

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)

From: Fogle, Brenda CTR (NHTSA) <Brenda.Fogle.CTR@dot.gov>
Sent: Monday, May 1, 2023 4:55 PM
To: Wells, Cynthia CTR (NHTSA) <Cynthia.Wells.CTR@dot.gov>

From: Wells, Cynthia CTR (NHTSA) <Cynthia.Wells.CTR@dot.gov>
Sent: Friday, April 28, 2023 11:27 AM
To: Fogle, Brenda CTR (NHTSA) <Brenda.Fogle.CTR@dot.gov>
Subject: FW: ODI-11506256

Hello

Please add this to your EVOQ complaints

From: [REDACTED]
Sent: Tuesday, April 25, 2023 7:14 PM
To: [REDACTED] >
Subject: ODI-11506256

[REDACTED]

The contact called on behalf of his safety complaint ODI #11506256. He did not receive the physical copy via his email address [REDACTED]

Below is his personal information and complaint:

[REDACTED]

Burr Ridge, IL [REDACTED]

The contact owns a 2017 Ford Transit. The contact stated while driving 20 MPH in the rain, the vehicle in front of him made a sudden stop. The contact depressed the brake pedal, but the vehicle failed to respond, causing the vehicle to crash into the rear of the other occupied vehicle. There were no injuries sustained. A police report was filed. The vehicle was towed to an independent mechanic, where it was diagnosed that the ABS and the hydraulic control unit (HCU) had failed, which caused the brakes failure. The mechanic replaced the ABS module and the hydraulic control unit (HCU). Additionally, the vehicle was taken to an unknown dealer, who updated the ABS module. The vehicle was repaired. The manufacturer was contacted and a case was opened. The failure mileage was approximately 80,000.