

# BRAKE NOISE DIAGNOSTIC WORKSHEET

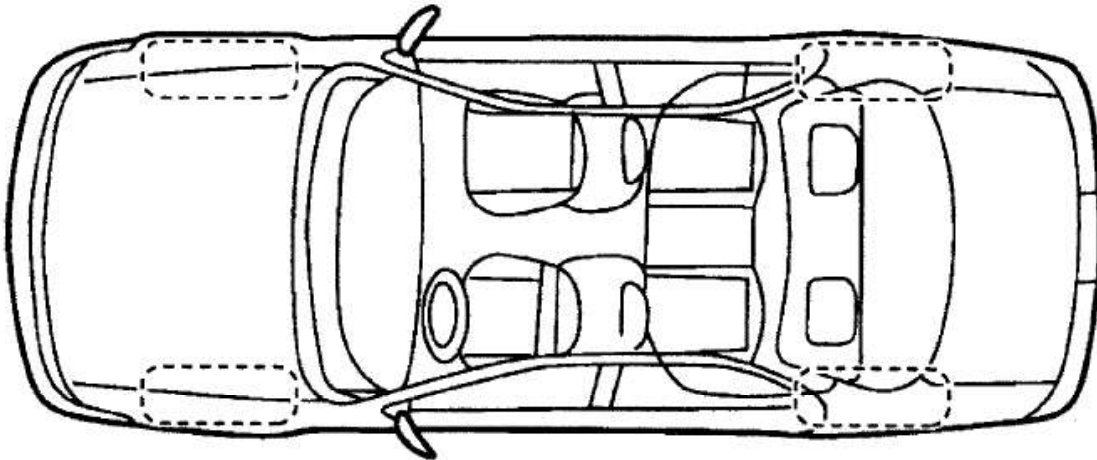
VIN: \_\_\_\_\_ Customer Name: \_\_\_\_\_  
W.O. # \_\_\_\_\_

Dear Customer:

We are concerned about your satisfaction with your vehicle. Repairing a Brake noise sometimes can be very difficult. To help us fix your vehicle right the first time, please take a moment to note the area of the vehicle where the Brake noise occurs and under what conditions. You may be asked to take a test drive with a service advisor or technician to ensure we confirm the noise you are hearing.

1. WHERE DOES THE NOISE COME FROM? (Circle the area of the vehicle.)

**NOTE:** The illustration is for reference only, and may not reflect the actual configuration of your vehicle.



Briefly describe the location where the noise occurs:

Continue to the next page of the worksheet and indicate the conditions which are present when the noise occurs.

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### 2. WHEN DOES IT OCCUR? (Please circle the conditions that apply.)

#### a. Vehicle condition:

- Throughout driving
- Vehicle at stop

#### b. Vehicle speed:

- Very low (under 5 kph, 3 mph)
- Low (5-20 kph, 3-13 mph)
- Mid (20-60 kph, 13-37 mph)
- High (over 60 kph, 37 mph)

#### c. Brake pedal condition:

- During applying the brake
- When not applying the brake

#### c-1. WHEN IT OCCURS DURING APPLYING THE BRAKE:

- |   |  |
|---|--|
| • Depressing lightly                        | • Depressing strongly                  |
| • Depressing slowly                         | • Depressing rapidly                   |
| • Depressing further after once depressed   | • When brake pedal is released         |
| • When releasing the brake pedal gradually  | • When brake pedal is released rapidly |
| • Noise stops when parking brake is applied |  |
| • Other: _____                              |  |

#### c-2. WHEN IT OCCURS NOT APPLYING THE BRAKE:

- Noise stops when brake pedal is depressed.
- Other: \_\_\_\_\_

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### d. Environment:

- Driving in the rain or snow, or after the day it rained or snowed
- After washing the vehicle
- After leaving the vehicle for a while  
(When engine was started first time in the morning, or starting the engine after shopping.)
- After driving the vehicle for a while
- Other: \_\_\_\_\_

### e. Driving condition:

- While driving on flat road
- While driving on rough road or after driving on rough road
- When driving over a speed bump or after driving over the speed bump
- While driving forward
- While driving backwards (reverse)
- Repeatedly driving forward and backwards (reverse)
- When turning right or left
- Just before stopping
- Other: \_\_\_\_\_

### 3. WHAT IS THE CONTINUOUSNESS OF THE NOISE?

- Noise occurs when brake is applied and noise continues until vehicle stops.
- Noise occurs only at the moment when brake pedal is depressed.
- Noise occurs when vehicle starts to reduce speed after depressing the brake pedal and continues until just before stopping.
- Noise occurs when depressing/releasing the brake pedal.
- Noise stops when releasing the brake pedal.
- Noise stops after depressing the brake pedal for couple of times.
- Noise recurs after leaving the vehicle for several hours.
- Other: \_\_\_\_\_