

Territories: All
Stores: A, B, C
Central Services
International Operations

PLAINTIFF'S EXHIBIT

MAR-562

S-52 Rev.
May 21, 1976
Permanent File

Cancels: S-52 Rev.
Dated: December 28, 1973

Group/Zone Manager
Stores Mgr./Oper.-Mdse. Assts.
Controller/Audit Manager
Division 28 Manager

Automotive Center Manager
Customer Service Manager
Mdse. Control Mgr./UBC Mgr.
Mechanical Serv. Supvr.
Advertising Manager

SEARS BRAKE POLICY

This revision is issued to clarify Sears Policy on repairs of Automobile Brakes Systems and to specify the procedure to be followed in performing a Drum Brake job or a combined Disc and Drum Brake job in a Sears Brake Shop.

*Indicates change

- *Even though the front disc or drum brakes in some cases may wear out before the rear brakes, rebuilding or repairing half the system may place an unbalanced strain on the remaining part of the system leading to eventual or premature failure. Therefore, brake relining jobs will be performed in accordance with the following guidelines:
- *1. Only qualified specialists should be employed to perform brake work. Newly employed brake specialists should be encouraged to immediately enroll in the SEI Course on Brake Systems and then be scheduled to attend the Territorial Training School for additional training within six months of being assigned to this activity.
 2. Only brake equipment specified by Department 806 buying catalogs may be used unless specific authority is received from Territorial Department 731.
 - *3. A. Drum turning is required for drum brakes. Only authorized linings may be installed.

B. Rotor machining (reconditioning) is required for disc brakes when the rotor does not meet the car manufacturer's recommended specifications and/or the surface of the rotor is scored. When the rotor is within car manufacturer's recommended specifications and shows only light scoring and/or rust ridges, it may be only resurfaced, without rotor machining.
 4. In the presence of the customer, whenever possible, pull the front wheels and note the condition of the drums, cylinders, seals and other brake parts. If the car is equipped with disc brakes, pull the front wheels and note the condition of the rotor and the caliper and the remaining thickness of the pads. If possible, remove the rear wheel and note conditions as for a drum brake job. At this stage, advise the customer of the work and potential work necessary to put the brakes in a safe, first class condition. If the customer refuses to have all essential work performed, replace the wheels and advise the customer we cannot perform a job which, in our opinion, will not make the braking system as safe as possible.

MAR 007666

5. Each brake relining installation must include the following:

- *A. Complete brake work may be performed on one axle set (two wheels), only when it is determined by a qualified brake service specialist that there is no apparent safety hazard on the remaining axle set, (two wheels). This does not mean that you should not endeavor to point out to the customer the many added advantages, including convenience and added safety, in performing a complete (four wheel) brake job.
 - *B. Rebuild all wheel cylinders and/or calipers or replace when necessary, on the axle(s) being worked on.
 - *C. Inspect master cylinder, repair or replace if not in perfect working condition.
 - D. Replace all return and hold-down springs on drum brakes.
 - E. Turn and true all drums to provide perfectly round and unscored surfaces. Resurface or recondition all rotors to provide perfectly flat and true surfaces. Manufacturer's specifications for surface finish, stock removal, parallelism, and runout must be observed. Replace all drums and rotors with NEW merchandise where machining will exceed tolerance limits.
 - F. Replace front oil seals.
 - G. Repack front wheel bearings.
 - H. Free-up and adjust emergency brake. Repair if necessary.
 - I. Check rear seals for leakage. Repair if necessary.
 - J. Check hydraulic brake lines. Replace if necessary.
 - K. Make sure backing plates are thoroughly cleaned, lubricated and tight on drum brakes. Splash shields on disc brakes must be cleaned and tight.
 - L. Flush and bleed hydraulic system and refill with Sears heavy-duty brake fluid on cars with drum brakes. Cars with disc brakes must have Sears 550° disc brake fluid.
 - M. On disc brakes, apply brakes to position pistons in the calipers so that pads are seated against the rotor. Then, re-check the fluid level in the master cylinder before the car is moved.
6. Final check to determine even braking and proper pedal action must be made by road testing. This should be done by making a minimum of five stops (not panic stops) at a reasonable speed.
7. No change-overs from a self-adjusting system to a manual braking system are to be made. Self-adjusting repair kits are to be used where problems occur in a self-adjusting system because of wear or damage.
8. Miscellaneous repairs or replacements of master cylinders, brake hoses, wheel cylinders, oil seals, etc., may be made where the brake linings have not been affected and do not necessitate replacement.
9. A most important requirement in turning out safe brake jobs is cleanliness and equipment maintenance and calibration. Instruct the customer on the proper break-in procedure for the first 500 miles. Request that customers return after

specified mileage for a free brake adjustment on manual adjust systems or free brake inspection on self-adjusting systems.

10. Original equipment manufacturer's specifications should be followed whenever brake work is performed. Procedures of adjusting and bleeding brakes, measuring rotor dimensions, surface finishing, etc., should be in accordance with the original equipment manufacturer's requirements.
- *11. In addition to the above, it is imperative that any Sears Automotive Center performing brake service comply with all State laws governing the service and repair of automobile braking systems.

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MAR 007668