

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

## OUR VALUED CUSTOMER

**Cori Nastro**  
*Service Consultant*

**J. ramirez**  
*Certified Technician*

### YOUR VEHICLE

<b>Year</b> 2008	<b>Make</b> Infiniti	<b>Model</b> G35	<b>Engine Type</b> 3.5L V6 DOHC (MFI)
<b>Odometer</b> 93,026	<b>VIN #</b>	<b>License #</b>	<b>Date</b> 6/2/2016

# 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



Package Results



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### Original Customer Requests

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

- ✓ A. 108 POINT INSPECTION



### Package Results

Crest Infiniti World Class Inspection

Failed Task	Observation	Recommendation	Done
Visually inspect rear brake lining thickness	3 mm or less (disc brakes)	Replace rear brake pads and resurface rear brake rotors	
Visually inspect 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	

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

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 front tire tread depth	8/32" or greater: Inspect tire next service		

Passed Task	Observation	Recommendation	Done
Measure right front tire tread depth	8/32" or greater: Inspect tire next service		
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"> <li>✓ Inspect exhaust system for leaks, damage, and loose parts</li> <li>✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots</li> <li>✓ Inspect transfer case fluid level and condition</li> <li>✓ Inspect fuel tank, lines, and connections</li> <li>✓ Check engine oil level and condition and check for leaks</li> <li>✓ Check automatic transmission fluid level and condition and check for leaks</li> <li>✓ Inspect back-up light(s) operation</li> <li>✓ Inspect headlight low and bright beam operation</li> <li>✓ Inspect heat and air conditioning operation</li> <li>✓ Check and adjust rear tire pressure</li> <li>✓ Inspect battery terminals and cables</li> <li>✓ Inspect serpentine belt (drive belts)</li> <li>✓ Measure right front tire tread depth</li> <li>✓ Inspect suspension components</li> <li>✓ Check engine light status</li> </ul> | <ul style="list-style-type: none"> <li>✓ Check and adjust front tire pressure</li> <li>✓ Inspect engine mounts</li> <li>✓ Inspect rear differential fluid level and condition and check for leaks</li> <li>✓ Fill windshield washer fluid</li> <li>✓ Check engine coolant level and condition and check for leaks</li> <li>✓ Inspect hazard light(s) operation</li> <li>✓ Inspect taillight, turn signal, side marker, and license plate lights</li> <li>✓ Inspect windshield wiper/washer operation</li> <li>✓ Inspect dash and interior lights operation</li> <li>✓ Inspect instrument panel warning lamps</li> <li>✓ Inspect ignition wires and spark plugs</li> <li>✓ Inspect all hoses and clamps</li> <li>✓ Inspect front differential fluid level and condition</li> <li>✓ Measure right rear tire tread depth</li> <li>✓ State Inspection</li> </ul> | <ul style="list-style-type: none"> <li>✓ Inspect wheel bearings for noise and play</li> <li>✓ Inspect transmission mount(s)</li> <li>✓ Inspect manual transmission fluid level and condition</li> <li>✓ Check power steering fluid level and condition and check for leaks</li> <li>✓ Check brake fluid level and condition and check for leaks</li> <li>✓ Inspect brake light(s) operation</li> <li>✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage</li> <li>✓ Inspect horn operation</li> <li>✓ Inspect overall tire wear and condition</li> <li>✓ Perform battery performance test</li> <li>✓ Inspect cabin/HEPA micro filter</li> <li>✓ Measure left front tire tread depth</li> <li>✓ Inspect steering and sway bar components</li> <li>✓ Measure left rear tire tread depth</li> <li>✓ Check fog lamp(s) operation</li> </ul> |
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Additional Observations	Recommendation
FOUND STEERING GEAR STARTING TO SEEP	FOUND STEERING GEAR STARTING TO SEEP
CK AND FOUND KEY FOB BUTTONS DELAMINATING	REPLACE KEY FOB
FOUND BATTERY TO SEEP ACID ON SIDE OF BATTERY	RECOMMEND REPLACING BATTERY



## Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Insp	Status	Cost	Deferred	Approved
A. 108 POINT INSPECTION			\$178.00		X
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace windshield wiper blades (Found windshield wiper blades streaking)	x	Fail	\$64.99		
Replace rear brake pads and resurface rear brake rotors (3 mm or less (disc brakes))	x	Fail	\$299.99		
Replace front brake pads and resurface brake rotors (3 mm (disc brakes))	x	Fail	\$299.99		
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$79.95		
FOUND STEERING GEAR STARTING TO SEEP (FOUND STEERING GEAR STARTING TO SEEP)		Caution			
REPLACE KEY FOB (CK AND FOUND KEY FOB BUTTONS DELAMINATING)		Caution	\$256.00		
RECOMMEND REPLACING BATTERY (FOUND BATTERY TO SEEP ACID ON SIDE OF BATTERY)		Caution	\$199.99		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$1,378.91	\$0.00	\$178.00
Environmental/Shop Fees			\$74.95		\$16.02
Tax			\$113.76		\$14.69
<b>Estimate Total</b>			<b>\$1,567.62</b>		<b>\$208.71</b>

# 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