

PE16-008

FORD

8/24/2016

APPENDIX F1

Technical Service
Bulletins

TSB 12-12-04

FORD:

2011-2013 Explorer

ISSUE

Some 2011-2013 Explorer vehicles may exhibit an exhaust odor in the vehicle with the auxiliary climate control system on. Customers may indicate the odor smells like sulfur.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Remove the rear bumper cover. Refer to Workshop Manual (WSM), Section 501-19.
2. Replace the left side rear air extractor. (Figure 1)



Figure 1 - Article 12-12-4

3. Open the liftgate and install a new drain valve in each of the two (2) drain holes on the left and right side of the liftgate. (Figure 2)



Figure 2 - Article 12-12-4

4. Raise vehicle on hoist. Refer to WSM, Section 100-02.
5. Lower and support rear section of the exhaust system.
6. Clean areas on underside of vehicle where seam sealer will be applied. (Figures 3-5)

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 or Lincoln 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.

TSB 12-12-4 (Continued)

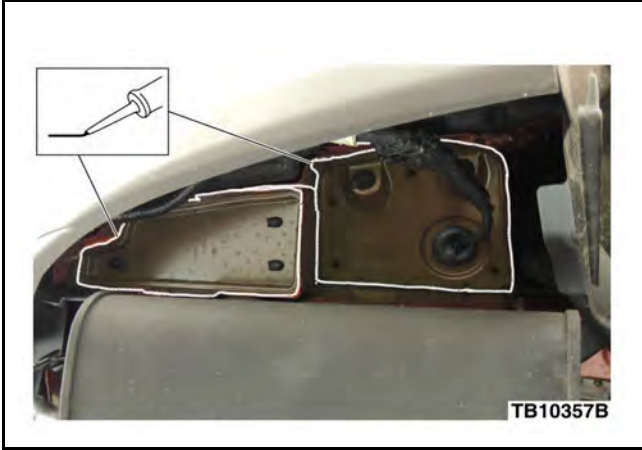


Figure 3 - Article 12-12-4



Figure 4 - Article 12-12-4

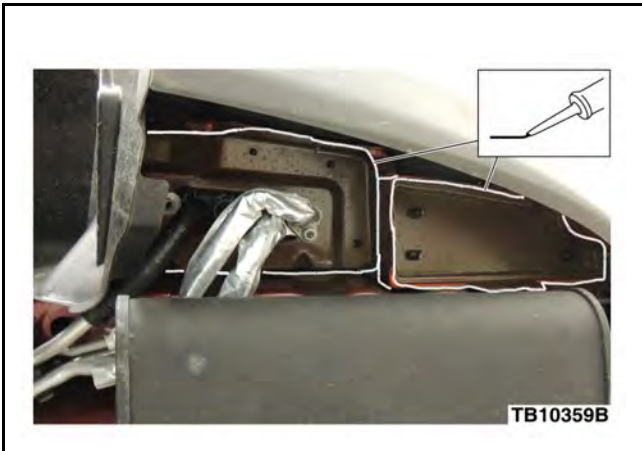


Figure 5 - Article 12-12-4

7. Cover exhaust system and auxiliary climate control drain.
8. Apply generous amount of Motorcraft® Seam Sealer to rear horizontal sheet metal lap joints on left and right sides of the vehicle, and the rear sheet metal overlap flange across the rear of the vehicle. (Figures 3-5)

9. Spray generous amount of 3M™ Rubberized Undercoating around auxiliary air conditioning lines and seam sealer areas. (Figure 6)



Figure 6 - Article 12-12-4

10. Install the rear exhaust system.
11. Install rear bumper cover. Refer to WSM, Section 501-19
12. Install the left hand and right hand rear fender mouldings. Refer to WSM, Section 501-08.
 - a. Apply masking tape around the outer edge of the rear fender mouldings to protect the vehicle from damage.

| Obtain Parts Locally | |
|----------------------|------------------------------|
| Part Number | Part Name |
| 08882 | 3M™ Rubberized Undercoating™ |

| PART NUMBER | PART NAME |
|-----------------|-------------------------------|
| BB5Z-61280B62-A | Dual Rate Air Extractor |
| BB5Z-7829164-AA | Wheel Lip Moulding Right Hand |
| BB5Z-7829165-AA | Wheel Lip Moulding Left Hand |
| 4M8Z-54280B62-A | Valve Assembly Auto Drain |
| TA-2 | Motorcraft® Seam sealer |

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
 Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB.
 Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

TSB 12-12-4 (Continued)

| OPERATION | DESCRIPTION | TIME |
|------------------|--|-------------|
| 121204A | 2011-2013 Explorer: Seal Body Includes Time To Replace Air Extractor Both Rear Fender Mouldings Install Liftgate Drain Valves (Do Not Use With Any Other Labor Operations) | 1.9 Hrs. |

DEALER CODING

| BASIC PART NO. | CONDITION CODE |
|-----------------------|---------------------------|
| 54280B62 | 07 |

This TSB article has been superseded
by TSB 14-0130

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APPENDIX F1

Technical Service
Bulletins

TSB 14-0130

FORD:

2011-2015 Explorer

This article supersedes TSB 12-12-4 to update the vehicle model years and Service Procedure.

ISSUE

Some 2011-2015 Explorer vehicles may exhibit an exhaust odor in the vehicle with the auxiliary climate control system on. Customers may indicate the odor smells like sulfur.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Reprogram the Heating Ventilation Air Conditioning (HVAC) module to the latest calibration using IDS release 91.02 or higher. Calibration files may also be obtained at www.motorcraftservice.com.
 - a. When reprogramming the HVAC, IDS will have additional questions that require a yes response to reprogram the module.
2. Remove the rear bumper cover. Refer to Workshop Manual (WSM), Section 501-19.
3. Replace the left side rear air extractor. (Figure 1)



Figure 1 - Article 14-0130

4. Install the rear bumper cover. Refer to WSM, Section 501-19.
 - a. Apply masking tape around the outer edge of the rear fender mouldings to protect the vehicle from damage.
5. Open the liftgate and inspect for the presence of drain valves in the two (2) drain holes on the left and right side of the liftgate. Are the drain valves present? (Figure 2)
 - a. Yes - no further action is required. Repair is complete.
 - b. No - proceed to Step 6.
6. Install a new drain valve in each of the two (2) drain holes on the left and right side of the liftgate. (Figure 2)

NOTE: The information contained 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.



Figure 2 - Article 14-0130

7. Raise the vehicle on hoist. Refer to WSM, Section 100-02.
8. Lower and support the rear section of the exhaust system.
9. Clean the areas on the underside of the vehicle where the seam sealer will be applied. (Figures 3-5)



Figure 3 - Article 14-0130

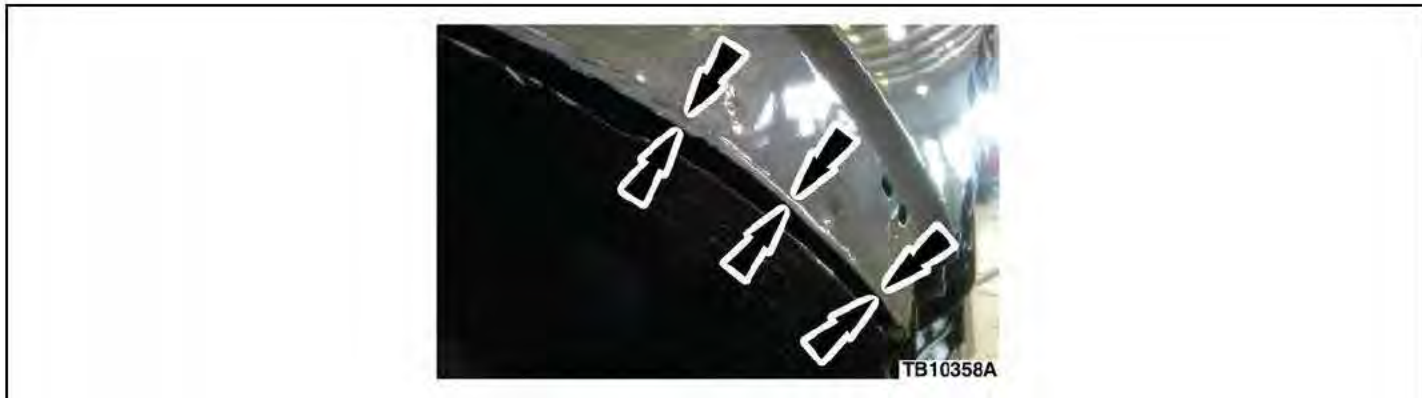


Figure 4 - Article 14-0130



Figure 5 - Article 14-0130

10. Cover the exhaust system and auxiliary climate control drain.
11. Apply a generous amount of Motorcraft® Seam Sealer to rear horizontal sheet metal lap joints on left and right sides of the vehicle, and the rear sheet metal overlap flange across the rear of the vehicle. (Figures 3-5)
12. Spray a generous amount of 3M™ Rubberized Undercoating around the auxiliary air conditioning lines and seam sealer areas. (Figure 6)



Figure 6 - Article 14-0130

13. Install the rear exhaust system.

| | |
|----------------------|------------------|
| Obtain Parts Locally | |
| Part Number | Part Description |

(Continued)

| | |
|-------|-----------------------------|
| 08882 | 3M™ Rubberized Undercoating |
|-------|-----------------------------|

| PART NUMBER | PART NAME |
|-----------------|-------------------------------|
| BB5Z-61280B62-B | Dual Rate Air Extractor |
| BB5Z-7829164-AA | Wheel Lip Moulding Right Hand |
| BB5Z-7829165-AA | Wheel lip Moulding Left Hand |
| 4M8Z-54280B62-A | Valve Assembly Auto Drain |
| TA-2 | Motorcraft® Seam Sealer |

| OPERATION | DESCRIPTION | TIME |
|-----------|--|----------|
| 140130A | 2011-2015 Explorer: Reprogram The HVAC Module, Replace Air Extractors And Both Rear Fender Mouldings (Do Not Use With Any Other Labor Operations) | 1.3 Hrs. |
| 140130B | 2011-2015 Explorer: Reprogram The HVAC Module, Replace Air Extractors Both Rear Fender Mouldings, Seal The Body And Install Liftgate Drain Valves (Do Not Use With Any Other Labor Operations) | 2.0 Hrs. |

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

| BASIC PART NO. | CONDITION CODE |
|----------------|----------------|
| 61280B62 | 07 |

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Appendix F2

Internal Service

Messages

13-07-010

GCQIS Report Entry/Maintenance

GCQIS Technical Service Detail

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ArticleType : ISM **ArticleNumber :** 13-07-010 **Entered Date :** 07/11/2013 **Times Recommended :** 393

Date is displayed in **MM/DD/CCYY** format

2011-2015 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 14-0130 :

Some 2011-2015 Explorer vehicles may exhibit a repeat customer concern of exhaust odor inside the vehicle after TSB 14-0130 has been completed. If this is verified, ensure that TSB 14-0130 has been completed correctly, and verify the following:

- Verify proper body sealing as per Section 501-00 Body System — General Information of the Workshop Manual.
- Inspect the air extractors for possible damage or improper sealing.
- Inspect the steering column shaft boot seal.
- Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Verify the lift gate seal for damage and proper fit/contact pattern. Ensure that the lift gate plugs are in place in the drain holes.
- Use Rotunda 134-R0135 Leak Detector (or equivalent) to locate leak points/seal openings.

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern.

If TSB 14-0130 has been completed correctly and there are no concerns identified with the above inspections, please be advised that this concern is currently under investigation. Advise to monitor OASIS for updates.

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Appendix F2

Internal Service

Messages

15-07-013

GCQIS Report Entry/Maintenance

GCQIS Technical Service Detail

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ArticleType : ISM **ArticleNumber :** 15-07-013 **Entered** **Times**
Date : 07/17/2015 **Recommended :** 435

Date is displayed in **MM/DD/CCYY** format

SOME 2011-2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED. :

Some 2011-2016 Explorer vehicles may exhibit a repeat customer concern of exhaust odor inside the vehicle after TSB 14-0130 has been completed. If this is verified, ensure that TSB 14-0130 has been completed correctly, and perform the following:

Pressure Test Procedure

- a. Remove the right and left rear lamp assemblies. See WSM Section 417-01
 - b. Using masking tape, seal the rear air extractors and areas. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed
 - c. Start vehicle, set A/C to fresh air mode and set blower speed to max.
 - d. Close all doors and ensure windows are fully closed.
 - e. Use soapy water in a spray bottle to help locate air leaks.
 - f. Spray around the following areas:
 - a. Under body seams
 - b. Underbody rubber grommet
 - c. Rear wheel well seams
 - d. Rear tail light seams
 - e. Rear deck lid seals
 - f. Side panel glass seals
 - g. License plate area
 - g. Air leaks can be identified by the presence of air bubbles.
 - h. Mark all areas identified to have air leaks.
 - i. Turn off A/C
 - j. Turn off vehicle
 - k. Clean and dry all areas marked earlier
 - l. Seal using Motorcraft TA-2 seam sealer
 - m. Allow sealant to dry and retest (May take up to 20 minutes)
 - n. Remove the masking tape used in step (a) of the pressure test
- Inspect the air extractors for possible damage or improper sealing.
 - Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
 - Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to increase the lift gate to sealing pressure. Also, ensure that the lift gate plugs are in place in the drain holes.
 - Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS

is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15 on MY11-15 vehicles. No later calibration is currently available for MY16. Calibration files may also be obtained at www.motorcraftservice.com.

- For 3.5L TiVCT ONLY MY11-15 vehicles install Muffler assembly part # EB5Z-5230- A
- For 3.5L TiVCT ONLY MY16 vehicles install Muffler assembly part # FB5Z-5230- B

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

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