



For shop use only
Repair Order: _____
Date: _____

Tell Us More About Your Brakes

We need to know more about you and your vehicle so that we can provide you with the best possible brake service. Some questions may seem unrelated, but they can help the technician diagnose the problem faster. It will also help us recommend the best brake pad for you and your vehicle. The more information we have, the better we can serve you!

The Basics

- Your name: _____
- Have you added brake fluid in the last month? yes no
- When was your last oil change? mileage _____ date _____
- Type of establishment: quick lube dealer general repair shop
- When was the last time the brakes were serviced? date _____ mileage _____
- What was performed?: _____

How do you use your vehicle?

- What do you use the vehicle for? (check all that apply)
 - Occasional towing Family transportation Commuting to work Deliveries
 - Performance driving Off roading Used to get to school by a student
 - I am taking the vehicle on a road trip/family vacation soon
- Estimate the percentage of time the vehicle is operated in these environments:
 - _____ Highway _____ Stop-and-go traffic _____ Surface streets below 55 mph _____ Other (should equal 100%)
- What attributes do you value? On a scale of 1-5 rate these features (1= no value, 5 = very important)

①②③④⑤ I like to keep my wheels clean	①②③④⑤ Passenger safety
①②③④⑤ Quiet performance	①②③④⑤ Long life
①②③④⑤ High-performance capabilities	①②③④⑤ Keeping the car "like new"

Problems

- Are you experiencing any pulsation in the brake pedal?
 yes no
- Do you experience longer-than-normal stops?
 yes no
If so, does the brake pedal feel low?
 yes no
- Does the pedal go to the floor?
 yes no
- Is the pedal hard and does it require a lot of effort to push the pedal down?
 yes no
- Do the brakes grab unpredictably?
 yes no

Any other details?:

Noises

Are you experiencing any noises that are out of the ordinary?
 yes no

Please describe the noise;
 high pitched groan
 metal to metal scraping
 other, describe:

Any other details?:

