



Cadillac



CREST CADILLAC

KNOW **YOUR VEHICLE™**

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

Cori Nastro

Service Consultant

J. Ramirez

Certified Technician

YOUR VEHICLE

Year 2013	Make GMC	Model Terrain	Engine Type 2.4L 4-cyl K DOHC (DI)
Odometer 105,571	VIN # 2GKALUEK6D6143615	License #	Date 5/10/2016

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Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. 108 POINT INSPECTION (OIL CHANGE)
- ✓ OIL CHANGE



Package Results

Multi Point Inspection Pre Owned

Failed Task	Observation	Recommendation	Done
Inspect windshield wiper blades	<ul style="list-style-type: none"> Found wiper blades to be worn out REAR WIPER BLADE ALSO 	<ul style="list-style-type: none"> Replace windshield wiper blades REAR WIPER BLADE ALSO 	

Cautioned Task	Observation	Recommendation	Done
Inspect/measure left rear tire tread depth	4/32" (3.175 MM)	<ul style="list-style-type: none"> Mount and balance one new rear tire Perform alignment 	
Inspect/measure right rear tire tread depth	5/32" (3.967 MM)		
Inspect/measure left rear brake pads/shoes	5/32" (3.967 MM)		
Inspect/measure right rear brake pads/shoes	5/32" (3.967 MM)		
Inspect air cleaner element	Found air cleaner element to be dirty	Replace air filter element	
Check power steering fluid level/condition	Found power steering fluid to be dirty/contaminated	Perform power steering system flush	

Cautioned Task	Observation	Recommendation	Done
Check brake fluid level/condition	Found brake fluid to be dirty/contaminated	Perform brake system flush	
Check engine performance/smooth acceleration	Found throttle body to be dirty	Clean and service throttle body	

Passed Task	Observation	Recommendation	Done
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	8/32" (6.35 MM)		
Inspect/measure right front brake pads/shoes	8/32" (6.35 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 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 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
- ✓ Check alternator/charging system
- ✓ Inspect wiring harness and connections
- ✓ Inspect fuel injection system
- ✓ Inspect distributor cap and rotor
- ✓ Inspect accessory drive belts
- ✓ Inspect radiator cap
- ✓ Inspect cooling system hoses
- ✓ Check windshield washer fluid 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
- ✓ Inspect rear window defroster operation
- ✓ Inspect cabin air/HEPA filter (if equipped)
- ✓ Check clutch/start switch
- ✓ Inspect SRS diagnostic system (SRS warning light)
- ✓ Scan vehicle computer for fault codes
- ✓ Inspect front shocks and struts; check operation
- ✓ Check for abnormal engine noise/vibrations
- ✓ Check shift lock operation
- ✓ Check starter/starting system
- ✓ Visually inspect PCV system
- ✓ Check battery fluid level
- ✓ Inspect fuel hoses, lines, and connections
- ✓ Check idle speed
- ✓ Check distributor advance and ignition timing
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Check electric cooling fan operation
- ✓ Check condenser cooling fan operation
- ✓ Check engine oil 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 window 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 parking brake adjustment/operation
- ✓ Check front differential for abnormal noise
- ✓ Check clutch for normal operation (if equipped)
- ✓ Check automatic transmission for normal operation/shifting
- ✓ Check ease of starting
- ✓ Visually inspect EGR system
- ✓ Inspect battery terminals/cables
- ✓ Inspect carburetor and choke
- ✓ Inspect ignition wires (spark plug wires)
- ✓ Inspect timing belt/balance shaft belts
- ✓ Inspect brake booster
- ✓ Inspect fan hub
- ✓ Inspect heater hoses
- ✓ Check engine coolant 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
- ✓ Check power locking system operation
- ✓ Check blower motor operation (all speeds)
- ✓ Check brake pedal travel/free-play
- ✓ Check dash and interior lights
- ✓ Inspect onboard diagnostics system (check engine light)
- ✓ Inspect rear shocks and struts; check operation
- ✓ Check rear differential for abnormal noise
- ✓ Check manual transmission for normal operation/shifting
- ✓ Check cruise control operation (including resume)

Additional Observations		Recommendation	
FOUND RIGHT FRONT FENDER DAMAGE		FOUND RIGHT FRONT FENDER DAMAGE	
RIGHT FRONT DOOR HAS BODY DAMAGE		RIGHT FRONT DOOR HAS BODY DAMAGE	



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	
OIL CHANGE (OIL CHANGE)			\$80.00			
Subtotal			\$258.00		\$178.00	
Inspection & Additional Recommendations		Insp	Status	Cost	Deferred	Approved
REAR WIPER BLADE ALSO (REAR WIPER BLADE ALSO)	x	Fail	\$30.00			
Replace windshield wiper blades (REAR WIPER BLADE ALSO)	x	Fail	\$65.00			See AI-24
Subtotal			\$95.00			
Clean and service throttle body (Found throttle body to be dirty)	x	Caution	\$86.95			
Mount and balance one new rear tire (4/32" (3.175 MM))	x	Caution	\$200.00			See AI-15
Perform brake system flush (Found brake fluid to be dirty/contaminated)	x	Caution	\$135.00			See AI-25
Perform alignment (4/32" (3.175 MM))	x	Caution	\$135.00			See AI-29
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$65.00			See AI-31
Perform power steering system flush (Found power steering fluid to be dirty/contaminated)	x	Caution	\$130.00			See AI-35
FOUND RIGHT FRONT FENDER DAMAGE (FOUND RIGHT FRONT FENDER DAMAGE)		Caution				
RIGHT FRONT DOOR HAS BODY DAMAGE (RIGHT FRONT DOOR HAS BODY DAMAGE)		Caution				
Subtotal			\$751.95			
Totals, Taxes and Fees			Cost	Deferred	Approved	
Estimate Subtotal			\$1,104.95	\$0.00	\$178.00	
shop fees						
Tax						
Estimate Total						
For "See AI-" items <div></div> 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 worn out or abnormally worn tires

AI-15

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

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 Contaminated Brake Fluid

AI-25

Operation Description:

Completely purge the vehicles brake system of all contaminated brake fluid following the vehicle manufacturer's instructions. Clean the brake fluid reservoir of any contaminants. Replace brake fluid with new brake fluid from a sealed container, according to the vehicle manufacturer specifications.

Significance:

Brake fluid can become contaminated in as little as two years. This is due to the fact that brake fluid, by design absorbs the moisture that makes its way into the vehicle's hydraulic system. This moisture can greatly affect the efficiency of the brake fluid, which in turn can affect the efficiency of your vehicles braking system. Corrosion also becomes a factor and can create problems with your vehicles Anti-lock Brake System (ABS) components. Corroded and damaged ABS components can be very expensive to replace.

Advantage:

Most vehicle manufacturers recommend replacing your brake fluid every two years or 24,000 miles. Proper brake performance is essential for the safety of you and your family. Replacing your vehicles brake fluid as part of a regular vehicle maintenance schedule and will prolong the life of brake system components and ensure that your brake system works the way that it was designed to operate.



Dirty brake fluid



Clean Brake Fluid

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:

Drain and Flush all contaminated power steering fluid from the Power Steering System. Replace with new manufacturer recommended power steering fluid. Test drive vehicle and bleed air from the Power Steering System. Check fluid level after test drive and top off if necessary.

Significance:

Power Steering Fluid can become dirty and contaminated under normal driving conditions, and should be replaced with new fluid as part of a preventive maintenance program. Contaminated or dirty Power Steering Fluid can cause Power Steering System components to fail or wear prematurely. Power Steering System components can be very expensive to replace.

Advantage:

Replacing contaminated or dirty Power Steering fluid may keep you from having to replace expensive Power Steering components prematurely. Replacing your vehicles Power Steering fluid is an easy and effective way of making sure that your Power Steering System functions like new for many years to come.



Dirty, worn power steering fluid.



New power steering fluid.