



Capital City Nissan

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YOUR VEHICLE

Year 2007	Make Ford	Model Escape	Engine Type 3.0L V6 1 DOHC (MFI)
Odometer 146,925	VIN # 1FMYU03197KA83000	License #	Date 12/23/2014

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.



Original Customer Requests

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

- ✓ 1. 10/10 PUBLIC AUCTION, ROAD TEST, LOF INNOVATIVE SOLUTIONS CHECK LIGHTS, BLOCK TEST, UNDER HOOD INCLUDE STEERING LINKS, FLUIDS AT LEVEL, FUNCTIONAL INCLUDE HORN, TIRES, SEATBELTS, W/S, PARKING BRAKE, W/WIPERS & WASHERS, HEATER & DEFROSTER
- ✓ 2. CUSTOMER REQUEST NITROGEN TIRE FILL



Package Results

10/10 PUBLIC AUCTION VEHICLE "SAFETY ITEMS" INSPECTION FORM

Failed Task	Observation	Recommendation	Done
Check windshield and glass for cracks, chips, and pitting	Found crack in windshield	Replace windshield	
Inspect rear-view mirrors (inside and outside)	Found inside rear-view mirror cracked/broken	<ul style="list-style-type: none"> • Replace inside rear-view mirror • Replace right outside rear-view mirror 	
Inspect windshield wiper and washer operation	Found windshield wipers to be inoperative	Replace windshield wiper blades	
REFILL OIL AND RECHECK OIL LEVEL	timing guver leaking		

Cautioned Task	Observation	Recommendation	Done
Measure rear brake lining thickness	6 mm		

Passed Task	Observation	Recommendation	Done
Check engine performance and operation	Engine performing properly		
Perform battery performance test	Battery passes performance test		
Measure front brake lining thickness	7 mm or greater: Inspect brakes next service		


Passed Tasks

- | | | |
|--|---|--|
| ✓ Check all fluid levels and top off including under hood and driveline components | ✓ Check hazard light operation | ✓ Inspect brake light operation |
| ✓ Check back-up light operation | ✓ Inspect taillight, turn signal, side marker, and license plate lights | ✓ Inspect fog lights and headlight low and bright beam operation |

- ✓ Check SRS and Seatbelts for normal operation
- ✓ Inspect parking brake adjustment and operation
- ✓ Perform battery performance test
- ✓ Measure front brake lining thickness
- ✓ Measure right front tire tread depth
- ✓ Test antifreeze protection
- ✓ Check horn operation
- ✓ Check automatic and manual transmission for normal operation and shifting
- ✓ Check drivetrain operation including engine,trans,transfer case, front and rear differentials, axles, and brake operation
- ✓ Measure left rear tire tread depth
- ✓ Measure Left front tire tread depth
- ✓ Inspect heater and defrost operation including all blower motor speeds
- ✓ Check engine performance and operation
- ✓ Block test
- ✓ Measure right rear tire tread depth
- ✓ Check steering gear assembly,pitman, idler, and tie rod ends

Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Deferred	Approved
1. 10/10 PUBLIC AUCTION,ROAD TEST, LOF INNOVATIVE SOLUTIONS CHECK LIGHTS, BLOCK TEST, UNDER HOOD INCLUDE STEERING LINKS, FLUIDS AT LEVEL, FUNCTUNAL INCLUDE HORN,TIRES,SEATBELTS,W/S, PARKING BRAKE,W/WIPERS & WASHERS, HEATER & DEFROSTER			X
2. CUSTOMER REQUEST NITROGEN TIRE FILL			X
Subtotal			
Inspection Recommendations	Status	Deferred	Approved
Replace windshield wiper blades (Found windshield wipers to be inoperative)	Fail	X	
Replace windshield (Found crack in windshield)	Fail	X	<i>See AI-116</i>
Replace inside rear-view mirror (Found inside rear-view mirror cracked/broken)	Fail	X	<i>See AI-165</i>
Replace right outside rear-view mirror (Found inside rear-view mirror cracked/broken)	Fail	X	<i>See AI-165</i>
Subtotal			
<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.

Windshield replacement

AI-116

Operation Description:

Our professionally-trained technician will replace the windshield using specially-designed equipment.

Significance:

A crack in a windshield usually causes a glare that prevents the driver from seeing clearly, especially at certain times of the day. This glare can cause accidents. The windshield is also part of the vehicle's structure. The windshield acts as a backstop for the passenger side airbag. In the event of an accident, a cracked windshield can cause improper deflection of the airbag.

Advantage:

A new windshield gives you a clear line of site while driving and reduces glare.



Crack in windshield



Installing windshield

Operation Description:

Remove old adhesive from the windshield. Install the mounting bracket. Clean windshield thoroughly so all debris is removed. Apply adhesive to the mounting bracket, making sure it is in the proper position. After the adhesive has set, attach the mirror assembly and tighten the set-screw carefully to not damage the windshield. If the mirror is auto-dimming, connect the electrical connector to the mirror assembly.

**Significance:**

A loose rear view mirror may limit the driver's ability to see properly due to vibrations. Auto-dimming rear view mirrors have electrical wires attached that may be damaged if the mirror is not properly secured.

A damaged or missing rear view mirror can cause safety concerns

Advantage:

A rear view mirror is a safety feature that is required by law in most states. Proper visibility provided by a rear view mirror helps drivers know their surroundings and operate their vehicles safely.



Rear view mirrors provide needed visibility for drivers

Customer Satisfaction Commitment

Why " Truly Exceptional" ?

Why not Outstanding?

The standard of customer care for Nissan is among the industries highest. While we understand we are not perfect, we do recognize our customers consistently expect to have a "Truly Exceptional" service experience. When you fill out your survey on-line, please understand the scoring system that goes along with the statement you choose to describe your experience. This survey is "our personal "report card and it is very important to us.

Your Rating Choices

Our Score

9 - 10 - Truly Exceptional

1,000

6 - 8 - Outstanding

600 - 800 (D-)

3 - 5 Average

300 - 500 (F)

1 - 2 Unacceptable

100 - 200 (F)

As you can see, anything less than 9 - "Truly Exceptional" is just plain failing. Remember 100% does not mean perfect, it just means you think we did everything in our power to assure you were completely satisfied with today's service visit. This survey is about today's visit only and how we treated you. We not only appreciate your business, but look forward to your continued patronage at Capital City Nissan of Topeka.

We do hope you received "Truly Exceptional" service today. When you *complete* the Nissan Service Experience Survey, you will be entered into a drawing for a \$200.00 prize. This \$200.00 can be used in our dealership service department towards any repair or maintenance needs you may have. Prize drawing will happen quarterly.

Warmest Regards,
Randy Peavler
Service Manager