



Capital City Nissan

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YOUR VEHICLE

| | | | |
|---------------------------|-----------------------------------|------------------------|--|
| Year 2013 | Make Nissan | Model Xterra | Engine Type 4.0L V6 DOHC (MFI) |
| Odometer 37,786 | VIN # 5N1AN0NWXDN813899 | License # | Date 12/19/2014 |

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. USED CAR INSPECTION W/ LUBE OIL AND FILTER
- ✓ 2. CUSTOMER REQUEST NITROGEN TIRE FILL
- ✓ 3. CHECK AND REPLACE FRONT WIPERS
- ✓ 4. CHECK AND REPLACE ENGINE AIR FILTER
- ✓ 5. CUSTOMER REQUEST REPLACE INCABIN MICRO FILTER ROGUE AND MURANO SLIGHTLY HIGHER
- ✓ 6. CUSTOMER REQUEST BALANCE AND ROTATE TIRES



Package Results

CPO Ready V2.5 - Nissan CPO Inspection *

| Cautioned Task | Observation | Recommendation | Done |
|------------------------------|---|----------------|------|
| Left front tire tread depth | Left front tire tread measures 5/32" | | |
| Right front tire tread depth | Right front tire tread measures 5/32" | | |
| Left rear tire tread depth | Left rear tire tread measures 6/32": Inspect tire next service | | |
| Right rear tire tread depth | Right rear tire tread measures 6/32": Inspect tire next service | | |

| Passed Task | Observation | Recommendation | Done |
|--------------------------------------|--|----------------|------|
| Measure front brake lining thickness | 7 mm or greater: Inspect brakes next service | | |
| Measure rear brake lining thickness | 7 mm or greater: Inspect brakes next service | | |

Passed Tasks

- | | | |
|---|---|--|
| ✓ Technician Date | ✓ 1. VIN Matches Other VINs on vehicle and Paperwork/Proper Attachment(Original/No Alterations) | ✓ 3. All OEM Service Bulletins and Recalls have been Performed |
| ✓ 4. Check, Document, Repair and Retest Any Diagnostic Trouble Codes | ✓ 5. Oil Change/Scheduled Maintenance Performed | ✓ 9. Fluid leakages (Record Where and What is Leaking) |
| ✓ 10. Oil in Air Cleaner (Can Indicate Excessive Blow-by or Faulty PCV System) | ✓ 11. Water in Oil (Check Underside of Oil Filler Cap) | ✓ 12. Engine Oil (Condition/Level) |

- | | | |
|---|---|---|
| ✓ 13. Timing Belt Replaced per OEM Maintenance Schedule | ✓ 14. Cylinder Power Balance - Run Diagnostics (if Error Code(s) Present, Compression Check Required) | ✓ 15. Fluids (Condition/Levels) |
| ✓ 18. Hoses (Condition) | ✓ 20. Radiator (Condition/Tube/Fins) Pressure Test Cap/System | ✓ 23. Recovery Tank (Condition/Fluid Level/Sensor Operation) |
| ✓ 25. Fuel Pump Noise/External Fuel Pump Leakage | ✓ 26. Fuel Lines/Hoses (Condition/Check for Signs of Leakage) | ✓ 27. Fuel Filter (Condition/Replace per Maintenance Schedule) |
| ✓ 54. Tires (Check for Uneven Wear) | ✓ 56. Steering Gear and Linkage (Condition/Leaks/Boots) | ✓ 57. Power Steering Pump and Hoses (Leaks/Noise/Operation) |
| ✓ 58. Suspension System/Control Arms/Ball Joints/Bushings (Condition) | ✓ 59. Tie Rods and Idler Arm (Condition) | ✓ 2. Vehicle has Required State Decals (Emission, Inspection, Etc.) |
| ✓ 60. Sway Bars/Links/Bushings (Condition) | ✓ 61. Springs (Condition/Ride Height) | ✓ 62. Struts/Shocks (Leakage) |
| ✓ 6. Check for All DTC Sub-systems Inspection | ✓ 7. Reprogram Update(s) | ✓ 8. Perform Idle Air Volume Learn (IAVL) (If Required) |
| ✓ 32. Remote Keyless Entry Fob (Operation/Battery Condition) | ✓ 33. Wiring (Condition) | ✓ 70. Entire Exhaust System (Condition/Leaks/Damage/Noise) |
| ✓ 71. Catalytic Converter and Shielding Condition | ✓ 72. Perform Emission Control Tests and Record Readings | ✓ 74. Release Mechanisms Manual/Automatic, Hinges, Alignment and Proper Attaching Devices (Bolts and Over-spray Indications of Damage Repairs/Proper Operation and Closing) |
| ✓ 75. Starting Cold/Hot | ✓ 76. Engine Idle Quality | ✓ 77. Engine Performance/Smooth Acceleration |
| ✓ 78. Engine Noise (Cold/Hot and High/Low Speeds) | ✓ 79. Transmission/Transaxle Noise (Cold/Hot) | ✓ 80. Automatic Transmission Shift Points/Slippage (Operational/Smooth/Proper Shift/Points/Check at All Shift Points - Overdue Control Switch and Indicator Light) |
| ✓ 81. Shift Interlock (Operation) | ✓ 82. Drive Axle and Transfer Case Bearings or Gear Noise/Vibration (Adjust or Replace) | ✓ 85. Steering/Rack and Pinion/Steering Linkage Performance (Steering Wheel Free Play/Center) |
| ✓ 86. Brakes/ABS (Effectiveness/Operation/Noise/No Pulling or Pulsating) Note: ABS may pulsate under hard braking | ✓ 87. Cruise Control Operation (Including Resume) | ✓ 88. Intelligent Cruise Control (Operation) |
| ✓ 89. Gauge/Speedometer/Tachometer/Odometer/Oil | ✓ 90. Body/Suspension (Performance/Noise/Rough Road Test) | ✓ 91. Tire Pressure Monitoring System (Operational/Indicator Light) |
| ✓ 92. Air Conditioning System (Cold/Condition/Operation) | ✓ 93. Heating System (Hot/Condition/Operation) | ✓ 94. Defogger/Defroster (Operation) |
| ✓ 95. Air Cabin Filter (Condition: Change per Maintenance Schedule) | ✓ 128. Seat Upholstery (Condition/Worn/Ripped/Cracked/Faded) | ✓ 124. Luggage Compartment Mat/Trim/Carpet/Cargo Net (Condition) |
| ✓ 125. Luggage Compartment Light (Operation) | ✓ 126. Jack/Tools (Condition) | ✓ 127. Emergency Trunk Release (Operation) |
| ✓ 119. Carpet (Condition/Appearance) | ✓ 120. Floor Mats (Condition/Appearance) | ✓ 121. Door Trim/Panels/Dashboard/Package Shelf (Condition/Appearance/Attachment) |

- ✓ 122. Headliner (Condition/Appearance)
- ✓ 106. Horn (Condition/Operation)
- ✓ 109. Glove Compartment/Glove Compartment Light/Center Armrest/Console (Condition/Operation)
- ✓ 113. Instrument Panel/Lights and Warning Lights (Condition/Operation/Bulb Check)
- ✓ 116. Fuel Filler Door Release (Operation)
- ✓ 102. Antenna (Condition/Operation)
- ✓ 100. Air Bags (Exterior Condition/Intact/No Codes/Dash Light Operation) Note: When inspecting the Air Bag System, look carefully at the Steering Wheel for abnormal wear (could indicate vehicle repair)
- ✓ 159. Minimum Two Keys or Keyless Remotes
- ✓ 155. Pressure (Record Reading for Each Tire)
- ✓ 141. Wipers (Operation/Speeds/Delay)
- ✓ 133. Inspect for Damage, Dings, Dents, Alignment, Mismatched Paint and Overall Paint Condition (Clear Coat)
- ✓ 73. Visually Inspect for Repairs, Damage, Abnormal Tire Wear. Also perform overall vehicle inspection (rust/damage due to natural disaster/flood)
- ✓ 19. Coolant (Condition/level/leaks/freeze point/voltage/corrosion)
- ✓ 24. Belts (Condition/Cracks/Glazed/Frayed/Adjustment)
- ✓ 35. Alternator Charging (Voltage & Amperage Output) Record Regulated/Maximum
- ✓ 39. Transmission System (Condition/Operation)
- ✓ 43. Transfer Case (Operation)
- ✓ 123. Sun Visors (Condition/Appearance Vanity Mirror and Light)
- ✓ 107. Lighter/Power Outlet(s) (Condition/Operation)
- ✓ 110. Tilt/Telescopic Steering Wheel (Operation)
- ✓ 114. Warning Chimes (Operations)
- ✓ 118. First-aid Kit: Check contents/update contents or replace complete Kit
- ✓ 103. Alarm/Theft Deterrent System (Condition/Operation)
- ✓ 96. Door Locks/Controls (Manual/Automatic Operation)
- ✓ 152. OEM Size and Speed Rating (2WD/4WD Same Brand per Axle) (AWD Same Brand All Four Tires)
- ✓ 156. Alignment (Refer to #54, #73, and #85) If Problem Noted Alignment Should be Checked
- ✓ 142. Washer (Fluid Level/Spray Pattern)
- ✓ 134. Inspect Bumpers for Damage, Alignment and Improper Repairs
- ✓ 16. Vacuum Hoses (Condition)
- ✓ 21. Cooling Fan/Fan Clutch/Fan Motor (Condition/Operation/Auxiliary Fan Operation)
- ✓ 28. Air Filter (Condition / Replace per Maintenance Schedule)
- ✓ 36. Ignition System Operation
- ✓ 40. Automatic Transmission/Transaxle Fluids (Condition/Level/Leaks/Fill or Change Oil and Filters)
- ✓ 44. Universal Joints/CV Joints/Boots (Condition)
- ✓ 105. Clock (Condition/Operation)
- ✓ 108. Ashtray/Storage (Condition/Operation)
- ✓ 111. Steering Wheel Lock (Operation)
- ✓ 115. Interior Courtesy/Dome/Map Lights (Operation)
- ✓ 101. Audio System - Radio, Cassette, CD, Speaker (Condition/Operation)
- ✓ 99. Seat Belts (Condition/Operation)
- ✓ 97. Child Safety Locks (Operation)
- ✓ 153. Tread Depth (Minimum 5/32")
- ✓ 145. Brake Lights/High Mount Brake Light (Lens Condition/Operation)
- ✓ 136. Condition: Bent, Dings, Parts Missing and Proper Attachment
- ✓ 65. Pads/Shoes: 50% Remaining
- ✓ 17. Engine Mounts (Condition)
- ✓ 22. Water pump (noises/leaks)
- ✓ 34. Starter Operation (Draw/Amperage)
- ✓ 37. Battery Condition: (Fluid/Level/Corrosion/Voltage/Load Test) Record Readings (Required Infiniti Battery Tester)
- ✓ 42. Transmission Mounts (Condition/Cracked/Oil Soaked/Broken/Replace Worn Mounts)
- ✓ 45. Differentials/Drive Axles (Condition/Leaks/Damage)

- ✓ 55. Steering/Suspension Fluid (Condition/Level/Leaks Top Off as Necessary)
- ✓ 66. Rotors/Drums (Condition/Wear with No Abnormal Sign of Grooving or Discoloration)
- ✓ 69. Master Cylinder and Booster (Operational/Leaks)
- ✓ 117. Interior Door Handle (Operation)
- ✓ 138. Side/Rear Windows (Damaged, Pitted, Repaired)
- ✓ 143. Headlights, High Beams (Alignment/Condition/Auto Function/Operation)
- ✓ 147. Hazard Lights (Lens Condition/Operation)
- ✓ 150. License Plate Lights (Lens Condition/Operation)
- ✓ 157. Spare Tire (Condition/Tread/Pressure)
- ✓ Measure front brake lining thickness
- ✓ 63. Brakes/Calipers/Lines Operate Properly with No Signs of Damage
- ✓ 67. Brake System Lines/Hydraulics/Hoses/Fittings (Condition/Wear/Leaks)
- ✓ 98. Windows/Controls (Manual/Automatic Operation, Locks)
- ✓ 129. Seat/Headrest Adjustments (Manual/Automatic Operation)
- ✓ 139. Mirrors (Condition of Mirror, Hinge, Operation)
- ✓ 144. Taillights (Lens Condition/Operation)
- ✓ 148. Reverse Lights (Lens Condition/Operation)
- ✓ 151. Fog/Driving Lights (Lens Condition/Operation)
- ✓ 158. Wheels (Condition/Visual Runout/Curb Damage/Finish)
- ✓ Measure rear brake lining thickness
- ✓ 64. Brake Fluid (Level/Condition Top Off as Necessary)
- ✓ 68. Parking Brake (Operation/Adjustment/Condition)
- ✓ 112. Mirrors/Rear View (Condition/Operation)
- ✓ 137. Windshield (Damaged, Pitted, Repaired, Wiper Marks, Cracked)
- ✓ 140. Wipers (Condition of Mechanism/Blade)
- ✓ 146. Parking Lights (Lens Condition/Operation)
- ✓ 149. Turn Signal/Side Marker Lights (Lens Condition/Operation)
- ✓ 154. Condition/Abnormal Wear (Sidewalls/Vibration/Alignment Problems)
- ✓ Nissan Technician Signature
- ✓ Refill and recheck oil level



Recommended Services

Our technicians recommend the following services for your vehicle.

| Original Customer Requests | Status | Deferred | Approved |
|---|--------|----------|----------|
| 1. USED CAR INSPECTION W/ LUBE OIL AND FILTER | | | X |
| 2. CUSTOMER REQUEST NITROGEN TIRE FILL | | | X |
| 3. CHECK AND REPLACE FRONT WIPERS | | | X |
| 4. CHECK AND REPLACE ENGINE AIR FILTER | | | X |
| 5. CUSTOMER REQUEST REPLACE INCABIN MICRO FILTER ROGUE AND MURANO SLIGHTLY HIGHER | | | X |
| 6. CUSTOMER REQUEST BALANCE AND ROTATE TIRES | | | X |
| Subtotal | | | |

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