

Territories: E, MW, S, SW
Stores: A, B, C
Central Services
International Operations

S-52 Rev.
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Permanent File

PLAINTIFF'S EXHIBIT

MAR-561

Cancels S-52 Rev.
2/4/70 for E-MW-S
and SW only

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

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

INSTALLED BRAKE SHOP POLICY

This revision is issued to restate Sears policy on repairs of automobile brake 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 Automotive Center.

* 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 will place an unbalanced strain on the remaining part of the system leading to eventual or premature failure. Therefore, only complete (four wheel) brake relining jobs will be performed in accordance with the following guidelines:

1. A brake service specialist should be employed. In some cases, this means hiring a man with experience. This man 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 606 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 oversized linings may be installed and each lining must be ground with a fixed anchor attachment for Bendix-Servo Brakes for a precise drum fit while retaining maximum lining thickness.
 - 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 manufacturers recommended specifications and shows only light scoring and/or rust ridges it may be re-surfaced, 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 his 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 his braking system as safe as possible.
5. Each brake installation must include the following:
 - * A. New lining material must be installed on all four wheels.
 - B. Rebuild all wheel cylinders and/or calipers or replace where necessary.
 - C. Inspect master cylinder and 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 un-scored 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. Replace 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, recheck 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.

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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.

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