

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

## OUR VALUED CUSTOMER

**Cori Nastro**  
*Service Consultant*

**M. Farris-dewbre**  
*Certified Technician*

### YOUR VEHICLE

<b>Year</b> 2006	<b>Make</b> Mitsubishi	<b>Model</b> Endeavor	<b>Engine Type</b> 3.8L V6 S SOHC (MFI)
<b>Odometer</b> 122,784	<b>VIN #</b> 4A4MM41S26E078202	<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.*

# Table of Contents...



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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
Visually inspect rear brake lining thickness	3 mm or less (disc brakes)	Replace rear brake pads and resurface rear brake rotors	
Inspect all vehicle wiper blades	Found windshield wiper blades streaking	Replace windshield wiper blades	

Cautioned Task	Observation	Recommendation	Done
Inspect air cleaner element	Found air cleaner element to be dirty	Replace air filter element	
Check engine oil level and condition and check for leaks	Found engine oil leak	Replace right valve cover gasket	
Check brake fluid level and condition and check for leaks	Found brake fluid to be dirty	Perform brake system fluid exchange	
Inspect overall tire wear and condition	Found all tires abnormally worn	<ul style="list-style-type: none"> <li>• Perform four wheel alignment</li> <li>• Balance and Rotate All 4 Tires</li> </ul>	
Visually inspect front brake lining thickness	<ul style="list-style-type: none"> <li>• 6 mm: Inspect brakes next service (disc brakes)</li> <li>• 7 mm: Inspect brakes next service (disc brakes)</li> </ul>		

Cautioned Task	Observation	Recommendation	Done
Inspect serpentine belt (drive belts)	Found all drive belts damaged/cracked	Replace serpentine belt	
Measure left front tire tread depth	6/32": Inspect tire next service		
Measure right front tire tread depth	6/32": Inspect tire next service		
Measure right rear tire tread depth	6/32": Inspect tire next service		
Measure left rear tire tread depth	6/32": Inspect tire next service		

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Perform battery performance test	Battery passes performance test		

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 manual transmission fluid level and condition
✓ Inspect fuel tank, lines, and connections	✓ Fill windshield washer fluid	✓ Check power steering fluid level and condition and check for leaks
✓ Check engine coolant 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
✓ Inspect overall brake wear and condition	✓ Check and adjust rear tire pressure	✓ Inspect instrument panel warning lamps
✓ Perform battery performance test	✓ Inspect battery terminals and cables	✓ Inspect ignition wires and spark plugs
✓ Inspect cabin/HEPA micro filter	✓ Inspect all hoses and clamps	✓ Inspect front differential fluid level and condition
✓ Inspect steering and sway bar components	✓ Inspect suspension components	✓ Check engine light status
✓ State Inspection	✓ Check fog lamp(s) operation	

Additional Observations	Recommendation
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Additional Observations	Recommendation
THE THIRD BRAKE LIGHT ON TOP OF THE LIFTGATE IS CRACKED AND WARPED. NEEDS NEW STOP LIGHT ASSEMBLY.	THE THIRD BRAKE LIGHT ON TOP OF THE LIFTGATE IS CRACKED AND WARPED. NEEDS NEW STOP LIGHT ASSEMBLY.
THE FRONT BUMPER IS RIPPED APART. THERE IS A HOLE TORN THROUGH THE BUMPER AND METAL BUMPER SUPPORT.	THE FRONT BUMPER IS RIPPED APART. THERE IS A HOLE TORN THROUGH THE BUMPER AND METAL BUMPER SUPPORT.
BOTH FRONT AXLES DAMAGED AND LEAKING AXLE GREASE. NEEDS NEW FRONT AXLES.	BOTH FRONT AXLES DAMAGED AND LEAKING AXLE GREASE. NEEDS NEW FRONT AXLES.
THE FRONT POWER STEERING HOSE THAT WRAPS IN FRONT OF THE CONDENSER WAS DAMAGED DURING THE FRONT END IMPACT. THE LINES ARE BENT AND DAMAGED. NEEDS NEW LINE.	THE FRONT POWER STEERING HOSE THAT WRAPS IN FRONT OF THE CONDENSER WAS DAMAGED DURING THE FRONT END IMPACT. THE LINES ARE BENT AND DAMAGED. NEEDS NEW LINE.



## Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved	
A. 108 POINT INSPECTION				X	
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Replace windshield wiper blades (Found windshield wiper blades streaking)	x	Fail	\$64.99		See AI-147
Replace rear brake pads and resurface rear brake rotors (3 mm or less (disc brakes))	x	Fail	\$349.95		See AI-152
Perform four wheel alignment (Found all tires abnormally worn)	x	Caution	\$134.95		See AI-70
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$79.95		See AI-102
Balance and Rotate All 4 Tires (Found all tires abnormally worn)	x	Caution	\$59.95		See AI-182
Replace serpentine belt (Found all drive belts damaged/cracked)	x	Caution	\$229.95		See AI-189
Perform brake system fluid exchange (Found brake fluid to be dirty)	x	Caution	\$134.95		See AI-211
Replace right valve cover gasket (Found engine oil leak)	x	Caution	\$605.02		See AI-272

Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
THE THIRD BRAKE LIGHT ON TOP OF THE LIFTGATE IS CRACKED AND WARPED. NEEDS NEW STOP LIGHT ASSEMBLY. (THE THIRD BRAKE LIGHT ON TOP OF THE LIFTGATE IS CRACKED AND WARPED. NEEDS NEW STOP LIGHT ASSEMBLY.)		Caution	\$419.95		
THE FRONT BUMPER IS RIPPED APART. THERE IS A HOLE TORN THROUGH THE BUMPER AND METAL BUMPER SUPPORT. (THE FRONT BUMPER IS RIPPED APART. THERE IS A HOLE TORN THROUGH THE BUMPER AND METAL BUMPER SUPPORT.)		Caution			
BOTH FRONT AXLES DAMAGED AND LEAKING AXLE GREASE. NEEDS NEW FRONT AXLES. (BOTH FRONT AXLES DAMAGED AND LEAKING AXLE GREASE. NEEDS NEW FRONT AXLES.)		Caution	\$1,673.18		
THE FRONT POWER STEERING HOSE THAT WRAPS IN FRONT OF THE CONDENSER WAS DAMAGED DURING THE FRONT END IMPACT. THE LINES ARE BENT AND DAMAGED. NEEDS NEW LINE. (THE FRONT POWER STEERING HOSE THAT WRAPS IN FRONT OF THE CONDENSER WAS DAMAGED DURING THE FRONT END IMPACT. THE LINES ARE BENT AND DAMAGED. NEEDS NEW LINE.)		Caution	\$269.60		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$4,022.44	\$0.00	\$0.00
Environmental/Shop Fees			\$74.95		\$0.00
Tax			\$331.85		\$0.00
<b>Estimate Total</b>			<b>\$4,429.24</b>		<b>\$0.00</b>
<i>For "See AI-" items  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:**

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:**

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.

**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. 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.



*Dirty and restricted air filter*



*New air filter*

**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 drivers view, possibly resulting in an accident.

**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.



*Impaired view from worn wiper blades*



*New wiper blades*

**Operation Description:**

Remove the wheels. For disc brakes, remove the brake caliper and then remove the brake pads. Inspect the rotors for signs of damage or excessive wear. Replace or resurface the rotor as necessary. Inspect the brake caliper and brake hoses for damage and leaks. Replace the brake pads. For drum brakes, remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Inspect the brake drum for damage, or excessive wear. Replace or resurface the drum as necessary. Clean the brake drum and backing plate. Replace the brake shoes. Reinstall the brake drum. Adjust the brakes as necessary. Reinstall the wheels and torque the lug nuts to the vehicle manufacturer's specifications.



*Damaged brake rotor from metal-to-metal contact*

**Significance:**

This repair is all about safety. Your vehicle's brake system is only as good as your brake pads and/or brake shoes. The safety of you and your family depends on your brake system working properly and stopping your vehicle - every time. Aside from the obvious safety issues, neglecting the maintenance of your brake pads and shoes can cause the friction material on your brake pads and shoes to completely wear out. This can cause the steel backing on your brake pads or shoes to contact the rotors or drums and will destroy the rotors or drums, leaving you with an expensive repair bill.



*New brake pads*

**Advantage:**

There are no shortcuts when it comes to your vehicle's brakes. Having a professional automotive technician check and service brakes on a regular basis is essential to your safety behind the wheel. Maintaining your brake system by replacing your brake pads and shoes before they are completely worn out will help keep your brakes working properly and save you money by avoiding unexpected damage to your brake components caused by metal to metal contact.



**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.



*Save fuel and money by keeping your tires properly balanced and rotated*

**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.

**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.



*Worn accessory drive belt*

**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.



*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:**

One of our skilled technicians will check the condition of your vehicle’s brake fluid and, if necessary, remove contaminated fluid from the brake lines and master cylinder, replace the old fluid with appropriate brake fluid. The entire brake system will be inspected for leaks, master cylinder corrosion, worn pneumatic parts, harmful varnish build-up, broken or rusted bleeder valves, worn rotors and drums, and air in the brake lines.



*Harmful deposits on brake master cylinder piston assembly*

**Significance:**

Does your vehicle’s brake pedal feel “spongy”? Brake fluid becomes contaminated over time and use. Heat and moisture can cause brake failure. Contaminated fluid leads to expensive repairs.



*Brake fluid before and after service*

**Advantage:**

Worn-out, oxidized brake fluid causes corrosion and harmful deposits and varnish build up. A brake flush service should be performed when your brake fluid shows contamination or every 30,000 to 40,000 miles.

**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.



*Removing a valve cover to replace gasket*

**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.



*New valve cover gasket*

**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.

# 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