



## Original Customer Requests

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

- ✓ 1. WORLD CLASS INSPECTION
- ✓ 2. CUSTOMER STATES PERFORM THE STANDARD SCOPE AS PER CBS REPORT
- ✓ 3. PERFORM OIL CHANGE
- ✓ 4. REPLACE INTAKE SILENCER
- ✓ 5. CUSTOMER STATES CHECK BRAKE MESSAGE IS ON (REAR BRAKES ARE WORN)  
REPLACE REAR BRAKES
- ✓ 6. CUSTOMER STATES REPLACE HEADLIGHT BULBS CUSTOMER HAS SUPPLIED PARTS



## Package Results

### Russel BMW Complimentary Inspection

Failed Task	Observation	Recommendation
Inspect steering and sway bar components	<ul style="list-style-type: none"> <li>• Found right front trust arm bent/damaged</li> <li>• Found left front trust arm bent/damaged</li> </ul>	Replace thrust arm
Measure rear brake lining thickness	3mm or less (disc brakes)	
Check transmission fluid level and condition and check for leaks	Found automatic transmission fluid leak	Replace extension housing seal
Check engine oil level and condition and check for leaks	Found oil filter housing leaking	Replace housing seal

Passed Task	Observation	Recommendation
Measure front brake lining thickness	8mm and greater (disc brakes)	

Passed Tasks		
✓ Inspect wheel bearings for noise and play	✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots	✓ Inspect suspension components
✓ Inspect exhaust system for leaks, damage, and loose parts	✓ Inspect transmission mount(s)	✓ Inspect rear differential fluid level and condition and check for leaks
✓ Inspect fuel tank, lines, and connections	✓ Measure front brake lining thickness	✓ Inspect serpentine belt (drive belts)
✓ Inspect hazard light(s) operation	✓ Inspect brake light(s) operation	✓ Inspect back-up light(s) operation
✓ Inspect taillight, turn signal, side marker, and license plate lights	✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage	✓ Inspect headlight low and bright beam operation

- ✓ Inspect dash and interior lights operation
- ✓ Inspect malfunction indicator lamp (MIL) warning light

Additional Observations	Recommendation
RIGHT REAR RIM IS CRACKED	
ALIGNMENT	<ul style="list-style-type: none"> <li>• REPLACE 4 TIRES</li> <li>• ALIGN VEHICLE</li> </ul>
FRONT LEFT RIM IS BENT	REPLACE TWO RIMS
ALL FOUR TIRES ARE CHOPPY AND WORN UNEVENLY	REPLACE 4 TIRES



## 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.

### Oil leak repair AI-9

#### Operation Description:

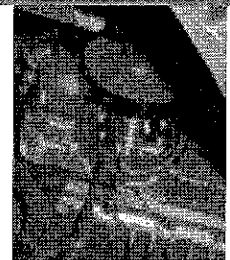
Determine where the engine oil is leaking from. Repair the leak according to the manufacturer's service information. Top off the engine oil, and then take the vehicle for a test drive. Recheck the oil leak to verify that it has been effectively repaired.

#### Significance:

Engine oil leaks under your vehicle can indicate that a seal, gasket, or component has failed and needs to be repaired or replaced. Engine oil leaks leave a mess in your driveway, but more importantly, when they are ignored, they can lead to major engine damage.

#### Advantage:

Repairing engine oil leaks helps keep your vehicle reliable and your driveway clean. Repairing an engine oil leak can also help you avoid the expensive repairs arising from running an engine that is low on oil. Running an engine low on oil can lead to complete engine failure.



*Removing a leaking rear main seal*



*New rear main seal*

## Transmission fluid leak repair

AI-10

### Operation Description:

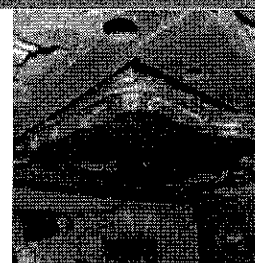
Pinpoint the cause of the transmission fluid leak. Repair the leak according to manufacturer service information. Once the repair is completed, top off the transmission fluid and take the vehicle for a test drive. Recheck the original leak to ensure that it has been effectively repaired, and that no new leaks exist.

### Significance:

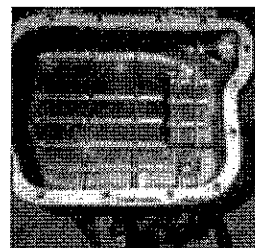
Transmission fluid leaks from your vehicle are an indication that a seal, gasket, or component is damaged or has failed and needs to be repaired or replaced. Transmission fluid leaks, when ignored, can lead to poor transmission operation and poor overall vehicle performance. If leaks are not repaired, they can ultimately lead to major transmission damage, not to mention a mess in your driveway.

### Advantage:

Repairing transmission fluid leaks helps to keep your vehicle safe, reliable and clean. Repairing transmission leaks can also help you avoid expensive repairs that can occur from a failure that is caused by the transmission having run out of transmission fluid. Additionally, any fluid leak from a vehicle has a negative impact on the environment.



*Fluid leaking from transmission pan gasket*



*New gasket*

## Thrust arm bushing replacement

AI-100

### Operation Description:

Lift the vehicle. Inspect the front and rear suspension to locate any damaged or worn components. Remove worn suspension components according to the vehicle manufacturer's instructions. Install the new components and perform a wheel alignment. Test drive the vehicle.

### Significance:

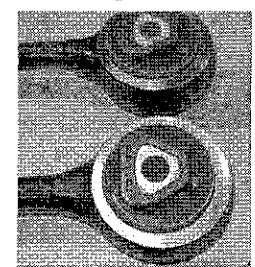
Thrust arm bushings, and the ball joints at the hub end of the lower thrust arms, locate the front wheels fore and aft. Their main job is to transmit braking force to the chassis, and absorb road impact. The chief symptom associated with looseness in the thrust arm is shimmy and wheel shake felt through the steering, particularly under braking. If a worn suspension component is not replaced in a timely manner, your vehicle can become unsafe to drive.

### Advantage:

Even with slightly worn suspension or steering components, you will wear out your tires prematurely. A vehicle with worn out suspension components (i.e., ball joints, drag links, pitman arms, idler arms, control arm bushings and tie-rods) can be unsafe to drive. Maintaining your front and rear suspension helps keep your vehicle safe and reliable.



*Suspension and steering components*



*Thrust arm bushings*



## Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Declined	Approved
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Russel BMW

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