

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering
Review

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From: Narayan, Suresh (S.)
Sent: Wednesday, February 10, 2016 4:11 PM
To: Michalopoulos, George (G.)
Subject: FW: Additional Information and Meeting Request - Explorer Air Extractor

Can I have Sal call into this meeting? I can send him the meeting notice. They are discussing the air extractor. Please let me know.

Thank you.
Suresh

From: Michelis, Anne (A.L.)
Sent: Wednesday, February 10, 2016 10:40 AM
To: Dumler, Jeff (J.D.); Dihle, Ken (K.M.)
Cc: Kainz, Laura (L.L.); Martelli, Ronald (R.L.); Moser, Steven (S.R.); Okeh, Christopher (C.); Narayan, Suresh (S.)
Subject: RE: Additional Information and Meeting Request - Explorer Air Extractor

Good morning guys,

Thank you for the information. I am scheduling a meeting for tomorrow at 2 PM to review this information with Powertrain and Exterior. We look forward to resolving the issue and getting a fix in place. Thank you.

Regards,

Anne Michelis

Warranty Spend Supervisor – Body & Paint
Cell: [REDACTED]

From: Dumler, Jeff (J.D.)
Sent: Tuesday, February 09, 2016 5:40 PM
To: Michelis, Anne (A.L.)
Cc: Kainz, Laura (L.L.); Dihle, Ken (K.M.)
Subject: RE: Additional Information and Meeting Request - Explorer Air Extractor

Hi Anne,

The Explorer Exhaust Odor project 6-Panel that was completed by Troy Franco can be found at the link below.

http://www.6-sigma.ford.com/cgi-bin/edit_attachment.cgi

I'd be happy to walk through it and answer any of your questions related to this project. I am out of the office this Friday and Monday, but do have time on my calendar tomorrow morning (Wednesday) if that works for you.

JEFF DUMLER
PTIM QUALITY 6-SIGMA MBB/DD
BLD: FORD ENGINEERING LABORATORY

CUBE: EV-035

CELL: [REDACTED]

From: Michelis, Anne (A.L.)

Sent: Tuesday, February 09, 2016 3:57 PM

To: Dumler, Jeff (J.D.)

Subject: Additional Information and Meeting Request - Explorer Air Extractor

Hi Jeff,

My name is Anne and I am the Body Supervisor for warranty spend. Yesterday, we spoke about the Explorer Air Extractor issue in the FSQR. Before taking it to a SAR we would like to schedule a meeting between Powertrain and Exterior to review the Black Belt project. Would you happen to have a copy that you could share? I would like to schedule the meeting prior to next Tuesday just in case we need to take it into Jim VanSlambrouck's meeting next Wed. (2/17). Do you know if sealing falls under its own VFG or someone else? Should I also invite latching as well? I want to make sure we have the right audience to help up identify this fix in production. Your help is appreciated. Thanks. I hope to hear from you soon.

Regards,

Anne Michelis, ASQ CQE, CMQ/OE

Warranty Spend Supervisor – Body & Paint

PDC 1F-G44

Ford Motor Company

Cell [REDACTED]



Go Further

From: Krawczyk, Kevin (R.)
Sent: Wednesday, May 18, 2016 7:39 PM
To: Case, Bob (R.G.)
Subject: FW:

Bob,
See the note on April 21st.

Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company
313-248-6022

From: Lance Tagliapietra [<mailto:Lance.Tagliapietra@zf.com>]
Sent: Thursday, April 28, 2016 10:30 AM
To: Krawczyk, Kevin (R.); Lance Tagliapietra; Mangham, David (DAM.)
Cc: David Chandler; Kevin Carlson; Buelow, Steve (S.E.)
Subject: RE:

Kevin,

Currently in the process of review the R&R matrix provided by Luis.

Will be able to update the team tomorrow.

--Lance

From: Krawczyk, Kevin (R.) [<mailto:kkrawczy@ford.com>]
Sent: Thursday, April 28, 2016 9:15 AM
To: Lance Tagliapietra; Mangham, David (DAM.)
Cc: David Chandler; Kevin Carlson; Buelow, Steve (S.E.)
Subject: RE:

Lance or David,

Did you get a chance to review the replacement/replacement matrix? Any updates coming for this concern?

Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company
313-248-6022

From: Lance Tagliapietra [<mailto:Lance.Tagliapietra@zf.com>]
Sent: Thursday, April 21, 2016 4:22 PM
To: Krawczyk, Kevin (R.); Lance Tagliapietra; Mangham, David (DAM.)
Cc: David Chandler; Kevin Carlson; Buelow, Steve (S.E.)
Subject: RE:

Kevin,

There are a couple of ways this can be corrected for the customer, as I noted. I am just not aware of which option would be possible for the dealer tools, or either (load my2014 software, or set the bit in a Method 2 config that the MY15 software is looking for).

Ultimately, we may need to take another look at the RCCM replacement matrix for software updates, as IDS should not be updating a MY14 U502 RCCM to MY15 software.

--Lance

From: Krawczyk, Kevin (R.) [<mailto:kkrawczyk@ford.com>]
Sent: Thursday, April 21, 2016 3:09 PM
To: Lance Tagliapietra; Mangham, David (DAM.)
Cc: David Chandler; Kevin Carlson; Buelow, Steve (S.E.)
Subject: RE:

Lance,
Just so I am clear, are you proposing a chance that will fix this issue?

Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company
313-248-6022

From: Lance Tagliapietra [<mailto:Lance.Tagliapietra@zf.com>]
Sent: Thursday, April 21, 2016 3:44 PM
To: Krawczyk, Kevin (R.); Mangham, David (DAM.); Lance Tagliapietra
Cc: David Chandler; Kevin Carlson; Buelow, Steve (S.E.); Lance Tagliapietra
Subject: RE:

Kevin,

Thanks for providing a report which included that RCCM (HVAC) module part numbers.

It appears that a MY2014 U502 RCCM was updated to MY2015 U502 software, instead of staying with MY2014-series software, and in doing so, turned off WOT support. Restoring the control to the latest MY2014 software release will solve this problem. Another solution would be to send the Method 2 configuration to the vehicle to turn on WOT as done in at the production end of line. Otherwise, I would expect to see a MY14 control field updated as in the attached PDF.

David: The reason this happened is because MY2015 uses end of line selection for WOT. In a MY2014, that M2 location is unused (off), which would turn the feature off if MY15 software is placed in a MY14 vehicle. The MY2014 releases force WOT to be on. The MY2015 releases follow the EOL selection for WOT.

Regards,

--Lance

From: Krawczyk, Kevin (R.) [<mailto:kkrawczyk@ford.com>]
Sent: Thursday, April 21, 2016 1:34 PM

To: Mangham, David (DAM.); Lance Tagliapietra
Cc: David Chandler; Kevin Carlson; Buelow, Steve (S.E.)
Subject: RE:

David,
A customer owns it in Florida. The attachment shows the dealer and CQIS report.
Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company
313-248-6022

From: Mangham, David (DAM.)
Sent: Thursday, April 21, 2016 1:46 PM
To: Krawczyk, Kevin (R.); Lance Tagliapietra
Cc: David Chandler; Kevin Carlson; Buelow, Steve (S.E.)
Subject: RE:

Team,

Where is this vehicle located? Please advise.

Regards,

David Mangham

From: Krawczyk, Kevin (R.)
Sent: Tuesday, April 19, 2016 7:15 AM
To: Lance Tagliapietra
Cc: David Chandler; Kevin Carlson; Buelow, Steve (S.E.); Mangham, David (DAM.)
Subject: RE:

Lance,
I've got another 2015 Explorer with an HVAC system that will not update (or appears that it will not update) to the latest software level. Also the WOT event will not open the fresh air door.
Anything you can do to assist is greatly appreciated.

Kevin Krawczyk
Product Concern Engineer
Fusion/MKZ/Continental
Ford Motor Company
313-248-6022

From: Lance Tagliapietra [<mailto:Lance.Tagliapietra@zf.com>]
Sent: Tuesday, October 20, 2015 3:21 PM
To: Krawczyk, Kevin (R.)
Cc: David Chandler; Kevin Carlson
Subject: RE:

Kevin,

The part numbers do look correct for a MY2015 U502 which was field updated per DCR 34. A WOT event would be the accelerator pedal position received at 90% or better for at least 2 seconds, this may take slightly more than two seconds,

depending on message arrival at the RCCM. The strategy was changed so that the rear system is ignored (not required for a WOT event recognition). The pedal position is read off bus data. Note that if the vehicle engine is overheating (i.e. the Forced Recirculation is active) then a WOT cycle to outside air will not occur. But I'm assuming that is not the case with your technician. The technician seems to claim that the RCCM will not recognize a WOT event in any case? That does seem strange.

--Lance

From: Krawczyk, Kevin (R.) [<mailto:kkrawczyk@ford.com>]
Sent: Tuesday, October 20, 2015 1:54 PM
To: Lance Tagliapietra
Subject: FW:

Lance,

Need a little help. I have a Ford Field Service Engineer, who is working on a MY15 Explorer. The vehicle has the latest RCCM level. He is dealing with exhaust odor. He is claiming that the fresh air door is not opening under a WOT event held for a minimum of 2 seconds. He claims he can actively command the fresh air door to open, but it will not open under a WOT. He attached some screen shots showing the part number and software numbers. Can you please take a look and let me know if we have a part # issue?

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

From: 3138058679@vzwpix.com [<mailto:3138058679@vzwpix.com>]
Sent: Tuesday, October 20, 2015 2:48 PM
To: Krawczyk, Kevin (R.)
Subject:

From: Jay, Brian (B.L.)
Sent: Thursday, July 07, 2016 5:54 PM
To: ecatton@ford.com
Subject: FW: 20179379-Request Saved --- Rear spoiler sealing attempt to reduce exhaust odor - 2015 Explorer
Attachments: Report Summary for the CQIS Report#G2IBW008, from BJAY1; Report Summary for the CQIS Report#G5PCY007, from BJAY1

Hi Erik,

Glen at AutoNation Katy is going to keep driving the Pham Explorer and make sure no further odors are detected, but at this time I think the new rear spoiler sealing kit has corrected the exhaust odor on that vehicle.

As for the Mark Manty Explorer, it still has an odor after putting the sealing kit on.

I will let you know if my emails to the Plant Vehicle Team contacts result in any new repair possibilities on the Manty Explorer.

Thanks.

Brian L. Jay
Ford Motor Company
Field Service Engineer - Houston
Mobile: 281-788-0870
Fax: 866-416-0767
bjay1@ford.com

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From: Jay, Brian (B.L.)
Sent: Thursday, July 07, 2016 12:51 PM
To: Black, Kevin (K.W.)
Subject: RE: [REDACTED] Request Saved --- Rear spoiler sealing attempt to reduce exhaust odor - 2015 Explorer

Hi Kevin.

We put the rear spoiler sealing kit on this vehicle (see details below, VIN# 1FM5K7D88FG [REDACTED] and it seems to have made the odor go away. I plan on waiting until the Glen, the Service Director, as well as the vehicle owner, have both had a chance to drive the car more before delivering a final verdict. I have updated the GCQIS report with the results so far.

****HOWEVER**** we ALSO tried the rear spoiler sealing kit on **THE FOLLOWING** vehicle: 1FM5K7D80EG [REDACTED] and an exhaust type odor only on hard acceleration still remains.

I have a draft escalation case pending on the one that still has the odor but I have not submitted it yet since I became aware of the spoiler seal kit after submitting the case below.

I am not sure it will accomplish anything, but if you like, I am prepared to close this case, and open an escalation on the other VIN with the same concern, where all of the exact same repair attempts have been conducted. Current mileage on the one at AutoNation Ford Katy that still has the odor is 22,462.

Let me know what you think.

Thanks.

Brian L. Jay
Ford Motor Company
Field Service Engineer - Houston
Mobile: 281-788-0870
Fax: 866-416-0767
bjay1@ford.com

From: Jay, Brian (B.L.)
Sent: Tuesday, July 05, 2016 2:44 PM
To: Black, Kevin (K.W.)
Subject: RE: [REDACTED] request Saved --- Rear spoiler sealing attempt to reduce exhaust odor - 2015 Explorer

Hi Kevin.

The parts to reseal the rear spoiler to the rear liftgate have arrived at AutoNation Ford Katy.

I hope to have at least one of the kits installed tomorrow.

Thanks.

Brian L. Jay
Ford Motor Company
Field Service Engineer - Houston
Mobile: 281-788-0870
Fax: 866-416-0767
bjay1@ford.com

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From: Jay, Brian (B.L.)
Sent: Tuesday, June 28, 2016 3:05 PM

To: Black, Kevin (K.W.)

Subject: RE: [REDACTED] Request Saved --- Rear spoiler sealing attempt to reduce exhaust odor - 2015 Explorer

Hi Kevin

Parts have not yet arrived. They appear to be stuck in transit to the packaging supplier.

I will let you know the results once the rear spoiler sealing kit and received by AutoNation Ford Katy and installed.

Thanks.

Brian L. Jay

Ford Motor Company

Field Service Engineer - Houston

Mobile: 281-788-0870

Fax: 866-416-0767

bjay1@ford.com

Need a Technician? Check out <http://www.newfordtech.com/>

From: Fosys, T (T.)

Sent: Tuesday, June 28, 2016 2:43 PM

To: Jay, Brian (B.L.)

Subject: [REDACTED] Request Saved

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	[REDACTED]
Status	Assigned
Currently assigned to	KBLACK4
Request Type	Escalated FSE Support Request (from FSE to CSE)
Request Source	Field Service Engineer
If Other request source, please explain	
Primary contact	Brian Jay
Primary contact's phone number	281-788-0870
Primary contact's email address	bjay1@ford.com
Technician Name	Roland Dancoes
Technician certified in relevant speciality	Yes
Dealership Name	AUTONATION FORD KATY

P&A Code	04617
Facing Region (SDR separate from Contact Regions)	C2 - HOUSTON
Geographic Region (SDR combined with Contact Region)	C2 - HOUSTON
FCSD Sales Zone	A02
FCSD Technical Zone	T07
VIN	1FM5K7D88FG [REDACTED]
Vehicle year/model	2015,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV
Vehicle mileage	21,666
Repair Order (R.O) #	839377
Customer Name	Kathleen Pham
Vehicle Down?	No
GCQIS Report #	G2IBW008
TAR Open?	Yes
CuDL Case #	CAS-9359625-Z8X5S3
Priority	High

Request description

Customer concern is exhaust odor on heavy accel. TSB 14-0130 has been performed, I verified the updated cabin vent was present on the LH side. I then conducted pressurized cabin tests and verified which additional seams were leaking beyond those called out in TSB 14-0130 and we performed the sealing portions of TSB 14-1030 a second time. All leaking seams I found have been sealed. Plus the updated muffler assembly EB5Z-5230-A (per ISM 15-07-013) also has been installed, but the odor that is being smelled inside the passenger cabin (hot burning hair type odor) still remains. ---Updated By--- BJAY1--05/23/2016 11:27:32 AM-- Seeking to establish a dialog to determine if further repairs are an option. ---Updated By---BJAY1--05/23/2016 11:35:27 AM-- Brian, please see if SSM 45053 applies, or has been performed on this vehicle. I didn't see it in the GCQIS report. I will ask the PVT if there are any other possibilities to check for. ---Updated By--- KBLACK4--05/24/2016 11:57:41 AM-- additional diag suggestions provided from Explorer PVT Engineering, into the GCQIS report. ---Updated By---KBLACK4--05/24/2016 01:53:03 PM-- fse stated the dealer has parts on order. ---Updated By---KBLACK4--06/07/2016 09:47:10 AM-- please advise if further assistance is needed after parts are installed? ---Updated By---KBLACK4--06/28/2016 03:42:42 PM--

GCQIS Comments

02/09/2016 11:42AM ROBERT STANLEY
MSS - FCSD - TECH SVC HOTLINE;
Web Form Data
Description of Vehicle Concern: SMELL GAS OR EXHAUST

WHEN A/C IS ON AND HEAVY
ACCELERATION

Please list any diagnostics
already performed: SOME OTHER TECH
REPLACED THE ACTUATOR , BUT
PROBLEM
IS STILL THERE . AND ITS COME TO ME I
PERFORMED TSB 14-013, BUT
CUSTOMER COME BACK AND HE IS
SAYING STII HE CAN SMELL IT , BUT
SERVICE
ADVISOR TOLD ME THIS CAR HAD BIN
BODY SHOP THEY WORK ON THE REAR
BUMPER AND ALSO DID SOME REPAIR
SHEAT MATAL , SO MY QUESTION IS IS
BODY SHOP WORK CAN CAS THIS
PROBLEM OR NOT , IF NOT SO WHAT
NEXT STUP
I PERFORMED , NEED YOUR ADVICE
THANKS

Parts Replaced: PERFORMED
TSB 14-013, AND ACTUATOR
OUTSIDE/RECIRCULATION,

Your Question:
WHAT STUP I PERFORMED NEXT

02/09/2016 11:42AM ROBERT STANLEY
MSS - FCSD - TECH SVC HOTLINE;
Humayun, Pressurize the cabin and preform a
leak test with either
soapy water, dust, or with smoke as described in
section 100-04 of the
Workshop Manual. This test will determine if
there is any body seam,
body seal, window seal, or door seal leaks. If no
leaks are detected
inspect the exhaust system to verify that there are
no exhaust leaks
present, also inspect the recirculation door for
proper operation and
proper seal against the cowl opening

02/09/2016 11:42AM ROBERT STANLEY
MSS - FCSD - TECH SVC HOTLINE,
Andrew Montgomery consulted

03/17/2016 12:07PM
I NEED TO UPDATE STATUS OF THIS

VEHICLE. THIS VEHICLE IS CURRENTLY BACK IN THE SHOP FOR THE SAME CONCERN. PRESSURIZED THE CAB AND NO VISIBLE SIGNS OF LEAKS BUT THE CUSTOMERS CONCERN IS STILL PRESENT. I KNOW ON SEVERAL OF THESE VEHICLES WE HAVE GOTTEN APPROVAL FOR THE UPDATED EXHAUST SYSTEM TO CORRECT THIS CONCERN. CUSTOMERS CONCERN HAS BEEN VERIFIED BY AMANDA CASKEY OUR SERVICE DRIVE MANAGER. EVERYONE HERE IS CONFIDENT THAT THE EXHAUST SYSTEM WILL FIX THIS VEHICLE PLEASE LET ME KNOW IF I CAN GO AHEAD WITH REPLACING THE EXHAUST ON THIS VEHICLE WITH THE UPDATED PART # EB5Z-5230-A IN REFERENCE TO TSB 14-0130.

03/17/2016 12:33PM ANDY SHANK MSS - FCSD - TECH SVC HOTLINE;
Hi Humayun, TSB 14-0130 does not outline replacement of the exhaust system. If it has been determined that the exhaust system is at fault and needs to be replaced to correct the concern then replace the exhaust system as needed and reevaluate the concern.

03/17/2016 12:33PM ANDY SHANK MSS - FCSD - TECH SVC HOTLINE;
Consulted SME Travis Polnasek and it was advised to inform the technician that TSB 14-0130 does not outline replacement of the exhaust system. If it determined that the exhaust system is at fault then proceed with replacement and retest.

05/04/2016 11:59AM PETER KRAHULEC
MSS - FCSD - TECH SVC HOTLINE;
Web Form Data (110186645)
Description of Vehicle Concern: CUSTOMER CONCERN, EXHAUST SMELL IN SIDE AFTER DRIVING 30MINTS

Please list
any diagnostics already performed:
PERFORMED VEHICLE LEAK TEST, IN
SIDE PRESSURE TEST PASS , SMOKE TEST
PASS

Parts Replaced:
PERFORMED TSB 14-0130, AND REPLACED
EXHAUST TO

Your Question: MY
QUESTION IS CAN YOU SEND SERVICE
FIELD ENGINEER TO ME , SO HE CAN
HELP
ME OUT ON THIS THANKS

05/04/2016 11:59AM PETER KRAHULEC
MSS - FCSD - TECH SVC HOTLINE;
Humayun, Since the exhaust odor is still present
in the vehicle after
TSB 14-0130 was performed and the updated
exhaust was replaced it is
recommended to re-visit steps the TSB 14-0130
steps 11 and 12 to
ensure a generous amount of seam sealer and
rubberized undercoating
was applied as directed. If steps 10 and 11 have
been verified it is
recommended to ensure the HVAC module is at
the latest calibration
when using the latest IDS software. If the HVAC
module is at the
latest calibration it is recommended to perform
the cabin pressure
test in the areas specifically called out in TSB
14-0130 to determine
if a leak is present. If the cabin pressure test does
not reveal any
leaks the vehicle should be driven with the body
vents taped off to
determine if the concern changes. If the concern
is still present when
the body vents are taped off it is recommended
to drive the vehicle
with the HVAC setting set to recirculate and
fresh air position to
determine if the exhaust odor is entering the
vehicle from the rear of
the vehicle or towards the front. This concern is
being directed to
the Technical Assistance Centers Escalated

Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customers concern. We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

05/04/2016 11:59AM PETER KRAHULEC
MSS - FCSD - TECH SVC HOTLINE;
Note to EH: Consulted Cale Garrett,
recommended escalating due to time
down. Recommended re-visiting steps in TSB,
update HVAC module to the
latest calibration, taping off body vents, perform
cabin pressure test
in areas called out in TSB, and operate the
vehicle with the HVAC
function in recirculate vs fresh air.

05/04/2016 11:59AM PETER KRAHULEC
MSS - FCSD - TECH SVC HOTLINE;
Reason For Escalation: Time Down

05/10/2016 3:23PM JOSHUA BURTCH MSS -
FCSD - TECH SVC HOTLINE;
An outbound call was placed to the Dealer. A
voice message was
received when attempting to contact the Service
Manager and a voice
message was left for the Service Manager
indicating that this request
has been escalated. A second call was placed to
the Dealer and the
call continued to ring until disconnecting when
attempting to contact
Humayun.

05/10/2016 3:23PM JOSHUA BURTCH MSS -
FCSD - TECH SVC HOTLINE;
Humayun, Verify that the exhaust was replaced
with EB5Z-5230- A. If
the exhaust has been replaced and TSB 14-0130
completed, verify the

HVAC module is at the latest calibration. Perform the pressure test again by removing the tail lamps, removing the bumper cover, taping off the air extractors, starting the vehicle and setting to fresh air mode with the blower on high. Spray soapy water at the body seams, all rubber grommets, the seams behind the tail lamps, the deck lid seal, the side glass seals and the license plate area. Seal all leaks found with Motorcraft TA-2 seam sealer. If no leaks are found, use an evaporative emission smoke machine (on the outside of the vehicle) to apply smoke around the liftgate seal. If the smoke pushes away from the seal, a leak is present. While the rear bumper cover and tail lamps are removed, have an assistant inspect from inside the vehicle while a flashlight is shined along all body seams behind the tail lamps and bumper cover. If any light passes through to the interior of the vehicle, seal the affected seam. When all leaks are sealed and the muffler assembly is replaced, the odor should no longer be present. If further information is require during these tests or repairs, provide the results to all tests and inspections completed along with all information required a that time. If a best contact number is available, please also include that contact information. When the repair is completed and verified, include the verified repair information on the survey. Thank you.

05/10/2016 3:23PM JOSHUA BURTCH MSS -
FCSD - TECH SVC HOTLINE;
Article ISM 1507013 SOME 2011-2016
EXPLORER VEHICLES MAY EXHIBIT A
REPEAT CUSTOMER CONCERN OF
EXHAUST ODOR INSIDE THE VEHICLE
AFTER TSB
14-0130 HAS BEEN COMPLETED.

05/10/2016 3:23PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;
Calling to verify the procedures in ISM 1507013 have been completed.

05/11/2016 11:04AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;
An outbound call was placed to the Dealer. A voice message was received when attempting to reach Service Manager Glen. A voice message was left for Glen providing this assistance request number along with the repair order number and advising that this request has been updated. A request was also made to provide a best contact number if further information is required.

05/11/2016 11:04AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;
Humayun and Glen, If further information is required after completing the inspections and repairs provided in the update on 5/10/2016, provide the concern present, the results to all tests and inspections completed and all repairs completed along with all information required at that time. If a best contact number is available, please also include that contact information. Thank you.

05/11/2016 11:04AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;
A voice message was left for Service Manager Glen.

05/12/2016 11:50AM
WE FOLLOWED THE TSB REPAIR TO THE LETTER AND STILL HAS AN EXHAUST SMEEL GOOD CONTACT NUMBER FOR GLEN DUNCAN IS 713-825-0750

05/12/2016 2:07PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;
An outbound call was placed to the contact number provided by Glen and a voice message was received. A voice message was left acknowledging that the TSB has been completed and requesting

to verify the muffler assembly installed and verify the steps provided on 5/10/2016 have been completed.

05/12/2016 2:07PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;
Glen, It is noted that TSB 14-0130 has been completed. If the exhaust has been replaced, please verify the part number that was installed. If the tests outlined in the Hotline response from 5/10/2016 have not been completed, please continue with these tests and sealing all leaks identified. If the muffler assembly has been replaced and all leaks are sealed, the odor should no longer be present.

05/12/2016 2:07PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;
FMC360 only contains comments from the Dealer
Glens direct
contact number is 713-825-0750.

05/12/2016 3:29PM
CONFIRMED THAT EB5Z-5230-A SMOKE TEST REVEILD THAT LEFT LOWER SIDE OF REAR HATCH HAD SLIGHT LEAK FOUND DURING SMOKE TEST ADJUSTED HATCH STOP ON THATT SIDE AND ELIMINATED LEAK TEST CONDUCTED BY ME SHOPFORMAN MY CONTACT #IS 281-797-2149

05/13/2016 12:29PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;
An outbound call was placed to Roland at the direct contact number provided and a voice message was received. An outbound call was placed to the direct contact number provided by Glen and a voice message was received. A voice message was left for both Roland and Glen advising to update this form with the best time to contact.

05/13/2016 12:29PM JOSHUA BURTCH MSS -

FCSD - TECH SVC HOTLINE;
Roland and Glen, If a best time is available to contact, please update this form with the best contact time. If no updates are received, a member of the Technical Assistance Center will attempt to contact you again by close of business today 5/13/2016 to further discuss this repair.

05/13/2016 12:29PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;
Service Manager Glens contact number is 713-825-0750.

Shop
Foreman Rolands contact number is 281-797-2149.

The muffler assembly has been replaced and the leaks found sealed. Calling to determine if the odor is still present after resolving the leak identified at the liftgate seal.

FMC360 comments are from the Dealer only.

The down time this visit is 12 days per the repair order date and the Dealer has not been reached to verify this down time at this time.

TSB 14-0130 was completed in January 2016.

The muffler assembly was replaced in March 2016.

05/13/2016 6:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;
An outbound call was placed to Glen and a voice message was received.
A voice message was left for Glen requesting to provide the best time to call.

05/13/2016 6:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;

Glen, If a best time of day is present to call, please update with that time. A member of the Technical Assistance Center will contact you again Monday 5/16/2016.

05/13/2016 6:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;

A voice message was received when attempting to contact Service Manager Glen.

05/16/2016 11:18AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;

An outbound call was placed to Roland. Roland advised that the odor is still present after the liftgate seal leak was corrected. The customer had the vehicle and reported that the kids in the back seat noted the odor. The Dealer has verified this odor. All leaks found have been sealed. TSB 14-0130 was completed on the first visit, the muffler assembly EB5Z-5230- A was replaced on the second visit and the liftgate seal leak was repaired on the third visit. No other concerns are present. The odor is originating from the rear of the vehicle. The HVAC module is at the latest level. This vehicle is at the Dealer at this time and the pressure test is being completed again to check for any additional leaks.

05/16/2016 11:18AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;

Roland, Per our conversation, continue with the pressure test with the blower on high with all doors and windows closed. When taping off the air extractors, tape off only the extractor and not the seam between the extractor and the body. When inspecting for leaks, inspect around the extractor. Verify that all seams under the vehicle, behind the bumper cover and behind the tail lamps are checked. Seal all leaks found and retest. Due to the repairs completed

with the odor still present, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

05/16/2016 11:18AM JOSHUA BURTCH MSS
- FCSD - TECH SVC HOTLINE;
Days out of service: 15 during the current visit with 2 prior visits.

Number of repair attempts: 3

Repairs completed: TSB 14-0130, muffler assembly (EB5Z-5230- A) and adjustment of the liftgate for a leak at the liftgate seal. The HVAC module is also currently at the latest level.

Best direct contact:
Shop Foreman Roland at 281-797-2149.

FMC360 comments are from the Dealer only.

No field alerts are open for this VIN at this time.

05/16/2016 11:26AM JOSHUA BURTCH MSS
- FCSD - TECH SVC HOTLINE;
NOTE TO FSE. REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF PROGRESS. THE CUSTOMER CONCERN IS AN EXHAUST ODOR. TSB 14-0130 HAS BEEN COMPLETED AND THE MUFFLER ASSEMBLY (EB5Z-5230- A) HAS BEEN INSTALLED. ALL LEAKS FOUND HAVE BEEN SEALED. THE HVAC MODULE IS AT

THE
LATEST LEVEL. THE ODOR IS STILL
PRESENT. THE DEALER IS CURRENTLY
COMPLETING THE PRESSURE TEST
AGAIN TO CHECK FOR LEAKS AGAIN.
PLEASE
ASSIST THE DEALER IN FURTHER
ISOLATING AND REPAIRING THE CAUSE
OF THE
EXHAUST ODOR AFTER THE REPAIRS
COMPLETED. ESTIMATED NUMBER OF
REPAIR
ATTEMPTS: 3. ESTIMATED NUMBER OF
DAYS OUT OF SERVICE: 15 DAYS DURING
THE CURRENT VISIT WITH 2 PREVIOUS
VISITS FOR THIS CONCERN.

05/16/2016 11:26AM JOSHUA BURTCHE MSS
- FCSD - TECH SVC HOTLINE,
TECH ASSIST REFERRAL HAS BEEN
OPENED

05/17/2016 10:27PM BRIAN JAY (FSE) MSS -
FCSD - REG DALLAS-HOUST;
I TEST DROVE THIS VEHICLE WITH SD
GLEN DUNCAN ON 5/11 AND A FOUL
EXHAUST TYPE ODOR WAS DEFINITELY
PRESENT INSIDE THE CABIN EVEN AFTER
TSB 14-0130 & ISM 15-07-013 WERE BOTH
DONE (LATEST HVAC SOFTWARE AND
UPDATED MUFFLER ASSY HAVE BOTH
ALREADY BEEN INSTALLED).

05/17/2016 10:33PM BRIAN JAY (FSE) MSS -
FCSD - REG DALLAS-HOUST;
TODAY I OBSERVED SF ROLAND, AND
TECHS MOHAMMED AND HABIB
WORKING
BEHIND THE REAR BUMPER AND
LIFTGATE AREA. THEY TAPED OFF THE
BODY
VENTS WHILE I TURNED ON THE HVAC
FRESH AIR MODE AND THEN THEY
METICULOUSLY INSPECTED ALL
POSSIBLE BODY SEAMS, INCLUDING
FINDING VERY
SMALL LEAKS ALONG THE SPLIT LINE
BETWEEN THE INNER AND OUTER
QUARTER
PANELS IN THE REAR OF THE REAR
WHEEL ARCH AREA, THROUGH VARIOUS

ROUGH
SPOT WELDS BELOW THE REAR BODY
FLANGE BELOW THE LIFGATE OPENING,
AROUND THE SQUARE PLASTIC PLUGS
THE BUMPER FASTENERS POP INTO,
AROUND
MULTIPLE GROMMETS AND SEAMS,
AROUND THE BUMPER REINFORCEMENT
BEAM,
BEHIND THE PLASTIC BUMPER
ATTACHMENT BRACKET (LH SIDE
ONLY), AROUND
THE RUBBER GROMMET AT THE
BOTTOM OF THE SPARE TIRE WELL, AND
AROUND
THE FOIL PLUGS AT THE REAR OF THE
BODY BEHIND THE REAR BUMPER.
ROLAND
WAS IN THE PROCESS OF APPLYING
ADDITIONAL SEALER AND
UNDERCOATING.
ONCE THE SEALER HAS BEEN ALLOWED
TO DRY GLEN AND I WILL MAKE AN
ADDITIONAL TEST DRIVE BEFORE
DETERMINING IF THE FOUL ODOR IS
STILL
PRESENT. BJAY1 281-788-0870.

05/20/2016 09:36AM BRIAN JAY (FSE) MSS -
FCSD - REG DALLAS-HOUST;
CHECKED WITH ROLAND, VEHICLE NOT
READY TO TEST DRIVE YET. WILL
FOLLOW
UP MONDAY 5/23

05/23/2016 12:18PM BRIAN JAY (FSE) MSS -
FCSD - REG DALLAS-HOUST;
ALL BODY SEAM AREAS LISTED ABOVE
THAT WERE VERIFIED TO HAVE VERY
SMALL
AIR LEAKS HAVE BEEN SEALED WITH
TA-2 AND RUBBERIZED UNDERCOATING.
THE
HVAC HAS BEEN UPDATED, I
CONFIRMED THERE ARE NO FURTHER
HVAC UPDATES
IN IDS (100.3). TEST DROVE VEHICLE IN
RECIRC MODE AND THE EXHAUST ODOR
AFTER A RAPID ACCELERATION IS STILL
PRESENT. TSB 14-0130 HAS BEEN
PERFORMED, VERIFIED WHICH

ADDITIONAL SEAMS WERE LEAKING AND PERFORMED A SECOND TIME, AND THE UPDATED MUFFLER ASSEMBLY EB5Z-5230- A (PER ISM 15-07-013) ALSO HAS BEEN INSTALLED, BUT THE ODOR STILL REMAINS. CURRENTLY RESEARCHING IF OTHER POSSIBLE PENDING OR FUTURE REPAIR PROCEDURES ARE OR MAY BECOME AVAILABLE TO ELIMINATE EXHAUST ODOR ON HEAVY ACCEL. BJAY1 281-788-0870.

05/24/2016 11:35AM KEVIN BLACK (PCE) MSS - FCSD - VSP C/P SVC ENG; SEE IF THE FOLLOWING SSM 45053 APPLIES TO THIS VEH - 2007-2015 VARIOUS VEHICLES EQUIPPED WITH ALL WHEEL DRIVE - PROPANE, OR NATURAL GAS ODOR DURING IDLE OR LOW SPEED DRIVING.

05/24/2016 1:52PM KEVIN BLACK (PCE) MSS - FCSD - VSP C/P SVC ENG; SSM LISTED ABOVE WONT APPLY TO 2WD. I MISSED THAT. I CONTACTED EXPLORER PVT ENGINEERING AND THEY PROVIDED THE FOLLOWING RECOMMENDATIONS:
1. VERIFY THAT THERE ARE NO PTU FLUID LEAKS. (IF APPLICABLE)
2. CONFIRM THAT ODOR IS ASSOCIATED WITH HARD ACCELERATION EVENT.
3. VERIFY THAT THE LIFT GATE PRIMARY SEAL IS FULLY SEATED AROUND THE FULL PERIMETER OF THE OPENING, AND IS MAKING CONTACT WITH THE LIFT GATE WHEN CLOSED. PAY SPECIAL ATTENTION TO THE AREA NEAR THE TAIL LAMPS AND AT THE LATCH.
4. ENSURE THAT THE 3 DRAIN PLUGS ARE PROPERLY INSTALLED IN THE BOTTOM OF THE LIFT GATE.
5. VERIFY THAT ALL UNDERBODY PLUGS ARE PROPERLY INSTALLED.

IF NO LEAKS WERE FOUND IN 1-3, THEN
6. REMOVE AND REINSTALL THE LIFT
GATE HANDLE APPLIQUE/PULL CUP,
ENSURING THAT THE RETENTION CLIPS
ARE ENGAGED AND THE SEAL MAKES
FULL
CONTACT WITH SHEET METAL.
7. REMOVE THE LIFT GATE SPOILER
(WSM SECTION 501-08 EXTERIOR TRIM &
ORNAMENTATION), REPLACE ALL FOAM
SEALS. REINSTALL THE SPOILER.
8.PERFORM THE PRESSURE TEST AS
OUTLINED IN THE ISM FOR 2011-2015
VEHICLES.

05/25/2016 6:39PM BRIAN JAY (FSE) MSS -
FCSD - REG DALLAS-HOUST;
THE FOAM SEAL KIT TO REPLACE *ALL*
FOAM SEALS UNDER THE REAR SPOILER
IS FB5Z-78442K03-B. DEALER WAS
ADVISED TO ORDER. CURRENTLY THERE
IS
ZERO PRICING OR INVENTORY INFO.

06/07/2016 1:30PM BRIAN JAY (FSE) MSS -
FCSD - REG DALLAS-HOUST;
WORKING WITH PACO / AND ETRACKER
STAFF TO TRY TO GET SUPPLIER TO
DIRECT SHIP THE FB5Z-78442K03-B REAR
SPOILER SEAL KIT TO THIS DEALER.

06/17/2016 1:57PM BRIAN JAY (FSE) MSS -
FCSD - REG DALLAS-HOUST;
SUPPLIER IS GIVING A PROMISE DATE OF
6/22 FOR SHIPPING OUT THE REAR
SPOILER SEALING KITS.

06/27/2016 2:18PM BRIAN JAY (FSE) MSS -
FCSD - REG DALLAS-HOUST;
CONFIRMED 3 KITS ARE IN TRANSIT TO
PACKAGER, ONLY OPEN ORDERS AT THIS
TIME ARE 2 PCS FOR THIS DEALER.

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 BJAY1

Created date 23-May-2016 00:27:33 PM EST

Last Revised by KBLACK4

Last revised date 28-Jun-2016 03:42:43 PM EST

This e-mail notification has been generated by: KBLACK4

Thank you..

From: CQIS, Help (.)
Sent: Thursday, July 07, 2016 5:25 PM
To: Jay, Brian (B.L.)
Subject: Report Summary for the CQIS Report#G2IBW008, from BJAY1

Attachments : 0

Report# : G2IBW008 NHL
CCRG/EPRC: S **Reviewed Status:**
Vehicle: 2015,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV
,1FM5K7D88FC [REDACTED] **Build Date:** 12/14/2014
Odometer : 21,663 M **Engine:** 3.5L
CYCLO **Calibration:** EUB1SN0A
Transmission: 6F50 **Axle:** **A/C:** YES
Dealer: USA 04617 AutoNation Ford Katy **Phone#:** 281-579-
9100
City: Katy **State:** Texas **Country :** USA
Originator: HUMAYUN HABIB
Symptom: 1 14 1 02 COMF/ENT,INTERIOR ODOR ,MUSTY/ORGANIC,ALWAYS
Status:
VFG: V79 CLIMATE CONTROL FUNCTION
Additional Symptom: EXHAUST ODOR IN VEHICLE
Fix: **Causal Component :** KIT CVR SPLR RR -- RPL
Condition Code:
Hotliner: RSTANL47 **Phone:** **Regn Cd:** C2 Houston
Engineering: **Phone:** **TAR:** 30-60
Dlr Contact: HUMAYUN HABIB **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

CONCER 02/09/2016 11:42AM ROBERT STANLEY MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: SMELL GAS OR EXHAUST WHEN A/C IS ON AND HEAVY ACCELERATION Please list any diagnostics already performed: SOME OTHER TECH REPLACED THE ACTUATOR , BUT PROBLEM IS STILL THERE , AND ITS

COME TO ME I PERFORMED TSB 14-013, BUT CUSTOMER COME BACK AND HE IS SAYING STII HE CAN SMELL IT , BUT SERVICE ADVISOR TOLD ME THIS CAR HAD BIN BODY SHOP THEY WORK ON THE REAR BUMPER AND ALSO DID SOME REPAIR SHEAT MATAL , SO MY QUESTION IS IS BODY SHOP WORK CAN CAS THIS PROBLEM OR NOT , IF NOT SO WHAT NEXT STUP I PERFORMED , NEED YOUR ADVICE THANKS
Parts Replaced: PERFORMED TSB 14-013, AND ACTUATOR OUTSIDE/RECIRCULATION,
Your Question: WHAT STUP I PERFORMED NEXT

RECOMM 02/09/2016 11:42AM ROBERT STANLEY MSS - FCSD - TECH SVC HOTLINE

Humayun, Pressurize the cabin and preform a leak test with either soapy water, dust, or with smoke as described in section 100-04 of the Workshop Manual. This test will determine if there is any body seam, body seal, window seal, or door seal leaks. If no leaks are detected inspect the exhaust system to verify that there are no exhaust leaks present, also inspect the recirculation door for proper operation and proper seal against the cowl opening.

ADD-ON 02/09/2016 11:42AM ROBERT STANLEY MSS - FCSD - TECH SVC HOTLINE

Andrew Montgomery consulted

CONCER 03/17/2016 12:07PM

I NEED TO UPDATE STATUS OF THIS VEHICLE. THIS VEHICLE IS CURRENTLY BACK IN THE SHOP FOR THE SAME CONCERN. PRESSURIZED THE CAB AND NO VISIBLE SIGNS OF LEAKS BUT THE CUSTOMERS CONCERN IS STILL PRESENT. I KNOW ON SEVERAL OF THESE VEHICLES WE HAVE GOTTEN APPROVAL FOR THE UPDATED EXHAUST SYSTEM TO CORRECT THIS CONCERN. CUSTOMERS CONCERN HAS BEEN VERIFIED BY AMANDA CASKEY OUR SERVICE DRIVE MANAGER. EVERYONE HERE IS CONFIDENT THAT THE EXHAUST SYSTEM WILL FIX THIS VEHICLE PLEASE LET ME KNOW IF I CAN GO AHEAD WITH REPLACING THE EXHAUST ON THIS VEHICLE WITH THE UPDATED PART # EB5Z-5230-A IN REFERENCE TO TSB 14-0130.

RECOMM 03/17/2016 12:33PM ANDY SHANK MSS - FCSD - TECH SVC HOTLINE

Hi Humayun, TSB 14-0130 does not outline replacement of the exhaust system. If it has been determined that the exhaust system is at fault and needs to be replaced to correct the concern then replace the exhaust system as needed and reevaluate the concern.

ADD-ON 03/17/2016 12:33PM ANDY SHANK MSS - FCSD - TECH SVC HOTLINE

Consulted SME Travis Polnasek and it was advised to inform the technician that TSB 14-0130 does not outline replacement of the exhaust system. If it determined that the exhaust system is at fault then proceed with replacement and retest.

CONCER 05/04/2016 11:59AM PETER KRAHULEC MSS - FCSD - TECH SVC HOTLINE

Web Form Data (110186645) Description of Vehicle Concern: CUSTOMER CONCERN, EXHAUST SMELL IN SIDE AFTER DRIVING 30MINTS Please list any diagnostics already performed: PERFORMED VEHICLE LEAK TEST, IN SIDE PRESSURE TEST PASS , SMOKE TEST PASS Parts Replaced: PERFORMED TSB 14-0130, AND REPLACED EXHAUST TO
Your Question: MY QUESTION IS CAN YOU SEND SERVICE FIELD ENGINEER TO ME , SO HE CAN HELP ME OUT ON THIS THANKS

RECOMM 05/04/2016 11:59AM PETER KRAHULEC MSS - FCSD - TECH SVC HOTLINE

Humayun, Since the exhaust odor is still present in the vehicle after TSB 14-0130 was performed and the updated exhaust was replaced it is recommended to re-visit steps the TSB 14-0130 steps 11 and 12 to ensure a generous amount of seam sealer and rubberized undercoating was applied as directed. If steps 10 and 11 have been verified it is recommended to ensure the HVAC module is at the latest calibration when using the latest IDS software. If the HVAC module is at the latest calibration it is recommended to perform the cabin pressure test in the areas specifically called out in TSB 14-0130 to determine if a leak is present. If the cabin pressure test does not reveal any leaks

the vehicle should be driven with the body vents taped off to determine if the concern changes. If the concern is still present when the body vents are taped off it is recommended to drive the vehicle with the HVAC setting set to recirculate and fresh air position to determine if the exhaust odor is entering the vehicle from the rear of the vehicle or towards the front. This concern is being directed to the Technical Assistance Center's Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. We will continue to work with you and your Dealership's Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

ADD-ON 05/04/2016 11:59AM PETER KRAHULEC MSS - FCSD - TECH SVC HOTLINE

Note to EH: Consulted Cale Garrett, recommended escalating due to time down. Recommended re-visiting steps in TSB, update HVAC module to the latest calibration, taping off body vents, perform cabin pressure test in areas called out in TSB, and operate the vehicle with the HVAC function in recirculate vs fresh air.

ADD-ON 05/04/2016 11:59AM PETER KRAHULEC MSS - FCSD - TECH SVC HOTLINE

Reason For Escalation: Time Down

CONCER 05/10/2016 03:23PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to the Dealer. A voice message was received when attempting to contact the Service Manager and a voice message was left for the Service Manager indicating that this request has been escalated. A second call was placed to the Dealer and the call continued to ring until disconnecting when attempting to contact Humayun.

RECOMM 05/10/2016 03:23PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Humayun, Verify that the exhaust was replaced with EB5Z-5230- A. If the exhaust has been replaced and TSB 14-0130 completed, verify the HVAC module is at the latest calibration. Perform the pressure test again by removing the tail lamps, removing the bumper cover, taping off the air extractors, starting the vehicle and setting to fresh air mode with the blower on high. Spray soapy water at the body seams, all rubber grommets, the seams behind the tail lamps, the deck lid seal, the side glass seals and the license plate area. Seal all leaks found with Motorcraft TA-2 seam sealer. If no leaks are found, use an evaporative emission smoke machine (on the outside of the vehicle) to apply smoke around the liftgate seal. If the smoke pushes away from the seal, a leak is present. While the rear bumper cover and tail lamps are removed, have an assistant inspect from inside the vehicle while a flashlight is shined along all body seams behind the tail lamps and bumper cover. If any light passes through to the interior of the vehicle, seal the affected seam. When all leaks are sealed and the muffler assembly is replaced, the odor should no longer be present. If further information is require during these tests or repairs, provide the results to all tests and inspections completed along with all information required a that time. If a best contact number is available, please also include that contact information. When the repair is completed and verified, include the verified repair information on the survey. Thank you.

ADD-ON 05/10/2016 03:23PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Article ISM 1507013 SOME 2011-2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.

ADD-ON 05/10/2016 03:23PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Calling to verify the procedures in ISM 1507013 have been completed.

CONCER 05/11/2016 11:04AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to the Dealer. A voice message was received when attempting to reach Service Manager Glen. A voice message was left for Glen providing this assistance request

number along with the repair order number and advising that this request has been updated. A request was also made to provide a best contact number if further information is required.

RECOMM 05/11/2016 11:04AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Humayun and Glen, If further information is required after completing the inspections and repairs provided in the update on 5/10/2016, provide the concern present, the results to all tests and inspections completed and all repairs completed along with all information required at that time. If a best contact number is available, please also include that contact information. Thank you.

ADD-ON 05/11/2016 11:04AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

A voice message was left for Service Manager Glen.

CONCER 05/12/2016 11:50AM

WE FOLLOWED THE TSB REPAIR TO THE LETTER AND STILL HAS AN EXHAUST SMEEL GOOD CONTACT NUMBER FOR GLEN DUNCAN IS 713-825-0750

CONCER 05/12/2016 02:07PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to the contact number provided by Glen and a voice message was received. A voice message was left acknowledging that the TSB has been completed and requesting to verify the muffler assembly installed and verify the steps provided on 5/10/2016 have been completed.

RECOMM 05/12/2016 02:07PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Glen, It is noted that TSB 14-0130 has been completed. If the exhaust has been replaced, please verify the part number that was installed. If the tests outlined in the Hotline response from 5/10/2016 have not been completed, please continue with these tests and sealing all leaks identified. If the muffler assembly has been replaced and all leaks are sealed, the odor should no longer be present.

ADD-ON 05/12/2016 02:07PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

FMC360 only contains comments from the Dealer.
Glens direct contact number is 713-825-0750.

CONCER 05/12/2016 03:29PM

CONFIRMED THAT EB5Z-5230-A SMOKE TEST REVIELD THAT LEFT LOWER SIDE OF REAR HATCH HAD SLIGHT LEAK FOUND DURING SMOKE TEST ADJUSTED HATCH STOP ON THATT SIDE AND ELIMINATED LEAK TEST CONDUCTED BY ME SHOPFORMAN MY CONTACT #IS 281-797-2149

CONCER 05/13/2016 12:29PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to Roland at the direct contact number provided and a voice message was received. An outbound call was placed to the direct contact number provided by Glen and a voice message was received. A voice message was left for both Roland and Glen advising to update this form with the best time to contact.

RECOMM 05/13/2016 12:29PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Roland and Glen, If a best time is available to contact, please update this form with the best contact time. If no updates are received, a member of the Technical Assistance Center will attempt to contact you again by close of business today 5/13/2016 to further discuss this repair.

ADD-ON 05/13/2016 12:29PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Service Manager Glens contact number is 713-825-0750.

Shop Foreman Rolands contact number is 281-797-2149.

The muffler assembly has been replaced and the leaks found sealed. Calling to determine if the

odor is still present after resolving the leak identified at the liftgate seal.

FMC360 comments are from the Dealer only.

The down time this visit is 12 days per the repair order date and the Dealer has not been reached to verify this down time at this time.

TSB 14-0130 was completed in January 2016.

The muffler assembly was replaced in March 2016.

CONCER 05/13/2016 06:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to Glen and a voice message was received. A voice message was left for Glen requesting to provide the best time to call.

RECOMM 05/13/2016 06:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Glen, If a best time of day is present to call, please update with that time. A member of the Technical Assistance Center will contact you again Monday 5/16/2016.

ADD-ON 05/13/2016 06:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

A voice message was received when attempting to contact Service Manager Glen.

CONCER 05/16/2016 11:18AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to Roland. Roland advised that the odor is still present after the liftgate seal leak was corrected. The customer had the vehicle and reported that the kids in the back seat noted the odor. The Dealer has verified this odor. All leaks found have been sealed. TSB 14-0130 was completed on the first visit, the muffler assembly EB5Z-5230- A was replaced on the second visit and the liftgate seal leak was repaired on the third visit. No other concerns are present. The odor is originating from the rear of the vehicle. The HVAC module is at the latest level. This vehicle is at the Dealer at this time and the pressure test is being completed again to check for any additional leaks.

RECOMM 05/16/2016 11:18AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Roland, Per our conversation, continue with the pressure test with the blower on high with all doors and windows closed. When taping off the air extractors, tape off only the extractor and not the seam between the extractor and the body. When inspecting for leaks, inspect around the extractor. Verify that all seams under the vehicle, behind the bumper cover and behind the tail lamps are checked. Seal all leaks found and retest. Due to the repairs completed with the odor still present, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 05/16/2016 11:18AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Days out of service: 15 during the current visit with 2 prior visits.

Number of repair attempts: 3

Repairs completed: TSB 14-0130, muffler assembly (EB5Z-5230- A) and adjustment of the liftgate for a leak at the liftgate seal. The HVAC module is also currently at the latest level.

Best direct contact: Shop Foreman Roland at 281-797-2149.

FMC360 comments are from the Dealer only.

No field alerts are open for this VIN at this time.

- TAR 05/16/2016 11:26AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE**
NOTE TO FSE. REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF PROGRESS. THE CUSTOMER CONCERN IS AN EXHAUST ODOR. TSB 14-0130 HAS BEEN COMPLETED AND THE MUFFLER ASSEMBLY (EB5Z-5230- A) HAS BEEN INSTALLED. ALL LEAKS FOUND HAVE BEEN SEALED. THE HVAC MODULE IS AT THE LATEST LEVEL. THE ODOR IS STILL PRESENT. THE DEALER IS CURRENTLY COMPLETING THE PRESSURE TEST AGAIN TO CHECK FOR LEAKS AGAIN. PLEASE ASSIST THE DEALER IN FURTHER ISOLATING AND REPAIRING THE CAUSE OF THE EXHAUST ODOR AFTER THE REPAIRS COMPLETED. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 15 DAYS DURING THE CURRENT VISIT WITH 2 PREVIOUS VISITS FOR THIS CONCERN.
- AUDIT 05/16/2016 11:26AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE**
TECH ASSIST REFERRAL HAS BEEN OPENED
- ADD-ON 05/17/2016 10:27PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST**
I TEST DROVE THIS VEHICLE WITH SD GLEN DUNCAN ON 5/11 AND A FOUL EXHAUST TYPE ODOR WAS DEFINITELY PRESENT INSIDE THE CABIN EVEN AFTER TSB 14-0130 & ISM 15-07-013 WERE BOTH DONE (LATEST HVAC SOFTWARE AND UPDATED MUFFLER ASSY HAVE BOTH ALREADY BEEN INSTALLED).
- ADD-ON 05/17/2016 10:33PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST**
TODAY I OBSERVED SF ROLAND, AND TECHS MOHAMMED AND HABIB WORKING BEHIND THE REAR BUMPER AND LIFTGATE AREA. THEY TAPED OFF THE BODY VENTS WHILE I TURNED ON THE HVAC FRESH AIR MODE AND THEN THEY METICULOUSLY INSPECTED ALL POSSIBLE BODY SEAMS, INCLUDING FINDING VERY SMALL LEAKS ALONG THE SPLIT LINE BETWEEN THE INNER AND OUTER QUARTER PANELS IN THE REAR OF THE REAR WHEEL ARCH AREA, THROUGH VARIOUS ROUGH SPOT WELDS BELOW THE REAR BODY FLANGE BELOW THE LIFGATE OPENING, AROUND THE SQUARE PLASTIC PLUGS THE BUMPER FASTENERS POP INTO, AROUND MULTIPLE GROMMETS AND SEAMS, AROUND THE BUMPER REINFORCEMENT BEAM, BEHIND THE PLASTIC BUMPER ATTACHMENT BRACKET (LH SIDE ONLY), AROUND THE RUBBER GROMMET AT THE BOTTOM OF THE SPARE TIRE WELL, AND AROUND THE FOIL PLUGS AT THE REAR OF THE BODY BEHIND THE REAR BUMPER. ROLAND WAS IN THE PROCESS OF APPLYING ADDITIONAL SEALER AND UNDERCOATING. ONCE THE SEALER HAS BEEN ALLOWED TO DRY GLEN AND I WILL MAKE AN ADDITIONAL TEST DRIVE BEFORE DETERMINING IF THE FOUL ODOR IS STILL PRESENT. BJAY1 281-788-0870.
- ADD-ON 05/20/2016 09:36AM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST**
CHECKED WITH ROLAND, VEHICLE NOT READY TO TEST DRIVE YET. WILL FOLLOW UP MONDAY 5/23
- ADD-ON 05/23/2016 12:18PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST**
ALL BODY SEAM AREAS LISTED ABOVE THAT WERE VERIFIED TO HAVE VERY SMALL AIR LEAKS HAVE BEEN SEALED WITH TA-2 AND RUBBERIZED UNDERCOATING. THE HVAC HAS BEEN UPDATED, I CONFIRMED THERE ARE NO FURTHER HVAC UPDATES IN IDS (100.3). TEST DROVE VEHICLE IN RECIRC MODE AND THE EXHAUST ODOR AFTER A RAPID ACCELERATION IS STILL PRESENT. TSB 14-0130 HAS BEEN PERFORMED, VERIFIED WHICH ADDITIONAL SEAMS WERE

LEAKING AND PERFORMED A SECOND TIME, AND THE UPDATED MUFFLER ASSEMBLY EB5Z-5230- A (PER ISM 15-07-013) ALSO HAS BEEN INSTALLED, BUT THE ODOR STILL REMAINS. CURRENTLY RESEARCHING IF OTHER POSSIBLE PENDING OR FUTURE REPAIR PROCEDURES ARE OR MAY BECOME AVAILABLE TO ELIMINATE EXHAUST ODOR ON HEAVY ACCEL. BJAY1 281-788-0870.

- ADD-ON 05/24/2016 11:35AM KEVIN BLACK (PCE) MSS - FCSD - VSP C/P SVC ENG**
SEE IF THE FOLLOWING SSM 45053 APPLIES TO THIS VEH - 2007-2015 VARIOUS VEHICLES EQUIPPED WITH ALL WHEEL DRIVE - PROPANE, OR NATURAL GAS ODOR DURING IDLE OR LOW SPEED DRIVING.
- ADD-ON 05/24/2016 01:52PM KEVIN BLACK (PCE) MSS - FCSD - VSP C/P SVC ENG**
SSM LISTED ABOVE WONT APPLY TO 2WD. I MISSED THAT. I CONTACTED EXPLORER PVT ENGINEERING AND THEY PROVIDED THE FOLLOWING RECOMMENDATIONS: 1.VERIFY THAT THERE ARE NO PTU FLUID LEAKS. (IF APPLICABLE) 2.CONFIRM THAT ODOR IS ASSOCIATED WITH HARD ACCELERATION EVENT. 3.VERIFY THAT THE LIFT GATE PRIMARY SEAL IS FULLY SEATED AROUND THE FULL PERIMETER OF THE OPENING, AND IS MAKING CONTACT WITH THE LIFT GATE WHEN CLOSED. PAY SPECIAL ATTENTION TO THE AREA NEAR THE TAIL LAMPS AND AT THE LATCH. 4. ENSURE THAT THE 3 DRAIN PLUGS ARE PROPERLY INSTALLED IN THE BOTTOM OF THE LIFT GATE. 5.VERIFY THAT ALL UNDERBODY PLUGS ARE PROPERLY INSTALLED. IF NO LEAKS WERE FOUND IN 1-3, THEN 6. REMOVE AND REINSTALL THE LIFT GATE HANDLE APPLIQUE/PULL CUP, ENSURING THAT THE RETENTION CLIPS ARE ENGAGED AND THE SEAL MAKES FULL CONTACT WITH SHEET METAL. 7. REMOVE THE LIFT GATE SPOILER (WSM SECTION 501-08 EXTERIOR TRIM & ORNAMENTATION). REPLACE ALL FOAM SEALS. REINSTALL THE SPOILER. 8.PERFORM THE PRESSURE TEST AS OUTLINED IN THE ISM FOR 2011-2015 VEHICLES.
- ADD-ON 05/25/2016 06:39PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST**
THE FOAM SEAL KIT TO REPLACE *ALL* FOAM SEALS UNDER THE REAR SPOILER IS FB5Z-78442K03-B. DEALER WAS ADVISED TO ORDER. CURRENTLY THERE IS ZERO PRICING OR INVENTORY INFO.
- ADD-ON 06/07/2016 01:30PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST**
WORKING WITH PACO / AND ETRACKER STAFF TO TRY TO GET SUPPLIER TO DIRECT SHIP THE FB5Z-78442K03-B REAR SPOILER SEAL KIT TO THIS DEALER.
- ADD-ON 06/17/2016 01:57PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST**
SUPPLIER IS GIVING A PROMISE DATE OF 6/22 FOR SHIPPING OUT THE REAR SPOILER SEALING KITS.
- ADD-ON 06/27/2016 02:18PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST**
CONFIRMED 3 KITS ARE IN TRANSIT TO PACKAGER, ONLY OPEN ORDERS AT THIS TIME ARE 2 PCS FOR THIS DEALER.
- ADD-ON 07/01/2016 05:26PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST**
UPDATED MMP COMMENTS INDICATE THE REAR SPOILER SEALING KITS ARE ON THEIR WAY FROM THE PACKAGER. STILL HAVE NOT ARRIVED AT DEALER YET.
- ADD-ON 07/07/2016 01:23PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST**
REAR SPOILER SEALING KIT HAS ARRIVED, AND WAS INSTALLED BY TECH MIKE MARION. I TEST DROVE THE VEHICLE IMMEDIATELY AFTERWARDS AND NO ODOR WAS DETECTED. I ALSO RETURNED AND TEST DROVE WITH SD GLEN DUNCAN (WHO HAS EXPERIENCED THE ODOR THE MOST) AND WHEN GLEN DRIVING THE

ODOR WAS NOT DETECTED. GLEN WANTS TO TAKE MORE TIME AFTER TODAY TO DRIVE THE VEHICLE ON A LONGER TRIP AND HE WILL UPDATE WITH MORE RESULTS.

From: CQIS, Help (.)
Sent: Thursday, July 07, 2016 5:30 PM
To: Jay, Brian (B.L.)
Subject: Report Summary for the CQIS Report#G5PCY007, from BJAY1

Attachments : 0

Report# : G5PCY007 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2014,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV
,1FM5K7D80E [REDACTED]
Odometer : 22,413 M **Engine:** 3.5L
Transmission: 6F50 **Axle:** CYCLO
Dealer: USA 04617 AutoNation Ford Katy
City: Katy **State:** Texas **Country :** USA
Originator: DANNY GARCIA
Symptom: I 14 Z 00 COMF/ENT,INTERIOR ODOR ,NOT LISTED,UNKNOWN
Status:
VFG: V74 HARD TRIM/SOFT TRIM/OVERHEAD S
Additional Symptom: EXHAUST ODOR
Fix: **Causal Component :**
Condition Code:

Hotliner: LNEWSOM **Phone:** --3179333 **Regn Cd:** C2 Houston
Engineering: **Phone:** **TAR:**
Dlr Contact: DANNY GARCIA **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

CONCER 05/16/2016 03:44PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

Web Form Data (110235459) Description of Vehicle Concern: B) C30-CUSTOMER STATES BURNING SMELL-ODOR-COMES INSIDE CAR WHEN ACCELERATING 4000 RPMS-AC ON Please list any diagnostics already performed: TSB 14-0130 HAS BEEN PERFORMED AND

NEW UPDATED EXHAUST HAS BEEN INSTALLED Parts Replaced: UPDATED EXHAUST
Your Question: PER SERVICE MANAGER SUBMITTING HOTLINE REQUEST

RECOMM 05/16/2016 03:44PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

Hello Danny, Hello Danny, An exhaust odor detected in the vehicle on acceleration can related to body and exhaust leaks as outlined in [TSB 14-0130](#) which you have indicated has been performed to no avail. Advise to please ensure that TSB 14-0130 has been performed as outlined to ensure the most effective repair. If the TSB has been performed as outlined advise before any further diagnostics checks to please reevaluate this concern with the rear air extractors masked off using masking tape. If this concern no longer occurs with the air extractors masked off suspect they are deformed and replace them with the updated parts again. If this concern still occurs with the air extractors masked off test for any exhaust leaks using the evap smoke machine in the tail pipe and repair accordingly. If no exhaust leaks are found refer to the body plug illustration in the parts catalog and inspect for any missing body plugs and repair accordingly. If no missing body plugs are found test the lift gate seal for proper tension by closing a piece of paper between the lift gate and seal, closing the lift gate and noting the amount of force required to remove the piece of paper. If insufficient seal tension is found on the lift gate seal the lift gate hinges and striker can be adjusted inward to increase seal tension. If the lift gate cannot be adjusted to increase tension replace the lift gate seal as needed. If the lift gate seal tension is sufficient pressurize the cabin with the doors and windows closed, the blower motor on high and in fresh air mode and attempt to locate any body opening or seam leaks using soapy water and repair accordingly. With the cabin pressurized it would also be advised to test the intermediate shaft boot seal for leaks from the under body using soapy water, as engineering as found that this is also a common point of entry for exhaust odors. If the intermediate shaft boot is leaking replace it as needed and reevaluate. This concern is being directed to the Technical Assistance Center's Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. We will continue to work with you and your Dealership's Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

ADD-ON 05/16/2016 03:44PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

FMC360 indicates buyback. Article ISM 1207003 REPORTED FIRE, ACCIDENT, INJURY, PROPERTY DAMAGE &/OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT Article TSB 14-0130 2011-2015 - EXPLORER EXHAUST ODOR IN VEHICLE Consulted andrew Montgomery advise to provide diagnostic directional and escalate contact. note to eh request for escalation due to request for buyback. customer complaint exhaust odor in cabin on acceleration. [TSB 14-0130](#) has been performed to no avail. Advise to ensure TSB has been performed as outlined. FMC360 Contact: CAS-9452452-D9J3K2 Hotline Contact ID: 110235459 RO: 841010 RO Date: May 06 2016

ADD-ON 05/16/2016 03:44PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

Reason For Escalation: LL/Buy Back

ADD-ON 05/17/2016 10:39PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

TEST DROVE VEHICLE AND CONFIRMED ODOR. WHILE PRESENT AT AUTONATION FORD KATY TO INSPECT A DIFFERENT (2015) EXPLORER 3.5L WITH A FOUL EXHAUST ODOR I OBSERVED SF ROLAND, AND TECHS MOHAMMED AND HABIB WORKING BEHIND THE REAR BUMPER AND LIFTGATE AREA. THEY TAPED OFF THE BODY VENTS WHILE I TURNED ON THE HVAC FRESH AIR MODE AND THEN THEY METICULOUSLY INSPECTED ALL POSSIBLE BODY SEAMS, INCLUDING FINDING VERY SMALL LEAKS AROUND THE SQUARE PLASTIC PLUGS THE BUMPER FASTENERS POP INTO, AROUND MULTIPLE GROMMETS AND SEAMS, AROUND THE

RUBBER GROMMET AT THE BOTTOM OF THE SPARE TIRE WELL, AROUND THE FOIL PLUGS AT THE REAR OF THE BODY BEHIND THE REAR BUMPER, IN HE SEALER AROUND THE RH TAIL LIGHT, IN THE BODY SEAM AT THE BOTTOM REAR OF THE LR QUATER PANEL, AND ALSO AROUND THE TOP REAR LH SIDE OF THE LIFTGATE (STUFFING WAS PLACED BEHIND THE WEATHERSTRIP SEAL TO STOP THIS LEAK ONLY). ROLAND WAS IN THE PROCESS OF APPLYING ADDITIONAL SEALER AND UNDERCOATING TO ALL THE MINOR LEAKING AREAS OF THE VARIOUS SEAMS. ONCE THE SEALER HAS BEEN ALLOWED TO DRY AUTONATION FORD KATY SD GLEN DUNCAN AND I WILL MAKE AN ADDITIONAL TEST DRIVE BEFORE DETERMINING IF THE FOUL ODOR IS STILL PRESENT. BJAY1 281-788-0870.

CONCER 05/23/2016 11:31AM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Outbound call placed to Champion Ford Katy. Spoke with service director Amanda Caskey. During the call Amanda confirmed the customer is smelling an exhaust odor inside the cabin. TSB 14-0130 has been performed as well as the updated exhaust installed. Both of these repairs improved the presence of the odor, however it is still present. The rear bumper has been removed and as many seams in the rear of the vehicle as possible have been accessed and sealed. The customer is actively pursuing buyback related to this vehicle and has requested repair records. The dealership's FSE Brian Jay as been involved on this vehicle as the dealership also has another vehicle currently exhibiting a similar concern. The vehicle is currently at the dealership. The vehicle has been at the dealership for approximately 20 days related to this concern.

RECOMM 05/23/2016 11:31AM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Amanda, Thank you for the update. Given the repairs that have already been performed please continue to work with your Field Service Engineer regarding repair direction for the exhaust odor. A follow up call will be placed on Thursday, 5/26/16 to confirm the repair direction and results of further road testing related to this vehicle.

ADD-ON 05/23/2016 11:31AM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Amanda cell: 713-416-3180. Repair attempts: 2 (14-0130 and updated exhaust). Active FMC 360 buyback case last updated on 5/23/16 requesting an update on the vehicle. CRC is aware of FSE involvement.

ADD-ON 05/23/2016 11:31AM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Noted GCQIS notes related to FSE involvement on the concern. No additional diagnostics provided at this time as the FSE has provided technical direction. A field alert will be opened on this vehicle.

ADD-ON 05/23/2016 01:00PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

EXHAUST ODOR IS STILL PRESENT ON HEAVY ACCELERATION AFTER REPEATING THE BODY SEALING PORTIONS OF TSB 14-0130 A SECOND TIME AND INSTALLING THE UPDATED MUFFLER ASSY PER ISM 15-07-013.

ADD-ON 05/25/2016 06:40PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

THE FOAM SEAL KIT TO REPLACE *ALL* FOAM SEALS UNDER THE REAR SPOILER IS FB5Z-78442K03-B. DEALER WAS ADVISED TO ORDER. CURRENTLY THERE IS ZERO PRICING OR INVENTORY INFO FOR THIS PART.

CONCER 05/26/2016 02:19PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Outbound call placed to Amanda Caskey, During the call Amanda did it indicate the dealership FSE did visit the dealership this week to further discuss the exhaust odor in this vehicle. The latest repair direction for the concern was replacing the foam seal kit under the rear spoiler however the parts are not currently available.

RECOMM 05/26/2016 02:19PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Amanda, As your dealership has actively been working with your Field Service Engineer on this

vehicle, this escalation will be closed at this time.

ADD-ON 05/26/2016 02:19PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

CRC case was closed on 5/26/16. The CRC was last update on 5/23/16 indicating technical recommendations have been exhausted.

ADD-ON 05/26/2016 02:19PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

The dealership FSE has been working with the dealership on this vehicle concern. The last recommendation was rear spoiler seal kit. An outbound call was made to FSE Brian Jay, however he could not be reached at this time. Escalation being closed.

ADD-ON 06/07/2016 01:31PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

WORKING WITH PACO / AND ETRACKER STAFF TO TRY TO GET SUPPLIER TO DIRECT SHIP THE FB5Z-78442K03-B REAR SPOILER SEAL KIT TO THIS DEALER.

ADD-ON 07/07/2016 01:29PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

REAR SPOILER SEALING KIT WAS INSTALLED (FB5Z-78442K03-B) AND ODOR STILL REMAINS.

From: Keinath, Wayne (W.)
Sent: Monday, July 21, 2014 8:29 PM
To: Baldwin, Mark (M.E.)
Subject: FW: 3.5 Ecoboost twin turbo in 2013 Explorer Sport - 5000 miles

FYI

Regards:

Wayne Keinath

CAP VE & Chassis PVT Supervisor

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

Fax (773) 646-7377

From: Buelow, Steve (S.E.)
Sent: Monday, July 21, 2014 11:59 AM
To: Groeneveld, Arie (A.); Docimo, Tony (A.F.); Sarkisian, Mark (Z.); Keinath, Wayne (W.)
Cc: Crocker, Jonathan (J.A.); Obermayer, Rich (R.L.)
Subject: RE: 3.5 Ecoboost twin turbo in 2013 Explorer Sport - 5000 miles

The TSB was released this morning. TSB 14-0130.

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

FCSD Program Manager-

Taurus/SHO/MKS/Explorer/Police

Chicago Assembly PVT Office

773-646-7495 DialNet 686-7495

Cell [REDACTED] sbuelow@ford.com

"If I had asked people what they wanted, they would have said faster horses."

— Henry Ford

From: Groeneveld, Arie (A.)
Sent: Thursday, July 17, 2014 3:41 PM
To: Docimo, Tony (A.F.); Buelow, Steve (S.E.); Sarkisian, Mark (Z.); Keinath, Wayne (W.)
Cc: Crocker, Jonathan (J.A.); Obermayer, Rich (R.L.)
Subject: FW: 3.5 Ecoboost twin turbo in 2013 Explorer Sport - 5000 miles

Tony,

Buddy's number is listed below. Please arrange a phone call with Buddy to understand the exhaust odor complaint indicated below. VIN can be found in the body of the note. Thanks!

713-254-5418

ARIE GROENEVELD

EXPLORER / TAURUS / POLICE CHIEF PROGRAM ENGINEER

FORD MOTOR COMPANY

DEARBORN, MICHIGAN, PDC 2JE35

CELL [REDACTED]

From: Obermayer, Rich (R.L.)
Sent: Sunday, July 06, 2014 7:56 PM
To: Groeneveld, Arie (A.)
Subject: FW: 3.5 Ecoboost twin turbo in 2013 Explorer Sport - 5000 miles

Arie,

Hope all is well...I hope you can advise me how to help my brother-in-law (Buddy Novak) in the notes below. Buddy lives in Houston and works for the petroleum industry...has no loyalty to FORD except the family tie to me...to date, he has bought two F-Series, two Fiestas, an Edge and most recently replaced his BMW with an Explorer Sport referenced below.

Who can we get to help look at his Explorer sport and fix the smells getting in the cabin at high-acceleration?

Any advice or references you can provide will be much appreciated.

Regards,

Rich Obermayer

Product Planning & Strategy--Investment Efficiency

O: 313-390-5298 C [REDACTED]

Robermay@ford.com

From: Buddy Novak [<mailto:bnovak@newfield.com>]
Sent: Thursday, June 19, 2014 10:31 AM
To: Obermayer, Rich (R.L.)
Cc: De Novak
Subject: RE: 3.5 Ecoboost twin turbo in 2013 Explorer Sport - 5000 miles

Uncle Rich hope this finds you doing well. Hope all the graduation and ceremonies went well. Ali sure is growing up into a beautiful young lady!

We have taken the Explorer Sport eco boost into 2 separate dealerships and this rotten egg smell is still present on hard acceleration?? We took papa & gee out with all 4 us last weekend with 6 people total and kids in the back and all got headaches etc. Its horrible!!

Both dealerships can smell it but can't seem to fix the problem. I been fighting this for a year now and ready to get a new vehicle, trade it in or have Ford replace it. This is not right and feel it's a safety issue going forward.

Anything you know we can try? Vin number is below on previous emails.

Let me know options or if I need to talk with Mrs. Jones in corporate, She was very helpful on the F-150 transmission issue.

Thanks for your time

Regards,

Buddy

Obermayer, Rich (R.L.) [<mailto:robermay@ford.com>]

Sent: Monday, June 03, 2013 7:08 AM

To: Buddy Novak

Subject: RE: 3.5 Ecoboost twin turbo in 2013 Explorer Sport - 5000 miles

Thanks Buddy.

Nothing else came up in the on-line info system. I believe the other file I sent is what you should talk to the dealer about. Pretty sure bet, if you are smelling something in the cabin....the air system has to be letting it in somehow. Air systems in newer cars are pretty complex to keep things balanced at all speeds and conditions.

I also have a call into our calibration team to double-check with them on any other known concerns.

Rich Obermayer

Product Planning & Strategy--Investment Efficiency

O: 313-390-5298 C: [REDACTED]

Robermay@ford.com

From: Buddy Novak [<mailto:bnovak@newfield.com>]

Sent: Monday, June 03, 2013 7:51 AM

To: Obermayer, Rich (R.L.)

Subject: RE: 3.5 Ecoboost twin turbo in 2013 Explorer Sport - 5000 miles

2013 FORD EXPLORER

Vin # - 1FM5K8GT6DG [REDACTED]

From: Obermayer, Rich (R.L.) [<mailto:robermay@ford.com>]

Sent: Monday, June 03, 2013 5:57 AM

To: Buddy Novak

Cc: de novak

Subject: RE: 3.5 Ecoboost twin turbo in 2013 Explorer Sport - 5000 miles

Buddy,

Can you send me your VIN#?....That way I can look in the automated systems the company has

Rich Obermayer

Product Planning & Strategy--Investment Efficiency

O: 313-390-5298 C: [REDACTED]

Robermay@ford.com

From: Buddy Novak [<mailto:bnovak@newfield.com>]

Sent: Saturday, June 01, 2013 2:39 PM

To: Obermayer, Rich (R.L.)

Cc: de novak

Subject: 3.5 Ecoboost twin turbo in 2013 Explorer Sport - 5000 miles

Uncle Rich,

I hope this finds you and the family doing well.

Every time you accelerate hard in this car it smells like sulfur or rotten eggs?? It's not normal and smells worse than beer farts- lol. Been reading lots on the internet about this issue and wanted to discuss it with you before I take it in to the dealer. Lots of the forums state people take their cars in and dealers are saying wait till 5-10k miles and it will go away etc.etc . Many forums describing a PTU fluid issue could also be the issue?

I wanted to see if you guys have a fix for this so I don't get the runaround @ the dealership. Please advise when u get a few.

Appreciate the help

Regards,

Buddy

From: Janiunas, Vince (V.J.)
Sent: Thursday, November 29, 2012 7:39 PM
To: Bonanni, Gerry (G.)
Cc: Davis, Craig (C.B.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.)
Subject: FW: 3m under coating ordered

Hi Gerry,

This is in regards to the explorer exhaust odor TSB, it sounds as if the 3m Rubberized undercoating is not AVAILABLE IN CANADA. Are you aware of any that are ...?

-----Original Message-----

From: Davis, Craig (C.B.)
Sent: Thursday, November 29, 2012 2:33 PM
To: Janiunas, Vince (V.J.)
Subject: RE: 3m under coating ordered

Vince cut and paste from the email

Please see Shrader response:

3M Canada referred me to 3M US. Products 08882 and 08883 are not offered for sales to Canada. Labelling not complaint for Canada. 3M does not do any private labelling.

Shrader does carry a RUBBERIZED undercoating 20 oz aerosol, purchased from American Jet Way for Chrysler and Nissan Canada. Min orders are 600 units.
6 Week lead time with Finalized artwork.

American Jet Way has recently made a formulation change and has indicated a price adjustment will be made. Old formulation cost per can is 2.78 usd for 600 units.

Please advise if I should be addressing this issue with US purchasing and FCSD product engineer.

-----Original Message-----

From: Janiunas, Vince (V.J.)
Sent: Thursday, November 29, 2012 2:32 PM
To: Davis, Craig (C.B.)
Subject: RE: 3m under coating ordered

Craig,

The computer is not allowing me to open the attachment. I have no idea what it says

-----Original Message-----

From: Davis, Craig (C.B.)

Sent: Thursday, November 29, 2012 2:26 PM
To: Janiunas, Vince (V.J.); Hotrum, Erin (E.M.)
Cc: Matchkars, Vic (V.A.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.)
Subject: RE: 3m under coating ordered

Vince feedback from our parts source group see attached email

Ned to know next steps

Thanks

-----Original Message-----

From: Janiunas, Vince (V.J.)
Sent: Wednesday, November 28, 2012 10:45 AM
To: Davis, Craig (C.B.); Hotrum, Erin (E.M.)
Cc: Matchkars, Vic (V.A.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.)
Subject: FW: 3m under coating ordered

Greetings,

Can either of you advise, in Vic's absence. I have submitted for approval on this proposed TSB, so time is critical as it is an open QSF.

Are these Chemicals available in Canada: 3m - 08882 and the 08883 Rubberized undercoating

Thanks for your help

-----Original Message-----

From: Janiunas, Vince (V.J.)
Sent: Wednesday, November 28, 2012 8:12 AM
To: Matchkars, Vic (V.A.)
Cc: Sturgill, John; Sukiennik, John; Bonanni, Gerry (G.); Rivera, Santos (S.); Schaffer, Timothy (T.J.)
Subject: RE: 3m under coating ordered

Vic,

Are these 3m rubberized under coatings available in Canada..?

-----Original Message-----

From: Bonanni, Gerry (G.)
Sent: Wednesday, November 28, 2012 7:12 AM
To: Sukiennik, John; Janiunas, Vince (V.J.)
Cc: Sturgill, John
Subject: RE: 3m under coating ordered

The 08882 and the 08883 are both acceptable to use.

Gerry Bonanni
Senior Engineer, Paint and Body Repair
Ford Paint and Body Technology Center

2850 John Daly St, Inkster, MI 48141

Ph: 313-317-9000 Cell: [REDACTED]

gbonanni@ford.com

-----Original Message-----

From: Sukiennik, John [mailto:john.sukiennik@spx.com]

Sent: Wednesday, November 28, 2012 6:55 AM

To: Janiunas, Vince (V.J.); Bonanni, Gerry (G.)

Cc: Sturgill, John; Sukiennik, John

Subject: RE: 3m under coating ordered

That's what I was originally told. They said none of their stores stocked it and supposedly wasn't for sale in the state of Michigan because of VOC. Not sure where they found the two cans they sold me, but they found them and sold them to me. They stock the 08882 undercoating.

John D. Sukiennik

SRC Coordinator

SPX Service Solutions

1555 Fairlane Drive | Allen Park, MI 48101 | USA

Desk: 313-317-1687

Cell: [REDACTED]

John.Sukiennik@spx.com

www.SPX.com

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-----Original Message-----

From: Janiunas, Vince (V.J.) [mailto:vjaniuna@ford.com]

Sent: Tuesday, November 27, 2012 3:42 PM

To: Sukiennik, John; Bonanni, Gerry (G.)

Cc: Sturgill, John

Subject: RE: 3m under coating ordered

John,

The 08883 is not available, Michigan right, per your discussions with Painters supply.

Gerry,

Can you confirm we are good to use, 3m 08882 rubberized under coating.

I need to ck with Canada as well

-----Original Message-----

From: Sukiennik, John [mailto:john.sukiennik@spx.com]
Sent: Tuesday, November 27, 2012 3:32 PM
To: Janiunas, Vince (V.J.)
Cc: Sukiennik, John
Subject: RE: 3m under coating ordered

I have both 08883 and 08882.

John D. Sukiennik

SRC Coordinator
SPX Service Solutions
1555 Fairlane Drive | Allen Park, MI 48101 | USA

Desk: 313-317-1687

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-----Original Message-----

From: Sukiennik, John (J.) [mailto:jsukien1@ford.com]
Sent: Tuesday, November 27, 2012 3:30 PM
To: Sukiennik, John
Subject: FW: 3m under coating ordered

John,

What was the 3m under coating that you have ordered and arrived today?

Thanks

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

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From: Huber, Matt (M.A.)
Sent: Wednesday, November 13, 2013 2:07 PM
To: Schaffer, Timothy (T.J.)
Cc: Setti, Lokesh (L.)
Subject: FW: BBZ Part
Attachments: P1100101.JPG; P1100102.JPG

Looks like we will have some samples to test tomorrow.

Matt Huber

Ford Motor Company
Dynamic Sealing Engineer
Product Design Center, Cube 2D-F07
(313)806-8505
mhuber2@ford.com

From: John Shelley [<mailto:jshelley@wegucanada.com>]
Sent: Wednesday, November 13, 2013 7:21 AM
To: Huber, Matt (M.A.)
Cc: Michalopoulos, George (G.); sdoyle@wegucanada.com; klogeman@wegucanada.com; Caruso, Sal (S.R.)
Subject: BBZ Part

Matt.

Here is a picture of the part with the top flap filled with plastic. I can bring down a couple of samples tomorrow as I am in Detroit for you to try.

I have a little more tweaking to do on the tool and these parts should be excellent and a lot better than the gluing.

Please let me know where to meet you tomorrow so I can give you these samples..

Thanks.

John.



VI409A

MADE IN CANADA



W409A AC13-B280

MADE IN CANADA

From: Buelow, Steve (S.E.)
Sent: Monday, April 21, 2014 3:20 PM
To: Krawczyk, Kevin (R.); Schaffer, Timothy (T.J.)
Subject: FW: C12800936 U502 down turn tip concern

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

FCSD Program Manager-
Taurus/SHO/MKS/Explorer/Police
Chicago Assembly PVT Office
773-646-7495 DialNet 686-7495
Cell [REDACTED] sbuelow@ford.com

"If I had asked people what they wanted, they would have said faster horses."
— Henry Ford

From: Allie, Abdul (A.D.)
Sent: Thursday, April 17, 2014 10:44 AM
To: Buelow, Steve (S.E.); Rouen, Jim (J.G.)
Subject: RE: C12800936 U502 down turn tip concern

For R/1000 data, they can apply current warranty data based on the sealing TSB. Even with this number, I believe the true number is much higher (to avoid further customer dissatisfaction, some dealers were telling their customers to wait for the final fix).

Prior communications with Lokesh where he noted the % improvements. I believe we can still use it for the warranty data forecast calculation. To help with TGW data, we can pull latest GCQIS data from a specific market (I would use Saudi Arabia) and calculate the TGW improvements (using Lokesh projection data).

Jim,
Can you advise your thoughts or recommendations (including TGW improvements).

Abdul Allie | FCSD Product Concern Manager
Tel: (313) 317-2394 | Email: aallie@ford.com

 | Emerging Market Services



From: Buelow, Steve (S.E.)
Sent: Thursday, April 17, 2014 11:05 AM
To: Allie, Abdul (A.D.)
Subject: FW: C12800936 U502 down turn tip concern

Abdul, do you have quick answers to the questions below for your market?

Can your team help to provide following info? If not, they will be left blank as "not determined":

TGW improvement: $200/8000$ (assume market volume 8000)= $25/1000$, new TGW would be $(1-0.9)*25=2.5$, delta will be 22.5. Agree?

r/1000 improvement: not sure how many repairs has occurred? $r/1000=XXX/8000$, with improvement 90% fix, new $r/1000=0.1*XXX/8000$, delta will be old-new.

Warranty cost reduction: $old\ r/1000 * warranty\ cost/1000=old\ CPU -new\ r/1000*new\ warranty\ cost$

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

FCSD Program Manager-
Taurus/SHO/MKS/Explorer/Police
Chicago Assembly PVT Office
773-646-7495 DialNet 686-7495
Cell [REDACTED] sbuelow@ford.com

"If I had asked people what they wanted, they would have said faster horses."
— Henry Ford

From: Wang, Caleb Xiangfu (C.)
Sent: Thursday, April 17, 2014 9:10 AM
To: Ricks, Kevin (K.J.); Schaffer, Timothy (T.J.)
Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Case, Bob (R.G.); Martelli, Ronald (R.L.); Buelow, Steve (S.E.); Groeneveld, Arie (A.)
Subject: RE: C12800936 U502 down turn tip concern

Kevin,

To get the concern authorized first need to get the financial approval. The concern was raised 3/11. I'm sure every team member is all eager to get the parts to customer's hands.

The discussion here though is trying to work with FCSD to get the necessary input to feed in the concern, which has been requested since the CR was pulled.

Can your team help to provide following info? If not, they will be left blank as "not determined":

TGW improvement: $200/8000$ (assume market volume 8000)= $25/1000$, new TGW would be $(1-0.9)*25=2.5$, delta will be 22.5. Agree?

r/1000 improvement: not sure how many repairs has occurred? $r/1000 = XXX/8000$, with improvement 90% fix, new $r/1000 = 0.1 * XXX/8000$, delta will be old-new.

Warranty cost reduction: $old\ r/1000 * warranty\ cost/1000 = old\ CPU - new\ r/1000 * new\ warranty\ cost$

From: Ricks, Kevin (K.J.)

Sent: Thursday, April 17, 2014 9:51 AM

To: Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)

Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Case, Bob (R.G.); Martelli, Ronald (R.L.); Buelow, Steve (S.E.); Groeneveld, Arie (A.)

Subject: RE: C12800936 U502 down turn tip concern

The 4,200 number was assuming all markets except North America. This part needs to continue to be available to service the other markets and to care for other customers in North America where all other efforts fail and we are trying to avoid a RAV (buyback). As time marches on here, we continue to buy a few vehicles back for this concern where we have exhausted (pardon the pun) all other efforts.

From: Schaffer, Timothy (T.J.)

Sent: Thursday, April 17, 2014 9:23 AM

To: Wang, Caleb Xiangfu (C.)

Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.); Martelli, Ronald (R.L.); Buelow, Steve (S.E.)

Subject: RE: C12800936 U502 down turn tip concern

Sometimes – we may need to document what we know.

From my understanding we will need 4200 Cold end kits. – Steve please confirm this is an all-time number or?

I understand the need to put the information into the WERS – It may be best to document what we know in the description screens and in the resolution section, mark it as Zero and walk it into the Program. You also have the QSF to show the need for this repair.

I believe the Program is well aware of this and have already agreed to fund this.

This seems to be getting stuck in documenting what we already know and have Programs approval on. I'd suggest documenting it as I've noted above. We can't continue to wait.

Sincerely,

Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486

Tschaff2@ford.com

From: Wang, Caleb Xiangfu (C.)
Sent: Thursday, April 17, 2014 9:12 AM
To: Schaffer, Timothy (T.J.)
Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.)
Subject: RE: C12800936 U502 down turn tip concern

Tim,

4200 might be assumption for 2013-2014.5? Instead does it make more sense to use current 200 with already sold volume of 8000 total? What is established r/1000 for this issue?

Zero all those fields means no impact, then the Program would ask why we should spend money to do it. The numbers are mean to show that this change has a positive or negative impact to in field quality.

Thanks!

Regards,

Caleb Wang

U502 Explorer Exhaust Systems.

Power Train Engineering, Ford Motor Company

11F065, Bldg 1, MD 1232
20000 Rotunda Dr. Cell [REDACTED]
Dearborn, MI 48124 Email: xwang14@ford.com

From: Schaffer, Timothy (T.J.)
Sent: Wednesday, April 16, 2014 5:10 PM
To: Wang, Caleb Xiangfu (C.)
Cc: Bolger, John (J.E.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.)
Subject: RE: C12800936 U502 down turn tip concern

Assume 4200 is the amount of repairs (cold end kits) needed. That is not market volume of product.

So if I assume market volume is 8000..

$r/1000=4200/8000...$

The 90% is from Lokesh..

Since this is required to close QSF.. Is it possible to zero the fields the same way as normal engineering release?

Sincerely,