

Anderson Automotive Brake Performance Sheet

Help Us Understand Your Brake Concern

Customer Information

Name: _____

Phone Number: _____

Email: _____

Vehicle Year / Make / Model: _____

Mileage: _____

What Is The Vehicle Doing?

Is the concern:

- Something you HEAR
- Something you FEEL
- Both hear and feel
- Vehicle stopping concern
- Brake warning light concern

How often does it happen?

- Every drive
- Frequently
- Sometimes
- Rarely
- Only once so far

How noticeable is the concern?

On a scale of 1-10:

1 = Very slight / barely noticeable

10 = Extremely noticeable / severe

- 1
- 2
- 3
- 4
- 5

- 6
- 7
- 8
- 9
- 10

How confident do you feel driving the vehicle?

- Feels normal
- Slight concern
- Concerned while driving
- Feels unsafe

When did you first notice it?

- Suddenly
- Gradually over time
- Recently
- Since a repair/service
- Since hitting something (pothole, curb, debris, etc.)
- Since replacing brakes or tires

Additional details:

Help Us Duplicate The Concern

If a technician drove your vehicle RIGHT NOW, what would they need to do to experience the concern?

- Light braking
- Medium braking
- Hard braking
- Highway braking
- City driving
- First brake application
- Repeated braking
- Long downhill braking
- Turning while braking
- Backing up
- Wet weather
- Cold start / first drive of day
- After driving awhile

Other:

At approximately what speed does it occur?

- Below 20 km/h
- 20–40 km/h
- 40–60 km/h
- 60–80 km/h
- 80–100 km/h
- Above 100 km/h
- Only while stopped
- All speeds

What Does The Vehicle DO While Braking?

- Steering wheel shakes
- Brake pedal pushes back or vibrates
- Vehicle shakes or vibrates
- Seat or floor vibrates
- Vehicle pulls left
- Vehicle pulls right
- Vehicle feels unstable
- Vehicle takes longer to stop
- Vehicle feels like ABS is activating
- Vehicle feels like brakes are sticking or holding back
- Vehicle jerks or grabs suddenly
- Brake pedal feels unusually soft
- Brake pedal feels unusually hard
- Brake pedal travels too far
- Brake pedal feels normal

Other description:

What Does It SOUND Like?

- Like metal scraping metal
- Like a squeak or squeal
- Like grinding bicycle brakes
- Like something rubbing
- Like a clicking noise
- Like something loose rattling
- Like a humming noise
- Like a scraping noise
- Like a grinding noise
- Like a thump or knock
- Like a vibration or buzzing noise

Other description:

Where Do You Notice It MOST?

- Front of vehicle
- Rear of vehicle
- Steering wheel
- Brake pedal
- Seat
- Floor
- Whole vehicle
- Unsure

Does Anything Change The Concern?

The concern becomes:

- Worse when braking harder
- Worse at highway speeds
- Worse after driving awhile
- Worse when cold
- Worse in wet weather
- Worse while turning
- Worse going downhill
- Better after vehicle warms up
- Stays the same all the time

Does anything STOP or REDUCE the concern?

Brake Warning Lights

- ABS Light
- Brake Warning Light
- Traction/Stability Light
- Other Warning Light
- No warning lights

Brake Fluid

Have you added brake fluid recently?

- Yes
- No
- Unsure

If yes, how often?

- Once only
- Monthly
- Weekly
- Frequently

Additional Information

Is there anything else you think would help us duplicate or understand the concern?

Optional

What do YOU think the concern might be?

(Example: brakes, tires, suspension, wheel bearing, etc.)
