



Safety Alert

Issue No. 1

Date: October 2021

What Happened

A member of the customer care team collected their vehicle from a garage having had a new ABS pump fitted as well as replacement front brake discs and pads. While driving the vehicle home they thought that the brakes felt odd, the brake pedal was pressing down further to the floor than they had expected.

Fortunately the driver took exactly the right course of action. They pulled over safely and looked over their vehicle. When they noticed some fluid leaking from the vehicle they called the AA immediately and waited for a competent person to assess their vehicle.

The AA mechanic who attended the scene found that of the six brake hoses connected to the new ABS pump, three of them were loose. The vehicle was returned to the garage. ThinkFord are investigating this internally.



What Lessons Can Be Learnt?

The reason that this story has a happy ending, or at least one that did not result in injury, is because as soon as the driver noticed that something didn't feel right or wasn't operating as expected they stopped and they did not proceed until they knew that it was safe to do so.

Many of us would have carried on, choosing to ignore the nagging suspicion that something wasn't quite right, especially when the vehicle had just been collected from a reputable service centre.

What Do You Need To Do?

Whatever you are doing and wherever you are, if something just doesn't feel right STOP. Make sure that you and others are safe and do not proceed until you are sure that you can do so safely.

Safe Every Way

