****

**Helena**

**Auto Center**

**Honda GMC Buick**

***KNOW***

*YOUR* ***VEHICLE***

*FITNESS INSPECTION & TREATMENT PLAN*

OUR VALUED CUSTOMER

**Helena Auto Center**

MT 00000

Preston Yancy

Service Consultant

N. Anderson

Certified Technician



*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 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 TM” 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 complete bumper-to-bumper inspection report will help you better understand your vehicle’s performance and health. Staying on top of your vehicle’s wellness 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 all in our power 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 current and previous maintenance schedules
* 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 create a treatment plan for your vehicle
* Offer a complete easy-to-read and understand report that enables you to make an educted decision for your vehicle’s service needs

 Original Customer Requests

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

1. BASIC LUBE OIL AND FILTER CHANGE
2. Helena Auto Center – “World Class Inspection” (GM)

 Package Results Helena Auto Center – “World Class Inspection” (GM)

|  |  |  |
| --- | --- | --- |
| Failed Task | Obervation | Recommendation |
| **Check brake fluid level condition** | Found brake fluid to be dirty/burnt | Perform brake system flush |
| **Check automatic / manual transmission fluid level/condition** | * Found fluid to be discolored/burnt
* Found fluid to be dirty
 | Perform automatic transmission flush service |

|  |  |  |
| --- | --- | --- |
| Cautioned Task | Observation | Recommendation |
| Inspect/measure front tire tread depth | 4/32” – 6/32” | Inspect tires at your next service visit |
| Inspect/measure rear tire tread depth | 4/32” – 6/32” | Inspect tires at your next service visit |

|  |  |  |
| --- | --- | --- |
| Passed Task | Observation | Recommendation |
| **Check windshield washer fluid Level/condition** | Found fluid level low – topped off fluid |  |
| **Check tire pressure** | Set tire pressure to factory specifications |  |

|  |
| --- |
| Passed Tasks |
| Check power steering fluid level/condition | Check engine oil level/condition | Check coolant level/condition |
| Check hazard light | Check brake light | Check back-up light |
| Check taillight/turn signal/side marker lights | Check headlights ( including DRL) | Check windshield washer fluid level/condition |
| Inspect fuel hoses and lines | Inspect accessory drive belts | Inspect windshield wiper blades |
| Inspect/measure front brake pads/shoes | Coolant hose and heater line condition | Check battery cables and connections |
| Check CV drive axle boots and/or driveshafts and u-joints | Check for fluid leaks | Inspect windshield condition |
| Inspect engine air filter | Check suspension | Cabin air filters |
| Inspect/measure rear brake pads/shoes | Check brake system (including lines, hoses and parking brake) | Check tire pressure |
| Maintenance Items |  |  |

 Recommended Services

Our technicians recommend the following services for your vehicle.

|  |  |  |  |
| --- | --- | --- | --- |
| Original Customer Requests | Cost | Declined | Approved |
| BASIC LUBE OIL AND FILTER CHANGE | $36.95 |  | X |
| Helena Auto Center – “World Class Inspection” (GM) | $0.00 |  | X |
| Package Results | Status | Cost | Declined | Aproved |
| Inspect tires at your next service visit | Caution | $0.00 | X |  |
| Perform automatic transmission flush service | Fail | $169.95 |  | X |
| Perform Brake System Flush | Fail | $99.95 |  | X |
| Totals, Taxes and Fees | Cost | Declined | Approved |
| Estimate Subtotal | $306.85 | $0.00 | $306.85 |
| Hazardous Materials | $24.55 |  | $24.55 |
| Hazardous materials Charge (Oil Change) | $1.00 |  | $1.00 |
| Tax 0.00% | $0.00 |  | $0.00 |
| **Estimate Total** | **$332.40** |  | **$332.40** |