

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

## OUR VALUED CUSTOMER

**Cori Nastro**  
*Service Consultant*

**B. Martschinsky**  
*Certified Technician*

### YOUR VEHICLE

|                           |                                   |                     |  |
|---------------------------|-----------------------------------|---------------------|--|
| <b>Year</b><br>2010       | <b>Make</b><br>Infiniti           | <b>Model</b><br>G37 | <b>Engine Type</b><br>3.7L V6 DOHC (MFI) |
| <b>Odometer</b><br>97,585 | <b>VIN #</b><br>JN1CV6AP7AM405167 | <b>License #</b>    | <b>Date</b><br>12/7/2015                 |

# 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.*

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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 BUMPER \$525
- ✓ C. 2 WHEELS



## Package Results

Crest Infiniti World Class Inspection

| Failed Task                      | Observation                             | Recommendation                  | Done |
|----------------------------------|---|---------------------------------|------|
| Inspect all vehicle wiper blades | Found windshield wiper blades streaking | Replace windshield wiper blades |      |

| Cautioned Task                                | Observation                                     | Recommendation  | Done |
|---|---|---|------|
| Inspect air cleaner element                   | Found air cleaner element to be dirty           | Replace air filter element  |      |
| Inspect overall tire wear and condition       | Found both front tires abnormally worn          | <ul style="list-style-type: none"> <li>• Perform four wheel alignment</li> <li>• Mount and balance 2 new front tires</li> </ul> |      |
| Visually inspect rear brake lining thickness  | 7 mm: Inspect brakes next service (disc brakes) |   |      |
| Visually inspect front brake lining thickness | 5 mm: Inspect brakes next service (disc brakes) |   |      |
| Inspect cabin/HEPA micro filter               | Found cabin/HEPA micro filter dirty             | Replace cabin/HEPA micro filter   |      |
| Measure left front tire tread depth           | 4/32" : Will need tires soon                    |   |      |

| Cautioned Task                       | Observation                      | Recommendation | Done |
|--------------------------------------|----------------------------------|----------------|------|
| Measure right front tire tread depth | 4/32" : Will need tires soon     |                |      |
| Measure right rear tire tread depth  | 6/32": Inspect tire next service |                |      |
| Measure left rear tire tread depth   | 7/32": Inspect tire next service |                |      |

| Passed Task                      | Observation   | Recommendation | Done |
|----------------------------------|---|----------------|------|
| Fill windshield washer fluid     | Found washer fluid level low:<br>Filled to proper level |                |      |
| 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 transfer case fluid level and condition                            | ✓ Inspect rear differential fluid level and condition and check for leaks | ✓ Inspect manual transmission fluid level and condition                            |
| ✓ 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            | ✓ Check brake fluid level and condition and check for leaks                        |
| ✓ Check automatic transmission fluid 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 heat and air conditioning operation                                | ✓ Inspect dash and interior lights operation                              | ✓ 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 serpentine belt (drive belts)  |
| ✓ Inspect all hoses and clamps   | ✓ Inspect front differential fluid level and condition                    | ✓ Inspect steering and sway bar components   |
| ✓ Inspect suspension components  | ✓ Check engine light status   | ✓ State Inspection   |
| ✓ Check fog lamp(s) operation  |   |  |

| Additional Observations               | Recommendation                        |
|---------------------------------------|---------------------------------------|
| RECOMMEND 105K SERVICE DUE TO MILEAGE | RECOMMEND 105K SERVICE DUE TO MILEAGE |


| Additional Observations  | Recommendation  |
|--|---|
| ROARING NOISE INCREASING WITH VEHICLE SPEED  | DIAGNOSE IF NEEDED AFTER RECOMMENDED TIRE REPLACEMENT--ROARING NOISE INCREASING WITH VEHICLE SPEED                                  |
| NOTE AFTERMARKET REAR BRAKE PADS INSTALLED   | NOTE AFTERMARKET REAR BRAKE PADS INSTALLED  |
| BRAKES ARE GRABBY DUE TO A/M REAR BRAKE PADS   | BRAKES ARE GRABBY DUE TO A/M REAR BRAKE PADS  |
| NON OEM TIRE SIZE INSTALLED ON VEHICLE. 215/55R17 IS INSTALLED. OEM SIZE IS 225/55R17. | MOUNT AND BALANCE 4 TIRES TO MATCH OEM SIZE--NON OEM TIRE SIZE INSTALLED ON VEHICLE. 215/55R17 IS INSTALLED. OEM SIZE IS 225/55R17. |



## Recommended Services

Our technicians recommend the following services for your vehicle.

| Original Customer Requests   | Status | Cost     | Deferred | Approved |            |
|--|--------|----------|----------|----------|------------|
| A. 108 POINT INSPECTION  |        | \$178.00 |          | X        |            |
| B. FRONT BUMPER \$525  |        | \$525.00 |          | X        |            |
| C. 2 WHEELS  |        | \$150.00 |          | X        |            |
| Inspection & Additional Recommendations  | Insp   | Status   | Cost     | Deferred | Approved   |
| Replace windshield wiper blades (Found windshield wiper blades streaking)  | x      | Fail     | \$64.99  |          | See AI-147 |
| Perform four wheel alignment (Found both front tires abnormally worn)  | x      | Caution  | \$134.95 |          | See AI-70  |
| Mount and balance 2 new front tires (Found both front tires abnormally worn)   | x      | Caution  |          |          | See AI-71  |
| 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 |
| DIAGNOSE IF NEEDED AFTER RECOMMENDED TIRE REPLACEMENT--ROARING NOISE INCREASING WITH VEHICLE SPEED (ROARING NOISE INCREASING WITH VEHICLE SPEED) |        | Caution  |          |          |            |
| RECOMMEND 105K SERVICE DUE TO MILEAGE (RECOMMEND 105K SERVICE DUE TO MILEAGE)  |        | Caution  |          |          |            |

| Inspection & Additional Recommendations  | Insp | Status  | Cost              | Deferred | Approved        |
|--|------|---------|-------------------|----------|-----------------|
| NOTE AFTERMARKET REAR BRAKE PADS INSTALLED (NOTE AFTERMARKET REAR BRAKE PADS INSTALLED)  |      | Caution |                   |          |                 |
| MOUNT AND BALANCE 4 TIRES TO MATCH OEM SIZE--NON OEM TIRE SIZE INSTALLED ON VEHICLE. 215/55R17 IS INSTALLED. OEM SIZE IS 225/55R17. (NON OEM TIRE SIZE INSTALLED ON VEHICLE. 215/55R17 IS INSTALLED. OEM SIZE IS 225/55R17.)               |      | Caution | \$690.00          |          |                 |
| BRAKES ARE GRABBY DUE TO A/M REAR BRAKE PADS (BRAKES ARE GRABBY DUE TO A/M REAR BRAKE PADS)  |      | Caution |                   |          |                 |
| Totals, Taxes and Fees   |      |         | Cost              | Deferred | Approved        |
| Estimate Subtotal  |      |         | \$1,947.84        | \$0.00   | \$853.00        |
| Environmental/Shop Fees  |      |         | \$74.95           |          | \$74.95         |
| Tax  |      |         | \$160.70          |          | \$70.37         |
| <b>Estimate Total</b>  |      |         | <b>\$2,183.49</b> |          | <b>\$998.32</b> |
| <i>For "See AI-" items <span style="background-color: #8B4513; color: white; padding: 2px;">      </span> 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:**

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*

# 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