



**Capital City Nissan**

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**YOUR VEHICLE**

|                           |                                   |                              |   |
|---------------------------|-----------------------------------|------------------------------|---|
| <b>Year</b><br>2014       | <b>Make</b><br>Ram                | <b>Model</b><br>1500 (Truck) | <b>Engine Type</b><br>5.7L V8 T OHV (MFI) |
| <b>Odometer</b><br>20,113 | <b>VIN #</b><br>1C6RR7FT0ES166688 | <b>License #</b>             | <b>Date</b><br>4/14/2016                  |

# 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. USED CAR INSPECTION W/ LUBE OIL AND FILTER
- ✓ 2. CUSTOMER REQUEST NITROGEN TIRE FILL



## 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"/> |
| 140. Wipers (Condition of Mechanism/Blade)                        | Found windshield wiper blades streaking, torn, worn | Replace both windshield wiper blades | <input type="checkbox"/> |

| Cautioned Task              | Observation                          | Recommendation | Done |
|-----------------------------|--------------------------------------|----------------|------|
| Left rear tire tread depth  | Left rear tire tread measures 4/32"  |                |      |
| Right rear tire tread depth | Right rear tire tread measures 5/32" |                |      |

| Passed Task                          | Observation  | Recommendation | Done |
|--------------------------------------|--|----------------|------|
| Left front tire tread depth          | Left front tire tread measures 8/32": Inspect tire next service  |                |      |
| Right front tire tread depth         | Right front tire tread measures 8/32": Inspect tire next service |                |      |
| Measure front brake lining thickness | 8 mm   |                |      |
| Measure rear brake lining thickness  | 8 mm   |                |      |

### 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
- ✓ 10. Oil in Air Cleaner (Can Indicate Excessive Blow-by or Faulty PCV System )
- ✓ 14. Cylinder Power Balance - Run Diagnostics (if Error Code(s) Present, Compression Check Required)
- ✓ 20. Radiator (Condition/Tube/Fins) Pressure Test Cap/System
- ✓ 26. Fuel Lines/Hoses (Condition/Check for Signs of Leakage)
- ✓ 56. Steering Gear and Linkage (Condition/Leaks/Boots)
- ✓ 59. Tie Rods and Idler Arm (Condition)
- ✓ 61. Springs (Condition/Ride Height)
- ✓ 7. Reprogram Update(s)
- ✓ 33. Wiring (Condition)
- ✓ 72. Perform Emission Control Tests and Record Readings
- ✓ 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)
- ✓ 90. Body/Suspension (Performance/Noise/Rough Road Test)
- ✓ 93. Heating System (Hot/Condition/Operation)
- ✓ 130. Heated/Cooled Seats (Operation)
- ✓ 126. Jack/Tools (Condition)
- ✓ 5. Oil Change/Scheduled Maintenance Performed
- ✓ 11. Water in Oil (Check Underside of Oil Filler Cap)
- ✓ 15. Fluids (Condition/Levels)
- ✓ 23. Recovery Tank (Condition/Fluid Level/Sensor Operation)
- ✓ 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)
- ✓ 8. Perform Idle Air Volume Learn (IAVL) (If Required)
- ✓ 70. Entire Exhaust System (Condition/Leaks/Damage/Noise)
- ✓ 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)
- ✓ 88. Intelligent Cruise Control (Operation)
- ✓ 91. Tire Pressure Monitoring System (Operational/Indicator Light)
- ✓ 94. Defogger/Defroster (Operation)
- ✓ 124. Luggage Compartment Mat/Trim/Carpet/Cargo Net (Condition)
- ✓ 119. Carpet (Condition/Appearance)
- ✓ 9. Fluid leakages (Record Where and What is Leaking)
- ✓ 12. Engine Oil (Condition/Level)
- ✓ 18. Hoses (Condition)
- ✓ 25. Fuel Pump Noise/External Fuel Pump Leakage
- ✓ 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
- ✓ 32. Remote Keyless Entry Fob (Operation/Battery Condition)
- ✓ 71. Catalytic Converter and Shielding Condition
- 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
- ✓ 89. Gauge/Speedometer/Tachometer/Odometer/Oil
- ✓ 92. Air Conditioning System (Cold/Condition/Operation)
- ✓ 128. Seat Upholstery (Condition/Worn/Ripped/Cracked/Faded )
- ✓ 125. Luggage Compartment Light (Operation)
- ✓ 120. Floor Mats (Condition/Appearance)

- |   |  |   |
|---|--|---|
| ✓ 121. Door Trim/Panels/Dashboard/Package Shelf (Condition/Appearance/Attachment) | ✓ 122. Headliner (Condition/Appearance)  | ✓ 123. Sun Visors (Condition/Appearance Vanity Mirror and Light)  |
| ✓ 105. Clock (Condition/Operation)  | ✓ 106. Horn (Condition/Operation)  | ✓ 107. Lighter/Power Outlet(s) (Condition/Operation)  |
| ✓ 108. Ashtray/Storage (Condition/Operation)                                      | ✓ 109. Glove Compartment/Glove Compartment Light/Center Armrest/Console (Condition/Operation)  | ✓ 110. Tilt/Telescopic Steering Wheel (Operation)   |
| ✓ 111. Steering Wheel Lock (Operation)  | ✓ 113. Instrument Panel/Lights and Warning Lights (Condition/Operation/Bulb Check)   | ✓ 114. Warning Chimes (Operations)  |
| ✓ 115. Interior Courtesy/Dome/Map Lights (Operation)                              | ✓ 116. Fuel Filler Door Release (Operation)  | ✓ 101. Audio System - Radio, Cassette, CD, Speaker (Condition/Operation)  |
| ✓ 102. Antenna (Condition/Operation)  | ✓ 103. Alarm/Theft Deterrent System (Condition/Operation)  | ✓ 104. Navigation System (Operation)  |
| ✓ 99. Seat Belts (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) | ✓ 96. Door Locks/Controls (Manual/Automatic Operation)  |
| ✓ 97. Child Safety Locks (Operation)  | ✓ 159. Minimum Two Keys or Keyless Remotes   | ✓ 152. OEM Size and Speed Rating (2WD/4WD Same Brand per Axle) (AWD Same Brand All Four Tires)                        |
| ✓ 153. Tread Depth (Minimum 5/32")  | ✓ 155. Pressure (Record Reading for Each Tire)   | ✓ 156. Alignment (Refer to #54, #73, and #85) If Problem Noted Alignment Should be Checked                            |
| ✓ 145. Brake Lights/High Mount Brake Light (Lens Condition/Operation)             | ✓ 141. Wipers (Operation/Speeds/Delay)   | ✓ 142. Washer (Fluid Level/Spray Pattern)   |
| ✓ 136. Condition: Bent, Dings, Parts Missing and Proper Attachment                | ✓ 133. Inspect for Damage, Dings, Dents, Alignment, Mismatched Paint and Overall Paint Condition (Clear Coat)  | ✓ 134. Inspect Bumpers for Damage, Alignment and Improper Repairs   |
| ✓ 65. Pads/Shoes: 50% Remaining   | ✓ 73. Visually Inspect for Repairs, Damage, Abnormal Tire Wear. Also perform overall vehicle inspection (rust/damage due to natural disaster/flood)  | ✓ 16. Vacuum Hoses (Condition)  |
| ✓ 17. Engine Mounts (Condition)   | ✓ 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  | ✓ 37. Battery Condition: (Fluid/Level/Corrosion/Voltage/Load Test) Record Readings (Required Infiniti Battery Tester) |
| ✓ 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)
- ✓ 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)
- ✓ 137. Windshield (Damaged, Pitted, Repaired, Wiper Marks, Cracked)
- ✓ 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)
- ✓ Left front tire tread depth
- ✓ Measure rear 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)
- ✓ 138. Side/Rear Windows (Damaged, Pitted, Repaired)
- ✓ 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)
- ✓ Right front tire tread depth
- ✓ Refill and recheck oil level
- ✓ 64. Brake Fluid (Level/Condition Top Off as Necessary)
- ✓ 68. Parking Brake (Operation/Adjustment/Condition)
- ✓ 112. Mirrors/Rear View (Condition/Operation)
- ✓ 135. Bedliner (Condition)
- ✓ 139. Mirrors (Condition of Mirror, Hinge, Operation)
- ✓ 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
- ✓ Measure front brake lining thickness
- ✓ Spare tire Missing-See Notes



## Recommended Services

Our technicians recommend the following services for your vehicle.

| Original Customer Requests   | Status | Cost            | Deferred | Approved        |
|--|--------|-----------------|----------|-----------------|
| 1. USED CAR INSPECTION W/ LUBE OIL AND FILTER  |        | \$150.00        |          | X               |
| 2. CUSTOMER REQUEST NITROGEN TIRE FILL   |        | \$20.00         |          | X               |
| <b>Subtotal</b>  |        | <b>\$170.00</b> |          | <b>\$170.00</b> |
| Inspection Recommendations   | Status | Cost            | Deferred | Approved        |
| Replace cabin air filter (Found cabin air filter excessively dirty)                        | Fail   | \$36.95         |          | X               |
| Replace both windshield wiper blades (Found windshield wiper blades streaking, torn, worn) | Fail   | \$19.95         |          | X               |
| Replace air filter (Air filter dirty)  | Fail   | \$18.95         |          | X               |
| <b>Subtotal</b>  |        | <b>\$75.85</b>  |          | <b>\$75.85</b>  |
| Totals, Taxes and Fees   |        | Cost            | Deferred | Approved        |
| Estimate Subtotal  |        | \$245.85        | \$0.00   | \$245.85        |

| Totals, Taxes and Fees | Cost            | Deferred | Approved        |
|------------------------|-----------------|----------|-----------------|
| Shop Supplies          | \$20.00         |          | \$20.00         |
| Waste and Disposal     | \$4.92          |          | \$4.92          |
| Tire Excise Tax        | \$0.00          |          | \$0.00          |
| Sales Tax              | \$24.78         |          | \$24.78         |
| <b>Estimate Total</b>  | <b>\$295.54</b> |          | <b>\$295.54</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