



KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

Used Crest Cadillac

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Cori Nastro
Service Consultant

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Certified Technician

YOUR VEHICLE

Year 2005	Make Cadillac	Model STS	Engine Type 3.6L V6 7 DOHC (MFI)
Odometer 92,453	VIN # 1G6DW677450211461	License #	Date 6/15/2015

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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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

Multi Point Inspection Pre Owned

Cautioned Task	Observation	Recommendation	Done
Inspect automatic transmission mounts for damage	Shifter and linkage making noise	<ul style="list-style-type: none"> • Replace shifter • Replace shifter linkage 	
Check rear differential for leaks	Found leak at rear differential	Replace rear differential cover gasket/re-seal differential cover	
Check engine for oil leaks	Found engine oil seeping	seeping from timing cover	
Check engine coolant level/condition	Found coolant level to be low	low coolant ligh on then went away coolant was low, filled tank, pressure tested system, held pressure, no visible leaks at time	
Check rear differential for abnormal noise	Found rear differential to be making abnormal noise	REPLACE REAR DIFF BUSHING	

Passed Task	Observation	Recommendation	Done
Inspect/measure left rear tire tread depth	7/32" (5.554 MM)		
Inspect/measure right rear tire tread depth	7/32" (5.554 MM)		
Inspect/measure left front tire tread depth	7/32" (5.554 MM)		

Passed Task	Observation	Recommendation	Done
Inspect/measure right front tire tread depth	7/32" (5.554 MM)		
Inspect/measure left rear brake pads/shoes	9/32" (7.142 MM)		
Inspect/measure right rear brake pads/shoes	9/32" (7.142 MM)		
Inspect/measure left front brake pads/shoes	9/32" (7.142 MM)		
Inspect/measure right front brake pads/shoes	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/measure left front tire tread depth ✓ Inspect rims for damage ✓ Inspect/measure right rear brake pads/shoes ✓ Inspect brake calipers and wheel cylinders ✓ Inspect front brake drums/rotors ✓ Check rear strut/shock mounts ✓ Check front sway-bar links and bushings ✓ Check/lubricate ball joints ✓ Inspect u-joints and driveline slip-joints ✓ Inspect manual transmission mounts for damage ✓ Check rear differential fluid level/condition ✓ Check front differential for leaks ✓ Check power steering system for leaks ✓ Check clutch hydraulic system for leaks ✓ Visually inspect AIR system ✓ Check alternator/charging system | <ul style="list-style-type: none"> ✓ Inspect catalytic converter ✓ Inspect inner fenders and mud guards ✓ Inspect/measure left rear tire tread depth ✓ Inspect/measure right front tire tread depth ✓ Check tire pressure ✓ Inspect/measure left front brake pads/shoes ✓ Inspect brake hoses and lines ✓ Check rear sway-bar links and bushings ✓ Check steering gear assembly ✓ Check control arm bushings ✓ Check rear wheel bearings for noise/play ✓ Inspect rear axle CV joints and boots ✓ Check transfer case fluid level/condition ✓ Check manual transmission fluid level and condition ✓ Check rear axle seals for leaks ✓ Check cooling system for leaks ✓ Check automatic transmission cooler hoses for damage or leaks ✓ Visually inspect PCV system ✓ Check battery fluid level | <ul style="list-style-type: none"> ✓ Inspect exhaust system heat shields ✓ Inspect under car splash shields ✓ Inspect/measure right rear tire tread depth ✓ Inspect lug nuts/wheel studs ✓ Inspect/measure left rear brake pads/shoes ✓ Inspect/measure right front brake pads/shoes ✓ Inspect rear brake drums/rotors ✓ Check rear suspension bushings ✓ Check front strut/shock mounts ✓ Check/lubricate tie-rod ends ✓ Check front wheel bearings for noise/play ✓ Inspect torque mounts ✓ Check front differential fluid level/condition ✓ Check front axle seals 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 wiring harness and connections
- ✓ Inspect ignition wires (spark plug wires)
- ✓ Inspect timing belt/balance shaft belts
- ✓ Inspect brake booster
- ✓ Inspect fan hub
- ✓ Inspect heater hoses
- ✓ 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
- ✓ Inspect SRS diagnostic system (SRS warning light)
- ✓ Scan vehicle computer for fault codes
- ✓ Inspect front shocks and struts; check operation
- ✓ Check automatic transmission for normal operation/shifting
- ✓ Check starter/starting system
- ✓ Inspect fuel hoses, lines, and connections
- ✓ Check distributor advance and ignition timing
- ✓ Inspect accessory drive belts
- ✓ Inspect radiator cap
- ✓ Inspect cooling system hoses
- ✓ Check windshield washer fluid level/condition
- ✓ Inspect windshield wiper blades
- ✓ 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
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Inspect parking brake adjustment/operation
- ✓ Check for abnormal engine noise/vibrations
- ✓ Check cruise control operation (including resume)
- ✓ Check ease of starting
- ✓ Inspect fuel injection system
- ✓ Inspect air cleaner element
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Check electric cooling fan operation
- ✓ Check condenser cooling fan operation
- ✓ Check engine oil 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 dash and interior lights
- ✓ Inspect onboard diagnostics system (check engine light)
- ✓ Inspect rear shocks and struts; check operation
- ✓ Check shift lock operation
- ✓ Check engine performance/smooth acceleration



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. 108 POINT INSPECTION		\$166.00		X

Original Customer Requests		Status	Cost	Deferred	Approved
Subtotal			\$166.00		\$166.00
Inspection Recommendations		Status	Cost	Deferred	Approved
seeping from timing cover (Found engine oil seeping)		Caution	\$1,278.94		
low coolant ligh on then went away coolant was low, filled tank, pressure tested system, held pressure, no visible leaks at time (Found coolant level to be low)		Caution			
Replace shifter (Shifter and linkage making noise)		Caution	\$1,284.88		
Replace shifter linkage (Shifter and linkage making noise)		Caution	\$312.00		
REPLACE REAR DIFF BUSHING (Found rear differential to be making abnormal noise)		Caution	\$688.88		
Replace rear differential cover gasket/re-seal differential cover (Found leak at rear differential)		Caution	\$848.85		See AI-21
Subtotal			\$4,413.55		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$4,579.55	\$0.00	\$166.00
shop fees					\$2.83
Tax					\$0.23
Estimate Total					\$169.06
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.

Operation Description:

Determine where the differential fluid leak is located. Then repair the leak according to the instructions in the vehicle manufacturer's service information. Top off the fluid, take the vehicle for a test drive, and recheck the leak to verify that it has been repaired.

Significance:

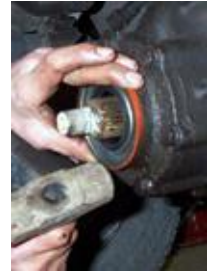
A leak in the differential on your vehicle indicates that a seal, gasket, or component has failed and needs to be repaired or replaced. Differential fluid leaks, when ignored, can lead to poor performance from the differential, and ultimately lead to major damage to the differential - not to mention the mess the leak can cause in your driveway.

Advantage:

Repairing a leak in the differential assembly can help to keep your vehicle reliable and your driveway clean. This important step can also help to avoid an expensive repair that can arise from a failure that is caused by the vehicle being driven with the differential low or completely out of fluid.



Removing a Leaking Differential Pinion Seal.



Installing a New Differential Pinion Seal.