



**Capital City Nissan**

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**YOUR VEHICLE**

<b>Year</b> 2014	<b>Make</b> Nissan	<b>Model</b> Xterra	<b>Engine Type</b> 4.0L V6 DOHC (MFI)
<b>Odometer</b> 33,412	<b>VIN #</b> 5N1AN0NW0EN800788	<b>License #</b>	<b>Date</b> 3/19/2015

# 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.*



## 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 (UCI RECOMMENDATIONS)
- ✓ R & B TIRES
- ✓ 2. CUSTOMER REQUEST NITROGEN TIRE FILL
- ✓ 3. EXTRA KEY



## Package Results

CPO Ready V2.5 - Nissan CPO Inspection \*

Failed Task	Observation	Recommendation	Done
95. Air Cabin Filter (Condition: Change per Maintenance Schedule)	Found cabin air filter excessively dirty	Replace cabin air filter	<input type="checkbox"/>
28. Air Filter (Condition / Replace per Maintenance Schedule)	Air filter dirty	Replace air filter	<input type="checkbox"/>
37. Battery Condition: (Fluid/Level/Corrosion/Voltage/Load Test) Record Readings (Required Infiniti Battery Tester)	Found corroded battery terminal	Replace positive battery terminal end	<input type="checkbox"/>
140. Wipers (Condition of Mechanism/Blade)	<ul style="list-style-type: none"> <li>• Found windshield wiper blades streaking, torn, worn</li> <li>• Found rear window wiper blades excessively worn/torn</li> </ul>	<ul style="list-style-type: none"> <li>• Replace both windshield wiper blade inserts</li> <li>• Replace windshield wiper blade inserts</li> </ul>	<input type="checkbox"/>

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
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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)	
✓ 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)
- ✓ 91. Tire Pressure Monitoring System (Operational/Indicator Light)
- ✓ 94. Defogger/Defroster (Operation)
- ✓ 125. Luggage Compartment Light (Operation)
- ✓ 119. Carpet (Condition/Appearance)
- ✓ 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)
- ✓ 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)
- ✓ 89. Gauge/Speedometer/Tachometer/Odometer/Oil
- ✓ 92. Air Conditioning System (Cold/Condition/Operation)
- ✓ 128. Seat Upholstery (Condition/Worn/Ripped/Cracked/Faded)
- ✓ 126. Jack/Tools (Condition)
- ✓ 120. Floor Mats (Condition/Appearance)
- ✓ 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)
- ✓ 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)
- ✓ 90. Body/Suspension (Performance/Noise/Rough Road Test)
- ✓ 93. Heating System (Hot/Condition/Operation)
- ✓ 124. Luggage Compartment Mat/Trim/Carpet/Cargo Net (Condition)
- ✓ 127. Emergency Trunk Release (Operation)
- ✓ 121. Door Trim/Panels/Dashboard/Package Shelf (Condition/Appearance/Attachment)
- ✓ 105. Clock (Condition/Operation)
- ✓ 108. Ashtray/Storage (Condition/Operation)
- ✓ 111. Steering Wheel Lock (Operation)
- ✓ 115. Interior Courtesy/Dome/Map Lights (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)

- ✓ 21. Cooling Fan/Fan Clutch/Fan Motor (Condition/Operation/Auxiliary Fan Operation)
- ✓ 22. Water pump (noises/leaks)
- ✓ 24. Belts (Condition/Cracks/Glazed/Frayed/Adjustment)
- ✓ 34. Starter Operation (Draw/Amperage)
- ✓ 35. Alternator Charging (Voltage & Amperage Output) Record Regulated/Maximum
- ✓ 36. Ignition System Operation
- ✓ 39. Transmission System (Condition/Operation)
- ✓ 40. Automatic Transmission/Transaxle Fluids (Condition/Level/Leaks/Fill or Change Oil and Filters)
- ✓ 42. Transmission Mounts (Condition/Cracked/Oil Soaked/Broken/Replace Worn Mounts)
- ✓ 43. Transfer Case (Operation)
- ✓ 44. Universal Joints/CV Joints/Boots (Condition)
- ✓ 45. Differentials/Drive Axles (Condition/Leaks/Damage)
- ✓ 55. Steering/Suspension Fluid (Condition/Level/Leaks Top Off as Necessary)
- ✓ 63. Brakes/Calipers/Lines Operate Properly with No Signs of Damage
- ✓ 64. Brake Fluid (Level/Condition Top Off as Necessary)
- ✓ 66. Rotors/Drums (Condition/Wear with No Abnormal Sign of Grooving or Discoloration)
- ✓ 67. Brake System Lines/Hydraulics/Hoses/Fittings (Condition/Wear/Leaks)
- ✓ 68. Parking Brake (Operation/Adjustment/Condition)
- ✓ 69. Master Cylinder and Booster (Operational/Leaks)
- ✓ 98. Windows/Controls (Manual/Automatic Operation, Locks)
- ✓ 112. Mirrors/Rear View (Condition/Operation)
- ✓ 117. Interior Door Handle (Operation)
- ✓ 129. Seat/Headrest Adjustments (Manual/Automatic Operation)
- ✓ 137. Windshield (Damaged, Pitted, Repaired, Wiper Marks, Cracked)
- ✓ 138. Side/Rear Windows (Damaged, Pitted, Repaired)
- ✓ 139. Mirrors (Condition of Mirror, Hinge, Operation)
- ✓ 143. Headlights, High Beams (Alignment/Condition/Auto Function/Operation)
- ✓ 144. Taillights (Lens Condition/Operation)
- ✓ 146. Parking Lights (Lens Condition/Operation)
- ✓ 147. Hazard Lights (Lens Condition/Operation)
- ✓ 148. Reverse Lights (Lens Condition/Operation)
- ✓ 149. Turn Signal/Side Marker Lights (Lens Condition/Operation)
- ✓ 150. License Plate Lights (Lens Condition/Operation)
- ✓ 154. Condition/Abnormal Wear (Sidewalls/Vibration/Alignment Problems)
- ✓ 157. Spare Tire (Condition/Tread/Pressure)
- ✓ 158. Wheels (Condition/Visual Runout/Curb Damage/Finish)
- ✓ Nissan Technician Signature
- ✓ Measure front brake lining thickness
- ✓ Measure rear brake lining thickness
- ✓ 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
R & B TIRES (UCI RECOMMENDATIONS)	Caution		X
2. CUSTOMER REQUEST NITROGEN TIRE FILL			X
3. EXTRA KEY			X

Original Customer Requests		Status	Deferred	Approved
Subtotal				
Inspection Recommendations		Status	Deferred	Approved
Replace cabin air filter (Found cabin air filter excessively dirty)		Fail		X
Replace both windshield wiper blade inserts (Found windshield wiper blades streaking, torn, worn)		Fail		X
Replace windshield wiper blade inserts (Found rear window wiper blades excessively worn/torn)		Fail		X
Replace air filter (Air filter dirty)		Fail		X
Replace positive battery terminal end (Found corroded battery terminal)		Fail		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