
# KNOW YOUR VEHICLE™

## FITNESS INSPECTION & TREATMENT PLAN

**OUR VALUED CUSTOMER**

**Cori Nastro**
*Service Consultant*

**B. Martschinsky**
*Certified Technician*

**YOUR VEHICLE**

| Year | Make | Model | Engine Type |
|---|---|---|---|
| 2006 | Ford | Mustang | 4.6L V8 H SOHC (MFI) |

| Odometer | VIN # | License # | Date |
|---|---|---|---|
| 99,911 | 1ZVHT85H365245357 | | 8/19/2016 |

# Table of Contents...



## 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 accessory drive belts | Found serpentine belt to be in poor condition | Replace serpentine belt | |
| Inspect windshield wiper blades | Found wiper blades to be worn out | Replace windshield wiper blades | |
| Check taillight, turn signal, side marker, and license plate lights | • Found burned out left side marker bulb<br>• Found burned out right side marker bulb | • Replace left side marker light bulb<br>• Replace right side marker light bulb | |

| Cautioned Task | Observation | Recommendation | Done |
|---|---|---|---|
| Inspect/measure left rear tire tread depth | 5/32" (3.967 MM) | | |
| Inspect/measure right rear tire tread depth | 6/32" (4.762 MM) | | |
| Inspect/measure left front tire tread depth | 7/32" (5.554 MM) | | |

| Cautioned Task | Observation | Recommendation | Done |
|---|---|---|---|
| Inspect/measure right front tire tread depth | • 7/32" (5.554 MM)<br>• Found abnormally worn front tires<br>• Found tires to be out of balance | • Perform alignment<br>• Balance all four tires | |
| Check rear suspension bushings | FOUND RIGHT REAR TRAILING ARM BUSHINGS WORN OUT | REPLACE RIGHT REAR TRAILING ARM ASSEMBLY | |
| Check control arm bushings | Found worn out control arm bushings | • Replace control arm bushings<br>• Perform alignment | |
| Check/lubricate tie-rod ends | • Found worn out left outer tie-rod end<br>• Found worn out right outer tie-rod end | • Replace left outer tie-rod end<br>• Replace right outer tie-rod end | |
| Check engine for oil leaks | Found engine oil leak | • Replace valve cover gaskets<br>• Replace front crankshaft seal | |
| Check idle speed | Found throttle body to be dirty | Clean and service throttle body | |
| Inspect air cleaner element | Found air cleaner element to be dirty | Replace air filter element | |
| Check brake light operation | Found burned out center (third) brake light bulb | Replace center (third) brake light bulb | |
| Check power seat operation | FOUND LEFT FRONT POWER SEAT TO NOT ADJUST SMOOTHLY | REPLACE LEFT FRONT POWER SEAT ADJUSTER--FOUND LEFT FRONT POWER SEAT TO NOT ADJUST SMOOTHLY | |
| Inspect rear shocks and struts; check operation | Found worn out rear shock absorbers | Replace rear shock absorbers | |
| Inspect front shocks and struts; check operation | Found worn out front struts | • Replace front struts<br>• Perform alignment | |
| Check automatic transmission for normal operation/shifting | Found harsh shifting engagement (shock) when shifting out of park into drive or reverse | Diagnose automatic transmission problem | |

| Passed Task | Observation | Recommendation | Done |
|---|---|---|---|
| Inspect/measure left rear brake pads/shoes | 8/32" (6.35 MM) | | |
| Inspect/measure right rear brake pads/shoes | 8/32" (6.35 MM) | | |
| Inspect/measure left front brake pads/shoes | 10/32" (7.937 MM) | | |

| Passed Task | Observation | Recommendation | Done |
|---|---|---|---|
| Inspect/measure right front brake pads/shoes | 10/32" (7.937 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 lug nuts/wheel studs
- ✓ Inspect rims for damage
- ✓ Check tire pressure
- ✓ Inspect/measure left rear brake pads/shoes
- ✓ Inspect/measure right rear brake pads/shoes
- ✓ 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 strut/shock mounts
- ✓ Check steering gear assembly
- ✓ Check front strut/shock mounts
- ✓ Check front sway-bar links and bushings
- ✓ Check pitman arm
- ✓ Check idler arm
- ✓ 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 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
- ✓ Visually inspect PCV system
- ✓ Visually inspect EGR system
- ✓ Check alternator/charging system
- ✓ Check battery fluid level
- ✓ Inspect battery terminals/cables
- ✓ Inspect wiring harness and connections
- ✓ Inspect fuel hoses, lines, and connections
- ✓ Inspect carburetor and choke
- ✓ Inspect fuel injection system
- ✓ Inspect ignition wires (spark plug wires)
- ✓ Inspect distributor cap and rotor
- ✓ Check distributor advance and ignition timing
- ✓ Inspect timing belt/balance shaft belts
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Inspect brake booster
- ✓ Inspect radiator cap
- ✓ Check electric cooling fan operation
- ✓ Inspect fan hub
- ✓ Inspect cooling system hoses
- ✓ Check condenser cooling fan operation
- ✓ Inspect heater hoses
- ✓ Check windshield washer fluid level/condition
- ✓ Check power steering fluid level/condition
- ✓ Check engine oil level/condition
- ✓ Check engine coolant level/condition
- ✓ Check brake fluid level/condition
- ✓ Check clutch hydraulic fluid level/condition

- ✓ Check automatic transmission fluid level and condition
- ✓ Inspect convertible top
- ✓ Inspect/lubricate door latches and mechanisms
- ✓ Inspect/lubricate sunroof and check for leaks
- ✓ Inspect body for damage, dings, and dents
- ✓ Check hazard light operation
- ✓ Check back-up light operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks/damage
- ✓ Check headlight low and bright beam
- ✓ Inspect headlight assemblies for cracks/damage
- ✓ Check seatbelts for normal operation/condition
- ✓ Inspect SRS system
- ✓ Check power antenna operation
- ✓ Check windshield wiper/washer operation
- ✓ Check horn operation
- ✓ Check power window operation
- ✓ Check power locking system operation
- ✓ Inspect rear window defroster operation
- ✓ Check air flow switching control (floor, dash vent, and defroster outlets)
- ✓ Check blower motor operation (all speeds)
- ✓ Inspect cabin air/HEPA filter (if equipped)
- ✓ Check air conditioning operation
- ✓ Check brake pedal travel/free-play
- ✓ Check clutch/start switch
- ✓ Check clutch adjustment
- ✓ Check dash and interior lights
- ✓ Inspect SRS diagnostic system (SRS warning light)
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Inspect onboard diagnostics system (check engine light)
- ✓ Scan vehicle computer for fault codes
- ✓ Inspect parking brake adjustment/operation
- ✓ Check front differential for abnormal noise
- ✓ Check rear differential for abnormal noise
- ✓ Check for abnormal engine noise/vibrations
- ✓ Check clutch for normal operation (if equipped)
- ✓ Check manual transmission for normal operation/shifting
- ✓ Check shift lock operation
- ✓ Check cruise control operation (including resume)
- ✓ Check engine performance/smooth acceleration
- ✓ Check starter/starting system
- ✓ Check ease of starting

| Additional Observations | Recommendation |
|---|---|
| RECOMMEND WITH REPAIR--PERFORM 4 WHEEL ALIGNMENT | RECOMMEND WITH REPAIR--PERFORM 4 WHEEL ALIGNMENT |
| POP/RATTLE/CLUNK NOISE FROM FRONT END WHEN TURNING AND OVER BUMPS | POP/RATTLE/CLUNK NOISE FROM FRONT END WHEN TURNING AND OVER BUMPS--SEE RECOMMENDED SUSPENSION REPAIRS. DIAGNOSE IF NEEDED AFTER |
| RIGHT SIDE POWER MIRROR DOES NOT ADJUST SMOOTHLY | REPLACE RIGHT MIRROR ASSEMBLY--RIGHT SIDE POWER MIRROR DOES NOT ADJUST SMOOTHLY |
| BODY DAMAGE RIGHT REAR 1/4 PANEL | BODY DAMAGE RIGHT REAR 1/4 PANEL |
| PAINT DAMAGE ON HOOD | PAINT DAMAGE ON HOOD |
| DOOR PANEL UPHOLSTERY IS DAMAGED/MISSING BOTH DOOR PANELS | REPLACE LEFT AND RIGHT DOOR PANELS--DOOR PANEL UPHOLSTERY IS DAMAGED/MISSING BOTH DOOR PANELS |
| DIFFICULT TO FIND GEARS WHEN SHIFTING(SHIFTER OUT OF ADJUSTMENT) | ADJUST SHIFT CABLE--DIFFICULT TO FIND GEARS WHEN SHIFTING(SHIFTER OUT OF ADJUSTMENT) |

# 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 left side marker light bulb (Found burned out left side marker bulb) | x | Fail | $135.00 | | *See AI-17* |
| Replace right side marker light bulb (Found burned out right side marker bulb) | x | Fail | $65.00 | | *See AI-17* |
| Replace serpentine belt (Found serpentine belt to be in poor condition) | x | Fail | $299.99 | | *See AI-20* |
| Replace windshield wiper blades (Found wiper blades to be worn out) | x | Fail | $65.00 | | *See AI-24* |
| REPLACE RIGHT REAR TRAILING ARM ASSEMBLY (FOUND RIGHT REAR TRAILING ARM BUSHINGS WORN OUT) | x | Caution | $588.87 | | |
| Clean and service throttle body (Found throttle body to be dirty) | x | Caution | $86.99 | | |
| REPLACE LEFT FRONT POWER SEAT ADJUSTER--FOUND LEFT FRONT POWER SEAT TO NOT ADJUST SMOOTHLY (FOUND LEFT FRONT POWER SEAT TO NOT ADJUST SMOOTHLY) | x | Caution | $1,148.97 | | |
| Diagnose automatic transmission problem (Found harsh shifting engagement (shock) when shifting out of park into drive or reverse) | x | Caution | | | |
| Balance all four tires (Found tires to be out of balance) | x | Caution | $59.99 | | *See AI-16* |
| Replace center (third) brake light bulb (Found burned out center (third) brake light bulb) | x | Caution | $65.00 | | *See AI-17* |
| Replace valve cover gaskets (Found engine oil leak) | x | Caution | $688.96 | | *See AI-23* |
| Replace front crankshaft seal (Found engine oil leak) | x | Caution | $381.88 | | *See AI-23* |
| Perform alignment (Found abnormally worn front tires, Found worn out control arm bushings, Found worn out front struts) | 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* |
| Replace control arm bushings (Found worn out control arm bushings) | x | Caution | $1,047.88 | | *See AI-39* |
| Replace left outer tie-rod end (Found worn out left outer tie-rod end) | x | Caution | $148.88 | | *See AI-41* |
| Replace right outer tie-rod end (Found worn out right outer tie-rod end) | x | Caution | $148.88 | | *See AI-41* |

| Inspection & Additional Recommendations | Insp | Status | Cost | Deferred | Approved |
|---|---|---|---|---|---|
| Replace front struts (Found worn out front struts) | x | Caution | $581.88 | | *See AI-48* |
| Replace rear shock absorbers (Found worn out rear shock absorbers) | x | Caution | $449.87 | | *See AI-56* |
| RECOMMEND WITH REPAIR--PERFORM 4 WHEEL ALIGNMENT (RECOMMEND WITH REPAIR--PERFORM 4 WHEEL ALIGNMENT) | | Caution | $135.00 | | |
| REPLACE RIGHT MIRROR ASSEMBLY--RIGHT SIDE POWER MIRROR DOES NOT ADJUST SMOOTHLY (RIGHT SIDE POWER MIRROR DOES NOT ADJUST SMOOTHLY) | | Caution | $297.00 | | |
| POP/RATTLE/CLUNK NOISE FROM FRONT END WHEN TURNING AND OVER BUMPS--SEE RECOMMENDED SUSPENSION REPAIRS. DIAGNOSE IF NEEDED AFTER (POP/RATTLE/CLUNK NOISE FROM FRONT END WHEN TURNING AND OVER BUMPS) | | Caution | | | |
| PAINT DAMAGE ON HOOD (PAINT DAMAGE ON HOOD) | | Caution | | | |
| REPLACE LEFT AND RIGHT DOOR PANELS--DOOR PANEL UPHOLSTERY IS DAMAGED/MISSING BOTH DOOR PANELS (DOOR PANEL UPHOLSTERY IS DAMAGED/MISSING BOTH DOOR PANELS) | | Caution | $0.00 | | |
| ADJUST SHIFT CABLE--DIFFICULT TO FIND GEARS WHEN SHIFTING(SHIFTER OUT OF ADJUSTMENT) (DIFFICULT TO FIND GEARS WHEN SHIFTING(SHIFTER OUT OF ADJUSTMENT)) | | Caution | $666.88 | | |
| BODY DAMAGE RIGHT REAR 1/4 PANEL (BODY DAMAGE RIGHT REAR 1/4 PANEL) | | Caution | | | |

| Totals, Taxes and Fees | Cost | Deferred | Approved |
|---|---|---|---|
| Estimate Subtotal | $7,439.92 | $0.00 | $178.00 |
| shop fees | | | $2.83 |
| Tax | | | $0.23 |
| **Estimate Total** | | | **$181.06** |

*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.

## Rotate and Balance Tires AI-16

**Operation Description:**

Carefully lift the vehicle on an approved automotive vehicle lift. Adjust the air pressure in all of the tires. Visually inspect the condition of the tires at this time. Remove all of the wheels and balance them on a dynamic spin balancer. Reinstall the tires on the vehicle in accordance with manufacture's rotation pattern, and then torque the wheel lugs to secure wheels to vehicle following the recommended torque procedures.

*Irregular wear due to tire imbalance.*

**Significance:**

Under inflated tires can rob your vehicle of its fuel economy and performance. A tire that is out of balance can cause a severe wheel vibration or shimmy. If this important step is omitted, tire wear will be uneven and you will have to replace the tires far more frequently than tires that are rotated and maintained according to a vehicle maintenance schedule. Automotive tires take a lot of punishment and require very little servicing in return. Regular tire rotation and balancing is a very cost effective preventative maintenance procedure.

*Dynamic Tire Balancing Equipment.*

**Advantage:**

The tires on your vehicle are the only thing between you and the road surface. You have a lot "riding" on your tires in terms of safety and performance. Make tire rotations and balancing a regular part of your vehicle's scheduled maintenance program. Enjoy the benefits of a smooth ride, better handling, and improved fuel economy.

## Replace Burned Out Bulbs AI-17

**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.

*Examples of Burned Out Bulbs*

**Significance:**

All vehicles have lighting systems for safety, and to adhere to State and Federal traffic laws. These important components allow you to see the road in front of you at night and allow other vehicles to see you coming. Replacing burned out light bulbs is an important service task. The cost is normally less than the inconvenience and can help prevent you from receiving a traffic citation.

*New Light Bulb*

**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.

**Operation Description:**

Loosen the drive belt tensioner and remove the old belt. Repeat this step for any other belts that require replacement. Inspect the tensioner and idler pulley bearings for noise or signs of wear. Replace any tensioner or idler pulleys that require replacement. Install the new belt and tensioner to factory specifications. Repeat this step for any additional belts that require replacement. Start the engine, and after a minute or so, shut the engine off. Recheck the belt tension and make final adjustments as necessary.

*Cracked/Worn Accessory Drive Belt*

*New Accessory Drive Belt*

**Significance:**

The accessory drive belt(s) on your vehicle performs many functions. The Power Steering System, Alternator (charging system), and Air conditioning 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. Keep this point in mind, as you can lose one or more systems if a belt is broken. For example, 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. This condition could be dangerous if a quick steering maneuver is necessary. A broken alternator belt could cause your vehicle to lose all of its electrical power, and could eventually result in a dead battery. This condition could cause the engine to shut off and not restart.

**Advantage:**

Make sure that the drive belt(s) 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. Don't wait, have your drive belts inspected and replaced whenever it is recommended by the vehicle manufacturer!

## Repair Engine Oil Leaks under Vehicle AI-23

**Operation Description:**

The first step is to determine where the engine oil is leaking from. Then repair the leak according to the instructions in the vehicle manufacturer's service information. Top off the engine oil, then take the vehicle for a test drive. At the end of the test drive, recheck the oil leak to verify that it has been effectively repaired.

**Significance:**

Engine oil leaks under your vehicle can indicate that a seal, gasket, or component has failed and needs to be repaired or replaced. Engine oil leaks, when ignored, can lead to major engine damage - not to mention the mess they can cause in your driveway.

**Advantage:**

Repairing an engine oil leak can help to keep your vehicle reliable and your driveway clean. Repairing an engine oil leak can also help to avoid the expensive repairs that can arise from an engine failure caused by the engine that is run while low on oil.

*Removing a Leaking Rear Main Seal.*

*New Rear Main Seal Installed on Engine.*

## 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.*

## Perform Wheel Alignment AI-29

**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.

*Abnormal Tire wear From a Vehicle that is out of Alignment.*

**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.

*A Wheel alignment being Performed.*

**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 AI-31

**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.

*Extremely Dirty/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.

## Replace Worn-out Suspension/Steering Components AI-39

**Operation Description:**

Carefully lift the vehicle using an approved automotive lift. Inspect the front and rear suspension to locate any damaged or worn components. Remove any worn suspension components according to the vehicle manufacturer's instructions. Install the new components and perform an wheel alignment. Then test drive the vehicle.

*Worn Out Suspension/Steering components.*

**Significance:**

The components that make up your steering and suspension are very important to the performance of your vehicle. They allow movement of the suspension to occur when driving over bumps and during turns. They also keep your vehicle going straight down the highway. Worn out suspension components can cause your tires to wear-out prematurely. They can also cause your vehicle to wander or pull to one side as you drive. If a worn suspension component is not replaced in a timely manner, your vehicle can become unsafe to drive. If a worn-out suspension or steering component breaks when driving down the road, you may not be able to control/steer your vehicle, and thereby run the risk of getting in an accident and/or doing additional damage to your vehicle.

*Newly Replaced Ball joint and Tie Rod End.*

**Advantage:**

Even with slightly worn suspension or steering components, you will wear out your tires prematurely. Safety is number one when it comes to you and your family. A vehicle with worn out suspension components (i.e., ball joints, drag links, pitman arms, idler arms, control arm bushings and tie-rods) can be unsafe to drive. Maintaining your front and rear suspension helps keep your vehicle safe and reliable.

## Replace Worn-out Ball Joint / Tie-rod end AI-41

**Operation Description:**

Carefully lift the vehicle using an approved automotive lift. Remove the corresponding wheel to gain access to the component. Next, remove the ball joint/tie-rod end according to the vehicle manufacturer's specific repair information. Install the new ball joint or tie-rod end. Grease the new ball joint/tie-rod end as required. Reinstall the wheel and torque the lug nuts to the vehicle to the manufacturers' specifications. Perform a complete wheel alignment. Take the vehicle for a test drive.

*Worn Out Ball Joint and Tie Rod End*

**Significance:**

Ball joints and tie-rod ends are very important parts of the front suspension. They allow movement of the suspension to occur when driving over bumps, and while turning. They also keep your vehicle going straight down the highway. A worn ball joint or tie-rod end can cause your tires to wear-out prematurely. They can also cause your vehicle to wander or pull to one side as you drive. If a worn ball joint or tie-rod end is not replaced in a timely manner, your vehicle can become unsafe to drive. If a worn-out ball joint or tie-rod end breaks while you are driving, you may not be able to control/steer your vehicle, and run the risk of getting in an auto accident, or doing additional damage to your vehicle.

*New Ball joint and Tie Rod End Installed on Vehicle*

**Advantage:**

Even with slightly worn ball joints or tie-rod ends, you will wear out your tires prematurely. Safety is number one when it comes to you and your family. A vehicle with worn out suspension components, such as ball joints and tie-rods can be unsafe to drive. Maintaining your front suspension helps keep your vehicle safe and reliable.

## Replace Worn-out Macpherson Struts AI-48

**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.

*Worn out struts damage tires.*

*New Struts*

**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.

**Operation Description:**

Note: Shock absorbers should always be replaced in pairs. Carefully lift the vehicle using an approved automotive lift. Remove the wheel that corresponds with the shock that is going to be replaced. Follow the vehicle manufacturer's service information and remove the shock absorber from the vehicle. Inspect the shock mounting points on the vehicle for wear or damage and make repairs as necessary. Install the new shock absorber. Reinstall the wheel and torque the lug nuts to the correct torque specification.

*Uneven tire wear due to worn shock absorbers.*

**Significance:**

When a shock absorber wears out, your vehicle will bounce too much when going over bumps. It will also sway excessively when you go into a turn. Worn out shocks can lead to serious handling problems with your vehicle, and this presents a safety issue. Additionally, your vehicle may handle in an unpredictable manner. Worn out shocks will also cause your tires to wear unevenly, greatly reducing the life of your tires. You should replace your shock absorbers before they get to this point.

*New Shock Absorber.*

**Advantage:**

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

# *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.*