

KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

Cori Nastro
Service Consultant

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Certified Technician

YOUR VEHICLE

Year 2004	Make BMW	Model X5	Engine Type 4.8L V8 DOHC (MFI)
Odometer 108,907	VIN # 5UXFA93554LE81923	License #	Date 2/3/2015

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.

Table of Contents...



Original Customer Requests



Package Results



Specifications & Capacities



Recommended Services



Additional Information



Original Customer Requests

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

- ✓ 01. 108 POINT INSPECTION-UC
- ✓ 02. 4 WHLS 300, TB
- ✓ 03. DETAIL FOR STOCK UCD



Package Results

Crest Infiniti World Class Inspection

Failed Task	Observation	Recommendation	Done
Check brake fluid level and condition and check for leaks	Recommend replacing brake fluid dealer recommended time/mileage	Perform brake system fluid exchange	<input type="checkbox"/>
Check automatic transmission fluid level and condition and check for leaks	Recommend performing transmission service per manufactures required time/mileage	Perform automatic transmission fluid exchange service	<input type="checkbox"/>
Inspect all vehicle wiper blades	Found windshield wiper blades streaking	Replace windshield wiper blades	<input type="checkbox"/>

Cautioned Task	Observation	Recommendation	Done
Inspect rear differential fluid level and condition and check for leaks	Recommend replacing rear differential fluid by manufactures required time/mileage	Perform rear differential service	<input type="checkbox"/>

Cautioned Task	Observation	Recommendation	Done
Inspect air cleaner element	Found air cleaner element to be dirty	<ul style="list-style-type: none"> • Perform ZAK Induction System Service based on dealer recommended time/mileage • Replace air filter element 	
Check power steering fluid level and condition and check for leaks	Recommend replacing power steering fluid per dealer recommended time/mileage	Perform power steering system fluid exchange service	
Check engine oil level and condition and check for leaks	Recommend with Repair - Oil and Filter change	Change engine oil and filter	
Measure rear brake lining thickness	6 mm: Inspect brakes next service (disc brakes)		
Measure front brake lining thickness	5 mm: Inspect brakes next service (disc brakes)		
Inspect overall brake wear and condition	Found excessive glaze on rotors	<ul style="list-style-type: none"> • Resurface front brake rotors • Resurface rear brake rotors 	

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Inspect overall tire wear and condition	All tires require inspection next service		
Perform battery performance test	Battery passes performance test		
Measure left front tire tread depth	8/32" or greater: Inspect tire next service		
Measure right front tire tread depth	8/32" or greater: Inspect tire next service		
Measure right rear tire tread depth	8/32" or greater: Inspect tire next service		
Measure left rear tire tread depth	8/32" or greater: Inspect tire next service		

Passed Tasks

- | | | |
|--|---|--|
| <ul style="list-style-type: none"> ✓ 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 ✓ Inspect hazard light(s) operation | <ul style="list-style-type: none"> ✓ Check and adjust front tire pressure ✓ Inspect engine mounts ✓ Fill windshield washer fluid ✓ Inspect brake light(s) operation | <ul style="list-style-type: none"> ✓ Inspect wheel bearings for noise and play ✓ Inspect transmission mount(s) ✓ Check engine coolant level and condition and check for leaks ✓ Inspect back-up 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 cabin/HEPA micro filter
- ✓ Measure left front tire tread depth
- ✓ Inspect suspension components
- ✓ Check engine light status
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage
- ✓ Inspect horn operation
- ✓ Inspect overall tire wear and condition
- ✓ Perform battery performance test
- ✓ Inspect serpentine belt (drive belts)
- ✓ Measure right front tire tread depth
- ✓ Measure right rear tire tread depth
- ✓ State Inspection
- ✓ Inspect headlight low and bright beam operation
- ✓ Inspect heat and air conditioning operation
- ✓ Check and adjust rear tire pressure
- ✓ Inspect battery terminals and cables
- ✓ Inspect all hoses and clamps
- ✓ Inspect steering and sway bar components
- ✓ Measure left rear tire tread depth
- ✓ Check fog lamp(s) operation



Specifications & Capacities

We searched our database for specification and capacity information and found the following:



Description	Specification
Fuel Tank	24.5 US Gallons
Transmission	Special Lubricant Fluid OE Part No/Spec: Shell ATF M-1375.4, BMW P/N 83 22 0 142 516 (GA6HP26Z)



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
01. 108 POINT INSPECTION-UC		\$162.95		X
02. 4 WHLS 300, TB		\$390.00		X
03. DETAIL FOR STOCK UCD				X
Inspection Recommendations	Status	Cost	Deferred	Approved
Replace spark plugs and wires (Recommend replacing spark plugs per manufactures required time/mileage)	Fail	\$445.40		<i>See AI-80</i>
Replace windshield wiper blades (Found windshield wiper blades streaking)	Fail	\$96.00		X
Replace air filter element (Found air cleaner element to be dirty)	Caution	\$69.99		<i>See AI-102</i>

Inspection Recommendations	Status	Cost	Deferred	Approved
Change engine oil and filter (Recommend with Repair - Oil and Filter change)	Caution	\$54.99		See AI-103
Resurface front brake rotors (Found excessive glaze on rotors)	Caution	\$262.02		See AI-166
Resurface rear brake rotors (Found excessive glaze on rotors)	Caution	\$262.02		See AI-166
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$1,297.97	\$0.00	\$648.95
Environmental/Shop Fees		\$74.95		\$58.41
Tax		\$107.08		\$53.54
Estimate Total		\$1,480.00		\$760.89
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.

Air filter replacement

AI-102

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.



Dirty and 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.



New air filter

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.

Operation Description:

Completely drain all oil from the engine. Reinstall the oil drain plug using a new oil drain plug gasket, and torque the drain plug to the vehicle manufacturer's specifications. Remove the oil filter from the engine. Lubricate the seal on the new filter using clean motor oil. Install the new oil filter on the engine and tighten it to specification. Refill the engine with the correct amount of motor oil specified by the manufacturer. Start the engine and allow it run for over 30 seconds. Shut the engine off and check for any oil leaks beneath the vehicle. Check the oil level. Top off as necessary.



Sludge from lack of oil changes

Significance:

Changing your engine oil and filter is the single most important vehicle maintenance that you can perform to ensure long engine life. Engine oil that is not changed when it should can develop sludge which can cause serious engine damage in less than 15,000 miles. Today's engine oils have additives and detergents that help to prevent sludge formation, but engine heat will eventually break down these additives so they can no longer protect your engine. The solution is to change your engine oil and filter at the recommended service intervals to ensure that your engine runs reliably for many years.



Clean, maintained engine internals

Advantage:

Changing your engine oil and filter at or before the factory recommended service interval is the best way to protect your engine from premature wear or complete failure. Today's modern engines commonly last far beyond 100,000 miles when they are properly maintained with regular oil and filter changes. An oil and filter change is an inexpensive way to promote engine longevity and ensure good engine performance.

Operation Description:

Removing the wheels is the first step in resurfacing the rotors. The rotors are then placed on a machining tool and a thin layer of material is removed to provide a smooth, flat surface for your brake pads to come in contact with. The milling process is performed in a brake lathe, which removes a very thin layer off the disc surface to clean off minor damage and restore uniform thickness. Milling the disc as necessary will maximize the mileage out of the current discs on the vehicle.

Significance:

Front brake pads provide up to 70% of vehicle stopping power. In general, front brake pads wear out twice as fast as rear brake pads. Neglecting the maintenance of your brakes can cause the friction material on your brake pads and shoes to completely wear out. This can cause the steel backing plates of your brake pads or shoes to contact the rotors or drums, destroying the drums or rotors and leaving you with an expensive repair bill.

Advantage:

If you are installing new brake pads, the rotors should always be resurfaced or replaced at the same time. The brake rotor wears to fit the old pads, and the surface is no longer perfectly flat as a result (although the variations may not be visible). As a result, if new pads are installed on a worn rotor surface they will contact only the high spots, shortening pad life. In extreme cases there can be enough difference in contact area between one rotor and the other to cause noticeable pulling during braking.



*Worn or damaged rotors
needing resurfacing*



*Resurfacing rotors on a
brake lathe*

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

Customer Acknowledgement

Crest Infiniti Service Advisor