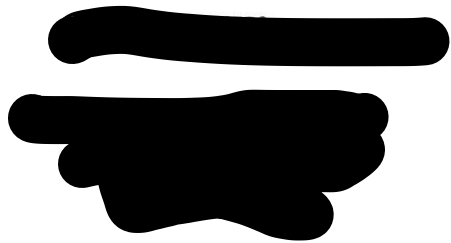


RECOMMENDED ACTION PLAN

GET YOUR VEHICLE IN OPTIMAL
MECHANICAL CONDITION



WOLFE CALGARY



Michael Gropp
Service Consultant
403-781-1512
mgropp@gsllgmcity.com

J. Scott
Certified Technician

YOUR VEHICLE

Year 2005	Make GMC	Model Sierra 1500	Engine Type 4.8L V8 V OHV (MFI)
Odometer 424,710	VIN # 1GTEK19B15E175894	License # BDX-9127	Date 7/6/2022

425,300



Original Customer Requests

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

- ✓ 1. REPLACE BATTERY - \$84.95 PLUS BATTERY
- ✓ 2. SEMI ANNUAL INSPECTION - INCLUDES INSPECTION OF STEERING AND SUSPENION COMPONENTS, FLUID LEAKS AND FLUID CONDITION, BRAKE AND TIRE MEASUREMENTS, TIRE ROTATION AND TIRE PRESSURE MONITORING SYSTEM RESET - \$59.95 -MPVI
- ✓ 3. SERVICE ADVISOR VERIFIED THE CUSTOMER HAS NO ADDITIONAL ISSUES OR CONCERNS TO BE ADDRESSED THIS VISIT
- ✓ 4. Shop/Enviro/Misc fees are for extra materials required for most repairs and maintenance. Some examples are disposable/hazardous waste materials, wheel weights, floor mats and cleaners. Fees are based on 12% of labor up to a maximum of \$80.



Package Results

GSL Chevrolet Cadillac LTD - Semi-Annual Multipoint inspection (SEMI)

Failed Task	Observation	Recommendation	Done
Inspect steering components	Found steering component(s) excessively worn	<ul style="list-style-type: none"> • Replace pitman arm • Replace idler arm 	
Inspect engine for oil leaks	Found engine oil leak		
Windshield for cracks, chips and pitting	Found crack in windshield	Replace windshield	
Inspect front differential for leaks (in applicable vehicles)	Found front differential fluid to be dirty/contaminated	Recommend 4x4 service (includes front and rear differentials plus transfer case)	
Inspect rear differential for leaks (in applicable vehicles)	Found rear differential fluid to be dirty/contaminated		
Inspect transfer case for leaks (in applicable vehicles)	Found transfer case fluid to be dirty		
Check transmission fluid level and condition	Found transmission fluid is excessively discolored	Replace transmission fluid	
Check brake fluid level and condition	Found brake fluid excessively dirty/contaminated	Perform brake system fluid exchange (GBF)	
Check engine coolant level and condition	Found coolant is excessively discolored	Perform engine coolant exchange service	
Inspect brake system components (Rotors, Calipers etc.)	Based on visual inspection		

Failed Task	Observation	Recommendation	Done
Measure front brake lining thickness	2 mm	Replace front brake pads and replace front brake rotors	
Measure rear brake lining thickness	Drum Brakes = 1 mm or less	Replace rear brake shoes and replace rear brake drums	
Inspect brake light operation	Found burned out brake light bulb(s)	Replace center (third) brake light bulb(s)	
Inspect axles, driveshaft(s) U-joints and CV joints/boots	Found CV joint boot(s) torn/leaking	Replace left front outer CV joint boot	
Check power steering fluid level and condition	Found power steering fluid excessively dirty/contaminated	Perform power steering system fluid exchange service	

Cautioned Task	Observation	Recommendation	Done
Left front tire tread depth	Left front tire tread measures 6/32": Inspect tire next service	Mount and balance 4 new tires	
Left rear tire tread depth	Left rear tire tread measures 5/32"	Mount and balance 4 new tires	
Right front tire tread depth	Right front tire tread measures 6/32": Inspect tire next service	Mount and balance 4 new tires	
Right rear tire tread depth	Right rear tire tread measures 5/32"	Mount and balance 4 new tires	
Inspect air cleaner element	Found air filter dirty	Replace air filter	

Passed Task	Observation	Recommendation	Done
Check and adjust front tire pressure	*Front tire pressure was set to manufacturer specification - Check tire pressures monthly		
Check and adjust rear tire pressure	*Rear tire pressure was set to manufacturer specification - Check tire pressures monthly		
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		

Passed Tasks

- ✓ Inspect all hoses and clamps
- ✓ Inspect front suspension components
- ✓ Inspect rear suspension components
- ✓ Inspect transmission for leaks
- ✓ Inspect brake system for leaks
- ✓ Inspect cooling system for leaks
- ✓ Inspect fog/driving lights (in applicable vehicles)
- ✓ Inspect steering system for leaks
- ✓ Inspect sway bar components

- ✓ Check and adjust front tire pressure
- ✓ Inspect wiper blades
- ✓ Inspect drive belts
- ✓ Inspect dash and interior lights
- ✓ Inspect wiper and washer operation
- ✓ Inspect taillight, turn signal, side marker, and license plate lights
- ✓ Fill windshield washer fluid
- ✓ Inspect engine mounts
- ✓ Fill windshield washer fluid
- ✓ Check and adjust rear tire pressure
- ✓ Inspect wheels for damage
- ✓ Inspect battery terminals and cables
- ✓ Inspect heating and air conditioning operation
- ✓ Inspect headlight low and high beam operation
- ✓ Inspect reverse light operation
- ✓ Inspect fuel tank, lines, and connections
- ✓ Inspect wheel bearings
- ✓ Inspect hood struts
- ✓ Check engine oil level and condition
- ✓ Inspect instrument cluster warning lamps
- ✓ Check horn operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage
- ✓ Inspect hazard light operation
- ✓ Inspect transmission mounts
- ✓ Inspect exhaust system for leaks, damage, and loose parts



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:

One of our skilled technicians with specialized equipment will use a powerful cleaner to dissolve and suspend the varnish and gums in your vehicle's power steering unit and then flush the entire unit of all old fluid and contaminants and install new high-tech fluid for both conventional sector and rack and pinion. Finally, the technician will road test your vehicle.



Power steering spool valve with hardened cracked seals

Significance:

If you have experienced steering pump noises, hard or erratic steering, or pump leaks, it's probably time to have your vehicle's power steering system serviced. The power steering pump produces high pressures (between 800 - 2,000 lbs./400 - 1,000 kg, depending on model) and high heat. Heat + pressure = fluid breakdown/failure; fluid failure = power steering pump and/or rack failure; power steering pump and/or rack failure = costly repair.



Grooves worn into the housing by hardened seals

Advantage:

Our power steering service will alleviate steering squeal caused by sticking valves, correct that jerky feeling on the steering wheel, help prevent fluid leaks, and reduce wear.

Operation Description:

One of our skilled technicians will check the condition of your vehicle's brake fluid and, if necessary, remove contaminated fluid from the brake lines and master cylinder, replace the old fluid with appropriate brake fluid. The entire brake system will be inspected for leaks, master cylinder corrosion, worn pneumatic parts, harmful varnish build-up, broken or rusted bleeder valves, worn rotors and drums, and air in the brake line



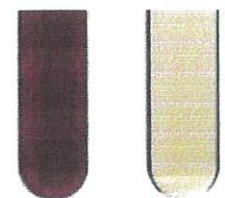
Harmful deposits on brake master cylinder piston assembly

Significance:

Does your vehicle's brake pedal feel "spongy"? Brake fluid becomes contaminated over time and use. Heat and moisture can cause brake failure. Contaminated fluid leads to expensive repairs.

Advantage:

Worn-out, oxidized brake fluid causes corrosion and harmful deposits and varnish build up. A brake flush service should be performed when your brake fluid shows contamination or every 30,000 to 40,000 miles.



Brake fluid before and after service

Operation Description:

Remove the CV axle with the damaged joint from the vehicle. Remove the worn-out CV joint from the axle shaft. Pack the new CV joint with the proper grease, and install it onto the axle, along with a new CV boot. Reinstall the CV axle assembly onto the vehicle.

Significance:

CV joints allow your drive axles to transmit torque to the wheels, while still allowing the wheels to turn left or right when steering the car. CV joints also allow the suspension to function normally, while still allowing the drive axles to move your car down the highway. The CV joint boots cover the CV joints protecting them from dirt, debris, and water. A torn or damaged CV joint boot allows the CV joint grease to collect dirt and debris, which will quickly destroy the joint. A worn out CV joint will start to make noise, and will eventually break, leaving the vehicle disabled. Often times, other vehicle damage will result when a CV joint breaks, resulting in an expensive repair.

Advantage:

Nobody wants to be stranded by the side of the road with a broken-down vehicle. Replacing a worn-out CV joint will help ensure that your vehicle stays reliable. You will also save money by avoiding additional damage and expense that can be caused by the CV joint breaking completely.

*Damaged CV joint**New CV joint***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.

*Signs of irregular tire wear***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.

*New tire***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.

Operation Description:

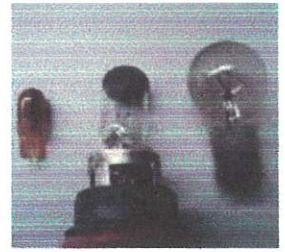
Perform a function test of entire lighting system. Visually inspect the headlamps, high and low beams, hazard signals, turn indicators, parking lights and brake lights. Remove and install new light bulbs as needed to repair inoperative vehicle lamps.

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



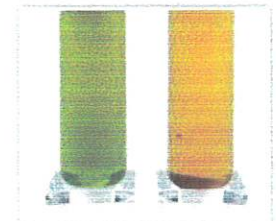
New light bulb

Operation Description:

Some coolant may be in such poor condition that a coolant flush is necessary to remove the corrosion and deposits that were created in the engine and the radiator. If so, an approved coolant removal and cycling machine is required for this procedure. Our trained technician will connect the vehicle to a state-of-the-art machine and add a cleaner to safely remove rust, sludge and scale deposits. Once the system has been cleaned, the technician will install a new coolant-and-water mix, along with a conditioner to protect the cooling system. Once this is finished, the engine will be allowed to run until it reaches normal operating temperature and then the fluid will be checked and adjusted if necessary.

Significance:

The engine's coolant pulls the heat from the engine and then dissipates the heat when it enters the radiator. The engine's cooling system is a complex system comprised of many components and materials. The most common materials used are aluminum, plastic, copper, brass, rubber, and steel. The engine coolant must be compatible with all of them. The engine coolant is designed to transfer heat, stop corrosion, and provide a lubricant for the water pump seal. Old antifreeze can become acidic. The combination of acidic fluid and the dissimilar alloys in the cooling system actually creates a crude battery. This condition can cause accelerated corrosion of these materials. Changing the coolant according to a preventative maintenance schedule will prevent this acidic condition, and help prevent corrosion, and expensive future repairs.



Clean vs. dirty, acidic coolant (antifreeze)



Coolant flush equipment

Advantage:

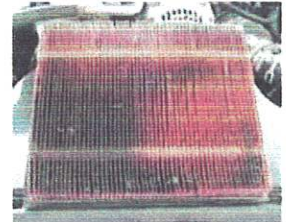
Replacing the engine coolant as a part of a scheduled maintenance program is essential to your vehicle's reliability and longevity. New engine coolant has a non-acidic, non-corrosive PH level that will not destroy your cooling system components. The use of proper engine coolant will help keep your engine from overheating, and can help prevent the engine from freezing during cold weather conditions.

Air filter replacement

AI-76

Operation Description:

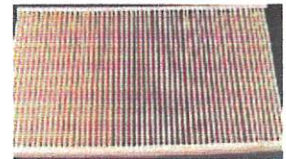
Remove the air filter element from the air filter housing. Clean the air filter housing and inspect the fresh air duct hose for damage, dirt, or obstructions. Inspect the warm air intake hose for signs of deterioration. Install a new filter element, and then reinstall the air filter housing access panel.



Dirty and restricted air filter

Significance:

A dirty or clogged air filter can affect the fuel economy and overall vehicle performance. Both diesel and gasoline powered engines are designed to maintain a specific air-fuel ratio. A restricted air filter can affect the way the engine maintains the correct air-fuel mixture. If the air filter is restricted, the fuel mileage and overall vehicle drivability can deteriorate rapidly.



New air filter

Advantage:

Replacing your air filter element is a quick and effective way to keep your engine running at its peak performance. A clean air filter helps your engine work more efficiently by letting the airflow get to the engine with no restrictions. A clean air filter can also prolong the life of your engine.

Brake pad/shoe replacement

AI-77

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.

Suspension and steering components

AI-78

Operation Description:

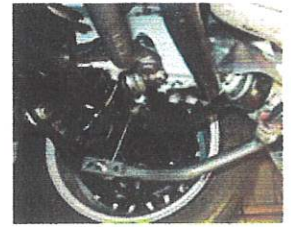
Lift the vehicle using an approved automotive lift. Inspect the front and rear suspension to locate any damaged or worn components. Remove any worn suspension components according to the vehicle manufacturer's instructions. Install the new components and perform a wheel alignment. Then test drive the vehicle.



Worn suspension and steering components

Significance:

The components that make up your steering and suspension are very important to the performance of your vehicle. They allow movement of the suspension to occur when driving over bumps and during turns. They also keep your vehicle going straight down the highway. Worn out suspension components can cause your tires to wear-out prematurely. They can also cause your vehicle to wander or pull to one side as you drive. If a worn suspension component is not replaced in a timely manner, your vehicle can become unsafe to drive. If a worn-out suspension or steering component breaks when driving down the road, you may not be able to control or steer your vehicle, and thereby run the risk of getting in an accident and doing additional damage to your vehicle.



Suspension components

Advantage:

Even with slightly worn suspension or steering components, you will wear out your tires prematurely. Safety is number one when it comes to you and your family. 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.

Operation Description:

Our professionally-trained technician will replace the windshield using specially-designed equipment.

Significance:

A crack in a windshield usually causes a glare that prevents the driver from seeing clearly, especially at certain times of the day. This glare can cause accidents. The windshield is also part of the vehicle's structure. The windshield acts as a backstop for the passenger side airbag. In the event of an accident, a cracked windshield can cause improper deflection of the airbag.

Advantage:

A new windshield gives you a clear line of site while driving and reduces glare.



Crack in windshield



Installing windshield

Operation Description:

Drain the dirty, oxidized automatic transmission fluid and fill the transmission with new fluid and premium conditioners. This procedure is the best way to clean and maintain one of the hardest working parts of your vehicle.

Significance:

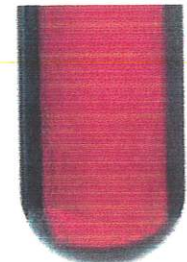
Transmission fluid is similar to motor oil in that it is prone to break down due to friction and heat. If it's not changed, the fluid becomes over-extended and burnt. Over-extended transmission fluid will not dissipate heat or lubricate internal components. This causes internal overheating and premature wear. Driving a vehicle with burnt or over-extended transmission fluid is one of the leading causes of transmission failure. Having an automatic transmission replaced or rebuilt can be very expensive. Transmission failure will also usually leave you stranded.

Advantage:

You can ensure that your automatic transmission will operate normally and shift smoothly by having it serviced according to the vehicle manufacturer's preventative maintenance schedule. Avoid the costly repairs and vehicle down-time that are associated with an expensive transmission failure.



Over-extended automatic transmission fluid



New automatic transmission fluid





Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
1. REPLACE BATTERY - \$84.95 PLUS BATTERY		\$0.00		X

Original Customer Requests	Status	Cost	Deferred	Approved
2. SEMI ANNUAL INSPECTION - INCLUDES INSPECTION OF STEERING AND SUSPENION COMPONENTS, FLUID LEAKS AND FLUID CONDITION, BRAKE AND TIRE MEASUREMENTS, TIRE ROTATION AND TIRE PRESSURE MONITORING SYSTEM RESET - \$59.95 -MPVI		\$59.95		X
3. SERVICE ADVISOR VERIFIED THE CUSTOMER HAS NO ADDITIONAL ISSUES OR CONCERNS TO BE ADDRESSED THIS VISIT		\$0.00		X
4. Shop/Enviro/Misc fees are for extra materials required for most repairs and maintenance. Some examples are disposable/hazardous waste materials, wheel weights, floor mats and cleaners. Fees are based on 12% of labor up to a maximum of \$80.		\$0.00		X
Subtotal		\$59.95		\$59.95
Inspection Recommendations	Status	Cost	Deferred	Approved
Recommend 4x4 service (includes front and rear differentials plus transfer case) (Found front differential fluid to be dirty/contaminated)	Fail	\$519.95		
Perform power steering system fluid exchange service (Found power steering fluid excessively dirty/contaminated)	Fail	\$159.95		See AI-2
Perform brake system fluid exchange (GBF) (Found brake fluid excessively dirty/contaminated)	Fail	\$159.95		See AI-4
Replace left front outer CV joint boot (Found CV joint boot(s) torn/leaking)	Fail	\$340.09		See AI-17
Replace center (third) brake light bulb(s) (Found burned out brake light bulb(s))	Fail	\$47.68		See AI-35
Perform engine coolant exchange service (Found coolant is excessively discolored)	Fail	\$229.95		See AI-46
Replace front brake pads and replace front brake rotors (2 mm)	Fail	\$624.08		See AI-77
Replace rear brake shoes and replace rear brake drums (Drum Brakes = 1 mm or less)	Fail	\$726.16		See AI-77
Replace pitman arm (Found steering component(s) excessively worn)	Fail	\$597.29		See AI-78
Replace idler arm (Found steering component(s) excessively worn)	Fail	\$238.49		See AI-78
Replace windshield (Found crack in windshield)	Fail	\$702.63		See AI-116
Replace transmission fluid (Found transmission fluid is excessively discolored)	Fail	\$289.95		See AI-146
Subtotal		\$4,636.17		
Mount and balance 4 new tires (Left front tire tread measures 6/32": Inspect tire next service, Left rear tire tread measures 5/32", Right front tire tread measures 6/32": Inspect tire next service, Right rear tire tread measures 5/32")	Caution	\$1,205.23		See AI-31

Inspection Recommendations	Status	Cost	Deferred	Approved
Replace air filter (Found air filter dirty)	Caution	\$51.40		See AI-76
Subtotal		\$1,256.63		
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$5,952.75	\$0.00	\$59.95
Shop Fee		\$80.00		
GST		\$301.64		
Estimate Total		\$6,334.39		
<i>For "See AI-" items  see the "Additional Information" section </i>				