



NHTSA #: ES05-003235  
XREF #:  
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Rec'd Date: 4/15/2005  
Doc Type: CNG  
Address To: NIA110

Referred By: NEC-110  
Doc Date: 4/15/2005  
Due Date: 4/26/2005

S10 #:

DOT/I #:

RMP #:

**Subject: 2ND REQUEST FAX RE AND HIS CONCERNS RE HIS 2003 FORD F-350 6.0 L DIESEL TRUCK DUE TO LOSS OF POWER/UNREPAIRABLE TURBO LAG, REPLY ATTN WASH., DC OFC; ES HAVE NO REC OF PREV. LTR**

Ack Date:  
Sign Office: EXTERNAL AFFAIRS

Ack By:  
Signature: HARRINGTON

Signed For:

Cleared Date:  
File Loc:  
Added By: SHARRIS x62534

Cleared By:  
XREF File:  
Modified By: SHARRIS

Cleared For:  
Closed Date:

Most Recent Comment:

2005 APR 15 10 23

10118938

**Author:**

The Honorable ROBERT BENNETT  
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	4/15/2005	4/26/2005	
NVS-010	INFORMATION	4/15/2005		4/15/2005
NOA-010	INFORMATION	4/15/2005		4/15/2005
NIA-110	INFORMATION	4/15/2005		4/15/2005
I10	INFORMATION	4/15/2005		4/15/2005
I20	INFORMATION	4/15/2005		4/15/2005

APR 15 2005  
NATIONAL TRANSPORTATION SAFETY BOARD

APR 15 2005

EXECUTIVE SECRETARIAT

MARIA  
4/15/05  
SSA

United States Senator  
**BOB BENNETT**  
 Utah

**Organization:** Mr. Will Otero - Director Legislative Affairs  
 National Highway Traffic Safety Adm.  
**Fax Number:** ~~202-366-2106 FAX~~ ~~202-366-2775 PHONE~~  
**From:** Kathy Hale - Constituent Services  
**Date:** ~~2/16/05~~ 4/15/05 - Second Request  
**Total Pages with Cover:** Sending entire file approx 51 pages  
**Re:** Fax sent in 2 transmissions

has contacted the office of Senator Bennett with a serious safety concern regarding his 2003 Ford F-350 6.0 L. diesel truck. He presents documentation and appears to have a "major" safety issue that is not being addressed after many attempts. He has contacted Senator Bennett for help. Senator Bennett has asked that I look into this matter on his behalf, to bring a resolve to this matter. Your assistance for direction will be appreciated. Over a 100 pages of documentation were submitted to this office, however I am only forwarding some of these for your review. Thank you for taking the time to review and respond to this inquiry.

Respectfully,  
 Kathy Hale  
 Constituent Services -- Senator Bennett

This and any accompanying pages contain information from the office of United States Senator Robert F. Bennett, which is confidential or privileged. The information is intended to be for the use of the individual or entity named above. If you are not the intended recipient be aware that any disclosures, copying, distribution or use of the contents of this information is prohibited. If you have received this facsimile in error, please notify the sender.

Phone 801-625-5676 - Fax 801-394-0137

**FAX**

EXECUTIVE SECRETARIAT  
 APR 15 P 12:13  
 NATIONAL HIGHWAY  
 TRAFFIC SAFETY ADM.

ES05-003235

Having understanding of your heavy workload,  
 I am resending this request since I  
 have not heard back from you since  
 Thank you for your assistance.

(F) 801-394-0137

# United States Senator Bob Bennett

## Constituent Release Form

To allow Senator Bennett and his staff to assist in your case, please complete this form and return to Senator Bennett's office nearest you.

Name:

List relevant case numbers:

Address:

SS#: \_\_\_\_\_

VA#: C- \_\_\_\_\_

IRS#: 82- \_\_\_\_\_

Phone:

INS#: A- \_\_\_\_\_

Describe your problem. Please list relevant information about your case, including the federal agency involved, important dates, and latest action. You may use the reverse side of this form or attach additional pages as needed.

I have a "major" safety issue with a newly purchased Ford F-350 Truck (See Attached). The vehicle has now been into the dealer 13+ times with no resolution. Today Wilson Motors in Logan drove the vehicle & it died 3x within 1 mile. Ford Acknowledges the problem & inability to fix.

I am requesting that the office of Senator Bob Bennett investigate this matter on my behalf. Any information that may be of assistance to Senator Bennett and his staff in resolving this problem may be released to them. I understand that this form is being used in accordance with the Privacy Act of 1974.

Signature:

Date: 2-10-05



②

To resolve. The vehicle is "unsafe" to drive  
and Ford Motor Co. refuses to address the issue.  
This is not an isolated instance but a national problem,  
according to the Ford Service Managers in both  
Denver, Colorado & Logan, UT.

HYDE PARK, UT

CHICAGO, IL

LOS ANGELES, CA

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September 27, 2004

Ford Motor Company  
Customer Relationship Center  
16800 Executive Plaza Drive  
P.O. Box 6248  
Dearborn, MI 48121

Re: 2003 F-350 VIN # 1FTSW31P93E  
Loss of Power/Unrepairable Turbo Lag

**CERTIFIED MAIL**

Dear Customer Service:

This letter is a follow-up to my August 26, 2004 letter to Ford Customer Service (See Enclosed). Per your reply dated September 3, 2003 my correspondence was forwarded to your Regional Office. To date I have not heard from them.

On August 29, 2003 I purchased a new 2003 F-350 from Courtesy Ford in Littleton, Colorado. The truck has the new 6.0L turbo diesel. I have had consistent and ongoing problems with excessive turbo lag (3-5 Seconds) from a dead stop and hard acceleration. The problem has now progressed to the point that I now am having complete loss of power at a stop particularly when in reverse.

Last week while in Wyoming over 60 miles from the nearest town I was unable to backup an incline of approximately 12-15% on two separate occasions. Lots of exhaust smoke but no power. In addition I was unable to exit a small one foot rut until I utilized 4WD low. It is as if the truck loses power at low RPMs in addition to the previously referenced turbo lag. Once again I feel the vehicle is "UNSAFE" to drive under normal circumstances. It is only a matter of time before an incident or accident occurs.

I also submitted the "Dispute Resolution Application" as you requested. I application was denied as "Not falling within the jurisdiction of the Board. Furthermore, it will not be reviewed, because the vehicle is used commercially." In essence they referred me back to the dealership and Ford Customer Services. I have a small business with the referenced vehicle owned by my company being utilized primarily by myself. As such it is used primarily for personal purposes. What purpose does the DSB fulfill if any and how does one resolve an issue such as mine?

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Chicago, IL

Pasadena, CA

1026 E. Canyon Road \* Hyde Park, Utah 84318 \* 435-563-4175 \* 435-563-0677 Fax

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As of today I have had the vehicle into the local Ford Dealership, Wilson Motors in Logan, Utah on 6 separate occasions and they have been unable to resolve or repair the vehicle. Today they finally agreed to call the Regional Service Manager- Lew Carver. I was also informed it would likely take 2-3 weeks before he would be able to look at the vehicle and I would probably have to either have it shipped to some destination point or take it to Salt Lake City. During a test drive the Service Technician stated he understands my problem but is unable to assist until Ford comes out with a fix. There appears to be no end in sight to the problem.

I am also pursuing resolution through the Colorado Lemon Law, however this is a drawn out and timely process.

I am extremely concerned about the following:

- Ford Motor Company is acutely aware of the specified issues not only with this vehicle but also others.
- Ford Motor Company refuses to address such in a meaningful manner.
- I am being forced to continue driving an unsafe vehicle due to Ford's lack of action.
- Others are having the same problem and Ford has not notified them of the potential problem. (See Enclosure)

As such I am requesting that Ford Motor Co. either resolve the defect or provide me with a replacement vehicle in a timely manner.

If you have any questions please feel free to contact me at (

Sincerely,

President & CEO

Cc: Patricia Deloatche- Senator Orrin Hatch's Office  
Joseph P. Garin, Esq.  
Wilson Motors Service Department- Attn: Lynette  
Courtesy Ford- Attn: David Wardle  
Gary Smith-Farmers Insurance

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1026 E. Canyon Road \* Hyde Park, Utah 84318 \* 435-563-4175 \* 435-563-0677 Fax

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August 26, 2004

Ford Motor Company  
 Customer Relationship Center  
 16800 Executive Plaza Drive  
 P.O. Box 6248  
 Dearborn, MI 48121

Re: 2003 F-350 VIN # 1FTSW31P93E  
 Unrepairable Turbo Lag

CERTIFIED MAIL

Dear Customer Service:

On August 29, 2003 I purchased a new 2003 F-350 from Courtesy Ford in Littleton, Colorado. The truck has the new 6.0L turbo diesel. I have had consistent and ongoing problems with excessive turbo lag (3-5 Seconds) from a dead stop and hard acceleration. At this point I feel the vehicle is "UNSAFE" to drive under normal circumstances. It is only a matter of time before an incident occurs.

I have had the vehicle into the local Ford Dealership, Wilson Motors in Logan, Utah on 4 separate occasions and they have been unable to resolve or repair the vehicle. Upon my last visit the service technician concurred there was a problem with excessive turbo lag as described during the test drive and he doubted the problem could be resolved by software upgrades. Lynette, the service manager informed me that Ford was aware of the problem with the new 6.0L but does not currently have a fix, their tests indicated the vehicle was within specifications and to check back to see if a fix has been developed. I was also referred to Ford Motor Co. customer service, which I have contacted on two separate occasions with the latest contact requesting a dispute settlement application on 8.26.04. Customer service also stated that Field Service Engineer support need to be requested by the dealership and that their notes would be sent to both Courtesy and Wilson motors service departments. Customer service indicated that the Regional Manager had been notified on 8.25.04 of the issue. Lynette also noted that Field Service Engineers do not visit Logan and I would have to take the vehicle to Salt Lake City.

In addition on 8.25.04 I contacted Courtesy Ford's service manager David Wardle who has been very helpful. He also was aware of the 6.0L turbo lag problem having seen it on 4 occasions being able to resolve it on two of them. He also called and spoke with the service tech @ Wilson Motors. I spoke with David today and he felt the tech at Wilson

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Dispute Settlement Board  
P.O. Box 1424  
Waukesha, WI 53187-1424



Subject: 2003 Ford F-350  
VIN: 1FTSW31P93E

September 15, 2004

Hyde Park, UT

Dear \_\_\_\_\_

This letter is to acknowledge the receipt of your application to have your concerns resolved by the Dispute Settlement Board. We regret to advise you that the concern stated in your application does not fall within the jurisdiction of the Board. Furthermore, it will not be reviewed, because the vehicle is used commercially.

Although the Board cannot review your concern, we suggest that you discuss it with the Dealer Principal or General Manager at your dealership, if you haven't already done so. If the problem still remains, you may contact the Ford Customer Assistance Center at 1-800-392-3673 (FORD) for further assistance.

The terms and conditions for eligibility for Board review cannot be changed in anyway. Thank you for your interest in the Dispute Settlement Board.

Sincerely,

DSB Administration



# DISPUTE SETTLEMENT BOARD APPLICATION

(Please supply all requested information.)

Please print (in black ink) or type.

Case No. \_\_\_\_\_

Owner/Lessee Name Mr. Mrs. Ms.

Address \_\_\_\_\_

City Hopeville State VT Zip \_\_\_\_\_

Vehicle I.D. No. 1B5W231P93L

Home Phone \_\_\_\_\_ Business Phone \_\_\_\_\_

Vehicle Year 2003 Make Ford Model F-350 Acquired: New  Used  Leased

Vehicle Use: Personal  Commercial  \*Mileage at time of used vehicle purchase \_\_\_\_\_

Date Purchased/Leased 8-29-03 Current Mileage 14950

How did you hear about the Dispute Settlement Board process? Dealer \_\_\_\_\_ Factory Direct \_\_\_\_\_

Selling Dealer Carroll Ford City Littleton, CO

Servicing Dealer(s) Wilson Motors City Logan, VT

1. Briefly describe your unresolved service concern(s) below. (Attach legible copies of applicable repair orders and/or other supporting documents. Keep the originals for your records.)

Vehicle has excessive Turbo Lag (3-5 seconds) from dead stop which makes it (See attached letter). In addition on 2/27/04 separately occurred I had to engage 4WD low due to loss of power to put a "STALL" PLATE. There was NO loss of traction or loss of power.

2. How many times has the vehicle been in for the same warranty repair? four (4)

First repair attempt: Date 10-1-03 Mileage 4920

Last repair attempt: Date 6-27-04 Mileage 14976

3. How many days has the vehicle been out of service for warranty repairs? 6

4. Have you recently contacted your dealer about this concern? Yes  No  Individual's name Lynette

5. Does the stated warranty cover this concern? Yes  No

6. Would you like to make an oral presentation to the Board? Yes  No

If yes, would you like to make it in person \_\_\_\_\_ or by teleconference

Describe what you want done to resolve your concern:

Correct the WARRANTY issue so vehicle is safe to drive

DISPUTE SETTLEMENT BOARD - a voluntary free independent dispute settlement program

Signature \_\_\_\_\_

Date 9-18-04

Supporting documents, if any \_\_\_\_\_

Dispute Settlements Board  
P.O. Box 1424  
Waukesha, WI 53187-1424

		000	8005F12		
		000	8005F13		
		000	8005F14		
		000	12850004		

CK IDLES ROUGH CK STEPS 1 14 ENGINE PERFORMANCE SHEET NO TROUBLE CODES RECAL IRRATE PCM

### SYMPTOM CODE INFORMATION

P2263 - TURBOCHARGER SYSTEM PERFORMANCE

### SPECIAL SERVICE MESSAGES

**18069 2003-2005 SUPER DUTY F-SERIES/EXCURSIONE-SERIES 6.0L - LOW POWER UNDER DTC P0299 OR P2263 - TURBOCHARGER DIAGNOSTIC SERVICE TIP**  
 SOME 2003-2005 SUPER DUTY F-SERIES/EXCURSIONE-SERIES VEHICLES EQUIPPED WITH A 6.0L DIESEL MAY EXHIBIT A LOW POWER CONDITION AND/OR DTC P0299 OR P2263. IF THE TURBOCHARGER IS SUSPECT, USE THE FOLLOWING PROCEDURE: SET PARKING BRAKE, ENSURE THAT THE TRANSMISSION IS IN PARK OR NEUTRAL, START ENGINE AND RUN UNTIL IT REACHES NORMAL OPERATING TEMPERATURE. USING THE WDS ACTIVE COMMANDS IN DATALOGGER MODE, MONITOR EBP, VGT% AND RPM. SET THE RPM TO APPROX. 1200 AND THE VGT% TO 0. MONITOR EBP AND RECORD THE VALUE. NEXT, RAISE THE VGT% TO 85% AND MONITOR EBP. IF THERE IS NO CHANGE IN EBP REFER TO PC/ED TO VERIFY VGT WIRING IS NOT AT FAULT. IF NO FAULT IS FOUND IN WIRING REPLACE THE VGT CONTROL VALVE (P/N 3C3Z-8F088-AA) AND RERUN TEST. IF RESULTS DO NOT CHANGE, CONTINUE WITH NORMAL PC/ED OR WORKSHOP MANUAL DIAGNOSTICS.  
 EFFECTIVE DATE: 08/18/2004

7/11  
1.2

**17685 2003-2004 SUPER DUTY F-SERIES/EXCURSIONE-SERIES - LACK OF POWER AND/OR DTC P2263 AFTER TURBOCHARGER REPLACEMENT**  
 SOME 2003-2004 SUPER DUTY F-SERIES, EXCURSION, AND ECONOLINE VEHICLES WITH A DIESEL ENGINE MAY EXHIBIT A LACK OF POWER AND/OR DIAGNOSTIC TROUBLE CODE P2263 (TURBOCHARGER BOOST SYSTEM PERFORMANCE) AFTER TURBOCHARGER REPLACEMENT. TO SERVICE, CHECK THE OLD TURBOCHARGER TO MAKE SURE THE TURBINE WHEEL IS STILL INTACT. IF THE TURBINE WHEEL IS MISSING, CHECK THE EXHAUST TUBE BETWEEN THE TURBOCHARGER AND THE CATALYTIC CONVERTER FOR THE MISSING TURBINE WHEEL. THIS WHEEL IS OFTEN STUCK IN THE DOWNWARD BEND JUST BELOW EYESIGHT LEVEL. REPAIR AS NECESSARY.  
 EFFECTIVE DATE: 06/22/2004

**17701 2003-2004 SUPER DUTY F-SERIES/EXCURSION - MIL ON WITH DTC P2263**  
 SOME 2003-2004 SUPER DUTY F-SERIES/EXCURSION VEHICLES EQUIPPED WITH A 6.0L ENGINE MAY EXHIBIT THE MALFUNCTION INDICATOR LAMP (MIL) ON WITH DIAGNOSTIC TROUBLE CODE P2263 (TURBO CHARGER BOOST SYSTEM PERFORMANCE). ENGINEERING IS CURRENTLY INVESTIGATING THIS CONDITION. UNTIL A REVISED REPAIR PROCEDURE AND/OR PARTS ARE AVAILABLE, CONTINUE TO FOLLOW NORMAL DIAGNOSIS AND REPAIR, BUT DO NOT REPLACE THE POWERTRAIN CONTROL MODULE (PCM) FOR THIS CONDITION. CONTINUE TO MONITOR OASIS FOR UPDATES.  
 EFFECTIVE DATE: 04/06/2004

**17505 2003-2004 SUPER DUTY F-SERIES/EXCURSIONE-SERIES 6.0L - FALSE DTC'S SET DURING USE OF ACTIVE COMMANDS WITH WDS**  
 SOME 2003-2004 SUPER DUTY F-SERIES, EXCURSIONS AND E-SERIES VEHICLES EQUIPPED WITH A 6.0L DIESEL ENGINE MAY GENERATE FALSE DIAGNOSTIC TROUBLE CODES (DTC'S) DURING THE USE OF ACTIVE COMMANDS WITH THE WDS. COMMAND OF EGR%, VGT% AND IPR CAN GENERATE THE FOLLOWING DTC'S: P0404, P0488, P0299 (EGR%); P2263, P0478 (VGT%); P2284, P2288, P2289 (IPR). DO NOT USE DTC'S SET DURING THE USE OF ACTIVE

Member

**Re: Slight hesitation on hard acceleration [Re: GWA]**

#1342505 - 08/13/03 08:36 PM

Edit  Reply  Quote

Reged: 06/22/03  
Posts: 53  
Loc: PA

I love it got beside two donkeys the other day in a rice mobile at a stop light. I told my brother to hold on after the light turned green they had no chance they didnt even know what hit them. I love it however I too have the turbo lag problem on my 2004 with 450 miles on it. Its like floor it wait 3-4 seconds then hold tight no other problems with truck I love it.

2004 F250 CREW CAB 156 WHEELBASE MOONROOF SPORT PACKAGE 6 DISC CD PLAYER CAMPER PACKAGE ROOF CLEARANCE LIGHTS ADJUSTABLE PEDALS 4X4 ESOF 3.73 limited slip rear advanced security group telescopic power mirrors DELUXE ALU WHEELS 6.0 AUTO DIESEL BLACK

Post Extras:

GWA Member

**Re: Slight hesitation on hard acceleration [Re: GARY2303]**

#1342520 - 08/13/03 05:48 PM

Edit  Reply  Quote

Reged: 11/06/02  
Posts: 2115  
Loc: Hanford, California

Quote:  
  
However I too have the turbo lag problem on my 2004 with 450 miles on it. Its like floor it wait 3-4 seconds then hold tight no other problems with truck I love it.

3-4 seconds? ☹️ That ain't no turbo lag. That's a definite hiccup that needs to be addressed at your dealer's 🙄. Sorry to do this, but you have an issue that should be looked at. Good luck and take care!  
☹️ ☹️ ☹️

'03.25 F-250 SC SWB 2WD 6.0w/TorqShift, Sport Pkge., Sonic Blue, plus-16x8 Eagle alloy wheels Snugtop XV and Bedrug DPFI turbo-back 4" "sound system" w/cat The Heartbreak of "The Heartbeat"!

Post Extras:

RJay Member

**Re: Slight hesitation on hard acceleration [Re: GWA]**

#1342331 - 08/14/03 11:19 AM

Edit  Reply  Quote

Reged: 02/22/03  
Posts: 36

I have on occasion experienced the 2-3 second problem. Never at a stop light though, always at moderate speed. I'm convinced that there a bug in the automatic shift programming. The problem seems to be that if the Truck is loafing along in fourth or fifth, it gets confused when you mash the pedal and then after a bit decides to downshift and off you go. Perhaps its a similar problem with some trucks at a stop light, not actually starting off in second gear. I wonder if any of you who

regularly experience the multi-second lag problem have tried to manually shift to 2nd to start and if so do you experience the problem? Perhaps a tap of the tow haul mode on and off might also clear the problem.

Interestingly, I had a similar problem with an Audi A4 a number of years ago. Far worse than any of the stories I've heard here. The thing would accelerate, on random occasions, as if it had about 5 HP upwards to a couple of hundred feet. Very dangerous in intersections. Then all of a sudden it would take off. Turned out this was a problem with the slushbox as well.

-----  
RJay

2003 True Blue/Az Beige/Parchment F250 6.0 Lariat 4x4 SC/SB Auto, 3.73 LSD, Mirrors, FX4, 6CD, Heated Chairs, Lights, Pedals, Sensor, Hitch  
2000 Porsche 911 C2 Aero  
1970 Porsche 911 RS Clone  
1997 Land Rover Disco

-The Fords for hauling, the Porsches for hauling a\$\$- see 'em at:  
<http://mysite.verizon.net/rj.mann/index.html>

Post Extras:

Re: Slight hesitation on hard acceleration [Re: RJay]

#1343362 - 08/14/03 11:49 AM

Edit  Reply  Quote

etops\_amt  
Member

Reged: 03/17/03  
Posts: 112  
Loc: CA Bay Area

mmm I've got the few second turbo lag too. I figured this was the "normal" lag that everyone has been complaining of. I tried it both ways too, in and out of tow/haul and there was no difference. The lag was much, much worse at high altitude 6k+, there it seemed more like 4-5 seconds, but then look out and hang on! When pulling into traffic I just started hitting the pedal alot sooner, about to the point where I figured I would be T boning the car coming through but it would end up being normal spacing.

JX

-----  
03 6.0 Excursion XLT, 4x4, 3.73LS, billet grille, hellwig sway bar, Prodigy, APC projector headlights, APC clear corner markers, Rancho 9000x shocks, Rancho 5400 Steering Stabilizer.  
98 Jetta TDI  
72 Olds Cutlass S 455  
03 Nash 26Z Triple Bunkhouse

Post Extras:

Re: Slight hesitation on hard acceleration [Re: etops\_amt]

#1343420 - 08/14/03 12:58 PM

Edit  Reply  Quote

CountrytruckerCT  
Member



That little lag caused me to do a 180 at a left turn on damp pavement. I was making a left and had to punch it to get out of the way of VW coming in the t-bone direction. The turbo kicked in with my foot on the floor in the middle of the turn, the tires brake loose and the next thing I knew was I was looking at oncoming

JX

Reged: 05/27/03  
Posts: 1121  
Loc: Bakerfield,  
California

traffic. Should of seen the look on the guys face that I was looking at...seeing this big gray monster doing a brody in the middle of an intersection. Just that fast.....this is not a good thing.

Normal lag is about 1/2 second, us with problems seems to be 1 1/2 to 4 seconds of lag.



February 14, 2005

Ford Motor Company  
 Customer Relationship Center  
 16800 Executive Plaza Drive  
 P.O. Box 6248  
 Dearborn, MI 48121

Re: 2003 F-350 VIN # 1FTSW31P93E  
 Loss of Power/Unrepairable Turbo Lag

**CERTIFIED MAIL**

Dear Customer Service:

This letter is a follow-up to my August 26 and September 27, 2004 letters to Ford Customer Service (See Enclosed). It is my understanding that from your reply dated September 3, 2003 my correspondence was forwarded to your Regional Office.

As you know on August 29, 2003 I purchased a new 2003 F-350 from Courtesy Ford in Littleton, Colorado. The truck has the new 6.0L turbo diesel. Since the initial purchase I have had consistent and ongoing problems with excessive turbo lag (3-5 Seconds) from a dead stop and hard acceleration. The problem has now progressed to the point that I now am having complete loss-of-power at a dead-stop and most recently stalling while under movement during a test drive with the local Ford service technician. His comment was that you have a serious problem. When asked if he had seen anything similar his reply was "Yes" but not to this extent.

To date I have had the vehicle into Wilson Motors in Logan, Utah thirteen (13) plus times since it was acquired and have also provided a video tape documenting the loss of power. Once again I feel the vehicle is "UNSAFE" to drive under normal circumstances. It is only a matter of time before an accident resulting in bodily injury and/or death occurs.

In addition as a small business owner I am unable to utilize the vehicle for it's intended purpose and it is severely impacting my business. My records indicate that over the past year I have spent over 150 hours of my time trying to resolve the problem in addition to the loss of use of the vehicle.

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Chicago, IL

Pasadena, CA

1026 E. Canyon Road \* Hyde Park, Utah 84318 \* 435-563-4175 \* 435-563-0677 Fax

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Wilson Motors has replaced the Turbo and Torque Converter, software updates etc. with no success. The Regional Service Manager- Lew Carver's only response has been that I will have to wait until the new software upgrade is released most likely take 8-10 weeks

During a test drive the Service Technician stated he understands my problem but is unable to assist until Ford comes out with a fix. There appears to be no end in sight to the problem.

I believe issues are as follows:

- I am being forced to continue driving an unsafe vehicle due to Ford's lack of action
- Ford Motor Company is acutely aware of the specified issues on the 2003 Ford 6.0L Diesel engines
- Ford Motor Company not only refuses to address my personal issues but those of other owners who have notified them of the problem. (See Previous Enclosure).
- Ford Executives have chosen to put society and their customers at risk for their own personal gain and also to protect the share value of their stock.
- Ford Motor Company is hoping I will tire and go away with the most recent action by Wilson Motors notifying me that they will no longer service my vehicle.

As such I am requesting that Ford Motor Co. resolve the issue by immediately providing me with a new replacement vehicle in addition to compensating for my loss of business income and use of vehicle.

If you have any questions please feel free to contact me at

Sincerely,

President & CEO

Cc: Senator Orrin Hatch w/Enclosures  
 Senator Bob Bennett w/Enclosures  
 Jonathan A. Hagan P.C. w/Enclosures  
 Wilson Motors Service Department- Attn: Lynette  
 Bruce Smith-Herald Journal w/Enclosures

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**Full Name:** Wilson motors  
**Last Name:** Motors  
**First Name:** Wilson  
  
**Business Address:** 328 N. Main  
 Logan, UT 84321  
  
**Business:** (435) 753-2950

Customer Service 800-392-FORD (3673) Detroit  
 \* Option 4 Ford Vehicle English Push One  
 \* Option 3

\* 8.25.04 Called Darryl Customer Service and explained situation. Recommended to stay in touch Wilson Motors. Dealership has repair resources and then would Contact Ford Motor Co. Resources

Chris Wilson- Owner Wilson Motors

8.24.04 Lynette- Wilson Motors Service Manager states Ford knows there is a problem but do not have a fix currently. Told to check back weekly. I informed her of safety issue and inability to pull in take off from a dead stop particularly in front of traffic. PCM Power-Train Control Module may be the problem however Ford w/not authorize replacement.. Per Lynette was within specs. She said to contact Customer Service.

Send letter by Shaun Peck legal counsel to FMC, cc: Courtesy Ford, Colorado Dealership, Wilson Motors, copy National Transportation Safety Board and/or consumer product safety commission

8.20.04 Brad XXX service mechanic at Wilson agreed during a ride along that there was a longer than normal turbo lag and something was wrong. He stated the problem would likely not be fixed by software. Made appt. for Monday

8.24.04 Courtesy Ford (303) 738-4050 LM for Vince Amijo-General Manager that had a safety issue.

8.25.04 LM Vince Ameho and David Wardell Service Manager (M) 303-591-7193 email wardled@autonation.com  
 \* Spoke with David 8.25.04 as follows  
 \* May be the EGR valve, Fuel injection control harness  
 \* David will speak to Lynette @ Wilson Motors  
 \* Buyback- Call field service engineer to look @ vehicle. Is backed up. Advise repairs. If not resolved get district manager.

- \* 2 months- Expedite w/need to push.
- \* Call Customer Service to initiate process- called 8.25.04
- \* Wilson call technical hotline
- \* Dave said has had 4 instances- Feels because is a 2003 have a better chance of buyout.
- \* If no response from Wilson Motors ask for dispute settlement application. Lemon Law

8.26.04 Wilson Motors 753-7350- David talked to tech @ Wilson Motors. Per Lynette no field service engineer visits Logan. Would need to send vehicle to SLC. Asked for dispute settlement package. No idea how to handle. Bryce from Parts to callback.

8.26.04 David Courtesy Ford not able to help with field service engineer. He will call FSE this afternoon

8.26.04 Called Ford Customer Service requested dispute resolution package. FSE is dealership resource and must be requested. Wilson Motors notified Regional Manager 8.25.04. Continue to work w/dealership. Will send notes to Service Manager. Next step work with Courtesy Ford to resolve.

8.28.04 Called BBB Autoline 800-955-5100 Option 1

9.03.0 Wilson Motors spoke with Doug in Service Dept. Lynette was out for the day. Doug was unable to determine status.

9.03.04 Called Customer Service-Peppi. Stated Certified letter has been received. Ford Reg Rep spoke with Bryce @ Wilson Motors. File says characteristics are normal and they are unable to repair. Notified again of approx 4 second from complete stop and had to put in 4WD Low to pull out of a small gully. She said I should take the vehicle to another Ford Dealership for a second opinion. Told her I would not do so. Notified her I have not received dispute resolution form. Peppi stated takes 7-10 business days to receive. Notified of intent to pursue legal action and safety issues on vehicle if needed. Regional Rep can only accessed through dealership. Requested Reg Rep to notify me by next Wed. If no response will pursue action as appropriate. DRF requested on 8-26-04

9.03.04 David Wardle- called field rep and said would contact Wilson. Dispute resolution moves to a legal or arbitration situation. David said has 3 days to respond to DRF.

9.03.04 Notified Farmers Insurance Logan office via telephone Jennifer. Issins@aol.com Sent email of letter and discussion notes.

Shaun Peck- Suggested letter to Courtesy Motors Denver, CO, Wilson Motors  
 \* Utah Ford Dealership said w/ problems

Start with call to Courtesy Motors explaining the situation ask that they either fix the problem or give me a new vehicle. No response 10 working days. Want delivered and pickup defective vehicle.

\* Safety issue- expectation step on gas, delay w/ultimately cause a vehicle accident. If push on the gas and there is a delay there is a high probability of an accident as I am unable to accelerate from a dead stop. Once boost is obtained seems OK.

\* Entitled to a product a works.

\* On one occasion I could not pull over a small incline without putting it into 4WD low.

Need to use Colorado Counsel as truck was purchased there.

Truck 3 other services at Wilson Motors for same issue- running rough, slow start and again for Software upgrade.

Check CO lemon law-

9.08.04 Gary Smith Farmers Insurance- informed him of safety issue. Previously faxed Letter and other correspondence.

9.08.04 Requested copies of all workorders via Telephone Doug @ Wilson Motors

9.13.04 Contacted Wilson Motors re: In loss of power and need to go to 4WD low to turnaround in mud ruts. Sched appt. 9-14-04

\* Serviced spoke with Lynette and they replaced XX. Not sure what. Spoke with Jim 9.17.04 in service and warranty department will mail me a copy of work ticket.

9.19.04 Received notice DSB will not review as does not fall within jurisdiction of the Board

9.21.04 Picked up 9.13 workorder

9.27.04 Contacted Wilson Motors-Had 3 occasions in Wyoming desert. 2X in morning backing up 12-15% incline would not move only lots of smoke from exhaust. Had

warmed up vehicle approx 5 min. 1X would not pull out of ravine until 4WD low. Lynette feels it may be transmission. 1 PM appt today

10.4.04 Spoke w/Lynette @ Wilson Motors informed of exhaust. She said they want to put a new turbo on. Will order today and should be in tomorrow afternoon.

11.15.04 Wilson Motors asked to leave overnight to check while it is cold. Will deliver tonight. See report dated 11.18.04

11.16.04 Spoke w/Dave Wardle and asked for his help. He is going to speak with Vince Arneo, Gen Mgr on Monday and will call.

11.22.04 Dave Wardell- Has not spoke w/Vince yet. Will talk to Vince and regional service rep today and w/callback.

11.23.04 Spoke w/Dave Wardle he spoke with Vince and nothing he can do other than buyback @ FMV. Dave also spoke with his regional rep. Rep was going to try to find out who Utah rep is and call him. Informed Dave I have no alternative other than to proceed with legal action.

11.30.04 Showed video to Lynette @ WM. Video shows that truck topped @ 1K RPM and w/ot pull boat out of water. She agreed and said she would contact her regional rep today and I should hear back from her tomorrow.

11.30.04 LM Troy Gorman @ Joseph Garin

12.08.04 Left cc of video w/Lynette. She stated she had sent paperwork to Lew Carver Regional Ford Servie Mgr.

12.17.04 Called Lynette she will f/u w/date for rep to be out.

12.20.04 Called Lynette F/U. Told her I was considering moving forward in retaining attorney today w/payment required. Asked she contact Ford rep. She spoke w/ Lou Carver Regional service rep and he authorized install of another Turbo and backpressure?? Lynette has order parts and will try to have by Wed the 22nd.

12.27.04 Called Wilson Motors. Still has not received all need parts.

01.15.05 Wilson Motor installed new torque converter. Informed Lynette did not resolve problem after goose hunting and would not pull out of snow approx 12" deep. Said she would talk to Lou Carver.

2.07.04 Spoke w/Lynette and she stated spoke w/Lew Carver, Reg Serv Mgr says Ford knows there is a problem and is coming out with a new software update in 6-8 weeks and there is nothing they can do until then. She spoke w/ Lew about my plans on towing a loaded trailer to Cabo San Lucas and he said I would have to "Trailer Tow Mode". I informed Lynette I have tried that already and it did not help. Requested she contact Lew. Informed Lynette leaves no alternative but to pursue Legal Action.

2.08.05 Spoke w/Lynette requested verification of "Loss of Power" in writing. She will put in writing that problem was verified prior to installing new torque converter but not after. Letter w/be ready for pickup this afternoon. Picked up work order.

2.08.05 Spoke W/ Jonathon Hagan J.D is sending new retainer agreement w/rush services @ 20% surcharge

2.08.05 Left Truck overnight @ Wilson Motors. They test drove 2.09.05 and said was fine. I requested they keep overnight and drive again.

2.10.05 Went to Wilson Motors to test drive w/Aaron, Service Tech. Truck had been sitting outside overnight in mid 20s temp. Aaron drove. Truck barely started and ran rough. Died 3X during test drive of less than 1 mile. At 2000 RPM truck was floored w/no power and ultimately stalled. Drove to Temple hill. Truck was barely able to start movement on incline w/o load. Asked Lynette what Ford's next steps would be and she said they would do nothing until the new software release came out in approx 2 months. Drove my wife to USU and returned to Wilson Motors. Confronted Lynette on lack of FMC response and requested she contact Mr. Carver with me present. She would not do such and stated that FMC reps will not speak directly to customers and I would have to wait until new release came out. I stated that was not acceptable as I am unable to even drive truck home at this time as it keeps stalling out. Notified her I am not leaving until FMC Reg Rep contacted and that perhaps the local media should be contacted and that I would be speaking w/customers as they entered WM. On way to obtain telephone book in truck Utah Highway Patrol officers were in lot. Spoke with them regarding issue. They are unable to help as engine performance is not covered under Utah safety inspections. Did make a call on my behalf and am following up with Mike Phelps- UHP 801-322-1390. Lynette finally agreed to recheck truck later in afternoon. Picked up truck w/ work order late in evening. WM refuses to provide further service to truck and myself.



**WARRANTY**

Continues manufacturer's new car warranty.  % of total new car warranty to seller.

Purchaser guarantees that the vehicle in the vehicle traded-in here has not been repaired, compared with or disassembled.

Purchaser guarantees that the trade-in vehicle has not been damaged by flood, has not had frame damage, or the title file does not and should not indicate "salvage" or "gross polluter" in any manner, regardless of the state or state.

I have received an original copy of the State Emissions Certificate. All duplicates or retests are the responsibility of the Purchaser.

Purchaser is encouraged to review this Purchase Agreement (including the Additional Terms and Conditions set forth on the reverse side hereof) carefully and seek independent professional advice if Purchaser has any questions concerning this transaction. The Buyer's Guide displayed in the window of the motor vehicle purchased hereunder is part of this Purchase Agreement. Information on the Buyer's Guide overrides any contrary provisions in this Purchase Agreement.

**EXCEPT AS MAY BE OTHERWISE SPECIFICALLY PROVIDED IN A SEPARATE WRITING WHICH IS ISSUED BY AN AUTHORIZED REPRESENTATIVE OR COMPANY FROM AND FOR PURCHASER OF THE MANUFACTURER'S WARRANTY TO PURCHASER, COURTESY FORD MOTOR CREDIT EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

Courtesy Ford Motor Credit assumes no obligation or liability to assume for in any liability in connection with the sale of the motor vehicle purchased hereunder. Courtesy Ford makes no representations as to warranties, if any, stated by the manufacturer which may continue to apply to the motor vehicle purchased hereunder. Purchaser hereby acknowledges that Courtesy Ford has made available "warranty repair information" as described in the warranty booklet purchased in the Motor Vehicle Warranty Act. Courtesy Ford makes no representations, warranties, or assurances that such vehicle contains any original manufacturer-installed or manufacturer-rebuilt components, parts, or accessories.

**PURCHASER SHALL NOT BE ENTITLED TO PROCEED FROM COURTESY FORD ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, REPAIRS FOR LOSS OF USE, LOSS OF INCOME, OR ANY OTHER ECONOMIC DAMAGES.**

**"THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE. AND SAID BUYER ALSO STATES THAT HE HAS NOT IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 10-7-5.33, COLORADO REVISED STATUTES, 1993, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT."**

This Purchase Agreement shall not be binding unless signed and accepted by an authorized representative of Courtesy Ford.

By executing this Purchase Agreement, Purchaser acknowledges that Purchaser has been provided a copy of this Purchase Agreement and has read and understands the terms and conditions set forth herein (including the Additional Terms and Conditions set forth on the reverse side hereof), and Purchaser has agreed to purchase the motor vehicle described herein on the terms and conditions set forth herein and accepts such terms and conditions as a part of the Purchase Agreement. Purchaser hereby certifies that Purchaser is 18 years of age or older.

**FI** \_\_\_\_\_ Date: 05/01/2005

**E** \_\_\_\_\_ Date: \_\_\_\_\_

**M** \_\_\_\_\_

**TL** \_\_\_\_\_ Date: 04/29/2005

+ Dealer Handling Fee	N/A
THIS CHARGE REPRESENTS COST AND ADDITIONAL PROFIT TO THE SELLER FOR ITEMS SUCH AS INSPECTION, CLEANING AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.	
	299.00
<b>TOTAL PURCHASE PRICE</b>	41017.20
- Trade-in Purchase Price	N/A
<b>TRADE DIFFERENCE</b>	
SALE TAX	4367.20
+ Sales Tax	2717.24
+ Luxury Tax	N/A
<b>SUBTOTAL</b>	43724.44
+ Trade-in Payoff	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
<b>NET AMOUNT DUE</b>	43724.44
- Down Payment	2700.00
<b>BALANCE DUE</b>	26224.44

DISTRIBUTION: WHITE: FINANCE Yellow: Purchaser Pink: Sales Manager

Printed and Bound: 04/15/05

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September 27, 2004

Ford Motor Company  
Customer Relationship Center  
16800 Executive Plaza Drive  
P.O. Box 6248  
Dearborn, MI 48121

Re: 2003 F-350 VIN # 1F7TSW31P93E  
Loss of Power/Unrepairable Turbo Lag

**CERTIFIED MAIL**

Dear Customer Service:

This letter is a follow-up to my August 26, 2004 letter to Ford Customer Service (See Enclosed). Per your reply dated September 3, 2003 my correspondence was forwarded to your Regional Office. To date I have not heard from them.

On August 29, 2003 I purchased a new 2003 F-350 from Courtesy Ford in Littleton, Colorado. The truck has the new 6.0L turbo diesel. I have had consistent and ongoing problems with excessive turbo lag (3-5 Seconds) from a dead stop and hard acceleration. The problem has now progressed to the point that I now am having complete loss of power at a stop particularly when in reverse.

Last week while in Wyoming over 60 miles from the nearest town I was unable to backup an incline of approximately 12-15% on two separate occasions. Lots of exhaust smoke but no power. In addition I was unable to exit a small one foot rut until I utilized 4WD low. It is as if the truck loses power at low RPMs in addition to the previously referenced turbo lag. Once again I feel the vehicle is "UNSAFE" to drive under normal circumstances. It is only a matter of time before an incident or accident occurs.

I also submitted the "Dispute Resolution Application" as you requested. I application was denied as "Not falling within the jurisdiction of the Board. Furthermore, it will not be reviewed, because the vehicle is used commercially." In essence they referred me back to the dealership and Ford Customer Services. I have a small business with the referenced vehicle owned by my company being utilized primarily by myself. As such it is used primarily for personal purposes. What purpose does the DSB fulfill if any and how does one resolve an issue such as mine?

Hyde Park, UT

Chicago, IL

Pasadena, CA

1026 E. Canyon Road \* Hyde Park, Utah 84318 \* 435-563-4175 \* 435-563-0677 Fax

[www.resurgehospitals.com](http://www.resurgehospitals.com)



Dispute Settlement Board  
P.O. Box 1424  
Waukesha, WI 53187-1424



Subject: 2003 Ford F-350  
VIN: 1FTSW31P93E

September 15, 2004

Hyde Park, UT

Dear

This letter is to acknowledge the receipt of your application to have your concerns resolved by the Dispute Settlement Board. We regret to advise you that the concern stated in your application does not fall within the jurisdiction of the Board. Furthermore, it will not be reviewed, because the vehicle is used commercially.

Although the Board cannot review your concern, we suggest that you discuss it with the Dealer Principal or General Manager at your dealership, if you haven't already done so. If the problem still remains, you may contact the Ford Customer Assistance Center at 1-800-392-3673 (FORD) for further assistance.

The terms and conditions for eligibility for Board review cannot be changed in anyway. Thank you for your interest in the Dispute Settlement Board.

Sincerely,

DSB Administration



# DISPUTE SETTLEMENT BOARD APPLICATION

(Please supply all requested information.)

Please print full block letters only.

Owner/Leasee Name: Mr. Mrs. Ms. \_\_\_\_\_  
 Address: Hope Park \_\_\_\_\_ State: CO Zip: \_\_\_\_\_  
 Vehicle ID No: 2F5WU31F93L  
 Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Vehicle Year: 2003 Make: Ford Model: F350 Acquired: New  Used  Lease   
 Vehicle Use: Personal  Commercial  #Mileage at time of used vehicle purchase: \_\_\_\_\_  
 Date of use of lease: 8-29-03 Current Mileage: 14950

Service Dealer: Courtesy Ford City: Littleton, CO  
 Servicing Dealer: Worben Motors City: Logan, UT

1. Briefly describe your unresolved service concerns below. Attach legible copies of applicable repair orders and/or other supporting documents. Keep the originals for your records.

Vehicle has excessive Turbo Lag (3-5 seconds) from dead. Stop and throttle (see attached letter). In addition on (2) two separate occasions I had to engage 4WD low due to loss of power to put a "STALL" device. There was NO loss of traction or loss of power.

2. How many times has the vehicle been in for the same warranty repairs? four (4)  
 First repair attempt: Date: 10-11-03 Mileage: 4320  
 Last repair attempt: Date: 8-27-04 Mileage: 14976

3. How many days is the vehicle out of service for warranty repairs? 6

4. Have you contacted the dealer to be made aware of this issue? Yes  No  If no, dealer name: Lynette

5. Would you like to make an oral presentation to the Board? Yes  No

6. If yes, would you like to make it in person? \_\_\_\_\_ or by telephone?

7. Describe what you want done to resolve your complaint:  
Correct the WARRANTY issue so vehicle is safe to drive

DISPUTE SETTLEMENT BOARD = a voluntary, free, independent dispute settlement program

Signature: \_\_\_\_\_ Date: 7-08-04

P.O. Box 1424  
 Waukesha, WI 53187-1424





Consumer Affairs

PO Box 6848, MD 3NE-D  
Dearborn, MI 48126 USA

September 3, 2004

Hyde Park, UT

RE: 2003 F-Series  
VIN: 1FTSW31P93E

Dear

This is in response to your correspondence of August 26, 2004 regarding your 2003 F-Series. Thank you for providing us with additional information; your letter has been added to our existing file.

Please be advised that our Consumer Affairs Office processes letters, but has no bearing on the outcome of any particular case. Your original correspondence was forwarded to our Regional Office. Your most recent letter has been forwarded also and the receipt of this information has been noted on-line. Therefore, each authorized Ford or Lincoln-Mercury dealership has the ability to access available updates. If you have any further concerns with your vehicle, please feel free to contact your local dealership.

Thank you for bringing this matter to our attention.

Sincerely,

Andrea Hollis  
Consumer Intervention





(F) 801-394-0137

# United States Senator Bob Bennett

## Constituent Release Form

To allow Senator Bennett and his staff to assist in your case, please complete this form and return to Senator Bennett's office nearest you.

Name: \_\_\_\_\_ List relevant case numbers: \_\_\_\_\_

Address: Hyde Park \_\_\_\_\_ SS#: \_\_\_\_\_  
VT \_\_\_\_\_ VA#: C- \_\_\_\_\_

Phone: \_\_\_\_\_ IRS#: 82- \_\_\_\_\_

INS#: A- \_\_\_\_\_

Describe your problem. Please list relevant information about your case, including the federal agency involved, important dates, and latest action. You may use the reverse side of this form or attach additional pages as needed.

I have a "major" safety issue with a newly purchased Ford F-350 Truck (See Attached). The vehicle has now been into the dealer (13) times with no resolution. Today Wilson Motors in Logan drove the vehicle & it died 3X within 1 mile. Ford Acknowledges the problem & inability to fix it.

I am requesting that the office of Senator Bob Bennett investigate this matter on my behalf. Any information that may be of assistance to Senator Bennett and his staff in resolving this problem may be released to them. I understand that this form is being used in accordance with the Privacy Act of 1974.

Signature: \_\_\_\_\_ Date: 2-10-05



②

To resolve. The vehicle is "Unsafe" to drive  
and Ford Motor Co. refuses to address the issue.  
This is not an isolated instance but a national problem  
according to the Ford Service Managers in both  
Denver, Colorado & Logan, UT.

HYDE PARK, UT

CHICAGO, IL

LOS ANGELES, CA

1026 East Canyon Road • Hyde Park, UT 84318 • 435.563.4176 • 435.563.0677 fax • [www.resurgehospitals.com](http://www.resurgehospitals.com)

		DDP	8008F11		
		DDO	8008F12		
		DDO	8008F13		
		DDO	8008F14		
		DDO	12F50284		

CK IDLES ROUGH CK STEPS 1-14 ENGINE PERFORMANCE SHEET NO TROUBLE CODES RECALIBRATE PCM

**SYMPTOM CODE INFORMATION**

P2263 - TURBO/SUPERCHARGER SYSTEM PERFORMANCE

**SPECIAL SERVICE MESSAGES**

**18089 2003-2005 SUPER DUTY F-SERIES/EXCURSION/E-SERIES 6.0L - LOW POWER AND/OR DTC P0299 OR P2263 - TURBOCHARGER DIAGNOSTIC SERVICE TIP**  
 SOME 2003-2005 SUPER DUTY F-SERIES/EXCURSION/E-SERIES VEHICLES EQUIPPED WITH A 6.0L DIESEL MAY EXHIBIT A LOW POWER CONDITION AND/OR DTC P0299 OR P2263. IF THE TURBOCHARGER IS SUSPECT, USE THE FOLLOWING PROCEDURE: SET PARKING BRAKE, ENSURE THAT THE TRANSMISSION IS IN PARK OR NEUTRAL, START ENGINE AND RUN UNTIL IT REACHES NORMAL OPERATING TEMPERATURE. USING THE WDS ACTIVE COMMANDS IN DATALOGGER MODE, MONITOR EBP, VGT% AND RPM. SET THE RPM TO APPROX. 1200 AND THE VGT% TO 0. MONITOR EBP AND RECORD THE VALUE. NEXT, RAISE THE VGT% TO 85% AND MONITOR EBP. IF THERE IS NO CHANGE IN EBP REFER TO PC/ED TO VERIFY VGT WIRING IS NOT AT FAULT. IF NO FAULT IS FOUND IN WIRING REPLACE THE VGT CONTROL VALVE (P/N 3C3Z-6F089-AA) AND RERUN TEST. IF RESULTS DO NOT CHANGE, CONTINUE WITH NORMAL PC/ED OR WORKSHOP MANUAL DIAGNOSTICS.  
 EFFECTIVE DATE: 08/18/2004

7/14  
1.3

**17885 2003-2004 SUPER DUTY F-SERIES/EXCURSION/E-SERIES - LACK OF POWER AND/OR DTC P2263 AFTER TURBOCHARGER REPLACEMENT**  
 SOME 2003-2004 SUPER DUTY F-SERIES, EXCURSION, AND ECONOLINE VEHICLES WITH A DIESEL ENGINE MAY EXHIBIT A LACK OF POWER AND/OR DIAGNOSTIC TROUBLE CODE P2263 (TURBOCHARGER BOOST SYSTEM PERFORMANCE) AFTER TURBOCHARGER REPLACEMENT. TO SERVICE, CHECK THE OLD TURBOCHARGER TO MAKE SURE THE TURBINE WHEEL IS STILL INTACT. IF THE TURBINE WHEEL IS MISSING, CHECK THE EXHAUST TUBE BETWEEN THE TURBOCHARGER AND THE CATALYTIC CONVERTER FOR THE MISSING TURBINE WHEEL. THIS WHEEL IS OFTEN STUCK IN THE DOWNWARD BEND JUST BELOW EYESIGHT LEVEL. REPAIR AS NECESSARY.  
 EFFECTIVE DATE: 06/22/2004

**17701 2003-2004 SUPER DUTY F-SERIES/EXCURSION - MIL ON WITH DTC P2263**  
 SOME 2003-2004 SUPER DUTY F-SERIES/EXCURSION VEHICLES EQUIPPED WITH A 6.0L DIESEL ENGINE MAY EXHIBIT THE MALFUNCTION INDICATOR LAMP (MIL) ON WITH DIAGNOSTIC TROUBLE CODE P2263 (TURBO CHARGER BOOST SYSTEM PERFORMANCE). ENGINEERING IS CURRENTLY INVESTIGATING THIS CONDITION. UNTIL A REVISED REPAIR PROCEDURE AND/OR PARTS ARE AVAILABLE, CONTINUE TO FOLLOW NORMAL DIAGNOSIS AND REPAIR, BUT DO NOT REPLACE THE POWERTRAIN CONTROL MODULE (PCM) FOR THIS CONDITION. CONTINUE TO MONITOR OASIS FOR UPDATES.  
 EFFECTIVE DATE: 04/06/2004

**17508 2003-2004 SUPER DUTY F-SERIES/EXCURSION/E-SERIES 6.0L - FALSE DTC'S SET DURING USE OF ACTIVE COMMANDS WITH WDS**  
 SOME 2003-2004 SUPER DUTY F-SERIES, EXCURSIONS AND E-SERIES VEHICLES EQUIPPED WITH A 6.0L DIESEL ENGINE MAY GENERATE FALSE DIAGNOSTIC TROUBLE CODES (DTC'S) DURING THE USE OF ACTIVE COMMANDS WITH THE WDS. COMMAND OF EGR%, VGT% AND IPR CAN GENERATE THE FOLLOWING DTC'S: P0404, P0468, P0299 (EGR%); P2263, P0478 (VGT%); P2284, P2288, P2289 (IPR). DO NOT USE DTC'S SET DURING THE USE OF ACTIVE

conditions that are not covered by the New Vehicle Limited Warranty are described on pages 7-9.

For separate warranties apply to lines on your new vehicle. The New Vehicle Limited Warranty provides no-cost coverage for tire repairs, adjustments, or adjustments due to defects in factory-supplied materials or workmanship during the bumper to bumper coverage period. The tire manufacturer also covers you with a separate tire warranty that may extend beyond the bumper to bumper coverage period. You will find the pertinent tires tire warranty with the owner literature supplied with your vehicle.

During the bumper to bumper coverage period, your authorized Ford Motor Company dealer has the choice to repair your vehicle satisfactorily at no out-of-pocket cost to you. In addition, you have the option of having a tire warranty repair performed by the tire manufacturer's authorized service center. If you go to a tire service center during the Ford bumper to bumper coverage period for a covered repair (replacement or adjustment), you may be charged a generator amount for wear or other charges. If so, you should present your tire invoice showing the nature of the charges to any Ford Motor Company shop sales for refund consideration.

When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or equivalent Ford or other parts that are authorized by Ford. In certain instances, Ford may authorize repairs at other than Ford dealer facilities. The replacement number warranty will be made with the same brand and model as originally equipped with the vehicle, unless the same brand and model is no longer available, in which case a tire of the same brand, size, load, speed and load type will be used in same circumstances. Ford may authorize another brand and/or make to substitute for the original brand and make even if still available.

**Safety Restraint Coverage**

Under your New Vehicle Limited Warranty, Safety Restraint Coverage begins at the warranty start date and lasts for five years or 100,000 miles, whichever occurs first.

During this coverage period, Ford Motor Company or Ford Motor Vehicle Assistance Company warrants your vehicle's safety belts and air bag Supplemental Restraint System (SRS) against defects in factory-supplied materials or workmanship.

**Corrosion Coverage**

Under your New Vehicle Limited Warranty, Corrosion Coverage begins at the warranty start date and covers body sheet metal panels against corrosion due to a defect in factory-supplied materials or workmanship. Corrosion coverage (which lasts for 5 years, regardless of miles driven) only applies if the corrosion causes perforation (holes) in body sheet metal panels.

6

If rusting does not cause perforation (holes), and is not the result of usage under exceptional conditions, repair charges is covered under the terms of the Bumper to Bumper Warranty (5 years or 100,000 miles, whichever occurs first).

For damage caused by abnormal material (manufacturing failure) - where there is no factory related defect involved and therefore no warranty - our policy is to cover paint damage due to abnormal material for 12 months or 12,000 miles, whichever occurs first.

**6.017.21 Powertrain Limited Warranty**

The New Vehicle Limited Warranty covers certain direct injection diesel engine components against defects in factory-supplied materials or workmanship for five years or 100,000 miles, whichever occurs first, or whichever occurs first.

After the end of the Bumper to Bumper Coverage period (three years or 100,000 miles, whichever occurs first), you must pay a \$100 deductible for each 9-year visit.

Ford Motor Company or Ford Motor Vehicle Assistance Company covers these components: cylinder block, heads and all internal parts, intake and exhaust manifolds, flywheel, timing gear, harmonic balancer, valve covers, oil pan and girth, water pump, fuel system (excluding fuel lines and fuel tank), high pressure lines, sensors and seals, glow plugs, turbocharger, powertrain control module, transmission, driver unit, hip-throw, injection pressure sensor, high pressure oil regulator, exhaust leak sensor, regulator and sensor, cruise/shift position sensor, accelerator switch.

**NOTE:** Some components may also be covered by the Kentskens Warranties, with no deductible. For more information, see pages 11-14.

**WHAT IS NOT COVERED?**

**Damage Caused By:**

- accidents, collision or objects striking the vehicle (including driving through a car wash)
- theft, vandalism, or fire
- fire or explosion
- freezing
- misusing the vehicle, such as driving over curbs, curbing, towing or using the vehicle as a stationary power source
- altering or modifying the vehicle - including the body, chassis, or components - after the vehicle leaves Ford's control

*From Wilson Motors*

		DOD	6005F11		
		000	6005F12		
		000	6005F13		
		000	6005F14		
		000	12850084		

CK IDLES ROUGH CK STEPS 1 14 ENGINE PERFORMANCE SHEET NO TROUBLE CODES RECAL IBRATE PCM

**SYMPTOM CODE INFORMATION**

P2263 - TURBO/SUPERCHARGER SYSTEM PERFORMANCE

**SPECIAL SERVICE MESSAGES**

**18069 2003-2005 SUPER DUTY F-SERIES/EXCURSION/E-SERIES 6.0L - LOW POWER AND/OR DTC P0299 OR P2263 - TURBOCHARGER DIAGNOSTIC SERVICE TIP**  
 SOME 2003-2005 SUPER DUTY F-SERIES/EXCURSION/E-SERIES VEHICLES EQUIPPED WITH A 6.0L DIESEL MAY EXHIBIT A LOW POWER CONDITION AND/OR DTC P0299 OR P2263, IF THE TURBOCHARGER IS SUSPECT. USE THE FOLLOWING PROCEDURE: SET PARKING BRAKE, ENSURE THAT THE TRANSMISSION IS IN PARK OR NEUTRAL, START ENGINE AND RUN UNTIL IT REACHES NORMAL OPERATING TEMPERATURE. USING THE WDS ACTIVE COMMANDS IN DATALOGGER MODE, MONITOR EBP, VGT% AND RPM. SET THE RPM TO APPROX. 1200 AND THE VGT% TO 0. MONITOR EBP AND RECORD THE VALUE. NEXT, RAISE THE VGT% TO 85% AND MONITOR EBP. IF THERE IS NO CHANGE IN EBP REFER TO PC/ED TO VERIFY VGT WIRING IS NOT AT FAULT. IF NO FAULT IS FOUND IN WIRING REPLACE THE VGT CONTROL VALVE (P/N 3C3Z-8F089-AA) AND RERUN TEST. IF RESULTS DO NOT CHANGE, CONTINUE WITH NORMAL PC/ED OR WORKSHOP MANUAL DIAGNOSTICS.  
 EFFECTIVE DATE: 08/18/2004

X

.71V  
1.35

**17885 2003-2004 SUPER DUTY F-SERIES/EXCURSION/E-SERIES - LACK OF POWER AND/OR DTC P2263 AFTER TURBOCHARGER REPLACEMENT**  
 SOME 2003-2004 SUPER DUTY F-SERIES, EXCURSION, AND ECONOLINE VEHICLES WITH A DIESEL ENGINE MAY EXHIBIT A LACK OF POWER AND/OR DIAGNOSTIC TROUBLE CODE P2263 (TURBOCHARGER BOOST SYSTEM PERFORMANCE) AFTER TURBOCHARGER REPLACEMENT. TO SERVICE, CHECK THE OLD TURBOCHARGER TO MAKE SURE THE TURBINE WHEEL IS STILL INTACT. IF THE TURBINE WHEEL IS MISSING, CHECK THE EXHAUST TUBE BETWEEN THE TURBOCHARGER AND THE CATALYTIC CONVERTER FOR THE MISSING TURBINE WHEEL. THIS WHEEL IS OFTEN STUCK IN THE DOWNWARD BEND JUST BELOW EYESIGHT LEVEL. REPAIR AS NECESSARY.  
 EFFECTIVE DATE: 06/22/2004

X

**17761 2003-2004 SUPER DUTY F-SERIES/EXCURSION - MIL ON WITH DTC P2263**  
 SOME 2003-2004 SUPER DUTY F-SERIES/EXCURSION VEHICLES EQUIPPED WITH A 6.0L ENGINE MAY EXHIBIT THE MALFUNCTION INDICATOR LAMP (MIL) ON WITH DIAGNOSTIC TROUBLE CODE P2263 (TURBO CHARGER BOOST SYSTEM PERFORMANCE). ENGINEERING IS CURRENTLY INVESTIGATING THIS CONDITION. UNTIL A REVISED REPAIR PROCEDURE AND/OR PARTS ARE AVAILABLE, CONTINUE TO FOLLOW NORMAL DIAGNOSIS AND REPAIR, BUT DO NOT REPLACE THE POWERTRAIN CONTROL MODULE (PCM) FOR THIS CONDITION. CONTINUE TO MONITOR OASIS FOR UPDATES.  
 EFFECTIVE DATE: 04/08/2004

**17508 2003-2004 SUPER DUTY F-SERIES/EXCURSION/E-SERIES 6.0L - FALSE DTC'S SET DURING USE OF ACTIVE COMMANDS WITH WDS**  
 SOME 2003-2004 SUPER DUTY F-SERIES, EXCURSIONS AND E-SERIES VEHICLES EQUIPPED WITH A 6.0L DIESEL ENGINE MAY GENERATE FALSE DIAGNOSTIC TROUBLE CODES (DTC'S) DURING THE USE OF ACTIVE COMMANDS WITH THE WDS. COMMAND OF EGR%, VGT% AND IPR CAN GENERATE THE FOLLOWING DTC'S: P0404, P0488, P0298 (EGR%); P2263, P0478 (VGT%); P2284, P2286, P2289 (IPR). DO NOT USE DTC'S SET DURING THE USE OF ACTIVE

Member

Re: Slight hesitation on hard acceleration [Re: GWA]

#1342505 - 08/13/03 08:36 AM

Edit Reply Quote

Reged: 06/22/03 Posts: 53 Loc: PA

I love it got beside two donkeys the other day in a rice mobile at a stop light. I told my brother to hold on after the light turned green they had no chance they didnt even know what hit them. I love it however I too have the turbo lag problem on my 2004 with 450 miles on it. Its like floor it wait 3-4 seconds then hold tight no other problems with truck i love it.

2004 F250 CREW CAB 156 WHEELBASE MOONROOF SPORT PACKAGE 6 DISC CD PLAYER CAMPER PACKAGE ROOF CLEARANCE LIGHTS ADJUSTABLE PEDALS 4X4 ESOF 3.73 limited slp rear advanced security group telescopic power mirrors DELUXE ALU WHEELS 6.0 AUTO DIESEL BLACK

Post Extras:

Re: Slight hesitation on hard acceleration [Re: GARY2303]

#1342520 - 08/13/03 08:48 PM

Edit Reply Quote

GWA Member

Reged: 11/06/02 Posts: 2115 Loc: Hanford, California

Quote: However I too have the turbo lag problem on my 2004 with 450 miles on it. Its like floor it wait 3-4 seconds then hold tight no other problems with truck i love it.

3-4 seconds? That ain't no turbo lag. That's a definite hiccup that needs to be addressed at your dealer's. Sorry to do this, but you have an issue that should be looked at. Good luck and take care!

'03.25 F-250 SC SWB 2WD 6.0w/TorqShift, Sport Pkge., Sonic Blue, plus-16x8 Eagle alloy wheels Snugtop XV and Bedrug DPPI turbo-back 4" "sound system" w/cat The Heartbreak of "The Heartbeat"!

Post Extras:

Re: Slight hesitation on hard acceleration [Re: GWA]

#1343331 - 08/14/03 11:19 AM

Edit Reply Quote

RJay Member

Reged: 02/22/03 Posts: 36

I have on occasion experienced the 2-3 second problem. Never at a stop light though, always at moderate speed. I'm convinced that there a bug in the automatic shift programming. The problem seems to be that if the Truck is loafing along in fourth or fifth, it gets confused when you mash the pedal and then after a bit decides to downshift and off you go. Perhaps its a similar problem with some trucks at a stop light, not actually starting off in second gear. I wonder if any of you who

regularly experience the multi-second lag problem have tried to manually shift to 2nd to start and if so do you experience the problem? Perhaps a tap of the tow haul mode on and off might also clear the problem.

Interestingly, I had a similar problem with an Audi A4 a number of years ago. Far worse than any of the stories I've heard here. The thing would accelerate, on random occasions, as if it had about 5 HP upwards to a couple of hundred feet. Very dangerous in intersections. Then all of a sudden it would take off. Turned out this was a problem with the slushbox as well.

RJay

2003 True Blue/Az Beige/Parchment F250 6.0 Lariat 4x4 SC/SB Auto, 3.73 LSD, Mirrors, FX4, 6CD, Heated Chairs, Lights, Pedals, Sensor, Hitch  
2000 Porsche 911 C2 Aero  
1970 Porsche 911 RS Clone  
1997 Land Rover Disco

-The Fords for hauling, the Porsches for hauling ass- see 'em at:<http://mysite.verizon.net/rj.mann/index.html>

Post Extras:    

**Re: Slight hesitation on hard acceleration [Re: RJay]**

#1343362 - 08/14/03 11:49 AM

[Edit](#) [Reply](#) [Quote](#)

etops\_amt  
Member

Reped: 03/17/03  
Posts: 112  
Loc: CA Bay Area

mmm I've got the few second turbo lag too. I figured this was the "normal" lag that everyone has been complaining of. I tried it both ways too, in and out of tow/haul and there was no difference. The lag was much, much worse at high altitude 6k+, there it seemed more like 4-5 seconds, but then look out and hang on! When pulling into traffic I just started hitting the pedal alot sooner, about to the point where I figured I would be T boning the car coming through but it would end up being normal spacing.

03 6.0 Excursion XLT, 4x4, 3.73LS, billet grille, hellwig sway bar, Prodigy, APC projector headlights, APC clear corner markers, Rancho 9000x shocks, Rancho 5400 Steering Stabilizer.

98 Jetta TDI  
72 Olds Cutlass S 455  
03 Nash 262 Triple Bunkhouse

Post Extras:    

**Re: Slight hesitation on hard acceleration [Re: etops\_amt]**

#1343420 - 08/14/03 12:58 PM

[Edit](#) [Reply](#) [Quote](#)

CountrytruckerCT  
Member

That little lag caused me to do a 180 at a left turn on damp pavement. I was making a left and had to punch it to get out of the way of VW coming in the t-bone direction. The turbo kicked in with my foot on the floor in the middle of the turn, the tires broke loose and the next thing I knew was I was looking at oncoming

Reged: 05/27/03  
Posts: 1121  
Loc: Bakersfield,  
California

traffic. Should of seen the look on the guys face that I was looking at....seeing this big gray monster doing a brody in the middle of an intersection. Just that fast.....this is not a good thing.

Normal lag is about 1/2 second, us with problems seems to be 1 1/2 to 4 seconds of lag.



TorqShift  
Manual 4WD  
Carpet Delete

Post Extras:   
**Re: Slight hesitation on hard acceleration** [Re: rstaichi]  
#1960547 - 08/24/04 06:54 PM

Edit Reply Quote

woods racer  
Member



Reged: 05/22/03  
Posts: 883  
Loc: Tennessee

Quote:

I was just reading through this hole post and thought " I don't remember reading any of this and its only a few days old and Roofy is praising Quad"   
Is this the twilight zone?   
Nope it's from 2003...talk about a mind bender

No kiddin'!!! I was lost until YOU straightened me out.

-----  
by member forums



February 14, 2005

Ford Motor Company  
Customer Relationship Center  
16800 Executive Plaza Drive  
P.O. Box 6248  
Dearborn, MI 48121

Re: 2003 F-350 VTN # 1FTSW31P93E  
Loss of Power/Unrepairable Turbo Lag

**CERTIFIED MAIL**

Dear Customer Service:

This letter is a follow-up to my August 26 and September 27, 2004 letters to Ford Customer Service (See Enclosed). It is my understanding that from your reply dated September 3, 2003 my correspondence was forwarded to your Regional Office.

As you know on August 29, 2003 I purchased a new 2003 F-350 from Courtesy Ford in Littleton, Colorado. The truck has the new 6.0L turbo diesel. Since the initial purchase I have had consistent and ongoing problems with excessive turbo lag (3-5 Seconds) from a dead stop and hard acceleration. The problem has now progressed to the point that I now am having complete loss-of-power at a dead-stop and most recently stalling while under movement during a test drive with the local Ford service technician. His comment was that you have a serious problem. When asked if he had seen anything similar his reply was "Yes" but not to this extent.

To date I have had the vehicle into Wilson Motors in Logan, Utah thirteen (13) plus times since it was acquired and have also provided a video tape documenting the loss of power. Once again I feel the vehicle is "UNSAFE" to drive under normal circumstances. It is only a matter of time before an accident resulting in bodily injury and/or death occurs.

In addition as a small business owner I am unable to utilize the vehicle for it's intended purpose and it is severely impacting my business. My records indicate that over the past year I have spent over 150 hours of my time trying to resolve the problem in addition to the loss of use of the vehicle.

Hyde Park, UT

Chicago, IL

Pasadena, CA

1026 E. Canyon Road \* Hyde Park, Utah 84318 \* 435-563-4175 \* 435-563-0677 Fax  
[www.resurgehospitals.com](http://www.resurgehospitals.com)



Wilson Motors has replaced the Turbo and Torque Converter, software updates etc. with no success. The Regional Service Manager- Lew Carver's only response has been that I will have to wait until the new software upgrade is released most likely take 8-10 weeks

During a test drive the Service Technician stated he understands my problem but is unable to assist until Ford comes out with a fix. There appears to be no end in sight to the problem.

I believe issues are as follows:

- I am being forced to continue driving an unsafe vehicle due to Ford's lack of action
- Ford Motor Company is acutely aware of the specified issues on the 2003 Ford 6.0L Diesel engines
- Ford Motor Company not only refuses to address my personal issues but those of other owners who have notified them of the problem. (See Previous Enclosure).
- Ford Executives have chosen to put society and their customers at risk for their own personal gain and also to protect the share value of their stock.
- Ford Motor Company is hoping I will tire and go away with the most recent action by Wilson Motors notifying me that they will no longer service my vehicle.

As such I am requesting that Ford Motor Co. resolve the issue by immediately providing me with a new replacement vehicle in addition to compensating for my loss of business income and use of vehicle.

If you have any questions please feel free to contact me a (O) 435-563-4175 or (M) 435-770-5030.

Sincerely,

Cc: Senator Orrin Hatch w/Enclosures  
 Senator Bob Bennett w/Enclosures  
 Jonathan A. Hagan P.C. w/Enclosures  
 Wilson Motors Service Department- Attn: Lynette  
 Bruce Smith-Herald Journal w/Enclosures

Hyde Park, UT

Chicago, IL

Pasadena, CA

1026 E. Canyon Road \* Hyde Park, Utah 84318 \* 435-563-4175 \* 435-563-0677 Fax  
[www.resurgehospitals.com](http://www.resurgehospitals.com)

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PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**