



KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

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Service Consultant

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Certified Technician

YOUR VEHICLE

Year 2009	Make Jeep	Model Patriot	Engine Type 2.4L 4-cyl B DOHC (MFI)
Odometer 122,570	VIN # 1J4FT28B99D206050	License #	Date 9/8/2016

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Original Customer Requests



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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

Multi Point Inspection Pre Owned

Failed Task	Observation	Recommendation	Done
Inspect/measure left front tire tread depth	3/32" (2.379 MM)		
Inspect/measure right front tire tread depth	3/32" (2.379 MM)	Mount and balance two new front tires	
Inspect/measure left rear brake pads/shoes	3/32" (2.379 MM)	Replace rear brake shoes and resurface brake drums	
Inspect/measure right rear brake pads/shoes	3/32" (2.379 MM)	Replace rear brake shoes and resurface brake drums	
Inspect/measure left front brake pads/shoes	3/32" (2.379 MM)		
Inspect/measure right front brake pads/shoes	3/32" (2.379 MM)	Replace front brake pads and rotors	
Inspect accessory drive belts	Found serpentine belt to be in poor condition	Replace serpentine belt	
Inspect windshield wiper blades	Found wiper blades to be worn out	Replace windshield wiper blades	

Cautioned Task	Observation	Recommendation	Done
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Cautioned Task	Observation	Recommendation	Done
Inspect rear shocks and struts; check operation	Found worn out rear shock absorbers	Replace rear shock absorbers	
Inspect front shocks and struts; check operation	Found worn out front struts	<ul style="list-style-type: none"> • Replace front struts • Perform alignment 	

Passed Task	Observation	Recommendation	Done
Inspect/measure left rear tire tread depth	9/32" (7.142 MM)		
Inspect/measure right rear tire tread depth	10/32" (7.937 MM)		

Passed Tasks

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> ✓ Visually inspect EVAP system ✓ Inspect exhaust system for leaks, damage, and loose parts ✓ Inspect frame and chassis ✓ Inspect lug nuts/wheel studs ✓ Inspect brake calipers and wheel cylinders ✓ Inspect front brake drums/rotors ✓ Check rear strut/shock mounts ✓ Check front sway-bar links and bushings ✓ Check idler arm ✓ Check rear wheel bearings for noise/play ✓ Inspect front axle CV joints and boots ✓ Inspect engine mounts ✓ Check transfer case fluid level/condition ✓ Check manual transmission fluid level and condition ✓ Check rear axle seals for leaks ✓ Check power steering system for leaks ✓ Check brake system for leaks ✓ Check automatic transmission for leaks ✓ Visually inspect EGR system ✓ Inspect battery terminals/cables ✓ Inspect carburetor and choke | <ul style="list-style-type: none"> ✓ Inspect catalytic converter ✓ Inspect inner fenders and mud guards ✓ Inspect/measure left rear tire tread depth ✓ Inspect rims for damage ✓ Inspect brake hoses and lines ✓ Check rear sway-bar links and bushings ✓ Check steering gear assembly ✓ Check control arm bushings ✓ Check/lubricate tie-rod ends ✓ Check front wheel bearings for noise/play ✓ Inspect rear axle CV joints and boots ✓ Inspect manual transmission mounts for damage ✓ Check front differential fluid level/condition ✓ Check front axle seals for leaks ✓ Check rear differential for leaks ✓ Check engine for oil leaks ✓ Check clutch hydraulic system for leaks ✓ Visually inspect AIR system ✓ Check alternator/charging system ✓ Inspect wiring harness and connections ✓ Inspect fuel injection system | <ul style="list-style-type: none"> ✓ Inspect exhaust system heat shields ✓ Inspect under car splash shields ✓ Inspect/measure right rear tire tread depth ✓ Check tire pressure ✓ Inspect rear brake drums/rotors ✓ Check rear suspension bushings ✓ Check front strut/shock mounts ✓ Check pitman arm ✓ Check/lubricate ball joints ✓ Inspect u-joints and driveline slip-joints ✓ Inspect torque mounts ✓ Inspect automatic transmission mounts for damage ✓ Check rear differential fluid level/condition ✓ Check front differential for leaks ✓ Inspect fuel tank, lines, and connections ✓ Check cooling system for leaks ✓ Check automatic transmission cooler hoses for damage or leaks ✓ Visually inspect PCV system ✓ Check battery fluid level ✓ Inspect fuel hoses, lines, and connections ✓ Check idle speed |
|---|--|---|

- ✓ Inspect ignition wires (spark plug wires)
- ✓ Inspect air cleaner element
- ✓ Inspect brake booster
- ✓ Inspect fan hub
- ✓ Inspect heater hoses
- ✓ Check engine oil level/condition
- ✓ Check clutch hydraulic fluid level/condition
- ✓ Inspect/lubricate door latches and mechanisms
- ✓ Check hazard light operation
- ✓ Check taillight, turn signal, side marker, and license plate lights
- ✓ Inspect headlight assemblies for cracks/damage
- ✓ Check power seat operation
- ✓ Check horn operation
- ✓ Inspect rear window defroster operation
- ✓ Inspect cabin air/HEPA filter (if equipped)
- ✓ Check clutch/start switch
- ✓ Inspect SRS diagnostic system (SRS warning light)
- ✓ Scan vehicle computer for fault codes
- ✓ Check rear differential for abnormal noise
- ✓ Check manual transmission for normal operation/shifting
- ✓ Check cruise control operation (including resume)
- ✓ Check ease of starting
- ✓ Inspect distributor cap and rotor
- ✓ Inspect timing belt/balance shaft belts
- ✓ Inspect radiator cap
- ✓ Inspect cooling system hoses
- ✓ Check windshield washer fluid level/condition
- ✓ Check engine coolant level/condition
- ✓ Check automatic transmission fluid level and condition
- ✓ Inspect/lubricate sunroof and check for leaks
- ✓ Check brake light operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks/damage
- ✓ Check seatbelts for normal operation/condition
- ✓ Check power antenna operation
- ✓ Check power window operation
- ✓ Check air flow switching control (floor, dash vent, and defroster outlets)
- ✓ Check air conditioning operation
- ✓ Check clutch adjustment
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Inspect parking brake adjustment/operation
- ✓ Check for abnormal engine noise/vibrations
- ✓ Check shift lock operation
- ✓ Check engine performance/smooth acceleration
- ✓ Check distributor advance and ignition timing
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Check electric cooling fan operation
- ✓ Check condenser cooling fan operation
- ✓ Check power steering fluid level/condition
- ✓ Check brake fluid level/condition
- ✓ Inspect convertible top
- ✓ Inspect body for damage, dings, and dents
- ✓ Check back-up light operation
- ✓ Check headlight low and bright beam
- ✓ Inspect SRS system
- ✓ Check windshield wiper/washer operation
- ✓ Check power locking system operation
- ✓ Check blower motor operation (all speeds)
- ✓ Check brake pedal travel/free-play
- ✓ Check dash and interior lights
- ✓ Inspect onboard diagnostics system (check engine light)
- ✓ Check front differential for abnormal noise
- ✓ Check clutch for normal operation (if equipped)
- ✓ Check automatic transmission for normal operation/shifting
- ✓ Check starter/starting system

Additional Observations	Recommendation
FOUND FRONT TIMING CHAIN COVER LEAKING OIL	REPLACE FRONT TIMING CHAIN COVER GASKET -FOUND FRONT TIMING CHAIN COVER LEAKING OIL
FOUND OIL PAN LEAKING OIL	REPLACE OIL PAN GASKET - FOUND OIL PAN LEAKING OIL


Additional Observations	Recommendation
FOUND CENTER CONSOLE ASSM DAMAGED CAUSING IT TO BE LOOSE AT ALL TIMES	REPLACE CENTER CONSOLE ASSM - FOUND CENTER CONSOLE ASSM DAMAGED CAUSING IT TO BE LOOSE AT ALL TIMES
FOUND DRIVERS SUN VISOR ASSM DAMAGED	REPLACE DRIVERS SIDE SUN VISOR ASSM - FOUND DRIVERS SUN VISOR ASSM DAMAGED
FOUND BOTH FRONT HUB BEARING WORN CAUSING NOISE AND VIBRATION AT ALL SPEEDS	REPLACE BOTH FRONT HUB BEARING ASSM - FOUND BOTH FRONT HUB BEARING WORN CAUSING NOISE AND VIBRATION AT ALL SPEEDS



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 rear brake shoes and resurface brake drums (3/32" (2.379 MM))	x	Fail	\$399.99		See AI-14
Replace front brake pads and rotors (3/32" (2.379 MM))	x	Fail	\$180.00		See AI-14
Mount and balance two new front tires (3/32" (2.379 MM))	x	Fail	\$350.00		See AI-15
Replace serpentine belt (Found serpentine belt to be in poor condition)	x	Fail	\$299.99		See AI-20
Replace windshield wiper blades (Found wiper blades to be worn out)	x	Fail	\$65.00		See AI-24
REPLACE BOTH FRONT HUB BEARING ASSM - FOUND BOTH FRONT HUB BEARING WORN CAUSING NOISE AND VIBRATION AT ALL SPEEDS (FOUND BOTH FRONT HUB BEARING WORN CAUSING NOISE AND VIBRATION AT ALL SPEEDS)		Fail	\$955.88		
Perform alignment (Found worn out front struts)	x	Caution	\$135.00		See AI-29
Replace front struts (Found worn out front struts)	x	Caution	\$691.88		See AI-48
Replace rear shock absorbers (Found worn out rear shock absorbers)	x	Caution	\$509.87		See AI-56
REPLACE FRONT TIMING CHAIN COVER GASKET - FOUND FRONT TIMING CHAIN COVER LEAKING OIL (FOUND FRONT TIMING CHAIN COVER LEAKING OIL)		Caution	\$1,149.96		
REPLACE OIL PAN GASKET - FOUND OIL PAN LEAKING OIL (FOUND OIL PAN LEAKING OIL)		Caution	\$461.88		

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
REPLACE CENTER CONSOLE ASSM - FOUND CENTER CONSOLE ASSM DAMAGED CAUSING IT TO BE LOOSE AT ALL TIMES (FOUND CENTER CONSOLE ASSM DAMAGED CAUSING IT TO BE LOOSE AT ALL TIMES)		Caution	\$1,231.88		
REPLACE DRIVERS SIDE SUN VISOR ASSM -FOUND DRIVERS SUN VISOR ASSM DAMAGED (FOUND DRIVERS SUN VISOR ASSM DAMAGED)		Caution	\$388.87		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$6,998.20	\$0.00	\$178.00
shop fees					\$2.83
Tax					\$0.23
Estimate Total					\$181.06
<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:

Raise the vehicle on an approved automotive lift. Remove the wheels to gain access to the brakes. (1)Disk 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 as necessary. Replace the brake pads. (2)Drum Brakes: Remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Replace as necessary. 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
(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 condition can leave your brake pad/shoe steel backing plates contacting the rotors/drums and will destroy the drums/rotors leaving you with an expensive repair bill



*Installing 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:

Carefully raise the vehicle using an approved automotive lift. Remove the rim/tire assembly from the vehicle. Remove the tire from the rim using the proper tire dismount/mounting equipment. Install a new valve stem assembly in the rim. Install a new tire on the rim using the tire dismount/mounting equipment. Inflate the tire to the vehicle manufacturers recommended pressure. Balance the tire/rim assembly on a computer aided dynamic tire balancing machine. Reinstall the tire/rim assembly onto the vehicle. Torque the wheel retaining nuts to the vehicle manufacturer’s specifications.



Signs of irregular tire wear.

Significance:

Your vehicles 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 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.



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:

Loosen the drive belt tensioner and remove the old belt. Repeat this step for any other belts that require replacement. Inspect the tensioner and idler pulley bearings for noise or signs of wear. Replace any tensioner or idler pulleys that require replacement. Install the new belt and tensioner to factory specifications. Repeat this step for any additional belts that require replacement. Start the engine, and after a minute or so, shut the engine off. Recheck the belt tension and make final adjustments as necessary.



Cracked/Worn Accessory Drive Belt



New Accessory Drive Belt

Significance:

The accessory drive belt(s) on your vehicle performs many functions. The Power Steering System, Alternator (charging system), and Air conditioning 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. Keep this point in mind, as you can lose one or more systems if a belt is broken. For example, 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. This condition could be dangerous if a quick steering maneuver is necessary. A broken alternator belt could cause your vehicle to lose all of its electrical power, and could eventually result in a dead battery. This condition could cause the engine to shut off and not restart.

Accessory Drive Belt*New Accessory Drive Belt***Advantage:**

Make sure that the drive belt(s) 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. Don't wait, have your drive belts inspected and replaced whenever it is recommended by the vehicle manufacturer!

Replace Windshield Wiper Blades

AI-24

Operation Description:

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

*Impaired View From Worn Wiper Blades***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 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.

*New Wiper Blades.*

Operation Description:

Inspect the front and rear suspension components for any signs of wear or damage. Using 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. Keep in mind that a vehicle 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 along with tire rotation can help keep your vehicle safe and reliable.



*Abnormal Tire wear
From a Vehicle that is
out of Alignment.*



*A Wheel alignment
being Performed.*

Operation Description:

Note: McPherson Struts should always be replaced in pairs. Carefully lift the vehicle using an approved automotive lift. Remove the wheel that corresponds with the strut that is going to be replaced. Follow the vehicle manufacturer's service information and remove the strut/spring assembly from the vehicle. Using a strut spring compressor, carefully compress the coil spring and disassemble the strut assembly. Remove the strut cap and bearing, and inspect them for damage or wear. If the bearing or cap is damaged or worn, it must be replaced. Remove the strut insert from the strut assembly. Install the new strut insert. Reinstall the coil spring and cap and bearing. Carefully decompress the coil spring. Install the strut/spring assembly back onto the vehicle. Reinstall the wheel and torque the lug nuts to the correct torque specification. Perform a complete wheel alignment.

Significance:

When a strut wears out, your vehicle will bounce too much when going over bumps. It will also sway excessively while moving through a turn. Worn out struts can lead to serious handling problems with your vehicle, and this presents a safety issue. Your vehicle may even handle in an unpredictable manner. Worn out struts can also cause your tires to wear unevenly, greatly reducing the life of your tires. You should replace your struts before they get to this point.

Advantage:

Replacing your worn out struts can greatly improve how your vehicle handles, making your vehicle more predictable and safer to drive. It will also prevent premature tire wear that is associated with worn out McPherson struts.



*Worn out struts damage
tires.*



New Struts

Operation Description:

Note: Shock absorbers should always be replaced in pairs. Carefully lift the vehicle using an approved automotive lift. Remove the wheel that corresponds with the shock that is going to be replaced. Follow the vehicle manufacturer's service information and remove the shock absorber from the vehicle. Inspect the shock mounting points on the vehicle for wear or damage and make repairs as necessary. Install the new shock absorber. Reinstall the wheel and torque the lug nuts to the correct torque specification.

Significance:

When a shock absorber wears out, your vehicle will bounce too much when going over bumps. It will also sway excessively when you go into a turn. Worn out shocks can lead to serious handling problems with your vehicle, and this presents a safety issue. Additionally, your vehicle may handle in an unpredictable manner. Worn out shocks will also cause your tires to wear unevenly, greatly reducing the life of your tires. You should replace your shock absorbers before they get to this point.

Advantage:

Replacing your worn out shock absorbers can greatly improve how your vehicle handles, making your vehicle more predictable and safer to drive. It will also prevent the premature tire wear that is associated with worn out shock absorbers.



Uneven tire wear due to worn shock absorbers.



New Shock Absorber.

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 complete bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's wellness 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 all in our power 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 Estimate 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

**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.*