

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

## OUR VALUED CUSTOMER

**SA CORIN1**  
*Service Consultant*

**E. RUIZ**  
*Certified Technician*

### YOUR VEHICLE

<b>Year</b> 2007	<b>Make</b> Honda	<b>Model</b> Fit	<b>Engine Type</b> 1.5L 4-cyl SOHC (MFI)
<b>Odometer</b> 72,414	<b>VIN #</b> JHMGD37657S012589	<b>License #</b>	<b>Date</b> 9/29/2015

# 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.*

## Table of Contents...



Original Customer Requests



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### Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ 01. 108 POINT INSPECTION-UC



### Package Results

Crest Infiniti World Class Inspection

Failed Task	Observation	Recommendation	Done
Inspect overall tire wear and condition	<ul style="list-style-type: none"> <li>• Found all tires abnormally worn</li> <li>• All tires worn below minimum specifications</li> </ul>	<ul style="list-style-type: none"> <li>• Perform four wheel alignment</li> <li>• Mount and balance 4 new tires</li> </ul>	
Inspect all vehicle wiper blades	Found windshield wiper blades streaking	Replace windshield wiper blades	
Measure right front tire tread depth	3/32"		
Measure right rear tire tread depth	3/32"		
Measure left rear tire tread depth	3/32"		
Check fog lamp(s) operation	Pass fog lamp lens broke	Replace fog lamp assembly	

Cautioned Task	Observation	Recommendation	Done
Inspect air cleaner element	Found air cleaner element to be dirty	Replace air filter element	
Check brake fluid level and condition and check for leaks	Found brake fluid to be dirty	Perform brake system fluid exchange	

Cautioned Task	Observation	Recommendation	Done
Check automatic transmission fluid level and condition and check for leaks	Found automatic transmission fluid to be burnt	Perform automatic transmission fluid exchange service	
Inspect heat and air conditioning operation	Found AC to be blowing warm air	Perform air conditioning evacuate and recharge service	
Measure rear brake lining thickness	2 mm (drum brakes)		
Inspect cabin/HEPA micro filter	Found cabin/HEPA micro filter dirty	Replace cabin/HEPA micro filter	
Inspect serpentine belt (drive belts)	Found all drive belts in poor condition	Replace all drive drive belts	
Measure left front tire tread depth	4/32" : Will need tires soon		

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Measure front brake lining thickness	8 mm or greater: Inspect brakes next service (disc brakes)		
Perform battery performance test	Battery passes performance test		

Passed Tasks		
✓ Inspect exhaust system for leaks, damage, and loose parts	✓ Check and adjust front tire pressure	✓ Inspect wheel bearings for noise and play
✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots	✓ Inspect engine mounts	✓ Inspect transmission mount(s)
✓ Inspect fuel tank, lines, and connections	✓ Fill windshield washer fluid	✓ Check power steering fluid level and condition and check for leaks
✓ Check engine oil level and condition and check for leaks	✓ Check engine coolant level and condition and check for leaks	✓ Inspect hazard light(s) operation
✓ Inspect brake light(s) operation	✓ Inspect back-up light(s) operation	✓ Inspect taillight, turn signal, side marker, and license plate lights
✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage	✓ Inspect headlight low and bright beam operation	✓ Inspect windshield wiper/washer operation
✓ Inspect horn operation	✓ Inspect dash and interior lights operation	✓ Measure front brake lining thickness
✓ Inspect overall brake wear and condition	✓ Check and adjust rear tire pressure	✓ Inspect instrument panel warning lamps
✓ Perform battery performance test	✓ Inspect battery terminals and cables	✓ Inspect ignition wires and spark plugs
✓ Inspect all hoses and clamps	✓ Inspect steering and sway bar components	✓ Inspect suspension components
✓ Check engine light status	✓ State Inspection	



Additional Observations	Recommendation
A/C DOESNT SEEM TO BE BLOWING FULL COLD TEMP START WITH A/C FILTER (COMPLETELY COVERED IN DUST) AND MAYBE A/C SERVICE	PERFORM SERVICE AND OR FILTER EXCHANGE
RADIO DISPLAY FADING, WONT FULLY DISPLY IN WARMER TEMPS	SEND RADIO OUT FOR DISPLAY CHANGE
REMOVE A/M WIRING IN BACK	REMOVE WIRES
REAR HEAD REST MISSING	REPLACE REAR HEAD REST



## Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Insp	Status	Cost	Deferred	Approved
01. 108 POINT INSPECTION-UC			\$177.95		X
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace fog lamp assembly (Pass fog lamp lens broke)	x	Fail	\$269.60		
Perform four wheel alignment (All tires worn below minimum specifications)	x	Fail	\$134.95		See AI-70
Mount and balance 4 new tires (All tires worn below minimum specifications)	x	Fail	\$446.00		See AI-71
Replace windshield wiper blades (Found windshield wiper blades streaking)	x	Fail	\$64.99		See AI-147
Perform air conditioning evacuate and recharge service (Found AC to be blowing warm air)	x	Caution	\$325.60		
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$79.95		See AI-102
Replace cabin/HEPA micro filter (Found cabin/HEPA micro filter dirty)	x	Caution	\$124.95		See AI-171
Replace all drive drive belts (Found all drive belts in poor condition)	x	Caution	\$229.95		See AI-189
Perform brake system fluid exchange (Found brake fluid to be dirty)	x	Caution	\$134.95		See AI-211
Perform automatic transmission fluid exchange service (Found automatic transmission fluid to be burnt)	x	Caution	\$279.95		See AI-251

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
PERFORM SERVICE AND OR FILTER EXCHANGE (A/C DOESNT SEEM TO BE BLOWING FULL COLD TEMP START WITH A/C FILTER (COMPLETELY COVERED IN DUST) AND MAYBE A/C SERVICE)		Caution			
SEND RADIO OUT FOR DISPLAY CHANGE (RADIO DISPLAY FADING, WONT FULLY DISPLY IN WARMER TEMPS)		Caution			
REMOVE WIRES (REMOVE A/M WIRING IN BACK)		Caution	\$177.95		
REPLACE REAR HEAD REST (REAR HEAD REST MISSING)		Caution	\$190.00		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$2,636.78	\$0.00	\$177.95
Environmental/Shop Fees			\$74.95		\$16.02
Tax			\$217.53		\$14.68
<b>Estimate Total</b>			<b>\$2,929.26</b>		<b>\$208.65</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.

**Operation Description:**

Inspect the front and rear suspension components for any signs of wear or damage. Using specialized 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. An 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 and tire rotations can keep your vehicle safe and reliable.



*Abnormal tire wear from bad alignment*



*Wheel alignment*

**Operation Description:**

Raise the vehicle using an automotive lift. Remove the rim and tire assembly from the vehicle. Remove the tire from the rim. Install a new valve stem assembly. Install a new tire on the rim. Inflate the tire to recommended pressure. Balance the tire and rim assembly on a computer-aided dynamic tire balancing machine. Reinstall the tire and rim assembly onto the vehicle. Torque the wheel retaining nuts to the vehicle manufacturer's specifications.

**Significance:**

Your vehicle's 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 this 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.

**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.



*Signs of irregular tire wear*



*New tire*

**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. 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. A clean air filter helps your engine work more efficiently by letting the airflow get to the engine with no restrictions. A clean air filter can also prolong the life of your engine.



*Dirty and restricted air filter*



*New air filter*

**Operation Description:**

Remove the wiper blade inserts from the wiper arms following the vehicle manufacturer's instructions (found in the owner's guide). Install new wiper blade inserts 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 or wiper blade inserts 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*



**Operation Description:**

Access the cabin or pollen filter according to the vehicle manufacturer's service information. This usually involves opening the glove box and removing the bolt to lower the door. Remove the old cabin air filter from its housing. Replace with new cabin air filter. Replace the bolt to attach the glove box door. Close the glove box door. Clean the housing of all dust and debris. Install the new pollen filter into its housing.

**Significance:**

The cabin or pollen filter is designed to filter out dust, pollen and other particles that would normally make their way into your vehicle through the heating, ventilation and air conditioning (HVAC) systems. Pollen filters work very well, but need to be replaced as part of a scheduled maintenance program. Restricted and dirty pollen filters put a strain on the blower motor, which can cause it to be excessively noisy and even fail prematurely. This kind of strain on a blower motor can also cause problems with the vehicle wiring and electrical system, due to the excessive amperage required for the blower motor to function. Replacing the blower motor can be very expensive on some vehicles.

**Advantage:**

A clean cabin or pollen filter can be very effective at keeping dust, pollen, and other unwanted particles from entering the interior of your car. Also, your blower motor will generate a higher volume of airflow, boosting the efficiency and effectiveness of your HVAC systems.



*A dirty and clogged cabin air filter*



*A clean cabin air filter*

**Operation Description:**

Loosen the drive belt tensioner and remove the old belt. Inspect the tensioner and idler pulley bearings for noise or signs of wear. Inspect tensioner and idler pulleys. Install the new belt. 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 belts on your vehicle perform many functions. The power steering system, alternator (charging system), and AC 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; you can lose one or more systems if a belt is broken. 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. A broken alternator belt could cause your vehicle to lose all of its electrical power, and could eventually result in a dead battery.



*Worn accessory drive belt*



*New accessory drive belt*

**Advantage:**

Make sure that the drive belts 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.

**Brake fluid exchange service**

AI-211

**Operation Description:**

One of our skilled technicians will check the condition of your vehicle’s brake fluid and, if necessary, remove contaminated fluid from the brake lines and master cylinder, replace the old fluid with appropriate brake fluid. The entire brake system will be inspected for leaks, master cylinder corrosion, worn pneumatic parts, harmful varnish build-up, broken or rusted bleeder valves, worn rotors and drums, and air in the brake lines.



*Harmful deposits on brake master cylinder piston assembly*

**Significance:**

Does your vehicle’s brake pedal feel “spongy”? Brake fluid becomes contaminated over time and use. Heat and moisture can cause brake failure. Contaminated fluid leads to expensive repairs.



*Brake fluid before and after service*

**Advantage:**

Worn-out, oxidized brake fluid causes corrosion and harmful deposits and varnish build up. A brake flush service should be performed when your brake fluid shows contamination or every 30,000 to 40,000 miles.

**ATF fluid exchange without filter**

AI-251

**Operation Description:**

Using a state-of-the-art machine, one of our specially trained technicians will use a safe and effective cleaner to dissolve and suspend the varnish and gums in the transmission, valve body, torque converter, pan, filter element, transmission lines, and transmission cooler. The technician will then flush the entire unit of all old fluid and suspended debris and install new transmission fluid of the proper specification and fortify the new fluid with seal conditioners, oxidation inhibitors and friction modifiers. Finally, he will run the vehicle to operating temperature and ensure that the automatic transmission fluid is filled to the correct level.



*Valve body spool with heavy build up*

**Significance:**

When was the last time you had your vehicle’s transmission serviced? Have you experienced slipping, hard shifting, or chattering? All of this can indicate that an automatic transmission flush service is needed.



*Valve body spool after transmission service*

**Advantage:**

By having your automatic transmission cleaned and its fluid replaced every 2 years or 30,000 miles, you can keep the transmission running efficiently, restore transmission fluid circulation, help prevent overheating, smooth shifting and transmission operation, and reduce transmission wear. All of this helps you avoid costly future repairs to the transmission.

# 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