



INFINITI



OUR VALUED CUSTOMER

Cori Nastro
Service Consultant

J. Antonio
Certified Technician

YOUR VEHICLE

Year 2000	Make Toyota	Model 4Runner	Engine Type 3.4L V6 DOHC (MFI)
Odometer 142,974	VIN # JT3HN86R1Y0323112	License #	Date 12/19/2012

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.

Table of Contents...



Original Customer Requests



Package Results



Specifications & Capacities



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
 - replace rear main seal
 - Replace Antenna



Package Results

Crest Infiniti World Class Inspection

Failed Task	Observation	Recommendation
Inspect headlight low and bright beam operation	<ul style="list-style-type: none"> • Found broken/cracked right side headlight assembly • Found right high beam headlight to be burned out 	<ul style="list-style-type: none"> • Replace right headlight bulb • Replace right side headlight assembly
Inspect taillight, turn signal, and side marker assemblies for cracks and damage	Found cracked/broken left taillight assembly	Replace left taillight lens assembly
Check engine oil level and condition and check for leaks	Found engine oil leak	<ul style="list-style-type: none"> • Diagnose engine oil leak • Perform dye test to pinpoint oil leak • Replace right valve cover gasket • Replace left valve cover gasket
Inspect battery terminals and cables	<ul style="list-style-type: none"> • Found corroded positive battery cable • Found corroded negative battery cable 	<ul style="list-style-type: none"> • Replace negative battery cable terminal end • Replace positive battery cable terminal end

Failed Task	Observation	Recommendation
Measure front brake lining thickness	3 mm (disc brakes)	Replace front brake pads and replace front brake rotors

Cautioned Task	Observation	Recommendation
Inspect all vehicle wiper blades	<ul style="list-style-type: none"> • Found windshield wiper blades streaking • Found rear wiper blade to be streaking 	<ul style="list-style-type: none"> • Replace windshield wiper blades • Replace rear wiper blade

Passed Task	Observation	Recommendation
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	
Measure right rear tire tread depth	8/32" or greater: Inspect tire next service	
Measure left rear tire tread depth	8/32" or greater: Inspect tire next service	
Inspect overall tire wear and condition	All tires require inspection next service	

Passed Tasks

- | | | |
|---|--|--|
| <ul style="list-style-type: none"> ✓ Inspect hazard light(s) operation ✓ Inspect taillight, turn signal, side marker, and license plate lights ✓ Inspect heat and air conditioning operation ✓ Check engine light status ✓ Check power steering fluid level and condition and check for leaks ✓ Check automatic transmission fluid level and condition and check for leaks ✓ Inspect engine mounts ✓ Inspect cabin/HEPA micro filter ✓ Measure left front tire tread depth ✓ Measure left rear tire tread depth | <ul style="list-style-type: none"> ✓ Inspect brake light(s) operation ✓ Inspect windshield wiper/washer operation ✓ Inspect dash and interior lights operation ✓ State Inspection ✓ Check engine coolant level and condition and check for leaks ✓ Fill windshield washer fluid ✓ Inspect air cleaner element ✓ Inspect serpentine belt (drive belts) ✓ Measure right front tire tread depth ✓ Inspect overall tire wear and condition | <ul style="list-style-type: none"> ✓ Inspect back-up light(s) operation ✓ Inspect horn operation ✓ Inspect instrument panel warning lamps ✓ Check fog lamp(s) operation ✓ Check brake fluid level and condition and check for leaks ✓ Perform battery performance test ✓ Inspect ignition wires and spark plugs ✓ Inspect all hoses and clamps ✓ Measure right rear tire tread depth ✓ Inspect exhaust system for leaks, damage, and loose parts |
|---|--|--|

- ✓ Check and adjust front tire pressure
- ✓ Inspect transmission mount(s)
- ✓ Inspect manual transmission fluid level and condition
- ✓ Check and adjust rear tire pressure
- ✓ Inspect suspension components
- ✓ Inspect wheel bearings for noise and play
- ✓ Inspect transfer case fluid level and condition
- ✓ Inspect fuel tank, lines, and connections
- ✓ Inspect front differential fluid level and condition
- ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots
- ✓ Inspect rear differential fluid level and condition and check for leaks
- ✓ Inspect overall brake wear and condition
- ✓ Inspect steering and sway bar components



Specifications & Capacities

We searched our database for specification and capacity information and found the following:

Description	Specification
Spark plugs	Electrode gap = .043 inches
Fuel Tank	18.5 US Gallons
Transmission	DEXRON®-III Automatic Transmission Fluid (A340F)
	DEXRON®-III Automatic Transmission Fluid (A340E)



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Declined	Approved
01. 108 POINT INSPECTION-UC		\$149.95		X
replace rear main seal (oil leaks)	Fail	\$1,300.00		
Replace Antenna (Antenna inoperation)	Fail			
Inspection Recommendations	Status	Cost	Declined	Approved
Replace front brake pads and replace front brake rotors (3 mm (disc brakes))	Fail	\$299.99		See AI-143
Replace right headlight bulb (Found right high beam headlight to be burned out)	Fail	\$75.00		See AI-203
Replace left taillight lens assembly (Found cracked/broken left taillight assembly)	Fail	\$412.00		See AI-205
Perform dye test to pinpoint oil leak (Found engine oil leak)	Fail	\$155.00		See AI-231
Replace left valve cover gasket (Found engine oil leak)	Fail	\$450.00		See AI-263

Inspection Recommendations	Status	Cost	Declined	Approved
Replace right valve cover gasket (Found engine oil leak)	Fail	\$450.00		See AI-263
Replace negative battery cable terminal end (Found corroded negative battery cable)	Fail	\$86.00		See AI-264
Replace positive battery cable terminal end (Found corroded negative battery cable)	Fail	\$86.00		See AI-264
Replace rear wiper blade (Found rear wiper blade to be streaking)	Caution	\$25.00		See AI-138
Replace windshield wiper blades (Found rear wiper blade to be streaking)	Caution	\$44.99		See AI-138
Totals, Taxes and Fees		Cost	Declined	Approved
Estimate Subtotal		\$3,533.93	\$0.00	\$149.95
Environmental/Shop Fees		\$69.99		\$13.50
Tax		\$291.55		\$12.37
Estimate Total		\$3,895.47		\$175.82
<i>For "See AI-" items see the "Additional Info</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:

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:

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:

Lighting systems are required on all vehicles by both state and federal laws. Lights are a major contributor to your safety, not only by allowing you to see the road in front of you at night, but also by allowing other vehicles to see you. The value of having fully-functioning lights far outweighs the cost of replacing burned-out light bulbs. The cost is normally less than the inconvenience and can also 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.



Burned-out light bulbs



New light bulb

Operation Description:

Inspect all exterior lamp assemblies to identify any cracked or broken light lenses. In some cases, the lens portion can be replaced, making the lamp assembly serviceable. Normally the entire lamp assembly needs to be replaced in order to repair a cracked or broken lens.

Significance:

All vehicle lights are important safety features that allow you to see or to be seen during various driving conditions. A cracked or broken lens allows moisture to enter the lamp, and can cause damage to the light bulb or electrical connector, rendering the lamp useless. Water damage to electrical wiring will allow corrosion to build up and "wick" its way through the wiring harness. This may lead to a very costly repair at a later date. State and federal traffic laws require vehicle lighting to function correctly at all times.

Advantage:

The safety features of your vehicle require very little maintenance and provide a lot of value to your vehicle. Procrastinating the replacement of a cracked or broken lens will lead to a larger repair later. Generally the repair is less than the time and inconvenience of the traffic stop and possible citation because of a broken lens or inoperative light.



Broken taillight lens



New taillight lens

Operation Description:

Spotting the exact point of an oil leak is difficult at best and nearly impossible at worst. The method of choice among professionals is a florescent dye and an ultraviolet (UV) light. This dye will work with all types of fluids, such as oil, transmission fluid, fuel, coolant, and A/C refrigerant, and makes spotting a leak much easier. When seen under the UV light, the dye glows a bright greenish-yellow.



Fluid leaks are not easy to pinpoint

Significance:

By finding the fluid leak through a dye test, there is no better way of assuring the exact location of the leak will be identified and repaired. After identifying the leak, in most cases the repair will prevent other components from failure due to fluid exposure or lack of lubrication.



A dye test can determine the exact point of the leak

Advantage:

The most notable result in dye testing and repair of the leak is the visual effects and damage caused by the leaks in driveways and garages. Additionally, a clean, grease-free engine or transmission will run cooler and more efficiently.

Valve cover gasket replacement

Operation Description:

Remove valve cover bolts and valve cover. Clean out excess oil. Clean all mating surfaces. Replace valve cover gasket and inspect interior O rings. Inspect all surfaces for cracks and deterioration.



Removing a valve cover to replace gasket

Significance:

Over time, the gasket that seals the valve cover to the head assembly wears and eventually fails. Typically this allows oil to leak from the valve cover, but sometimes the leak occurs in the spark plug wells. If the dipstick is reading low and there's no sign of oil smoke, you may have an oil leak. One common place for oil leaks is from where the valve cover meets the cylinder head.

Advantage:

Intake and exhaust valves open and close rapidly while the engine is running. This extreme mechanical activity requires oil for lubrication. All this happens under the valve cover. The valve cover gasket seals the oil between the engine and the valve cover. After time and many miles, the valve cover gasket can dry out and crack. When this happens, all the oil flying around inside the valve cover will escape, leaving you with an ugly oil leak.



New valve cover gasket

Operation Description:

Identify which battery cable or battery cable terminal end needs to be replaced. Remove the battery cable, or terminal end. Clean all corrosion and dirt from the battery top and case. Clean the battery terminals and battery cable ends with terminal cleaner tool and battery cleaning solution. Install the new battery cable or terminal end. Coat the terminals and battery cable ends with anti-corrosive treatment.

Significance:

If battery cable ends are neglected, corrosion can make its way into the battery cables causing a high resistance condition that will cause starting problems and other problems with your vehicle's electrical system that can be expensive to repair. The battery is the heart of your vehicle's electrical system. Driving a vehicle with damaged or corroded battery components can result in your vehicle not starting when you need it most.

Advantage:

Replacing corroded battery terminal ends will help to keep your vehicle reliable. A clean, well maintained battery will last much longer, and perform much better than a neglected one. Taking proper care of your battery will help ensure that your engine will start when you need it to.



Corroded battery terminal end



New battery terminal ends

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 by 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 services 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