

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

OUR VALUED CUSTOMER

Cori Nastro
Service Consultant

J. DECKARD
Certified Technician

YOUR VEHICLE

Year 2007	Make Infiniti	Model G35	Engine Type 3.5L V6 DOHC (MFI)
Odometer 105,202	VIN # JNKBV61F27M809520	License #	Date 9/2/2015

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



Additional Information



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
Check power steering fluid level and condition and check for leaks	Found power steering fluid leak	Replace rack and pinion assembly	
Measure rear brake lining thickness	3 mm or less (disc brakes)	Replace rear brake pads and resurface rear brake rotors	
Inspect all vehicle wiper blades	Found windshield wiper blades streaking	Replace windshield wiper blades	

Cautioned Task	Observation	Recommendation	Done
Inspect axles, driveshaft(s) U-joints and CV joints/boots	Found left outer CV joint to be noisy/worn out	Replace left front CV axle assembly	
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 brake fluid level and condition and check for leaks	Recommend replacing brake fluid dealer recommended time/mileage	Perform brake system fluid exchange	

Cautioned Task	Observation	Recommendation	Done
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	
Inspect overall tire wear and condition	<ul style="list-style-type: none"> • Found all tires abnormally worn • Recommend with Repair - Four wheel alignment 	Perform four wheel alignment	
Measure front brake lining thickness	6 mm: Inspect brakes next service (disc brakes)		
Inspect instrument panel warning lamps	Found tire pressure monitor lamp illuminated		
Inspect battery terminals and cables	Found battery to be dirty and in need of service	Perform ZAK Battery Service	
Inspect cabin/HEPA micro filter	Recommend replacing cabin/HEPA microfilter by manufactures required time/mileage	Replace cabin/HEPA micro filter	
Measure right rear tire tread depth	7/32": 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: Filled to proper level		
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		

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 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 fuel tank, lines, and connections	✓ Fill windshield washer fluid
✓ 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 horn operation

✓ Inspect overall brake wear and condition

✓ Inspect ignition wires and spark plugs

✓ Measure left front tire tread depth

✓ Inspect steering and sway bar components

✓ State Inspection

✓ Inspect headlight low and bright beam operation

✓ Inspect heat and air conditioning operation

✓ Check and adjust rear tire pressure

✓ Inspect serpentine belt (drive belts)

✓ Measure right front tire tread depth

✓ Inspect suspension components

✓ Check fog lamp(s) operation

✓ Inspect windshield wiper/washer operation

✓ Inspect dash and interior lights operation

✓ Perform battery performance test

✓ Inspect all hoses and clamps

✓ Inspect front differential fluid level and condition

✓ Check engine light status

Additional Observations	Recommendation
KEY FOB BATTERY DEAD	REPLACE BATTERY
FOUNT TPMS LIGHT ON	REPLACE L/R TIRE PRESSURE SENSOR
DRIVER POWER WINDOW SWITCH BEZEL SCRATCHED UP	REPLACE DRIVER WINDOW SWITCH BEZEL
PASSENGER WINDOW SWITCH BEZEL SCRATCHED UP	REPLACE PASSENGER WINDOW SWITCH BEZEL
PULL RIGHT	PERFORM 4 WHEEL ALIGNMENT
STEERING WHEEL LEATHER WORN	STEERING WHEEL LEATHER WORN
SOME MINOR DINGS AND SCRATCHES ON BODY	SOME MINOR DINGS AND SCRATCHES ON BODY




Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved	
01. 108 POINT INSPECTION-UC		\$177.95		X	
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace rack and pinion assembly (Found power steering fluid leak)	x	Fail	\$1,603.94		See AI-101
Replace windshield wiper blades (Found windshield wiper blades streaking)	x	Fail	\$64.99		See AI-147
Replace rear brake pads and resurface rear brake rotors (3 mm or less (disc brakes))	x	Fail	\$349.95		See AI-152

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Perform ZAK Induction System Service based on dealer recommended time/mileage (Found air cleaner element to be dirty)	x	Caution	\$179.99		See AI-66
Perform four wheel alignment (Found all tires abnormally worn, Recommend with Repair - Four wheel alignment)	x	Caution	\$134.95		See AI-70
Replace left front CV axle assembly (Found left outer CV joint to be noisy/worn out)	x	Caution	\$1,397.94		See AI-73
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$79.95		See AI-102
Perform ZAK Battery Service (Found battery to be dirty and in need of service)	x	Caution	\$44.95		See AI-167
Replace cabin/HEPA micro filter (Recommend replacing cabin/ HEPA microfilter by manufactures required time/mileage)	x	Caution	\$124.95		See AI-171
Perform brake system fluid exchange (Recommend replacing brake fluid dealer recommended time/mileage)	x	Caution	\$134.95		See AI-211
Perform automatic transmission fluid exchange service (Recommend performing transmission service per manufactures required time/mileage)	x	Caution	\$279.95		See AI-251
REPLACE BATTERY (KEY FOB BATTERY DEAD)		Caution			
REPLACE L/R TIRE PRESSURE SENSOR (FOUNT TPMS LIGHT ON)		Caution	\$290.95		
REPLACE DRIVER WINDOW SWITCH BEZEL (DRIVER POWER WINDOW SWITCH BEZEL SCRATCHED UP)		Caution	\$165.98		
REPLACE PASSENGER WINDOW SWITCH BEZEL (PASSENGER WINDOW SWITCH BEZEL SCRATCHED UP)		Caution	\$165.98		
PERFORM 4 WHEEL ALIGNMENT (PULL RIGHT)		Caution	\$130.00		
STEERING WHEEL LEATHER WORN (STEERING WHEEL LEATHER WORN)		Caution			
SOME MINOR DINGS AND SCRATCHES ON BODY (SOME MINOR DINGS AND SCRATCHES ON BODY)		Caution			
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$5,327.37	\$0.00	\$177.95
Environmental/Shop Fees			\$74.95		\$16.02

Totals, Taxes and Fees		Cost	Deferred	Approved
Tax		\$439.51		\$14.68
Estimate Total		\$5,841.83		\$208.65
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 induction service

AI-66

Operation Description:

Our trained technicians start by disassembling the air intake system. They then clean the throttle body housing, intake and plate, plenum and air-intake, and intake valves and ports. Finally, they remove any combustion chamber deposits. This ensures a correct balance of fuel and air in the system.



Dirty throttle plate

Significance:

This air system is critical to many of the normal operating functions of your vehicle. When your vehicle is "breathing" right your vehicle runs better. When air can't circulate effectively because of build up and deposits, vehicle performance suffers and your fuel economy is reduced.



Clean throttle plate

Advantage:

This service benefits you and your vehicle by reducing emissions, restoring horse power, and increasing fuel economy. It also allows your vehicle to start and idle more smoothly and run more quietly.

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:

Remove the CV axle with the damaged joints from the vehicle. Replace the CV axle with a new or rebuilt unit. Install the new or rebuilt CV axle assembly onto the vehicle.

Significance:

CV joints allow your drive axles to transmit torque to the wheels, while still allowing the wheels to turn left or right when steering the car. CV joints also allow the suspension to function normally, while still allowing the drive axles to move your car down the highway. The CV joint boots cover the CV joints protecting them from dirt, debris, and water. A torn or damaged CV joint boot allows the CV joint grease to collect dirt and debris, which will quickly destroy the joint. A worn out CV joint will start to make noise, and will eventually break, leaving the vehicle disabled. Often times, other vehicle damage will result when a CV joint breaks, resulting in an expensive repair.



Damaged CV axle



New CV axle

Advantage:

Nobody wants to be stranded by the side of the road with a broken-down vehicle. Replacing a worn-out CV axle will help ensure that your vehicle stays reliable. You will also save money by avoiding additional damage and expense that can be caused by the CV axle breaking completely.

Operation Description:

Perform a power steering function test. Conduct an inspection of the power steering system to locate 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

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:

Remove the wheels. For disc brakes, remove the brake caliper and then remove the brake pads. Inspect the rotors for signs of damage or excessive wear. Replace or resurface the rotor as necessary. Inspect the brake caliper and brake hoses for damage and leaks. Replace the brake pads. For drum brakes, remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Inspect the brake drum for damage, or excessive wear. Replace or resurface the drum as necessary. Clean the brake drum and backing plate. Replace the brake shoes. Reinstall the brake drum. Adjust the brakes as necessary. Reinstall the wheels and torque the lug nuts to the vehicle manufacturer's specifications.



Damaged brake rotor from metal-to-metal contact

Significance:

This repair is all about safety. Your vehicle's brake system is only as good as your brake pads and/or brake shoes. The safety of you and your family depends on your brake system working properly and stopping your vehicle - every time. Aside from the obvious safety issues, neglecting the maintenance of your brake pads and shoes can cause the friction material on your brake pads and shoes to completely wear out. This can cause the steel backing on your brake pads or shoes to contact the rotors or drums and will destroy the rotors or drums, leaving you with an expensive repair bill.



New brake pads

Advantage:

There are no shortcuts when it comes to your vehicle's brakes. Having a professional automotive technician check and service brakes on a regular basis is essential to your safety behind the wheel. Maintaining your brake system by replacing your brake pads and shoes before they are completely worn out will help keep your brakes working properly and save you money by avoiding unexpected damage to your brake components caused by metal to metal contact.

Operation Description:

One of our skilled technicians will apply battery cleaner and leak detector, inspect battery, terminals and cables, clean battery posts and terminals, install anti-corrosion battery terminal protectors, and then seal battery posts, terminals and case.

Significance:

One of the primary calls for roadside assistance is due to battery failure. Because of the high demand for electrical power in today's car, it has become important that the battery be properly maintained.

Advantage:

Having your battery serviced every year will ensure longer battery life.



Corroded battery terminals



Battery terminals after service

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:

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.

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.

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.



Harmful deposits on brake master cylinder piston assembly



Brake fluid before and after service

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.

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.

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.



Valve body spool with heavy build up



Valve body spool after transmission service

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