



Capital City Nissan

1980 SW TOPEKA BLVD.
 TOPEKA, KS 66612
 (785) 267-6700
 MASTEROMIXES@GMAIL.COM

Chris Howard
Service Consultant
 785-267-6700
 CHRISH@CAPNISSAN.COM

D. Odell
Certified Technician

YOUR VEHICLE

Year 2014	Make Nissan	Model Altima	Engine Type 2.5L 4-cyl DOHC (MFI)
Odometer 38,110	VIN # 1N4AL3AP1EC402422	License #	Date 5/8/2015

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.



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. PC359 DESCRIPTION: ALTIMA HOOD LATCH NTB15-023



Package Results

CPO Ready V2.5 - Nissan CPO Inspection *

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

Passed Task	Observation	Recommendation	Done
Left front tire tread depth	Left front tire tread measures 7/32" or greater: Inspect tire next service		
Right front tire tread depth	Right front tire tread measures 7/32" or greater: Inspect tire next service		
Measure front 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)
✓ 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)
- ✓ 57. Power Steering Pump and Hoses (Leaks/Noise/Operation)
- ✓ 2. Vehicle has Required State Decals (Emission, Inspection, Etc.)
- ✓ 62. Struts/Shocks (Leakage)
- ✓ 33. Wiring (Condition)
- 74. Release Mechanisms Manual/Automatic, Hinges, Alignment and Proper Attaching Devices (Bolts and Over-spray Indications of Damage Repairs/Proper Operation and Closing)
- ✓ 77. Engine Performance/Smooth Acceleration
- 80. Automatic Transmission Shift Points/Slippage (Operational/Smooth/Proper Shift/Points/Check at All Shift Points - Overdue Control Switch and Indicator Light)
- 85. Steering/Rack and Pinion/Steering Linkage Performance (Steering Wheel Free Play/Center)
- 89. Gauge/Speedometer/Tachometer/Odometer/Oil
- ✓ 92. Air Conditioning System (Cold/Condition/Operation)
- ✓ 95. Air Cabin Filter (Condition: Change per Maintenance Schedule)
- ✓ 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)
- ✓ 54. Tires (Check for Uneven Wear)
- ✓ 58. Suspension System/Control Arms/Ball Joints/Bushings (Condition)
- ✓ 60. Sway Bars/Links/Bushings (Condition)
- ✓ 6. Check for All DTC Sub-systems Inspection
- ✓ 70. Entire Exhaust System (Condition/Leaks/Damage/Noise)
- 75. Starting Cold/Hot
- ✓ 78. Engine Noise (Cold/Hot and High/Low Speeds)
- 81. Shift Interlock (Operation)
- 86. Brakes/ABS (Effectiveness/Operation/Noise/No Pulling or Pulsating) Note: ABS may pulsate under hard braking
- ✓ 90. Body/Suspension (Performance/Noise/Rough Road Test)
- ✓ 93. Heating System (Hot/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)
- ✓ 56. Steering Gear and Linkage (Condition/Leaks/Boots)
- ✓ 59. Tie Rods and Idler Arm (Condition)
- ✓ 61. Springs (Condition/Ride Height)
- ✓ 32. Remote Keyless Entry Fob (Operation/Battery Condition)
- ✓ 71. Catalytic Converter and Shielding Condition
- 76. Engine Idle Quality
- ✓ 79. Transmission/Transaxle Noise (Cold/Hot)
- ✓ 82. Drive Axle and Transfer Case Bearings or Gear Noise/Vibration (Adjust or Replace)
- ✓ 87. Cruise Control Operation (Including Resume)
- ✓ 91. Tire Pressure Monitoring System (Operational/Indicator Light)
- ✓ 94. Defogger/Defroster (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)

- ✓ 116. Fuel Filler Door Release (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)
- ✓ 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)
- ✓ 101. Audio System - Radio, Cassette, CD, Speaker (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)
- ✓ 44. Universal Joints/CV Joints/Boots (Condition)
- ✓ 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)
- ✓ 102. Antenna (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)
- ✓ 45. Differentials/Drive Axles (Condition/Leaks/Damage)
- ✓ 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)

✓ 143. Headlights, High Beams (Alignment/Condition/Auto Function/Operation)

✓ 147. Hazard Lights (Lens Condition/Operation)

✓ 150. License Plate Lights (Lens Condition/Operation)

✓ 158. Wheels (Condition/Visual Runout/Curb Damage/Finish)

✓ Right front tire tread depth

✓ 144. Taillights (Lens Condition/Operation)

✓ 148. Reverse Lights (Lens Condition/Operation)

✓ 154. Condition/Abnormal Wear (Sidewalls/Vibration/Alignment Problems)

✓ Nissan Technician Signature

✓ Measure front brake lining thickness

✓ 146. Parking Lights (Lens Condition/Operation)

✓ 149. Turn Signal/Side Marker Lights (Lens Condition/Operation)

✓ 157. Spare Tire (Condition/Tread/Pressure)

✓ Left front tire tread depth

✓ Refill and recheck oil level



Package Results

Capital City Nissan of Topeka Full UCI

Cautioned Task	Observation	Recommendation	Done
Inspect air cleaner element	Found air filter dirty	Replace air filter	<input type="checkbox"/>
Measure rear brake lining thickness	6 mm		
Inspect windshield wiper blades	Found windshield wiper blade(s) worn	Replace both windshield wiper blade inserts	<input type="checkbox"/>
Inspect cabin air (HEPA/micro) filter (if equipped)	Found cabin air filter dirty	Replace cabin air filter	<input type="checkbox"/>
Left front tire tread depth	Left front tire tread measures 6/32": Inspect tire next service		
Right front tire tread depth	Right front tire tread measures 6/32": Inspect tire next service		

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Filled to proper level		
Measure front brake lining thickness	7 mm or greater: Inspect brakes next service		
Left rear tire tread depth	Left rear tire tread measures 7/32" or greater: Inspect tire next service		
Right rear tire tread depth	Right rear tire tread measures 7/32" or greater: Inspect tire next service		
Check and adjust tire pressures	Tire pressure was set to manufacturer specification - Check tire pressures monthly		

Passed Tasks

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> ✓ Inspect exhaust system for leaks, damage, and loose parts ✓ Inspect engine mounts ✓ Fill windshield washer fluid ✓ Check engine coolant level and condition ✓ Inspect hazard light operation ✓ Inspect taillight, turn signal, side marker, and license plate lights ✓ Inspect wiper and washer operation ✓ Inspect dash and interior lights ✓ Inspect instrument cluster warning lamps ✓ Inspect drive belts ✓ Inspect front suspension components ✓ Inspect transmission for leaks ✓ Inspect steering system for leaks ✓ Right rear tire tread depth ✓ Inspect overall tire wear and condition ✓ Test antifreeze protection | <ul style="list-style-type: none"> ✓ Inspect for wheel bearing free play ✓ Inspect transmission mounts ✓ Check power steering fluid level and condition ✓ Check brake fluid level and condition ✓ Inspect brake light operation ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage ✓ Check horn operation ✓ Measure front brake lining thickness ✓ Perform battery performance test ✓ Inspect all hoses and clamps ✓ Inspect rear suspension components ✓ Inspect brake system for leaks ✓ Inspect sway bar/stabilizer bar components ✓ Check and adjust tire pressures ✓ Check hood struts | <ul style="list-style-type: none"> ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots ✓ Inspect fuel tank, lines, and connections ✓ Check engine oil level and condition ✓ Check transmission fluid level and condition ✓ Inspect reverse light operation ✓ Inspect headlight low and high beam operation ✓ Inspect heating and air conditioning operation ✓ Inspect brake system components ✓ Inspect battery terminals and cables ✓ Inspect steering components ✓ Inspect engine for oil leaks ✓ Inspect cooling system for leaks ✓ Left rear tire tread depth ✓ Windshield for cracks, chips and pitting ✓ Refill and recheck oil level |
|--|--|--|

Additional Observations	Recommendation
found shift plug missing	replace shift plug
found cabin air filter door missing	replace cabin air filter door



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. PC359 DESCRIPTION: ALTIMA HOOD LATCH NTB15-023			X
Subtotal			
Inspection & Additional Recommendations	Insp Status	Deferred	Approved

Inspection & Additional Recommendations	Insp	Status	Deferred	Approved
replace shift plug (found shift plug missing)		Fail		X
replace cabin air filter door (found cabin air filter door missing)		Fail		X
Subtotal				
Replace cabin air filter (Found cabin air filter dirty)	x	Caution		X
Replace both windshield wiper blade inserts (Found windshield wiper blade(s) worn)	x	Caution		X
Replace air filter (Found air filter dirty)	x	Caution		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