

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline | | FOR AGENCY USE ONLY 100148 | |
| U.S. Department of Transportation National Highway Traffic Safety Administration | | Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline | |
| | | Date Received | Repository <input type="checkbox"/> |
| | | 13-FEB-2017 MAY 16 2017 | Reference No. 10954153 |
| OWNER INFORMATION (Type or Print) | | | |
| Name | Address | Daytime Telephone Number | E-mail Address |
| City | State | Zip Code | Evening Telephone Number |
| MONT BELVIEU | TX | | SAME |
| The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004). | | | |
| VEHICLE INFORMATION | | | |
| Vehicle Identification Number Located at bottom of windshield on driver's side | Make | Model | Model Year |
| 2FMDK3JC5E8 | FORD | EDGE | 2014 |
| Date Purchased | Dealer's Name and Telephone Number | Engine: | Fuel Type: |
| 4/15/2014 | DAYTOWN FORD 281-839-3300 | No: Cylinders | GAS |
| Original Owner <input checked="" type="checkbox"/> | Dealer's City | State | Zip Code |
| | DAYTOWN | TX | 77529 |
| Transmission Type | <input type="checkbox"/> Antilock Brakes | Powertrain | Multiple Failure: |
| Automatic | <input checked="" type="checkbox"/> Cruise Control | | Incident Date(s) |
| | | | 15-OCT-2014 |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM | Failure Mileage | Failure Speed | |
| | STARTED AT 10,000 miles | 37000 | |
| ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE | | | |
| Tire Make | Tire Model (Name or Number) | Tire Size (Example P215/65R15) | |
| DOT No. (Example: DOTM19ABC036) | <input type="checkbox"/> Original Equipment | Failure Location: | |
| | <input type="checkbox"/> Prior Repair | | |
| Tire Component Code | Tire Failure Type: | | |
| ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE | | | |
| Make: | Date Manufactured: | Model No./Name: | |
| Seat Type: | Installation System: | | |
| Child Seat Component Code: | Failed Part: | | |
| APPLICABLE INCIDENT INFORMATION | | | |
| (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).) | | | |
| Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths |
| | | | Reported to Police |
| | | | N |
| Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available). | | | |
| TL* THE CONTACT OWNS A 2014 FORD EDGE. WHILE ACCELERATING THE VEHICLE, AN EXHAUST ODOR ENTERED THE VEHICLE. THE DEALER WAS UNABLE TO DETERMINE THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 37,000. | | | |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY | | | |
| The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action. | | | |

CUSTOMER #: [REDACTED]

INVOICE

4110 I-10 EAST · BAYTOWN, TEXAS 77521
(281) 839-3300
www.baytownford.com



MONT BELVIEU, TX

PAGE 1

HOME: [REDACTED] MONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1350 KYLE BIELAMOWICZ

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|------------|--------------|----------------------|------------------|---------|----------------------|
| TK/Gray | 14 | FORD EDGE | 2FMDK3JC5EE | [REDACTED] | 25231/25231 | T4193 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 15APR14 IS | | | | | | | |
| 15APR14 DD | | | WAIT 12OCT15 | | 0.00 | CASH | 12OCT15 |
| R.O. OPENED | READY | OPTIONS: | | SOLD-STK: [REDACTED] | | | ENG:3.5_Liter_Ti-VCT |
| 07:38 12OCT15 | 14:10 12OCT15 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUSTOMER STATES EXHAUST SMELL IN CABIN WHEN AC NOT IN RECIRC, AND ON HEAVY ACCELERATION
MISC OTHER DIAGNOSIS AND REPAIR

| | | | | | | | |
|--------|------|--------|------|--------|------|---------------|------|
| 1357 | CC | | | | | 0.00 | 0.00 |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE A: | 0.00 |

25231 1.00 slight exhaust smell in cabin on heavy acceleration. found smell on test drive coming from a/c vents. removed the rear bumper cover and tail lamp assemblies to access the exterior body vents. found top flap on vents to be very flimsy opening easily. sealed the top flap on the vents with silicone. reinstalled rear bumper cover and tail lamp assemblies. test drove vehicle with another technician and could not smell any exhaust odors during extensive test drive. return vehicle to customer. (m-time... 1.0)

B *No Interval Due Vehicle History Indicates No Maintenance Interval Due
NIDB NO INTERVAL DUE BASIC

| | | | | | | | |
|--------|------|--------|------|--------|------|---------------|-------|
| 1357 | IPS | | | | | | (N/C) |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | 0.00 |

C *Complimentary Multipoint Inspection ... a \$49.97 Value
99P 99P VEHICLE INSPECTION

| | | | | | | | |
|-------------------------------|------|--------|------|--------|------|---------------|-------|
| 1357 | IPS | | | | | | (N/C) |
| GBATT BATTERY OK AT THIS TIME | | | | | | | (N/C) |
| 1357 | IPS | | | | | | (N/C) |
| NBK NBK | | | | | | | (N/C) |
| 1357 | IPS | | | | | | (N/C) |
| GTIRE Tires ok at this time | | | | | | | (N/C) |
| 1357 | IPS | | | | | | (N/C) |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE C: | 0.00 |

EST: 0.00 12OCT15 07:38 SA: 1350

| | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------|
| EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. | Notice Pursuant to §70.0001, Texas Property Code I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed. CUSTOMER ACKNOWLEDGMENT X _____ Signature of Person Responsible or Agent for Person Responsible | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | |
| | | PARTS AMOUNT | |
| | | GAS, OIL, LUBE | |
| | | SUBLET AMOUNT | |
| | | MISC. CHARGES | |
| | | TOTAL CHARGES | |
| | | LESS INSURANCE | |
| | | SALES TAX | |
| | | PLEASE PAY THIS AMOUNT | |

CUSTOMER #:

INVOICE

4110 I-10 EAST · BAYTOWN, TEXAS 77521
(281) 839-3300
www.baytownford.com



PAGE 1

MONT BELVIEU, TX

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 1252 LYNDSEY HINOJOSA

| | | | | | | |
|-------------|------------|--------------------|--------------|----------------------|------------------|---------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
| TK/Gray | 14 | FORD EDGE | 2FMDK3JC5EB | | 19751/19751 | T1315 |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT |
| 15APR14 IS | | | WAIT 14AUG15 | | 0.00 | CASH |
| 15APR14 DD | | | | | | 14AUG15 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK: | | ENG:3.5_Liter_Ti-VCT | | |

| LINE | OPCODE | TECH. | TYPE | HOURS | LIST | NET | TOTAL |
|----------------------------------------------------------------------------|--------|-------|------|-------|------|-----|-------|
| A | | | | | | | |
| A CUSTOMER STATES WHEN PASSING ANOTHER VEHICLE THERE IS AN EXHAUST SMELL.. | | | | | | | |

CAUSE:

DHET CUSTOMER STATES

- 1357 WC (N/C)
- 4 AL2Z*61280B62*A GRILLE - AIR INLET (N/C)
- 1 TA*2*B ADHESIVE (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

009499

| | | | | | | | |
|-------------------------------------------------------------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE A: | 0.00 |
| 19751 1.80 PERFORMED TSB FOR ODOR ON HARD ACCELERATION. TSB | | | | | | | |
| 14-0201..... OP 140201A.... 1.8 | | | | | | | |

B *No Interval Due Vehicle History Indicates No Maintenance Interval Due
NIDB NO INTERVAL DUE BASIC

| | | | | | | | |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

C *Complimentary Multipoint Inspection ... a \$49.97 Value
99P 99P VEHICLE INSPECTION

| | | | | | | | |
|------------------------------------|------|--------|------|--------|------|---------------|------|
| 1357 IPS (N/C) | | | | | | | |
| GBATT BATTERY GOOD CONDITION (N/C) | | | | | | | |
| 1357 . IPS (N/C) | | | | | | | |
| NBK NBK (N/C) | | | | | | | |
| 1357 IPS (N/C) | | | | | | | |
| GTIRE TIRES OK AT THIS TIME (N/C) | | | | | | | |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE C: | 0.00 |

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

Notice Pursuant to §70.0001, Texas Property Code I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

CUSTOMER ACKNOWLEDGMENT

X _____
Signature of Person Responsible or Agent for Person Responsible

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

CUSTOMER COPY

[REDACTED] 2014 Ford Edge

■
Davino, Lisa (L.) <LDAVINO1@ford.com>

Tue 9/29/2015 8:27 AM

To: [REDACTED]

Good morning [REDACTED]

My name is Lisa and I am a Regional Customer Service Manager for Ford Motor Company. I work with dealerships and customers regarding repair concerns and make sure all of Fords resources are available to the dealership and utilized to help resolve concerns.

I have contacted the dealership service manager, Al, this morning to discuss your concerns. I have asked that the technician contact our Ford technicians to discuss your concerns further. The dealership has performed all the recommendations we supplied them, but you advised the concern is still present. What we are seeking from our Ford technicians to review your concern and advise us our next steps to help resolve your concerns. I will be monitoring that contact between the technicians and I will discuss their recommendations with dealership and happily update you once we have completed that review.

Below is my contact information should you have any questions during this time. I will follow up again with you no later than October 6th, 2015.

Sincerely,

Lisa
Ford Motor Company®
Lisa Davino | FCSD CCT | FCSD
866-631-3788 Ext 77745
LDAVINO1@ford.com | www.ford.com

From: [REDACTED]
Sent: Monday, October 05, 2015 12:44 PM
To: Davino, Lisa (L.)
Subject: RE: [REDACTED] 2014 Ford Edge

My concern is this is a health hazard, it can not be good for us to be breathing in these exhaust fumes. I am really concerned about this. we make a lot long trips to Virginia so therefore we are in the car for 3 or 4 days at a time. With all of the EPA concerns I'm sure something can be done NOW ,not wait for something else to be done in the future. Meanwhile we are still breathing in these fumes.

With God all things are possible (Matthew 19:26) [REDACTED]

From: LDAVINO1@ford.com
To: [REDACTED]
Subject: [REDACTED] 2014 Ford Edge
Date: Mon, 5 Oct 2015 15:39:32 +0000

Hello [REDACTED]

I am just following up on our conversation regarding the exhaust smell in your vehicle. At this time, the dealership has reported the concerns to our technicians at Ford. The dealership has performed all the recommended steps that were provided to them regarding the concern. If the concern is still present at this time, we will need to wait for additional instructions to come out regarding the concern. Our engineering team has been investigating the concern. You can discuss this further with the Service Manager Al Tarwater at Baytown Ford if you have

questions regarding the repair they have performed and how you can keep updated by him for when another service instruction bulletin comes out to them.

I have documented your concerns so that if there are any questions regarding this concern in the future, we have all your information and reports regarding the concern.

Please do not hesitate to contact me in the future with any questions or concerns.

Sincerely,

Lisa

Ford Motor Company®

Lisa Davino | FCSD CCT | FCSD

866-631-3788 ext 77745

LDAVINO1@ford.com | www.ford.com



RE: [REDACTED] 2014 Ford Edge - [REDACTED]

RE: [REDACTED] 2014 Ford Edge

Mon 10/5/2015 12:12 PM

To: [REDACTED]

Hello [REDACTED]

I understand your concern about the fumes. As I our engineering department is also aware of the concern, they need to further investigate since your concern is still present. The previous investigation provided the dealership instructions for a repair. They dealer has advised those instructions have been followed. In this situation, the dealership would need to again advise our Ford Technicians and wait on further instructions, which can take time, as they would need to further investigate and they can advise you when that investigation has been completed and a new bulletin is supplied to them.

If you feel, the dealership has not performed all the recommended repairs after you have discussed the repair with the dealership service manager AI, you can take the vehicle to another dealership for a 2nd opinion on the repair performed.

Let me know if you have additional questions.

Lisa

Ford Motor Company®

Lisa Davino | FCSD CCT | FCSD

LDAVINO1@ford.com | www.ford.com





From: [REDACTED]
Sent: Sunday, December 20, 2015 8:09 PM
To: Davino, Lisa (L.)
Cc: kyle.bielamowicz@baytownford.com
Subject: My Ford Edge

I sent you a e-mail on 10/29/2015 and never got a reply, so I'm sending another one. I thought the problem was partially solved but it is NOT. I am still getting exhaust fumes inside my vehicle upon hard acceleration. This has been going on to long. The Guys at Baytown Ford have tried everything to solve this and nothing is working . I think it is time that Ford sent a engineer down to take a look and see what can be done. As I expressed before ,this is a health hazard .

With God all things are possible (Matthew 19:26) [REDACTED]

and have left him a message to contact me back. I recommend you contact him to schedule the vehicle in for a test drive and duplicate the concern for them so they can advise. Please let me know when you have scheduled to meet with the Service Manager and if he does duplicate the concerns he can then start the process of next steps and I would open a new case, as the previous case is over 30 days since closing.

Let me know if you have additional questions,

Sincerely,

Lisa

Ford Motor Company®

Lisa Davino | FCSD CCT | FCSD

866-631-3788 ext 77745

LDAVINO1@ford.com | www.ford.com



From: [REDACTED]

Sent: Wednesday, January 20, 2016 12:12 PM

To: Davino, Lisa (L.)

Cc: kyle.bielamowicz@baytownford.com

Subject: RE: My Ford Edge

LISA

I am STILL waiting for a reply from you. I am beginning to think I need to go talk to the dealership management or contact a my lawyer in order to get something done about this

RE: My Ford Edge-- [REDACTED]

4

problem with my Ford Edge . This has been going on for quiet a while now. [REDACTED]

[REDACTED]===2014 Ford Edge

With God all things are possible (Matthew 19:26) [REDACTED]

From: [REDACTED]

To: ldavino1@ford.com

Subject: RE: My Ford Edge

Date: Mon, 21 Dec 2015 18:16:22 -0600

[REDACTED]==== 2014 Ford Edge

With God all things are possible (Matthew 19:26) [REDACTED]

From: LDAVINO1@ford.com

To: [REDACTED]

Subject: RE: My Ford Edge

Date: Mon, 21 Dec 2015 12:58:08 +0000

Good Morning [REDACTED]

Do you have a case number that I can review? Please advise.

Thank you

Ford Motor Company ®

Lisa Davino | FCSD CCT | FCSD

LDAVINO1@ford.com | www.ford.com

[REDACTED]

3/11/2017



From: [REDACTED]
Sent: Wednesday, January 20, 2016 3:54 PM
To: Davino, Lisa (L.)
Subject: RE: My Ford Edge-- [REDACTED]

I was not advised to bring it back in , I have been waiting to hear from you. So now that I have heard from you I will bring it in asap.

With God all things are possible (Matthew 19:26) [REDACTED]

From: LDAVINO1@ford.com
To: [REDACTED]
Subject: RE: My Ford Edge--cas [REDACTED]
Date: Wed, 20 Jan 2016 17:33:49 +0000

Hello [REDACTED]

In reviewing the case, it was advised that if the concern was still present on your vehicle, the vehicle would need to return to the dealership, and duplication of the concern needs to be made. The dealership, once duplicated again, will need to contact our technicians here at Ford and update them on their findings for their next steps. Unfortunately, there is no more I can do to assist you without having the vehicle at the dealership with the concern duplicated so I can monitor and advise you for the next step. Dealer nor myself are unable to request an Engineer review the information without the vehicle returning to the dealership for the duplication. I tried to call the Service Manager Al at the dealership

Mon 1/25/2016 12:48 PM

To: Davino, Lisa L. <ldavino1@ford.com>;

Yes John (shop foreman) rode with me on (1/21/16) . As we entered the freeway I used the normal power to safely enter with the oncoming cars , then I accelerated harder to go around the traffic as one would do to pass on the freeway under normal driving conditions . It is my opinion that the fumes are already inside the car but in reduced quantities and the fugitive emissions are not realized until a greater dose is injected and overpowers the pressure inside the car . The dealership has been great ,doing everything as instructed by Ford Motor company but nothing has been able to stop the exhaust fumes from entering the cabin . So I am asking if it would be possible to send a engineer from your company to this dealership so we can get to , "why fugitive emissions from the exhaust system is entering the cabin " . Also I would like a test run to find out how much in ppm we are being subjected to at all times . Thank you for your help.

With God all things are possible (Matthew 19:26)

Never got a answer
to this e-mail.

Last time I checked
with dealership. There was
still NO update on how to
fix this problem.