

EA04-006

FORD

6/29/2004

APPENDIX J (J PART 1 OF 4)

PART 6 OF 9

EA04-006

FORD

6/29/2004

APPENDIX J

Parted 1/12/04

ATTN: Part Manager Warranty Parts Return Document PROCESS DT: 08/11/2003

SHIP --> 2C3E 9F836 DE <--
PEDAL
SHIP QTY 1 SHIP BY: 08/31/2003
Prepaid freight no air freight
Ford Warranty Parts Return Ct

WPRC USR: 2C3E 9F836 DE
PEDAL
SSUPP: T0710 TELEFLEX INC
VEH: 2002 F350 4X4
RAC: FWD GW REQ: 22289 PANEL:
FORD MOTOR COMPANY
GREG WEST WPRC
15090 COMMERCE DRIVE
DEARBORN, MI 48120
(C)HOLD FOR P/U X59401

15090 Commerce Drive North
Dearborn, MI 48120
SVC AGENT: 00487 USA 21
John Bleakley Ford Inc
870 Thornton Road
Lithia Springs, GA 30122
770-941-9000

TAG: [REDACTED] YL

Do not return fluids or hazardous material. Enclose this document in plastic pouch with barcode showing and attach to the removed part.

RETURN: 2C3E 9F836 DE
RO NBR 037505-51 RO DATE: 07/17/2003
WCC:ST01 CPSC: 011803

TAG: [REDACTED]

APPROVAL 1 / 2
VEH: 2002 F350 4X4 1FTWV33F42 [REDACTED] ENG: 2C349F836DG
ODOM 30793 M WSD: 03/20/2002 BUILD: 02/22/2002 PAID DATE: 08/11/2003
AXL:F2 8250F4.10L M TRN: 9 4R100 D COV:PCSP QUALITY REVIEW: LEV
ENG:F 7.3L DI 2FMKT02.31FS
CAUS 2C3E 9F836DE CC: 42 DOES NOT OPERATE PROPERLY
CCC: D36 ENGINE HESITATES/SURGES WHEN ACCELERATING TCODE-03B03
IN SERV 03/20/2002 ACCED: 3959 M ORG RO NBR:033493 AP:EDISON
CUST COMM WONT ACCEL AT TIMES

TECH COMM WONT ACCEL AT TIMES ENGINE PERFORMANCE DIAGNOSTICS - DI
ESEL ENGINE - DIAGNOSIS REFL ACCEL PEDAL

| PART NUMBER | QTY | PRICE | CORE | EXT AMT | LABOR OP | TIME TECH |
|---------------|-----|-------|------|---------|----------|-----------|
| 2C3E 9F836-DE | 1 | 35.00 | 0.00 | 52.50 | 6005F | .2 000420 |
| | | | | | 6005F1 | .1 000420 |
| | | | | | 6005F1X1 | .1 000420 |
| | | | | | 6005F2 | .1 000420 |
| | | | | | 6005F6 | .1 000420 |
| | | | | | 6005F8 | .1 000420 |

<<< DTC CODES >>>
BODY:
CHASIS:
KDEC:
KOEO:
KOER:
OTHER:
UNDEFINED:

PH03-844 38148

TOTALS: LBR: 364.59 PRTH: 52.50 MISC: 0.00 RPR: 317.09
CORE: 0.00 PART MKUP: 17.50 L/RATE: 73.49

IF PART IS NOT APPROVED FOR CREDIT, RETURN AT DEALER'S EXPENSE.

1 4-112 1/12/04

ATTN: Part Manager Warranty Parts Return Document PROCESS DT: 08/20/2003


SHIP --> 2C3E 9F836 DE <--
PEDAL
SHIP QTY 1 SHIP BY: 09/09/2003
Prepaid freight no air freight
Ford Warranty Parts Return Ct.


15090 Commerce Drive North
Dearborn, MI 48120
SVC AGENT: 04544 USA 52
Red McCombs Ford
8333 Ih-10 West
San Antonio, TX 78230
210-357-1437

WPRC USE: 2C3E 9F836 DE
PEDAL
SSUPP: T0710 TELEFLEX INC
VEH: 2002 F250 4X4
RAC: FND GW REQ: 22289 PANEL:
FORD MOTOR COMPANY
GREG WEST WPRC
15090 COMMERCE DRIVE
DEARBORN, MI 48120
(C)HOLD FOR P/U X59401

TAG:  YL *Not likely a Panel*

Do not return fluids or hazardous material. Enclose this document in plastic pouch with barcode showing and attach to the removed part.

RETURN: 2C3E 9F836 DE TAG:  0
RO NBR 403205-01 RO DATE: 08/05/2003
WCC: CPSC: 080003

APPROVAL 1 / 2:
VEH: 2002 F250 4X4 LFTW21FX2E  ENG: 2C349F836DG
ODOM 35712 M WSD: 05/21/2002 BUILD: 03/21/2002 PAID DATE: 08/20/2003
AXL:C1 6084F3.73L N TRN:9 4R100 D COV:WEMISDBA QUALITY REVIEW: LEV
ENG:F 7.3L DI 2FMKT03.01P7
CAUS F812 6X682BARN CC: DOES NOT OPERATE PROPERLY
CCC: N50 SQUEAK/RATTLE VEHICLE EXTERIOR-FRONT TCODE:
IN SERV 05/21/2002 ACCRD: ORG RO NBR: AP:KANCTY
CUST COMM NOISE HEARD AT FT ENG COMP LIKE A CHAIN IS DRAGING ANY SPEED NOISE U
SUALLY ACCURS ON ACCELERATION HAPPENS INTERMITTENLY

TECH COMM LIGHT OFF.PASS.PASS.PASS. CC(42-NOISEY OPERATION)..6X682 7.3L DIAGNO
SIS, AND DURING ROADTEST(HEAVY LOAD) TURBO MAKING NOISE..REPLACED TURBO..RETES
T..ROADTEST 40 MILES..

| PART NUMBER | QTY | PRICE | CORE | EXT AMT | LABOR OF | TIME TECH |
|-------------------|-----|--------|------|---------|----------|-----------|
| 2C3E 9F836 DE | 1 | 35.00 | 0.00 | 49.00 | 6005F | .2 007712 |
| * F812 6X682 BARN | 1 | 536.70 | 0.00 | 754.16 | 6005F1 | .1 007712 |
| | | | | | 6005FLX1 | .1 007712 |
| | | | | | 6005F2 | .1 007712 |
| | | | | | 6005F6 | .1 007712 |
| | | | | | 6005F8 | .1 007712 |

<<< DTC CODES >>>
BODY:
CHASIS:
KOEC:
KOBO:
KOER:
OTHER:
MIL ON FLAG N

TOTALS: LBR: 304.06 PRS: 803.18 MISC: 0.00 RPR: 1107.24
CORE: 0.00 PART MKUP: 229.48 L/RATE: 66.10

IF PART IS NOT APPROVED FOR CREDIT, RETURN AT DEALER'S EXPENSE.

Petal B

ATTN: Part Manager Warranty Parts Return Document PROCESS DT: 11/20/2003

SHIP --> 3C4Z 9F836 AA <-- WPRC USE: 3C4Z 9F836 AA
 PEDAL PEDAL
 SHIP QTY 1 SHIP BY: 12/10/2003 SSUPP: 0638E WILLIAMS CONTROLS INC
 Prepaid freight no air freight VEH: 2003 F450 4X2 SD
 Ford Warranty Parts Return Ct RAC: QCRP GW REQ: 23920 PANEL:
 WARRANTY PARTS RETURN CENTER
 15090 Commerce Drive North TOM TROER X-87740 WPRC
 Dearborn, MI 48120 15090 COMMERCE DR. N
 SVC AGENT: 04886 USA 24 DEARBORN, MI 48120-0000
 Garber Ford-Mercury, Inc. (A)QB PRGRM GREG WEST X59401
 601 North Orange Avenue
 Green Cove Springs, FL 32043
 Clay 904-284-3023 TAG: [REDACTED] YL

Do not return fluids or hazardous material. Enclose this document in plastic pouch with barcode showing and attach to the removed part.

RETURN: 3C4Z 9F836 AA TAG: [REDACTED]
 RO NBR 107113-A RO DATE: 11/13/2003
 WCC:ST01 CPSC: 011803
 APPROVAL 1 / 2:
 VEH: 2003 F450 4X2 SD 1FDXF46F03E [REDACTED] ENG: 3C449F836AC
 ODOM 2561 M WSD: 10/07/2003 BUILD: 03/20/2003 PAID DATE: 11/20/2003
 AXL:78 11K F4.88C N TRN:VG COV:WBASE QUALITY REVIEW: LEV
 ENG:P 6.0L DI 1FMXV03.9VT5
 CAUS 3C4Z 9F836AA CC: 41 STICKS/BINDS/GRABS
 CCC: E29 "CHECK ENGINE" LIGHT TROUBLE TCODE:
 IN SERV 10/07/2003 ACCRD: ORG RO NBR: AP: NIEHL
 CUST COMM CHECK ENGINE LIGHT

TECH COMM 2570 9F836 ACCEL PEDAL SENSOR-28 OPEN CIRCUIT WDS TESTING W- DIESEL DRIVEABILITY WORKSHEET STEPS 1 -8; CODES P2122 KOEO ON DEMAND, CONT MEM CODES P0341, P2122, P2138, P2139 PINPOINT TESTS FOUND OPEN CIRCUIT IN AP

| PART NUMBER | QTY | PRICE | CORE | EXT AMT | LABOR OF | TIME TECH |
|-----------------|-----|-------|------|---------|----------|-----------|
| * 3C4Z 9F836 AA | 1 | 47.08 | 0.00 | 65.91 | 6005F | .4 005493 |
| | | | | | 6005F1 | .1 005493 |
| | | | | | 6005F1X1 | .1 005493 |
| | | | | | 6005F2 | .1 005493 |
| | | | | | 6005F6 | .1 005493 |
| | | | | | 6005F13 | .2 005493 |

<<< DTC CODES >>> BODY:
 CHASIS:
 KOEC: P0341 P2122 P2138 P2139
 KOEO: P2122
 MIL ON FLAG N KOER: P0341 P2122 P2138 P2139
 OTHER:
 UNDEFINED:
 TOTALS: LBR: 92.73 PRTS: 65.91 MISC: 0.00 RPR: 158.64
 CORE: 0.00 PART MRKUP: 18.83 L/RATE: 61.83

IF PART IS NOT APPROVED FOR CREDIT, RETURN AT DEALER'S EXPENSE.

Pedal A

ATTN: Part Manager Warranty Parts Return Document PROCESS DT: 11/21/2003

SHIP --> 3C4E 9F836 AA <--
PEDAL

SHIP QTY 1 SHIP BY: 12/11/2003
Prepaid freight no air freight
Ford Warranty Parts Return Ct

15090 Commerce Drive North
Dearborn, MI 48120
SVC AGENT: 00987 USA 21
Ciener-Woods Ford
1330 Highway 66 South
Kannerville, NC 27284
336-998-3700

WPRC USE: 3C4E 9F836 AA
PEDAL

SSUPP: 0638E WILLIAMS CONTROLS INC
VEH: 2003 F350 4X4
EAC: QCRP GW REQ: 23920 PANEL:
WARRANTY PARTS RETURN CENTER
TOM TROHER X-87740 WPRC
15090 COMMERCE DR. N
DEARBORN, MI 48120-0000
(A)QB PRGRM GREG WEST K59401

BARCODE
TAG: [REDACTED] YL

Do not return fluids or hazardous material. Enclose this document in plastic pouch with barcode showing and attach to the removed part.

RETURN: 3C4E 9F836 AA
RO NBR 010993-51 RO DATE: 11/19/2003
WCC:5T01 CPSC: 011803

TAG: [REDACTED]
BARCODE

APPROVAL 1 / 2:
VEH: 2003 F350 4X4 1FTFW33F53E [REDACTED] ENG: 3C449F836AC
ODOM 16704 M WSD: 08/29/2003 BUILD: 02/11/2003 PAID DATE: 12/21/2003
AXL:F2 8250F4.10L N TRN:VG COV:WBUMPERS QUALITY REVIEW: LEV
ENG:P 6.0L DI 3FMKT04.02F3
CAUS 3C4E 9F836AA CC: 42 DOES NOT OPERATE PROPERLY
CCC: E29 "CHECK ENGINE" LIGHT TROUBLE TCODE:
IN SERV 08/29/2003 ACCRD: ORG RO NBR: AP:NIHEL
CUST COMM CEL LIGHT IS ON

TECH COMM CEL IS ON PEDAL ASSEMBLY - ACCELERATOR - REMO
VE AND INSTALL OR REPLACE

| PART NUMBER | QTY | PRICE | CORE | EKT AMT | LABOR OP | TIME TECH |
|-----------------|-----|-------|------|---------|----------|-----------|
| * 3C4E 9F836 AA | 1 | 47.00 | 0.00 | 65.91 | 9725B | .3 008715 |
| | | | | | 9350H | .3 008715 |
| | | | | | 12650B | .2 008715 |
| | | | | | 12650DE1 | .1 008715 |
| | | | | | 12650D45 | .3 008715 |
| | | | | | NT9000 | 1 008715 |

<<< DTC CODES >>> BODY:
CHASIS:
KOEC: P0272
KORO: P0269
MIL ON FLAG N KOER: P2122
OTHER:
UNDEFINED:

TOTALS: LBR: 151.09 PRTS: 65.91 MISC: 0.00 RFR: 217.00
CORE: 0.00 PART MKUP: 18.83 L/RATE: 88.68

IF PART IS NOT APPROVED FOR CREDIT, RETURN AT DEALER'S EXPENSE.

| VOZ | IncludeInPEOpen | | VIN | Comments |
|---------|-----------------|----------------------------------|------------------------|---|
| 568018 | FALSE | 2001 F250 4x4 Supercab Diesel | 1FTNX21F41E [REDACTED] | CONSUMER WAS PULLING OUT OF AN INTERSECTION ONTO A FOUR LANE HIGHWAY, THE CONSUMER FLOOR THE ACCELERATOR PEDAL IN ORDER TO GET UP TO SPEED WITH ONCOMING TRAFFIC WHEN THE VEHICLE SUDDENLY IDLED DOWN, THE VEHICLE WAS TAKEN TO THE DEALER WHO DETERMINED THAT THE THROTTLE STOPPING DEVICE ON THE PEDAL ASSEMBLY BEAT WHEN THE PEDAL WAS FLOOR AND CAUSED THE TRUCK TO IDLE DOWN INSTEAD OF UP, THE STEERING WHEEL DID NOT RESPOND WHEN THE CONSUMER BLAMMED ON THE BRAKE. |
| | | | | THE VEHICLE HAS A FRONT SUSPENSION PROBLEM WHICH CAUSES THE VEHICLE TO VIBRATE, THE VEHICLE HAS BEEN TO THE DEALER 3 TIMES BUT THE PROBLEM STILL EXIST, BOTH DRIVER SIDE DOORS ARE MISALIGNED WITH RESPECT TO THE FENDER TRIM, THE DIFFERENTIAL WAS ORIGINALLY MISALIGNED WITH RESPECT TO THE REAR FENDER TRIMS, NOW THE DIFFERENTIAL IS PROPERLY ALIGNED AND THE CONSUMER QUESTIONED THE TECHNICIANS WHO STATED THAT THEY DID NOTHING TO CORRECT THE MISALIGNMENT, THE CONSUMER FEELS THIS IS A DEFINITE SAFETY PROBLEM IF THE DIFFERENTIAL GOES IN AND OUT OF ALIGNMENT ON IS OWN, THE A/C WAS NOT COOLING AND NEEDED TO BE RECHARGED, THE CONSUMER CAN HEAR STATIC IN RADIO WHEN TURNING ON THE REAR TV SWITCH, A/C AND TURN SIGNAL, STEERING GEAR AND HYDRO BOOST LINE REPLACED, TIRE OUT OF BALANCED CAUSING VIBRATION AT 75-70 MPH, STEERING OUT OF ADJUSTMENT (OFF CENTER), CALIPERS REPLACED, TRANSMISSION EXPERIENCING A DELAY WHEN SHIFTING, BOTH WIPER BLADES OFF CENTER, DRAIN PLUG LEAKING OIL, WEATHER STRIPPING ON RIGHT REAR DOOR FAILED, HEADLINER IS COMING LOOSE |
| 568342 | FALSE | 2002 Excursion 4x4 Diesel | 1FMSU43F12E [REDACTED] | 1ST FAILURE: PULLING OUT OF MY DRIVEWAY AND NOTICED THAT MY SECURITY SYSTEM "THEFT LIGHT WAS BLINKING. THIS SHOULDN'T BE BLINKING WHILE I AM DRIVING. ALL OF A SUDDEN I REALIZED THAT I HAD NO POWER WHEN I PRESSED ON THE GAS PEDAL, THEN NOTICED THAT ALL GAUGES HAD FAILED. THE ENGINE CONTINUED TO RUN BUT WITH NO POWER TO DRIVE. TURNED VEHICLE OFF AND WOULD NOT START AGAIN, TOWED INTO COVERT FORD AND THEIR EXPLANATION WAS A BLOWN FUSE THAT CONTROLS THE PCM (POWER CONTROL MODULE). THIS AFFECTED THE GAS PEDAL BECAUSE IT IS CONTROLLED BY A CHIP INSTEAD OF A CABLE. COVERT FORD REPLACED FUSE, CHECKED OUT ALL WIRING HARNESSSES AND COULD NOT FIND ADDITIONAL PROBLEMS, RETURNED VEHICLE TO ME. 2ND FAILURE: 2-1/2 WEEKS AFTER 1ST FAILURE I WAS DRIVING DOWN THE ROAD AND HAD TURNED OFF THE "OVERDRIVE" AT THE END OF THE GEAR SHIFTER. WHEN I TURNED THE "OVERDRIVE" BACK ON I IMMEDIATELY HEARD A POP FROM THE FUSE BOX AND NOTICED THAT MY GAUGES HAD FAILED AND THE "THEFT" LIGHT WAS BLINKING. I CONTINUED TO COAST UNTIL I FOUND A FAIRLY SAFE AREA TO PULL OFF. |
| 749414 | FALSE | 2000 Excursion 4x4 Diesel | 1FMSU43F8YE [REDACTED] | VEHICLE STOPPED AT INTERSECTION WITH ENGINE IDLING NORMALLY, ACCELERATOR DEPRESSED BUT ENGINE DID NOT INCREASE SPEED, VEHICLE MOVED INTO INTERSECTION AT IDLE BEFORE BRAKES COULD BE APPLIED. NO ACCIDENT RESULTED DEALER REPLACED PEDAL ASSEMBLY UNDER WARRANTY. |
| 769849 | TRUE | 2002 Excursion 4x4 Diesel | 1FMSU43F22E [REDACTED] | WHILE APPLYING ACCELERATOR, VEHICLE HAS NO POWER, CONSUMER STATES THERE ARE OTHER TRUCKS THAT EXPERIENCE THE SAME PROBLEM, DEALER STATED THAT CONSUMER WAS TOO ABUSIVE ON THE GAS PEDAL, CONSUMER STATES THAT IF YOU PUT THE GAS PEDAL TO THE FLOOR IT DOES NOTHING, VEHICLE HAS BEEN IN FOR REPAIR 8 TIMES AND PROBLEM STILL EXISTS. |
| 890604 | FALSE | 2001 F350 4x4 Supercab Diesel | 1FTSX31F81E [REDACTED] | WHILE DRIVING 60MPH AND HITTING PASSING GEAR, VEHICLE WENT INTO IDLE, IT WOULD NOT ACCELERATE, DEALER CONTACTED. *AK CONSUMER STATES RECENTLY WHEN ATTEMPTING A LANE CHANGE AT 70 MPH, THE RPM'S DROPPED TO 800, CONSUMER PUMPED THE ACCELERATOR TWICE BEFORE THE ENGINE BEGAN TO ACCELERATE AGAIN, CONSUMER STATES THIS IS AN INTERMITTENT PROBLEM. |
| 8904883 | FALSE | 2001 F250 4x2 Crew Cab Diesel | 1FTNW20F41E [REDACTED] | |

| VOC | IncludInPEDOpen | | VIN | Comments |
|----------|-----------------|-------------------------------|------------------------|--|
| 8012549 | TRUE | 2002 Excursion 4x4 Diesel | 1FMSU43F22E [redacted] | WHEN APPLYING ACCELERATOR PEDAL IT WILL GO TO THE FLOOR INTERMITTENTLY. [redacted] WHEN LIGHT REDS, AND VEHICLE WILL NOT MOVE FORWARD. VEHICLE WAS REARENDED AFTER COLLISION WAS AT A STOP. THEN, STARTED TO ACCELERATE, AND VEHICLE DID NOT RESPOND. DAMAGE TO VEHICLE UNDERCARRIAGE AT THIS TIME. *AR THERE WERE 6 INJURIES IN ACCIDENT. |
| 8017539 | TRUE | 2002 F250 4x2 Crew Cab Diesel | 1FTNW20F02E [redacted] | THE VEHICLE WILL LOSE POWER WITH THE ENGINE LIGHT COMING ON, CAUSE UNKNOWN THE FORD DEALERSHIP HAS HAD THE VEHICLE FOR THREE DAYS, STATING THAT VEHICLE WAS GETTING SOME SORT OF RESISTANCE. THE VEHICLE WAS AGAIN FAILING WITH THE SAME PROBLEM. *AK THE CONSUMER STATES THAT HE HAD TAKEN THE VEHICLE TO ANOTHER FORD DEALER AND THEY SEEMED TO HAVE REMEDIED THE PROBLEM. LINGAGE ACCELERATOR. ON DECEMBER 23, 2002, AT 5:00 PM, IN A SNOWSTORM IN RENO, NEVADA, FORD F-350 DIESEL CREW CAB WAS STOPPED AT A RED LIGHT; TEMPERATURE WAS 35 DEGREE, TRUCK WAS IDLING NORMALLY; THE ENGINE WAS WARNED UP AND THE TRANSMISSION INDICATED NORMAL TEMPERATURE. UPON RECEIVING A GREEN LIGHT, I ATTEMPTED TO ACCELERATE BUT THE DIESEL ENGINE WOULD NOT RESPOND TO COMMANDS FROM THE ACCELERATOR PEDAL. AFTER REPEATED, PUMPING THE ACCELERATOR I WAS ABLE TO GET SOME ACCELERATION FROM THE ENGINE TO CLEAR THE INTERSECTION; 20 SECONDS LATER, THE ACCELERATOR RESPONDED NORMALLY. I TOOK IT TO THE FORD DEALER BUT BECAUSE THE INTERMITTENT FAILURE COULD NOT BE DUPLICATED, THE FORD DEALERSHIP WOULD NOT REPLACE THE ELECTRIC GAS PEDAL. DESPITE HAVING CHANGED 6 IN THE LAST FEW MONTHS IN SIMILAR F250 TRUCKS. MILEAGE OF LOSS OF POWER MOTOR TO GAS PEDAL, WILL NOT WORK WHEN DRIVING |
| 1000388 | TRUE | 2002 F250 4x4 Crew Cab Diesel | 1FTNW21F72E [redacted] | LOSS OF POWER MOTOR TO GAS PEDAL, WILL NOT WORK WHEN DRIVING |
| 10008273 | TRUE | 2002 F350 4x4 Crew Cab Diesel | 1FTSW31F32E [redacted] | LOSS OF POWER MOTOR TO GAS PEDAL, WILL NOT WORK WHEN DRIVING |
| 10008274 | TRUE | 2002 F350 4x4 Crew Cab Diesel | 1FTSW31F32E [redacted] | LOSS OF POWER MOTOR TO GAS PEDAL, WILL NOT WORK WHEN DRIVING |
| 10018882 | FALSE | 2001 F250 4x4 Crew Cab Diesel | 1FTNW21F21E [redacted] | 2001 YEAR MODEL FORD F250. DRIVER ATTEMPTED TO MAKE LEFT HAND TURN IN FRONT OF A MINIVAN. THE DRIVER INDICATED THAT THE BLACK VEHICLE DID NOT ACCELERATE AND CAUSED A HEAD-ON COLLISION AND KILLED THE DRIVER OF THE MINIVAN. LATER, THE TRUCK WAS FOUND TO HAVE A FACTORY ACCELERATOR PEDAL ASSEMBLY KIT. |
| 10018885 | FALSE | | No VIN | I BOUGHT A 2003 F-250 5.0 DIESEL. THIS IS A NEW ENGINE THIS YEAR, I OWNED HAD THE TRUCK ONLY 8 DAYS BEFORE THE MOTOR STARTS SHAKING A 60 MPH AND WHILE IN AT A STOP LIGHT IT SHAKES VERY BAD W/ NO CHECK ENGINE LIGHT ON, AND I TOOK IT TO THE DEALER AND ITS BEEN THERE LONGER THEN ME OWNED THE TRUCK FOR. I ALSO PRESSED THE GAS PEDAL WHEN I NOTICED THE TRUCK DID NOT MOVE AND 1 SEC AFTER I LET GO OF THE GAS PEDAL THE TRUCK TOOK OFF BY ITS SELF. ALWAYS GOING ON W/ THIS TRUCK??? THIS TRUCK SHOULD BE STOPPED FROM BEING SOLD AND CAUSING THE OWNERS W/ HEART ACHES. |
| 10017282 | FALSE | 2002 F350 4x2 Supercab Diesel | 1FTW033F22E [redacted] | WHEN THE GAS PEDAL WAS DEPRESSED ALL THE WAY TO THE FLOOR FOR FULL THROTTLE THE VEHICLE ENGINE DOES [redacted] |

accident
no power

no power

no power

no power

accident, fatal 19
no power

Likely CS# 16839
per car 13400

X
4/25/03

Stall?

0023047

[REDACTED]

VIN

Comments

I WAS DRIVING MY 1999 FORD F250 DIESEL TRUCK AT 70 MPH (SPEED LIMIT) WHEN I TOUCHED THE BRAKE TO RELEASE THE CRUISE TO STOP AT THE TRAFFIC LIGHT UPON ENTERING PLAINS, TX. THE ENGINE DID NOT RELEASE AND I BRAKED HARDER. THE ENGINE NEVER BLOWN DOWN. I PRESSED HARDER TO STOP AT THE LIGHT AND THE ENGINE NEVER BLOWN DOWN. I PUSHED THE OFF BUTTON ON THE CRUISE CONTROL AND PUMPED THE BRAKE AND IT NEVER BLOWN. I HAD TO BRAKE PRETTY HARD TO COME TO A STOP AT THE HIGHWAY INTERSECTION. THE ENGINE WAS STILL RACING AT 2,000 RPM. I JERKED ACROSS THE INTERSECTION AND STOPPED THE TRUCK ON THE SIDE OF THE HIGHWAY BY TURNING OFF THE ENGINE. WHEN I RESTARTED THE TRUCK IT WOULD NOT GO FORWARD. I HAD THE CAR HAULED TO THE NEAREST FORD DEALERSHIP, BROWNFIELD, TX. THEY SAID IT SOUNDED LIKE AN ELECTRICAL PROBLEM. THEN THEY TOLD ME IT WAS THE TRANSMISSION. THE TRUCK ONLY HAD 28,000 MILES ON IT. THEY REPLACED THE TRANSMISSION FOR \$1,500. AFTER TELLING MY FRIEND, A MECHANIC, THE PROBLEM HE SENT ME TO A DEAD PEDAL. WHEN YOU STEP ON GAS PEDAL YOU GET NO RESPONSE UNTIL YOU LET OFF, THEN THE VEHICLE LUNGES FORWARD LEAVING YOU IN MIDDLE OF INTERSECTION.

Brownsville TX

CAJS

X

10023047 FALSE

1999 F250 4x2 Supercab Diesel

1FTNDX20F8XE [REDACTED]

↑

repaired at Ford dealer?

Fixed

10023067 FALSE

2003 F350 4x4 Crew Cab Diesel (8.0L)

1FTSW31P73E [REDACTED]

SSA 16839

California

Racing @ 2002 1 P.M.

Wont move

2 Just burned up. burned

No mentioned of cruise ctrl. to dealer.

Ed Mosley Ford-Lincoln Brownfield, TX

6/26/03

May

806 637-3561

Svc. Mgr. Dave

Billy M. Hodges (owner)

FEB3-044 38148

Selling Dealer 152572 Sewell Ford 532-0421

June, 03 oil change. No other service

20-2003 F Super Duty / Extension Accel Pedals
FESS-044 VOCs

| Count | VIN | Model Year | Series | Trk | Build Date | Engine | Pedal | Gas of ETC | Accid Rptd? | # Inj | Customer / Tech Comments | Pedal Rptd? | CCSR Rptd? | Active MORIS | Recall MORIS | LT Present |
|-------|--------------|------------|-------------------|-----|------------|--------|-------|------------|-------------|-------|---|-------------|------------|--------------|--------------|------------|
| 11 | 1FTNKG20F1E | 2001 | F250 4x2 Crew Cab | TBD | 10/15/00 | 7.3L | Fixed | 1st | N | | Per VOC, went to life when passing gear requested. Multiple reports. Pedal eventually replaced. No further reports. MORIS indicated loss of power without pedal axles, BUS B. | Y | Y | Y (B) | N | N |
| 12 | 1FTNKG21F21E | 2001 | F250 4x4 Crew Cab | TBD | 05/25/01 | 7.3L | Fixed | 2nd | Y | 3 | Multiple reports. Pedal concerns, with codes, noted Jan., 2003. Pedal replaced. MORIS noted vehicle in accident because of pedal sticking. This has it prevent file and lawsuit and claim file. | Y | N | Y (A3) | N | Y |
| 13 | 1FTNKG21P63E | 2003 | F250 4x4 Crew Cab | TBD | 12/21/02 | 6.6L | Adj | 3rd | N | | Accel pedal did not respond until 1 second after driver released accel pedal. Truck lock off by itself. Calibration, ICP concerns in ASND. Pedal never replaced. | N | N | N | N | N |
| 14 | 1FTNKG33F22E | 2002 | F350 4x2 Supercab | TBD | 10/23/01 | 7.3L | Fixed | 2nd | N | | Reported as engine dying when gas pedal depressed to floor. No warranty record on this event although they still under warranty. Customer did not bring vehicle in? No MORIS found despite it prevent file. LT prevent file despite. | N | N | N | N | Y |
| 15 | 1FTNKG20F60E | 1999 | F250 4x2 Supercab | TBD | 09/23/99 | 7.3L | Fixed | 1st | N | | Cruise did not release. Tweak replacement required. Vehicle out of warranty. No record. Customer requested reimbursement in MORIS, but did not make MORIS word search checks. This would be rated C | N | N | N | N | N |
| 16 | 1FTBNG1P73E | 2003 | F350 4x4 Crew Cab | TBD | 12/03/02 | 6.0L | Fixed | 3rd | N | | Complaint of dead pedal. No response until released, then trips forward. Warranty indicates engine performance/cylinder troubles. CCSR C. Lack of power occurred in MORIS. LT prevent file noted even though it is not categorized legal A. | N | Y | Y (C) | N | Y |

UNION CITY - Dept 1447 / COURTESY ACCIDENT REPORTS
 PED3-044 VOOs

| Count | VIN | Model Year | Series | Trim | Build Date | Engine | Pedal | Gen of ETC | Accid Ref#1? | # Inj | Customer / Tech Comments | Pedal Rep#1? | CGR Rep#? | Active MORIS | Recall MORIS | LT Provided |
|-----------------------------------|-------------|------------|-------------------|---------|------------|--------|-------|------------|--------------|-------|---|--------------|-----------|--------------|--------------|-------------|
| Associated with PED3-044 | | | | | | | | | | | | | | | | |
| 1 | 1FMSU43F22E | 2002 | Excursion | Limited | 12/04/01 | 7.3L | Adj | 2nd | Y | 0 | Would not accel from stop. Vehicle rear ended. Pedal replaced approx. two months after VOO. DSB03 population. | Y | N | N | Y (A) | Y |
| 2 | 1FMSU43F22E | 2002 | Excursion | Limited | 10/23/01 | 7.3L | Adj | 2nd | N | | Would not accel from stop. Vehicle moved into intersection at idle before brakes could be applied. | Y | Y | N | N | N |
| 3 | 1FTNA20F12E | 2002 | F250 4x2 Crew Cab | TBD | 01/10/02 | 7.3L | Adj | 2nd | N | | Vehicle will lose power with engine light coming on. Pedal codes noted in AMS. | Y | N | N | N | N |
| 4 | 1FTNA21F72E | 2002 | F250 4x4 Crew Cab | TBD | 03/01/02 | 7.3L | Adj | 2nd | N | | Vehicle would not respond to accel from a stop. Pumped accel to clear intersection. Possibly replaced pedal at own expense. Later, returned vehicle for CSP and another replacement. | Y | N | N | N | N |
| 5 | 1FTNA31F22E | 2002 | F350 4x4 Crew Cab | TBD | 11/29/01 | 7.3L | Adj | 2nd | N | | Loss of power motor in gas pedal. Will not work when driving. VOO Feb., 03. Pedal replaced on DSB03 Aug. 03. MORIS is likely not for this issue. | Y | N | N | Y (C) | N |
| 6 | 1FTNA31F32E | 2002 | F350 4x4 Crew Cab | TBD | 11/29/01 | 7.3L | Adj | 2nd | N | | Duplicate of above | NA | NA | NA | NA | NA |
| In Association to PED3-044 | | | | | | | | | | | | | | | | |
| 7 | 1FTN021F41E | 2001 | F250 4x4 Supercab | TBD | 11/08/00 | 7.3L | Fixed | 3rd | N | | Quick accel into traffic. VOO states pedal stop hint when driver floored vehicle. No record in AMS. | N | N | N | -N | N |
| 8 | 1FMSU43F12E | 2002 | Excursion 4x4 | Limited | 01/23/02 | 7.3L | Adj | 2nd | N | | Delay in shifting. Pedal replaced but codes reported by tech are not pedal codes. No MORIS record found despite it provided file. | Y | N | N | N | Y |
| 9 | 1FMSU43F0YE | 2008 | Excursion 4x4 | Limited | 01/14/08 | 7.3L | Fixed | 1st | N | | Blown fuse caused loss of accel pedal. No pedal codes. Pedal not replaced. MORIS is in prevent on the only. | N | N | Y (C) | N | Y |
| 10 | 1FTSXS1F01E | 2001 | F350 4x4 Supercab | TBD | 02/20/01 | 7.3L | Fixed | 2nd | N | | When applying accelerator, vehicle has no power. Multiple reports. Pedal codes found and pedal replaced twice. Tech comment that when pedal pushed too hard, vehicle returns to idle. MORIS did not make solve file because it was for certificate for owner appreciation only. No pedal comment. | Y | N | N | N | N |

PED3-044 20048

000000
=>

10/12/00 10:20:20

ENTER VIN ==> 1FTNX20F8XB [REDACTED]
NAME ==> HODGES ZIP ==> 797624459 MODEL YR ==>

TITLE CODE : 1 MR.
INITIALS : BM
LAST NAME : [REDACTED]
STREET ADDR1 : [REDACTED]
ADDR2 : [REDACTED]
CITY : ODESSA
U.S. STATE : TX PROVINCE : COUNTRY :
ZIP/POSTAL CODE : [REDACTED]
FLEET CODE :

NAME/ADDRESS SOURCE : P NAME/ADDRESS EFF DATE : 00/11/01 (YY-MM-DD)

F1-INQUIRY F3-EXIT F4-G140 F6-CANCEL F8-CONTINUE SEARCH F11-REVISE
SRTRUS

[REDACTED]

Odessa, Tx [REDACTED]
[REDACTED]

VEHICLE ID: 1FXEE (NW1P8888) **Vin:** 1F1XK20P8XEB **Div:** 2 **Status:** 800
Vehicle Line: TF7 **ConvY Deliv:** 090898 **Orig P-Lvl:** 915 **Selling Dlr:** 52I572
Order Recpt: 063098 **ShipTo Stat:** **Curr P-Lvl:** 915 **Sale Date:** 111098
Orig Sched: 081798 **Rls-To Stat:** TX **Order Dlr/Reg:** 52210/52 **Demo Dt:**
Inv Prep: 081498 **Orig Int St:** 082598 **Orig Rls Dlr:** 52210 **Deliv Type:** 2
/rod Date: 082398 **Curr Int St:** 082598 **Rls Dlr P&A:** 20455 **Sales Prd:** 098112
Rls Date: 082598 **Dlrfin Ext:** 092598 **Warr Start:** 111098 **Cancel Sl:**
Memo Consgn: **P&C Ext:** 092598 **WarrS-Ind:** **Sale Status:** G
Orig Ptlbus: 082498 **Advert Ext:** 092598 **-Date- -Dealer- -Region-**
Curr Ptlbus: 082498 **Slspen SS#:** 454500102 **Shipped:** 082498
T/Name: **Curr Stock:** 101498 52I572 52
Addr: **State:** TX **1st-Prior:** 092498 52210
City: ODESSA **N/A-Ropt:** **2nd-Prior:** 092398 52752
Zip: **Warr-Ins-Ind:** U **3rd-Prior:** 082598 52210
V.O.: 1 2 3 4 5 6 7 8
123452345678901234567890123456789012345678901234567890123456789012345678901234
X20XE1583 L 1 2 17H0045 WF KH EC1Z35 NSY2 29R FM B 52I210852 Z1
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
RB323 F1P1N8C91 607A FBTX M
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

SRTBRUS

Super Duty/Emissions ETC Roll-off
10/15/03

- 1) Introduction
- 2) Discussion of Issue
- 3) Review System & Components
- 4) Review of Test Inputs & Timing (Due Nov 21) → Nov 14
- 5) ADRS, CCEs, And Smoke Control

Excess Party/Excursion
 ETC Attendance 12/15/05

| <u>NAME</u> | <u>ACTIVITY</u> | <u>PHONE</u> |
|--------------------------|-----------------------|-----------------------|
| Keith Love | FSC | 61852 |
| Pete Souchotte | ASU | 26887 |
| Lauren Gannon | COIS | 01807 |
| Paul Finer | OGC | 11658 |
| LINDA GRADY | OGC | 27574 |
| Jessie Miller | OGC | 51332 |
| RICH HIRTZEL | RECALL | 74097 |
| Ken Lilly | ASO | x07699 |
| Eric Britton | ASO | 32966 |
| GEORGE OSWALT | PUTC | 01160 |
| LARRY LIPOSKY | CAPE | 81726 |
| PAT FIGURSKI | CAPE | 73809 |
| RAY NEVI | ASU | 47688 |
| Helen Melia Hammond | OGC | 82248 |
| Jay Logel | OGC | 43723 |
| XXXXXXXXXX | XXXXXXXXXX | XXXXXXXXXX |

573-318-555

copy call: Kim Ray

PP5500E

Pat Figurski → Jim Butler → S. ~~Smith~~

Oct. 15 12:30 pm

✓
PERS Gray Oswald

OSC Jan Loyal, ~~John F. Moran~~ ^{John} ~~John King~~
Jessica Miller Helen Hammond

MSO Amy New Steve Swoback Kerik Loun ^{Mike Tolos}
Austin Swick

✓
PESD ~~Gray~~ ~~Butler~~ ^{Kerik Swick} ~~John Stone~~

✓
FCCD MRS ~~Janet~~ ~~Tracy~~ ~~Reynolds~~

✓
MOL/CGES: ~~McL...~~ ~~Conrad~~ Phillip ~~Beck~~

✓
Engr. Larry Wajosky, ~~Greg West~~, Patrick Figurski, Jim ~~Butler~~

Disability Cont.

| | | |
|-------------------------|-------------------------|-------------------|
| Surge | other | 612000 ✓ |
| | Accel | 612500 ✓ |
| | AT Cruise | 612600 ✓ |
| Loss of Power | other | 614000 ✓ |
| | Accel | 614500 ✓ |
| | AT Cruise | 614600 ✓ |
| | Br Hills/gardes | 614700 ✓ |
| Slow for idle | other | 617000 ✓ |
| | idle temp | 617400 |
| Rolling idle | other | 618000 |
| | idle temp | 618400 |
| Fast idle | other | 619000 ✓ |
| | idle temp | 619400 |
| Eng. Spd. up | other | 620000 ✓ |
| | idle | 620400 ✓ |
| | Cruise | 620600 ✓ |
| | Decel | 620700 ✓ |
| | Before shift | 620800 |
| | * Sudden Accel | 620900 ✓ |

Drivability (cont) (3)

Accel P.S.1

Other

624000 ✓

Street/Block

624100 ✓

High Floor

624200 ✓

~~for P.S. 1, cont.~~

~~624300~~

~~Direct Cause~~

~~699100~~

Other

699*

6990 ✓

(11)

6993 -

6994

6995

6996

6997

6999

1999 PCED OBD II Diesel

SECTION 4: Diagnostic Subroutines

1779-2003 7.3L

Diagnostic Trouble Code Description

| 4 Digit | Description | Pinpoint Test Step Go To Direction | | |
|-----------------|---|------------------------------------|------|------------|
| | | KOEO | KOER | Continuous |
| — | System Pass (No DTCs Available) — California and all Economic | — | — | — |
| P0107(a) | BARO Circuit Low Input | DG1 | — | DG3 |
| P0108(a) | BARO Circuit High Input | DG | — | DG4 |
| P0112(a) | IAT Sensor Circuit Low Input | DA5 | — | DA8 |
| P0113(a) | IAT Sensor Circuit High Input | DA1 | — | DA8 |
| P0122(a) (b) | Accelerator Pedal Sensor Circuit Low Input | DD5 | — | DD5 |
| P0123(a) (b) | Accelerator Pedal Sensor Circuit High Input | DD1 | — | DD1 |
| P0197(a) (b) | EOT Sensor Circuit Low Input | DB4 | — | DB8 |
| P0198(a) (b) | EOT Sensor Circuit High Input | DB1 | — | DB8 |
| P0220 | Throttle Switch B Circuit Malfunction | — | FE1 | — |
| P0221(a) (b) | Throttle Switch B Circuit Performance | — | — | FE1 |
| P0230 | Fuel Pump Relay Driver Fail | EK1 | — | EK18 |
| P0231(a) | Fuel Pump Relay Driver Circuit Failure | EK5 | — | EK18 |
| P0232 | Fuel Pump Relay Driver Failed Off | EK11 | — | EK20 |
| P0238(a) | Turbo Boost Sensor A Circuit Performance | DH1 | — | DH1 |
| P0237(a) (b) | Turbo Boost Sensor A Circuit Low Input | DH8 | — | DH13 |
| P0238(a) (b) | Turbo Boost Sensor A Circuit High Input | DH11 | — | DH15 |
| P0261 | Injector Circuit Low — Cylinder 1 | NA1 | — | NA1 |
| P0262 | Injector Circuit High — Cylinder 1 | NA8 | — | NA8 |
| P0263 | Cylinder 1 Contribution/Balance Fault | — | NA28 | — |
| P0264 | Injector Circuit Low — Cylinder 2 | NA1 | — | NA1 |
| P0265 | Injector Circuit High — Cylinder 2 | NA8 | — | NA8 |
| P0266 | Cylinder 2 Contribution/Balance Fault | — | NA25 | — |
| P0267 | Injector Circuit Low — Cylinder 3 | NA1 | — | NA1 |
| P0268 | Injector Circuit High — Cylinder 3 | NA8 | — | NA8 |
| P0269 | Cylinder 3 Contribution/Balance Fault | — | NA25 | — |
| P0270 | Injector Circuit Low — Cylinder 4 | NA1 | — | NA1 |
| P0271 | Injector Circuit High — Cylinder 4 | NA8 | — | NA8 |

2003 6.0L

| | | |
|-------|---|--------------------------|
| P0703 | Brake Switch B Input Circuit | GO to Pinpoint Test AJ . |
| P0704 | Clutch Switch Input Circuit | GO to Pinpoint Test C . |
| P1000 | OBD Systems Readiness Test Not Complete | GO to Pinpoint Test AG . |
| P1001 | KOER Not Able To Complete, KOER Aborted | a |
| P1139 | Water in Fuel Indicator Circuit | d |
| P1148 | Generator 2 Control Circuit | e |
| P1149 | Generator 2 Control Circuit High | e |
| P1184 | Engine Oil Temperature Sensor Out Of Self Test Range | GO to L13 . |
| P1280 | Theft Detected, Vehicle Immobilized | j |
| P1378 | FICM Supply Voltage Circuit Low | GO to S2 . |
| P1379 | FICM Supply Voltage Circuit High | GO to S7 . |
| P1408 | Exhaust Gas Recirculation Flow Out Of Self Test Range | e |
| P1484 | A/C Demand Out Of Self Test Range | GO to Pinpoint Test AM . |
| P1501 | Vehicle Speed Sensor Out Of Self Test Range | e |
| P1502 | Invalid Test -- Auxiliary Power Control Module Functioning | GO to Pinpoint Test AE . |
| P1531 | Invalid Test -- Accelerator Pedal Movement | REPEAT the self-test. |
| P1538 | Parking Brake Switch Circuit | GO to Pinpoint Test I . |
| P1703 | Brake Switch Out Of Self Test Range | GO to Pinpoint Test AI . |
| P1705 | Transmission Range Circuit Not Indicating Park/Neutral During Self Test | GO to Pinpoint Test AL . |
| P1725 | Insufficient Engine Speed Increase During Self-Test | m |
| P1728 | Insufficient Engine Speed Decrease During Self-Test | m |
| P2122 | Throttle/Pedal Position Sensor/Switch D Circuit Low Input | GO to AG2 . |
| P2123 | Throttle/Pedal Position Sensor/Switch D Circuit High Input | GO to AG8 . |
| P2127 | Throttle/Pedal Position Sensor/Switch E Circuit Low Input | GO to AG2 . |
| P2128 | Throttle/Pedal Position Sensor/Switch E Circuit High Input | GO to AG8 . |
| P2132 | Throttle/Pedal Position Sensor/Switch F Circuit Low Input | GO to AG2 . |
| P2133 | Throttle/Pedal Position Sensor/Switch F Circuit High Input | GO to AG8 . |
| P2138 | Throttle/Pedal Position Sensor/Switch D/E Voltage Correlation | GO to AQ13 . |
| P2139 | Throttle/Pedal Position Sensor/Switch D/F Voltage Correlation | GO to AQ13 . |
| P2140 | Throttle/Pedal Position Sensor/Switch E/F Voltage Correlation | GO to AQ13 . |
| P2199 | Intake Air Temperature 1/2 Correlation | GO to Pinpoint Test AW . |
| P2282 | Turbo/Super Charger Boost Pressure Not Detected -- Mechanical | GO to Pinpoint Test KA . |
| P2283 | Turbo/Super Charger System Performance | GO to Pinpoint Test KA . |
| P2289 | Water In Fuel Condition | GO to Pinpoint Test Q . |
| P2284 | Injector Control Pressure Sensor Circuit Range/Performance | GO to Pinpoint Test AQ . |
| P2285 | Injector Control Pressure Sensor Circuit Low | GO to Q2 . |
| P2286 | Injector Control Pressure Sensor Circuit High | GO to Q6 . |
| P2288 | Injector Control Pressure Too High | GO to Pinpoint Test AQ . |

CUSTOMER CONCERN CODE (CCC)

| Customer Concern Code (CCC) | Customer Concern Description | VFG Code |
|-----------------------------|---|----------|
| G01 | A/C SLOW TO COOL | V78 |
| G02 | A/C NOT COLD ENOUGH | V79 |
| G03 | HEATER-SLOW TO HEAT | V79 |
| G04 | HEATER-NOT HOT ENOUGH | V79 |
| G05 | A/C DOES NOT WORK | V79 |
| G06 | W/SHIELD/DEFROST UNEVEN CLEARING | V79 |
| G07 | HEATER-DOES NOT WORK | V79 |
| G08 | A/C HEATER/DEFROSTER DOOR ONLY AT STARTUP | V79 |
| G09 | HEATER, DEFROSTER OR A/C NOISE | V79 |
| G10 | A/C HEATER/DEFROSTER OPOR CONTINUOUS | V79 |
| G11 | W/SHIELD DEFROST/DEFOGGING SLOW TO CLEAR | V79 |
| G12 | W/SHIELD DEFROST/DEFOGGING DOES NOT WORK | V79 |
| G13 | SIDE WINDOW DEFROST/DEFOGGING UNEVEN CLEARING | V79 |
| G14 | SIDE WINDOW DEFROST/DEFOGGING SLOW TO CLEAR | V79 |
| G15 | SIDE WINDOW DEFROST/DEFOGGING DOES NOT WORK | V79 |
| G16 | BACK WINDOW DEFROST/DEFOGGING UNEVEN CLEARING | V79 |
| G17 | BACK WINDOW DEFROST/DEFOGGING SLOW TO CLEAR | V79 |
| G18 | BACK WINDOW DEFROST/DEFOGGING DOES NOT WORK | V79 |
| C19 | REGISTER/VENT ADJUSTMENT TROUBLES | V79 |
| C20 | OTHER TEMPERATURE CONTROL TROUBLES | V79 |
| C24 | A/C WATER LEAK/CONDENSATION TROUBLES | V79 |
| C26 | DEAD BATTERY | V18 |
| C28 | WEAK OR LOW ELECTRICAL POWER | V19 |
| C27 | POWER SUPPLY TROUBLES | V18 |
| C29 | OTHER STEERING/HANDLING AND RIDE TROUBLES | V28 |
| D01 | ENGINE WOULD NOT START | V43 |
| D02 | ENGINE DIFFICULT OR SLOW TO START | V43 |
| D10 | ENGINE IDLES TOO SLOW | V40 |
| D11 | ENGINE IDLES TOO FAST | V40 |
| D12 | ENGINE IDLES ROUGH | V40 |
| D21 | ENGINE STALLS | V44 |
| D30 | ENGINE RUNS WITH KEY OFF | V44 |
| D32 | EXCESSIVE FUEL CONSUMPTION | V46 |
| D33 | ENGINE HESITATES/BURGES WHEN ACCELERATING | V41 |
| D41 | ENGINE HESITATES/BURGES AT STEADY SPEED | V41 |
| D88 | OTHER ENGINE TROUBLES | V44 |
| E22 | ENGINE OVERHEATS/RADIATOR TROUBLES | V44 |
| E26 | EXCESSIVE OIL CONSUMPTION | V44 |
| E29 | "CHECK ENGINE" LIGHT TROUBLE | V44 |
| E31 | OTHER CHASSIS TROUBLES | V44 |
| E40 | ELECTRONIC MODULE TROUBLES | V17 |
| E39 | ENGINE BELT BREAKING/SLIPPING/SQUEALING | V44 |
| E05 | SLOW FUEL TANK FILLER/BACK | V28 |
| E06 | FUEL TANK LEAK/ODOR | V28 |
| F04 | TRIM/PAINT (EXCLUDES TRIM/BUMPER) | V30 |
| F05 | SAGS/RUNS IN PAINT (EXCLUDES TRIM/BUMPER) | V30 |
| F06 | RELEED PAINT (EXCLUDES TRIM/BUMPER) | V30 |
| F08 | OTHER EXTERIOR PAINT TROUBLES (EXCL. TRIM/BUMPER) | V30 |
| F10 | PAINT SPRAY OVER BODY FINISH (EXCL. TRIM/BUMPER) | V30 |
| F11 | BODY RUST/CORROSION (NOT PERFORATION, EXCL. BUMPER) | V30 |
| F12 | STAINED/SPOTTED PAINT (EXCLUDES TRIM/BUMPER) | V30 |
| F13 | FADED/DULL PAINT (EXCLUDES TRIM/BUMPER) | V30 |
| F15 | DETAIL PAINT OR TAPE STRIPE COMING OFF (EXCL. BUMPER) | V30 |
| F20 | DIRT IN PAINT (EXCLUDES TRIM/BUMPER) | V30 |
| F22 | RUST (PERFORATION) (EXCLUDES TRIM/BUMPER) | V01 |
| F23 | RUST PERFORATION (CANADA ONLY) | V01 |
| F30 | UNEVEN COLOR/COLOR DIFFERENT BETWEEN BODY PANELS | V30 |
| F33 | BUMPER FADED/DULL PAINT | V79 |
| F34 | BUMPER SAGS/RUNS IN PAINT | V79 |

490 Other Interior Trim Troubles

VD13

PE03-044 ETC Accol pellets

K. Lowe

- 1) Start NY: 1999
- 2) End NY: 2003
- 3) Model Excursion; F Super Duty
- 4) Part Break: none
- 5) Part Base: 9F836
- 6) Repair Start Date: 02/01/1998
- 7) Repair End Date: 02/30/2003
- 8) Repair Type: C; I
- 9) Dealer Country: USA

Original Count 20,797
± 22,000

| Keywords - PQIS | 18,120 - 18,500 17,000 - 17,000 | Deleted the Following: TO GET TO ± 9320 |
|--------------------|---|--|
| ✓ Throttle | 4 | |
| ✓ Idle | 5 | |
| ✓ accel | 4 | |
| drop | 2 | 12,611 drop |
| brake | 2 | brake |
| stick | 2 | stick |
| + surge | 4 | |
| + stall | 5 | |
| ✓ P02 | 5 | |
| stumble | 5 | |
| stumble | 3 | stumble |
| hesitate | 3 | hesitate |
| ✓ P012 | 5 | |
| ✓ switch | 2 | |
| power | 4 | power |
| ✓ pedal | 4 | |
| rev | 2 | rev |
| + decel | 4 | |
| decel | 5 | decel |
| ✓ accid | 3 | |
| ✓ injur | 3 | |
| quit | 4 | quit |
| ✓ 03B03 | 5 | |
| ✓ sensor | 3 | |
| ✓ P01 | 5 | |
| ✓ accident | 3 | |

11/9/03
MORS TV - Total 11,829

Keyword search:

| | |
|----------|---|
| throat | 4 |
| idle | 5 |
| recel | 4 |
| pedal | 5 |
| stall | 3 |
| dies | 4 |
| accid | 3 |
| injur | 3 |
| accident | 3 |
| level | 3 |
| quit | 3 |
| blind | |
| stick | |
| feet | |

} w/out Keyword 6,776
5865
6327
=

11/9/03

CRIS - accid 12 none responsive
injur 2 " "

QWS - accid 3 " "
injur 0 - -

MORS^{IV} - accid 910 } legats only used.
injur 435 }

MORS^{III} legal 'As'

929 claims, ~~17~~ "As"
13

MORS^{III} Recall 5 As

Subject of the information request

30K 8773

(38,773)

Tom Bireld 7769 10,216

Recall MIRS 10,216
(1,613)

MIRS 11,329

6327
657 recall

COIS 12011

Recall 26,797
971

Global Oasis Search Request

From Art Bardell, FCSO

~1300 Messages

Files:

99-08 excursion Active.815

99-03 " Active 2.X1

99-03 " archive.X1

99-03 " archive.2.X1

Also Super Duty (4)

Word search:

Throttle

ETC

Peel

idle

Stall

Acceleration

I/S

TPE

Surge

Zaida found only "KickIdle" Not responsive.

Is engine wire chattering in here?

Throttle

2 1/2 KCRIS

idle

accel ~~erates~~

decel

decel

stalling

sticking

? Surge (leaves in)

~~idle~~ (leaves in) die (use)

stall

stall

stumble

hesitate

fold

switch

power

~~pedal~~

pedal

light

ped

ped

~~accelerates~~

ACC, INJ
QUIT, O3B03

TP

QUIT O3B03

A1 Vehicle goes to idle or remains at idle with accel depressed
Power pedal adjustment to pedal (no throttle response)
~~power light~~ (Lost power)

A2 Engine quits / stalls / dies / hesitates, stumbles

A3 Accelerates

B surges - light, pump?

C Check engine light on (excess of power)

C1 Accel pedal broken / come off / pin out or loose or missing

~~hesitates, stumbles, power~~

C2b Loses power on accel / cruise (B, if not pedal related)

C Kinetic shifting

~~NOAS P.O. 02603 654. 64965~~

Total
6327

~~COIS~~ IFTWW 32 F 02 E [REDACTED] - Looks like oil, solid
In with non-oil

PN 9F836 (TOTAL 23142)

M4 *Claims

94 5353

00 3503

01 8929

02 4332

03 1005

Jan Feb

SD 7.2

6.0

ER

CQIS Reports for Inquiry PE03-044

| | | | |
|---------------------------------|------------------------|-----------------------|---------------------------|
| Inquiry: PE03-044 | Report No: 1DCAC802 | Report Date: 4/9/2001 | Source: CQIS |
| Model Year: 1999 | Model: F350 4C2 | VIN: 1FTBW30F4XE | PGM Type: |
| Symptoms: 6 07 9 00 | DRVABL ACCELERATION | STALL/CLUTS OTHER | |
| Addl. Symptoms: | | Odometer: 18347 M | |
| Engine: 7.3L DI | Transmission: 4R100 | Build Date: 3/3/1999 | Warranty Start: 3/30/1999 |
| Dealer: 07809 McLeod Ford Inc | FCSD Region: 10 | City: Riverdale | State: CA |
| Customer First Name: | Last Name: | City: | State: |
| Causal Component: 8F836 PEDAL & | | | Photo: |
| Comment Type: Comments: | | | |

CONCERN WHILE TOWING TRAILER ATTEMPTED TO PASS A CAR AND LOST POWER, NO
CONCERN THROTTLE, JUST IDLE.
TECHNIC TESTED SYSTEM. FOUND TPS OUT OF SPECIFICATIONS. REPLACED TO CORRECT.

COIS Reports for Inquiry PE03-044

| | | | |
|------------------------------------|----------------------|------------------------|---------------------------|
| Inquiry: PE03-044 | Report No: 3FIAR008 | Report Date: 6/13/2003 | Source: COIS |
| Model Year: 2003 | Model: EXCURSION 404 | VIN: 1FMBL3P83E | PEM Type: |
| Symptoms: 8 14 0 00 | DRIVABL OTHER | LOSS OF POWER OTHER | |
| Add. Symptom: LACK OF POWER | | Odometer: 10098 M | |
| Engine: 5.0L OI | Transmission: SR110W | Build Date: 1/16/2003 | Warranty Start: 2/25/2003 |
| Dealer: 03297 813-TerHar Motors, I | FCSD Region: 88 | City: Broomfield | State: CO |
| Customer First Name: | Last Name: | City: | State: |
| Causal Component: | | | Photo: |

Comment Type: Comments:

REPAIR CALLED SM AND DEALER HAS JUST GOTTEN THE VEHICLE, NO DIAGNOSIS HAS BEE
REPAIR N PERFORMED, STATES WILL LIKELY LOOK AT IT ON MONDAY
RECOMM INFORMED DEALER WE ARE HERE TO HELP THEM IF ANY NEEDED DURING THE DIAG
RECOMM NOBIS PROCESS.
AUDIT DEALER ID USA03148 CHANGED TO USA03297 BY REASON4
ADD-ON CONTACTED DLR LEFT VOICEMAIL WITH SM REQUESTING CALLBACK FOR STATUS
ADD-ON OF VEHICLE.
ADD-ON SM CALLING BACK STG CUSTOMERS COMPLAINT IS LACK OF POWER ON TAKE OFF
ADD-ON UNTIL 1800RPM, PSE JEFF TOBEY HAS SPOKEN WITH CUSTOMER, ADVISED THAT
ADD-ON THIS IS CHARACTERISTIC UNTIL TURBO BUILDS BOOST.

CQIS Reports for Inquiry PE03-044

| | | | |
|---|------------------------|----------------------------------|--------------------------|
| Inquiry: PE03-044 | Report No: 3DRJAV013 | Report Date: 4/21/2003 | Source: CQIS |
| Model Year: 2003 | Model: EXCURSION 4x4 | VIN: 1FMBU43P33E [REDACTED] | PGB Type: |
| Symptoms: 6 14 5 83 | DRVABL ACCELERATION | LOSS OF POWER ALL ENGINE TEMP | |
| Addr. Symptom: LOW POWER RETURNS WKEY CYCLE | Odometer: 2900 M | | |
| Engine: 6.0L DI | Transmission: SR110W | Build Date: 1/31/2003 | Warranty Start: 3/7/2003 |
| Dealer: 05637 Star Ford | PCSD Region: 71 | City: Glendale | State: CA |
| Customer First Name: | Last Name: | City: | State: |
| Causal Component: | | | Photo: |
| Comment Type: Comments: | | | |

REPAIR TECH STATES PREVIOUSLY HAD FUEL IN OIL CONCERN, NOW HAS INTERMITTENT
REPAIR COMPLAINT OF LOW POWER, SEEMS TO RETURN WITH KEY CYCLE, HAD P2263 IN
REPAIR MEMORY, DID GET 1V CHANGE IN EBP COMMANDING VGT PER BSM, NPF AT THIS
REPAIR TIME, OIL LEVEL SEEMS TO BE RISING AGAIN.
RECOMM ADVISED TECH THAT POWER LOSS THAT RETURNS WHEN KEY CYCLED IS A KNOWN
RECOMM CALIBRATION ISSUE, SHOULD BE UPDATE SOON, ADVISED VERIFYING WHETHER OR
RECOMM NOT STILL GETTING FUEL IN OIL, IF SO REDO TSB PROCEDURE TO PINPOINT
RECOMM CAUSE AND ADDRESS AS NECESSARY. DUPLICATE CONCERN, VERIFY POWER COMES
RECOMM BACK WHEN KEY CYCLED, IF SO WAIT FOR REFLASH.

PE03-044 38171

CQIS Reports for Inquiry PE03-044

| | | | |
|---|------------------------|----------------------------------|----------------------------|
| Inquiry: PE03-044 | Report No: XC8CZ006 | Report Date: 3/19/1996 | Source: CQIS |
| Model Year: 1999 | Model: F250 4X4 | VIN: 1FTND21F0XE | PGM Type: |
| Symptoms: 8 14 5 93 | DRVABL ACCELERATION | LOSS OF POWER ALL ENGINE TEMP | |
| Add. Symptoms: NO THROTTLE RESPONSE/DEADPEDAL | | Odometer: 0067 M | |
| Engine: 7.3L DI | Transmission: 4R100 | Build Date: 11/17/1996 | Warranty Start: 12/20/1995 |
| Dealer: 00846 Viate Ford Inc | FGSD Regist: 10 | City: Monroeville | State: PA |
| Customer First Name: | Last Name: | City: | State: |
| Causal Component: | | | Photo: |

Comment Type: Comments:

REPAIR: CUST TOW CAMPER WITH TRUCK. CELL PHONE, C.B., AND ELECTRONIC BRAKE
 REPAIR: CONTROLLER ADD-ONS. TECH RECALLS NO CONCERN WHEN 1ST DELIVERED OR
 REPAIR: DURING F.D.I. CUST WENT TO PICK UP TRUCK AFTER TORQUE CONVERTOR
 REPAIR: REPLACEMENT, BROUGHT RIGHT BACK IN SHOP AND DEMONSTRATED TO TECH THAT
 REPAIR: THE ENGINE RPM WAS STUCK AT LOW IDLE WITH HIS FOOT HOLDING ACCEL PEDAL
 REPAIR: WOT. TECH HAD CUST HOLD FOOT ON FLOOR WITH ENGINE AT LOW IDLE AND
 REPAIR: HOOKED UP NGS AT WHICH TIME THE AP AND IVS SEEMED NORMAL ON PIDS.
 REPAIR: CYCLED THROTTLE--STILL STUCK LOW IDLE. CYCLED KEY--CONCERN CLEARED
 REPAIR: AND WOULDN'T RE-OCCUR, SO CUST LEFT FOR NOW AND BE BACK LATER KNOWNST
 RECOMM: REPORT IN W5YCB018 REPLACE PEDAL & SENSOR ASY
 RECOMM: ADVISE THE TECH THAT THEY WILL WANT TO VERIFY THE CONCERN AND THEN WAT
 RECOMM: CH THE AP AND THE IVS THE AP SHOULD BE AT .5V AT .5V AT IDLE AND THE I
 RECOMM: VS SHOULD CHANGE WITHIN .5V OF THE AP AT IDLE.
 RECOMM: MONITOR PCM PWRS AND GROUNDS AND SEE IF ANY ADD-ONS SPICED IN.
 RECOMM: REFER 9718A PAGES 70,71, AND 115.
 ADD-ON: TECH CLAIMS HE FOUND THE CAUSE OF THE CONCERN:
 ADD-ON: HE STATES THAT THE CUSTOMER IS APPLYING THE ACCEL PEDAL, CLIPPING HIS
 ADD-ON: CHANKING, THEN TRYING TO ACCEL AFTER IT IS STARTED, AND IT DOES NOT
 ADD-ON: ACCEL. HE STATES HE VERIFIED THE SAME IDENTICAL THING ON A BRAND
 ADD-ON: NEW VEHICLE ON THE LOT. THE PCM WILL NOT ALLOW PEDAL AUTHORITY
 ADD-ON: IF THE PEDAL IS NOT AT IDLE WHEN STARTING. ALMOST LIKE A FLOOR MAT

*Verified through Arnie Kramberg
 Calibration*

CQIS Reports for Inquiry PE03-044

| | | | |
|-------------------------------------|------------------------|---------------------------|----------------------------|
| Inquiry: PE03-044 | Report No: 1035011 | Report Date: 7/9/2001 | Source: CQIS |
| Model Year: 1998 | Model: F250-4X4 | VIN: 1FTNW21F1X[REDACTED] | PGM Type: |
| Symptom: 6 12 8 02 | DRVABL AT CRUISE | SURGE HOT ENGINE | |
| Add. Symptom: SURGE AT 1800 RPM | | Odometer: 101117 M | |
| Engine: 7.3L DI | Transmission: ZF 48HD- | Build Date: 8/2/1998 | Warranty Start: 10/23/1998 |
| Dealer: 08341 Larry Miller Ford Lin | FCSD Region: 88 | City: Caldwell | State: ID |
| Customer First Name: | Last Name: | City: | State: |
| Causal Component: | | | Photo: |
| ----- | | | |
| Comment Type: Comments: | | | |

REPAIR TECH STATED THAT THE VEHICLE HAS SURGE AT CRUISE, 1800 RPM. A/P
REPAIR CHANGES ABOUT 1/2 VOLT WITH A STEADY THROTTLE.
RECOMM ADVISED TECH TO REPLACE THE PEDAL ASSEMBLY AND FLASH THE PCM.

CQIS Reports for Inquiry PE03-044

| | | | |
|-------------------------------------|------------------------|------------------------------|----------------------------|
| Inquiry: PE03-044 | Report No: 1AWJC008 | Report Date: 1/23/2001 | Source: CQIS |
| Model Year: 2001 | Model: F850 4X2 SD | VIN: 1F0A158P41E | PGM Type: |
| Symptoms: 8 14 5 01 | DRVABL ACCELERATION | LOSS OF POWER COLD ENGINE | |
| Addl. Symptom: PCM RESET | | Odometer: 2483 M | |
| Engine: 7.3L DI | Transmission: 4R100 D | Build Date: 9/27/2000 | Warranty Start: 12/14/2000 |
| Dealer: 01822 32 Ford-Mercury, Inc. | PCSD Region: 47 | City: Batavia | State: OH |
| Customer First Name: | Last Name: | City: | State: |
| Causal Component: 12A581 WIRING A | | | Photo: |
| Comment Type: Comments: | | | |

REPAIR TECH HAS PCM RESET COLD, NOT HOT, HE HAS DASH LIGHTS PROVING OUT AND N
REPAIR O THROTTLE UNTIL RELEASED AND REAPPLIED.
RECOMM TECH TO CHECK TSB 97-18A PAGE 118 FOR DIAG. CHECK LEFT HAND LIFTING EY
RECOMM E BRACKET FOR CHAFFING AND HARNESS TO CMP. CHECK COVL FOR CHAFFING HAR
RECOMM NERS.
RECOMM SRM 14440 SEE TSB 97-16A, & 7.3 DI TURBO DIAG REF GUIDE PAGE 118
REPAIR TECH CALLING STATES THAT THE SBCS WONT TAKE 2001
RECOMM PUT THE VEH IN AS 2000 OR 1999
REPAIR TECH HAS CHECKED VREF WITH BREAK OUT BOX AND CANT FIND NOTHING.
REPAIR HAS UNPLUGGED ALL SENSORS ONE AT A TIME AND STILL CANT FIND ANYTHING
REPAIR PULLED WC AND INSPECTED THE HARNESSES AND STILL CANT FIND ANYTHING
RECOMM INSTALL A CFR AND CHOOSE ALL FID AND TRY TO GET SOME DATA
RECOMM IF NOT POSS NEED TO TECH ASSIST THIS VEH.
REPAIR TECH IS CALLING BACK AND THEY HAVE PERFORMED A CFR AND THEY CANT SEE
REPAIR THE EVENT BECAUSE OF THE PCM RESET. WITH TSH CONCERN HAPPENING THEY ST
REPAIR LL CANT SEE WHAT IS HAPPENING, THEY HAVE UNPLUGGED ALL OF THE SENSOR
REPAIR S THAT THEY CAN AND DROVE THE VEHICLE STILL THE CONCERN IS THERE, THEY
REPAIR HAVE REPLACED THE CMP AND THE AP AND STILL THE CONCERN IS THERE THEY C
REPAIR AN SEE THE PCM LOOSING POWER, GROUND OR V REF AT THIS POINT.
RECOMM ADVISED THE TECH THAT WE WILL "TAR" THIS AT THIS POINT DO TO THE TECHS
RECOMM REQUEST, THE DEALER WILL TRY TO SHORT THE INJECTOR OUT 1 AT A TIME UN
RECOMM TILL HE GETS A CALL FROM THE PSE.
ADD-ON CONTACTED DEALERSHIP YESTERDAY AND SPOKE WITH CHRIS AND DAVE. SCHEDUL
ADD-ON ED TAR FOR TUESDAY AFTERNOON, 2/8/01.
ADD-ON VISITED DLR 3/6 AND VERIFIED CONCERN WITH TECHNICIAN. MONITORED VREF
ADD-ON AND VPWR AT B.O.B. DURING CONCERN WITH FLUKE 88 RECORDING MIN AND MAX.
ADD-ON DID NOT PICK UP A VOLTAGE LOSS ON EITHER OF THE PINS DURING THE CONCER
ADD-ON REVIEWED 11 RECORDINGS THAT TECH HAD MADE. NONE SHOWED ANY DROP OUT
ADD-ON OF VREF OR VPWR. CONCERN WENT AWAY AFTER WARMED UP. TECH HAD REPLACD
ADD-ON CMP, IPR, MAP, IVS, APP, PCM, AND IDM (SWAPPED FROM NEW STOCK UNIT) AND
ADD-ON DID NOT CHANGE CONCERN. WHEN CONCERN OCCURS, GLOW PLUG LIGHT, AND ALL
ADD-ON MIL ETC. PROVE OUT BUT NO THROTTLE RESPONSE UNTIL BACK OFF PEDAL TO DO
ADD-ON IDLE VALIDATION. JUMPED B+ TO B.O.B. VPWR PINS AND PCM RESET / BULB
ADD-ON PROVBOUT DID NOT OCCUR, BUT VEHICLE THEN HAD A BUCK / JERK. NO ETC'S.
ADD-ON TECH TO REPLACE ENGINE HARNESS AND RE-EVALUATE. TECH TO CONTACT FSE
ADD-ON 2801 WITH RESULTS.
ADD-ON CLOSING TAR. TECHNICIAN REPLACED THE ENGINE HARNESS AND THE CONCERN I
ADD-ON S RESOLVED.

PE83-044 38178

CQIS Reports for Inquiry PE03-044

| | | | |
|-------------------------------------|-----------------------|-----------------------|---------------------------|
| Inquiry: PE03-044 | Report No: 3EDCO008 | Report Date: 2/4/2003 | Source: CQIS |
| Model Year: 2003 | Model: F350 4C4 | VIN: 1FTYBWS1F23E | PGM Type: |
| Symptoms: 6 24 0 00 | DRIVABLE OTHER | ACCEL PEDAL OTHER | |
| Add. Symptoms: NO THROTTLE RESPONSE | | Odometer: 5561 M | |
| Engine: 7.3L DI | Transmission: 4R100 D | Build Date: 8/30/2002 | Warranty Start: 12/3/2002 |
| Dealer: 02635 Riverbort Ford Merou | FCSD Region: 10 | City: Red Wing | State: MN |
| Customer First Name: | Last Name | City: | State: |
| Causal Component: W4 WIRE SHO | | | Photos: |

Comment Type: Comments:

REPAIR TECH STATED THAT THE VEHICLE HAS INTERMITTENT NO THROTTLE RESPONSE, REPAIR WITH CODES 122, 125 AND 221. HAS REPLACED THE PEDAL ASSEMBLY. SAME REPAIR CONCERN.

RECOMM ADVISE TECH TO REPLACE THE PEDAL ASSEMBLY WITH PIN 1G3Z 9F636 BA.

REPAIR TECH STS VEHICLE AP LASTED 1 DAY

RECOMM ADV TECH TO CALL CENTRAL ORDER PARTS

REPAIR SM JERRY STATES THAT THIS IS THE FORTH PEDAL THIS TRUCK NEEDS. STATES

REPAIR GETS A P0122, P0123 AND A P0221. SEEKING TAR

RECOMM ADVISE WEL TAR PER REQUEST. IF PEDAL IS OVERLOADED, PUSHED TO HARD, I

RECOMM T IS POSSIBLE TO BEND STOP AND PUSH PEDAL OUT OF RANGE. NO OTHER KNOW

RECOMM NS. CORRECT LEVEL PEDAL BEING USED.

ADD-ON IT IS VERY UNLIKELY THAT FOUR PEDALS HAVE BEEN BAD. THIS IS MOST LIKEL

ADD-ON Y AN ISSUE WITH THE WIRING AND CONNECTORS. TRY SWAPPING A PEDAL FROM

ADD-ON A KNOWN GOOD VEHICLE, AND THEN IF THE CODES COME BACK TROUBLESHOOT THE

ADD-ON WIRING.

ADD-ON [REDACTED] 2-210-0262

ADD-ON [REDACTED] 113-210-0262

ADD-ON INSPECTED VEHICLE ON 2/4/03. AFTER FILE REVIEW AND DISSASSEMBLY OF A RE

ADD-ON PLACED AP WHERE NO INTERNAL FAILURES WERE NOTED I INSTRUCTED DEALER OR

ADD-ON DER AND INSTALL A NEW PCM.

ADD-ON INSTALLATION OF PCM DID NOT CORRECT CONCERN. REVIEW OF WIRE HARNESS FOU

ADD-ON NOCIRCUIT 365, PIN 89 AT PCM, PIN 18 AT CONNECTER 138 A GREY WITH WHITE

ADD-ON WIRE SHORTED TO THE INNER FENDER. THE INSULATION WAS CRACKED/WORN THR

ADD-ON OUGH. ALSO CIR 787 A PINK AND BLACK WIRE HAD WORN INSULATION.

PE03-044 38178

COIS Reports for Inquiry PE03-044

| | | | |
|---|------------------------|-------------------------------|---------------------------|
| Inquiry: PE03-044 | Report No: 1K9C3004 | Report Date: 11/2/2001 | Source: COIS |
| Model Year: 1999 | Model: F250 4X2 | VIN: 1FTNF20F9E | PGM Type: |
| Symptoms: 6 11 5 88 | DRVABL ACCELERATION | HEB/TUMBLE ALL ENGINE TEMP | |
| Add. Symptoms: LOSSES POWER GOES TO BASE IDLE | | Odometer: 80000 M | |
| Engine: 7.3L DI | Transmission: ZF M5HD- | Build Date: 4/16/1998 | Warranty Start: 02/1/1998 |
| Dealer: 03483 Showe Ford Inc | FORD Region: 10 | City: Gordon | State: TX |
| Customer First Name: | Last Name: | City: | State: |
| Causal Component: | | | Photo: |
| Comment Type: Comments: | | | |

REPAIR DEALER PRINCIPLE RUSSELL STATES THAT THE VEHICLE WILL START TO LOSE
REPAIR POWER AT CRUISE AND GO TO A BASE IDLE CONCERN. THE CMP SENSOR, AND
REPAIR THE ACCELERATOR PEDAL HAVE BEEN REPLACED. THIS IS AN INTERMITTENT
REPAIR CONCERN, AND THE CUSTOMER LIVES 150 MILES FROM THE DEALER. THE
REPAIR CUSTOMER WOULD LIKE TO TRY TO FIX THE VEHICLE WHERE IT IS AT. DEALER
REPAIR PRINCIPLE SEEKING ANY KNOWNS...

RECOMM ADVISED DEALER PRINCIPLE THAT HE MAY BE LOSING POWER OR GROUND TO THE
RECOMM PCM. ADVISED DEALER PRINCIPLE TO REFER TO TSB 07-15-A PAGE 115.
RECOMM ADVISED DEALER PRINCIPLE TO HAVE THE CUSTOMER BRING THE VEHICLE TO THE
RECOMM DEALER IF POSSIBLE. ADVISED DEALER PRINCIPLE TO CALL BACK IF NEEDING
RECOMM ANY FURTHER ASSISTANCE...

PE03-044 38177

22,657 non-car

Responsible

Recall Population

| | | |
|-----------------------------|---|----|
| AWS | 0 | |
| UDB | 0 | |
| CRIS | 0 | |
| (on Lit Search → MORS LIST) | 4 | 3 |
| UDB | 0 | 70 |

Includes

No UDB reports on recalled veh had an accident/injury allegation (reviewed reports w/ word-search: no accidents)

11-21-03

MORS, CRIS, AWS & UDB for recalled vehicles have been reviewed for acc./inj (you have copies of any possibly related reports)

[REDACTED]

Here is the only recalled
veh. CQIS acc/inj record
that is even close to being
related - For your review

No AWS on non-recalled veh included
acc/inj words on related concerns.

CQIS Reports for Inquiry PE03-044

| | | | |
|-------------------------------------|------------------------|---------------------------------|----------------------------|
| Inquiry: PE03-044 | Report No: 2FWH7001 | Report Date: 9/23/2002 | Source: CQIS |
| Model Year: 2002 | Model: EXCURSION GX4 | VIN: 1FM8U43P23E | PGM Type: |
| Symptoms: 8 20 9 93 | DRYABL SUDDEN ACCEL | ENG SPEED-UP ALL ENGINE TEMP | |
| Add. Symptom: ALLEGED ACCELERATION | | Odometer: 13547 M | |
| Engine: 7.3L DI | Transmission: 4R100 D | Build Date: 12/4/2001 | Warranty Start: 12/17/2001 |
| Dealer: 20007 Stan Martin Ford, Inc | FCSD Region: 10 | City: Hudson | State: NY |
| Customer First Name: | Last Name: | City: | State: |
| Causal Component: NPF NO PROBL | | | Photo: |
| Comment Type: Comments: | | | |

REPAIR TECH STATES THAT CUSTOMER ALLEGES THAT THIS UNIT ACCELERATES BY ITSELF.
REPAIR F. STATES WAS IN A ACCIDENT. STATES THAT AT TIMES IT WILL NOT ACCELERATE.
REPAIR TECH. CUSTOMER SEEKING BUYBACK AND LEGAL ACTION.
RECOMM ADVISE NEEDS TO SEE BOTH AP VOLTAGE CHANGE AND THE IDLE VALIDATION SWITCH.
RECOMM TECH. AT THE CORRECT VOLTAGES, BEFORE IT WILL ALLOW ACCELERATION. WILL
RECOMM TAR FOR FIELD INVOLVEMENT. CONFIRMED WITH SME.
ADD-ON CONTACTED DLR. SM STATES CANNOT DUPLICATE CONCERN. RELEASED VEHICLE
ADD-ON BACK TO CUSTOMER. CLOSING TAR - CONCERN CURRENTLY BEING HANDLED
ADD-ON THROUGH LEGAL.

B2

PE03-044 38100

ACCIDENT - INJURY
Text Search

- accl
- ~~broke~~
- ~~bruise~~
- colli
- crash
- ~~cut~~
- hit
- hospital
- hurt
- impac
- injur
- lacerat
- ~~pain~~
- rear ended
- rear-ended
- skid
- swell
- therapy
- wound
- wreck



Attached are the MORS on
03B03 vehicles that have
one of the accident/injury
key words, & that may
relate - includes some
'C's for your info

MORS III Reports for Inquiry PE03-044

Inquiry: **PE03-044** Source: MORS II
Region: 27 WASHINGTON Issue: LEGAL Zone: G1 Case: 1642051263
VIN: 1FMBU43F82E [REDACTED] Engine: F Veh Type: T Opened: 5/6/2003
Closed: 5/6/2003

Last Name: [REDACTED] Title: MR First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: CHESAPEAKE State: VA ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 2002 Model: EXCURSION LIMITED 4X4 Mileage: 11058 Build Date:
Dealer Name: CAVALIER FORD Sales Code: FZ7051 P and A: 05833
Reason Code: 0702 LEGAL - ACCIDENT / FIRE
Symptoms: 301606 SERVICE BRAKE INEFFECTIVE FRONT

Origin: CAC30 US CONCERN CASE BASE PHONE 5/6/2003 5:42:16 PM
Action: 718 ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS 1642051263792 3016067

CUSTOMER SAYS: _____ ACCIDENT _____
_____ - DATE : 8 MAY 2003 - LOCATION
: I-64 FREEWAY NEAR EXIT 287 - VEH WAS IN STOP AND GO TRAFFIC - ON A CERTAIN SPEED THE CUST WENT TO BRAKE AND THE VEH ACCELERATED - THERE WAS NO INJURIES. - FEELS THIS IS DUE TO THE BRAKE'S ISSUE - THE GRILLED AND BUMPER HAS BEEN DAMAGED - THE STATE TROOPERS ARE THERE AND THE REPORT IS BEING FILED AS THE CUST WAS SPEAKING TO THE CSR. - CUST HAS NOT CONTACT THE INSURANCE COMPANY AS YET PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5849

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 5/9/2003 8:10:47 PM
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 1642051263792 3016067
WILL CONTACT CUST TO DISCUSS CLAIM

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 5/30/2003 11:35:03 AM
Action: LP1819 REDIRECT TO OTHER 1642051263792 3016067
ACCORDING TO CRC COMMENTS, THE CONCERN HAS BEEN RESOLVED WITH REPAIR. LPA HAS LEFT A MESSAGE FOR THE SRV MANAGER TO RETURN CALL. WILL UPDATE THE CONTACT AS NEEDED.

PE03-044 30162

Inquiry: PE83-844

Source: MOR8 III

Region: 27 WASHNGTO

Issue: LEGAL

Zone: G1

Case: 1642081283

VIN 1FMSU43F92E

Engine: F

Veh Type: T

Opened: 5/8/2003

Closed: 5/8/2003

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 5/30/2003 11:44:50 AM
Action: LP1901 UPDATE/ADDCO CASE 16420812830792 3816807

IN FURTHER REVIEW, THE CONCERN INVOLVED AN ONP 038038, NOT A RECALL. THIS PROGRAM DOES NOT STATE THAT THE CONCERN WOULD CAUSE UNINTENDED MOVEMENT. LETTER OF CLOSING WILL BE SENT TO CUST.

LPA SPOKE TO SRV MANAGER PAUL SALTARELLI. HE STD THAT HE HAD BEEN WAITING ON CONTACT FROM CONSUMER AFFAIRS TO ADDRESS THE CUSTOMER CONCERNS. HE THEN STATED THAT HE WAS TOLD TO GO THRU CRC TO HAVE THE ALL ISSUES ADDRESSED. "PAUL SALTARELLI WAS INFORMED THAT THIS IS NOT AND HAS NEVER BEEN THE CORRECT PROCEDURE". HE STD HIS DLR ADVISED OF THAT THE ONLY WAY FOR A DLR TO HAVE ANY ISSUES ADDRESSED IS THRU THE CRC". LPA ADVISED IN ORDER FOR AN INSPECTION TO TAKE PLACE AT THE REQUEST OF AN DLR, THE DLR FIRST MUST SUBMIT A DEALER REQUEST FOR CONSUMER AFFAIRS FORM SO THAT A CASE WOULD BE OPENED AND A PSE WOULD BE SENT AND THE VEHICLE CAN NOT BE REPAIRED. LPA ADVISED OF THE DLR ROAD MAP AND FMC DLR TO LOCATE FORM. IT IS DIFFICULT TO VERIFY ANY DEFECT WITH THE VEHICLE IF THE VEHICLE BEING REPAIRED. IT IS THE DLR RESPONSIBILITY TO CONSULT HIS REGIONAL OFFICES IF THIS PROCESS IS NOT CLEAR. LPA ADVISED THAT A DLR REQUEST WILL BE FAXED TO THE DLR SO THAT THE SITUATION CAN BE DOCUMENTED PROPERLY IN CUDL. FURTHER ADVISED THAT LPA CAME TO THE DECISION BASED ON THE WORD OF A SRV ADVISOR AT DLR-NAME WAS NOT RECORDED AT THE TIME. THEY CONFIRMED THAT THE ONP WAS NOT INDICATIVE OF THE CUSTOMER CONCERNS AND THE CASE WAS CLOSED. LPA THEN RETURNED CALL TO DUNCAN ALPERSON IN THE CRC. LPA ADVISED HIM OF THE PROPER PROCEDURE THAT THE DLR DID NOT FOLLOW. FURTHER ADVISED THAT A LETTER WAS SENT TO THE CUSTOMER. AS A COURTESY A LETTER WILL BE RESENT. LPA WELCOMES INQUIRES FROM THE CRC. BUT ASSUMPTIONS TO THE REASONING BEHIND ANY DECISIONS MADE IN CA SHOULD NOT BE DONE UNLESS LPA IS CONSULTED.

PE83-844 38163

MORS III Reports for Inquiry PE03-044

Inquiry: **PE03-044** Source: MORS IR
Region: 47 CINCINNATI Issue: LEGAL Zone: C2 Case: 652481113
VIN: 1FTNW21F421 [REDACTED] Engine: F Veh Type: T Opened: 4/21/2003
Closed: 4/21/2003

Last Name: [REDACTED] Title: M&M First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: FRANKFORT State: IN ZIP: [REDACTED]
Phone: [REDACTED]

Model Year: 2002 Model: F250 4X4 CREW/CAB PICK Mileage: 20000 Build Date:
Dealer Name: MIKE RAISOR FORD Sales Code: F47059 P and A: 04854

Reason Code: 0792 LEGAL - ACCIDENT / FIRE

Symptoms: 205251 HRNS/SPD CNTRL SPEED CONTROL DENGAGE/DROPO

Origin: CACT35 US CONCERN CASE BASE PHONE 4/21/2003 3:20:26 PM
Action: 719 ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS 6524811138792 20525107

FIRE/ACCIDENT

A
CUSTOMER SAYS: WOULD LIKE TO KNOW IF THERE WAS A RECALL ON THE CRUISE CONTROL - THE CRUISE CONTROL CABLE BROKE WHILE TRYING TO RELEASE WHILE GOING ON HWY 231 N COMING OUT OF GREEN CASTLE INDIANA - THE ENTIRE DRIVERS SIDE IS CAVED IN FROM HITTING SIX MAIL BOXES - THE ACCIDENT OCCURRED APRIL 20/ 2003 BETWEEN 1:00P - 1:30P IN GREEN CASTLE INDIANA - ON HI GHWAY 231 N GOING OUT OF GREEN CASTLE - POLICE REPORT WAS FILED DOES NOT HAVE NUMBER AVAILABLE SINCE SHE IS AT WORK - INSURANCE COMPANY HAS BEEN CONTACTED BUT A DECISION HAS NOT BEEN MADE ON REPAIRS NEEDED OR WHAT THE ESTIMATED DAMAGE IS - NO PERSON INJURY TO PATRONS - NO DAMAGE TO PERSONAL PROPERTY - THE VEH WAS STOPPED IN A OPEN FIELD PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. - ADVISED CUST THAT THERE ARE NO RECALLS ON VEH FOR THIS CONCERN
*** CUST HOURS AT HOME IS AFTER 4:00P *** WORK HOURS ARE 7:00-3:30P (786) 477-3114 INFERENCE CASE ID: 8349

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 4/23/2003 11:13:13 AM
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 6524811138792 20525107 ..

CUSTOMER
***LPA CALLED AND LEFT A MESSAGE ON THE CUSTOMER'S HOME VOICEMAIL TO CONTACT ME.

PE03-044 38184

Inquiry: PE88-044

Source: MORIS III

Region: 47 CINCINNATI

Issue: LEGAL

Zone: C2

Case: 552481113

VIN: 1FTTRW21F42E

Engine: F

Vehicle Type: T

Opened: 4/21/2003

Closed: 4/21/2003

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 5/8/2003 3:11:18 PM

Action: LP813 DENY ASSISTANCE - REFER TO INSURANCE CARRIER

0524811130712 2052907

LPA ADVISED THE CUSTOMER THERE ARE NO OPEN RECALLS ON THE VEHICLE PERTAINING TO THE CRUISE CONTROL. LPA ALSO ADVISED THAT THE CUSTOMER CONTINUE WORKING WITH HER INSURANCE COMPANY AND EXPLAINED SUBROGATION. LPA SENT THE CUSTOMER A CLOSING LETTER DATED 5/8/03.

PE88-044 38185

MORS III Reports for Inquiry PE03-044

Inquiry: **PE03-044** Source: MORS III
Region: 21 ATLANTA Issue: LEGAL Zone: E3 Case: 570301273
VIN: 1FTNW21F33E [REDACTED] Engine: F Veh Type: T Opened: 5/7/2003
Closed: 5/7/2003

Last Name: [REDACTED] Title: MR First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: CLAYTON State: NC ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 2003 Model: F250 4X4 CREW/CAB PICK M/Usage: 12000 Bu/Del Date:
Dealer Name: CROSSROADS FORD, IN Sales Code: F21025 P and A: 00968
Reason Code: 0792 LEGAL - ACCIDENT / FIRE
Symptoms: 301800 SERVICE BRAKE PEDAL

Origin: CACISS US CONCERN CASE BASE PHONE 5772003 4:03:25 PM
Action: T19 ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS 05/13/03 12:30:12 30180007

FIRE/ACCIDENT A
CUSTOMER SAYS: - DATE OF ACCIDENT 04/19/2003 - CUST IS ALLEGING PRODUCT DEFECT CAUSED THE ACCIDENT - LOCATION OF VEH 107 ARROW DR - CUST DID FILE A REPORT WITH POLICE OR INSURANCE COMPANY - CUST HAS RECEIVE A LETTER REGARDING THE ADJUSTABLE PEDAL AND WOULD LIKE TO KNOW IF THIS WHAT CAUSE THE ACCIDENT - VEH BUMPER IS BENT A LITTLE ON THE CORNER AS A RESULT OF THE RECK - VEH SIGNAL AND PARK LIGHT ARE OUT OF A BIT - VEH RIGHT FRONT FENDER IS BENT - CUST MENTIONED THAT SOMEONE DROVE THE VEH EARLIER THE DAY AND ADJUSTED THE PEDAL - CUST PRESSING ON THE BRAKE PEDAL AND THE VEH WAS ROLLING FORWARD - VEH HAS NOT BEEN TO THE DLR/SHOP AS YET - VEH IS LEAKING OIL AROUND THE SEAL AREA WHICH STARTED APPROX A MONTHS AGO - VEH TAILGATE ON RIGHT CORNER PAINT HAS SPOTS OF BLACK PAINT AND LOOKS LIKE THE CLEAR COAT WAS SPRAYED OVER - CUST MENTIONED THAT HE TOOK VEH TO INTO THE DLR/SHOP FOR THE PAINT ISSUE - CUST IS SEEKING ADVICE AS TO WHAT STEPS CAN BE TAKEN PER CUSTOMER, DEALER SAYS: - CROSSROADS FORD, INC. - S/REP INFORMED CUST THAT IT WILL TAKE APPROX 5 HOURS TO DO THE PAINT JOB CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 6349

PE03-044 30180

Inquiry: P803-044

Source: MORIS HI

Region: 21 ATLANTA

Issue: LEGAL

Zone: E3

Case: 678361273

VIN: 1FTMW21F30E

Engine: F

Veh Type: T

Opened: 6/7/2003

Closed: 6/7/2003

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 6/6/2003 3:23:44 PM
Action: LP801 MAKE OUTBOUND CALL TO CUSTOMER 65783612736732 36150007

LPA COMMENTS: CUSTOMER ALLEGES THAT HE PULLED INTO HIS DRIVE WAY PUT HIS FOOT ON THE BRAKE AND BEGAN TO DEPRESS THE ADJUSTABLE PEDAL SWITCH. ALLEGES THAT ANOTHER INDIVIDUAL THAT WAS SHORTER THAN HIM ADJUSTED THE PEDALS UPWARD EARLIER AND HE WAS ADJUSTING THEM BACK TO HIS SETTING. ALLEGES WHILE PUSHING THE SWITCH HE OPENED HIS GLOVE COMPARTMENT AND BEGAN LOOKING DOWN INTO IT FOR HIS CAMPER KEYS, SUNGLASSES, AND CIGARETTES. ALLEGES THE VEHICLE ROLLED FORWARD AND BUMPED HIS CAMPER. ALLEGES THAT THE IMPACT MADE HIM LOOK UP, ALLEGING HE DID NOT NOTICE THAT THE VEHICLE WAS ROLLING FORWARD. CUSTOMER ALLEGED SUDDEN ACCELERATION AND REFUSES TO REPORT THE CONCERN TO HIS INSURANCE COMPANY. LPA ADVISED CUSTOMER THAT THE VEHICLE WOULD NEED TO BE INSPECTED. CUSTOMER SAYS THAT HE WILL SET-UP AND APPOINTMENT WITH CROSSROADS FORD AND CALLED WITH DATE. LPA CALLED AND LEFT V-MAIL MESSAGE FOR SRV. MGR. TONY MCCARTHY REQUESTING A RETURN PHONE CALL.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 6/18/2003 3:55:32 PM
Action: LP1801 UPDATE/ADDCD CASE 65783612736732 36150007

LPA COMMENTS: CALLED DEALER CONTACT TONY INQUIRING IF VEHICLE HAD ARRIVED AND SPOKE WITH CHRIS. CHRIS STATED THAT THE VEHICLE WAS ALMOST REPAIRED AND THAT DEALER CONTACT MIKE SINCLAIR HAD THE VEHICLE. LPA LEFT V-MAIL MESSAGE FOR BOTH TONY AND MIKE REQUESTING A RETURN PHONE CALL WITH DETAILS REGARDING THE VEHICLE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 6/20/2003 2:48:18 PM
Action: LP1702 CUSTOMER REJECTS OFFER DUE TO NO RESPONSE- CLOSE CASE 65783612736732 36150007

YES

LPA COMMENTS: SPOKE WITH SRV. MGR AND HE STATED THAT THE VEHICLE HAD NOT BEEN INTO THE DEALERSHIP. SAYS THAT CHRIS WAS REFERRING TO ANOTHER CUSTOMER. LPA CALLED CUSTOMER AND WAS ADVISED BY MRS. FANN THAT HE STATED THAT HE COULD NOT BREAK WITH ME AT THIS TIME AND THAT HE DID NOT TAKE THE VEHICLE IN FOR INSPECTION, BECAUSE HE HAS NOT BEEN FEELING WELL LATELY.

P803-044 36187

MORS III Reports for Inquiry PE03-044

Inquiry: **PE03-044** Source: MORS III
Region: 10 SDR Issue: LEGAL Zone A2 Case: 504841732
VIN 1FMSU43F22E [REDACTED] Engine: F Veh Type: T Opened: 8/28/2002
Closed: 8/28/2002

Last Name [REDACTED] Title MR First Name [REDACTED] Status: CLOSED
Address [REDACTED] City: HUDSON State NY ZIP: [REDACTED]
Phone: [REDACTED]
Model Year 2002 Model: EXCURSION LIMITED 4X4 Mileage: 13000 Build Date:
Dealer Name: STAN MARTIN FORD INC Sales Code F13626 P and Ac: 20667

Reason Code: 0783 LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptoms: 819183 FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP

Origin: CAC38 US CONCERN CASE BASE PHONE 8/28/2002 2:47:48 PM
Action: 798 INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO 86048417328793 81918387
CONSUMER AFF

VLC073/CUSTOMER SAYS: - STATES WHILE DRIVING, THE ACCELE
RATOR PEDAL WOULD STOP WORKING; - STATES HE WOULD PUSH IT AL
L TO THE FLOOR AND NOTHING HAPPEN; - VEH WOULD BE IN DRIVE
AND MOTOR WOULD IDLE; - HAPPENS AT YIELD SIGNS AND STOP SIG
NS; - STATES VEH ROLLED OUT INTO INTERSECTION; - STATES HE
PUT VEH BACK INTO DRIVE AND WHILE DOING SO ANOTHER VEH HIT
HIM THE REAR; - ACCIDENT TOOK PLACE ON 08/23/02 IN KINDERHO
OD, NEW YORK; - ALLEGING THAT IT'S PRODUCT DEFECT THAT CAUS
ED ACCIDENT; - POLICE REPORT WAS FILED; - CLAIM WAS FILED
THROUGH INSURANCE COMPANY, WHO SENT A FIELD REP OUT AND HE
SHOULD BE CONTACTED BY INSURANCE COMPANY TODAY; - DONT KNO
W IF VEH IS REPALE; - STATES HIM AND HIS 3 KIDS WENT TO
HOSPITAL FOR MAJOR INJURIES AND INSPECTION; - STATES DRLSHP
DIAGNOSE VEH AND STATES IT'S THE GAS PEDAL; - DRLSHP FOUND
OUT THAT PART WAS RECALLED BY FORD AND IT WAS SENT BACK TO
FACTORY; - STATES HE CALLED DRLSHP, WHO DONT WANT TO TALK
TO HIM DUE TO VEH BEING IN ACCIDENT; PER CUSTOMER, DEALER
SAYS: 1) STAN MARTIN FORD 70 FAIRVIEW AVENUE HUDSON, N
Y 12534 - ORDER PART, WHICH WAS OVER-NIGHTED; - PART IS
THE GAS PEDAL ASSEMBLY, WHICH NEVER CAME IN; - STATES PART
IS RECALLED BY FORD; CAC ADVISED: - THIS INFORMATION W
ILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WI
LL CONTACT IN TWO BUSINESS DAYS. REFERENCE CASE ID: 8341

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 8/28/2002 4:16:10 PM
Action: LPS02 SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER 86048417328793 81918387

PE03-044 38188

Inquiry: PE83-844

Source: MORS III

Region: 10 SDR

Issue: LEGAL

Zone: A2

Case: 004641732

V# 1FMSU43F22E

Engine: F

Veh Type: T

Opened: 6/28/2002

Closed: 6/28/2002

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 7/10/2002 5:31:32 PM
Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 004641732793 61916307
ATTEMPTED TO CONTACT CUSTOMER. LINE IS BUSY. NO OTHER NUMBER IS LISTED FOR CUSTOMER. LPA IS RESENDING THE ACKNOWLEDGEMENT LETTER AND WILL TRY TOMORROW TO RECONTACT CUSTOMER. IF CUSTOMER RECONTACTS CRC PLEASE GET DETAILS ON INJURIES THAT WERE INVOLVED.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 7/11/2002 4:28:52 PM
Action: LP425 REQUEST FOR VEHICLE INSPECTION - CONFIRM/DENY CLAIM 004641732793 61916307
SPOKE WITH CUSTOMER TODAY. LPA IS SENDING AN INSPECTOR TO LOOK AT VEHICLE. IT IS UNCLEAR THE EXACT CAUSE OF ACCIDENT. CUSTOMER STATED HE WAS PULLED TO SIDE DUE TO GAS PEDAL NOT WORKING WHEN THE VEHICLE WAS HIT BY A 19 YEAR WOMAN WHO HAD CROSSED THE WHITE LINE. INSPECTOR WILL INSPECT VEHICLE AND GATHER INFORMATION SO A COMPLETE PICTURE OF THE INCIDENT CAN BE REVIEWED AND A DECISION MADE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 7/24/2002 8:08:46 AM
Action: LP613 DENY ASSISTANCE - REFER TO INSURANCE CARRIER 004641732793 61916307
EAA HAS INSPECTED VEHICLE. ACCORDING TO THE INFORMATION ANOTHER DRIVER CROSSED THE WHITE LINE WHILE THE CUSTOMER WAS ON THE SIDE OF THE ROAD. CUSTOMER WAS INFORMED THAT THIS IS AN INSURANCE COMPANY MATTER AND WAS REFERRED BACK TO HIS INSURANCE COMPANY.

PE83-844 38189

MORS III Reports for Inquiry PE03-044

Inquiry: **PE03-044** Source: MORS III
Region: 10 BOR Name: LEGAL Zone: A2 Case: 004841732
VIN: 1FMBU43F22A [REDACTED] Engine: F Veh Type: T Opened: 7/9/2002
Closed: 7/9/2002

Last Name: [REDACTED] Title: MR First Name: [REDACTED] Status: CANCEL
Address: [REDACTED] City: HUDSON State: NY ZIP: [REDACTED]
Phone: [REDACTED]

Model Year: 2002 Model: EXCURSION LIMITED 4X4 Mileage: 13000 Build Date:
Dealer Name: STAN MARTIN FORD IN Sales Code: F13528 P and A: 20657
Reason Code: 0793 LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptoms: 301500 SERVICE BRAKE PEDAL

Origin: CAC321 US CONCERN CASE BASE PHONE 7/9/2002 10:24:12 AM
Action: 716 INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO 06048417320793 30150007
CONSUMER AFF

VL0173/CUSTOMER SAYS: - HAVING A ON GOING CONCERN WITH THE VEH - THE VEH WAS IN AN ACCIDENT, - THE VEH WAS IN ACCIDENT FOR A FORD DEFECT, THE GAS PEDAL WAS STICKING - THE PART WAS ON A RECALL FOR A PEDAL STICK - THE SAT. BEFORE THE ACCIDENT HE ASK FOR A LOANER VEH AND THE DEALERSHIP DECLINED LOANER AND THE SUNDAY HE WAS IN AN ACCIDENT BECAUSE THE GAS PEDAL GOT STUCK - WAITING FOR A CALL FROM THE LEGAL DEPARTMENT /CSR PER CUSTOMER, DEALER SAYS: NONE - CAC-A... DIVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS - ADVISED PREVIOUS REP. STILL LOOKING INTO ISSUE. WILL CB WED, THURS. REFERENCE CASE ID: 5341

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 7/11/2002 2:52:13 PM
Action: 055010 CANCEL ISSUE 0048417320793 30150007
DUPLICATE OF CASE

PE03-044 38190

MORS III Reports for Inquiry PE03-044

Inquiry: **PE03-044** Search: MORS III
Region: 13 NEW YORK Issue: CONCERN Zone: C1 Case: 504541732
VIN: 1FMSU43P22E [REDACTED] Engine: F Veh Type: T Opened: 8/22/2002
Closed: 8/22/2002

Last Name: [REDACTED] Title: MR First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: HUDSON State: NY ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 2002 Model: EXCURSION LIMITED 434 Mileage: 13000 Build Date:
Dealer Name: OASIS FORD Sales Code: F13085 P and A: 03804
Reason Code: 2303 SPECIAL LIAISON - EXECUTIVE REFERRAL
Systems: 620993 ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP
Origin: CASL CONSUMER AFFAIRS - SPECIAL LIAISON EMAIL 8/22/2002 5:22:20 PM
Action: 6L205 CREATE CLOSED INFO 600-941732200 6256003

"FORD EXECUTIVE OFFICES" LHARRIS

"EXECUTIVE REFERRAL" EAGLETON EMAIL RECEIVED 08/22/2002

"EXECUTIVE OFFICE SPOKE WITH THE CUSTOMER WHO STATED THAT HIS VEHICLE SUDDENLY ACCELERATED CAUSING HIM TO PULL OVER TO THE SIDE OF THE ROAD. HE BELIEVES THE VEHICLE IS UNSAFE AND WANTS THE VEHICLE REPLACED. EXECUTIVE OFFICE INFORMED THE CUSTOMER THAT BASED ON THE INFORMATION RECEIVED FROM OUR LEGAL DEPARTMENT THE OTHER DRIVER WENT OVER THE WHITE LINE CAUSING THE ACCIDENT TO HIS VEHICLE. THE SAA INSPECTED THE VEHICLE AND FOUND NO PROBLEMS. THE CUSTOMER WAS ADVISED TO CONTACT HIS INSURANCE CARRIER. CUSTOMER STATED THAT HE HAD CONTACTED HIS INSURANCE CARRIER WHO INFORMED HIM THAT THERE WAS NO PRODUCT DEFECT FOUND AND THEY WILL NOT SUE FORD. EXECUTIVE OFFICE DENIED VEHICLE ASSISTANCE FOR REPLACEMENT. NO FURTHER ACTIONS.

PE03-044 30181

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III
Region: 44 PITTSBURGH Issue: LEGAL Zone: C2 Case: 1446350282
VIN 1FTND21FX2B Engine: F Veh Type: T Opened: 1/29/2002
Closed: 1/29/2002

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: NOVELTY State: OH ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 2002 Model: F250 4X4 SUPERCAB PIC Mileage: 80 Build Date:
Dealer Name: BUD BRADY FORD INC Sales Code: F44116 Part A: 02367
Reason Code: 0783 LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptoms: 607401 STALL/QUITS AT IDLE COLD ENGINE

Origin: CAC138 US CONCERN CASE BASE PHONE 1/29/2002 12:15:41 PM
Action: 718 INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF 1446350282/08 607401/07

CUSTOMER SAYS: ==VEH WAS BOUGHT AT 12/18/01 ==CX SAYS A
T ABOUT 3PM THE VEH WAS PICK UP AND AT ABOUT 8PM THEY WERE D
RIVING ALONG THE VEH WENT DEAD THE LIGHTS WENT OUT THE CX SA
YS SOME ONE HIT THEM FROM BEHIND ==THE VEH WAS TOWED BACK
TO THE DLR BECAUSE IT WOULD NOT RUN CX WAS HIT IN THE LEFT
REAR ==CX SAYS THE VEH HAS BEEN AT THE DLR SINCE THE 12/18
/2001 FOR REPAIRS ==CX SAYS THEY ASKED THE DLR WHY DID T
HIS VEH CUT OFF AND WILL IT HAPPEN AGAIN ==CX STILL HAS NO
T RECEIVED A JUSTIFIED ANSWER ==ACCIDENT
T INFO ==DATE==>>> 12/18/01 ALLEGING ==>>>THE TRUCK
JUST WENT DEAD AND THE TRUCK WOULD NOT START AGAIN ==
LOCATION ==>>>EASTBOUND ON MAYFIELD RD 500 FT EAST CHAGREN RD
GATES MILL OHIO ==THERE WAS A POLICE REPORT FILED ==FINDI
NGS ==>>>UNKNOWN ==REPORT # ==>>>0110720 ==CITY IS GATES MILL
OHIO ==CX HAS FILED CLAIM WITH HER INSURANCE COMPANY ==
=THE REPAIR IS BEING PAID FOR BY THERE INSURANCE COMPANY A
ND THEY WOULD HAVE TO PAY THE \$250 DEDUCTIBLE ==THE VEH IS
REPAIRABLE ==CX WOULD LIKE WHAT CALISE THIS TO HAPPEN ==C
X IS EITHER SEEKING A NEW TRUCK OR NEW PARTS OR HER MONEY BA
CK PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THIS
INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS OFFIC
E. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CA
SE ID: 6341

Origin: CAL04 CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 1/29/2002 10:32:38 AM
Action: LP000 MAKE OUTBOUND CALL TO DEALER 1446350282/08 607401/07

JIM SERVICE DEPT
LEFT MESSAGE FOR SERVICE MANAGER TO RETURN LPA'S PHONE CALL
TO DISCUSS THIS VEHICLE 513-646-8839
BOB SERVICE MANAGER
SPOKE TO SERVICE MANAGER - EXPLAINED SITUATION - ASKED FOR
ASSISTANCE WITH CUSTOMER - DEALER WILL CALL CUSTOMER AND
ASK FOR PERMISSION FOR A MECHANIC TO DRIVE THE VEHICLE FOR
A FEW DAYS. WILL RECONTACT LPA WITH DECISION

PE03-044 38182

Inquiry: **PE83-044**

Source: MORIS #

Region: 44 PITTSBURGH Issue: LEGAL

Zone: C2

Case: 1448300202

VIN: 1FTNK21F22 [REDACTED] Engine: F

Veh Type: T

Opened: 1/28/2002

Closed: 1/29/2002

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 1/28/2002 12:17:03 PM

Action: LP310 RECEIVE INBOUND CALL FROM DEALER 1448300202030 00740107

SERVICE MANAGER & BODY SHOP MANAGER

SPOKE TO SM - VEHICLE STALLED LATER IN THE EVENING THE DATE THE CUSTOMER BOUGHT THE VEHICLE. PULLED OFF THE ROAD AS FAR AS POSSIBLE (SM NOT POSITIVE IF ALL THE WAY OFF THE ROAD) HIT BY ANOTHER VEHICLE - CONSIDERABLE DAMAGE. SERVICE RECHARGED BATTERY AND RAN TESTS, VEHICLE WORKING FINE - HAS BEEN STARTING FINE. SPOKE TO BODY SHOP MANAGER - VEHICLE IS READY TODAY, GOT APPRAISAL FROM INSURANCE ON 1-10-02

BOB - SERVICE MANAGER

BOB - SERVICE MANAGER CALLED. SM AND SHOP FOREMAN DROVE VEHICLE - NO CONCERNS. CUSTOMER PICKED UP VEHICLE ON 2-5-02, PAID INSURANCE DEDUCTIBLE FOR BODY WORK.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 1/30/2002 11:22:34 AM

Action: LP301 MAKE OUTBOUND CALL TO CUSTOMER 1448300202030 00740107

LPA SPOKE TO CUSTOMER, HAS NOT PICKED UP VEHICLE, RETURNED RENTAL CAR BUT WILL NOT TAKE VEHICLE BACK. SAYS THERE MUST BE SOMETHING WRONG FOR THE BATTERY TO FAIL. FEELS HE IS BEING TREATED AS STUPID, AND IS A GOOD FORD CUSTOMER GOT ANGRY WITH LPA AND HUNG UP

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION PHONE 2/11/2002 9:42:30 AM

Action: LP4000 FINAL CASE DISPOSITION 1448300202030 00740107

DENY ASSISTANCE - INSURANCE ISSUE - SEND INSURANCE ALREADY INVOLVED LETTER

PE83-044 34183

MORS III Reports for Inquiry PE03-044

Inquiry: **PE03-044** Source: MORS III
Region: 44 PITTSBURGH Issue: REGION Zone: C2 Case: 1448360282
VIN: 1FTNU21FX2E [REDACTED] Engine: F Veh Type: T Opened: 1/28/2002
Closed: 1/28/2002

Last Name: [REDACTED] Title: [REDACTED] First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: NOVELTY State: OH ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 2002 Model: F250 4X4 SUPERCAB PIC Mileage: 60 Build Date:
Dealer Name: BUD BRADY FORD INC Sales Code: F44118 P and A: 02287
Reason Code: 2354 OSB - APPLICATION REQUEST
Symptoms: 807491 STALLQUITS AT IDLE COLD ENGINE

Origin: CAC388 US CONCERN CASE BASE OTHER 1/28/2002 12:15:41 PM
Action: 620 OS-ADVISE CUST OBC TO DLR WILL BE MADE; OSB APP IS BEING 1448360282384 80749104
SENT

CUSTOMER SAYS: CX IS SEEKING A OSB APPLICATION BECAUSE THE
Y FEEL THAT THERE IS AN ALLEGEDLY A DEFECT IN THE VEH AND THAT'S
WHY THEY HAD A MAJOR ACCIDENT PER CUSTOMER, DEALER SAYS:
NO CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTO
MER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF OSB APPLI
CATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A CO
PY TO THE REGIONAL OFFICE INFERENCE CASE ID: 1682

Origin: FIELD FIELD ORGANIZATION OTHER 2/11/2002 3:41:21 PM
Action: DAC022 CUSTOMER PAID REPAIR MADE 1448360282384 80749104
ACCIDENT DAMAGE REPAIRED VIA INSURANCE CLAIM, VEHICLE INSPEC
TED AND ROAD TESTED FOR CAUSE OF DEAD BATTERY. ALL ELECTRICAL,
BATTERIES AND CHARGING SYSTEM TEST OK. NO REASON FOR DEAD
BATTERIES FOUND. VEHICLE RETURNED TO CUSTOMER.

PE03-044 38194

MORS III Reports for Inquiry PE03-044

Inquiry: PE03-044 Source: MORS III
Region: 10 SCR Image: LEGAL Zone: D7 Case: 1552011552
VIN: 1FTYVW32P75 [REDACTED] Engine: F Veh Type: T Opened: 8/7/2002
Closed: 8/7/2002

Last Name: [REDACTED] Title: MRM First Name: [REDACTED] Status: CLOSED
Address: [REDACTED] City: PAULS VALLEY State: OK ZIP: [REDACTED]
Phone: [REDACTED]
Model Year: 2002 Model: F350 DRW AX2 CREWCA Mileage: 39000 Build Date:
Dealer Name: PAULS VALLEY FORD L Sales Code: F52581 P and A: 09540
Reason Code: 0772 LEGAL - ACCIDENT

Symptoms: 820503 ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX 8/7/2002 4:10:01 PM
Action: LP200 OPEN LEGAL CONTACT - PRODUCT LIABILITY 15520115520772 82050307
***** DEALER REQUEST LETTER *****

REC'D 08/07/02

DEALERSHIP CONTACT: STEVE MILLER 705 235 8495

ALLEGES

CUSTOMER ALLEGES HIS VEHICLE IS DEFECTIVE.

CUSTOMER REQUESTS FORD PAY FOR REPAIRS TO DEFECT.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX 8/10/2002 4:48:18 PM
Action: LP300 MAKE OUTBOUND CALL TO DEALER 15520115520772 82050307
SPOKE WITH STEVE MILLER, WHO SAID PART TO CORRECT ACCELERATOR PROBLEM HAD ALREADY BEEN REPLACED BY DEALERSHIP. HOWEVER, ACCIDENT OCCURRED BETWEEN THE TIME THE DEALER ORDERED THE PART AND THE PART WAS REPLACED. ATTEMPTED TO CONTACT CUSTOMER AT HOME; NO ANSWER OR ANSWERING MACHINE. WILL ATTEMPT AGAIN.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX 8/11/2002 12:18:10 PM
Action: LP1801 UPDATE/ADDCO CASE 15520115520772 82050307
ATTEMPTED TO CONTACT CUSTOMER BY PHONE BUT THERE WAS NO ANSWER OR ANSWERING MACHINE. SPOKE WITH STEVE MILLER, SERVICE MANAGER, WHO SAID CUSTOMER CALLED HIM THIS MORNING. ADVISED STEVE TO GIVE CUSTOMER MY PHONE NUMBER TO CALL SO THAT WE CAN DISCUSS.
STEVE MILLER AT DEALER RECONTACTED AND PROVIDED TWO NUMBERS TO CONTACT CUSTOMER AT. ATTEMPTED CELL PHONE, LEFT MESSAGE. NO ANSWER AT OTHER NUMBER PROVIDED.

PE03-044 38185