

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering
Review

From: Carpenter, William (W.W.)
Sent: Friday, December 04, 2015 5:50 PM
To: Krawczyk, Kevin (R.)
Subject: 15 Explorer with exhaust odor question

Kevin, I have a 15 Explorer that had exhaust odor issues, TSB 14-0130 and ISM 1507013 were performed. I have test driven the vehicle and do not smell exhaust odor after the repairs but the dealer bought a carbon monoxide detector. The CO detector was placed in the rear cargo area and we test drove the vehicle for about ten miles in city/ highway and heavy accelerated driving. The peak reading captured was 26PPM, we then placed the CO detector in a new unit and performed the same test drive and it did not register any CO levels. My question is there an acceptable level of CO allowed in a vehicle or should it be 0, thank you.

Bill Carpenter
Field Service Engineer
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(585)415-9908 Wcarpe15@ford.com



From: Leslie Martin <LeslieMartin@santanford.com>
Sent: Friday, June 17, 2016 5:12 PM
To: Pickens, Mitch (M.K.)
Subject: 1FM5K7D82EG [REDACTED]-2014
Attachments: 1FM5K7D82EG [REDACTED]-Exhuast.jpg; 1FM5K7D82EG [REDACTED]-Exhaust 3.jpg;
1FM5K7D82EG [REDACTED]-Exhuast 4.jpg

Hi Mitch,

On the 2014 that we installed the revised exhaust on, we performed the steps outline by hotline and found multiple large leaks at the exhaust and muffler. We have ordered a new exhaust and muffler. I attached a few pictures for your viewing.

Respectfully,

Leslie Martin
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San Tan Ford
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(480)621-3770 Direct
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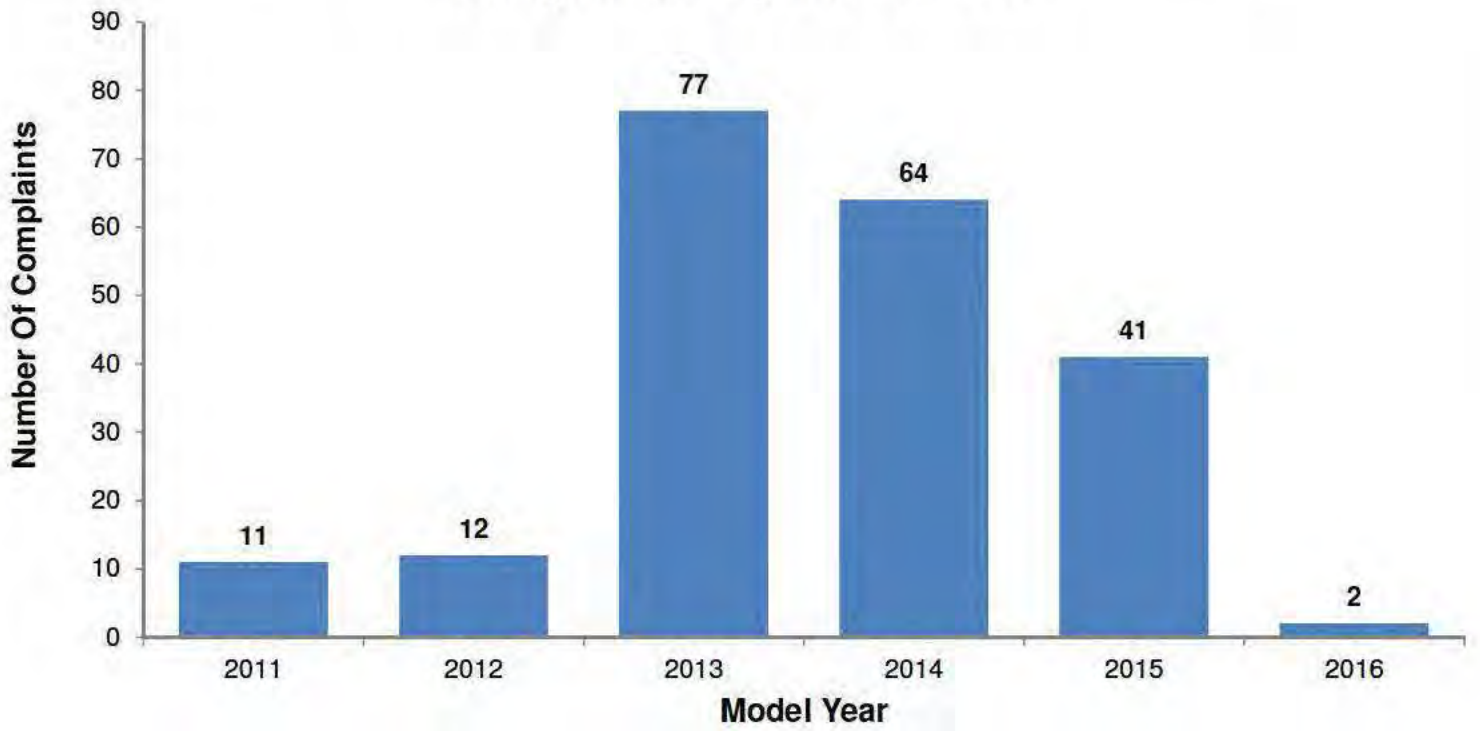
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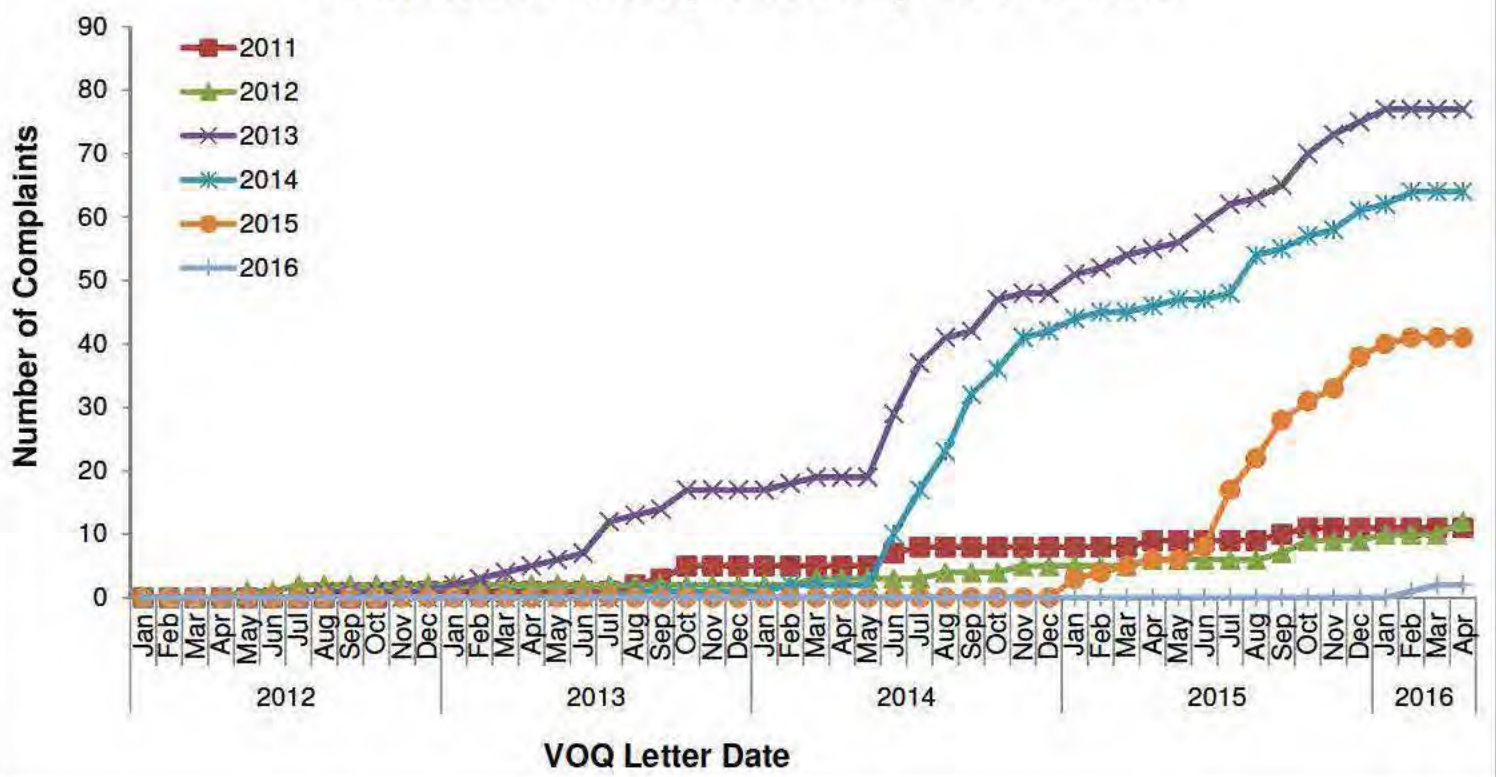




NHTSA 2011-2016 MY Explorer Interior Odor Complaints By Model Year



NHTSA 2011-2016 MY Explorer Interior Odor Cumulative Complaints By Letter Date



ODINO	MFR_NAM	MARKET	MODEL	YR	TX	CRASH	FAILDATE	FIRE	INJURED	DEATHS	COMPDESC	CITY	STATE	VIN	DATEA	LOATE	Letter	Date	MILES	OCCUREN	CD	DESCR	Allegation	Other
10485394	Ford Motor	FORD	EXPLORER	2011	N		04 N		0	0	0 FUEL/PROPULSION SYSTEM	HIGHLAND	CO		21	21		11/21/2012	12	1	UPON MED	Interior Odor		
10537052	Ford Motor	FORD	EXPLORER	2011	N		01 N		0	0	ENGINE	WOODBRINI	TX		24	24		8/24/2013	42000	1		DURING H	Interior Odor	
10545178	Ford Motor	FORD	EXPLORER	2011	N		11 N		0	0	EQUIPMENT-AIR CONDITIONER	SAN JUAN	PR	1FPMH77F8	24	24		9/24/2013	50	3		WHEN ACC	Interior Od Exhaust Odor	
10548860	Ford Motor	FORD	EXPLORER	2011	N		10 N		0	0	ENGINE AND ENGINE COOLING	ABILENE	TX	1FPMH77F8	22	22		10/22/2013		1		LIKE MANY	Interior Od Exhaust Odor	
10550076	Ford Motor	FORD	EXPLORER	2011	N		01 N		0	0	ENGINE	CAROLINA	PR	1FPMH77F8	30	30		10/30/2013	50	1		AFTER A R	Interior Odor	
10596480	Ford Motor	FORD	EXPLORER	2011	N		30 N		1	0	POWER TRAIN	CAROLINA	PR	1FPMH77F8	05	05		6/5/2014	12652	1		UPON MED	Interior Od Exhaust Fumes	
10604967	Ford Motor	FORD	EXPLORER	2011	N		31 N		0	0	FUEL SYSTEM GASOLINE	GARLAND	TX	1FPMH7D6	21	21		6/21/2014	1200	1		WHEN ME	Interior Od Exhaust Fumes	
10614840	Ford Motor	FORD	EXPLORER	2011	N		20 N		0	0	ENGINE	AUSTIN	TX	1FPMH77F8	20	20		7/20/2014	73300	1		AS I WAS	Interior Odor	
10713736	Ford Motor	FORD	EXPLORER	2011	N		09 N		0	0	FUEL/PROPULSION SYSTEM	WASHOUG	WA	1FPMH8F8	30	30		4/30/2015	67000	1		I AM NOT	Cl Interior Od Sulfur odor?	
10774644	Ford Motor	FORD	EXPLORER	2011	N		06 N		0	0	FUEL/PROPULSION SYSTEM	KENNEWICK	WA	1FPMH8F8	23	23		9/23/2015	42000	1		UNDER H	Interior Odor	
10784841	Ford Motor	FORD	EXPLORER	2011	N		01 N		1	0	STEERING	CAMDEN	NJ	1FPMH8D6	21	21		10/21/2015	60000	1		TL* THE	CO Interior Od Fuel Odor	
10458344	FORD MOT	FORD	EXPLORER	2012	N		15 Y		0	0	ENGINE	ST PETERS	FL	1FPMH77F8	14	14		5/14/2012	4500	1		TL* THE	CO Interior Odor	
10466807	FORD MOT	FORD	EXPLORER	2012	N		17 N		0	0	ENGINE	MIAMI	FL	1FPMH7D6	20	20		7/20/2012	6991	1		WHEN US	Interior Odor	
10567398	Ford Motor	FORD	EXPLORER	2012	N		09 N		0	0	FUEL SYSTEM GASOLINE	ARGENTA	IL	1FPMH7D6	05	05		3/5/2014	1000	1		WHEN CAR	Fuel Odor Unknown Cause	
10621834	Ford Motor	FORD	EXPLORER	2012	N		10 N		0	0	ENGINE	LA LIBERTA	AL	1FPMH8D6	12	12		8/12/2014	6000	1		I AM EXP	Interior Od Exhaust Odor	
10654067	Ford Motor	FORD	EXPLORER	2012	N		06 N		0	0	ENGINE	DERBY	KS	1FPMH7B8	10	10		11/10/2014		1		AFTER A M	Interior Od Exhaust Odor	
10703134	Ford Motor	FORD	EXPLORER	2012	N		01 N		0	0	UNKNOWN OR OTHER	DEFUNIA	TX	1FPMH8F8	01	01		4/1/2015	45000	1		ON DECEM	Interior Od Exhaust Odor	
10762966	Ford Motor	FORD	EXPLORER	2012	N		12 N		0	0	ENGINE	ROCKVILLE	MD	1FPMH8D6	10	10		9/10/2015	48000	1		EXHAUST	Cl Interior Od Exhaust Odor	
10778941	Ford Motor	FORD	EXPLORER	2012	N		08 N		0	0	UNKNOWN OR OTHER	BELLINGHAM	WA	1FPMH8F8	01	01		10/1/2015	10000	1		BURNING	S Interior Od Burning Odor	
10780183	Ford Motor	FORD	EXPLORER	2012	N		05 N		0	0	UNKNOWN OR OTHER	SNELLVILLE	GA	1FPMH7D6	06	06		10/6/2015	57000	1		WHALE DR	Interior Od Exhaust Odor	
10820299	Ford Motor	FORD	EXPLORER	2012	N		12 Y		0	0	EQUIPMENT-AIR CONDITIONER	WAHAWA	HI	1FPMH7B8	14	14		1/14/2016	36000	1		TL* THE	CO Interior Odor	
10853052	Ford Motor	FORD	EXPLORER	2012	N		29 N		0	0	STRUCTURE-BODY	MONTRE	CA	1FPMH888	02	02		4/2/2016	32000	1		THE VEHIC	Interior Od Water Leak	
10853055	Ford Motor	FORD	EXPLORER	2012	N		29 N		1	0	STRUCTURE-BODY	MONTRE	CA	1FPMH888	02	02		4/2/2016	32000	1		THERE ARE	Interior Od Water Leak	
10472937	FORD MOT	FORD	EXPLORER	2013	N		20 N		0	0	ENGINE	COLUMBUS	GA	1FMSK7B8	29	29		8/29/2012	350	1		WHEN ACC	Interior Odor	
10493493	Ford Motor	FORD	EXPLORER	2013	N		12 N		0	0	ENGINE AND ENGINE COOLING	MIDLAND	TX	1FMSK7F9	19	19		1/19/2013	2800	1		AT ANY SP	Interior Od Exhaust Odor	
10497684	Ford Motor	FORD	EXPLORER	2013	N		01 N		0	0	ENGINE	MIRAMAR	FL	1FMSK7D6	11	11		2/11/2013	1023	1		I JUST BOU	Interior Od Burning Odor	
10503135	Ford Motor	FORD	EXPLORER	2013	N		08 N		0	0	ENGINE AND ENGINE COOLING,EXHAUST SYSTEM	BRADENTON	FL	1FMSK7D6	15	15		3/15/2013	2260	1		I AM REPO	Interior Od Exhaust Odor	
10507198	Ford Motor	FORD	EXPLORER	2013	N		03 N		0	0	FUEL/PROPULSION SYSTEM	FORT WOR	TX		04	04		4/4/2013	11650	1		THE FUEL	P Fuel Odor	
10511749	Ford Motor	FORD	EXPLORER	2013	N		30 N		0	0	ENGINE AND ENGINE COOLING	NORTH KIN	RI	1FMSK8F8	13	13		5/13/2013	12	1		A FOUL	EX Interior Odor	
10521718	Ford Motor	FORD	EXPLORER	2013	N		26 N		2	0	ENGINE	SAN ANTON	TX	1FMSK8G	25	25		6/25/2013	7500	1		TL* THE	CO Interior Odor	
10522939	Ford Motor	FORD	EXPLORER	2013	N		23 N		0	0	FUEL SYSTEM GASOLINE	BISMARCK	AR	1FMSK7D9	02	02		7/2/2013	1000	1		I BOUGHT	Interior Od Fuel Odor	
10523510	Ford Motor	FORD	EXPLORER	2013	N		01 N		0	0	FUEL SYSTEM GASOLINE	SULSUN	CT	1FMSK8F8	07	07		7/7/2013	18000	1		MY WIFE	B Fuel Odor	
10523983	Ford Motor	FORD	EXPLORER	2013	N		04 N		0	0	FUEL/PROPULSION SYSTEM	MIDWEST	OK		09	09		7/9/2013		1		I HAVE	NOT Fuel Odor	
10531802	Ford Motor	FORD	EXPLORER	2013	N		24 N		0	0	FUEL SYSTEM GASOLINE	CHULA VIS	CA	1FMSK7D6	25	25		7/25/2013	200	1		PURCHASE	Interior Odor	
10532825	Ford Motor	FORD	EXPLORER	2013	N		05 N		0	0	FUEL/PROPULSION SYSTEM	MONTE	TX	1FMSK8F8	51	51		7/31/2013	5200	1		TL* THE	CO Fuel Odor	
10534074	Ford Motor	FORD	EXPLORER	2013	N		03 N		0	0	ENGINE	LAKE CLAG	FL	1FMSK7F8	07	07		9/7/2013	10	1		TL* THE	CO Interior Od Unk	
10535106	Ford Motor	FORD	EXPLORER	2013	N		11 N		0	0	ENGINE	FRISCO	TX	1FMSK7F8	24	24		9/24/2013	5000	1		WHEN ACC	Interior Od Exhaust Odor	
10547604	Ford Motor	FORD	EXPLORER	2013	N		01 N		1	0	STRUCTURE-BODY	FROSTBUR	MD	1FMSK8D6	09	09		10/9/2013	4000	1		AFTER ALL	Interior Od Exhaust Odor	
10548667	Ford Motor	FORD	EXPLORER	2013	N		09 N		0	0	ENGINE	BLAINE	MN	1FMSK7B8	21	21		10/21/2013	65	1		UNDER HE	Interior Od Exhaust Odor	
10550377	Ford Motor	FORD	EXPLORER	2013	N		04 N		0	0	ENGINE	TALLAHASS	FL	1FMSK7F8	31	31		10/31/2013	30200	1		WHEN ACC	Interior Od Exhaust Odor	
10564269	Ford Motor	FORD	EXPLORER	2013	N		13 N		0	0	ENGINE	GARDEN	GA	1FMSK7D6	13	13		2/13/2014	4513	1		WHEN I AC	Interior Od Exhaust Odor	
10573079	Ford Motor	FORD	EXPLORER	2013	N		01 N		0	0	STRUCTURE-BODY	LESLIE	AR	1FMSK8F8	18	18		3/18/2014	1000	1		EXHAUST	E Interior Od Exhaust Odor	
10604970	Ford Motor	FORD	EXPLORER	2013	N		21 N		0	0	ENGINE AND ENGINE COOLING	RICHMONT	TX	1FMSK8G	21	21		6/21/2014	38000	1		THIS HAPP	Interior Od Exhaust Odor	
10604931	Ford Motor	FORD	EXPLORER	2013	N		13 N		0	0	ENGINE	STATEN IS	NY	1FMSK8F8	21	21		6/21/2014	4000	1		THERE IS	A Interior Od Exhaust Odor	
10604955	Ford Motor	FORD	EXPLORER	2013	N		01 N		0	0	FUEL SYSTEM GASOLINE	GARLAND	TX	1FMSK8G	21	21		6/21/2014		1		I HAVE	A Z Interior Od Exhaust Odor	
10605097	Ford Motor	FORD	EXPLORER	2013	N		01 N		0	0	POWER TRAIN	CANTON	MS	1FMSK7D6	22	22		6/22/2014	10000	1		EVERY TIM	Interior Od Exhaust Odor	
10605372	Ford Motor	FORD	EXPLORER	2013	N		13 Y		0	0	EQUIPMENT-AIR CONDITIONER	PLAINVIEW	MD		23	23		6/23/2014	19000	1		TL* THE	CO Interior Sm AC System	
10606061	Ford Motor	FORD	EXPLORER	2013	N		28 N		0	0	FUEL SYSTEM GASOLINE	EUGENE	OR	1FMSK8F8	25	25		6/25/2014	38000	1		DURING ST	Interior Od Exhaust Odor	
10606271	Ford Motor	FORD	EXPLORER	2013	N		15 N		0	0	ENGINE AND ENGINE COOLING	HOOVER	AL	1FMSK8F8	26	26		6/26/2014	29000	1		UPON MO	Interior Od Exhaust Odor	
10606461	Ford Motor	FORD	EXPLORER	2013	N		01 N		0	0	ENGINE	BLAINE	MN	1FMSK7D8	27	27		6/27/2014	100	1		THE VEHIC	Interior Od Exhaust Odor	
10606792	Ford Motor	FORD	EXPLORER	2013	N		01 Y		0	0	ENGINE	SPRING HIL	FL	1FMSK7F8	29	29		6/29/2014	2000	1		UNDER ME	Interior Od Sulfur Odor	
10607217	Ford Motor	FORD	EXPLORER	2013	N		15 N		0	0	ENGINE	PALOS HILL	IL	1FMSK8D6	30	30		6/30/2014	1500	1		HORRIBLE	Interior Od Exhaust Odor	
10607885	Ford Motor	FORD	EXPLORER	2013	N		10 N		0	0	ENGINE AND ENGINE COOLING	WATERLOO	IA	1FMSK7D9	02	02		7/2/2014	300	1		EXHAUST	S Interior Od Exhaust Odor	
10608674	Ford Motor	FORD	EXPLORER	2013	N		07 N		0	0	UNKNOWN OR OTHER	BALLSTON	NY	1FMSK8F8	07	07		7/7/2014	10	1		WHEN ACC	Interior Od Exhaust Odor	
10608810	Ford Motor	FORD	EXPLORER	2013	N		08 N		0	0	UNKNOWN OR OTHER	WASHINGTON	DC	1FMSK8F8	07	07		7/7/2014	31000	1		WHEN HAR	Interior Od Exhaust Odor	
10609207	Ford Motor	FORD	EXPLORER	2013	N		31 N		0	0	ENGINE	CORAL SPR	FL	1FMSK7F9	09	09		7/9/2014	1000	1		I BOUGHT	Interior Od Exhaust Odor	
10609211	Ford Motor	FORD	EXPLORER	2013	N		16 N		0	0	FUEL SYSTEM GASOLINE	HOLLYWOK	FL	1FMSK7D6										

10760625	Ford Motor FORD	EXPLORER	2013 N	0	0	FUEL/PROPULSION SYSTEM	AUSTIN TX	1FMSK8GT	01	01	9/1/2015	39000	DURING AC Interior Od Exhaust Odor
10760932	Ford Motor FORD	EXPLORER	2013 N	0	0	ENGINE	KANSAS CITY MO	1FMSK8F8	02	02	8/2/2015	16000	EXHAUST Interior Od Exhaust Odor
10760722	Ford Motor FORD	EXPLORER	2013 N	1	1	0 UNKNOWN OR OTHER	BERNE TX	1FMSK7F8	08	08	10/6/2015	17000	I PURCHASE Interior Od Exhaust Fumes
10781623	Ford Motor FORD	EXPLORER	2013 N	6	6	UNKNOWN OR OTHER	ERIE PA	1FMSK8D8	13	13	10/13/2015	27000	EXHAUST Interior Od Exhaust Odor
10782245	Ford Motor FORD	EXPLORER	2013 N	0	0	UNKNOWN OR OTHER	ORLAND PI IL	1FMSK8F8	14	14	10/14/2015	44000	I HAVE 44 Interior Od Exhaust Odor
10782897	Ford Motor FORD	EXPLORER	2013 N	4	0	ENGINE AND ENGINE COOLING-EXHAUST SYSTEM	GILBERT AZ	1FMSK8F8	16	16	10/16/2015	15000	TL* THE CO Interior Od Exhaust Odor
10786914	Ford Motor FORD	EXPLORER	2013 N	9	9	FUEL/PROPULSION SYSTEM	CUMMING GA	1FMSK7D8	29	29	10/29/2015	30000	UNDER HE Interior Od Exhaust Odor
10789358	Ford Motor FORD	EXPLORER	2013 N	4	4	FUEL/PROPULSION SYSTEM	RYE CO	1FMSK8F8	09	09	11/9/2015	30000	WHEN DRIV Interior Od Gas Odor
10794461	Ford Motor FORD	EXPLORER	2013 N	0	0	UNKNOWN OR OTHER	CHICAGO IL	1FMSK8D8	17	17	11/17/2015	1000	WHEN ACC Interior Od Exhaust Odor
10807090	Ford Motor FORD	EXPLORER	2013 N	2	2	UNKNOWN OR OTHER	CONNEYSV IN	1FMSK8D8	126	126	11/26/2015	42300	GETTING E Interior Od Exhaust Odor
10809638	Ford Motor FORD	EXPLORER	2013 N	1	1	FUEL/PROPULSION SYSTEM	BROOKLYN NY	1FMSK8D8	11	11	12/11/2015	61000	MY PROBLE Interior Od Gas Odor
10816755	Ford Motor FORD	EXPLORER	2013 N	0	0	ENGINE	BARRIANDL PR	1FMSK7D8	29	29	12/29/2015		I HAVE AN Interior Od Exhaust Odor
10818515	Ford Motor FORD	EXPLORER	2013 N	6	6	FUEL/PROPULSION SYSTEM	FAYETTEVILLE NC	1FMSK8F8	06	06	1/6/2016		TOOK VEH Interior Od Gas Odor
10819251	Ford Motor FORD	EXPLORER	2013 N	0	0	UNKNOWN OR OTHER	FAYETTEVILLE NC	1FMSK7D8	11	11	1/11/2016	48000	I CURRENT Interior Od Gas Odor
10534610	Ford Motor FORD	EXPLORER	2014 N	0	0	FUEL SYSTEM GASOLINE	BROOKLYN NY	1FMSK8F8	2	2	8/22/2014	300	EXHAUST S Interior Odor
10565379	Ford Motor FORD	EXPLORER	2014 N	1	1	ENGINE AND ENGINE COOLING	SUMAS WA	1FMSK8GT	22	22	2/22/2014	10000	THE EXPL Interior Odor
10554944	Ford Motor FORD	EXPLORER	2014 N	9	9	ENGINE	PALACIOS TX	1FMSK7F8	02	02	6/2/2014		EXHAUST G Interior Odor
10604940	Ford Motor FORD	EXPLORER	2014 N	0	0	ENGINE	TAMPA FL	1FMSK7F8	21	21	6/21/2014	5000	EVERY TIM Interior Odor
10605189	Ford Motor FORD	EXPLORER	2014 N	0	0	ENGINE AND ENGINE COOLING	GILBERT AZ		23	23	6/23/2014	1000	WHEN ACC Interior Odor
10605276	Ford Motor FORD	EXPLORER	2014 N	5	5	ENGINE AND ENGINE COOLING	SAN DIEGO CA	1FMSK8B8	23	23	6/23/2014	20	EXHAUST F Interior Odor
10605403	Ford Motor FORD	EXPLORER	2014 N	0	0	ENGINE AND ENGINE COOLING	EMERYVILLE CA	1FMSK8GT	23	23	6/23/2014	8000	UPON CON Interior Odor
10605459	Ford Motor FORD	EXPLORER	2014 N	0	0	ENGINE AND ENGINE COOLING	BOISE ID	1FMSK8GT	23	23	6/23/2014	100	WAS ACC Interior Odor
10605966	Ford Motor FORD	EXPLORER	2014 N	6	6	ENGINE	GUTHRIE OK	1FMSK7F8	25	25	6/25/2014	14800	THE CAR Interior Odor
10606369	Ford Motor FORD	EXPLORER	2014 N	1	1	ENGINE	POWELL TN	1FMSK8F8	26	26	6/26/2014	200	UNDER HA Interior Odor
10608498	Ford Motor FORD	EXPLORER	2014 N	5	5	FUEL/PROPULSION SYSTEM	LAKE IN TH IL	1FMSK8D8	07	07	7/7/2014	17500	ON A RECE Interior Odor
10608596	Ford Motor FORD	EXPLORER	2014 N	5	5	ENGINE AND ENGINE COOLING-EXHAUST SYSTEM	GILBERT WY	1FMSK8D8	07	07	7/7/2014	100	WHEN DRIV Interior Odor
10608917	Ford Motor FORD	EXPLORER	2014 N	5	5	FUEL/PROPULSION SYSTEM	SHOW LOV AZ	1FMSK7D8	08	08	7/8/2014		MY 2014 Interior Odor
10610102	Ford Motor FORD	EXPLORER	2014 N	0	0	ENGINE AND ENGINE COOLING	WINKELM AZ	1FMSK7B8	13	13	7/13/2014	100	EXHAUST F Interior Odor
10610144	Ford Motor FORD	EXPLORER	2014 N	1	1	ENGINE AND ENGINE COOLING	GOLIAD TX	1FMSK7F8	13	13	7/13/2014	72	STRONG EX Interior Odor
10617546	Ford Motor FORD	EXPLORER	2014 N	9	9	ENGINE AND ENGINE COOLING	PURCELL OK		30	30	7/30/2014	20	BAD ODOR Interior Odor
10617594	Ford Motor FORD	EXPLORER	2014 N	2	2	ENGINE AND ENGINE COOLING-EXHAUST SYSTEM	QUIBA AL	1FMSK7D8	30	30	7/30/2014	600	TL* THE CO Interior Odor
10618335	Ford Motor FORD	EXPLORER	2014 N	4	4	ENGINE	WILLIAMSF LA	1FMSK8D8	02	02	8/2/2014	10	MY FAMILY Interior Odor
10618520	Ford Motor FORD	EXPLORER	2014 N	3	3	ENGINE	WASHINGTON MO	1FMSK8GT	03	03	8/3/2014	1700	STRONG EX Interior Odor
10618575	Ford Motor FORD	EXPLORER	2014 N	1	1	ENGINE AND ENGINE COOLING	TERRELL TX	1FMSK8GT	04	04	8/4/2014	17000	WHEN I LE Interior Odor
10626537	Ford Motor FORD	EXPLORER	2014 N	4	4	ENGINE	HUMBLE TX	1FMSK7D8	20	20	8/20/2014	5000	STRONG EX Interior Odor
10628773	Ford Motor FORD	EXPLORER	2014 N	1	1	STRUCTURE-BODY	FREDONIA KS	1FMSK7F8	27	27	8/27/2014	139	AT FIRST TP Interior Odor
10629572	Ford Motor FORD	EXPLORER	2014 N	7	7	ENGINE	SAN ANTONI TX	1FMSK7D8	16	16	8/16/2014	50	EXHAUST F Interior Odor
10631312	Ford Motor FORD	EXPLORER	2014 N	7	7	ENGINE	DAVIS CA		07	07	9/7/2014	302	AFTER PUR Interior Odor
10632027	Ford Motor FORD	EXPLORER	2014 N	7	7	FUEL/PROPULSION SYSTEM	GULFPORT MS		09	09	9/9/2014	2700	UPON ACC Interior Odor
10632966	Ford Motor FORD	EXPLORER	2014 N	1	1	ENGINE AND ENGINE COOLING	ARCADIA CA	1FMSK7D8	13	13	9/13/2014	200	WHEN ACC Interior Odor
10632700	Ford Motor FORD	EXPLORER	2014 N	8	8	UNKNOWN OR OTHER	TULSA OK	1FMSK7F8	12	12	9/12/2014	2500	UPON HEA Interior Odor
10633074	Ford Motor FORD	EXPLORER	2014 N	5	5	ENGINE AND ENGINE COOLING	ORLANDO FL		14	14	9/14/2014	12000	I RENTED A Interior Odor
10633076	Ford Motor FORD	EXPLORER	2014 N	3	3	ENGINE AND ENGINE COOLING	ORLANDO FL	1SE200H12	14	14	9/14/2014	1A	TEST DROV Interior Odor
10633380	Ford Motor FORD	EXPLORER	2014 N	8	8	VEHICLE SPEED CONTROL	HOUSTON TX	1FMSK8GT	15	15	9/15/2014	5000	EXHAUST S Interior Odor
10637147	Ford Motor FORD	EXPLORER	2014 N	0	0	ENGINE	RICHARDS TX	1FMSK7B8	17	17	9/17/2014	14550	WHILE DRIV Interior Odor
10639579	Ford Motor FORD	EXPLORER	2014 N	0	0	FUEL/PROPULSION SYSTEM	ROBBINSVILLE NC	1FMSK8GT	27	27	9/27/2014		I GET A FO Interior Odor
10641360	Ford Motor FORD	EXPLORER	2014 N	1	1	FUEL/PROPULSION SYSTEM	MECHANIC VA	1FMSK8F8	04	04	10/4/2014	6100	SOON AFTE Interior Odor
10641511	Ford Motor FORD	EXPLORER	2014 N	7	7	ENGINE	AUSTIN TX	1FMSK7D8	05	05	10/5/2014	500	SINCE IVE Interior Odor
10643273	Ford Motor FORD	EXPLORER	2014 N	1	1	ENGINE	HALEAH FL	1FMSK7D8	08	08	10/8/2014	100	WHEN ACC Interior Odor
10648221	Ford Motor FORD	EXPLORER	2014 N	1	1	ENGINE AND ENGINE COOLING	SUGAR LAKE TX	1FMSK8GT	16	16	10/16/2014	200	DURING HE Interior Odor
10653747	Ford Motor FORD	EXPLORER	2014 N	6	6	FUEL/PROPULSION SYSTEM	TUCSON AZ	1FMSK8F8	09	09	11/9/2014	4000	TWICE WH Interior Odor
10653896	Ford Motor FORD	EXPLORER	2014 N	9	9	ENGINE AND ENGINE COOLING	MAGNOLIA TX	1FMSK7F8	10	10	11/10/2014		I HAVE EXP Interior Odor
10655285	Ford Motor FORD	EXPLORER	2014 N	1	1	ENGINE AND ENGINE COOLING	HARTFORD TN	1FMSK8F8	16	16	11/16/2014	456	MY 2014 Interior Odor
10659295	Ford Motor FORD	EXPLORER	2014 N	3	3	ENGINE AND ENGINE COOLING-EXHAUST SYSTEM	DEERFIELD FL	1FMSK7D8	19	19	11/19/2014	450	TL* THE CO Interior Odor
10659511	Ford Motor FORD	EXPLORER	2014 N	3	3	VEHICLE SPEED CONTROL	FAIRVIEW TX	1FMSK7F8	19	19	11/19/2014	850	ABOUT 20- Interior Odor
10669296	Ford Motor FORD	EXPLORER	2014 N	1	1	ENGINE AND ENGINE COOLING-EXHAUST SYSTEM	DENTON TX	1FMSK7F8	31	31	12/31/2014	300	UPON HAR Interior Odor
10671158	Ford Motor FORD	EXPLORER	2014 N	1	1	UNKNOWN OR OTHER	FREDONIA KS	1FMSK7F8	06	06	1/8/2015	200	UPON ACC Interior Odor
10671159	Ford Motor FORD	EXPLORER	2014 N	1	1	STRUCTURE-BODY	FREDONIA KS	1FMSK7F8	06	06	1/8/2015	200	UPON ACC Interior Odor
10680410	Ford Motor FORD	EXPLORER	2014 N	5	5	ENGINE	SANTA ROS CA	1FMSK8D8	03	03	2/1/2015	20	A SULFUR S Interior Odor
10712975	Ford Motor FORD	EXPLORER	2014 N	1	1	UNKNOWN OR OTHER	AMARILLO TX	1FMSK8D8	26	26	4/26/2015	1200	THE EXHAU Interior Od Exhaust Fumes
10717754	Ford Motor FORD	EXPLORER	2014 N	2	2	UNKNOWN OR OTHER	CEMMONON NC	1FMSK7F8	21	21	5/21/2015	8000	RECENTLY Interior Od Exhaust Fumes
10743755	Ford Motor FORD	EXPLORER	2014 N	2	2	UNKNOWN OR OTHER	BONNEBOY AR	1FMSK8D8	27	27	7/27/2015	200	BRIGHT Interior Od Exhaust Fumes
10745747	Ford Motor FORD	EXPLORER	2014 N	5	5	UNKNOWN OR OTHER	HOUSTON TX	1FMSK7F8	09	09	8/9/2015	2000	WHEN ACC Interior Od Exhaust Fumes
10747611	Ford Motor FORD	EXPLORER	2014 N	2	2	UNKNOWN OR OTHER	CINCINNATI OH	1FMSK8F8	10	10	8/10/2015	25	I AM NOTY Interior Odor
10747632	Ford Motor FORD	EXPLORER	2014 N	8	8	FUEL/PROPULSION SYSTEM	TWIN FALLS ID	1FMSK8D8	10	10	8/10/2015	150	TL* THE CO Interior Od Exhaust Fumes
10749264	Ford Motor FORD	EXPLORER	2014 N	7	7	UNKNOWN OR OTHER	LEESVILLE LA	1FMSK7F8	17	17	8/17/2015	45000	WHEN ACC Interior Od Exhaust Fumes
10750387	Ford Motor FORD	EXPLORER	2014 N	1	1	UNKNOWN OR OTHER	DELAND FL	1FMSK7F8	21	21	9/21/2015	500	EXHAUST F Interior Od Exhaust Fumes
10758647	Ford Motor FORD	EXPLORER	2014 N	0	0	ENGINE	COVINGTO IN	1FMSK8D8	23	23	8/23/2015	5000	A FEW MO Interior Od Exhaust Fumes
10778491	Ford Motor FORD	EXPLORER	2014 N	1	1	FUEL/PROPULSION SYSTEM	FORNEY TX	1FMSK8GT	29	29	9/29/2015		WHEN HAR Interior Od Fumes?
10782285	Ford Motor FORD	EXPLORER	2014 N	4	4	FUEL/PROPULSION SYSTEM	COLORADO CO	1FMSK8GT	15	15	10/15/2015	18000	NASTY EXH Interior Od Exhaust Fumes
10787074	Ford Motor FORD	EXPLORER	2014 N	9	9	ENGINE	WADSWORTH IL	1FMSK8D8	29	29	10/29/2015	2000	EXPERIEN Interior Od Exhaust Fumes
10790476	Ford Motor FORD	EXPLORER	2014 N	5	5	UNKNOWN OR OTHER	JACKSONVILLE FL	1FMSK7B8	15	15	11/15/2015		VEHICLE IS Interior Od Exhaust Fumes
10807664	Ford Motor FORD	EXPLORER	2014 N	3	3	UNKNOWN OR OTHER	WESLEY CH FL	1FMSK7B8	01	01	12/1/2015	8	VEHICLE IS Interior Od Exhaust Fumes
10811079	Ford Motor FORD	EXPLORER	2014 N	1	1	FUEL/PROPULSION SYSTEM	NEW PORT FL	1FMSK7B8	18	18	12/18/2015		I HAVE HAC Interior Od Exhaust Fumes
10816438	Ford Motor FORD	EXPLORER	2014 N	8	8	FUEL/PROPULSION SYSTEM	LAKE PLACI FL	1FMSK7F8	28	28	12/28/2015	15000	TL* THE CO Interior Od Fuel Odor
10820978	Ford Motor FORD	EXPLORER	2014 N	9	9	ELECTRICAL SYSTEM	ORRIEN FL	1FMSK7D8	19	19	1/19/2016	24191	TL* THE CO Interior Od Exhaust Fumes
10838534	Ford Motor FORD	EXPLORER	2014 N	2	2	UNKNOWN OR OTHER	HOLTSVILLE NY	1FMSK8D8	16	16	2/16/2016		WHILE DRIV Interior Od Burning Odor
10838752	Ford Motor FORD	EXPLORER	2014 N	6	6	STRUCTURE-BODY	ISLIP NY	1FMSK8D8	17	17	2/17/2016	3000	THEIR IS A Interior Od Exhaust Fumes
10671421	Ford Motor FORD	EXPLORER	2015 N	7	7	ENGINE	SAN JOSE CA	1FMSK8GT	09	09	1/9/2015	30	PURCHASE Interior Od Exhaust Fumes
10678149	Ford Motor FORD	EXPLORER	2015 N	1	1	FUEL/PROPULSION SYSTEM	RUNNEME NI	1FMSK7D8	21	21	1/21/2015	30	BOUGHT V Interior Od Exhaust Fumes
10679373	Ford Motor FORD	EXPLORER	2015 N	9	9	ENGINE AND ENGINE COOLING	WALL NJ	1FMSK8D8	28	28	1/28/2015	1000	UPON ACC Interior Od Exhaust Fumes
10689417	Ford Motor FORD	EXPLORER	2015 N	5	5	UNKNOWN OR OTHER	RAMONA CA	1FMSK7F8	19	19	2/19/2015	0	WHEN I PU Interior Odor
10692003	Ford Motor FORD	EXPLORER	2015 N	3	3	UNKNOWN OR OTHER	MOUND MN	1FMSK8D8	04	04	3/4/2015	2900	HORRIBLE Interior Odor
10706528	Ford Motor FORD	EXPLORER	2015 N	8	8	UNKNOWN OR OTHER	YONKERS NY	1FMSK8D8	19	19	4/19/2015	900	I AM GOIN Interior Odor
10725238	Ford Motor FORD	EXPLORER	2015 N	4	4	POWER TRAIN	GARLAND TX	1FMSK8D8	15	15	6/15/2015	2100	DURING AH Interior Odor
10727056	Ford Motor FORD	EXPLORER	2015 N	2	2	ENGINE AND ENGINE COOLING-EXHAUST SYSTEM	METAIRIE LA	1FMSK7D8	24	24	6/24/2015	100	TL* THE CO Interior Odor
10732587	Ford Motor FORD	EXPLORER	2015 N	5	5	ENGINE	LESBON NH	1FMSK8F8	07	07	7/7/2015	4200	WE HAVE A Interior Od Exhaust Fumes

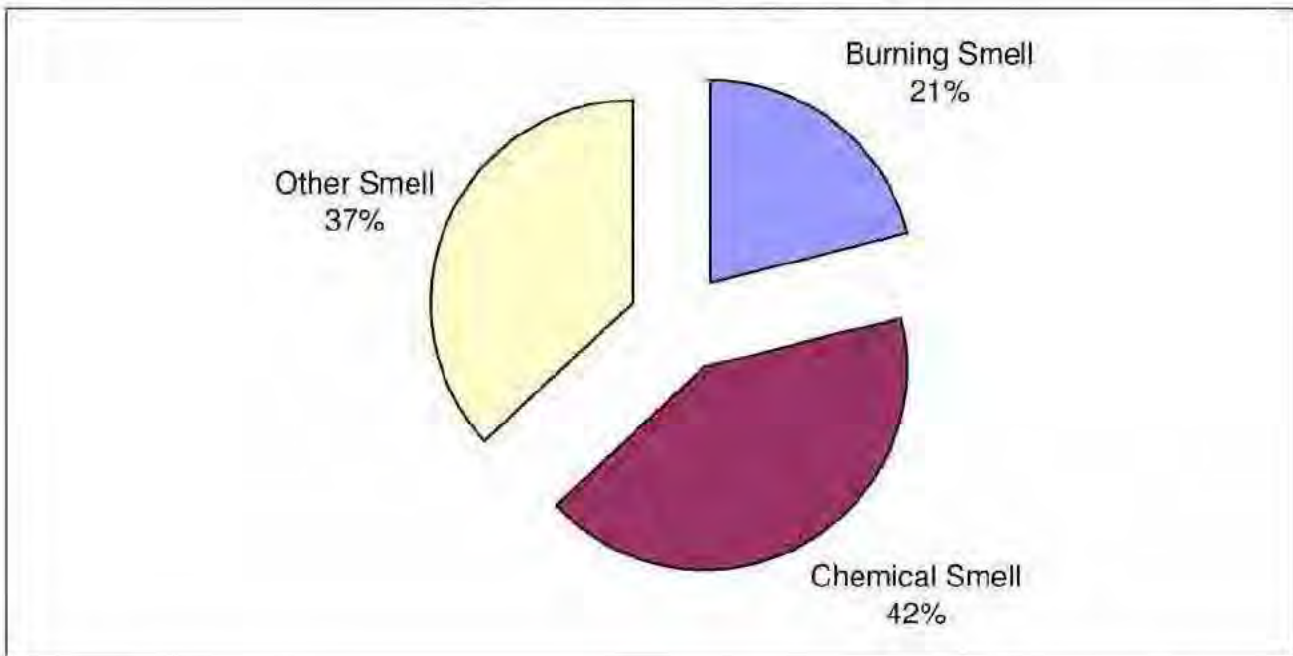
10732799	Ford Motor FORD	EXPLORER	2015 N	21 N	0	0 FUEL/PROPULSION SYSTEM	REDWOOD CA	1FMSK7D6	06	06	7/8/2015	1000
10734961	Ford Motor FORD	EXPLORER	2015 N	01 N	0	0 UNKNOWN OR OTHER	KISSIMMEE FL		18	18	7/18/2015	3000
10735118	Ford Motor FORD	EXPLORER	2015 N	01 N	0	0 UNKNOWN OR OTHER	PASADENA MD		20	20	7/20/2015	7500
10735146	Ford Motor FORD	EXPLORER	2015 N	11 N	0	0 ENGINE	EMERALD I NC		720	20	7/20/2015	2800
10735280	Ford Motor FORD	EXPLORER	2015 N	01 N	0	0 UNKNOWN OR OTHER	DELTONA FL		20	20	7/20/2015	1
10735901	Ford Motor FORD	EXPLORER	2015 N	22 N	0	0 EQUIPMENT ADAPTIVE	LISBON NH	1FMSK8FB	22	22	7/22/2015	4514
10735964	Ford Motor FORD	EXPLORER	2015 N	14 N	0	0 ENGINE	TORRANCE CA	1FMSK7D6	23	23	7/23/2015	8000
10743443	Ford Motor FORD	EXPLORER	2015 N	25 N	0	0 ENGINE	FORT MYER FL	1FMSK7D6	25	25	7/25/2015	5000
10746288	Ford Motor FORD	EXPLORER	2015 N	08 N	0	0 UNKNOWN OR OTHER	RIVES JUNK MI	1FMSK8D6	05	05	8/5/2015	12000
10746807	Ford Motor FORD	EXPLORER	2015 N	30 N	1	0 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM	CORPUS C: TX	1FMSK8G1	06	06	8/6/2015	500
10746827	Ford Motor FORD	EXPLORER	2015 N	09 N	0	0 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM	REDWOOD CA	1FMSK7D6	06	06	8/6/2015	1700
10758923	Ford Motor FORD	EXPLORER	2015 N	01 N	0	0 ENGINE	WINNAPHA B VA	1FMSK8G1	25	24	8/24/2015	900
10759594	Ford Motor FORD	EXPLORER	2015 N	12 N	0	0 ENGINE	WARREN OR	1FMSK7D6	26	26	8/26/2015	20
10760659	Ford Motor FORD	EXPLORER	2015 N	30 N	0	0 FUEL/PROPULSION SYSTEM	MISSOURI TX	1FMSK7FB	01	01	9/1/2015	850
10760868	Ford Motor FORD	EXPLORER	2015 N	01 N	0	0 UNKNOWN OR OTHER	ROUND RO TX	1FMSK7D6	01	01	9/1/2015	7877
10766308	Ford Motor FORD	EXPLORER	2015 N	03 N	0	0 UNKNOWN OR OTHER	STAFFORD VA	1FMSK7D6	21	21	9/21/2015	
10767319	Ford Motor FORD	EXPLORER	2015 N	01 N	0	0 ENGINE	MILFORD DE	1FMSK7D6	22	22	9/22/2015	4600
10778017	Ford Motor FORD	EXPLORER	2015 N	27 N	0	0 UNKNOWN OR OTHER	WILBURTO OK	1FMSK7D6	28	28	9/28/2015	65
10779097	Ford Motor FORD	EXPLORER	2015 N	01 N	0	0 UNKNOWN OR OTHER	WUENEDIN FL	1FMSK7D6	01	01	10/1/2015	6200
10805779	Ford Motor FORD	EXPLORER	2015 N	02 N	0	0 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM	GUENDALE AZ	1FMSK8G1	05	30	9/30/2015	100
10781108	Ford Motor FORD	EXPLORER	2015 N	09 N		ENGINE	ORLANDO FL	1FMSK8G1	09	09	10/9/2015	7600
10783862	Ford Motor FORD	EXPLORER	2015 N	18 N	1	0 ENGINE	LAND O LAI FL	1FMSK8G1	20	20	10/20/2015	200
10788290	Ford Motor FORD	EXPLORER	2015 N	29 N		FUEL/PROPULSION SYSTEM	CLERMONT FL	1FMSK7FB	04	04	11/4/2015	1600
10794832	Ford Motor FORD	EXPLORER	2015 N	15 N		ENGINE	MANIFIELD TX	1FMSK7FB	19	19	11/19/2015	10000
10809245	Ford Motor FORD	EXPLORER	2015 N	09 N		ENGINE	JACKSONVILLE FL	1FMSK8G1	09	09	12/9/2015	4300
10809375	Ford Motor FORD	EXPLORER	2015 N	21 N		ENGINE	BOCA RATON FL	1FMSK7D6	09	09	12/9/2015	100
10809612	Ford Motor FORD	EXPLORER	2015 N	13 N		STRUCTURE	LENOX GA	1FMSK7D6	11	11	12/11/2015	1000
10809689	Ford Motor FORD	EXPLORER	2015 N	29 N		FUEL/PROPULSION SYSTEM	QUITMAN LA	1FMSK7FB	13	13	12/13/2015	
10809978	Ford Motor FORD	EXPLORER	2015 N	08 N		ENGINE	METAIRIE LA	1FMSK7D6	14	14	12/14/2015	3000
10818426	Ford Motor FORD	EXPLORER	2015 N	15 N		TIRES-PRESSURE MONITORING AND REGULATING	BARNEGAT NJ		06	06	1/6/2016	5000
10820440	Ford Motor FORD	EXPLORER	2015 N	08 N		AIR BAGS	FORT STEV GA		15	15	1/15/2016	17000
10836277	Ford Motor FORD	EXPLORER	2015 N	12 N		UNKNOWN OR OTHER	SPRINGHILL FL	1FMSK7D6	15	15	2/15/2016	12000
10825455	Ford Motor FORD	EXPLORER	2016 N	20 N		FUEL/PROPULSION SYSTEM	SACRAMEN CA	1FMSK7D6	10	10	2/10/2016	953
10840008	Ford Motor FORD	EXPLORER	2016 N	01 N		UNKNOWN OR OTHER	NORTHRID CA	1FMSK8G1	05	05	3/5/2016	4900

TL* THE CO Interior Odor
THIS NEW J Interior Od Exhaust Fumes
WHEN ACC Interior Od Exhaust Fumes
EXHAUST S Interior Od Exhaust Fumes
SAME PRO Interior Od Exhaust Fumes
A FOLLOW Interior Od Exhaust Fumes
I PURCHASE Interior Od Exhaust Fumes
ON ACCELE Interior Od Exhaust Fumes
2015 FORD Interior Odor
TL* THE CO Interior Od Exhaust Fumes
TL* THE CO Interior Od Exhaust Fumes
DURING W Interior Od Exhaust Fumes
DRIVING W Interior Od Exhaust Fumes
TL* THE CO Interior Od Exhaust Fumes
DURING AC Interior Od Exhaust Fumes
MY NEW Z Interior Odor
TL* THE CO Interior Odor
I OWN A B Interior Odor
NEW DEAL Interior Odor
EXHAUST S Interior Odor
WHEN PER Interior Odor
LEASED V Interior Odor
EXHAUST F Interior Odor
TL* THE CO Interior Odor
EXHAUST S Interior Odor
I NOTICED J Interior Odor
TL* THE CO Interior Odor
WHEN ACC Interior Odor
DURING M Interior Odor
TL* THE CO Interior Od Fumes?
KEEPS HAV Interior Od Burning Odor
REAL BAD E Interior Od Exhaust smell
TL* THE CO Interior Od Exhaust smell
CABIN FIL Interior Od Exhaust smell

2011MY Explorer 3.5L Odor Concerns from PVT Folder Database

Driving	AC	Smell	Total
Accelerating		Exhaust Smell	1
Extended Idle and Hard Acceleration	Unknown	Exhaust Smell	1
Hard Acceleration	AC Max	Burning Metal	1
		Chemical Smell	1
	AC On	Undercoating / Smoke	1
	AC On Recirculate	Burning Electric	1
		Rotten Egg	1
	Max AC	Fumes from Paint on the Mufflers	1
Unknown		Exhaust Smell	1
		Strong Smell	1
		Sulphur / Burning Hair Smell	1
		Sulphur Smell	1
High Speeds	Unknown	Exhaust Smell	1
		Sulphur Smell	1
Higway Speeds	Unknown	Burnt Rubber	1
Moderate Acceleration	AC Auto	Rotten Egg	1
Stop light to Stop Light	AC Off	Exhaust Smell	1
Unknown	Unknown	Strange Smell	1
Unknown	AC Compressor Oil Leak	Burning Oil	1
Grand Total			19

Category	Smell	Count
Burning Smell	Electric	1
	Metal	1
	Oil	1
	Rubber	1
Chemical Smell	Chemical Smell	1
	Fumes from Paint on the Mufflers	1
	Undercoating / Smoke	1
	Rotten Egg	2
	Sulphur Smell	3
Other Smell	Strange/Strong Smell	2
	Exhaust Smell	5



2011/12MY Explorer 3.5L Odor Investigation

Objective:

Review (23) CQIS Claims from the PVT file with customer concerns of odor infiltration into the vehicle interior

Methodology:

1. Review CQIS Claims and determine the actual odor that the customer believes they smell.
2. Conduct vehicle history analysis for each VIN.
3. Determine contributors to odor, determine contributors to infiltration.
4. Categorize potential "Causal Factors" of either odor or infiltration.

Analysis:

Causal Factor of Odor Potential	Repair Performed	VIN	Customer Odor Comment
Overheats	Replace Cooling Module	1FMHK7B84BG	Exhaust Gases
		1FMHK8F8XBG	Rotten Egg / Sulphur
		1FMHK7D81BG	Smoke Smell
		1FMHK8F8XBG	Smoke Smell
		1FMHK8F8XBG	Sulphur Smell
		1FMHK8D86BG	Sulphur Smell
Body Sealing	Center Floor Panel - Rattle	1FMHK8F83BG	Burning Hair / Sulphur
	Rear Body Plug - Loose	1FMHK7D87BG	Exhaust Fumes
	Rear Door Weather Striping	1FMHK7F87BG	Metal Burning Smell
	Windshield Molding - Loose	1FMHK7D86BG	Exhaust Smell
	Liftgate Fit	1FMHK8F89BG	Chemical Smell
Base Engine Components	Retorqued Spark Plugs	1FMHK7F80BG	Exhaust Fumes
	All spark plugs loose	1FMHK7F86BG	Strong Smell
	Exhaust Manifold	1FMHK7F86BG	Rotten Egg / Sulphur
Chemical & Leaks	Power Steering Problems	1FMHK8F80BG	Burnt Rubber Smell
	Paint on Muffler	1FMHK7D80BG	Exhaust Smell
	AC Compressor leaks Oil	1FMHK7D83C	Burning Smell
Unrelated AWS Claim Information	Door Dent	1FMHK8D81BG	Strong sulphur smell from Tailpipe
	No Problem Found	1FMHK8D87BG	Exhaust Fumes
	Sync & Audio Concerns	1FMHK7F80BG	Burning Smell like Electric
	Audio, Cell Phone, Air Bag	1FMHK7F86BG	Heavy Exhaust Smell
	Power Seat Control	1FMHK7F94CG	Exhaust Smell
	No AWS Claims	1FMHK8D8XB	Burning Smell

2011/12MY Explorer 3.5L Odor Investigation of PVT CQIS Reports

MY	VIN	Odor Type	AWS Claim	Concern	Causal Part	Part Description	TECH Comments
2011	1FMHK8F83 BC	Burning Hair / Sulphur	581012	Rattle	70519A02	PANEL CENTER FLOOR F	Exterior Front Rattle
2011	1FMHK7D80 BC	Exhaust Smell	666580	Odor	5230	Muffler	Replace - Paint on Muffler
2011	1FMHK7D87 BC	Exhaust Fumes	645544	Odor	74111B24	PLT RR FLR RR SL PNL	FOUND REAR BODY PLUG LOOSE AND NOT FULLY INSTALLED.
2011	1FMHK8F80 BC	Burnt Rubber Smell	931416	Touch Screen TSB			
			1497510	Power Steering problems			
2011	1FMHK7B84 BC	Exhaust Gases	380143	Overheats	8C607	MTR & FAN ASY-ENG COOL	ELECTROVENTILATOR HIGH RESISTENCE, DTC P1299
			702394	Dead Battery	10654	Battery	Replace Battery, won't hold a charge
			991943	Engine problem	9F593	Injectors	Replace bad injectors
			1450243	Engine problem	9F593	Injectors	Replace (2) Leaking, (2) Clogged injectors
2011	1FMHK8F8X BC	Rotten Egg / Sulphur	571993	Overheats	8C607	MTR & FAN ASY-ENG COOL	FOUND FANS IN OP TSB 11 5 18 Replace
			745760	Noise Frt	16005	Frt Fender ASY	Loose Mud Flap
			745759	Wind Noise	7003145	Windshield Mldg	Re-seal open roof seam
			785713	Entertainment SYS	10E947	Video Display Screen	Repair Video Screen
			785712	Wipers	17508	Wiper Arms	Adjust Wipers
2011	1FMHK7D81 BC	Smoke Smell	353270	Overheats	8C607	MTR & FAN ASY-ENG COOL	Replace Fan
			740250	Trans Rough Shift	7A100	Valve Body Part	REPLACE VALVE BODY SEPARATOR PLATE - TSB 11 5 6
			667940	Sync Problems	14D212		Reprogram Sync
2011	1FMHK8F8X BC	Smoke Smell	836370	Overheats	8C607	MTR & FAN ASY-ENG COOL	Replace Fan - TSB 11-05-18
2011	1FMHK7F80 BC	Exhaust Fumes	809877	Loose Seat Cover	7063100	Seat Frame	FASTENED SEAT COVER BACK
			841201	Loose Molding	7803599	Interior Garnish Molding	REPLACED LEFT A PILLAR POST MOLDING
			848179	Loose Seat Cover	7062900	Seat Cushion	R&R RIGHT FRONT SEAT AND CUSHION TO REPLACE 2 CLIPS
			1119161	Exhaust Odor	Odor	MUSTY ODOR PLENUM	RETORQUED ALL SPARK PLUGS PER HOT LINE,CHECK BODY PLUGS,
			1119160	Noisy Brakes	2001	Brake Shoe Lining Kit	MACH FRT BRAKE ROTORS REPLACE PADS
			1107342	AC Not Cold	19700	AC Kit	PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CH DIAGNOSIS
			1107341	Bumper Poor Fit	16054	Frt Fender Apron	REPOSITION LEFT FRT INNER FENDER WELL
2011	1FMHK8F8X BC	Sulphur Smell	296132	Noisy Brakes	2C026	Rear wheel disc rotor	Machine rusted rear rotors
			711991	AC Not Cold	8C607	MTR & FAN ASY-ENG COOL	Replace Fan - TSB 11-05-18
			1054264	Fuel / Sulphur Smell	6A664	HOSE-CRANKCASE VENT	FOUND PCV HOSE NOT HOOKED TO AIR CLEANER
2011	1FMHK7F87 BC	Metal Burning Smell	826869	Windshield Pitting	7803100	Windshield Glass	Replace windshield, all have specs in the glass.
			820562	Frt Rattle	17757	BAR-FRONT BUMPER	THE FRONT BUMPER CROSS BAR TAC WELDS
			814338	Oil streaks on Glass	7821456/7	Door Glass Bolts	REPL BOTH INSIDE BELT MOULDING WITH REVISED PARTS
			814337	Frt Rattle	18B849	Premium Sound AMP	FOUND SONY DSP AMP BRACKET FLEXING. INSULATE & REINSTALL
			814339	NAV Screen Blank	14D212	MOD M/MEDIA	UPDATE TO LATEST LEVEL PER TSB 11 07 24
			832922	Key FOB	15K601	Key FOB	FOB HAS CHROME PEELING
			988246	Window Scrape	7821456/7	Door Glass Bolts	REPL BOTH FRT INSIDE BELT MLDGS
			988245	IP Rattle	7804320	Instrument Panel	INSULATE INST PANEL AT UPPER RT SIDE AREA
			1040531	Radio Sound Quality	19C107	Disc Radio	R&R ACM
			1429127	Water Leak	5451916	Roof Headliner	INSTALL FUSOR 124 SOUND DEADENER TO ROOF SHEET METAL
			1469099	Glovebox Squeak	7806024	Glovebox Door	REPLACE THE GLOVE BOX DOOR TO TIGHTEN UP THE FIT
			1429126	Weather Strip sticks out	7825766	Door Glass Run	RT REAR DOOR UPPER RUN PUCKERED AT TOP OF WINDOW
			1446108	Frt Bumper Squeak	17757	BAR-FRONT BUMPER	TSB 11 9 12 WHICH HAS US REPLACE THE FRONT BUMPER ASSEMBLY
			1429124	Engine Noise	6050	CYLINDER HEAD ASY LEFT	ADJUSTED Cam Cup GROOVE DEPTH AS DIRECTED BY TSB 11 08 26
			1469100	Weather Strip Bunched up	7825766	Door Glass Run	REPL RT REAR DOOR UPPER WINDOW RUN
			1429125	Headlamp Alignment	13007	BULB-HEADLAMP	HEADLAMPS ALIGN
2011	1FMHK7F86 BC	Rotten Egg / Sulphur	725119	Sync Problems	14D212	MOD M/MEDIA	SYNC NOT WORKING AT ALL. DIAG SYSTEM. REPROGRAMMED SYNC
			1625072	Camera Problems	14D212	MOD M/MEDIA	PERFORMED SYNC UPDATE FOR VARIOUS CUSTOMER COMCERNS
			1641356	Sulphur Smell	9430	Exhaust Manifold	TEST DROVE AND VERIFIED CONCERN
			1641357	Rear seat cover loose	7860513	PNL ASY RR ST CSHN FLR LH	REPLACED PROBLEM PART.NO LABOR OP AVAIABLE
2011	1FMHK8D87 BC	Exhaust Fumes	1469126	Exhaust Fumes	No Problem Found		ROAD TEST VEHICLE, VERIFY CONCERN ON HEAVY ACCEL EXHAUST FUMES
2011	1FMHK7F86	Strong Smell	1074966	IP Rattle	7803136	Windshield Molding	FOUND BOTH PILLER POST MLDGSRRT SIDE NOISEY REPLACE

2011/12MY Explorer 3.5L Odor Investigation of PVT CQIS Reports

MY	VIN	Odor Type	AWS Claim	Concern	Causal Part	Part Description	TECH Comments
	BC [REDACTED]		1074965	Exhaust Smell	12405	Spark Plugs	R&I UPPER INTAKE FOUND ALL PLUGS LOOSE,RETORQ PLUGS
2011	1FMHK7F80	Burning Smell like electric	991813	Audio Troubles	14D212	MOD M/MEDIA	Dealer RO# 234163 1878# A0655667
	BC [REDACTED]		1090919	Sync Problems	14D212	MOD M/MEDIA	INSTALLED AND CONFIGURED NEW SYNC MODULE.
2011	1FMHK7D86	Exhaust Smell	1129030	Loose Missing Molding	7803136	Windshield Molding	REPLACE EXTERIOR A PILLAR APPLIQUE 7 BRACKET
	BC [REDACTED]						
2012	1FMHK7D83	Burning Smell	46466	Burning Smell	19703	COMPRESSOR-A/C	FOUND AC COMPRESSOR LEAKING ONTO BELT
	CC [REDACTED]						
2011	1FMHK8D81	Exhaust Smell, Strong sulphur smell from Tailpipe	401652	Door Dent Transportation			OUTSIDE LABOR TO PULL DENT OUT OF DOOR
	BC [REDACTED]						
2011	1FMHK8F89	Chemical Smell	213409	Speaker Crackling Noise	18808	Speaker	REPLAC E LEFT FRONT DOOR SPEAKER FOR DISTORTION
	BC [REDACTED]		839216	Frnt Rattle	7803598	MLDG, W/S GARN R	REPL THE RF PILLAR MOLDING
			846041	Liftgate Fit - Not Flush	7040010	LIFT GATE	ADJUST REAR HATCH LATCH
			1140178	Sync Problems	14D212	MOD M/MEDIA	PERFORM TSB 11 7 24 REPROGRAM
			1140180	Liftgate Misaligned	7840110	DOOR LUGG	VERIFY CONCERN SENT TO COMBINED TO HAVE ADJUSTED VERIFY REPAIRS
			1140179	Interior Mirror Shakes	17700	MIRROR ASY-RR VIEW	REPLACE MIRROR (LOOSE MOUNT)
			1140181	Hood Not Aligned	16612	Hood	SENT TO BODY SHOP AND HAD ALIGNED CORRECTLY
			1140177	A-Pillar Wind Noise at 45mph	7803136	MLDG W SHLD OUT R	ISOLATED AND REPLACE TRIM MOLDING EXTERIOR RIGHT SIDE A PILLAR
2011	1FMHK8D8X	Burning Smell	No Claims				
	BC [REDACTED]						
2011	1FMHK7F86	Heavy Exhaust Smell	511226	Audio Troubles	14D212	MOD M/MEDIA	Dealer RO# 363847 1878# A0614226
	BC [REDACTED]		658626	Cell Phone Trouble	14D212	MOD M/MEDIA	REMOVE, REPLACED, AND REPROGRAMMED APIM
			1040106	Air Bag MIL	7861203	SEAT BELT BUCKLE END	REPLACE PRETENSIONER BUCKLE. CLEAR CODE.
2011	1FMHK8D86	Sulphur Smell	382748	Tire Repair	26619	Tire, Valve, Balance	REPLACE TIRE OLD DOTS AP4AKAMX3710 NEW DOTS AP4ADAMX
	BC [REDACTED]		550698	AC Not Cold	8C607	MTR & FAN ASY-ENG COOL	REPLACE COOLING FAN ASSY PER TSB 11 05 18
			833196	Sync Problems	14D212	MOD M/MEDIA	REPROGRAMMED SYNC SYSTEM PER TSB 11 7 24
2012	1FMHK7F94	Exhaust Smell	80046	Pwr Seat Control			SEAT MOTOR SHORTED, REMOVE BOTH REAR SEAT, TRIM, PANELS SEAT RAIL
	CC [REDACTED]						

Folder Number	Report Number	Report Source	Report Date	Miles	Year	Vehicle Family	Model	Vehicle	VIN	AWS Claim Info	Build Date	Engine	Calibration	Transmission	Axle	Dealer Code	Dealer Name	City	State	Zip	Symptom	Additional Symptom
110073130000	BFOAX008	NHL	20110615	4277	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F83B	Rattle drivers front Center Tr Panel	20110215	3 5L CYCLO	BUB1ST0	6F55		06731	Ford of Port Richey	Port Richey	FL	34668	447100	ODOR FROM EXHAUST
110073130000	BFWC4022	NHL	20110623	2068	2011	EX	EXPRX2	XLT 4 DOOR MPV	1FMHK7D80B	Odor Paint on Mufflers Replace	20110419	3 5L CYCLO	BUB1ST0	6F55		08373	Gulf Coast Ford	Angleton	TX	77515	889200	ODOR IN VEHICLE ON ACCELL
110073130000	BGEBH010	NHL	20110705	8809	2011	EX	EXPRX2	XLT 4 DOOR MPV	1FMHK7D87B	Odor FOUND REAR BODY PLUG LOOSE	20101212	3 5L CYCLO	BUB1SN0	6F50		07488	San Tan Ford	G Ibert	AZ	85297	114239	EXHAUST SMELL ON WOT
110073130000	BGKCY009	NHL	20110711	8000	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F80B		20110215	3 5L CYCLO	BUB1ST0	6F55		08835	Martin Ford Inc	Fort Kent	ME	04743	114000	ODOR FROM UNDER THE HOOD
110073130000	BGPAC009	NHL	20110716	8498	2011	EX	EXPRX2	BASE 4 DOOR MPV	1FMHK7B84B		20110125	3 5L CYCLO	BUB1ST0	6F50		F0F12	Viamer C Por A	Santo Domingo			447200	EXHAUST SMELL IN CAR AT 120KPH
110073130000	BHIBR009	NHL	20110809	7587	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F8XB		20101215	3 5L CYCLO	BUB1ST0	6F55		05623	Ray Vamer Ford LLC	Clinton	TN	37716	447200	ROTTEN EGG SMELL
110073130000	BHOB1006	NHL	20110815	621	2011	EX	EXPRX2	XLT 4 DOOR MPV	1FMHK7D81B		20110126	3 5L CYCLO	BUB1ST0	6F50		F0F12	Viamer C Por A	Santo Domingo			447200	SULFUR TYPE ODOR AT HIGH
110073130000	BHRFC181	EXPORT	20110818	1401	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F8XB		20110216	3 5L CYCLO	BUB1ST0	6F55		H0G15	Distribuidora David Ford S A	Panama City			114239	
110073130000	BHTAH003	NHL	20110820	5936	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F80B		20110330	3 5L CYCLO	BUB1ST0	6F55		08280	Jim Hudson Ford	Lexington	SC	29072	447200	EXHAUST ODOR ON ACCELL
110073130000	BHWB2008	NHL	20110823	9699	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F8XB		20110207	3 5L CYCLO	BUB1SN0	6F50		06069	Fox Ford	Grand Rapids	MI	49512	447200	SULFUR ODOR IN CABIN
110073130000	BHXFA001	NHL	20110824	4910	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F87B		20110428	3 5L CYCLO	BUB1ST0	6F55		03003	Bill Brown Ford Inc	Livonia	MI	48150	889239	SMELL ON ACCELL
110073130000	BI1A9004	NHL	20110927	4547	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F86B		20110504	3 5L CYCLO	BUB1ST0	6F55		06744	Hastings Ford Inc	Greenville	NC	27858	114200	ROTTEN EGG SMELL ON ACCEL
110073130000	BI2DZ002	NHL	20110928	6790	2011	EX	EXPRX4	XLT 4 DOOR MPV	1FMHK8D87B		20110510	3 5L CYCLO	BUB1ST0	6F55		03049	Munday Ford	Bastrop	TX	78602	447200	EXH SMELL INSIDE VEHICLE
110073130000	BIHB7006	NHL	20110908	7225	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F86B		20110419	3 5L CYCLO	BUB1ST0	6F55		04811	Waters Ford Company Inc	Blackshear	GA	31516	447200	SULFUR/FUEL ODOR
110073130000	BIMD7012	NHL	20110913	6679	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F80B		20110505	3 5L CYCLO	BUB1SN0	6F50		06477	Legacy Ford	Rosenberg	TX	77471	887203	BURN SMELL WHEN
110073130000	BIOAW017	NHL	20110915	9078	2011	EX	EXPRX2	XLT 4 DOOR MPV	1FMHK7D86B		20110330	3 5L CYCLO	BUB1SN0	6F50		04845	Sam Galoway Ford Lincoln	Fort Myers	FL	33907	114000	EXHAUST SMELL IN CABIN
110073130000	BIWBQ031	RTDAHL	20110923	579	2012	EX	EXPRX2	XLT 4 DOOR MPV	1FMHK7D83C		20110827	3 5L CYCLO	CUB1ST0	6F55		07815	Frank Jackson Sandy Springs Fo	Atlanta	GA	30350	114000	BURNING BELT ODOR SMELL
110073130000	BJ1AO005	NHL	20111027	4248	2011	EX	EXPRX4	XLT 4 DOOR MPV	1FMHK8D81B		20110406	3 5L CYCLO	BUB1ST0	6F55		01463	Gilbey Automotive Group	Whiteha l	PA	18052	447139	SULFER SMELL FROM EXHAUST
110073130000	BJCAH023	NHL	20111003	6700	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F89B		20101206	3 5L CYCLO	BUB1ST0	6F55		03668	Northport Ford Inc	Commack	NY	11725	114239	CHEMICAL SMELL ON HARD ACCELL
110073130000	BJRBQ009	NHL	20111018	9843	2011	EX	EXPRX4	XLT 4 DOOR MPV	1FMHK8D8XB		20110411	3 5L CYCLO	BUB1SN0	6F50		09065	Greiner Motor Company	Douglas	WY	82633	114239	BURNING SMELL ON ACCEL
110073130000	BJZFC002	NHL	20111026	5021	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F86B		20110427	3 5L CYCLO	BUB1ST0	6F55		02404	Arrow Ford Inc	Abilene	TX	79605	114239	BURNING SMELL ON ACCEL
110073130000	BKHE9008	FCSDFS	20111108	19200	2011	EX	EXPRX4	XLT 4 DOOR MPV	1FMHK8D86B		20101103	3 5L CYCLO	BUB1ST0	6F55		09173	Crain Ford Chenal	Little Rock	AR	72211	889239	ODOR AFT HARD ACCELERATION
110073130000	BKHED006	NHL	20111108	4503	2012	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F94C		20110908	2 0L GTDI	CUB1C40	6SP 6F MID		06727	Beach Ford Inc	Virginia Beach	VA	23452	447200	EXHAUST SMELL IN CABIN

Comments	Odor Type	Speed	HVAC	Found
RP:WEB FORM DATA CONCERN: CUST STATES VEHICLE HAS A BURNING HAIR SMELL ON ACCELL COMING THROUGH VENTS DIAGNOSTICS: CHECK OASIS NONE ROAD TESTED	Burning Hair / Sulphur			
RP:WEB FORM DATA CONCERN: CUSTOMER STATES AFTER HARD ACCEL AT HIGHWAY SPEEDS CABIN FILLS WITH EXHAUST FUMES DIAGNOSTICS: ROAD TEST TO V	Exhaust Smell	Hard Accel	Max AC	Paint on Mufflers
RE:ROBERT IF YOU HAVEN'T ALREADY INSPECT FOR ANY MISSING BODY PLUGS ALLOWING EXHAUST FUMES TO ENTER THE PASSENGER COMPARTMENT ALSO VER	Exhaust Fumes	Freeway Merge or Highway Speeds		
RE:IGLEN THERE ARE NO COMMON TRENDS FOR THIS CONCERN IF YOU HAVE NOT VERIFIED THE CONCERN OR NOT YET BUT IF YOU HAVE THEN WE WOULD SUGGE	Burnt Rubber Smell	Highway Speeds		
RP:WEB FORM DATA CONCERN: CUSTOMER COMPLAINS ABOUT BAD SMELL IN THE CABIN WHILE DRIVING ABOVE 120 KM/HR I DROVE TESTED THE VEHICLE AT	Exhaust Gases	Highway Speeds		
RP:WEB FORM DATA CONCERN: CUST STATES A ROTTEN EGG ODOR IS COMING IN VEHICLE VEHICLE D AGNOSTICS: ROAD TEST PARTS REPLACED: NONE TECH OL	Rotten Egg / Sulphur		AC Auto	
RE:EVAN IT IS RECOMMENDED TO REFER TO SECTION 12.00 OF THE ON LINE WSMFOR THE A/C ODOR TREATMENT SECTION IF THE ODOR IS RELATED TO THIS SY	Smoke Smell	Highway Speeds		
CD:STRONG SMELL OF SMOKE INSIDE THE CAR WHEN IT ACCELERATES UP TO 0000 RPM AND ENTERS FOR THE DUCTS OF THE A/C C:WAS REPROGRAMING A/C U	Smoke Smell	Hard Accel		
RP:WEB FORM DATA CONCERN: EXHAUST SMELL IN CABIN DURING HARD ACCEL WHILE AC S ON DIAGNOSTICS: NONE PARTS REPLACED: NONE TECH QUESTION	Exhaust Fumes	Stop and Go city /		
RP:WEB FORM DATA CONCERN: SULFUR SMELL ON HIGHWAY MORE NOTICE ON HARD ACELL DIAGNOSTICS: ROAD TESTED PARTS REPLACED: NO TECH QUESTION	Sulphur Smell	Hard Accel		
RP:WEB FORM DATA CONCERN: CUSTOMER IS SMELLING A METAL BURNING SMELL WHEN GETTING ONTO FREEWAY AND WHEN AT BOTTOM OF RAMP DOING 0 MP	Metal Burning Smell	Hard Accel	Max AC	
RP:WEB FORM DATA CONCERN: CUSTOMER IS COMPLAINING OF ROTTEN EGG SMELL IN VEHICLE AFTER HARDER THAN NORMAL ACCELERATION AC ON RECIRCUL	Rotten Egg / Sulphur	Hard Accel	AC Recirc	Smell like pure
RP:WEB FORM DATA CONCERN:CS AFTER HEAVY ACC CAN SMELL EXHAUST FUMES INSIDE CAB DIAGNOSTICS: INSPECTION ON EXHAUST SYSTEM FOR LEAKS AND	Exhaust Fumes	Hard Accel		
RP:WEB FORM DATA CONCERN:CUST IS COMPLAINING THAT WHEN THE VEHICLE IS ACCELERATED HARD IT GETS A STRONG SMELL INSIDE DIAGNOSTICS: ROAD TE	Strong Smell	Hard Accel		
RE:EDGAR COMPARE THE SMELL WITH A LIKE VEHICLE TO DETERMINE IF THE SMELL IS NORMAL THE MOST COMMON SOURCE OF A BURNING ODOR THAT IS CAUSE	Burning Smell like	Hard Accel		
RE:MICHAEL RECOMMEND TO ROADTEST WITH THE CLIMATE CONTROL IN RECIRCULATION MODE AND VERIFY IF THE ODOR IS STILL PRESENT THERE MAY BE AN S	Exhaust Smell	Hard Accel		
RE:REVIEWED AND APPROVED THE AND GAVE APPROVAL CODE PAANZ TO REPLACE GAVEREPORT NUMBER TO CALL BACK WITH ADDITIONAL INFO RP:A) C/S BURN	Burning Smell			AC Compress
RP:WEB FORM DATA CONCERN:THE VEHICLE HAS AN EXHAUST SMELL INSIDE DIAGNOSTIC CS: ROAD TESTED TO VERIFY CONCERN COULD SMELL EXHAUST IN THE V	Exhaust Smell Strong	Hard Accel	Max AC	
RP:WEB FORM DATA CONCERN:ON A HARD ACCELL LIKE GETTING ON TO PARK WAY FROM A STOP WITH A/C ON YOU WILL GET A CHEMICAL SMELL AFTER A COUPLE	Chemical Smell	Hard Accel		
RP:WEB FORM DATA CONCERN:WHEN DRIVING VEHICLE AC ON RECIRCULATE ON AND ON AUTO WHEN YOU GO TO WOT AND THEN LET OF GAS YOU GET A BURNING	Burning Smell	Hard Accel	Recirc	
RE:THOMAS RECOMMEND TO COMPARE THIS VEHICLE TO A LIKE UNIT TO DETERMINE IF THIS IS A NORMAL CHARACTERISTIC OF THE VEHICLE IF THE LIKE UNIT EX	Heavy Exhaust Smell	Hard Accel		Smell like oil
CD:INTERMITTENTLY AFTER HEAVY ACCELERATION THERE IS AN ODOR IN THE PASSENGER COMPARTMENT THAT RESEMBLES EXHAUST ODOR IT CAN BE DESCRIB	Sulphur Smell	Hard Accel	AC Off	
RP:WEB FORM DATA CONCERN:CUSTOMER STATES THAT AT WHEN START UP THEY SMELL EXHAUST IN VEHICLE ALSO AFTER COMING TO A STOP AND IDLING AT ST	Exhaust Smell	Stop & Idle		

2011/12MY Explorer 3.5L Odor Investigation

Objective:

Review (23) CQIS Claims from the PVT file with customer concerns of odor infiltration into the vehicle interior

Methodology:

1. Review CQIS Claims and determine the actual odor that the customer believes they smell.
2. Conduct vehicle history analysis for each VIN.
3. Determine contributors to odor, determine contributors to infiltration.
4. Categorize potential "Causal Factors" of either odor or infiltration.

Analysis:

Causal Factor of Odor Potential	Repair Performed	VI	Customer Odor Comment
Overheats	Replace Cooling Module	1FMHK7B84B	Exhaust Gases
		1FMHK8F8XB	Rotten Egg / Sulphur
		1FMHK7D81B	Smoke Smell
		1FMHK8F8XB	Smoke Smell
		1FMHK8F8XB	Sulphur Smell
		1FMHK8D86B	Sulphur Smell
Body Sealing	Center Floor Panel - Rattle	1FMHK8F83B	Burning Hair / Sulphur
	Rear Body Plug - Loose	1FMHK7D87B	Exhaust Fumes
	Rear Door Weather Striping	1FMHK7F87B	Metal Burning Smell
	Windshield Molding - Loose	1FMHK7D86B	Exhaust Smell
	Liftgate Fit	1FMHK8F89B	Chemical Smell
Base Engine Components	Retorqued Spark Plugs	1FMHK7F80B	Exhaust Fumes
	All spark plugs loose	1FMHK7F86B	Strong Smell
	Exhaust Manifold	1FMHK7F86B	Rotten Egg / Sulphur
Chemical & Leaks	Power Steering Problems	1FMHK8F80B	Burnt Rubber Smell
	Paint on Muffler	1FMHK7D80B	Exhaust Smell
	AC Compressor leaks Oil	1FMHK7D83C	Burning Smell
AWS Repair Information that may be unrelated	Door Dent	1FMHK8D81B	Strong sulphur smell from Tailpipe
	No Problem Found	1FMHK8D87B	Exhaust Fumes
	Sync & Audio Concerns	1FMHK7F80B	Burning Smell like Electric
	Audio, Cell Phone, Air Bag	1FMHK7F86B	Heavy Exhaust Smell
	Power Seat Control	1FMHK7F94C	Exhaust Smell
	No AWS Claims	1FMHK8D8XB	Burning Smell

Disclaimer:

Please note, these are merely potential "Causal Factors" that may contribute to the customers odor concern. Dates of the CQIS comments were not available in this spreadsheet to verify whether the above repairs were performed before or after the odor concerns existed.

Denotes 2012MY vehicles in the report

Folder Number	Report Number	Report Source	Report Date	Miles	Year	Vehicle Family	Model	Vehicle	VI	AWS Claim Info	Build Date	Engine	Calibration	Transmission	Axle	Dealer Code	Dealer Name	City	State	Zip	Symptom	Additional Symptom
110073130000	BFOAX008	NHL	20110615	4277	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F83	Rattle drivers front Center Air Panel	20110215	3 5L CYCLO	BUB1ST0	6F55		06731	Ford of Port Richey	Port Richey	FL	34668	447100	ODOR FROM EXHAUST
110073130000	BFWC4022	NHL	20110623	2068	2011	EX	EXPRX2	XLT 4 DOOR MPV	1FMHK7D80	Odor Paint on Mufflers Replace	20110419	3 5L CYCLO	BUB1ST0	6F55		08373	Gulf Coast Ford	Angleton	TX	77515	889200	ODOR IN VEHICLE ON ACCELL
110073130000	BGEBH010	NHL	20110705	8809	2011	EX	EXPRX2	XLT 4 DOOR MPV	1FMHK7D87	Odor FOUND REAR BODY PLUG LOOSE	20101212	3 5L CYCLO	BUB1SN0	6F50		07488	San Tan Ford	G lbert	AZ	85297	114239	EXHAUST SMELL ON WOT
110073130000	BGKCY009	NHL	20110711	8000	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F80		20110215	3 5L CYCLO	BUB1ST0	6F55		08835	Martin Ford Inc	Fort Kent	ME	04743	114000	ODOR FROM UNDER THE HOOD
110073130000	BGPAC009	NHL	20110716	8498	2011	EX	EXPRX2	BASE 4 DOOR MPV	1FMHK7B84		20110125	3 5L CYCLO	BUB1ST0	6F50		F0F12	Viamer C Por A	Santo Domingo			447200	EXHAUST SMELL IN CAR AT 120KPH
110073130000	BHIBR009	NHL	20110809	7587	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F8X		20101215	3 5L CYCLO	BUB1ST0	6F55		05623	Ray Vamer Ford LLC	Clinton	TN	37716	447200	ROTTEN EGG SMELL
110073130000	BHOB1006	NHL	20110815	621	2011	EX	EXPRX2	XLT 4 DOOR MPV	1FMHK7D81		20110126	3 5L CYCLO	BUB1ST0	6F50		F0F12	Viamer C Por A	Santo Domingo			447200	SULFUR TYPE ODOR AT HIGH
110073130000	BHRFC181	EXPORT	20110818	1401	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F8X		20110216	3 5L CYCLO	BUB1ST0	6F55		H0G15	Distribuidora David Ford S A	Panama City			114239	
110073130000	BHTAH003	NHL	20110820	5936	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F80		20110330	3 5L CYCLO	BUB1ST0	6F55		08280	Jim Hudson Ford	Lexington	SC	29072	447200	EXHAUST ODOR ON ACCELL
110073130000	BHWB2008	NHL	20110823	9699	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F8X		20110207	3 5L CYCLO	BUB1SN0	6F50		06069	Fox Ford	Grand Rapids	MI	49512	447200	SULFUR ODOR IN CABIN
110073130000	BHXFA001	NHL	20110824	4910	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F87		20110428	3 5L CYCLO	BUB1ST0	6F55		03003	Bill Brown Ford Inc	Livonia	MI	48150	889239	SMELL ON ACCELL
110073130000	BI1A9004	NHL	20110927	4547	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F86		20110504	3 5L CYCLO	BUB1ST0	6F55		06744	Hastings Ford Inc	Greenville	NC	27858	114200	ROTTEN EGG SMELL ON ACCEL
110073130000	BI2DZ002	NHL	20110928	6790	2011	EX	EXPRX4	XLT 4 DOOR MPV	1FMHK8D87		20110510	3 5L CYCLO	BUB1ST0	6F55		03049	Munday Ford	Bastrop	TX	78602	447200	EXH SMELL INSIDE VEHICLE
110073130000	BIHB7006	NHL	20110908	7225	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F86		20110419	3 5L CYCLO	BUB1ST0	6F55		04811	Waters Ford Company Inc	Blackshear	GA	31516	447200	SULFUR/FUEL ODOR
110073130000	BIMD7012	NHL	20110913	6679	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F80		20110505	3 5L CYCLO	BUB1SN0	6F50		06477	Legacy Ford	Rosenberg	TX	77471	887203	BURN SMELL WHEN
110073130000	BIOAW017	NHL	20110915	9078	2011	EX	EXPRX2	XLT 4 DOOR MPV	1FMHK7D86		20110330	3 5L CYCLO	BUB1SN0	6F50		04845	Sam Galoway Ford Lincoln	Fort Myers	FL	33907	114000	EXHAUST SMELL IN CABIN
110073130000	BIWBQ031	RTDAHL	20110923	579	2012	EX	EXPRX2	XLT 4 DOOR MPV	1FMHK7D83		20110827	3 5L CYCLO	CUB1ST0	6F55		07815	Frank Jackson Sandy Springs Fo	Atlanta	GA	30350	114000	BURNING BELT ODOR SMELL
110073130000	BJ1AO005	NHL	20111027	4248	2011	EX	EXPRX4	XLT 4 DOOR MPV	1FMHK8D81		20110406	3 5L CYCLO	BUB1ST0	6F55		01463	Gilbey Automotive Group	Whiteha l	PA	18052	447139	SULFER SMELL FROM EXHAUST
110073130000	BJCAH023	NHL	20111003	6700	2011	EX	EXPRX4	LIMITED 4 DOOR MPV	1FMHK8F89		20101206	3 5L CYCLO	BUB1ST0	6F55		03668	Northport Ford Inc	Commack	NY	11725	114239	CHEMICAL SMELL ON HARD ACCELL
110073130000	BJRBQ009	NHL	20111018	9843	2011	EX	EXPRX4	XLT 4 DOOR MPV	1FMHK8D8X		20110411	3 5L CYCLO	BUB1SN0	6F50		09065	Greiner Motor Company	Douglas	WY	82633	114239	BURNING SMELL ON ACCELL
110073130000	BJZFC002	NHL	20111026	5021	2011	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F86		20110427	3 5L CYCLO	BUB1ST0	6F55		02404	Arrow Ford Inc	Abilene	TX	79605	114239	BURNING SMELL ON ACCEL
110073130000	BKHE9008	FCSDFS	20111108	19200	2011	EX	EXPRX4	XLT 4 DOOR MPV	1FMHK8D86		20101103	3 5L CYCLO	BUB1ST0	6F55		09173	Crain Ford Chenal	Little Rock	AR	72211	889239	ODOR AFT HARD ACCELERATION
110073130000	BKHED006	NHL	20111108	4503	2012	EX	EXPRX2	LIMITED 4 DOOR MPV	1FMHK7F94		20110908	2 0L GTDI	CUB1C40	6SP 6F MID		06727	Beach Ford Inc	Virginia Beach	VA	23452	447200	EXHAUST SMELL IN CABIN

Comments	Odor Type	Speed	HVAC	Found
RP:WEB FORM DATA CONCERN: CUST STATES VEHICLE HAS A BURNING HAIR SMELL ON ACCELL COMING THROUGH VENTS DIAGNOSTICS: CHECK OASIS NONE ROAD TESTED	Burning Hair / Sulphur			
RP:WEB FORM DATA CONCERN: CUSTOMER STATES AFTER HARD ACCEL AT HIGHWAY SPEEDS CABIN FILLS WITH EXHAUST FUMES DIAGNOSTICS: ROAD TEST TO V	Exhaust Smell	Hard Accel	Max AC	Paint on Mufflers
RE:ROBERT IF YOU HAVEN'T ALREADY INSPECT FOR ANY MISSING BODY PLUGS ALLOWING EXHAUST FUMES TO ENTER THE PASSENGER COMPARTMENT ALSO VER	Exhaust Fumes	Freeway Merge or Highway Speeds		
RE:IGLEN THERE ARE NO COMMON TRENDS FOR THIS CONCERN IF YOU HAVE NOT VERIFIED THE CONCERN OR NOT YET BUT IF YOU HAVE THEN WE WOULD SUGGE	Burnt Rubber Smell	Highway Speeds		
RP:WEB FORM DATA CONCERN: CUSTOMER COMPLAINS ABOUT BAD SMELL IN THE CABIN WHILE DRIVING ABOVE 120 KM/HR I DROVE TESTED THE VEHICLE AT	Exhaust Gases	Highway Speeds		
RP:WEB FORM DATA CONCERN: CUST STATES A ROTTEN EGG ODOR IS COMING IN VEHICLE VEHICLE D AGNOSTICS: ROAD TEST PARTS REPLACED.: NONE TECH OL	Rotten Egg / Sulphur		AC Auto	
RE:EVAN IT IS RECOMMENDED TO REFER TO SECTION 12.00 OF THE ON LINE WSMFOR THE A/C ODOR TREATMENT SECTION IF THE ODOR IS RELATED TO THIS SY	Smoke Smell	Highway Speeds		
CD:STRONG SMELL OF SMOKE INSIDE THE CAR WHEN IT ACCELERATES UP TO 0000 RPM AND ENTERS FOR THE DUCTS OF THE A/C C:WAS REPROGRAMING A/C U	Smoke Smell	Hard Accel		
RP:WEB FORM DATA CONCERN: EXHAUST SMELL IN CABIN DURING HARD ACCEL WHILE AC S ON DIAGNOSTICS: NONE PARTS REPLACED: NONE TECH QUESTION	Exhaust Fumes	Stop and Go city /		
RP:WEB FORM DATA CONCERN: SULFUR SMELL ON HIGHWAY MORE NOTICE ON HARD ACELL DIAGNOSTICS: ROAD TESTED PARTS REPLACED: NO TECH QUESTION	Sulphur Smell	Hard Accel		
RP:WEB FORM DATA CONCERN: CUSTOMER IS SMELLING A METAL BURNING SMELL WHEN GETTING ONTO FREEWAY AND WHEN AT BOTTOM OF RAMP DOING 0 MP	Metal Burning Smell	Hard Accel	Max AC	
RP:WEB FORM DATA CONCERN: CUSTOMER IS COMPLAINING OF ROTTEN EGG SMELL IN VEHICLE AFTER HARDER THAN NORMAL ACCELERATION AC ON RECIRCUL	Rotten Egg / Sulphur	Hard Accel	AC Recirc	Smell like pure
RP:WEB FORM DATA CONCERN:CS AFTER HEAVY ACC CAN SMELL EXHAUST FUMES INSIDE CAB DIAGNOSTICS: INSPECTION ON EXHAUST SYSTEM FOR LEAKS AND	Exhaust Fumes	Hard Accel		
RP:WEB FORM DATA CONCERN:CUST IS COMPLAINING THAT WHEN THE VEHICLE IS ACCELERATED HARD IT GETS A STRONG SMELL INSIDE DIAGNOSTICS: ROAD TE	Strong Smell	Hard Accel		
RE:EDGAR COMPARE THE SMELL WITH A LIKE VEHICLE TO DETERMINE IF THE SMELL IS NORMAL THE MOST COMMON SOURCE OF A BURNING ODOR THAT IS CAUSE	Burning Smell like	Hard Accel		
RE:MICHAEL RECOMMEND TO ROADTEST WITH THE CLIMATE CONTROL IN RECIRCULATION MODE AND VERIFY IF THE ODOR IS STILL PRESENT THERE MAY BE AN S	Exhaust Smell	Hard Accel		
RE:REVIEWED AND APPROVED THE AND GAVE APPROVAL CODE PAANZ TO REPLACE GAVEREPORT NUMBER TO CALL BACK WITH ADDITIONAL INFO RP:A) C/S BURN	Burning Smell			AC Compress
RP:WEB FORM DATA CONCERN:THE VEHICLE HAS AN EXHAUST SMELL INSIDE DIAGNOSTIC CS: ROAD TESTED TO VERIFY CONCERN COULD SMELL EXHAUST IN THE V	Exhaust Smell Strong	Hard Accel	Max AC	
RP:WEB FORM DATA CONCERN:ON A HARD ACCELL LIKE GETTING ON TO PARK WAY FROM A STOP WITH A/C ON YOU WILL GET A CHEMICAL SMELL AFTER A COUPLE	Chemical Smell	Hard Accel		
RP:WEB FORM DATA CONCERN:WHEN DRIVING VEHICLE AC ON RECIRCULATE ON AND ON AUTO WHEN YOU GO TO WOT AND THEN LET OF GAS YOU GET A BURNING	Burning Smell	Hard Accel	Recirc	
RE:THOMAS RECOMMEND TO COMPARE THIS VEHICLE TO A LIKE UNIT TO DETERMINE IF THIS IS A NORMAL CHARACTERISTIC OF THE VEHICLE IF THE LIKE UNIT EX	Heavy Exhaust Smell	Hard Accel		Smell like oil
CD:INTERMITTENTLY AFTER HEAVY ACCELERATION THERE IS AN ODOR IN THE PASSENGER COMPARTMENT THAT RESEMBLES EXHAUST ODOR IT CAN BE DESCRIB	Sulphur Smell	Hard Accel	AC Off	
RP:WEB FORM DATA CONCERN:CUSTOMER STATES THAT AT WHEN START UP THEY SMELL EXHAUST IN VEHICLE ALSO AFTER COMING TO A STOP AND IDLING AT ST	Exhaust Smell	Stop & Idle		

2011/12MY Explorer 3.5L Odor Investigation of PVT CQIS Reports

MY	VIN	Odor Type	AWS Claim	Concern	Causal Part	Part Description	TECH Comments
2011	1FMHK8F83 BC	Burning Hair / Sulphur	581012	Rattle	70519A02	PANEL CENTER FLOOR F	Exterior Front Rattle
2011	1FMHK7D80 BC	Exhaust Smell	666580	Odor	5230	Muffler	Replace - Paint on Muffler
2011	1FMHK7D87 BC	Exhaust Fumes	645544	Odor	74111B24	PLT RR FLR RR SL PNL	FOUND REAR BODY PLUG LOOSE AND NOT FULLY INSTALLED.
2011	1FMHK8F80 BC	Burnt Rubber Smell	931416	Touch Screen TSB			
			1497510	Power Steering problems			
2011	1FMHK7B84 BC	Exhaust Gases	380143	Overheats	8C607	MTR & FAN ASY-ENG COOL	ELECTROVENTILATOR HIGH RESISTENCE, DTC P1299
			702394	Dead Battery	10654	Battery	Replace Battery, won't hold a charge
			991943	Engine problem	9F593	Injectors	Replace bad injectors
			1450243	Engine problem	9F593	Injectors	Replace (2) Leaking, (2) Clogged injectors
2011	1FMHK8F8X BC	Rotten Egg / Sulphur	571993	Overheats	8C607	MTR & FAN ASY-ENG COOL	FOUND FANS IN OP TSB 11 5 18 Replace
			745760	Noise Frt	16005	Frt Fender ASY	Loose Mud Flap
			745759	Wind Noise	7003145	Windshield Mldg	Re-seal open roof seam
			785713	Entertainment SYS	10E947	Video Display Screen	Repair Video Screen
			785712	Wipers	17508	Wiper Arms	Adjust Wipers
2011	1FMHK7D81 BC	Smoke Smell	353270	Overheats	8C607	MTR & FAN ASY-ENG COOL	Replace Fan
			740250	Trans Rough Shift	7A100	Valve Body Part	REPLACE VALVE BODY SEPARATOR PLATE - TSB 11 5 6
			667940	Sync Problems	14D212		Reprogram Sync
2011	1FMHK8F8X BC	Smoke Smell	836370	Overheats	8C607	MTR & FAN ASY-ENG COOL	Replace Fan - TSB 11-05-18
2011	1FMHK7F80 BC	Exhaust Fumes	809877	Loose Seat Cover	7063100	Seat Frame	FASTENED SEAT COVER BACK
			841201	Loose Molding	7803599	Interior Garnish Molding	REPLACED LEFT A PILLAR POST MOLDING
			848179	Loose Seat Cover	7062900	Seat Cushion	R&R RIGHT FRONT SEAT AND CUSHION TO REPLACE 2 CLIPS
			1119161	Exhaust Odor	Odor	MUSTY ODOR PLENUM	RETORQUED ALL SPARK PLUGS PER HOT LINE,CHECK BODY PLUGS,
			1119160	Noisy Brakes	2001	Brake Shoe Lining Kit	MACH FRT BRAKE ROTORS REPLACE PADS
			1107342	AC Not Cold	19700	AC Kit	PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CH DIAGNOSIS
			1107341	Bumper Poor Fit	16054	Frt Fender Apron	REPOSITION LEFT FRT INNER FENDER WELL
2011	1FMHK8F8X BC	Sulphur Smell	296132	Noisy Brakes	2C026	Rear wheel disc rotor	Machine rusted rear rotors
			711991	AC Not Cold	8C607	MTR & FAN ASY-ENG COOL	Replace Fan - TSB 11-05-18
			1054264	Fuel / Sulphur Smell	6A664	HOSE-CRANKCASE VENT	FOUND PCV HOSE NOT HOOKED TO AIR CLEANER
2011	1FMHK7F87 BC	Metal Burning Smell	826869	Windshield Pitting	7803100	Windshield Glass	Replace windshield, all have specs in the glass.
			820562	Frt Rattle	17757	BAR-FRONT BUMPER	THE FRONT BUMPER CROSS BAR TAC WELDS
			814338	Oil streaks on Glass	7821456/7	Door Glass Bolts	REPL BOTH INSIDE BELT MOULDING WITH REVISED PARTS
			814337	Frt Rattle	18B849	Premium Sound AMP	FOUND SONY DSP AMP BRACKET FLEXING. INSULATE & REINSTALL
			814339	NAV Screen Blank	14D212	MOD M/MEDIA	UPDATE TO LATEST LEVEL PER TSB 11 07 24
			832922	Key FOB	15K601	Key FOB	FOB HAS CHROME PEELING
			988246	Window Scrape	7821456/7	Door Glass Bolts	REPL BOTH FRT INSIDE BELT MLDGS
			988245	IP Rattle	7804320	Instrument Panel	INSULATE INST PANEL AT UPPER RT SIDE AREA
			1040531	Radio Sound Quality	19C107	Disc Radio	R&R ACM
			1429127	Water Leak	5451916	Roof Headliner	INSTALL FUSOR 124 SOUND DEADENER TO ROOF SHEET METAL
			1469099	Glovebox Squeak	7806024	Glovebox Door	REPLACE THE GLOVE BOX DOOR TO TIGHTEN UP THE FIT
			1429126	Weather Strip sticks out	7825766	Door Glass Run	RT REAR DOOR UPPER RUN PUCKERED AT TOP OF WINDOW
			1446108	Frt Bumper Squeak	17757	BAR-FRONT BUMPER	TSB 11 9 12 WHICH HAS US REPLACE THE FRONT BUMPER ASSEMBLY
			1429124	Engine Noise	6050	CYLINDER HEAD ASY LEFT	ADJUSTED Cam Cup GROOVE DEPTH AS DIRECTED BY TSB 11 08 26
			1469100	Weather Strip Bunched up	7825766	Door Glass Run	REPL RT REAR DOOR UPPER WINDOW RUN
			1429125	Headlamp Alignment	13007	BULB-HEADLAMP	HEADLAMPS ALIGN
2011	1FMHK7F86 BC	Rotten Egg / Sulphur	725119	Sync Problems	14D212	MOD M/MEDIA	SYNC NOT WORKING AT ALL. DIAG SYSTEM. REPROGRAMMED SYNC
			1625072	Camera Problems	14D212	MOD M/MEDIA	PERFORMED SYNC UPDATE FOR VARIOUS CUSTOMER COMCERNS
			1641356	Sulphur Smell	9430	Exhaust Manifold	TEST DROVE AND VERIFIED CONCERN
			1641357	Rear seat cover loose	7860513	PNL ASY RR ST CSHN FLR LH	REPLACED PROBLEM PART.NO LABOR OP AVAIBLE
2011	1FMHK8D87 BC	Exhaust Fumes	1469126	Exhaust Fumes	No Problem Found		ROAD TEST VEHICLE, VERIFY CONCERN ON HEAVY ACCEL EXHAUST FUMES
2011	1FMHK7F86	Strong Smell	1074966	IP Rattle	7803136	Windshield Molding	FOUND BOTH PILLER POST MLDGSRT SIDE NOISEY REPLACE

2011/12MY Explorer 3.5L Odor Investigation of PVT CQIS Reports

MY	VIN	Odor Type	AWS Claim	Concern	Causal Part	Part Description	TECH Comments
	BC [REDACTED]		1074965	Exhaust Smell	12405	Spark Plugs	R&I UPPER INTAKE FOUND ALL PLUGS LOOSE,RETORQ PLUGS
2011	1FMHK7F80 BC [REDACTED]	Burning Smell like electric	991813	Audio Troubles	14D212	MOD M/MEDIA	Dealer RO# [REDACTED]
			1090919	Sync Problems	14D212	MOD M/MEDIA	INSTALLED AND CONFIGURED NEW SYNC MODULE.
2011	1FMHK7D86 BC [REDACTED]	Exhaust Smell	1129030	Loose Missing Molding	7803136	Windshield Molding	REPLACE EXTERIOR A PILLAR APPLIQUE 7 BRACKET
2012	1FMHK7D83 CC [REDACTED]	Burning Smell	46466	Burning Smell	19703	COMPRESSOR-A/C	FOUND AC COMPRESSOR LEAKING ONTO BELT
2011	1FMHK8D81 BC [REDACTED]	Exhaust Smell, Strong sulphur smell from Tailpipe	401652	Door Dent Transportation			OUTSIDE LABOR TO PULL DENT OUT OF DOOR
2011	1FMHK8F89 BC [REDACTED]	Chemical Smell	213409	Speaker Crackling Noise	18808	Speaker	REPLAC E LEFT FRONT DOOR SPEAKER FOR DISTORTION
			839216	Frt Rattle	7803598	MLDG,W/S GARN R	REPL THE RF PILLAR MOLDING
			846041	Liftgate Fit - Not Flush	7040010	LIFT GATE	ADJUST REAR HATCH LATCH
			1140178	Sync Problems	14D212	MOD M/MEDIA	PERFORM TSB 11 7 24 REPROGRAM
			1140180	Liftgate Misaligned	7840110	DOOR LUGG	VERIFY CONCERN SENT TO COMBINED TO HAVE ADJUSTED VERIFY REPAIRS
			1140179	Interior Mirror Shakes	17700	MIRROR ASY-RR VIEW	REPLACE MIRROR (LOOSE MOUNT)
			1140181	Hood Not Aligned	16612	Hood	SENT TO BODY SHOP AND HAD ALIGNED CORRECTLY
			1140177	A-Pillar Wind Noise at 45mph	7803136	MLDG W SHLD OUT R	ISOLATED AND REPLACE TRIM MOLDING EXTERIOR RIGHT SIDE A PILLAR
2011	1FMHK8D8X E [REDACTED]	Burning Smell	No Claims				
2011	1FMHK7F86 BC [REDACTED]	Heavy Exhaust Smell	511226	Audio Troubles	14D212	MOD M/MEDIA	Dealer RO# [REDACTED]
			658626	Cell Phone Trouble	14D212	MOD M/MEDIA	REMOVE, REPLACED, AND REPROGRAMMED APIM
			1040106	Air Bag MIL	7861203	SEAT BELT BUCKLE END	REPLACE PRETENSIONER BUCKLE. CLEAR CODE.
2011	1FMHK8D86 BC [REDACTED]	Sulphur Smell	382748	Tire Repair	26619	Tire, Valve, Balance	REPLACE TIRE OLD DOTS AP4AKAMX3710 NEW DOTS AP4ADAMX
			550698	AC Not Cold	8C607	MTR & FAN ASY-ENG COOL	REPLACE COOLING FAN ASSY PER TSB 11 05 18
			833196	Sync Problems	14D212	MOD M/MEDIA	REPROGRAMMED SYNC SYSTEM PER TSB 11 7 24
2012	1FMHK7F94 CC [REDACTED]	Exhaust Smell	80046	Pwr Seat Control			SEAT MOTOR SHORTED, REMOVE BOTH REAR SEAT, TRIM, PANELS SEAT RAIL

2011/12MY Explorer 3.5L Odor Investigation

Objective:

Review (23) CQIS Claims from the PVT file with customer concerns of odor infiltration into the vehicle interior

Methodology:

1. Review CQIS Claims and determine the actual odor that the customer believes they smell.
2. Conduct vehicle history analysis for each VIN.
3. Determine contributors to odor, determine contributors to infiltration.
4. Categorize potential "Causal Factors" of either odor or infiltration.

Analysis:

Causal Factor of Odor Potential	Repair Performed	VIN	Customer Odor Comment
Overheats	Replace Cooling Module	1FMHK7B84BC	Exhaust Gases
		1FMHK8F8XBC	Rotten Egg / Sulphur
		1FMHK7D81BC	Smoke Smell
		1FMHK8F8XBC	Smoke Smell
		1FMHK8F8XBC	Sulphur Smell
		1FMHK8D86BC	Sulphur Smell
Body Sealing	Center Floor Panel - Rattle	1FMHK8F83BC	Burning Hair / Sulphur
	Rear Body Plug - Loose	1FMHK7D87BC	Exhaust Fumes
	Rear Door Weather Striping	1FMHK7F87BC	Metal Burning Smell
	Windshield Molding - Loose	1FMHK7D86BC	Exhaust Smell
	Liftgate Fit	1FMHK8F89BC	Chemical Smell
Base Engine Components	Retorqued Spark Plugs	1FMHK7F80BC	Exhaust Fumes
	All spark plugs loose	1FMHK7F86BC	Strong Smell
	Exhaust Manifold	1FMHK7F86BC	Rotten Egg / Sulphur
Chemical & Leaks	Power Steering Problems	1FMHK8F80BC	Burnt Rubber Smell
	Paint on Muffler	1FMHK7D80BC	Exhaust Smell
	AC Compressor leaks Oil	1FMHK7D83CC	Burning Smell
AWS Repair Information that may be unrelated	Door Dent	1FMHK8D81BC	Strong sulphur smell from Tailpipe
	No Problem Found	1FMHK8D87BC	Exhaust Fumes
	Sync & Audio Concerns	1FMHK7F80BC	Burning Smell like Electric
	Audio, Cell Phone, Air Bag	1FMHK7F86BC	Heavy Exhaust Smell
	Power Seat Control	1FMHK7F94CC	Exhaust Smell
	No AWS Claims	1FMHK8D8XBC	Burning Smell

Disclaimer:

Please note, these are merely potential "Causal Factors" that may contribute to the customers odor concern. Dates of the CQIS comments were not available in this spreadsheet to verify whether the above repairs were performed before or after the odor concerns existed.

Denotes 2012MY vehicles in the report

2011/12MY Explorer 3.5L Odor Investigation of PVT CQIS Reports

MY	VIN	Odor Type	AWS Claim	Concern	Causal Part	Part Description	TECH Comments
2011	1FMHK8P83 BC	Burning Hair / Sulphur	581012	Rattle	70519A02	PANEL CENTER FLOOR F	Exterior Front Rattle
2011	1FMHK7D80 BC	Exhaust Small	668580	Odor	5230	Muffler	Replace - Paint on Muffler
2011	1FMHK7D87 BC	Exhaust Fumes	645544	Odor	74111B24	PLT RR FLR RR SL PNL	FOUND REAR BODY PLUG LOOSE AND NOT FULLY INSTALLED
2011	1FMHK8F80 BC	Burnt Rubber Small	931416	Touch Screen TSB			
			1497510	Power Steering problems			
2011	1FMHK7B84 BC	Exhaust Gases	380143	Overheats	8C607	MTR & FAN ASY-ENG COOL	ELECTROVENTILATOR HIGH RESISTENCE - OTC P1299
			702394	Dead Battery	10654	Battery	Replace Battery, won't hold a charge
			991843	Engine problem	9F593	Injectors	Replace bad injectors
			1450243	Engine problem	9F593	Injectors	Replace (2) Leaking, (2) Clogged injectors
2011	1FMHK8F8X BC	Rotten Egg / Sulphur	571993	Overheats	8C607	MTR & FAN ASY-ENG COOL	FOUND FANS IN OP TSB 11 5 18 Replace
			745760	Noise Fit	16005	Frt Fender ASY	Loose Mud Flap
			745759	Wind Noise	7003145	Windshield Midg	Re-seat open roof seam
			785713	Entertainment SYS	10E917	Video Display Screen	Repair Video Screen
			785712	Wipers	17508	Wiper Arms	Adjust Wipers
2011	1FMHK8F8X BC	Smoke Small	353270	Overheats	8C607	MTR & FAN ASY-ENG COOL	Replace Fan
			740250	Trans Rough Shift	7A100	Valve Body Part	REPLACE VALVE BODY SEPARATOR PLATE - TSB 11 5 6
			667940	Sync Problems	14D212		Reprogram Sync
2011	1FMHK8F8X BC	Smoke Small	836370	Overheats	8C607	MTR & FAN ASY-ENG COOL	Replace Fan - TSB 11-05-18
2011	1FMHK7F80 BC	Exhaust Fumes	809877	Loose Seat Cover	7063100	Seat Frame	FASTENED SEAT COVER BACK
			841201	Loose Molding	7803599	Interior Garnish Molding	REPLACED LEFT A PILLAR POST MOLDING
			848179	Loose Seat Cover	7062900	Seat Cushion	R&R RIGHT FRONT SEAT AND CUSHION TO REPLACE 2 CLIPS
			1119161	Exhaust Odor		Odor	MUSTY ODOR PLENUM
			1119160	Noisy Brakes	2001	Brake Shoe Lining Kit	RETORQUED ALL SPARK PLUGS PER HOT LINE CHECK BODY PLUGS
			1107342	AC Not Cold	19700	AC Kit	MACH FRT BRAKE ROTORS REPLACE PADS
			1107341	Bumper Poor Fit	16054	Frt Fender Apron	PRESSURIZE, LEAK TEST, DISCHARGE, EVACUATE AND CH DIAGNOSIS
2011	1FMHK8F8X BC	Sulphur Small	296132	Noisy Brakes	2C026	Rear wheel disc rotor	REPOSITION LEFT FRT INNER FENDER WELL
			711991	AC Not Cold	8C607	MTR & FAN ASY-ENG COOL	Machine rusted rear rotors
			1054264	Fuel / Sulphur Small	6A684	HOSE CRANKCASE VENT	Replace Fan - TSB 11-05-18
2011	1FMHK7F87 BC	Metal Burning Small	826869	Windshield Pitting	7803100	Windshield Glass	FOUND PCV HOSE NOT HOOKED TO AIR CLEANER
			820562	Frt Rattle	17757	BAR-FRONT BUMPER	Replace windshield, all have specs in the glass
			814338	Oil streaks on Glass	7821456/7	Door Glass Bolts	THE FRONT BUMPER CROSS BAR TAC WELDS
			814337	Frt Rattle	18B849	Premium Sound AMP	REPL BOTH INSIDE BELT MOULDING WITH REVISED PARTS
			814339	NAV Screen Blank	14D212	MOD M/MEDIA	FOUND SONY DSP AMP BRACKET FLEXING INSULATE & REINSTALL
			832922	Key FOB	15K601	Key FOB	UPDATE TO LATEST LEVEL PER TSB 11 07 24
			988246	Window Scribe	7821456/7	Door Glass Bolts	FOB HAS CHROME PEELING
			988245	IP Rattle	7804320	Instrument Panel	REPL BOTH FRT INSIDE BELT MLDGS
			1040531	Radio Sound Quality	19C107	Disc Radio	INSULATE INST PANEL AT UPPER RT SIDE AREA
			1429127	Water Leak	5451916	Roof Headliner	R&R ACM
			1469099	Glovebox Squeak	7805024	Glovebox Door	INSTALL FUSOR 124 SOUND DEADENER TO ROOF SHEET METAL
			1429126	Weather Strip sticks out	7825766	Door Glass Run	REPLACE THE GLOVE BOX DOOR TO TIGHTEN UP THE FIT
			1448108	Frt Bumper Squeak	17757	BAR-FRONT BUMPER	RT REAR DOOR UPPER RUN PUCKERED AT TOP OF WINDOW
			1429124	Engine Noise	6030	CYLINDER HEAD ASY LEFT	TSB 11 8 12 WHICH HAS US REPLACE THE FRONT BUMPER ASSEMBLY
			1469100	Weather Strip Bunched up	7825766	Door Glass Run	ADJUSTED Cam Cujt GROOVE DEPTH AS DIRECTED BY TSB 11 08 26
			1429125	Headlamp Alignment	13007	BULB-HEADLAMP	REPL RT REAR DOOR UPPER WINDOW RUN
2011	1FMHK7F86 BC	Rotten Egg / Sulphur	725119	Sync Problems	14D212	MOD M/MEDIA	HEADLAMPS ALIGN
			1625072	Camera Problems	14D212	MOD M/MEDIA	SYNC NOT WORKING AT ALL DIAG SYSTEM REPROGRAMMED SYNC
			1641356	Sulphur Small	9430	Exhaust Manifold	PERFORMED SYNC UPDATE FOR VARIOUS CUSTOMER CONCERNS
			1641357	Rear seat cover loose	7860513	PNL ASY RR ST CSHN FLR LH	TEST DROVE AND VERIFIED CONCERN
2011	1FMHK8D87 BC	Exhaust Fumes	1469126	Exhaust Fumes	No Problem Found		REPLACED PROBLEM PART..NO LABOR DP AVAILBLE
2011	1FMHK7P86	Strong Small	1074986	IP Rattle	7803136	Windshield Molding	ROAD TEST VEHICLE, VERIFY CONCERN ON HEAVY ACCEL EXHAUST FUMES

2011/12MY Explorer 3.5L Odor Investigation of PVT CQIS Reports

MY	VIN	Odor Type	AWS Claim	Concern	Causal Part	Part Description	TECH Comments
	BC [REDACTED]		1074965	Exhaust Smell	12405	Spark Plugs	R&I UPPER INTAKE FOUND ALL PLUGS LOOSE, RETORO PLUGS
2011	1FMHK7D89 BC [REDACTED]	Burning Smell like electric	991813	Audio Troubles	14D212	MOD M/MEDIA	Dealer RO# [REDACTED]
			1090919	Sync Problems	14D212	MOD M/MEDIA	INSTALLED AND CONFIGURED NEW SYNC MODULE.
2011	1FMHK7D86 BC [REDACTED]	Exhaust Smell	1129030	Loose Missing Molding	7803136	Windshield Molding	REPLACE EXTERIOR A PILLAR APPLIQUE 7 BRACKET.
2012	1FMHK7D83 CC [REDACTED]	Burning Smell	46466	Burning Smell	19703	COMPRESSOR A/C	FOUND AC COMPRESSOR LEAKING ONTO BELT
2011	1FMHK8D81 BC [REDACTED]	Exhaust Smell, Strong sulphur smell from Tailpipe	401652	Door Dent Transportation			OUTSIDE LABOR TO PULL DENT OUT OF DOOR
2011	1FMHK8F83 BC [REDACTED]	Chemical Smell	213409	Speaker Crackling Noise	18808	Speaker	REPLAC E LEFT FRONT DOOR SPEAKER FOR DISTORTION
			839216	Fit Rattle	7802598	MLDG,W/S GARN R	REPL THE RF PILLAR MOLDING
			846041	Liftgate Fit - Not Flush	7040010	LIFT GATE	ADJUST REAR HATCH LATCH
			1140178	Sync Problems	14D212	MOD M/MEDIA	PERFORM TSB 11 7 21 REPROGRAM
			1140180	Liftgate Misaligned	7840110	DOOR LUGG	VERIFY CONCERN SENT TO COMBINED TO HAVE ADJUSTED VERIFY REPAIRS
			1140179	Interior Mirror Shakes	17700	MIRROR ASY:RR VIEW	REPLACE MIRROR (LOOSE MOUNT)
			1140181	Hood Not Aligned	16612	Hood	SENT TO BODY SHOP AND HAD ALIGNED CORRECTLY
			1140177	A-Pillar Wind Noise at 45mph	7803136	MLDG W SHLD OUT R	ISOLATED AND REPLACE TRIM MOLDING EXTERIOR RIGHT SIDE A PILLAR
2011	1FMHK8D8X BC [REDACTED]	Burning Smell	No Claims				
2011	1FMHK7F86 BC [REDACTED]	Heavy Exhaust Smell	511226	Audio Troubles	14D212	MOD M/MEDIA	Dealer RO# [REDACTED]
			658626	Cell Phone Trouble	14D212	MOD M/MEDIA	REMOVE, REPLACED, AND REPROGRAMMED APIM
			1040106	Air Bag MIL	7861203	SEAT BELT BUCKLE END	REPLACE PRETENSIONER BUCKLE CLEAR CODE
2011	1FMHK8D86 BC [REDACTED]	Sulphur Smell	362748	Tire Repair	28619	Tire, Valve, Balance	REPLACE TIRE OLD DOTS AP1AKAMX3710 NEW DOTS AP1ADAMx
			550698	AC Not Cold	8D607	MTR & FAN ASY ENG COOL	REPLACE COOLING FAN ASSY PER TSB 11 05 18
			833196	Sync Problems	14D212	MOD M/MEDIA	REPROGRAMMED SYNC SYSTEM PER TSB 11 7 24
2012	1FMHK7E93 CC [REDACTED]	Exhaust Smell	80046	Pwr Seat Control			SEAT MOTOR SHORTED, REMOVE BOTH REAR SEAT TRIM, PANELS SEAT RAIL

2011/12MY Ford Explorer 3.5L - Odor Investigation

The current model Explorer uses two air extractor panels on the rear of the vehicle



This extractor, AG13-B280B63-AB is a rigid polypropylene with rubber doors. This unit is designed to allow air to escape the vehicle during door closing efforts.



Vehicle Exterior View



Vehicle Interior View

Sealing Quality of the Extractor Doors

Exterior View



Interior View



2011/12MY Ford Explorer 3.5L - Odor Investigation

The current model Explorer uses two air extractor panels on the rear of the vehicle



This extractor, AG13-B280B63-AB is a rigid polypropylene with rubber doors. This unit is designed to allow air to escape the vehicle during door closing efforts.



Vehicle Exterior View



Vehicle Interior View

Sealing Quality of the Extractor Doors

Exterior View



Interior View



From: Perez, Bryan (B.)
Sent: Wednesday, January 28, 2015 5:31 PM
To: Krawczyk, Kevin (R.)
Subject: 2013 Explorer Buy Back - Exhaust Odor

Importance: High

Kevin, per my voice mail I am looking for some help on a 2013 Explorer with the exhaust odor concern. We have done the TSB and made sure that it was sealed properly and extractors not damaged. The HVAC has the latest cal. The TAR is E13D4008, I also see that we still have an ISM out that says Engineering is investigating however I don't see anything in AEQ. Are we still working on this one or are we just accepting that it is what it is at this point? I have had at several of these bought back for this concern, one including a pregnant woman that went legal. This customer has already had a vehicle bought back for a different concern and understands the process well and has initiated it for this vehicle through BBB. Any information is greatly appreciated, if needed I can escalate through the process however if there is nothing else out there then that would just be a waste of time...

Bryan Perez

Field Service Engineer - T01 Phoenix Region
602-920-6360
bperez7@ford.com
fax: 888-3724329

From: McClung, Shannon (S.T.)
Sent: Wednesday, March 16, 2016 8:59 PM
To: Krawczyk, Kevin (R.)
Subject: 2013 Explorer exhaust request

Kevin,

Sorry to bug you with this, but is there a new PCE for Explorer? Would you kindly forward this for me, thank you.

I have a service manager asking me about access to exhaust tips for the Explorer (below). Is that a possibility? Thanks!

RE: 1FM5K7D85DG [REDACTED] customer [REDACTED]

Regards,

Shannon T. McClung

Field Service Engineer

Cell: [REDACTED]

From: Service [<mailto:service@charlottecountyford.com>]
Sent: Wednesday, March 16, 2016 4:37 PM
To: McClung, Shannon (S.T.)
Subject: 1FM5K7D85DG [REDACTED]

2013 Explorer XLT. Looking for part number or information on part (exhaust pipe/mufflers/tailpipe) that has been developed to improve exhaust smell issue on this model. Please help if you are able.

Expect the Best!

Lee Doyal

Parts & Service Director

Don Gasgarth's Charlotte County Ford

3156 Tamiami Trail

Port Charlotte, Florida 33952

941-625-6141

941-235-2970 Direct Line

941-235-2995 Fax

lee.doyal@dgcfc.com

service@charlottecountyford.com

<http://www.charlottecountyford.com>

2014MY E41 - Exhaust Odor Claims Analysis			Time-in-Service													Total		
Vehicle	Engine	VFG Analysis	-1	0	1	2	3	4	5	6	7	8	9	10	11		12	
Escape	1.6L GTDI	Catalyst Gasket Leak at Turbo		1		2				1							4	
		No Problem Found			1			1									2	
		Defective O2 Sensor						1										1
		Exhaust Label Burning				1												1
		2.0L GTDI	Soot - Normal					1										1
	Catalyst Gasket Leak at Turbo			1	2				1									4
	No Problem Found					1					2							3
	PCV Hose off					1												1
		PTU Leak				1											1	
		Turbo Air Pipe Blew Off														1	1	
Escape Total				2	6	3	1	2	1	3						1	19	
Explorer	3.5L GTDI	Body Sealing							1								1	
		Fuel Smell - NPF			1													1
		Turbo Leaks Oil										1						1
		Vacuum Hose Unplugged						1										1
	3.5L TiVCT	TSB 12-12-04 for Odor				3	1	4	5	2					1			16
		Exhaust Label Burning		1	1													2
		Increase Tailpipe Length			2													2
		No Problem Found				1												1
		PTU Leak						1										1
		Replace Catalysis												1				1
		Unable to Determine													1		1	
Explorer Total				1	4	4	1	6	6	2	1		1	1	1		28	
Explorer - Police	3.7L TiVCT	Drain Plugs in Liftgate Missing							1								1	
		PTU Leak											1				1	
		Replace PTU Burnt						1										1
		TSB 12-12-04 for Odor											1					1
Explorer - Police Total								1	1			1	1				4	
Fiesta	1.0L	Broken Studs Catalyst to Turbo	1														1	
		Defective Flex Pipe	1														1	
	1.6L	Tailpipe Short - Misbuild									1						1	
Fiesta Total			2								1						3	
Flex	3.5L TiVCT	No Problem Found						1									1	
		TSB 12-12-04 for Odor					1		1									2
Flex Total							1	1									2	
Focus	2.0L GTDI	No Problem Found			1												1	
		Turbo Band Clamp - Improper Installation				1												1
Focus Total					1	1											2	
F-Series	5.0L	Tighten Exhaust Clamp		1													1	
F-Series Total				1													1	
Fusion (Less Hybrid)	1.5L GTDI	Exhaust Gasket Leak					1										1	
	2.0L GTDI	Catalyst Gasket Leak at Turbo		1		1											2	
Fusion (Less Hybrid) Total				1		1	1										3	
Lincoln MKX	3.7L TiVCT	Air Extractors - Replace						1									1	
		Exhaust Label Burning			1													1
Lincoln MKX Total					1			1									2	
Mustang	5.0L	Catalyst Clamps Loose				1											1	
		Exhaust Restricted			1												1	
		No Problem Found												1				1
		Y-Pipe Loose		1														1
Mustang Total			1		1	1							1				4	
Super Duty	6.7L Diesel	No Problem Found			2	1											3	
		Catalyst Gasket Leak at Turbo						1										1
		Crankcase Oil Separator Cracked					1											1
		Inspect DEF - Diesel										1						1
		Normal for Regen of Diesel								1								1
		Outfitter DEF Concern				1												1
		Tighten Exhaust Clamp					1											1
		Warped Exhaust Manifold Flange									1							1
Super Duty Total					2	2	2	1	1	1	1						10	
Taurus	2.0L GTDI	PCV Hose off							1								1	
	3.5L TiVCT	Exhaust Label Burning			2												2	
	3.7L TiVCT	H-Pipe Weld Leak											1				1	
Taurus Total					2				1				1				4	
Grand Total			3	5	17	12	6	11	11	6	3	2	3	1	1	1	82	

R/1000 Analysis of 2014MY E41 Claims by Vehicle Line by Engine

2014MY E41 - Exhaust Odor Claims - TIS = Cumulative MYTD				
TIS	R/1000	Claims	Vehicle Line AWS	Engine [EN]
10	0.03	2	AK - FOCUS	C/MG - 2.0L I4 16V DI GAS 160 PS
10	0.34	2	AK - FOCUS	C/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
9	0	0	B3 - EXPEDITION	T/WX - MOD 5.4L-3V SOHC GAS/ESSEX
9	0	0	B4 - NAVIGATOR	T/WX - MOD 5.4L-3V SOHC GAS/ESSEX
11	0	0	BB - FIESTA (B299)	C/HX - 1.6L VCT-TIC PFI 115PS SIGMA
12	0	0	BB - FIESTA (B299)	C/JT - 1.6L 16V DI TC I4 170PS SIGMA
15	0.03	1	BB - FIESTA (B299)	C/TS - 1.6L TIVCT PFI 115-123HP SIGMA
12	0	0	BB - FIESTA (B299)	C/UW - 1.6L TIVCT PFI NA I4 E100FLEX
5	0	0	CG - C-MAX HYBRID	C/UA - 2.0 4V DOHC PFI NA I4 GAS/ELEC
10	0.04	2	DE - FUSION	C/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
9	0	0	DE - FUSION	C/RN - 1.6L PI TC I4 ETHNL 180/240 PS
10	0	0	DE - FUSION	C/S7 - 2.5L DOHC PFI 4 CYL GAS
9	0	0	DE - FUSION	C/T6 - 2.5L DOHC PI NA 170PS FLEXFUEL
10	0.02	1	DE - FUSION	C/UN - 1.5L GTDI I4
10	0	0	DH - FUSION HYBRID	C/UA - 2.0 4V DOHC PFI NA I4 GAS/ELEC
8	0	0	E1 - ECONOLINE	T/VN - R-M 4.6L SOHC EFI NA CIV8 G-NP
8	0	0	E1 - ECONOLINE	T/VZ - W-MOD 5.4L SOHC EFI NA V8 G-NP
8	0	0	E1 - ECONOLINE	T/WA - 6.8L SOHC EFI NA V10 GAS
7	0	0	F6 - F SERIES P221	T/KW - 3.5L V6 GAS DOHC TIVCT
7	0	0	F6 - F SERIES P221	T/MF - MOD 5.0L-4V DOHC SEFI NA
7	0	0	F6 - F SERIES P221	T/R4 - 6.2L 16V SFI OHC VCT NA V8 GAS
7	0	0	F6 - F SERIES P221	T/RM - 3.7L 4V-DAMB PFI V6 NA GAS
10	0	0	F7 - F250HD/350/450/550	T/R4 - 6.2L 16V SFI OHC VCT NA V8 GAS
10	0.17	9	F7 - F250HD/350/450/550	T/TR - 6.7L 4V HPCR V8 T/C DSL
10	0	0	F7 - F250HD/350/450/550	T/YH - 6.8L 3V EFI NA V10 GAS
11	0	0	LE - LINCOLN MKS	C/KP - 3.7L DOHC V6 GAS
11	0	0	LE - LINCOLN MKS	C/TA - 3.5L-4V DOHC T/C V6 GAS 350HP
11	0.07	8	M1 - ESCAPE	T/JT - 1.6L 16V DI TC I4 170PS SIGMA
11	0	0	M1 - ESCAPE	T/S7 - 2.5L DOHC PFI 4 CYL GAS
11	0.11	9	M1 - ESCAPE	T/TP - 2.0L 16V TIVCT T/C 230PS GAS
12	0.16	2	P3 - FLEX	T/KX - 3.5L V6 CYCLONE TIVCT
12	0	0	P3 - FLEX	T/TA - 3.5L-4V DOHC T/C V6 GAS 350HP
11	0	0	P4 - LINCOLN MKT (NA-OAKVILLE)	T/KP - 3.7L DOHC V6 GAS
11	0	0	P4 - LINCOLN MKT (NA-OAKVILLE)	T/TA - 3.5L-4V DOHC T/C V6 GAS 350HP
11	0.33	1	PG - FIVE HUNDRED / TAURUS (08)	C/KP - 3.7L DOHC V6 GAS
11	0.02	1	PG - FIVE HUNDRED / TAURUS (08)	C/KX - 3.5L V6 CYCLONE TIVCT
11	0.73	1	PG - FIVE HUNDRED / TAURUS (08)	C/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
11	0	0	PG - FIVE HUNDRED / TAURUS (08)	C/TA - 3.5L-4V DOHC T/C V6 GAS 350HP
5	0	0	Q1 - FORD EDGE	T/KP - 3.7L DOHC V6 GAS
6	0	0	Q1 - FORD EDGE	T/N5 - 3.5L 4V DOHC VCT SMPI V6 GAS
4	0	0	Q1 - FORD EDGE	T/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
11	0.76	4	U2 - EXPLORER	T/KP - 3.7L DOHC V6 GAS
11	0.35	23	U2 - EXPLORER	T/KX - 3.5L V6 CYCLONE TIVCT
11	0	0	U2 - EXPLORER	T/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
11	0.39	4	U2 - EXPLORER	T/TA - 3.5L-4V DOHC T/C V6 GAS 350HP
9	0	0	Y1 - F-STRIPPED CHASSIS	T/YH - 6.8L 3V EFI NA V10 GAS
16	0.15	3	ZA - MUSTANG	C/MF - MOD 5.0L-4V DOHC SEFI NA
16	0	0	ZA - MUSTANG	C/RM - 3.7L 4V-DAMB PFI V6 NA GAS
14	0	0	ZA - MUSTANG	C/U6 - 5.8L DOHC SC GAS
10	0	0	ZH - MKZ HYBRID (NA-HSAP)	C/UA - 2.0 4V DOHC PFI NA I4 GAS/ELEC
10	0	0	ZP - ZEPHYR/MKZ	C/KP - 3.7L DOHC V6 GAS
9	0	0	ZP - ZEPHYR/MKZ	C/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
18	0.1	74	TOTAL	TOTAL

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 those technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedure 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
BBSZ-61260B00-A	Dual Rate Air Extractor
BBSZ-7829104-AA	Wheel Lip Moulding Right Hand
BBSZ-7829105-AA	Wheel Lip Moulding Left Hand
MSZ-84250B00-N	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	CONDITION CODE
BASIC PART NO. 54280862	07

"New TSB 14-0130 released 22-July-2014 supersedes TSB 12-12-4 for Exhaust Odor. Incorporates prior body sealing actions but adds a reprogrammed HVAC calibration."

Count of VIN CD Vehicle	Engine	VFG Analysis	TIS												Grand Total		
			-1	0	1	2	3	4	5	6	7	8	9	10		11	12
Escape	1.6L GTDI	Catalyst Gasket Leak at Turbo	1		2				1		1						4
		Defective O2 Sensor						1									1
		Exhaust Label Burning			1												1
		No Problem Found			1			1									2
		Soot - Normal					1										1
	2.0L GTDI	Catalyst Gasket Leak at Turbo	1	2					1								4
		No Problem Found		1							2						3
		PCV Hose off		1													1
		PTU Leak				1											1
		Turbo Air Pipe Blew Off														1	1
Escape Total			2	6	3	1	2	1	3							1	19
Explorer	3.5L GTDI	Body Sealing							1								1
		Fuel Smell - NPF		1													1
		Turbo Leaks Oil									1						1
	3.5L TIVCT	Vacuum Hose Unplugged						1									1
		Exhaust Label Burning	1	1													2
		Increase Tailpipe Length		2													2
		No Problem Found				1											1
		PTU Leak						1									1
		Replace Catalysts											1				1
		TSB 12-12-04 for Odor				3	1	4	5	2				1		1	16
		Unable to Determine														1	1
Explorer Total			1	4	4	1	6	6	2	1			1	1	1	1	28
Explorer - Police	3.7L TIVCT	Drain Plugs in Liftgate Missing							1								1
		PTU Leak											1				1
		Replace PTU Burnt						1									1
		TSB 12-12-04 for Odor										1					1
Explorer - Police Total							1	1					1	1			4
Fiest	1.0L	Broken Studs Catalyst to Turbo	1														1
		Defective Flex Pipe	1														1
	1.6L	Tailpipe Short - Misbuild										1					1
Fiest Total			2									1					3
Flex	3.5L TIVCT	No Problem Found							1								1
		TSB 12-12-04 for Odor															1
Flex Total							1	1									2
Focus	2.0L GTDI	No Problem Found			1												1
		Turbo Band Clamp - Improper Installation				1											1
Focus Total					1	1											2
F-Series	5.0L	Tighten Exhaust Clamp	1														1
F-Series Total			1														1
Fusion (Less Hybrid)	1.5L GTDI	Exhaust Gasket Leak						1									1
	2.0L GTDI	Catalyst Gasket Leak at Turbo	1		1												2
Fusion (Less Hybrid) Total			1	1	1												3
Lincoln MKX	3.7L TIVCT	Air Extractors - Replace						1									1
		Exhaust Label Burning		1													1
Lincoln MKX Total				1				1									2
Mustang	5.0L	Catalyst Clamps Loose				1											1
		Exhaust Restricted			1												1
		No Problem Found											1				1
		Y-Pipe Loose	1														1
Mustang Total			1	1	1								1				4
Super Duty	6.7L Diesel	Catalyst Gasket Leak at Turbo						1									1
		Crankcase Oil Separator Cracked						1									1
		Inspect DEF - Diesel									1						1
		No Problem Found		2	1												3
		Normal for Regen of Diesel							1								1
		Outfitter DEF Concern			1												1
		Tighten Exhaust Clamp				1											1
		Warped Exhaust Manifold Flange									1						1
Super Duty Total				2	2	2	1	1	1	1	1						10
Taurus	2.0L GTDI	PCV Hose off							1								1
	3.5L TIVCT	Exhaust Label Burning			2												2
	3.7L TIVCT	H-Pipe Weld Leak											1				1
Taurus Total					2				1				1				4
Grand Total			3	5	17	12	6	11	11	6	3	2	3	1	1	1	82

2014MY E41 - Exhaust Odor Claims Analysis			Time-in-Service												Total			
Vehicle	Engine	VFG Analysis	-1	0	1	2	3	4	5	6	7	8	9	10		11	12	
Escape	1.6L GTDI	Catalyst Gasket Leak at Turbo		1		2				1							4	
		No Problem Found			1			1									2	
		Defective O2 Sensor						1										1
		Exhaust Label Burning			1													1
		Soot - Normal					1											1
	2.0L GTDI	Catalyst Gasket Leak at Turbo		1	2				1									4
		No Problem Found			1						2							3
PCV Hose off				1													1	
Escape Total				2	6	3	1	2	1	3						1	19	
Explorer	3.5L GTDI	Body Sealing							1								1	
		Fuel Smell - NPF			1													1
		Turbo Leaks Oil										1						1
		Vacuum Hose Unplugged						1										1
	3.5L TiVCT	TSB 12-12-04 for Odor				3	1	4	5	2					1			16
		Exhaust Label Burning		1	1													2
		Increase Tailpipe Length			2													2
		No Problem Found				1												1
		PTU Leak						1										1
		Replace Catalysts												1				1
		Unable to Determine														1		1
Explorer Total				1	4	4	1	6	6	2	1		1	1	1		28	
Explorer - Police	3.7L TiVCT	Drain Plugs in Liftgate Missing							1								1	
		PTU Leak											1				1	
		Replace PTU Burnt						1									1	
		TSB 12-12-04 for Odor											1				1	
Explorer - Police Total								1	1			1	1				4	
Fiesta	1.0L	Broken Studs Catalyst to Turbo	1														1	
		Defective Flex Pipe	1														1	
	1.6L	Tailpipe Short - Misbuild										1					1	
Fiesta Total			2								1						3	
Flex	3.5L TiVCT	No Problem Found						1									1	
		TSB 12-12-04 for Odor					1											1
Flex Total							1	1									2	
Focus	2.0L GTDI	No Problem Found		1													1	
		Turbo Band Clamp - Improper Installation				1												1
Focus Total					1	1											2	
F-Series	5.0L	Tighten Exhaust Clamp	1														1	
F-Series Total			1														1	
Fusion (Less Hybrid)	1.5L GTDI	Exhaust Gasket Leak					1										1	
	2.0L GTDI	Catalyst Gasket Leak at Turbo	1		1												2	
Fusion (Less Hybrid) Total			1		1	1											3	
Lincoln MKX	3.7L TiVCT	Air Extractors - Replace						1									1	
		Exhaust Label Burning			1												1	
Lincoln MKX Total					1		1										2	
Mustang	5.0L	Catalyst Clamps Loose				1											1	
		Exhaust Restricted			1												1	
		No Problem Found												1			1	
		Y-Pipe Loose	1															1
Mustang Total			1		1	1							1				4	
Super Duty	6.7L Diesel	No Problem Found			2	1											3	
		Catalyst Gasket Leak at Turbo						1										1
		Crankcase Oil Separator Cracked					1											1
		Inspect DEF - Diesel									1							1
		Normal for Regen of Diesel								1								1
		Outfitter DEF Concern				1												1
		Tighten Exhaust Clamp					1											1
		Warped Exhaust Manifold Flange										1						1
Super Duty Total					2	2	2	1	1	1	1						10	
Taurus	2.0L GTDI	PCV Hose off							1								1	
	3.5L TiVCT	Exhaust Label Burning			2												2	
	3.7L TiVCT	H-Pipe Weld Leak												1			1	
Taurus Total					2				1				1				4	
Grand Total			3	5	17	12	6	11	11	6	3	2	3	1	1	1	82	

R/1000 Analysis of 2014MY E41 Claims by Vehicle Line by Engine

2014MY E41 - Exhaust Odor Claims - TIS = Cumulative MYTD				
TIS	R/1000	Claims	Vehicle Line AWS	Engine [EN]
10	0.03	2	AK - FOCUS	C/MG - 2.0L I4 16V DI GAS 160 PS
10	0.34	2	AK - FOCUS	C/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
9	0	0	B3 - EXPEDITION	T/WX - MOD 5.4L-3V SOHC GAS/ESSEX
9	0	0	B4 - NAVIGATOR	T/WX - MOD 5.4L-3V SOHC GAS/ESSEX
11	0	0	BB - FIESTA (B299)	C/HX - 1.6L VCT-TIC PFI 115PS SIGMA
12	0	0	BB - FIESTA (B299)	C/JT - 1.6L 16V DI TC I4 170PS SIGMA
15	0.03	1	BB - FIESTA (B299)	C/TS - 1.6L TIVCT PFI 115-123HP SIGMA
12	0	0	BB - FIESTA (B299)	C/UW - 1.6L TIVCT PFI NA I4 E100FLEX
5	0	0	CG - C-MAX HYBRID	C/UA - 2.0 4V DOHC PFI NA I4 GAS/ELEC
10	0.04	2	DE - FUSION	C/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
9	0	0	DE - FUSION	C/RN - 1.6L PI TC I4 ETHNL 180/240 PS
10	0	0	DE - FUSION	C/S7 - 2.5L DOHC PFI 4 CYL GAS
9	0	0	DE - FUSION	C/T6 - 2.5L DOHC PI NA 170PS FLEXFUEL
10	0.02	1	DE - FUSION	C/UN - 1.5L GTDI I4
10	0	0	DH - FUSION HYBRID	C/UA - 2.0 4V DOHC PFI NA I4 GAS/ELEC
8	0	0	E1 - ECONOLINE	T/VN - R-M 4.6L SOHC EFI NA CIV8 G-NP
8	0	0	E1 - ECONOLINE	T/VZ - W-MOD 5.4L SOHC EFI NA V8 G-NP
8	0	0	E1 - ECONOLINE	T/WA - 6.8L SOHC EFI NA V10 GAS
7	0	0	F6 - F SERIES P221	T/KW - 3.5L V6 GAS DOHC TIVCT
7	0	0	F6 - F SERIES P221	T/MF - MOD 5.0L-4V DOHC SEFI NA
7	0	0	F6 - F SERIES P221	T/R4 - 6.2L 16V SFI OHC VCT NA V8 GAS
7	0	0	F6 - F SERIES P221	T/RM - 3.7L 4V-DAMB PFI V6 NA GAS
10	0	0	F7 - F250HD/350/450/550	T/R4 - 6.2L 16V SFI OHC VCT NA V8 GAS
10	0.17	9	F7 - F250HD/350/450/550	T/TR - 6.7L 4V HPCR V8 T/C DSL
10	0	0	F7 - F250HD/350/450/550	T/YH - 6.8L 3V EFI NA V10 GAS
11	0	0	LE - LINCOLN MKS	C/KP - 3.7L DOHC V6 GAS
11	0	0	LE - LINCOLN MKS	C/TA - 3.5L-4V DOHC T/C V6 GAS 350HP
11	0.07	8	M1 - ESCAPE	T/JT - 1.6L 16V DI TC I4 170PS SIGMA
11	0	0	M1 - ESCAPE	T/S7 - 2.5L DOHC PFI 4 CYL GAS
11	0.11	9	M1 - ESCAPE	T/TP - 2.0L 16V TIVCT T/C 230PS GAS
12	0.16	2	P3 - FLEX	T/KX - 3.5L V6 CYCLONE TIVCT
12	0	0	P3 - FLEX	T/TA - 3.5L-4V DOHC T/C V6 GAS 350HP
11	0	0	P4 - LINCOLN MKT (NA-OAKVILLE)	T/KP - 3.7L DOHC V6 GAS
11	0	0	P4 - LINCOLN MKT (NA-OAKVILLE)	T/TA - 3.5L-4V DOHC T/C V6 GAS 350HP
11	0.33	1	PG - FIVE HUNDRED / TAURUS (08)	C/KP - 3.7L DOHC V6 GAS
11	0.02	1	PG - FIVE HUNDRED / TAURUS (08)	C/KX - 3.5L V6 CYCLONE TIVCT
11	0.73	1	PG - FIVE HUNDRED / TAURUS (08)	C/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
11	0	0	PG - FIVE HUNDRED / TAURUS (08)	C/TA - 3.5L-4V DOHC T/C V6 GAS 350HP
5	0	0	Q1 - FORD EDGE	T/KP - 3.7L DOHC V6 GAS
6	0	0	Q1 - FORD EDGE	T/N5 - 3.5L 4V DOHC VCT SMPI V6 GAS
4	0	0	Q1 - FORD EDGE	T/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
11	0.76	4	U2 - EXPLORER	T/KP - 3.7L DOHC V6 GAS
11	0.35	23	U2 - EXPLORER	T/KX - 3.5L V6 CYCLONE TIVCT
11	0	0	U2 - EXPLORER	T/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
11	0.39	4	U2 - EXPLORER	T/TA - 3.5L-4V DOHC T/C V6 GAS 350HP
9	0	0	Y1 - F-STRIPPED CHASSIS	T/YH - 6.8L 3V EFI NA V10 GAS
16	0.15	3	ZA - MUSTANG	C/MF - MOD 5.0L-4V DOHC SEFI NA
16	0	0	ZA - MUSTANG	C/RM - 3.7L 4V-DAMB PFI V6 NA GAS
14	0	0	ZA - MUSTANG	C/U6 - 5.8L DOHC SC GAS
10	0	0	ZH - MKZ HYBRID (NA-HSAP)	C/UA - 2.0 4V DOHC PFI NA I4 GAS/ELEC
10	0	0	ZP - ZEPHYR/MKZ	C/KP - 3.7L DOHC V6 GAS
9	0	0	ZP - ZEPHYR/MKZ	C/R9 - 2.0L TIVCT GTDI T/C 240PS GAS
18	0.1	74	TOTAL	TOTAL

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 provided 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 in 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 moldings. Refer to WSM, Section 501-08.
 - a. Apply masking tape around the outer edge of the rear fender moldings to protect the vehicle from damage.

Obtain Parts Locally	
Part Number	Part Name
0B62	3M™ Rubberized Undercoating™

PART NUMBER	PART NAME
BB2Z-6120B62-A	Dual Rate Air Extractor
BB5Z-7829161-AA	Wheel Lip Moulding Right Hand
BB5Z-7829165-AA	Wheel Lip Moulding Left Hand
4M2Z-6420B62-A	Valve Assembly After 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	CONDITION CODE
BASIC PART NO. 54290B62	07

"New TSB 14-0130 released 22-July-2014 supersedes TSB 12-12-4 for Exhaust Odor. Incorporates prior body sealing actions but adds a reprogrammed HVAC calibration.

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.motorservice.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 501-18.
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 moldings 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 above your car or truck. Contact a Ford Dealer, or identify dealership to determine whether the service should be performed by a Ford dealer. Many procedures require special equipment, training, and/or special safety precautions unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) is current at the time of writing. Ford Motor Company reserves the right to update this information with updates. The most recent information is available through Ford Motor Company's online 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. (Figure 3-E)



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)
08832 3M™ Rubberized Undercoating

PART NUMBER	PART NAME
6B5Z-61280B82-B	Dual Rate Air Extractor
6B5Z-7529154-AA	Wheel Lip Moulding Right Hand
6B5Z-7529165-AA	Wheel Lip Moulding Left Hand
4M8Z-54200B62-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 limitations/conditions/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
61200B62	07

From: Bacheldor, Michael (M.)
Sent: Monday, November 09, 2015 5:15 PM
To: Krawczyk, Kevin (R.)
Cc: Chamberlin, Brian (B.)
Subject: 2015 explorer exhaust smell at high speeds.

GCQIS: FQLDH013

Smell is present when constantly travelling 110-115 MPH and when WOT from 80-120 MPH

Mike Bacheldor
Service Engineer
Escalated Handling Team
Technical Assistance Center
313-248-8207
Cube 136

From: Wilde, Chris (L.C.)
Sent: Tuesday, January 27, 2015 6:58 PM
To: Krawczyk, Kevin (R.)
Subject: 2015/2016 Explorer Exhaust Odor

Kevin,

I know we discussed this a little when I visited, but can you share with me what is being planned for 15/16MY to address the concern. I know that Didi stated there was talk about a complete cold exhaust assembly.

Thank you,

L. Chris Wilde
Product Concern Engineer
Tel: (313)-248-9071
Fax: (877)-822-5517
E-mail: lwilde@ford.com



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From: Jason Davis <jdavis@htford.com>
Sent: Tuesday, August 25, 2015 10:30 PM
To: Pickens, Mitch (M.K.)
Subject: another explorer exhaust smell

1FM5K7D84FG [REDACTED] – same thing, noticed getting on the freeway – any updates yet?

Jason Davis
Service Director
Holmes Tuttle Ford Lincoln
direct 520.292.3685
fax 520.292.3697
jdavis@htford.com

From: Ronda, Mario (M.)
Sent: Monday, June 13, 2016 3:07 PM
To: Mcgee, Michael (M.)
Subject: CAS-9745959-Q5H6K8

Tracking:	Recipient	Read
	Mcgee, Michael (M.)	Read: 6/13/2016 5:18 PM

Michael,

I've attached the GFR worksheet to the case. The accounting copies of the ro's are also attached to the case. This vehicle has had 3 repair attempts for exhaust odor entering the cabin. The dealership performed TSB 14-0130, replaced the muffler assembly and resealed the underbody. FSE Kurtis Powers was involved with the repairs. The vehicle continues to have the exhaust odor on acceleration concern, verified by the dealer. The vehicle is presently with the customer. At this time there are no further repairs to be performed to correct this issue.

Thanks,

Mario G. Ronda
Senior, Regional Customer Service Manager Miami A01
PH: 866-631-3788 ext. 77723
Fax: 888-655-4437
mronda@ford.com

Pressure Test Procedure

- a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)



Figure 7 – Article 14-16-NA

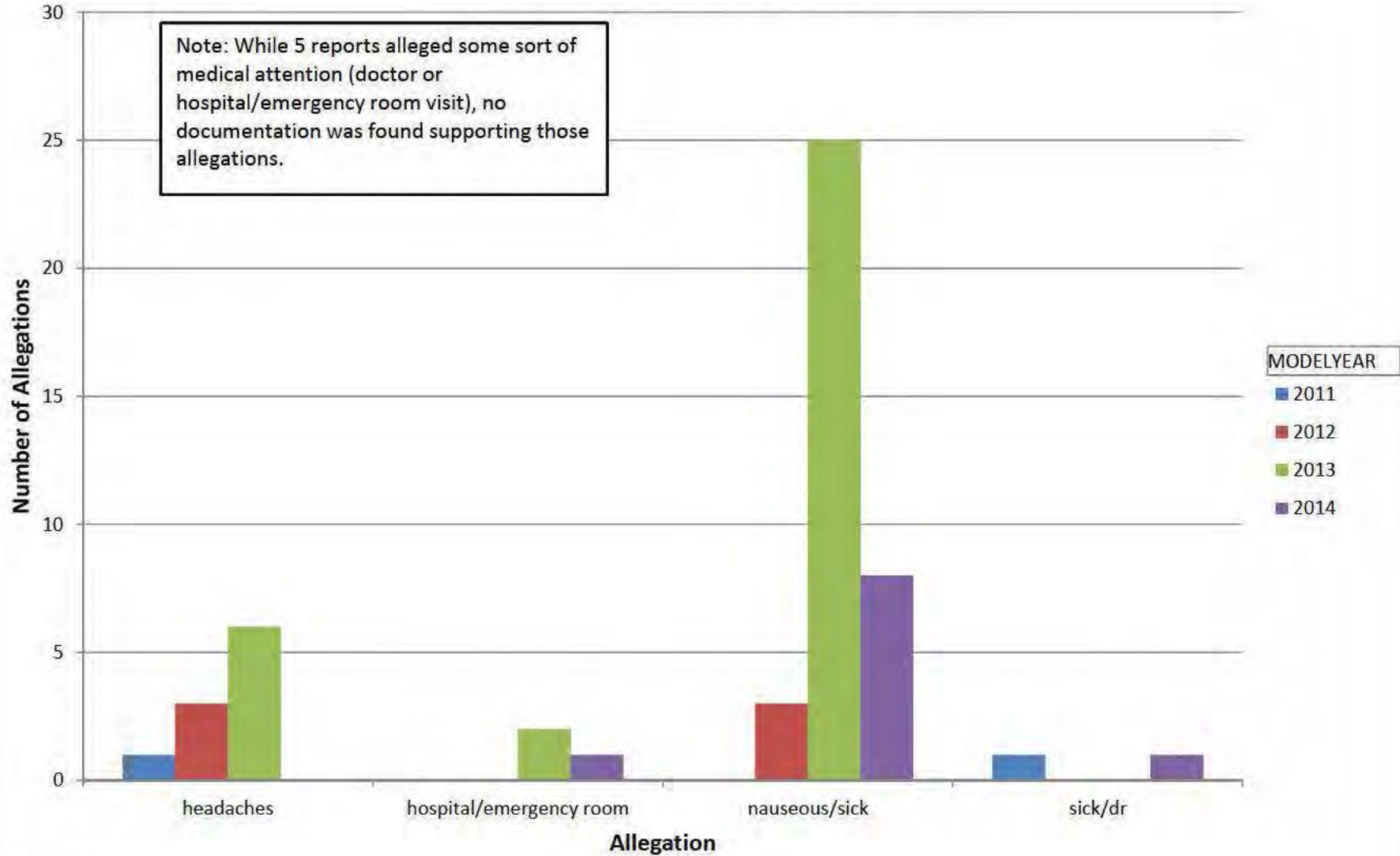


Figure 8 – Article 14-16-NA

- b. Start vehicle, set A/C to fresh air mode and set blower speed to max.
- c. Close all doors and ensure windows are fully closed.
- d. Use soapy water in a spray bottle to help locate air leaks.

Count of ASO_Comments

Explorer Exhaust Injury Allegations

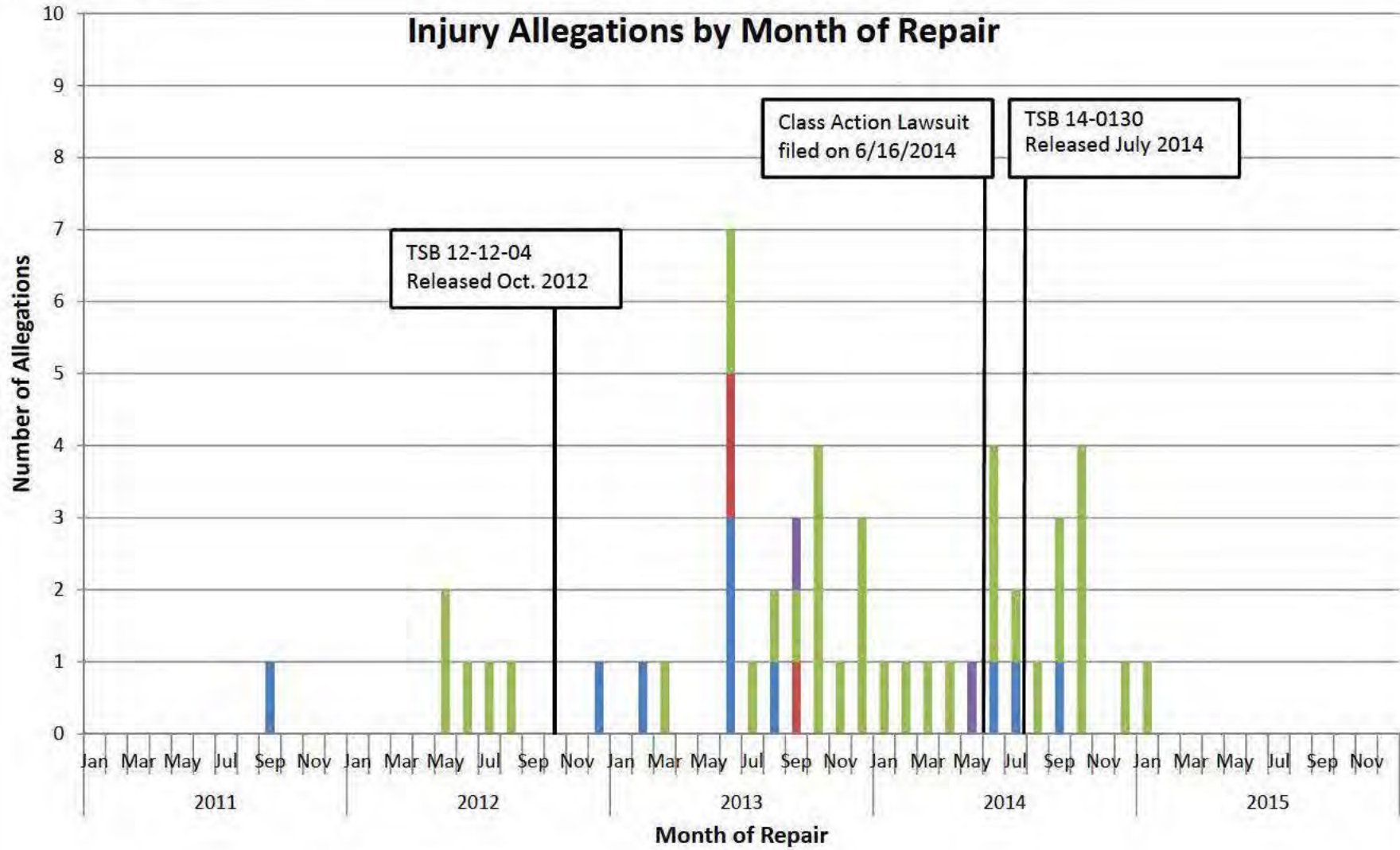


ASO_Comments

Count of ASO_Comments	MODELYEAR				Grand Total
	2011	2012	2013	2014	
ASO_Comments					
headaches	1	3	6		10
hospital/emergency room			2	1	3
nauseous/sick		3	25	8	36
sick/dr	1			1	2
Grand Total	2	6	33	10	51

Count of REPORT_DATE

Injury Allegations by Month of Repair



ASO_Comments

- headaches
- hospital/emergency room
- nauseous/sick
- sick/dr

Years REPORT_DATE

Count of REPORT_DATE		ASO_Comments				Grand Total	
Years	REPORT_DATE	headaches	hospital/emergency room	nauseous/sick	sick/dr		
2011	Jan						
	Feb						
	Mar						
	Apr						
	May						
	Jun						
	Jul						
	Aug						
	Sep		1				1
	Oct						
	Nov						
	Dec						
2012	Jan						
	Feb						
	Mar						
	Apr						
	May				2	2	
	Jun				1	1	
	Jul				1	1	
	Aug				1	1	
	Sep						
	Oct						
	Nov						
	Dec		1				1
2013	Jan						
	Feb		1			1	
	Mar				1	1	
	Apr						
	May						
	Jun		3	2	2	7	
	Jul				1	1	
	Aug		1		1	2	
	Sep			1	1	3	
	Oct				4	4	
	Nov				1	1	
	Dec				3	3	
2014	Jan				1	1	
	Feb				1	1	
	Mar				1	1	
	Apr				1	1	
	May						
	Jun		1		3	4	
	Jul		1		1	2	
	Aug				1	1	
	Sep		1		2	3	
	Oct				4	4	
	Nov						
	Dec				1	1	
2015	Jan				1	1	
	Feb						
	Mar						
	Apr						
	May						
	Jun						
	Jul						
	Aug						
	Sep						
	Oct						
	Nov						
	Dec						
Grand Total		10	3	36	2	51	

Inquiry	Expr1001	MODEL	MODEL	COVIN	PR	REPORT_DATE	WARR_DATE	MILEAGE	Source	Cat	Dup	ASO_Comments
Explorer_E CAS-1957	2012	EXPLOREI	1FMHK7F87C			12/17/2012		17000	FMC360	B4		headaches
Explorer_E CAS-4607	2012	EXPLOREI	1FMHK7F88C			6/23/2014		25000	FMC360	B4		nauseous/sick
Explorer_E CAS-3283	2012	EXPLOREI	1FMHK8F87C			9/26/2013		6255	FMC360	B4		nauseous/sick
Explorer_E CAS-2687	2013	EXPLOREI	1FM5K7B82D			6/12/2013		2200	FMC360	B4		headaches
Explorer_E CAS-5233	2013	EXPLOREI	1FM5K7D84D			9/17/2014		48000	FMC360	B4		headaches
Explorer_E CAS-3398	2013	EXPLOREI	1FM5K7D87D			10/18/2013		7000	FMC360	B4		nauseous/sick
Explorer_E CAS-3021	2013	EXPLOREI	1FM5K7D89D			8/21/2013		16400	FMC360	B4		headaches
Explorer_E CAS-2885	2013	EXPLOREI	1FM5K7F84D			7/29/2013		4856	FMC360	B4		nauseous/sick
Explorer_E CAS-3858	2013	EXPLOREI	1FM5K7F85D			1/21/2014		26000	FMC360	B4		nauseous/sick
Explorer_E CAS-3369	2013	EXPLOREI	1FM5K8D82D			10/14/2013		9000	FMC360	B5		nauseous/sick
Explorer_E CAS-4617	2013	EXPLOREI	1FM5K8D87D			6/24/2014		22000	FMC360	B4		nauseous/sick
Explorer_E CAS-5066	2013	EXPLOREI	1FM5K8F80D			8/15/2014		22007	FMC360	B1		nauseous/sick
Explorer_E CAS-4911	2013	EXPLOREI	1FM5K8F81D			7/18/2014		30912	FMC360	B1		headaches
Explorer_E CAS-5290	2013	EXPLOREI	1FM5K8F82D			9/29/2014		22000	FMC360	B4		nauseous/sick
Explorer_E CAS-2736	2013	EXPLOREI	1FM5K8GT1D			6/25/2013		7000	FMC360	B4		hospital/emergency room
Explorer_E CAS-4866	2014	EXPLOREI	1FM5K7B82E			7/10/2014		5765	FMC360	B6		nauseous/sick
Explorer_E CAS-3300	2014	EXPLOREI	1FM5K7D82E			9/30/2013			FMC360	B4		sick/dr
Explorer_E CAS-5367	2014	EXPLOREI	1FM5K8F82E			10/14/2014		35508	FMC360	B6		nauseous/sick
Explorer_E CAS-5363	2014	EXPLOREI	1FM5K8GT0E			10/13/2014		7578	FMC360	B4	FMC360	nauseous/sick
Explorer_E CAS-3273	2014	EXPLOREI	1FM5K8GT9E			9/25/2013		1900	FMC360	B4	FMC360	hospital/emergency room
Explorer_E BIIA9004	2011	EXPRX2	1FMHK7F8	5/4/2011		9/27/2011	7/12/2011	4547	COIS	B1		headaches
Explorer_E EE3F3003	2011	EXPRX4	1FMHK8F8	6/24/2011		5/29/2014	9/30/2011	27348	COIS	D		sick/dr
Explorer_E DBTIC001	2012	EXPRX4	1FMHK8B8	9/12/2011		2/20/2013	9/22/2011	22392	COIS	D		headaches
Explorer_E CGXFB012	2013	EXPRX2	1FM5K7F8	3/12/2012		7/24/2012	4/21/2012	15097	COIS	B1		nauseous/sick
Explorer_E DKSGI004	2013	EXPRX2	1FM5K7F9	9/9/2012		11/19/2013	10/28/2012	9026	COIS	D		nauseous/sick
Explorer_E EDJJOI001	2013	EXPRX4	1FM5K8AF	2/12/2013		4/10/2014	3/7/2013	18253	COIS	B6		nauseous/sick
Explorer_E CFEBV002	2013	EXPRX4	1FM5K8B8	3/28/2012		6/5/2012	5/5/2012	354	COIS	B6	COIS	nauseous/sick
Explorer_E CH2D4007	2013	EXPRX4	1FM5K8B8	9/24/2012		8/28/2012	5/18/2012	430	COIS	B6		nauseous/sick
Explorer_E DF1EL002	2013	EXPRX4	1FM5K8D8	6/13/2012		6/27/2013	6/25/2012	11536	COIS	B4		nauseous/sick
Explorer_E CEDET001	2013	EXPRX4	1FM5K8D8	3/24/2012		5/4/2012	4/21/2012	815	COIS	D		nauseous/sick
Explorer_E DHCAQ000	2013	EXPRX4	1FM5K8F8	5/2/2012		8/3/2013	11/12/2012	8916	COIS	B1		nauseous/sick
Explorer_E DLBCW000	2013	EXPRX4	1FM5K8F8	3/28/2013		12/2/2013	4/15/2013	7094	COIS	D	FMC360	nauseous/sick
Explorer_E DFYHZ005	2013	EXPRX4	1FM5K8F8	2/20/2012		6/25/2013	6/4/2012	7121	COIS	B6		nauseous/sick
Explorer_E EJBCF018	2014	EXPRX2	1FM5K7D8	6/14/2013		10/2/2014	5/23/2014	4078	COIS	B1		nauseous/sick
Explorer_E EICX019	2014	EXPRX4	1FM5K8AF	4/2/2014		9/9/2014	4/22/2014	3333	COIS	B6		nauseous/sick
Explorer_E FAUEV014	2014	EXPRX4	1FM5K8AF	5/28/2014		1/21/2015	9/24/2014	8666	COIS	B4		nauseous/sick
Explorer_E ELBB4006	2014	EXPRX4	1FM5K8D8	10/10/2013		12/2/2014	12/18/2013	18001	COIS	B1		nauseous/sick
Explorer_E ECECF001	2014	EXPRX4	1FM5K8GT1			3/5/2014	12/2/2013	2200	COIS	B1		nauseous/sick
Claim D051543	2013	Explorer - 41	FM5K8B81D			5/17/2012			Claim			nauseous/sick
Claim D068111	2012	Explorer - 41	FMHK8D86C			3/1/2013			Claim			nauseous/sick
Claim D081401	2013	Explorer - 41	FM5K7B82D			6/13/2013			Claim			headaches
Claim D081699	2012	Explorer - 41	FMHK7D81C			6/18/2013			Claim			headaches
Claim D081825	2013	Explorer - 41	FM5K8GT1D			6/26/2013			Claim			hospital/emergency room
Claim D086714	2013	Explorer - 41	FM5K7D87D			10/30/2013			Claim			nauseous/sick
Claim D086966	2013	Explorer - 41	FM5K8D82D			10/3/2013			Claim			nauseous/sick
Claim D088048	2013	Explorer - 41	FM5K7D87D			12/12/2013			Claim			nauseous/sick
Claim D088407	2013	Explorer - 41	FM5K7F86D			12/23/2013			Claim			nauseous/sick
Claim D090282	2013	Explorer - 41	FM5K7F85D			2/11/2014			Claim			nauseous/sick
Suit D094735	2013	Explorer - 4	Door			6/16/2014			Suit			nauseous/sick
Claim D094820	2013	Explorer - 4	Door			6/16/2014			Claim			headaches
Claim D099637	2013	Explorer - 41	FM5K8F82D			10/3/2014			Claim			nauseous/sick

From: Case, Bob (R.G.)
Sent: Friday, October 02, 2015 5:57 PM
To: Brambilla, Thiago (T.B.)
Cc: Setti, Lokesh (L.); Gariepy, Arthur (A.P.); Krawczyk, Kevin (R.); Halseth, Craig (C.M.); Britton, Eric (E.J.)
Subject: Contacts

Thiago,

As a follow up to this morning's webex discussion with FCSD, ASO and OGC on the Explorer odor a couple of Vehicle Integration contacts are Lokesh Setti and Arthur Gariepy. Lokesh has technically moved to a new position but can share some history and engineering analysis etc...

Lokesh & Arthur - Columbia approached us looking for background and service information which we provided. South America requested a follow up discussion to further understand the engineering analysis, some of the testing and share feedback from their market. They will be scheduling a webex in the near future but I wanted to give you a heads up.

Thanks.

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

PRIVILEGED AND CONFIDENTIAL

Buybacks in Process Week Ending 12-21-14

Please keep in mind that this report is utilized by many departments within the company. All vehicles in this report may or may not be made

Upload Date	VIN	Model Year	Make	Description	6.0L Indicator(Y/N)	6.4L Indicator(Y/N)	Mileage	Region	Processing Dealer Re	State	Dealer Parts Code	Processing Dealer Name	Processing Sales Code
12/16/2014	1FM5K8GT6E	2014	Explorer	EXPLORER AWD SPORT	N	N	8,901	Houston	C2	TX	04402	Joe Myers Ford Inc	52023

PRIVILEGED AND CONFIDENTIAL

Symptom Code1 - Descr	Symptom Code1 # of Repairs	Symptom Code2 - Descr	Symptom Code2 # of Repairs	Symptom Code3 - Descr	Symptom Code3 # of Repairs
889539-Safe & Secure Smoke/Odor Exhaust Intermittent	3				

Symptom Code4 - Descr	Symptom Code4 # of Repairs	Primary Reason	CQIS Number
		Repair Not Acceptable to Customer	EHSE1006

From: Fonseca, Lourdes (.)
Sent: Wednesday, August 06, 2014 1:49 PM
To: 'Eduardo Alvarez'
Subject: Engineering Ltr.doc



Engineering Ltr.doc



Emerging Market Services
1555 Fairlane Dr.
Allen Park, MI 48101

Ford Customer Service Division

March 7, 2014

Mr. [REDACTED]

Dear Mr. [REDACTED]

Subject: Customer Concern - Exhaust Odor on 2011-2014 Explorer, Edge or MKX

We thank you for taking the time to discuss the concern of exhaust odor in your vehicle. To address your concern about exhaust odor, we have performed several inspections and sealing actions where applicable on your vehicle to help minimize the amount of odor coming into the passenger compartment. With these changes you may still experience odor under certain driving conditions such as, when performing wide open throttle (WOT) accelerations with the climate control system in recirculation mode.

Ford Motor Company engineers have evaluated the air entering the cabin during worst case driving conditions (several WOT accelerations with the climate system in recirculation mode). Test results indicate cabin air quality levels are well within the ambient air quality standards established by various global Environmental Protection Agencies such as the U.S. EPA, OSHA, the Kingdom of Saudi Arabia Presidency of Meteorology & Environment and the Government of Dubai Environment Health and Safety Division.

Again, thank you for your time.

Sincerely,

Lourdes Fonseca-Nearon

Customer Relations Analyst

From: Sloss, Jeffrey (J.D.)
Sent: Friday, October 24, 2014 1:29 PM
To: Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.); Setti, Lokesh (L.); Bumbaroska, Mira (M.)
Cc: Johnson, Greg (G.T.); Shanahan, John (J.L.); Schonscheck, Jeffrey (J.A.)
Subject: Exhaust Explorer Odor Competitive Vehicles - Hoist Review

Vehicles identified as competitive to the Explorer Exhaust Odor issue will be available for on hoist review this Monday afternoon 27 OCT 2014 in the building 2 garage.

These vehicles are:

GMC Acadia 3.6L
Toyota Highlander 3.5L
Honda Pilot 3.5L
Nissan X-Terra 4.0L

We have them for the entire week, if you want to do additional testing.

Once timing has been established I will send you out a meeting notice, your support will be appreciated.

Regards,
Jeffrey David Sloss, P.E.

Exhaust Foundation Document Database:

<https://www.tc2.ford.com/ts/PTGCEFoundationDocuments/default.aspx>

jsloss@ford.com
Technical Expert - Exhaust
6σ Certified Black Belt

Mobile: [REDACTED]
Bld#1 – 11E086

Exhaust Odor Benchmark Study



7 JAN 2015

NHTSA Database Confirms Exhaust Odor is a Ford Issue

Manufacturer	Model	Make	Powertrain			NHTSA 2014 MY # Complaints for Exhaust Smell
			Architecture	Size (L)	T = Turbo NA = Nat Aspir	
Ford	Explorer	Explorer	V6	3.5	T	25
Ford	Explorer	Explorer	V6	3.5	NA	25
Ford	Escape	Escape	I4	2.5	NA	2
Ford	Escape	Escape	I4	1.6	T	2
Chevrolet	Traverse	Traverse	V6	3.6	NA	0
Chevrolet	Equinox	Equinox	I4	2.4	NA	0
GMC	Acadia	Acadia	V6	3.6	NA	0
Toyota	RAV 4	RAV 4	I4	2.5	NA	0
Toyota	Highlander	Highlander	V6	3.5	NA	0
Nissan	Xterra	Xterra	V6	4.0	NA	0
Nissan	Rogue	Rogue	I4	2.5	NA	0
Honda	Pilot	Pilot	V6	3.5	NA	0
BMW	X1	X1	V6	3.0	T	0
BMW	X1	X1	I4	2.0	T	0

Source: <http://www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues>

Competitive Vehicle Summary

Four competitive vehicles were inspected for exhaust tailpipe tip location and presence of underbody catalyst

- 2014 GMC Acadia 3.6L
- 2014 Toyota Highlander 3.5L
- 2014 Honda Pilot 3.5L
- 2014 Nissan Xterra 4.0L

- 2013 Ford Explorer 3.5L
- 2013 Ford Escape 2.0L GTDi

Competitive Vehicle Summary

- Tailpipe Location Summary
 - Hidden tailpipes were down turned
 - Ornamental tips extended beyond the pinch weld
 - No discernable differences between the Ford and Competitor Tips (Ford had ornamental tips only)
- Underbody Catalyst Summary
 - All competitive vehicles appear to have an underbody catalyst. It is difficult to verify 100% the presence of an underbody catalyst (versus a bottle resonator) without disassembling the system.
 - The Ford Escape and Explorer systems do not have underbody catalysts

2014 3.6L GMC Acadia (base trim) Tailpipe Tip Exit Location



2014 3.5L Toyota Highlander Tailpipe Tip Exit Location



2014 3.5L Honda Pilot Tailpipe Tip Exit Location



2014 4.0L Nissan Xterra Tailpipe Tip Exit Location



2013 2.0L GTDi Ford Escape Tailpipe Tip Exit Location



2013 3.5L TIVCT Ford Explorer Tailpipe Tip Exit Location



From: Krawczyk, Kevin (R.)
Sent: Monday, April 28, 2014 8:35 PM
To: Buelow, Steve (S.E.)
Subject: Exhaust Odor MY 2014 not covered

Steve,
I think we should make TSB 12-12-04 applicable to MY 2014.

Kevin Krawczyk
Ford Motor Company
Product Concern Engineer
Taurus / Explorer / MKS
Phone: 313-248-6022

From: Krawczyk, Kevin (R.)
Sent: Monday, April 28, 2014 4:34 PM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#EDYK3002

Attachments : 0

Report# :	EDYK3002 NHL	Received:	04/25/2014
CCRG/EPRC:	S	Reviewed Status:	Date: 04/25/2014
Vehicle:	2014,EXPLORER 4X4 (U502) ,SPORT ,4 DOOR ,MPV ,1FM5K8GT9EG [REDACTED]	Build Date:	02/14/2014
Odometer :	1,383 M	Engine:	3.5L-GTDI
Transmission:	6F55	Axle:	Calibration:
Dealer:	USA 09159 Larry Green Ford	Phone#:	760-921-3673
City:	Blythe	State:	California
Originator:	GARY KOERNER	Country :	USA
Symptom:	8 89 2 34 SAFE/SEC,SMOKE/ODOR,PASSNGR AREA,HOT		
Status:			
VFG:			
Additional Symptom:	ODOR IN CABIN		
Fix:	Causal Component :		
Condition Code:			

Hotliner: PJACOB45

Phone:

Regn Cd: W1 Los Angeles

Engineering:

Phone:

TAR:

Dir Contact:

Phone:

Title Cde: SD

DTCs:

KOEO:

KOEC:

KOER:

Comments

:

REPAIR 04/25/2014 03:40PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: SMELLS ROTTEN EGG OR SULPHUR SMELL IN CABIN
WITH A/C ON, ACCELERATING UP FREEWAY GRADE. DIAGNOSTICS:
NONE PARTS REPLACED: NONE TECH QUESTION: LOOKS LIKE TSB 12-12-04
MIGHT APPLY, BUT NOT LISTED WHILE OASIS IS RAN WITH CONCERN, SHOULD WE
TRY THIS, ANY CONCERNS WITH 2014'S?

RECOMM 04/25/2014 03:40PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

GARY, THE TSB(<http://www.fordtechservice.dealerconnection.com/vdirs/spubs/anumq.asp?flavor=dealers&szarticle=12-12-04>) WOULD NOT APPLY DUE TO THE MODEL YEAR. THIS VEHICLE WOULD HAVE THE UPDATES LISTED IN THE TSB. RECOMMEND TO PERFORM 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. IF NO PROBLEM IS FOUND, THE CONCERN IS UNDER INVESTIGATION, PLEASE MONITOR OASIS FOR UPDATES. ISM 13-07-010
2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 12-12-4

From: Sloss, Jeffrey (J.D.)
Sent: Tuesday, January 06, 2015 8:10 PM
To: O'Connell, John (J.P.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Johnson, Greg (G.T.)
Subject: Exhaust Odor Report Out
Attachments: Exhaust Odor 7 JAN Presentation - Benchmark Study.pptx

Attached is what I intend to present at tomorrow's 4:00 Exhaust odor meeting

Regards,

Jeffrey David Sloss, P.E.

Exhaust Foundation Document Database:

<https://www.tc2.ford.com/ts/PTGCEFoundationDocuments/default.aspx>

jsloss@ford.com

Technical Expert - Exhaust
6σ Certified Black Belt

Mobile: [REDACTED]
Bld#1 – 11E086

Exhaust Odor Benchmark Study



7 JAN 2015

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Ford	Escape	Escape	I4	1.6	T	2
Chevrolet	Traverse	Traverse	V6	3.6	NA	0
Chevrolet	Equinox	Equinox	I4	2.4	NA	0
GMC	Acadia	Acadia	V6	3.6	NA	0
Toyota	RAV 4	RAV 4	I4	2.5	NA	0
Toyota	Highlander	Highlander	V6	3.5	NA	0
Nissan	Xterra	Xterra	V6	4.0	NA	0
Nissan	Rogue	Rogue	I4	2.5	NA	0
Honda	Pilot	Pilot	V6	3.5	NA	0
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Source: <http://www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues>

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2014 3.6L GMC Acadia Tailpipe Tip Exit Location



2014 3.5L Toyota Highlander Tailpipe Tip Exit Location



2014 3.5L Honda Pilot Tailpipe Tip Exit Location



2014 4.0L Nissan Xterra Tailpipe Tip Exit Location



2013 2.0L GTDi Ford Escape Tailpipe Tip Exit Location



2013 3.5L Ford Explorer Tailpipe Tip Exit Location



From: Keinath, Wayne (W.)
Sent: Wednesday, September 25, 2013 9:59 PM
To: Logli, Michael (M.A.)
Cc: Docimo, Tony (A.F.); Sarkisian, Mark (Z.); Bustamante, Chris (C.T.)
Subject: Exhaust Odor

Mike:

Here is the Exhaust Odor presentation that was just presented at the VEQR on Monday, 9/23.



01.01a- Exhaust
Odor QSF_VEQR...

Regards:

Wayne Keinath

CAP VE & Chassis PVT Supervisor

(773) 646-7372 or (313) 805-3771

Fax (773) 646-7377



Exhaust Odor in Vehicle Cabin – U502, D471 and U38x

VEQR

Sep 23, 2013

L. Setti, L. Kummer



U502/D47x TSB Status

- Body sealing TSB release: U502- Oct. 2012, D47x – April 2013
 - TSB Actions:
 - Rear underbody sealer spray/epoxy application
 - Replace rear air extractor with dual rate extractor
 - Replace rear wheel lip molding with re-designed molding
 - Plug both the lift gate e-coat drain holes
- Climate re-circ. strategy TSB release: Nov. 2013
 - TSB actions :
 - Climate module re-flash
 - Re-circ. door opens after a WOT for 10 seconds (if rear aux is ON)
 - Experimental code available for trial in two weeks
 - PCM re-flash
 - Compressor to stay ON during WOT



U38x TSB Status

- U38x TSB release: Nov. 2013
 - TSB Actions:
 - Rear underbody sealer spray/epoxy application
 - Replace rear air extractor if warped or damaged
 - Install foam washers to seal rear bumper stud location

- Climate re-circ. strategy TSB release: Nov. 2013
 - TSB actions :
 - Climate module re-flash
 - Re-circ. door opens after a WOT for 10 seconds
 - Experimental code available for trial in two weeks
 - PCM re-flash
 - Compressor to stay ON during WOT

From: Janiunas, Vince (V.J.)
Sent: Wednesday, March 06, 2013 4:50 PM
To: Buelow, Steve (S.E.)
Cc: Schaffer, Timothy (T.J.)
Subject: Exhaust Odor

Importance: High

Steve,

Ask the question on Explorer exhaust odor for repeat repairs, or unresolved via the current level TSB.

Has Lokesh offered up any addition information or solution for Explorer..?

Tim, is getting very close to release of the TSB on Oakville product with some of the differences being:

- 1) Sealing up around the rear ford logo on the rear deck lid
- 2) Sealing the up the tail light to sheet metal interface

The vast majority is the same for Explorer vs Edge, MKX.

The window is open to tag Explorer in on Tim's TSB if we are republishing .?

Thanks,

Vince Janiunas
PCE - MKS & Taurus
FCSD - Service Engineering Operations
PH # (313) 390-9831

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From: Krawczyk, Kevin (R.)
Sent: Tuesday, June 03, 2014 7:35 PM
To: Sanders, Kevin (K.)
Cc: Buelow, Steve (S.E.); Shimshock, Greg (G.); Cox, Kenneth (K.); Beery, Kyle (K.D.); Rowe, David (D.J.)
Subject: Exhaust Smell in Rear Seats

Kevin,

I was reviewing this report and my recommendation, for this situation, would be to instruct the dealer to perform TSB 12-12-04. This TSB is not specifically called out for this model year. However, I have created ISM 14-05-007 for this situation. Also, we know that this TSB does not completely fix all vehicles, but it should be tried until a replacement TSB is issued.

Can you please contact the dealer again to recommend TSB 12-12-04?

Please let me know if this can be done, and if you need anything additional from me.

Kevin Krawczyk
Ford Motor Company
Product Concern Engineer
Taurus / Explorer / MKS
Phone: 313-248-6022

From: Krawczyk, Kevin (R.)
Sent: Tuesday, June 03, 2014 2:58 PM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#EFBHR011

Attachments : 0

Report# :	EFBHR011 NHL	Received:	06/02/2014
CCRG/EPRC:		Date:	
Vehicle:	2014,EXPLORER 4X4 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K8D85EG [REDACTED]	Build Date:	03/12/2014
Odometer :	893 M	Engine:	3.5L CYCLO
Transmission:	6F55	Calibration:	EUB1SN0A
Dealer:	USA 06314 The Motor Company	A/C:	YES
City:	Marinette	Phone#:	715-735-7474
Originator:	NATHAN SHEPRO	State:	Wisconsin
Symptom:	8 89 5 39 SAFE/SEC,SMOKE/ODOR,EXHAUST,INTERMITTENT		
Status:			
VFG:			
Additional Symptom:	SULFUR ODOR FROM THE EXHAUST		

Fix: Causal Component :

Condition Code:

Hotliner: KSANDE51

Phone: 001-313-3179378

Regn Cd: G1 Chicago

Engineering:

Phone:

TAR:

Dlr Contact:

Phone:

Title Cde: T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 06/02/2014 05:01PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: PASSENGERS IN REAR SEATS COULD SMELL EXHAUST IN VEHICLE. DIAGNOSTICS: CHECKED FOR EXHAUST LEAKS, FOUND NONE, CHECKED TORQUED ON NUTS COMING DOWN FROM CATS AND HAD TO TIGHTEN. TEST DROVE AND SMELLED A SULFUR TYPE SMELL COMING FROM EXHAUST. CHECKED FOR MISFIRE COUNTS ON MODE 6 DATA AND NO COUNTS. CHECKED FUEL TRIMS AND AT -3% ON LONG TERMS AND AROUND 0% SHORT TERMS. NO MISFIRES. DROVE VEHICLE AT HIGH RPM TO TRY CLEARING OUT SMELL. PARTS REPLACED: NONE TECH QUESTION: IS THERE ANY KNOWN CONCERS WHERE THE EXHAUST WOULD STILL SMELL OF SULFUR AFTER 893 MILES? WITH VEHICLE RUNNING AS GOOD AS IT IS, I CANT FIND ANY REASON FOR THE SMELL OTHER THAN THE VEHICLE HAS NEVER BEEN ON HIGH WAY BEFORE SINCE THE OWNER GOT VEHICLE IS IT POSSIBLE THAT CATS JUST NEVER GOT HOT ENOUGH TO BURN OUT THE SMELL?

RECOMM 06/02/2014 05:01PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE

NATHAN, RECOMMEND REFERRING TO THE PC/ED SECTION 3 SYMPTOM CHART 21 FOR EXHAUST SYSTEM CONCERNS: ODOR (SULFUR OR ROTTEN EGG SMELL). A SLIGHT SULFUR SMELL MAY BE NORMAL. CATALYSTS WITH LESS THAN 5000-10000 MILES EITHER FROM A NEW VEHICLE OR NEW CATALYST ARE LIKELY TO HAVE A SULFUR SMELL DUE TO THE HIGHLY ACTIVE STATE OF NEW CATALYSTS. IF THE ODOR IS EXCESSIVE AND IS NOTICEABLE IN THE CAB, RECOMMEND INSPECTING FOR ANY MISSING BODY SEALS OR GROMMETS. RECOMMEND TESTING FOR EXHAUST LEAKS BY PRESSURIZING THE EXHAUST SYSTEM WITH 5 PSI OF REGULATED SHOP AIR AND SPRAYING THE EXHAUST WITH SOAPY WATER CHECKING FOR BUBBLES. RECOMMEND CHECKING FUEL QUALITY. POOR FUEL QUALITY CAN CONTRIBUTE TO A HIGHER SULFUR ODOR. TAKE A SAMPLE OF THE FUEL AND INSPECT FOR ABNORMAL ODOR, DISCOLORATION AND DEBRIS. IF THERE IS A FUEL QUALITY ISSUE, REMOVE THE FUEL TANK, DRAIN, CLEAN, DRY AND FILL WITH KNOWN GOOD FUEL.

Subject: Explorer Exhaust Odor
Location: APTL 3W-200 CED CR A (25) (25) -

Start: Mon 5/18/2015 4:00 PM
End: Mon 5/18/2015 5:00 PM
Show Time As: Tentative

Recurrence: Weekly
Recurrence Pattern: every Monday from 12:00 PM to 1:00 PM

Meeting Status: Not yet responded

Organizer: Harshey, Tyler (T.)
Required Attendees: Bumbaroska, Mira (M.); Fried, Marcus (M.W.); Shanahan, John (J.L.); Setti, Lokesh (L.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Munro, Kyle (K.); Carene, Daniel (D.J.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.); Johnson, Greg (G.T.); Sloss, Jeffrey (J.D.)
Optional Attendees: Ronzi, Bill (W.C.)

Agenda 5/11/15:

T. Harshey out of town, M. Fried to host.

1. Point-source CO results and conclusions (Rajaniemi/Thiruvengadam)
2. Deck construction for 5/15 Yuhasz BPR (All)
 - a. Combine recent findings and conclusions from VI testing at MPG with CO-Odor correlation data.

Tyler Harshey invites you to the following WebEx meeting:

WebEx meeting information

Meeting Link: <https://ford.webex.com/ford/j.php?!=355917553>

Meeting Number: 355 917 553

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:

<https://comm.sp.ford.com/sites/digitalworker/Pages/HowIWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001>

Audio conference information

FordNet 248-3668 / Toll: +1-313-248-3668

US Toll Free Number: +1-888-628-3668

Having trouble dialing in? Try these backup numbers:

US Toll Free Number: +1-888-628-3668

FordNet 248-3668 / Toll: +1-313-248-3668

Global call-in numbers: <https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=197612483&tollFree=1>

Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code



MC05

<http://www.webex.com>

From: Johnson, Greg (G.T.)
Sent: Monday, February 23, 2015 12:23 PM
To: Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Subject: Explorer Exhaust Odor

Please represent us in today's meeting along with the Friday Phil Yuhasz review. I will be at Tenneco on Friday and won't be able to attend.

Greg J. Johnson

North American Exhaust Engineering Manager

(Cell) or 313-594-2138 (Desk)

eMail: gjohns12@ford.com

Building 1, Office 11B089, Mail Drop 1232
20000 Rotunda Drive, Dearborn, MI 48124

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

From: Harshey, Tyler (T.)

Sent: Monday, February 23, 2015 6:50 AM

To: Bumbaroska, Mira (M.); Fried, Marcus (M.W.); Shanahan, John (J.L.); Setti, Lokesh (L.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Munro, Kyle (K.); Carene, Daniel (D.J.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.); Johnson, Greg (G.T.); Sloss, Jeffrey (J.D.)

Subject: Explorer Exhaust Odor

When: Monday, February 23, 2015 12:00 PM-1:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: APTL 3W-200 CED CR A (25) (25) -

Agenda 2/23/15:

1. Review deck for Friday's Yuhasz design review.
2. Discuss preliminary APTL data for Highlander and Pilot.

Recurring meeting to review the status of the U502 Exhaust Odor Project:
This meeting will replace Mira's meeting in this same time slot.

Agenda Driven.

Project Sharepoint [Here:](#)

Meeting Minutes Here

Tyler Harshey invites you to the following WebEx meeting:

WebEx meeting information

Meeting Link: <https://ford.webex.com/ford/j.php?!=355917553>

Meeting Number: 355 917 553

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:

<https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001>

Audio conference information

FordNet 248-3668 / Toll: +1-313-248-3668

US Toll Free Number: +1-888-628-3668

Having trouble dialing in? Try these backup numbers:

US Toll Free Number: +1-888-628-3668

FordNet 248-3668 / Toll: +1-313-248-3668

Global call-in numbers: <https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=197612483&tollFree=1>

Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:355 917 553

MC05

<http://www.webex.com>

Subject: Explorer Exhaust Odor
Location: APTL 3W-200 CED CR A (25) (25) -

Start: Mon 3/23/2015 4:00 PM
End: Mon 3/23/2015 5:00 PM
Show Time As: Tentative

Recurrence: Weekly
Recurrence Pattern: every Monday from 12:00 PM to 1:00 PM

Meeting Status: Not yet responded

Organizer: Harshey, Tyler (T.)
Required Attendees: Bumbaroska, Mira (M.); Fried, Marcus (M.W.); Shanahan, John (J.L.); Setti, Lokesh (L.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Munro, Kyle (K.); Carene, Daniel (D.J.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.); Johnson, Greg (G.T.); Sloss, Jeffrey (J.D.)

Agenda 3/23/15:

1. NHTSA clarification discussion (10 min, Setti)
2. Update team on latest in-cabin CO/odor results at DDC (Harshey)
3. Align on next steps (All)

Recurring meeting to review the status of the U502 Exhaust Odor Project:
This meeting will replace Mira's meeting in this same time slot.

Agenda Driven.

Project Sharepoint [Here](#):

Meeting Minutes Here

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Access code:355 917 553

MC05

<http://www.webex.com>

Subject: Explorer Exhaust Odor
Location: APTL 3W-200 CED CR A (25) (25)

Start: Mon 3/30/2015 4:00 PM
End: Mon 3/30/2015 5:00 PM
Show Time As: Tentative

Recurrence: Weekly
Recurrence Pattern: every Monday from 12:00 PM to 1:00 PM

Meeting Status: Not yet responded

Organizer: Harshey, Tyler (T.)
Required Attendees: Bumbaroska, Mira (M.); Fried, Marcus (M.W.); Shanahan, John (J.L.); Setti, Lokesh (L.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Munro, Kyle (K.); Carene, Daniel (D.J.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.); Johnson, Greg (G.T.); Sloss, Jeffrey (J.D.)

Agenda 3/30/15:

1. DDC Testing Results
 - a. Cracked seal testing (Harshey)
 - b. Latest in-cabin CO vs. odor correlation (Harshey)
2. Align on next steps (All)

Recurring meeting to review the status of the U502 Exhaust Odor Project:
This meeting will replace Mira's meeting in this same time slot.

Agenda Driven.

Project Sharepoint [Here:](#)

Meeting Minutes Here

Tyler Harshey invites you to the following WebEx meeting:

WebEx meeting information

Meeting Link: <https://ford.webex.com/ford/j.php?j=355917553>

Meeting Number: 355 917 553

Meeting Password: This meeting does not require a password.

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Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:355 917 553

MC05

<http://www.webex.com>

Subject: Explorer Exhaust Odor
Location: PDC Atrium Lobby

Start: Mon 4/6/2015 4:00 PM
End: Mon 4/6/2015 5:00 PM
Show Time As: Tentative

Recurrence: Weekly
Recurrence Pattern: every Monday from 12:00 PM to 1:00 PM

Meeting Status: Not yet responded

Organizer: Harshey, Tyler (T.)
Required Attendees: Bumbaroska, Mira (M.); Fried, Marcus (M.W.); Shanahan, John (J.L.); Setti, Lokesh (L.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Munro, Kyle (K.); Carene, Daniel (D.J.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.); Johnson, Greg (G.T.); Sloss, Jeffrey (J.D.)
Optional Attendees: Ronzi, Bill (W.C.)

Agenda 4/6/15:

NOTE: Meeting will occur in Design Aid in PDC. Will meet in Atrium lobby of PDC at 12:00 and walk down as a group.

2013 Gray Explorer will be up on the hoist. Purpose of today's meeting is to analyze underside of the vehicle and discuss potential areas to target for localized CO measurements.

Tyler Harshey invites you to the following WebEx meeting:

WebEx meeting information

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Meeting Number: 355 917 553

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:

<https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001>

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Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:355 917 553

MC05

<http://www.webex.com>

From: Dripps, David (D.S.)
Sent: Monday, April 13, 2015 8:20 PM
To: Krawczyk, Kevin (R.); Kummer, Lawrence (L.J.); Setti, Lokesh (L.)
Subject: Explorer Exhaust Odor after TSB 14-0130

Greetings, I have a customer that has a 2014 and is complaining about the exhaust odor after acceleration at times. The dealer has done the TSB but the customer is still finding the concern unacceptable. According to the AEQ tracker something else is coming:

"Apr/9: Revised HVAC service software in process. Investigating exhaust tip replacement as part of overall NA service fix"

Do you have any idea when we might be able to affect a repair for this vehicle?

Thanks,

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: dbeers@cherokeeford.com [<mailto:dbeers@cherokeeford.com>]
Sent: Monday, April 13, 2015 1:14 PM
To: Dripps, David (D.S.)
Subject: 1FM5K8F85EG [REDACTED] MELL

Hi Dave

Our old tech Chuck Cox has a 14 explorer that has exhaust smell after accel. We have already done the tsb and know the vehicle is sealed up tight. They want to meet with you on getting the vehicle checked out.

thanks

Dave Beers

From: Kuffel, Adam (A.B.)
Sent: Thursday, June 18, 2015 8:53 PM
To: Krawczyk, Kevin (R.)
Subject: Explorer exhaust odor update?

Kevin,

Just wondering if there is anything new on Explorer exhaust odor? I was assigned a lemon law final repair attempt on a 2015.

Regards,
Adam Kuffel
Field Service Engineer
Ford Motor Company
Customer Service Division
Orlando Technical Zone T04
(407) 808-4129

"Fix it right every time with Rotunda!"



ROTUNDA

From: Fosys, T (T.)
Sent: Monday, June 15, 2015 9:00 PM
To: Carey, John (J.P.); Hall, Sonya (S.); Kuffel, Adam (A.B.)
Subject: 20150831-Request has been assigned to AKUFFEL

This is an auto generated e-mail from Technical Field Operations Assignment Management System, Please do not reply.

Please click [here](#) to access this request

Additional Comments

Request Details

Additions and/or changes made to the request are highlighted in red.

Tracking Number

Status

[REDACTED]

Assigned

Currently assigned to	AKUFFEL
Request Type	Consumer Affairs Report; Document where requested
Request Source	CRC Consumer Affairs Team
If Other request source, please explain	
Primary contact	SONYA HALL
Primary contact's phone number	866-567-6518 X 77429
Primary contact's email address	SHALL88@FORD.COM
Technician Name	
Technician certified in relevant speciality	
Dealership Name	JARRETT-GORDON FORD, INC.
P&A Code	03096
Facing Region (SDR separate from Contact Regions)	S3 - ORLANDO
Geographic Region (SDR combined with Contact Region)	S3 - ORLANDO
FCSD Sales Zone	A02
FCSD Technical Zone	T04
VIN	1FM5K7F81FG [REDACTED]
Vehicle year/model	2015 EXPLORER
Vehicle mileage	9,823
Repair Order (R.O) #	
Customer Name	[REDACTED]
Vehicle Down?	No
GCQIS Report #	ELWC1009
TAR Open?	No
CuDL Case #	CAS-7360506-H7R5Z2
Priority	Medium
Request description	<p>COMPLIANCE DATE: 10 DAYS TO REPAIR FROM THE DATE THAT VEH IS DELIVERED TO DLRSHIP FOR FRA. REASON FOR REQUEST: FSE ASSISTANCE REQUESTED FOR FINAL REPAIR ATTEMPT FOR FLORIDA DEMAND. CONCERN: EXHAUST FUMES ARE ENTERING THE VEHICLE THROUGH THE AIR CONDITIONG VENTS. **PLEASE PROVIDE 2 DATES THAT YOU HAVE AVAILABLE THAT YOU MAY BE ABLE TO VISIT OR ASSIST WITH FINAL REPAIR ATTEMPT. ** ---Updated By---SHALL88-- 06/15/2015 03:30:00 PM--</p>
GCQIS Comments	<p>12/23/2014 5:02PM Web Form Data - Concern: cust states that there is a buzzing noise on Dr. Side</p> <p>Diagnostics: drove veh with tape on cowl and windshield npf ck veh with engine ears all over instru. panel noise coming from left side area at 45mph on 5 gear at 1950 rpm. ck</p>

all
trims,panels,grill, under veh and nothing loose
all looks
normal.

Parts replaced: before cowl was replaced

Tech Question:
Cust request FSE

12/23/2014 5:02PM

Hello Carlos, We can't dispatch an FSE at this time as there is a process that must be followed before dispatching your regional FSE. In not done already, it is recommended to remove any aftermarket add-on accessories. This includes hood, grill, wheels, bug deflectors, etc. Aftermarket accessories can change the aerodynamics of the vehicle and induce unwanted NVH concerns. If no aftermarket accessories are present, it is then recommended to compare this concern to a like unit. Please ensure that the like unit is same year and equally equipped for the most accurate comparison. If the wind noise is heard on the like unit, suspect this is characteristic NVH. If determined that this is not characteristic of the vehicle, it is then recommended to pressurize cabin of the vehicle and spray a soap/water mixture all around the suspected areas of concern. If unfamiliar with pressurizing interior of vehicle, it is recommended to reference the dust and water leak preliminary inspection, outlined in section 501-00>diagnosis and testing. If any leaks are found, please reseal/repair as necessary. If no leaks are found when pressurizing the interior of the vehicle, it is then recommended to tape up the exterior mirror and driver door glass. If the concern is isolated, please repair as necessary.

FSE Comments

Initial Contact Date	
Person Contacted	
Dealership visit planned?	
Visit date, if planned	
Did Visit Occur?	
Concern Summary for Technical Assistance Contact Report	
Inspection Comments for Technical Assistance Contact Report	
Primary Root cause for Technical Assistance Contact Report	
Other Root Causes	
Please explain if "Other" is root cause	
Recommendation for Technical Assistance Contact Report	
Missing tools/equipment(if identified)	
Missing tools/equipment ordered during visit?	
Total hours spent on request	0.0
Created by	SHALL88
Created date	15-Jun-2015 03:30:01 PM EST
Last Revised by	JCAREY
Last revised date	15-Jun-2015 08:59:59 PM EST

This e-mail notification has been generated by: JCAREY
Thank you..

From: Green, David (D.M.)
Sent: Thursday, September 24, 2015 9:45 PM
To: Krawczyk, Kevin (R.)
Subject: Explorer exhaust odor

Kevin,

Back in July you hosted a WebEx meeting to update us on the exhaust odor issue. You had said that there was an updated muffler/tip assembly to be released in the future. Just wondering if there is any time frame on that part yet, or if you have a part number.

Thanks,

David Green

Ford Motor Company

Field Service Engineer -Dallas Region

Cell [REDACTED]

Fax (855) 528-6877

Dgree247@ford.com

From: Latour, Zachary (Z.)
Sent: Monday, August 10, 2015 4:25 PM
To: Krawczyk, Kevin (R.)
Subject: Explorer Exhaust Part Number

Hi Kevin,

I was an FSE that attended your meeting a few weeks back on the Explorer updates.

I was wondering if there was a part number available for the 13 Explorer exhaust / muffler update with the 90 degree turn?

Thank you for any information, I currently have a TAR that I'm trying to prevent from becoming a buy back.

Zach LaTour
Field Service Engineer
Dallas Region
(Cell) [REDACTED]
(Fax) 855-666-5625
zlatour@ford.com

From: Leslie Martin <LeslieMartin@santanford.com>
Sent: Tuesday, June 14, 2016 11:26 PM
To: Pickens, Mitch (M.K.)
Cc: Mike Martin; John Bernath
Subject: Explorer Exhaust Smell in Cab Update

Hi Mitch,

I'm just keeping you in the loop on the latest development on my two Explorer projects because based on our inability to fix these exhaust concerns, you are more than likely going to be asked to tech assist again.

The Explorer you came to the dealership on for a tech assist dispatch to assist Jeff Hanson with, VIN# 1FM5K8GT3GC [REDACTED] called me today. He said the Exhaust fumes are worse than ever. He said they made him cough today while driving. The side note is that he said it only happens when he turns the vehicle A/C to recirc. He said that this was not specifically a concern before, but now it is and the smell is stronger than ever. He said it is too hot to run the Explorer on any other mode other than recirc right now. He also said it happens at normal driving and cruising conditions, not just on heavy acceleration. He is dropping the Explorer off on Thursday morning for us to look at. He is also demanding that we give him a replacement vehicle if we can't completely fix his vehicle's concern by the 1st week of July so he can go on vacation with his family.

The other Explorer, VIN# 1FM5K7D82EG [REDACTED], that you gave me some tech advice off the record with and drove with Mike also called me back and came back to the dealership on Friday. He complained of the same thing, he said he had to roll down the window to let the fumes out of the vehicle. I contacted Hotline Friday, and Mike from the Escalated handling team finally called me today and wants us to check for exhaust leaks and then pressurize the cabin again. I did release the vehicle back to the customer over the weekend while waiting for hotline, so I'm waiting to get him back in here to start the procedures they outlined.

Just keeping you in the loop so you are not blindsided.

Respectfully,

Leslie Martin
Service Manager
San Tan Ford
1429 E. Motorplex Loop
Gilbert, Arizona 85297
lesliemartin@santanford.com
(480)621-3770 Direct
(480)621-3724 Fax



Please consider the environment before printing this email

From: Rausseo, Eleazar <RausseoE@autonation.com>
Sent: Monday, March 07, 2016 8:00 AM
To: Ronda, Mario (M.)
Subject: FW: CAS-8899356-Y5W9D5

Categories: Red Category

From: Albarran, Ricky
Sent: Monday, March 07, 2016 7:58 AM
To: Rausseo, Eleazar
Subject: RE: CAS-8899356-Y5W9D5

Truck is in process of diag. and contact hotline.

From: Rausseo, Eleazar
Sent: Monday, March 07, 2016 7:54 AM
To: Albarran, Ricky
Subject: FW: CAS-8899356-Y5W9D5

Status?

From: Ronda, Mario (M.) [<mailto:mronda@ford.com>]
Sent: Monday, March 07, 2016 7:46 AM
To: Rausseo, Eleazar
Cc: Davila, Armando
Subject: CAS-8899356-Y5W9D5

Good Morning,

Oscar Almeida---1FM5K7B89EG [REDACTED]

Customer was supposed to bring his vehicle to the dealer on Saturday for an exhaust odor in the cabin while driving. Is this vehicle at the dealer now? Has the dealer verified the customers concern? Please update with the status of this vehicle.

Thanks,

Mario G. Ronda

Senior, Regional Customer Service Manager Miami A01
PH: 866-631-3788 ext. 77723
Fax: 888-655-4437
mronda@ford.com

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From: Davila, Armando <DavilaA@autonation.com>
Sent: Monday, March 14, 2016 10:26 AM
To: Ronda, Mario (M.)
Subject: FW: CAS-8899356-Y5W9D5

From: Albarran, Ricky
Sent: Monday, March 14, 2016 10:08 AM
To: Davila, Armando
Subject: RE: CAS-8899356-Y5W9D5

Waiting for hotline , vehicle was dropped of Friday night 3/12

From: Davila, Armando
Sent: Monday, March 14, 2016 9:10 AM
To: Albarran, Ricky
Subject: FW: CAS-8899356-Y5W9D5

From: Ronda, Mario (M.) [<mailto:mronda@ford.com>]
Sent: Monday, March 14, 2016 8:57 AM
To: Davila, Armando
Subject: RE: CAS-8899356-Y5W9D5

Armando,

██████████ ---1FM5K7B89EG ██████████
Please update me with repair status for this vehicle.

Thanks,

From: Davila, Armando [<mailto:DavilaA@autonation.com>]
Sent: Wednesday, March 09, 2016 9:00 AM
To: Ronda, Mario (M.)
Subject: RE: CAS-8899356-Y5W9D5

just call me this morning problem still there.

From: Ronda, Mario (M.) [<mailto:mronda@ford.com>]
Sent: Wednesday, March 09, 2016 8:53 AM
To: Davila, Armando
Subject: RE: CAS-8899356-Y5W9D5

Armando,

Oscar Almeida---1FM5K7B89EG [REDACTED]

Have the customer bring the vehicle back so you can verify if the odor is still present. Also contact NHL and advise them once you confirm the exhaust odor.

Thanks,

From: Davila, Armando [<mailto:DavilaA@autonation.com>]
Sent: Wednesday, March 09, 2016 8:06 AM
To: Ronda, Mario (M.)
Subject: FW: CAS-8899356-Y5W9D5

From: Albarran, Ricky
Sent: Wednesday, March 09, 2016 8:05 AM
To: Davila, Armando
Subject: RE: CAS-8899356-Y5W9D5

Fix the exhaust leak, road test didn't smell nothing. Customer pick up yesterday, just call me this morning problem still there.

From: Davila, Armando
Sent: Wednesday, March 09, 2016 7:26 AM
To: Albarran, Ricky
Subject: FW: CAS-8899356-Y5W9D5

From: Ronda, Mario (M.) [<mailto:mronda@ford.com>]
Sent: Monday, March 07, 2016 7:46 AM
To: Rausseo, Eleazar
Cc: Davila, Armando
Subject: CAS-8899356-Y5W9D5

Good Morning,

Oscar Almeida---1FM5K7B89EG [REDACTED]

Customer was supposed to bring his vehicle to the dealer on Saturday for an exhaust odor in the cabin while driving. Is this vehicle at the dealer now? Has the dealer verified the customers concern? Please update with the status of this vehicle.

Thanks,

Mario G. Ronda
Senior, Regional Customer Service Manager Miami A01
PH: 866-631-3788 ext. 77723
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