



Capital City Nissan

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YOUR VEHICLE

Year 2010	Make Toyota	Model Venza	Engine Type 2.7L 4-cyl DOHC (MFI)
Odometer 25,329	VIN # 4T3ZA3BB0AU024431	License #	Date 6/5/2014

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



Package Results

Capital City Nissan of Topeka Full UCI

Cautioned Task	Observation	Recommendation
Measure rear brake lining thickness	6 mm	
Inspect cabin air (HEPA/micro) filter (if equipped)	Found cabin air filter dirty	Replace cabin air filter
Left front tire tread depth	Left front tire tread measures 5/32"	
Left rear tire tread depth	Left rear tire tread measures 6/32": Inspect tire next service	
Right front tire tread depth	Right front tire tread measures 5/32"	
Right rear tire tread depth	Right rear tire tread measures 6/32": Inspect tire next service	
Inspect overall tire wear and condition	Based on individually noted tread depts	Rotate tires

Passed Task	Observation	Recommendation
Fill windshield washer fluid	Filled to proper level	
Measure front brake lining thickness	8 mm	
Check and adjust tire pressures	Tire pressure was set to manufacturer specification - Check tire pressures monthly	

Passed Tasks

- | | | |
|---|--|---|
| ✓ Inspect exhaust system for leaks, damage, and loose parts | ✓ Inspect for wheel bearing free play | ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots |
| ✓ Inspect engine mounts | ✓ Inspect transmission mounts | ✓ Inspect fuel tank, lines, and connections |
| ✓ Inspect air cleaner element | ✓ Fill windshield washer fluid | ✓ Check power steering fluid level and condition |
| ✓ Check engine oil level and condition | ✓ Check engine coolant level and condition | ✓ Check brake fluid 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
- ✓ Perform battery performance test
- ✓ Inspect all hoses and clamps
- ✓ Inspect rear suspension components
- ✓ Inspect brake system for leaks
- ✓ Inspect rear wiper blade (if applicable)
- ✓ Check and adjust tire pressures
- ✓ 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 battery terminals and cables
- ✓ Inspect steering components
- ✓ Inspect engine for oil leaks
- ✓ Inspect cooling system for leaks
- ✓ Inspect steering system for leaks
- ✓ Windshield for cracks, chips and pitting
- ✓ Inspect brake light operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage
- ✓ Check horn operation
- ✓ Measure front brake lining thickness
- ✓ Inspect windshield wiper blades
- ✓ Inspect drive belts
- ✓ Inspect front suspension components
- ✓ Inspect transmission for leaks
- ✓ Inspect fog/driving lights (if equipped)
- ✓ Inspect sway bar/stabilizer bar components
- ✓ Check hood struts



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Declined	Approved
1. USED CAR INSPECTION W/ LUBE OIL AND FILTER			X
2. CUSTOMER REQUEST NITROGEN TIRE FILL			X
Subtotal			
Inspection Recommendations	Status	Declined	Approved
Replace cabin air filter (Found cabin air filter dirty)	Caution		See AI-15
Rotate tires (Based on individually noted tread depts)	Caution		See AI-30
Subtotal			

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.

Cabin filter replacement

AI-15

Operation Description:

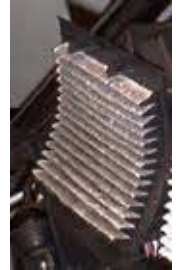
Access the cabin or pollen filter according to the vehicle manufacturer's service information. This usually involves opening the glove box and removing the bolt to lower the door. Remove the old cabin air filter from its housing. Replace with new cabin air filter. Replace the bolt to attach the glove box door. Close the glove box door. Clean the housing of all dust and debris. Install the new pollen filter into its housing.

Significance:

The cabin or pollen filter is designed to filter out dust, pollen and other particles that would normally make their way into your vehicle through the heating, ventilation and air conditioning (HVAC) systems. Pollen filters work very well, but need to be replaced as part of a scheduled maintenance program. Restricted and dirty pollen filters put a strain on the blower motor, which can cause it to be excessively noisy and even fail prematurely. This kind of strain on a blower motor can also cause problems with the vehicle wiring and electrical system, due to the excessive amperage required for the blower motor to function. Replacing the blower motor can be very expensive on some vehicles.

Advantage:

A clean cabin or pollen filter can be very effective at keeping dust, pollen, and other unwanted particles from entering the interior of your car. Also, your blower motor will generate a higher volume of airflow, boosting the efficiency and effectiveness of your HVAC systems.



A dirty and clogged cabin air filter



A clean cabin air filter

Operation Description:

Carefully lift the vehicle on an approved automotive vehicle lift. Adjust the air pressure in all of the tires. Visually inspect the general condition of the tires. Remove all of the wheels. Reinstall the wheels on the vehicle in accordance with manufacture's rotation pattern, and then torque the wheel lugs to secure wheels to vehicle following the recommended torque procedures.

Significance:

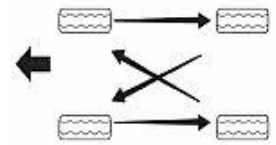
Weight, power, and steering all effect how your tires wear. Regular tire rotation helps eliminate irregular tire tread wear. When tires aren't rotated on a regular maintenance schedule, the tire wear will be uneven and you will have to replace the tires far more frequently. Additionally, uneven tire wear can rob your vehicle of its fuel economy and performance. Tires take a lot of punishment and require very little servicing in return. Regular tire rotation and balancing is a very cost effective preventative maintenance procedure.

Advantage:

The tires on your vehicle are the only thing between you and the road surface. You have a lot "riding" on your tires in terms of safety and performance. Make tire rotations a regular part of your vehicle's scheduled maintenance program. Enjoy the benefits of a smooth ride, better handling, and improved fuel economy.



Irregular wear due to lack of regular tire rotations



Typical tire rotation patterns

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