

# **KNOW** **YOUR VEHICLE™** FITNESS INSPECTION & TREATMENT PLAN

## OUR VALUED CUSTOMER

**Cori Nastro**  
*Service Consultant*

**J. DECKARD**  
*Certified Technician*

### YOUR VEHICLE

<b>Year</b> 2008	<b>Make</b> Mercedes-Benz	<b>Model</b> ML350	<b>Engine Type</b> 3.5L V6 DOHC (MFI)
<b>Odometer</b> 50,455	<b>VIN #</b> 4JGBB86E48A358384	<b>License #</b>	<b>Date</b> 12/23/2015

# 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 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..."

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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 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
Check power steering fluid level and condition and check for leaks	Found power steering fluid leak	Replace rack and pinion assembly	

Cautioned Task	Observation	Recommendation	Done
Check engine oil level and condition and check for leaks	Found no oil change reminder sticker on windshield and no history of last oil change	Change engine oil and filter	
Inspect overall tire wear and condition	Recommend with Repair - Four wheel alignment	Perform four wheel alignment	
Visually inspect rear brake lining thickness	6 mm: Inspect brakes next service (disc brakes)		

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Visually inspect front brake lining thickness	8 mm or greater: Inspect brakes next service (disc brakes)		
Perform battery performance test	Battery passes performance test		

Passed Task	Observation	Recommendation	Done
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 engine mounts	✓ Inspect transmission mount(s)
✓ Inspect transfer case fluid level and condition	✓ Inspect rear differential fluid level and condition and check for leaks	✓ Inspect fuel tank, lines, and connections
✓ Inspect air cleaner element	✓ Fill windshield washer fluid	✓ 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	✓ 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
✓ Visually inspect front brake lining thickness	✓ Inspect overall brake wear and condition	✓ Check and adjust rear tire pressure
✓ Inspect instrument panel warning lamps	✓ Inspect all vehicle wiper blades	✓ Perform battery performance test
✓ Inspect battery terminals and cables	✓ Inspect ignition wires and spark plugs	✓ Inspect cabin/HEPA micro filter
✓ Inspect serpentine belt (drive belts)	✓ Inspect all hoses and clamps	✓ Measure left front tire tread depth
✓ Measure right front tire tread depth	✓ Inspect front differential fluid level and condition	✓ 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

Additional Observations	Recommendation
AUTO LIFTGATE INOP	REPLACE HYDRAULIC MOTOR
SUNROOF NOISY WHEN OPENING/CLOSING	LUBRICATE SUNROOF TRACK
DRIVER SIDE OUTER A/C VENT BROKEN	REPLACE DRIVER SIDE OUTER A/C VENT



## Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Insp	Status	Cost	Deferred	Approved
A. 108 POINT INSPECTION			\$178.00		X
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace rack and pinion assembly (Found power steering fluid leak)	x	Fail	\$2,808.10		See AI-101
Perform four wheel alignment (Recommend with Repair - Four wheel alignment)	x	Caution	\$134.95		See AI-70
Change engine oil and filter (Found no oil change reminder sticker on windshield and no history of last oil change)	x	Caution	\$129.99		See AI-103
REPLACE HYDRAULIC MOTOR (AUTO LIFTGATE INOP)		Caution	\$2,172.10		
LUBRIACATE SUNROOF TRACK (SUNROOF NOISY WHEN OPENING/CLOSING)		Caution	\$42.71		
REPLACE DRIVER SIDE OUTER A/C VENT (DRIVER SIDE OUTER A/C VENT BROKEN)		Caution	\$330.98		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$5,796.83	\$0.00	\$178.00
Environmental/Shop Fees			\$74.95		\$16.02
Tax			\$478.24		\$14.69
<b>Estimate Total</b>			<b>\$6,350.02</b>		<b>\$208.71</b>
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.

**Operation Description:**

Inspect the front and rear suspension components for any signs of wear or damage. Using specialized 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. An 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 and tire rotations can keep your vehicle safe and reliable.



*Abnormal tire wear from bad alignment*



*Wheel alignment*

**Operation Description:**

Perform a power steering function test. Conduct an inspection of the power steering system to locate the power steering fluid leak. Remove and install the new part or tighten the loose connection. Then top off the power steering fluid level and if necessary, bleed off any air that has entered the system.

**Significance:**

The vehicle's power steering system is an enclosed hydraulic circuit. Therefore, any leaks can disable the system and reduce the performance of the power steering system. From a safety stand point, a power steering system failure on the road can result in a dangerous situation, and possibly lead to an accident. Also, exposure to moist ambient air can damage power steering seals and internal components such as the pump, or steering gear and significantly increase the price of the repair.

**Advantage:**

The vehicle's power steering system is a very important component that is frequently overlooked during service and maintenance. Repairing leaks in this system will extend its life, improve the power steering function, and greatly reduce the chance of a power steering system failure.



*Power steering leak at pump*



*New power steering pump installed*

**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.

# 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

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Customer Acknowledgement

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Crest Infiniti Service Advisor