



OUR VALUED CUSTOMER

Crest Used Car Dept

7501 N CENTRAL EXPY
PLANO, TX 75075
(972) 578-7511
CNASTRO@VTAIG.COM

Cori Nastro
Service Consultant

J. DECKARD
Certified Technician

YOUR VEHICLE

Year 1997	Make Mercedes-Benz	Model S420	Engine Type 4.2L V8 DOHC (MFI)
Odometer 110,473	VIN # WDBGA43G2VA340732	License #	Date 10/29/2015

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

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

- ✓ A. 108 POINT INSPECTION



Package Results

Crest Infiniti World Class Inspection

Failed Task	Observation	Recommendation	Done
Inspect instrument panel warning lamps	Found check engine light illuminated		
Inspect all vehicle wiper blades	Found windshield wiper blades streaking	Replace windshield wiper blades	
Inspect serpentine belt (drive belts)	Found serpentine belt damaged/cracked	Replace serpentine belt	

Cautioned Task	Observation	Recommendation	Done
Inspect engine mounts	Found engine mount ruptured/leaking	<ul style="list-style-type: none"> • Replace right engine mount • Replace left engine mount 	
Inspect air cleaner element	Found air cleaner element to be dirty	Replace air filter element	
Visually inspect rear brake lining thickness	7 mm: Inspect brakes next service (disc brakes)		
Visually inspect front brake lining thickness	6 mm: Inspect brakes next service (disc brakes)		

Cautioned Task	Observation	Recommendation	Done
Check engine oil level and condition and check for leaks	<ul style="list-style-type: none"> • Found no oil change reminder sticker on windshield and no history of last oil change • Found engine oil seep 	<ul style="list-style-type: none"> • Change engine oil and filter • Replace left valve cover gasket • Replace right valve cover gasket 	

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Inspect overall tire wear and condition	All tires require inspection next service		
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		

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 transmission mount(s)	✓ Inspect fuel tank, lines, and connections
✓ Fill windshield washer fluid	✓ 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 tire wear and condition
✓ Inspect overall brake wear and condition	✓ Check and adjust rear tire pressure	✓ Perform battery performance test
✓ Inspect battery terminals and cables	✓ Inspect ignition wires and spark plugs	✓ Inspect all hoses and clamps
✓ Measure left front tire tread depth	✓ Measure right front tire tread depth	✓ Inspect steering and sway bar components
✓ Inspect suspension components	✓ Measure right rear tire tread depth	✓ Measure left rear tire tread depth
✓ Check engine light status	✓ State Inspection	✓ Check fog lamp(s) operation
✓ Inspect rear differential fluid level and condition and check for leaks	✓ Check power steering fluid 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

Additional Observations	Recommendation
FOUND CODE P0720 TRACTION COMMUNITCATION FAULT	SEND TO MERCEDES FOR FURTHER DIAGNOSIS
DRIVER SEAT BELT DOES NOT RETRACT	REPLACE DRIVER FRONT SEAT BELT
BODY PAINT PEELING	BODY PAINT PEELING
HAIL DAMAGE	HAIL DAMAGE
LARGE TEARS IN INTERIOR LEATHER	LARGE TEARS IN INTERIOR LEATHER
DRIVER SIDE MIRROR INOP	REPLACE MIRROR ASSEMBLY
PASSENGER SIDE MIRROR INOP	REPLACE PASSENGER SIDE MIRROR ASSEMBLY
REAR WINDOW SHADE INOP	REPALCE WINDOW SHADE ASSEMBLY
STEERING WHEEL DOES NOT TILT UP/DOWN	REPLACE STEERING WHEEL TILT MOTOR
FOUND DRIVER FRONT DOOR LOCK ACTUATOR INOP	REPLACE DRIVER FRONT DOOR LOCK ACTUATOR
FOUND PASSENGER FRONT DOOR LOCK ACTUATOR INOP	REPLACE PASSENGER FRONT DOOR LOCK ACTUATOR
ROTATIONAL TIRES GOING WRONG DIRECTIONS	ROTATE ALL 4 TIRES



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	
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace windshield wiper blades (Found windshield wiper blades streaking)	x	Fail	\$96.00		See AI-147
Replace serpentine belt (Found serpentine belt damaged/cracked)	x	Fail	\$229.95		See AI-189
SEND TO MERCEDES FOR FURTHER DIAGNOSIS (FOUND CODE P0720 TRACTION COMMUNITCATION FAULT)		Fail			
REPLACE DRIVER FRONT SEAT BELT (DRIVER SEAT BELT DOES NOT RETRACT)		Fail	\$803.02		

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$79.95		See AI-102
Change engine oil and filter (Found no oil change reminder sticker on windshield and no history of last oil change)	x	Caution	\$99.99		See AI-103
Replace right engine mount (Found engine mount ruptured/leaking)	x	Caution	\$692.02		See AI-170
Replace left engine mount (Found engine mount ruptured/leaking)	x	Caution	\$692.02		See AI-170
Replace left valve cover gasket (Found engine oil seep)	x	Caution	\$512.20		See AI-272
Replace right valve cover gasket (Found engine oil seep)	x	Caution	\$512.20		See AI-272
BODY PAINT PEELING (BODY PAINT PEELING)		Caution			
HAIL DAMAGE (HAIL DAMAGE)		Caution			
LARGE TEARS IN INTERIOR LEATHER (LARGE TEARS IN INTERIOR LEATHER)		Caution			
REPLACE MIRROR ASSEMBLY (DRIVER SIDE MIRROR INOP)		Caution	\$1,159.60		
REPLACE PASSENGER SIDE MIRROR ASSEMBLY (PASSENGER SIDE MIRROR INOP)		Caution	\$1,154.60		
REPALCE WINDOW SHADE ASSEMBLY (REAR WINDOW SHADE INOP)		Caution	\$3,608.20		
REPLACE STEERING WHEEL TILT MOTOR (STEERING WHEEL DOES NOT TILT UP/DOWN)		Caution	\$653.02		
REPLACE DRIVER FRONT DOOR LOCK ACTUATOR (FOUND DRIVER FRONT DOOR LOCK ACTUATOR INOP)		Caution	\$0.00		
REPLACE PASSENGER FRONT DOOR LOCK ACTUATOR (FOUND PASSENGER FRONT DOOR LOCK ACTUATOR INOP)		Caution	\$0.00		
ROTATE ALL 4 TIRES (ROTATIONAL TIRES GOING WRONG DIRECTIONS)		Caution			
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$10,470.7	\$0.00	\$178.00
Environmental/Shop Fees			\$74.95		\$16.02
Tax			\$863.84		\$14.69
Estimate Total			\$11,409.5		\$208.71



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 filter replacement

AI-102

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.



Dirty and restricted air filter

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.



New air filter

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.

Operation Description:

Completely drain all oil from the engine. Reinstall the oil drain plug using a new oil drain plug gasket, and torque the drain plug to the vehicle manufacturer's specifications. Remove the oil filter from the engine. Lubricate the seal on the new filter using clean motor oil. Install the new oil filter on the engine and tighten it to specification. Refill the engine with the correct amount of motor oil specified by the manufacturer. Start the engine and allow it run for over 30 seconds. Shut the engine off and check for any oil leaks beneath the vehicle. Check the oil level. Top off as necessary.



Sludge from lack of oil changes

Significance:

Changing your engine oil and filter is the single most important vehicle maintenance that you can perform to ensure long engine life. Engine oil that is not changed when it should can develop sludge which can cause serious engine damage in less than 15,000 miles. Today's engine oils have additives and detergents that help to prevent sludge formation, but engine heat will eventually break down these additives so they can no longer protect your engine. The solution is to change your engine oil and filter at the recommended service intervals to ensure that your engine runs reliably for many years.



Clean, maintained engine internals

Advantage:

Changing your engine oil and filter at or before the factory recommended service interval is the best way to protect your engine from premature wear or complete failure. Today's modern engines commonly last far beyond 100,000 miles when they are properly maintained with regular oil and filter changes. An oil and filter change is an inexpensive way to promote engine longevity and ensure good engine performance.

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 driver's view, possibly resulting in an accident.



Impaired view from worn wiper blades

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.



New wiper blades

Operation Description:

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

Significance:

Engine and transmission mounts secure the engine and powertrain to the vehicle frame. These mounts limit engine movement, resulting in reduced noise and vibration. Engine and 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 body of the vehicle. Engine and 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.



Worn engine mount



New engine mount

Operation Description:

Loosen the drive belt tensioner and remove the old belt. Inspect the tensioner and idler pulley bearings for noise or signs of wear. Inspect tensioner and idler pulleys. Install the new belt. Start the engine, and after a minute or so, shut the engine off. Recheck the belt tension and make final adjustments as necessary.

Significance:

The accessory drive belts on your vehicle perform many functions. The power steering system, alternator (charging system), and AC system are all driven by accessory drive belts. On some vehicles, accessory drive belts also drive the water pump, engine cooling fan, and air injection pump (emission control). Accessory drive belts wear during normal engine operation, and need to be checked and replaced periodically; you can lose one or more systems if a belt is broken. A broken fan or waterpump belt can cause severe overheating which could result in expensive repairs, or even total engine failure. A broken power steering belt can result in the loss of your vehicle's power steering system, which could make your vehicle very difficult to steer. A broken alternator belt could cause your vehicle to lose all of its electrical power, and could eventually result in a dead battery.



Worn accessory drive belt



New accessory drive belt

Advantage:

Make sure that the drive belts on your vehicle are in good condition. This is an important point to keep in mind as you attempt to keep your vehicle reliable and safe. Drive belt replacement is recommended at certain mileage intervals. This step can also save you money by avoiding possible engine damage and costly engine repairs.

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.

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.



Removing a valve cover to replace gasket



New valve cover gasket

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