

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

OUR VALUED CUSTOMER

Cori Nastro
Service Consultant

J. Roberts
Certified Technician

YOUR VEHICLE

Year 2005	Make Infiniti	Model G35	Engine Type 3.5L V6 DOHC (MFI)
Odometer 148,378	VIN # JNKC51F15M310364	License #	Date 8/5/2015

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



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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



Package Results

Crest Infiniti World Class Inspection

Failed Task	Observation	Recommendation	Done
Check engine oil level and condition and check for leaks	Found engine oil leak	<ul style="list-style-type: none"> • Replace oil cooler o-ring • Replace left valve cover gasket • Replace right valve cover gasket 	
Inspect taillight, turn signal, side marker, and license plate lights	Found burned out right side marker bulb	Replace right side marker light bulb	
Inspect suspension components	<ul style="list-style-type: none"> • Found both compression rod bushings torn • Found both lower ball joints to be worn/loose 	<ul style="list-style-type: none"> • Replace both compression rod bushings • Replace both lower ball joints 	

Cautioned Task	Observation	Recommendation	Done
Inspect air cleaner element	Found aftermarket air filters letting in unfiltered air	<ul style="list-style-type: none"> • Perform ZAK Induction System Service based on dealer recommended time/mileage • Replace air filter element • Perform ZAK Fuel Injection System Service based on dealer recommended time/mileage 	
Measure rear brake lining thickness	5 mm: Inspect brakes next service (disc brakes)		

Cautioned Task	Observation	Recommendation	Done
Measure front brake lining thickness	6 mm: Inspect brakes next service (disc brakes)		
Inspect all vehicle wiper blades	Found windshield wiper blades streaking	Replace windshield wiper blades	
Inspect ignition wires and spark plugs	Recommend replacing spark plugs per manufactures required time/mileage	Replace spark plugs	
Inspect cabin/HEPA micro filter	Recommend replacing cabin/HEPA microfilter by manufactures required time/mileage	Replace cabin/HEPA micro filter	
Measure left front tire tread depth	7/32": Inspect tire next service		
Measure right front tire tread depth	7/32": Inspect tire next service		
Measure right rear tire tread depth	7/32": Inspect tire next service		

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Inspect overall tire wear and condition	All tires require inspection next service		
Perform battery performance test	Battery passes performance test		
Measure left rear tire tread depth	8/32" or greater: Inspect tire next service		

Passed Tasks		
✓ Inspect exhaust system for leaks, damage, and loose parts	✓ 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 fuel tank, lines, and connections	✓ Fill windshield washer fluid	✓ 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	✓ Inspect overall tire wear and condition
✓ Inspect overall brake wear and condition	✓ Check and adjust rear tire pressure	✓ Inspect instrument panel warning lamps
✓ Perform battery performance test	✓ Inspect battery terminals and cables	✓ Inspect serpentine belt (drive belts)

- ✓ Inspect all hoses and clamps
- ✓ Check engine light status

- ✓ Inspect steering and sway bar components
- ✓ State Inspection

- ✓ Measure left rear tire tread depth
- ✓ Check fog lamp(s) operation


Additional Observations	Recommendation
LICENSE PLATE LIGHT BRACKET IS RUSTED OUT. LICENSE PLATE LIGHTS ARE MISSING	REMOVE REAR BUMPER AND INSTALL NEW BRACKET/LICENSE PLATE LIGHT HOUSING
TIMING CHAIN IS NOISEY AND LOOSE.	REPLACE TIMING CHAIN, GUIDES, TENSIONER



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 oil cooler o-ring (Found engine oil leak)	x	Fail	\$287.02		
Replace both compression rod bushings (Found both compression rod bushings torn)	x	Fail	\$597.58		
Replace both lower ball joints (Found both lower ball joints to be worn/loose)	x	Fail	\$1,808.73		See AI-174
Replace right side marker light bulb (Found burned out right side marker bulb)	x	Fail	\$65.00		See AI-212
Replace left valve cover gasket (Found engine oil leak)	x	Fail	\$765.40		See AI-272
Replace right valve cover gasket (Found engine oil leak)	x	Fail	\$765.40		See AI-272
Replace air filter element (Found aftermarket air filters letting in unfiltered air)	x	Caution	\$69.99		See AI-102
Replace windshield wiper blades (Found windshield wiper blades streaking)	x	Caution	\$64.99		See AI-147
Replace cabin/HEPA micro filter (Recommend replacing cabin/ HEPA microfilter by manufactures required time/mileage)	x	Caution	\$119.99		See AI-171
Replace spark plugs (Recommend replacing spark plugs per manufactures required time/mileage)	x	Caution	\$425.00		See AI-252
REMOVE REAR BUMPER AND INSTALL NEW BRACKET/LICENSE PLATE LIGHT HOUSING (LICENSE PLATE LIGHT BRACKET IS RUSTED OUT. LICENSE PLATE LIGHTS ARE MISSING)		Caution	\$539.58		

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
REPLACE TIMING CHAIN, GUIDES, TENSIONER (TIMING CHAIN IS NOISEY AND LOOSE.)		Caution	\$3,412.74		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$9,084.37	\$0.00	\$162.95
Environmental/Shop Fees			\$74.95		\$14.67
Tax			\$749.46		\$13.44
Estimate Total			\$9,908.78		\$191.06
For "See AI-" items AI-102 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.

Air filter replacement

AI-102

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.



Dirty and restricted air filter

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.



New air filter

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.

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:

Access the cabin or pollen filter according to the vehicle manufacturer's service information. This usually involves opening the glove box and removing the bolt to lower the door. Remove the old cabin air filter from its housing. Replace with new cabin air filter. Replace the bolt to attach the glove box door. Close the glove box door. Clean the housing of all dust and debris. Install the new pollen filter into its housing.

Significance:

The cabin or pollen filter is designed to filter out dust, pollen and other particles that would normally make their way into your vehicle through the heating, ventilation and air conditioning (HVAC) systems. Pollen filters work very well, but need to be replaced as part of a scheduled maintenance program. Restricted and dirty pollen filters put a strain on the blower motor, which can cause it to be excessively noisy and even fail prematurely. This kind of strain on a blower motor can also cause problems with the vehicle wiring and electrical system, due to the excessive amperage required for the blower motor to function. Replacing the blower motor can be very expensive on some vehicles.

Advantage:

A clean cabin or pollen filter can be very effective at keeping dust, pollen, and other unwanted particles from entering the interior of your car. Also, your blower motor will generate a higher volume of airflow, boosting the efficiency and effectiveness of your HVAC systems.



A dirty and clogged cabin air filter



A clean cabin air filter

Operation Description:

Remove the wheel and then the ball joint. Install the new ball joint. Grease the new ball joint. Reinstall the wheel and torque the lug nuts. Perform a complete wheel alignment. Take the vehicle for a test drive.

Significance:

Ball joints are very important parts of the front suspension. They allow movement of the suspension to occur when driving over bumps, and while turning. They also keep your vehicle going straight down the highway. A worn ball joint can cause your tires to wear-out prematurely. It can also cause your vehicle to wander or pull to one side as you drive. If a worn ball joint is not replaced in a timely manner, your vehicle can become unsafe to drive. If a worn-out ball joint breaks while you are driving, you may not be able to control or steer your vehicle, and run the risk of getting in an accident, or doing additional damage to your vehicle.

Advantage:

Even with slightly worn ball joints, 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, such as ball joints can be unsafe to drive. Maintaining your front suspension helps keep your vehicle safe and reliable.



Worn out ball joint and tie-rod end



New ball joint and tie-rod end

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.

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.



Burned-out light bulbs



New light bulb

Spark plug replacement

AI-252

Operation Description:

Remove the spark plugs and spark plug wires. Some new vehicles use a coil mounted on top of the spark plug. Perform a compression test as necessary. Replace the spark plugs and reinstall the spark plug wires (if equipped). If the engine is equipped with a distributor cap and rotor, inspect these components for signs of wear and arcing. Replace any worn or damaged component. Test drive the vehicle to confirm proper engine performance.



Worn out spark plug

Significance:

The efficiency and performance of your engine depend on it staying in proper running order. Spark plugs, ignition wires, distributor caps and rotors (all parts that wear out over time) require periodic replacement. If any of these parts are worn out or damaged, it can have a negative effect on the way that you engine runs. A rough running engine that is out of tune, will also have excessive tailpipe emissions, and will often fail a state emissions test. It will also cost more to operate and be less fuel-efficient. An engine with excessive emissions also runs the risk of damaging the oxygen sensors and catalytic converter.



New spark plug

Advantage:

Keeping your engine tuned properly is essential to long engine life and good fuel economy. An engine that is well maintained will provide you with good, reliable service for many years while reducing hazardous emissions.

Valve cover gasket replacement

AI-272

Operation Description:

Remove valve cover bolts and valve cover. Clean out excess oil. Clean all mating surfaces. Replace valve cover gasket and inspect interior O rings. Inspect all surfaces for cracks and deterioration.



Removing a valve cover to replace gasket

Significance:

Over time, the gasket that seals the valve cover to the head assembly wears and eventually fails. Typically this allows oil to leak from the valve cover, but sometimes the leak occurs in the spark plug wells. If the dipstick is reading low and there's no sign of oil smoke, you may have an oil leak. One common place for oil leaks is from where the valve cover meets the cylinder head.

Advantage:

Intake and exhaust valves open and close rapidly while the engine is running. This extreme mechanical activity requires oil for lubrication. All this happens under the valve cover. The valve cover gasket seals the oil between the engine and the valve cover. After time and many miles, the valve cover gasket can dry out and crack. When this happens, all the oil flying around inside the valve cover will escape, leaving you with an ugly oil leak.



New valve cover gasket

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