



KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

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Service Consultant

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Certified Technician

YOUR VEHICLE

Year 2010	Make Cadillac	Model Escalade	Engine Type 6.2L V8 F OHV (MFI)
Odometer 93,001	VIN # 1GYUCAEF1AR103673	License #	Date 10/25/2016

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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

Multi Point Inspection Pre Owned

Failed Task	Observation	Recommendation	Done
Inspect windshield wiper blades	Found wiper blades to be worn out	<ul style="list-style-type: none"> • Replace windshield wiper blades • REAR WIPER 	

Cautioned Task	Observation	Recommendation	Done
Inspect/measure left rear tire tread depth	5/32" (3.967 MM)		
Inspect/measure right rear tire tread depth	5/32" (3.967 MM)		
Inspect/measure left front tire tread depth	4/32" (3.175 MM)		
Inspect/measure right front tire tread depth	4/32" (3.175 MM)	<ul style="list-style-type: none"> • Mount and balance two new front tires • Perform alignment 	
Check engine for oil leaks	Found engine oil leak	OIL LEAK FROM OIL FILTER	
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	

Cautioned Task	Observation	Recommendation	Done
Check automatic transmission fluid level and condition	Found fluid to be contaminated/burnt	Perform automatic transmission flush service	
Inspect/lubricate door latches and mechanisms	<ul style="list-style-type: none"> • LEFT FRONT INSIDE DOOR HANDLE CHROME PEELING • RIGHT FRONT INSIDE DOOR HANLE CHROME PEELING 	Replace door handle	
Check taillight, turn signal, side marker, and license plate lights	Found burned out license plate bulb	Replace license plate bulb	
Inspect headlight assemblies for cracks/damage	RIGHT FRONT HEAD LAMP HAS LITTLE CONDENSATION INSIDE	Replace right side headlight assembly	
Check air conditioning operation	CENTER A.C. VENTS TABS ARE BROKEN	REMOVE AND REPLACE VENTS	
Check for abnormal engine noise/vibrations	Found excessive engine vibration	Replace engine mounts	

Passed Task	Observation	Recommendation	Done
Inspect/measure left rear brake pads/shoes	9/32" (7.142 MM)		
Inspect/measure right rear brake pads/shoes	9/32" (7.142 MM)		
Inspect/measure left front brake pads/shoes	8/32" (6.35 MM)		
Inspect/measure right front brake pads/shoes	8/32" (6.35 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 suspension bushings	✓ Check rear strut/shock mounts
✓ Check steering gear assembly	✓ Check front strut/shock mounts	✓ Check front sway-bar links and bushings
✓ Check control arm bushings	✓ Check pitman arm	✓ Check idler arm

- ✓ Check/lubricate tie-rod ends
- ✓ Check front wheel bearings for noise/play
- ✓ Inspect rear axle CV joints and boots
- ✓ Inspect manual transmission mounts for damage
- ✓ Check front differential fluid level/condition
- ✓ Check front axle seals for leaks
- ✓ Check rear differential for leaks
- ✓ Check cooling system for leaks
- ✓ Check automatic transmission cooler hoses for damage or leaks
- ✓ Visually inspect PCV system
- ✓ Check battery fluid level
- ✓ Inspect fuel hoses, lines, and connections
- ✓ Inspect ignition wires (spark plug wires)
- ✓ Inspect timing belt/balance shaft belts
- ✓ Inspect brake booster
- ✓ Inspect fan hub
- ✓ Inspect heater hoses
- ✓ Check engine oil level/condition
- ✓ Check clutch hydraulic fluid level/condition
- ✓ Inspect body for damage, dings, and dents
- ✓ Check back-up light operation
- ✓ Check seatbelts for normal operation/condition
- ✓ Check power antenna operation
- ✓ Check power window operation
- ✓ Check air flow switching control (floor, dash vent, and defroster outlets)
- ✓ Check brake pedal travel/free-play
- ✓ Check dash and interior lights
- ✓ Inspect onboard diagnostics system (check engine light)
- ✓ Inspect rear shocks and struts; check operation
- ✓ Check/lubricate ball joints
- ✓ Inspect u-joints and driveline slip-joints
- ✓ Inspect torque mounts
- ✓ Inspect automatic transmission mounts for damage
- ✓ Check rear differential fluid level/condition
- ✓ Check front differential for leaks
- ✓ Inspect fuel tank, lines, and connections
- ✓ Check brake system for leaks
- ✓ Check automatic transmission for leaks
- ✓ Visually inspect EGR system
- ✓ Inspect battery terminals/cables
- ✓ Inspect carburetor and choke
- ✓ Inspect distributor cap and rotor
- ✓ Inspect accessory drive belts
- ✓ Inspect radiator cap
- ✓ Inspect cooling system hoses
- ✓ Check windshield washer fluid level/condition
- ✓ Check engine coolant level/condition
- ✓ Inspect convertible top
- ✓ Check hazard light operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks/damage
- ✓ Inspect SRS system
- ✓ Check windshield wiper/washer operation
- ✓ Check power locking system operation
- ✓ Check blower motor operation (all speeds)
- ✓ Check clutch/start switch
- ✓ Inspect SRS diagnostic system (SRS warning light)
- ✓ Scan vehicle computer for fault codes
- ✓ Inspect front shocks and struts; check operation
- ✓ Check rear wheel bearings for noise/play
- ✓ Inspect front axle CV joints and boots
- ✓ Inspect engine mounts
- ✓ Check transfer case fluid level/condition
- ✓ Check manual transmission fluid level and condition
- ✓ Check rear axle seals for leaks
- ✓ Check power steering system for leaks
- ✓ Check clutch hydraulic system for leaks
- ✓ Visually inspect AIR system
- ✓ Check alternator/charging system
- ✓ Inspect wiring harness and connections
- ✓ Inspect fuel injection system
- ✓ Check distributor advance and ignition timing
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Check electric cooling fan operation
- ✓ Check condenser cooling fan operation
- ✓ Check power steering fluid level/condition
- ✓ Check brake fluid level/condition
- ✓ Inspect/lubricate sunroof and check for leaks
- ✓ Check brake light operation
- ✓ Check headlight low and bright beam
- ✓ Check power seat operation
- ✓ Check horn operation
- ✓ Inspect rear window defroster operation
- ✓ Inspect cabin air/HEPA filter (if equipped)
- ✓ Check clutch adjustment
- ✓ Inspect ABS diagnostic system (ABS warning light)
- ✓ Inspect parking brake adjustment/operation
- ✓ Check front differential for abnormal noise

- ✓ Check rear differential for abnormal noise
- ✓ Check shift lock operation
- ✓ Check engine performance/smooth acceleration

- ✓ Check clutch for normal operation (if equipped)
- ✓ Check automatic transmission for normal operation/shifting
- ✓ Check starter/starting system

- ✓ Check manual transmission for normal operation/shifting
- ✓ Check cruise control operation (including resume)
- ✓ Check ease of starting



Additional Observations	Recommendation
RECOMMENDING 15K SERVICE	PERFORM 15K



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. 108 POINT INSPECTION		\$269.99		X
Inspection Recommendations	Status	Cost	Deferred	Approved
REAR WIPER (Found wiper blades to be worn out)	Fail	\$30.00		
Replace windshield wiper blades (Found wiper blades to be worn out)	Fail	\$65.00		See AI-24
OIL LEAK FROM OIL FILTER (Found engine oil leak)	Caution			
Clean and service throttle body (Found throttle body to be dirty)	Caution	\$86.95		
Replace door handle (LEFT FRONT INSIDE DOOR HANDLE CHROME PEELING, RIGHT FRONT INSIDE DOOR HANLE CHROME PEELING)	Caution	\$167.98		
REMOVE AND REPLACE VENTS (CENTER A.C. VENTS TABS ARE BROKEN)	Caution	\$243.98		
Mount and balance two new front tires (4/32" (3.175 MM))	Caution	\$466.00		See AI-15
Replace license plate bulb (Found burned out license plate bulb)	Caution	\$65.00		See AI-17
Perform alignment (4/32" (3.175 MM))	Caution	\$135.00		See AI-29
Replace air filter element (Found air cleaner element to be dirty)	Caution	\$65.00		See AI-31
Perform automatic transmission flush service (Found fluid to be contaminated/burnt)	Caution	\$230.00		See AI-37
Replace engine mounts (Found excessive engine vibration)	Caution	\$564.88		See AI-44
Replace right side headlight assembly (RIGHT FRONT HEAD LAMP HAS LITTLE CONDENSATION INSIDE)	Caution	\$1,115.00		See AI-49
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$3,504.78	\$0.00	\$269.99
shop fees				\$2.83
Tax				\$0.23

Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Total				\$273.05
For "See AI-" items  see the "Additional Information" section 				



Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

** The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

Replace worn out or abnormally worn tires

AI-15

Operation Description:

Carefully raise the vehicle using an approved automotive lift. Remove the rim/tire assembly from the vehicle. Remove the tire from the rim using the proper tire dismount/mounting equipment. Install a new valve stem assembly in the rim. Install a new tire on the rim using the tire dismount/mounting equipment. Inflate the tire to the vehicle manufacturers recommended pressure. Balance the tire/rim assembly on a computer aided dynamic tire balancing machine. Reinstall the tire/rim assembly onto the vehicle. Torque the wheel retaining nuts to the vehicle manufacturer's specifications.



Signs of irregular tire wear.

Significance:

Your vehicles 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 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.



New Tire.

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.

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.

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.

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.



Examples of Burned Out Bulbs



New Light Bulb

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.

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 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. Keep in mind that a vehicle alignment is necessary any time a worn suspension part is replaced.

Advantage:

Even slightly worn suspension components can affect the vehicle's wheel alignment. This can lead to premature wear of tires and reduce overall vehicle comfort and safety. A vehicle with worn out suspension parts can be unsafe to drive. Maintaining your vehicle suspension and performing regular wheel alignments along with tire rotation can help keep your vehicle safe and reliable.



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



A Wheel alignment being Performed.

Operation Description:

Remove the Air Filter Element from the air filter housing. Clean the air filter housing and inspect the fresh air duct hose for damage, dirt or obstructions. Inspect the warm air intake hose for signs of deterioration. Replace as necessary. Install a new filter element, and then reinstall the air filter housing access panel.

Significance:

A dirty or clogged air filter can affect the fuel economy and overall vehicle performance. Both Diesel and Gasoline powered engines are designed to maintain a specific air/fuel ratio. A restricted air filter can affect the way the engine maintains the correct air/fuel mixture. If the air filter is restricted, the fuel mileage and overall vehicle drivability can deteriorate rapidly.

Advantage:

Replacing your air filter element is a quick and effective way to keep your engine running at its peak performance.



Extremely Dirty/Restricted Air Filter



New Air Filter

Operation Description:

Lift the vehicle using an approved automotive lift. Remove transmission pan and drain the dirty fluid. Then remove the transmission filter and replace it with a new one. Clean the transmission pan of all fluid and debris. Clean the gasket surface on the transmission and transmission pan. Reinstall transmission pan using a new gasket/sealant according to the instructions in the vehicle manufacturer's repair information. Fill the transmission with new approved transmission fluid. (1) Start vehicle and warm it to normal operating temperature and then check the transmission fluid level. Top off and adjust the fluid level as necessary. (2) If the transmission fluid is badly contaminated, it may be necessary to flush the transmission thoroughly using a transmission flush machine.



*Draining fluid;
replacing filter.*

Significance:

There are many important reasons to service your transmission according to a regular maintenance schedule (i.e., deterioration of transmission fluid, fluid oxidation, and worn material restricting the transmission fluid filter). Not servicing the automatic transmission is one of the leading causes of transmission failure. Having an automatic transmission replaced or rebuilt can be very expensive - not to mention that the failure of the automatic transmission will usually leave you stranded.



*New filter, reseal and
refill with new fluid.*

Advantage:

You can ensure that your automatic transmission will operate normally and shift smoothly by having it serviced according to the vehicle manufacturer's preventative maintenance schedule. Avoid the costly repairs and vehicle down-time that are associated with an expensive transmission failure.

Replace Engine/Transmission Mounts

Operation Description:

Remove the weight of the engine/transmission from the mounts. Remove the worn engine mounts. Install the new mounts according to the manufacturer's service information.



Worn engine mount.

Significance:

Engine/Transmission mounts secure the engine and Powertrain to the vehicle frame. These mounts limit engine movement, resulting in reduced noise and vibration. Engine/Transmission mounts also align the Powertrain for optimal performance under various engine load and torque transfer conditions.

Advantage:

Late model vehicles offer very little engine clearance under the hood. A broken mount can allow the engine to move and cause damage to the engine and/or body of the vehicle. Engine/Transmission mounts are tough components, but constant vibration and changes in temperature can weaken engine mounts over time. Serious engine or Powertrain damage can be prevented by replacing a worn or damaged engine mount.



New engine mount.

Operation Description:

Visually inspect all exterior lamp assemblies to identify a cracked or broken lamp lens. In some cases, the lens portion can be replaced making the lamp assembly serviceable. Normally the entire lamp assembly needs to be replaced in order to repair a cracked or broken lens.

Significance:

All vehicle lights are important safety features that allow you to see or to be seen during various driving conditions. A cracked or broken lens allows moisture to enter the lamp, and can cause damage to the light bulb or electrical connector, rendering the lamp useless. Water damage to electrical wiring will allow corrosion to build up and "wick" its way through the wiring harness. This may lead to a very costly repair at a later date. State and Federal traffic laws require vehicle lighting to function correctly at all times.

Advantage:

The safety features of your vehicle require very little maintenance and provide a lot of value to your vehicle. Procrastinating on the replacement of a cracked or broken lens will only lead to a larger repair later. Generally the repair is less than the time and inconvenience of the traffic stop and possible citation because of a broken lens or inoperative light.



*Broken Damaged Tail
Lamp Lens*



New Tail Lamp Lens

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.*