



# KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

**OUR VALUED CUSTOMER**

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*Service Consultant*

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*Certified Technician*

**YOUR VEHICLE**

<b>Year</b> 2007	<b>Make</b> GMC	<b>Model</b> Yukon	<b>Engine Type</b> 6.2L V8 8 OHV (MFI)
<b>Odometer</b> 103,590	<b>VIN #</b> 1GKFK63837J366469	<b>License #</b>	<b>Date</b> 9/8/2016

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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
Check front wheel bearings for noise/play	<ul style="list-style-type: none"> <li>• Found right front wheel bearing to be noisy/worn out</li> <li>• Found left front wheel bearing to be noisy/worn out</li> </ul>	<ul style="list-style-type: none"> <li>• Replace right front wheel bearing</li> <li>• Replace left front wheel bearing</li> </ul>	
Inspect accessory drive belts	Found serpentine belt to be in poor condition	<ul style="list-style-type: none"> <li>• Replace serpentine belt</li> <li>• Replace A/C belt</li> </ul>	
Inspect windshield wiper blades	Found wiper blades to be worn out	Replace windshield wiper blades	
Check taillight, turn signal, side marker, and license plate lights	Found burned out right side marker bulb	Replace right side marker light bulb	
Check headlight low and bright beam	Found right high beam headlight to be burned out	Replace right headlight bulb	

Cautioned Task	Observation	Recommendation	Done
Inspect/measure left rear tire tread depth	8/32" (6.35 MM)		
Inspect/measure right rear tire tread depth	<ul style="list-style-type: none"> <li>• 8/32" (6.35 MM)</li> <li>• Found abnormally worn rear tires</li> </ul>	<ul style="list-style-type: none"> <li>• Mount and balance four new tires</li> <li>• Perform alignment</li> </ul>	

Cautioned Task	Observation	Recommendation	Done
Inspect/measure left front tire tread depth	5/32" (3.967 MM)		
Inspect/measure right front tire tread depth	<ul style="list-style-type: none"> <li>• 6/32" (4.762 MM)</li> <li>• Found abnormally worn front tires</li> </ul>	<ul style="list-style-type: none"> <li>• Mount and balance four new tires</li> <li>• Perform alignment</li> </ul>	
Inspect/measure left rear brake pads/shoes	7/32" (5.554 MM)		
Inspect/measure right rear brake pads/shoes	7/32" (5.554 MM)		
Inspect/measure left front brake pads/shoes	6/32" (4.762 MM)		
Inspect/measure right front brake pads/shoes	6/32" (4.762 MM)		
Check front sway-bar links and bushings	<ul style="list-style-type: none"> <li>• Found worn or broken left side sway-bar link</li> <li>• Found worn or broken right side sway-bar link</li> </ul>	<ul style="list-style-type: none"> <li>• Replace left front sway-bar link</li> <li>• Replace right front sway-bar link</li> </ul>	
Inspect engine mounts	Found broken engine mount	<ul style="list-style-type: none"> <li>• Replace left engine mount</li> <li>• Replace right engine mount</li> </ul>	
Check engine for oil leaks	Found engine oil leak	REPLACE/RESEAL OIL PAN GASKET	
Check idle speed	Found throttle body to be dirty	Clean and service throttle body	
Inspect air cleaner element	Found air cleaner element to be dirty	Replace air filter element	
Check power seat operation	FOUND RIGHT FRONT SEAT POWER LUMBAR ADJUSTER INOPERATIVE	REPLACE RIGHT FRONT POWER LUMBAR SEAT ADJUSTER--FOUND RIGHT FRONT SEAT POWER LUMBAR ADJUSTER INOPERATIVE	
Check power window operation	Found left rear power window to be inoperative	Replace left rear power window switch	
Inspect rear shocks and struts; check operation	<ul style="list-style-type: none"> <li>• Found worn out rear shock absorbers</li> <li>• Found shocks/struts to be leaking</li> </ul>	Replace rear shock absorbers	
Inspect front shocks and struts; check operation	Found worn out front struts	<ul style="list-style-type: none"> <li>• Replace front struts</li> <li>• Perform alignment</li> </ul>	

### Passed Tasks

- ✓ Visually inspect EVAP system
- ✓ Inspect exhaust system for leaks, damage, and loose parts
- ✓ Inspect frame and chassis
- ✓ Check tire pressure
- ✓ Inspect rear brake drums/rotors
- ✓ Check rear suspension bushings
- ✓ Check front strut/shock mounts
- ✓ Check idler arm
- ✓ Check rear wheel bearings for noise/play
- ✓ Inspect rear axle CV joints and boots
- ✓ Inspect automatic transmission mounts for damage
- ✓ Check rear differential fluid level/condition
- ✓ Check front differential for leaks
- ✓ Inspect fuel tank, lines, and connections
- ✓ Check brake system for leaks
- ✓ Check automatic transmission for leaks
- ✓ Visually inspect EGR system
- ✓ Inspect battery terminals/cables
- ✓ Inspect carburetor and choke
- ✓ Inspect distributor cap and rotor
- ✓ 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 seatbelts for normal operation/condition
- ✓ Inspect catalytic converter
- ✓ Inspect inner fenders and mud guards
- ✓ Inspect lug nuts/wheel studs
- ✓ Inspect brake calipers and wheel cylinders
- ✓ Inspect front brake drums/rotors
- ✓ Check rear strut/shock mounts
- ✓ Check control arm bushings
- ✓ Check/lubricate tie-rod ends
- ✓ Inspect u-joints and driveline slip-joints
- ✓ Inspect torque 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 clutch hydraulic system for leaks
- ✓ Visually inspect AIR system
- ✓ Check alternator/charging system
- ✓ Inspect wiring harness and connections
- ✓ Inspect fuel injection system
- ✓ Check distributor advance and ignition timing
- ✓ 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
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks/damage
- ✓ Inspect SRS system
- ✓ Inspect exhaust system heat shields
- ✓ Inspect under car splash shields
- ✓ Inspect rims for damage
- ✓ Inspect brake hoses and lines
- ✓ Check rear sway-bar links and bushings
- ✓ Check steering gear assembly
- ✓ Check pitman arm
- ✓ Check/lubricate ball joints
- ✓ Inspect front 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 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
- ✓ Inspect ignition wires (spark plug wires)
- ✓ 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 headlight assemblies for cracks/damage
- ✓ Check power antenna operation

- ✓ Check windshield wiper/washer 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
- ✓ Check horn 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 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
ROARING NOISE PRESENT, INCREASING IN VOLUME WITH VEHICLE SPEED	ROARING NOISE PRESENT, INCREASING IN VOLUME WITH VEHICLE SPEED--SEE RECOMMENDED HUB BEARING AND TIRE REPLACEMENT
REAR SHOCKS AIR BELLOWS BLOWN OUT(LEAK AIR)	REPLACE SUSPENSION AIR COMPRESSOR--REAR SHOCKS AIR BELLOWS BLOWN OUT(LEAK AIR)
TPMS LAMP IS ILLUMINATED	TPMS LAMP IS ILLUMINATED--ADJUSTED AIR PRESSURE, REPROGRAMMED TPMS SENSORS TO VEHICLE
LEFT POWER FOLD MIRROR IS INOPERATIVE	REPLACE LEFT POWER MIRROR ASSEMBLY--LEFT POWER FOLD MIRROR IS INOPERATIVE
UPPER DASHBOARD IS CRACKED AND RATTLES OVER BUMPS	REPLACE--UPPER DASHBOARD IS CRACKED AND RATTLES OVER BUMPS
LEFT SUNVISOR VANITY MIRROR COVER WILL NOT STAY OPEN	REPLACE LEFT SUNVISOR ASSEMBLY--LEFT SUNVISOR VANITY MIRROR COVER WILL NOT STAY OPEN
RIGHT SUNVISOR VANITY MIRROR COVER WILL NOT STAY OPEN	REPLACE RIGHT SUNVISOR ASSEMBLY--RIGHT SUNVISOR VANITY MIRROR COVER WILL NOT STAY OPEN



## Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Insp	Status	Cost	Deferred	Approved
A. 108 POINT INSPECTION					X
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace right side marker light bulb (Found burned out right side marker bulb)	x	Fail			See AI-17
Replace right headlight bulb (Found right high beam headlight to be burned out)	x	Fail	\$249.87		See AI-17
Replace serpentine belt (Found serpentine belt to be in poor condition)	x	Fail	\$149.00		See AI-20
Replace A/C belt (Found serpentine belt to be in poor condition)	x	Fail			See AI-20
Replace windshield wiper blades (Found wiper blades to be worn out)	x	Fail			See AI-24
Replace right front wheel bearing (Found right front wheel bearing to be noisy/worn out)	x	Fail	\$249.87		See AI-53
Replace left front wheel bearing (Found left front wheel bearing to be noisy/worn out)	x	Fail	\$249.87		See AI-53
Replace left front sway-bar link (Found worn or broken left side sway-bar link)	x	Caution	\$91.88		
Replace right front sway-bar link (Found worn or broken right side sway-bar link)	x	Caution	\$91.88		
Replace left engine mount (Found broken engine mount)	x	Caution	\$488.88		
Replace right engine mount (Found broken engine mount)	x	Caution	\$655.88		
REPLACE/RESEAL OIL PAN GASKET (Found engine oil leak)	x	Caution	\$573.97		
Clean and service throttle body (Found throttle body to be dirty)	x	Caution			
REPLACE RIGHT FRONT POWER LUMBAR SEAT ADJUSTER--FOUND RIGHT FRONT SEAT POWER LUMBAR ADJUSTER INOPERATIVE (FOUND RIGHT FRONT SEAT POWER LUMBAR ADJUSTER INOPERATIVE)	x	Caution	\$573.97		
Replace left rear power window switch (Found left rear power window to be inoperative)	x	Caution	\$149.00		
Mount and balance four new tires (Found abnormally worn front tires, Found abnormally worn rear tires)	x	Caution			See AI-15
Perform alignment (Found abnormally worn front tires, Found abnormally worn rear tires, Found worn out front struts)	x	Caution			See AI-29

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace air filter element (Found air cleaner element to be dirty)	x	Caution			See AI-31
Replace front struts (Found worn out front struts)	x	Caution	\$331.88		See AI-48
Replace rear shock absorbers (Found shocks/struts to be leaking, Found worn out rear shock absorbers)	x	Caution	\$249.87		See AI-56
REPLACE--UPPER DASHBOARD IS CRACKED AND RATTLES OVER BUMPS (UPPER DASHBOARD IS CRACKED AND RATTLES OVER BUMPS)		Caution	\$573.97		
TPMS LAMP IS ILLUMINATED--ADJUSTED AIR PRESSURE, REPROGRAMMED TPMS SENSORS TO VEHICLE (TPMS LAMP IS ILLUMINATED)		Caution			
ROARING NOISE PRESENT, INCREASING IN VOLUME WITH VEHICLE SPEED--SEE RECOMMENDED HUB BEARING AND TIRE REPLACEMENT (ROARING NOISE PRESENT, INCREASING IN VOLUME WITH VEHICLE SPEED)		Caution			
REPLACE RIGHT SUNVISOR ASSEMBLY--RIGHT SUNVISOR VANITY MIRROR COVER WILL NOT STAY OPEN (RIGHT SUNVISOR VANITY MIRROR COVER WILL NOT STAY OPEN)		Caution	\$91.88		
REPLACE SUSPENSION AIR COMPRESSOR--REAR SHOCKS AIR BELLOWS BLOWN OUT(LEAK AIR) (REAR SHOCKS AIR BELLOWS BLOWN OUT(LEAK AIR))		Caution	\$249.87		
REPLACE LEFT SUNVISOR ASSEMBLY--LEFT SUNVISOR VANITY MIRROR COVER WILL NOT STAY OPEN (LEFT SUNVISOR VANITY MIRROR COVER WILL NOT STAY OPEN)		Caution	\$91.88		
REPLACE LEFT POWER MIRROR ASSEMBLY--LEFT POWER FOLD MIRROR IS INOPERATIVE (LEFT POWER FOLD MIRROR IS INOPERATIVE)		Caution	\$149.00		
<b>Totals, Taxes and Fees</b>			<b>Cost</b>	<b>Deferred</b>	<b>Approved</b>
Estimate Subtotal			\$5,262.41	\$0.00	\$0.00
shop fees					\$0.00
Tax					\$0.00
<b>Estimate Total</b>					<b>\$0.00</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.

## Replace worn out or abnormally worn tires

AI-15

### 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:

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:

All vehicles have lighting systems for safety, and to adhere to State and Federal traffic laws. These important components allow you to see the road in front of you at night and allow other vehicles to see you coming. Replacing burned out light bulbs is an important service task. The cost is normally less than the inconvenience and can help 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.



*Examples of Burned Out Bulbs*



*New Light Bulb*

### 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.

### 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.



*Cracked/Worn 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.

**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.



*Impaired View From Worn Wiper Blades*



*New Wiper Blades.*

## Perform Wheel Alignment

AI-29

**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:**

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. Replace as necessary. Install a new filter element, and then reinstall the air filter housing access panel.



*Extremely Dirty/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.

**Advantage:**

Replacing your air filter element is a quick and effective way to keep your engine running at its peak performance.



*New Air Filter*

**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.



*Worn out struts damage tires.*

**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.



*New Struts*

**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.

## Replace Worn Out Wheel Bearing

AI-53

### Operation Description:

Carefully raise the vehicle using an approved automotive lift. Remove the rim/tire assembly from the vehicle. Remove the worn out wheel bearing according to the vehicle manufacturer's repair information. Replace the wheel bearing and the wheel seal if applicable.

### Significance:

The vehicle's wheel bearings allow the wheels to rotate with low resistance and low friction. Modern wheel bearings are usually tapered roller bearings that are matched to a precision machined race. High quality wheel bearing grease is used that can stand up to the high temperatures generated from today's aggressive disk brake systems. Some wheel bearings are serviceable and can be repacked with grease, while others are non-serviceable, or sealed units. A worn out wheel bearing will usually make a lot of resonating noise that will transfer to the interior of the vehicle. If a worn out wheel bearing is neglected and not replaced, it can seize up, which can cause your vehicle to lose control, or be unable to move. When this happens, it is likely that the seized bearing has caused irreparable damage to the spindle or hub, resulting in an expensive repair bill, and a lot of vehicle down time.

### Advantage:

Replacing a worn out wheel bearing is an essential repair to ensure that your vehicle is safe to drive. Aside from the safety issues, a neglected wheel bearing can damage other components of your drivetrain, resulting in expensive repairs.



*Wheel Bearing Failure; Seized.*



*New Wheel Bearing.*

## Replace Worn-out Shock Absorbers

AI-56

### 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

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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 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..."

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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 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.*