



KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

Used Crest Cadillac

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Service Consultant

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YOUR VEHICLE

Year 2011	Make GMC	Model Yukon	Engine Type 6.2L V8 F OHV (MFI)
Odometer 108,999	VIN # 1GKS1EEF7BR250807	License #	Date 8/11/2015

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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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
- ✓ B. FRONT AND REAR BUMPERS \$775.00



Package Results

Multi Point Inspection Pre Owned

Failed Task	Observation	Recommendation	Done
Inspect/measure left rear tire tread depth	<ul style="list-style-type: none"> • 8/32" (6.35 MM) • FOUND TIRE TO HAVE A BROKEN BELT 	Mount and balance one new rear tire	
Inspect windshield wiper blades	Found wiper blades to be worn out	Replace windshield wiper blades	

Cautioned Task	Observation	Recommendation	Done
Inspect/measure right rear tire tread depth	<ul style="list-style-type: none"> • 7/32" (5.554 MM) • Found abnormally worn rear tires 	<ul style="list-style-type: none"> • Mount and balance two new rear tires • Perform alignment 	
Inspect/measure left front tire tread depth	7/32" (5.554 MM)		
Inspect/measure right front tire tread depth	<ul style="list-style-type: none"> • 7/32" (5.554 MM) • Found abnormally worn front tires 	Perform alignment	
Inspect/measure left rear brake pads/shoes	6/32" (4.762 MM)		

Cautioned Task	Observation	Recommendation	Done
Inspect/measure right rear brake pads/shoes	6/32" (4.762 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 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	

Passed Tasks

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

- ✓ Inspect timing belt/balance shaft belts
- ✓ 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
- ✓ Inspect front shocks and struts; check operation
- ✓ Check for abnormal engine noise/vibrations
- ✓ Check shift lock operation
- ✓ Check engine performance/smooth acceleration
- ✓ Inspect accessory drive 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 front differential for abnormal noise
- ✓ Check clutch for normal operation (if equipped)
- ✓ Check automatic transmission for normal operation/shifting
- ✓ Check starter/starting system
- ✓ 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)
- ✓ Inspect rear shocks and struts; check operation
- ✓ Check rear differential for abnormal noise
- ✓ Check manual transmission for normal operation/shifting
- ✓ Check cruise control operation (including resume)
- ✓ Check ease of starting

Additional Observations	Recommendation
BOTH RIGHT SIDE WHEELS HAVE CURB RASH	BOTH RIGHT SIDE WHEELS HAVE CURB RASH
SERVICE STABILITRAC SYSTEM LAMP IS ILLUMINATED	<ul style="list-style-type: none"> • FOUND DTC C0455 FRONT STEERING POSITION SENSOR CIRCUIT MALFUNCTION • REPLACE STEERING ANGLE SENSOR TO START
CRACKED DASH	REPLACE/REPAIR DASH ASSEMBLY-- CRACKED DASH



Additional Observations	Recommendation
REAR WINDOW DEFOGGER ELECTRICAL CONNECTOR IS BROKEN OFF BACK GLASS	REPLACE BACK GLASS--REAR WINDOW DEFOGGER ELECTRICAL CONNECTOR IS BROKEN OFF BACK GLASS
LEFT 3RD ROW SEAT FOLD LEVERS DO NOT FUNCTION PROPELY	REPLACE SEAT ASSEMBLY--LEFT 3RD ROW SEAT FOLD LEVERS DO NOT FUNCTION PROPELY



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	
B. FRONT AND REAR BUMPERS \$775.00		\$775.00		X	
Subtotal		\$941.00		\$941.00	
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Mount and balance one new rear tire (FOUND TIRE TO HAVE A BROKEN BELT)	x	Fail	\$275.00		See AI-15
Replace windshield wiper blades (Found wiper blades to be worn out)	x	Fail	\$66.00		See AI-24
Subtotal			\$341.00		
Clean and service throttle body (Found throttle body to be dirty)	x	Caution	\$86.99		
Mount and balance two new rear tires (Found abnormally worn rear tires)	x	Caution	\$275.00		See AI-15
Perform alignment (Found abnormally worn front tires, Found abnormally worn rear tires)	x	Caution	\$129.99		See AI-29
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$65.95		See AI-31
FOUND DTC C0455 FRONT STEERING POSITION SENSOR CIRCUIT MALFUNCTION (SERVICE STABILITRAC SYSTEM LAMP IS ILLUMINATED)		Caution			
REPLACE STEERING ANGLE SENSOR TO START (SERVICE STABILITRAC SYSTEM LAMP IS ILLUMINATED)		Caution	\$433.88		

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
REPLACE BACK GLASS--REAR WINDOW DEFOGGER ELECTRICAL CONNECTOR IS BROKEN OFF BACK GLASS (REAR WINDOW DEFOGGER ELECTRICAL CONNECTOR IS BROKEN OFF BACK GLASS)		Caution	\$149.00		
REPLACE SEAT ASSEMBLY--LEFT 3RD ROW SEAT FOLD LEVERS DO NOT FUNCTION PROPELY (LEFT 3RD ROW SEAT FOLD LEVERS DO NOT FUNCTION PROPELY)		Caution			
REPLACE/REPAIR DASH ASSEMBLY--CRACKED DASH (CRACKED DASH)		Caution	\$1,549.96		
BOTH RIGHT SIDE WHEELS HAVE CURB RASH (BOTH RIGHT SIDE WHEELS HAVE CURB RASH)		Caution			
Subtotal			\$2,690.77		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$3,972.77	\$0.00	\$941.00
shop fees					\$2.83
Tax					\$0.23
Estimate Total					\$944.06
<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:

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:

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.



New Wiper Blades.

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.

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.

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.



*Extremely
Dirty/Restricted Air
Filter*



New Air Filter