

## Canadian Tire Statement

From Liz Hamilton  
Associate Vice President, Retail Communications

Servicing our automotive customers well is our top priority. We strive for customer service excellence and are deeply committed to operating with integrity.

In recent 'mystery shops' at one or more of our automotive locations, it appears the 'shopper' presented a used vehicle with a tampered battery cable to a store, outlined a scenario to the counter staff that the car had trouble starting in the cold weather, and requested a full service inspection.

In one case, the shopper presented our location with a 2002 vehicle with 113,800 mileage on the odometer, claiming trouble starting the car. The shopper specifically requested a full 110 point inspection, which was performed at a market rate comparable to that of APA-approved shops. After a series of tests, the battery cable was found to be loose. It was tightened and further testing was conducted. Finding that the starter and alternator were okay, the service staff attempted to determine a solution for the problematic symptoms they were given. In discussing the visual, mechanical and diagnostic test results with the shopper, our service staff stated that the testing was not indicating a new battery as being required, but that if the car was having trouble starting, then replacing the battery could be recommended. The shopper directed that the battery be replaced.

Consistent with our customer promise, at no time was the mystery shopper told that recommended work was required when it wasn't. At no time was work done that the shopper did not authorize to be done. The most important lesson at the end of the day is that open and honest consultation between the customer and the automotive service team is critical to vehicle diagnosis – no matter where you have your vehicle serviced.

We stand behind the work we do. We don't do work that customers don't want done. In all cases, Canadian Tire is fully accountable to our customers and in any case where a customer has questions about the work done on their vehicle, we will be transparent and responsive.