



RECOMMENDED

ACTION PLANTM

Thank you for allowing us to help you maintain your vehicle. In our effort to help you keep your vehicle operating at peak performance, we have assembled this customized Recommended Action Plan that addresses the needs of your vehicle. Please review its contents and let your advisor know which services you would like us to perform today. If you have any questions or concerns please don't hesitate to contact us. We are here to help you.

Ed Kelley
Service Consultant

M. Rhoades
Certified Technician



Original Customer Requests

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

- ✓ A. USED CAR CHECK LIST (INCLUDES STATE INSPECTION)
- ✓ B. LUBE, OIL AND FILTER (USED CAR)
- ✓ C. COMPLETE WASH (WASH, VACUUM, AND CLEAN WINDOWS)
- ✓ D. ORDER BLACK RUBBER MATS



Package Results

UCCL - Used Car Checklist (Regular - NOT Quality-Certified)

Failed Task	Observation	Recommendation
Exhaust system (leaks, damage, loose parts)	LEFT CAT CONVERTER HAS BEEN HIT, LEAKING AT FLEX	NEEDS DRIVERS SIDE CAT CONVERTER AND HARDWARE
Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	Found burned out license plate bulb	Replace license plate bulb
Windshield washer spray, wiper operation and wiper blades	Found wiper blades to be worn out	Replace windshield wiper blades

Cautioned Task	Observation	Recommendation
Dents and Dings - check for and describe damage	SCUFFS ON ONE TIRE RIM	
Left front tire tread depth	6/32" (5 mm) to 4/32" (3 mm)	Mount and balance two new front tires
Left rear tire tread depth	6/32" (5 mm) to 4/32" (3 mm)	Mount and balance two new rear tires
Right front tire tread depth	6/32" (5 mm) to 4/32" (3 mm)	
Right rear tire tread depth	6/32" (5 mm) to 4/32" (3 mm)	
Vibration in the driveline, if any, has been corrected	BRAKE SHAKE	MACHINE FRONT ROTORS

Passed Task	Observation	Recommendation
Right rear brake lining	5 mm (7/32") or greater (disc) / 2 mm (3/32") or greater (drum)	
Right front brake lining	5 mm (7/32") or greater (disc)	

Passed Task	Observation	Recommendation
Left rear brake lining	5 mm (7/32") or greater (disc) / 2 mm (3/32") or greater (drum)	
Left front brake lining	5 mm (7/32") or greater (disc)	
HVAC system and hoses/lines for leaks and/or damage	HVAC system and hoses/lines in good condition	
Engine cooling system, radiator, hoses and clamps	Engine cooling system, radiator, hoses, and clamps in good condition	
Accessory drive belt(s)	Accessory drive belt(s) in good condition	
Battery health	Battery health is good	
Constant velocity (CV) drive axle boots (if equipped)	CV drive axle boots in good condition	
Brake system (including lines, hoses, and parking brake)	Brake system (including lines, hoses, and parking brake) in good condition	
Shocks/struts and other suspension components for leaks and/or damage	Shocks/struts and other suspension components in good condition	
Steering and steering linkages	Steering, steering linkages, and ball joints in good condition	
Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	Drive shaft, transmission, u-joint and shift linkage in good condition	
Windshield for cracks, chips and pitting	Windshield in good condition	
VHR activation	SYNC Vehicle Health Report (VHR) activated	
Left front tire wear pattern/damage	Left front tire wear pattern normal	
Left rear tire wear pattern/damage	Left rear tire wear pattern normal	
Right front tire wear pattern/damage	Right front tire wear pattern normal	
Right rear tire wear pattern/damage	Right rear tire wear pattern normal	

Passed Tasks

✓ Right rear brake lining

✓ Right front brake lining

✓ Left rear brake lining

<p>Left front brake lining</p> <p>✓</p>	<p>Confirm all major scheduled maintenance items have been performed (if vehicle is within 30 days or 1,000 miles of a maintenance interval as defined by the OEM Scheduled Maintenance Guide)</p> <p>✓</p>	<p>Inspect air filter</p> <p>✓</p>
<p>✓ Inspect for fuel, oil, coolant or other fluid leaks</p> <p>✓ Oil change</p> <p>Tire rotation</p> <p>✓</p>	<p>✓ Oil filter</p> <p>✓ Engine coolant</p> <p>Odometer Reading supported by general condition of the vehicle</p> <p>✓</p>	<p>✓ Spark plugs</p> <p>✓ Fuel filter</p> <p>Engine - block, cylinder heads, intake and exhaust manifolds, valve cover, seals, belts, vacuum lines, filters - check for cracks or leaks and correct. Examine engine for sludge - repair as needed</p> <p>✓</p>
<p>✓ Onboard Diagnostics (OBD) has been checked and all trouble codes corrected</p> <p>✓ Emission System - all components intact</p> <p>✓ Transmission fluid</p>	<p>✓ Oil Leaks - check for and correct.</p> <p>✓ Coolant is at the prescribed level and is not contaminated</p> <p>✓ Transmission filter</p>	<p>✓ Air Cleaner - clean</p> <p>✓ Pressure Test Cooling System to check/correct operation</p> <p>✓ HVAC system and hoses/lines for leaks and/or damage</p>
<p>✓ Radiator and cap, water pump, and hoses checked for cracks or leaks; clamps, fan operational</p> <p>✓ Automatic Transmission Fluid is at the prescribed level, is free of contamination or discoloration, and is not leaking</p> <p>✓ Battery health</p>	<p>✓ Engine cooling system, radiator, hoses and clamps</p> <p>✓ Power Steering pump reservoir and gear box are at the prescribed fluid level and system shows no visual evidence of leaks (including hoses)</p> <p>✓ Condition of terminals</p>	<p>✓ Accessory drive belt(s)</p> <p>✓ Starter and alternator are operational. Wiring harness is intact, without modifications/corrosion</p> <p>✓ Enter factory spec / actual cold cranking amps (ex: 425 / 415)</p>
<p>✓ Air Conditioning - all components are operational and functioning properly</p> <p>✓ Transmission Fluid is at prescribed level (also transfer case 4x4s) and is not leaking</p> <p>✓ Constant velocity (CV) drive axle boots (if equipped)</p> <p>✓ Brakes and Calipers - pads and linings have been replaced if worn. Checked for leaks</p> <p>✓ Shocks/struts and other suspension components for leaks and/or damage</p>	<p>✓ Brake Master Cylinder is at the prescribed fluid level and shows no evidence of leaks</p> <p>✓ Gear Lube is at prescribed level for manual transmission and/or rear differential and unit is not leaking</p> <p>✓ CV Boots are free from cracks and deterioration</p> <p>✓ Axle Seals checked for leaks</p> <p>✓ Suspension System (i.e. ball joints, tie rods, struts) checked for cracks, deterioration, and leaks</p>	<p>✓ Transmission/Transfer Case checked for cracks and leaks</p> <p>✓ Automatic Transmission is shifting smoothly and quietly</p> <p>✓ Brake system (including lines, hoses, and parking brake)</p> <p>✓ Brake System - check for drift, pull, noises, vibrations, warning indicator light is off</p> <p>✓ Steering and steering linkages</p>
<p>✓ Rear Axle Fluid is at prescribed levels and is not leaking</p> <p>✓ Engine shows no obvious signs of problems (i.e., excessive smoking, poor performance, etc.)</p> <p>✓ Unusual Noises - conditions causing unusual noises in the engine, transmission, driveshaft, universal joints, or rear axle have been corrected</p>	<p>✓ Exhaust System catalyst is in place, secure, airtight and operational</p> <p>✓ Engine Oil Pressure and Operating Temperatures are within normal range levels</p> <p>✓ Steering and Suspension - check for abnormal noise, vibration, harsh ride, and handling concerns</p>	<p>✓ Frame/Undercarriage checked for damage</p> <p>✓ Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)</p> <p>✓ Air Conditioning cools appropriately</p>

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| <ul style="list-style-type: none"> ✓ Electrical - all grids on the heated backglass (if equipped) are operational. ✓ All interior and exterior lamps are operational ✓ Air Conditioning ✓ Instrument Cluster ✓ Brake reservoir ✓ Coolant recovery reservoir ✓ Left front tire pressure set to factory recommended PSI ✓ Right front tire wear pattern/damage ✓ Right rear tire pressure set to factory recommended PSI ✓ Tire repair needed | <ul style="list-style-type: none"> ✓ Windshield for cracks, chips and pitting ✓ Heater/Defroster ✓ Window washer fluid ✓ Transmission fluid (if equipped with dipstick) ✓ VHR activation ✓ Left rear tire wear pattern/damage ✓ Right front tire pressure set to factory recommended PSI ✓ Alignment check needed | <ul style="list-style-type: none"> ✓ Clock/audio system ✓ Switches ✓ Power steering fluid ✓ Engine oil ✓ Left front tire wear pattern/damage ✓ Left rear tire pressure set to factory recommended PSI ✓ Right rear tire wear pattern/damage ✓ Wheel balance needed |
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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.

Operation Description:

Raise the vehicle using an automotive lift. Remove the rim and tire assembly from the vehicle. Remove the tire from the rim. Install a new valve stem assembly. Install a new tire on the rim. Inflate the tire to recommended pressure. Balance the tire and rim assembly on a computer-aided dynamic tire balancing machine. Reinstall the tire and rim assembly onto the vehicle. Torque the wheel retaining nuts to the vehicle manufacturer's specifications.

Significance:

Your vehicle's tires are the only connection between your vehicle and the road. Safe vehicle operation depends on your tires being in good condition. If your tires are neglected, the tread can wear completely away, leaving the tire bald and often exposing the steel cords. Not only is this condition dangerous, it is also unlawful in many states. Tires with an abnormal tread wear pattern can cause the vehicle to shimmy and vibrate, and can adversely affect the manner in which your vehicle performs. A tire with an abnormal tread wear pattern will no longer contact the road the way that it was designed to, and this condition can be dangerous, especially during adverse road conditions.

Advantage:

Replacing worn tires is part of vehicle maintenance that is necessary to ensure that your driving experience is as safe as possible. Besides the obvious safety benefits, tires that are in good condition and properly inflated to the correct air pressure can increase the overall fuel economy and help provide a comfortable ride.



Signs of irregular tire wear



New tire

Operation Description:

Remove the wiper blade inserts from the wiper arms following the vehicle manufacturer's instructions (found in the owner's guide). Install new wiper blade inserts onto the wiper arms. Thoroughly clean the windshield.

Significance:

The ability to drive safely interests all of us. Having a clean windshield is a necessity for safe driving. Most driving decisions are dependent on the driver having a clear view of the road ahead. Worn or torn wiper blades do not effectively clean the windshield, and a dirty windshield can obstruct the drivers view, possibly resulting in an accident.

Advantage:

Most wiper blade manufacturers recommend replacing your wiper blades or wiper blade inserts every 6 months or 6,000 miles. Something as simple and as inexpensive as replacing your windshield wiper blades will make your driving experience for you and your family a safer one.



Impaired view from worn wiper blades



New wiper blades

Operation Description:

Perform a function test of entire lighting system. Visually inspect the headlamps, high and low beams, hazard signals, turn indicators, parking lights and brake lights. Remove and install new light bulbs as needed to repair inoperative vehicle lamps.

Significance:

Lighting systems are required on all vehicles by both state and federal laws. Lights are a major contributor to your safety, not only by allowing you to see the road in front of you at night, but also by allowing other vehicles to see you. The value of having fully-functioning lights far outweighs the cost of replacing burned-out light bulbs. The cost is normally less than the inconvenience and can also prevent you from receiving a traffic citation.

Advantage:

The vehicle lighting system is an important safety feature of your car. Replacing burned out light bulbs is an inexpensive way to ensure that your driving experience is a safe one.



Burned-out light bulbs




New light bulb



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Cost	Declined	Approved	
A. USED CAR CHECK LIST (INCLUDES STATE INSPECTION)	\$135.00		X	
B. LUBE, OIL AND FILTER (USED CAR)	\$37.95		X	
C. COMPLETE WASH (WASH,VACUUM,AND CLEAN WINDOWS)	\$49.95		X	
D. ORDER BLACK RUBBER MATS			X	
Package Results	Status	Cost	Declined	Approved
NEEDS DRIVERS SIDE CAT CONVERTER AND HARDWARE	Fail	\$1,030.00		
MACHINE FRONT ROTORS	Caution	\$187.00		
Mount and balance two new front tires	Caution	\$832.00		See AI-2
Mount and balance two new rear tires	Caution	\$0.00		See AI-2
Replace windshield wiper blades	Fail	\$51.40		See AI-15
Replace license plate bulb	Fail	\$10.36		See AI-27
Totals, Taxes and Fees	Cost	Declined	Approved	
Estimate Subtotal	\$2,333.66	\$0.00	\$222.90	
Shop Fees	\$0.00			

Totals, Taxes and Fees	Cost	Declined	Approved
Tax 0.00%	\$0.00		
Estimate Total	\$2,333.66		
<i>For "See AI-" items ████████ see the "Additional Information" section </i>			