoJack Limited Warranty.

“**Warranty Period**” means the period of time during which this Warranty is in effect. The Warranty Period starts the later of (a) the date the LoJack System is installed in Your Vehicle (“installation date”) or (b) the date You purchased the LoJack System unless You cannot provide proof of the purchase date, in which case, the Warranty Period starts on the installation date (“**Commencement Date**”). The Warranty Period ends at the earlier of (a) 2 years from the Commencement Date for the LoJack System and 90 days from the Commencement Date for LoJack Early

Warning, or (b) You no longer own the Vehicle, or (c) in the case of the 24 Hour Non-Recovery Coverage under section 2.B., payment of the one-time benefit.

“**We**,” “**Us**,” “**Our**” means LoJack Corporation, 40 Pequot Way, Canton, Massachusetts 02021, 1-800-4-LOJACK (1-800-456-5225).

“**You**” or “**Your**” means the retail consumer who owns the Vehicle.

## 2. What is Covered

### A. Defective Material or Workmanship Coverage

We warrant to You that if the LoJack System or LoJack Early Warning malfunction or fail during normal use during the applicable Warranty Period due to a manufacturing defect in factory-supplied materials or factory workmanship We will, at Our option, repair, replace, or adjust without charge such LoJack System or LoJack Early Warning, at a LoJack authorized installation/repair location within a LoJack Coverage Area.

### B. 24 Hour Non-Recovery Coverage

We warrant to You that if, within twenty-four (24) hours from the date and time the police agency having jurisdiction entered the theft in the national stolen vehicle database, Your Vehicle has not been recovered and no tracking signal has been received by the LoJack System, the LoJack System will be deemed to have failed to activate the radio frequency tracking beacon for purposes of this Section 2.B. and We will pay You an amount

equal to the purchase price paid for the LoJack System up to a maximum of \$695 for the LoJack System or \$995 for the LoJack System with LoJack Early Warning excluding any finance, lease, tax, installation or other charges. This is a one-time benefit and payment shall be the complete and final remedy available to You pursuant to this Section 2.B.

### 3. Conditions and Limitations of Warranty

- A.** This Warranty only applies to You and is not transferrable to subsequent owners of the Vehicle. In addition, the LoJack System and LoJack Early Warning are intended to be permanently installed in the Vehicle and are not transferrable to another vehicle.
- B.** This Warranty only applies when the LoJack System and the LoJack Early Warning are purchased from Us or a LoJack authorized seller and installed, removed, inspected, serviced or modified by an authorized LoJack technician.
- C.** Section 2.B. above only applies when the theft of Your Vehicle and the report of the theft to the police agency having jurisdiction occur within the boundaries of a LoJack Coverage Area, and the police agency entered the theft in the national stolen vehicle database and all documentation required to file a claim under Section 2.B. is provided to Us within ninety (90) days of the date the police agency having jurisdiction enters the theft of Your Vehicle in the national stolen vehicle database.
- D.** If Your Vehicle is stolen and recovered during the Warranty Period, You

must have Your LoJack System inspected by an authorized LoJack technician to have the System repaired, replaced or adjusted, if it is not working and to be eligible for coverage under Section 2.B., if Your Vehicle is stolen again during the Warranty Period. There is no charge for this inspection during the Warranty Period.

- E.** All inspections, repairs, replacements or adjustments under this Warranty must be authorized and scheduled by Us.
- F.** In connection with any claim, it is Your responsibility to provide a dated proof of purchase of the System, otherwise the date of installation of the LoJack System in Your Vehicle will be the Commencement Date of the Warranty Period.
- G.** LoJack Systems replaced pursuant to Section 2.A. or for which payment has been made pursuant to Section 2.B. become Our property and at Our option, may be removed from Your Vehicle and/or deactivated, in which case they cannot be used to locate Your Vehicle, if it is subsequently stolen.
- H.** LoJack Early Warning replaced under Section 2.A. becomes Our property and must be returned to Us, if requested by Us.

### 4. What is Not Covered

This Warranty does not cover:

- A.** Damage to or malfunction of the LoJack System or LoJack Early Warning resulting from faulty or leaky vehicle batteries, improper

voltage, accident, misuse, abuse, fire, flood, lightning or other acts of God, riot, or vandalism.

- B.** LoJack Early Warning key pass batteries whether defective or depleted from use. It is Your responsibility to replace LoJack Early Warning key pass batteries as recommended in Your LoJack Owner's Manual.
- C.** Theft of or damage to Your Vehicle, the contents of Your Vehicle, or any original and/or aftermarket accessory installed or in Your Vehicle other than as expressly stated in the What is Covered section.
- D.** Damage to the System or non-recovery of Your Vehicle resulting directly or indirectly from forgery or any dishonest, fraudulent or criminal act, or due to conversion, embezzlement or secretion by any person in lawful possession of Your Vehicle, seizure or destruction by order of government authority.
- E.** We reserve the right to make changes in design and improvements upon Our products without assuming any obligation to install such changes upon any LoJack System or LoJack Early Warning previously manufactured or installed.

EXCEPT AS EXPRESSLY SET FORTH ABOVE AND AS OTHERWISE REQUIRED BY LAW, NO OTHER WARRANTIES ARE EXPRESSED OR IMPLIED. THE DURATION OF ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE ON THE LOJACK SYSTEM OR LOJACK EARLY WARNING SHALL BE LIMITED TO THE DURATION OF THE

APPLICABLE EXPRESS WARRANTY SET FORTH ABOVE. WE ARE NOT LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS, INCONVENIENCE OR DAMAGE WHETHER DIRECT, INCIDENTAL, CONSEQUENTIAL OR OTHERWISE, EXCEPT AS SET FORTH HEREIN.

This Warranty gives You specific legal rights, and You may also have other rights that may vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, or do not allow limitations on the duration of implied warranties, so the limitations above may not apply to You.

**5. WARRANTY CLAIMS PROCEDURE**

- A.** To file a Warranty claim, contact Us Monday–Friday during standard business hours EST by calling 1-800-4-LOJACK (1-800-456-5225), or faxing a written request to 1-866-756-5225 or by emailing [warrantyclaims@lojack.com](mailto:warrantyclaims@lojack.com). We will respond within 2 business days.
- B.** Provide Your name, the year, make, model and last 8 digits of Your Vehicle identification number and dated proof of purchase which must identify the seller and the price You paid for the LoJack System or the LoJack System with Early Warning.
- C.** For **24 Hour Non Recovery Claims**, file the claim and the following additional documentation within 90 days of the date Your Vehicle was reported stolen to the police agency having jurisdiction over the theft. We will pay approved claims within 30 days of approving the claim and

notify You within 30 days of disapproval of a claim.

- i. Dated and time stamped proof of report of theft from the police agency having jurisdiction over the theft; and
- ii. Address to which the claim check should be sent.

**D.** For Defective Material and/or Workmanship Claims for the LoJack System, We will schedule a time with You for an authorized LoJack Technician to inspect the LoJack System in Your Vehicle. All System inspections must be conducted in a LoJack Coverage Area in order to determine whether the LoJack System is working. If the LoJack System or LoJack Early Warning is defective in material and/or workmanship, it will be replaced or repaired as described in Section 2.A at the time of the inspection or within 7 business days of LoJack determining that the System or LoJack Early Warning is defective. If the LoJack System is working properly, You may be charged an inspection fee in effect at the time of inspection.

(LLW New York)



## LOJACK® SYSTEM WITH EARLY WARNING

If you've purchased the Early Warning upgrade, we would like to welcome you and offer our congratulations on your purchase.

Early Warning offers additional protection for your vehicle by alerting you if someone has moved your car without your permission. By receiving an "early warning," you are able to notify the police sooner about a vehicle theft, which means they can begin the recovery process more rapidly.

To get started, please continue reading for important information about:

- Mandatory registration required in order to activate Early Warning
- Important information about the functionality and maintenance of your LoJack® System with Early Warning and the accompanying Key Passes
- Second Owner packages
- Early Warning User Agreement

### First-Time Registration/Setting Up Your Account

- Registering online is the fastest and easiest way to register your LoJack® System with Early Warning (go to [www.lojack.com](http://www.lojack.com), then to “For LoJack Customers”). If you do not have access to a computer or the Web, you can also register by calling LoJack Customer Service at 1-800-4-LOJACK (1-800-456-5225).
- To complete your registration, you will need to provide us with your Vehicle Identification Number (VIN) and Early Warning Number. Your VIN is located on your vehicle registration; your Early Warning Number is located in your LoJack New Owner’s Welcome Kit. If you are unsure about either of these numbers, please contact LoJack Customer Service at 1-800-4-LOJACK (1-800-456-5225).
- To allow you maximum flexibility, we provide the following methods of contact for Early Warning notification: text messaging, e-mail, home phone, cell phone and/or work phone. When registering, you can choose up to five points of contact using any combination of these contact methods. Should it be necessary to send you an Early Warning notification, LoJack Corporation will alert you at each and every contact point you have selected.

- If you are using a spam filter or e-mail blocker on your e-mail service, be sure to add [LoJackEW@LoJack.com](mailto:LoJackEW@LoJack.com) to your approved list of senders.
- Once you’ve completed the registration process, please allow 24 hours for processing. You will receive a confirmation notification that confirms your Early Warning contact information.
- Once you’ve received registration confirmation, riding with the LoJack Early Warning Key Pass for the first time (for at least five minutes), makes your LoJack® System with Early Warning operational.

### Updating Your Registration

If you need to update or change your registration information after you first register (e.g., register a new point of contact or change one you had previously set up), simply go to [www.lojack.com](http://www.lojack.com), then to “For LoJack Customers” and you will be able to make the necessary changes to your notification methods, or other registration information. You may also call LoJack Customer Service at 1-800-4-LOJACK (1-800-456-5225) to make any changes.

## LoJack® Stolen Vehicle Recovery System

Your Early Warning System includes the LoJack® Stolen Vehicle Recovery System. The LoJack® unit is hidden in your vehicle. If your vehicle is reported stolen, the police will activate the LoJack® unit. The LoJack® System sends a signal that helps police track and recover your stolen vehicle.

### • Early Warning Key Pass

One Early Warning Key Pass was provided with your purchase. Key Passes are all uniques and are not interchangeable with any other vehicles or LoJack® units in the LoJack Early Warning® System. If you require additional Key Passes, see the form at the end of this Owner's Manual or call us at 1-800-4-LOJACK (1-800-456-5225). Your Early Warning System can accommodate an unlimited amount of Key Passes.

### • Motion Sensor

A motion sensor is installed in a hidden location on your vehicle. The motion sensor monitors vehicle movement and detects the presence of the Early Warning Key Pass, ensuring that an authorized user is driving the vehicle. Should the motion sensor detect that an Early Warning Key Pass is not present while the vehicle is moving, your Early Warning System will notify you.

## LoJack Early Warning® System Operation

Early Warning was designed to be very easy to operate. In fact, it works automatically as long as you have the Early Warning Key Pass with you when the vehicle is being driven. There are no buttons to push or alarms to set.

Should your vehicle be moved without the Key Pass present, you will be contacted at the numbers and/or e-mail addresses you provided. If there is no answer or a busy signal, LoJack will continue to try to contact you for up to 24 hours. Early Warning notification will only occur if the vehicle is moved or driven for approximately 3-5 minutes without the Key Pass present. Typically, you are notified within 15-30 minutes after the vehicle begins moving without the Key Pass: this time may vary depending on your coverage area, but should not exceed one hour.

Please note that Early Warning technology goes through a number of tests to avoid a false notification. If you receive notification that your vehicle is moving without your permission, yet you have confirmed it is not moving, contact LoJack Customer Service at 1-800-4-LOJACK (1-800-456-5225) immediately to report the problem.

In the event that your vehicle is driven without the Key Pass present, please keep the following in mind:

- Early Warning will typically recognize up to four unauthorized movements within an eight-hour period, at which point it automatically shuts off and goes into sleep mode. This is a preventative measure so that if Early Warning is triggered inadvertently (e.g., you lose your Key Pass, or your Key Pass battery is low), you will not receive repeated notifications. Note that police

operation of the LoJack® unit is not affected by the shut-off of your Early Warning feature; if you determine that your vehicle has in fact been stolen, filing a stolen vehicle report with the police will still result in the activation of the LoJack® Stolen Vehicle Recovery unit in your vehicle.

- To reset your Early Warning feature, you simply need to drive for at least five minutes with the Key Pass present.

## Powering the LoJack® Stolen Vehicle Recovery Unit

LoJack® Stolen Vehicle Recovery units (“LoJack unit(s)”) contain lithium primary (non-rechargeable) batteries. A battery’s useful service life can vary but is generally expected to be a minimum of five (5) years and up to ten (10) years, depending upon a variety of factors including, but not limited to, environmental factors, such as severe heat or cold conditions, long periods of vehicle storage, vehicle damage in accidents that may harm the LoJack unit, and frequency of usage. For more information, see the Recommended and Required Maintenance Sections in this Owner’s Manual.

## Recommended Maintenance

After your initial warranty expires (two years from date of installation or date of purchase, whichever is later), LoJack Corporation recommends an inspection of your LoJack® System with Early Warning every two years to ensure proper performance. The cost of this inspection is \$99\* and can be scheduled by calling Customer Service at 1-800-4-LOJACK (1-800-456-5225). Please note that any additional costs of repairs or replacement components are not included in the inspection cost.

## Required Maintenance

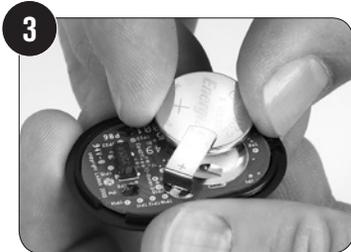
To comply with the terms of your LoJack warranty and maintain

warranty protection, specific incidents and situations will require a post-installation inspection of the LoJack® unit to ensure continued functionality of the unit. Without an inspection in any of the following scenarios, LoJack Corporation cannot guarantee the integrity of the unit, and any existing warranty is null and void. Depending on the situation, there may be an inspection fee; for more information please contact Customer Service at 1-800-4-LOJACK (1-800-456-5225).

In accordance with the warranty, **your LoJack® unit requires an inspection in any of the following circumstances:**

- The vehicle was stolen and the LoJack® unit was activated as part of the theft reporting and recovery process. LoJack Corporation requires this mandatory inspection to verify that the LoJack® unit installed in a consumer’s car received no damage during the theft
- The vehicle was involved in or sustained damage in an accident.
- You install new automotive accessories or electrical equipment or existing electrical equipment is repaired-including, but not limited to-cellular phones, radios, built-in radar detectors, DVD players or other similar audio/video devices.
- The vehicle has not been operated for more than a month.
- The vehicle experiences battery or electrical problems.

*\*Pricing is subject to change without notice. To schedule a required inspection, please contact LoJack Customer Service at 1-800-4-LOJACK (1-800-456-5225).*



### General

To ensure reliable operation, avoid dropping the Key Pass or exposing it to water.

### Key Pass Battery

Your Key Pass uses a lithium watch battery (#CR-2032), available in most retail stores and electronic retailers. The Key Pass LED indicator will flash when the battery is low, indicating replacement is required.

### Key Pass Battery Replacement

To change your Early Warning Key Pass battery, follow these steps:

#### 1. Open Key Pass:

Insert a small coin into the identified slot on the side of the case. Gently pry apart the two halves of the Key Pass. You have now exposed the interior of the Key Pass. You will notice a circular battery retained by a battery holder.

#### 2. Remove Old Battery:

Push the battery out of its holder using a non-metal tool. Discard the old battery.

#### 3. Replace Battery:

Insert the new battery into the battery holder with the + sign facing up. The red LED light on the face of the Key Pass should flash several times immediately after properly installing a battery.

#### 4. Close the Key Pass:

Reassemble the Key Pass by snapping the two halves of the case together.

If you are the second owner of a vehicle equipped with a LoJack® Stolen Vehicle Recovery System with Early Warning, welcome!

For second owners, we offer:

- LoJack® System with Early Warning notification
- Re-registration of the LoJack® Stolen Vehicle Recovery System in your name, which is imperative for optimal customer service
- A new LoJack Identification Card
- An installation form that may enable you to reduce your premiums on the comprehensive portion of your auto insurance

Additionally, we offer:

- A complete inspection\* of your LoJack® unit and the accompanying Early Warning System to confirm that they are working (an inspection fee may apply)
- One new Early Warning Key Pass (fee may apply)

**Contact us at 1-800-4-LOJACK (1-800-456-5225) to learn more about our Second Owner packages.**

\*Inspections do not warrant or guarantee that products working at the time of inspection will continue to work.

Second Owner programs and pricing are subject to change by LoJack Corporation without notice.

This document (the "Agreement") sets forth the terms and conditions upon which LoJack Corporation ("LoJack") will provide LoJack® System with Early Warning Services (the "Services") to the purchaser of a LoJack® unit with Early Warning feature ("Purchaser").

## 1. Requirements and Limitations of Services

**1.1** Services are available in the LoJack coverage area (see the LoJack Coverage Areas page for coverage as of the date of your Owner's Manual, and see coverage information at [www.lojack.com](http://www.lojack.com) or call 1-800-4-LOJACK [1-800-456-5225] for updated coverage information).

**1.2** Purchaser's vehicle must have a LoJack® unit with the Early Warning feature that was installed by LoJack certified technician and has been registered with LoJack by Purchaser. The Early Warning feature will not function if the vehicle is not in range of a LoJack tower or if the vehicle's battery is discharged or disconnected and the LoJack backup battery also is discharged. It may be inoperative if the Early Warning equipment or the vehicle's electrical system components are damaged by accident or otherwise.

**1.3** Early Warning notification typically is sent to the Purchaser within 15-30 minutes of the vehicle being moved without the presence of a Key Pass, but may take up to one hour. Under most circumstances, Early Warning notification will only occur if your vehicle is in motion or driven for approximately 3-5 minutes without the Key Pass present.

**1.4** The LoJack® System with Early Warning is designed to trigger in the event that the vehicle is driven without the Early Warning Key Pass. The Early Warning feature also will trigger if the battery in the Early Warning Key Pass is low. The feature is designed to provide a notification to Purchaser following any trigger event. Any trigger event within two hours of a prior trigger event will be ignored. The Early Warning feature will turn off eight hours after the initial trigger event, and will reset the next time the vehicle is driven for at least five minutes using the Early Warning Key Pass with a functioning battery. If an Early Warning notification message cannot be delivered to Purchaser (for example, if the telephone line is busy or there is no answer), the system will reattempt delivery for up to 24 hours.

**1.5** LoJack Corporation shall have no liability to Purchaser for any delay or failure in transmission of Early Warning notification.

**1.6** In order to activate the LoJack® unit in your vehicle, you must file a stolen vehicle report with the appropriate law enforcement agency. Vehicle recovery services are provided only by law enforcement agencies.

## 2. Purchaser's Responsibilities

**2.1** Purchaser is responsible for ensuring that the vehicle and Early Warning hardware are properly maintained as provided in your Owner's Manual.

**2.2** In the event that Purchaser suspects that Purchaser's vehicle has been stolen or is involved in any other illegal or hazardous activity, Purchaser should promptly notify the police or another appropriate law enforcement or public safety agency. Early Warning does not and cannot report the theft or activate the LoJack tracking and recovery function. In no event should Purchaser personally attempt to recover a stolen vehicle or otherwise attempt to deter or intervene in any illegal or hazardous activity.

**2.3** Purchaser is responsible for replacing Early Warning Key Pass batteries as recommended in your Owner's Manual.

**2.4** Purchaser is responsible for registering their LoJack® System with Early Warning and for notifying LoJack Corporation of changes in mailing address, e-mail address, cellular telephone or other telephone numbers, and other contact information. To register you must (i) telephone LoJack Customer Service at 1-800-4-LOJACK (1-800-456-5225), or (ii) register online at [www.lojack.com](http://www.lojack.com). Changes or updates to Purchaser registration information can be made by contacting LoJack Customer Service at 1-800-4-LOJACK (1-800-456-5225) or online at [www.lojack.com](http://www.lojack.com).

### 3. Term/Termination/Amendments

**3.1 Commencement.** Services will commence upon registration of Purchaser's LoJack® System with Early Warning.

**3.2 Changes, and Amendments.** LoJack Corporation reserves the right to modify or change the way Early Warning Services are provided by notice to the Purchaser as provided in Section 9. LoJack Corporation reserves the right to modify any and all terms of this Agreement, including but not limited to, scope of service and product features at any time during the term of this Agreement upon a 30-day advance notice to the Purchaser. Such modifications may appear on an attachment or on the front of this form or may be posted on [www.lojack.com](http://www.lojack.com), or Purchaser may be notified by e-mail.

**3.3 Termination.** This Agreement shall continue until terminated in the manner provided below.

**3.3.1** The Purchaser or LoJack Corporation may terminate this Agreement upon delivery of notice, oral or written at any time and for any reason.

**3.3.2** Should the Purchaser fail to perform any of its obligations at the time and in the manner specified in this Agreement or under any other agreement between LoJack Corporation and the Purchaser, fail to comply with conditions and terms of service set forth in this Agreement or at [www.lojack.com](http://www.lojack.com), or fail to maintain the Early Warning feature hardware, LoJack Corporation shall have the right to suspend or discontinue service or terminate this Agreement at any time without notice. These remedies are not exclusive but are in addition to all remedies provided by law. In the event of Purchaser's default, the Purchaser shall reimburse LoJack Corporation for attorneys' fees, costs of investigation or collection, and similar expenses incurred by LoJack Corporation in the enforcement of any right or privilege hereunder. Time is of the essence, and LoJack Corporation's failure at any time to require strict performance by Purchaser of any provision hereof shall not waive or diminish LoJack's right subsequently to demand strict compliance with that or any other provision of this Agreement.

**3.3.3** No lien holder or lessor will receive any refund in the event that this Agreement is

terminated early for credit to Purchaser's finance/lease, or if there is a cancellation to this Agreement pursuant to its terms, and will not receive any refund for credit to Purchaser's finance/lease upon showing that Purchaser has been adjudged in default of Purchaser's finance/lease.

**3.3.4** Purchaser acknowledges that, upon any termination of this Agreement, Purchaser is not entitled to a refund for the cost of the Early Warning feature hardware, its installation or the unused portion of the Early Warning Service.

**3.3.5** If this Agreement expires, is terminated or is cancelled, LoJack Corporation shall not be obligated to provide service to Purchaser, the vehicle, its purchaser or its occupants. Any voluntary provision of Services by LoJack Corporation in such cases will not be considered a waiver of this provision and Purchaser hereby releases LoJack Corporation from any and all liability arising out of the provision of any such voluntary Services.

### 4. Term

Except as provided above, this Agreement shall continue for so long as Purchaser owns the vehicle in which LoJack® System with Early Warning originally was installed.

### 5. Disclaimer of Warranties

EXCEPT AS PROVIDED IN THE ACCOMPANYING LOJACK LIMITED PARTS AND LABOR WARRANTY, LOJACK CORPORATION, ITS SUPPLIERS, ITS CONTRACTORS AND ITS DEALERS MAKE NO WARRANTIES, EXPRESS OR IMPLIED, REGARDING SERVICE, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH WARRANTIES ARE EXPRESSLY EXCLUDED AND DISCLAIMED. LOJACK CORPORATION DOES NOT WARRANT THAT SERVICE WILL BE UNINTERRUPTED, AND SHALL HAVE NO RESPONSIBILITY FOR ANY LOSS, COST OR DAMAGE RESULTING FROM UNAVAILABILITY OR INTERRUPTION OF SERVICE.

### 6. Limitation of Liability

**6.1** Notwithstanding anything contained herein, nonperformance hereunder by LoJack Corporation, or its suppliers, and dealers shall be excused if caused by act or omission of

a third-party service provider, emergency services provider, equipment failure, acts of God, strikes, equipment or facility shortage, any causes beyond LoJack Corporation's control.

**6.2 LOJACK CORPORATION SHALL HAVE NO LIABILITY OR RESPONSIBILITY FOR ANY LOSS, COST, DAMAGE OR INJURY ARISING, DIRECTLY OR INDIRECTLY, FROM ANY VIOLATION BY PURCHASER OF THE PROVISIONS OF THIS AGREEMENT, INCLUDING SPECIFICALLY, BUT WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THE PROVISIONS OF SECTION 2.2.**

6.3 In no event shall LoJack Corporation or its dealers or service providers be liable to Purchaser, Purchaser's employees or family members, or Purchaser's purchasers or guests or to any third party for any cost, delay or incidental, general or consequential damages arising from (i) the provision or failure to provide the services contemplated by this Agreement, (ii) Purchaser's use of the LoJack hardware or the service, or (iii) the installation, repair or maintenance of LoJack® products or systems by other than an authorized LoJack dealer or installer.

### **7. Vehicle Tracking and Privacy on Your LoJack® System With Early Warning**

The Purchaser understands and agrees that in conjunction with employee training, quality control and the provision of service, LoJack Corporation may monitor and/or electronically record conversations. The nature of the Early Warning feature requires LoJack Corporation to retain contact information relating to the Purchaser. The Purchaser consents to LoJack Corporation using Purchaser information to administer the system and provide services, to offer new products or services and to respond to regulatory and legal requirements, including credit reporting and fraud prevention. Purchaser consents to LoJack Corporation providing Purchaser information and location to law enforcement and emergency services personnel or in response to a subpoena or other such legal process. Purchaser accepts and agrees to LoJack Corporation's Privacy Policy as from time to time set forth on its Web site ([www.lojack.com](http://www.lojack.com)). LoJack Corporation will use reasonable efforts to assure that Purchaser information is used or disclosed only in accordance with its Privacy Policy; however, under no circumstances shall LoJack Corporation have any liability to Purchaser for any claims, loss, damages or costs that may result from a lack of privacy arising out of LoJack® products or services.

### **8. Assignment**

LoJack Corporation may assign in whole or in part, its right or duties under this Agreement, without notice to Purchaser, and upon such assignment LoJack Corporation shall be released from all liability hereunder. Purchaser may assign this Agreement only upon the prior written consent of LoJack. Subject to this restriction, this Agreement shall apply to, inure to the benefit of and be binding upon the heirs, successors, subcontractors and assignees of the respective parties.

### **9. Notices**

Notices to Purchaser shall be deemed given if deposited in the U.S. mail addressed to the Purchaser's last-known address, or sent to Purchaser's last-known e-mail address. Notice to LoJack Corporation shall be deemed given when received by LoJack Corporation at the address shown in your LoJack Early Warning Owner's Manual.

### **10. Separability**

Should any part or portion of this Agreement be found invalid, the balance of the provisions shall remain unaffected and shall be enforceable.

### **11. Governing Law**

The validity, interpretation, construction and performance of this Agreement shall be governed by, and construed in accordance with, the laws of the Commonwealth of Massachusetts applicable to contracts made and performed in such jurisdiction and, in any event, without giving effect to any choice or conflict of laws, provision or rule that would cause the application of domestic substantive laws of any other jurisdiction, and by applicable federal law.

### **12. Integration**

This Agreement represents the final and entire Agreement of LoJack® System with Early Warning and the Purchaser, and supersedes all prior or contemporaneous agreements, representations or contracts, verbal or written, between the parties hereto, and may be amended only by an agreement in writing signed by both parties, or as otherwise provided herein.

## FREQUENTLY ASKED QUESTIONS

### **How does the LoJack® unit work? Is it always “on”?**

Your LoJack® Stolen Vehicle Recovery System is always in receiving mode, ready to be activated. If your vehicle is stolen, the police will automatically activate the LoJack® unit in your vehicle upon completion of a stolen vehicle report. Once activated, the LoJack® unit transmits a signal to LoJack® Police Tracking Computers. Police cars and police aircraft in LoJack® System coverage areas are equipped with LoJack Police Tracking Computers.

### **Does my LoJack® unit require maintenance?**

Your LoJack® unit is tested and certified at the time of installation. Assuming no incidents have occurred that may require a mandatory inspection, we then recommend an inspection of your LoJack® System every two years. This recommended inspection costs \$99\* and can be arranged by calling 1-800-4-LOJACK (1-800-456-5225).

However, there are circumstances in which your LoJack® unit will require a **mandatory** inspection by a LoJack technician; depending on the situation, there may be an inspection fee. These include incidences of vehicle theft and recovery, motor vehicle accidents, installation of new electrical equipment or repair of existing electrical equipment, battery or electrical problems with the vehicle, or if the vehicle has not

been operated in over one month. This mandatory inspection verifies the continued functionality of your LoJack® unit. Without an inspection in any of these scenarios, LoJack Corporation cannot guarantee the integrity of the unit, and any existing warranty is null and void. For more information or to schedule a mandatory inspection, please call Customer Service at 1-800-4-LOJACK (1-800-456-5225). For LoJack® System with Early Warning, you also need to maintain the batteries in your Key Passes. The life of the batteries in your Key Passes may vary from six months to up to two years. The LED indicator on your Key Passes will flash approximately every (1) minute when the battery is low, indicating replacement is required.

### **I was told that the configuration of my LoJack® unit may vary depending on the year, make and model of my car. What does this mean?**

Different types of cars have different power management requirements. In particular, some newer vehicles do not have a constant 12 V power supply for LoJack® units to operate from reliably. In order to ensure continued functionality of our LoJack® Stolen Vehicle Recovery units, the configuration of our products may differ to allow for these vehicle variabilities.

*\*Price is subject to change without notice.*

**How do I get service for my LoJack® unit?**

Call us at 1-800-4-LOJACK (1-800-456-5225) to schedule an inspection or to speak with a Customer Service Representative who can answer any questions you may have. For faster assistance, please have your Vehicle Identification Number (VIN) available when calling.

**Does my car need to be running for LoJack® unit to work?**

No. The hidden LoJack® unit may draw a very small amount of power from your vehicle's battery. Should your vehicle's battery be disconnected, the LoJack® unit's backup battery will provide power. To optimize the useful service life of the LoJack® unit's lithium primary (non-rechargeable) battery, the LoJack® unit should be inspected every two years as recommended, and required maintenance should be performed as suggested. (See page 3 for more details)

**What should I do if my vehicle is stolen?**

If your vehicle is stolen, report the theft immediately to the police in the town where the vehicle was stolen. Once you've completed a stolen vehicle report, the police will automatically activate the LoJack® System in your vehicle.

**What should I do if my vehicle is involved in an accident?**

If your vehicle is involved in an accident and/or sustains damage as a

result of an accident, call us at 1-800-4-LOJACK (1-800-456-5225) to schedule an inspection for your LoJack® unit. This inspection is required to ensure that your LoJack® unit is in working condition and to maintain your warranty coverage.

**What happens if I sell my vehicle? Can I transfer my LoJack® unit to my new vehicle?**

Neither your LoJack® unit, nor your Early Warning system, are transferable from one vehicle to another, as the serial number on your LoJack® unit is registered to the Vehicle Identification Number (VIN) of your vehicle. However, LoJack Corporation may enhance your vehicle's resale value. See page 7 for more information about selling your vehicle equipped with a LoJack® System.

**Will my insurance company offer me a discount if I have LoJack® unit?**

Many insurance companies offer a discount to LoJack® System owners. In fact, some insurance companies offer up to 35% off the comprehensive portion of your insurance premium if your vehicle is equipped with a LoJack® unit and an anti-theft system. Present your proof of installation form to your insurance agent to see if you qualify for a discount.

### **Can car thieves find my LoJack® unit?**

The LoJack® unit is very small—about the size of a deck of cards—so it can be hidden in as many as 20–30 different places in your vehicle. This makes it very difficult for thieves to find your LoJack® unit.

### **Why is there no exterior marking on the vehicle stating it is equipped with a LoJack® System? Wouldn't a LoJack Corporation sticker act as a theft deterrent?**

The LoJack® System is not designed to be a theft deterrent. One of the major benefits of the system is that the unit's presence is not disclosed to the thief. This increases the likelihood of rapid recovery with minimal damage to your vehicle. To help keep the presence of the LoJack® unit undetected, it's essential that you do not leave your LoJack Owner's Manual or any other LoJack materials in your vehicle.

### **How does a LoJack® System with Early Warning work?**

With Early Warning, if your vehicle moves without your authorization or knowledge (i.e., is driven without the Key Pass present), you will receive an Early Warning notification to all the points of contact you provided during registration. Under most circumstances, Early Warning notification will only occur if your vehicle is in motion or driven for approximately 3–5 minutes without the Key Pass present.

After two hours, if your vehicle is moved again without your permission, you will be contacted again. This cycle continues until eight hours have passed, typically at which point the Early Warning feature automatically goes into sleep mode. This is a preventative measure so that if Early Warning is triggered inadvertently (e.g., you lose your Key Pass or your Key Pass battery is low), you will not receive repeated notifications. Should you determine that your vehicle has been stolen, contact the police and complete a stolen vehicle report. The police will then activate your LoJack® Stolen Vehicle Recovery unit. The LoJack® unit sends a silent signal that helps police track and recover your stolen vehicle.

### **Do I need to register my LoJack® unit separately from Early Warning on your Web site?**

No. By registering for Early Warning, you are automatically registered for the LoJack® unit. You do not need to register twice.

### **How long does it take to receive Early Warning notifications?**

Typical notification from the time your vehicle is moved without the Key Pass is 15–30 minutes, but may take up to one hour. However, this time may vary based on where you are driving within the LoJack coverage network.

**What if I miss the Early Warning call?**

If you miss the call and have an answering machine or voice mail, an Early Warning notification message will be left. If your phone is busy or keeps ringing, and there is no way to leave a message, LoJack will continue trying to call for up to 24 hours. The Early Warning System may have trouble leaving messages with some voice mail systems.

**What if I want to turn off my Early Warning feature?**

Should you decide you want to disable your Early Warning feature, the easiest way is to stop using your Early Warning Key Pass when driving your vehicle. You will receive initial Early Warning notifications, but after eight hours, the Early Warning feature will turn itself off. To reset your Early Warning feature, simply begin using your Early Warning Key Pass again.

**What if I am having my vehicle serviced or I have to give my keys to a valet?**

If you want to avoid receiving Early Warning notifications, be sure your Early Warning Key Pass is provided along with your keys when your vehicle is in for service or if you are valet parking your vehicle.





If your address has changed since you purchased your LoJack® unit, please visit us at [my.lojack.com](http://my.lojack.com) or call us at 1-800-4-LOJACK (1-800-456-5225) to update your contact information immediately, or complete and return this card to LoJack Corporation. This helps us keep our records up to date and provide you with valuable information about service, maintenance and upgrades in the future.

**Name**

**Old Address**

**City/Town**

**State**

**ZIP**

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**New Address**

**City/Town**

**State**

**ZIP**









