



# KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

**OUR VALUED CUSTOMER**

**Cori Nastro**  
*Service Consultant*

**T. Bernius**  
*Certified Technician*

**YOUR VEHICLE**

<b>Year</b> 2010	<b>Make</b> GMC	<b>Model</b> Yukon XL 1500	<b>Engine Type</b> 6.2L V8 F OHV (MFI)
<b>Odometer</b> 184,399	<b>VIN #</b> 1GKUCMEF3AR275134	<b>License #</b>	<b>Date</b> 8/26/2016

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## Original Customer Requests

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

- ✓ A. 108 POINT INSPECTION



## Package Results

Multi Point Inspection Pre Owned

Failed Task	Observation	Recommendation	Done
Inspect/measure left rear tire tread depth	3/32" (2.379 MM)		
Inspect/measure right rear tire tread depth	3/32" (2.379 MM)		
Inspect/measure left front tire tread depth	3/32" (2.379 MM)		
Inspect/measure right front tire tread depth	<ul style="list-style-type: none"> <li>• 3/32" (2.379 MM)</li> <li>• Found abnormally worn front tires</li> <li>• Found all tires to be worn out (below minimum tread depth)</li> </ul>	Mount and balance four new tires	
Inspect windshield wiper blades	Found wiper blades to be worn out	Replace windshield wiper blades	

Cautioned Task	Observation	Recommendation	Done
Check idle speed	Found throttle body to be dirty	Clean and service throttle body	
Inspect front shocks and struts; check operation	Found worn out front struts	<ul style="list-style-type: none"> <li>• Replace front struts</li> <li>• Perform alignment</li> </ul>	

Passed Task	Observation	Recommendation	Done
Inspect/measure left rear brake pads/shoes	7/32" (5.554 MM)		
Inspect/measure right rear brake pads/shoes	7/32" (5.554 MM)		
Inspect/measure left front brake pads/shoes	9/32" (7.142 MM)		
Inspect/measure right front brake pads/shoes	9/32" (7.142 MM)		

### Passed Tasks

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>✓ Visually inspect EVAP system</li> <li>✓ Inspect exhaust system for leaks, damage, and loose parts</li> <li>✓ Inspect frame and chassis</li> <li>✓ Check tire pressure</li> <li>✓ Inspect/measure left front brake pads/shoes</li> <li>✓ Inspect brake hoses and lines</li> <li>✓ Check rear sway-bar links and bushings</li> <li>✓ Check steering gear assembly</li> <li>✓ Check control arm bushings</li> <li>✓ Check/lubricate tie-rod ends</li> <li>✓ Check front wheel bearings for noise/play</li> <li>✓ Inspect rear axle CV joints and boots</li> <li>✓ Inspect manual transmission mounts for damage</li> <li>✓ Check front differential fluid level/condition</li> <li>✓ Check front axle seals for leaks</li> <li>✓ Check rear differential for leaks</li> <li>✓ Check engine for oil leaks</li> <li>✓ Check clutch hydraulic system for leaks</li> <li>✓ Visually inspect AIR system</li> <li>✓ Check alternator/charging system</li> <li>✓ Inspect wiring harness and connections</li> <li>✓ Inspect fuel injection system</li> <li>✓ Check distributor advance and ignition timing</li> </ul> | <ul style="list-style-type: none"> <li>✓ Inspect catalytic converter</li> <li>✓ Inspect inner fenders and mud guards</li> <li>✓ Inspect lug nuts/wheel studs</li> <li>✓ Inspect/measure left rear brake pads/shoes</li> <li>✓ Inspect/measure right front brake pads/shoes</li> <li>✓ Inspect rear brake drums/rotors</li> <li>✓ Check rear suspension bushings</li> <li>✓ Check front strut/shock mounts</li> <li>✓ Check pitman arm</li> <li>✓ Check/lubricate ball joints</li> <li>✓ Inspect u-joints and driveline slip-joints</li> <li>✓ Inspect torque mounts</li> <li>✓ Inspect automatic transmission mounts for damage</li> <li>✓ Check rear differential fluid level/condition</li> <li>✓ Check front differential for leaks</li> <li>✓ Inspect fuel tank, lines, and connections</li> <li>✓ Check cooling system for leaks</li> <li>✓ Check automatic transmission cooler hoses for damage or leaks</li> <li>✓ Visually inspect PCV system</li> <li>✓ Check battery fluid level</li> <li>✓ Inspect fuel hoses, lines, and connections</li> <li>✓ Inspect ignition wires (spark plug wires)</li> <li>✓ Inspect air cleaner element</li> </ul> | <ul style="list-style-type: none"> <li>✓ Inspect exhaust system heat shields</li> <li>✓ Inspect under car splash shields</li> <li>✓ Inspect rims for damage</li> <li>✓ Inspect/measure right rear brake pads/shoes</li> <li>✓ Inspect brake calipers and wheel cylinders</li> <li>✓ Inspect front brake drums/rotors</li> <li>✓ Check rear strut/shock mounts</li> <li>✓ Check front sway-bar links and bushings</li> <li>✓ Check idler arm</li> <li>✓ Check rear wheel bearings for noise/play</li> <li>✓ Inspect front axle CV joints and boots</li> <li>✓ Inspect engine mounts</li> <li>✓ Check transfer case fluid level/condition</li> <li>✓ Check manual transmission fluid level and condition</li> <li>✓ Check rear axle seals for leaks</li> <li>✓ Check power steering system for leaks</li> <li>✓ Check brake system for leaks</li> <li>✓ Check automatic transmission for leaks</li> <li>✓ Visually inspect EGR system</li> <li>✓ Inspect battery terminals/cables</li> <li>✓ Inspect carburetor and choke</li> <li>✓ Inspect distributor cap and rotor</li> <li>✓ Inspect timing belt/balance shaft belts</li> </ul> |
|---|---|--|

- ✓ Inspect accessory drive belts
- ✓ Inspect radiator cap
- ✓ Inspect cooling system hoses
- ✓ Check windshield washer fluid level/condition
- ✓ Check engine coolant 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 rear differential for abnormal noise
- ✓ Check manual transmission for normal operation/shifting
- ✓ Check cruise control operation (including resume)
- ✓ Check ease of starting
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Check electric cooling fan operation
- ✓ Check condenser cooling fan operation
- ✓ Check power steering fluid level/condition
- ✓ Check brake fluid 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 for abnormal engine noise/vibrations
- ✓ Check shift lock operation
- ✓ Check engine performance/smooth acceleration
- ✓ Inspect brake booster
- ✓ Inspect fan hub
- ✓ Inspect heater hoses
- ✓ Check engine oil 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
- ✓ Check front differential for abnormal noise
- ✓ Check clutch for normal operation (if equipped)
- ✓ Check automatic transmission for normal operation/shifting
- ✓ Check starter/starting system

Additional Observations	Recommendation
FOUND VEHICLE TO CRANK SLOWLY	REPLACE POSITIVE BATTERY CABLE -FOUND VEHICLE TO CRANK SLOWLY
FOUND HVAC CONTROL PANEL BUTTONS PEELING	REPLACE HVAC CONTROL PANEL - FOUND HVAC CONTROL PANEL BUTTONS PEELING
FOUND DRIVERS SEAT TO NOT ADJUST UP	REPLACE DRIVERS SEAT FRAME - FOUND DRIVERS SEAT TO NOT ADJUST UP


Additional Observations	Recommendation
FOUND REAR WASHER INOP	REPAIR WASHER LINE - FOUND REAR WASHER INOP
FOUND TRANS TO NOT UPSHIFT FROM 4TH GEAR	SEND TO SERVICE FOR PROPER TRANS DIAG - FOUND TRANS TO NOT UPSHIFT FROM 4TH GEAR
FOUND BOTH ENGINE MOUNTS WORN CAUSING NOISE WHILE DRIVING	REPLACE BOTH ENGINE MOUNTS -FOUND BOTH ENGINE MOUNTS WORN CAUSING NOISE WHILE DRIVING
FOUND RIGHT FOG LAMP INOP	REPLACE RIGHT FOG LAMP BULB - FOUND RIGHT FOG LAMP INOP
FOUND ENGINE TO IDLE ROUGH	REC FULL ENGINE TUNE UP - FOUND ENGINE TO IDLE ROUGH
FOUND OIL COOLER LINES LEAKING OIL	REPLACE OIL COOLER LINES - FOUND OIL COOLER LINES LEAKING OIL



## 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
Mount and balance four new tires (Found all tires to be worn out (below minimum tread depth))	x	Fail	\$700.00		See AI-15
Replace windshield wiper blades (Found wiper blades to be worn out)	x	Fail	\$65.00		See AI-24
Clean and service throttle body (Found throttle body to be dirty)	x	Caution	\$86.95		
Perform alignment (Found worn out front struts)	x	Caution	\$135.00		See AI-29
Replace front struts (Found worn out front struts)	x	Caution	\$1,265.88		See AI-48
REPLACE POSITIVE BATTERY CABLE -FOUND VEHICLE TO CRANK SLOWLY (FOUND VEHICLE TO CRANK SLOWLY)		Caution	\$344.87		
REPLACE HVAC CONTROL PANEL - FOUND HVAC CONTROL PANEL BUTTONS PEELING (FOUND HVAC CONTROL PANEL BUTTONS PEELING)		Caution	\$0.00		
REPLACE DRIVERS SEAT FRAME - FOUND DRIVERS SEAT TO NOT ADJUST UP (FOUND DRIVERS SEAT TO NOT ADJUST UP)		Caution	\$816.88		

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
REPAIR WASHER LINE - FOUND REAR WASHER INOP (FOUND REAR WASHER INOP)		Caution	\$264.87		
SEND TO SERVICE FOR PROPER TRANS DIAG - FOUND TRANS TO NOT UPSHIFT FROM 4TH GEAR (FOUND TRANS TO NOT UPSHIFT FROM 4TH GEAR)		Caution			
REPLACE BOTH ENGINE MOUNTS -FOUND BOTH ENGINE MOUNTS WORN CAUSING NOISE WHILE DRIVING (FOUND BOTH ENGINE MOUNTS WORN CAUSING NOISE WHILE DRIVING)		Caution	\$488.88		
REPLACE RIGHT FOG LAMP BULB - FOUND RIGHT FOG LAMP INOP (FOUND RIGHT FOG LAMP INOP)		Caution			
REC FULL ENGINE TUNE UP - FOUND ENGINE TO IDLE ROUGH (FOUND ENGINE TO IDLE ROUGH)		Caution	\$331.88		
REPLACE OIL COOLER LINES - FOUND OIL COOLER LINES LEAKING OIL (FOUND OIL COOLER LINES LEAKING OIL)		Caution	\$488.88		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$5,167.09	\$0.00	\$178.00
shop fees					\$2.83
Tax					\$0.23
<b>Estimate Total</b>					<b>\$181.06</b>
<i>For "See AI-" items <span style="background-color: #8B4513; color: white; padding: 2px;">      </span> see the "Additional Information" section </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:**

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.

**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.



*Impaired View From Worn Wiper Blades*

**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.



*New Wiper Blades.*

**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.



**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:**

Note: McPherson Struts should always be replaced in pairs. Carefully lift the vehicle using an approved automotive lift. Remove the wheel that corresponds with the strut that is going to be replaced. Follow the vehicle manufacturer's service information and remove the strut/spring assembly from the vehicle. Using a strut spring compressor, carefully compress the coil spring and disassemble the strut assembly. Remove the strut cap and bearing, and inspect them for damage or wear. If the bearing or cap is damaged or worn, it must be replaced. Remove the strut insert from the strut assembly. Install the new strut insert. Reinstall the coil spring and cap and bearing. Carefully decompress the coil spring. Install the strut/spring assembly back onto the vehicle. Reinstall the wheel and torque the lug nuts to the correct torque specification. Perform a complete wheel alignment.

**Significance:**

When a strut wears out, your vehicle will bounce too much when going over bumps. It will also sway excessively while moving through a turn. Worn out struts can lead to serious handling problems with your vehicle, and this presents a safety issue. Your vehicle may even handle in an unpredictable manner. Worn out struts can also cause your tires to wear unevenly, greatly reducing the life of your tires. You should replace your struts before they get to this point.

**Advantage:**

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



*Worn out struts damage tires.*



*New Struts*





# Vehicle Care Commitment

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## 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 complete bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's wellness 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 all in our power to put your mind at ease and keep you and your family safe on the road.



## How we give you "Peace of Mind..."

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**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 Estimate 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

*\*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.*