



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 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.

9400 SW FREEWAY  
HOUSTON, TX 77074  
(917) 803-5608

**Edvin Lehr - Orange Team**  
*Service Consultant*  
713-270-3985

**F. Jangda ASE Master/MDT**  
*Certified Technician*



## Original Customer Requests

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

- ✓ A. CLIENT STATES CHECK ENGINE LIGHT IS ON. NOTE WARRANTY FOR THIS REPAIR COVERS ONLY PARTS REPLACED. THERE ARE NUMEROUS COMPONENTS/SYSTEMS WHICH CAN ACTIVATE THE CHECK ENGINE LIGHT. (FOUND CODE FOR HYBRID BATTERY)
- ✓ RECOMMEND HYBRID BATTERY PACK ASSEMBLY AND INTAKE AIR FILTER
- ✓ B. CUSTOMER STATES HEARS LOUD CLUNKING NOISE WHILE DRIVING, VEHICLE DOES NOT ACCELERATE.
- ✓ C. CHECK BATTERY HAS HAD TO JUMPSTART (C/S HAD TO JUMP START VEHICLE)
- ✓ RECOMMEND SMALL 12 VOLTS BATTERY
- ✓ D. MULTI-POINT INSPECTION
- ✓ E. RECALLS AND CAMPAIGNS PERFORMED COT



## Package Results

### Sterling McCall Toyota Multipoint Inspection

Failed Task	Observation	Recommendation	Done
Inspect air cleaner element	Found Air Filter clean but the throttle plates are dirty or sticky	Perform fuel system service	
Inspect cooling system for leaks	Found engine coolant leak	Replace water pump	

Cautioned Task	Observation	Recommendation	Done
Check brake fluid level and condition	Found brake fluid exchange due by mileage recommendation		
Measure front brake pads	6 mm		
Inspect drive belts	Found belt(s) worn/cracked		
Inspect front suspension components	Found shock(s)/strut(s) weak/worn		

Passed Task	Observation	Recommendation	Done
Left front tire tread depth	Left front tire tread measures 7/32" or greater: Inspect tire next service		
Left rear tire tread depth	Left rear tire tread measures 7/32" or greater: Inspect tire next service		

Passed Task	Observation	Recommendation	Done
Right front tire tread depth	Right front tire tread measures 7/32" or greater: Inspect tire next service		
Right rear tire tread depth	Right rear tire tread measures 7/32" or greater: Inspect tire next service		

### Passed Tasks

- ✓ Inspect exhaust system for leaks, damage, and loose parts
- ✓ Inspect transmission mounts
- ✓ Inspect brake light operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage
- ✓ Inspect windshield wiper blades
- ✓ Inspect engine for oil leaks
- ✓ Inspect rear wiper blade (if applicable)
- ✓ Left rear tire tread depth
- ✓ Inspect axles, driveshaft and CV joints/boots
- ✓ Check engine coolant level and condition
- ✓ Inspect reverse light operation
- ✓ Inspect headlight low and high beam operation
- ✓ Inspect steering components
- ✓ Inspect transmission for leaks
- ✓ Inspect steering system for leaks
- ✓ Right front tire tread depth
- ✓ Inspect engine mounts
- ✓ Inspect hazard light operation
- ✓ Inspect taillight, turn signal, side marker, and license plate lights
- ✓ Check horn operation
- ✓ Inspect rear suspension components
- ✓ Inspect fog/driving lights (if equipped)
- ✓ Left front tire tread depth
- ✓ Right rear tire tread depth



## 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:**

The technician will first diagnose where the engine coolant is leaking by performing a cooling system pressure test. Once the leak is located, he will repair the leak or component according to factory service information. When this is done, he will top off the coolant using only the recommended fluid, and then pressure test the cooling system to ensure that the leak has been repaired.

**Significance:**

Engine coolant leaks from your vehicle are an indication that a seal, gasket, or component has failed and needs to be repaired or replaced. Engine coolant leaks, when ignored, can lead to engine overheating and can cause major engine damage - not to mention the mess that the leak creates in your driveway.

**Advantage:**

Repairing engine coolant leaks can help keep your vehicle reliable and clean and keep the engine and transmission running cool. Unrepaired coolant leaks can lead to expensive repairs arising from an engine overheating.



*Old, leaking water pump*



*New water pump*

**Operation Description:**

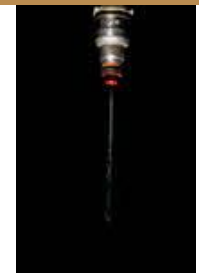
Injectors can be cleaned in several different ways depending on the severity of the problem, your type of vehicle, and the particular equipment your service facility uses. The quickest and easiest is a solvent put in the gasoline, but anything that can go in the gas tank will be diluted and thus not have the strength to actually clean an injector, although it may help the injector from clogging with regular use. The most common cleaning method is a high-pressure, 'on the car' cleaning process where special equipment is hooked up to the fuel intake and a powerful solvent is injected under high pressure through the fuel injectors to clean out the stubborn deposits. The most aggressive method is to remove the injectors and have them cleaned 'off the car' which usually is not cost effective except in very specific situations.

**Significance:**

The efficiency of your vehicle is very dependent on the proper atomization or spray pattern that the fuel injector is responsible for. As little as an 8 or 10% restriction in an injector can adversely affect your engine's performance by not allowing the gasoline entering the combustion chamber to be burnt effectively, losing part of the energy that was available, but not burned.

**Advantage:**

Fuel injectors are the single most important component in the fuel system to keep your engine running efficiently and getting the most performance and mileage from every ounce of gasoline.



*Poor spray pattern*




*Good atomization*



# Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. CLIENT STATES CHECK ENGINE LIGHT IS ON. NOTE WARRANTY FOR THIS REPAIR COVERS ONLY PARTS REPLACED. THERE ARE NUMEROUS COMPONENTS/SYSTEMS WHICH CAN ACTIVATE THE CHECK ENGINE LIGHT.		\$0.00		X
RECOMMEND HYBRID BATTERY PACK ASSEMBLY AND INTAKE AIR FILTER (FOUND CODE FOR HYBRID BATTERY)	Fail	\$2,879.28		
B. CUSTOMER STATES HEARS LOUD CLUNKING NOISE WHILE DRIVING, VEHICLE DOES NOT ACCELERATE.		\$0.00		X
C. CHECK BATTERY HAS HAD TO JUMPSTART		\$0.00		X
RECOMMEND SMALL 12 VOLTS BATTERY (C/S HAD TO JUMP START VEHICLE)	Caution	\$333.34		
D. MULTI-POINT INSPECTION		\$0.00		X
E. RECALLS AND CAMPAIGNS PERFORMED COT		\$0.00		X
Subtotal		\$3,212.62		
Inspection Recommendations	Status	Cost	Deferred	Approved
Replace water pump (Found engine coolant leak)	Fail	\$507.78		See AI-32
Perform fuel system service (Found Air Filter clean but the throttle plates are dirty or sticky)	Fail	\$245.00		See AI-144
Subtotal		\$752.78		
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$3,965.40	\$0.00	\$0.00
Shop Supplies		\$39.00		\$0.00
Shop Tax		\$207.03		\$0.00
<b>Estimate Total</b>		<b>\$4,211.43</b>		<b>\$0.00</b>
For "See AI-" items  see the "Additional Information" section 