

PE03-044

FORD

5/13/2005

APPENDIX I

BOOK 20 OF 28

PART 2 OF 4

From: Miers, Jerry [jmiers@wmc.com]
Sent: Tuesday, April 01, 2003 10:11 AM
To: Gehi, Lakman (L.D.); Hawkins, Fred (F.W.)
Cc: Homovec, Drew; Volat, Ron; Pyle, Ken; Sillanpaa, Don
Subject: RE: Viist Williams Controls for capability improvement

Lakman,

This looks good. Let me know the actual dates and if timing has changed.

-----Original Message-----

From: Gehi, Lakman (L.D.) [mailto:lgehi@ford.com]
Sent: Monday, March 31, 2003 3:49 PM
To: 'jmiers@wmc.com'
Cc: Hawkins, Fred (F.W.)
Subject: Viist Williams Controls for capability improvement

Jerry,

As we discussed over phone, Our Black Belt, Georgios Boutsikakis, and my self would like to visit your facility on April 16 (Wednesday) for a day to initiate the process for capability improvement. Since Georgios has not seen the facility, he would like to go thru the process very quick. Here is the proposed agenda for the day at your facility (You may modify, if you need to add).

- * Introductions (8:30-9:30 AM)
- * Overview and purpose of our visit - Ford
- * Brief Company Overview - Williams Controls
- * Plant/Process Overview - Williams Controls
- * Review of data - (9:30 AM-12:00 Noon) - All
- * historical process data (GR&R, Capability data, reject pareto and etc.)
- * historical customer data, if available
- * Lunch Break (12:00 Noon-1:00 PM)
- * Project Preparation (1:00-5:00 PM)
- * Develop Problem statement
- * Define the team
- * Start Fishbone Diagram - Brainstorm the causes
- * Develop Project Charter, Roles/Responsibilities, decision for DOE, timing
- * Wrap-up - All

It would be nice if you can keep the copies of FMEAs, and control plan, etc. ready.

We will fly to Tampa on 4/15 afternoon and drive down to Sarasota and stay there for a night. We will leave Sarasota after we finish the work.

Please confirm so that we can book the air ticket at the earliest possible. Thank you.

United We Stand
Lakman Gehi
SFA Chassis Engineer
* email:lgehi@ford.com
VPO 1E-436

PE33-844 24841

*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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From: Gehi, Laxman (L.D.)
Sent: Monday, May 12, 2003 12:55 PM
To: 'Miers, Jerry'; Boutsikakis, Georgios (G.I.)
Subject: RE: Updated: Phone conference with Williams

Jerry,
Can you please have someone else do it? It is important!

United We Stand
Laxman Gehi
STA Chassis Engineer
email:lgahi@ford.com
VPO 1E-436
Phone/Fax (313) 390-0771
Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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-----Original Message-----

From: Miers, Jerry [mailto:jmiers@wmc.com]
Sent: Monday, May 12, 2003 12:48 PM
To: 'Gehi, Laxman (L.D.)'; Miers, Jerry; Boutsikakis, Georgios (G.I.)
Subject: RE: Updated: Phone conference with Williams

Laxman,
I will have not time to investigate by the time of our conference call. I am in a QS audit for the next two days.

-----Original Message-----

From: Gehi, Laxman (L.D.) [mailto:lgahi@ford.com]
Sent: Monday, May 12, 2003 10:24 AM
To: 'Miers, Jerry'; Boutsikakis, Georgios (G.I.)
Subject: RE: Updated: Phone conference with Williams

Jerry,

- * I hope you are also investigating and recording the possible causes that are evident for the abnormal values.
- * I would like to know what is the reason of entering three sets of values for the serial number 0706103 on 5/7/03.
- * If you sort the data (does not matter in ascending/descending order), you will find that among failed parts, there are some parts that would not lie in normal distribution - we need to find the reason.

On Wednesday, we would like to discuss your observation on such parts. Let us try to find the special causes as far as possible, so that we can isolate those and start doing DOR.

REC-044 24748

Thank you.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgahi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
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-----Original Message-----

From: Miers, Jerry [mailto:jmiers@wmco.com]
Sent: Saturday, May 10, 2003 10:35 AM
To: 'Gehi, Laxman (L.D.)'; Boutsikakis, Georgios (G.I.); Miers, Jerry
Subject: RE: Updated: Phone conference with Williams

The GRR were faxed to Georgios Friday Afternoon.
The large number you (billions) are due to open resistance or infinite resistance. This is also due to cracked elements.

Data to show 05/7 and 05/08.

-----Original Message-----

From: Gehi, Laxman (L.D.) [mailto:lgahi@ford.com]
Sent: Friday, May 09, 2003 4:44 PM
To: Boutsikakis, Georgios (G.I.); 'jmiers@wmco.com'
Subject: Updated: Phone conference with Williams

When: Wednesday, May 14, 2003 2:00 PM-3:00 PM (GMT-05:00) Eastern Time (US & Canada).

Where: Phone conference

~~*~*~*~*~*~*~*~*

George, I will come to your office.

Jerry, please call George's office at 313.390.7023.

Thank you.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgahi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

PE03-844 24747

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<< File: Data 05-7-03.xls >>

FEB-844 24748

From: Miers, Jerry [jmiers@wmco.com]
Sent: Thursday, March 27, 2003 3:56 PM
To: Gehi, Laxman (L.D.)
Subject: RE: MSA at Williams Control

What type of agenda will you need.
Remember we can not impede any production schedules.

-----Original Message-----

From: Gehi, Laxman (L.D.) [mailto:lgehi@ford.com]
Sent: Thursday, March 27, 2003 1:39 PM
To: 'Miers, Jerry'
Subject: RE: MSA at Williams Control

Jerry,

Thank your for your fax. I, along with our blackbelt, will review the data and let you know what are our next steps. He has though indicated that he would like to visit your facility as soon as possible, and I do not want to combine with Q1 site assesment that is due in late May. Please indicate what is the good time when we can visit to start the 6-sigma study to help improve the process capability.

Thank you.

United We Stand
Laxman Gehi
STA Chassis Engineer
email:lgehi@ford.com
VPO 1E-436
Phone/Fax (313) 390-0771
Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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-----Original Message-----

From: Miers, Jerry [mailto:jmiers@wmco.com]
Sent: Wednesday, March 26, 2003 12:09 PM
To: 'Gehi, Laxman (L.D.)'
Subject: RE: MSA at Williams Control

I am out of the office today and will provide you the data in the am tomorrow.

-----Original Message-----

From: Gehi, Laxman (L.D.) [mailto:lgehi@ford.com]
Sent: Wednesday, March 26, 2003 9:32 AM
To: 'jmiers@wmco.com'

FE83-844 24843

Subject: FW: MSA at Williams Control

Jerry,

Please provide the information our 6-sigma team wants to know. If you are unable to provide me immediately, please indicate as to when you would be able to provide.

Thank you.

United We Stand
Laxman Gehl
STA Chassis Engineer
* email:lgehl@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
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> -----Original Message-----

> From: Boutsikakis, Georgios (G.I.)
> Sent: Wednesday, March 26, 2003 8:17 AM
> To: Gehl, Laxman (L.D.)
> Cc: Hawkins, Fred (F.W.)
> Subject: RE: MSA at Williams Control

> Laxman,

> Here is what we need to know first (if they have not done an R&R):

- > 1) What is the characteristic (s) the measure?
- > 2) Is it variable or attribute?
- > 3) What is the fallout rate over time and what are the defects?

> Then we can design an R&R, have them perform it, get and analyze the data.

> If they have one, please have them forward the raw data (including the answers to above questions) and brief description of how they performed it, and we will analyze it.

> If you have any questions please advise. Thanks.

> George Boutsikakis
> Ford Motor Company
> Consumer Driven Six Sigma Black Belt
> STA Electrical/Electronics
> Ph: (313) 390-7023 Fax: (313) 390-7023
> Please note: new address
> Ford VPO MD# 430
> 5500 Auto Club Drive
> Dearborn,
> MI 48126

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F003-044 24844

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>

>

> -----Original Message-----

> From: Gehi, Laxman (L.D.)

> Sent: Monday, March 24, 2003 4:03 PM

> To: Boutsikakis, Georgios (G.I.)

> Cc: Hawkins, Fred (F.W.)

> Subject: MSA at Williams Control

>

> Georgios,

>

> While I have asked Williams control to share the Gage R&R data with us, please let me know what are the step we are going to make sure the contained action of identifying "good" and "bad" parts is acceptable.

>

> Thank you.

>

> United We Stand

> Laxman Gehi

> STA Chassis Engineer

> * email:lgehi@ford.com

> VPO 1E-436

> *Phone/Fax (313) 390-0771

> 7Alternative Fax (313) 390-0793

> Pager: (313) 851-4465 (Text)

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>

>

From: Gehi, Laxman (L.D.)
Sent: Thursday, March 27, 2003 4:15 PM
To: jniara@wmc.com
Subject: FW: QR2 CONCERN:C190541 PART: 3C44 9F836AC

Jerry, please investigate into it and let us find out why this has happened in spite of 100% inspection for not sending bad parts to RTP.

United We Stand
Laxman Gehi
STA Chassis Engineer
email: lgehi@ford.com
VPO 1E-436
Phone/Fax (313) 390-0771
Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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-----Original Message-----

From: Glenn Haley [mailto:ghaley3@FORD.COM]
Sent: Thursday, March 27, 2003 3:18 PM
To: Laxman Gehi
Subject: QR2 CONCERN:C190541 PART: 3C44 9F836AC

TO: WILLIAMS CONTROLS INC **CODE:** 0638E **FAX NBR:** (941) 727-5644
 QUALITY CONTROL DEPT

FROM: FORD MOTOR COMPANY, KENTUCKY TR ASSEMBLY PLANT, SUPPLIER QUALITY

SUBJECT: MATERIAL QUALITY CONCERN / REJECTION NOTIFICATION
 (CONCERN/RESPONSE FORM ATTACHED)

NUMBER OF FAX PAGES WHICH FOLLOW:

THE ATTACHED CONCERN/RESPONSE NOTIFICATION DEFINES A FORD MOTOR MATERIAL QUALITY CONCERN FOR COMPONENTS MANUFACTURED BY YOUR COMPANY. YOU ARE REQUESTED TO HAVE THE RECORDS RELATING TO THIS CONCERN REVIEWED, AND RETURN YOUR ASSESSMENT OF THE CONCERN USING THE ATTACHED QUALITY 'CONCERN/RESPONSE' FORM.

YOUR ASSISTANCE IN PROMPTLY ADDRESSING THIS CONCERN AND FORWARDING THE REQUIRED RESPONSE INFORMATION SHOULD BE AS FOLLOWS:

* RESPOND WITHIN 24 HOURS AFTER RECEIVING THIS COMMUNICATION BY RETURNING THE COMPLETED INFORMATION UNDER 'SUPPLIER DATA

PER3-844 24758

RELATING TO CONCERN' ON THE 'CONCERN/RESPONSE REPORT' (PAGE 2)
OF THIS COMMUNICATION.

* SHIP CERTIFIED MATERIAL SUITABLY IDENTIFIED, ASAP.

PLEASE FAX YOUR COMPLETED RESPONSE(S) TO OUR ASSEMBLY PLANT AT 502-429-2983

NOTE: PLEASE INCLUDE THE CONCERN NUMBER, C190541, ON ALL
CORRESPONDENCE PERTAINING TO THIS REQUEST.

GLENN HALEY 03/27/03 15.17.53
QUALITY CONTROL CONTACT DATE TIME

CC: J. TOMES, R. STOUT
SUPPLIER QUALITY MANAGER
KENTUCKY TR ASSEMBLY PLANT

SQCRR713
CONCERN/RESPONSE REPORT DATE: 03/27/03
CONCERN NUMBER: C190541 FAX NUMBER: 502-429-2983

PLANT/SUPPLIER INFORMATION

PLANT: KENTUCKY TR SUPPLIER NAME: WILLIAMS CONTROLS INC
QC CONTACT: GLENN HALEY ADDRESS: 2420 TRAILMATE DR
PHONE NUMBER: 502-429-2866 SARASOTA, FL 34243
STA CONTACT: LGEHI - CODE: 0638E
MFG CODE: 0638E MANUFCTR NAME: WILLIAMS CONTROLS INC

PART INFORMATION

PART NBR: 3C44 9F836 AC PACK DATE:
DESCRIPTION: PDL & SNS ASY-ACEL VEHICLE: (TF7)

CONCERN DESCRIPTION

CODE 2...ACEL PEDAL, NO ACCELERATION ON NOVA AUDIT TRUCK. # 3EC83222
WILL SHIP BACK FOR YOUR REVIEW.

REQUIRED SUPPLIER ACTIONS

PE03-644 24750

RESPOND IN 24 HOURS

SHIP CERTIFIED STOCK

SUPPLIER DATA RELATING TO CONCERN

UNDETER

MINED YES NO

- | | | | |
|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | IS THIS CONCERN SUPPLIER RELATED? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | CONCERN DEFINITION IS ADEQUATE FOR IMMEDIATE ACTION. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | SUPPLIER PROCESS RELATED TO CONCERN IS MONITORED BY SPC. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | PROCESS RELATED TO CONCERN IS IN STATISTICAL CONTROL. |

CP FOR CONCERN CHARACTERISTIC IS _____

CPK FOR CONCERN CHARACTERISTIC IS _____

COMPLETED 8D ANALYSIS WILL BE RETURNED BY _____

SUPPLIER PLANT MGR.

PREPARED BY

PHONE & DATE

From: Miers, Jerry [jmiers@wmco.com]
Sent: Thursday, March 27, 2003 3:25 PM
To: Gehl, Laxman (L.D.)
Subject: RE: MSA at Williams Control

Am faxing.

-----Original Message-----

From: Gehl, Laxman (L.D.) [mailto:lgehl@ford.com]
Sent: Wednesday, March 26, 2003 9:32 AM
To: 'jmiers@wmco.com'
Subject: FW: MSA at Williams Control

Jerry,

Please provide the information our 6-sigma team wants to know. If you are unable to provide me immediately, please indicate as to when you would be able to provide.

Thank you.

United We Stand
Laxman Gehl
STA Chassis Engineer
* email:lgehl@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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> -----Original Message-----

> **From:** Boutsikakis, Georgios (G.I.)
> **Sent:** Wednesday, March 26, 2003 9:17 AM
> **To:** Gehl, Laxman (L.D.)
> **Cc:** Hawkins, Fred (F.W.)
> **Subject:** RE: MSA at Williams Control

> ~~beaman,~~

> Here is what we need to know first (if they have not done an R&R):

- > 1) What is the characteristic (s) the measure?
- > 2) Is it variable or attribute?
- > 3) What is the fallout rate over time and what are the defects?

> Then we can design an R&R, have them perform it, get and analyze the data.

> If they have one, please have them forward the raw data (including the answers to above questions) and brief description of how they performed it, and we will analyze it.

> If you have any questions please advise. Thanks.

> George Boutsikakis
> Ford Motor Company
> Consumer Driven Six Sigma Black Belt
> STA Electrical/Electronics
> Ph: (313) 390-7023 Fax: (313) 390-7023
> Please note: new address
> Ford VPO MD# 430
> 5500 Auto Club Drive
> Dearborn,
> MI 48126

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> -----Original Message-----

> From: Gehi, Laxman (L.D.)
> Sent: Monday, March 24, 2003 4:03 PM
> To: Boutsikakis, Georgios (G.I.)
> Cc: Hawkins, Fred (F.W.)
> Subject: MSA at Williams Control

> Georgios,

> While I have asked Williams control to share the Gage R&R data with us, please let me know what are the step we are going to make sure the contained action of identifying "good" and "bad" parts is acceptable.

> Thank you.

>
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>
>

From: Gehl, Laxman (L.D.)
Sent: Monday, March 24, 2003 4:00 PM
To: 'Miers, Jerry'
Subject: RE: Gage R&R Study at WMCO

Jerry,

My intention is not just to know the GR&R numbers. The GR&R study is an integral part of Ppk/Cpk of the process. The raw data are required for our 6-sigma team to review and make a determination whether the current contained action for identifying "good" and "bad" parts is valid or not. Please provide me the data and let us review it and see where we stand - I guess it should be your interest too.

Again, regarding study at KTP, please give me a call and I will try to explain it to you and see what it makes a sense.

Thank you.

United We Stand
Laxman Gehl
STA Chassis Engineer
email:lgehl@ford.com
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-----Original Message-----

From: Miers, Jerry [mailto:jmiers@wmco.com]
Sent: Monday, March 24, 2003 3:51 PM
To: 'Gehl, Laxman (L.D.)'
Subject: RE: Gage R&R Study at WMCO

Laxman, I would like to know the numbers of the GR&R on the Rolls test at KTP just as you would I am sure. It sounds like someone is hiding something and further I respectfully feel that the GR&R of the WMCO EOL is not even an issue to resolving the capability issues that we have at our facility. Refinement of the fabrication of the element and a few other issues are the key to improving the capability of this product. Any further help you need just let me know. I will forward you the raw data if this is what you would like.

-----Original Message-----

From: Gehl, Laxman (L.D.) [mailto:lgehl@ford.com]
Sent: Monday, March 24, 2003 12:19 PM
To: 'Miers, Jerry'
Cc: HOMOVec, Drew; Pyle, Ken

PE23-644 24766

Subject: RE: Gage R&R Study at WMCO

Jerry,

I need the actual data to satisfy the need of our 6-sigma team, otherwise we may have to do the measurement system analysis (MSA) at your facility.

As far as Gage R&R at KTP is concerned, I followed up with Greg West and KTP, and they seem to be very comfortable with Gage R&R at KTP, and have found no problem so far. Further, it has nothing to do with the process capability at Sarasota facility, Ppk is less than 1. We certainly need to improve the process capability.

The 6-sigma team member and I are tentatively planning to be at your facility to do the MSA if the data are not available. Please let me know so that we can make our travel arrangements at the earliest possible.

Thank you.

United We Stand
Laxman Gehl
STA Chassis Engineer
email:lgehl@ford.com
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-----Original Message-----

From: Miers, Jerry [mailto:jmiers@wmco.com]
Sent: Monday, March 24, 2003 11:27 AM
To: 'Gehl, Laxman (L.D.)'; Miers, Jerry
Cc: Homovec, Drew; Pyle, Ken
Subject: RE: Gage R&R Study at WMCO

Laxan,

Yes as part of system qualification and PPAP process a GR&R for the EOL test at Williams was performed. WOT voltage was 3.19%, Idle voltage was 2.64% and force was less than 10% I do not have the exact value in front of me at the moment.

One of the items that we discussed the last time you were here was a GR&R for the Rollis test at KTP have you ever been able to get this and it would be nice if I could receive this information.

-----Original Message-----

From: Gehl, Laxman (L.D.) [mailto:lgehl@ford.com]
Sent: Friday, March 21, 2003 3:55 PM
To: 'jmiers@wmco.com'
Cc: 'dhomovec@wmco.com'; 'kpyle@wmco.com'
Subject: Gage R&R Study at WMCO

PE83-044 24767

Jerry,

During my discussion with our 6-sigma team at Ford, a question came up and I was not able to give them answer. Please confirm if Gage R&R study has been performed at EOL at your facility. If the answer is yes, please share the data with us so that I can go over these data with my 6-sigma team. We might to have to perform measuring system analysis at Williams Controls.

Thank you in advance for providing me the Gage R&R data.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgehi@ford.com
VPO 1E-436
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Sent: Wednesday, March 28, 2003 12:09 PM
To: Gehl, Laxman (L.D.)
Subject: RE: MSA at Williams Control

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-----Original Message-----

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> **From:** Boutsikakis, Georgios (G.I.)
> **Sent:** Wednesday, March 26, 2003 8:17 AM
> **To:** Gehl, Laxman (L.D.)
> **Cc:** Hawkins, Fred (F.W.)
> **Subject:** RE: MSA at Williams Control

> Laxman,

> Here is what we need to know first (if they have not done an R&R):

- > 1) What is the characteristic (s) the measure?
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REC-844 24848

and we will analyze it.

> If you have any questions please advise. Thanks.

>
> George Boutsikakis
> Ford Motor Company
> Consumer Driven Six Sigma Black Belt
> STA Electrical/Electronics
> Ph: (313) 390-7023 Fax: (313) 390-7023
> Please note: new address
> Ford VPO MD# 430
> 5500 Auto Club Drive
> Dearborn,
> MI 48126

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> -----Original Message-----

> From: Gehi, Laxman (L.D.)
> Sent: Monday, March 24, 2003 4:03 PM
> To: Boutsikakis, Georgios (G.I.)
> Cc: Hawkins, Fred (F.W.)
> Subject: MSA at Williams Control

> Georgios,

> While I have asked Williams control to share the Gage R&R data with us, please let me know what are the step we are going to make sure the contained action of identifying "good" and "bad" parts is acceptable.

> Thank you.

>
> United We Stand
> Laxman Gehi
> STA Chassis Engineer
> * email:lgehi@ford.com
> VPO 1E-436
> *Phone/Fax (313) 390-0771
> 7Alternative Fax (313) 390-0793
> Pager: (313) 851-4465 (Text)

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From: Gehl, Laxman (L.D.)
Sent: Monday, March 24, 2003 12:19 PM
To: 'Miers, Jerry'
Cc: Homovec, Drew; Pyle, Ken
Subject: RE: Gage R&R Study at WMCO

Jerry,

I need the actual data to satisfy the need of our 6-sigma team, otherwise we may have to do the measurement system analysis (MSA) at your facility.

As far as Gage R&R at KTP is concerned, I followed up with Greg West and KTP, and they seem to be very comfortable with Gage R&R at KTP, and have found no problem so far. Further, it has nothing to do with the process capability at Sarasota facility, Ppk is less than 1. We certainly need to improve the process capability.

The 6-sigma team member and I are tentatively planning to be at your facility to do the MSA if the data are not available. Please let me know so that we can make our travel arrangements at the earliest possible.

Thank you.

United We Stand
Laxman Gehl
STA Chassis Engineer
email:lgehl@ford.com
VPO 1E-436
Phone/Fax (313) 390-0771
Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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-----Original Message-----

From: Miers, Jerry [mailto:jmiers@wmco.com]
Sent: Monday, March 24, 2003 11:27 AM
To: 'Gehl, Laxman (L.D.)'; Miers, Jerry
Cc: Homovec, Drew; Pyle, Ken
Subject: RE: Gage R&R Study at WMCO

Laxen,

Yes as part of system qualification and PPAP process a GR&R for the BOL test at Williams was performed. WOT voltage was 3.19%, Idle voltage was 3.64% and force was less than 10% I do not have the exact value in front of me at the moment.

One of the items that we discussed the last time you were here was a GR&R for the Rolls test at KTP have you ever been able to get this and it would be nice if I could receive this information.

-----Original Message-----

PE03-044 24788

From: Gehi, Laxman (L.D.) [mailto:lgahi@ford.com]
Sent: Friday, March 21, 2003 3:55 PM
To: 'jniez3@wmco.com'
Cc: 'dhomovac@wmco.com'; 'kpyie@wmco.com'
Subject: Gage R&R Study at WMCO

Jerry,

During my discussion with our 6-sigma team at Ford, a question came up and I was not able to give them answer. Please confirm if Gage R&R study has been performed at EOL at your facility. If the answer is yes, please share the data with us so that I can go over these data with my 6-sigma team. We might have to perform measuring system analysis at Williams Controls.

Thank you in advance for providing me the Gage R&R data.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgahi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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From: Miers, Jerry [jmiers@wmco.com]
Sent: Monday, March 24, 2003 3:51 PM
To: Gehi, Laxman (L.D.)
Subject: RE: Gage R&R Study at WMCO

Laxem, I would like to know the numbers of the GR&R on the Rolls test at KTP just as you would I am sure. It sounds like someone is hiding something and further I respectfully feel that the GR&R of the WMCO BOL is not even an issue to resolving the capability issues that we have at our facility. Refinement of the fabrication of the element and a few other issues are the key to improving the capability of this product. Any further help you need just let me know. I will forward you the raw data if this is what you would like.

-----Original Message-----

From: Gehi, Laxman (L.D.) [mailto:lgehi@ford.com]
Sent: Monday, March 24, 2003 12:19 PM
To: 'Miers, Jerry'
Cc: Homovec, Drew; Pyle, Ken
Subject: RE: Gage R&R Study at WMCO

Jerry,

I need the actual data to satisfy the need of our 6-sigma team, otherwise we may have to do the measurement system analysis (MSA) at your facility.

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The 6-sigma team member and I are tentatively planning to be at your facility to do the MSA if the data are not available. Please let me know so that we can make our travel arrangements at the earliest possible.

Thank you.

United We Stand
Laxman Gehi
STA Chassis Engineer
email:lgehi@ford.com
VPO 1E-436
Phone/Fax (313) 390-0771
Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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-----Original Message-----

From: Miers, Jerry [mailto:jmiers@wmco.com]
Sent: Monday, March 24, 2003 11:27 AM
To: 'Gehi, Laxman (L.D.)'; Miers, Jerry
Cc: Homovec, Draw; Pyle, Ken
Subject: RE: Gage R&R Study at WMCO

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One of the items that we discussed the last time you were here was a GR&R for the Rolls test at KTP have you ever been able to get this and it would be nice if I could receive this information.

-----Original Message-----

From: Gehi, Laxman (L.D.) [mailto:lgehi@ford.com]
Sent: Friday, March 21, 2003 3:55 PM
To: 'jmiers@wmco.com'
Cc: 'dhomovec@wmco.com'; 'kpyle@wmco.com'
Subject: Gage R&R Study at WMCO

Jerry,

During my discussion with our 6-sigma team at Ford, a question came up and I was not able to give them answer. Please confirm if Gage R&R study has been performed at EOL at your facility. If the answer is yes, please share the data with us so that I can go over these data with my 6-sigma team. We might have to perform measuring system analysis at Williams Controls.

Thank you in advance for providing me the Gage R&R data.

United We Stand

Laxman Gehi

STA Chassis Engineer

* email:lgehi@ford.com

VPO 1E-436

*Phone/Fax (313) 390-0771

7Alternative Fax (313) 390-0793

Pager: (313) 851-4465 (Text)

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From: Gehl, Laxman (L.D.)
Sent: Friday, January 31, 2003 4:29 PM
To: 'Miers, Jerry'
Cc: West, Gregory (G.S.); Hawkins, Fred (F.W.); thawkin2@for.com; Homovec, Drew; 'Pyle, Ken'; 'Sillanpaa, Don'; Velat, Ron
Subject: RE: Gage R&R study and improvement of process capability

Jerry,

I appreciate that you have started the DOE, and would be performing some evaluation next week. Please share your DOE (that you have initiated) plan with Ford, so that Ford team gets a chance to review it, and may feed back with suggestions, wherever necessary.

I have no issue to start a full blown DOE at a later stage when your process has stabilized, but you will agree that you have to bring your process in control. A gage R&R study is only relevant when you have shown the process capability. Let's first put our efforts to improve the variability and bring the average to the center. Please share your histograms, which will reveal the distribution and Ppk of the parts being produced.

Thanks.

UNITED We STAND

Laxman Gehl

STA Chassis Engineer

✉ email:lgehl@ford.com

VPO 1E-436

☎Phons/Fax (313) 390-0771

☎Alternative Fax (313) 390-0793

Pager: (313) 796-7701 (Text)

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—Original Message—

From: Miers, Jerry [mailto:jmiers@winc.com]
Sent: Friday, January 31, 2003 3:43 PM
To: 'Gehl, Laxman (L.D.)'
Cc: 'gwest2@ford.com'; 'lipoosky@ford.com'; thawkin2@for.com; Homovec, Drew; Pyle, Ken; Sillanpaa, Don; Velat, Ron
Subject: RE: Gage R&R study and improvement of process capability

Laxman,

Just to keep you abreast of the conditions. We have started the process DOE and will be performing some evaluation regarding the conductor printing and resistor printing operation Monday or Tuesday next week. The lamination duty started today. The issue with starting all phases of a full blown DOE is that it will bring production to a halt. We can not stop our production line to perform this, therefore we will be doing it in stages. The key to performing a good DOE is to have quantifiable data collected systematically and evaluated statistically, I have performed several DOE studies in the past.

Drew Homovec will be providing you with a few graphs (the Process means by days run and a one day scrap evaluation) this information is being calculated utilizing the run data not the ship data, the ship data would not do us any good.

PE83-844 24777

On the subject of process capability we feel that the present mean on each track are in the correct position considering shift created in the mechanical assembly and stack-ups inherent in the unit. We will be making minor process changes in the element manufacturing process based on the results of the DOE.

The data that was attached I assume is just several truck run on the ROLL one time. We need to know if a true GR&R was performed on the test. If the GR&R is good (less than the required 10%) than this may limit the amount of guard banding and any required tolerance shifts based on the repeatability of this test. This is a vital piece of the puzzle, I would think that all would benefit from having this information.

If you have any question feel free to contact me.

-----Original Message-----

From: Gehl, Laxman (L.D.) [mailto:lgehl@ford.com]
Sent: Friday, January 31, 2003 11:23 AM
To: Pyle, Ken; Miers, Jerry; Hornover, Drew
Cc: Hawkins, Fred (F.W.); Kruse, Alan (A.P.); West, Gregory (G.S.); Uposky, Lawrence (L.J.)
Subject: Gage R&R study and improvement of process capability

Gentlemen,

I am enclosing the data that were collected at KTP. One thing that I discussed with Greg West and agree that at this point of time it is imperative that WMCO focus their efforts on improving the process capability and shifting the average to the center, which will produce less scrap and more confidence on the process to produce a good quality product.

Jerry, as I requested, please share the plots of % scrap, average, and Ppk (with histogram of the data) on a regular basis with the Ford team. Since you are testing 100%, please confirm that you are calculating Ppk and average inclusive of the rejected parts and not just based on 'good' parts (within specs).

During my visit at your facility on Jan. 28-29, I observed that you are sincerely trying to improve the process capability, but it needs to be done in a systematic way. That is the reason, I had strongly recommended to start the DOE that will make us understand effect of various process parameter on the output. Please ensure that you are making all your efforts to initiate DOE ASAP. Do not hesitate to let us know if you need any assistance in this regard.

I will be gone to training for 6-1/2 weeks starting Feb. 3, but someone from STA (please contact Fred Hawkins) will certainly help you out.

Thank you.

<<KTP data.xls>>

United We Stand
Laxman Gehl
STA Chassis Engineer
* email:lgehl@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Altamave Fax (313) 390-0783
Pager: (313) 796-7701 (Text)

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PE03-844 24778

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FE83-844 24779

From: Miers, Jerry [jmiers@wmco.com]
Sent: Monday, March 24, 2003 11:27 AM
To: Gehi, Laxman (L.D.); Miers, Jerry
Cc: Homovec, Drew; Pyle, Ken
Subject: RE: Gage R&R Study at WMCO

Laxan,

Yes as part of system qualification and PPAP process a GR&R for the EOL test at Williams was performed. WOT voltage was 3.19%, Idle voltage was 2.64% and force was less than 10% I do not have the exact value in front of me at the moment.

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From: Gehi, Laxman (L.D.) [mailto:lgehi@ford.com]
Sent: Friday, March 21, 2003 3:55 PM
To: 'jmiers@wmco.com'
Cc: 'dhomovec@wmco.com'; 'kpyle@wmco.com'
Subject: Gage R&R Study at WMCO

Jerry,

During my discussion with our 6-sigma team at Ford, a question came up and I was not able to give them answer. Please confirm if Gage R&R study has been performed at EOL at your facility. If the answer is yes, please share the data with us so that I can go over these data with my 6-sigma team. We might to have to perform measuring system analysis at Williams Controls.

Thank you in advance for providing me the Gage R&R data.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgehi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
*Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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From: Miers, Jerry [jmiers@wmco.com]
Sent: Wednesday, March 12, 2003 11:51 AM
To: Hawkins, Fred (F.W.); Gehl, Laxman (L.D.)
Cc: Pyle, Ken; Valat, Ron; Homover, Drew; Kruse, Alan (A.P.)
Subject: STA Assistance in Q1 Pre-Assessment

Just note of thank you for the assistance you provided WMCO in the thought process behind achieving a successful Q1 assessment. In the past when we have ask for assistance from STA we have not received it.

There were several item suggested during our meeting the will be considered and action plan put into place to achieve these items in a timely manner as it relates to our qualification for Q1.

ISO 14001 training and implementation action plan is in place with milestone of 07/01/03.

Training on an overall basis (FMEA (Ford), PPAP, Lean, Problem Solving, QOS integration with present measurables) for design, quality and Management personal with in the organization. Although all have been trained in the past, there are several new methods that were suggested that will improve the level of documentation the is provided to our customers and the level that will be received from our suppliers.

Once again Al was requested by WMCO to assistance in initial assessments of our system as it pertains to the Q1 revised assessment and integration of QOS into our system. During the visit a date was set for our assessment of the week of the 18th of May. Due to other commitments this will be the best time of this to occur, I will be out of the office the the last and first week of April and May, our QS audit is the second week of May and Al had indicated that his schedule is very much booked for April and the first part of May.

Thanks, if you have any questions please feel free to contact me.

From: Miers, Jerry [jmiers@wmco.com]
Sent: Friday, January 31, 2003 3:43 PM
To: Gehl, Laxman (L.D.)
Cc: West, Gregory (G.S.); Hawkins, Fred (F.W.); 'thawkin2@for.com'; Homovec, Drew; Pyle, Ken; Sillanpaa, Dor; Velat, Ron
Subject: RE: Gage R&R study and Improvement of process capability

Laxman,

Just to keep you abreast of the conditions. We have started the process DOE and will be performing some evaluation regarding the conductor printing and resistor printing operation Monday or Tuesday next week. The lamination study started today. The issue with starting all phases of a full blown DOE is that it will bring production to a halt. We can not stop our production line to perform this, therefore we will be doing it in stages. The key to performing a good DOE is to have quantifiable data collected systematically and evaluated statistically, I have performed several DOE studies in the past.

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If you have any question feel free to contact me.

-----Original Message-----

From: Gehl, Laxman (L.D.) [mailto:lgehl@ford.com]
Sent: Friday, January 31, 2003 11:23 AM
To: Pyle, Ken; Miers, Jerry; Homovec, Drew
Cc: Hawkins, Fred (F.W.); Kruse, Alan (A.P.); West, Gregory (G.S.); Liposky, Lawrence (L.J.)
Subject: Gage R&R study and Improvement of process capability

Gentlemen,

I am enclosing the data that were collected at RTP. One thing that I discussed with Greg West and agree that at this point of time it is imperative that WMCO focus their efforts on improving the process capability and shifting the average to the center, which will produce less scrap and more confidence on the process to produce a good quality product.

Jerry, as I requested, please share the plots of % scrap, average, and Ppk (with histogram of the data) on a regular basis with the Ford team. Since you are testing 100%, please confirm that you are calculating Ppk and

PERC-844 25878

average inclusive of the rejected parts and not just based on 'good' parts (within specs).

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Thank you.

<<KTP data.xls>>

United We Stand
Laxman Gahi
STA Chassis Engineer
* email:lgahi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 796-7701 (Text)

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From: West, Gregory (G.S.)
Sent: Friday, January 31, 2003 8:39 AM
To: Gehl, Laxman (L.D.); Page, Michael (M.A.)
Cc: Hawkins, Fred (F.W.); Swicker, Rick (R.M.)
Subject: RE: Gage R&R

We didn't do an official gage r&r but we did check ten trucks just before rolls, at rolls and just after rolls. Rick Swicker from the EOL diagnostic group took the data. Rick, do you still have the data? Can you summarize your findings, thanks.

----- Original Message -----

From: Gehl, Laxman (L.D.)
Sent: Thursday, January 30, 2003 3:57 PM
To: Page, Michael (M.A.); West, Gregory (G.S.)
Cc: Hawkins, Fred (F.W.)
Subject: Gage R&R

Gentlemen,

During my recent visit at WMCO, I understand that WMCO folks had requested to have the gage R&R study done at KTP. I was wondering if the study is completed and the data can be made available to them. If the study is not done, is there any plan? Further, please let me know if any assistance from WMCO is needed to complete the gage R&R study - in that case what is the good time (dates) for them to visit KTP.

Thank you.

UNITED We STAND

Laxman Gehl

STA Chassis Engineer

✉ email:lgehl@ford.com

VPO IE-436

☎Phone/Fax (313) 390-0771

☎Alternative Fax (313) 390-0793

Pager: (313) 796-7701 (Text)

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PE83-844 25884

From: Liposky, Lawrence (L.J.)
Sent: Saturday, January 25, 2003 9:02 AM
To: Hawkins, Fred (F.W.)
Cc: Gaw, Ron (R.M.); West, Gregory (G.S.); Reed Jr., Bill (W.P.); Ryan, Emmett (E.C.); Gehl, Laxman (L.D.)
Subject: RE: Requirements for ETC Artwork change

Fred, in general we would request a repeat of KLT and bump of part # if the artwork is being changed. However, if we can show the tightening (centering process) is more robust or better than original KLT, we do not necessarily need to re-run. KLT will show wear characteristics (drift). The centering process does not have a major affect on drift if the main recpt of the artwork remains the same. In this case we would not bump the part # and mandate the KLT.

Based on the recent issues at KTP, Greg West and I discussed this subject yesterday with Williams. We mandated the start of a new KLT. Ken Pyle to have a plan Monday am.

Larry Liposky
Supervisor - Tough Truck
Accelerator/VMV Components
Phone 24-81726
Pager 796-0949

—Original Message—

From: Hawkins, Fred (F.W.)
Sent: Friday, January 24, 2003 5:39 PM
To: Liposky, Lawrence (L.J.)
Cc: Gaw, Ron (R.M.); West, Gregory (G.S.); Reed Jr., Bill (W.P.); Ryan, Emmett (E.C.); Gehl, Laxman (L.D.)
Subject: Requirements for ETC Artwork change

Larry, what is the Ford Product engineering position for tracking changes to the electrical characteristics as a result of changes to the artwork for an ETC element. This question came up following our meeting this morning concerning the tightening of the tolerancing on electrical characteristics. Please advise.

Regards,

Fred Hawkins

Chassis Site Manager

Supplier Technical Assistance

Phone: 313-39-05740; fhawkin2@ford.com

Text Page: 313-785-1437; Fax: 313-390-0783; VPO 1E401

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From: O'Callaghan, David (D.P.)
Sent: Thursday, January 23, 2003 3:20 PM
To: Gehl, Laxman (L.D.)
Cc: Hawkins, Fred (F.W.); Page, Michael (M.A.); Polman, James (J.J.); Rowland, Dennis (D.M.); Taylor, Michael (M.J.); Rajan, Ranga (H.)
Subject: Request - Williams Controls Accel & Pedal Sensor Assy Capacity Issue at KTP

Follow Up Flag: Follow up
Due By: Tuesday, February 11, 2003 5:00 PM
Flag Status: Flagged

Laxman - Good pm. Based on discussion at today's Purchasing Mgrs meeting, it appears that you are on site at Williams Controls to assist them w/ their capacity challenge re the subject part.

As such, can you provide a status of constraint issues & production capabilities (ie.. plan vs actual prod #'s)?

Pls advise so we update our Purchasing sisters & brothers. Cheers

David P. O'Callaghan
Outfitters STA Program Manager
PDC 2A-B11 MD 262
Phone (313) 248-3774 Pager (313) 795-0526 Fax (313) 337-5662

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From: Liposky, Lawrence (L.J.)
Sent: Tuesday, January 14, 2003 2:40 PM
To: Gehl, Laxman (L.D.); Hawkins, Fred (F.W.)
Subject: RE: KTP Report "BD" by WMCO

Agree somewhat with the response of Williams Control. Currently the visit would be a distraction on an already busy schedule. Postponing one week would be beneficial. Unfortunately, there is not a good time to do this. If we are going to lose money on booked flights, lets keep the plans already in place.

Larry Liposky
Supervisor - Tough Truck
Accelerator/VMV Components
Phone 24-81726
Pager 798-0849

-----Original Message-----

From: Gehl, Laxman (L.D.)
Sent: Tuesday, January 14, 2003 2:25 PM
To: Hawkins, Fred (F.W.)
Cc: Liposky, Lawrence (L.J.)
Subject: RE: KTP Report "BD" by WMCO
Importance: High

Fred,

Alan and I have made the travel arrangements to make the site assessment on January 21-22. I am not sure if our visit will have any impact on their effort to correct the problem. Please advise if we have to postpone the site assessment as requested by Williams Control.

Thank you,

UNITED We STAND
Laxman Gehl
STA Chassis Engineer
✉ email:lgehl@ford.com
MSX-Federal B-113
☎Phone (313) 203-6612
☎Fax (313) 203-6370
Pager: (313) 796-7701 (Text)

-----Original Message-----

From: Homovec, Drew [mailto:dhomovec@wmco.com]
Sent: Tuesday, January 14, 2003 1:35 PM
To: 'lgehl@ford.com'; 'liposky@ford.com'
Cc: Miera, Jerry; 'dhomovec@aol.com'; Butwin, Tom; Pyle, Ken
Subject: KTP Report "BD" by WMCO

<<BD#0100 -Ford.doc>>

Dear Laxman,
The attached file is the BD document prepared by the team from Ford and Williams Controls regarding the recent discoveries at Ford KTP. Please

FE83-844 25185

review the document and advise your comments as necessary.

Due to the pending development of corrective actions relative to these issues it is extremely important the efforts of the team of engineers, quality staff, and manufacturing are not distracted by any outside interferences.

The scheduled visit by Ford STA and potentially others at this time would not be in the best interest of either Ford or Williams Controls.

Please be advised our request for a postponed STA site assessment until mid February or later is supported by Ford product engineering as we mutually are striving to correct a series of systematic problems on the P131 powertrain. Typically we would welcome you and any of our Ford customers to visit to our Florida Operations, however, the trip planned for next week should be delayed. Please forward this information on to your supervisor and we look forward to your reply.

Thank you in advance for your understanding and efforts to plan your visit at a time when we can dedicate our attention to you and the purpose of your meeting.

Best regards,

Drew Homovec

Williams Controls, WC Sales Office

phone 248 467 1920 ext 103

cell 248 425 2022 << File: 8DM0100 -Ford.doc >>

From: West, Gregory (G.S.)
Sent: Monday, November 25, 2002 12:01 PM
To: Compton, James (J.D.); Kronenberg, Audrey (A.R.); Hawkins, Fred (F.W.); Wood, Mary (M.A.); Liposky, Lawrence (L.J.); Polman, James (J.J.)
Subject: RE: Williams Controls PPAP

Williams has been tasked to resolve this issue in 90 days, we do not plan to eliminate the test.

-----Original Message-----

From: Compton, James (J.D.)
Sent: Monday, November 25, 2002 11:54 AM
To: West, Gregory (G.S.); Kronenberg, Audrey (A.R.); Hawkins, Fred (F.W.); Wood, Mary (M.A.); Liposky, Lawrence (L.J.); Polman, James (J.J.)
Subject: RE: Williams Controls PPAP

So what is the plan for water intrusion?

We should not go into the new program never intending to pass this test, as it appears we did for the previous version of this component. Instead, if the test is not important, it should be modified or eliminated. We should not intend to write alerts for the life of the program, so I think Williams needs to pass the test so they can get a full PPAP ASAP.

-----Original Message-----

From: West, Gregory (G.S.)
Sent: Monday, November 25, 2002 11:08 AM
To: Kronenberg, Audrey (A.R.); Hawkins, Fred (F.W.); Wood, Mary (M.A.); Liposky, Lawrence (L.J.)
Cc: Compton, James (J.D.)
Subject: RE: Williams Controls PPAP

The test that was not passed is water intrusion which as many of you know has never passed since WMCO went into production, other than that we seem to be clean.

-----Original Message-----

From: Kronenberg, Audrey (A.R.)
Sent: Monday, November 25, 2002 9:37 AM
To: Hawkins, Fred (F.W.); Wood, Mary (M.A.); Liposky, Lawrence (L.J.); West, Gregory (G.S.); West, Gregory (G.S.)
Cc: Compton, James (J.D.)
Subject: Williams Controls PPAP

I did not approve Williams Controls PPAP on Friday 11/22/02 because they did not pass all of their testing. An alert is in the system.

Audrey Kronenberg

Chassis Site STA
(313) 990 6788

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Sent: Monday, November 25, 2002 11:08 AM
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Cc: Compton, James (J.D.)
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Sent: Monday, November 25, 2002 9:37 AM
To: Hawkins, Fred (F.W.); Wood, Mary (M.A.); Liposky, Lawrence (L.J.); West, Gregory (G.S.); West, Gregory (G.S.)
Cc: Compton, James (J.D.)
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Audrey Kronenberg

Chassis Site STA
(313) 390 8788

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Sent: Monday, November 25, 2002 9:37 AM
To: Hawkins, Fred (F.W.); Wood, Mary (M.A.); Lipsky, Lawrence (L.J.); West, Gregory (G.S.);
West, Gregory (G.S.)
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Subject: Williams Controls PPAP

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Audrey Kronenberg

Chassis Site STA
(813) 390 5788

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From: Wnuk, John (J.G.)
Sent: Tuesday, May 13, 2003 7:13 AM
To: Liposky, Lawrence (L.J.)
Cc: Patel, Mona (M.S.); Hawkins, Fred (F.W.); Sheffield, Drew (D.L.)
Subject: P131 Adj Pedal Campaign

Larry: I received a letter late yesterday from Teleflex requesting additional data from us regarding the above. I will deliver it to your desk after my 8:00 meeting this morning. Please review with OGC and let me know if requested data will be provided and when so I can report timing back to Teleflex. Thank you.

John Wnuk
Buyer - Cables, Pedals, & Parking Brakes
Global Chassis Commodity Management
Phone/Fax: (313) 337-2505
EMAIL: jwnuk@ford.com
Office: VPO 3E010

From: Rochon, Gregory (G.S.)
Sent: Tuesday, September 30, 2003 4:35 PM
To: Miers, Jerry; Gehl, Laxman (L.D.); Pyle, Ken
Cc: Rochon, Gregory (G.S.)
Subject: RE: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Tell me what is more of a priority than Ford Motor company!!!

Regards,

Greg Rochon

STA Chassis Mgr.

Ford NA Purchasing

VPO 1N005, Phone/Fax (313) 32-23403

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-----Original Message-----

From: Miers, Jerry [mailto:jmiers@wmco.com]
Sent: Tuesday, September 30, 2003 3:51 PM
To: 'Gehl, Laxman (L.D.)'; Miers, Jerry; Pyle, Ken
Cc: Rochon, Gregory (G.S.)
Subject: RE: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Laxman,

Attached is the 8D for the concern.

Inventory was effected and is being built up again.

Daily production schedules remain the same as before, FTT has not been figured lately due other product launches that I have taken priority and there has been no impact to staffing.

I do not have a good feel for when would be a good time for a visit. I would need to know what your agenda would be and how long you would need to accomplish your tasks before I could provide a estimated day.

-----Original Message-----

From: Gehl, Laxman (L.D.) [mailto:lgehl@ford.com]
Sent: Tuesday, September 30, 2003 3:31 PM
To: 'jmiers@wmco.com'; 'kpyle@wmco.com'
Cc: Rochon, Gregory (G.S.)
Subject: FW: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Jerry,

You must have received the parts back by now -- what was the finding?

Also, I am interested to know what is inventory (I know you ship on Tuesday, please be specific if the inventory is after or before shipment), what is daily production & FTT, and if there is any impact on staffing so far.

Please advise what day will be good for you so that I can come over there to review above.

PE82-044 24888

Thanks.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgehi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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-----Original Message-----

From: Gehi, Laxman (L.D.)
Sent: Monday, September 15, 2003 10:39 AM
To: 'jmiers@wmco.com'; 'kpyle@wmco.com'
Subject: FW: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Jerry,

I hope you have received this concern, and I am a bit surprised to see this QR, because of the fact that 100% parts are checked. Can you please let me know what has happened?

Thank you.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgehi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
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-----Original Message-----

From: Gerald Zoeller [mailto:gzoeller@FORD.COM]
Sent: Friday, September 12, 2003 1:34 PM
To: Laxman Gehi
Subject: QR2 CONCERN:C191558 PART: 3C44 9F836AC

PE83-844 24689

TO: WILLIAMS CONTROLS INC
727-5644
QUALITY CONTROL DEPT

CODE: 0638E

FAX NBR: (941)

FROM: FORD MOTOR COMPANY, KENTUCKY TR ASSEMBLY PLANT, SUPPLIER QUALITY

SUBJECT: MATERIAL QUALITY CONCERN / REJECTION NOTIFICATION
(CONCERN/RESPONSE FORM ATTACHED)

NUMBER OF FAX PAGES WHICH FOLLOW:

THE ATTACHED CONCERN/RESPONSE NOTIFICATION DEFINES A FORD MOTOR MATERIAL QUALITY CONCERN FOR COMPONENTS MANUFACTURED BY YOUR COMPANY. YOU ARE REQUESTED TO HAVE THE RECORDS RELATING TO THIS CONCERN REVIEWED, AND RETURN YOUR ASSESSMENT OF THE CONCERN USING THE ATTACHED QUALITY 'CONCERN/RESPONSE' FORM.

YOUR ASSISTANCE IN PROMPTLY ADDRESSING THIS CONCERN AND FORWARDING THE REQUIRED RESPONSE INFORMATION SHOULD BE AS FOLLOWS:

- * RESPOND WITHIN 24 HOURS AFTER RECEIVING THIS COMMUNICATION BY RETURNING THE COMPLETED INFORMATION UNDER 'SUPPLIER DATA RELATING TO CONCERN' ON THE 'CONCERN/RESPONSE REPORT' (PAGE 2) OF THIS COMMUNICATION.

PLEASE FAX YOUR COMPLETED RESPONSE(S) TO OUR ASSEMBLY PLANT AT 502-429-2983

NOTE: PLEASE INCLUDE THE CONCERN NUMBER, C191558, ON ALL CORRESPONDENCE PERTAINING TO THIS REQUEST.

JERRY ZOELLER

09/12/03

13.33.54

QUALITY CONTROL CONTACT

DATE

TIME

PE03-044 24850

CC: J. TOMES, R. STOUT
SUPPLIER QUALITY MANAGER
KENTUCKY TR ASSEMBLY PLANT

SQCRR713

CONCERN/RESPONSE REPORT

DATE: 09/12/03

CONCERN NUMBER: C191558

FAX NUMBER: 502-429-2983

PLANT/SUPPLIER INFORMATION

PLANT: KENTUCKY TR SUPPLIER NAME: WILLIAMS CONTROLS INC
QC CONTACT: JERRY ZOELLER ADDRESS: 2420 TRAILMATE DR
PHONE NUMBER: 502-429-2261 SARASOTA, FL 34243
STA CONTACT: LGEHI - CODE:
0638E
MFG CODE: 0638E MANUFCTR NAME: WILLIAMS CONTROLS INC

PART INFORMATION

PART NBR: 3C44 9F835 AC PACK DATE:
DESCRIPTION: PDL & SNS ASY-ACEL VEHICLE: (TF7)

CONCERN DESCRIPTION

RECEIVING PEDALS THAT WON'T ACCELERATE. 3 PCS. TO DAY SO FAR.

FEB3-844 24831

REQUIRED SUPPLIER ACTIONS

RESPOND IN 24 HOURS

SUPPLIER DATA RELATING TO CONCERN

UNDETER

MINED YES NO

() () ()

IS THIS CONCERN SUPPLIER RELATED?

() ()

CONCERN DEFINITION IS ADEQUATE FOR IMMEDIATE ACTION.

() ()

SUPPLIER PROCESS RELATED TO CONCERN IS MONITORED BY

SPC.

() ()

PROCESS RELATED TO CONCERN IS IN STATISTICAL CONTROL.

CP FOR CONCERN CHARACTERISTIC IS _____

CPK FOR CONCERN CHARACTERISTIC IS _____

COMPLETED SD ANALYSIS WILL BE RETURNED BY _____

SUPPLIER PLANT MGR.

PREPARED BY

PHONE & DATE

From: Liposky, Lawrence (L.J.)
Sent: Monday, February 17, 2003 1:58 PM
To: Divakaruni, Ramana (R.); Avtar Kalsi (E-mail); Kathy Zolan (E-mail); 'cmaier@tfxauto.com'
Cc: Oswalt, Greg (G.G.); Hawkins, Fred (F.W.); West, Gregory (G.S.)
Subject: RE: Follow up on LKG's assignment - Teleflex 8D

Spoke to Kathy Zolan, promised response by C.O.B. today. Engineer assigned to this task has been out for medical reasons.

Larry Liposky
Supervisor - Tough Truck
Accelerator/VMV Components
Phone 24-81726
Pager 796-0949

-----Original Message-----

From: Divakaruni, Ramana (R.)
Sent: Monday, February 17, 2003 9:12 AM
To: 'Avtar Kalsi (E-mail)'; 'Kathy Zolan (E-mail)'; 'cmaier@tfxauto.com'
Cc: Oswalt, Greg (G.G.); Hawkins, Fred (F.W.); Liposky, Lawrence (L.J.); West, Gregory (G.S.)
Subject: RE: Follow up on LKG's assignment - Teleflex 8D
Importance: High

HOT! Need status to take to LKG. I need some help to close out this assignment. Please advise ASAP.
Thanks.

Ramana Divakaruni

*Campaign Prevention
Global Core Quality*

☎ (313)-317-4389 Pager: (313)-796-8773

✉ rdvakar@ford.com

🌐 <http://www.quality.ford.com/cpar/campaign>

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<< File: Divakaruni, Ramana (R.).vcf >>

-----Original Message-----

From: West, Gregory (G.S.)
Sent: Wednesday, February 12, 2003 11:08 AM
To: Avtar Kalsi (E-mail); Kathy Zolan (E-mail)
Cc: Oswalt, Greg (G.G.); Divakaruni, Ramana (R.); Hawkins, Fred (F.W.); Liposky, Lawrence (L.J.); West, Gregory (G.S.)
Subject: RE: Follow up on LKG's assignment - Teleflex 8D

Kathy/Avtar, I'll apologize because this one just won't go away.

Per the note below what internal TFX documents were updated to assure the failure noted on the 8D (from March 2000 adj pedal) would not be repeated on future pedal designs?

-----Original Message-----

From: Divakaruni, Ramana (R.)
Sent: Wednesday, February 12, 2003 10:36 AM
To: West, Gregory (G.S.); Hawkins, Fred (F.W.)
Cc: Oswalt, Greg (G.G.)
Subject: Follow up on LKG's assignment - Teleflex 8D

As a follow up on the assignment from LKG, she would like to know exactly what we did as a preventive recurrence to eliminate the slide play. I need your help to give me a) Exact Problem description b) Root

PE03-044 25140

cause/s and c) Prevent recurrence Action

What core documents have we updated to ensure this will never happen again is the key question on this assignment.

I need this information to submit to LKG on Monday Next week. Please advise. Thanks.

Ramana Divakaruni

Campaign Prevention

Global Core Quality

 (313)-317-4389 *Fax: (313)-796-8773*

 rdivakar@ford.com

 <http://www.quality.ford.com/cpac/campaign>

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<< File: Divakaruni, Ramana (R).vcf >>

From: West, Gregory (G.S.)
Sent: Wednesday, February 12, 2003 11:08 AM
To: 'Avlar Kalsi (E-mail)'; 'Kathy Zolan (E-mail)'
Cc: Oswald, Greg (G.G.); Divakaruni, Ramana (R.); Hawkins, Fred (F.W.); Liposky, Lawrence (L.J.); West, Gregory (G.S.)
Subject: RE: Follow up on LKG's assignment - Teleflex 8D

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✉ rdivakar@ford.com

🌐 <http://www.quality.ford.com/cpa/campaign>

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<< File: Divakaruni, Ramana (R).vcf >>

From: Hawkins, Fred (F.W.)
Sent: Tuesday, January 28, 2003 7:02 PM
To: West, Gregory (G.S.); Liposky, Lawrence (L.J.)
Cc: Hawkins, Fred (F.W.)
Subject: Teleflex 8D #10060303

Larry/Greg, I faxed each of you a copy of the 8D I got from Charlie Meier this afternoon. Let me know if you didn't receive it.

A couple questions from my quick review -

Section 3. Identify ICA's, Action 6 - Notes TBD's for 'Verify Lube life used'. Why wasn't this ever done/documented?

Section 6. Verify Effectiveness PCA's - Where is Phase II DV Testing Cited? Also states review of heat stakes - this would have required tearing the parts down. Was this ever done/where are the pictures?

Regards,

Fred Hawkins

Chassis Site Manager

Supplier Technical Assistance

Phone: 313-38-05740; fhawkin2@ford.com

Text Page: 313-785-1437; Fax: 313-380-0793; VPO 1E401

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From: West, Gregory (G.S.)
Sent: Tuesday, January 28, 2003 3:13 PM
To: Wnuk, John (J.G.); Hawkins, Fred (F.W.)
Cc: Drever II, Donald (D.C.)
Subject: RE: Teleflex Field Action - Kickoff of Supplier Recovery Process

I have a copy of the SOW, it is not signed.
I also have a copy of a PDL indicating Teleflex as the supplier and indicating 100% warranty responsibility to them. It doesn't have signatures either.

-----Original Message-----

From: Wnuk, John (J.G.)
Sent: Tuesday, January 28, 2003 12:26 PM
To: Hawkins, Fred (F.W.); West, Gregory (G.S.)
Cc: Drever II, Donald (D.C.)
Subject: RE: Teleflex Field Action - Kickoff of Supplier Recovery Process

Fred: Attached is the website where our Purchase Order Global Terms and Conditions reside. Section 12 pertains to Warranty. Purchasing has no records of a QRSOW on this part. Consequently, in the absence of a QRSOW or a High Mileage Reliability Statement of Work the Global T&C's are in effect.

Greg: Do you have any records on your side where a QRSOW was ever signed?

http://www.purchasing.ford.com/prch_misc_pubs/doc/pcpd01800.pdf

John Wnuk
Buyer - Cables, Pedals, & Parking Brakes
Global Chassis Commodity Management
Phone: (313) 337-2505 Fax: (313) 323-2317
EMAIL: jwnuk@ford.com
Office: QMP 111-3

-----Original Message-----

From: Hawkins, Fred (F.W.)
Sent: Tuesday, January 28, 2003 11:13 AM
To: Wnuk, John (J.G.)
Cc: Drever II, Donald (D.C.)
Subject: RE: Teleflex Field Action - Kickoff of Supplier Recovery Process

John, if there was no TA, what are the default Terms & Conditions that Teleflex would be held to regarding how long the parts must perform? Does it relate to a specific warranty period?

I'm not familiar with standard Purchasing Terms & Conditions but Dave Veliky was saying that there would be a default Reliability SOW/High Mileage Reliability requirement in absence of a TA?

Can you give me a call or do you have something you can send me? I've got a follow up meeting with Dave Veliky at 5:00 today. Thanks.

-----Original Message-----

From: Drever II, Donald (D.C.)
Sent: Tuesday, January 28, 2003 7:15 AM
To: Hawkins, Fred (F.W.)
Subject: FW: Teleflex Field Action - Kickoff of Supplier Recovery Process

Fred - FYI

Don Drever
Finance Specialist - Supplier Technical Assistance
Purchasing Controller's Office
Ford Motor Company
Phone/Fax: (313) 32-31789

FE03-844 25148

—Original Message—

From: Wnuk, John (J.G.)
Sent: Tuesday, January 28, 2003 7:14 AM
To: Drever II, Donald (D.C.)
Subject: RE: Teleflex Field Action - Kickoff of Supplier Recovery Process

No TA was ever signed on this part.

John Wnuk
Buyer - Cables, Pedals, & Parking Brakes
Global Chassis Commodity Management
Phone: (313) 337-2505 Fax: (313) 323-2317
EMAIL: jwnuk@ford.com
Office: QMP 111-3

—Original Message—

From: Drever II, Donald (D.C.)
Sent: Tuesday, January 28, 2003 6:51 AM
To: Wnuk, John (J.G.)
Cc: Hawkins, Fred (F.W.)
Subject: RE: Teleflex Field Action - Kickoff of Supplier Recovery Process

John,

Fred Hawkins mentioned that the Target Agreement for the part related to this issue couldn't be found and that it may be helpful in determining what responsibilities Teleflex had with this part. When I worked in PD-Finance several years ago, we kept copies of the target agreements. Therefore, if you are still having problems locating the TA, you may want to contact the PD-Finance team for the F-Super Duty/Excursion to see if they may have a copy.

Don Drever
Finance Specialist - Supplier Technical Assistance
Purchasing Controller's Office
Ford Motor Company
Phone/Fax: (313) 32-31783

—Original Appointment—

From: Hawkins, Fred (F.W.)
Sent: Monday, January 27, 2003 8:29 PM
To: Drever II, Donald (D.C.)
Subject: Accepted: Teleflex Field Action - Kickoff of Supplier Recovery Process
When: Monday, February 03, 2003 4:15 PM-5:15 PM (GMT-05:00) Eastern Time (US & Canada).
Where: ZW026

Don, at meeting this morning with Dave Vellky, he mentioned someone from finance may have a Target Agreement. Will Purchasing track this down or does someone from Finance need to be involved?

From: West, Gregory (G.S.)
Sent: Tuesday, January 28, 2003 3:13 PM
To: Wruk, John (J.G.); Hawkins, Fred (F.W.)
Cc: Drever II, Donald (D.C.)
Subject: RE: Teleflex Field Action - Kickoff of Supplier Recovery Process

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I also have a copy of a PDL indicating Teleflex as the supplier and indicating 100% warranty responsibility to them. It doesn't have signatures either.

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http://www.purchasing.ford.com/prch_misc_pubs/doc/pcpd01800.pdf

John Wruk
Buyer - Cables, Pedals, & Parking Brakes
Global Chassis Commodity Management
Phone: (313) 337-2505 Fax: (313) 323-2317
EMAIL: jwruk@ford.com
Office: QMP 111-3

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Subject: FW: Teleflex Field Action - Kickoff of Supplier Recovery Process

Fred - FYI

Don Drever
Finance Specialist - Supplier Technical Assistance
Purchasing Controller's Office
Ford Motor Company
Phone/Fax: (313) 32-31783

PE03-044 25151

-----Original Message-----

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Sent: Tuesday, January 28, 2003 7:14 AM
To: Drever II, Donald (D.C.)
Subject: RE: Teleflex Field Action - Kickoff of Supplier Recovery Process

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John Wnuk
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Sent: Tuesday, September 30, 2003 4:58 PM
To: Gehi, Laxman (L.D.); Miers, Jerry; Pyle, Ken
Cc: Rochon, Gregory (G.S.)
Subject: RE: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Laxman,

We are on normal shipping status to KTP. We met our shipping requirements today of 2520 units and currently have 1620 units in finish goods inventory. Our yield has been in the 96%-98% range and we will have no problem meeting next week's shipment while maintaining a safety stock of finished goods. We will accommodate your requirements as well as we can considering we are shutdown tomorrow to perform a end of year physical inventory and will be involved the rest of this week and part of next with our transition to our new owner. We can, however, set aside the time you need to perform your evaluation. Please work out the details with Jerry.

Ken Pyle
General Manager
Williams Controls

-----Original Message-----

From: Gehi, Laxman (L.D.) [mailto:lgehi@ford.com]
Sent: Tuesday, September 30, 2003 4:04 PM
To: 'Miers, Jerry'; Pyle, Ken
Cc: Rochon, Gregory (G.S.)
Subject: RE: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Jerry,

First of all, for some reason the document that I have received seems to be corrupted; please send it to me again. Second, I am concerned if you were able to meet today's ship requirement.

My agenda will be:

1. Review inventory
2. Review daily production
3. FTT
4. Review the corrective action and its implementation and validation

I feel it should take 4-6 hours.

Thank you.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgehi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

PE03-044 24674

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-----Original Message-----

From: Miers, Jerry [mailto:jmiers@wmc.com]
Sent: Tuesday, September 30, 2003 3:51 PM
To: 'Gehi, Laxman (L.D.)'; Miers, Jerry; Pyle, Ken
Cc: Rochon, Gregory (G.S.)
Subject: RE: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Laxman,

Attached is the 8D for the concern.

Inventory was effected and is being built up again.

Daily production schedules remain the same as before, FTT has not been figured lately due other product launches that I have taken priority and there has been no impact to staffing.

I do not have a good feel for when would be a good time for a visit. I would need to know what your agenda would be and how long you would need to accomplish your tasks before I could provide a estimated day.

-----Original Message-----

From: Gehi, Laxman (L.D.) [mailto:lgehi@ford.com]
Sent: Tuesday, September 30, 2003 3:31 PM
To: 'jmiers@wmc.com'; 'kyle@wmc.com'
Cc: Rochon, Gregory (G.S.)
Subject: FW: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Jerry,

You must have received the parts back by now -- what was the finding?

Also, I am interested to know what is inventory (I know you ship on Tuesday, please be specific if the inventory is after or before shipment), what is daily production & FTT, and if there is any impact on staffing so far.

Please advise what day will be good for you so that I can come over there to review above.

Thanks.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgehi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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REC-044 24575

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-----Original Message-----

From: Gehi, Laxman (L.D.)
Sent: Monday, September 15, 2003 10:39 AM
To: 'jmiers@wmco.com'; 'kyle@wmco.com'
Subject: FW: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Jerry,

I hope you have received this concern, and I am a bit surprised to see this QR, because of the fact that 100% parts are checked. Can you please let me know what has happened?

Thank you.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgahi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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-----Original Message-----

From: Gerald Zoeller [mailto:gzoeller@FORD.COM]
Sent: Friday, September 12, 2003 1:34 PM
To: Laxman Gehi
Subject: QR2 CONCERN:C191558 PART: 3C44 9F836AC

TO: WILLIAMS CONTROLS INC CODE: 0638E FAX NBR: (941)
727-5644
QUALITY CONTROL DEPT

FROM: FORD MOTOR COMPANY, KENTUCKY TR ASSEMBLY PLANT, SUPPLIER QUALITY

SUBJECT: MATERIAL QUALITY CONCERN / REJECTION NOTIFICATION

FE03-844 24578

(CONCERN/RESPONSE FORM ATTACHED)

NUMBER OF FAX PAGES WHICH FOLLOW:

THE ATTACHED CONCERN/RESPONSE NOTIFICATION DEFINES A FORD MOTOR MATERIAL QUALITY CONCERN FOR COMPONENTS MANUFACTURED BY YOUR COMPANY. YOU ARE REQUESTED TO HAVE THE RECORDS RELATING TO THIS CONCERN REVIEWED, AND RETURN YOUR ASSESSMENT OF THE CONCERN USING THE ATTACHED QUALITY 'CONCERN/RESPONSE' FORM.

YOUR ASSISTANCE IN PROMPTLY ADDRESSING THIS CONCERN AND FORWARDING THE REQUIRED RESPONSE INFORMATION SHOULD BE AS FOLLOWS:

- * RESPOND WITHIN 24 HOURS AFTER RECEIVING THIS COMMUNICATION BY RETURNING THE COMPLETED INFORMATION UNDER 'SUPPLIER DATA RELATING TO CONCERN' ON THE 'CONCERN/RESPONSE REPORT' (PAGE 2) OF THIS COMMUNICATION.

PLEASE FAX YOUR COMPLETED RESPONSE(S) TO OUR ASSEMBLY PLANT AT 502-429-2983

NOTE: PLEASE INCLUDE THE CONCERN NUMBER, C191558, ON ALL CORRESPONDENCE PERTAINING TO THIS REQUEST.

JERRY ZOELLER	09/12/03	13.33.54
QUALITY CONTROL CONTACT	DATE	TIME

CC: J. TOMES, R. STOUT
SUPPLIER QUALITY MANAGER
KENTUCKY TR ASSEMBLY PLANT

FE83-844 24677

SQCRR713

CONCERN/RESPONSE REPORT

DATE: 09/12/03

CONCERN NUMBER: C191558

FAX NUMBER: 502-429-2983

PLANT/SUPPLIER INFORMATION

PLANT: KENTUCKY TR

SUPPLIER NAME: WILLIAMS CONTROLS INC

QC CONTACT: JERRY ZOELLER

ADDRESS: 2420 TRAILMATE DR

PHONE NUMBER: 502-429-2261

SARASOTA, FL 34243

STA CONTACT: LGEHI -
0638E

CODE:

MPG CODE: 0638E

MANUFCTR NAME: WILLIAMS CONTROLS INC

PART INFORMATION

PART NBR: 3C44 9F836 AC

PACK DATE:

DESCRIPTION: PDL & SNS ASY-ACEL

VEHICLE:

1TF7

CONCERN DESCRIPTION

RECEIVING PEDALS THAT WON'T ACCELERATE. 3 PCS. TO DAY SO FAR.

REQUIRED SUPPLIER ACTIONS

RESPOND IN 24 HOURS

SUPPLIER DATA RELATING TO CONCERN

UNDETER

MINED YES NO

() () () IS THIS CONCERN SUPPLIER RELATED?

() () CONCERN DEFINITION IS ADEQUATE FOR IMMEDIATE ACTION.

() () SUPPLIER PROCESS RELATED TO CONCERN IS MONITORED BY

SPC.

() () PROCESS RELATED TO CONCERN IS IN STATISTICAL CONTROL.

CP FOR CONCERN CHARACTERISTIC IS _____

CPK FOR CONCERN CHARACTERISTIC IS _____

COMPLETED 8D ANALYSIS WILL BE RETURNED BY _____

SUPPLIER PLANT MGR.

PREPARED BY

PHONE & DATE

From: Wruak, John (J.G.)
To: Hawkins, Fred (F.W.)
Sent: Tuesday, January 28, 2003 11:58 AM
Subject: Re: Teleflex Field Action - Kickoff of Supplier Recovery Process

Your message

To: Wruak, John (J.G.)
Cc: Dreyer II, Donald (D.C.)
Subject: RE: Teleflex Field Action - Kickoff of Supplier Recovery Process
Sent: 1/28/2003 11:13 AM

was read on 1/28/2003 11:58 AM.

From: Pyle, Ken [kpyle@wmco.com]
Sent: Wednesday, July 02, 2003 11:31 AM
To: Gehl, Laxman (L.D.)
Cc: Miers, Jerry; Bricker, Ron; Poirier, A.J.
Subject: PRODUCTION SCHEDULE

Laxman,

Per your voice mail request, we will plan to run the Ford ETC line during the week of 7/14 with a daily production goal of 720 parts. As Jerry previously stated, that will be 4-5 hours per shift. This will meet projected KTP requirements of approximately 3,600 units weekly and will allow us to maintain our 1-2 week inventory. If, however, KTP requirements/releases change, we will adjust our production schedule accordingly.

Ken Pyle
General Manager
Williams Controls

FE03-044 24851

11/19/2003

From: Shore, John (J.)
Sent: Tuesday, November 12, 2002 9:58 AM
To: Kramer, Michael (M.T.); West, Gregory (G.S.)
Cc: Hirtzel, Rich (R.J.); Jaeger, Sharon (S.A.)
Subject: 02X50 Adjustable Pedal Sales Data - As Requested.

Sales data on both adjustable (top) and fixed (bottom).

SERVICE PART: 2C3Z- 9F836-DE__ PEDAL
RECEIVING LOCATION: _____ **DEMAND GROUP:** __
CUSTOMER TYPE: _____ **BACKCAST:** Y
SDI Code:

A
 C MONTH YEAR Quantity Replaced Part Number Message

C	MONTH	YEAR	Quantity	Replaced	Part Number	Message
11	2002		485			
10	2002		1498	2C3Z- 9F836-DA		REPLACED
09	2002		1184			
08	2002		1231			
07	2002		1105			
06	2002		695			
05	2002		445			
04	2002		188			
03	2002		94			
02	2002		52			
01	2002		43			
12	2001		27			
11	2001		22			
10	2001		15			
09	2001		10			
08	2001		2			
07	2001		0			
06	2001		0			
05	2001		0			
04	2001		0			
03	2001		0			

SERVICE PART: 1C3Z- 9F836-BA__ PEDAL
RECEIVING LOCATION: _____ **DEMAND GROUP:** __
CUSTOMER TYPE: _____ **BACKCAST:** Y
SDI Code:

A
 C MONTH YEAR Quantity Replaced Part Number Message

C	MONTH	YEAR	Quantity	Replaced	Part Number	Message
11	2002		217			
10	2002		785			
09	2002		766			
08	2002		834			
07	2002		805			
06	2002		612			
05	2002		578			
04	2002		537	2C3Z- 9F836-AA		REPLACED
03	2002		493			

02	2002	491
01	2002	506
12	2001	469
11	2001	462
10	2001	567
09	2001	488
08	2001	573
07	2001	464
06	2001	416
05	2001	310
04	2001	196
03	2001	99
02	2001	53
01	2001	54
12	2000	44
11	2000	35
10	2000	22
09	2000	16
08	2000	0
07	2000	0
06	2000	0
05	2000	0

John Shore

Recall Parts Program Manager

Ford Customer Service Division

Office - 734 266-9789 FAX - 734 266-1166

Page - 734 797-5981 E-mail - Jshore@Ford.com

Mall Drop MD-44 1313C NPDC

From: Burrows, Jim (J.A.)
Sent: Monday, October 07, 2002 4:27 PM
To: Donna Polzin (E-mail)
Cc: West, Gregory (G.S.)
Subject: RE: P131 ETC volume

Volume is approx 220,000 total for fixed and adjustable pedals.

Jim Burrows

Buyer - Cables, Pedals, & Parking Brakes
Global Chassis Commodity Management
jburrow3@ford.com
Phone: (313) 337-2505; Fax: (313) 323-2317

-----Original Message-----

From: Burrows, Jim (J.A.)
Sent: Sunday, October 06, 2002 9:54 PM
To: Donna Polzin (E-mail)
Subject: P131 ETC volume

What's the total volume capability for the P131 2003 ETC pedal. This would be for a fixed pedal incremental to the adjustable pedal volume. The fixed ETC pedal would be a disabled adjustable ETC pedal.

Jim Burrows

James A. Burrows, Buyer
Pedals, Cables, and Parking Brakes
Chassis & Electrical Commodity Management
MD905/Rm. 262/CMP
Phone: (313) 33-72606
Fax: (313) 31-74260
E-mail: jburrow3@ford.com

From: Burrows, Jim (J.A.)
Sent: Monday, October 07, 2002 4:27 PM
To: Donna Polzin (E-mail)
Cc: West, Gregory (G.S.)
Subject: RE: P131 ETC volume

Volume is approx 220,000 total for fixed and adjustable pedals.

Jim Burrows

Buyer - Cables, Pedals, & Parking Brakes
Global Chassis Commodity Management
jburrow3@ford.com
Phone: (313) 337-2505; Fax: (313) 323-2317

—Original Message—

From: Burrows, Jim (J.A.)
Sent: Sunday, October 06, 2002 9:54 PM
To: Donna Polzin (E-mail)
Subject: P131 ETC volume

What's the total volume capability for the P131 2003 ETC pedal. This would be for a fixed pedal incremental to the adjustable pedal volume. The fixed ETC pedal would be a disabled adjustable ETC pedal.

Jim Burrows

James A. Burrows, Buyer
Pedals, Cables, and Parking Brakes
Chassis & Electrical Commodity Management
MD865/Rm. 262/CMP
Phone: (313) 33-72505
Fax: (313) 31-74280
E-mail: jburrow3@ford.com

From: McDonagh, Scot (S.M.)
Sent: Friday, August 02, 2002 11:47 AM
To: West, Gregory (G.S.); Kramer, Michael (M.T.); Williams Jr., James (J.P.); Smith, Ryan (R.E.); Hale, Curt (S.C.); Liposky, Lawrence (L.J.); Flynn, Pat (J.P.); Williams, Brent (B.A.)
Subject: FW: ETC Pedals

FYI- 47 Teleflex pedals sold yesterday. Brian is shipping me (Next day air) 2C3Z pedals for Tuesday's meeting with Teleflex. Thank you

Scot G. McDonagh
Super-Duty/Excursion
Powertrain Quality Leader
Phone- (313) 337-8091
Pager- (734) 670-5742
Fax- (313) 621-8083
E-Mail: smcdonag@ford.com

---Original Message---

From: Howe, Brian (B.T.)
Sent: Friday, August 02, 2002 11:42 AM
To: McDonagh, Scot (S.M.)
Subject: RE: ETC Pedals

Scot, Here is the sales data that you can use in the meeting. The first day of august we sold 47.

SERVICE PART: 2C3Z- 9FB36-DA PEDAL
RECEIVING LOCATION: DEMAND GROUP: _____
CUSTOMER TYPE: BACKCAST: Y
SDI Code:

A
C MONTH YEAR Quantity Replaced Part Number Message

08	2002	47		
07	2002	1105		
06	2002	695		
05	2002	445		
04	2002	186		
03	2002	94		
02	2002	52		
01	2002	43		
12	2001	27		
11	2001	22		
10	2001	15		

F1=Help F4=FirstRecLoc F5=FirstCustType F6=FirstYear
MORE RECORDS AVAILABLE

LPCV045

Brian Howe
Field Quality Engineer
Enhanced Concern Identification
Ford Customer Service Division
702 205-3634 bhowe2@ford.com

---Original Message---

From: McDonagh, Scot (S.M.)
Sent: Friday, August 02, 2002 8:36 AM
To: Howe, Brian (B.T.)
Cc: West, Gregory (G.S.); Krawar, Michael (M.T.); Williams Jr., James (J.P.); Smith, Ryan (R.E.); Hale, Curt (C.L.)
Subject: ETC Pedals
Importance: High

Brian- Per our conversation please box up and ship me any and all of the 2C3Z Teleflex ETC Pedals you can get a hold of to the enclosed shipping address. I would like to have them for next Tuesdays meeting with Teleflex.

Scot McDonagh
North American Truck Group
Product Development Center
20901 Oakwood Boulevard
Mail Drop 380, Cube 2G-C21
Dearborn, MI 48121-2030 USA

Thank you,

Scot G. McDonagh
Super-Duty/Excursion
Powertrain Quality Leader
Phone- (313) 337-8091
Pager- (734) 670-5742
Fax- (313) 621-8093
E-Mail: smcdonag@ford.com

From: Rochon, Gregory (G.S.)
Sent: Tuesday, September 30, 2003 5:06 PM
To: 'Miers, Jerry'; Gehi, Laxman (L.D.)
Cc: Pyle, Ken; Rochon, Gregory (G.S.)
Subject: RE: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Jerry, You must accommodate Laxman on 10/10.

-----Original Message-----

From: Rochon, Gregory (G.S.)
Sent: Tuesday, September 30, 2003 4:35 PM
To: 'Miers, Jerry'; Gehi, Laxman (L.D.); Pyle, Ken
Cc: Rochon, Gregory (G.S.)
Subject: RE: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Tell me what is more of a priority than Ford Motor company!!!

Regards,

Greg Rochon

STA Chassis Mgr.

Ford NA Purchasing

VPO 1N005, Phone/Fax (313) 32-23403

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-----Original Message-----

From: Miers, Jerry [mailto:jmiers@wmco.com]
Sent: Tuesday, September 30, 2003 3:51 PM
To: 'Gehi, Laxman (L.D.)'; Miers, Jerry; Pyle, Ken
Cc: Rochon, Gregory (G.S.)
Subject: RE: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Laxman,

Attached is the 8D for the concern.

Inventory was effected and is being built up again.

Daily production schedules remain the same as before, PTT has not been figured lately due other product launches that I have taken priority and there has been no impact to staffing.

I do not have a good feel for when would be a good time for a visit. I would need to know what your agenda would be and how long you would need to accomplish your tasks before I could provide a estimated day.

-----Original Message-----

From: Gehi, Laxman (L.D.) [mailto:lgehi@ford.com]
Sent: Tuesday, September 30, 2003 3:31 PM
To: 'jmiers@wmco.com'; 'kpyle@wmco.com'
Cc: Rochon, Gregory (G.S.)
Subject: FW: QR2 CONCERN:C191558 PART: 3C44 9F836AC

Jerry,

PE83-044 24882

You must have received the parts back by now -- what was the finding?

Also, I am interested to know what is inventory (I know you ship on Tuesday, please be specific if the inventory is after or before shipment), what is daily production & FTT, and if there is any impact on staffing so far.

Please advise what day will be good for you so that I can come over there to review above.

Thanks.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgehi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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-----Original Message-----

From: Gehi, Laxman (L.D.)
Sent: Monday, September 15, 2003 10:39 AM
To: 'jmiers@wmc.com'; 'kpyle@wmc.com'
Subject: FW: QR2 CONCERN:C191558 PART: 3C44 9FB36AC

Jerry,

I hope you have received this concern, and I am a bit surprised to see this QR, because of the fact that 100% parts are checked. Can you please let me know what has happened?

Thank you.

United We Stand
Laxman Gehi
STA Chassis Engineer
* email:lgehi@ford.com
VPO 1E-436
*Phone/Fax (313) 390-0771
7Alternative Fax (313) 390-0793
Pager: (313) 851-4465 (Text)

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FEB3-044 24883

-----Original Message-----

From: Gerald Zoeller [mailto:gzoeller@FORD.COM]
Sent: Friday, September 12, 2003 1:34 PM
To: Laxman Gehi
Subject: QR2 CONCERN:C191558 PART: 3C44 9F836AC

TO: WILLIAMS CONTROLS INC CODE: 0638E FAX NBR: (941)
727-5644
QUALITY CONTROL DEPT

FROM: FORD MOTOR COMPANY, KENTUCKY TR ASSEMBLY PLANT, SUPPLIER QUALITY

SUBJECT: MATERIAL QUALITY CONCERN / REJECTION NOTIFICATION
(CONCERN/RESPONSE FORM ATTACHED)

NUMBER OF FAX PAGES WHICH FOLLOW:

THE ATTACHED CONCERN/RESPONSE NOTIFICATION DEFINES A FORD MOTOR MATERIAL
QUALITY CONCERN FOR COMPONENTS MANUFACTURED BY YOUR COMPANY. YOU ARE
REQUESTED TO HAVE THE RECORDS RELATING TO THIS CONCERN REVIEWED, AND
RETURN YOUR ASSESSMENT OF THE CONCERN USING THE ATTACHED QUALITY
'CONCERN/RESPONSE' FORM.

YOUR ASSISTANCE IN PROMPTLY ADDRESSING THIS CONCERN AND FORWARDING
THE REQUIRED RESPONSE INFORMATION SHOULD BE AS FOLLOWS:

- * RESPOND WITHIN 24 HOURS AFTER RECEIVING THIS COMMUNICATION
BY RETURNING THE COMPLETED INFORMATION UNDER 'SUPPLIER DATA
RELATING TO CONCERN' ON THE 'CONCERN/RESPONSE REPORT' (PAGE 2)
OF THIS COMMUNICATION.

PLEASE FAX YOUR COMPLETED RESPONSE(S) TO OUR ASSEMBLY PLANT AT 502-429-2983

FE83-844 24584

NOTE: PLEASE INCLUDE THE CONCERN NUMBER, C191558, ON ALL
CORRESPONDENCE PERTAINING TO THIS REQUEST.

JERRY ZOELLER	09/12/03	13.33.54
QUALITY CONTROL CONTACT	DATE	TIME

CC: J. TOMES, R. STOUT
SUPPLIER QUALITY MANAGER
KENTUCKY TR ASSEMBLY PLANT

SQCRR713

CONCERN/RESPONSE REPORT

DATE: 09/12/03

CONCERN NUMBER: C191558

FAX NUMBER: 502-429-2983

PLANT/SUPPLIER INFORMATION

PLANT: KENTUCKY TR	SUPPLIER NAME: WILLIAMS CONTROLS INC
QC CONTACT: JERRY ZOELLER	ADDRESS: 2420 TRAILMATE DR
PHONE NUMBER: 502-429-2261	SARASOTA, FL 34243
STA CONTACT: LGEHI -	CODE:
0638E	
MFG CODE: 0638E	MANUFCTR NAME: WILLIAMS CONTROLS INC

PART INFORMATION

PART NBR: 3C44 9P836 AC	PACK DATE:
DESCRIPTION: PDL & SNS ASY-ACEL	VEHICLE: (TF7

CONCERN DESCRIPTION

RECEIVING PEDALS THAT WON'T ACCELERATE. 3 PCS. TO DAY SO FAR.

REQUIRED SUPPLIER ACTIONS

RESPOND IN 24 HOURS

SUPPLIER DATA RELATING TO CONCERN

UNDETER

MINED YES NO

- () () () IS THIS CONCERN SUPPLIER RELATED?
() () CONCERN DEFINITION IS ADEQUATE FOR IMMEDIATE ACTION.
() () SUPPLIER PROCESS RELATED TO CONCERN IS MONITORED BY
SPC. () () PROCESS RELATED TO CONCERN IS IN STATISTICAL CONTROL.

CP FOR CONCERN CHARACTERISTIC IS _____

CPK FOR CONCERN CHARACTERISTIC IS _____

COMPLETED 8D ANALYSIS WILL BE RETURNED BY _____

SUPPLIER PLANT MGR.

PREPARED BY

PHONE & DATE

CONFIDENTIAL

FEB-64 2487

From: Setifi, Frank (F.E.)
Sent: Thursday, September 11, 2003 3:50 PM
To: Johnson, Steven (S.M.)
Cc: Saroka, Mary Lynn (M.L.)
Subject: FW: 2001 7.3L accel pedal data

Steve, please try to find out what was discussed at the CCRG meeting and if we were asked to do some more analysis. I think Don Zambo was supposed to attend for ECI.

Frank E. Setifi
Powertrain Supervisor
Enhanced Concern Identification Dept.
Phone 313-248-6280
CDSID FSETILJ

-----Original Message-----

From: West, Gregory (G.S.)
Sent: Thursday, September 11, 2003 2:10 PM
To: Oswald, Greg (G.G.); Liposky, Lawrence (L.J.); Setifi, Frank (F.E.); Tokarsky, Michael (M.); Johnson, Steven (S.M.)
Cc: West, Gregory (G.S.)
Subject: RE: 2001 7.3L accel pedal data

Per this morning's discussion was Steve going to run more specific AWS data or were we supposed to find someone to get that data?

If Steve can run the data I would like to discuss to help narrow our search.

(SD and Excursion, 2001.25-2003.25, 7.3L, fixed pedals, "engine to idle after hard acceleration").

-----Original Message-----

From: Oswald, Greg (G.G.)
Sent: Wednesday, September 10, 2003 10:07 AM
To: Liposky, Lawrence (L.J.); West, Gregory (G.S.)
Subject: FW: 2001 7.3L accel pedal data

Larry/Greg,
Here is ECI data on the 2001 F-S/D/Excursion/Econoline electronic throttle issue.

-----Original Message-----

From: Setifi, Frank (F.E.)
Sent: Monday, September 08, 2003 2:12 PM
To: Tokarsky, Michael (M.); Oswald, Greg (G.G.)
Cc: Saroka, Mary Lynn (M.L.); Tazflee, Cynthia (C.A.)
Subject: FW: 2001 7.3L accel pedal data

Attached are some graphs to aid in this Wednesday's 9:00 teleconference. The agenda item is 2001 7.3L accelerator pedal assembly/throttle position sensor.

This item was discussed last week and the recommendation was to proceed with a 2nd level analysis. Based on the attached data, we will be looking for a recommendation regarding which vehicle lines to include in our report. We can also discuss which categories we should include in the final symptom pareto.

Frank E. Setifi
Powertrain Supervisor
Enhanced Concern Identification Dept.
Phone 313-248-6280
CDSID FSETILJ

Original Message

From: Johnson, Steven (S.M.)
Sent: Monday, September 08, 2003 11:02 AM
To: Setti, Frank (F.E.)
Subject: 2001 7.3L accel pedal data

Hi Frank,

Could you please forward the following information to Greg Oswalt and Mike Tokarsky.

Here is the data that I have for the 2001 Superduty/Excursion/Econoline 7.3L accelerator pedal issue discussed at last weeks CCM teleconference:

VOQ-5 total reports-all Superduty vehicles (1 fatality)
CCIS-35 total reports-34 Superduty, 1 Econoline (No significant events)
AWS-4382 total reports-4045 Superduty, 178 Econoline, 159 Excursion (No significant events)

I have pareto'd out the customer symptoms using keyword searches for the AWS data. The bulk of the reports are captured in check engine light complaints. Even if the customer was having drivability issues, if the check engine light was illuminated, I categorized the reports into this file because of the overtiness. I have attached several graphs in the Excel file FYI. Since Econoline uses a different pedal assembly than Superduty/Excursion, I have separated all of the graph data by these two vehicle categories.

<< File: 01 FH 7.3 accel pedal AWS graphs II.xls >>

I will put this item back on the CCM agenda for this Wednesday to determine the scope for the paper requested. If you have any preliminary questions, let me know.

Thanks,

Steve Johnson

EI concern analyst
sjohns82@ford.com
(313) 248-8113

From: Matthews, Steve (S.D.)
Sent: Tuesday, September 09, 2003 5:10 PM
To: Bersuder, Lee (L.C.); Bloom, Robert (R.T.); Britton, Eric (E.J.); Christensen, Kris (K.S.);
Corneily, Lori (L.); Cook, Brian (C.B.); Deering-Thornlon, Zandr (Z.F.); Dillman, Daniel
(D.C.); Garrett, Dave (D.M.); George, Tim (J.); Gilhool, Jennifer (J.); Girolamo, Robert (R.F.);
Gnielwak, Kenneth (K.J.); Gurney, Chris (C.A.); Hagan, Dale (D.); Hall, Dennis (-); Heaman,
Dan (D.); Holmes, Keith (K.E.); Johnson, Steven (S.M.); Jones, JoJuana (J.); Jones, Rick
(W.P.); Kirachka, Kevin (K.E.); Kiser, Kurt (K.W.); Lilty, Ken (K.A.); Logel, Jay (J.D.); Lott,
Brian (B.T.); Meeroff, Bruce (B.J.); Merdell, Mitch (M.P.); Matthews, Steve (S.D.); McCarthy,
Bob (R.M.); McPae, Kathy (K.U.); Oswald, Greg (G.G.); Pao, Yi-Hsin (Y.-H.); Patel, Bharat
(B.J.); Pietrzak, Kenneth (K.E.); Ray, Mike (M.); Reiners, Donna (D.L.); Seroka, Mary Lynn
(M.L.); Setfi, Frank (F.E.); Taffee, Cynthia (C.A.); Tokarsky, Michael (M.); Trzeclak, Robert
(R.T.); Villarruel, Nemesio (N.); Visger, Patrick (P.); Williamson, Richard (E.); Zambo, Don
(D.J.)
Subject: Agenda for ECI/CCM Teleconference for September 10, 2003

Here is the agenda for the September 10, 2003 ECI/CCM teleconference:

ECI Organizational Changes

Issues submitted to CCM that do not have an EI date:

- 2003 Expedition; 17x7.5 chrome steel wheel; ECI# 03W00002; (submitted 08/27/03)
- 2000 - 2001 Focus; Exhaust leak at exhaust manifold; ECI# PF1214 (EPRC)

Bharat: Small/Medium Cars and Minivans

- 2003 Mustang; Alleged alternator melt/burn; RB
- 2000- 2002 Taurus/Sable Alleged alternator melt/burn; RB
- 2000 - 2002 Focus; Fuel line clips; RW
- 1998 Windstar; Front coil spring allegedly damaged tires; SM

Kris: SUV and Body on Frame

- 2003 Expedition/Navigator; Alleged alternator melt/burn; RB
- 2002 Navigator; Alleged 3rd row seat latch concern; CG
- 2002 Explorer; Window switch; PV

Greg: Pick-up Trucks and Commercial Vehicles

- 2001 F Super Duty, Econoline/Excursion; Accel pedal; SJ

Steve Matthews

Enhanced Concern Identification
313.248.7770

From: Johnson, Steven (S.M.)
Sent: Wednesday, September 17, 2003 8:38 AM
To: Matthews, Steve (S.D.); Bersuder, Lee (L.C.); Bloom, Robert (R.T.); Britton, Eric (E.J.); Christensen, Kris (K.S.); Connelly, Lori (L.); Cook, Brian (C.B.); Deering-Thornton, Zandr (Z.F.); Dittman, Daniel (D.C.); Garrett, Dave (D.M.); George, Tim (J.); Gilhool, Jennifer (J.); Girolamo, Robert (R.F.); Gniewek, Kenneth (K.J.); Gurney, Chris (C.A.); Hagan, Dale (D.); Hall, Dennis (D.); Heaman, Dan (D.); Holmes, Keith (K.E.); Jones, JoJuana (J.); Jones, Rick (W.P.); Kirschke, Kevin (K.E.); Klear, Kurt (K.W.); Lilly, Ken (K.A.); Logel, Jay (J.D.); Loft, Brian (B.T.); Masroff, Bruce (B.J.); Mardell, Mitch (M.P.); McCarthy, Bob (R.M.); McFees, Kathy (K.U.); Oswalt, Greg (G.G.); Pao, Yi-Hsin (Y.-H.); Patel, Bharat (B.J.); Pietrzak, Kenneth (K.E.); Rey, Mike (M.); Reiners, Donna (D.L.); Seroka, Mary Lynn (M.L.); Solli, Frank (F.E.); Taaffee, Cynthia (C.A.); Tokarsky, Michael (M.); Trzeciak, Robert (R.T.); Villaruel, Nemesio (N.); Visger, Patrick (P.); Williamson, Richard (E.); Zambo, Don (D.J.); Johnson, Steven (S.M.)
Subject: Agenda for ECI/CCM Teleconference for September 17, 2003

Here is the agenda for the September 17, 2003 ECI/CCM teleconference:

Issues submitted to CCM that do not have an EI date:

- none

Bharat: Small/Medium Cars and Minivans

- 2003 Mustang; Alleged alternator melt/burn; RB
- 2000-2002 Taurus/Sable Alleged alternator melt/burn; RB
- 1998 Windstar; Front coil spring allegedly damaged tires; SM
- 1995 Contour/Mystique front coil spring allegedly damaged tires; SM
- 2003 Taurus Sable alleged loose side crash sensor; DH

Kris: SUV and Body on Frame

- 2003 Expedition/Navigator; Alleged alternator melt/burn; RB
- 2002 Explorer; Window switch; PV
- 2003 Explorer/Mountaineer alleged rolls in park; KP

Greg: Pick-up trucks and Commercial Vehicles

- 2001 F Super Duty, Econoline/Excursion; Accel pedal; SJ

Steve Johnson

ECI concern analyst
sjohns62@ford.com
(313) 248-8113