

COMPLAINT 1101153

OCT 25 2017

CL-1101153-9869

HERE'S WHY EXPLORER
IS LEAKING CARBON MONOXIDE
INTO CAR - READ + WATCH

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

EXHAUST SYSTEM IS 'BLOWING'
CARBON MONOXIDE OUT VIA
NUMEROUS LEAKS + DEFECTIVE
RESONATOR. FROM MANIFOLD
TO EXHAUST PIPE - IT LEAKS!

HELP!



NM
11-1-17
LD

JERBUD'S AUTOMOTIVE LLC

MI #F158124
 2995 W. HANSEN
 LUDINGTON MI 49431
 231-843-2349

THANKS FOR CHOOSING JERBUDS FOR YOUR AUTOMOTIVE REPAIR NEEDS.

MONDAY THRU FRIDAY 8:00AM-5:00PM.

TECHNICIAN: GERALD MASSE CERTIFICATION #M176889

10/18/2017 9:49 AM

Invoice # [REDACTED]

Manistee MI [REDACTED]

Day Phone [REDACTED]

-fold here -

Vehicle : 2017 Ford Truck Explorer 3.5 L 213 CID V6 Duratec 35
 VIN : 1FM5K8D81HG [REDACTED]
 Created : 10/3/2017 11:57:28 AM
 Complete : 10/18/2017 9:49:07 AM
 Invoiced : 10/18/2017 9:49:07 AM
 Srv Writer: SLM

Tag/State : [REDACTED] MI
 Color : Gray
 Odometer In : 12094
 Odometer Out : 13006

Labor/Notes

| Qty | Code/Tech* | Description | Unit Price \$75.00 | Price \$150.00 |
|--|------------|---------------------|-----------------------|-------------------|
| 2 | GM* | TEST EXHAUST SYSTEM | | |
| CUSTOMER REQUESTED SMOKING THE EXHAUST SYSTEM TO LOOK FOR CRACKED MANIFOLDS AND OTHER SOURCES OF EXHAUST LEAKS. INSTALLED SNAP ON EVAP SMOKE MACHINE IN TAIL PIPE. FOUND PIN HOLE WELD LEAK AT TAILPIPE Y. WATER DRAINS ON FRONT SIDE OF MUFFLERS. SEALED WITH SILICONE SEALANT FOR TEST PURPOSES. CONTINUED ON FOUND DRAIN HOLE IN RESONATOR. SEALED HOLE AND FOUND RESONATOR LEAKING ALL ALONG BODY SEAM AND END CAPS. SEALED. FOUND SMALL LEAK ON PIPE CONNECTOR. REAR EXHAUST MANIFOLD LOWER MIDDLE. CAN SEE STAINING /SOOT. ALSO COULD HEAR INTERMITTENT WHISTLING COMING FROM UNDER HEAT SHIELD AREA. SMOKED AROUND REAR TAILGATE WITH ENGINE RUNNING WITH AC ON RECIRCULATE. DID NOT GET ANY SMOKE INSIDE VEHICLE. LEFT SEALANT ON EXHAUST SYSTEM CUSTOMER TRAVELED HOME AND AFTER 30-35 MILES AND ONLY HAD A READING OF 7-8 PPM BRIEFLY. CUSTOMER TRAVELED ROUGHLY 800 MILES ROUND TRIP TO OHIO AND BACK HAD ONLY BRIEFLY 7-8 PPM READINGS. CUSTOMER STATED VERY UNCOMMON TO HAVE SUCH LOW READINGS. HAVE BEEN RUNNING WITH WINDOWS CRACKED BUT ON THIS TRIP AC TULLY LEFT WINDOWS CLOSED WITH NO PROBLEMS. CAULK/SEALANT STILL ON EXHAUST AT THIS POINT. CALLED PEACE OF MIND WARRANTY 1-888-260-5575 TALKED TO CHRYSAL BADGE # 63364 SHE TOOK VIN# AND NAME. SHE TOLD US THAT THE PEACE OF MIND WAS NOT STARTING TILL NOV 1ST AND THEY WERE CHECKING THE REAR OF THE VEHICLE AND REPROGRAMMING THE COMPUTER TO CIRCULATE MORE FRESH AIR INTO THE CABS. SHE RECOMMENDED WITH AS NEW OF A VEHICLE TO TAKE TO A FORD DEALERSHIP AND HAVE RE EXAMINED. | | | | |

| | |
|------------------|-------------------------------|
| Labor | \$150.00 |
| Parts | \$0.00 |
| Sublet/Misc. | \$0.00 |
| shop supplies | \$4.50 |
| Charges | \$0.00 |
| Sales Tax | Tax @ \$4.50 * 6.0000% \$0.27 |
| Total Due | \$154.77 |

Tech

Certification #

GM



September 5, 2017

[REDACTED]
Manistee, MI [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you contacting Ford Motor Company. We have received your letter regarding some concerns that you have experienced with your 2017 Ford Explorer.

We understand your position in this matter and know that you are seeking a resolution.

Ford Motor Company values feedback from its owners. We appreciate your comments and take your feedback as an opportunity to learn and grow as a company. We know that by listening carefully to owners, we can avoid repeating problems and improve our vehicles and service.

We recommend that contact your servicing dealership to make an appointment to have your vehicle inspected and the concern diagnosed.

If the dealership feels there is a concern, they will contact our tech hotline for assistance if it's required.

If you need assistance beyond that provided by your dealership, please contact our Customer Relationship Center at 1-800-392-3673. Our hours of operation are 8:00 a.m. to 8:00 p.m. (Monday to Friday) Eastern Standard Time. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Thank you for bringing this matter to our attention.

Sincerely,

D. Lyons
Customer Service Representative
Ford Motor Company

August 17, 2017

Ford Motor Company

Customer Relations Center

P.O. Box 6248

Dearborn, MI 48126

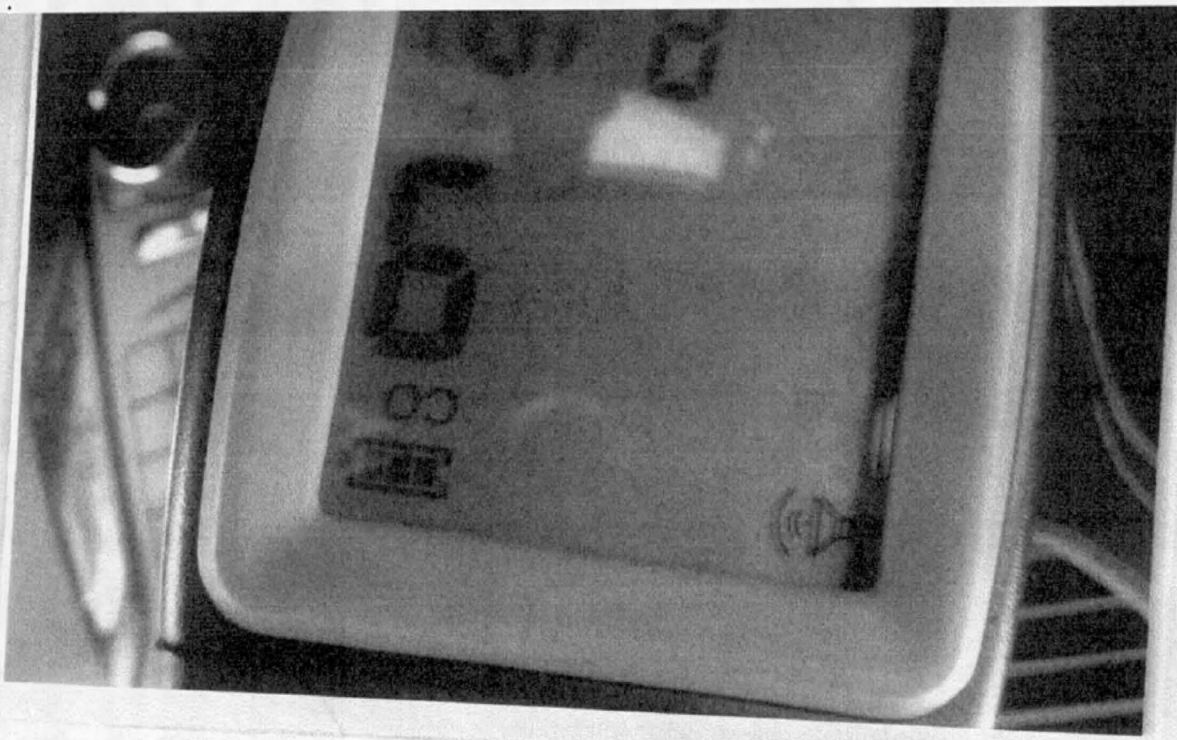
Re: 2017 Ford Explorer

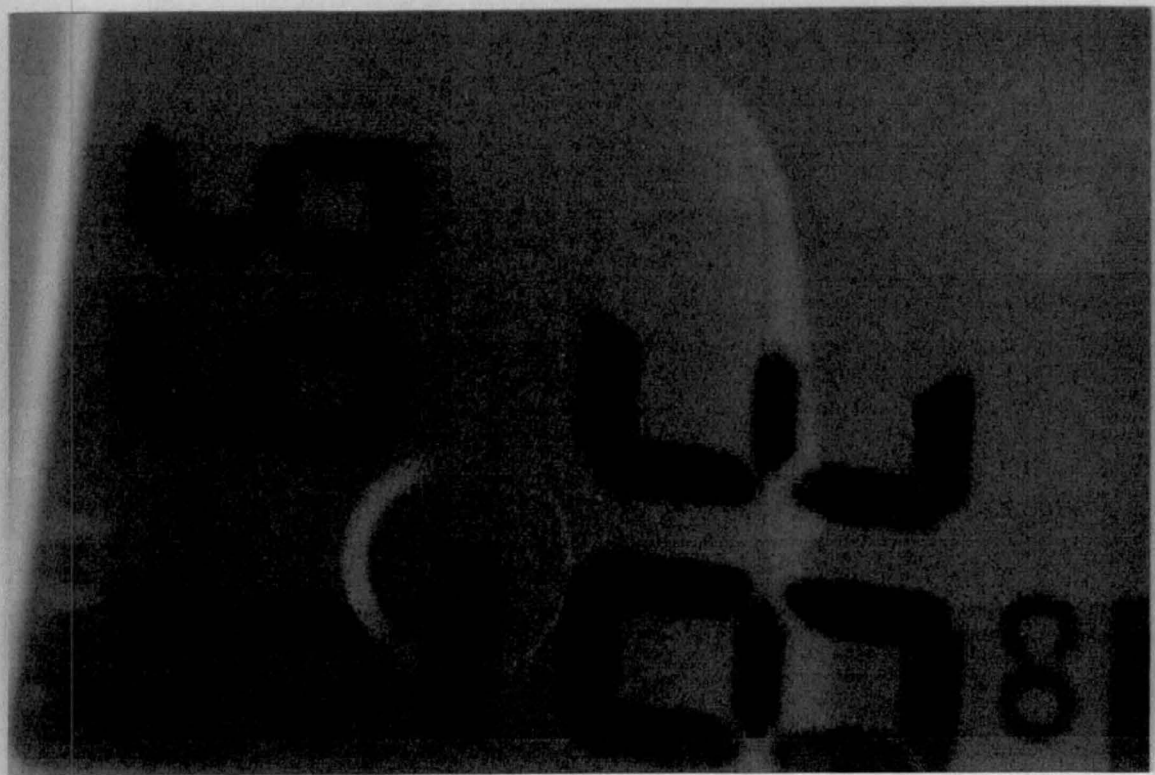
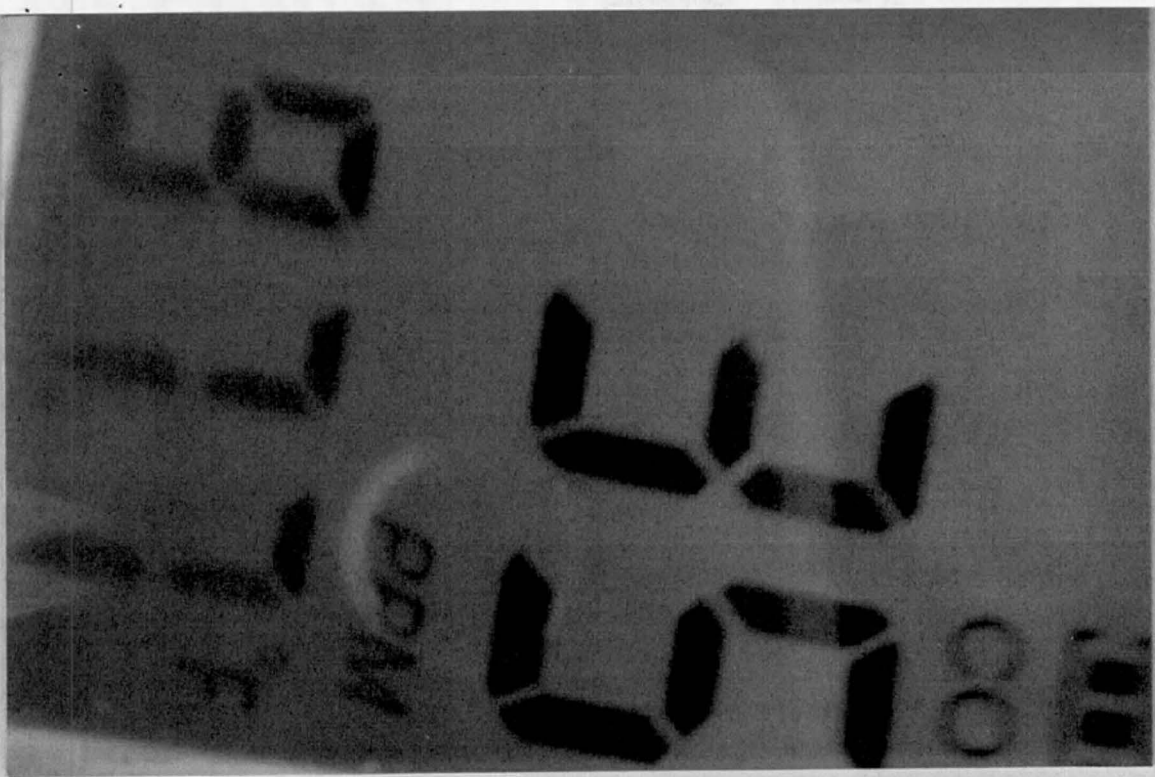
Please forward this letter to the appropriate department for response. Thank you. I write as I leased a 2017 Ford Explorer XLT in December 2016, which we planned on purchasing at the end of the lease. Since then I have experienced head aches, and on July 19th I passed out while driving it. Luckily I was able to park just before it happened. An ambulance took me to a hospital where I spent two days and I have been poked, probed and tested for every ailment known to man with negative results. I later saw on the news that Ford may be having a problem with Carbon Monoxide in the cars. I then (3 weeks after incident) had blood drawn which has tested positive for a high level of carbon monoxide in the blood (note I do NOT smoke nor am I around smokers). I also purchased a carbon monoxide tester which is reading carbon monoxide in the vehicle.

I am a disabled Vietnam Infantry Veteran, a retired Prison Warden [REDACTED] 30 yrs), and also retired as a Criminal Justice Instructor at Ferris State University. I am not a nut case trying to build a lawsuit, however, I am VERY concerned for my life, my family and possibly others while now driving this car. I would under the freedom of information law like a copy of any Ford service bulletins, memo's, repair suggestions, investigations etc or any documents related to carbon monoxide into this issue as I would like to have the car tested by an independent company. I have read on line that it may be caused by: 1. Cutting into vehicle (police) which I have not done, 2. Cracked manifold 3. It comes in thru the air conditioning when on recycle mode. I would like to have the car tested (independently I'll pay) for any of these possible issues. I have filed a complaint with Ford and National Traffic Safety folks. In the alternative, if you want the vehicle back and switch me to a NON explorer, maybe an Expedition at the same price, I would consider that. If you wish to discuss this you can reach me at [REDACTED] Thank you.

[REDACTED]

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.





MANIFOLD AREA WE COULDN'T GET TO
HEARD HISSING SOUND TOOK PIC w/ wand







2017 FORD EXPLORER & CARBON MONOXIDE

vin 1fm5k8d81hg [REDACTED]

- > Leased on Nov 30, 2016 with intent to purchase**
- > This all started July 19, 2017 with an ambulance trip and two day stay at a Traverse City hospital for near syncope while driving. From minute one my concern has been my health (NOT building a case against Ford) and it is still my number one concern. I do not want to kill other people driving this car, or my family.**
- > Since I have owned this car I have been afflicted with headaches and feeling ill, spontaneous nose bleeds started in late July-early August.**
- > Since I first saw on the news (a week or more after hospital stay) about possible problems, I purchased a carbon monoxide tester and have gotten readings, almost constantly between 9ppm and 55 ppm and as high as 287ppm. I believe this Ford has given me long term exposure to carbon monoxide at both low and high levels. Casual observation is it seems to record higher on hot days, with air/recycle mode and while parked.**
- > I am [REDACTED] yrs old (in week) with a heart condition which makes constant and recurring exposure to even low doses of carbon monoxide very dangerous to my health. This is documented in medical journals.**
- > I have undergone numerous medical tests from my heart, to diabetes, Hepititus C, blood drawn several times, etc and everything comes back Negative – I do not have any physical problems that**

my letter to them. I had requested any and all info they may have on potential or possible problems that I could have independently investigated. It was a "form letter" response.

Didn't write date down but called Ford service department in Cadillac and asked if they had heard of any carbon monoxide issues with Explorers, had any recalls, service bulletins or anything else related to this issue. They stated they did not.

9-8-2017 Drove to Reed City hospital had EKG on heart, everything came back normal.

9-13-2017 Met with Cardiologist and had EKG, heart testing, etc. Heart came back fine --no problem.

10-1-2017 Been driving daughters car (to Iowa due to fear of C.O), and it broke down as it has high milage. I would have taken Explorer but at this point I've afraid to drive it any distance. Came home, drove Explorer to Grand Rapids to visit daughter at GVSU, 75 mi stopped at gas station, car idled for 2-3 minutes and alarm went off on C/O tester with reading of 287 ppm. [REDACTED] got it on film. Air conditioner was on high and recycle mode. We rolled down all the windows for awhile and then continued on our trip. Both of us had headaches when we arrived and I had a severe headache and just laid in the back of the car while [REDACTED] and daughter visited. Been sick all day. Its starting to get too cold to drive around with windows down!!!

10-13-2017 Explorer had exhaust system smoke tested for leaks at ½ lb pressure at JurBud's Auto in Ludington, Michigan, Video, pictures and report from licensed mechanic is attached.

The mechanic found **NUMEROUS LEAKS IN THE EXHAUST SYSTEM, THE ENTIRE RESONATOR LEAKED FROM FRONT TO BACK, WELDED JOINTS BETWEEN TWO PIPES HAD LEAKS, ETC ETC., WE BOTH HEARD A HISSING SOUND BY MANIFOLD BUT DUE TO CLUTTER, HEAT SHIELD ETC WE COULD NOT GET THERE TO INVESTIGATE. HE DID HAVE A CAMERA WITH EXTENDER THAT HE GOT 3 GOOD PHOTOS OF AREA AND YOU CAN CLEARLY SEE AN AREA DIFFERENT THAT THE REST.** The car had NUMEROUS leaks, (Factory of defects) none which should be occurring in a car with 12,000 miles on it. A copy of the mechanics report is attached.

10-18-2017 Saw on line today that Ford will be doing a "customer peace of mind" recall, for air recycle mode issues, rear seal issues which would allow c.o. into vehicle, etc.

would cause the constant headaches, feeling ill, and nose bleeds, nor passing out.

> 3 weeks after the passing out incident, after seeing the news about Fords and possible C.O. problems, I had my blood tested for carbon monoxide, it came back high. I have never smoked in my life. Note over time the level would drop, it was probably much higher at the time of the incident.

> The evidence WILL show this car has FACTORY DEFECTS that has allowed significant carbon monoxide leaks which under the right circumstances can and do enter the vehicle.

> I made repeated attempts asking Ford what I should be checking/aware of regarding possible carbon monoxide issue and was repeatedly told nothing. I found on the internet the potentially cracked manifold issue, the air on recycle mode, etc.

Chronology of events

7-19-2017 Drove the Explorer around town, then to Benzie (Cherry Hut Pie company). Started feeling ill enroute. Left store, went about ½ mile and was nauseous, lost vision, felt like I was passing out. Immediately whipped into parking lot, laid across seat and called 911. Was taken by ambulance to Traverse City and kept two days. Copy of 911 call as well as all Munson hospital health records attached.

7-25-2017 Saw on the evening news that police ford explorer's were having a problem with carbon monoxide in the vehicles and officers passing out. Contacted family physician, Dr. Borenitch as follow up to hospital stay. Started testing to discover cause.

7-28-2017 Contacted National Highway Safety Administration asking for information and filed information for their records/research. #11011153.

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CD
DAMAGED DURING
SECURITY
DOCUMENT SCAN

Man



NATIONAL HIGHWAY TRAFFIC Safety Admin
RE: 2017 FORD EXPLORER - CARBON MONOXIDE
1200 NEW JERSEY AVE. SE
WASHINGTON, D.C.
20590