

Ford Motor Company

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NVS-213

NOV 32 A 9 13

Automotive Safety Office
Environmental and Safety Engineering

OFFICE OF THE
DIRECTOR

December 1, 2004

Mr. Jeff Quandt
Office of Defects Investigation Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

RECEIVED
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Dear Mr. Quandt:

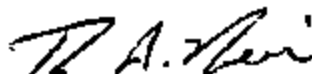
Subject: EA04-006:NVS-213dsy

As requested, Ford Motor Company is providing information concerning a field service action and a Technical Service Bulletin (TSB) we have initiated involving certain F-Super Duty and Excursion vehicles. The first action extends Customer Satisfaction Program 03B03 (adjustable accelerator pedal replacement for certain 2002 and 2003 model year F-Super Duty and Excursion vehicles built with 7.3L diesel engines) until May 31, 2005. Second, a technical service bulletin advising dealers that a revised fixed accelerator pedal is available for service for certain 2001 through 2003 model year F-Super Duty and Excursion vehicles built with 7.3L diesel engines was issued on November 24, 2004.

Copies of the owner letter for the extension of 03B03 and of the TSB are attached.

If you have any questions concerning these actions, please contact me.

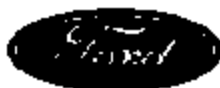
Sincerely,



R. A. Nevi
Assistant Director
Global Automotive Safety Compliance

Attachment





Frank M. Ligon
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

November 2004

Customer Satisfaction Program 03B03-Supplement #1

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company provided a no-charge Customer Satisfaction Program (Program Number 03B03), in February, 2003. This program affected the power adjustable accelerator pedal on certain 2002/2003 Model Year F-Super Duty and Excursion Vehicles built with 7.3L Diesel Engines.

Our records indicate your vehicle was never upgraded before the program expired in April, 2004. However, we would like to give you an additional opportunity to get your vehicle upgraded with this revised part at no charge to you.

What is the issue? Your vehicle is equipped with a power adjustable accelerator pedal that may not always perform as designed. As a result, your vehicle could continue to idle or unexpectedly slow down when you push the accelerator pedal. This problem does not affect braking or cause unintentional acceleration of any kind.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company and your dealer will repair your vehicle free of charge under the terms of this program. Your dealer will replace the entire adjustable accelerator pedal assembly.

This Customer Satisfaction Program will be in effect until May 31, 2005. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 03B03. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

Have you previously paid for this repair?

If you paid to have this service performed before the date of this letter, you may be eligible for a refund. To initiate a refund request, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company. Owners who have previously paid for this repair are still eligible to have the service described in this letter performed.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this program.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3873. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

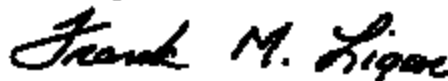
Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

ADJUSTABLE ACCELERATOR PEDAL REPLACEMENT

AFFECTED VEHICLES: CERTAIN 2002 AND 2003 F-SUPER DUTY
AND EXCURSION MODELS EQUIPPED
WITH A 7.3L DIESEL ENGINE

OVERVIEW

This procedure will direct you to replace the adjustable accelerator pedal assembly and clear any DTCs. No diagnosis is required.

SERVICE PROCEDURE

NOTE: Do not perform any diagnosis. Simply replace the pedal, then clear any DTCs present.

1. Replace the adjustable accelerator pedal assembly as outlined in Section 310-02 of either the 2002 or 2003 F-Super Duty/Excursion Workshop Repair Manual.
2. Clear all DTCs using the appropriate scan tool.

Ford Motor Company

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DEARBORN, MICHIGAN 48121
02/03

**MOMENTARY RETURN TO IDLE DURING
AGGRESSIVE ACCELERATION—DIAGNOSTIC
TROUBLE CODE (DTC) P0123—7.3L ENGINE**

TSB 04-24-11

FORD:
2001-2003 Excursion, F-Super Duty

ISSUE

Some 2001-2003 F-Series Super Duty and Excursion vehicles equipped with the 7.3L engine and a non-adjustable (fixed) accelerator pedal, may exhibit the malfunction indicator lamp (MIL) illuminated intermittently, and a momentary return to idle during aggressive acceleration. Diagnostic trouble code (DTC) P0123 will be stored in the powertrain control module (PCM) when the condition occurs, but may be cleared after forty (40) vehicle warm up cycles if no repeat conditions occur.

ACTION

If normal PC/ED Manual diagnostics do not identify a root cause, install a revised fixed accelerator pedal. Refer to Workshop Manual Section 310-02.

PART NUMBER	PART NAME
1C3Z-9F836-BA	Pedal - Accelerator

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

OPERATION	DESCRIPTION	TIME
042411A	Replace Accelerator Pedal (Includes Time To Check And Clear Diagnostic Trouble Codes)	0.4 Hr.

DEALER CODING

BASIC PART NO.
9F836

**CONDITION
CODE**
42

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.