

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

## OUR VALUED CUSTOMER

**Cori Nastro**  
*Service Consultant*

**K. AROCHE**  
*Certified Technician*

### YOUR VEHICLE

<b>Year</b> 2002	<b>Make</b> Honda	<b>Model</b> Odyssey	<b>Engine Type</b> 3.5L V6 SOHC (MFI)
<b>Odometer</b> 164,501	<b>VIN #</b> 2HKRL18042H542815	<b>License #</b>	<b>Date</b> 4/13/2016

# 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



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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 Express Lane

Failed Task	Observation	Recommendation	Done
Inspect steering and sway bar components	<ul style="list-style-type: none"> <li>• Found left side sway-bar link worn/loose</li> <li>• Found right side sway-bar link worn/loose</li> </ul>	<ul style="list-style-type: none"> <li>• Replace left rear sway-bar link</li> <li>• Replace right front sway-bar link</li> </ul>	
Inspect suspension components	Found rear shock absorber(s) leaking	Replace rear shock absorbers	

Cautioned Task	Observation	Recommendation	Done
Inspect air cleaner element	Found air cleaner element to be dirty	Replace air filter element	
Inspect all vehicle wiper blades	Found windshield wiper blades streaking	Replace windshield wiper blades	
Perform battery performance test	Battery fails performance test	Replace battery	
Inspect cabin/HEPA micro filter	Recommend replacing pollen/HEPA microfilter per manufactures required time/mileage	<ul style="list-style-type: none"> <li>• ZAK Premium HVAC System Service</li> <li>• Replace cabin/HEPA micro filter</li> </ul>	
Measure left front tire tread depth	7/32": Inspect tire next service		
Measure right front tire tread depth	7/32": Inspect tire next service		

Cautioned Task	Observation	Recommendation	Done
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		
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
- ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots
- ✓ Inspect fuel tank, lines, and connections
- ✓ Check engine oil 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
- ✓ Inspect instrument panel warning lamps
- ✓ Inspect serpentine belt (drive belts)
- ✓ Measure left rear tire tread depth
- ✓ Check fog lamp(s) operation
- ✓ Check and adjust front tire pressure
- ✓ Inspect engine mounts
- ✓ Fill windshield washer fluid
- ✓ Check engine coolant 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
- ✓ Inspect overall tire wear and condition
- ✓ Inspect battery terminals and cables
- ✓ Inspect all hoses and clamps
- ✓ Service engine soon light
- ✓ Check automatic transmission fluid level and condition and check for leaks
- ✓ Inspect wheel bearings for noise and play
- ✓ Inspect transmission mount(s)
- ✓ Check power steering fluid level and condition and check for leaks
- ✓ Check brake 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
- ✓ Check and adjust rear tire pressure
- ✓ Inspect ignition wires and spark plugs
- ✓ Inspect front differential fluid level and condition
- ✓ State Inspection

Additional Observations	Recommendation
while test driving vehicle slipped out of gear at a stop	rec replacing transmission
found sub oil pan to be leaking as well as oil plug	replace sub oil pan
found in need of rotors	rec replacing front and rear rotors



## Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests		Status	Cost	Deferred	Approved	
A. 108 POINT INSPECTION			\$178.00		X	
Inspection & Additional Recommendations		Insp	Status	Cost	Deferred	Approved
Replace left rear sway-bar link (Found right side sway-bar link worn/loose)	x	Fail	\$284.00			
Replace right front sway-bar link (Found right side sway-bar link worn/loose)	x	Fail	\$284.00			
Replace rear shock absorbers (Found rear shock absorber(s) leaking)	x	Fail	\$1,164.40			
Replace battery (Battery fails performance test)	x	Caution	\$179.99			
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$79.95			
Replace windshield wiper blades (Found windshield wiper blades streaking)	x	Caution	\$64.99			
Replace cabin/HEPA micro filter (Recommend replacing pollen/HEPA microfilter per manufactures required time/mileage)	x	Caution				
rec replacing transmission (while test driving vehicle slipped out of gear at a stop)						
replace sub oil pan (found sub oil pan to be leaking as well as oil plug)			\$714.40			
rec replacing front and rear rotors (found in need of rotors)			\$547.20			
Totals, Taxes and Fees			Cost	Deferred	Approved	
Estimate Subtotal			\$3,496.93	\$0.00	\$178.00	
Environmental/Shop Fees			\$74.95		\$16.02	
Tax			\$288.50		\$14.69	
<b>Estimate Total</b>			<b>\$3,860.38</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