

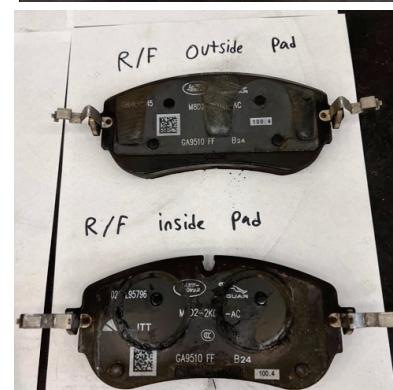
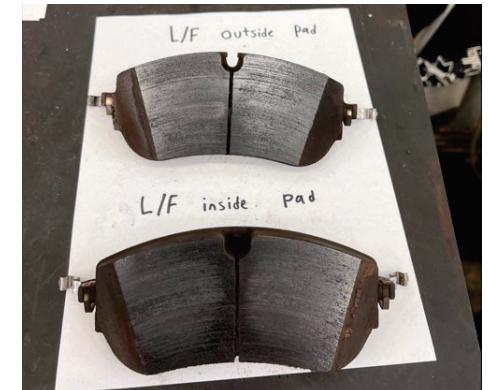
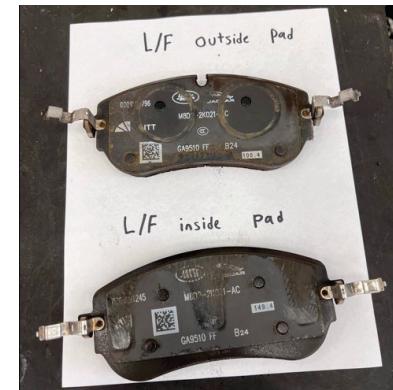
BEST PRACTICES – BRAKE SQUEAL

- There have been several FRED submissions for a customer allegation of a brake noise concern.
- If a customer is alleging that there is a brake squeal, the concern should be duplicated and clearly captured through video. This is the first action that should be taken whilst attempting to duplicate the customer concern.
- Once the video is captured, please disassemble the brake components from the vehicle and take photos of the rotors and pads (both front and back surfaces).
- It is important that the submission attachments are clear, as this will justify the gateway for approval based on evidence of a manufacturing defect.



Step 1. Video of Brake Noise Concern

BEST PRACTICES – BRAKE SQUEAL (CONTINUED)



Step 2. Photos of the brake rotors and pads (both front and back surfaces)