



CREST CADILLAC

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 2006	Make Cadillac	Model CTS	Engine Type 3.6L V6 7 DOHC (MFI)
Odometer 134,620	VIN # 1G6DP577360127981	License #	Date 8/24/2015

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



Package Results



Recommended Services



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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. REAR BUMPER \$750



Package Results

Multi Point Inspection Pre Owned

Failed Task	Observation	Recommendation	Done
Inspect/measure left rear tire tread depth	1/32" (0.792 MM)		
Inspect/measure right rear tire tread depth	3/32" (2.379 MM)		
Inspect/measure left front tire tread depth	2/32" (1.587 MM)		
Inspect/measure right front tire tread depth	2/32" (1.587 MM)	Mount and balance four new tires	
Check steering gear assembly	Found leaking rack and pinion unit	<ul style="list-style-type: none"> • Perform alignment • Replace rack and pinion assembly 	
Inspect windshield wiper blades	Found wiper blades to be worn out	Replace windshield wiper blades	
Scan vehicle computer for fault codes	Found check engine light on	CHECK ENGINE LIGHT ON DUE TO TIMING CHAIN FAILURE AND LOW OIL PRESSURE. NEEDS NEW TIMING CHAINS TO FIX CEL	

Cautioned Task	Observation	Recommendation	Done
Inspect/measure left rear brake pads/shoes	7/32" (5.554 MM)		
Inspect/measure right rear brake pads/shoes	7/32" (5.554 MM)		
Inspect/measure left front brake pads/shoes	7/32" (5.554 MM)		
Inspect/measure right front brake pads/shoes	7/32" (5.554 MM)		
Inspect battery terminals/cables	Found corroded positive battery cable	Clean corroded battery terminals and cable ends	
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 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 wiring harness and connections	✓ Inspect fuel hoses, lines, and connections	✓ Inspect carburetor and choke

- | | | |
|--|---|---|
| ✓ Inspect fuel injection system | ✓ Check idle speed | ✓ Inspect ignition wires (spark plug wires) |
| ✓ Inspect distributor cap and rotor | ✓ Check distributor advance and ignition timing | ✓ Inspect timing belt/balance shaft belts |
| ✓ Inspect accessory drive belts | ✓ Inspect ABS diagnostic system (ABS warning light) | ✓ Inspect brake booster |
| ✓ Inspect radiator cap | ✓ Check electric cooling fan operation | ✓ Inspect fan hub |
| ✓ Inspect cooling system hoses | ✓ Check condenser cooling fan operation | ✓ Inspect heater hoses |
| ✓ Check windshield washer fluid level/condition | ✓ Check power steering fluid level/condition | ✓ Check engine oil level/condition |
| ✓ Check engine coolant level/condition | ✓ Check brake fluid level/condition | ✓ Check clutch hydraulic fluid level/condition |
| ✓ Check automatic transmission fluid level and condition | ✓ Inspect convertible top | ✓ Inspect/lubricate door latches and mechanisms |
| ✓ Inspect/lubricate sunroof and check for leaks | ✓ Inspect body for damage, dings, and dents | ✓ Check hazard light operation |
| ✓ Check brake light operation | ✓ Check back-up light operation | ✓ Check taillight, turn signal, side marker, and license plate lights |
| ✓ Inspect taillight, turn signal, and side marker assemblies for cracks/damage | ✓ Check headlight low and bright beam | ✓ Inspect headlight assemblies for cracks/damage |
| ✓ Check seatbelts for normal operation/condition | ✓ Inspect SRS system | ✓ Check power seat operation |
| ✓ Check power antenna operation | ✓ Check windshield wiper/washer operation | ✓ Check horn operation |
| ✓ Check power window operation | ✓ Check power locking system operation | ✓ Inspect rear window defroster operation |
| ✓ Check air flow switching control (floor, dash vent, and defroster outlets) | ✓ Check blower motor operation (all speeds) | ✓ Inspect cabin air/HEPA filter (if equipped) |
| ✓ Check air conditioning operation | ✓ Check brake pedal travel/free-play | ✓ Check clutch/start switch |
| ✓ Check clutch adjustment | ✓ Check dash and interior lights | ✓ Inspect SRS diagnostic system (SRS warning light) |
| ✓ Inspect ABS diagnostic system (ABS warning light) | ✓ Inspect onboard diagnostics system (check engine light) | ✓ Inspect parking brake adjustment/operation |
| ✓ Inspect rear shocks and struts; check operation | ✓ Inspect front shocks and struts; check operation | ✓ Check front differential for abnormal noise |
| ✓ Check rear differential for abnormal noise | ✓ Check for abnormal engine noise/vibrations | ✓ Check clutch for normal operation (if equipped) |
| ✓ Check manual transmission for normal operation/shifting | ✓ Check shift lock operation | ✓ Check automatic transmission for normal operation/shifting |
| ✓ Check cruise control operation (including resume) | ✓ Check engine performance/smooth acceleration | ✓ Check starter/starting system |
| ✓ Check ease of starting | | |

Additional Observations

Recommendation



Additional Observations	Recommendation
NONE OF THE SWITCHES ON THE DRIVERS DOOR WORK AND WELL AS THE DOOR LOCK ACTUATOR AND OUTSIDE LOCK CYLINDER. NEED TO REMOVE DOOR PANEL AND DIAG FURTHER.	NONE OF THE SWITCHES ON THE DRIVERS DOOR WORK AND WELL AS THE DOOR LOCK ACTUATOR AND OUTSIDE LOCK CYLINDER. NEED TO REMOVE DOOR PANEL AND DIAG FURTHER.
THE DRIVESHAFT CENTER BEARING IS COMPLETELY WORN AND SEPERATED. NEEDS NEW DRIVESHAFT BEFORE FURTHER DAMAGE IS CAUSED.	THE DRIVESHAFT CENTER BEARING IS COMPLETELY WORN AND SEPERATED. NEEDS NEW DRIVESHAFT BEFORE FURTHER DAMAGE IS CAUSED.
DRIVERS DOOR DOES NOT WORK DUE TO INTERNALLY SHORTED DRIVER DOOR MODULE. NEEDS NEW MODULE FOR THE DRIVERS DOOR TO HAVE ANY FUNCTION.	DRIVERS DOOR DOES NOT WORK DUE TO INTERNALLY SHORTED DRIVER DOOR MODULE. NEEDS NEW MODULE FOR THE DRIVERS DOOR TO HAVE ANY FUNCTION.



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. REAR BUMPER \$750			\$750.00		X	
Subtotal			\$916.00		\$916.00	
Inspection & Additional Recommendations		Insp	Status	Cost	Deferred	Approved
CHECK ENGINE LIGHT ON DUE TO TIMING CHAIN FAILURE AND LOW OIL PRESSURE. NEEDS NEW TIMING CHAINS TO FIX CEL (Found check engine light on)	x	Fail	\$2,520.84			
Mount and balance four new tires (2/32" (1.587 MM))	x	Fail	\$560.00			See AI-15
Replace windshield wiper blades (Found wiper blades to be worn out)	x	Fail	\$65.00			See AI-24
Perform alignment (Found leaking rack and pinion unit)	x	Fail	\$130.00			See AI-29
Replace rack and pinion assembly (Found leaking rack and pinion unit)	x	Fail	\$931.88			See AI-33
Subtotal			\$4,207.72			
Clean corroded battery terminals and cable ends (Found corroded positive battery cable)	x	Caution	\$55.00			
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$65.00			See AI-31

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
NONE OF THE SWITCHES ON THE DRIVERS DOOR WORK AND WELL AS THE DOOR LOCK ACTUATOR AND OUTSIDE LOCK CYLINDER. NEED TO REMOVE DOOR PANEL AND DIAG FURTHER. (NONE OF THE SWITCHES ON THE DRIVERS DOOR WORK AND WELL AS THE DOOR LOCK ACTUATOR AND OUTSIDE LOCK CYLINDER. NEED TO REMOVE DOOR PANEL AND DIAG FURTHER.)		Caution			
THE DRIVESHAFT CENTER BEARING IS COMPLETELY WORN AND SEPERATED. NEEDS NEW DRIVESHAFT BEFORE FURTHER DAMAGE IS CAUSED. (THE DRIVESHAFT CENTER BEARING IS COMPLETELY WORN AND SEPERATED. NEEDS NEW DRIVESHAFT BEFORE FURTHER DAMAGE IS CAUSED.)		Caution	\$1,073.00		
DRIVERS DOOR DOES NOT WORK DUE TO INTERNALLY SHORTED DRIVER DOOR MODULE. NEEDS NEW MODULE FOR THE DRIVERS DOOR TO HAVE ANY FUNCTION. (DRIVERS DOOR DOES NOT WORK DUE TO INTERNALLY SHORTED DRIVER DOOR MODULE. NEEDS NEW MODULE FOR THE DRIVERS DOOR TO HAVE ANY FUNCTION.)		Caution	\$334.00		
Subtotal			\$1,527.00		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$6,650.72	\$0.00	\$916.00
shop fees					\$2.83
Tax					\$0.23
Estimate Total					\$919.06
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:

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.

Replace Windshield Wiper Blades

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.

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.



New Wiper Blades.

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

Operation Description:

The first step is to perform a power steering function test. Conduct a visual inspection of power steering system to locate the source of the power steering fluid leak. Remove and install the new part or tighten the loose connection. Then top off the power steering fluid level and if necessary, bleed off any air that has entered the system.

Significance:

The vehicle's power steering system is an enclosed hydraulic circuit. Therefore, any leaks can disable the system and reduce the performance of the power steering system. From a safety stand point, a power steering system failure on the road can result in a dangerous situation, and possibly lead to an accident. Also, exposure to moist ambient air can damage power steering seals and internal components such as the pump, or steering gear and significantly increase the price of the repair.

Advantage:

The vehicle's power steering system is a very important component that is frequently overlooked during service and maintenance. Repairing leaks in this system will extend its life, improve the power steering function, and greatly reduce the chance of a power steering system failure.



Power Steering Leak at Pump



New Power Steering Pump Installed