



Original Customer Requests

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

- ✓ A. 4 WHEEL ALIGNMENT*SPECIAL PRICING APPLIES*
- ✓ B. AUTOMATIC TRANS FLUSH
- ✓ C. PRICE 0 CUSTOMER STATES: PURCHASED A BRAND NEW SET OF TIRES AUG 2017. TWO TIMES THE VEHICLE HAS BEEN INTO A TIRE STORE FOR ALIGNMENT AND BOTH TIMES THE STEERING WHEEL STILL HAS TO BE TURNED TO THE LEFT SLIGHTLY IN ORDER TO DRIVE STRAIGHT, WHICH LEAVES ME TO BELIEVE THERE IS A PULL TO THE RIGHT, OR THE ALIGNMENT HASN'T BEEN PERFORMED PROPERLY. PLEASE CHECK AND SEE IF SOMETHING WASN'T DONE RIGHT OR IF THERE IS A TSB THAT NEVER WAS RECTIFIED? (FOUND RACK AND PINION BOOT TORN AND LEAKING FLUID)
- ✓ REPLACE HIGH PRESSURE HOSE
- ✓ RIGHT SIDE INNER TIE ROD AND BOOT
- ✓ REPLACE RACK AND PINION
- ✓ D. LOANER CAR
- ✓ E. PERFORM VISUAL VEHICLE INSPECTION AND REPORT



Previously Deferred Recommendations

We have kept a close watch on your maintenance history and believe that these previously recommended actions should still be performed:

Recommendation	Deferred	Approved
Replace rear brake pads and replace rear brake rotors	X	
Reseal front timing cover	X	



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:

Remove the wheels. For disc brakes, remove the brake caliper and then remove the brake pads. Inspect the rotors for signs of damage or excessive wear. Replace or resurface the rotor as necessary. Inspect the brake caliper and brake hoses for damage and leaks. Replace the brake pads. For drum brakes, remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Inspect the brake drum for damage, or excessive wear. Replace or resurface the drum as necessary. Clean the brake drum and backing plate. Replace the brake shoes. Reinstall the brake drum. Adjust the brakes as necessary. Reinstall the wheels and torque the lug nuts to the vehicle manufacturer's specifications.



Damaged brake rotor from metal-to-metal contact

Significance:

This repair is all about safety. Your vehicle's brake system is only as good as your brake pads and/or brake shoes. The safety of you and your family depends on your brake system working properly and stopping your vehicle - every time. Aside from the obvious safety issues, neglecting the maintenance of your brake pads and shoes can cause the friction material on your brake pads and shoes to completely wear out. This can cause the steel backing on your brake pads or shoes to contact the rotors or drums and will destroy the rotors or drums, leaving you with an expensive repair bill.



New brake pads

Advantage:

There are no shortcuts when it comes to your vehicle's brakes. Having a professional automotive technician check and service brakes on a regular basis is essential to your safety behind the wheel. Maintaining your brake system by replacing your brake pads and shoes before they are completely worn out will help keep your brakes working properly and save you money by avoiding unexpected damage to your brake components caused by metal to metal contact.



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. 4 WHEEL ALIGNMENT*SPECIAL PRICING APPLIES*		\$149.95		X
B. AUTOMATIC TRANS FLUSH				X
C. PRICE 0 CUSTOMER STATES: PURCHASED A BRAND NEW SET OF TIRES AUG 2017. TWO TIMES THE VEHICLE HAS BEEN INTO A TIRE STORE FOR ALIGNMENT AND BOTH TIMES THE STEERING WHEEL STILL HAS TO BE TURNED TO THE LEFT SLIGHTLY IN ORDER TO DRIVE STRAIGHT, WHICH LEAVES ME TO BELIEVE THERE IS A PULL TO THE RIGHT, OR THE ALIGNMENT HASN'T BEEN PERFORMED PROPERLY. PLEASE CHECK AND SEE IF SOMETHING WASN'T DONE RIGHT OR IF THERE IS A TSB THAT NEVER WAS RECTIFIED?				X

Original Customer Requests		Status	Cost	Deferred	Approved
REPLACE HIGH PRESSURE HOSE (FOUND RACK AND PINION BOOT TORN AND LEAKING FLUID)			\$902.88		
RIGHT SIDE INNER TIE ROD AND BOOT (FOUND RACK AND PINION BOOT TORN AND LEAKING FLUID)			\$726.73		
REPLACE RACK AND PINION (FOUND RACK AND PINION BOOT TORN AND LEAKING FLUID)			\$1,716.72		
D. LOANER CAR			\$0.00		X
E. PERFORM VISUAL VEHICLE INSPECTION AND REPORT			\$0.00		X
Subtotal			\$3,496.28		\$149.95
Previously Deferred Recommendations		Status	Cost	Deferred	Approved
Reseal front timing cover		Fail	\$3,615.00	X	
Subtotal			\$3,615.00		
Replace rear brake pads and replace rear brake rotors		Caution	\$313.50	X	See AI-77
Subtotal			\$313.50		
Totals, Taxes and Fees			Cost	Deferred	Approved
Estimate Subtotal			\$7,424.78	\$3,928.50	\$149.95
Shop Supplies			\$49.00		\$4.00
Sales Tax			\$165.69		\$0.33
Estimate Total			\$7,639.46		\$154.28
For "See AI-" items ████████ see the "Additional Information" section 					