

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

OUR VALUED CUSTOMER

Cori Nastro
Service Consultant

M. Farris-dewbre
Certified Technician

YOUR VEHICLE

Year 2007	Make Lexus	Model IS250	Engine Type 2.5L V6 DOHC (MFI)
Odometer 117,512	VIN # JTHBK262172027793	License #	Date 9/22/2015

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 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..."

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...



Original Customer Requests



Package Results



Recommended Services



Additional Information



Original Customer Requests

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

- ✓ 01. 108 POINT INSPECTION-UC



Package Results

Crest Infiniti World Class Inspection

Failed Task	Observation	Recommendation	Done
Inspect overall tire wear and condition	All tires worn below minimum specifications	<ul style="list-style-type: none"> • Perform four wheel alignment • Mount and balance 4 new tires 	
Inspect all vehicle wiper blades	Found windshield wiper blades streaking	Replace windshield wiper blades	
Measure left front tire tread depth	2/32"		
Measure right front tire tread depth	2/32"		
Measure right rear tire tread depth	3/32"		
Measure left rear tire tread depth	3/32"		

Cautioned Task	Observation	Recommendation	Done
Inspect air cleaner element	Found air cleaner element to be dirty	Replace air filter element	
Check brake fluid level and condition and check for leaks	Found brake fluid to be dirty	Perform brake system fluid exchange	
Measure rear brake lining thickness	5 mm: Inspect brakes next service (disc brakes)		

Cautioned Task	Observation	Recommendation	Done
Measure front brake lining thickness	<ul style="list-style-type: none"> • 6 mm: Inspect brakes next service (disc brakes) • 7 mm: Inspect brakes next service (disc brakes) 		
Perform battery performance test	Battery fails performance test	Replace battery	
Inspect cabin/HEPA micro filter	Found cabin/HEPA micro filter dirty	Replace cabin/HEPA micro filter	

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		

Passed Tasks

<ul style="list-style-type: none"> ✓ Inspect exhaust system for leaks, damage, and loose parts ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots ✓ Inspect transfer case fluid level and condition ✓ Inspect fuel tank, lines, and connections ✓ Check engine oil level and condition and check for leaks ✓ Inspect hazard light(s) operation ✓ Inspect taillight, turn signal, side marker, and license plate lights ✓ Inspect windshield wiper/washer operation ✓ Inspect dash and interior lights operation ✓ Inspect instrument panel warning lamps ✓ Inspect serpentine belt (drive belts) ✓ Inspect steering and sway bar components ✓ State Inspection 	<ul style="list-style-type: none"> ✓ Check and adjust front tire pressure ✓ Inspect engine mounts ✓ Inspect rear differential fluid level and condition and check for leaks ✓ Fill windshield washer fluid ✓ Check engine coolant level and condition and check for leaks ✓ Inspect brake light(s) operation ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage ✓ Inspect horn operation ✓ Inspect overall brake wear and condition ✓ Inspect battery terminals and cables ✓ Inspect all hoses and clamps ✓ Inspect suspension components ✓ Check fog lamp(s) operation 	<ul style="list-style-type: none"> ✓ Inspect wheel bearings for noise and play ✓ Inspect transmission mount(s) ✓ Inspect manual transmission fluid level and condition ✓ Check power steering fluid level and condition and check for leaks ✓ Check automatic transmission fluid level and condition and check for leaks ✓ Inspect back-up light(s) operation ✓ Inspect headlight low and bright beam operation ✓ Inspect heat and air conditioning operation ✓ Check and adjust rear tire pressure ✓ Inspect ignition wires and spark plugs ✓ Inspect front differential fluid level and condition ✓ Check engine light status
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Additional Observations	Recommendation
BOTH REAR AXLES HAVE BUSTED BOOTS AND ARE LEAKING GREASE ALL OVER THE REAR OF THE VEHICLE. NEEDS BOTH REAR AXLES REPLACED.	BOTH REAR AXLES HAVE BUSTED BOOTS AND ARE LEAKING GREASE ALL OVER THE REAR OF THE VEHICLE. NEEDS BOTH REAR AXLES REPLACED.



Additional Observations	Recommendation
THE DRIVERS DOOR DOES NOT LOCK OR UNLOCK. VEHICLE NEEDS NEW DOOR LOCK ACTUATOR.	THE DRIVERS DOOR DOES NOT LOCK OR UNLOCK. VEHICLE NEEDS NEW DOOR LOCK ACTUATOR.



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved	
01. 108 POINT INSPECTION-UC		\$177.95		X	
Inspection & Additional Recommendations	Insp	Status	Cost	Deferred	Approved
Perform four wheel alignment (All tires worn below minimum specifications)	x	Fail	\$134.95		<i>See AI-70</i>
Mount and balance 4 new tires (All tires worn below minimum specifications)	x	Fail	\$598.00		<i>See AI-71</i>
Replace windshield wiper blades (Found windshield wiper blades streaking)	x	Fail	\$64.99		<i>See AI-147</i>
Replace battery (Battery fails performance test)	x	Caution	\$179.99		<i>See AI-99</i>
Replace air filter element (Found air cleaner element to be dirty)	x	Caution	\$79.95		<i>See AI-102</i>
Replace cabin/HEPA micro filter (Found cabin/HEPA micro filter dirty)	x	Caution	\$124.95		<i>See AI-171</i>
Perform brake system fluid exchange (Found brake fluid to be dirty)	x	Caution	\$134.95		<i>See AI-211</i>
BOTH REAR AXLES HAVE BUSTED BOOTS AND ARE LEAKING GREASE ALL OVER THE REAR OF THE VEHICLE. NEEDS BOTH REAR AXLES REPLACED. (BOTH REAR AXLES HAVE BUSTED BOOTS AND ARE LEAKING GREASE ALL OVER THE REAR OF THE VEHICLE. NEEDS BOTH REAR AXLES REPLACED.)		Caution	\$2,330.18		
THE DRIVERS DOOR DOES NOT LOCK OR UNLOCK. VEHICLE NEEDS NEW DOOR LOCK ACTUATOR. (THE DRIVERS DOOR DOES NOT LOCK OR UNLOCK. VEHICLE NEEDS NEW DOOR LOCK ACTUATOR.)		Caution	\$502.95		
Totals, Taxes and Fees		Cost	Deferred	Approved	
Estimate Subtotal		\$4,328.86	\$0.00	\$177.95	
Environmental/Shop Fees		\$74.95		\$16.02	

Totals, Taxes and Fees		Cost	Deferred	Approved
Tax		\$357.13		\$14.68
Estimate Total		\$4,760.94		\$208.65
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.

Wheel alignment

AI-70

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.



Abnormal tire wear from bad 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. An alignment is necessary any time a worn suspension part is replaced.



Wheel alignment

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.

Operation Description:

Raise the vehicle using an automotive lift. Remove the rim and tire assembly from the vehicle. Remove the tire from the rim. Install a new valve stem assembly. Install a new tire on the rim. Inflate the tire to recommended pressure. Balance the tire and rim assembly on a computer-aided dynamic tire balancing machine. Reinstall the tire and rim assembly onto the vehicle. Torque the wheel retaining nuts to the vehicle manufacturer's specifications.

Significance:

Your vehicle's 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 this 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.

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.



Signs of irregular tire wear



New tire

Operation Description:

Disconnect the old battery from the battery cables. Remove the old battery. Clean the battery terminals and battery cable ends with a terminal cleaner tool. Install the new battery. Coat the terminals and battery cable ends with an anti-corrosive treatment.

Significance:

At some point in every car's lifetime, its battery must be replaced. Car batteries have definite shelf lives, and no amount of maintenance or care can reverse the effects of chemicals on metal. The battery is the heart of your vehicle's electrical system. Driving with a damaged or weak battery can result in your vehicle not starting when you need it most.

Advantage:

A clean, well maintained battery will last much longer, and perform much better than a neglected one. Taking proper care of your battery will help ensure that your engine starts when you need it to.



Removing old battery



New battery installed by a trained technician

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:

Access the cabin or pollen filter according to the vehicle manufacturer's service information. This usually involves opening the glove box and removing the bolt to lower the door. Remove the old cabin air filter from its housing. Replace with new cabin air filter. Replace the bolt to attach the glove box door. Close the glove box door. Clean the housing of all dust and debris. Install the new pollen filter into its housing.

Significance:

The cabin or pollen filter is designed to filter out dust, pollen and other particles that would normally make their way into your vehicle through the heating, ventilation and air conditioning (HVAC) systems. Pollen filters work very well, but need to be replaced as part of a scheduled maintenance program. Restricted and dirty pollen filters put a strain on the blower motor, which can cause it to be excessively noisy and even fail prematurely. This kind of strain on a blower motor can also cause problems with the vehicle wiring and electrical system, due to the excessive amperage required for the blower motor to function. Replacing the blower motor can be very expensive on some vehicles.

Advantage:

A clean cabin or pollen filter can be very effective at keeping dust, pollen, and other unwanted particles from entering the interior of your car. Also, your blower motor will generate a higher volume of airflow, boosting the efficiency and effectiveness of your HVAC systems.



A dirty and clogged cabin air filter



A clean cabin air filter

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.

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.

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.



Harmful deposits on brake master cylinder piston assembly



Brake fluid before and after service

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

Customer Acknowledgement

Crest Infiniti Service Advisor