



**OUR VALUED CUSTOMER**

**Cori Nastro**  
*Service Consultant*

**B. Martschinsky**  
*Certified Technician*

**YOUR VEHICLE**

<b>Year</b> 2007	<b>Make</b> BMW	<b>Model</b> X5	<b>Engine Type</b> 4.8L V8 DOHC (MFI)
<b>Odometer</b> 97,138	<b>VIN #</b> 5UXFE83507LZ37925	<b>License #</b>	<b>Date</b> 7/28/2015

# Vehicle Care Commitment

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## It's about "Peace of Mind..."

Thank you for choosing our service department to handle your vehicle's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so that we can service your vehicle in the most comprehensive and economical way possible.



We are pleased to present to you a "Know Your Vehicle" report today. It's important to us that you leave our dealership with peace of mind, so we take the extra time necessary to analyze your vehicle's health to make sure it is operating at its optimum levels. This bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's health is vitally important to ensuring your safety on the road.



Thank you for this opportunity to assist you. We appreciate your business. Please feel free to contact your service advisor if you have any questions or concerns. We will do everything we can to put your mind at ease and keep you and your family safe on the road.



## How we give you "Peace of Mind..."

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To help you understand what your vehicle needs to stay in top operating condition, we:

- Perform a world class visual inspection on your vehicle every visit
- Review your vehicle's maintenance schedules and search our extensive database to uncover anything we believe you should know about your vehicle based on its odometer reading and time on the road
- Make recommendations and complete a Treatment Plan for your vehicle
- Offer a complete easy to read and understand report that enables you to make an educated decision for your vehicle's service needs. Items on the report will be classified as follows:
  - Pass** - Items are new or "like new" and do not require service at this time
  - Caution** - Items that are dirty or showing signs of wear and would benefit from being serviced soon
  - Fail** - Items that have either worn below minimum specifications or are no longer doing what it was designed to do and need to be repaired immediately

*DISCLAIMER: Addressing any identified issues listed by the report, should improve the safety and performance of your vehicle. However, please remember that the inspection is limited to a visual inspection of the items listed on the report without disassembling or test driving your vehicle. Therefore, it is not possible for the technician to see or identify all potential defects, especially those that are internal to the engine, transmission, driveline, electrical system or other components. The cleanliness of the vehicle both inside and out at the time of the actual inspection may reduce the accuracy of the inspection. Your vehicle may have conditions that are not evident at the time of the inspection or otherwise not presented or noticed during the inspection process. Therefore, the inspection and condition report does not provide any guarantee or warranty that the vehicle will not break down in the future, or have conditions that were undetected during the inspection or were omitted from the report.*

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### Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ 01. 108 POINT INSPECTION-UC
- ✓ 02. REPAIR R/F BUMPER AND FENDER \$525



### Package Results

Crest Infiniti World Class Inspection

Failed Task	Observation	Recommendation	Done
Inspect exhaust system for leaks, damage, and loose parts	Found broken exhaust hanger	Replace exhaust hanger	
Check power steering fluid level and condition and check for leaks	Found power steering fluid leak	Replace rack and pinion assembly	
Inspect taillight, turn signal, side marker, and license plate lights	<ul style="list-style-type: none"><li>• Found burned out left side marker bulb</li><li>• Found burned out right side marker bulb</li></ul>	<ul style="list-style-type: none"><li>• Replace left side marker light bulb</li><li>• Replace right side marker light bulb</li></ul>	
Measure rear brake lining thickness	3 mm or less (disc brakes)	Replace rear brake pads and resurface rear brake rotors	
Measure front brake lining thickness	3 mm (disc brakes)	Replace front brake pads and replace front brake rotors	
Inspect all vehicle wiper blades	Found windshield wiper blades streaking	Replace windshield wiper blades	

Cautioned Task	Observation	Recommendation	Done
Inspect air cleaner element	Found air cleaner element to be dirty	Replace air filter element	

Cautioned Task	Observation	Recommendation	Done
Inspect overall tire wear and condition	Found all tires abnormally worn	<ul style="list-style-type: none"> <li>• Perform four wheel alignment</li> <li>• Mount and balance 4 new tires</li> </ul>	
Inspect instrument panel warning lamps	Found tire pressure monitor lamp illuminated	Diagnose tire pressure monitor lamp	
Measure left front tire tread depth	5/32": Inspect tire next service		
Measure right front tire tread depth	5/32": Inspect tire next service		
Inspect steering and sway bar components	<ul style="list-style-type: none"> <li>• Found control arm bushings worn/loose</li> <li>• Found right side sway-bar link worn/loose</li> <li>• Found left side sway-bar link worn/loose</li> <li>• Found right rear sway-bar link worn/loose</li> <li>• Found left rear sway-bar link worn/loose</li> <li>• Found worn out sway-bar bushings</li> </ul>	<ul style="list-style-type: none"> <li>• Replace right front sway-bar link</li> <li>• Replace left front sway-bar link</li> <li>• Replace right rear sway-bar link</li> <li>• Replace left rear sway-bar link</li> <li>• Replace sway-bar bushings</li> </ul>	
Measure right rear tire tread depth	5/32": Inspect tire next service		
Measure left rear tire tread depth	5/32": Inspect tire next service		

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Perform battery performance test	Battery passes performance test		

Passed Tasks		
✓ Check and adjust front tire pressure	✓ Inspect wheel bearings for noise and play	✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots
✓ Inspect engine mounts	✓ Inspect transmission mount(s)	✓ Inspect transfer case fluid level and condition
✓ Inspect rear differential fluid level and condition and check for leaks	✓ Inspect fuel tank, lines, and connections	✓ Fill windshield washer fluid
✓ Check brake fluid level and condition and check for leaks	✓ Inspect hazard light(s) operation	✓ Inspect brake light(s) operation
✓ Inspect back-up light(s) operation	✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage	✓ Inspect headlight low and bright beam operation
✓ Inspect windshield wiper/washer operation	✓ Inspect horn operation	✓ Inspect heat and air conditioning operation

- ✓ Inspect dash and interior lights operation
- ✓ Perform battery performance test
- ✓ Inspect cabin/HEPA micro filter
- ✓ Inspect front differential fluid level and condition
- ✓ State Inspection
- ✓ Check engine oil level and condition and check for leaks
- ✓ Inspect overall brake wear and condition
- ✓ Inspect battery terminals and cables
- ✓ Inspect serpentine belt (drive belts)
- ✓ Inspect suspension components
- ✓ Check fog lamp(s) operation
- ✓ Check engine coolant level and condition and check for leaks
- ✓ Check and adjust rear tire pressure
- ✓ Inspect ignition wires and spark plugs
- ✓ Inspect all hoses and clamps
- ✓ Check engine light status
- ✓ Inspect manual transmission fluid level and condition
- ✓ Check automatic transmission fluid level and condition and check for leaks

Additional Observations	Recommendation
RECOMMEND WITH REPAIR--PERFORM 4 WHEEL ALIGNMENT	RECOMMEND WITH REPAIR--PERFORM 4 WHEEL ALIGNMENT
POPPING NOISE WHEN BRAKES ARE APPLIED AT LOW SPEEDS	REPLACE FRONT UPPER CONTROL ARMS (BOTH SIDES)--POPPING NOISE WHEN BRAKES ARE APPLIED AT LOW SPEEDS
TIRES ARE STARTING TO DRY ROT	TIRES ARE STARTING TO DRY ROT
FOUND ABNORMAL ENGINE NOISE	FOUND ABNORMAL ENGINE NOISE--WORN TIMING CHAINS MAY BE THE CAUSE
TRANSMISSION HAS A FLARED 1-2 UPSHIFT ON HARD ACCELERATION	VEHICLE WILL PROBABLY NEED TRANSMISSION REPAIR/REPLACEMENT SOON--TRANSMISSION HAS A FLARED 1-2 UPSHIFT ON HARD ACCELERATION
UNDERBODY SPLASH PANELS ARE DAMAGED	REPLACE ALL DAMAGED SPLASH PANELS
UNDERBODY HEAT SHIELDS (FOR EXHAUST) ARE DAMAGED	REPLACE ALL DAMAGED HEAT SHIELDS
LEFT FRONT HEADLAMP LENS WASHER NOZZLE IS DAMAGED/MISSING	REPLACE--LEFT FRONT HEADLAMP LENS WASHER NOZZLE IS DAMAGED/MISSING
LAMP OUT INDICATOR LIGHT IS ILLUMINATED ON INSTRUMENT PANEL	REPLACE ALL INOPERATIVE LAMPS (SEE LIGHT SECTION ON MPI)--LAMP OUT INDICATOR LIGHT IS ILLUMINATED ON INSTRUMENT PANEL
LEFT CENTER DASH HVAC VENT IS MISSING ADJUSTMENT KNOB	REPLACE--LEFT CENTER DASH HVAC VENT IS MISSING ADJUSTMENT KNOB
GLOVE BOX OPEN BUTTON DOES NOT OPEN GLOVE BOX	REPLACE ASSEMBLY--GLOVE BOX OPEN BUTTON DOES NOT OPEN GLOVE BOX
CENTER CONSOLE LID STICKS/DIFFICULT TO OPEN	REPLACE ASSEMBLY--CENTER CONSOLE LID STICKS/DIFFICULT TO OPEN
FOUND FRONT LOWER CONTROL ARM BUSHINGS WORN	REPLACE--FOUND FRONT LOWER CONTROL ARM BUSHINGS WORN





## Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests		Status	Cost	Deferred	Approved
01. 108 POINT INSPECTION-UC			\$162.95		X
02. REPAIR R/F BUMPER AND FENDER \$525			\$525.00		X
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace rack and pinion assembly (Found power steering fluid leak)	x	Fail	\$1,577.28		See AI-101
Replace windshield wiper blades (Found windshield wiper blades streaking)	x	Fail	\$64.99		See AI-147
Replace rear brake pads and resurface rear brake rotors (3 mm or less (disc brakes))	x	Fail	\$319.99		See AI-152
Replace front brake pads and replace front brake rotors (3 mm (disc brakes))	x	Fail			See AI-152
Replace left side marker light bulb (Found burned out left side marker bulb)	x	Fail	\$262.02		See AI-212
Replace right side marker light bulb (Found burned out right side marker bulb)	x	Fail	\$262.02		See AI-212
Replace exhaust hanger (Found broken exhaust hanger)	x	Fail	\$172.95		See AI-268
RECOMMEND WITH REPAIR--PERFORM 4 WHEEL ALIGNMENT (RECOMMEND WITH REPAIR--PERFORM 4 WHEEL ALIGNMENT)		Fail			
Diagnose tire pressure monitor lamp (Found tire pressure monitor lamp illuminated)	x	Caution			
Perform four wheel alignment (Found all tires abnormally worn)	x	Caution	\$129.99		See AI-70
Mount and balance 4 new tires (Found all tires abnormally worn)	x	Caution			See AI-71
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$69.99		See AI-102
Replace right front sway-bar link (Found right side sway-bar link worn/loose)	x	Caution	\$86.48		See AI-168
Replace left front sway-bar link (Found left side sway-bar link worn/loose)	x	Caution	\$86.48		See AI-168
Replace right rear sway-bar link (Found right rear sway-bar link worn/loose)	x	Caution	\$86.48		See AI-168
Replace left rear sway-bar link (Found left rear sway-bar link worn/loose)	x	Caution	\$86.48		See AI-168

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace sway-bar bushings (Found worn out sway-bar bushings)	x	Caution	\$172.95		See AI-168
REPLACE ALL DAMAGED SPLASH PANELS (UNDERBODY SPLASH PANELS ARE DAMAGED)		Caution	\$262.02		
REPLACE ALL DAMAGED HEAT SHIELDS (UNDERBODY HEAT SHIELDS (FOR EXHAUST) ARE DAMAGED)		Caution	\$262.02		
VEHICLE WILL PROBABLY NEED TRANSMISSION REPAIR/REPLACEMENT SOON--TRANSMISSION HAS A FLARED 1-2 UPSHIFT ON HARD ACCELERATION (TRANSMISSION HAS A FLARED 1-2 UPSHIFT ON HARD ACCELERATION)		Caution			
TIRES ARE STARTING TO DRY ROT (TIRES ARE STARTING TO DRY ROT)		Caution			
REPLACE FRONT UPPER CONTROL ARMS (BOTH SIDES)--POPPING NOISE WHEN BRAKES ARE APPLIED AT LOW SPEEDS (POPPING NOISE WHEN BRAKES ARE APPLIED AT LOW SPEEDS)		Caution	\$539.58		
REPLACE--LEFT FRONT HEADLAMP LENS WASHER NOZZLE IS DAMAGED/MISSING (LEFT FRONT HEADLAMP LENS WASHER NOZZLE IS DAMAGED/MISSING)		Caution	\$262.02		
REPLACE--LEFT CENTER DASH HVAC VENT IS MISSING ADJUSTMENT KNOB (LEFT CENTER DASH HVAC VENT IS MISSING ADJUSTMENT KNOB)		Caution	\$172.95		
REPLACE ALL INOPERATIVE LAMPS (SEE LIGHT SECTION ON MPI)--LAMP OUT INDICATOR LIGHT IS ILLUMINATED ON INSTRUMENT PANEL (LAMP OUT INDICATOR LIGHT IS ILLUMINATED ON INSTRUMENT PANEL)		Caution			
REPLACE ASSEMBLY--GLOVE BOX OPEN BUTTON DOES NOT OPEN GLOVE BOX (GLOVE BOX OPEN BUTTON DOES NOT OPEN GLOVE BOX)		Caution	\$539.58		
FOUND ABNORMAL ENGINE NOISE--WORN TIMING CHAINS MAY BE THE CAUSE (FOUND ABNORMAL ENGINE NOISE)		Caution			

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
REPLACE ASSEMBLY--CENTER CONSOLE LID STICKS/DIFFICULT TO OPEN (CENTER CONSOLE LID STICKS/DIFFICULT TO OPEN)		Caution	\$539.58		
REPLACE--FOUND FRONT LOWER CONTROL ARM BUSHINGS WORN (FOUND FRONT LOWER CONTROL ARM BUSHINGS WORN)		Caution	\$539.58		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$7,183.38	\$0.00	\$687.95
Environmental/Shop Fees			\$74.95		\$61.92
Tax			\$592.63		\$56.76
<b>Estimate Total</b>			<b>\$7,850.96</b>		<b>\$806.62</b>
For "See AI-" items  see the "Additional Information" section 					



## Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

\*\* The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.



**Operation Description:**

Inspect the front and rear suspension components for any signs of wear or damage. Using specialized wheel alignment equipment, adjust the suspension and wheels to the vehicle manufacturer's specifications.

**Significance:**

Vehicle suspensions can wear with age and repeated heavy use. Rough road surfaces and an occasional pothole can change the vehicle's wheel alignment. A wheel alignment can improve your steering control and overall vehicle handling. It can also help prevent abnormal tire wear by bringing the vehicle suspension components back to the vehicle manufacturer's specifications. This important step will keep your vehicle driving the way it was designed to. An alignment is necessary any time a worn suspension part is replaced.

**Advantage:**

Even slightly worn suspension components can affect the vehicle's wheel alignment. This can lead to premature wear of tires and reduce overall vehicle comfort and safety. A vehicle with worn-out suspension parts can be unsafe to drive. Maintaining your vehicle suspension and performing regular wheel alignments and tire rotations can keep your vehicle safe and reliable.



*Abnormal tire wear from bad alignment*



*Wheel alignment*

**Operation Description:**

Raise the vehicle using an automotive lift. Remove the rim and tire assembly from the vehicle. Remove the tire from the rim. Install a new valve stem assembly. Install a new tire on the rim. Inflate the tire to recommended pressure. Balance the tire and rim assembly on a computer-aided dynamic tire balancing machine. Reinstall the tire and rim assembly onto the vehicle. Torque the wheel retaining nuts to the vehicle manufacturer's specifications.

**Significance:**

Your vehicle's tires are the only connection between your vehicle and the road. Safe vehicle operation depends on your tires being in good condition. If your tires are neglected, the tread can wear completely away, leaving the tire bald and often exposing the steel cords. Not only is this condition dangerous, it is also unlawful in many states. Tires with an abnormal tread wear pattern can cause the vehicle to shimmy and vibrate, and can adversely affect the manner in which your vehicle performs. A tire with an abnormal tread wear pattern will no longer contact the road the way that it was designed to, and this condition can be dangerous, especially during adverse road conditions.



*Signs of irregular tire wear*



*New tire*

**Advantage:**

Replacing worn tires is part of vehicle maintenance that is necessary to ensure that your driving experience is as safe as possible. Besides the obvious safety benefits, tires that are in good condition and properly inflated to the correct air pressure can increase the overall fuel economy and help provide a comfortable ride.

**Operation Description:**

Perform a power steering function test. Conduct an inspection of the power steering system to locate the power steering fluid leak. Remove and install the new part or tighten the loose connection. Then top off the power steering fluid level and if necessary, bleed off any air that has entered the system.

**Significance:**

The vehicle's power steering system is an enclosed hydraulic circuit. Therefore, any leaks can disable the system and reduce the performance of the power steering system. From a safety stand point, a power steering system failure on the road can result in a dangerous situation, and possibly lead to an accident. Also, exposure to moist ambient air can damage power steering seals and internal components such as the pump, or steering gear and significantly increase the price of the repair.

**Advantage:**

The vehicle's power steering system is a very important component that is frequently overlooked during service and maintenance. Repairing leaks in this system will extend its life, improve the power steering function, and greatly reduce the chance of a power steering system failure.



*Power steering leak at pump*



*New power steering pump installed*

**Operation Description:**

Remove the air filter element from the air filter housing. Clean the air filter housing and inspect the fresh air duct hose for damage, dirt, or obstructions. Inspect the warm air intake hose for signs of deterioration. Install a new filter element, and then reinstall the air filter housing access panel.

**Significance:**

A dirty or clogged air filter can affect the fuel economy and overall vehicle performance. Both diesel and gasoline powered engines are designed to maintain a specific air-fuel ratio. A restricted air filter can affect the way the engine maintains the correct air-fuel mixture. If the air filter is restricted, the fuel mileage and overall vehicle drivability can deteriorate rapidly.

**Advantage:**

Replacing your air filter element is a quick and effective way to keep your engine running at its peak performance. A clean air filter helps your engine work more efficiently by letting the airflow get to the engine with no restrictions. A clean air filter can also prolong the life of your engine.



*Dirty and restricted air filter*



*New air filter*

**Operation Description:**

Remove the wiper blade inserts from the wiper arms following the vehicle manufacturer's instructions (found in the owner's guide). Install new wiper blade inserts onto the wiper arms. Thoroughly clean the windshield.

**Significance:**

The ability to drive safely interests all of us. Having a clean windshield is a necessity for safe driving. Most driving decisions are dependent on the driver having a clear view of the road ahead. Worn or torn wiper blades do not effectively clean the windshield, and a dirty windshield can obstruct the drivers view, possibly resulting in an accident.

**Advantage:**

Most wiper blade manufacturers recommend replacing your wiper blades or wiper blade inserts every 6 months or 6,000 miles. Something as simple and as inexpensive as replacing your windshield wiper blades will make your driving experience for you and your family a safer one.



*Impaired view from worn wiper blades*



*New wiper blades*

**Operation Description:**

Remove the wheels. For disc brakes, remove the brake caliper and then remove the brake pads. Inspect the rotors for signs of damage or excessive wear. Replace or resurface the rotor as necessary. Inspect the brake caliper and brake hoses for damage and leaks. Replace the brake pads. For drum brakes, remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Inspect the brake drum for damage, or excessive wear. Replace or resurface the drum as necessary. Clean the brake drum and backing plate. Replace the brake shoes. Reinstall the brake drum. Adjust the brakes as necessary. Reinstall the wheels and torque the lug nuts to the vehicle manufacturer's specifications.

**Significance:**

This repair is all about safety. Your vehicle's brake system is only as good as your brake pads and/or brake shoes. The safety of you and your family depends on your brake system working properly and stopping your vehicle - every time. Aside from the obvious safety issues, neglecting the maintenance of your brake pads and shoes can cause the friction material on your brake pads and shoes to completely wear out. This can cause the steel backing on your brake pads or shoes to contact the rotors or drums and will destroy the rotors or drums, leaving you with an expensive repair bill.

**Advantage:**

There are no shortcuts when it comes to your vehicle's brakes. Having a professional automotive technician check and service brakes on a regular basis is essential to your safety behind the wheel. Maintaining your brake system by replacing your brake pads and shoes before they are completely worn out will help keep your brakes working properly and save you money by avoiding unexpected damage to your brake components caused by metal to metal contact.



*Damaged brake rotor from metal-to-metal contact*



*New brake pads*

**Operation Description:**

Lift the vehicle using an approved automotive lift. Inspect the front and rear suspension to locate any damaged or worn components. Remove any worn suspension components according to the vehicle manufacturer's instructions. Install the new components and perform a wheel alignment. Then test drive the vehicle.

**Significance:**

The components that make up your steering and suspension are very important to the performance of your vehicle. They allow movement of the suspension to occur when driving over bumps and during turns. They also keep your vehicle going straight down the highway. Worn out suspension components can cause your tires to wear-out prematurely. They can also cause your vehicle to wander or pull to one side as you drive. If a worn suspension component is not replaced in a timely manner, your vehicle can become unsafe to drive. If a worn-out suspension or steering component breaks when driving down the road, you may not be able to control or steer your vehicle, and thereby run the risk of getting in an accident and doing additional damage to your vehicle.



*Worn suspension and steering components*



*Suspension components*

**Advantage:**

Even with slightly worn suspension or steering components, you will wear out your tires prematurely. Safety is number one when it comes to you and your family. A vehicle with worn out suspension components (i.e., ball joints, drag links, pitman arms, idler arms, control arm bushings and tie-rods) can be unsafe to drive. Maintaining your front and rear suspension helps keep your vehicle safe and reliable.

**Bulb replacement**

## AI-212

**Operation Description:**

Perform a function test of entire lighting system. Visually inspect the headlamps, high and low beams, hazard signals, turn indicators, parking lights and brake lights. Remove and install new light bulbs as needed to repair inoperative vehicle lamps.

**Significance:**

Lighting systems are required on all vehicles by both state and federal laws. Lights are a major contributor to your safety, not only by allowing you to see the road in front of you at night, but also by allowing other vehicles to see you. The value of having fully-functioning lights far outweighs the cost of replacing burned-out light bulbs. The cost is normally less than the inconvenience and can also prevent you from receiving a traffic citation.



*Burned-out light bulbs*



*New light bulb*

**Advantage:**

The vehicle lighting system is an important safety feature of your car. Replacing burned out light bulbs is an inexpensive way to ensure that your driving experience is a safe one.

**Operation Description:**

Raise vehicle and locate broken hanger or hangers. Remove hanger using proper tools and replace as needed. Check other hangers for cracks in the materials.

**Significance:**

In most vehicles, a hanger is a rubber o-ring that is meant to support the exhaust system. By failing to replace the exhaust hanger or hangers, you will run the risk of damaging the exhaust components, which will result in a much more costly repair.

**Advantage:**

Most exhaust hangers or muffler straps are thick rubber loops. Like anything rubber, exhaust hangers eventually wear out, and that's when your muffler starts to suffer. Replacing the worn or broken hangers reduces the noise of the exhaust system banging under your vehicle, and reduces further repair costs to other components which may be damaged because of the loose muffler.



*Broken exhaust hanger*



*New exhaust hanger,  
ready to be attached*



# PROACTIVE DELIVERY VERIFICATION

I want to ensure that I provided an overall servicing experience here today that you feel was **Truly Exceptional**. If I have not done my job in such a manner that you **Would Return** for service and **Would Recommend** the dealership to a friend, relative, or co-worker, please **tell me now** and allow me an **opportunity to correct** my failures and shortcomings.

## **I am personally accountable and responsible for:**

- \* **Acknowledging and Greeting** you in a professional, courteous, and prompt manner.
  - \* Writing up your service requests in a satisfactory manner
  - \* Conducting a walk-around inspection of your vehicle in your presence
  - \* Reviewing the Manufacturer's maintenance requirements with you
  - \* Offering a courtesy multi-point inspection of your vehicle
- \* **Completing services timely** and keeping you informed during this visit.
- \* **Amenities** provided in the customer waiting area
- \* Informing you of the **status of your vehicle** and ensuring it was **ready when promised**.
- \* **Offering helpful solutions** and providing the **expected value**.
- \* **Meeting the estimate given** and ensuring the **charges were fair**.
- \* **Reviewing your completed Repair Order openly and completely**.
  - \* Explaining all service and repairs performed on your vehicle.
  - \* Reviewing all charges for parts, labor and the total invoice for this visit.

## **COMMENTS:**

- A. Most Powerful and Effective way to Address and Resolve Concerns**
- B. Use to Counsel, Train and Strengthen our Employees**
- C. Helps Us Become the Dealership You Deserve and We Want To Be**

My Service Consultant reviewed the attached repair order with me, reviewed my Multi-Point inspection sheet with me, and scheduled my next required service appointment for  /  / .

## **My preferred method for post-service follow-up is:**

Mobile      Work      Home      Mail      E-mail      Verification

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Customer Acknowledgement

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Crest Infiniti Service Advisor