



**Capital City Nissan**

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**YOUR VEHICLE**

<b>Year</b> 2008	<b>Make</b> Nissan	<b>Model</b> Altima	<b>Engine Type</b> 2.5L 4-cyl DOHC (MFI)
<b>Odometer</b> 93,504	<b>VIN #</b> 1N4AL21E78N534876	<b>License #</b>	<b>Date</b> 10/15/2015

# 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.*

***Due to changes in parts prices we can only guarantee our estimates for 30 days.***



# Original Customer Requests

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

- ✓ 1. 10/10 PUBLIC AUCTION. ROAD TEST, OIL AND FILTER IHSP, CHECK LIGHTS, PREFORM BLOCK TEST, UNDER HOOD, STEERING LINKS, FLUIDS AT LEVEL, FUNCTIONAL INCLUDE HORN, TIRES, SEAT BELTS, W/S, PARKING BRAKE, WINDSHIELD WIPERS/WASHERS, HEATER AND DEFROSTER.



## Package Results

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

Cautioned Task	Observation	Recommendation	Done
Measure rear brake lining thickness	4 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 windshield and glass for cracks, chips, and pitting	✓ Inspect rear-view mirrors (inside and outside)	✓ 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 windshield wiper and washer operation	✓ Check horn operation	✓ Inspect heater and defrost operation including all blower motor speeds
✓ Inspect parking brake adjustment and operation	✓ Check automatic and manual transmission for normal operation and shifting	✓ Check engine performance and operation
✓ Perform battery performance test	✓ Check drivetrain operation including engine,trans,transfer case, front and rear differentials, axles, and brake operation	✓ Block test
✓ Measure front brake lining thickness	✓ Measure left rear tire tread depth	✓ Measure right rear tire tread depth
✓ Measure right front tire tread depth	✓ Measure Left front tire tread depth	✓ Check steering gear assembly,pitman, idler, and tie rod ends
✓ REFILL OIL AND RECHECK OIL LEVEL	✓ Test antifreeze protection	✓ LICENSE PLATE BOLT BRACKET/BOLTS OPERATIONAL/NOT SEIZED



## Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
1. 10/10 PUBLIC AUCTION. ROAD TEST, OIL AND FILTER IHSP, CHECK LIGHTS, PREFORM BLOCK TEST, UNDER HOOD, STEERING LINKS, FLUIDS AT LEVEL, FUNCTIONAL INCLUDE HORN, TIRES, SEAT BELTS, W/S, PARKING BRAKE, WINDSHIELD WIPERS/WASHERS, HEATER AND DEFROSTER.		\$90.00		X
<b>Subtotal</b>		\$90.00		\$90.00
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$90.00	\$0.00	\$90.00
Shop Supplies		\$9.90		\$9.90
Waste and Disposal		\$1.80		\$1.80
Tire Excise Tax		\$0.00		\$0.00
Sales Tax		\$9.31		\$9.31
<b>Estimate Total</b>		<b>\$111.01</b>		<b>\$111.01</b>

# 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