<table>
<thead>
<tr>
<th>Year</th>
<th>Make</th>
<th>Model</th>
<th>Engine Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>Chevrolet</td>
<td>Silverado 1500</td>
<td>4.8L V8 A OHV (MFI)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Odometer</th>
<th>VIN #</th>
<th>License #</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>127,732</td>
<td>3GCRKSE35AG145046</td>
<td></td>
<td>8/22/2016</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Failed Task</th>
<th>Observation</th>
<th>Recommendation</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspect windshield wiper blades</td>
<td>Found wiper blades to be worn out</td>
<td>Replace windshield wiper blades</td>
<td></td>
</tr>
</tbody>
</table>

Cautioned Task

<table>
<thead>
<tr>
<th>Cautioned Task</th>
<th>Observation</th>
<th>Recommendation</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspect under car splash shields</td>
<td>Found splash shield to be missing</td>
<td>Replace splash shield</td>
<td></td>
</tr>
<tr>
<td>Inspect/measure left front tire tread depth</td>
<td>6/32&quot; (4.762 MM)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspect/measure right front tire tread depth</td>
<td>6/32&quot; (4.762 MM)</td>
<td>Perform alignment</td>
<td></td>
</tr>
<tr>
<td>Inspect/measure left rear brake pads/shoes</td>
<td>7/32&quot; (5.554 MM)</td>
<td>Have your brakes inspected again in 6 months</td>
<td></td>
</tr>
<tr>
<td>Inspect/measure right rear brake pads/shoes</td>
<td>7/32&quot; (5.554 MM)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspect air cleaner element</td>
<td>Found air cleaner element to be dirty</td>
<td>Replace air filter element</td>
<td></td>
</tr>
<tr>
<td>Check engine performance/smooth acceleration</td>
<td>Found throttle body to be dirty</td>
<td>Clean and service throttle body</td>
<td></td>
</tr>
<tr>
<td>Passed Task</td>
<td>Observation</td>
<td>Recommendation</td>
<td>Done</td>
</tr>
<tr>
<td>-------------</td>
<td>------------------</td>
<td>----------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Inspect/measure left rear tire tread depth</td>
<td>9/32&quot; (7.142 MM)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspect/measure right rear tire tread depth</td>
<td>9/32&quot; (7.142 MM)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspect/measure left front brake pads/shoes</td>
<td>8/32&quot; (6.35 MM)</td>
<td>Have your brakes inspected again in 6 months</td>
<td></td>
</tr>
<tr>
<td>Inspect/measure right front brake pads/shoes</td>
<td>8/32&quot; (6.35 MM)</td>
<td>Have your brakes inspected again in 6 months</td>
<td></td>
</tr>
</tbody>
</table>

**Passed Tasks**

- Visually inspect EVAP system
- Inspect exhaust system for leaks, damage, and loose parts
- Inspect left rear tire tread depth
- Inspect rims for damage
- Inspect right front brake pads/shoes
- Inspect rear brake drums/rotors
- Check rear suspension bushings
- Check front strut/shock mounts
- Check pitman arm
- Check lubricate ball joints
- Inspect u-joints and driveline slip-joints
- Inspect torque mounts
- Inspect automatic transmission mounts for damage
- Check rear differential fluid level/condition
- Check front differential for leaks
- Inspect fuel tank, lines, and connections
- Check cooling system for leaks
- Check automatic transmission cooler hoses for damage or leaks
- Visually inspect PCV system
- Check battery fluid level
- Inspect fuel hoses, lines, and connections
- Check idle speed
- Inspect catalytic converter
- Inspect inner fenders and mud guards
- Inspect left rear tire tread depth
- Check tire pressure
- Inspect right front brake pads/shoes
- Inspect brake calipers and wheel cylinders
- Inspect front brake drums/rotors
- Check rear strut/shock mounts
- Check front sway-bar links and bushings
- Check idler arm
- Check rear wheel bearings for noise/play
- Inspect CV joints and boots
- Inspect engine mounts
- Inspect front axle CV joints and boots
- Check front wheel bearings for noise/play
- Inspect manual transmission mounts for damage
- Check transfer case fluid level/condition
- Check front differential fluid level/condition
- Check front axle seals for leaks
- Check rear differential for leaks
- Check rear axle seals for leaks
- Check power steering system for leaks
- Check brake system for leaks
- Check manual transmission fluid level and condition
- Check engine for oil leaks
- Check clutch hydraulic system for leaks
- Visually inspect AIR system
- Visually inspect EGR system
- Inspect battery terminals/cables
- Inspect carburetor and choke
- Check idle speed
- Inspect automatic transmission for leaks
- Inspect manual transmission for leaks
- Inspect automatic transmission cooler
- Visually inspect alternator/charging system
- Inspect wiring harness and connections
- Inspect fuel injection system
- Inspect distributor cap and rotor
Check distributor advance and ignition timing
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 rear differential for abnormal noise
Check manual transmission for normal operation/shifting
Check cruise control operation (including resume)

Inspect timing belt/balance shaft belts
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
Check 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

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 front differential for abnormal noise
Check clutch for normal operation (if equipped)
Check automatic transmission for normal operation/shifting
Check ease of starting

<table>
<thead>
<tr>
<th>Additional Observations</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOUND PASS OUTSIDE MIRROR ASSEMBLY BROKEN.</td>
<td>REPLACE PASSENGER OUTSIDE MIRROR ASSEMBLY</td>
</tr>
<tr>
<td>BATTERY IS CRANKING MOTOR SLOW. BATTERY IS GOING DEAD</td>
<td>REPLACE BATTERY.</td>
</tr>
</tbody>
</table>

1039450 Crest Cadillac
2701 N. Central Expressway Plano, TX ● (972) 578-7511 ● www.crestcars.com
### Additional Observations

<table>
<thead>
<tr>
<th>Observation</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOTH FRONT CV AXLE BOOTS TORN LEAKING OUT GREASE</td>
<td>REPLACE BOTH FRONT CV AXLES.</td>
</tr>
<tr>
<td>OIL PAN AND REARMAIN SEAL LEAKING OIL</td>
<td>INSTALL GASKET ON OIL PAN AND NEW REAR MAIN SEAL</td>
</tr>
<tr>
<td>FRONT DIFF RIGHT SIDE AXLE SEAL LEAKING</td>
<td>REPLACE RIGHT FRONT SIDE AXLE SEAL.</td>
</tr>
<tr>
<td>VEHICLE HAS PULSATION WHEN APPLYING BRAKES</td>
<td>RECOMMEND FRONT BRAKE PADS AND TURN ROTORS</td>
</tr>
<tr>
<td>VEHICLE HAS VIBRATION AT HIGHWAY SPEEDS.</td>
<td>ROTATE AND BALANCE TIRES.</td>
</tr>
<tr>
<td>FRONT CHEVY EMBLEM IS FADING OFF.</td>
<td>FRONT CHEVY EMBLEM IS FADING OFF.</td>
</tr>
<tr>
<td>VEHICLE HAS SUSPENSION NOISE</td>
<td>VEHICLE HAS SUSPENSION NOISE</td>
</tr>
<tr>
<td>FOUND DRIVER OUTSIDE HANDLE COMING APART.</td>
<td>REPLACE DRIVER OUTSIDE HANDLE</td>
</tr>
<tr>
<td>BOTH ENGINE MOUNTS ARE TORN</td>
<td>REPLACE BOTH ENGINE MOUNTS</td>
</tr>
</tbody>
</table>

### Recommended Services

Our technicians recommend the following services for your vehicle.

<table>
<thead>
<tr>
<th>Original Customer Requests</th>
<th>Status</th>
<th>Cost</th>
<th>Deferred</th>
<th>Approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. 108 POINT INSPECTION</td>
<td></td>
<td>$178.00</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inspection &amp; Additional Recommendations</th>
<th>Insp</th>
<th>Status</th>
<th>Cost</th>
<th>Deferred</th>
<th>Approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace windshield wiper blades (Found wiper blades to be worn out)</td>
<td>x</td>
<td>Fail</td>
<td>$65.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>REPLACE BATTERY. (BATTERY IS CRANKING MOTOR SLOW. BATTERY IS GOING DEAD)</td>
<td>x</td>
<td>Fail</td>
<td>$249.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace splash shield (Found splash shield to be missing)</td>
<td>x</td>
<td>Caution</td>
<td>$171.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean and service throttle body (Found throttle body to be dirty)</td>
<td>x</td>
<td>Caution</td>
<td>$86.95</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Perform alignment (6/32&quot; (4.762 MM))</td>
<td>x</td>
<td>Caution</td>
<td>$135.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace air filter element (Found air cleaner element to be dirty)</td>
<td>x</td>
<td>Caution</td>
<td>$65.95</td>
<td></td>
<td></td>
</tr>
<tr>
<td>REPLACE PASSENGER OUTSIDE MIRROR ASSEMBLY (FOUND PASS OUTSIDE MIRROR ASSEMBLY BORED.)</td>
<td>x</td>
<td>Caution</td>
<td>$442.87</td>
<td></td>
<td></td>
</tr>
<tr>
<td>REPLACE BOTH FRONT CV AXLES. (BOTH FRONT CV AXLE BOOTS TORN LEAKING OUT GREASE)</td>
<td>x</td>
<td>Caution</td>
<td>$1,675.88</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Inspection & Additional Recommendations

<table>
<thead>
<tr>
<th>Description</th>
<th>Status</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>INSTALL GASKET ON OIL PAN AND NEW REAR MAIN SEAL (OIL PAN AND REAR MAIN SEAL LEAKING OIL)</td>
<td>Caution</td>
<td>$2,658.94</td>
</tr>
<tr>
<td>REPLACE RIGHT FRONT SIDE AXLE SEAL. (FRONT DIFF RIGHT SIDE AXLE SEAL LEAKING)</td>
<td>Caution</td>
<td>$367.88</td>
</tr>
<tr>
<td>RECOMMEND FRONT BRAKE PADS AND TURN ROTORS (VEHICLE HAS PULSATION WHEN APPLYING BRAKES)</td>
<td>Caution</td>
<td>$299.99</td>
</tr>
<tr>
<td>ROTATE AND BALANCE TIRES. (VEHICLE HAS VIBRATION AT HIGHWAY SPEEDS.)</td>
<td>Caution</td>
<td>$65.00</td>
</tr>
<tr>
<td>FRONT CHEVY EMBLEM IS FADING OFF. (FRONT CHEVY EMBLEM IS FADING OFF.)</td>
<td>Caution</td>
<td></td>
</tr>
<tr>
<td>VEHICLE HAS SUSPENSION NOISE (VEHICLE HAS SUSPENSION NOISE)</td>
<td>Caution</td>
<td></td>
</tr>
<tr>
<td>REPLACE DRIVER OUTSIDE HANDLE (FOUND DRIVER OUTSIDE HANDLE COMING APART.)</td>
<td>Caution</td>
<td>$334.87</td>
</tr>
<tr>
<td>REPLACE BOTH ENGINE MOUNTS (BOTH ENGINE MOUNTS ARE TORN)</td>
<td>Caution</td>
<td>$1,045.85</td>
</tr>
</tbody>
</table>

## Totals, Taxes and Fees

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
<th>Deferred</th>
<th>Approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimate Subtotal</td>
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<td>$0.00</td>
<td>$178.00</td>
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<tr>
<td>shop fees</td>
<td></td>
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<td>$2.83</td>
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<tr>
<td>Tax</td>
<td></td>
<td></td>
<td>$0.23</td>
</tr>
<tr>
<td><strong>Estimate Total</strong></td>
<td><strong>$181.06</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 Windshield Wiper Blades

**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.

### Perform Wheel Alignment

**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 manufacture’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.
Replace Air Filter Element

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.
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 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..."

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.*