



KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

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Service Consultant

M. Dodge
Certified Technician

YOUR VEHICLE

Year 2007	Make Cadillac	Model Escalade ESV	Engine Type 6.2L V8 8 OHV (MFI)
Odometer 172,861	VIN # 1GYFK668X7R289442	License # CH5H249	Date 12/14/2015

Table of Contents...



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:

- ✓ A. 108 POINT INSPECTION



Package Results

Multi Point Inspection Pre Owned

Failed Task	Observation	Recommendation	Done
Inspect/measure left rear brake pads/shoes	3/32" (2.379 MM)	Replace rear brake pads and resurface rotors	
Inspect/measure right rear brake pads/shoes	3/32" (2.379 MM)	Replace rear brake pads and resurface rotors	

Cautioned Task	Observation	Recommendation	Done
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 front axle CV joints and boots	Found torn left front outer CV boot	Replace left front CV boot	
Inspect torque mounts	Found broken torque mount	Replace torque mount	
Inspect engine mounts	Found broken engine mount	Replace engine mount	
Check engine for oil leaks	Found engine oil leak	Replace rear main seal	

Cautioned Task	Observation	Recommendation	Done
Check taillight, turn signal, side marker, and license plate lights	<ul style="list-style-type: none"> • Found burned out license plate bulb • Found burned out right side marker bulb 	<ul style="list-style-type: none"> • Replace license plate bulb • Replace right side marker light bulb 	
Check windshield wiper/washer operation	Found windshield washer to be inoperative	Diagnose windshield washer problem	
Inspect rear shocks and struts; check operation	Found worn out rear shock absorbers	Replace rear shock absorbers	
Check for abnormal engine noise/vibrations	Found excessive engine noise		
Check automatic transmission for normal operation/shifting	Found harsh shifting engagement (shock) when shifting out of park into drive or reverse	Diagnose automatic transmission problem	

Passed Task	Observation	Recommendation	Done
Inspect/measure left rear tire tread depth	9/32" (7.142 MM)		
Inspect/measure right rear tire tread depth	9/32" (7.142 MM)		
Inspect/measure left front tire tread depth	10/32" (7.937 MM)		
Inspect/measure right front tire tread depth	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	✓ 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/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 automatic transmission mounts for damage



- ✓ Check front differential fluid level/condition
- ✓ Check front differential for leaks
- ✓ Inspect fuel tank, lines, and connections
- ✓ Check brake system for leaks
- ✓ Visually inspect PCV system
- ✓ Inspect battery terminals/cables
- ✓ Inspect fuel injection system
- ✓ Inspect accessory drive belts
- ✓ Inspect radiator cap
- ✓ Check condenser cooling fan operation
- ✓ Check power steering fluid level/condition
- ✓ Check brake fluid level/condition
- ✓ Inspect body for damage, dings, and dents
- ✓ Check back-up light operation
- ✓ Inspect headlight assemblies for cracks/damage
- ✓ Check power seat operation
- ✓ Check power locking system operation
- ✓ Check blower motor operation (all speeds)
- ✓ Check dash and interior lights
- ✓ Inspect onboard diagnostics system (check engine light)
- ✓ Inspect front shocks and struts; check operation
- ✓ Check shift lock operation
- ✓ Check starter/starting system
- ✓ Check rear differential fluid level/condition
- ✓ Check rear axle seals for leaks
- ✓ Check power steering system for leaks
- ✓ Check automatic transmission cooler hoses for damage or leaks
- ✓ Visually inspect EGR system
- ✓ Inspect wiring harness and connections
- ✓ Check idle speed
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Check electric cooling fan operation
- ✓ Inspect heater hoses
- ✓ Check engine oil level/condition
- ✓ Check automatic transmission fluid level and condition
- ✓ Check hazard light operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks/damage
- ✓ Check seatbelts for normal operation/condition
- ✓ Check horn operation
- ✓ Inspect rear window defroster operation
- ✓ Check air conditioning operation
- ✓ Inspect SRS diagnostic system (SRS warning light)
- ✓ Scan vehicle computer for fault codes
- ✓ Check front differential for abnormal noise
- ✓ Check cruise control operation (including resume)
- ✓ Check ease of starting
- ✓ Check front axle seals for leaks
- ✓ Check rear differential for leaks
- ✓ Check cooling system for leaks
- ✓ Check automatic transmission for leaks
- ✓ Check alternator/charging system
- ✓ Inspect fuel hoses, lines, and connections
- ✓ Inspect air cleaner element
- ✓ Inspect brake booster
- ✓ Inspect cooling system hoses
- ✓ Check windshield washer fluid level/condition
- ✓ Check engine coolant level/condition
- ✓ Inspect windshield wiper blades
- ✓ Check brake light operation
- ✓ Check headlight low and bright beam
- ✓ Inspect SRS system
- ✓ Check power window operation
- ✓ Check air flow switching control (floor, dash vent, and defroster outlets)
- ✓ Check brake pedal travel/free-play
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Inspect parking brake adjustment/operation
- ✓ Check rear differential for abnormal noise
- ✓ Check engine performance/smooth acceleration

Additional Observations	Recommendation
ENGINE HAS CLATTER WHEN FIRST STARTED	ENGINE HAS CLATTER WHEN FIRST STARTED



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved	
A. 108 POINT INSPECTION		\$168.00		X	
Subtotal		\$168.00		\$168.00	
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace rear brake pads and resurface rotors (3/32" (2.379 MM))	x	Fail			See AI-14
Subtotal		\$0.00			
Diagnose windshield washer problem (Found windshield washer to be inoperative)	x	Caution			
Diagnose automatic transmission problem (Found harsh shifting engagement (shock) when shifting out of park into drive or reverse)	x	Caution			
Replace license plate bulb (Found burned out right side marker bulb)	x	Caution			See AI-17
Replace right side marker light bulb (Found burned out right side marker bulb)	x	Caution			See AI-17
Replace rear main seal (Found engine oil leak)	x	Caution			See AI-23
Replace left front CV boot (Found torn left front outer CV boot)	x	Caution			See AI-32
Replace torque mount (Found broken torque mount)	x	Caution			See AI-44
Replace engine mount (Found broken engine mount)	x	Caution			See AI-44
Replace rear shock absorbers (Found worn out rear shock absorbers)	x	Caution			See AI-56
Subtotal		\$0.00			
ENGINE HAS CLATTER WHEN FIRST STARTED (ENGINE HAS CLATTER WHEN FIRST STARTED)					
Subtotal		\$0.00			
Totals, Taxes and Fees		Cost	Deferred	Approved	
Estimate Subtotal		\$168.00	\$0.00	\$168.00	
shop fees					
Tax					
Estimate Total					
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.

Replace Brake Pads/Shoes

AI-14

Operation Description:

Raise the vehicle on an approved automotive lift. Remove the wheels to gain access to the brakes. (1)Disk 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 as necessary. Replace the brake pads. (2)Drum Brakes: Remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Replace as necessary. 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
(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 condition can leave your brake pad/shoe steel backing plates contacting the rotors/drums and will destroy the drums/rotors leaving you with an expensive repair bill



*Installing 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:

Perform a function test of entire lighting system. Visually inspect the headlamps, high and low beams, hazard signals, turn indicators, parking lights and brake lights. Remove and install new light bulbs as needed to repair inoperative vehicle lamps.

Significance:

All vehicles have lighting systems for safety, and to adhere to State and Federal traffic laws. These important components allow you to see the road in front of you at night and allow other vehicles to see you coming. Replacing burned out light bulbs is an important service task. The cost is normally less than the inconvenience and can help prevent you from receiving a traffic citation.

Advantage:

The vehicle lighting system is an important safety feature of your car. Replacing burned out light bulbs is an inexpensive way to ensure that your driving experience is a safe one.



Examples of Burned Out Bulbs



New Light Bulb

Operation Description:

The first step is to determine where the engine oil is leaking from. Then repair the leak according to the instructions in the vehicle manufacturer’s service information. Top off the engine oil, then take the vehicle for a test drive. At the end of the test drive, recheck the oil leak to verify that it has been effectively repaired.

Significance:

Engine oil leaks under your vehicle can indicate that a seal, gasket, or component has failed and needs to be repaired or replaced. Engine oil leaks, when ignored, can lead to major engine damage - not to mention the mess they can cause in your driveway.

Advantage:

Repairing an engine oil leak can help to keep your vehicle reliable and your driveway clean. Repairing an engine oil leak can also help to avoid the expensive repairs that can arise from an engine failure caused by the engine that is run while low on oil.



Removing a Leaking Rear Main Seal.



New Rear Main Seal Installed on Engine.

Operation Description:

Refer to the vehicle manufacturer’s service information. Then remove the CV axle with the damaged boot from the vehicle. Remove the CV joint from the axle shaft. Thoroughly clean all of the old grease and any dirt from the CV joint. Inspect the CV joint for damage, and if damage is found, the CV joint must be replaced. Repack the CV joint with the vehicle manufacturer’s recommended grease. Install the new boot and CV joint back onto the axle shaft. Reinstall the CV axle back onto the vehicle. Then test drive the vehicle.



Torn CV Boot.

Significance:

CV joints allow the vehicle's drive axles to transmit torque to the wheels, while still allowing the wheels to turn left or right while steering the car. CV joints also allow the suspension to function properly, while allowing the drive axles to move the vehicle down the highway. The CV joint boots cover the CV joints, and they protect them from dirt, debris, and water. A torn or damaged CV joint boot allows the CV joint grease to collect dirt and debris, which can quickly destroy the joint. If a CV boot has only been torn for a short time, the joint usually will not suffer any damage, and a new boot can be installed. A worn out CV joint will start to make noise, and will eventually break, leaving the vehicle disabled and unable to move. Often times, other vehicle damage will result when a CV joint breaks, resulting in an expensive repair.



CV Boot in good Condition.

Advantage:

A properly maintained CV joint can last the entire life of your vehicle. Replacing a torn or damaged CV boot is smart maintenance choice, and a good investment in the reliability of your vehicle.

Operation Description:

Remove the weight of the engine/transmission from the mounts. Remove the worn engine mounts. Install the new mounts according to the manufacturer’s service information.



Worn engine mount.

Significance:

Engine/Transmission mounts secure the engine and Powertrain to the vehicle frame. These mounts limit engine movement, resulting in reduced noise and vibration. Engine/Transmission mounts also align the Powertrain for optimal performance under various engine load and torque transfer conditions.

Advantage:

Late model vehicles offer very little engine clearance under the hood. A broken mount can allow the engine to move and cause damage to the engine and/or body of the vehicle. Engine/Transmission mounts are tough components, but constant vibration and changes in temperature can weaken engine mounts over time. Serious engine or Powertrain damage can be prevented by replacing a worn or damaged engine mount.



New engine mount.

Operation Description:

Note: Shock absorbers should always be replaced in pairs. Carefully lift the vehicle using an approved automotive lift. Remove the wheel that corresponds with the shock that is going to be replaced. Follow the vehicle manufacturer's service information and remove the shock absorber from the vehicle. Inspect the shock mounting points on the vehicle for wear or damage and make repairs as necessary. Install the new shock absorber. Reinstall the wheel and torque the lug nuts to the correct torque specification.

Significance:

When a shock absorber wears out, your vehicle will bounce too much when going over bumps. It will also sway excessively when you go into a turn. Worn out shocks can lead to serious handling problems with your vehicle, and this presents a safety issue. Additionally, your vehicle may handle in an unpredictable manner. Worn out shocks will also cause your tires to wear unevenly, greatly reducing the life of your tires. You should replace your shock absorbers before they get to this point.

Advantage:

Replacing your worn out shock absorbers can greatly improve how your vehicle handles, making your vehicle more predictable and safer to drive. It will also prevent the premature tire wear that is associated with worn out shock absorbers.



Uneven tire wear due to worn shock absorbers.



New Shock Absorber.