

**EA04-006**  
**FORD**  
**5/13/2005**  
**ATTACHMENT J**  
**BOOK 8 OF 11**  
**PART 4 OF 4**

\* Buyer / on recommendation of Teleflex:  
 - NOPC  
 - new Spectrol sensor  
 - GAP \$7.50  
 - commitment to Teleflex  
 - price

Basic Summary of Events

Nov 23, 1998	<i>Williams =</i> 60 yrs throttle experience, 14 yrs ETC, 70% of the medium and heavy truck business. Top 100 companies in 1995. (for growth)
1998 Annual Report	Financial review conducted at time of sourcing decision
May 1999	Gap pricing strategy developed
June 18, 1999	GM contract for Grand Prix awarded, 160,000 units.
July 29, 1999	Acquired Active Adjustable Pedals business.
Aug 1999	Ford Arizona Proving Ground liked Williams better for feel reasons
Sept 29, 1999	* <i>Sourcing to Williams</i> Decision made at a meeting with Engineering and C. Ross <i>Williams expected to provide better performance</i>
Sept 30, 1999	CBG kicking off tooling <i>PLI, inco, reservations</i>
Nov 1999	Teleflex questioning warranty information
Oct 1999	FSS information transmitted
Nov 9, 1999	Old SIMs data printout, past production from Williams, Heavy Truck
Nov 1999	GSDB code setup
Dec 13, 1999	GSDB approved by Craig Shatzer
March 9&10, 2000	STA site reviews of Florida sites
March 16, 2000	Non-Q1 Sourcing Approval Signed for Greenfield site. Dan Engler, 25 <sup>1/2</sup> year employee, site assessment in writing.
July 24&25, 2000	PSW approved by Emmett Ryan, 25 <sup>1/2</sup> year employee. <i>PSI program launches 01/04</i>
February 22, 2001	Board of Directors of Williams approves potential sale of the company or parts of the company
February 23, 2001	Investor increases share from 7 up to 12% of Williams
March 9, 2001	Quality is 74 ppm, 91 delivery rating



- April 5, 2001 Internal meeting with Special Supplier Financial Group, Tim Pryce
- April 18, 2001 Special Supplier Financial Group, Tim Pryce, meets with Dennis Bundy, CFO of Williams.
- May 21, 2001 Ford Finance says Williams broke even over previous six months
- May 25, 2001 Vehicle built involved in Hudson case. 01 MY VEHICLE
- June 17, 2001 More information and assurances from Dennis Bundy
- Nov 2001 Durant Group involved in re-capitalization
- March 2002 More financial information on Williams
- \* May 28, 2002 AIP getting involved for additional financing
- June 7, 2002 Date of Accident
- Oct 9, 2002 Very low yield rates for <sup>to 2003</sup> launch 03 MY VEHICLE
- Oct 9, 2002 Teleflex becoming involved in 2003 MY launch WAS DESIGN
- Oct 21, 2002 Burrows pedal strategy e-mail
- Dec 2002 10-Q for Williams
- March 2003 2003 MY pedal yields improving above 70%
- April 4, 2003 2005 MY proposal
- June 2003 Williams told that they won't be sourced 2005 MY. PO to be cancelled due to poor capacity / supply performance / cost of using
- Oct 2003 Teleflex buys Williams in Florida. Never goes bankrupt Teleflex had pedal as backup
- Aug-Nov 2004 Teleflex launches adjustable pedals and CHS launches fixed pedals for '05 MY

\* May, 2002 Draw becomes P.M. resp. for pedals

~~CONFIDENTIAL~~

**From:** Kramer, Michael (M.T.)  
**Sent:** Monday, February 24, 2003 7:53 AM  
**To:** Weel, Gregory (G.S.)  
**Cc:** Reed, Bill (W.P.)  
**Subject:** FW: TT Total Warranty Spending Reduction

Please see the attached.

*The company that builds and delivers the best products wins!*

**Mike Kramer**  
Supervisor, Super Duty/Excursion/E-Series PTQRT & OPD PT PMT (non-MGR)  
Six Sigma Black Belt  
Phone/fac: (313) 584-2003  
Pager: (313) 201-9852 (beep); [mkramer1@ford.com](mailto:mkramer1@ford.com) (internal text); [http://msk/me1.com/](mailto:mikram@me1.com) (external text)  
Email: [mkramer1](mailto:mkramer1) (internal); [mkramer1@ford.com](mailto:mkramer1@ford.com) (internal)

---Original Message---

**From:** Reed Jr., Bill (W.P.)  
**Sent:** Monday, February 18, 2003 10:57 AM  
**To:** Kramer, Michael (M.T.)  
**Cc:** Miller, Tom (T.E.); Dunlavy, Brian (B.L.)  
**Subject:** RE: TT Total Warranty Spending Reduction

Mike, if you have any of the Teleflex pedal documentation on file, could you forward it to Brian and Tom.  
Thanks.

Regards,  
*Bill Reed* ([breed1@ford.com](mailto:breed1@ford.com))  
PVT Manager, Kentucky Truck Plant  
Phone (502) 429-2586 Fax (502) 429-2111 Page (502) 336-7586  
Text page at: [5023367586@airtouchpaging.com](mailto:5023367586@airtouchpaging.com)

---Original Message---

**From:** Miller, Tom (T.E.)  
**Sent:** Monday, February 18, 2003 8:04 AM  
**To:** Reed Jr., Bill (W.P.); Dunlavy, Brian (B.L.)  
**Subject:** RE: TT Total Warranty Spending Reduction

Teleflex is not on the Warranty Reduction Program. To pursue a spike recovery, we'll need an 8D describing the concern along with a cost estimate for the concern.

*AC*

Regards,  
Tom Miller  
Supplier Warranty Manager, STA/Purchasing  
[tmiller7@ford.com](mailto:tmiller7@ford.com)  
VPO, RM 1W326, MD 410  
Phone: (313)684-0329 Pager: [8775343658@skytel.com](mailto:8775343658@skytel.com)

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---Original Message---

**From:** Reed Jr., Bill (W.P.)  
**Sent:** Saturday, February 08, 2003 11:59 AM

To: Dunlavy, Brian (B.L.)  
Cc: Miller, Tom (T.E.)  
Subject: FW: TT Total Warranty Spending Reduction

Brian, item #3 is a supplier quality defect (Teleflex diesel accel pedal) for which we should probably pursue charge-back if an agreement is not already in place. Need you to initiate this process. Let's plan to discuss at the VQR on 2/20. Thanks.

Regards,

**Bill Reed** (breed1@ford.com)

PVT Manager, Kentucky Truck Plant  
Phone (502) 429-2586 Fax (502) 429-2111 Page (502) 336-7586  
Text page at: 5023367586@airtotechpagtag.com

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

From: Pulizzi, Pietro (P.G.)  
Sent: Saturday, February 08, 2003 8:31 AM  
To: Ickes, Bill (B.K.); Dehne, Susan (S.M.)  
Cc: Zhou, Jiahua (J.); Pulizzi, Pietro (P.G.); Reed Jr., Bill (W.P.)  
Subject: RE: TT Total Warranty Spending Reduction

The push and focus at the PDQR will be to have more of a functional report out and determine its alignment to the Vehicle Nameplates.

I've provided the attached spreadsheet to all of Tough Truck for potential ideas. The spreadsheet reflects the top 120 Tough Truck part warranty spends for 2002 CY and its alignment to each of the Quarter Back Top 20 Part Spending. At this point in time, the QB roadmaps are incomplete...Thus, the ASSUMPTION is if its identified in the QBs TOP 20, they should be working on it.

I Sorted the file attached, to reflect SuperDuty Top Part Spending NOT IDENTIFIED in the QB Part Spends. Thus, in my opinion, the list attached are items off of their radar and our best opportunity. Our Backbone Counterparts should have these on their list....If not, we will add to ours. Going in, I will provide this as our opportunities list.

Also, we will need to confirm the items in the QB Top 20 are actually being addressed by the QBs. That is a future next step after the PDQR on Wednesday.

<< File: 2002 CY SDuty warranty parts spending matrix\_21203pdqr.xls >>

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

From: Ickes, Bill (B.K.)  
Sent: Friday, February 07, 2003 6:44 PM  
To: Pulizzi, Pietro (P.G.)  
Cc: Dehne, Susan (S.M.)  
Subject: FW: TT Total Warranty Spending Reduction

When can Sue/I review the top 10 list for our nameplate?

It is due 2/12 and we should have first look Monday 2/10 to see what we have identified and get consensus from BB CFE's.

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

From: Zhou, Jiahua (J.)  
Sent: Thursday, January 30, 2003 6:17 PM  
To: Coorasa, Pat (P.D.); Haas, Elaine (E.A.); Knaflik, John (J.F.); Meera, Martha (M.M.); Anderson, Rita (R.); Arizal, Jim; Berwadt, Tom (T.B.); Brandt, Terrance (T.R.); Busca, Mark; Gray, Martin (M.L.); Bruford, Steve (S.L.); Campbell, Keith (K.A.); Canroy, Jerry (J.R.); Davis, Frank (F.V.); Dehne, Susan (S.M.); Fucsa, Frank (F.D.); Goel, Deepak (D.K.); Glays, Philip (P.R.); Ickes, Bill (B.K.); Kazan, Nick (N.); Kirby, Karen (K.O.); Kramer, Michael (M.T.); Michael Karastas (E-mail); Miller, Cary; Neufuss, Kurt (K.J.); O'Leary, Matt (Matthew C.); Prabhu, Nanyu (N.); Pulizzi, Pietro; Reddy, B.J (B.J.); Reed Jr., Bill (W.P.); Saad, Jim (J.); Schaffran, Sonja (S.); Ufford, Doug; Van Dam, Scott (S.S.); Zhou, Jiahua (J.)  
Cc: DeHans, Matt (M.A.); Osborne, William (W.H.); Grandinet, Dave (D.H.); Baughman, Thomas (T.D.); Beck, Mike (M.C.); Zhou,

**Subject:** Jianhua (J)  
TT Total Warranty Spending Reduction

Attached is the Warranty Reduction Paper discussed at PDQR yesterday. For those who didn't attend the mtg, pls take a look. The followings are a few next steps:

- Compile the warranty spending related materials (Jay Zhou's office, Thursday, 1/30) - completed,
- Distribute and explain the materials to chiefs (Jay Zhou's office, completed by 2/3/03),  
Chiefs - you will get a copy of the materials tonight or tomorrow,
- Identify Top 10 projects to reduce 2002CY warranty spend 25% (each CFE/Quality supr, completed by 2/12),
- Briefly review Top 10 projects at 2/12 PDQR (each CFE/Quality Supervisor, 2/12).

Pls let me know if you have any question. Thanks.

<< File: TT Warranty Communication\_Rev 1.pdf >>

Regards,  
Jay Zhou  
Quality and Reliability Manager - Tough Truck  
Tel: 313-594-7491, E-mail: jzhou@ford.com

**From:** McCullough, Marcella (N.M.)  
**Sent:** Monday, February 03, 2003 11:23 AM  
**To:** Reed Jr., Bill (W.P.)  
**Cc:** Slachta, Joseph (J.F.); Dunlevy, Brian (B.L.)  
**Subject:** RE: KTP trip summary for EOL issues

Bill, I have not heard anything lately regarding this issue. Joe, can you please provide Bill Reed, PVT KTP Manager with a status on Williams Control. Effective immediately, Brian Dunlevy will assume my responsibilities. Brian, please follow up.

Thanks.

*Best Regards,*  
*Marcella McCullough*  
*Purchasing Project Manager >8500 Team*  
*313-84-57402*  
*<mmccull@ford.com>*

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

**From:** Reed Jr., Bill (W.P.)  
**Sent:** Saturday, February 01, 2003 11:16 AM  
**To:** McCullough, Marcella (N.M.)  
**Cc:** Sheffield, Drew (D.L.); Page, Michael (M.A.); West, Gregory (G.S.); Williams Jr., James (J.P.); Shaver, Michael (P.M.); McCarty, Bill (W.D.); Taylor, Michael (M.J.); Freitag, Rich (R.A.); Slachta, Joseph (J.F.)  
**Subject:** RE: KTP trip summary for EOL issues

Any update Marcella?

*Regards,*  
*Bill Reed (breed1@ford.com)*  
**PVT Manager, Kentucky Truck Plant**  
**Phone (502) 429-2586 Fax (502) 429-2111 Page (502) 336-7586**  
**Text page at: 5023367586@airtouchpaging.com**

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

**From:** McCullough, Marcella (N.M.)  
**Sent:** Tuesday, January 21, 2003 4:43 PM  
**To:** Shaver, Michael (P.M.); McCarty, Bill (W.D.); Taylor, Michael (M.J.); Freitag, Rich (R.A.); Slachta, Joseph (J.F.)  
**Cc:** Sheffield, Drew (D.L.); Page, Michael (M.A.); Reed Jr., Bill (W.P.); West, Gregory (G.S.); Williams Jr., James (J.P.)  
**Subject:** FW: KTP trip summary for EOL issues

**Critical Supply shortage for Supplier Code 0838E--Williams Control.**

As a reminder, this email was sent last week to key Buyers and STA Managers to get involved in the issues per the request of the plant PVT Manager, Bill Reed and CE, Phil Guys. Therefore, I am resending this information as an awareness for this group because of the manufacturing and testing issues that surround Williams for the EOL.

For further information on non-performance contact James Williams, KTP PVT Supervisor. Thank you.

*Best Regards,*  
*Marcella McCullough*  
*Purchasing Project Manager >8500 Team*  
*313-84-57402*  
*<mmccull@ford.com>*

—Original Message—

**From:** McCullough, Marcella (N.M.)  
**Sent:** Tuesday, January 14, 2003 12:27 PM  
**To:** Slachka, Joseph (J.F.)  
**Cc:** Coble, Jared (J.C.); Dunlavy, Brian (B.L.); Page, Michael (M.A.); Reed Jr., Bill (W.P.); Freitag, Rich (R.A.); Taylor, Michael (M.J.)  
**Subject:** FW: KTP trip summary for EDL issues

Joe, FYI. Your supplier (Williams Control) is in the hot seat again. This time the Phil Guys—Chief Engineer wants to resource them. Please be engaged in the discussions and contact Mike Page, Resident STA for further details.

*Best Regards,*  
*Marcella McCullough*  
*Purchasing Project Manager >8500 Team*  
313-84-57402  
[mmccull8@ford.com](mailto:mmccull8@ford.com)

—Original Message—

**From:** Page, Michael (M.A.)  
**Sent:** Tuesday, January 14, 2003 11:37 AM  
**To:** McCullough, Marcella (N.M.)  
**Subject:** FW: KTP trip summary for EDL issues

Sorry Marcella...you were supposed to be in the distribution.

Sincerely,

*Michael A. Page*  
STA Resident Mgr., KTP  
[mpage@ford.com](mailto:mpage@ford.com)  
Phone: 502-429-2779; Fax: 2941;  
Pager: 313-795-0792

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—Original Message—

**From:** Page, Michael (M.A.)  
**Sent:** Tuesday, January 14, 2003 11:34 AM  
**To:** Galt, Libman (L.D.)  
**Cc:** Reed Jr., Bill (W.P.); Williams Jr., James (J.P.); Hawkins, Fred (F.W.)  
**Subject:** FW: KTP trip summary for EDL issues

Libman... Just received this note from Marcella regarding a serious opportunity to immediately address some blatantly obvious manufacturing shortfalls for the fixed accel pedal at Williams Controls. As you can see, Phil Guys is recommending resourcing of this part immediately, due to the absence of adequate manuf controls and poor PD disciplines. Pla get involved at Williams, if you aren't already, to understand, contain and resolve the current manufacturing issues. I might suggest you contact Greg West for any further detail required, surrounding this concern. I will be asked the status, nature of process enhancements at Williams as a result of your efforts, so please advise as to recovery plan status, ASAP. Please include me as team member if daily call-in meetings are determined to be needed. Thanks for your help, in advance.

ps. It is my belief that there will be a sizeable chargeback attached to the QR for this issue.

Sincerely,

*Michael A. Page*  
STA Resident Mgr., KTP  
[mpage@ford.com](mailto:mpage@ford.com)



Phone: 502-429-2779; Fax: 2941;  
Pager: 313-795-0792

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

From: McCullough, Marcella (M.M.)  
Sent: Tuesday, January 14, 2003 9:30 AM  
To: Page, Michael (M.A.)  
Subject: FW: KTP trip summary for EOL issues

FYI. This will probably hit us. thanks.

*Best Regards,  
Marcella McCullough  
Purchasing Project Manager>8500 Team  
313-84-574012  
<mmccull8@ford.com>*

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

From: Reed Jr., Bill (W.P.)  
Sent: Monday, January 13, 2003 6:10 AM  
To: McCullough, Marcella (M.M.)  
Cc: Williams Jr., James (J.P.)  
Subject: FW: KTP trip summary for EOL issues

Info. If you are not involved in this yet, you will need to be. Please get in touch with Jim Williams. Thanks.

Regards,  
*Bill Reed (breed1@ford.com)*

PVT Manager, Kentucky Truck Plant  
Phone (502) 429-2586 Fax (502) 429-2111 Page (502) 336-7586  
Text page at: 5023367586@airtouchpaging.com

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

From: Guys, Philp (P.R.)  
Sent: Friday, January 10, 2003 9:50 AM  
To: West, Gregory (G.S.); Uposky, Lawrence (L.L.); Thompson, Greg (G.J.); Brennan, Patrick (P.M.); Williams Jr., James (J.P.); Reed Jr., Bill (W.P.)  
Subject: RE: KTP trip summary for EOL issues

we need to have plan to deource Williams. Brennan - what do we have?

*Phil Guys  
Chief Engineer  
Tough Truck Powertrain  
(313) 594-8808*

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

From: West, Gregory (G.S.)  
Sent: Thursday, January 09, 2003 6:37 PM  
To: Uposky, Lawrence (L.L.); Thompson, Greg (G.J.); Guys, Philp (P.R.); Brennan, Patrick (P.M.); Williams Jr., James (J.P.); Reed Jr., Bill (W.P.)  
Cc: West, Gregory (G.S.)  
Subject: KTP trip summary for EOL issues

<< File: KTPeolISSUES.doc >>

PE23-844 32865

**Shipp, Terri (T.L.)**

**From:** Shipp, Terri (T.L.)  
**Sent:** Wednesday, January 29, 2003 2:02 PM  
**To:** Conrad, James (J.A.); White, Douglas (D.B.); Nowka, Erich (E.J.); Hefner, Rachel (R.E.)  
**Subject:** FW: 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

FYI - Once the PAC is complete, I will update the Past Campaign Matrix. No updates are required to the Fresh Eye Check Sheet.

*Terri Shipp*

Ford Motor Company  
P/T Subsystems Engineering Technology  
GCE Campaign Prevention Specialist  
(Phone) 313-33-73831 / (Fax) 313-62-16020  
(Pager) 313-785-1878  
Cube 1AF12, MD #3, FPC-A  
[tshipp@ford.com](mailto:tshipp@ford.com) <<mailto:tshipp@ford.com>>  
[www.ford.com](http://www.ford.com) <<http://www.ford.com>>

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

**From:** Herder, Julie (J.A.)  
**Sent:** Wednesday, January 29, 2003 12:12 PM  
**To:** Ulford, Donald (D.A.); Osborne, William (W.H.); Debra, Susan (S.M.)  
**Cc:** West, Gregory (G.S.); Gays, Philip (P.R.)  
**Subject:** 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

**Field Service Action Assigned: Customer Satisfaction Program 03B03**

**Reference:** 02X60 (For Recall & Service Programs Dept. Use Only)

**FRC Date:** January 29, 2003

**Vehicles Affected:** 2002-2003 7.3L F-Superduty and Excursion

**Concern Description:** Adjustable Pedal Sensor

**Supplier Resp:** Yes

**14-D Author:** Gregory Scott West

The 14D author will be responsible for reviewing Prevent Action closure with Bill Osborne, Tough Trucks VC Engineering Director, no later than March 29, 2003.

This review will focus on implementation of Prevent Action (Step 13) requiring evidence of incorporation and overall quality of event including systemic root cause and appropriate prevent action selection to capture lessons learned.

Please contact Greg Oswalt for further information and direction. Provide Ramana Divakaran (RDIVAKAR) with actual Prevent Action Closure Date (required for campaign metrics) and an electronic copy of the Prevent Action closure review paper. We request that the GCE CPS include the Field Service Action number & root cause information in their Fresh Eyes check list as appropriate.

*Best Regards*

*Julie Mercier*  
FSA Coordinator  
FCSD/Recall & Service Programs  
DSCIE #775  
(313) 317-9266 Fax: 845-1024  
jmercier@ford.com

**Shipp, Terri (T.L.)**

**From:** Shipp, Terri (T.L.)  
**Sent:** Wednesday, January 29, 2003 1:46 PM  
**To:** West, Gregory (G.S.); Lipoaky, Lawrence (L.J.)  
**Subject:** RE: 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

Greg Oswalt will set up a meeting to write the Prevent Action Closure (PAC) paper. This will include the root cause from the 14D, the prevent actions you are taking, and the closure date for each prevent action. I do not have a copy of the PAC template. Once the PAC is complete it is then presented and all open prevent actions are entered into WERS.

You should expect a PAC meeting in the near future. If you have any questions, please give me a call.

*Terri Shipp*

Ford Motor Company  
P/T Subsystems Engineering Technology  
GCE Campaign Prevention Specialist  
(Phone) 313-33-73831 / (Fax) 313-62-16020  
(Pager) 313-795-1878  
Cube 1AF12, MD #3, FPC-A  
[terhipp@ford.com](mailto:terhipp@ford.com) <<mailto:terhipp@ford.com>>  
[www.ford.com](http://www.ford.com) <<http://www.ford.com>>

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

**From:** West, Gregory (G.S.)  
**Sent:** Wednesday, January 29, 2003 12:21 PM  
**To:** Lipoaky, Lawrence (L.J.); Shipp, Terri (T.L.)  
**Subject:** FW: 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

HELP, what are they looking for?

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

**From:** Harrier, Julie (J.A.)  
**Sent:** Wednesday, January 29, 2003 12:12 PM  
**To:** USford, Donald (D.A.); Osborne, William (W.H.); Dahne, Susan (S.M.)  
**Cc:** West, Gregory (G.S.); Guys, Philip (P.R.)  
**Subject:** 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

**Field Service Action Assigned: Customer Satisfaction Program 03B03**

**Reference:** 02X50 (For Recall & Service Programs Dept. Use Only)  
**FRC Date:** January 29, 2003  
**Vehicles Affected:** 2002-2003 7.3L F-Superduty and Excursion  
**Concern Description:** Adjustable Pedal Sensor  
**Supplier Resp:** Yes  
**14-D Author:** Gregory Scott West

The 14D author will be responsible for reviewing Prevent Action closure with Bill Osborne, Tough Trucks VC Engineering Director, no later than March 29, 2003.

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*Best Regards*

*Julie Mercier*  
FSA Coordinator  
FCSID/Recall & Service Programs  
DSCII #775  
(313) 317-9266 Fax: 845-1024  
jmercier@ford.com

**Shipp, Terri (T.L.)**

**From:** Shipp, Terri (T.L.)  
**Sent:** Wednesday, January 29, 2003 2:02 PM  
**To:** Conrad, James (J.A.); White, Douglas (D.B.); Nowka, Erich (E.J.); Hefner, Rachel (R.E.)  
**Subject:** FW: 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

FYI - Once the PAC is complete, I will update the Past Campaign Matrix. No updates are required to the Fresh Eye Check Sheet.

*Terri Shipp*

Ford Motor Company  
P/T Subsystems Engineering Technology  
GCE Campaign Prevention Specialist  
(Phone) 313-33-73831 / (Fax) 313-62-16020  
(Pager) 313-795-1878  
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[tshipp@ford.com](mailto:tshipp@ford.com) <<mailto:tshipp@ford.com>>  
[www.ford.com](http://www.ford.com) <<http://www.ford.com>>

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

**From:** Marcher, Julia (J.A.)  
**Sent:** Wednesday, January 29, 2003 12:12 PM  
**To:** Ufford, Donald (D.A.); Osborne, William (W.H.); Dehne, Susan (S.M.)  
**Cc:** West, Gregory (G.S.); Gys, Phil (P.R.)  
**Subject:** 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

**Field Service Action Assigned: Customer Satisfaction Program 03B03**

**Reference:** 02X50 (For Recall & Service Programs Dept. Use Only)

**FRC Date:** January 29, 2003

**Vehicles Affected:** 2002-2003 7.3L F-Superduty and Excursion

**Concern Description:** Adjustable Pedal Sensor

**Supplier Resp:** Yes

**14-D Author:** Gregory Scott West

The 14D author will be responsible for reviewing Prevent Action closure with Bill Osborne, Tough Trucks VC Engineering Director, no later than March 29, 2003.

This review will focus on implementation of Prevent Action (Step 13) requiring evidence of incorporation and overall quality of event including systemic root cause and appropriate prevent action selection to capture lessons learned.

Please contact Greg Oswalt for further information and direction. Provide Ramana Divakaruni (RDIVAKAR) with actual Prevent Action Closure Date (required for campaign metrics) and an electronic copy of the Prevent Action closure review paper. We request that the GCE CPS include the Field Service Action number & root cause information in their Fresh Eyes check list as appropriate.

*Best Regards*

*Julie Mercier*  
FSA Coordinator  
FCSD/Recall & Service Programs  
DSCI #775  
(313) 317-9266 Fax: 845-1024  
jmercier@ford.com

**Shipp, Terri (T.L.)**

**From:** Shipp, Terri (T.L.)  
**Sent:** Wednesday, January 29, 2003 1:54 PM  
**To:** Fodera, Susan (S.E.)  
**Cc:** Divakaruni, Ramana (R.)  
**Subject:** RE: 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

Susan,

The Accelerator Control Fresh Eyes Check Sheet will not be updated for this issue. The failure effects the sensor reading into the Powertrain Control Modules and will not be visible at a Fresh Eye Review.

Please let me know if you need any additional information.

*Terri Shipp*

Ford Motor Company  
P/T Subsystems Engineering Technology  
GCE Campaign Prevention Specialist  
(Phone) 313-33-73831 / (Fax) 313-62-16020  
(Pager) 313-795-1878  
Cube 1AF12, MD #3, FPC-A  
[tshipp@ford.com](mailto:tshipp@ford.com) <<mailto:tshipp@ford.com>>  
[www.ford.com](http://www.ford.com) <<http://www.ford.com>>

—Original Message—

**From:** Herder, Rile (J.A.)  
**Sent:** Wednesday, January 29, 2003 12:12 PM  
**To:** Ulford, Donald (D.A.); Osborne, William (W.H.); Dehne, Susan (S.M.)  
**Cc:** West, Gregory (G.S.); Guys, Philip (P.R.)  
**Subject:** 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

**Field Service Action Assigned: Customer Satisfaction Program 03B03**

**Reference:** 02X50 (For Recall & Service Programs Dept. Use Only)

**FRC Date:** January 29, 2003

**Vehicles Affected:** 2002-2003 7.3L F-Superduty and Excursion

**Concern Description:** Adjustable Pedal Sensor

**Supplier Resp:** Yes

**14-D Author:** Gregory Scott West

The 14D author will be responsible for reviewing Prevent Action closure with Bill Osborne, Tough Trucks VC Engineering Director, no later than March 29, 2003.

This review will focus on implementation of Prevent Action (Step 13) requiring evidence of incorporation and overall quality of event including systemic root cause and appropriate prevent action selection to capture lessons learned.

Please contact Greg Oswalt for further information and direction. Provide Ramana Divakaruni (RDIVAKAR) with actual Prevent Action Closure Data (required for campaign metrics) and an electronic copy of the Prevent Action closure review paper. We request that the GCE CPS include the Field Service Action number & root



cause information in their Fresh Eyes check list as appropriate.

*Best Regards*

*Julie Mercier*  
FSA Coordinator  
FCSD/Recruitment & Service Programs  
DSC# 775  
(313) 317-9266 Fax: 845-1024  
jmercier@ford.com

**Shipp, Terri (T.L.)**

**From:** Shipp, Terri (T.L.)  
**Sent:** Wednesday, January 29, 2003 1:49 PM  
**To:** Orwall, Greg (G.G.)  
**Cc:** Divakaruni, Ramana (R.); West, Gregory (G.S.); Hafner, Rachel (R.E.)  
**Subject:** FW: 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

Greg,

Please include me in the PAC meetings for this FSA.

Thank you,

*Terri Shipp*

Ford Motor Company  
P/T Subsystems Engineering Technology  
GCE Campaign Prevention Specialist  
(Phone) 313-33-73831 / (Fax) 313-62-16020  
(Pager) 313-795-1878  
Cube 1AF12, MD #3, FPC-A  
[terri@ford.com](mailto:terri@ford.com) <<mailto:terri@ford.com>>  
[www.ford.com](http://www.ford.com) <<http://www.ford.com>>

—Original Message—

**From:** Harrier, Julie (J.A.)  
**Sent:** Wednesday, January 29, 2003 12:12 PM  
**To:** Ufford, Donald (D.A.); Osborne, William (W.A.); Dehra, Susan (S.M.)  
**Cc:** West, Gregory (G.S.); Guys, Philip (P.R.)  
**Subject:** 03B03 Assigned: 2002-2003 7.3L -Superduty and Excursion - Adjustable Pedal Sensor

**Field Service Action Assigned: Customer Satisfaction Program 03B03**

**Reference:** 82X50 (For Recall & Service Programs Dept. Use Only)

**FRC Date:** January 29, 2003

**Vehicles Affected:** 2002-2003 7.3L F-Superduty and Excursion

**Concern Description:** Adjustable Pedal Sensor

**Supplier Resp:** Yes

**14-D Author:** Gregory Scott West

The 14D author will be responsible for reviewing Prevent Action closure with Bill Osborne, Tough Trucks VC Engineering Director, no later than March 26, 2003.

This review will focus on implementation of Prevent Action (Step 13) requiring evidence of incorporation and overall quality of event including systemic root cause and appropriate prevent action selection to capture lessons learned.

Please contact Greg Orwall for further information and direction. Provide Ramana Divakaruni (RDIVAKAR) with actual Prevent Action Closure Date (required for campaign metrics) and an electronic copy of the Prevent Action closure review paper. We request that the GCE CPS include the Field Service Action number & root cause information in their Fresh Eyes check list as appropriate.

*Best Regards*

*Julie Mercier*

FSA Coordinator  
FCST/Recall & Service Programs  
DSCII #775  
(313) 317-9266 Fax: 845-1024  
jmercier@ford.com

**[REDACTED]**

---

**From:** Masura, Gordon (G.P.)  
**Sent:** Tuesday, September 24, 2002 8:23 AM  
**To:** Carnaj, Linda (L.)  
**Cc:** McDonagh, Scot (S.M.); Hiding, Robert (R.J.); Douglass, Jim (J.B.); Masura, Gordon (G.P.)  
**Subject:** FW: Emissions Question

Linda,

On October 10, there will be a Technical Review Group meeting to determine if field service action should be recommended for a concern with the sensor on the electronic throttle pedal used with 7.3L engines. The pedal is also adjustable, but this concern is with the sensor used to control the throttle. Apparently, a sensor failure results in the engine returning to or staying at idle regardless of pedal movement.

I don't believe that this is an emissions related component, but would you please investigate the Application for Certification to determine if it is described.

—Original Message—

**From:** McDonagh, Scot (S.M.)  
**Sent:** Monday, September 23, 2002 1:24 PM  
**To:** Masura, Gordon (G.P.)  
**Cc:** Lipocky, Lawrence (L.L.); West, Gregory (G.S.); Kramer, Michael (M.T.)  
**Subject:** Emissions Question

Hi Gordon- Are 9F836 Electronic throttle pedals an emissions component ??

**Scot G. McDonagh**  
Super-Duty/Excursion  
Powertrain Quality Leader  
Phone- (313) 337-8091  
Fax- (313) 521-8083  
E-Mail: [smcdonag@ford.com](mailto:smcdonag@ford.com)



**From:** Kramer, Michael (M.T.)  
**Sent:** Friday, September 13, 2002 11:54 AM  
**To:** West, Gregory (G.S.)  
**Cc:** Williams Jr., James (J.P.); Smith, Ryan (R.E.); Hale, Curt (B.C.); McDonagh, Scot (S.M.); Kramer, Michael (M.T.)  
**Subject:** RE: Potential On Site for 6.0L

Make sure when it is released that the Service Stock Disposition field (as well as the other required service fields) is coded correctly to SCRAP existing service stock. The same will need to be done when releasing the Teleflex fix. Let me know if you need help filling out these fields.

*The company that builds and delivers the best products wins!*

**Mike Kramer**

**Supervisor, Super Duty/Excursion/E-Series PTQRT**

**Six Sigma Black Belt**

Phone/Fax: (313) 594-2003

Page: (313) 201-9452 (base); <[http://mic.kramer@ford.com](mailto:mic.kramer@ford.com)> (direct text); <http://myalmsa.com/> (external text)

Email: [mikramer1@ford.com](mailto:mikramer1@ford.com) (external)

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

**From:** West, Gregory (G.S.)  
**Sent:** Friday, September 13, 2002 8:59 AM  
**To:** McDonagh, Scot (S.M.)  
**Cc:** Kramer, Michael (M.T.); Williams Jr., James (J.P.); Smith, Ryan (R.E.); Hale, Curt (B.C.)  
**Subject:** RE: Potential On Site for 6.0L

The "Forked" lever arm fix for the 6.0L is applicable to the 7.3L and is planned for production starting 9/26. This new part will also be released for service.

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

**From:** McDonagh, Scot (S.M.)  
**Sent:** Friday, September 13, 2002 8:38 AM  
**To:** West, Gregory (G.S.)  
**Cc:** Kramer, Michael (M.T.); Williams Jr., James (J.P.); Smith, Ryan (R.E.); Hale, Curt (B.C.)  
**Subject:** RE: Potential On Site for 6.0L

We haven't discussed the WC P0123 in light of the TFX potential stop build. What are we doing for 7.3L production and service? If we are too late to get the fix in for production 7.3L's we still need a fix for service. Please advise. Thank you

**Scot G. McDonagh**  
**Super-Duty/Excursion**  
**Powertrain Quality Leader**  
**Phone - (313) 337-8091**  
**Fax - (313) 621-8083**  
**E-Mail: [smcdonag@ford.com](mailto:smcdonag@ford.com)**

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

**From:** West, Gregory (G.S.)  
**Sent:** Friday, September 13, 2002 7:33 AM  
**To:** Kramer, Michael (M.T.); Upsoy, Lawrence (L.L.)  
**Cc:** Wagner, John (J.D.); Thompson, Greg (G.J.); Hale, Curt (B.C.); Williams Jr., James (J.P.); Reed Jr., Bill (W.P.); McDonagh, Scot (S.M.); Kari, John (J.S.); Galindo, Ricardo (R.G.)

**Subject:** RE: Potential On Site for 6.0L

Fix for this issue is in the parts being shipped for IB.

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

**From:** Kramer, Michael (M.T.)  
**Sent:** Thursday, September 12, 2002 9:19 PM  
**To:** Liposky, Lawrence (L.L.); West, Gregory (G.S.)  
**Cc:** Wagner, John (J.D.); Thompson, Greg (G.J.); Hale, Curt (B.C.); Williams Jr., James (J.P.); Reed Jr., Bill (W.P.); McDonagh, Scott (S.M.); Karol, John (J.S.); Gelfindo, Ricardo (R.G.)  
**Subject:** FW: Potential On Site for 6.0L

Please see the attached.

***The company that builds and delivers the best products wins!***

**Mike Kramer**

**Supervisor, Super Duty/Excursion/E-Series PTQRT**

**Six Sigma Black Belt**

**Phone/fax:** (313) 594-2900

**Pager:** (313) 201-9602 (beep: <[http://www.ford.com/call/telephone?<](mailto:mailto:mkramer@ford.com) (internal lead); [http://www.ford.com/call/telephone?<](mailto:mkramer@ford.com) (external lead))

**Email:** mkramer@ (internal); mkramer1@ford.com (external)

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

**From:** Pulizzi, Petro (P.G.)  
**Sent:** Thursday, September 12, 2002 4:24 PM  
**To:** Major Jr., John (J.M.); Christensen, Jeff (J.S.); Wagner, John (J.D.)  
**Cc:** Ichas, Bill (B.K.); Johnson, David (D.M.); Kramer, Michael (M.T.); Reed Jr., Bill (W.P.); Thoma, Fred (F.J.); Thompson, Greg (G.J.); Dehne, Susan (S.M.); Zhou, Xianhua (X.); Hale, Curt (B.C.); Williams Jr., James (J.P.)  
**Subject:** Potential On Site for 6.0L.

At the September 10, 2002 Quality/Value Engineering PST during the Emerging Issues agenda topic presented by Curt Hale, the subject of "P0123 pedal deflection - Accelerator pedal deflects when going beyond WOT and defaults to idle" issue revealed the 6.0L is also impacted. Corrective action was taken on 11403354. If the resolution has not been implemented on the 6.0L's, the team recommended we investigate what it takes to do an on site.

Sorry for the sketchy information, but thought it worthy to share and contain if necessary before shipping saleable vehicles to real customers.

For more detail, Curt Hale should be able to provide you more.

**Pete Pulizzi**

**Supervisor, Quality/Reliability**

**Super Duty/Excursion**

**Phone: 59-46853 cds; PPULIZZI**

Send to Brian ~ 2/14/03  
 Rick

## Powertrain As-Installed

### Air Induction/Mounts/ Accelerator Controls Sub-Team

Team	MY	Vehicle Line	Engine	CCC	Issue	Action Item	Help Required	Month Incorporated
AIS	1999 - 2001	F250HD/350/450/550	7.3L Diesel		After air intake moved from inner fender to radiator, a dust capacity issue surfaced	Air Filter design/supplier resourcing actions to improve dust capacity. Higher capacity filters will reduce repeat repairs	Complete	Numerous Improvements 12/1/2000, 5/1/01, 8/17/01, 8/1/03
						New Service Kit released	Complete	
AIS	1999 - 2000	F250HD/350/450/550	7.3L Diesel	L65 Engine Oil Leaks L80 Under Oil Leaks D60 Other Engine Trouble	6C846 Engine Charge Air Cooler Warranty	TBD	Definition from D&R Activity	TBD
Mounts	1999	Escort			Front Engine Mounts	99 MY vehicles reach 3/39		6/20/02
Accel Controls	2002-2003	F250HD/350/450/550	7.3L Diesel		Teleflex Adjustable Pedal (recall) Contamination/Intermittent signal	Add Phenolic Resin	Complete	10/17/02
						Revises Lubricant	Complete	11/18/02
						Use applicator to apply switch track Lubricant	Complete	12/18/02
Accel Controls					Warranty Sharing with Teleflex	Purchasing Lead - D. Velicky	TBD 2003	

1999-01-2003



**From:** Shore, John (J.)  
**Sent:** Tuesday, November 18, 2003 3:54 PM  
**To:** Bauer, Scott (S.C.)  
**Cc:** Love, Keith (K.A.); Shore, John (J.)  
**Subject:** RE: Service Part Sales for 99-03 Diesel Engine Electronic Throttle Control / NHTSA Investigation (PE03-044)

Scott, I updated your spread sheet with service numbers. Send under separate e-mail.

**SERVICE PART:** 1C32- 9F836-BA PEDAL  
**ENGINEERING PART:** 1C34 9F836 RB

**SHPDQYKA** First Stocking Demand by Year 11/18/03 15:34:53  
**\*\*\***

**SERVICE PART:** 1C32- 9F836-BA PEDAL  
**BACKCAST:** N **DEMAND GROUP:**

A	C	YEAR	Quantity	Replaced Part Number	Message
		2003	6558		
		2002	8161		
		2001	4588		
		2000	139		
		1999	0		
		1998	0		
		1997	0		

**SERVICE PART:** 1C32- 9F836-BA PEDAL  
**RECEIVING LOCATION:** **DEMAND GROUP:**  
**CUSTOMER TYPE:** **BACKCAST:** N  
**EDI Code:**

A	C	MONTH	YEAR	Quantity	Replaced Part Number	Message
		11	2003	276		
		10	2003	603		
		09	2003	595		
		08	2003	447		
		07	2003	605		
		06	2003	647		
		05	2003	505		
		04	2003	912		
		03	2003	539		
		02	2003	528		
		01	2003	673		
		12	2002	552		
		11	2002	606		
		10	2002	789		
		09	2002	765		
		08	2002	834		
		07	2002	805		
		06	2002	612		
		05	2002	578		
		04	2002	537		
		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		

PE03-044 38421

**CONFIDENTIAL**  
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02	2001	53
01	2001	54
12	2000	44
11	2000	35

SERVICE PART: 3C42- 9F836-AA PEDAL  
 ENGINEERING PART: 3C44 9F836 AC

SERVICE PART: 3C42- 9F836-AA PEDAL  
 BACKCAST: N DEMAND GROUP: \_\_\_\_\_

A	C	YEAR	Quantity	Replaced Part Number	Message
		2003	195		
		2002	14		
		2001	0		
		2000	0		
		1999	0		

SERVICE PART: 3C42- 9F836-AA PEDAL  
 RECEIVING LOCATION: \_\_\_\_\_ DEMAND GROUP: \_\_\_\_\_  
 CUSTOMER TYPE: \_\_\_\_\_ BACKCAST: B  
 SDI Code: \_\_\_\_\_

A	C	MONTH	YEAR	Quantity	Replaced Part Number	Message
		11	2003	93		
		10	2003	137		
		09	2003	104		
		08	2003	78		
		07	2003	60		
		06	2003	80		
		05	2003	76		
		04	2003	31		
		03	2003	48		
		02	2003	31		
		01	2003	37		
		12	2002	10		
		11	2002	2		
		10	2002	0		
		09	2002	0		
		08	2002	2		
		07	2002	0		
		06	2002	0		
		05	2002	0		
		04	2002	0		
		03	2002	0		
		02	2002	0		
		01	2002	0		
		12	2001	0		
		11	2001	0		
		10	2001	0		
		09	2001	0		
		08	2001	0		
		07	2001	0		
		06	2001	0		
		05	2001	0		

SERVICE PART: 2C32- 9F836-BA PEDAL  
 ENGINEERING PART: 2C34 9F836 DO  
 SERVICE PART: 2C32- 9F836-BA PEDAL  
 BACKCAST: N DEMAND GROUP: \_\_\_\_\_

ORIGIN: MMS

A	C	YEAR	Quantity	Replaced Part Number	Message
		2003	0		
		2002	3		
		2001	0		
		2000	0		
		1999	0		
		1998	0		
		1997	0		

SERVICE PART: 2C3E- 9F836-BA PEDAL  
 RECEIVING LOCATION: DEMAND GROUP: W  
 CUSTOMER TYPE: BACKCAST: W  
 SDI Code:

A	C	MONTH	YEAR	Quantity	Replaced Part Number	Message
		11	2003	0		
		10	2003	0		
		09	2003	0		
		08	2003	0		
		07	2003	0		
		06	2003	0		
		05	2003	0		
		04	2003	0		
		03	2003	0		
		02	2003	0		
		01	2003	0		
		12	2002	0		
		11	2002	0		
		10	2002	0		
		09	2002	0		
		08	2002	0		
		07	2002	0		
		06	2002	0		
		05	2002	0		
		04	2002	0		
		03	2002	0		
		02	2002	0		
		01	2002	0		
		12	2001	0		
		11	2001	0		
		10	2001	0		
		09	2001	0		
		08	2001	0		
		07	2001	0		
		06	2001	0		
		05	2001	0		
		04	2001	0		
		03	2001	0		
		02	2001	0		
		01	2001	0		
		12	2000	0		
		11	2000	0		

SERVICE PART: 2C3E- 9F836-DE PEDAL  
 ENGINEERING PART: 2C34 9F836 DQ ORIGIN: WERS  
 SERVICE PART: 2C3E- 9F836-DE PEDAL  
 BACKCAST: W DEMAND GROUP:

A	C	YEAR	Quantity	Replaced Part Number	Message
		2003	50044		
		2002	2306		
		2001	0		

SERVICE PART: 2C3E- 9F836-DE PEDAL  
 RECEIVING LOCATION: DEMAND GROUP: W  
 CUSTOMER TYPE: BACKCAST: W  
 SDI Code:

A	C	MONTH	YEAR	Quantity	Replaced Part Number	Message
		11	2003	1473		
		10	2003	3088		
		09	2003	3336		
		08	2003	3926		
		07	2003	5253		
		06	2003	6914		
		05	2003	8071		
		04	2003	5978		
		03	2003	2785		
		02	2003	4646		
		01	2003	1221		

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12	2002	1143			
11	2002	1168			
10	2002	1498	2C3E-	9F836-DA	REPLACED
09	2002	1184			
08	2002	1231			
07	2002	1105			
04	2002	695			
05	2002	445			
04	2002	186			
03	2002	54			
02	2002	52			
01	2002	43			
12	2001	27			
11	2001	22			
10	2001	15			
09	2001	10			
08	2001	2	2C3E-	9F836-BA	REPLACED
07	2001	0			
06	2001	0			
05	2001	0			
04	2001	0			
03	2001	0			
02	2001	0			
01	2001	0			
12	2000	0			
11	2000	0			

ENGINEERING PART: 2C34 9F836 DF \_\_\_\_\_ ORIGIN: WERS

SERVICE PART	Service Part Description	EFFECTIVE IN DATE	Effective Out Date
2C3E- 9F836-DE	PEDAL	11/19/02	02/10/03

ENGINEERING PART: 2C34 9F836 DG \_\_\_\_\_ ORIGIN: WERS

SERVICE PART	Service Part Description	EFFECTIVE IN DATE	Effective Out Date
FINIS- 4495669-	PEDAL	04/10/01	
2C3E- 9F836-DE	PEDAL	02/10/03	

ENGINEERING PART: 2C34 9F836 DD \_\_\_\_\_ ORIGIN: WERS

SERVICE PART	Service Part Description	EFFECTIVE IN DATE	Effective Out Date
2C3E- 9F836-BA	PEDAL	08/22/02	10/29/02

SERVICE PART: 2C3E- 9F836-BA \_\_\_\_\_ PEDAL  
 ENGINEERING PART: 2C34 9F836 DF \_\_\_\_\_ ORIGIN: WERS  
 SERVICE PART: 2C3E- 9F836-BA \_\_\_\_\_ PEDAL  
 BACKCAST: M DEMAND GROUP: \_\_\_\_\_

A	C	YEAR	Quantity	Replaced Part Number	Message
		2003	752		
		2002	10		
		2001	0		
		2000	0		

SERVICE PART: 2C3E- 9F836-BA \_\_\_\_\_ PEDAL  
 RECEIVING LOCATION: \_\_\_\_\_ DEMAND GROUP: \_\_\_\_\_  
 CUSTOMER TYPE: \_\_\_\_\_ BACKCAST: M  
 BDI Code: \_\_\_\_\_

A	C	MONTH	YEAR	Quantity	Replaced Part Number	Message
		11	2003	34		
		10	2003	52		
		09	2003	53		

PERM-044 20024



98	2003	59
87	2003	78
86	2003	68
05	2003	100
04	2003	67
03	2003	79
02	2003	61
01	2003	24
12	2002	10
11	2002	0
10	2002	0
09	2002	0
08	2002	0
07	2002	0
06	2002	0
05	2002	0
04	2002	0
03	2002	0

**John Shore**

Recall / QSF Parts Program Manager  
 Ford Customer Service Division  
 Office - 734 266-8789 FAX - 734 266-1168  
 Page - 734 787-5891 E-mail - Jshore@Ford.com  
 1313C NPDC Mail Drop MD-44

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

From: Bauer, Scott (S.C.)  
 Sent: Tuesday, November 18, 2003 11:44 AM  
 To: Shore, John (J.)  
 Cc: Love, Keith (K.A.)  
 Subject: Service Part Sales for 99-03 Diesel Engine Electronic Throttle Control / NHTSA Investigation (PE03-044)

Thanks for helping us out over here with the part sales information. This investigation has had a lot of data to review and has had everyone extremely busy—I apologize for the late request for assistance. The attached Excel file (pedal sum2.xls) contains a list of the engineering part numbers for the fixed and adjustable accelerator pedal assemblies used on 1999-2003 MY's F-series Super Duty (250-550) and Excursion vehicles.

Please provide the following information: service part numbers, monthly service part sales figures (where available), and yearly service part sales figures for the engineering part numbers listed. The response is due to NHTSA by COB Friday (11/21). If the parts sales information could be sent to me by COB Thursday (11/20) that will allow time for organizing and copying on Friday. Again, thanks for your help!

<< File: pedal sum2.xls >>

Scott C. Bauer  
 Small Car Investigations & TREAD Reporting  
 Automotive Safety Office  
 Ford Motor Company  
 Office: (313) 59-49786  
 Fax: (313) 59-42268  
 Fairlane Plaza South, Suite 500 East

PE03-044 38425

**[REDACTED]**

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**From:** Conroy, Jerry (J.R.)  
**Sent:** Thursday, October 23, 2003 9:58 AM  
**To:** Merril, Robert (R.J.)  
**Cc:** Lipoeky, Lawrence (L.J.); West, Gregory (G.S.); McDonagh, Scot (S.M.); Hartwig, Tom (T.T.)  
**Subject:** Diesel Pedal Field Returns

Larry's group is trying to control & understand pedal replacements. They would like us to help them with culling out true failures coming back from the field. The purpose of this note is to get you started with helping them & to define some of the conditions I heard from talking with them.

1. Greg will be receiving parts & conduct an initial sort of the pedals. For pedals found where the dealer did not follow the WAN, he will be charging the dealer back for that repair. He will also cull out pedals where there is clear indications of a failure & send these directly to the appropriate suppliers for teardown/root cause analysis.
2. For potential TNi's, he will supply you with these pedals & I asked him to try & determine which have the highest potential for TNi based on claims data supplied to him.
3. I would like you to get these installed on vehicles. Going in, Larry & Greg think some will show failure modes immediately on operation after installed. I hope life is that simple. For those, tag with recorded codes or conditions & get those parts back to Greg for supplier analysis.
4. For the pedals that do not show failure modes right off the bat, let's run them on for a reasonable period of time to see if we can detect an intermittent failure or duplicate the conditions that produce the customer failure mode. Important part here is Greg supplying the information available with the pedal so that we understand what conditions the customer experienced the failure mode & what condition the failure mode produced (i.e.: hesitation, lag, etc.).

**CONFIDENTIAL**

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**From:** West, Gregory (G.S.)  
**Sent:** Wednesday, June 04, 2003 12:23 PM  
**To:** McDonagh, Scot (S.M.); Mitchell, Vicky (V.B.)  
**Subject:** RE: 7.3L Teleflex Stack Chart & MYTD R/1000 & CPU

I owe the you guys a fill up, especially after all you have been doing to help me out. Scot, Phil will be taking that truck home tonight and Pat Figursky tomorrow night.

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

**From:** McDonagh, Scot (S.M.)  
**Sent:** Wednesday, June 04, 2003 12:16 PM  
**To:** Mitchell, Vicky (V.B.); West, Gregory (G.S.)  
**Subject:** RE: 7.3L Teleflex Stack Chart & MYTD R/1000 & CPU

I forgot to hack on him earlier about leaving you stranded. Please send me the Stack charts also. Thanks

**Scot G. McDonagh**  
Super-Duty/Excursion  
Powertrain Quality Leader  
Phone- (313) 337-8091  
Fax- (313) 621-8082  
E-Mail: [smcdonag@ford.com](mailto:smcdonag@ford.com)

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

**From:** Mitchell, Vicky (V.B.)  
**Sent:** Wednesday, June 04, 2003 11:13 AM  
**To:** West, Gregory (G.S.)  
**Cc:** McDonagh, Scot (S.M.)  
**Subject:** RE: 7.3L Teleflex Stack Chart & MYTD R/1000 & CPU

Not after you left the 7.3L DSL Pickup without gas and I was the one left stranded...

p.s. I guess I can still help you out...I'll forward the stack to you shortly...I'm sure we already done it...

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

**From:** West, Gregory (G.S.)  
**Sent:** Wednesday, June 04, 2003 10:03 AM  
**To:** Mitchell, Vicky (V.B.)  
**Subject:** RE: 7.3L Teleflex Stack Chart & MYTD R/1000 & CPU

Vicky, we've learned in the last week that the pedal issue is NOT 4x4 versus 4x2 so unfortunately all those stacks you've done recently have become unnecessary (very sorry about that). You may have already done this but if so I can't find it, I need the exact same R/1000 stack chart for Williams as you did below (same scale, time frame). Are you still willing to help me??? :)

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

**From:** Mitchell, Vicky (V.B.)  
**Sent:** Thursday, May 29, 2003 11:13 AM  
**To:** Liposky, Lawrence (L.L.); Davis, Tim (T.P.)  
**Cc:** Kramer, Michael (M.T.); West, Gregory (G.S.)  
**Subject:** RE: 7.3L Teleflex Stack Chart & MYTD R/1000 & CPU

Per Mike Kramer's note below, I am forwarding the 7.3L Teleflex (adjustable pedals) stack chart, as well as the MYTD R/1000 & CPU FYI and use. Please let me know if you have any questions or concerns, or require anything additional:

FEB3-844 2888

<< File: 7.3L Teleflex Adj Pedal Divisors STK.xls >>

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

**From:** Kramer, Michael (M.T.)  
**Sent:** Thursday, May 29, 2003 8:42 AM  
**To:** Mitchell, Vicky (V.B.)  
**Cc:** Liposky, Lawrence (L.L.); West, Gregory (G.S.)  
**Subject:** 7.3L Teleflex Stack Chart

Please pull a 7.3L Teleflex (adjustable pedals) stack chart. 2002 and 2003 MY. 1, 3, 6, 12, 18, 24 MIS.  
Teleflex (adjustable pedals) divisors.

Please send the stack chart to LLIPOSKY, TDAVIS5, and myself. Thanks.

*The company that builds and delivers the best products wins!*

**Mike Kramer**

**Supervisor, Super Duty/Excursion/E-Series FTQRT & OPD PT PMT (non-MCR)**

**Six Sigma Black Belt**

**Phone/fax:** (313) 594-2003

**Pager:** (313) 201-8862 (beep); <http://m4.dealers.ford.com/cd/telexpage?> (internal use); <http://mcr@mail.com/> (external use)

**Email:** mikramer1 (internal); [mikramer1@ford.com](mailto:mikramer1@ford.com) (external)

**CONFIDENTIAL**

---

**From:** Christensen, Jeff (J.S.)  
**Sent:** Thursday, April 10, 2003 9:01 AM  
**To:** Williams, James (J.P.); West, Gregory (G.S.); Lemke, Mark (M.J.); Fulton, Brian (B.L.)  
**Subject:** RE: WMCO pedal that failed at KTP audit

I sent you and Jerry Miers all kinds of data that showed what the problem was.....npf my backside!

Jeffrey S. Christensen  
2004/2005 Launch - PTSE  
P131/U137 Truck - KTP  
Ph: 502-339-3811 Pager 1-800-570-8738 Fax 502-428-2111

---Original Message---

**From:** Williams, James (J.P.)  
**Sent:** Thursday, April 10, 2003 8:58 AM  
**To:** West, Gregory (G.S.); Lemke, Mark (M.J.); Fulton, Brian (B.L.)  
**Cc:** Christensen, Jeff (J.S.)  
**Subject:** RE: WMCO pedal that failed at KTP audit

Yes we. But in this case the engine would go to idle while you held the pedal at 11% throttle position and would not accelerate once it went to idle. You had to let off the pedal and start all over again. Jeff Christensen and I replaced the pedal and could not duplicate the concern. We unplugged the original pedal and resealed the connector but that did not help. The pedal still would not respond when being held at a steady state position.

James Williams  
PTSE Engineering Supervisor  
Kentucky Truck Plant - PVT  
(502) 428-2878

---Original Message---

**From:** West, Gregory (G.S.)  
**Sent:** Thursday, April 10, 2003 8:16 AM  
**To:** Lemke, Mark (M.J.); Fulton, Brian (B.L.); Williams, James (J.P.)  
**Subject:** WMCO pedal that failed at KTP audit

Mark/Brian, I have received the pedal back from Williams Controls that failed the audit at KTP several weeks ago. Williams Controls did not find any issues with this pedal, would you please install it in your truck and review the output (for several weeks if necessary) to see if the pedal is truly OK.

Jim, does KTP use the 8.0L diesel online pinpoint test that the dealers use to diagnose fault codes related to pedals, wiring or connector issues?



---

**From:** Bell, David (D.J.)  
**Sent:** Monday, April 22, 2002 9:05 AM  
**To:** Clary, Brian (B.S.)  
**Subject:** RE: Data from Slap and flap test.

Brian,

the data is at  
<http://www.homepages.ford.com/ptse/diesel/sitefiles.asp?CURRDIR=%2FNGD+6.0L+V8%2FCalibration%2FData%2FDTF+pedal>

the .gif file lists most of the .dat files and their times for reference  
use file plot\_control\_030.xls to open and merge the files of the same name. It can also make basic plots of the data. For file types with only 2 files, use any other file for the 3rd file, then clear it out. I recommend saving the data under a new file name (at least a .xls) after merging.

let me know if you run into any snags.

thanks,

David Bell  
NGD Calibration  
Phone: (313) 390-3728; Email: dbell32@ford.com  
Fax: (313)337-1712 Page: (313)813-1706

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

**From:** Clary, Brian (B.S.)  
**Sent:** Friday, April 19, 2002 4:57 PM  
**To:** Bell, David (D.J.)  
**Subject:** RE: Data from Slap and flap test.

Thanks I really appreciate it. I can just imagine how big the files are that we took. Thanks again for all of your assistance.

*Brian Clary*  
Accelerator Controls D&R  
PDC 1H-F68  
MD 271  
phone: 313-248-1940  
pager: 313-793-8006  
bclary@ford.com

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

**From:** Bell, David (D.J.)  
**Sent:** Friday, April 19, 2002 4:56 PM  
**To:** Clary, Brian (B.S.)  
**Subject:** RE: Data from Slap and flap test.

Brian,

I just finished converting this monstrosity of data. I will try to zip it up and put it on the web on Monday.

thanks,

David Bell

**NGD Calibration**

Phone: (313) 390-3728; Email: cbe832@ford.com  
Fax: (313)337-1712 Page: (313)813-1708

---Original Message---

From: Clary, Brian (B.S.)  
Sent: Friday, April 19, 2002 4:46 PM  
To: Bell, David (D.J.)  
Subject: Data from Step and flap test.

Dave,  
Did you ever get that data from the truck at DTF on the web. Let me know any information. Thanks. I really appreciate your help.

*Brian Clary*

Accelerator Controls D&R  
PDC 1H-F88  
MD 271  
phone: 313-248-1940  
pager: 313-783-8006  
bclary@ford.com

---

**From:** Bell, David (D.J.)  
**Sent:** Monday, April 08, 2002 5:23 PM  
**To:** Clary, Brian (B.S.)  
**Subject:** RE: P131 Data

Brian,

look at MFDES - fuel mass desired or  
MFGOV - governor fuel

David Bell  
NGD Calibration  
Phone: (313) 390-3728; Email: dbell32@ford.com  
Fax: (313)337-1712 Page: (313)513-1706

---Original Message---

**From:** Clary, Brian (B.S.)  
**Sent:** Monday, April 08, 2002 4:52 PM  
**To:** Bell, David (D.J.)  
**Subject:** RE: P131 Data

Which column is the one that tells whether the fuel injectors are requiring fuel. Files look good to me so far. Haven't had any problems yet. But will let you know.

*Brian Clary*

Accelerator Controls D&R  
PDC 1H-F68  
MD 271  
phone: 313-248-1940  
pager: 313-793-8006  
bolary@ford.com

---Original Message---

**From:** Bell, David (D.J.)  
**Sent:** Monday, April 08, 2002 3:52 PM  
**To:** Clary, Brian (B.S.)  
**Subject:** RE: P131 Data

Brian,

let me know if you have problems with any of this data. I think the attached spreadsheet should identify what the points are, otherwise, use the associated time to align with the data you have. Let me know if you have any problems, and I can probably see how my programs work for you.

thanks,

David Bell  
NGD Calibration  
Phone: (313) 390-3728; Email: dbell32@ford.com  
Fax: (313)337-1712 Page: (313)513-1706

<< File: fmvss.xls >> << File: FMVSS1.zip >> << File: FMVSS2.zip >>

---Original Message---

**From:** Clary, Brian (B.S.)  
**Sent:** Monday, April 08, 2002 2:39 PM

To: Bell, David (D.L.)  
Subject: P131 Data

Dave,

Will you be able to send the data that you took with me on the Diesel engine for Greg West. Let me know.  
Thanks.

*Brian Clary*

Accelerator Controls D&R  
PDC 1H-F86  
MD 271  
phone: 313-248-1940  
pager: 313-793-8008  
bclary@ford.com

**From:** Solterman, Brooks (B.M.)  
**Sent:** Tuesday, February 05, 2002 5:19 PM  
**To:** Clary, Brian (B.S.)  
**Cc:** West, Gregory (G.S.); Wheeler III, Emile (E.); 'kkootail@visticon.com'  
**Subject:** RE: Diesel Information

Brian,

I'm currently in Thompson, Manitoba on a cold weather test. I'll try and help you here long distance.

Reading accelerator pedal position through the OBDII connector is possible, but you would probably need a CARDAQ to do it. I don't think the DAQ stands in the cold room would be able to pull the information off the CAN link over which it's being sent. Contact Emile Wheeler for CARDAQ information.

You would need to hook up a fuel flow meter to actually read fuel flow rate at idle. I don't have that data. The time it takes for the processor to read 0 pedal counts is very quick, but depends on the loop time for that signal processing code. Contact Kevin Kootskas for that information.

The IDM ultimately controls fuel delivery to the injectors. Once the PCM reads 0 pedal counts, then 0 fuel is commanded. Once 0 fuel is commanded, the IDM reads that over the CAN link and does not energize the injector coils. It all happens very quickly. Exactly how fast I don't know.

Hope this helps. Again, I'm out of town and deferring to my buddies Emile and Kevin to help out. Good luck.

Brooks

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

**From:** Clary, Brian (B.S.)  
**Sent:** Monday, February 04, 2002 1:10 PM  
**To:** Solterman, Brooks (B.M.)  
**Subject:** Diesel Information

Brooks,

My name is Brian Clary and I am working with Greg West on the ETC of the F350. He is getting ready to put the vehicle through FMVSS 124 testing and we needed some information about a few things before we could test.

Is there a way that we could get connections into the OBD II connector so that we can read the signal into the DAQ stands at the cold rooms.

Also, we need to know the Fuel Flow Rate at idle and the time it takes for the signal to register when the pedal is snapped back to an idle position.

Also, need to know what actually gets the signal that the fuel has been shut off or reset to idle position.

Please let me know what you can. I would really appreciate it. We will be testing in a couple of weeks and need this information when you can get it to us. Thanks again.

*Brian Clary*

Accelerator Controls D&R  
PDC 1H-F68  
MD 271  
phone: 313-248-1940  
pager: 313-793-8006  
bclary@ford.com

---

**From:** West, Gregory (G.S.)  
**Sent:** Tuesday, February 19, 2002 1:28 PM  
**To:** Clary, Brian (B.S.); Griewek, Kenneth (K.J.)  
**Subject:** FW: Cold Testing

FYI, 3/11-14 for FMVSS 124 on P131 8.0L.

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

**From:** Hammonds, Brandon (B.)  
**Sent:** Tuesday, February 19, 2002 1:23 PM  
**To:** West, Gregory (G.S.)  
**Subject:** Cold Testing

Greg,

Sorry it will be the 3/11,12,13 and 14 if needed.  
Thanks.

*Brandon C. Hammonds*

*Cold Room Scheduler*

WT 2 Bldg, Cold Rooms  
Sverdrup Technology, Ford DPG Operations  
Office: 313-322-3226  
Fax 313-337-8706  
email: bhammonds@ford.com

**[REDACTED]**

---

**From:** McDonagh, Scot (S.M.)  
**Sent:** Wednesday, October 24, 2001 3:36 PM  
**To:** West, Gregory (G.S.); Eberhart, Daniel (D.G.)  
**Subject:** RE: P0123 Assistance 7.3L

Thanks Greg-

Dan- FYI from Williams Control on possible root-cause. Are the (2) failed pedals being returned ??

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

**From:** West, Gregory (G.S.)  
**Sent:** Wednesday, October 24, 2001 3:27 PM  
**To:** McDonagh, Scot (S.M.)  
**Subject:** FW: P0123 Assistance 7.3L

Scot, I went to Dan for advice on this one. Here is his thought.

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

**From:** Siljanpa, Don [mailto:dsiljanpa@wmco.com]  
**Sent:** Wednesday, October 24, 2001 2:17 PM  
**To:** 'West, Gregory (G.S.)'  
**Cc:** 'akromber@ford.com'  
**Subject:** RE: P0123 Assistance 7.3L

It seems from the technician's comments and those of the CSE, "By the way, the AP assy has been replaced two times. No change in operation. Also, it doesn't seem to happen on tip-in. You have to jab it quick to the floor and hold it. The engine will usually rev a few hundred rpm, then drop to idle," that this condition might be due to either the pedal or the truck.

Repeated overloading of the pedal assy (we test overload to meet EB, but maybe not as many times as could occur in almost 8000 miles of this type of driving) could possibly cause something like this if the loading is pulling the connector loose from the pedal or physically damaging the sensor. Maybe, the wide open throttle stop on the bracket has been damaged by the loading, or even the dash panel is deflected. Maybe, the loading is causing deflection of the bracket, twisting the sensor and changing the rotor position relative to the resistive circuit.

Since the CSE's comments indicate the pedals been replaced two times, and the condition does not go away, maybe it is the connection to the pedal?

We should have either seen this pedal returned (or both) or should get it soon from that dealer. P0123 is a very rare code to set. I don't believe the driver could accelerate the pedal to WOT faster than the computer can read the change in pedal output.

I'm copying this reply to Arnold Kromberg in Diesel Diagnostics.

Regards,  
Don Siljanpa  
Product Engineer, Williams Controls Technology Center  
phone: (941) 351-9118, extension 31  
fax: (941) 351-9829  
e-mail:dsiljanpa@wmco.com

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

From: West, Gregory (G.S.) [mailto:gwest2@ford.com]  
Sent: Wednesday, October 24, 2001 1:44 PM  
To: Silarpas, Don  
Subject: FW: P0123 Assistance 7.3L

> ---Original Message---

> From: McDonagh, Scot (S.M.)  
> Sent: Wednesday, October 24, 2001 1:06 PM  
> To: Smith, Ryan (R.E.); West, Gregory (G.S.)  
> Subject: RE: P0123 Assistance 7.3L

> Thanks Ryan-

> Greg- Please provide your input on this. Thank you

> ---Original Message---

> From: Smith, Ryan (R.E.)  
> Sent: Wednesday, October 24, 2001 1:04 PM  
> To: McDonagh, Scot (S.M.)  
> Subject: RE: P0123 Assistance 7.3L

> My first thought is that because we are talking about a drive by wire system, the PCM may see the quick W.O.T as a fault and drop RPM to idle. Send this to the pedal group.. I don't see an issue here other than abuse. I will also monitor for additional similar cases.

> Ryan Smith (rsmit201@ford.com)  
> PVT & Field Support, Product Concern Engineer  
> F250-550, F850-750, Excursion  
> (313)32-21786 Fax 33-78337  
> Mail Drop: Diagnostic Service Center II, 26

> ---Original Message---

> From: McDonagh, Scot (S.M.)  
> Sent: Wednesday, October 24, 2001 12:43 PM  
> To: Smith, Ryan (R.E.)  
> Subject: FW: P0123 Assistance 7.3L

> What do you think ?

> ---Original Message---

> From: Eberhart, Daniel (D.G.)  
> Sent: Wednesday, October 24, 2001 12:14 PM  
> To: McDonagh, Scot (S.M.); Klein, Mark (M.A.)  
> Cc: Patel, Sam (S.N.)  
> Subject: RE: P0123 Assistance 7.3L

> Scot, Mark,

> Here is the truck.

> CSC0002                    CQIS Indicator Summary                    10/24/01  
11:38:41

1 of

> Rpt#: 11DG6028 N-H                    Rpt: 08/04/2001 Odom:

16,429 M

> Rvwrd: File: \_\_\_\_\_ Folder: \_\_\_\_\_ Images: 0 Print SmyDisp

Detail(P/D): \_\_\_\_\_

> Vehicle: 2001 F250 4X4,CRW CAB,PICKUP                    3FTNW21F91M                    Bld:



03/01/2001

> Engine: 7.3L DI Calb: 1F718S0A Trans: 4R100 D Axle:

AAC: YES

> Dealer Id: 05965 Watson Quality Ford Phs: (601) 856-7000

> State: Mississippi City: Jackson Orig/Caller: EDDIE GRIFFIN

> Symptom: 6 11 5 00 DRVABL,HES/STUMBLE,ACCELERATION,OTHER-CODE NA

> Add Sym: P0123 DEAD PEDAL. St: CCRG/EPRC: \_ Rvwrd: Dt:

> Ftc Caus. Comp: - Condition

Code:

> Hotliner: AAYOTTE Phone: 313 317-9348 Regn Cd: 28 Memphis - 28

> Engineering: Phone: TAR:

> Dir Contact: Phone: Title

Cde: T

> REPAIR TECH STATES THAT WILL INTER SET A P0123 IF YOU HIT THE AP TO THE FLOOR

> AS QUICK AS YOU CAN. TAKES ALOT OF TRIES TO GET THIS TO HAPPEN.

> HAS REPLACED AP TWICE. IS VERY HARD TO DUPLICATE

> RECOMM ADVISE TRY TO GET TO OCCUR ON ANOTHER UNIT. VERIFY CONCERN NOT HAPPENI

> NG DURING NORMAL DRIVING

> ADD-ON 09/04/2001 07:42PM DANIEL EBERHART(FSE) MSS - FCSD - REG - MEMPHIS

> INSPECTED VEHICLE. COMPARED TO LIKE. WHEN STOMPING AP TO FLOOR, P0123

> SETS AND ENGINE DOES NOT REV. NORMAL CHARACTERISTIC. ADVISE NO FURTHER

> REPAIRS NECESSARY. MUST STOMP PEDAL TO FLOOR VERY VERY QUICKLY. I

> COULD NOT GET IT TO HAPPEN BUT THE TECH CAN DUPLICATE IT ABOUT

> HALF OF THE TIME ON CUSTOMER VEHICLE AND STOCK UNIT.

> The Dealer Principal and Service Manager have been able to get this to happen on various other trucks. I thought it was normal because it was simulating an open circuit and the PCM was preventing unintended acceleration. Are you supposed to be able to jab it to the floor and have it rev up? I can't even get it to do it, but I've seen the tech do it. Even if it is supposed to rev no matter what, I would still call it abusive how this guy is driving.

> By the way, the AP assy has been replaced two times. No change in operation. Also, it doesn't seem to happen on tip-in. You have to jab it quick to the floor and hold it. The engine will usually rev a few hundred rpm, then drop to idle.

> Regards,

> Dan Eberhart

> Customer Service Engineer

> Market area C3 - Southern Mississippi

> Ford Customer Service Division - Memphis Region

> Phone: 901-753-3032

> Email: [deberha2@ford.com](mailto:deberha2@ford.com)

>

>

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

> From: McDonagh, Scot (S.M.)  
> Sent: Wednesday, October 24, 2001 10:53 AM  
> To: Eberhart, Daniel (D.G.); Klein, Mark (M.A.)  
> Cc: Patal, Sam (S.N.)  
> Subject: RE: P0123 Assistance 7.3L  
> Importance: High

>  
> Dan- I called back and left a message on your Cell phone. I spoke with Mark Klein at the Hotline and he would like you to contact him at 1-800-826-4894 or 313-317-9337(Direct). What is the Model Year and vehicle Build data ?? This vehicle may have an ETC issue we have corrected for 2001 MY. Also, we have an ETC Pedal issue on 2002 MY P-131's with wires chaffing on the Shock Tower normally causing 12 volt input into 5 Volt circuit and toasting the Pedal assembly. Mark and his Team are your best resource for the Voltage/Delta questions. Let me know that we have resolution on this. I don't want the customer to visit GM or DC for the (6) trucks !! We will resolve. Thank you

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

> From: Eberhart, Daniel (D.G.)  
> Sent: Wednesday, October 24, 2001 11:43 AM  
> To: McDonagh, Scot (S.M.)  
> Subject: P0123 Assistance 7.3L

>  
> Scot,

> I left you a voice mail, but I wanted to send you a note in case you need to forward it on to your team.

> I have a customer at Watson Quality Ford (6130 I55 N. Jackson MS 39211, P&A 05986) that is setting a P0123 on his 7.3L. P&S Director R.J Pizzalato Phone 601-866-7000. Service Manager Kenny Strickland.

> He sets the P0123 code by jabbing the Accelerator Pedal down very very quickly. Apparently this is how he drives. He says that it will happen from a stop or while accelerating for passing.

> This customer works for a construction company that is planning on purchasing 8 Super Duty trucks in the next two months. This guy has made a big deal out of this concern to the owner of the company and this may influence his buying decision.

> I have driven the vehicle myself, and when driven like a normal human being drives, it works perfectly fine. However, when driven abusively it will not respond to the AP.

> I need to know what conditions will set a P0123 code for AP. Something like Delta AP volts => X volts in X milliseconds sets code is fine. I just need the parameters for the code to set.

> Thanks for your help.

> Regards,

> Dan Eberhart  
> Customer Service Engineer  
> Market area C3 - Southern Mississippi  
> Ford Customer Service Division - Memphis Region  
> Phone: 901-753-3032  
> Email: deberha2@ford.com

**From:** KJain, Mark (M.A.)  
**Sent:** Thursday, October 25, 2001 9:07 AM  
**To:** Eberhart, Daniel (D.G.)  
**Subject:** RE: P0123 Assistance 7.3L

Dan we have had these vehicle with this exact concern on different occasions and it seems that the pcm sees the ap peddle activity as erratic from the way the customer is driving the vehicle, the pcm doesn't know the difference if the ap peddle is staying steady and the signal is dropping out erratically or if the customer is doing it's self. It is more likely a pcm calibration issue and there is no repair, with other vehicles doing this and the vehicle not doing it all of the time it will be hard repair if it is even possible.

---Original Message---

**From:** Eberhart, Daniel (D.G.)  
**Sent:** Wednesday, October 24, 2001 12:14 PM  
**To:** McDonough, Scott (S.M.); Jain, Mark (M.A.)  
**Cc:** Patel, Sam (S.N.)  
**Subject:** RE: P0123 Assistance 7.3L

Scott, Mark,

Here is the truck.

CSQI002                      CQIS Indicator Summary                      10/24/01 11:59:41                      1 of 1

Rpt#: 1IDG8028 NHL                      Rpt: 09/04/2001 Odom: 16,429 M  
Rvw'd: File: Folder:                      Images: 0 Print Smy/Disp Deta(P/D):  
Vehicle: 2001 F250 4X4,CRW CAB,PICKUP                      3FTNW21F91M                      Bld: 03/01/2001  
Engine: 7.3L DI                      Ccbb: 1F71BS0A                      Trans: 4R100 D                      Axle:                      A/C: YES  
Dealer Id: 05965                      Watson Quality Ford                      Pnt#: (801) 956-7000  
State: Mississippi                      City: Jackson                      Orig/Caller: EDDIE GRIFFIN  
Symptom: 6 11 5 00 DRVABL,HES/STUMBLE,ACCELERATION,OTHER-CODE NA  
Addtl Sym: P0123 DEAD PEDAL                      St: CCRG/EPRC:                      Rvw'd: Dt:  
Foc: Caus. Comp:                      -                      Condition Code:  
Hotliner: AAYOTTE                      Phone: 313 317-9348                      Regn Cdt: 23 Memphis - 23  
Engineering:                      Phone:                      TAR:  
Dir Contact:                      Phone:                      Title Cde: T  
REPAIR TECH STATES THAT WILL INTER SET A P0123 IF YOU HIT THE AP TO THE FLOOR AS QUICK AS YOU CAN TAKES ALOT OF TRIES TO GET THIS TO HAPPEN. HAS REPLACED AP TWICE. IS VERY HARD TO DUPLICATE  
RECOMM ADVISE TRY TO GET TO OCCUR ON ANOTHER UNIT. VERIFY CONCERN NOT HAPPENING DURING NORMAL DRIVING  
ADD-ON 09/04/2001 07:42PM DANIEL EBERHART(FSE) MSS - FCSD - REG - MEMPHIS INSPECTED VEHICLE. COMPARED TO LIKE. WHEN STOMPING AP TO FLOOR, P0123 SETS AND ENGINE DOES NOT REV. NORMAL CHARACTERISTIC. ADVISE NO FURTHER REPAIRS NECESSARY. MUST STOMP PEDAL TO FLOOR VERY VERY QUICKLY. I COULD NOT GET IT TO HAPPEN BUT THE TECH CAN DUPLICATE IT ABOUT HALF OF THE TIME ON CUSTOMER VEHICLE AND STOCK UNIT.

The Dealer Principal and Service Manager have been able to get this to happen on various other trucks. I thought it was normal because it was simulating an open circuit and the PCM was preventing unintended acceleration. Are you supposed to be able to jab it to the floor and have it rev up? I can't even get it to do it, but I've seen the tech do it. Even if it is supposed to rev no matter what, I would still call it abusive how this guy is driving.

By the way, the AP assy has been replaced two times. No change in operation. Also, it doesn't seem to

happen on tip-in. You have to jab it quick to the floor and hold it. The engine will usually rev a few hundred rpm, then drop to idle.

Regards,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi  
Ford Customer Service Division - Memphis Region  
Phone: 901-753-3032  
Email: [deberha2@ford.com](mailto:deberha2@ford.com)

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

From: McDonagh, Scott (S.M.)  
Sent: Wednesday, October 24, 2001 10:53 AM  
To: Eberhart, Daniel (D.G.); Klein, Mark (M.A.)  
Cc: Patel, Sam (S.M.)  
Subject: RE: P0123 Assistance 7.3L  
Importance: High

**Dan- I called back and left a message on your Cell phone. I spoke with Mark Klein at the Hotline and he would like you to contact him at 1-800-826-4694 or 313-317-9337 (Direct). What is the Model Year and vehicle Build date ?? This vehicle may have an ETC issue we have corrected for 2001 MY . Also, we have an ETC Pedal issue on 2002 MY P-131's with wires chaffing on the Shock Tower normally causing 12 volt input into 5 Volt circuit and toasting the Pedal assembly. Mark and his Team are your best resource for the Voltage/Delta questions. Let me know that we have resolution on this. I don't want the customer to visit GM or DC for the (6) trucks !! We will resolve. Thank you**

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

From: Eberhart, Daniel (D.G.)  
Sent: Wednesday, October 24, 2001 11:43 AM  
To: McDonagh, Scott (S.M.)  
Subject: P0123 Assistance 7.3L

Scott,

I left you a voice mail, but I wanted to send you a note in case you need to forward it on to your team.

I have a customer at Watson Quality Ford (6130 I55 N. Jackson MS 39211, P&A 05986) that is setting a P0123 on his 7.3L. P&S Director R.J Pizzalato Phone 601-958-7000. Service Manager Kenny Strickland.

He sets the P0123 code by jabbing the Accelerator Pedal down very very quickly. Apparently this is how he drives. He says that it will happen from a stop or while accelerating for passing.

This customer works for a construction company that is planning on purchasing 6 Super Duty Trucks in the next two months. This guy has made a big deal out of this concern to the owner of the company and this may influence his buying decision.

I have driven the vehicle myself, and when driven like a normal human being drives, it works perfectly fine. However, when driven abusively it will not respond to the AP.

**CONFIDENTIAL**

I need to know what conditions will set a P0123 code for AP. Something like Delta AP volts  $\Rightarrow$  X volts in X milliseconds sets code is fine. I just need the parameters for the code to set.

Thanks for your help.

Regards,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi  
Ford Customer Service Division - Memphis Region  
Phone: 901-753-9032  
Email: [deberha2@ford.com](mailto:deberha2@ford.com)

**From:** McDonagh, Scot (S.M.)  
**Sent:** Friday, October 26, 2001 8:27 AM  
**To:** Eberhart, Daniel (D.G.); West, Gregory (G.S.); "Jimiers (E-mail)"; "Kpyle (E-mail)"; "Don Sillanpaa"  
**Cc:** Christensen, Jeff (J.S.); Williams Jr., James (J.P.); Patel, Sam (S.N.); Williams, Brent (B.A.)  
**Subject:** RE: P0123 Assistance 7.3L

Thanks Dan- The Dealer should be returning the failed units to WPRC.

Williams Control- Have you received additional ETC failures via WPRC lately ?? The KTP Early Warranty Pareto's for this week reflect a total of (33) claims. We need to verify that these are Shock Tower wire pinch/12 volt into 5 volt circuit failures. Please advise. Thank you.

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

**From:** Eberhart, Daniel (D.G.)  
**Sent:** Friday, October 26, 2001 1:35 AM  
**To:** McDonagh, Scot (S.M.); West, Gregory (G.S.)  
**Subject:** RE: P0123 Assistance 7.3L

Scot,

I will find out what happened to the two pedal assy's. It has been a while, so they may be gone now.

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

**From:** McDonagh, Scot (S.M.)  
**Sent:** Wednesday, October 24, 2001 2:36 PM  
**To:** West, Gregory (G.S.); Eberhart, Daniel (D.G.)  
**Subject:** RE: P0123 Assistance 7.3L

Thanks Greg-

Dan- FYI from Williams Control on possible root-cause. Are the (2) failed pedals being returned ??

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

**From:** West, Gregory (G.S.)  
**Sent:** Wednesday, October 24, 2001 3:27 PM  
**To:** McDonagh, Scot (S.M.)  
**Subject:** FW: P0123 Assistance 7.3L

Scot, I went to Don for advice on this one. Here is his thoughts.

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

**From:** Sillanpaa, Don [mailto:dsillanpaa@wmco.com]  
**Sent:** Wednesday, October 24, 2001 2:17 PM  
**To:** 'West, Gregory (G.S.)'  
**Cc:** 'akromber@ford.com'  
**Subject:** RE: P0123 Assistance 7.3L

It seems from the technician's comments and those of the CSE, "By the way, the AP assy has been replaced two times. No change in operation. Also, it doesn't seem to happen on lip-in. You have to jab it quick to the floor and hold it. The engine will usually rev a few hundred rpm, then drop to idle," that this condition might be due to either the pedal or the truck.

Repeated overloading of the pedal assy (we test overload to meet ES, but

maybe not as many times as could occur in almost 6000 miles of this type of driving) could possibly cause something like this if the loading is pulling the connector loose from the pedal or physically damaging the sensor. Maybe, the wide open throttle stop on the bracket has been damaged by the loading, or even the dash panel is deflected. Maybe, the loading is causing deflection of the bracket, twisting the sensor and changing the rotor position relative to the resistive circuit.

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We should have either seen this pedal returned (or both) or should get it soon from that dealer. P0123 is a very rare code to set. I don't believe the driver could accelerate the pedal to WOT faster than the computer can read the change in pedal output.

I'm copying this reply to Arnold Kromberg in Diesel Diagnostics.

Regards,  
Don Sillanpaa  
Product Engineer, Williams Controls Technology Center  
phone: (941) 351-8118, extension 31  
fax: (941) 351-3828  
e-mail: dsillanpaa@wmco.com

-----Original Message-----  
From: West, Gregory (G.S.) [mailto:gwest2@ford.com]  
Sent: Wednesday, October 24, 2001 1:44 PM  
To: Sillanpaa, Don  
Subject: FW: P0123 Assistance 7.3L

> -----Original Message-----  
> From: McDonagh, Scot (S.M.)  
> Sent: Wednesday, October 24, 2001 1:08 PM  
> To: Smith, Ryan (R.E.); West, Gregory (G.S.)  
> Subject: RE: P0123 Assistance 7.3L  
>  
> Thanks Ryan-  
>  
> Greg- Please provide your input on this. Thank you  
>

> -----Original Message-----  
> From: Smith, Ryan (R.E.)  
> Sent: Wednesday, October 24, 2001 1:04 PM  
> To: McDonagh, Scot (S.M.)  
> Subject: RE: P0123 Assistance 7.3L  
>  
> My first thought is that because we are talking about a drive by wire system, the PCM may see the quick W.O.T as a fault and drop RPM to idle. Send this to the pedal group.. I don't see an issue here other than abuse. I will also monitor for additional similar cases.  
>

> Ryan Smith (rsmith201@ford.com)  
> PVT & Field Support, Product Concern Engineer  
> F250-550, F650-750, Excursion  
> (318)32-21785 Fax 33-78337  
> Mail Drop: Diagnostic Service Center II, 26  
>

> -----Original Message-----  
> From: McDonagh, Scot (S.M.)

> Sent: Wednesday, October 24, 2001 12:43 PM  
> To: Smith, Ryan (R.E.)  
> Subject: FW: P0123 Assistance 7.3L

> What do you think ?

> ---Original Message---

> From: Eberhart, Daniel (D.G.)  
> Sent: Wednesday, October 24, 2001 12:14 PM  
> To: McDonagh, Scot (S.M.); Klein, Mark (M.A.)  
> Cc: Patal, Sam (S.N.)  
> Subject: RE: P0123 Assistance 7.3L

> Scot, Mark,

> Here is the truck.

> CSQ1002                    CQIS Indicator Summary                    10/24/01  
11:59:41

1 of

> Rpt#: 1IDG8028 NHL                    Rpt: 09/04/2001    Odorn:  
18,428 M

> Rvwrd: File: \_ Folder: \_\_\_\_\_ Images: 0 Print Smv/Diap  
Detail(P/D): \_

> Vehicle: 2001 F250 4X4,CRW CAB,PICKUP    3FTNW21F91A                    Bld:  
03/01/2001

> Engine: 7.3L DI    Calb: 1F719SOA Trans: 4R100 D    A/c:  
AC: YES

> Dealer Id: 05965    Watson Quality Ford                    Ph#: (601) 956-7000

> State: Mississippi City: Jackson                    Orig/Callr: EDDIE GRIFFIN

> Symptom: 6 11 8 00 DRVABL\_HES/STUMBLE\_ACCELERATION,OTHER-CODE NA

> Addl Sym: P0123 DEAD PEDAL                    St: CCRG/EPRC: \_ Rvwrd: Dt:

> Fir: Caus. Comp:                    --                    Condition

Code:

> Hotliner: AAYOTTE    Phone: 313 317-8348 Regn Cd: 23 Memphis - 23

> Engineering:                    Phone:                    TAR:

> Dir Contact:                    Phone:                    Title

Cde: T

> REPAIR TECH STATES THAT WILL INTER SET A P0123 IF YOU HIT THE AP TO THE  
FLOOR

> AS QUICK AS YOU CAN. TAKES ALOT OF TRIES TO GET THIS TO HAPPEN.

> HAS REPLACED AP TWICE. IS VERY HARD TO DUPLICATE

> RECOMM ADVISE TRY TO GET TO OCCUR ON ANOTHER UNIT. VERIFY CONCERN NOT  
HAPPEN

> NG DURING NORMAL DRIVING

> ADD-ON 09/04/2001 07:42PM DANIEL EBERHART(F&E) MSS - FCSD - REG -  
MEMPHIS

> INSPECTED VEHICLE. COMPARED TO LIKE WHEN STOMPING AP TO FLOOR,  
P0123

> SETS AND ENGINE DOES NOT REV. NORMAL CHARACTERISTIC. ADVISE NO  
FURTHER

> REPAIRS NECESSARY. MUST STOMP PEDAL TO FLOOR VERY VERY QUICKLY. I



> COULD NOT GET IT TO HAPPEN BUT THE TECH CAN DUPLICATE IT ABOUT  
> HALF OF THE TIME ON CUSTOMER VEHICLE AND STOCK UNIT.

> The Dealer Principal and Service Manager have been able to get this to happen on various other trucks. I thought it was normal because it was simulating an open circuit and the PCM was preventing unintended acceleration. Are you supposed to be able to jab it to the floor and have it rev up? I can't even get it to do it, but I've seen the tech do it. Even if it is supposed to rev no matter what, I would still call it abusive how this guy is driving.

> By the way, the AP assy has been replaced two times. No change in operation. Also, it doesn't seem to happen on Ip-In. You have to jab it quick to the floor and hold it. The engine will usually rev a few hundred rpm, then drop to idle.

> Regards,

> Dan Eberhart  
> Customer Service Engineer  
> Market area C3 - Southern Mississippi  
> Ford Customer Service Division - Memphis Region  
> Phone: 901-753-3032  
> Email: [deberha2@ford.com](mailto:deberha2@ford.com)

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

> From: McDonagh, Scot (S.M.)  
> Sent: Wednesday, October 24, 2001 10:53 AM  
> To: Eberhart, Daniel (D.G.); Klein, Mark (M.A.)  
> Cc: Patal, Sam (S.M.)  
> Subject: RE: P0123 Assistance 7.3L  
> Importance: High

> Dan- I called back and left a message on your Cell phone. I spoke with Mark Klein at the Hotline and he would like you to contact him at 1-800-826-4684 or 313-317-9337(Direct). What is the Model Year and vehicle Build date ?? This vehicle may have an ETC issue we have corrected for 2001 MY. Also, we have an ETC Pedal Issue on 2002 MY F-131's with wires chaffing on the Shock Tower normally causing 12 volt input into 5 Volt circuit and toasting the Pedal assembly. Mark and his Team are your best resource for the Voltage/Delta questions. Let me know that we have resolution on this. I don't want the customer to visit GM or DC for the (6) trucks!! We will resolve. Thank you

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

> From: Eberhart, Daniel (D.G.)  
> Sent: Wednesday, October 24, 2001 11:43 AM  
> To: McDonagh, Scot (S.M.)  
> Subject: P0123 Assistance 7.3L

> Scot,

> I left you a voice mail, but I wanted to send you a note in case you need to forward it on to your team.

> I have a customer at Watson Quality Ford (6130 ISS N, Jackson MS 39211, P&A 05985) that is setting a P0123 on his 7.3L. P&S Director RJ Pizzalato Phone 801-858-7000. Service Manager Kenny Strickland.

> He sets the P0123 code by jabbing the Accelerator Pedal down very very quickly. Apparently this is how he drives. He says that it will happen from

a stop or while accelerating for passing.

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> This customer works for a construction company that is planning on purchasing 6 Super Duty trucks in the next two months. This guy has made a big deal out of this concern to the owner of the company and this may influence his buying decision.

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> I have driven the vehicle myself, and when driven like a normal human being drives, it works perfectly fine. However, when driven abnormally it will not respond to the AP.

>

> I need to know what conditions will set a P0123 code for AP. Something like Delta AP volts => X volts in X milliseconds sets code is fine. I just need the parameters for the code to set.

>

> Thanks for your help.

>

> Regards,

>

> Dan Eberhart

> Customer Service Engineer

> Market area C3 - Southern Mississippi

> Ford Customer Service Division - Memphis Region

> Phone: 901-753-3032

> Email: [deberha2@ford.com](mailto:deberha2@ford.com)

>

>

>

**From:** Eberhart, Daniel (D.G.)  
**Sent:** Friday, October 26, 2001 1:35 AM  
**To:** McDonagh, Scot (S.M.); West, Gregory (G.S.)  
**Subject:** RE: P0123 Assistance 7.3L

Scot,

I will find out what happened to the two pedal assy's. It has been a while, so they may be gone now.

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

**From:** McDonagh, Scot (S.M.)  
**Sent:** Wednesday, October 24, 2001 2:38 PM  
**To:** West, Gregory (G.S.); Eberhart, Daniel (D.G.)  
**Subject:** RE: P0123 Assistance 7.3L

Thanks Greg-

Don- FYI from Williams Control on possible root-cause. Are the (2) failed pedals being returned ??

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

**From:** West, Gregory (G.S.)  
**Sent:** Wednesday, October 24, 2001 3:27 PM  
**To:** McDonagh, Scot (S.M.)  
**Subject:** FW: P0123 Assistance 7.3L

Scot, I went to Don for advice on this one. Here is his thoughts.

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

**From:** Sillanpaa, Don [mailto:dsillanpaa@wmc.com]  
**Sent:** Wednesday, October 24, 2001 2:17 PM  
**To:** 'West, Gregory (G.S.)'  
**Cc:** 'kromba@ford.com'  
**Subject:** RE: P0123 Assistance 7.3L

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~~CONFIDENTIAL~~

I'm copying this reply to Arnold Kromberg in Diesel Diagnostics.

Regards,  
Don Sillarpea  
Product Engineer, Williams Controls Technology Center  
phone: (941) 351-9118, extension 31  
fax: (941) 351-3829  
e-mail: dsillarpea@wmco.com

-----Original Message-----  
From: West, Gregory (G.S.) [mailto:gwes2@ford.com]  
Sent: Wednesday, October 24, 2001 1:44 PM  
To: Sillarpea, Don  
Subject: FW: P0123 Assistance 7.3L

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> From: McDonagh, Scot (S.M.)  
> Sent: Wednesday, October 24, 2001 1:08 PM  
> To: Smith, Ryan (R.E.); West, Gregory (G.S.)  
> Subject: RE: P0123 Assistance 7.3L  
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> Thanks Ryan-  
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> Greg- Please provide your input on this. Thank you  
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> From: Smith, Ryan (R.E.)  
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> To: McDonagh, Scot (S.M.)  
> Subject: RE: P0123 Assistance 7.3L

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> Ryan Smith (rsmt291@ford.com)  
> PVT & Field Support, Product Concern Engineer  
> F260-660, F660-750, Excursion  
> (313)32-21785 Fax: 33-78337  
> Mail Drop: Diagnostic Service Center II, 26  
>

> -----Original Message-----  
> From: McDonagh, Scot (S.M.)  
> Sent: Wednesday, October 24, 2001 12:43 PM  
> To: Smith, Ryan (R.E.)  
> Subject: FW: P0123 Assistance 7.3L  
>

> What do you think ?  
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> -----Original Message-----  
> From: Eberhart, Daniel (D.G.)  
> Sent: Wednesday, October 24, 2001 12:14 PM  
> To: McDonagh, Scot (S.M.); Klein, Mark (M.A.)  
> Cc: Patel, Sam (S.N.)  
> Subject: RE: P0123 Assistance 7.3L  
>

> Scot, Mark,

~~CONFIDENTIAL~~

> Here is the truck.

> CSQI002 COIS Indicator Summary 10/24/01  
11:58:41

1 of

> Rpt#: 1IDG8028 NHL Rpt: 09/04/2001 Odom: 16,428 M

> Rvw: File: \_ Folder: \_\_\_\_\_ Images: 0 Print Smy/Dlap  
Detail(P/D): \_

> Vehicle: 2001 F250 4X4,CRW CAB,PICKUP 3FTNW21F91M [REDACTED] 3rd:  
03/01/2001

> Engine: 7.3L DI Cab: 1F718S0A Trans: 4R100 D Axle:  
A/C: YES

> Dealer Id: 05985 Watson Quality Ford Pnt: (801) 858-7000

> State: Mississippi City: Jackson Orig/Caller: EDDIE GRIFFIN

> Symptom: 8 11 5 00 DRVABL,HES/STUMBLE,ACCELERATION,OTHER-CODE NA

> Addl Sym: P0123 DEAD PEDAL St: CCRG/EPRC: \_ Rvw: Dt:

> Fix: Cause, Comp: -- Condition  
Code:

> Hotliner: AAYOTTE Phone: 318 317-9348 Ragn Ctr: 23 Memphis - 23

> Engineering: Phone: TAR:

> Dir Contact: Phone: Title  
Cde: T

> REPAIR TECH STATES THAT WILL INTER SET A P0123 IF YOU HIT THE AP TO THE FLOOR

> AS QUICK AS YOU CAN TAKES ALOT OF TRIES TO GET THIS TO HAPPEN.

> HAS REPLACED AP TWICE. IS VERY HARD TO DUPLICATE

> RECOMM ADVISE TRY TO GET TO OCCUR ON ANOTHER UNIT. VERIFY CONCERN NOT HAPPEN

> NG DURING NORMAL DRIVING

> ADD-ON 09/04/2001 07:42PM DANIEL EBERHART(FSE) MSS - FCSO - REG - MEMPHIS

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rpm, then drop to idle.

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> Regards,

>

> Dan Eberhart

> Customer Service Engineer

> Market area C3 - Southern Mississippi

> Ford Customer Service Division - Memphis Region

> Phone: 901-753-3032

> Email: debarha2@ford.com

>

>

> —Original Message—

> From: McDonagh, Scot (S.M.)

> Sent: Wednesday, October 24, 2001 10:58 AM

> To: Eberhart, Daniel (D.G.); Klein, Mark (M.A.)

> Cc: Patel, Sam (S.N.)

> Subject: RE: P0123 Assistance 7.3L

> Importance: High

>

> Dan- I called back and left a message on your Cell phone. I spoke with Mark Klein at the Hotline and he would like you to contact him at 1-800-828-4894 or 313-317-9337(Direct). What is the Model Year and vehicle Build date ?? This vehicle may have an ETC issue we have corrected for 2001 MY. Also, we have an ETC Pedal issue on 2002 MY F-131's with wires chaffing on the Shock Tower normally causing 12 volt input into 5 Volt circuit and toasting the Pedal assembly. Mark and his Team are your best resource for the Voltage/Delta questions. Let me know that we have resolution on this. I don't want the customer to visit GM or DC for the (6) trucks. We will resolve. Thank you

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> From: Eberhart, Daniel (D.G.)

> Sent: Wednesday, October 24, 2001 11:43 AM

> To: McDonagh, Scot (S.M.)

> Subject: P0123 Assistance 7.3L

>

>

> Scot,

>

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> Ford Customer Service Division - Memphis Region

> Phone: 901-753-3032

> Email: [deberha2@ford.com](mailto:deberha2@ford.com)

>

>

>

**CONFIDENTIAL**

---

**From:** Eberhart, Daniel (D.G.)  
**Sent:** Friday, October 26, 2001 2:09 AM  
**To:** 'rjcdhp1@cs.com'  
**Subject:** P0123 Accel Pedal concern

RJ,

Please get this truck back in on Monday. Also find the one truck that would not do it - Stock unit? I want to monitor the voltages with WDS, inspect things, swap parts around, etc. etc. Try to figure out what is going on. I have received no useful information from engineering.

Also, I need to know what has happened to the two different pedals - have they been sent in to warranty or are they still at the parts dept?

Here are the various responses I have received:

**Hotline:**

Can we have had these vehicle with this exact concern on different occasions and it seems that the pcm sees the ap peddle activity as erratic from the way the customer is driving the vehicle, the pcm doesn't know the difference if the ap peddle is staying steady and the signal is dropping out erratically or if the customer is doing it's self. It is more likely a pcm calibration issue and there is no repair, with other vehicles doing this and the vehicle not doing it all of the time it will be hard repair if it is even possible.

**Engineering:**

Repeated overloading of the pedal assy (we test overload to meet ES, but maybe not as many times as could occur in almost 6000 miles of this type of driving) could possibly cause something like this if the loading is pulling the connector loose from the pedal or physically damaging the sensor. Maybe, the wide open throttle stop on the bracket has been damaged by the loading, or even the dash panel is deflected. Maybe, the loading is causing deflection of the bracket, twisting the sensor and changing the rotor position relative to the resistive circuit.

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I'm copying this reply to Arnold Kromberg in Diesel Diagnostics.

**FVT:**

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Regards,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi



Ford Customer Service Division - Memphis Region  
Phone: 901-753-3032  
Email: [deberhs2@ford.com](mailto:deberhs2@ford.com)

**From:** Eberhart, Daniel (D.G.)  
**Sent:** Friday, October 28, 2001 2:11 AM  
**To:** Amalangelo, Vincent (V.F.)  
**Subject:** FW: P0123 Assistance 7.3L

Vinca,

Can you tell me what sets a P0123 on a 2001 7.3L . I need to know the conditions required to set the code.

Thanks,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi  
Ford Customer Service Division - Memphis Region  
Phone: 901-753-3032  
Email: [deberha2@ford.com](mailto:deberha2@ford.com)

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

**From:** McDonagh, Scott (S.M.)  
**Sent:** Wednesday, October 24, 2001 12:09 PM  
**To:** Eberhart, Daniel (D.G.)  
**Subject:** RE: P0123 Assistance 7.3L

**Dan- Below is input from FCSO: I also forwarded to the ETC DBR Engineer and Diesel Calibration Engineering asking for their input....Stay tuned. Thanks.**

**Scott,**

My first thought is that because we are talking about a drive by wire system, the PCM may see the quick W.O.T as a fault and drop RPM to idle. Send this to the pedal group.. I don't see an issue here other than abuse. I will also monitor for additional similar cases.

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**From:** Eberhart, Daniel (D.G.)  
**Sent:** Wednesday, October 24, 2001 12:14 PM  
**To:** McDonagh, Scott (S.M.); Nicks, Mark (M.A.)  
**Cc:** Petal, Sam (S.N.)  
**Subject:** RE: P0123 Assistance 7.3L

Scott, Mark,

Here is the truck.

CSCI002      CQIS Indicator Summary      10/24/01 11:59:41      1 of 1  
=>  
Rpt#: 11DG8028 NHL      Rpt: 09/04/2001 Odom: 18,429 M  
Rvw#: File: Folder:      Images: 0 Print Smy/Disp Detail(P/D):  
Vehicle: 2001 F250 4X4,CRW CAB,PICKUP      3FTNW21F01M      Bld: 03/01/2001  
Engine: 7.3L DI      Calb: 1F719S0A      Trans: 4R100 D      Axle:      A/C: YES  
Dealer Id: 05985      Watson Quality Ford      Ph#: (601) 958-7000  
State: Mississippi      City: Jackson      Orig/Caller: EDDIE GRIFFIN

Symptom: 6 11 5 00 DRVABL,HES/STUMBLE,ACCELERATION,OTHER-CODE NA

Add Sym: P0123 DEAD PEDAL St: CCRG/EPRC: Rvw: Dt:

Fix: Caus. Comp: Condition Code:

Hotliner: AAYOTTE Phone: 313 317-9348 Regn Cd: 23 Memphis - 23

Engineering: Phone: TAR:

Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES THAT WILL INTER SET A P0123 IF YOU HIT THE AP TO THE FLOOR AS QUICK AS YOU CAN. TAKES ALOT OF TRIES TO GET THIS TO HAPPEN. HAS REPLACED AP TWICE. IS VERY HARD TO DUPLICATE

RECOMM ADVISE TRY TO GET TO OCCUR ON ANOTHER UNIT. VERIFY CONCERN NOT HAPPENING DURING NORMAL DRIVING

ADD-ON 09/04/2001 07:42PM DANIEL EBERHART(FSE) MSS - FCSD - REG - MEMPHIS

INSPECTED VEHICLE. COMPARED TO LIKE. WHEN STOMPING AP TO FLOOR, P0123 SETS AND ENGINE DOES NOT REV. NORMAL CHARACTERISTIC. ADVISE NO FURTHER REPAIRS NECESSARY. MUST STOMP PEDAL TO FLOOR VERY VERY QUICKLY. I COULD NOT GET IT TO HAPPEN BUT THE TECH CAN DUPLICATE IT ABOUT HALF OF THE TIME ON CUSTOMER VEHICLE AND STOCK UNIT.

The Dealer Principal and Service Manager have been able to get this to happen on various other trucks. I thought it was normal because it was simulating an open circuit and the PCM was preventing unintended acceleration. Are you supposed to be able to jab it to the floor and have it rev up? I can't even get it to do it, but I've seen the tech do it. Even if it is supposed to rev no matter what, I would still call it abusive how this guy is driving.

By the way, the AP assy has been replaced two times. No change in operation. Also, it doesn't seem to happen on tip-in. You have to jab it quick to the floor and hold it. The engine will usually rev a few hundred rpm, then drop to idle.

Regards,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi  
Ford Customer Service Division - Memphis Region  
Phone: 901-753-3032  
Email: [deberha2@ford.com](mailto:deberha2@ford.com)

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

From: McDonagh, Scot (S.M.)  
Sent: Wednesday, October 24, 2001 10:53 AM  
To: Eberhart, Daniel (D.G.); Klein, Mark (M.A.)  
Cc: Patel, Sam (S.M.)  
Subject: RE: P0123 Assistance 7.3L  
Importance: High

Dan- I called back and left a message on your Cell phone. I spoke with Mark Klein at the Hotline and he would like you to contact him at 1-800-826-4694 or 313-317-9337 (Direct). What is the Model Year and vehicle Build data ?? This vehicle may have an ETC issue we have corrected for 2001 MY. Also, we have an ETC Pedal issue on 2002 MY P-131's with wires chaffing on the Shock Tower normally causing 12 volt input into 5 Volt circuit and toasting the Pedal assembly. Mark and his Team are your best resource for the Voltage/Delta questions. Let me know that we have resolution on this. I don't want

**the customer to visit GM or DC for the (6) trucks !! We will resolve. Thank you**

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

**From:** Eberhart, David (D.G.)  
**Sent:** Wednesday, October 24, 2001 11:43 AM  
**To:** McDermigh, Scott (S.M.)  
**Subject:** P0123 Assistance 7.3L

Scott,

I left you a voice mail, but I wanted to send you a note in case you need to forward it on to your team.

I have a customer at Watson Quality Ford (6130 155 N. Jackson MS 39211, P&A 05965) that is setting a P0123 on his 7.3L. P&S Director RJ Pizzalato Phone 601-956-7000. Service Manager Kenny Strickland.

He sets the P0123 code by jabbing the Accelerator Pedal down very very quickly. Apparently this is how he drives. He says that it will happen from a stop or while accelerating for passing.

This customer works for a construction company that is planning on purchasing 6 Super Duty trucks in the next two months. This guy has made a big deal out of this concern to the owner of the company and this may influence his buying decision.

I have driven the vehicle myself, and when driven like a normal human being drives, it works perfectly fine. However, when driven abusively it will not respond to the AP.

I need to know what conditions will set a P0123 code for AP. Something like Delta AP volts => X volts in X milliseconds sets code is fine. I just need the parameters for the code to set.

Thanks for your help.

Regards,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi  
Ford Customer Service Division - Memphis Region  
Phone: 901-753-3032  
Email: debeha2@ford.com

From: McDonagh, Scot (S.M.)  
Sent: Wednesday, October 24, 2001 1:09 PM  
To: Eberhart, Daniel (D.G.)  
Subject: RE: P0123 Assistance 7.3L

Dan- Below is input from FCSD: I also forwarded to the ETC DBR Engineer and Diesel Calibration Engineering asking for their input....Stay tuned. Thanks.

**Scot,**

My first thought is that because we are talking about a drive by wire system, the PCM may see the quick W.O.T as a fault and drop RPM to idle. Send this to the pedal group.. I don't see an issue here other than abuse. I will also monitor for additional similar cases.

-----Original Message-----  
From: Eberhart, Daniel (D.G.)  
Sent: Wednesday, October 24, 2001 12:14 PM  
To: McDonagh, Scot (S.M.); Klein, Mark (M.A.)  
Cc: Patel, Sam (S.N.)  
Subject: RE: P0123 Assistance 7.3L

Scot, Mark,

Here is the truck.

CSQI002                    CQIS Indicator Summary                    10/24/01 11:59:41  
=> \_\_\_\_\_ 1 of 1  
Rpt#: 1JG8028 NHL                    Rpt: 09/04/2001 Odom: 16,429 M  
Rvw: File: \_ Folder: \_\_\_\_\_ Images: 0 Print Smy/Disp Detail(P/D): \_  
Vehicle: 2001 F260 4X4,CRW CAB,PICKUP                    3FTNW21F91M                    3kt 03/01/2001  
Engine: 7.3L DI                    Calb: 1F719S0A Trans: 4R100 D                    Axle:                    A/C: YES  
Dealer id: 05985                    Watson Quality Ford                    Ph#: (601) 956-7000  
State: Mississippi City: Jackson                    Orig/Caller: EDDIE GRIFFIN  
Symptom: B 11 5 00 DRVABL,HES/STUMBLE,ACCELERATION,OTHER-CODE NA  
Addl Sym: P0123 DEAD PEDAL                    St: CCRG/EPRC: \_ Rvw: Dt:  
Fix Caus. Comp:                    --                    Condition Code:  
Hotliner: AAYOTTE                    Phone: 313 317-8348                    Regn Cdt: 23 Memphis - 23  
Engineering:                    Phone:                    TAR:  
Dir Contact:                    Phone:                    Title Cde: T  
REPAIR TECH STATES THAT WILL INTER SET A P0123 IF YOU HIT THE AP TO THE FLOOR AS QUICK AS YOU CAN. TAKES ALOT OF TRIES TO GET THIS TO HAPPEN. HAS REPLACED AP TWICE. IS VERY HARD TO DUPLICATE  
RECOMM ADVISE TRY TO GET TO OCCUR ON ANOTHER UNIT. VERIFY CONCERN NOT HAPPENING DURING NORMAL DRIVING  
ADD-ON 09/04/2001 07:42PM DANIEL EBERHART(F8E) MSS - FCSD - REG - MEMPHIS  
INSPECTED VEHICLE. COMPARED TO LIKE. WHEN STOMPING AP TO FLOOR, P0123 SETS AND ENGINE DOES NOT REV. NORMAL CHARACTERISTIC. ADVISE NO FURTHER REPAIRS NECESSARY. MUST STOMP PEDAL TO FLOOR VERY VERY QUICKLY. I COULD NOT GET IT TO HAPPEN BUT THE TECH CAN DUPLICATE IT ABOUT HALF OF THE TIME ON CUSTOMER VEHICLE AND STOCK UNIT.

The Dealer Principal and Service Manager have been able to get this to happen on various other trucks. |

thought it was normal because it was simulating an open circuit and the PCM was preventing unintended acceleration. Are you supposed to be able to jab it to the floor and have it rev up? I can't even get it to do it, but I've seen the tech do it. Even if it is supposed to rev no matter what, I would still call it abusive how this guy is driving.

By the way, the AP assy has been replaced two times. No change in operation. Also, it doesn't seem to happen on lip-in. You have to jab it quick to the floor and hold it. The engine will usually rev a few hundred rpm, then drop to idle.

Regards,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi  
Ford Customer Service Division - Memphis Region  
Phone: 801-753-3032  
Email: [deberha2@ford.com](mailto:deberha2@ford.com)

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

From: McDonagh, Scot (S.M.)  
Sent: Wednesday, October 24, 2001 10:53 AM  
To: Eberhart, Daniel (D.G.); Klein, Mark (M.A.)  
Cc: Patel, Sam (S.N.)  
Subject: RE: P0123 Assistance 7.3L  
Importance: High

Dan- I called back and left a message on your Cell phone. I spoke with Mark Klein at the Hotline and he would like you to contact him at 1-800-826-4894 or 313-317-9337 (Direct). What is the Model Year and vehicle Build data ?? This vehicle may have an ETC issue we have corrected for 2001 MY . Also, we have an ETC Pedal issue on 2002 MY P-131's with wires chaffing on the Shock Tower normally causing 12 volt input into 5 Volt circuit and toasting the Pedal assembly. Mark and his Team are your best resource for the Voltage/Delta questions. Let me know that we have resolution on this. I don't want the customer to visit GM or DC for the (6) trucks !! We will resolve. Thank you

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

From: Eberhart, Daniel (D.G.)  
Sent: Wednesday, October 24, 2001 11:03 AM  
To: McDonagh, Scot (S.M.)  
Subject: P0123 Assistance 7.3L

Scot,

I left you a voice mail, but I wanted to send you a note in case you need to forward it on to your team.

I have a customer at Watson Quality Ford (8130 I55 N. Jackson MS 39211, P&A 05985) that is setting a P0123 on his 7.3L. P&S Director RJ Pizzalato Phone 801-956-7000. Service Manager Kerry Strickland.

He sets the P0123 code by jabbing the Accelerator Pedal down very very quickly. Apparently this is how he drives. He says that it will happen from a stop or while accelerating for passing.

This customer works for a construction company that is planning on purchasing 6 Super Duty trucks in the next two months. This guy has made a big deal out of this concern to the owner of the company and this may influence his buying decision.

I have driven the vehicle myself, and when driven like a normal human being drives, it works perfectly fine. However, when driven abusively it will not respond to the AP.

I need to know what conditions will set a P0123 code for AP. Something like Delta AP volts => X volts in X milliseconds sets code is fine. I just need the parameters for the code to set.

Thanks for your help.

Regards,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi  
Ford Customer Service Division - Memphis Region  
Phone: 901-753-3032  
Email: [daberha2@ford.com](mailto:daberha2@ford.com)

**From:** Eberhart, Daniel (D.G.)  
**Sent:** Wednesday, October 24, 2001 12:14 PM  
**To:** McDonnagh, Scot (S.M.); Klein, Mark (M.A.)  
**Cc:** Patel, Sam (S.N.)  
**Subject:** RE: P0123 Assistance 7.3L

Scot, Mark,

Here is the truck.

CSQ1002                      CQIS Indicator Summary                      10/24/01 11:59:41

1 of 1

Rpt#: 1DG8028 NHL                      Rpt: 09/04/2001 Odom: 18,428 M  
Rvw: File: Folder:                      Images: 0 Print Stry/Disp Detail(P/D):  
Vehicle: 2001 F250 4X4,CRW CAB,PICKUP                      3FTNW21F91M                      Bid: 03/01/2001  
Engine: 7.3L DI                      Calb: 1F71980A                      Trans: 4R100 D                      Axle:                      A/C: YES  
Dealer Id: 06865                      Watson Quality Ford                      Ph#: (601) 956-7000  
State: Mississippi                      City: Jackson                      Orig/Caller: EDDIE GRIFFIN  
Symptom: 8 11 5 00                      DRVABL,HES/STUMBLE,ACCELERATION,OTHER-CODE NA  
Addl Sym: P0123 DEAD PEDAL                      St: CCRG/EPRC:                      Rvw:                      Dt:  
Fix:                      Caus. Comp:                      -                      Condition Code:  
Hotliner: AAYOTTE                      Phone: 313 317-9348                      Regn Cd: 23                      Memphis - 23  
Engineering:                      Phone:                      TAR:  
Dir Contact:                      Phone:                      Title Cds: T

REPAIR TECH STATES THAT WILL INTER SET A P0123 IF YOU HIT THE AP TO THE FLOOR AS QUICK AS YOU CAN. TAKES ALOT OF TRIES TO GET THIS TO HAPPEN. HAS REPLACED AP TWICE. IS VERY HARD TO DUPLICATE  
RECOMM ADVISE TRY TO GET TO OCCUR ON ANOTHER UNIT. VERIFY CONCERN NOT HAPPENING DURING NORMAL DRIVING

ADD-ON 09/04/2001 07:42PM DANIEL EBERHART(FSE) MSS - FCSD - REG - MEMPHIS  
INSPECTED VEHICLE. COMPARED TO LIKE. WHEN STOMPING AP TO FLOOR, P0123 SETS AND ENGINE DOES NOT REV. NORMAL CHARACTERISTIC. ADVISE NO FURTHER REPAIRS NECESSARY. MUST STOMP PEDAL TO FLOOR VERY VERY QUICKLY. I COULD NOT GET IT TO HAPPEN BUT THE TECH CAN DUPLICATE IT ABOUT HALF OF THE TIME ON CUSTOMER VEHICLE AND STOCK UNIT.

The Dealer Principal and Service Manager have been able to get this to happen on various other trucks. I thought it was normal because it was simulating an open circuit and the PCM was preventing unintended acceleration. Are you supposed to be able to jab it to the floor and have it rev up? I can't even get it to do it, but I've seen the tech do it. Even if it is supposed to rev no matter what, I would still call it abusive how this guy is driving.

By the way, the AP assy has been replaced two times. No change in operation. Also, it doesn't seem to happen on tip-in. You have to jab it quick to the floor and hold it. The engine will usually rev a few hundred rpm, then drop to idle.

Regards,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi  
Ford Customer Service Division - Memphis Region  
Phone: 901-753-3032  
Email: [deberha2@ford.com](mailto:deberha2@ford.com)



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

From: McDonagh, Scott (S.M.)  
Sent: Wednesday, October 24, 2001 10:53 AM  
To: Eberhart, Daniel (D.G.); Klein, Mark (M.A.)  
Cc: Patel, Sam (S.N.)  
Subject: RE: P0123 Assistance 7.3L  
Importance: High

Dan- I called back and left a message on your Cell phone. I spoke with Mark Klein at the Hotline and he would like you to contact him at 1-800-826-4694 or 313-317-9337 (Direct). What is the Model Year and vehicle Build date ?? This vehicle may have an ETC issue we have corrected for 2001 MY . Also, we have an ETC Pedal Issue on 2002 MY P-131's with wires chaffing on the Shock Tower normally causing 12 volt input into 5 Volt circuit and toasting the Pedal assembly. Mark and his Team are your best resource for the Voltage/Delta questions. Let me know that we have resolution on this. I don't want the customer to visit GM or DC for the (6) trucks !! We will resolve. Thank you

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

From: Eberhart, Daniel (D.G.)  
Sent: Wednesday, October 24, 2001 11:43 AM  
To: McDonagh, Scott (S.M.)  
Subject: P0123 Assistance 7.3L

Scott,

I left you a voice mail, but I wanted to send you a note in case you need to forward it on to your team.

I have a customer at Watson Quality Ford (8130 155 N. Jackson MS 39211, P&A 05985) that is setting a P0123 on his 7.3L. P&S Director RJ Pizzalato Phone 801-858-7000. Service Manager Kenny Strickland.

He sets the P0123 code by jabbing the Accelerator Pedal down very very quickly. Apparantly this is how he drives. He says that it will happen from a stop or while accelerating for passing.

This customer works for a construction company that is planning on purchasing 6 Super Duty trucks in the next two months. This guy has made a big deal out of this concern to the owner of the company and this may influence his buying decision.

I have driven the vehicle myself, and when driven like a normal human being drives, it works perfectly fine. However, when driven abusively it will not respond to the AP.

I need to know what conditions will set a P0123 code for AP. Something like Delta AP volts => X volts in X milliseconds sets code is fine. I just need the paramaters for the code to set.

Thanks for your help.

Regards,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi

Ford Customer Service Division - Memphis Region  
Phone: 901-753-3032  
Email: [deberha2@ford.com](mailto:deberha2@ford.com)

**CONFIDENTIAL**

**From:** McDonagh, Scot (S.M.)  
**Sent:** Wednesday, October 24, 2001 11:53 AM  
**To:** Eberhart, Daniel (D.G.); Kein, Mark (M.A.)  
**Cc:** Patel, Sam (S.N.)  
**Subject:** RE: P0123 Assistance 7.3L

**Importance:** High

**Den- I called back and left a message on your Cell phone. I spoke with Mark Klein at the Hotline and he would like you to contact him at 1-800-826-4694 or 313-317-9337 (Direct). What is the Model Year and vehicle Build date ?? This vehicle may have an ETC issue we have corrected for 2001 MY . Also, we have an ETC Pedal issue on 2002 MY P-131's with wires chaffing on the Shock Tower normally causing 12 volt input into 5 Volt circuit and toasting the Pedal assembly. Mark and his Team are your best resource for the Voltage/Delta questions. Let me know that we have resolution on this. I don't want the customer to visit GM or DC for the (6) trucks ! We will resolve. Thank you**

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

**From:** Eberhart, Daniel (D.G.)  
**Sent:** Wednesday, October 24, 2001 11:43 AM  
**To:** McDonagh, Scot (S.M.)  
**Subject:** P0123 Assistance 7.3L

Scot,

I left you a voice mail, but I wanted to send you a note in case you need to forward it on to your team.

I have a customer at Watson Quality Ford (6130 I55 N. Jackson MS 39211, P&A 05965) that is setting a P0123 on his 7.3L. P&S Director RJ Pizzalato Phone 601-968-7000. Service Manager Kerry Strickland.

He sets the P0123 code by jabbing the Accelerator Pedal down very very quickly. Apparently this is how he drives. He says that it will happen from a stop or while accelerating for passing.

This customer works for a construction company that is planning on purchasing 6 Super Duty trucks in the next two months. This guy has made a big deal out of this concern to the owner of the company and this may influence his buying decision.

I have driven the vehicle myself, and when driven like a normal human being drives, it works perfectly fine. However, when driven abusively it will not respond to the AP.

I need to know what conditions will set a P0123 code for AP. Something like Delta AP volts => X volts in X milliseconds sets code is fine. I just need the parameters for the code to set.

Thanks for your help.

Regards,

Dan Eberhart

Customer Service Engineer  
Market area C3 - Southern Mississippi  
Ford Customer Service Division - Memphis Region  
Phone: 901-753-3032  
Email: [deberha2@ford.com](mailto:deberha2@ford.com)

~~CONFIDENTIAL~~

**From:** Eberhart, Daniel (D.G.)  
**Sent:** Wednesday, October 24, 2001 11:43 AM  
**To:** McDonagh, Scot (S.M.)  
**Subject:** P0123 Assistance 7.3L

Scot,

I left you a voice mail, but I wanted to send you a note in case you need to forward it on to your team.

I have a customer at Watson Quality Ford (6130 I55 N. Jackson MS 39211, P&A 05965) that is setting a P0123 on his 7.3L. P&S Director RJ Pizzalato Phone 601-856-7000. Service Manager Kerry Strickland.

He sets the P0123 code by jabbing the Accelerator Pedal down very very quickly. Apparently this is how he drives. He says that it will happen from a stop or while accelerating for passing.

This customer works for a construction company that is planning on purchasing 8 Super Duty trucks in the next two months. This guy has made a big deal out of this concern to the owner of the company and this may influence his buying decision.

I have driven the vehicle myself, and when driven like a normal human being drives, it works perfectly fine. However, when driven abusively it will not respond to the AP.

I need to know what conditions will set a P0123 code for AP. Something like Delta AP volts => X volts in X milliseconds sets code is fine. I just need the parameters for the code to set.

Thanks for your help.

Regards,

Dan Eberhart  
Customer Service Engineer  
Market area C3 - Southern Mississippi  
Ford Customer Service Division - Memphis Region  
Phone: 901-753-3032  
Email: [deberha2@ford.com](mailto:deberha2@ford.com)

**From:** Sillanpaa, Don [dsillanpaa@wmc.com]  
**Sent:** Friday, August 03, 2001 1:38 PM  
**To:** 'smcdonag@ford.com'  
**Cc:** Miers, Jerry; Pyle, Ken  
**Subject:** FW: ETC Pedal Improvements

Scott, I sent info to Greg West re. the robustness improvements on Jul 20th, as well as design changes being requested by PD. The changes to the pedal lever arm (required to implement not only a non-articulating pedal pad, but reduced foot rotation, as well) are moving along well. There will be no cpu effect for those, only tooling. The tooling for the sensor changes you are asking about has been kicked off and our first sensor housing and cover samples are expected in 8 weeks. We are aiming to get the pedal pad changes into KTF by December, and if no unexpected issue arise w.r.t. the sensor changes, those parts should be into KTF early next year, if not sooner. I don't know if there will be any piece cost increase. (The sensor changes are actually a pull-ahead of changes we planned for 2003 MY.)

Regards,  
Don Sillanpaa  
Product Engineer, Williams Controls Technology Center  
phone: (941) 351-9118, extension 31  
fax: (941) 351-3829  
e-mail: dsillanpaa@wmc.com

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

**From:** Miers, Jerry  
**Sent:** Friday, August 03, 2001 1:09 PM  
**To:** 'McDonagh, Scot (S.M.)'; Pyle, Ken; Sillanpaa, Don  
**Cc:** Christensen, Jeff (J.S.); West, Gregory (G.S.)  
**Subject:** RE: ETC Pedal Improvements

Cost has not been developed or discussed at this point.  
Still looking at feasibility. Design is complete, prototyping  
is on the board next.

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

**From:** McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]  
**Sent:** Friday, August 03, 2001 11:47 AM  
**To:** Miers, Jerry; Pyle, Ken; Sillanpaa, Don  
**Cc:** Christensen, Jeff (J.S.); West, Gregory (G.S.)  
**Subject:** RE: ETC Pedal Improvements

Jerry- What about cost/cpu ?? Have you discussed with Jeff and Greg ??

Scot G. McDonagh  
0/8500# F-Series/Excursion  
Powertrain Quality Leader  
Phone- (313) 337-8091  
Pager- (313) 796-9663  
Fax- (313) 248-9333  
mailto:smcdonag@ford.com

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

From: Miers, Jerry [mailto:jmiers@wmc.com]  
Sent: Thursday, August 02, 2001 10:02 AM  
To: 'McDonagh, Scot (S.M.)'; Pyle, Ken; Sillanpaa, Don  
Cc: Christensen, Jeff (J.S.); West, Gregory (G.S.)  
Subject: RE: ETC Pedal Improvements

We are looking into it,  
the major portion of the timing is  
in the tool-up. We should be able to  
reduce that.

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

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]  
Sent: Thursday, August 02, 2001 9:36 AM  
To: Miers, Jerry; Pyle, Ken; Sillanpaa, Don  
Cc: Christensen, Jeff (J.S.); West, Gregory (G.S.)  
Subject: RE: ETC Pedal Improvements

Thanks Jerry- You are NOT on today's QRT agenda. I'm just following up on  
our earlier agreement. Is there anyway we can reduce the (20) week project  
completion date ??

Greg/Jeff- Any input ??

Scot G. McDonagh  
0/8500# F-Series/Excursion  
Powertrain Quality Leader  
Phone-(313)337-8091  
Pager-(313)796-9663  
Fax-(313)248-9333  
mailto:smcdonag@ford.com

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

From: Miers, Jerry [mailto:jmiers@wmc.com]  
Sent: Thursday, August 02, 2001 9:22 AM  
To: 'McDonagh, Scot (S.M.)'; Pyle, Ken; Sillanpaa, Don  
Cc: Christensen, Jeff (J.S.); West, Gregory (G.S.)  
Subject: RE: ETC Pedal Improvements

Scot, are we on the agenda for today.  
No cost has been determined however  
timing has been supplied to Mr. Christensen  
and Mr. West. Project completion timing is  
20 week and we are already a day or two ahead of  
schedule.

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

From: McDonagh, Scot (S.M.) [mailto:smcdonag@ford.com]  
Sent: Thursday, August 02, 2001 9:17 AM  
To: Miers, Jerry; Pyle, Ken; Sillanpaa, Don  
Cc: Christensen, Jeff (J.S.); West, Gregory (G.S.)  
Subject: ETC Pedal Improvements  
Importance: High

Gentleman- Do you have design change cost & timing for Pedal Robustness  
improvements ??  
Please advise. Thank you.

Scot G. McDonagh  
0/8500# F-Series/Excursion  
Powertrain Quality Leader  
Phone- (313)337-8091  
Pager- (313)796-9653  
Fax- (313)248-9333  
mailto:smcdonag@ford.com



**[REDACTED]**

---

**From:** Kramer, Michael (M.T.)  
**Sent:** Monday, March 10, 2003 6:32 AM  
**To:** Franz, Katherine (K.A.); Mazzeola, Gary (G.R.)  
**Cc:** West, Gregory (G.S.); McDonagh, Scot (S.M.); Guys, Philip (P.R.); Liposky, Lawrence (L.J.)  
**Subject:** FW: Emerging Warranty Issue Slides for the QB Deck

Accelerator pedals fall under PTSE, not the Diesel QB. The PTQRT will follow this one. Greg West (component Engineer) is investigating (returned parts and claims/repair histories).

The ICP issue and calibrations prior to R13 are likely contributing to pedal replacements.

***The company that builds and delivers the best products wins!***

**Mike Kramer**  
Supervisor, Super Duty/Excursion/E-Series PTQRT & OPD PT PMT (non-MCR)  
Six Sigma Black Belt  
Phone/fax: (313) 594-2003  
Page: (313) 201-8832 (beep); <<http://m4.detroit.ford.com/cd/textpage?>> (internal text); <http://myemail.com/> (external text)  
Email: [mikramer1@ford.com](mailto:mikramer1@ford.com) (internal); [mikramer1@ford.com](mailto:mikramer1@ford.com) (external)

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

**From:** Guys, Philip (P.R.)  
**Sent:** Monday, March 10, 2003 6:12 AM  
**To:** Kramer, Michael (M.T.)  
**Subject:** FW: Emerging Warranty Issue Slides for the QB Deck

can you lend any insight to this? I have no information that BI pedals have any field issues??

**Phil Guys**  
Chief Engineer  
Tough Truck Powertrain  
(313) 594-9908

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

**From:** Ingle, Brian (B.C.)  
**Sent:** Sunday, March 09, 2003 8:35 AM  
**To:** Abar, Robert (R.B.); Figurski, Patrick (P.M.); Mazzeola, Gary (G.R.); Geleghem, Tom (T.A.); Liposky, Lawrence (L.J.)  
**Cc:** Franz, Katherine (K.A.); Guys, Philip (P.R.)  
**Subject:** FW: Emerging Warranty Issue Slides for the QB Deck

Bob/Larry,

This is a pending disaster. We need to get firm action in place this week to understand if the 6.0L design is clean and does not have the issues the previous design had (or any new issues!). If this is true we need to understand what the dealers did to correct the problem. The issue in my mind is the customer came in for an issue, the pedal was replaced. If the customer concern went away then I do not accept the TNI.

Pat Figurski, please follow up as well.

Bob Abar, I would like a detailed follow up review the next time this team is in the Wednesday Quarterback follow up meeting, which will be this Wednesday or Next Wednesday.

Tom, please let Pat and Bob know what Wednesday they are up for review.

**Brian Wolfe**  
Director - CAPE  
North American Engineering  
Phone 313-84-5736

**UNCLASSIFIED**  
**CONFIDENTIAL**

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

From: Gielegan, Tom (T.A.)  
Sent: Saturday, March 06, 2003 7:49 AM  
To: Wolfe, Brian (B.C.)  
Subject: RE: Emerging Warranty Issue Slides for the QB Deck

Brian - Here is the initial work that the Accelerator Control Team is doing to resolve the diesel pedal concern.



ETC / 6.0L Diesel

They are in the Define phase. This one is green.

The balance are in Gail's court. I have not received her input. I appreciate your note to her. Thanks.

*Tom Gielegan*

Manager, Powertrain Attributes, Standards, and AFV Calibration  
GCE-CAPE, FPC-A, MD #3, Office 1AE12  
Phone: 313-31-74799  
FAX: 313-82-18020  
TGIELEGH@ford.com

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

From: Wolfe, Brian (B.C.)  
Sent: Saturday, March 06, 2003 7:06 AM  
To: Gielegan, Tom (T.A.)  
Subject: RE: Emerging Warranty Issue Slides for the QB Deck

Thanks Tom, will I get the 6 panels for all Emerging issues?

**Brian Wolfe**  
Director - CAPE  
North American Engineering  
Phone 313-84-5736

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

From: Gielegan, Tom (T.A.)  
Sent: Friday, March 07, 2003 4:17 PM  
To: Wolfe, Brian (B.C.)  
Subject: FW: Emerging Warranty Issue Slides for the QB Deck

Brian - Here is the presentation for the PT As-Installed part. We still need the Driveline roadmap and hopefully we will be able to close more emerging concerns. Status attached. << File: QB PT As Installed 031103.ppt >>

*Tom Gielegan*

Manager, Powertrain Attributes, Standards, and AFV Calibration  
GCE-CAPE, FPC-A, MD #3, Office 1AE12  
Phone: 313-31-74799  
FAX: 313-82-18020

PE03-844 3888

TGIELEGH@ford.com

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

From: Shipp, Terri (T.L.)  
Sent: Friday, March 07, 2003 11:13 AM  
To: Dixon, Mark (M.R.)  
Cc: Geleghers, Tom (T.A.)  
Subject: Emerging Warranty Issue Slides for the QB Deck

Mark,

I haven't gotten all of the information yet for the deck, but I am sending you what I have now so you can start adding it.

The first slide is a one page summary of Emerging Issues:  
<< File: Summary of Emerging Issues.ppt >>

Below is the current status of the back-up slides:

275378 - Purge Valve Control Ass'y - 6 Panel from John Polasek is attached. This issue is still being tracked as open and is going to the NAQPAM Explorer Red Emerging Issues Meeting.

<< File: draft Fuel QB Presentation 31103emg.ppt >>

296867 - Alleged Driveshaft Vibration - Gail Sherard to provide 6 Panel over weekend

296971 - Alleged Driveshaft Vibration - Gail Sherard to provide 6 Panel over weekend

319366 - Replacing Rear Axle - Gail Sherard to provide 6 Panel over weekend

327884 - Replace Front 4x4 Hubs - Gail Sherard to provide 6 Panel over weekend

328534 - Accelerator Pedal & Sensor - Larry Liposky to provide 6 Panel by COB tonight.

I will stop by the office over the weekend and forward any additional 6 Panels that I get.

Let me know if you need anything else. I am leaving the office for a few hours. I should be back around 3:30 pm.

*Terri Shipp*

Ford Motor Company  
P/T Attributes and Standards Department  
NAE P/T Campaign Prevention Specialist  
(Phone) 313-33-73831 / (Fax) 313-62-18020  
(Pager) 313-795-1878  
Cube 1AF12, MD #3, FPC-A  
[tshipp@ford.com](mailto:tshipp@ford.com) <<mailto:tshipp@ford.com>>  
[www.ford.com](http://www.ford.com) <<http://www.ford.com>>

FEB-044 30009

**CONFIDENTIAL**

**From:** Guys, Philip (P.R.)  
**Sent:** Friday, January 17, 2003 8:33 AM  
**To:** Williams Jr., James (J.P.)  
**Subject:** RE: Using Adjustable Accel Pedal in Lieu of Fixed pedal to support production requirements

thx

*Phil Guys*  
Chief Engineer  
Tough Truck Powertrain  
(313) 594-9906

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

**From:** Williams Jr., James (J.P.)  
**Sent:** Thursday, January 16, 2003 7:44 PM  
**To:** Guys, Philip (P.R.)  
**Subject:** FW: Using Adjustable Accel Pedal in Lieu of Fixed pedal to support production requirements

FYI.

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

**From:** Williams Jr., James (J.P.)  
**Sent:** Thursday, January 16, 2003 7:43 PM  
**To:** West, Gregory (G.S.); Liposky, Lawrence (L.J.); Jackson, Lawrence (L.W.); Cherland, Alex (A.J.)  
**Cc:** Reed Jr., Bill (W.P.); Ward, Ken (K.A.)  
**Subject:** Using Adjustable Accel Pedal in Lieu of Fixed pedal to support production requirements

I have updated alert number A11454219 to allow KTP to use the adjustable pedal in lieu of a fixed pedal to meet production requirements until Williams Controls get their first run rejection back to an acceptable level. Please approve the alert and be prepared to give production a copy. Excursion and Superduty Trim departments must manually run the adjustable pedal to the fixed pedal position after installation like they did when we started 6.0L production on 11/18/02.

**CONFIDENTIAL**

**From:** Guys, Philip (P.R.)  
**Sent:** Friday, January 17, 2003 8:33 AM  
**To:** Williams Jr., James (J.P.)  
**Subject:** RE: Using Adjustable Accel Pedal in Lieu of Fixed pedal to support production requirements

thx

*Phil Guys*  
Chief Engineer  
Tough Truck Powertrain  
(313) 594-9906

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**To:** West, Gregory (G.S.); Ljosky, Lawrence (L.J.); Jackson, Lawrence (L.W.); Charland, Alex (A.J.)  
**Cc:** Reed Jr., Bill (W.P.); Ward, Ken (K.A.)  
**Subject:** Using Adjustable Accel Pedal in Lieu of Fixed pedal to support production requirements

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PE03-044 38179

**CONFIDENTIAL**

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**From:** West, Gregory (G.S.)  
**Sent:** Tuesday, August 06, 2002 11:12 AM  
**To:** McDonagh, Scot (S.M.); Flynn, Pat (J.P.); Williams, Brent (B.A.); Kramer, Michael (M.T.)  
**Subject:** RE: 2002 MY Super Duty / Excursion 23CZ 9F888 TELEFLEX PEDAL WARRANTY CLAIMS

Does EOL test report indicate an actual Vref to the pedal? If not I don't know how any of that data help TFX  
TFX is now doing a calibration study (KTP EOL vs Kendalville EOL) similar to what Williams did a year ago,  
this data will go into Kendalville guard band  
TFX owes me a conclusion from that data and a recommendation of the guard band they will implement.

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

**From:** McDonagh, Scot (S.M.)  
**Sent:** Tuesday, August 06, 2002 9:58 AM  
**To:** Flynn, Pat (J.P.); Williams, Brent (B.A.); West, Gregory (G.S.); Kramer, Michael (M.T.)  
**Subject:** RE: 2002 MY Super Duty / Excursion 23CZ 9F836 TELEFLEX PEDAL WARRANTY CLAIMS

Greg/Mike- Please advise KTP Electrical PVT on enclosed questions. Thanks.

**Scot G. McDonagh**  
Super-Duty/Excursion  
Powertrain Quality Leader  
Phone- (313) 337-8091  
Pager- (734) 670-5742  
Fax- (313) 621-8003  
E-Mail: smcdonag@ford.com

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

**From:** Flynn, Pat (J.P.)  
**Sent:** Tuesday, August 06, 2002 9:59 AM  
**To:** Mitchell, Vicky (V.B.); Williams, Brent (B.A.)  
**Cc:** McDonagh, Scot (S.M.)  
**Subject:** RE: 2002 MY Super Duty / Excursion 23CZ 9F836 TELEFLEX PEDAL WARRANTY CLAIMS

Scott;  
EOL test data available for only about the last 3 weeks.  
Have to set up a special database load with the FACTS people for a specific month to get older data.

What would they do with an EOL test report?  
I've attached one from last week with a fault for accel pedal idle hi (not on OBD test - special EOL test) as an example.

Cannot find any OBD faults on AP at EOL for the last few days.

<< File: E3A16458APhi.txt >>

Teleflex knows they had a calibration problem a couple months ago. Do they see a change in warranty in that time frame?

Pat Flynn 502-429-2338 pflynn5@ford.com Kentucky Truck Text Page 502-342-3982 FAX 502-429-2941

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

**From:** Mitchell, Vicky (V.B.)  
**Sent:** Tuesday, August 06, 2002 8:19 AM  
**To:** Flynn, Pat (J.P.); Williams, Brent (B.A.)  
**Cc:** McDonagh, Scot (S.M.)  
**Subject:** RE: 2002 MY Super Duty / Excursion 23CZ 9F836 TELEFLEX PEDAL WARRANTY CLAIMS

Please note revised DTC Summary Report for your information and use:

<< File: Revised PEDAL DTC Summary Report.xls >>

---Original Message---

From: McDonagh, Scot (S.M.)  
Sent: Tuesday, August 06, 2002 7:25 AM  
To: Mitchell, Vicky (V.B.); Flynn, Pat (J.P.); Williams, Brent (B.A.)  
Cc: Kramer, Michael (M.T.); West, Gregory (G.S.); Lipsky, Lawrence (L.L.)  
Subject: RE: 2002 MY Super Duty / Excursion Z3CZ 9F836 TELEFLEX PEDAL WARRANTY CLAIMS

Thanks Vicky-

Pat/Brent- Who at KTP could pull End-of-Line test data for the enclosed VINS ?? Teleflex Engineering requested this at yesterdays meeting. Please advise. Thanks.

<< File: PEDAL.xls >>

**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: Mitchell, Vicky (V.B.)  
Sent: Monday, August 05, 2002 3:25 PM  
To: McDonagh, Scot (S.M.); West, Gregory (G.S.); Lipsky, Lawrence (L.L.)  
Cc: Kramer, Michael (M.T.)  
Subject: 2002 MY Super Duty / Excursion Z3CZ 9F836 TELEFLEX PEDAL WARRANTY CLAIMS

Please note the attached file which contains 2002 Teleflex warranty "claims" and pareto's for your analysis and review. Any questions or concerns may be addressed to VMITCHEL or MKRAMER1.

<< File: PEDAL.xls >>

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**From:** Bell, David (D.J.)  
**Sent:** Wednesday, April 24, 2002 10:36 AM  
**To:** Clary, Brian (B.S.)  
**Subject:** RE: P131 Data

Brian,

files 0326, amb, adj and \_adj1 have the key on engine off followed by the key on engine run in the same file

Let me know how I can help. Would it be best if I met you at your desk at some point? I do not know of any reason that I need to be going to PDC today, but if I cannot talk you through it, I may need to.

thanks,

**David Bell**  
NGD Calibration  
Phone: (313) 390-3726; Email: dbell32@ford.com  
Fax: (313)337-1712 Page: (313)813-1706

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

**From:** Clary, Brian (B.S.)  
**Sent:** Wednesday, April 24, 2002 9:17 AM  
**To:** Bell, David (D.J.)  
**Subject:** RE: P131 Data

I also may need some help with the data itself. The graphs that I get from the data are kind of confusing and I am having some trouble trying to mesh the return data with the injector returns.

*Brian Clary*  
Accelerator Controls D&R  
PDC 1H-F88  
MD 271  
phone: 313-248-1940  
pager: 313-793-8006  
bclary@ford.com

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

**From:** Bell, David (D.J.)  
**Sent:** Wednesday, April 24, 2002 9:07 AM  
**To:** Clary, Brian (B.S.)  
**Subject:** RE: P131 Data

I thought I sent you all the runs. Do you know which ones are missing? I will look, just let me know which you are missing.

thanks,

**David Bell**  
NGD Calibration  
Phone: (313) 390-3726; Email: dbell32@ford.com  
Fax: (313)337-1712 Page: (313)813-1706

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

**From:** Clary, Brian (B.S.)



Sent: Wednesday, April 24, 2002 8:55 AM  
To: Bell, David (D.J.)  
Subject: RE: P131 Data

Do you know what happened to the other 2 runs of the ambient test.

*Brian Clary*

Accelerator Controls D&R  
PDC 1H-F66  
MD 271  
phone: 313-248-1940  
pager: 313-793-8006  
bclary@ford.com

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

From: Bell, David (D.J.)  
Sent: Monday, April 08, 2002 3:52 PM  
To: Clary, Brian (B.S.)  
Subject: RE: P131 Data

Brian,

let me know if you have problems with any of this data. I think the attached spreadsheet should identify what the points are, otherwise, use the associated time to align with the data you have. Let me know if you have any problems, and I can probably see how my programs work for you.

thanks,

David Bell  
NGD Calibration  
Phone: (313) 390-3728; Email: dbell32@ford.com  
Fax: (313)337-1712 Page: (313)813-1706

<< File: fmvss.xls >> << File: FMVSS1.zip >> << File: FMVSS2.zip >>

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

From: Clary, Brian (B.S.)  
Sent: Monday, April 08, 2002 2:38 PM  
To: Bell, David (D.J.)  
Subject: P131 Data

Dave,

Will you be able to send the data that you took with me on the Diesel engine for Greg West. Let me know. Thanks.

*Brian Clary*

Accelerator Controls D&R  
PDC 1H-F66  
MD 271  
phone: 313-248-1940  
pager: 313-793-8006  
bclary@ford.com