



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 2012	Make Ford	Model Focus	Engine Type 2.0L 4-cyl 2 DOHC (MFI)
Odometer 85,239	VIN # 1FAHP3F29CL179172	License #	Date 8/26/2015

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



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Additional Information



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

Failed Task	Observation	Recommendation	Done
Inspect accessory drive belts	Found serpentine belt to be in poor condition	Replace serpentine belt	
Inspect windshield wiper blades	Found wiper blades to be worn out	Replace windshield wiper blades	
Inspect onboard diagnostics system (check engine light)	Found check engine light to be on	<ul style="list-style-type: none"> • Scan vehicle for codes • DTC P0420 CATALYST EFFICENCY BELOW THRESHOLD BANK 1 • REPLACE CATALYTIC CONVERTER BANK 1 	
Scan vehicle computer for fault codes	Found check engine light on	Diagnose cause of check engine light	

Cautioned Task	Observation	Recommendation	Done
Inspect/measure left rear brake pads/shoes	3/32" (2.379 MM)		
Inspect/measure right rear brake pads/shoes	3/32" (2.379 MM)		
Check idle speed	Found throttle body to be dirty	Clean and service throttle body	

Cautioned Task	Observation	Recommendation	Done
Inspect air cleaner element	Found air cleaner element to be dirty	Replace air filter element	
Check power window operation	Found right front power window to be inoperative	REPLACE RIGHT FRONT POWER WINDOW MOTOR AND REGULATOR	

Passed Task	Observation	Recommendation	Done
Inspect/measure left rear tire tread depth	10/32" (7.937 MM)		
Inspect/measure right rear tire tread depth	10/32" (7.937 MM)		
Inspect/measure left front tire tread depth	8/32" (6.35 MM)		
Inspect/measure right front tire tread depth	8/32" (6.35 MM)		
Inspect/measure left front brake pads/shoes	9/32" (7.142 MM)		
Inspect/measure right front brake pads/shoes	9/32" (7.142 MM)		

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/measure left rear tire tread depth	✓ Inspect/measure right rear tire tread depth
✓ Inspect/measure left front tire tread depth	✓ Inspect/measure right front tire tread depth	✓ Inspect lug nuts/wheel studs
✓ Inspect rims for damage	✓ Check tire pressure	✓ Inspect/measure left front brake pads/shoes
✓ Inspect/measure right front brake pads/shoes	✓ 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 rear differential fluid level/condition
- ✓ Check front differential for leaks
- ✓ Inspect fuel tank, lines, and connections
- ✓ Check cooling system for leaks
- ✓ Check automatic transmission cooler hoses for damage or leaks
- ✓ Visually inspect PCV system
- ✓ Check battery fluid level
- ✓ Inspect fuel hoses, lines, and connections
- ✓ Inspect ignition wires (spark plug wires)
- ✓ Inspect timing belt/balance shaft 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 locking system operation
- ✓ Check blower motor operation (all speeds)
- ✓ Check brake pedal travel/free-play
- ✓ Check dash and interior lights
- ✓ Inspect parking brake adjustment/operation
- ✓ Check front differential for abnormal noise
- ✓ Check transfer case fluid level/condition
- ✓ Check manual transmission fluid level and condition
- ✓ Check rear axle seals for leaks
- ✓ Check power steering system for leaks
- ✓ Check brake system for leaks
- ✓ Check automatic transmission for leaks
- ✓ Visually inspect EGR system
- ✓ Inspect battery terminals/cables
- ✓ Inspect carburetor and choke
- ✓ Inspect distributor cap and rotor
- ✓ 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
- ✓ Inspect rear window defroster operation
- ✓ Inspect cabin air/HEPA filter (if equipped)
- ✓ Check clutch/start switch
- ✓ Inspect SRS diagnostic system (SRS warning light)
- ✓ Inspect rear shocks and struts; check operation
- ✓ Check rear differential for abnormal noise
- ✓ Check front differential fluid level/condition
- ✓ Check front axle seals for leaks
- ✓ Check rear differential for leaks
- ✓ Check engine for oil leaks
- ✓ Check clutch hydraulic system for leaks
- ✓ Visually inspect AIR system
- ✓ Check alternator/charging system
- ✓ Inspect wiring harness and connections
- ✓ Inspect fuel injection system
- ✓ Check distributor advance and ignition timing
- ✓ 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
- ✓ 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 front shocks and struts; check operation
- ✓ Check for abnormal engine noise/vibrations

- ✓ Check clutch for normal operation (if equipped)
- ✓ Check automatic transmission for normal operation/shifting
- ✓ Check starter/starting system

- ✓ Check manual transmission for normal operation/shifting
- ✓ Check cruise control operation (including resume)
- ✓ Check ease of starting

- ✓ Check shift lock operation
- ✓ Check engine performance/smooth acceleration

Additional Observations	Recommendation
BRAKES PULSATE WHEN APPLIED	MACHINE FRONT BRAKE ROTORS--BRAKES PULSATE WHEN APPLIED
RIGHT FOG LAMP BEZEL IS MISSING	REPLACE--RIGHT FOG LAMP BEZEL IS MISSING
FRONT BUMPER IS DAMAGED	FRONT BUMPER IS DAMAGED
LEFT REAR DOOR B PILLAR WEATHERSTRIP/MOLDING IS FALLING OFF	REPLACE--LEFT REAR DOOR B PILLAR WEATHERSTRIP/MOLDING IS FALLING OFF
RIGHT FRONT BUMPER LOWER VALANCE IS FALLING OFF	REPLACE--RIGHT FRONT BUMPER LOWER VALANCE IS FALLING OFF
AFTERMARKET RADIO INSTALLED	AFTERMARKET RADIO INSTALLED
AFTERMARKET RADIO VOLUME KNOB IS MISSING	REPLACE RADIO ASSEMBLY--AFTERMARKET RADIO VOLUME KNOB IS MISSING
JACK AND SPARE TIRE TOOLS NOT PROPERLY STOWED	STOWE JACK AND SPARE TIRE TOOLS IN PROPER LOCATION--JACK AND SPARE TIRE TOOLS NOT PROPERLY STOWED
FUEL LAMP IS ILLUMINATED.	FUEL LAMP IS ILLUMINATED--FUEL GAUGE READINGS ARE INCONSISTENT. EMPTY TO 1/4 TANK ARE RANDOMLY DISPLAYED
FUEL GAUGE READINGS ARE INCONSISTENT. EMPTY TO 1/4 TANK ARE RANDOMLY DISPLAYED	REPLACE FUEL GAUGE SENDING UNIT/FUEL PUMP ASSEMBLY--FUEL GAUGE READINGS ARE INCONSISTENT. EMPTY TO 1/4 TANK ARE RANDOMLY DISPLAYED





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	
Subtotal		\$166.00		\$166.00	
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
REPLACE CATALYTIC CONVERTER BANK 1 (Found check engine light to be on)	x	Fail	\$613.97		

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace serpentine belt (Found serpentine belt to be in poor condition)	x	Fail	\$299.99		See AI-20
Replace windshield wiper blades (Found wiper blades to be worn out)	x	Fail	\$66.00		See AI-24
Diagnose cause of check engine light (Found check engine light on)	x	Fail			See AI-60
MACHINE FRONT BRAKE ROTORS--BRAKES PULSATE WHEN APPLIED (BRAKES PULSATE WHEN APPLIED)		Fail	\$185.00		
Subtotal			\$1,164.96		
Clean and service throttle body (Found throttle body to be dirty)	x	Caution	\$86.99		
REPLACE RIGHT FRONT POWER WINDOW MOTOR AND REGULATOR (Found right front power window to be inoperative)	x	Caution	\$417.88		
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$65.95		See AI-31
REPLACE--RIGHT FRONT BUMPER LOWER VALANCE IS FALLING OFF (RIGHT FRONT BUMPER LOWER VALANCE IS FALLING OFF)		Caution	\$148.88		
REPLACE--RIGHT FOG LAMP BEZEL IS MISSING (RIGHT FOG LAMP BEZEL IS MISSING)		Caution	\$79.99		
REPLACE--LEFT REAR DOOR B PILLAR WEATHERSTRIP/MOLDING IS FALLING OFF (LEFT REAR DOOR B PILLAR WEATHERSTRIP/MOLDING IS FALLING OFF)		Caution	\$363.00		
STOWE JACK AND SPARE TIRE TOOLS IN PROPER LOCATION--JACK AND SPARE TIRE TOOLS NOT PROPERLY STOWED (JACK AND SPARE TIRE TOOLS NOT PROPERLY STOWED)		Caution	\$21.99		
FRONT BUMPER IS DAMAGED (FRONT BUMPER IS DAMAGED)		Caution			
REPLACE RADIO ASSEMBLY--AFTERMARKET RADIO VOLUME KNOB IS MISSING (AFTERMARKET RADIO VOLUME KNOB IS MISSING)		Caution	\$0.00		
AFTERMARKET RADIO INSTALLED (AFTERMARKET RADIO INSTALLED)		Caution			

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
REPLACE FUEL GAUGE SENDING UNIT/FUEL PUMP ASSEMBLY--FUEL GAUGE READINGS ARE INCONSISTENT. EMPTY TO 1/4 TANK ARE RANDOMLY DISPLAYED (FUEL GAUGE READINGS ARE INCONSISTENT. EMPTY TO 1/4 TANK ARE RANDOMLY DISPLAYED)		Caution	\$1,029.85		
FUEL LAMP IS ILLUMINATED--FUEL GAUGE READINGS ARE INCONSISTENT. EMPTY TO 1/4 TANK ARE RANDOMLY DISPLAYED (FUEL LAMP IS ILLUMINATED.)		Caution			
Subtotal			\$2,214.53		
Previously Deferred Recommendations		Status	Cost	Deferred	Approved
Mount and balance 1 new tire (left front)		Fail			See AI-64
Subtotal			\$0.00		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$3,545.49	\$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:

Loosen the drive belt tensioner and remove the old belt. Repeat this step for any other belts that require replacement. Inspect the tensioner and idler pulley bearings for noise or signs of wear. Replace any tensioner or idler pulleys that require replacement. Install the new belt and tensioner to factory specifications. Repeat this step for any additional belts that require replacement. Start the engine, and after a minute or so, shut the engine off. Recheck the belt tension and make final adjustments as necessary.



*Cracked/Worn
Accessory Drive Belt*

Significance:

The accessory drive belt(s) on your vehicle performs many functions. The Power Steering System, Alternator (charging system), and Air conditioning 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. Keep this point in mind, as you can lose one or more systems if a belt is broken. For example, 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. This condition could be dangerous if a quick steering maneuver is necessary. A broken alternator belt could cause your vehicle to lose all of its electrical power, and could eventually result in a dead battery. This condition could cause the engine to shut off and not restart.



*New Accessory Drive
Belt*

Advantage:

Make sure that the drive belt(s) 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. Don't wait, have your drive belts inspected and replaced whenever it is recommended by the vehicle manufacturer!

Replace Windshield Wiper Blades

AI-24

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.

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.



Impaired View From Worn Wiper Blades



New Wiper Blades.

Replace Air Filter Element

AI-31

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:

Locate the vehicle's data link connector under the dash area. Turn the key on and follow the Scan Tool instructions to "read" any Powertrain or Transmission diagnostic trouble codes stored in memory. If any codes are stored, follow the vehicle manufacturer's service information to troubleshoot the cause of the trouble code or codes. Then make the necessary repairs as discussed in the service information. When the repair is completed, clear the Powertrain or Transmission controller of all stored codes, and then drive the vehicle under the correct conditions to verify the problem has been repaired.



Check Engine Light is "On" Service is Required

Significance:

When a vehicle's Check Engine light is "on", this is an indication that a significant problem with the emission control system has been detected by one or more of the vehicle controllers. In many states, your vehicle will fail the vehicle emissions inspection if the Check Engine light is "on". The Check Engine light is your vehicle's way of telling you that it has detected a problem that is affecting the level of emissions released from your vehicle. If problems associated with the Check Engine light are not diagnosed and repaired in a timely fashion, expensive repairs may result. You may also run the risk of your car not starting, or stalling under various conditions.



Scanning vehicle for trouble codes.

Advantage:

When your Check Engine light is "on", it indicates a problem that needs to be addressed immediately. Repairing the problem right away can ensure that your vehicle continues to be reliable, and can help to avoid costly repairs in the future.

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.



Signs of irregular tire wear

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.



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.