

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering
Review

From: Schaffer, Timothy (T.J.)
Sent: Friday, January 03, 2014 3:43 PM
To: Nowaczyk, Rick (R.J.)
Subject: RE: Explorer Fume Concern

I don't think you need to worry about someone thinking you didn't do your job. Your reputation completely contradicts that, we all know you get it done.

Ok, I'll run with this. Send Robin my way. I will follow up with her on Monday. The unit is in Texas right? Do you know if this one went through the sealing actions?

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 03, 2014 3:38 PM
To: Schaffer, Timothy (T.J.)
Subject: RE: Explorer Fume Concern

I left Robin a voice mail message she is over in the Executive Liaison Office. It sounds like this vehicle may be a good candidate being it is getting bought back. That would be great if you don't mind taking it this over, we just need to communicate to John Norton that you would taking this case over being you have all the background on this concern. I just don't want it to look like I didn't do my job and past it over to you. You are right thought Steve should have stepped up being he is the one reporting out on this issue every week in the PDQR.

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To: Nowaczyk, Rick (R.J.)
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Robin at the dealer? Lokesh is looking for a unit to do further testing on (downturns).

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Subject: FW: Explorer Fume Concern
Importance: High

FYI, is this the one you are also leading or is it Steve B. ? His name is on it in AEQ.

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Sent: Friday, January 03, 2014 1:29 PM
To: Norton, John (J.K.)
Cc: Humphries, Glenn (G.L.); Buelow, Steve (S.E.)
Subject: RE: Explorer Fume Concern
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John,
Yes, I'll be happy to work with Robin and the appropriate FSE. I will also get in touch with engineering to see if they should look at this vehicle.

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Sent: Friday, January 03, 2014 12:43 PM
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Cc: Humphries, Glenn (G.L.)
Subject: FW: Explorer Fume Concern

Rick,

Can you work with Robin and the appropriate FSE to determine the severity of this issue. The decision to buy the vehicle back, however I would like to determine if this is a vehicle that Engineering should look at.

Regards,

John Norton

Global Chief Engineer
Customer Service Engineering
Ford Customer Service Division
Phone: (313) 322-9454
Email: jnorton@ford.com

From: Cottrell, Gregory (G.L.)
Sent: Friday, January 03, 2014 12:14 PM
To: Tansil-Marshall, Robin (R.)
Cc: Berardi, Michael (M.A.); Feil, Denise (D.); Norton, John (J.K.)
Subject: FW: Explorer Fume Concern

Robin,

Please assign this to an agent. The dealership contact is Vicki McMillin (cell phone: [REDACTED]), I spoke to her this morning. The decision has been made to offer trade assistance for the customer. Some complexities with this case are:

- **Customer now resides in Texas and that is where the vehicle is located.**

- Selling Dealer (Rusty Eck Ford) located in Kansas, and may have a vehicle the customer wants.
- Service Engineering (John Norton) has requested an FSE review the vehicle condition prior to it going to auction to evaluate the concern.

Have the EL agent contact Vicki today to get the customer information. Vicki was going to contact customer and advise that an EL agent will be in contact with them by this coming Monday.

I have already been in contact with the Dealer, Les Eck, via phone and email regarding this customer.

Can we have a status report by next Wed for John Norton, Denise Feil, Mike Berardi, and myself.

Greg

Greg Cottrell

Executive Liaison/Correspondence Manager
Consumer Affairs
Marketing, Sales and Service
Ford Motor Company
Phone: 313-845-5775
gcottrel@ford.com

From: Feil, Denise (D.)
Sent: Thursday, January 02, 2014 2:51 PM
To: Norton, John (J.K.); Berardi, Michael (M.A.); Cottrell, Gregory (G.L.)
Subject: RE: Explorer Fume Concern

Enough said. Thank you John.

From: Norton, John (J.K.)
Sent: Thursday, January 02, 2014 2:30 PM
To: Feil, Denise (D.); Berardi, Michael (M.A.); Cottrell, Gregory (G.L.)
Subject: RE: Explorer Fume Concern

We are looking at late spring at this point as a new calibration is being developed which takes time to develop and test.

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John Norton

Global Chief Engineer
Customer Service Engineering
Ford Customer Service Division
Phone: (313) 322-9454
Email: jnorton@ford.com

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Cc: Norton, John (J.K.)
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Greg,
Let's reach out to Les Eck and get the details.

Mike – by many weeks is it anticipated that the service fix might be ready in February? I only ask because we could do a combination of rental/vehicle payment if we have an end date. If not, we'll go the buyback route.

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Subject: Re: Explorer Fume Concern

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Cc: Berardi, Michael (M.A.); Norton, John (J.K.)
Subject: RE: Explorer Fume Concern

Greg – FYI only at this point. I don't have a VIN or customer name. However, we may have to do a discretionary buyback for Rusty Eck Ford as there may not be a repair yet for the issue. Stay tuned...

From: Berardi, Michael (M.A.)
Sent: Thursday, January 02, 2014 12:43 PM
To: Feil, Denise (D.); Norton, John (J.K.)
Subject: RE: Explorer Fume Concern

Don't think so. I think she is refusing to drive it because it makes her sick. I thought we were going to have a fix at the end of last year, but not sure it is ready yet.

Mike Berardi
Director - Service Engineering Operations
Ford Customer Service Division
Administrative Assistant - Sandy Schwartzenberger (38468)
Phone - (313) 323-8467
Fax - (313) 845-2580

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From: Feil, Denise (D.)
Sent: Thursday, January 02, 2014 12:39 PM
To: Berardi, Michael (M.A.); Norton, John (J.K.)
Subject: RE: Explorer Fume Concern

Mike – is this a unit down? If so, do we know how long and if the customer is in a rental? We are happy to help, just keep me in the loop-

From: Berardi, Michael (M.A.)
Sent: Thursday, January 02, 2014 12:32 PM
To: Norton, John (J.K.)
Cc: Feil, Denise (D.)
Subject: Explorer Fume Concern

John, Need some help on this one. Any idea when the fix will be available? If not quick, maybe we need to repurchase this one.

Denise – FYI.

Mike Berardi
Director - Service Engineering Operations
Ford Customer Service Division
Administrative Assistant - Sandy Schwartzenberger (38468)
Phone - (313) 323-8467
Fax - (313) 845-2580

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Save Paper - Do not print this email unless absolutely necessary

From: Les Eck [<mailto:leseck@rustyeckford.com>]
Sent: Thursday, January 02, 2014 12:13 PM
To: Berardi, Michael (M.A.)
Subject: RE: [BULK] NOT SHOP COMPETENT ROS

Mike The lady with the 2013 explorer with exhaust fumes is burning my phone up. I have been off last 20 days with mom and a stroke in hospital. We tried to trade her out but credit union won't handle it. She is going to atty Monday when he returns but this needs a solution. Last we talked you said first of year. She has 1600 miles she can not drive it. Maybe a buyback on this one to help. Need thoughts asap. thanks

From: Schaffer, Timothy (T.J.)
Sent: Friday, January 17, 2014 3:26 PM
To: Norton, John (J.K.) (jnorton@ford.com)
Cc: Nowaczyk, Rick (R.J.)
Subject: FW: Explorer Fume Concern

John – Looks like the region has run into a few snags...

FYI only

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Jones, Karen (K.)
Sent: Friday, January 17, 2014 9:58 AM
To: Schaffer, Timothy (T.J.)
Subject: RE: Explorer Fume Concern

Tim,

Sorry for the delay in sending a response. Here is the latest update for Mrs. [REDACTED]. Please let me know if you need additional information. Thanks.

- At this time the customer is not dropping the unit off at Rusty Elk Ford.
- We offered her a replacement unit, however, customer is now seeking additional compensation for her experience.
- She also does not want to pay any additional charges associated with replacing her vehicle for a new unit.
- Customer said that she has been in contact with a lawyer.
- We have made several attempts to contact her back but we have not received a response from her.

From: Schaffer, Timothy (T.J.)
Sent: Monday, January 13, 2014 5:37 PM
To: Jones, Karen (K.); Jenkins, Bryan (B.)
Cc: Setti, Lokesh (L.); Ricks, Kevin (K.J.)
Subject: RE: Explorer Fume Concern
Importance: High

Karen – where is the unit now? Can engineering have access to it?
Do we have a better summary of what has been done?

Sincerely,

Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Jones, Karen (K.)
Sent: Tuesday, January 07, 2014 3:34 PM
To: Jenkins, Bryan (B.); Nowaczyk, Rick (R.J.); Schaffer, Timothy (T.J.)
Subject: RE: Explorer Fume Concern

Team,

I spoke with Mrs. [REDACTED] today and we offered to replace her vehicle. Rusty Eck Ford has a replacement vehicle picked out for her. She is planning to take the vehicle back to Rusty Eck Ford on 01/18/14.

From: Nowaczyk, Rick (R.J.)
Sent: Monday, January 06, 2014 1:18 PM
To: Jenkins, Bryan (B.); Schaffer, Timothy (T.J.); Tansil-Marshall, Robin (R.)
Cc: Sorochinsky, Christine (M.); Setti, Lokesh (L.); Cottrell, Gregory (G.L.); Ricks, Kevin (K.J.); Humphries, Glenn (G.L.)
Subject: RE: Explorer Fume Concern

Robin,

Can you or the appropriate case analyst answer the questions below?

From: Jenkins, Bryan (B.)
Sent: Monday, January 06, 2014 12:39 PM
To: Schaffer, Timothy (T.J.)
Cc: Nowaczyk, Rick (R.J.); Sorochinsky, Christine (M.); Setti, Lokesh (L.); Cottrell, Gregory (G.L.); Ricks, Kevin (K.J.); Humphries, Glenn (G.L.)
Subject: RE: Explorer Fume Concern

Tim,

I would be happy to help, I just need a little clarification. In the string of E-mails below it looks like the vehicle is now in Texas. Do we know if it is currently at a Dealer, or if the customer has possession? The last CQIS entry was from Arrow Ford in Abilene Texas on 12/2/13. It states the customer took the vehicle at that time. If the customer has the vehicle we will need EL to help us coordinate the FSE visit with the customer and the Dealer. If the vehicle is going to that same Dealer we can open a TAR there and have the FSE work with EL for scheduling.

Let me know.

Thanks!

Bryan Jenkins
Field Technical Assistance Coordinator
Service Engineering Operations
313-323-9069
Bjenkin7@ford.com

From: Schaffer, Timothy (T.J.)
Sent: Monday, January 06, 2014 11:20 AM
To: Jenkins, Bryan (B.)
Cc: Nowaczyk, Rick (R.J.); Sorochinsky, Christine (M.); Setti, Lokesh (L.); Cottrell, Gregory (G.L.); Ricks, Kevin (K.J.); Humphries, Glenn (G.L.)
Subject: FW: Explorer Fume Concern
Importance: High

Bryan –

Please assign an FSE to this vehicle. It has been approved for a RAV per Executive Office.

Engineering may need this unit brought back to Michigan for review and further testing.

The FSE is required to drive and report out on this odor. Need to understand the severity odor –

If you have questions please advise.

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tscaff2@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 03, 2014 4:15 PM
To: Schaffer, Timothy (T.J.)
Cc: Tansil-Marshall, Robin (R.); Nowaczyk, Rick (R.J.); Cottrell, Gregory (G.L.)
Subject: RE: Explorer Fume Concern
Importance: High

Tim,
Robin sent the VIN over and I have also attached the GCQIS reports. Thanks...

From: Schaffer, Timothy (T.J.)
Sent: Friday, January 03, 2014 4:06 PM
To: Cottrell, Gregory (G.L.)
Cc: Nowaczyk, Rick (R.J.)
Subject: FW: Explorer Fume Concern

Hey stranger! How are you.

Speech 1, got it. LOL

Anyway. I'm going to help on this from the FCSD end. I'll follow up with Robin, but any other info you can share (vin, etc..) may help.

Hope you had a great holiday

Sincerely,

Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Nowaczyk, Rick (R.J.)
Sent: Friday, January 03, 2014 3:55 PM
To: Schaffer, Timothy (T.J.)
Subject: RE: Explorer Fume Concern

Looks like KS is where the vehicle is located. The owner of the dealer is Les Eck per the email he sent Mike Berardi. I just tried Robin again and got her voice mail, so I will try on Monday.



7310 E Kellogg Wichita, KS

Sales: (888) 648-6488

Service: (888) 648-6488

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About Our Ford Dealership in Wichita

Rusty Eck Ford in Wichita, KS, also serving Andover, KS and Derby, KS is proud to be an automotive leader in our area. Since opening our doors, Rusty Eck Ford has kept a firm commitment to our customers. We offer a wide selection of vehicles and hope to make the [car buying process](#) as quick and hassle free as possible.

If you would like financing options and you are in the market to purchase a new Ford or used car or truck, we will provide assistance to help you find [financing](#) options that fit your needs! Whether you have bad credit, no credit, or are a first time car buyer, you can trust that Rusty Eck Ford will get you into the car or truck you choose with professionalism and attention to your needs.



What really sets a car dealership apart these days is...

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Steve should be leading this. I've been digging on both so we could keep the ball moving.

What do you need me to do?

Robin at the dealer? Lokesh is looking for a unit to do further testing on (downturns).

Since you are on the short timer list =☺ I can handle so you don't need to get in the middle.

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Executive Liaison/Correspondence Manager
Consumer Affairs
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Ford Motor Company
Phone: 313-845-5775
gcottrel@ford.com

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Mike Berardi
Director - Service Engineering Operations
Ford Customer Service Division
Administrative Assistant - Sandy Schwartzenberger (38468)
Phone - (313) 323-8467
Fax - (313) 845-2580

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Ford Customer Service Division
Administrative Assistant - Sandy Schwartzenberger (38468)
Phone - (313) 323-8467
Fax - (313) 845-2580

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From: Fodera, Jas (J.J.)
Sent: Wednesday, May 13, 2015 1:15 PM
To: Collareno, Michael (M.D.); Martelli, Ronald (R.L.)
Subject: FW: Explorer Odor Claims in Panama

'cc' supes.....

Jas Fodera
Powertrain Installations – N. A. Exhaust Systems
Phone: 1-313-621-2854
e-Mail: jfodera@ford.com
Building #1, MD-1232, Cube 11B070

From: Johnson, Warren (W.K.)
Sent: Wednesday, May 13, 2015 9:09 AM
To: Ronzi, Bill (W.C.); Fodera, Jas (J.J.); Bourgeau, Peter (P.); Henderson, Cornelius (C.L.); Chao, Ping-Kang (P.K.)
Cc: Moraes, Augusto (ACM.); Hartwig, Tom (I.T.); Lusardi, Tony (T.K.)
Subject: RE: Explorer Odor Claims in Panama

We may want to get our friends in EMS (Emerging Market Services) advised, have any data on the UAE issue?

Warren K. Johnson
Warranty Commodity Manager – Gas Engine
Ford Customer Service Division
(313) 621-7734

From: Ronzi, Bill (W.C.)
Sent: Wednesday, May 13, 2015 8:59 AM
To: Johnson, Warren (W.K.); Fodera, Jas (J.J.); Bourgeau, Peter (P.); Henderson, Cornelius (C.L.); Chao, Ping-Kang (P.K.)
Cc: Moraes, Augusto (ACM.); Hartwig, Tom (I.T.); Lusardi, Tony (T.K.)
Subject: RE: Explorer Odor Claims in Panama

Thanks for the help Warren.

PS - I believe we have a similar situation in UAE where dealers are changing exhaust tips on all new in stock vehicles rather than only on vehicles with specific customer complaints/issues.

Bill

From: Johnson, Warren (W.K.)
Sent: Wednesday, May 13, 2015 8:56 AM
To: Fodera, Jas (J.J.); Bourgeau, Peter (P.); Henderson, Cornelius (C.L.); Chao, Ping-Kang (P.K.)
Cc: Ronzi, Bill (W.C.); Moraes, Augusto (ACM.); Hartwig, Tom (I.T.); Lusardi, Tony (T.K.)
Subject: RE: Explorer Odor Claims in Panama

I am asking our warranty assessing team to look at these, these should have been on 1 claim per VIN, and it sure looks like over repair. I would have issue with what appears \$600 in labor for an exhaust extension. Due to the age of the claims and the location I suspect no action will be taken, but would like to get a take from an assessors point of view. Thanks!

Warren K. Johnson

Warranty Commodity Manager – Gas Engine
Ford Customer Service Division
(313) 621-7734

From: Fodera, Jas (J.J.)
Sent: Tuesday, May 12, 2015 9:13 AM
To: Bourgeau, Peter (P.); Henderson, Cornelius (C.L.); Chao, Ping-Kang (P.K.)
Cc: Johnson, Warren (W.K.); Ronzi, Bill (W.C.); Moraes, Augusto (ACM.); Hartwig, Tom (I.T.)
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'cc'

http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?svr=AWSPRRDDG&modelyr=2015&vin_cd=1FM5K8GT3FG

http://www.quality.ford.com/aws/cgi-bin/jlu/clmlist20.pl?svr=AWSPRRDDG&modelyr=2015&vin_cd=1FM5K8F80FG

Jas Fodera

Powertrain Installations – N. A. Exhaust Systems
Phone: 1-313-621-2854
e-Mail: jfodera@ford.com
Building #1, MD-1232, Cube 11B070

From: Hartwig, Tom (I.T.)
Sent: Monday, May 11, 2015 3:51 PM
To: Johnson, Warren (W.K.)
Cc: Fodera, Jas (J.J.); Ronzi, Bill (W.C.); Moraes, Augusto (ACM.)
Subject: Explorer Odor Claims in Panama

Warren, these are the service histories for the two vehicles in Panama that we discussed today. For each vehicle, look for 3 claims that all have a repair date of March 13, 2015. Total of 3 claims is about \$1400. I would like to get your thoughts on:

- Is the total cost of repairs excessive?
- Do you (or does FCSD) have a problem with the way the 3 claims are written and binned for what's essentially one repair job (or is it just me)?
- Your thoughts on how we can address legit customer odor complaints smartly and efficiently?

From: Powers, Kurtis (K.S.)
Sent: Thursday, December 04, 2014 6:06 PM
To: Krawczyk, Kevin (R.)
Subject: FW: Explorer Odor

Importance: High

FYI, email in regards to the escalated TFOAMS.

Regards,
Kurtis Powers
Field Service Engineer, Miami Region
(313) 805-0087



From: Powers, Kurtis (K.S.)
Sent: Thursday, December 04, 2014 12:28 PM
To: Sorochinsky, Christine (M.); Wynn, David (D.)
Cc: Schaffer, Timothy (T.J.); 'jjohns21@ford.com'
Subject: Explorer Odor
Importance: High

Hi Christine,
I have two different explorers (see VIN numbers below) in the field that have had the latest TSB performed for the odor issue. Both customers have brought the vehicles back stating the odor is still there and our tech has also been able to verify a slight odor on hard acceleration at cold start up.

Is the explorer team still working on this, are there anymore TSB's coming to help eliminate this issue? Thanks.

VIN #'s
1FM5K7D89DG [REDACTED]
1FM5K7D83FG [REDACTED]

Regards,
Kurtis Powers
Field Service Engineer, Miami Region
(313) 805-0087



From: Schaffer, Timothy (T.J.)
Sent: Tuesday, February 04, 2014 5:42 PM
To: Setti, Lokesh (L.)
Cc: Kummer, Lawrence (L.J.); Sorochinsky, Christine (M.); Buelow, Steve (S.E.); Ricks, Kevin (K.J.) (kricks@ford.com)
Subject: FW: Explorer sales vehicle

Lokesh –

Looks like you should be able to pick up the unit sometime next week.

Why can't we test it in market again? Can send the RCCM and cold end tips there right? We could arrange a dealer to install them.

Would help speed up the process instead of waiting a week to be able to ship it, lose 4 or 5 days in shipping – then however long it takes to mock it up here.

Thoughts?

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tscaff2@ford.com

From: Manning, Justin (J.E.)
Sent: Tuesday, February 04, 2014 12:33 PM
To: Buelow, Steve (S.E.); Atkinson, Bill (B.W.)
Cc: Schaffer, Timothy (T.J.)
Subject: RE: Explorer sales vehicle

Steve,

I've talked to our office and may have an Explorer available next week. If so, I'll drive down and swap vehicle so mine will be available for pick up in Mahwah, NJ.

I'll know more details on when hopefully by the end of the day.

Justin E Manning

Field Service Engineer
Northeast Region, Technical Zone 9
[REDACTED] (cell)

From: Buelow, Steve (S.E.)
Sent: Tuesday, February 04, 2014 12:17 PM
To: Atkinson, Bill (B.W.)
Cc: Manning, Justin (J.E.); Schaffer, Timothy (T.J.)
Subject: Explorer sales vehicle

Bill, per our conversation, the Dearborn team would like to use Justin's vehicle for testing our new exhaust odor fix. So far, it is the only unit we have found that has not already been sealed up. Please look into opportunities that would allow Justin to be without his sales unit for a period of time. I am doing the same from this end.

Thanks.

-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: Buelow, Steve (S.E.)
Sent: Tuesday, August 26, 2014 2:42 PM
To: Krawczyk, Kevin (R.)
Subject: FW: Leroy Harlan VIN# 1FM5K8D87EG [REDACTED]
Importance: High

I think we need to get some more pipes.

-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: Green, Robert (R.)
Sent: Tuesday, August 26, 2014 9:21 AM
To: Buelow, Steve (S.E.); Krawczyk, Kevin (R.)
Cc: Green, Robert (R.)
Subject: FW: [REDACTED] VIN# 1FM5K8D87EG [REDACTED]
Importance: High

Steve/Kevin, Below is the email sent to me from the dealer on the VIN we discussed. I verified the testing was completed with the front climate control on max a/c and the rear was on, blower in the #2 setting. This was completed after the HVAC module was reprogrammed, the air deflectors were also taped off during the test drive. CCIS is updated.

Can we try the tailpipes we discussed?



Robert Green
Field Service Engineer
Pittsburgh Region

(716) 771-6247
Rgreen78@ford.com

Rotunda Tools:

- Ford Approved
- Special Financing Offers
- Direct Parts Billing

From: Joe Gullifer [<mailto:joe@zookmotors.net>]
Sent: Monday, August 25, 2014 4:44 PM
To: Green, Robert (R.)
Subject: [REDACTED]
Importance: High

Rob,

Another employee and myself took the customer's explorer for a ride today and measured the levels. It reached 17ppm. We then took an identical, but 2015, Explorer for the same ride and it actually reached 26ppm. You could smell exhaust odor in both vehicles. The air extractors were completely taped off in the Harlan vehicle. We have ordered another set of extractors because the tabs broke off when taking them out. Before we road tested Harlan's, Ken also checked over the vehicle again for anything he might have overlooked and pulled the trunk striker in to snug that up a little more. I did not have the customer drive us as you wanted. He is extremely pissed right now about it since the car has been here 21 days now and we don't have an answer for him. He said he has contacted the Federal Vehicle Safety people and they want to test the vehicle. I don't think the customer will be patient enough to wait much longer.

FYI, the conditions when the odor and levels seem to build the fastest are when running the engine at high rpms and then letting off, such as climbing a steep hill, accelerating aggressively, or passing someone. We had the ac on max recirc in both vehicles. When the CO levels would start to build, they would continue to build and not decrease unless a window was rolled down.

Joe Gullifer
Service Manager
Zook Motors, Inc.
25 Willow Run Drive
Kane, PA 16735
www.zookmotors.net
877-549-7225

From: Rajaniemi, Brent (B.)
Sent: Tuesday, April 14, 2015 5:33 PM
To: Risch, John (JJ.)
Subject: FW: [REDACTED] VIN# 1FM5K8D87EG [REDACTED]

Hey John,

Per your voicemail, here is the info on the Pennsylvania customer vehicle. Let me know if you have any further questions.

Regards,

Brent Rajaniemi
VI Attribute Engineer
313-805-8445

From: Setti, Lokesh (L.)
Sent: Wednesday, August 27, 2014 3:17 PM
To: joe@zookmotors.net; O'Reilly, Michael (M.J.)
Cc: Green, Robert (R.); Buelow, Steve (S.E.); Krawczyk, Kevin (R.); Rajaniemi, Brent (B.)
Subject: RE: [REDACTED] VIN# 1FM5K8D87EG [REDACTED]

Joe, We want to send a couple engineers from Dearborn to look at his vehicle next week. If the vehicle is still at the dealership, pls. confirm what day will work for you.

Mike, Looks like this customer has a family member in fire department and is measuring cabin CO levels. Are you OK with us taking a look at this vehicle to verify the latest TSB actions? Do you want Subbiah to visit this dealership while we are there?

Thanks

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

From: Buelow, Steve (S.E.)
Sent: Wednesday, August 27, 2014 10:51 AM
To: Setti, Lokesh (L.)
Subject: FW: [REDACTED] VIN# 1FM5K8D87EG [REDACTED]
Importance: High

-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 773-726-0808 sbuelow@ford.com

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

From: Green, Robert (R.)
Sent: Tuesday, August 26, 2014 9:21 AM
To: Buelow, Steve (S.E.); Krawczyk, Kevin (R.)
Cc: Green, Robert (R.)
Subject: FW: [REDACTED]/IN# 1FM5K8D87EG [REDACTED]
Importance: High

Steve/Kevin, Below is the email sent to me from the dealer on the VIN we discussed. I verified the testing was completed with the front climate control on max a/c and the rear was on, blower in the #2 setting. This was completed after the HVAC module was reprogrammed, the air deflectors were also taped off during the test drive. CQIS is updated.

Can we try the tailpipes we discussed?



Robert Green
Field Service Engineer
Pittsburgh Region
(716) 771-6247
Rgreen78@ford.com

Rotunda Tools:
-Ford Approved
-Special Financing Offers
-Direct Parts Billing

From: Joe Gullifer [<mailto:joe@zookmotors.net>]
Sent: Monday, August 25, 2014 4:44 PM
To: Green, Robert (R.)
Subject: [REDACTED]
Importance: High

Rob,

Another employee and myself took the customer's explorer for a ride today and measured the levels. It reached 17ppm. We then took an identical, but 2015, Explorer for the same ride and it actually reached 26ppm. You could smell exhaust odor in both vehicles. The air extractors were completely taped off in the Harlan vehicle. We have ordered another set of extractors because the tabs broke off when taking them out. Before we road tested Harlan's, Ken also checked over the vehicle again for anything he might have overlooked and pulled the trunk striker in to snug that up a little more. I did not have the customer drive us as you wanted. He is extremely pissed right now about it since the car has been here 21 days now and we don't have an answer for him. He said he has contacted the Federal Vehicle Safety people and they want to test the vehicle. I don't think the customer will be patient enough to wait much longer.

FYI, the conditions when the odor and levels seem to build the fastest are when running the engine at high rpms and then letting off, such as climbing a steep hill, accelerating aggressively, or passing someone. We had the ac on max recirc in both vehicles. When the CO levels would start to build, they would continue to build and not decrease unless a window was rolled down.

Joe Gullifer

Service Manager

Zook Motors, Inc.

25 Willow Run Drive

Kane, PA 16735

www.zookmotors.net

877-549-7225

From: Pete Cates <pcates@jimclick.com>
Sent: Wednesday, July 08, 2015 8:55 PM
To: Pickens, Mitch (M.K.)
Subject: FW: Reeve Explorer

Mitch,

This customer has already had the TSB performed. I've personally duplicated the concern and once it occurred with 1/4 tank of gas with outside ambient temps of approx 100 degrees. The second time was with a full tank of full and the ambient temps were approx 75 degrees. I have had the evaporative emission system checked and am not finding a concern. The customer is aware of a class action lawsuit in Florida and will not drive the car until it is repaired. If we can't resolve the situation, he'll pursue the BBB Auto Line.

Are you aware of this concern and do you have any insight on a correction that we haven't figured out yet.

Hope you had a good vacation.

Pete Cates

From: Ray Arrebollo
Sent: Wednesday, July 08, 2015 1:15 PM
To: Ray Arrebollo; Pete Cates
Subject: Reeve Explorer

Hotline Assistance Request 108862778

Contact Date: Jul 08 2015 10:54:02
Technician: ray arrebollo **VIN:** 1FM5K7F86EG [REDACTED]
P&A Code: 20402 **R. O. Number:** 392294
Vehicle: EXPLORER 4DR

Description of Vehicle Concern:

C/S STATES SMELLS FUEL ODOR IN VEHLCE WHEN ACCCELL ON TO INTERSTATE MORE SO WHEN TEMP IS COOL IN AM OR AT NIGHT WHEN TEMP DROPS

Please list any diagnostics already performed:

PERFORMED TSB 14-0130

Parts Replaced:

PARTS LISTED ON 14-0130

Your Question:

VERIFIED ODOR SMELL COMMING IN PRIOR TO TSB, PARTS WERE ORDERED, PARTS INSTALLED BUT SOME ORDOR STILL COMES INTO VEHICLE.

Additional Comments

Comment From: Ford **Comment Date:** Jul 08 2015 14:53:33

Ray,

Some degree of odor after acceleration that occurs primarily when engine is cooler may be a vehicle characteristic. Prior to further diagnosis, we recommend that you compare the perceived concern to a like unit operated under the same circumstances.

If the concern is present to some degree in the like unit, then no further diagnosis is recommended.

If the concern is not present in the like units, refer to Section 501-00 of the Online Workshop Manual, and verify proper body sealing. Next, inspect the previously installed Air Extractors and verify that they are sealing properly.

Inspect the Steering Column Shaft Boot Seal. Also inspect for signs of repairs and verify that there are no missing or poorly seated body plugs in the floor pan or the Engine Compartment Bulkhead.

Lastly, (and very importantly) inspect the Liftgate Seal for damage and proper fit. Verify that the Liftgate Plugs are in place in the Drain holes.

If the TSB has been performed correctly, and no concerns are found with the areas indicated above, be advised that Engineering is aware of this concern and is working toward a resolution. Please release the vehicle and continue to monitor OASIS for updates.

Upload Files

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[Upload]

Please describe repair and/or any additional comments:

You have **950** characters remaining for your response...

[]No Reply Required

[Add Comments]

Print Date: 2015-07-08 16:09:44.731 -04:00

[Print This Page]

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Ray Arrebollo
Assistant Service Manager
Jim Click Ford L/M
Ph (520)-519-7229
Cell [REDACTED]
rarrebollo@jimclick.com

From: Jay, Brian (B.L.)
Sent: Thursday, September 18, 2014 2:31 AM
To: Krawczyk, Kevin (R.)
Subject: FW: Report Summary for the CQIS Report#DHMDU002

Hi Kevin.

This is the Explorer case at Tomball Ford, near Houston, TX that Jake Doss originally told me you had requested an FSE go look at.

I made the Dealer repeat TSB 14-0130.

Now the customer has returned to Tomball Ford with the same odor concern.

I submitted escalated TFOAMS# 20129222.

I checked AEQ before doing so and I did not see any more updated repair procedures beyond what we discussed a few weeks ago.

If you have any other repair suggestions or would like to trial additional steps, please let me know.

I neglected to edit the "FSE comments" on the TFOAMS I just opened, so if you want to skip quickly to the latest story just read my comments dated today in the GCQIS report below.

Thanks.

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

From: Jay, Brian (B.L.)
Sent: Wednesday, September 17, 2014 9:26 PM
To: Jay, Brian (B.L.)
Subject: Report Summary for the CQIS Report#DHMDU002

Attachments : 0

Report# : DHMDU002 NHL

Received: 08/13/2013

CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2013,EXPLORER 4X2 (U502) ,BASE ,4 DOOR ,MPV **Build Date:** 03/17/2012
,1FM5K7B89DG [REDACTED]
Odometer : 20,805 M **Engine:** 3.5L **Calibration:** DUB1SN0A
CYCLO
Transmission: 6F50 **Axle:** **A/C:** YES
Dealer: USA 06042 Tomball Ford, Inc. **Phone#:** 281-351-
3060
City: Tomball **State:** Texas **Country :** USA
Originator: JUSTIN TOPAZ
Symptom: 4 47 1 39 ST/RN/MV,ODOR,CHEMICAL,INTERMITTENT
Status:
VFG: V53 EXHAUST SYSTEM FUNCTION
Additional Symptom: EXHAUST ODOR ON ACCEL
Fix: **Causal Component :** ODOR A/C TRTMT KIT -- NOA
Condition Code:

Hotliner: AMCENTEE **Phone:** --3374494 **Regn Cd:** C2 Houston
Engineering: **Phone:** **TAR:** 0-30
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOE0:
KOEK:
KOER:

Comments :

REPAIR 08/13/2013 11:24AM ALEC MCENTEE MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: STRON ODOR INSIDE CABIN WHEN GOING INTO
PASSING GEAR DIAGNOSTICS: ALREADY PERFORMED TSB 12-8-8 TEST DROVE
VEHICLE THERE IS STILL A SLIGHT ODOR THAT WAS NOT THERE AFTER THE TSB
WAS PERFORMED. ANY OTHER SUGGESTIONS. NOTICED ODOR ONLY DURING
ACCEL. PARTS REPLACED: ALL HOSES TECH QUESTION: ONLY HAPPENS WHEN A/C
SYSTEM IS IN FRESH AIR MODE, WHAT ELSE CAN BE DONE, CAN WE DEODORIZE
THE A/C SYSTEM? OR DO I HAVE TO DO THE TSB AGAIN?

RECOMM 08/13/2013 11:24AM ALEC MCENTEE MSS - FCSD - TECH SVC HOTLINE
JUSTIN, TO BETTER ASSIST WITH THE VEHICLE SITUATION, PLEASE VERIFY THE
TYPE OF ODOR BEING DETECTED (SULFUR, ROTTEN EGG, ETC.). THE ISSUE NOTED
IN THE TSB 12-08-08 NORMALLY OCCURS ON DECELERATION, WHILE IT IS NOTED
THE ODOR BEING DETECTED ONLY OCCURS ON ACCELERATION. IT WOULD NOT BE
RECOMMENDED TO RE-PERFORM THE TSB NOW AT THIS TIME. SINCE IT IS NOTED
THAT THE ODOR IS PRESENT WHILE THE A/C IS IN FRESH AIR MODE, VERIFY IF ANY
TYPE OF ODOR IS NOTED WHILE THE RECIRCULATION MODE IS SELECTED. IF THE
ODOR IS ONLY DETECTED ON ACCELERATION WHILE THE FRESH AIR MODE IS

BEING SELECTED, IF THERE IS A SULFUR/ROTTEN EGG TYPE OF SMELL BEING DETECTED, THE SITUATION COULD BE DUE TO THE FUEL THAT THE CUSTOMER IS USING. DIFFERENT FUEL COMPANIES HAVE A DIFFERENT AMOUNT OF SULFUR THAT IS ADDED TO THEIR FUEL, WHICH CAN RESULT IN DIFFERENT ODORS. SUGGEST TO THE CUSTOMER TO TRY A DIFFERENT GASOLINE STATION. IF THE FUEL IS NOT DRAINED PRIOR TO THE CUSTOMER SWITCHING FUEL BRANDS, IT WILL BE REQUIRED FOR THE CUSTOMER TO USE 3-4 FULL TANKS OF ANOTHER FUEL BRAND PRIOR TO THE ODOR BEING AFFECTED. IF THE SITUATION IS THEN STILL PRESENT AFTER THE CUSTOMER HAS GONE THROUGH 3-4 FULL TANKS OF FUEL, EVEN IF THE IDS EVAP TEST PASSES, WHILE THE ODOR IS PRESENT, FOR TESTING PURPOSES, BLOCK OFF THE EVAP LINE GOING TO THE ENGINE INTAKE AND THEN RE-EVALUATE. IF THE ODOR IS THEN NO LONGER PRESENT, IT WOULD BE RECOMMENDED TO INSPECT THE CHARCOAL CANISTER FOR TRACES OF RAW FUEL (TYPICALLY RAW FUEL IN THE EVAP SYSTEM IS DUE TO THE CUSTOMER OVER RE-FUELING/TOPPING OFF THE FUEL TANK). IF THERE IS RAW FUEL IN THE EVAP SYSTEM, VERIFY WITH THE CUSTOMER IF THE ODOR IS BEING DETECTED PRIMARILY AFTER THE VEHICLE WAS RE-FUELED. IF THERE IS RAW FUEL IN THE EVAP CHARCOAL CANISTER, ONCE THE ROOT CAUSE IS DETERMINED, THE CANISTER WILL HAVE TO BE REPLACED. IF THERE IS NO RAW FUEL IN THE EVAP SYSTEM, HOWEVER THE ODOR IS THEN NO LONGER PRESENT ONCE THE EVAP LINE TO THE ENGINE INTAKE IS BLOCKED OFF, IT WOULD BE RECOMMENDED TO REPLACE THE CANISTER PURGE VALVE (LOCATED IN THE ENGINE COMPARTMENT) FOR THE ISSUE PRESENT. VERIFY THAT THE SPARK PLUGS ARE TORQUED DOWN CORRECTLY (EVEN IF THERE ARE NO MISFIRES PRESENT). IF THE PLUGS WERE NOT TORQUED DOWN CORRECTLY, IT COULD ALLOW THE ODOR FROM THE COMBUSTION IN THE AFFECTED CYLINDER TO BY-PASS THE PLUG THREADS, THEN WHILE THE A/C WAS IN FRESH AIR MODE AND THE VEHICLE WAS ACCELERATING, IT COULD RESULT IN THE ODOR BEING DETECTED IN THE PASSENGER COMPARTMENT. WHILE IT IS NOTED AS PER THE INFORMATION ON THE OASIS PAGE FOR THIS VEHICLE, THE CUSTOMER HAS BEEN CONCERNED WITH THE CONDITION DESCRIBED SINCE SHORTLY AFTER THE VEHICLE WAS PURCHASED, ORIGINALLY THE ODOR BEING DETECTED COULD HAVE BEEN DUE TO THE CATALYST. WITH IN THE FIRST 5,000-10,000 MILES IT IS NORMAL TO HAVE A SLIGHT SULFUR TYPE OF ODOR FROM THE CATALYST DUE TO THE HIGHLY ACTIVE STATE OF THE NEW CATALYST. IT IS NOT RECOMMENDED TO REPLACE THE CATALYST FOR THIS CONDITION. IF THERE ARE NO ISSUES WITH THE ABOVE DIAGNOSTICS, HOWEVER THERE IS A SULFUR/ROTTEN EGG TYPE OF ODOR ON ACCELERATION, ONLY WHILE THE FRESH AIR MODE IN THE HVAC IS SELECTED, EVEN THOUGH THERE ARE NO DTCS LISTED, IT WOULD BE RECOMMENDED TO ENSURE THERE IS NOT A RICH CONDITION THEN PRESENT AT THAT TIME.

REPAIR 09/30/2013 06:35PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CUSTOMER STATES WHEN ACCELL TO PASS HEAVY ACCELL CAN SMELL STRONG EXHAUST OR ROTTEN EGG SMELL INSIDE CABIN. CUSTOMER RAN AT LEAST 4-TANKS OF FUEL AS DIRECTED BY FORD SEE HISTORY DIAGNOSTICS: TSB 13-9-18 AND CUSTOMER RAN AT LEAST 4-TANKS OF FUEL AS DIRECTED BY FORD SEE HISTORY ODOR STILL PRESENT. PARTS REPLACED: SEE TSB COOLANT AND HEATER HOSES, DEGASS BOTTLE. PREVIOUSLY TECH QUESTION: ODOR IS STILL PRESENT, ANY OTHER REPAIRS SUGGESTED?

RECOMM 09/30/2013 06:35PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE

JUSTIN, IF THE PREVIOUS TSB DID NOT ADDRESS THE CONCERN, RECOMMEND

FOLLOWING [TSB 12-12-4](#) TO SEE IF THE CONCERN IS RESOLVED.

AUDIT 09/30/2013 06:35PM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE
ODOMETER 19232 M CHANGED TO 20805 M BY MSCHMI56

REPAIR 08/06/2014 02:27PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: ON HEAVY ACCEL CAN SMELL EXHAUST SMELL IN CABIN
DIAGNOSTICS: BOTH TSB'S HAVE BEEN PERFORMED AND DOUBLE CHECKED
PARTS REPLACED: NONE TECH QUESTION: THIS SMELL DOES NOT SEEM TO BE COMING FROM A/C BUT SEEMS TO BE A NON CLIMATE CONTROLLED ORIENTED SMELL BUT CAN BE SMELLED IN FRONT SEATS

RECOMM 08/06/2014 02:27PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE
GENE, A NEW MESSAGE [TSB 14-0130](#) WAS RECENT RELEASED. THIS TSB SUPERSEDES TSB 12-12-4 (PREVIOUSLY PERFORMED) TO UPDATE MODEL YEARS AND SERVICE PROCEDURE. RECOMMEND REVIEWING THE NEW TSB AND ENSURE ALL THE STEPS COVERED IN THE TSB HAVE BEEN PERFORMED. IF ANY STEPS ARE NOT, PERFORM THE TSB AND RE-TEST. IF THE CONCERN IS STILL PRESENT, INSPECT THE FOLLOWING AREAS: > VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM — GENERAL INFORMATION OF THE WORKSHOP MANUAL. > INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING. > INSPECT THE STEERING COLUMN SHAFT BOOT SEAL. > INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE COMPARTMENT BULKHEAD. > VERIFY THE LIFT GATE SEAL FOR DAMAGE AND PROPER FIT/CONTACT PATTERN. ENSURE THAT THE LIFT GATE PLUGS ARE IN PLACE IN THE DRAIN HOLES. > USE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS. NOTE: SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN HELP TO REDUCE THE OVERALL CONCERN. IF TSB 14-0130 HAS BEEN COMPLETED CORRECTLY AND THERE ARE NO CONCERNS IDENTIFIED WITH THE ABOVE INSPECTIONS, PLEASE BE ADVISED THAT THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. MONITOR OASIS FOR UPDATES.

TSB 14-0130 2011-2015 - EXPLORER EXHAUST ODOR IN VEHICLE ISM 13-07-010 2011-2015 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 14-0130

ADD-ON 09/08/2014 04:00PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
INSPECTED VEHICLE ON 9/3. TEST DROVE. A LIGHT ODOR WAS CONFIRMED ON HEAVY ACCEL WHEN THE ENGINE WAS COLD. I CHECKED WITH IDS AND FOUND THAT THE HVAC MODULE SOFTWARE WAS NOT UP TO DATE. I UPDATED THE HVAC SOFTWARE PER TSB 14-0130. I ALSO HAD TECH UPDATE THE BODY EXTRACTOR VENT TO THE BB5Z-61280B62-B LEVEL PER TSB 14-0130. TECH GENE ALSO CHECKED BODY SEALING WITH SOAPY AND TOUCHED UP SOME AREAS THEY MAY NOT HAVE BEEN SEALED PROPERLY FROM BEFORE.

ADD-ON 09/08/2014 04:03PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
RETURNED TO DEALER ON 9/5. VERIFIED REPAIRS COMPLETE. TEST DROVE VEHICLE TO PROVE OUT NEW HVAC SOFTWARE. VERIFIED THAT AFTER A 5 SECOND WOT ACCEL WITH REAR A/C ON THE SYSTEM CHANGED TO FRESH AIR MODE AND THE ODOR WAS NO LONGER PRESENT. I ADVISED THE DEALER TO COLLECT ADDITIONAL FEEDBACK FROM THE CUSTOMER IF THE 5 SECOND WOT FRESH AIR MODE IS APPROPRIATE. IF NOT, I REQUESTED THE DEALER PROVIDE THE CUSTOMER FEEDBACK DIRECTLY TO ME SO THIS REPORT CAN BE FURTHER

UPDATED. BJAY1 281-788-0870.

ADD-ON 09/17/2014 10:08PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

CUSTOMER FEEDBACK: ODOR STILL PRESENT ON WIDE OPEN THROTTLE. THE CUSTOMER IS A POLICE OFFICER. THIS REPORT WAS ORIGINALLY BROUGHT TO MY ATTENTION VIA THE CRC, AT THE REQUEST OF JAKE DOSS. JAKE STATED HE WAS GIVEN THE DIRECTION TO SEND ALL EXPLORER ODOR CASES TO FSE'S BY KEVIN KRAWCZYK.

AUDIT 09/17/2014 10:08PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 09/17/2014 10:25PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

AT THIS POINT IN TIME THE CUSTOMER CLAIMS THERE IS STILL AN ODOR AND ALL OF THE STEPS IN THE CURRENTLY PUBLISHED TSB 14-1030 HAVE BEEN VERIFIED TO HAVE BEEN COMPLETED PROPERLY. THE LATEST A/C SOFTWARE WAS INSTALLED BY ME. THE REAR LIFTGATE DOOR DRAINS ARE PRESENT, THE UPDATED LH AIR EXTRACTOR VENT BB5Z-61280B62-B WAS INSTALLED. THE BODY WAS CHECKED UNDER PRESSURE WITH SOAPY WATER AND ALL LEAKING SEAMS WERE RE-SEALED WITH TA-2 SEAM SEALER. AREAS WHERE ADDITIONAL SEALER HAS ALREADY BEEN ADDED INCLUDE L AND R SEAMS BELOW TAILLIGHTS, RECTANGULAR GROMMETS BELOW BUMPER BEAM WERE SEALED OVER TO PREVENT AIR ENTERING, REAR A/C HOSE ENTRY POINT, OUTER EDGE OF A/C HOSE DRAIN WELL, GROMMETS BELOW TAIL LIGHTS, BODY CORNER BELOW FUEL FILLER NECK AREA. SUBMITTING ESCALATED TFOAMS# 20129222.

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, November 05, 2013 3:11 PM
To: Huber, Matt (M.A.)
Subject: FW: Report Summary for the CQIS Report#DJGC3006

FYI. call if you want to discuss these photo's.

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, November 05, 2013 10:11 AM
To: Schaffer, Timothy (T.J.)
Subject: Report Summary for the CQIS Report#DJGC3006

Attachments : 6

Report# :	DJGC3006 NHL	Received:	10/07/2013		
CCRG/EPRC:	S	Reviewed Status:	Date: 10/07/2013		
Vehicle:	2013,EXPLORER 4X2 (U502),XLT ,4 DOOR ,MPV ,1FM5K7D84DG [REDACTED]	Build Date:	02/10/2013		
Odometer :	7,881 M	Engine:	3.5L CYCLO	Calibration:	DUB1SN0A
Transmission:	6F50	Axle:		A/C:	YES
Dealer:	USA 08995 Texas Country Ford	Phone#:	(903) 342- 3700	Country :	USA
City:	Winnsboro	State:	Texas		
Originator:	MICHAEL CHAMPION				
Symptom:	4 47 2 02 ST/RN/MV,ODOR,FUEL,ALWAYS				
Status:					
VFG:	V25 FUEL FILLING & DELIVERY				
Additional Symptom:	EXHAUST SMELL AFTER TSB 12124				
Fix:	Causal Component :				
Condition Code:					

Hotliner: AODAY

Phone: 313 317-9360

Regn Cd: C1 Dallas

Engineering:

Phone:

TAR:

Dir Contact:

Phone:

Title Cde: T

DTCs:

KOEO:

KOEC:

KOER:

Comments

:

REPAIR 10/07/2013 03:24PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: EXHAUST SMELLS IN CABIN AREA WHILE
PASSING DIAGNOSTICS: PERFORMED TSB FOR THIS PROBLEM
9/16/13 PARTS REPLACED: 0 TECH QUESTION: I PERFORMED THE TSB FOR
THIS PROBLEM AND COSTUMER CAME BACK AND SAID IT JUST STARTED IT
AGAIN
EVERY THIN IS SEALED OFF AND CORRECT I JUST RECHECKED IT HAVE YOU HAD
ANY FURTHER PROBLEM WITH THIS

RECOMM 10/07/2013 03:24PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
MICHAEL, PLEASE VERIFY PROPER BODY SEALING AS PER SECTION 501-00
BODY SYSTEM "A" GENERAL INFORMATION OF THE WORKSHOP MANUAL. ALSO
INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING,
USING A FLASH LIGHT TO SEE IF LIGHT IS COMING THROUGH THE CRACKS.
INSPECT THE STEERING COLUMN SHAFT BOOT SEAL. INSPECT FOR EVIDENCE OF
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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
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PREVIOUSLY MENTIONED INSPECTIONS, THIS CONCERN IS CURRENTLY UNDER
INVESTIGATION. IT IS ADVISED TO MONITOR OASIS FOR UPDATES ON THIS
CONCERN. ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE
AFTER TSB 12-12-4

ADD-ON 10/07/2013 03:26PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
UPDATED TO FLAG FOR SAFETY

REPAIR 10/08/2013 09:07AM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE
I SMOKE TESTED THE CAR AND THE ONLY PLACE I SEE SMOKE IS COMING OUT

THE EXTRACTORS THE GLUE ON THE TOP OF THE NEW EXTRACTOR VENT HAS
CAME

LOOSE WHAT DO YOU WANT TO DO TO FIX THIS PROBLEM

RECOMM 10/08/2013 09:07AM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE
MICHAEL, IF THE GLUE HAS COME LOOSE FROM AROUND THE EXTRACTOR VENT
THAT WAS REPALCED AS PART OF THE TSB, RECOMMEND TO REPLACE THE
EXTRACTOR AGAIN. IF THE CONCERN IS STILL PRESENT AFTER THE
EXTRACTOR IS REPLACED AND ALL OF THE PREVIOUS INSPECTIONS HAVE BEEN
PERFORMED, RECOMMEND TO MONITOR OASIS AS THIS CONCERN IS CURRENTLY
UNDER INVESTIGATION.

REPAIR 10/08/2013 11:16AM DOUGLAS FORD MSS - FCSD - TECH SVC HOTLINE
IT WASN'T AROUND THE EXTACTOR IT WAS WHERE THE FACTORY GLUED THE
TOP
FLAP ON EXTRACTOR THAT COME LOOSE BUT I WILL ORDER A NEW TO REPLACE
THIS ONE

RECOMM 10/08/2013 11:16AM DOUGLAS FORD MSS - FCSD - TECH SVC HOTLINE
MICHAEL, THANK YOU FOR THE CLARIFICATION ABOUT WHERE THE LEAK WAS
FOUND, AND SORRY FOR THE CONFUSION. IF THE TOP FLAP ON THE EXTRACTOR
IS FOUND TO BE THE SOURCE OF THE LEAK, PLEASE CONTINUE WITH REPLACING
THE EXTRACTOR. REEVALUATE THE CONCERN ONCE THE NEW EXTRACTOR HAS
BEEN
INSTALLED. AS STATED PREVIOUSLY, IF THE CONCERN IS STILL PRESENT AFTER
THE NEW EXTRACTOR IS INSTALLED, THE CONCERN IS CURRENTLY UNDER
INVESTIGATION. CONTINUE TO MONITOR OASIS FOR AN UPDATED REPAIR
PROCEDURE.

REPAIR 10/10/2013 03:42PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
JUST RECEIVED ME NEW UPDATED EXTRACTOR TODAY AND TOOK IT OUT THE
BOX
AND THE GLUE HAS CAME UNDONE ON IT ALSO AND THE OTHER FLAPS ON IT
WILL
NOT COMPLETELY SEAT IS THERE ANY WAY I CAN EMAIL YOU THESE PICTURES
SO
I CAN UPDATE YOU WITH THE CURRENT PROBLEM THESE UPDATED
EXTRACTORS ARE
HAVING

RECOMM 10/10/2013 03:42PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
MICHAEL, CLEAR, IN FOCUS IMAGES CAN BE ATTACHED TO THIS FORM. PLEASE
INCLUDE IMAGES OF THE EXTRACTORS THAT ARE CURRENTLY ON THE VEHICLE
AND
OF THE NEW EXTRACTORS RECEIVED. ADDITIONALLY, PLEASE TAP OVER THE
EXTRACTORS AND RETEST TO VERIFY THAT THE ODOR IS NO LONGER PRESENT
TO
VERIFY THAT THE EXTRACTORS ARE THE CAUSE OF THIS CONCERN. ALSO, YOU

WILL BE CONTACTED TOMORROW AFTER FURTHER RESEARCH INTO THIS MATTER IS PERFORMED AS WELL.

- ADD-ON** 10/10/2013 03:42PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
CONSULTED TIM SCHAFFER ABOUT THIS CONCERN. TIM WILL BE CONTACTING THE
TECH. PLEASE INFORM TIM WHEN THE TECH UPDATES THIS FORM.
- REPAIR** 10/11/2013 01:58PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
THESE ARE THE PICTURE OF THE NEWEST ONE I JUST RECEIVED AND THE OLD ONE IS EXACTLY THE SAME WAY BUT THE COSTUMER NEEDED THE CAR SO I HAVE
NOT GOT TO TRY THE TAPE OR TAKEN PICTURES OF THE OLD ONE WE ARE TRYING
TO SCHEDULE THEM TO COME BACK IN MY G.M WANTED TO SEE IF I CAN GET A DIRECT CONTACT LINE TO HOTLINE FOR WHEN WE HAVE THE CAR BACK IN THE SHOP
- RECOMM** 10/11/2013 01:58PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
MICHAEL, THE FORD TECHNICAL HOTLINE HAS REVIEWED YOUR REQUEST AND HAS
DETERMINED THAT IT IS NECESSARY TO DISCUSS THIS MATTER VERBALLY OVER THE TELEPHONE. YOU WILL BE CONTACTED SHORTLY BY A FORD TECHNICAL HOTLINE REPRESENTATIVE.
- ESCLHD** 10/11/2013 01:58PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
CONSULTED SME KBEERY
- REPAIR** 10/11/2013 02:27PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
MICHAEL STATED THE NEW EXTRACTOR VENTS DO NOT SEAL AND RESEMBLE THE
OLD ONES. HE ALSO STATED THAT THERE ARE NO OTHER LEAKS ON THE BODY.
- RECOMM** 10/11/2013 02:27PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
MICHAEL, WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE'S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE
ENGINEER FROM THIS TEAM 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. OUR TEAM AT THE HOTLINE WILL
CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN
RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE
THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE

HOTLINE

WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE

ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE. FORD TECHNICAL HOTLINE PHONE # 800-826-4694

- ESCLHD 10/11/2013 02:27PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE**
THIS VEHICLE IS BEING ESCALATED DUE TO THE CUSTOMER SEEKING BUY BACK. THE R.O. IS 10/7. CUSTOMER CONCERN- EXHAUST ODOR UNDER ACCELL. NEW EXTRACTORS LOOK LIKE OLD ONES. CONSULTED KBEERY HOTLINE CONTACT ID: 106729186
- REPAIR 10/14/2013 02:36PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE**
REVIEWED BY THE ESCALATION TEAM OUTBOUND CALL TO DEALER. SPOKE WITH TECHNICIAN MICHAEL CHAMPION. THE VEHICLE HAS RETURNED. THE ORIGINAL EXTRACTORS HAVE BEEN MODIFIED TO STAY CLOSED PROPERLY. MICHAEL WOULD LIKE TO UPLOAD NEW IMAGES OF HIS FINDINGS TO THIS REPORT. AFTER THE VEHICLE IS DRIVEN WITH THE MODIFICATIONS IN PLACE, THE EXTRACTOR WILL BE TAPED OFF TO SEE IF THE CONCERN IS STILL PRESENT.
- RECOMM 10/14/2013 02:36PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE**
MICHAEL, THIS FORM WILL BE OPENED ONCE AGAIN TO INCLUDE NEW IMAGES OF YOUR FINDINGS. ONCE THE IMAGES ARE RECEIVED, THEY WILL BE ADDED TO THIS REPORT. WE WILL FOLLOW UP TOMORROW IF WE DO NOT RECEIVE AN UPDATE BY THE END OF THE DAY TODAY.
- ADD-ON 10/14/2013 02:36PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE**
TECH TO UPLOAD NEW IMAGES
- REPAIR 10/14/2013 05:42PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE**
TECHNICIAN NOTES: THESE ARE THE IDEAS I CAME UP WITH TO SOLVE OUR PROBLEM WITH THE EX. SMELL IN THE CABIN OF THE CAR I TOOK THE FACTORY VENT AND USED 3M WEATHER STRIPPING GLUE AND GLUED THE TWO TOP VENTS COMPLETELY SHUT THEN I TOOK 5 1/4 WHEEL WEIGHTS AND HUNG ON EACH FLAP THEN I TOOK CARD BOARD TO MAKE A EXHAUST SHIELD TO KEEP THE FUMES FROM GOING UNDER THE BACK OF THE CAR AND THEN WE TEST DROVE THE CAR 30 MILES AND THE PROBLEM HAS NOT HAPPENED AGAIN PLEASE CONTACT ME AS SOON AS YOU GET THIS UPDATE 903-342-3700
- REPAIR 10/14/2013 05:53PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE**

REVIEWED BY THE ESCALATION TEAM OUTBOUND CALL TO DEALER.
SPOKE WITH TECHNICIAN MICHAEL AND GENERAL MANAGER PJ. MICHAEL
STATES

THAT THE EXTRACTOR AND REAR BUMPER HAVE BEEN MODIFIED (PICTURES
INCLUDED) AND THE CONCERN IS NO LONGER PRESENT. PJ IS REQUESTING A
FIELD SERVICE ENGINEER TO INSPECT THE VEHICLE AND THE MODIFICATIONS
MADE BY THE DEALER.

RECOMM 10/14/2013 05:53PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE
MICHAEL/ PJ, THANK YOU FOR THE UPDATE AND PICTURES. THEY WILL BE
ADDED TO THIS REPORT AND THE REPORT WILL BE FORWARDED TO THE
APPROPRIATE PARTIES. AT THIS TIME, IT IS NOT RECOMMENDED BY THE
TECHNICAL HOTLINE TO MODIFY THE VEHICLE, AS ENGINEERING IS CURRENTLY
INVESTIGATING THIS CONDITION AND A FIX HAS NOT BEEN RELEASED OR
APPROVED. THIS REPORT WILL ALSO BE FORWARDED TO THE DEALER'S REGION
SO
THEY ARE AWARE OF THE CUSTOMER'S PURSUIT OF BUYBACK AND THE
CURRENT
STATUS OF THE VEHICLE.

ESCLHD 10/14/2013 05:53PM JARED DOWNING MSS - FCSD - TECH SVC HOTLINE
TFOAMS OPENED DUE TO THE BUYBACK REQUEST AND DEALER'S REQUEST FOR
FSE
FOR A CONCERN THAT IS UNDER ENGINEERING INVESTIGATION.

ADD-ON 10/15/2013 09:59PM BRIAN KUJAWA(FSE) MSS - FCSD - REG DALLAS-HOUST
RECEIVED INFORMATIONAL ONLY TFOAMS AND ALSO EMAIL FROM SM PJ
LESLIE.
DEALERSHIP'S FORMER PRIMARY FSE, BRIAN JAY, CONTACTED PJ TO DISCUSS
VEHICLE. PJ WAS ADVISED THAT REPAIRS PERFORMED ARE NOT APPROVED BY
FORD ENGINEERING. PJ WAS ALSO INFORMED THAT ENGINEERING IS
INVESTIGATING THE ISSUE. FSE INSPECTION WILL NOT BE SCHEDULED AT THIS
TIME UNLESS REQUESTED BY TECH HOTLINE OR OTHER FORD ACTIVITY.

REPAIR 10/22/2013 03:30PM JEFFREY KERN MSS - FCSD - TECH SVC HOTLINE
I WAS TRYING TO CONTACT Y'ALL ABOUT THIS VEHICLE HAVE FOR FOUND A
SOLUTION ON THIS PROBLEM CAUSE THE RENTAL CAR IS COMING UP DUE THAT
THE CUSTOMER IS IN SINCE WE HAVE THIS CAR ON HOLD

RECOMM 10/22/2013 03:30PM JEFFREY KERN MSS - FCSD - TECH SVC HOTLINE
MICHAEL, IF A SOLUTION WAS FOUND THAT HAS FIXED THE CUSTOMERS
CONCERN PLEASE, IF TIME PERMITS, FILL OUT THE ON-LINE SURVEY WITH THE
FIXED INFORMATION. THE FIX INFORMATION WILL BE UPDATED IN THE
SELF-HELP TOOL FOR FUTURE REFERENCES. IF A SOLUTION HAS NOT BEEN
FOUND, THIS CONCERN IS STILL BEING INVESTIGATED BY ENGINEERING AND
PLEASE MONITOR OASIS FOR ANY UPDATES. PLEASE NOTE THAT A FSE HAS BEEN
CONTACTED IN YOUR REGION FOR THIS CONCERN.

ADD-ON 10/22/2013 03:30PM JEFFREY KERN MSS - FCSD - TECH SVC HOTLINE
CONSULTED JARED DOWNING

REPAIR 10/22/2013 05:09PM ANDREW DANULOFF MSS - FCSD - TECH SVC HOTLINE
IV ALREADY FOUND THE FIX TO THE CUSTOMERS CONCERN BUT HOTLINE HAS TOLD ME TO HOLD THE CAR TILL ENGINEERS FOUND A FIX BUT IV ALL READY INCLUDED PICS AND DIRECTIONS HOW TO SOLVE THIS PROBLEM WE HAVE DROVE THIS CAR ALMOST 200MILES WITH NO PROBLEM AFTER IV REVISED THE EXTRACTOR AND BUMPER MYSELF THE VENTS WORK PROPERLY STILL AND THE DEFROSTER WORKS CORRECT WITH MY REVISED PARTS PLZ CONTACT ME AT 903-342-3700 ASK FOR MICHAEL CHAMPION

RECOMM 10/22/2013 05:09PM ANDREW DANULOFF MSS - FCSD - TECH SVC HOTLINE
MICHAEL, FORD MOTOR COMPANY CANNOT RECOMMEND MODIFICATIONS TO VEHICLE SYSTEMS. PLEASE RELEASE THE VEHICLE TO THE CUSTOMER AND CONTINUE TO MONITOR OASIS FOR UPDATES ON THIS CONCERN.

ADD-ON 10/22/2013 05:09PM ANDREW DANULOFF MSS - FCSD - TECH SVC HOTLINE
CONSULTED JAKE MORFITT (EH) CONTACT EH IF THIS REPORT IS ADDED TO FROM THE CUSTOMER.

REPAIR 10/22/2013 06:59PM AARON SIMS MSS - FCSD - TECH SVC HOTLINE
THE CUSTOMER IS LOOKING IN TO (LEMON LAW) IF THE CAR CAN NOT BE FIXED WHAT DO YOU WANT US TO DO THIS CUSTOMER IS ONE OF OUR BIG CLIENTS AND OUR G.M. DOES NOT WANT TO LOOSE THIS CUSTOMER DUE TO THIS PROBLEM

RECOMM 10/22/2013 06:59PM AARON SIMS MSS - FCSD - TECH SVC HOTLINE
MICHAEL, WITH THE CONCERN THAT IS PRESENT THE TECHNICAL HOTLINE IS AGAIN ESCALATING THIS CONCERN DUE TO THE CUSTOMER SEEKING A BUYBACK FOR THIS VEHICLE. A SERVICE ENGINEER FROM THIS TEAM 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. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL

STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD 10/22/2013 06:59PM AARON SIMS MSS - FCSD - TECH SVC HOTLINE

CONSULTED: NAT

BEAMER -----

----- NOTE TO EH: THIS IS BEING RE-ESCALATED AS THE CUSTOMER IS GOING TO PURSUE BUYBACK AS A RESOLUTION TO THIS CONCERN IS STILL NOT AVAILABLE.

REPAIR 10/23/2013 04:36PM JACOB MORFITT MSS - FCSD - TECH SVC HOTLINE

****REVIEWED BY THE ESCALATION TEAM**** THE ESCALATED HANDLING TEAM IS CURRENTLY REVIEWING YOUR REQUEST. YOU WILL BE CONTACTED SHORTLY BY A

MEMBER OF THE ESCALATED HANDLING TEAM.

ESCLHD 10/23/2013 04:36PM JACOB MORFITT MSS - FCSD - TECH SVC HOTLINE

SETTING FOLLOW UP TIME.

REPAIR 10/23/2013 04:58PM JACOB MORFITT MSS - FCSD - TECH SVC HOTLINE

****REVIEWED BY THE ESCALATION TEAM**** PLACED OUTBOUND CALL TO DEALER.

SPOKE WITH TECHNICIAN MICHAEL CHAMPION. MICHAEL STATES HE WAS INQUIRING AS TO WHETHER THERE HAS BEEN ANY UPDATES ON THIS CONCERN. HE

WAS UNDER THE IMPRESSION THAT HE SHOULD BE CONTACTING THE HOTLINE TO

DETERMINE IF ENGINEERING HAS MADE ANY PROGRESS WITH THIS INVESTIGATION.

RECOMM 10/23/2013 04:58PM JACOB MORFITT MSS - FCSD - TECH SVC HOTLINE

ADVISED MICHAEL THAT THERE HAVE BEEN NO UPDATES REGARDING THIS ACTIVE

ENGINEERING INVESTIGATION. ONCE ENGINEERING CONCLUDES THE INVESTIGATION A MESSAGE WILL BE BROADCAST THROUGH OASIS TO NOTIFIED THE DEALERS IN THE FIELD. AT THIS TIME THE VEHICLE SHOULD BE RELEASED BACK TO THE CUSTOMER. CONTINUE TO MONITOR OASIS FOR ANY UPDATES RELATED TO THIS SPECIFIC CONCERN.

ESCLHD 10/23/2013 04:58PM JACOB MORFITT MSS - FCSD - TECH SVC HOTLINE

******ESCALATION CONTACT CLOSED****** PLEASE CONSULT WITH THE EH TEAM IF THE DEALER CONTACTS THE HOTLINE FOR ADDITIONAL ASSISTANCE.

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

https://www.gcqis.dealerconnection.com/gcqis/asp/DIViewAttachment_Mainx.asp?ReportNumber=DJGC3006

From: Schaffer, Timothy (T.J.)
Sent: Thursday, October 10, 2013 7:55 PM
To: Huber, Matt (M.A.)
Cc: Caruso, Sal (S.R.); Buelow, Steve (S.E.); Sorochinsky, Christine (M.); Setti, Lokesh (L.); Ricks, Kevin (K.J.) (kricks@ford.com); Kummer, Lawrence (L.J.)
Subject: FW: Report Summary for the CQIS Report#DJGC3006/ Explorer Extractor Issue

Matt –

This vehicle has a failed set of glued extractors on it now, and dealer is claiming the new extractors glue failed out of the box. Do we want all of the extractors back? Do we have a set of “certified” ones to offer this dealer?

Matt / Sal – have you spoken to / or supplier came in as expected this week to discuss the packaging of the extractors?

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Jacobs, Phil (P.)
Sent: Thursday, October 10, 2013 3:43 PM
To: Schaffer, Timothy (T.J.)
Subject: Report Summary for the CQIS Report#DJGC3006/ Explorer Extractor Issue

Attachments : 0

Report# :	DJGC3006 NHL	Received:	10/07/2013		
CCRG/EPRC:	S	Reviewed Status:	Date: 10/07/2013		
Vehicle:	2013,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D84DG [REDACTED]	Build Date:	02/10/2013		
Odometer :	7,881 M	Engine:	3.5L CYCLO	Calibration:	DUB1SN0A
Transmission:	6F50	Axle:		A/C:	YES
Dealer:	USA 08995 Texas Country Ford	Phone#:	(903) 342-3700		
City:	Winnsboro	State:	Texas	Country :	USA
Originator:	MICHAEL CHAMPION				
Symptom:	4 47 2 02 ST/RN/MV,ODOR,FUEL,ALWAYS				
Status:					
VFG:	V25 FUEL FILLING & DELIVERY				
Additional Symptom:	EXHAUST SMELL AFTER TSB 12124				
Fix:	Causal Component :				

Condition Code:

Hotliner: AODAY

Phone: 313 317-9360

Regn Cd: C1 Dallas

Engineering:

Phone:

TAR:

Dlr Contact:

Phone:

Title Cde: T

DTCs:

KOEO:

KOEC:

KOER:

Comments

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EVERY THIN IS SEALED OFF AND CORRECT I JUST RECHECKED IT HAVE YOU HAD
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USING A FLASH LIGHT TO SEE IF LIGHT IS COMING THROUGH THE CRACKS.
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. AS A DIAGNOSTIC AID; SELECTING FRESH AIR HVAC MODE WILL
INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN
HELP TO REDUCE THE OVERALL CONCERN. IF TSB 12-12-4 HAS BEEN
COMPLETED CORRECTLY AND THERE ARE NO CONCERNS IDENTIFIED WITH THE
PREVIOUSLY MENTIONED INSPECTIONS, THIS CONCERN IS CURRENTLY UNDER
INVESTIGATION. IT IS ADVISED TO MONITOR OASIS FOR UPDATES ON THIS
CONCERN. ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE

AFTER TSB 12-12-4

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UPDATED TO FLAG FOR SAFETY

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LOOSE WHAT DO YOU WANT TO DO TO FIX THIS PROBLEM

RECOMM 10/08/2013 09:07AM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE
MICHAEL, IF THE GLUE HAS COME LOOSE FROM AROUND THE EXTRACTOR VENT
THAT WAS REPALCED AS PART OF THE TSB, RECOMMEND TO REPLACE THE
EXTRACTOR AGAIN. IF THE CONCERN IS STILL PRESENT AFTER THE
EXTRACTOR IS REPLACED AND ALL OF THE PREVIOUS INSPECTIONS HAVE BEEN
PERFORMED, RECOMMEND TO MONITOR OASIS AS THIS CONCERN IS CURRENTLY
UNDER INVESTIGATION.

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IT WASN'T AROUND THE EXTACTOR IT WAS WHERE THE FACTORY GLUED THE
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FLAP ON EXTRACTOR THAT COME LOOSE BUT I WILL ORDER A NEW TO REPLACE
THIS ONE

RECOMM 10/08/2013 11:16AM DOUGLAS FORD MSS - FCSD - TECH SVC HOTLINE
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INSTALLED. AS STATED PREVIOUSLY, IF THE CONCERN IS STILL PRESENT AFTER
THE NEW EXTRACTOR IS INSTALLED, THE CONCERN IS CURRENTLY UNDER
INVESTIGATION. CONTINUE TO MONITOR OASIS FOR AN UPDATED REPAIR
PROCEDURE.

REPAIR 10/10/2013 03:42PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE
JUST RECEIVED ME NEW UPDATED EXTRACTOR TODAY AND TOOK IT OUT THE
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WILL
NOT COMPLETELY SEAT IS THERE ANY WAY I CAN EMAIL YOU THESE PICTURES
SO
I CAN UPDATE YOU WITH THE CURRENT PROBLEM THESE UPDATED
EXTRACTORS ARE
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MICHAEL, CLEAR, IN FOCUS IMAGES CAN BE ATTACHED TO THIS FORM. PLEASE
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AND

OF THE NEW EXTRACTORS RECEIVED. ADDITIONALLY, PLEASE TAP OVER THE EXTRACTORS AND RETEST TO VERIFY THAT THE ODOR IS NO LONGER PRESENT TO

VERIFY THAT THE EXTRACTORS ARE THE CAUSE OF THIS CONCERN. ALSO, YOU WILL BE CONTACTED TOMORROW AFTER FURTHER RESEARCH INTO THIS MATTER IS

PERFORMED AS WELL.

ADD-ON

10/10/2013 03:42PM PHIL JACOBS MSS - FCSD - TECH SVC HOTLINE

CONSULTED TIM SCHAFFER ABOUT THIS CONCERN. TIM WILL BE CONTACTING THE

TECH. PLEASE INFORM TIM WHEN THE TECH UPDATES THIS FORM.

From: Schaffer, Timothy (T.J.)
Sent: Monday, November 04, 2013 2:37 PM
To: Huber, Matt (M.A.)
Cc: Setti, Lokesh (L.); Hollingshead, Chris (C.J.)
Subject: FW: Report Summary for the CQIS Report#DJGC3006/ Explorer Extractor Issue

Here is the dealer in TX we've talked about.

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Jacobs, Phil (P.)
Sent: Thursday, October 10, 2013 3:43 PM
To: Schaffer, Timothy (T.J.)
Subject: Report Summary for the CQIS Report#DJGC3006/ Explorer Extractor Issue

Attachments : 0

Report# :	DJGC3006 NHL	Received:	10/07/2013		
CCRG/EPRC:	S	Reviewed Status:	Date: 10/07/2013		
Vehicle:	2013,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D84DG [REDACTED]	Build Date:	02/10/2013		
Odometer :	7,881 M	Engine:	3.5L CYCLO	Calibration:	DUB1SN0A
Transmission:	6F50	Axle:		A/C:	YES
Dealer:	USA 08995 Texas Country Ford	Phone#:	(903) 342- 3700	Country :	USA
City:	Winnsboro	State:	Texas		
Originator:	MICHAEL CHAMPION				
Symptom:	4 47 2 02 ST/RN/MV,ODOR,FUEL,ALWAYS				
Status:					
VFG:	V25 FUEL FILLING & DELIVERY				
Additional Symptom:	EXHAUST SMELL AFTER TSB 12124				
Fix:	Causal Component :				
Condition Code:					

Hotliner: AODAY

Phone: 313 317-9360

Regn Cd: C1 Dallas

Engineering:

Phone:

TAR:

Dlr Contact:

Phone:

Title Cde: T

DTCs:

KOEO:

KOEC:

KOER:

Comments

:

REPAIR 10/07/2013 03:24PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA - CONCERN: EXHAUST SMELLS IN CABIN AREA WHILE
 PASSING DIAGNOSTICS; PERFORMED TSB FOR THIS PROBLEM
 9/16/13 PARTS REPLACED; 0 TECH QUESTION; I PERFORMED THE TSB FOR
 THIS PROBLEM AND COSTUMER CAME BACK AND SAID IT JUST STARTED IT
 AGAIN
 EVERY THIN IS SEALED OFF AND CORRECT I JUST RECHECKED IT HAVE YOU HAD
 ANY FURTHER PROBLEM WITH THIS

RECOMM 10/07/2013 03:24PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
 MICHAEL, PLEASE VERIFY PROPER BODY SEALING AS PER SECTION 501-00
 BODY SYSTEM "A" GENERAL INFORMATION OF THE WORKSHOP MANUAL. ALSO
 INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING,
 USING A FLASH LIGHT TO SEE IF LIGHT IS COMING THROUGH THE CRACKS.
 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. AS A DIAGNOSTIC AID; SELECTING FRESH AIR HVAC MODE WILL
 INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN
 HELP TO REDUCE THE OVERALL CONCERN. IF TSB 12-12-4 HAS BEEN
 COMPLETED CORRECTLY AND THERE ARE NO CONCERNS IDENTIFIED WITH THE
 PREVIOUSLY MENTIONED INSPECTIONS, THIS CONCERN IS CURRENTLY UNDER
 INVESTIGATION. IT IS ADVISED TO MONITOR OASIS FOR UPDATES ON THIS
 CONCERN. ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE
 AFTER TSB 12-12-4

ADD-ON 10/07/2013 03:26PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE
 UPDATED TO FLAG FOR SAFETY

REPAIR 10/08/2013 09:07AM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE

I SMOKE TESTED THE CAR AND THE ONLY PLACE I SEE SMOKE IS COMING OUT THE EXTRACTORS THE GLUE ON THE TOP OF THE NEW EXTRACTOR VENT HAS CAME

LOOSE WHAT DO YOU WANT TO DO TO FIX THIS PROBLEM

RECOMM 10/08/2013 09:07AM MICHAEL HINDERER MSS - FCSD - TECH SVC HOTLINE
MICHAEL, IF THE GLUE HAS COME LOOSE FROM AROUND THE EXTRACTOR VENT THAT WAS REPALCED AS PART OF THE TSB, RECOMMEND TO REPLACE THE EXTRACTOR AGAIN. IF THE CONCERN IS STILL PRESENT AFTER THE EXTRACTOR IS REPLACED AND ALL OF THE PREVIOUS INSPECTIONS HAVE BEEN PERFORMED, RECOMMEND TO MONITOR OASIS AS THIS CONCERN IS CURRENTLY UNDER INVESTIGATION.

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From: Schaffer, Timothy (T.J.)
Sent: Monday, November 04, 2013 10:38 PM
To: Schaffer, Timothy (T.J.)
Subject: FW: Report Summary for the CQIS Report#DJGC3006/ Explorer Extractor Issue

Update report in morning..

Dealer released vehicle.

As soon as it warms up the glue fails—

Dual rate is warped once it gets hot, the holder warps and does not hold the lower flap down.

Get it in fresh air and in recerc mode in even high blower speed.

Maybe talk to Glen to see if any possible M time for this tech..

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Jacobs, Phil (P.)
Sent: Thursday, October 10, 2013 3:43 PM
To: Schaffer, Timothy (T.J.)
Subject: Report Summary for the CQIS Report#DJGC3006/ Explorer Extractor Issue

Attachments : 0

Report# :	DJGC3006 NHL	Received:	10/07/2013
CCRG/EPRC:	S	Date:	10/07/2013
Vehicle:	2013,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D84DC	Build Date:	02/10/2013
Odometer :	7,881 M	Engine:	3.5L CYCLO
Transmission:	6F50	Axle:	
Dealer:	USA 08995 Texas Country Ford	Calibration:	DUB1SN0A
City:	Winnsboro	A/C:	YES
Originator:	MICHAEL CHAMPION	Phone#:	(903) 342- 3700
Symptom:	4 47 2 02 ST/RN/MV,ODOR,FUEL,ALWAYS	Country :	USA

Status:
VFG: V25 FUEL FILLING & DELIVERY
Additional Symptom: EXHAUST SMELL AFTER TSB 12124
Fix: **Causal Component :**
Condition Code:

Hotliner: AODAY **Phone:** 313 317-9360 **Regn Cd:** C1 Dallas
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments

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TECH. PLEASE INFORM TIM WHEN THE TECH UPDATES THIS FORM.

From: Buelow, Steve (S.E.)
Sent: Tuesday, August 19, 2014 4:26 PM
To: Krawczyk, Kevin (R.)
Subject: FW: Report Summary for the CQIS Report#EF1HJ001 - Explorer Continued Exhaust Odor After 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: Kujawa, Brian (B.K.)
Sent: Wednesday, August 13, 2014 11:26 AM
To: Buelow, Steve (S.E.); Mangham, David (DAM.)
Subject: RE: Report Summary for the CQIS Report#EF1HJ001 - Explorer Continued Exhaust Odor After TSB 14-0130

Tech reported back that the recirc door pid is staying in "recirc" during a WOT event, does not change to "fresh" (although he can active commanded it with IDS and odor is gone).

Also per the tech, he originally updated the HVAC module with IDS version 91.02, and then checked again for an available update with 91.03 (was none).

Is it possible the strategy change didn't take effect on the manual climate control config.?

Brian Kujawa
Ford Motor Company
Field Service Engineer, Dallas Region
Phone - 214-587-8766
Fax - 866-934-4392

From: Kujawa, Brian (B.K.)
Sent: Tuesday, August 12, 2014 2:30 PM
To: Buelow, Steve (S.E.); Mangham, David (DAM.)
Subject: RE: Report Summary for the CQIS Report#EF1HJ001 - Explorer Continued Exhaust Odor After TSB 14-0130

No, unfortunately at the time of the test drive I didn't think to monitor the recirc door pid. I'll see if I can have the technician check it for me.

Brian Kujawa
Ford Motor Company
Field Service Engineer, Dallas Region
Phone - 214-587-8766
Fax - 866-934-4392

From: Buelow, Steve (S.E.)
Sent: Tuesday, August 12, 2014 2:17 PM
To: Kujawa, Brian (B.K.); Mangham, David (DAM.)
Subject: RE: Report Summary for the CQIS Report#EF1HJ001 - Explorer Continued Exhaust Odor After TSB 14-0130

Dave, can you confirm?

Brian, have you verified that the recirc door is opening for 10 seconds after a 5 second delay? Also, I believe the throttle has to be 95% or greater for the strategy to kick in.

-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: Kujawa, Brian (B.K.)
Sent: Tuesday, August 12, 2014 10:58 AM
To: Buelow, Steve (S.E.)
Subject: Report Summary for the CQIS Report#EF1HJ001 - Explorer Continued Exhaust Odor After TSB 14-0130

Hi Steve,

Hope you guys aren't dealing with the same rain and flooding I'm hearing about in SE Michigan.

I'm involved with a 2014 Explorer (CQIS report below) that continues to have exhaust odor from the vents that starts a few seconds after WOT accel and lasts for a few seconds after, even after completing the latest version of the TSB w/ HVAC module reprogram. The dealer updated the HVAC module before I got involved, this is the part number I pulled from IDS log viewer: **EB5T-19980-AE**.

Is there a way verify that this is the latest software that contains the change in recirc mode during a WOT? It's manual climate control, not sure if that matters since we still appear to control the recirc door and blower with the HVAC module, but assume it's a rare option these days.

Thanks for any help you can provide.

Regards,
Brian Kujawa
Ford Motor Company
Field Service Engineer, Dallas Region
Phone - 214-587-8766
Fax - 866-934-4392

Attachments : 0

Report# : EF1HJ001 NHL **Received:** 06/27/2014
CCRG/EPRC: S **Reviewed Status:** **Date:** 07/08/2014
Vehicle: 2014,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV , **Build Date:** 11/25/2013
1FM5K7D86EG [REDACTED]
Odometer : 12,890 M **Engine:** 3.5L CYCLO **Calibration:** EUB1SN0A
Transmission: 6F50 **Axle:** **A/C:** YES
Dealer: USA 06856 Jack Kisse Ford, Inc. **Phone#:** 918-341-0101
City: Claremore **State:** Oklahoma **Country :** USA
Originator: JEREMEY HARRIS
Symptom: 8 89 5 39 SAFE/SEC,SMOKE/ODOR,EXHAUST,INTERMITTENT
Status:
VFG:
Additional Symptom: NEW FLEX PIPE, EXHAUST SMELL
Fix: **Causal Component :**
Condition Code:

Hotliner: CPAWLAK2 **Phone:** 74384 **Regn Cd:** C1 Dallas
Engineering: **Phone:** **TAR:** 0-30
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOE0:
KOEK:
KOER:

Comments :

REPAIR 06/27/2014 01:07PM CHRIS PAWLAK MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES WHEN ACCELERATING TO PASS SOMEONE OR MERGE ONTO HIGHWAY THEY CAN SMELL EXHAUST IN CABIN. VEHICLE MUST BE WARMED UP FOR CONCERN TO HAPPEN. DIAGNOSTICS: SMOKE TESTED EXHAUST AND FOUND SMALL HOLE FROM WELD GAP IN REAR OF FLEX PIPE ASSEMBLY. REPLACED PIPE AND CUSTOMER STATES ODOR IS STILL PRESENT. I VERIFIED SMOKE TEST AGAIN AND HAD NO LEAKS. I VERIFIED TORQUE OF ALL SPARK PLUGS. PARTS REPLACED: FLEX PIPE ASSEMBLY. TECH QUESTION: ANY OTHER REPORTS FOR INTERMITTENT EXHAUST ODOR IN CABIN AREA WHEN

ACCELERATING AT OPERATING TEMP?

RECOMM 06/27/2014 01:07PM CHRIS PAWLAK MSS - FCSD - TECH SVC HOTLINE

JEREMEY, THERE IS AN EXISTING TSB THAT HAS BEEN AMENDED TO INCLUDE 2014 MODEL YEAR EXPLORERS. PLEASE REFER TO TSB 12-12-04. THIS TSB SPECIFICALLY ADDRESSES THIS CONCERN. ALSO, PLEASE KEEP IN MIND THAT THIS IS CURRENTLY AN ONGOING CONCERN AND IS BEING ACTIVELY RESEARCHED BY ENGINEERING STAFF. ONCE TSB 12-12-04 HAS BEEN PERFORMED PROPERLY, IT IS RECOMMENDED TO ALSO FOLLOW THESE NEXT STEPS TO ENSURE THAT EXHAUST ODOR INTRUSION INTO THE PASSENGER COMPARTMENT IS MINIMIZED: VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM — GENERAL INFORMATION OF THE WORKSHOP MANUAL, INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING, INSPECT THE STEERING COLUMN SHAFT BOOT SEAL, INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE COMPARTMENT BULKHEAD, VERIFY THE LIFT GATE SEAL FOR DAMAGE AND PROPER FIT/CONTACT PATTERN, ENSURE THAT THE LIFT GATE PLUGS ARE IN PLACE IN THE DRAIN HOLES, USE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS. NOTE: SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN HELP TO REDUCE THE OVERALL CONCERN. IF TSB 12-12-4 HAS BEEN COMPLETED CORRECTLY AND THERE ARE NO CONCERNS IDENTIFIED WITH THE ABOVE INSPECTIONS, PLEASE BE ADVISED THAT THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. PLEASE CONTINUE TO MONITOR OASIS FOR UPDATES. ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 12-12-4 TSB 12-12-04 2011-2013 - EXPLORER EXHAUST ODOR IN VEHICLE

REPAIR 07/08/2014 01:24PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE

GOOD MORNING THIS IS GARY WISE, SERVICE MANAGER, AFTER WE PERFORMED TSB 12-12-4 WE RELEASED VEHICLE TO CUSTOMER EXPLAINING ENGINEERING IS WORKING ON CONCERN, THEN CUSTOMER RETURNED VEHICLE NOT WANTING TO TAKE IT TILL IT'S REPAIRED, SO I HAVE GOTTEN INVOLVED I HAVE TEST DROVE VEHICLE AND FOUND IT IS EASY TO DUPLICATE, ANY TIME YOU ARE OVER 50 MPH AND PERFORM A HARD EXCELL A FEW SECOUNDS AFTER THE ODER IS PRESENT, I HAVE FOUND IF A/C IS OFF YOU DON'T SMELL, IF FRESH AIR IS ON YOU SMELL IT, IF YOU HAVE IT ON RECRIC THEN YOU SMELL IT, AND IT SEEM TO COME FROM FRONT VENTS NOT THE REAR (I HAD A TECH IN REAR OF VEHICLE AND HE FELT ODER WAS COMMING FROM FRONT). I FOUND A 2014 FROM OUR LOT AND DROVE IT, IT IS THE SAME. WHAT INFO CAN I GIVE THE CUSTOMER TO TRY AND GET THEM BACK IN THEIR UNIT? IS THERE A TEAM WORKING ON THIS OR ARE THEY JUST LOOKING INTO IT, ANY INFO MAY HELP ME PUT THE CUSTOMER BACK IN THE UNIT TILL WE HAVE A FIX. GW

RECOMM 07/08/2014 01:24PM ASHTON O'DAY MSS - FCSD - TECH SVC HOTLINE

GARY, PLEASE DOUBLE CHECK THE AREAS MENTIONED ABOVE METIONED IN THE SECOND PARAGRAPH BECAUSE THEY ALL CAN LEAK. TURN THE BLOWER TO FRESH AIR ON HIGH AND USE A SMOKE MACHINE ON THE OUT SIDE OF THE VEHICLE TO LOOK FOR LEAKS IN THE AREAS MENTIONED. TAPING THE BODY VENTS WILL HELP INCREASE CABIN PRESSURE FOR THIS TEST. SINCE IT WAS COMPARED TO A LIKE UNIT IT MAY BE NORMAL. ANOTHER POSSIBLE CAUSE IS A CONTAMINATED EVAP SYSTEM. DURING DECELL THERE IS A LOT OF VACUUM IN THE INTAKE WHICH CAN CAUSE RAW FUEL TO BE SUCKED IN TO THE INTAKE IF

THE PURGE STICKS OPEN. THE EASY WAY TO DIAGNOSE A STICKING/LEAKING PURGE VALVE IS TO MONITOR THE FTP VOLTAGE OR BLOCK IT OFF. NORMAL FTP VOLTAGE IS ABOUT 2.6 VOLTS. THEN START THE ENGINE; OPEN, CLOSE, OPEN, AND CLOSE THE PURGE VALVE/UNPLUG IT, CLOSE THE CANISTER VENT VALVE, AND MONITOR THE FTP. IF IT STARTS DROPPING OVER THE COURSE OF TIME, 10 MIN OR LESS, THE PURGE VALVE IS BAD. THE FTP SHOULD GO DOWN ONLY WHEN THE VENT IS CLOSED AND THE PURGE IS OPEN. THE LEADING CAUSES FOR PURGE VALVE FAILURE IS; OVER FILLING THE VEHICLE AND/OR A FAULTY ROLLOVER VALVE. WHEN THIS HAPPENS FUEL ENTERS THE CANISTER, CONTAMINATING IT, THEN THE FUEL WORKS ITS WAY UP THE LINE TO THE PURGE VALVE DESTROYING IT. INSPECT THE CANISTER FOR CONTAMINATION. IF IT'S CONTAMINATED REPLACE IT AND THE PURGE VALVE AS WELL AS BLOW OUT THE LINE, TO REMOVE THE RESIDUAL FUEL. ANOTHER WAY TO INSPEC FOR AN EXHAUST LEAK IS TO WRAP THE AIR FILTER IN PLASTIC, REINSTALL IT, PLUG THE EXHAUST SYSTEM, AND PRESSURIZE IT (5 PSI) SPRAYING IT DOWN WITH SOAPY WATER FROM THE MANIFOLD/HEAD TO THE CATALYST.

REPAIR 07/16/2014 09:55AM JEREMY MEJIA MSS - FCSD - TECH SVC HOTLINE

IN BOUND CALL FROM GARY, GARY STATED THAT HE FOUND AN EXHAUST LEAK IN ONE OF THE WELDS NEAR THE EXHAUST MANIFOLD. REPAIRED THE EXHAUST AND THE CONCERN IS STILL PRESENT. TOOK THE EVAP VENT OFF OF THE FUEL TANK FOR INSPECTION AND NO CONCERNS FOUND. NOTICED THE EXHAUST SMELL IS PRESENT IN THE FOLLOWING CONDITIONS; - ODOR IS PRESENT AT WOT FROM 40 MPH GETTING ON THE HIGHWAY AND REACHING ROUGHLY 70 MPH - A/C SYSTEM IS ON RECIRCULATION AND ON MAX - ODOR STAYS HEAVY FOR ABOUT 1.5 MILES - DOES NOT OCCUR AT WOT FROM 70 TO 80 MPH

RECOMM 07/16/2014 09:55AM JEREMY MEJIA MSS - FCSD - TECH SVC HOTLINE

GARY, RECOMMEND AT THIS TIME OPERATING THE HVAC SYSTEM ON FRESH AIR MODE AND THE BLOWER ON MAX. THIS WILL ALLOW THE CABIN TO PRESSURIZE. USE THE ROTUNDA 134-R0135 LEAK DETECTOR AND MONITOR FOR LEAKS AROUND THE BODY SEAMS, DOORS AND LIFTGATE AREAS. REPAIR ANY LEAKS FOUND AND RETEST. IF NO LEAKS ARE FOUND, RECOMMEND PLUGGING THE HVAC CASE DRAIN AND REEVALUATE THE CONCERN. PLEASE UPDATE THIS FORM OR CALL THE HOTLINE WITH THE LATEST INFORMATION IF ADDITIONAL HOTLINE ASSISTANCE IS REQUIRED. ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 12-12-4

ESCLHD 07/16/2014 09:55AM JEREMY MEJIA MSS - FCSD - TECH SVC HOTLINE

NOTE TO GAS EH: THIS VEHICLE CONCERN IS BEING ESCALATED DUE TO THE TIME DOWN AND CUSTOMER COMMENTS. THE CUSTOMER REFUSES TO TAKE THE VEHICLE UNTIL THE EXHAUST ODOR IS CORRECTED. ALL BODY SEAMS, PLUGS AND VENTS HAVE BEEN CHECKED IN ADDITION TO TSB 12-12-4 BEING VERIFIED FOR CORRECT INSTALLATION. DID FIND AN EXHAUST LEAK THAT WAS CORRECTED AND THE CONCERN IS STILL PRESENT. NOTED THAT THE CONCERN ONLY HAPPENS WHEN THE VEHICLE IS ACCELERATED AT WOT FROM 40 MPH AND UP TO 70 MPH WITH THE HVAC ON RECIRCULATION WITH THE BLOWER AT MAX. SEEMS TO LAST FOR ABOUT 1.5 MILES. WILL NOT OCCUR IN ANY OTHER CONDITIONS.

REPAIR 07/21/2014 09:27AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

****REVIEWED BY THE ESCALATION TEAM**** THE ESCALATED HANDLING TEAM IS CURRENTLY REVIEWING YOUR REQUEST. YOU WILL BE CONTACTED SHORTLY BY

A MEMBER OF THE ESCALATED HANDLING TEAM.

ESCLHD 07/21/2014 09:27AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

SETTING FOLLOW UP TIME.

REPAIR 07/21/2014 09:57AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

****REVIEWED BY THE ESCALATION TEAM**** PLACED OUTBOUND CALL TO DEALERSHIP TO SPEAK WITH SERVICE MANAGER GARY WISE. GARY STATED THAT HE IS NOT CONVINCED THE ODOR IS AN EXHAUST ODOR, BUT THE ODOR DOES COMPARE WITH A LIKE UNIT. THE ODOR SEEMS LIKE AN EPOXY/CHEMICAL ODOR, RATHER THAN AN EXHAUST ODOR. THE LEAK DETECTOR HAS BEEN ORDERED BUT HAS NOT ARRIVED YET. GARY ALSO INSTALLED A HOSE FOR THE EVAPORATOR DRAIN TO LENGTHEN THE HOSE AND NO CHANGE WAS NOTED. ALL BODY PANELS AND STEERING COLUMN SEALS HAVE BEEN VERIFIED. THE REAR AC SETTINGS DO NOT MATTER. GARY WAS ALSO GOING TO ATTEMPT TO UTILIZE PIPING TO EXTEND THE EXHAUST TIPS OUT BEHIND THE BUMPER FOR DIAGNOSTIC PURPOSES, HOWEVER THE BUMPER HAS BEEN REINSTALLED PRIOR TO THE TEST DRIVE. THE CONCERN IS WORSE AT 10-12 MINUTE DRIVE FOR 35 MPH UNTIL THE HIGHWAY IS REACHED AND A WIDE OPEN THROTTLE (WOT) ACCELERATION IS PERFORMED. GARY ALSO MENTIONED THAT THE CUSTOMER RECENTLY PURCHASED THIS VEHICLE FROM ANOTHER DEALERSHIP. HE HAS BEEN UNDERSTANDING OF THE SITUATION AT THIS TIME.

RECOMM 07/21/2014 09:57AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

GARY, AS DISCUSSED DURING OUR CONVERSATION, IT IS POSSIBLE THAT A REAR EXTRACTOR CONCERN IS PRESENT, HOWEVER IT IS NOT AS LIKELY GIVEN THE FACT THAT THE TSB HAS BEEN PERFORMED AND THE AC MUST BE IN RECIRCULATE. SINCE THE SPARK PLUGS HAVE BEEN CHECKED FOR THE PROPER TORQUE, IT IS POSSIBLE THAT THE SEALING WASHER ON THE PLUGS IS DAMAGED OR WORN. HOWEVER, PRIOR TO SPARK PLUG REPLACEMENT, CAREFULLY INSPECT THE FUEL RAILS AND INJECTORS FOR ANY INDICATION OF FUEL LEAKS. IF NO LEAKS ARE FOUND, CONTINUE WITH REPLACEMENT OF THE SPARK PLUGS PER THE WORKSHOP MANUAL SECTION 303-07B > REMOVAL AND INSTALLATION. IF NO CONCERNS ARE FOUND, CONTINUE WITH THE USE OF THE ROTUNDA LEAK DETECTOR TOOL IN AN ATTEMPT TO LOCATE THE SOURCE OF THE LEAK. IF ANY LEAKS ARE FOUND, REPLACE ANY AFFECTED SEALING COMPONENTS AND REEVALUATE THE CONCERN.

ESCLHD 07/21/2014 09:57AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

DEALERSHIP TO CHECK FOR ANY FUEL LEAKS, REPLACE SPARK PLUGS AND USE LEAK DETECTOR.

REPAIR 07/28/2014 11:53AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

****REVIEWED BY THE ESCALATION TEAM**** PLACED OUTBOUND CALL TO DEALERSHIP TO SPEAK WITH SERVICE MANAGER GARY WISE. GARY WAS NOT AT THE DEALERSHIP CURRENTLY, HOWEVER I WAS ABLE TO SPEAK WITH TECHNICIAN JEREMEY HARRIS. JEREMEY STATED THAT THE SPARK PLUGS WERE REPLACED AND TORQUED. THE SMELL REMAINS AT THIS TIME. JEREMY MENTIONED THAT THE ODOR IS A CHEMICAL ODOR, AND IS NOT SIMILAR TO A TYPICAL EXHAUST OR SULFUR ODOR. JEREMEY HAS DRIVEN A 2013 EXPLORER, 2013 EDGE, AND 2012 FLEX, AND THESE VEHICLES EXHIBIT THE SAME CONCERN. THE ULTRASONIC LEAK DETECTOR HAS NOT BEEN UTILIZED AT THIS TIME. IN ORDER TO DUPLICATE THE CONCERN, THE A/C MUST BE IN RECIRCULATE MODE AND MULTIPLE WIDE OPEN THROTTLE (WOT) ACCELERATIONS MUST BE

PERFORMED. THE TSB ONLY REPLACES THE LEFT AIR EXTRACTOR, AND THE ONE THAT WAS REPLACED WAS FLIMSY AND WARPED. THE ONE THAT WAS INSTALLED WAS REINFORCED, ONLY TWO OF THE THREE LOUVERS WERE UTILIZED AND APPEARED TO SEAL PROPERLY. ADDITIONALLY, THE DRAIN VALVES FOR THE LIFT GATE HAD TO BE REORDERED DUE TO CONCERNS WITH SHIPPING.

RECOMM 07/28/2014 11:53AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

JEREMEY, AS DISCUSSED DURING OUR CONVERSATION, IT IS POSSIBLE THAT THE RIGHT AIR EXTRACTOR IS FAULTY, CAUSING THE ODOR IN THE CAB. AT THIS TIME, CONTINUE BY RAISING THE VEHICLE ON A LIFT AT OPERATING TEMPERATURE. PERFORM SEVERAL WOT SNAPS IN AN ATTEMPT TO DUPLICATE THE ODOR WHEN THE VEHICLE IS ON THE LIFT TO TRY AND ISOLATE THE SOURCE OF THE ODOR. IF THIS TESTING IS NOT CONCLUSIVE, CONTINUE WITH THE USE OF THE ROTUNDA LEAK DETECTOR, PAYING PARTICULAR ATTENTION TO THE RIGHT AIR EXTRACTOR, FIREWALL SEALS AND OTHER BODY SEALS. IF ANY LEAK POINTS ARE FOUND, REPAIR THEM AND REEVALUATE THE CONCERN.

ESCLHD 07/28/2014 11:53AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

TECHNICIAN TO CONTINUE WITH DIAGNOSTICS

REPAIR 07/29/2014 10:51AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

TECHNICIAN NOTES: I PERFORMED SEVERAL WOT SNAPS AT OPERATING TEMPERATURE WITH VEHICLE ON LIFT AND COULD NOT DETECT THE ODOR AT ANY PLACE UNDER THE VEHICLE AND NO SMELL WAS NOTED IN THE CABIN. I UTILIZED THE ULTRASONIC LEAK DETECTOR AROUND ALL DOOR SEALS AND WINDOW SEALS. FINDINGS ARE AS FOLLOWS. LF WINDOW: LOWER FRONT CORNER AND UPPER REAR CORNER. LR WINDOW: LOWER FRONT CORNER. RF WINDOW: UPPER REAR CORNER, LOWER REAR CORNER AND LOWER FRONT CORNER. RF DOOR: REAR POINT ON DOOR SEAL EVEN WITH BELT MOULDING. RR WINDOW: UPPER REAR CORNER. LIFTGATE GLASS: ENTIRE UPPER LENGTH WHERE GLASS MEETS SPOILER MOUNTED HIGH MOUNT STOP LAMP. LIFTGATE BODY SEAL: ENTIRE LEFT VERTICAL SEAM AND MULTIPLE POINTS ALONG BOTTOM EDGE. ALL POINTS LISTED HAD AN INTENSITY READING ON THE TOOL OF 50% OR GREATER, LIFTGATE BODY SEAL INDICATED MAX INTENSITY ALONG LEFT VERTICAL EDGE. RR EXTRACTOR, STEERING SHAFT SEAL AND BODY PLUGS DID NOT INDICATE ANY LEAK. NO PARTS HAVE BEEN REPLACED.

REPAIR 07/29/2014 10:52AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM PLACED OUTBOUND CALL TO DEALERSHIP TO SPEAK WITH SERVICE MANAGER GARY WISE. DURING OUR CONVERSATION, GARY REITERATED THE RESULTS OF JEREMEY'S TESTING REGARDING THE LEAKS AT MULTIPLE POINTS ON THE VEHICLE.

RECOMM 07/29/2014 10:52AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE

JEREMEY, GARY, AS DISCUSSED IN OUR CONVERSATION, A NEW TSB HAS BEEN RELEASED LAST WEEK TO ADDRESS AN ODOR CONCERN ON THIS VEHICLE. PLEASE REFER TO [TSB 14-0130](#) IN PTS. THE DIFFERENCES BETWEEN THE TSB VERSIONS ARE THE MODEL YEAR APPLICATIONS, AS WELL AS THE FIRST STEP TO UPDATE THE HEATING/VENTILATION AND A/C (HVAC) MODULE CALIBRATION. AT THIS TIME, CONTINUE WITH UPDATING THE HVAC MODULE. IF THE CONCERN REMAINS AFTER THE HVAC MODULE IS UPDATED, CONTINUE BY USING MASKING TAPE TO TAPE OFF THE LEAK POINTS THAT WERE NOTED WITH THE ULTRASONIC LEAK DETECTOR TESTING. IF THE CONCERN IS NO LONGER PRESENT WITH THE LEAK POINTS BLOCKED OFF, THIS INDICATES ONE OF THE LEAK POINTS IS THE

CAUSE OF THE CONCERN. THE LEAK POINT CAN BE ISOLATED BY REMOVING THE TAPE ONE AT A TIME UNTIL THE CONCERN RETURNS, WHICH WOULD INDICATE THE POINT UNCOVERED LAST IS THE CAUSE OF THE ODOR. REPAIR THE LEAK POINT AND REEVALUATE THE CONCERN.

ESCLHD 07/29/2014 10:52AM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE
DEALERSHIP TO CONTINUE WITH DIAGNOSTICS.

REPAIR 07/29/2014 03:42PM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE
TECHNICIAN NOTES: I REPROGRAMMED THE HVAC MODULE PER THE REVISED TSB. RETESTED AND FOUND ODOR STILL PRESENT ON FIRST WOT ACCELERATION EVENT AND THEN NOT PRESENT ON THE 3 SUBSEQUENT WOT TRIES. I TAPED UP THE LIFTGATE GLASS SEAM AND LIFTGATE SEAM. RETESTED AND FOUND SAME RESULT; FIRST WOT EVENT AND SMELL IS OBVIOUS, AFTER THAT IT MAY SLIGHTLY COME IN ON THE THIRD OR FOURTH WOT EVENT.

TAR 07/29/2014 03:42PM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE
NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO EXCESSIVE DOWNTIME, REPEAT REPAIR ATTEMPTS AND EXHAUSTING ALL HOTLINE RESOURCES. THE VEHICLE EXHIBITS A CHEMICAL/EXHAUST ODOR CONCERN ON ACCELERATION WHEN THE VEHICLE IS WARM. THE FLEX PIPE WAS REPLACED, TSB 12-12-04 WAS PERFORMED, FOLLOWED UP WITH THE HVAC MODULE RECALIBRATION OUTLINED IN TSB 14-0130. BODY SEAMS WERE INSPECTED, AN ULTRASONIC LEAK DETECTOR WAS UTILIZED, AND MULTIPLE LEAK POINTS WERE FOUND. THE REAR LIFTGATE POINTS WERE TAPED UP WITH NO CHANGE IN THE CONCERN. TECHNICIAN COMPARED TO OTHER VEHICLES WITH A 3.5L ENGINE AND A SIMILAR ODOR WAS NOTED, BUT THE ODOR IS NOT EXPECTED TO BE CHARACTERISTIC AND THE CUSTOMER IS NOT ACCEPTING OF THE ODOR. THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 5
ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 47

REPAIR 07/29/2014 03:42PM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE
REVIEWED BY THE ESCALATION TEAM PLACED OUTBOUND CALL TO DEALERSHIP TO SPEAK WITH TECHNICIAN JEREMEY HARRIS. JEREMEY STATED THAT THE ONLY LEAK NOTED NEAR THE REAR OF THE VEHICLE WAS THE LIFTGATE. THE HEATING/VENTILATION AND A/C (HVAC) MODULE CALIBRATION WAS UPDATED AND THE CONCERN REMAINS. THE ODOR IS STILL NOTED DURING THE FIRST WIDE OPEN THROTTLE (WOT) ACCELERATION WHEN THE VEHICLE IS ALLOWED TO HOT SOAK. APPLYING TAPE TO THE REAR SEALS AND LIFTGATE AREAS DID NOT CHANGE THE CONCERN. JEREMEY WAS WONDERING IF A FUEL QUALITY OR OCTANE ISSUE MAY BE CAUSING THIS, HOWEVER JEREMY ALSO MENTIONED THAT OTHER VEHICLES WITH THE SAME ENGINE EXHIBITED THIS CONCERN. THESE VEHICLES AL HAD VARYING MILEAGE AS WELL.

RECOMM 07/29/2014 03:42PM KYLE BEERY MSS - FCSD - TECH SVC HOTLINE
JEREMEY, AS DISCUSSED DURING OUR CONVERSATION, IT NOT LIKELY THAT AN OCTANE OR FUEL QUALITY ISSUE IS PRESENT, AS MULTIPLE VEHICLES WERE DRIVE, THIS VEHICLE WAS REFILLED AT ONE TIME AT THE DEALERSHIP, AND THE VEHICLE IS DESIGNED TO RUN ON 87 OCTANE. AT THIS TIME, SINCE THE SOURCE OF THE ODOR CANNOT BE ISOLATED USING NORMAL METHODS, 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 08/12/2014 10:45AM BRIAN KUJAWA (FSE) MSS - FCSD - REG DALLAS-HOUST
INSPECTED VEHICLE ON 08/01. VERIFIED TSB 14-0130 APPEARED TO HAVE BEEN DONE CORRECTLY HOWEVER A NOTICABLE EXHAUST ODOR THROUGH THE VENTS, ON HARD ACCELERATION ONLY, WAS STILL PRESENT. I HAD THE DEALER REPLACE THE LEFT SIDE VENT EXTRACTOR AGAIN DUE TO POSSIBLITLY GLUE DID HOLD ON THE VENT FLAPS, AND WE ALSO INSTALLED AN UPDATED VENT ON THE RIGHT SIDE AS WELL, HOWEVER SM REPORTS CONCERN IS STILL PRESENT.

From: Bashir, Asad (S.)
Sent: Friday, September 05, 2014 1:54 PM
To: Krawczyk, Kevin (R.)
Cc: Gibula, Jeff (J.P.); Doss, Jacob (J.E.)
Subject: FW: Report Summary for the CQIS Report#EHUMP006
Attachments: cas-5097098.pdf

Good morning Kevin,

I wanted to run this one by you because of the escalation process for these unresolved odor concerns after the TSB 14-0130 was performed.

In this case it would appear that the customer is actually concerned with a musty organic odor rather than the sulfur odor. This is a Spanish case and the dealer is advising that the customer is actually smelling exhaust and not a musty odor. The CSM Mario spoke with the customer who is adamant that his concern is not exhaust odor but the musty organic odor when first turning the a/c on. I spoke with SD Amable who explained that the musty organic smell could not be duplicated but the sulfur odor was present. I asked if any repairs were attempted for the musty organic odor and he advise that no repairs were attempted since they were unable to duplicate.

Case notes suggest that the cabin air filter may have been replaced to address the odor. I was looking to see if you would have any further recommendations for either concern, it would appear that the sulfur odor is present only during heavy accelerations (over 90% throttle) even with the rear a/c on. The vehicle is currently still at the dealer as the customer is refusing to pick the vehicle up at this time.

Regards,

Asad

Ford Motor Company ®
Sayyed Bashir | FCSD CCT SME | FCSD
sbashir5@ford.com | www.ford.com



From: Bashir, Asad (S.)
Sent: Friday, September 05, 2014 9:08 AM
To: Bashir, Asad (S.)
Subject: Report Summary for the CQIS Report#EHUMP006

Attachments : 0

Report# :	EHUMP006 NHL	Received:	08/21/2014
CCRG/EPRC:		Date:	
Vehicle:	2013,EXPLORER 4X2 (U502) ,BASE ,4 DOOR ,MPV	Build Date:	11/04/2012

,1FM5K7B84DG

Odometer : 11,457 M **Engine:** 3.5L CYCLO **Calibration:** DUB1SN0A
Transmission: 6F50 **Axle:** **A/C:** YES
Dealer: USA 04931 Gus Machado Ford, Inc. **Phone#:** 305-822-8560
City: Hialeah **State:** Florida **Country :** USA
Originator: ZEALOUS NEWTON
Symptom: 1 14 1 39 COMF/ENT,INTERIOR ODOR ,MUSTY/ORGANIC,INTERMITTENT
Status:
VFG: V79 CLIMATE CONTROL FUNCTION
Additional Symptom: FOUL ODOR IN VEHICLE
Fix: **Causal Component :** PROCESSOR ASSY -- OTH
Condition Code:

Hotliner: EBOYD10 **Phone:** --3179291 **Regn Cd:** S4 Miami
Engineering: **Phone:** **TAR:** CLD
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
 KOEO:P1000
 KOEC:
 KOER:

Comments :

REPAIR 08/21/2014 01:28PM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA - CONCERN: FOWL ODOR IN VEHICLE DIAGNOSTICS: ROAD TEST,VERIFY CONCERN PARTS REPLACED: TSB 14.0130 TECH QUESTION: IS THERE A LATER UPDATE FOR THIS CONCERN

RECOMM 08/21/2014 01:28PM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE
 ZEALOUS, TSB 14-0130 CONTAINS THE LATEST UPDATED INFORMATION FOR THIS CONCERN AND WAS RELEASED ON 7/22/2104. WITH THE CUSTOMER EXPERIENCING ODOR AFTER THIS TSB IT IS GENIALLY BEEN LINKED TO PORTIONS OF THE BODY THAT WERE NOT SEALED PROPERLY. THIS HAS BEEN NOTED IN THE REAR SECTIONS OF THE VEHICLE THAT THE EXHAUST HAS BE LOWERED TO ACCESS PROPERLY. PLEASE REINSPECT ALL AREAS COVERED BY THE TSB TO ENSURE GOOD SEAM SEALER AND UNDER-COATING COVERAGE IS PRESENT. THE CUSTOMER HAS AN OPEN FMC 360 CASE IN WHICH VEHICLE BUYBACK IS BEING REQUESTED, AS A RESULT WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE'S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM 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. OUR TEAM AT THE HOTLINE

WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ADD-ON 08/21/2014 01:28PM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE

CONTACT ID 107760915, CONSULTED SME GREG SHIMSHOCK. ESCALATING THIS REPORT DUE TO THE DOCUMENTED REQUEST FOR VEHICLE BUYBACK BECAUSE OF THE REPEAT ODOR CONCERN (FMC CASE # CAS-5097098-J6T9K3). DEALER CLAIMS TO HAVE PERFORMED TSB 14-0130 WHICH IS SPECIFICALLY FOR THIS CONCERN. ANOTHER TSB (13-9-18) ADDRESSES SIMILAR ODORS BUT THIS VEHICLE IS WELL OUTSIDE THE BUILD DATE. SME INDICATED ISM 13-07-010 CONTENT IS THE UPDATED TSB 14-0130. SME SUSPECTS A SMALL BODY LEAK MAY BE PRESENT, AS SOME OF THE SEAM SEALER AREAS ARE DIFFICULT TO ACCESS.

RECOMM 08/22/2014 03:56PM NATHAN BROOKSBY MSS - FCSD - TECH SVC HOTLINE

Reviewed By Escalation Team Zealous, This contact has been reviewed by a member of the Escalated Handling Team. As you have left for the day you will be contacted Monday to discuss this concern further.

ADD-ON 08/22/2014 03:56PM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE

Setting Follow Up.

CONCER 08/25/2014 11:20AM NATHAN BROOKSBY MSS - FCSD - TECH SVC HOTLINE

Reviewed By Escalation Team Made outbound call to Dealer, This vehicle concern is very paralleled with another vehicle the dealership had where there was FSE involvement due to a buyback. We have performed the repairs on this vehicle that were done on the previous one, however this concern is not resolved. The customer states the odor is coming through the AC system.

RECOMM 08/25/2014 11:20AM NATHAN BROOKSBY MSS - FCSD - TECH SVC HOTLINE

Zealous, Since the Published checks and have been performed on this vehicle as well as fixes performed from other similar concerns, yet the concern is 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 08/25/2014 11:20AM EVAN BOYD MSS - FCSD - TECH SVC HOTLINE

Note to FSE: We are requesting Technical assistance for this vehicle due to an active buyback case. This vehicle concern is very paralleled with another vehicle the dealership had where there was FSE involvement due to a buyback. We have performed the repairs on this vehicle that were done on the previous one, however this concern is not resolved. The customer states the odor is coming through the AC system. It is unclear to the Technical Hotline what the root cause of the concern may be. The vehicle is at the dealer. Estimated number of repair attempts: 1 Estimated number of days out of service: 5

ESCLHD 08/25/2014 11:20AM NATHAN BROOKSBY MSS - FCSD - TECH SVC HOTLINE

OPENING TAR


- ADD-ON 08/26/2014 12:03PM JEFF GIBULA (FSE) MSS - FCSD - REG ATL-ORLAND-MI**
Initial Contact Date : 8/25/2014 Person Contacted : Amable Valle Dealership Visit Planned on : 8/29/2014
- ADD-ON 08/29/2014 02:32PM JEFF GIBULA (FSE) MSS - FCSD - REG ATL-ORLAND-MI**
TEST DROVE VEHICLE WITH THE SERVICE DIRECTOR. THE REAR A/C SYSTEM WAS ON, RECIRCULATION MODE ON, FRONT AND REAR BLOWER SET TO MEDIUM AND PERFORMED NUMEROUS WOT WITH THROTTLE AT 90 DEGREES PLUS FOR ATLEAST 5 SECONDS. EVERY TIME, WE VERIFIED AN EXHAUST ODOR WAS PRESENT IN THE CABIN. I VERIFIED THAT THE HVAC MODULE WAS RE-PROGRAMED PER TSB AS WELL AS ALL SEALING AREAS PROPERLY SEALED AND THE LATEST LEVEL AIR EXTRACTORS INSTALLED. THE CABIN WAS ALSO PRESSURIZED AND BODY SEAMS CHECKED FOR LEAKS. NO SEAM LEAKS WERE EVIDENT.
- ADD-ON 09/04/2014 01:46PM JEFF GIBULA (FSE) MSS - FCSD - REG ATL-ORLAND-MI**
CUSTOMER HAS PICKED UP VEHICLE.
- AUDIT 09/04/2014 01:46PM JEFF GIBULA (FSE) MSS - FCSD - REG ATL-ORLAND-MI**
TECH ASSIST REFERRAL HAS BEEN CLOSED

Case

[REDACTED]

General Info

Overview

Case Number	[REDACTED]	Status	Active
Priority	High	Owner	 Tier 2 CCT
Expected Resolution Date		Status Reason	Active New
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Comments
Closure Type	

Customer Info

Advanced Search

Search On	Contact	Search By	
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Customer Name	[REDACTED]	Caller Type	
Customer Home Phone	[REDACTED]	Use for Reply-To	
Customer Business Phone	[REDACTED]	Customer Delegate	
Customer Mobile Phone		Customer Delegate Phone	
Vehicle Purchase Status	Original Owner	Relationship	
Current CLP LTV Score			

Customer Scores

Loyalty Score	82	Defector Score	33
CLP LTV Score	79	Dissat Score	
In-Market	52	ESP Score	
Likelihood to Service		Service Segments	


Dealer Info

Dealer Info

Dealer Name	 Gus Machado Ford Inc	Dealer Service Manager	 ELIZABETH STUBBS
Dealer PA Code	04931	More than one Service Manager	No
Dealer Phone Number	(305) 822-3211	Service Mgr Phone	
Dealer Contact		Portal Status	No New Message
FMCC Branch Code			

Vehicle Info

Vehicle Info

VIN	 1FM5K7B84DG [REDACTED]	Mileage	11,455
Copy VIN	1FM5K7B84DG [REDACTED]	Mileage Units	Miles
Warranty Start Date	11/26/2012	Hours in Service	
Vehicle Modifications	No	Converted Mileage	
Days Out of Service		Number of Repairs	
Original Selling Dealer	Gus Machado Ford Inc	Original Selling PA	04931

Vehicle Specification

Vehicle Specification Full Path	 2013 > FORD > EXPLORER > K7B - BASE FWD 4-DR		
Model Year	 2013	Engines Specification	 3.5L V6 CYCLONE TVCT
Make	 FORD	Transmissions Specification	 6 SPD AUTO TRANS 6F
Model / Vehicle Line	 EXPLORER		
Body Style	 K7B - BASE FWD 4-DR		

Case Classification



Classification

Responsible Team	 Tier 1 Inbound
Case Classification Full Path	 Vehicle Concern > Buyback Request > Non-California Vehicle > CCT Criteria
Case Classification Level 1	 Vehicle Concern
Case Classification Level 2	 Buyback Request
Case Classification Level 3	 Non-California Vehicle
Case Classification Level 4	 CCT Criteria

Classification

Initial Contact Target	Initial Contacted	No
Case Closure Target	Initial Contact Date	9/26/2014 8:00 PM

Symptom Code

Symptom Code	 Comfort & Entertainment > Interior Odor > Musty/Organic > Always
Level 1	 Comfort & Entertainment
Level 2	 Interior Odor
Level 3	 Musty/Organic
Level 4	 Always

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0003294804

Stars ID

Tech Hotline No

Campaign Number

FSA Number

Repair Order Number

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP

No

Activities

All Activities

<input type="checkbox"/>	Subject	Activity Type	Activity Status	Priority	Date Created
<input type="checkbox"/>	FSE Technical Assistance Re...	E-mail	Completed	Normal	9/3/2014 11:37
<input type="checkbox"/>	Schedule Follow-Up	Appointment	Scheduled	Normal	9/2/2014 1:26
<input type="checkbox"/>	Schedule Follow-Up	Schedule Follow-Up	Open	Normal	9/2/2014 1:25
<input type="checkbox"/>	FSE Technical Assistance Re...	FSE TAR	Open	Normal	9/2/2014 10:22
<input type="checkbox"/>	Schedule Follow-Up	Appointment	Completed	Normal	8/27/2014 1:56
<input type="checkbox"/>	Schedule Follow-Up	Schedule Follow-Up	Completed	Normal	8/27/2014 1:56
<input type="checkbox"/>	Schedule Follow-Up	Appointment	Completed	Normal	8/22/2014 3:20
<input type="checkbox"/>	Schedule Follow-Up	Schedule Follow-Up	Completed	Normal	8/22/2014 3:20
<input type="checkbox"/>	NEW CASE	Appointment	Completed	Normal	8/22/2014 8:46
<input type="checkbox"/>	NEW CASE	Schedule Follow-Up	Completed	Normal	8/22/2014 8:46
<input type="checkbox"/>	Transfer / Escalate	Transfer/Escalation	Completed	Normal	8/21/2014 9:16
<input type="checkbox"/>	CALL From - 7867381767	Phone Call	Completed	Normal	8/21/2014 9:07

1 - 12 of 12 (0 selected) Page 1

Notes & Article

Notes

Title: Note created on 09/02/2014 01:25 PM by Mario Ronda, Default Team: Tier 2 CCT

Note created on 9/2/2014 1:25 PM by Mario Ronda

Edited 9/2/2014 1:25 PM by Mario Ronda

CSM MARIO X77723 __DBC TO DLR S/D AMABLE, 2594 __S/D ADVISING CSM FSE VISITED THE DLR ON 8/29/2014 __S/D ADVISING CSM ---S/D AND FSE DROVE THE VEH AND WERE ABLE TO DUPLICATE THE EXHAUST ODOR IN THE CABIN __S/D ADVISED CSM, FSE VERIFIED REPAIRS PERFORMED BY DLR AS PER TSB 14-0130 __FSE UPDATED NHL__CSM REQUESTED DLR PROVIDE CSM WITH ACCOUNTING COPIES OF THE RO'S

CSM, CONSULTED WITH SME ASAD, CONCERNING FSE FINDINGS __SME ADVISING CSM TO OPEN A NEW TAR REQUEST AT THIS TIME__

OBC TO CUST, (786) 738-1767 __CSM UPDATING CUST ON THE FSE FINDINGS __CSM ADVISING CUST-- FSE WAS ABLE TO VERIFY THE EXHAUST ODOR __CUST ADAMANTLY ADVISING CSM THE ODOR HE SMELLS IS NOT EXHAUST __CUST ADVISING CSM THE ODOR HE SMELLS IS COMING FROM THE AC VENTS WHEN THE VEH IS TURNED ON __CSM ADVISED CUST OF GOOD FAITH REVIEW __CSM ADVISED CUST REVIEW WILL TAKE APPROX 10-12 DAYS __CUST UNDERSTANDS THIS DOES NOT GUARANTEE FMC WILL BUY BACK THE VEH AT THIS TIME__

CSM, DBC TO DLR S/D AMABLE, 2594 __CSM ADVISING S/D OF THE CUST CONCERN WITH THE ODOR COMING FROM THE AC VENT__S/D WILL CHECK VEH THIS AFTERNOON AND ADVISE CSM__CSM F/U ON 9/10/2014

Title: Note created on 08/27/2014 01:56 PM by Mario Ronda, Default Team: Tier 2 CCT

Note created on 8/27/2014 1:56 PM by Mario Ronda

Edited 8/27/2014 1:56 PM by Mario Ronda

CSM MARIO X77723__ OBC TO CUST. (786) 738-1767__ SPANISH CALL__ CSM UPDATING CUST ON FSE VISIT THIS FRIDAY__ CSM ADVISED CUST WILL HAVE BETTER IDEA ON HOW TO PROCEED WITH THIS CASE AFTER THE FSE DIAGS THE VH__ CUST DISSATISFIED WITH RENTAL ---ADVISING IT'S NOT COMPARABLE TO HIS VEH__ CSM ADVISING CUST THERE IS NO GUARANTEE WHAT TYPE OF VEH WILL BE PROVIDED AND ALSO THAT THE WARRANTY DOES NOT PROVIDE FOR RENTAL ASSISTANCE__ CSM F/U ON 9/2/2014

Title: Note created on 08/27/2014 01:48 PM by Amber Humes, Default Team: Tier 2 CCT

Note created on 8/27/2014 1:48 PM by Amber Humes

Edited 8/27/2014 1:48 PM by Amber Humes

CSM AMBER X77740 FOR CSM MARIO X77723__ OBC TO DLR S/M AMABLE 2594__ DLR ADVISED THEY CONTACTED NHL AND OPENED TAR FOR A FSE__ FSE EXPECTED TO BE AT DLR ON FRIDAY__

Title: Note created on 08/22/2014 03:20 PM by Mario Ronda, Default Team: Tier 2 CCT

Note created on 8/22/2014 3:20 PM by Mario Ronda

Edited 8/22/2014 3:20 PM by Mario Ronda

CSM MARIO X77723__ OBC TO CUST, (786) 738-1767__ CUST ADVISING CSM HAS BEEN TO THE DLR SEVERAL TIMES FOR THE SAME CONCERN__ CUST ADVISING CSM WHEN VEH IS FIRST TURNED ON, THERE IS A MUSTY SMELL COMING FROM THE AC__ CUST IS ADVISING CSM THE ODOR DISSIPATES AFTER A FEW SECONDS__ CUST ADVISED ISSUE ONLY OCCURS WHEN FIRST STARTING THE VEH__ CUST ADVISING CSM THE TPS LIGHT SENSOR STAYS ON ALL THE TIME__ CUST ADVISING CSM THE DOOR AJAR LIGHT WILL STAY ON WHEN THE DOORS ARE CLOSED__ CUST ADVISING HE WANT FMC TO BUYBACK THE VEH__ CSM ADVISING CUST OF THE NVLW__ CSM ADVISING CUST THE DLR IS WORKING WITH THE NHL AND THE ISSUE HAS BEEN ESCALATED TO THE TECH TEAM__ CSM PROVIDED CUST WITH CSM CONTACT INFO__

CSM OBC TO DLR S/D AMABLE, 2594__ CSM ADVISING S/M THAT CUST IS CLAIMING THAT THE ODOR IS COMING FROM THE AC VENTS__ S/D CONFIRMED WITH S/A THAT THE ODOR IS AN EXHAUST ODOR AND NOT A MUSTY ODOR__ CSM REQUESTING DLR VERIFY BOTH__

CSM F/U ON 8/27/2014

Title: Note created on 08/22/2014 02:53 PM by Amber Humes, Default Team: Tier 2 CCT

Note created on 8/22/2014 2:53 PM by Amber Humes

Edited 8/22/2014 2:53 PM by Amber Humes

CSM AMBER X77740 FOR CSM MARIO X77723__ OBC TO DLR AMABLE 2584__ DLR ADVISED CSM THEY CONTACTED NHL__ DLR VERIFIED IT IS THE EXHAUST FUMES IN THE CABIN__ DLR VERIFIED 1 PRIOR RELATED CASE__ DLR CONFIRMED VEH HAS BEEN AT DLR SINCE 8/21/14__ DLR CONFIRMED CUST IS IN RENTAL__ DLR ADVISED CSM THEY ARE WAITING ON ENGINEER TO FURTHER DISCUSS ISSUE__

Title: Note created on 08/22/2014 11:08 AM by Amber Humes, Default Team: Tier 2 CCT

Note created on 8/22/2014 11:08 AM by Amber Humes

Edited 8/22/2014 11:08 AM by Amber Humes

CSM AMBER X77740 FOR CSM MARIO X77723__ OBC TO DLR S/M AMABLE 2584__ OBC TO DLR__ LVM TO CONTACT CSM FOR CASE UPDATE

Title: Note created on 08/22/2014 08:46 AM by Amber Humes, Default Team: Tier 2 CCT

Note created on 8/22/2014 8:46 AM by Amber Humes

Edited 8/22/2014 8:46 AM by Amber Humes

CSM AMBER X77740 FOR CSM MARIO X77723__ CASE REVIEW__ WSD: 11/26/12__ MI: 11455__ ORIGINAL OWNER__ NO ESP__ NO RECALLS__ AWS: NO RELATED ISSUES__ NHL: 1 RELATED ISSUE

Title: Note created on 08/21/2014 09:15 AM by Gerardo De Jesus Maldonado, Default Team: Tier 1 Inbound

Note created on 8/21/2014 9:15 AM by Gerardo De Jesus Maldonado

Edited 8/21/2014 9:17 AM by FordCRMAppUserAccount CRM

Spanish Caller

Title: Note created on 08/21/2014 09:14 AM by Gerardo De Jesus Maldonado, Default Team: Tier 1 Inbound

Note created on 8/21/2014 9:14 AM by Gerardo De Jesus Maldonado

Edited 8/21/2014 9:17 AM by FordCRMAppUserAccount CRM

CUSTOMER SAYS:

He is calling regarding an odor coming from his A/C system. He states when he turns on his A/C it makes a very foul mold smell which has been affecting his family since he has children with allergies and asthma. He has taken the vehicle to the dealer 4 times and nothing has been fixed. He states he no longer wants the vehicle as it is a hazard to his families health. He is seeking a buyback.

PER CUSTOMER, DEALER ADVISED:

They have changed and replaced the filter and have attempted other repairs but the smell is still coming out of the vents.

CRC ADVISED:

I have advised the Customer that the case will be escalated for further review by a CSM and they will be getting a call within 1 business days from the CSM as well as provided the Customer the case number.

Article

Article

Admin Info

Admin Info

Created By	 Gerardo De Jesus Maldonado	Modified By	 Mario Ronda
Created On	8/21/2014 9:12 AM	Modified On	9/3/2014 11:37 AM
Begin Date	8/21/2014	Case Type	
Title	CAS-5097098-J6T9K3	Source Created By	

From: Krawczyk, Kevin (R.)
Sent: Friday, August 21, 2015 12:29 PM
To: Rowe, David (D.J.)
Subject: FW: Report Summary for the CQIS Report#F8TCS002

David,
Recommendation on this report. Hotline engineer should have recommended TSB 14-0130 since there was no mention of the TSB being performed. In addition ISM 15-07-013 is available for repeat concerns of exhaust odor after the TSB has been completed.

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

From: Krawczyk, Kevin (R.)
Sent: Friday, August 21, 2015 8:25 AM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#F8TCS002

Attachments : 0

Report# :	F8TCS002 NHL	Received:	08/20/2015
CCRG/EPRC:	S	Reviewed Status:	Date:
Vehicle:	2015,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D89FC [REDACTED]	Build Date:	03/17/2015
Odometer :	1,582	Engine:	3.5L CYCLO
Transmission:	6F55	Axle:	Calibration: EUB1SN0A
Dealer:	USA 04991 AutoNation Ford Brooksville	A/C:	YES
City:	Brooksville	State:	Florida
Originator:	CLAUS WILLIAMS	Phone#:	352-796- 3525
Symptom:	8 89 2 39 SAFE/SEC,SMOKE/ODOR,PASSNGR AREA,INTERMITTENT		
Status:			
VFG:	V99 ALL OTHER		
Additional Symptom:	EXHAUST SMELL ENTERING CABIN		
Fix:	Causal Component :		
Condition Code:			

Hotliner: CWEISS12

Phone:

Regn Cd: S3 Orlando

Engineering:

Phone:

TAR:

Dlr Contact: CLAUD WILLIAMS

Phone:

Title Cde: T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

CONCER 08/20/2015 09:21AM CHRISTOPHE WEISS MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: CUST STATES EXHAUST FUMES IS ENTERING VEHICLE Please list any diagnostics already performed: NONE Parts Replaced: NONE Your Question: UNDER HARD ACCELERATION GETS EXHAUST FUMES IN VEHICLE ANY KNOWN REPAIR FOR THIS THANKS

RECOMM 08/20/2015 09:21AM CHRISTOPHE WEISS MSS - FCSD - TECH SVC HOTLINE

Claus, If the smell of the exhaust fumes is similar to a rotten egg or sulfur smell, the condition may be a normal operating characteristic for the vehicle at this time. With only 1,582 miles on the vehicle the catalyst is still very active and can cause the rotten egg smell. As stated in the PC/ED >> No DTCs Present Symptom Charts >> Chart 21, A slight sulfur smell may be normal. Catalysts with less than 8,000-16,000 kilometers (5,000-10,000 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. Installing a new catalyst may actually make the symptom worse. Verify that the exhaust smell is abnormal for the vehicle by comparing the condition to a like vehicle (model, trim style, engine, mileage, etc.). If the concern is present on the like vehicle, the smell may be characteristic with low miles on the vehicle. If the smell is still deemed abnormal and the concern is not present on a like vehicle, exhaust fumes could be entering the vehicle because of loose exhaust connections. We recommend performing the PC/ED Pinpoint Test (PPT) DW. A step 6 (DW6), there is a procedure for pressurizing the exhaust system and using a soapy water solution to identify leaks. By spraying the exhaust system with a soapy water solution, any leaks will be identified by the presence of bubbles. Be sure to shake the exhaust system and spray the various joints, welds, and connections in the exhaust that could cause leaks. If there are no leaks are present, please refer to the WSM Section 309-00 >> Diagnosis and Testing >> click Exhaust System and scroll down to the symptom chart. The burning smell and odor symptoms and the repair direction may assist in identifying the concern such as missing heat shields, foreign objects, rich combustion conditions, or misfires.

From: Brennan, Shannon (S.M.)
Sent: Friday, May 13, 2016 11:53 AM
To: Kummer, Lawrence (L.J.)
Subject: FW: Report Summary for the CQIS Report#G3PED011, from SBUELOW

fyi

Shannon Brennan
CDSID: SNEWMANS
Global VI Attributes Manager
VI Vision: "Be the Voice of the Customer"

From: Buelow, Steve (S.E.)
Sent: Wednesday, May 11, 2016 2:30 PM
To: McEnany, Steve (S.P.); Gariepy, Arthur (A.P.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)
Cc: Keese, William (W.); Zizek, Marcia (M.); Reed, Patrick (P.J.); Spolyar, David (D.); Brennan, Shannon (S.M.)
Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

The 2016 exhaust odor during high speeds/heavy acceleration has been added to the emerging issue/QSF list.

-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

"Even if you're on the right track, you'll get run over if you just sit there." -- Will Rogers

From: McEnany, Steve (S.P.)
Sent: Wednesday, May 11, 2016 11:57 AM
To: Gariepy, Arthur (A.P.); Buelow, Steve (S.E.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)
Cc: Keese, William (W.); Zizek, Marcia (M.); Reed, Patrick (P.J.); Spolyar, David (D.)
Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Hi Art,

FB5D-78442A86-AD is the latest level Kit and it includes the new / revised Foam Pieces which address the unwanted Air Leak. This is what the dealership will need to use, to fix customer vehicles.

Steve McEnany
Exterior Trim Engineer

From: Gariepy, Arthur (A.P.)
Sent: Wednesday, May 11, 2016 12:52 PM
To: Buelow, Steve (S.E.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.); McEnany, Steve (S.P.)
Cc: Keese, William (W.); Zizek, Marcia (M.); Reed, Patrick (P.J.); Spolyar, David (D.)
Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Steve M.,
If a dealer orders a spoiler kit today (to re-seal a spoiler), are they going to get the latest and greatest?

Regards,
Art Gariepy
Vehicle Integration Attribute Supervisor
PDC 2C-E56
313-805-0523

From: Buelow, Steve (S.E.)
Sent: Wednesday, May 11, 2016 12:38 PM
To: Gariepy, Arthur (A.P.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)
Cc: Keese, William (W.); Zizek, Marcia (M.)
Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Question, when the last improvements were made to the spoiler kit, did we rework or scrap the existing service stock? If not, I can't tell them to order one if they could get an older level and still have a leak.

Also, are the leak paths that we are sealing on the 2016 present on a 2015 even though they are not the exact same design?

-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

"Even if you're on the right track, you'll get run over if you just sit there." -- Will Rogers

From: Gariepy, Arthur (A.P.)
Sent: Wednesday, May 11, 2016 6:33 AM
To: Buelow, Steve (S.E.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)
Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Technically no. We have not assessed the ISM on a 2015 so we don't know if or how much it would help.

Regards,

Art Gariepy

Vehicle Integration Attribute Supervisor

PDC 2C-E56

313-805-0523

From: Buelow, Steve (S.E.)

Sent: Tuesday, May 10, 2016 3:49 PM

To: Gariepy, Arthur (A.P.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)

Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

True, because I just found out about the 2016. Does the ISM apply to 2015 as well?

-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

"Even if you're on the right track, you'll get run over if you just sit there." -- Will Rogers

From: Gariepy, Arthur (A.P.)

Sent: Tuesday, May 10, 2016 2:27 PM

To: Buelow, Steve (S.E.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)

Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Please update the ISM with part # **FB5D-78442A86-AD**

It looks like neither of these cases have been provided the ISM. True?

Regards,

Art Gariepy

Vehicle Integration Attribute Supervisor

PDC 2C-E56

313-805-0523

From: Buelow, Steve (S.E.)

Sent: Tuesday, May 10, 2016 3:14 PM

To: Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Gariepy, Arthur (A.P.); Keinath, Wayne (W.)

Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Importance: High

I have another one (attached). This one is a 2016 that has the odor, that is a replacement for the customers 2015 that had an odor. The customer want the 2016 bought back as well and is writing letters to Bill Ford and Mark Fields. The Executive Office is contacting me for direction.

I need a timeline of improvements for the 2016, showing that we don't need a climate calibration for that model year.

**I need verification that the below info is all we have left for a 2016.
I need clarification in the part number below. It is not valid as service or engineering.**

For 2016MY Explorers with exhaust odor complaint:

1. Verify that there are no PTU fluid leaks.
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 using spoiler service kit part # **FB5D 78442A86 A**. Reinstall the spoiler.

I need help with both of these. (attached and below)

-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

"Even if you're on the right track, you'll get run over if you just sit there." -- Will Rogers

From: Buelow, Steve (S.E.)
Sent: Monday, May 09, 2016 1:46 PM
To: Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Gariepy, Arthur (A.P.)
Subject: FW: Report Summary for the CQIS Report#G3PED011, from SBUELOW

When should the FSE be going with this one? What should the direction be on early built 2016's? We are looking at a TSB republish so I need some direction.

-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

"Even if you're on the right track, you'll get run over if you just sit there." -- Will Rogers

From: CQIS, Help (.)
Sent: Monday, May 09, 2016 1:43 PM
To: Buelow, Steve (S.E.)
Subject: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Attachments : 0

Report# : G3PED011 NHL
CCRG/EPRC: S **Reviewed Status:**
Vehicle: 2015,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV
,1FM5K8F85FG [REDACTED] **Build Date:** 10/16/2014
Odometer : 13,576 M **Engine:** 3.5L CYCLO **Calibration:** EUB1SN0A
Transmission: 6F55 **Axle:** **A/C:** YES
Dealer: USA 00179 L & L Ford **Phone#:** 717-259-6334
City: East Berlin **State:** Pennsylvania **Country :** USA
Originator: Ron McCreary
Symptom: 8 89 2 39 SAFE/SEC,SMOKE/ODOR,PASSNGR AREA,INTERMITTENT
Status:
VFG: V99 ALL OTHER
Additional Symptom: EXHAUST ODOR AFTER HARD ACCEL
Fix: **Causal Component :**
Condition Code:

Hotliner: PRYAN50 **Phone:** **Regn Cd:** N3 Philadelphia
Engineering: **Phone:** **TAR:** 0-30
Dir Contact: RON MCCREARY **Phone:** **Title Cde:** SM

DTCs:
KOEO:
KOEC:
KOER:

Comments :

CONCER 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: customer states vehicle is still getting exhaust fumes in passenger compartment, some improvement was noted with earlier repairs, however, driving habits and work route has changed and she has been driving more highway. This has seemed to increase the exhaust odor in vehicle and at times the smell is worse then before. Customer states smell is worse right after leaving off throttle from an acceleration. For example accelerating to pass, or enter or exit highway. Please list any diagnostics already performed: tsb 14-

130, replaced exhaust system EB5Z-5230-A, checked all seals per hotline instructions including rear hatch, replaced both vent assys BB5Z-61280B62-B. replace cabin Filter Parts Replaced: EB5Z-5230-A BB5Z-61280B62-B Your Question: what is the next step in resolving this concern. Customer is extremely frustrated previous HAR 109317591, this was escalated to Tech Serv Handling team. There was also an FMC360 case opened on this.

RECOMM 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE

Ron, It looks like the problem is likely being caused by an exhaust leak, liftgate misalignment, or by an external air leak in the body or glass. Start by duplicating the concern. Verify that the exhaust odor is still present. If the concern cannot be duplicated, try test-driving the vehicle with another technician in the vehicle. If the concern can be smelled, but is faint, be aware that some exhaust odor is normal. This can be seen by driving other 2015 Ford Explorers. If this condition is abnormally bad when compared to a like vehicle that is operating normally, perform the liftgate alignment and retest. This can be found in section 501-03 under General Procedures. Be sure to inspect the seals for the liftgate when doing so. To ensure that the seal is working properly, use spray-chalk on the seal. Close the liftgate and reopen it. The chalk should be evenly distributed on the door. If it is not, adjust the seal. If the seal cannot be made to fit properly, replace the seal and retest. If the alignment or replacement of the seal does not repair the concern, perform the pressure test on the vehicle again, as outlined previously. Remove both lamp assemblies. Mask off the extractors, set the A/C to fresh air mode and blower to MAX. close all doors and windows. Use soapy water in a spray bottle to locate air leaks. Spray underbody seams, rubber grommets, rear wheel well seams, rear taillight seams, side panel glass seals, the license plate area, and near the handle and license plate lights. If any leaks are discovered (if bubbles are seen coming from the spray), mark any bubbling areas. Turn off the A/C and vehicle. Clean and dry the marked areas. Use TA-2 seam sealer to seal any bubbling areas. Let the seam sealer sit for 20 minutes, and retest. To look for a possible exhaust leak, make sure that the exhaust is inspected and aligned properly. The exhaust alignment is outlined inspection 309-00 under General Procedures. If aligned properly, smoke-test the exhaust, looking for leaks. If any are found, address the exhaust leak and reevaluate. This could cause the smell due to exhaust being released from the system before it has cleared the vehicle. 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.

ADD-ON 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE

EH member Brad Shick was consulted. He stated that since the concern was previously escalated for the same concern, this contact should be escalated. He instructed to check for exhaust leaks, check liftgate alignment, and pressure test the cabin again, looking for leaks. The concern was previously escalated for lemon law/ buyback.

ADD-ON 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE

Reason For Escalation: Time Down

CONCER 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Outbound call placed to L and L Ford. Spoke to Service Manager Ron McCreary. During the call Ron indicated the vehicle is not currently at the dealership. However, the vehicle is attempting to be scheduled the week of 3/28/16. Ron confirmed the previous repairs did reduce the exhaust odor in the vehicle, however according to the customer the exhaust odor was never completely eliminated. The customer indicated that due to changed driving habits, more highway driveway has recently been performed. When leaving off the throttle from acceleration, the customer stated the

exhaust odor is worse than ever. Ron confirmed the customer has been very cooperative with this concern and has been glad to work with the dealership.

RECOMM 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Ron, When the vehicle returns to the dealership, please refer back to TSB 14-0130. Ensure the steps are reviewed to ensure the drain valves are still installed and ensure the seams outlined in the TSB instructions are still sealed. Additionally, ensure the perimeter around the air extractors is inspected for damage. The perimeter of the air extractors to the body can also be taped off to determine if the odor is eliminated. If the odor is still present, also ensure the liftgate is correctly aligned according to section 501-03 Body Closures>General Procedures of the online workshop manual. Tighten the liftgate within specification if possible to determine if the odor can be reduced. This escalation will be closed at this time as the vehicle is not at the dealership. Please update the web form with the results of further diagnostics when the vehicle returns to the dealership.

ADD-ON 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Previous FMC 360 case related to this concern, however the case is now closed. The customer has been very cooperative related to this concern.

ADD-ON 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

The escalation was closed as the vehicle was not at the dealership. It was recommended to re-visit TSB 14-01030, confirm the body extractors are sealed, and to verify and tighten the liftgate if possible. It was recommended to update the form when the vehicle returns along with updated testing results.

CONCER 04/15/2016 11:18AM

vehicle brought back to dealer, concern of exhaust smell in vehicle duplicated. rechecked all repairs performed at last visit. Also smoke tested and bubble all seals and seams. still cannot find where exhaust is penetrating passenger area. Also noted smell has an ammonia smell to it and irritates and burning sensation to nose and throat.

RECOMM 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

Ron, If not already done, please ensure that the tail lamp assemblies and rear bumper cover were removed during leak/pressure testing. If this was done, place the vehicle in a dark area of the shop and have an assistant shine a bright light from the interior while you look for the light from the outside. In addition, 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 customer's 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.

ADD-ON 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

Note to EH: This contact is being re-escalated since the customer has returned to the dealership. Ongoing concern since 07/2015. Resolved buyback case in FMC360. Customer's concern: Exhaust odor in cabin after acceleration. Contact was previously escalated but escalation was closed since the vehicle was not at the dealership. Technician states that there is a slight ammonia odor with burning sensation/irritation to the throat/nose. Technician to pressure/smoke test with taillamps/bumper cover removed and use a light to help find the leak. Muffler has also been replaced previously. Consulted Josh Burthch regarding escalation.

ADD-ON 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

Reason For Escalation: LL/Buy Back

CONCER 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Outbound call placed to L and L Ford. Spoke with service manager Ron McCreary. During the call Ron confirmed the vehicle has been brought back to the dealership for the exhaust odor inside the cabin. The odor can be duplicated by the dealership and was also verified on a road test with the customer. The cabin has been pressure tested and smoke tested and a leak into the vehicle cabin cannot be identified. TSB 14-0130 was previously performed and the steps outlined in this TSB were rechecked when the vehicle was brought back into the dealership. The updated muffler assembly has been installed on this vehicle. The odor will also have a slight ammonia odor and at times the windows must be lowered to remove the smell. The odor cannot be smelled in the engine bay. With a passenger riding in the rear of the vehicle, the odor appears to be developing towards the rear and moves forward. The odor in the cabin cannot be duplicated with the vehicle at a standstill. In total, it is estimated the customer has been out of there vehicle for approximately 40 days related to this concern.

RECOMM 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

Ron, To further assist in identifying the odor inside the cabin, please start by taping off the air extractors behind the rear bumper. Tape around the edges of the extractors to the body and re-evaluate the concern. If the odor is still present, the extractor itself can be taped off with a small area left exposed to determine if the odor is reduced. Additionally, ensure the rear lamp assembly's are removed for pressure testing. Also verify there are no underbody seams behind heat shielding beneath the vehicle that may be improperly sealed allowing odor to enter the cabin. If there is still an adjustment margin on the liftgate, also adjust the liftgate to seal tighter to determine if the odor can be reduced. 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 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

A TAR has been opened as the service manager indicates the total time out of service is approximately 40 days related to this concern. Additionally, the dealership has been given TSB and ISM direction however the odor is still prevalent inside the vehicle.

TAR 04/19/2016 02:29PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO TIME OUT OF SERVICE AND REPEAT REPAIR ATTEMPTS. THIS VEHICLE HAS AN EXHAUST ODOR INSIDE THE CABIN. THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR THIS CONCERN. TSB 14-0130 HAS BEEN PERFORMED AND THE CONDITIONS OUTLINED IN THE TSB HAVE BEEN REVIEWED ON SUBSEQUENT VISITS. THE UPDATE MUFFLER ASSEMBLY AND AIR EXTRACTORS HAVE BEEN REPLACED. AT TIMES THE ODOR IS VERY STRONG WITH A SLIGHT AMMONIA ODOR PRESENT. THE WINDOWS MUST BE LOWERED TO REDUCE THE ODOR. ON THIS CURRENT DEALERSHIP VISIT, A LEAK INTO THE CABIN COULD NOT BE IDENTIFIED THROUGH CABIN PRESSURE TESTING OR SMOKE TESTING. THE ODOR CANNOT BE DUPLICATED AT A STANDSTILL OR SMELLED INSIDE THE ENGINE BAY AFTER RETURNING FROM A ROAD TEST. IT WAS SUGGESTED TO TAPE OFF THE AIR EXTRACTORS, INSPECT THE UNDERBODY BEHIND HEAT SHIELDING, REMOVE THE TAILLIGHTS FOR PRESSURE TESTING, AND TO TIGHTEN THE LIFTGATE IF POSSIBLE. THE VEHICLE IS AT THE DEALERSHIP. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 40.

AUDIT 04/19/2016 02:29PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE

TECH ASSIST REFERRAL HAS BEEN OPENED

CONCER 04/27/2016 02:56PM

FSE came to dealership on 4-20-2016 to assist in diagnosing exhaust smell. Removed rear bumper cover and taillamps, taped off vents and found a few seams leaking during bubble test, resealed seams, allow to set and retest next day, reseal any area still leaking, reinstall rear bumper cover, taillamps and replace fender moldings due to clips breaking during removal. Left message for FSE Brad Miller on 4-27-2016 for further instruction

RECOMM 04/27/2016 03:00PM AJ COULSON MSS - FCSD - TECH SVC HOTLINE

Ron, Thank you for the updated repair information, your FSE will be in contact with you regarding the next steps to take on repairing the exhaust odor in the Explorer you are working on.

ADD-ON 05/04/2016 11:12AM BRADLEY MILLER (FSE) MSS - FCSD - REG PHI-WAS-CHA

VISITED THE DEALERSHIP ON 4/20/2016. THE REAR BUMPER WAS REMOVED AND THE VENTS TAPED OFF. THE CABIN WAS PRESSURIZED BY SETTING THE HVAC TO FRESH AIR AND FAN ON HIGH. WHILE BUBBLE TESTING FOUND SEVERAL SMALL PINHOLES BEHIND THE REAR TAILLIGHTS AND BOTH FENDER LIPS. THESE HOLES WERE SEALED WITH SEAM SEALER AND ALLOWED TO DRY. ALSO ADDED A SMALL AMOUNT OF WEATHER-STRIP SEALER NEAR THE LATCH AND MOVED THE LATCH INWARD SLIGHTLY TO INCREASE THE HATCH TIGHTNESS. THE DEALER RE-PERFORMED THE BUBBLE TEST THE NEXT DAY AND SEALED SEVERAL OTHER SMALL HOLES. DEALER RE-ASSEMBLED THE VEHICLE AND TEST DROVE, WITH THE TECHNICIAN NOTING THE VEHICLE STILL HAD A SMELL WHILE DRIVING UP A LARGE HILL ON MAX A/C.

ADD-ON 05/04/2016 11:17AM BRADLEY MILLER (FSE) MSS - FCSD - REG PHI-WAS-CHA

VISITED THE DEALER AGAIN ON 5/3/2016. DEALER HAD MASKED OFF THE VENTS AGAIN TO PRESSURIZE THE CABIN. BUBBLE TESTED AROUND THE LICENSE PLATE LIGHTS, LATCH, AND WIPER WITHOUT ANY ISSUES FOUND. TEST DROVE THE VEHICLE AGAIN WITH THE TECHNICIAN. TEST DROVE WITH A TECHNICIAN UP A LARGE HILL ABOUT A 12 TIMES IN MAX A/C, WITH THE TECHNICIAN NOTICING THE SMELL ON MOST TRIPS UP THE HILL, HOWEVER I NEVER NOTICED THE ODOR. WHEN SET TO FRESH AIR, THE TECHNICIAN NOTES HE DID NOT SMELL THE ODOR. ASKED A SECOND TECHNICAL TO RIDE ALONG, WHICH ALSO DID NOT SMELL THE ODOR, EXCEPT FOR ONE OCCASION WHERE HE MAY HAVE GOT A WHIFF. ----- RETURNED TO THE DEALER TO REMOVE THE REAR INTERIOR PANELS. ADVISED TO TAPE OFF THE SMALL HOLES IN THE SHEET METAL. AFTER TAPING OFF THESE HOLES, TECHNICIAN STILL NOTES HE SMELLS THE ODOR, HOWEVER I STILL DID NOT DETECT ANY ODOR. ADVISED TO HAVE CUSTOMER RIDE IN VEHICLE TO DETERMINE IF SHE STILL SMELLS ODOR.

From: Setti, Lokesh (L.)
Sent: Wednesday, June 27, 2012 5:56 PM
To: Schaffer, Timothy (T.J.)
Subject: FW: sulfur odor QSF

fyi

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

From: Setti, Lokesh (L.)
Sent: Wednesday, June 27, 2012 1:14 PM
To: Ricks, Kevin (K.J.); Crocker, Jonathan (J.A.)
Cc: Janiunas, Vince (V.J.); Buelow, Steve (S.E.); Balzer, Stacy (S.L.)
Subject: RE: sulfur odor QSF

Kevin, Supplier is ready for extractor production. I'm told that this design change is going thru change control tomorrow. Once approved, I think the next step is that FCSD buyer will need to place a P.O. against the supplier to kick off parts production.

Testing on Flex shows that we will need to perform the following repairs for a service fix:

1. Underbody Sealing
2. Update rearmost extractor (see my other note on this)
3. Add foam around tail lamp locator holes
4. Seal lift gate e-coat drain holes

Lokesh Setti

Senior Engineer
Vehicle Integration

(313) 805-6007

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

From: Ricks, Kevin (K.J.)
Sent: Wednesday, June 27, 2012 9:56 AM
To: Setti, Lokesh (L.); Crocker, Jonathan (J.A.)
Cc: Janiunas, Vince (V.J.); Buelow, Steve (S.E.); Balzer, Stacy (S.L.)
Subject: FW: sulfur odor QSF

Although mixed results so far for the exhaust odor repair, we believe that we have confidence in the extractor portion of the repair. Is this part the long lead item? If so, can we get that one going? Vince is lining up the remaining 3 pilots for Explorer. We had two identified, looking for the third.

On a related note, we are getting our hands on a Flex (company sales vehicle) that exhibits the concern. We rode in it this morning and verified the concern. Vince and/or Tim Shaeffer will be contacting you with details.

Almost every time I review the Explorer concern, I get a question about Flex, we tell them that work is progressing for Flex and will follow the Explorer repair.

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

From: Janiunas, Vince (V.J.)

Sent: Wednesday, June 27, 2012 7:53 AM

To: Kaercher, Donald (D.); White, Eric (E.)

Cc: Ricks, Kevin (K.J.)

Subject: sulfur odor QSF

Hi Don/Eric,

Just a little heads up.

We are working on QSF, dealing with sulfur odor on Explorer and Flex, a piece of the fix will be a new air extractor. Flex had this issue in the past and the new part was placed in plastic bags as the packaging.

As a lesson learned, this resulted in the rubber flappers of the air extractor having some issues and not seating properly.

Would it be possible to go with a box vs. bag..? when the time comes. As we get closer to closure and the parts are release I will make sure Eric White is on board and we internally are on the same page.

Thanks as always,

Vinny

Vince Janiunas

PCE - MKS & Taurus

FCSD - Service Engineering Operations

PH # (313) 390-9831

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From: Schaffer, Timothy (T.J.)
Sent: Tuesday, February 18, 2014 8:20 PM
To: Humphries, Glenn (G.L.)
Subject: FW: Today at PDQR on sulfur odor

Who did we promise what to at PDQR?

I was to update the trackers and get them off red, move the dates to reflect the reflash as the new date, moving it to late March / Early April.

Should I circle back around with PD based on Bob's note below, or?

Thanks for input.

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Case, Bob (R.G.)
Sent: Tuesday, February 18, 2014 3:11 PM
To: Schaffer, Timothy (T.J.); Buelow, Steve (S.E.); Sorochinsky, Christine (M.)
Cc: Humphries, Glenn (G.L.); Ricks, Kevin (K.J.)
Subject: RE: Today at PDQR on sulfur odor

Tim,

Kevin and I discussed this and we prefer to leave the 2 QSF's as is for now.

We need a better feel for the overall effectiveness of the calibration and exhaust tips:

- Will the new calibration negate the need to seal the body – not sure.
- Could the exhaust tips be a potential solo repair for either vehicle line – not sure
- Engineering has to help us with the above questions etc...

As this comes together and we have greater confidence in the above repair approaches we can revisit splitting the 2 QSF's into 4.

For now please leave as is.

Thanks.

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

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, February 18, 2014 2:19 PM
To: Case, Bob (R.G.); Ricks, Kevin (K.J.)
Cc: Sorochinsky, Christine (M.); Buelow, Steve (S.E.); Humphries, Glenn (G.L.)
Subject: Today at PDQR on sulfur odor

It was noted that the team is working to 2 goals:
One in the USA
One in ROW (hot areas).

Engineering had noted they are putting a lot of work into the issue and are frustrated they have not seen a change in the Red status of both Edge and Explorer for sulfur odor.

A request was made to break out the fixes per market, so the issues could be tracked / closed accordingly.

I'd like to request permission to have Steve and I update our concerns per our earlier discussions.

Agreed?

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Ricks, Kevin (K.J.)
Sent: Wednesday, November 20, 2013 9:47 PM
To: Tokarski, Michael (M.J.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Sorochinsky, Christine (M.); Setti, Lokesh (L.); Kummer, Lawrence (L.J.)
Cc: Ricks, Kevin (K.J.)
Subject: FW: turn down tips to reduce exhaust odor

I suggest we update concern status to indicate testing on exhaust turn down effectiveness is due back 12-6. Regardless, I believe we have at least a July 2014 date for service in FNA to release a climate calibration for either Explorer or Edge.

From: Schaffer, Timothy (T.J.)
Sent: Wednesday, November 20, 2013 4:23 PM
To: Buelow, Steve (S.E.); Setti, Lokesh (L.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Sorochinsky, Christine (M.); Ricks, Kevin (K.J.)
Subject: RE: turn down tips to reduce exhaust odor

Did I miss the answer? Thanks

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Buelow, Steve (S.E.)
Sent: Tuesday, November 19, 2013 11:17 AM
To: Setti, Lokesh (L.); Schaffer, Timothy (T.J.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Sorochinsky, Christine (M.); Ricks, Kevin (K.J.)
Subject: RE: turn down tips to reduce exhaust odor

If testing proves successful, how long to get parts into the system? Something that can be done for December?

-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: Setti, Lokesh (L.)
Sent: Tuesday, November 19, 2013 9:37 AM
To: Schaffer, Timothy (T.J.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)

Cc: Sorochinsky, Christine (M.); Buelow, Steve (S.E.); Ricks, Kevin (K.J.)
Subject: RE: turn down tips to reduce exhaust odor

Yes to both questions.

Lokesh Setti

Technical Specialist
Vehicle Integration
(313) 805-6007

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, November 19, 2013 9:51 AM
To: Setti, Lokesh (L.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Sorochinsky, Christine (M.); Buelow, Steve (S.E.); Ricks, Kevin (K.J.)
Subject: RE: turn down tips to reduce exhaust odor
Importance: High

Is this still on target?

Will it be safe to assume – testing will be done 12-6-2013..

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tscaff2@ford.com

From: Setti, Lokesh (L.)
Sent: Tuesday, November 12, 2013 1:42 PM
To: Schaffer, Timothy (T.J.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Sorochinsky, Christine (M.); Buelow, Steve (S.E.)
Subject: RE: turn down tips to reduce exhaust odor

Roush says they can fabricate the tips by 11/22 after which VI will need a couple days to complete testing.
Service part availability for TSB release has not been discussed yet.

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, November 12, 2013 11:55 AM
To: Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Setti, Lokesh (L.); Sorochinsky, Christine (M.); Buelow, Steve (S.E.)
Subject: RE: turn down tips to reduce exhaust odor

Thanks Ron and Caleb.

Team:

Do we have an idea of timing on these?

- Mock up?
- Test plan / Testing?
- Availability?

Sincerely,

Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Martelli, Ronald (R.L.)
Sent: Tuesday, November 12, 2013 10:59 AM
To: Wang, Caleb Xiangfu (C.)
Cc: Schaffer, Timothy (T.J.); Setti, Lokesh (L.)
Subject: RE: turn down tips to reduce exhaust odor

FYI, Faurecia Europe has produced decorative false tips for diesel applications for European passenger car applications.

Ron Martelli

Exhaust Engineering Supervisor
CD4.2 = CD539 CD390 U540 C489 U502 U38x D47x
Desk 11E059 Building 1, 20000 Rotunda Drive, Dearborn, MI 48124 USA
Email RMARTELI@FORD.COM
Mobile 1 313 805 5678

From: Wang, Caleb Xiangfu (C.)
Sent: Tuesday, November 12, 2013 10:50 AM
To: Martelli, Ronald (R.L.)
Cc: Schaffer, Timothy (T.J.); Setti, Lokesh (L.)
Subject: RE: turn down tips to reduce exhaust odor

Ron,

Faurecia provided 45 deg down turn tailpipe design, and another design with 90 deg down turn tailpipe with a new decorative chrome tip (also down turn). Both designs were sent to Lokesh/John Shanahan for Roush/Watson to fabricate for Lokesh's testing.

Here is another design proposal with a deco tip similar to the Peugeot tip. We can review with the team.



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: Martelli, Ronald (R.L.)
Sent: Tuesday, November 12, 2013 10:41 AM
To: Wang, Caleb Xiangfu (C.)
Cc: Schaffer, Timothy (T.J.); Setti, Lokesh (L.)
Subject: RE: turn down tips to reduce exhaust odor

Hi Caleb,
Please advise on Faurecia status for CAD and drawings of the proposals

Ron Martelli

Exhaust Engineering Supervisor
CD4.2 = CD539 CD390 U540 C489 U502 U38x D47x
Desk 11E059 Building 1, 20000 Rotunda Drive, Dearborn, MI 48124 USA
Email RMARTELI@FORD.COM
Mobile 1 313 805 5678

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, November 12, 2013 10:38 AM
To: Setti, Lokesh (L.)
Cc: Martelli, Ronald (R.L.)
Subject: turn down

Sorry I missed the last meeting it was booked over a meeting with my director.

What was decided? Do we have prints?

Do we have a timing plan?

Sincerely,
Timothy J. Schaffer
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer
(313) 845-4486
Tschaff2@ford.com

From: Buelow, Steve (S.E.)
Sent: Tuesday, August 26, 2014 2:36 PM
To: Butler, Fred (F.W.); Gertley, Jeffrey (J.B.); Setti, Lokesh (L.); Mangham, David (DAM.); Keinath, Wayne (W.); Docimo, Tony (A.F.); Groeneveld, Arie (A.); Kummer, Lawrence (L.J.); Huber, Matt (M.A.)
Cc: Ricks, Kevin (K.J.); Krawczyk, Kevin (R.); Case, Bob (R.G.)
Subject: FW: U502 exhaust odor after TSB 14-0130
Attachments: Report Summary for the CQIS Report#EGVN5001; Report Summary for the CQIS Report#EGXOV005; Report Summary for the CQIS Report#EHSE1006; Report Summary for the CQIS Report#EHSE1009; Report Summary for the CQIS Report#EHSFS003; Report Summary for the CQIS Report#EHSIH002; FW: [REDACTED] VIN# 1FM5K8D87EG [REDACTED]

Importance: High

Team, the TSB was released on 7/21 and we are starting to receive reports from the field that it is not resolving the issue. Attached are 6 CQIS reports and 1 email from an FSE stating that the odor is still present.

We are going to need additional direction.

-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: Krawczyk, Kevin (R.)
Sent: Monday, August 25, 2014 11:23 AM
To: Buelow, Steve (S.E.)
Subject: U502 exhaust odor after TSB 14-0130

Steve,

We are getting customer with exhaust odor concerns after TSB 14-0130 has been completed. We currently have 6 GCQIS reports. Two of the concerns have been escalated and have FSE involvement. All three of these have had a verification of the odor by the FSE, after the TSB has been completed.

One thing that I think is contributing to the odor concern is the strategy of the HVAC reflash that we are calling out in the TSB. I was unaware, and our customers are unaware, of all the conditions that have to be met before the HVAC module

will move the fresh air door out of the recirculation mode. Here are all the conditions that have to be met before the fresh air door will open.

HVAC conditions for fresh air door movement:

1. Customer has to reach 90% or greater accelerator pedal movement
2. The accelerator pedal has to be held at 90% or great for a minimum of 5 seconds
3. The rear A/C has to be on

I have had conversations with FSEs where all of these conditions are not met, especially the rear A/C being on, and the customers are repeatedly getting exhaust odor in the cabin (after completion of TSB 14-0130). Of course if all of these conditions are not met the fresh air door will not open. Thus fresh air will not be introduced into the cabin, and the reoccurrence of the odor. I believe it would be beneficial to alter some of the requirements, for fresh air door operation, to assist in eliminating the odor.

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

From: Krawczyk, Kevin (R.)
Sent: Monday, August 25, 2014 2:04 PM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#EGVN5001

Attachments : 0

Report# : EGVN5001 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2014,EXPLORER 4X2 (U502) ,LIMITED,4 DOOR ,MPV
,1FM5K7F85EC [REDACTED]
Odometer : 1,152 M **Engine:** 3.5L
Transmission: 6F50 **Axle:** CYCLO
Dealer: USA 02811 Lithia Ford Lincoln of Fresno
City: Fresno **State:** California **Country :** USA
Originator: FRANCISCO ESPINOZA
Symptom: 4 47 1 02 ST/RN/MV,ODOR,CHEMICAL,ALWAYS
Status:
VFG: V53 EXHAUST SYSTEM FUNCTION
Additional Symptom: FOWL ODOR ON ACCEL
Fix: **Causal Component :**
Condition Code:

Hotliner: KSHEAHAN **Phone:** --3177072 **Regn Cd:** W2 San Francisco
Engineering: **Phone:** **TAR:** 0-30
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 07/22/2014 06:02PM KAREN SHEAHAN MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES THERE IS A FOW ODOR INSIDE
OF VEHICLE DURING HARD ACELERATION. DIAGNOSTICS: PERFORMED TSB 14-0130
AND CONCERN IS STILL PRESENT. PARTS REPLACED: PARTS PER TSB 14-0130 TECH

QUESTION: ANY OTHER TEST THAT CAN BE PERFORMED FOR CUSTOMERS CONCERN.

RECOMM 07/22/2014 06:02PM KAREN SHEAHAN MSS - FCSD - TECH SVC HOTLINE

FRANCISCO, IF THE TSB 14-0130 HAS ALREADY BEEN PERFORMED AND YET THE ODOR IS STILL PRESENT, IT WOULD BE RECOMMENDED TO ENSURE THAT THIS CONDITION HAS BEEN VERIFIED AND TO ENSURE THAT TSB 12-12-4 HAS BEEN COMPLETED CORRECTLY, AND VERIFY THE FOLLOWING: • VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM — GENERAL INFORMATION OF THE WORKSHOP MANUAL. • INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING. • INSPECT THE STEERING COLUMN SHAFT BOOT SEAL. • INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE COMPARTMENT BULKHEAD. • VERIFY THE LIFT GATE SEAL FOR DAMAGE AND PROPER FIT/CONTACT PATTERN. ENSURE THAT THE LIFT GATE PLUGS ARE IN PLACE IN THE DRAIN HOLES. • USE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS. NOTE: SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN HELP TO REDUCE THE OVERALL CONCERN. IF TSB 12-12-4 HAS BEEN COMPLETED CORRECTLY AND THERE ARE NO CONCERNS IDENTIFIED WITH THE ABOVE INSPECTIONS, PLEASE BE ADVISED THAT THIS CONCERN IS CURRENTLY UNDER INVESTIGATION AND IT WOULD BE RECOMMENDED TO VISIT OASIS PERIODICALLY IN CASE THERE ARE ANY FURTHER UPDATES THAT ADDRESS THIS CONCERN.

AUDIT 07/29/2014 04:59PM JAMES REAVILL (FSE) MSS - FCSD - REG LOS ANG-SANFR
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 07/31/2014 05:59PM JAMES REAVILL (FSE) MSS - FCSD - REG LOS ANG-SANFR
INSPECTED THIS VEHICLE FOR A SULFUR SMELL ON HARD ACCELERATION ON 7-28-14. DEALER PERFORMED THE LATEST TSB 14-0130. ALL PARTS AND RECAL OF HVAC UNIT PER TSB HAVE BEN INSTALLED OR FLASHED. CONCERN WAS STILL PRESENT ON FIRST HARD ACCEL ONTO THE FREEWAY AND ENGINE HAD BEEN RUNNING ABOUT 5 MIN. SMELL WAS NOT SO NOTICABLE AFTER FIRST INITIAL HARD ACCEL.

ADD-ON 08/08/2014 03:35PM JAMES REAVILL (FSE) MSS - FCSD - REG LOS ANG-SANFR
CUSTOMER HAS VEHICLE. WAITING TO HEAR BACK ON A POSSIBLE UPDATED TAIL PIPE EXTENSION.

ADD-ON 08/15/2014 05:53PM JAMES REAVILL (FSE) MSS - FCSD - REG LOS ANG-SANFR
DEALER RECIEVED TAILPIPE EXTENSIONS AND IS SCHEDULING THE CUSTOMER IN TO INSTALL THE EXTENSIONS. DEALER TO FOLLOW-UP WHEN CUSTOMER IS BACK IN TO HAVE THEM INSTALLED.

From: Krawczyk, Kevin (R.)
Sent: Monday, August 25, 2014 2:04 PM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#EGXOV005

Attachments : 0

Report# : EGXOV005 NHL
CCRG/EPRC: S **Reviewed Status:**
Vehicle: 2013,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV
,1FM5K8F81DG [REDACTED] **Build Date:** 03/13/2012
Odometer : 30,912 M **Engine:** 3.5L
CYCLO **Calibration:** DUB1SN0A
Transmission: 6F55 **Axle:** **A/C:** YES
Dealer: USA 08739 Banner Ford **Phone#:** 985-234-
5678
City: Mandeville **State:** Louisiana **Country :** USA
Originator: STEPHEN SERPAS
Symptom: 4 47 1 02 ST/RN/MV,ODOR,CHEMICAL,ALWAYS
Status:
VFG: V53 EXHAUST SYSTEM FUNCTION
Additional Symptom: EXHAUST ODOR IN VEHICLE
Fix: **Causal Component :**
Condition Code:

Hotliner: JFERRAIU **Phone:** --2482921 **Regn Cd:** C3 Memphis
Engineering: **Phone:** **TAR:** 0-30
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 07/24/2014 05:35PM JEFF FERRAIUOLO MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STILL GETTING CARBON MONOXIDE IN
REAR A/C ON ACCEL...CUSTOMER HAS CARBON MONOXIDE METER AND STATES
EXCESSIVE AMOUNTS OF CARBON MONOXIDE IS ENTERING VEHICLE. DIAGNOSTICS:

PERFORMED BOTH TSB'S 13-09018 AND 14-0130 PARTS REPLACED: TSB PARTS TECH QUESTION: LOOKED OVER ALL TSB REPAIRS ,ALL LOOK GOOD, ANY OTHER KNOWN FIXES FOR CONCERN.

RECOMM 07/24/2014 05:35PM JEFF FERRAIUOLO MSS - FCSD - TECH SVC HOTLINE

STEPHEN, [TSB 14-0130](#) WAS RELEASED TO FULLY RESOLVE THE ISSUE IN QUESTION. SINCE THE TSB WAS PERFORMED AND THE CONCERN IS STILL PRESENT THEN THIS INDICATES THAT THERE IS STILL AN AREA IN THE REAR OF THE VEHICLE THAT IS NOT SEALED FULLY AND ALLOWING EXHAUST FUMES TO ENTER THE VEHICLE. IF ALL STEPS OF THE TSB WERE PERFORMED THEN THE NEXT STEP IN ISOLATING THE SOURCE OF THE CONCERN WOULD BE TO PRESSURIZE THE VEHICLES CABIN AND USE A SOLUTION OF SOAP AND WATER TO DETERMINE WHERE THE EXHAUST FUMES ARE ENTERING THE VEHICLE. FOR INSTRUCTIONS REGARDING PRESSURIZING THE VEHICLES CABIN, REFER TO SECTION 501-00 UNDER DIAGNOSIS AND TESTING AND REFERENCE THE PRELIMINARY INSPECTION SECTION. ONCE THE VEHICLES CABIN IS PRESSURIZED THEN USE TH SOLUTION OF SOAP AND WATER TO ISOLATE THE AREA WHERE THE EXHAUST FUMES ARE ENTERING THE VEHICLE. ONCE THE SOURCE IS ISOLATED THEN REPAIR AS NEEDED, USING THE TSB AS REFERENCE TO RESOLVE THE ISSUE. -----

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

ADD-ON 07/24/2014 05:35PM JEFF FERRAIUOLO MSS - FCSD - TECH SVC HOTLINE

CONSULTED GREG SHIMSHOCK TO SEE IF ENGINEERING WAS STILL INVESTIGATING THE CONCERN.

REPAIR 08/07/2014 02:01PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: PERFORMED TSB 14-0130 AFTER SPEAKING WITH HOTLINE ADVISOR PROGRAMMED HVAC AND INSTALLED UPDATED VENT PANEL, STILL HAS SMELL, SHOP MANAGER REQUEST FIELD SERVICE ENGINEER. DIAGNOSTICS: ALL TSB'S PARTS REPLACED: TSB PARTS TECH QUESTION: REQUEST FIELD SERVICE ENGINEER

RECOMM 08/07/2014 02:01PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

HELLO STEPHEN, TO FURTHER HELP ISOLATE THE SOURCE OR THIS EXHAUST ODOR WITH IN THE VEHICLE ADVISE TO: ADVISE TO VERIFY THAT THE SPARK PLUGS ARE TORQUES TO SPEC OF 133 LB-IN. 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. PERFORM CABIN PRESSURE TESTING AS OUTLINED IN WSM 501-00 BODY SYSTEM — GENERAL INFORMATION > DIAGNOSIS AND TESTING > BODY SYSTEM > DUST AND WATER LEAKS TO HELP ISOLATE A CONCERN. WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE'S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM 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. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN RESOLVED AND THE VEHICLE

BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD 08/07/2014 02:01PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

CONSULTED DEVON SMITHERS ADVISED TO CONTINUE ATTEMPTING TO ISOLATE POSSIBLE, INSPECT FOR LOOSE SPARK PLUGS. VEHICLE CONCERN EXHAUST ODOR IN CABIN. CONCERN HAS BEEN ONGOING SINCE 6/14/14. TECH HAS PERFORMED TSB 12-12-4 AND TSB 14-0130 TO AVAIL. ADVISED TECH TO INSPECT FOR LOOSE SPARK PLUGS AND PRESSURIZE CABIN TO HELP ISOLATE SOURCE OF LEAK. OPEN FMC360 REPORT: [REDACTED] HOTLINE CONTACT ID: 107709258 RO#: [REDACTED] RO DATE: 7/24/2014

REPAIR 08/11/2014 04:19PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

STEPHEN, THIS REQUEST IS CURRENTLY BEING REVIEWED BY THE ESCALATION TEAM WITHIN THE HOTLINE. A MEMBER OF THE ESCALATION TEAM WITHIN THE HOTLINE WILL CONTACT YOU WITHIN THE NEXT 30 MINUTES TO FURTHER DISCUSS THE CUSTOMERS CONCERN.

REPAIR 08/11/2014 05:53PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM AN OUTBOUND CALL WAS PLACED TO THE DEALER. STEVE ADVISED THAT THE ODOR WAS VERIFIED BY THE SHOP MANAGER AFTER COMPLETING TSB 14-0130. THE BODY PLUGS, STEERING COLUMN SHAFT BOOT SEAL AND REAR LIFTGATE SEAL HAVE NOT BEEN INSPECTED. THE CABIN HAS NOT BEEN PRESSURIZED TO CHECK FOR LEAKS AT THIS TIME.

RECOMM 08/11/2014 05:53PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

STEVE, PER OUR CONVERSATION, RECOMMEND TO CONTINUE WITH INSPECTION OF THE STEERING COLUMN SHAFT BOOT SEAL, REAR LIFTGATE SEAL AND BODY PLUGS. IF NO CONCERNS ARE FOUND, RECOMMEND TO CONTINUE WITH TAPING OFF THE BODY VENTS, TURNING THE BLOWER MOTOR TO HIGH, TURNING THE AIR RECIRCULATION OFF, CLOSING THE WINDOWS AND DOORS AND SPRAYING SOAPY WATER ALONG BODY SEAMS AND GROMMETS. RECOMMEND TO REPAIR ALL LEAKS IDENTIFIED AND RETEST. AS DISCUSSED, IT IS RECOMMENDED TO COMPLETE THESE INSPECTIONS TO ATTEMPT TO ISOLATE THE CAUSE OF THE CONCERN BEFORE FIELD SERVICE ENGINEER (FSE) ASSISTANCE IS RECOMMENDED. IF FURTHER INFORMATION IS REQUIRED AFTER COMPLETING THESE TESTS, RECOMMEND TO UPDATE THIS FORM WITH ALL INFORMATION REQUIRED AT THAT TIME. IF NO UPDATES ARE RECEIVED BY 3:00 PM WEDNESDAY 8/13/2014, A MEMBER OF THE TECHNICAL SERVICE HOTLINE WILL CONTACT YOU TO FOLLOW UP ON THIS REPAIR.

ADD-ON 08/11/2014 05:53PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

RECOMMENDED TO CONTINUE WITH INSPECTION OF THE REAR LIFTGATE SEAL, STEERING COLUMN SHAFT BOOT SEAL AND BODY SEALS ALONG WITH PRESSURIZING THE CABIN TO CHECK FOR LEAKS. IF NO CONCERNS ARE IDENTIFIED, FSE INVOLVEMENT WILL LIKELY BE REQUIRED.

REPAIR 08/13/2014 02:57PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM AN OUTBOUND CALL WAS PLACED TO THE

DEALER. STEVE WAS NOT AVAILABLE AT THE TIME THE CALL WAS PLACED. SPOKE WITH RENE WHO ADVISED THAT THERE HAVE BEEN NO UPDATES TO THE RO. RENE ADVISED HE WOULD PASS A MESSAGE TO STEVE STATING THAT THE ONLINE FORM WOULD BE UPDATED.

TAR 08/13/2014 02:57PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE. REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE THAT HAS A REPEAT EXHAUST ODOR CONCERN AFTER TSB 14-0130. THE HOTLINE HAD RECOMMENDED TO INSPECT THE STEERING COLUMN SHAFT BOOT SEAL, INSPECT THE REAR LIFT GATE SEAL AND INSPECT ALL BODY PLUGS ALONG WITH USE OF THE BLOWER MOTOR WITH THE DOORS CLOSED AND WINDOWS UP TO ISOLATE THE CAUSE OF THE ODOR. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 1. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 21.

RECOMM 08/13/2014 02:57PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

RENE, PER OUR CONVERSATION, DUE TO TSB 14-0130 HAVING BEEN COMPLETED WITH NO RESOLUTION TO THE CONCERN AND THE CAUSE OF THE ODOR NOT ISOLATED AT THIS TIME, 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 08/13/2014 02:58PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

OPENING TAR

REPAIR 08/13/2014 05:23PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

VEHICLE WAS TAKEN OVER THE WEEKEND AND WAITING ON CUSTOMER TO BRING BACK

RECOMM 08/13/2014 05:23PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

RENE/STEPHEN, PLEASE CONTINUE TO WORK WITH YOUR FSE WHEN THE VEHICLE RETURNS.

From: Krawczyk, Kevin (R.)
Sent: Monday, August 25, 2014 2:04 PM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#EHSE1006

Attachments : 0

Report# : EHSE1006 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2014,EXPLORER 4X4 (U502) ,SPORT ,4 DOOR ,MPV
,1FM5K8GT6EG [REDACTED] **Build Date:** 03/04/2014
Odometer : 5,846 M **Engine:** 3.5L-GTDI **Calibration:** EUB1GT0A
Transmission: 6F55 **Axle:** **A/C:** YES
Dealer: USA 04402 Joe Myers Ford Lincoln **Phone#:** 713-744-3248
City: Houston **State:** Texas **Country :**
Originator: EDDIE SUMMERS
Symptom: 1 14 Z 00 COMF/ENT,INTERIOR ODOR ,NOT LISTED,UNKNOWN
Status:
VFG: V74 HARD TRIM/SOFT TRIM/OVERHEAD S
Additional Symptom: Exhaust odor on WOT
Fix: **Causal Component :**
Condition Code:

Hotliner: SRAINAI **Phone:** **Regn Cd:** C2 Houston
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** SF

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 08/19/2014 11:44AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES THERE IS A FUEL/SULUR ODOR IN REAR CABIN OF VEHICLE WITH A/C ON WHEN ACCELERATING HARD (WOT) THROUGH PASSENGER SIDE VENT. DIAGNOSTICS: TECHNICIAN PERFORMED TSB

14-0130 ON PREVIOUS REPAIR. I INSPECTED AND VERIFIED THE REPAIRS WERE DONE PROPERLY. PARTS REPLACED: 20 MILES AGO, TECH PERFORMED 14-0130 AND CUSTOMER BROUGHT VEHICLE RIGHT BACK WITH SAME CONCERN. TECH QUESTION: ARE THERE ANY OTHER REPAIRS THAT WOULD BE EFFECTIVE TO CORRECT THIS ISSUE? THE TSB DOES NOT HAVE US DO ANYTHING WITH THE PASSENGER SIDE EXTRACTOR, COULD THAT BE A PROBLEM? PLEASE ADVISE.

RECOMM 08/19/2014 11:44AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

EDDIE, THANK YOU FOR PROVIDING DETAILED INFORMATION. IF TSB 14-0130 WAS PERFORMED CORRECTLY, PLEASE VERIFY THE FOLLOWING: > VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM — GENERAL INFORMATION OF THE WORKSHOP MANUAL. > INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING. IF THE PASSENGER SIDE EXTRACTOR IS NOT FUNCTIONING CORRECTLY, REPLACE AND RE-TEST. > INSPECT THE STEERING COLUMN SHAFT BOOT SEAL. > INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE COMPARTMENT BULKHEAD. > VERIFY THE LIFT GATE SEAL FOR DAMAGE AND PROPER FIT/CONTACT PATTERN. ENSURE THAT THE LIFT GATE PLUGS ARE IN PLACE IN THE DRAIN HOLES. > USE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS. NOTE: SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN HELP TO REDUCE THE OVERALL CONCERN. IF NO CONCERNS IDENTIFIED WITH THE ABOVE INSPECTIONS, PLEASE BE ADVISED THAT THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. PLEASE MONITOR OASIS FOR UPDATES.

ISM 13-07-010 2011-2015 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 14-0130

CONCER 08/23/2014 12:50PM DEALER UPDATE MSS - FCSD - TECH SVC HOTLINE

We inspected vehicle as directed. The only concern we found was that the passenger side air extractor was not sealing really well (the flaps were a little warped). We got a new air extractor, and right out of the box there was a concern. On the revised extractor the top row of flaps was glued shut, but the glue had already come off some of the flaps. We resecured all of the top row flaps and then installed the extractor. We did not notice the concern anymore and delivered it to the customer. Customer returned immediately and demonstrated the concern to service advisor. We found that his specific concern is this: He is driving with the a/c in RECIRC mode, with the rear blower on high speed. The concern is most obvious to a passenger in the second row seating on either side. On hard acceleration there is very strong smell coming through the vents blowing at the second row passengers.

RECOMM 08/23/2014 01:11PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

Eddie, Thank you for providing us with the update. These reports are monitored by engineering and appropriate updates are performed. Please advise the customer that selecting Fresh Air mode will increase cabin pressure and can help reduce the odor. Engineering is currently working toward a resolution for this concern.

From: Krawczyk, Kevin (R.)
Sent: Monday, August 25, 2014 2:04 PM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#EHSE1009

Attachments : 0

Report# : EHSE1009 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2014,EXPLORER 4X4 (U502),POLICE,4 DOOR,MPV
,1FM5K8AR8EG [REDACTED] **Build Date:** 03/05/2014
Odometer : 4,477 M **Engine:** 3.7L DOHC **Calibration:** EUB1P60A
Transmission: 6F55 **Axle:** **A/C:** YES
Dealer: USA 07990 Bob Moore Ford **Phone#:** 405-616-3673
City: Oklahoma City **State:** Oklahoma **Country :** USA
Originator: KC ALLRED
Symptom: 4 47 Z 00 ST/RN/MV,ODOR,NOT LISTED,UNKNOWN
Status:
VFG: V25 FUEL FILLING & DELIVERY
Additional Symptom: EXHAUST ODOR AFTER TSB14-0130
Fix: **Causal Component :**
Condition Code:

Hotliner: SRAINAI **Phone:** **Regn Cd:** C1 Dallas
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 08/19/2014 01:57PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES UNDER HARD ACCELERATION,
HE SMELLS EXHAUST FUMES DIAGNOSTICS: TSB 140130 PARTS REPLACED: PARTS
FROM TSB TECH QUESTION: IS THERE ANYTHING ELSE THAT COULD CAUSE ODER

ON HARD ACCELL? I HAVENT DUPLICATED IT PERSONALLY

RECOMM 08/19/2014 01:57PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

KC, IF TSB 14-0130 WAS PERFORMED CORRECTLY, PLEASE VERIFY THE FOLLOWING: > VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM — GENERAL INFORMATION OF THE WORKSHOP MANUAL. > INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING. > INSPECT THE STEERING COLUMN SHAFT BOOT SEAL. > INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE COMPARTMENT BULKHEAD. > VERIFY THE LIFT GATE SEAL FOR DAMAGE AND PROPER FIT/CONTACT PATTERN. ENSURE THAT THE LIFT GATE PLUGS ARE IN PLACE IN THE DRAIN HOLES. > USE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS. NOTE: SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN HELP TO REDUCE THE OVERALL CONCERN. IF NO CONCERNS IDENTIFIED WITH THE ABOVE INSPECTIONS, PLEASE BE ADVISED THAT THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. PLEASE MONITOR OASIS FOR UPDATES.

ISM 13-07-010 2011-2015 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 14-0130

From: Krawczyk, Kevin (R.)
Sent: Monday, August 25, 2014 2:04 PM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#EHSFS003

Attachments : 0

Report# : EHSFS003 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2013,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV
,1FM5K7D87DG [REDACTED] **Build Date:** 03/05/2013
Odometer : 23,587 M **Engine:** 3.5L
Transmission: 6F50 **Axle:** CYCLO **Calibration:** DUB1SN0A
Dealer: USA 09701 Clark Ford, Inc. **Phone#:** 662-257-1999
City: Amory **State:** Mississippi **Country :** USA
Originator: KURT HAASE
Symptom: 1 14 2 39 COMF/ENT,INTERIOR ODOR ,CHEMICAL,INTERMITTENT
Status:
VFG: V74 HARD TRIM/SOFT TRIM/OVERHEAD S
Additional Symptom: EXHAUST ODOR AFTER 14-0130
Fix: **Causal Component :**
Condition Code:

Hotliner: MTOMLI27 **Phone:** --1 **Regn Cd:** C3 Memphis
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** SM

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 08/19/2014 11:05AM MICHAEL TOMLINSON MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: C/S GETTING SMELL COMING OUT OF VENTS AFTER
HARD ACCELERATION, HAD TO ANOTHER FORD DEALER FOR TSB 14-0130 AND
STILL GETS SMELL OUT OF VENTS. ORDOR SEEMS TO LINGER LONGER WITH REAR

A/C ON, WITH TSB'S BEING DONE WHAT STEPS SHOULD WE TAKE TO TRY TO RESOLVE CUSTOMER CONCERN? DIAGNOSTICS: 2 TSB'S HAVE BEEN PERFORMED 12-12-4 AND 14-0130 PARTS REPLACED: NONE AT THIS TIME TECH QUESTION: WITH THESE 2 TSB'S PERFORMED IS THIS A NORMAL ORDOR OR IS ENGINEERING LOOKING INTO THIS CONCERN?

RECOMM 08/19/2014 11:05AM MICHAEL TOMLINSON MSS - FCSD - TECH SVC HOTLINE

KURT, IN MOST CASES OF THIS, TSB 14-0130 HAS BEEN FOUND TO CORRECT THE CONCERN. THIS IS MOST LIKELY NOT A NORMAL ODOR. SINCE THE TSB HAS BEEN DONE, OUR RECOMMENDATION IS AS FOLLOWS: VERIFY THAT THE BODY IS SEALED PROPERLY FOLLOWING SECTION 501-00 BODY SYSTEM-GENERAL INFORMATION/DIAG AND TESTING, AND USE THE DUST AND WATER LEAKS PROCEDURE TO PRESSURE TEST THE BODY FOR ANY AIR LEAKS. THESE AIR LEAKS COULD POTENTIALLY INDUCE THE CONCERN. REPAIR AS NEEDED. KEEP THE HVAC SYSTEM IN FRESH AIR MODE TO HELP INCREASE CABIN PRESSURES AS AN AID IN FINDING THE LEAKS. NEXT INSPECT THE AIR EXTRACTORS FOR DAMAGE AND PROPER INSTALLATION/SEALING. BE SURE BOTH OF THEM WERE REPLACED IN TSB 14-0130. ALSO NOTE THAT THE EXTRACTORS REPLACED IN THE TSB ARE OF AN UPDATED DESIGN. BE SURE THE UPDATED EXTRACTORS ARE INSTALLED. THE NEW DESIGN HAS THE TOPMOST FLAP MOLDED CLOSED, AS WELL AS THE REMAINING FLAPS BEING SPRING LOADED. INSPECT THE STEERING COLUMN SHAFT BOOT SEAL AT THE FLOOR/BULKHEAD. INSPECT FOR ANY EVIDENCE OF BODY REPAIRS, AND ENSURE THAT THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE BULKHEAD. BE SURE THAT THE LIFTGATE SEAL IS NOT DAMAGED AND HAS PROPER FIT AND CONTACT PATTERN. USE A LIKE VEHICLE IF NECESSARY FOR COMPARISON. YOU CAN ALSO USE THE ROTUNDA 134-R0135 LEAK DETECTOR (OR AN EQUIVALENT) TO HELP LOCATE POTENTIAL LEAK POINTS AND SEAL OPENINGS. IF YOU HAVE VERIFIED THAT TSB 14-0130 HAS BEEN FULLY AND CORRECTLY COMPLETED, AND NO OTHER CONCERNS HAVE BEEN NOTED, THEN PLEASE NOTE THAT THE CONCERN IS STILL UNDER INVESTIGATION AND CONTINUE TO MONITOR OASIS FOR ANY FURTHER UPDATES. -----ISM 13-07-010 2011-2015 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 14-0130

From: Krawczyk, Kevin (R.)
Sent: Monday, August 25, 2014 2:04 PM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#EHSIH002

Attachments : 0

Report# : EHSIH002 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2014,EXPLORER 4X4 (U502) ,SPORT ,4 DOOR ,MPV
,1FM5K8GTXEG [REDACTED]
Odometer : 9,368 M **Engine:** 3.5L-
GTDI **Calibration:** EUB1GN0A
Transmission: 6F55 **Axle:** **A/C:** YES
Dealer: USA 02531 Bob Tomes Ford **Phone#:** 214-544-
5000
City: Mckinney **State:** Texas **Country :** USA
Originator: KODY SPIES
Symptom: 1 14 Z 00 COMF/ENT,INTERIOR ODOR ,NOT LISTED,UNKNOWN
Status:
VFG: V74 HARD TRIM/SOFT TRIM/OVERHEAD S
Additional Symptom: REPEAT EXHAUST ODOR AFTER TSB
Fix: **Causal Component :**
Condition Code:

Hotliner: JUNDER29 **Phone:** 001-313-3176316 **Regn Cd:** C1 Dallas
Engineering: **Phone:** **TAR:**
Dlr Contact: **Phone:** **Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 08/19/2014 12:39PM JEFF UNDERWOOD MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: EXHAUST ODOR INSIDE CABIN DIAGNOSTICS: DID
NOT DUPLICATE PARTS REPLACED: PERFORMED TSB 14-0130 TECH QUESTION:
CUSTOMER STATES SHE CAN STILL SMELL EXHAUST IN CABIN ALREADY HAVE