

From: CHALL48@ford.com
Sent: Friday, June 22, 2012 2:46 PM
To: Hall, Christopher (C.) <chall48@ford.com>
Subject: Report Summary for the CQIS Report#CDWAM001

Attachments : 3

Report# : CDWAM001 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2012,EXPLORER 4X2 (U502),LIMITED,4 DOOR,MPV,1FMHK7F83CG [REDACTED]
Odometer : 6,130 M **Engine:** 3.5L CYCLO
Transmission: 6F50 **Axle:**
Dealer: USA 04947 Walker Ford Company, Inc. **Calibration:** CUB1SN0A
City: Clearwater **State:** Florida **A/C:** YES
Originator: TOM WRIGHT **Phone#:** (727) 535-3673
Symptom: 4 47 Z 00 ST/RN/MV,ODOR,NOT LISTED,UNKNOWN **Country :** USA
Status:
VFG: V25 FUEL FILLING & DELIVERY
Additional Symptom: EXH ODOR
Fix:Y **Causal Component :** EXTRACTOR AIR -- RPR
Condition Code:

Hotliner: CGAMMON **Phone:** 000 317-9281 **Regn Cd:** S3 Orlando
Engineering: **Phone:** **TAR:** CLD
Dir Contact: TOM WRIGHT **Phone:** 727 535-3673 **Title Cde:** SF

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 04/23/2012 07:24AM CHARLES GAMMON MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN:VEHICLE HAS A EXHAUST TYPE SMELL
AFTER A VERY

HARD ACCELERATION IN VEHICLE WITH AC ON RECIRCULATION

DIAGNOSTICS:

LOOKED AND LISTEN FOR LEAKS CHECK FOR ROAD MATERIAL ON EXHAUST NONE

FOUND PARTS REPLACED:NONE TECH QUESTION:ANY INFORMATION WOULD BE

HELPFUL VEHICLE HAS CUDUL CONTACT

RECOMM 04/23/2012 07:24AM CHARLES GAMMON MSS - FCSD - TECH SVC HOTLINE

TOM, AN EXHAUST LEAK WOULD BE THE MOST COMMON CAUSE OF THIS SYMPTOM.

SOME ENGINES CAN HAVE AN EXH/FUEL TYPE ODOR IN THE PASSENGER COMPARTMENT DUE TO LOOSE SPARK PLUGS, CHECK THAT THE PLUGS ARE TORQUED

PROPERLY. IF A GAS ANALYZER IS AVAILABLE IT CAN BE USED TO CHECK FOR

EXH LEAKS/HYDRO-CARBONS. THERE ARE NO SPECIFIC KNOWN CONCERNS FOR THIS

MODEL/YEAR.

REPAIR 04/23/2012 09:42AM ALEC MCENTEE MSS - FCSD - TECH SVC HOTLINE

DESCRIPTION OF VEHICLE CONCERN: EXHAUST SMELL IN AC VENTS AFTER HARD

ACCEL DIAGNOSTICS ALREADY COMPLETED: RAN OASIS-NO TSBS OR SSMS FOR

CONCERN, VISUALLY INSPECTED-NO OBVIOUS SIGNS OF LEAKS. PARTS REPLACED: NONE TECH'S QUESTION: ANY SIMILAR REPORTS GENERATED FOR

THIS CONCERN? POSSIBLES DIAGNOSTIC AIDS TO PINPOINT SOURCE OF ODOR?

DTC: NONE MODULE: NONE

RECOMM 04/23/2012 09:42AM ALEC MCENTEE MSS - FCSD - TECH SVC HOTLINE

JUSTIN, RECOMMEND TO VERIFY THAT THE SPARK PLUGS ARE TORQUED CORRECTLY. IF THE PLUGS ARE NOT TORQUED CORRECTLY IT COULD ALLOW THE

COMBUSTION GASES TO BY-PASS THE PLUG THREADS, THUS CAUSING THE ODOR

DESCRIBED. EVEN IF THE IDS EVAP TEST PASSES, FOR TESTING PURPOSES BLOCK OFF THE EVAP LINE TO THE ENGINE INTAKE. IF THE ODOR IS AFFECTED,

INSPECT THE EVAP CHARCOAL CANISTER FOR CONTAMINATION (RAW FUEL).

TYPICALLY IF THERE IS RAW FUEL IN THE EVAP SYSTEM IT IS CASUED BY THE

CUSTOMER OVER RE-FUELING THE VEHICLE (TOPPING OFF THE FUEL TANK). IF

THERE IS RAW FUEL IN THE EVAP SYSTEM, DISCUSS WITH THE CUSTOMER

ON
THEIR RE-FUELING HABITS. IF THE CUSTOMER IS NOT OVER RE-FUELING
THE
VEHICLE, HOWEVER THERE IS RAW FUEL IN THE EVAP SYSTEM, IT WOULD
INDICATE AN ISSUE WITH THE CANISTER PURGE VALVE (LOCATED IN THE
ENGINE
COMPARTMENT). IF THERE IS RAW FUEL IN THE EVAP SYSTEM (ONCE THE
CAUSE
OF THE RAW FUEL IN THE SYSTEM IS DETERMINED), THE CHARCOAL
CANISTER
WILL HAVE TO BE REPLACED AND THE EVAP LINES CLEANED OF ALL
TRACES OF
RAW FUEL. IF THERE IS NO RAW FUEL IN THE EVAP SYSTEM, HOWEVER
THE ODOR
IS IMPROVED BY BLOCKING OFF THE EVAP LINE TO THE INTAKE, REPLACE
THE
CANISTER PURGE VALVE (LOCATED IN THE ENGINE COMPARTMENT).
PERFORM A
FUEL QUALITY TEST. EVEN IF THE FUEL QUALITY TEST DOES NOT APPEAR
TO
INDICATE A CONCERN, SUGGEST TO THE CUSTOMER TO TRY A DIFFERENT
BRAND
OF FUEL. DIFFERENT GASOLINE COMPANIES HAVE DIFFERENT SULFUR
CONTENT IN
THEIR FUELS, WHICH CAN CAUSE A DIFFERENT ODOR. IF THE ISSUE IS
IMPROVED BY SWITCHING FUEL BRANDS IT WOULD BE AN INDICATION
OF A FUEL
RELATED ISSUES. DISCUSS WITH THE CUSTOMER ON USING A DIFFERENT
BRAND
OF FUEL FROM KNOW ON. SOME SULFUR ODOR COMING FROM THE NEW
CATALYST
IS NORMAL (FIRST 5,000-10,000 MILES), DUE TO THE HIGHLY ACTIVE STATE
OF THE NEW CATALYST (DO NOT REPLACE THE CATALYST FOR THIS
CONDITION).
IF THERE ARE NO ISSUES WITH THE RECOMMEND TESTS, CHECK FOR A
RICH
CONDITION (MAFV, FUEL PRESSURE, ETC.). DOCUMENT IF THE VEHICLE IS
EQUIPPED WITH ANY AFTERMARKET COMPONENTS. VERIFY THE
VEHICLES
MAINTENANCE RECORDS (NOTING ANY RECENT VEHICLE REPAIRS AND
ENSURING
REGULAR MAINTENANCE IS PERFORMED).

ADD-ON 04/24/2012 06:22PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
FSE, CHRIS HALL DID VISIT THE DEALER TODAY TO OBSERVE THE
SERVICE

ADVISORS TO HELP IMPROVE THEIR FIRTFT SCORES AND WAS ASKED ABOUT THIS VEHICLE. I DID ADVISE THE DEALER BOTH OF THESE CONCERNS (FOUL ODOR INSIDE OR OUTSIDE VEHICLE AND SUFUR/EXHAUST SMELL AFTER WOT EVENT) ARE BOTH UNDER INVESTIGATION AND FOR THEM TO TELL THE CUSTOMER FOR THE SULFUR SMELL AT WOT IT CAN BE MINIMIZED BY PUTTING THE A/C SYSTEM ON FRESH AIR AND ONLY WILL OCCUR FOR A MOMENT AFTER A WOT EVENT. FOR THE FOUL SMELL THE DEALER USED AN IONIZER AND THE SMELL IS GONE FOR THE TIME BEING. ACCORDING TO CUDL THE A PREVIOUS DEALER USED LYSOL TO DEODERIZE THE VEHICLE 7 DIFFERENT TIMES BEFORE BEING TRANSFERRED TO THE PRESENT DEALER. I ALSO ADVISED THE DEALER TO RETURN THE VEHICLE TO SERVICE.

ADD-ON 05/11/2012 10:22AM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
OPENING TAR TO DOCUMENT MY PAST INVOLVEMENT WITH THIS VEHICLE FOR COMPLAINTS OF DIFFERENT ODORS INSIDE THE VEHICLE.

AUDIT 05/11/2012 10:22AM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 05/11/2012 10:23AM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
FSE (FIELD SERVICE ENGINEER), CHRIS HALL MET WITH [Redacted for P] TO VERIFY AND DISCUSS HERE CONCERNS OF VARIOUS DISPLEASING SMELLS WITH HER 2012 FORD EXPLORER. [Redacted for P] STATED THE VEHICLE HAS A MUSTY SMELL COMING FROM THE AC VENTS AFTER STARTING THE VEHICLE FOR THE FIRST 5 MINUTES AND IT WAS MUCH WORSE AFTER A RECENT RAIN. THE OTHER ONGOING CONCERN WITH THE VEHICLE IS A BURNING SMELL AFTER PERFORMING A HEAVY THROTTLE EVENT WHEN MERGING ONTO A FREEWAY OR PULLING OUT IN TRAFFIC. THE FSE HAD PREVIOUSLY BEEN MADE AWARE OF THE COMPLAINTS BY WALKER FORD'S SERVICE MANAGER, VINCE ROMANO AND HE SUGGESTED HE CONTACT

THE FORD
TECHNICAL HOTLINE REGARDING THE CONCERN, WHICH THE DEALER'S
TECHNICIAN
HAD ALREADY DONE. THE TECHNICIAN WAS ADVISED TO CHECK FOR
LOOSE SPARK
PLUGS AND ALSO ADVISED THAT SOME SULFUR ODOR COMING FROM THE
NEW
CATALYST IS NORMAL FOR THE FIRST 5,000-10,000 MILES, DUE TO THE
HIGHLY
ACTIVE STATE OF THE NEW CATALYST AND NOT TO REPLACE THE
CATALYST FOR
THIS CONDITION. THE SPARK PLUGS WERE TIGHT AND NO PARTS WERE
REPLACED.
THE FSE CONTACTED THE PVT (PLANT VEHICLE TEAM) AND WAS TOLD
THIS
CONCERN IS UNDER INVESTIGATION STILL AND TO ADVISE THE
CUSTOMER IF
THEY PUT THE SYSTEM IN REGULAR AC INSTEAD OF MAX AC IT WILL NOT
LIKELY
HAVE ANY SMELL BECAUSE THE VEHICLE IS PRESSURIZED USING
OUTSIDE AIR
AND NO EXHAUST SMELL COULD ENTER THE VEHICLE. IF THE SYSTEM IS
USED IN
MAX AC THEN OUTSIDE AIR IS SHUT OFF CAUSING THE SAME PRESSURE
INSIDE
AND OUT AND THE AIR INSIDE THE VEHICLE CAN BE DRAWN IN FROM THE
OUTSIDE THROUGH THE CABIN REAR VENTS OR ANY AIR LEAKS IN THE
BODY
SEAMS. [REDACTED] DOES NOT LIKE TO OPERATE THE SYSTEM IN ANY
OTHER
MODE OTHER THAN MAX AC BECAUSE IT DRAWS AIR IN FROM THE
OUTSIDE AND
CAN DRAW EXHAUST IN FROM OTHER VEHICLES LIKE BUSES WHICH ARE
ALSO
UNPLEASANT. THE FSE ROAD TESTED THE VEHICLE WITH MRS. RILES ON
FRIDAY,
MAY 4TH AT 4:30 PM WITH A MILEAGE OF 6,453 MILES AND DID VERIFY
THE
CONCERN UNDER A WIDE OPEN THROTTLE EVENT WITH A 1-2-3 SHIFT AND
THEN
SLOWING DOWN SOME BURNING SMELL COULD BE DETECTED. THE FSE
ASKED MRS.
[REDACTED] IF SHE WOULD MIND IF THEY TEST DROVE A LIKE VEHICLE AND
SHE
AGREED AND UNDER THE SAME EVENT THE SAME SMELL WAS DETECTED.

THE FSE
JUST WANTED TO POINT OUT THAT ALL THESE VEHICLES WILL EXHIBIT
THIS
SYMPTOM AND WHEN HE CONTACTED THE PVT HE WAS ADVISED THAT
THE LEVELS
OF CARBON MONOXIDE WERE NOT AT UNSAFE LEVELS AT ANY TIME IN
ANY OF THE
VEHICLES TESTED. THE PVT ADVISED THE FSE IF A REPAIR HAS TO BE
MADE AT
THIS TIME TO PRESSURIZE THE VEHICLE USING THE BLOWER FAN ON
OUTSIDE
AIR AND TO TAPE OFF THE VENTS IN THE REAR WITH THE REAR BUMPER
COVER
REMOVED AND TO SPRAY SOAPY WATER ON THE BODY SEAMS AND IF
BUBBLES ARE
SEEN THEY INDICATE SMALL AIR LEAKS AND THEY CAN BE SEALED
USING
SILICONE OR SEAM SEALER. ONCE THE BUMPER COVER WAS REMOVED
THE FSE
DROVE THE VEHICLE AND VERIFIED THE BURNING SMELL WAS STILL
PRESENT.
THE NEXT STEP WAS FOR THE FSE TO SEAL OFF BOTH CABIN VENTS
WHICH ARE
LOCATED ON THE LEFT AND RIGHT SIDES NEAR THE REAR OF THE
VEHICLE AND
TO TEST DRIVE THE VEHICLE AGAIN AND THE BURNING SMELL WAS
STILL
PRESENT WITH THE AC ON MAX. THE CONCERN IS NOT PRESENT WITH
THE AC ON
OUTSIDE AIR. ONCE THE BUMPER COVER WAS REMOVED THE ABOVE
PROCEDURE
DESCRIBED USING SOAPY WATER AND THE FAN ON HIGH IN THE OUTSIDE
AIR
MODE WAS PERFORMED AND SOME BUBBLES WERE SEEN ON SOME OF
THE BODY
SEAMS AND THE FSE DECIDED TO JUST SEAL ALL THE SEAMS IN THE REAR
OF
THE VEHICLE. ONCE THE SEALER DRIED THE FSE DROVE THE VEHICLE
WITH THE
VENTS STILL SEALED AND BOTH THE AC IN MAX WITH THE REAR AC UNIT
ON AND
NO BURNING SMELL WAS DETECTED. THE NEXT TEST DRIVE WAS THE
SAME WITH
THE VENTS UNTAPPED AND NO SMELL WAS DETECTED ON THIS TEST
DRIVE

EITHER. THE NEXT DAY THE FSE HAD THE BODY SHOP REINSTALL THE REAR

BUMPER COVER AND TEST DROVE THE VEHICLE AND SOME BURNING SMELL COULD

STILL BE DETECTED ONLY WHEN IN THE MAX AC MODE, BUT THE SMELL WAS NOT

AS GREAT AS BEFORE THE BODY SEAMS WERE SEALED. THE FSE DID NOT MODIFY

THE REAR VENTS ON THE VEHICLE BECAUSE THEY DO NEED TO ALLOW SOME

OUTSIDE AIR TO BE PULLED IN THE VEHICLE WHEN THE AC IS IN MAX OR RECIRCULATE TO PREVENT CARBON DIOXIDE POISONING . PICTURES WERE TAKEN

OF THE AREAS THAT WERE SEALED WHEN THE BUMPER COVER WAS REMOVED AND

WILL BE PROVIDED TO ENGINEERING AND THE CUSTOMER FOR THEIR RECORDS.

THE OTHER COMPLAINT [Redacted for] HAS IS OF A MUSTY SMELL THE FIRST FIVE MINUTES OF OPERATION COMING FROM THE VEHICLE'S AC VENTS, WHICH

SEEMS WORSE AFTER A RAIN. THE FSE MADE SURE THE EVAPORATOR CORE IS

DRAINING PROPERLY AND IT IS, BUT THE FSE EXPLAINED IF THE VEHICLE IS

PARKED ON AN INCLINE THAT SOME WATER CAN BE LEFT IN THE CASE AND IT

CAN CAUSE A MOMENTARY UNPLEASANT ODOR. THE VEHICLE IS EQUIPPED WITH A

CABIN AIR FILTER AND THE FILTER TRAPS OUTSIDE CONTAMINANTS SUCH AS

POLLEN AND DIRT IN THE OUTSIDE AIR TO PREVENT IT FROM GETTING INSIDE

THE EVAPORATOR CASE. AN AFTERMARKET CABIN AIR FILTER MADE BY WIX WAS

INSTALLED FOR CUSTOMER SATISFACTION WHICH ACCORDING TO WIX, "HAS A

BIOSHIELD® 75 IS A PATENTED, EPA REGISTERED AND USDA ACCEPTED PRODUCT

THAT PREVENTS THE GROWTH OF AN AMAZINGLY WIDE ARRAY OF BACTERIA, MOLD,

MILDEW, ALGAE AND YEAST. BIOSHIELD® 75 ACTS AS A BED OF MICROSCOPIC

SPIKES THAT PIERCE THE CELL WALLS OF MICROBES TO PROVIDE LONG LASTING

ANTIMICROBIAL PROTECTION." NO MUSTY SMELL WAS EVER VERIFIED

ON THIS
VEHICLE AND A WATER TEST WAS PERFORMED TO ENSURE THERE ARE
NO WATER
LEAKS IN THE VEHICLE AND THE COWL WAS CHECKED FOR LEAVES AND
PINE
NEEDLES AND NO EXCESSIVE AMOUNT OF DEBRIS WAS FOUND. THE
VEHICLE WAS
ALSO PARKED OUTSIDE AND A SMALL RAIN STORM DID OCCUR ON
WEDNESDAY, MAY
9TH AT APPROXIMATELY 5 PM AND THE VEHICLE WAS CHECKED THE
NEXT DAY BY
THE FSE AS HE BROUGHT THE VEHICLE UP TO THE FRONT OF THE DEALER
TO BE
ROAD TESTED WITH [Redacted for P] AND NO ABNORMAL SMELLS WERE
NOTED AT THAT
TIME. THE FSE DID ADD A SMALL CURVED HOSE TO THE EVAPORATOR
DRAIN TO
AID THE EVAPORATOR CASE TO DRAIN PROPERLY IF PARKED ON AN
INCLINE. THE FSE DROVE THE VEHICLE WITH [Redacted for P] AND EXPLAINED
THAT
SOME BURNING SMELL COULD BE DETECTED WITH THE AC IN THE MAX
POSITION
AFTER A WIDE OPEN THROTTLE EVENT AND [Redacted for P] DID ADMIT THE
CONCERN
SEEMED TO BE BETTER, BUT WANTED TO KNOW WHEN ENGINEERING
WOULD HAVE A
COMPLETE RESOLUTION FOR HER CONCERN AND THE FSE EXPLAINED
THAT HE DID
NOT HAVE A TIME FRAME AT THIS TIME AND WOULD ATTEMPT TO FIND
OUT WHEN
A REPAIR PROCEDURE WILL BE AVAILABLE AND TO LET HER KNOW.
AFTER THE
ROAD TEST ON THURSDAY, MAY 10, 2012 AT 8 AM THE VEHICLE WAS
RETURNED
TO [Redacted for P] WITH A MILEAGE OF 6,485 MILES.

AUDIT 05/11/2012 10:23AM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
TECH ASSIST REFERRAL HAS BEEN CLOSED

ADD-ON 05/15/2012 02:43PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
REOPENING TAR AS CUSTOMER RETURNED TO DEALER NEXT DAY, MAY
11TH AT 5PM
COMPLAINING OF EXHAUST IN CAR.

AUDIT 05/15/2012 02:43PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
TECH ASSIST REFERRAL HAS BEEN REOPENED

ADD-ON 05/15/2012 03:17PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO

CUSTOMER TOOK VEHICLE TO PASADENA FIRE DEPARTMENT
COMPLAINING OF AN
EXHAUST SMELL IN THE CAR AND BORROWED THEIR METER AND IT
REGISTERED A
10PPM AFTER A DRIVE AROUND THE BLOCK. CUSTOMER CALLED DEALER
CRYING
SAYING THE LEVELS WERE UNSAFE. I CALLED THE FIRE DEPARTMENT
AND SPOKE
WITH THE LIEUTENANT AND DID NOT TELL THE CUSTOMER THE CAR WAS
UNSAFE,
BUT DID TELL HER SHE SHOULD GET THE VEHICLE CHECKED AGAIN AND
RECOMMENDED I TAKE IT TO ANOTHER FIRE DEPARTMENT AND HAVE IT
CHECKED.
I TOOK IT TO SEMINOLE FIRE DEPARTMENT TODAY AND BORROWED 2
METERS AND
ONE (DRAEGER X-AM 5000 SERIES DETECTORS) REGISTERED AN 8 PPM
OR .0008%
AND THE OTHER (HOME TYPE DETECTOR)A 6 PPM OR .0006%. THE
FIREMAN
INFORMED ME THEY CANNOT TAKE THEIR BREATHING EQUIPMENT OFF
UNLESS THE
METER READS 0 AND THEY WOULD NOT PUT THEIR FAMILY IN A VEHICLE
FOR A
PROLONGED TIME ON A TRIP WITH THESE LEVELS. CHECKING RESOURCES
ON THE
INTERNET I FOUND THE FOLLOWING CUT AND PASTED BELOW, WHICH
BASICALLY
SAYS IF THERE ARE 25 PPM OR HIGHER FOR AN 8 HOUR DAY ON A 40 HOUR
WORK
WEEK THIS IS NOT ACCEPTABLE. THIS VEHICLE DOES NOT COME CLOSE
TO THIS
AND WITH THE REAR AC OFF AND THE FRONT AC ON OUTSIDE AIR THERE
IS NOT
A CONCERN. THE CUSTOMER IS A NURSE AND HER SON HAS ASTHMA, SO I
AM
RECOMMENDING THAT FORD REPURCHASE HER VEHICLE AT THIS TIME
BECAUSE
THERE IS NOT A REPAIR FOR THIS CONCERN AT THIS TIME. OSHA PEL] THE
CURRENT OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION
(OSHA)
PERMISSIBLE EXPOSURE LIMIT (PEL) FOR CARBON MONOXIDE IS 50 PARTS
PER
MILLION (PPM) PARTS OF AIR (55 MILLIGRAMS PER CUBIC METER (MG/M
(3)))
AS AN 8-HOUR TIME-WEIGHTED AVERAGE (TWA) CONCENTRATION [29

CFR TABLE

Z-1]. [NIOSH REL] THE NATIONAL INSTITUTE FOR OCCUPATIONAL SAFETY AND HEALTH (NIOSH) HAS ESTABLISHED A RECOMMENDED EXPOSURE LIMIT (REL)

FOR CARBON MONOXIDE OF 35 PPM (40 MG/M(3)) AS AN 8-HOUR TWA AND 200

PPM (229 MG/M(3)) AS A CEILING [NIOSH 1992]. THE NIOSH LIMIT IS BASED ON THE RISK OF CARDIOVASCULAR EFFECTS. [ACGIH TLV] THE AMERICAN

CONFERENCE OF GOVERNMENTAL INDUSTRIAL HYGIENISTS (ACGIH) HAS ASSIGNED

CARBON MONOXIDE A THRESHOLD LIMIT VALUE (TLV) OF 25 PPM (29 MG/M(3))

AS A TWA FOR A NORMAL 8-HOUR WORKDAY AND A 40-HOUR WORKWEEK [ACGIH

1994, P. 15]. THE ACGIH LIMIT IS BASED ON THE RISK OF ELEVATED CARBOXYHEMOGLOBIN LEVELS [ACGIH 1991, P. 229]. CONCENTRATION SYMPTOMS 35 PPM (0.0035%) HEADACHE AND DIZZINESS WITHIN SIX TO EIGHT

HOURS OF CONSTANT EXPOSURE 100 PPM (0.01%) SLIGHT HEADACHE IN TWO TO

THREE HOURS 200 PPM (0.02%) SLIGHT HEADACHE WITHIN TWO TO THREE HOURS; LOSS OF JUDGMENT 400 PPM (0.04%) FRONTAL HEADACHE WITHIN ONE

TO TWO HOURS 800 PPM (0.08%) DIZZINESS, NAUSEA, AND CONVULSIONS WITHIN 45 MIN; INSENSIBLE WITHIN 2 HOURS 1,600 PPM (0.16%) HEADACHE,

TACHYCARDIA, DIZZINESS, AND NAUSEA WITHIN 20 MIN; DEATH IN LESS THAN 2

HOURS 3,200 PPM (0.32%) HEADACHE, DIZZINESS AND NAUSEA IN FIVE TO TEN MINUTES. DEATH WITHIN 30 MINUTES. 6,400 PPM (0.64%) HEADACHE AND

DIZZINESS IN ONE TO TWO MINUTES. CONVULSIONS, RESPIRATORY ARREST, AND

DEATH IN LESS THAN 20 MINUTES. 12,800 PPM (1.28%) UNCONSCIOUSNESS AFTER 2-3 BREATHS. DEATH IN LESS THAN THREE MINUTES.

ADD-ON 05/21/2012 09:29PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
CLOSING TAR.

AUDIT 05/21/2012 09:29PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
TECH ASSIST REFERRAL HAS BEEN CLOSED

ADD-ON 06/22/2012 02:38PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
REOPENING TAR TO DOCUMENT REPAIR PROCEDURE JUST PERFORMED THAT WAS SENT BY ENGINEERING.

AUDIT 06/22/2012 02:38PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
TECH ASSIST REFERRAL HAS BEEN REOPENED

ADD-ON 06/22/2012 02:45PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
SERVICE FIX CONSISTS OF FOUR ACTIONS WHICH WERE PERFORMED
BEFORE

VEHICLE WAS PICKED UP TO BE SENT TO RAV DEALER AND THE VEHICLE
IS

REPAIRED AND THE PROCEDURE USED IS BELOW; REAR UNDERBODY
SEALER

SPRAY/EPOXY APPLICATION REPLACE REAR AIR EXTRACTOR WITH DUAL
RATE

EXTRACT REPLACE REAR WHEEL LIP MOLDING WITH RE-DESIGNED
MOLDING PLUG BOTH THE LIFT GATE E-COAT DRAIN HOLES REAR
UNDERBODY

SEALER SPRAY/EPOXY APPLICATION: 1. WASH AND THOROUGHLY CLEAN
REAR

UNDERBODY IN AREAS OF SEALER/EPOXY APPLICATION (SEE PDF
FILE) 2. RAISE VEHICLE ON A HOIST 3. REMOVE REAR FASCIA 4. DROP THE
EXHAUST FROM REAR HANGERS 5. COVER EXHAUST AND EXHAUST TIP
WITH A

PIECE OF CLOTH 6. COVER REAR AUX DRAIN WITH A PUSHPIN PLUG 7.
SEAL

REAR UNDERBODY JOINTS/SEAMS USING TWO PART EPOXY AS SHOWN IN
ATTACHED

PDF FILE 8. SEAL REAR UNDERBODY AROUND REAR AUX A/C LINES USING
3M

SEALER SPRAY AS SHOWN IN PICTURE 1 9. ALLOW VEHICLE TO DRY/CURE
FOR 4

HOURS 10. REMOVE REAR AUX DRAIN PUSH PIN RE-ATTACH EXHAUST TO
HANGERS

REPLACE DRIVER SIDE REAR AIR EXTRACTOR WITH DUAL RATE

EXTRACTOR: 1. REMOVE DRIVER SIDE EXTRACTOR 2. INSTALL DUAL RATE
EXTRACTOR REPLACE REAR WHEEL LIP MOLDING WITH RE-DESIGNED

MOLDING: 1. REMOVE REAR WHEEL LIP MOLDING ON BOTH SIDES. (WHITE
CLIPS

MUST BE CAREFULLY REMOVED WITHOUT CAUSING DAMAGE TO SHEET
METAL. USE A

SMALL PAIR OF NOSE PLIERS TO PRESS ON CLIP TABS TO PULL OUT)

2. INSTALL NEW WHEEL LIP MOLDINGS PLUG BOTH THE LIFT GATE E-
COAT

DRAIN HOLES: 1. INSTALL LIFT GATE E-COAT DRAIN PLUGS AFTER
REPAIRS

WERE PERFORMED THE ONLY SMELL DETECTED WAS ON A COLD
VEHICLE, ONCE THE

VEHICLE WAS WARMED UP THE CONCERN IS RESOLVED AND NO
FURTHER REPAIRS

NEED TO BE ATTEMPTED ON THIS VEHICLE BY THE RAV DEALER.

AUDIT 06/22/2012 02:45PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
TECH ASSIST REFERRAL HAS BEEN CLOSED

Please click on the link below to view the attachments associated with this report

[https://www.gcqis.dealerconnection.com/gcqis/asp/DIViewAttachment_Mainx.asp?
ReportNumber=CDWAM001](https://www.gcqis.dealerconnection.com/gcqis/asp/DIViewAttachment_Mainx.asp?ReportNumber=CDWAM001)

Subject: FW: Mandatory Meeting on Exhaust Odor with vanSlambrouck

Location: PDC CR#9 or Webex

Start: 7/9/2014 9:20 AM

End: 7/9/2014 9:50 AM

Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Required Attendees: Johnson, Greg (G.T.)

Resources: Jim's Office or Webex

ciscoWebExInfo:
OISaved:

-----Original Appointment-----

From: Setti, Lokesh (L.)

Sent: Tuesday, July 08, 2014 1:31 PM

To: Setti, Lokesh (L.); Rajaniemi, Brent (B.); Kummer, Lawrence (L.J.); Larkins, Paul (P.E.); Wang, Caleb Xiangfu (C.); Schaffer, Timothy (T.J.); Mangham, David (DAM.); Butler, Fred (F.W.); Martelli, Ronald (R.L.); Rouen, Jim (J.G.); Dallalah, Ziyad (Z.F.); Ricks, Kevin (K.J.); Case, Bob (R.G.); Krawczyk, Kevin (R.); Kainz, Laura (L.L.)

Cc: Bolger, John (J.E.); Byndas, Brian (B.B.); Krenz, Edwin (E.A.)

Subject: Mandatory Meeting on Exhaust Odor with vanSlambrouck

When: Wednesday, July 09, 2014 9:20 AM-9:50 AM (UTC-05:00) Eastern Time (US & Canada).

Where: PDC CR#9 or Webex

Importance: High

From: Dejan, John (J.) <jdejan@ford.com>
Sent: Monday, June 2, 2014 7:43 AM
To: Pam Dawson <Pam.Dawson@trw.com>; Schaffer, Timothy (T.J.) <tschaff2@ford.com>; Mangham, David (DAM.) <dmangham@ford.com>
Subject: RE: Edge - sulphur odor (urgent meeting)

Pam,

Do you have a similar timing plan for C12788822, the production change for 5 sec?

Regards,

John Dejan
PVT Body Interior Supervisor
Oakville Assembly Plant
Ford of Canada
Certified 6 Sigma Black Belt
Office: 905-845-2511 ext. 2397
Cell: 905-464-2872
jdejan@ford.com

From: Pam Dawson [mailto:Pam.Dawson@trw.com]
Sent: Friday, May 30, 2014 5:09 PM
To: tschaff@ford.com; Dejan, John (J.)
Subject: FW: Edge - sulphur odor (urgent meeting)

Please see attached timing plan.

Regards,

Pam Dawson
TRW Automotive
Program Manager
734-855-3404

From: Mangham, David (DAM.) [mailto:dmangham@ford.com]
Sent: Thursday, May 29, 2014 8:42 AM
To: Butler, Fred (F.W.)
Cc: Pam Dawson
Subject: FW: Edge - sulphur odor (urgent meeting)

FYI, updated timing for U38X.

From: Pam Dawson [mailto:Pam.Dawson@trw.com]
Sent: Wednesday, May 28, 2014 4:11 PM
To: Mangham, David (DAM.)
Subject: RE: Edge - sulphur odor (urgent meeting)

Updated timing plan. Call me at my cell phone number if you have any questions. I will out of the office tomorrow.

Regards,

Pam Dawson

TRW Automotive
Program Manager
734-855-3404

From: Mangham, David (DAM.) [<mailto:dmangham@ford.com>]
Sent: Wednesday, May 28, 2014 3:38 PM
To: Pam Dawson
Subject: FW: Edge - sulphur odor (urgent meeting)

FYI

From: Mangham, David (DAM.)
Sent: Friday, May 16, 2014 5:23 PM
To: 'Pam Dawson'; Lance Tagliapietra
Cc: Butler, Fred (F.W.)
Subject: RE: Edge - sulphur odor (urgent meeting)

Team,

I do not agree with the timing plan provided. I believe you can remove line items 10, 11, and 12. Please review and provide an update.

Regards,

David Mangham

From: Pam Dawson [<mailto:Pam.Dawson@trw.com>]
Sent: Friday, May 16, 2014 3:44 PM
To: Mangham, David (DAM.); Lance Tagliapietra
Subject: RE: Edge - sulphur odor (urgent meeting)

Is this the DCR that you are referring to?

Regards,

Pam Dawson

TRW Automotive
Program Manager
734-855-3404

From: Mangham, David (DAM.) [<mailto:dmangham@ford.com>]
Sent: Friday, May 16, 2014 3:32 PM
To: Pam Dawson; Lance Tagliapietra
Subject: RE: Edge - sulphur odor (urgent meeting)
Importance: High

Team,

I do not have the updated timing plan as requested. Please be able to speak to this at 4PM.

Regards,

David Mangham

From: Mangham, David (DAM.)
Sent: Thursday, May 15, 2014 11:04 AM
To: Pam Dawson (Pam.Dawson@trw.com); Lance Tagliapietra (Lance.Tagliapietra@TRW.COM)
Subject: FW: Edge - sulphur odor (urgent meeting)

Team,

Please provide me with an updated timing plan for the U38X service release by COB today to submit for the internal management review. Thanks.

Regards,

David Mangham

From: Butler, Fred (F.W.)
Sent: Thursday, May 15, 2014 10:21 AM
To: Mangham, David (DAM.)
Subject: FW: Edge - sulphur odor (urgent meeting)

Respond to the distribution with an updated U38x service release timing plan tomorrow.

Regards,
Fred Butler
EESE Climate Electrical
313 805 4099
fbutler9@ford.com

From: Case, Bob (R.G.)
Sent: Thursday, May 15, 2014 7:59 AM
To: Setti, Lokesh (L.); Bandoske, Pete (P.F.); Sorochinsky, Christine (M.); Dallalah, Ziyad (Z.F.); Vongthip, Didi (D.); Schaffer, Timothy (T.J.); Tokarski, Michael (M.J.); Rajaniemi, Brent (B.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Ricks, Kevin (K.J.); Kummer, Lawrence (L.J.); Butler, Fred (F.W.); Mangham, David (DAM.)
Subject: RE: Edge - sulphur odor (urgent meeting)

Thanks Lokesh,

We should be prepared to provide an update at next Tuesday PDQR on the following:

U502 – status of new extractor WERS release
U38x calibration – status on pulling release ahead
Any updates on the downturns....

Bob Case
Manager - Car Service Engineering
FCSD - SEO; 313-323-2627

From: Setti, Lokesh (L.)
Sent: Tuesday, May 13, 2014 4:53 PM
To: Bandoske, Pete (P.F.); Sorochinsky, Christine (M.); Dallalah, Ziyad (Z.F.); Vongthip, Didi (D.); Case, Bob (R.G.); Schaffer, Timothy (T.J.); Tokarski, Michael (M.J.); Rajaniemi, Brent (B.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Ricks, Kevin (K.J.); Kummer, Lawrence (L.J.); Butler, Fred (F.W.); Mangham, David (DAM.)
Subject: RE: Edge - sulphur odor (urgent meeting)

Here are the assignments from PDQR today. I will send out a recurring mtg. notice for release/closure.

U502 downturn tips for Service – Find out how many tips can be produced with soft tool and place another GPIRS order to satisfy customers until hard tooled parts become available in Nov 2014.

U502 downturn tips for Production – Confirm if 2015 MY GCC MP1 can be moved out to support a solution from CAP complexity investigate.

U502 Body Sealing TSB for Service – Confirm new Extractor release by 6/16 (in line with climate cal. release)

U38x climate cal. – Work with supplier to pull release ahead of 8/11 by few weeks.

Lokesh Setti
Tech. Spec./ Attribute Supervisor
Vehicle Integration
(313) 805-6007

From: Setti, Lokesh (L.)
Sent: Tuesday, May 13, 2014 10:35 AM
To: Bandoske, Pete (P.F.); Sorochinsky, Christine (M.); Dallalah, Ziyad (Z.F.); Vongthip, Didi (D.); Case, Bob (R.G.); Schaffer, Timothy (T.J.); Tokarski, Michael (M.J.); Rajaniemi, Brent (B.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Ricks, Kevin (K.J.)
Subject: RE: Edge - sulphur odor (urgent meeting)

Attached is an updated version-
<< File: Exhaust Odor_PDQR update_May12_2014.ppt >>

Lokesh Setti
Tech. Spec./ Attribute Supervisor
Vehicle Integration

(313) 805-6007

From: Setti, Lokesh (L.)
Sent: Monday, May 12, 2014 10:12 PM
To: Sorochinsky, Christine (M.); Dallalah, Ziyad (Z.F.); Vongthip, Didi (D.); Bandoske, Pete (P.F.); Case, Bob (R.G.); Schaffer, Timothy (T.J.); Tokarski, Michael (M.J.); Rajaniemi, Brent (B.)
Cc: Ricks, Kevin (K.J.)
Subject: RE: Edge - sulphur odor (urgent meeting)

Attached is the updated paper for PDQR tomorrow. Let me know if you need any other updates.
<< File: Exhaust Odor_PDQR update_May12_2014.ppt >>

Lokesh Setti
Tech. Spec./ Attribute Supervisor
Vehicle Integration
(313) 805-6007

-----Original Appointment-----

From: Sorochinsky, Christine (M.)
Sent: Friday, May 09, 2014 1:55 PM
To: Sorochinsky, Christine (M.); Dallalah, Ziyad (Z.F.); Setti, Lokesh (L.); Vongthip, Didi (D.); Bandoske, Pete (P.F.); Case, Bob (R.G.); Schaffer, Timothy (T.J.); Tokarski, Michael (M.J.); Rajaniemi, Brent (B.)
Cc: Ricks, Kevin (K.J.)
Subject: Edge - sulphur odor (urgent meeting)
When: Monday, May 12, 2014 9:00 AM-9:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: web ex

Agenda (brief updates only):

- Provide update on test results by vin
- How many vehicles tested
- What model years – success rate for each
- 60 deg turndown, 90 deg turn down – options
- Capability of region to do adjustments

At 9:25am we will stop and decide on next steps and next meeting date as there is a:

MANDATORY HARD STOP AT 9:30AM FOR ANOTHER MEETING

Christine Sorochinsky invites you to an online meeting using WebEx.

WebEx meeting information

Meeting Number: **Redacted for P**

Meeting Link: [Redacted for Personal Identifying Information]

Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:

[Redacted for Personal Identifying Information]

Audio conference information

To receive a call back, provide your phone number when you join the meeting, or call the number below and enter the access code.

US Toll Free Number: [Redacted for Personal Identifying Information]

FordNet [Redacted for Personal Identifying Information]

[Redacted for Personal Identifying Information]

Access code [Redacted for Personal Identifying Information]

MC06

<http://www.webex.com>