

KNOW **YOUR VEHICLE™** FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

Cori Nastro
Service Consultant

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Certified Technician

YOUR VEHICLE

Year 2008	Make Acura	Model TL	Engine Type 3.2L V6 SOHC (MFI)
Odometer 108,663	VIN # 19UUA66238A056001	License #	Date 7/27/2015

Vehicle Care Commitment

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..."

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



Package Results



Recommended Services



Additional Information



Original Customer Requests

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

- ✓ 01. 108 POINT INSPECTION-UC



Package Results

Crest Infiniti World Class Inspection

Failed Task	Observation	Recommendation	Done
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 resurface brake rotors	
Inspect all vehicle wiper blades	Found windshield wiper blades streaking	Replace windshield wiper blades	
Inspect serpentine belt (drive belts)	Found all drive belts damaged/cracked	Replace all drive drive belts	

Cautioned Task	Observation	Recommendation	Done
Inspect air cleaner element	Found air cleaner element to be dirty	Replace air filter element	
Inspect overall tire wear and condition	Found all tires abnormally worn	<ul style="list-style-type: none"> • Mount and balance 2 new front tires • Perform four wheel alignment • Balance both rear tires 	
Measure left front tire tread depth	5/32": Inspect tire next service		
Measure right front 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		
Measure right rear tire tread depth	8/32" or greater: Inspect tire next service		
Measure left rear tire tread depth	8/32" or greater: Inspect tire next service		

Passed Tasks

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> ✓ Inspect exhaust system for leaks, damage, and loose parts ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots ✓ Inspect transfer case fluid level and condition ✓ Inspect fuel tank, lines, and connections ✓ Check engine oil level and condition and check for leaks ✓ Check automatic transmission fluid level and condition and check for leaks ✓ Inspect back-up light(s) operation ✓ Inspect headlight low and bright beam operation ✓ Inspect heat and air conditioning operation ✓ Inspect instrument panel warning lamps ✓ Inspect ignition wires and spark plugs ✓ Inspect front differential fluid level and condition ✓ Measure right rear tire tread depth ✓ State Inspection | <ul style="list-style-type: none"> ✓ Check and adjust front tire pressure ✓ Inspect engine mounts ✓ Inspect rear differential fluid level and condition and check for leaks ✓ Fill windshield washer fluid ✓ Check engine coolant level and condition and check for leaks ✓ Inspect hazard light(s) operation ✓ Inspect taillight, turn signal, side marker, and license plate lights ✓ Inspect windshield wiper/washer operation ✓ Inspect dash and interior lights operation ✓ Perform battery performance test ✓ Inspect cabin/HEPA micro filter ✓ Inspect steering and sway bar components ✓ Measure left rear tire tread depth ✓ Check fog lamp(s) operation | <ul style="list-style-type: none"> ✓ Inspect wheel bearings for noise and play ✓ Inspect transmission mount(s) ✓ Inspect manual transmission fluid level and condition ✓ Check power steering fluid level and condition and check for leaks ✓ Check brake fluid level and condition and check for leaks ✓ Inspect brake light(s) operation ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage ✓ Inspect horn operation ✓ Check and adjust rear tire pressure ✓ Inspect battery terminals and cables ✓ Inspect all hoses and clamps ✓ Inspect suspension components ✓ Check engine light status |
|---|---|---|

Additional Observations	Recommendation
VEHICLE PULLS RIGHT	PERFORM ALIGNMENT AND REPLACE ABNORMALLY WORN FRONT TIRES--VEHICLE PULLS RIGHT



Additional Observations	Recommendation
AFTERMARKET WHEEL LOCK KEYS INSTALLED, NO KEY PROVIDED	CHISEL AFTERMARKET WHEEL LOCKS AND REPLACE WITH LUG NUTS--AFTERMARKET WHEEL LOCK KEYS INSTALLED, NO KEY PROVIDED
ALL 4 WHEELS HAVE CURB RASH	ALL 4 WHEELS HAVE CURB RASH
PIPE TOBACCO SMOKE ODOR IN INTERIOR	PIPE TOBACCO SMOKE ODOR IN INTERIOR
FRONT 2 WINDOWS HAVE LESS THAN 25% LIGHT TRANSMISSION(12% MEASURED)	STRIP AND RE TINT FRONT 2 WINDOWS--FRONT 2 WINDOWS HAVE LESS THAN 25% LIGHT TRANSMISSION(12% MEASURED)



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	
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
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 resurface brake rotors (3 mm (disc brakes))	x	Fail	\$319.99		See AI-152
Replace all drive drive belts (Found all drive belts damaged/cracked)	x	Fail	\$224.99		See AI-189
STRIP AND RE TINT FRONT 2 WINDOWS--FRONT 2 WINDOWS HAVE LESS THAN 25% LIGHT TRANSMISSION(12% MEASURED) (FRONT 2 WINDOWS HAVE LESS THAN 25% LIGHT TRANSMISSION(12% MEASURED))		Fail	\$200.00		
Perform four wheel alignment (Found all tires abnormally worn)	x	Caution	\$129.99		See AI-70
Mount and balance 2 new front tires (Found all tires abnormally worn)	x	Caution	\$350.00		See AI-71
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$69.99		See AI-102
Balance both rear tires (Found all tires abnormally worn)	x	Caution	\$35.00		See AI-126

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
PERFORM ALIGNMENT AND REPLACE ABNORMALLY WORN FRONT TIRES--VEHICLE PULLS RIGHT (VEHICLE PULLS RIGHT)		Caution	\$130.00		
PIPE TOBACCO SMOKE ODOR IN INTERIOR (PIPE TOBACCO SMOKE ODOR IN INTERIOR)		Caution			
ALL 4 WHEELS HAVE CURB RASH (ALL 4 WHEELS HAVE CURB RASH)		Caution			
CHISEL AFTERMARKET WHEEL LOCKS AND REPLACE WITH LUG NUTS--AFTERMARKET WHEEL LOCK KEYS INSTALLED, NO KEY PROVIDED (AFTERMARKET WHEEL LOCK KEYS INSTALLED, NO KEY PROVIDED)		Caution	\$196.95		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$2,204.84	\$0.00	\$162.95
Environmental/Shop Fees			\$74.95		\$14.67
Tax			\$181.90		\$13.44
Estimate Total			\$2,461.69		\$191.06
<i>For "See AI-" items  see the "Additional Information" section </i>					



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.

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.



Signs of irregular tire wear



New tire

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:

Carefully lift the vehicle on an approved automotive vehicle lift. Adjust the air pressure in all of the tires. Visually inspect the condition of the tires. Remove all of the wheels and balance them on a dynamic spin balancer. Reinstall the tires where they were, and then torque the wheel lugs to secure wheels to vehicle following the recommended torque procedures.

Significance:

Under-inflated tires can rob your vehicle of its fuel economy and performance. A tire that is out of balance can cause a severe wheel vibration or shimmy. If this important step is omitted, tire wear will be uneven and you will have to replace the tires far more frequently than tires that are rotated and maintained according to a vehicle maintenance schedule. Automotive tires take a lot of punishment and require very little servicing in return. Regular tire balancing is a very cost effective preventative maintenance procedure.

Advantage:

The tires on your vehicle are the only thing between you and the road surface. You have a lot "riding" on your tires in terms of safety and performance. Make tire rotations and balancing a regular part of your vehicle's scheduled maintenance program. Enjoy the benefits of a smooth ride, better handling, and improved fuel economy.



Irregular wear due to tire imbalance



Dynamic tire balancing equipment

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.



Damaged brake rotor from metal-to-metal contact

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.



New brake pads

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.

Operation Description:

Loosen the drive belt tensioner and remove the old belt. Inspect the tensioner and idler pulley bearings for noise or signs of wear. Inspect tensioner and idler pulleys. Install the new belt. Start the engine, and after a minute or so, shut the engine off. Recheck the belt tension and make final adjustments as necessary.

Significance:

The accessory drive belts on your vehicle perform many functions. The power steering system, alternator (charging system), and AC system are all driven by accessory drive belts. On some vehicles, accessory drive belts also drive the water pump, engine cooling fan, and air injection pump (emission control). Accessory drive belts wear during normal engine operation, and need to be checked and replaced periodically; you can lose one or more systems if a belt is broken. A broken fan or waterpump belt can cause severe overheating which could result in expensive repairs, or even total engine failure. A broken power steering belt can result in the loss of your vehicle's power steering system, which could make your vehicle very difficult to steer. A broken alternator belt could cause your vehicle to lose all of its electrical power, and could eventually result in a dead battery.

Advantage:

Make sure that the drive belts on your vehicle are in good condition. This is an important point to keep in mind as you attempt to keep your vehicle reliable and safe. Drive belt replacement is recommended at certain mileage intervals. This step can also save you money by avoiding possible engine damage and costly engine repairs.



Worn accessory drive belt



New accessory drive belt

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

Customer Acknowledgement

Crest Infiniti Service Advisor