

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering  
Review

PERFORMED TSB 14-0130 AND IDEAS THANKS KODY

**RECOMM 08/19/2014 12:39PM JEFF UNDERWOOD MSS - FCSD - TECH SVC HOTLINE**

HELLO KODY, IF THE CUSTOMER IS STATING THE EXHAUST SMELL IS PRESENT STILL AFTER THE TSB 14-0130 WAS PERFORM, AND YOU WERE UNABLE TO DUPLICATE THE CONCERN, PLEASE CONSULT WITH THE CUSTOMER AND GATHER ANY ADDITIONAL INFORMATION WITH THIS CONCERN OCCURRED. BASED ON THE INFORMATION PROVIDED FROM THE CUSTOMER, ATTEMPT TO DUPLICATE THIS CONCERN. ONCE THE CONCERN IS PRESENT AND YOU HAVE VERIFIED THAT THE TSB HAS BEEN COMPLETED 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 AND ENSURE ITS SEATED PROPERLY. 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. IF ANY ISSUES ARE FOUND, REPAIR AS NEEDED AND REEVALUATE THIS CONCERN. IF NO ISSUES ARE FOUND, USE THE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS MAKING THE REPAIRS AS NEEDED. NOTE THAT SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN HELP TO REDUCE THE OVERALL CONCERN. IF THERE IS NO CONCERNS FOUND, ENSURE THE NEW AIR EXTRACTORS ARE NOT DAMAGED OR NOT SEALED COMPLETELY. IF THE NEWLY INSTALLED EXTRACTORS CHECKS OUT OKAY, INSPECT THE STEERING COLUMN SHAFT SEAL FOR CORRECT FIT. ANY TEARS, OR GAPS AT THE SEAL WILL ALLOW ODORS INTO THE CABIN. IF NO ISSUES ARE FOUND, CHECK FOR ANY SIGNS OF RECENT BODY REPAIRS TO WHERE BODY PLUGS MAY HAVE NOT BEEN INSTALLED OR INSTALLED INCORRECTLY. IF THERE ARE NO SIGNS OF RECENT BODY WORK, ENSURE THE LIFT GATE SEAL ISN'T DAMAGED OR INSTALLED INCORRECTLY. USING A ROTUNDA LEAK DETECTOR (OR EQUIVALENT) TO TEST LEAK POINTS AT THE LIFT GATE CAN BE VERY HELPFUL. IF THE EXHAUST ODOR IS COMING FROM THE ENGINE COMPARTMENT (HVAC SETTING IN FRESH AIR MODE) AND NO ISSUES WERE FOUND WITH THE BODY PLUGS, VEHICLES BODY, OF THE STEERING COLUMN BOOT, VERIFY THE SPARK PLUGS ARE TORQUED TO SPECIFICATIONS. REFER TO THE REMOVAL AND INSTALLATION SECTION IN 303-07D OF ONLINE WSM FOR THE SPARK PLUGS — 3.5L GTDI.

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**From:** Green, Robert (R.)  
**Sent:** Tuesday, August 26, 2014 2:21 PM  
**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. CQIS is updated.

Can we try the tailpipes we discussed?



**Robert Green**  
Field Service Engineer  
Pittsburgh Region  
(716) 771-6247  
[Rgreen78@ford.com](mailto:Rgreen78@ford.com)

**Rotunda Tools:**

- Ford Approved
- Special Financing Offers
- Direct Parts Billing

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**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](http://www.zookmotors.net)

877-549-7225

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**From:** Keinath, Wayne (W.)  
**Sent:** Tuesday, October 29, 2013 7:32 PM  
**To:** Docimo, Tony (A.F.)  
**Cc:** Buelow, Steve (S.E.)  
**Subject:** FW: U502 Exhaust Odor

Tony – you asked whether or not the U502 odor service fix would be pulled into production and the answer from Lokesh (below) is no. They're expecting to release the fix for service sometime this Dec.

Regards:

*Wayne Keinath*

**CAP VE & Chassis PVT Supervisor**

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

Fax (773) 646-7377

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**From:** Setti, Lokesh (L.)  
**Sent:** Wednesday, October 16, 2013 2:02 PM  
**To:** Baldwin, Mark (M.E.); Keinath, Wayne (L)  
**Subject:** RE: U502 Exhaust Odor

There are no plans for a production fix at this time. Climate TSB is now estimated to be released around Dec timeframe and is for service only.

**Lokesh Setti**

Technical Specialist

Vehicle Integration

(313) 805-6007

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**From:** Baldwin, Mark (M.E.)  
**Sent:** Wednesday, October 16, 2013 2:22 PM  
**To:** Setti, Lokesh (L.)  
**Subject:** U502 Exhaust Odor

Lokesh,

In regards to the exhaust odor issue on U502, I have a couple of questions.

Recently there has been a transfer of warranty for this from Powertrain to VE, more specifically wind noise. Therefore, it is being tracked on our ECB summaries that go to Bennie every week and right now this item is Red/Red.

On your presentation with status on this, there is a climate re-circ strategy TSB noted for Nov 2013. Will this strategy be implemented for production, or is this only a TSB change? If only a TSB, then our warranty will still remain because the customer is still coming back to the dealer. Please keep me updated as to when the TSB is released as I will be taking out a BSAQ project to document this.

If there is a plan for a production solution, please let me.

Thanks,

Mark Baldwin  
PVT - Vehicle Engineering  
Chicago Assembly Plant  
Ford Motor Company  
313.805.7808

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, January 13, 2016 3:05 PM  
**To:** Hall, Christopher (C.)  
**Subject:** FW: U502 MY14 WOT-2  
**Attachments:** IMG950532.jpg

Chris,

Please see the email chain below. Hope this helps you. Make sure to me know if it does because I may need to publish something on this issue.

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

---

**From:** Hammer, Richard (R.M.)  
**Sent:** Friday, October 30, 2015 10:24 AM  
**To:** Krawczyk, Kevin (R.)  
**Cc:** Lance Tagliapietra (Lance.Tagliapietra@zf.com)  
**Subject:** RE: U502 MY14 WOT-2

Part installed was EB5Z-19980-B (ordered part number) I did not witness the install. The prior part that was in the vehicle was EB5T-18C612—BD see picture.

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Friday, October 30, 2015 8:46 AM  
**To:** Hammer, Richard (R.M.)  
**Cc:** Lance Tagliapietra ([Lance.Tagliapietra@zf.com](mailto:Lance.Tagliapietra@zf.com))  
**Subject:** RE: U502 MY14 WOT-2

Rick,

Great news! Thanks for the info. What is the part number of the module that was installed?

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

---

**From:** Hammer, Richard (R.M.)  
**Sent:** Friday, October 30, 2015 8:30 AM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** RE: U502 MY14 WOT-2

New module installed yesterday and test drive indicated the door is operating properly and the odor is no longer present. Thanks for your help.

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Friday, October 23, 2015 9:21 AM  
**To:** Hammer, Richard (R.M.)  
**Subject:** RE: U502 MY14 WOT-2

Rick,  
I believe that this vehicle has a MY14 level part in a MY15 vehicle. Correct me if I am wrong.

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

---

**From:** Hammer, Richard (R.M.)  
**Sent:** Friday, October 23, 2015 9:12 AM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** RE: U502 MY14 WOT-2

The Hbom indictates this as the correct replacement part. So was the issue that we installed an older level part at the plant ? Inhaled incorrect data at EOL? I do not understand root cause as to why this will work.....

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Friday, October 23, 2015 7:56 AM  
**To:** Hammer, Richard (R.M.)  
**Subject:** FW: U502 MY14 WOT-2

Rick,  
Can you get the dealer to order EB5Z-19980-B, and then update the module via IDS to the latest software level?

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

---

**From:** Lance Tagliapietra [<mailto:Lance.Tagliapietra@zf.com>]  
**Sent:** Thursday, October 22, 2015 3:18 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** U502 MY14 WOT-2

Kevin,

I mentioned it below:

Strategy: EB5T-18D619-AE and Calibration EB5T-18D620-BE, which would be the latest service updates for the MY14 RCCM module.

--Lance

---

**From:** Krawczyk, Kevin (R.) [<mailto:kkrawczy@ford.com>]  
**Sent:** Thursday, October 22, 2015 2:14 PM  
**To:** Lance Tagliapietra  
**Subject:** RE:

Lance,

Thanks for looking into this. For the vehicle we have now, do you have any recommendations on how to get the fresh air door to operate? Should we install a specific part number?

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

---

**From:** Lance Tagliapietra [<mailto:Lance.Tagliapietra@zf.com>]  
**Sent:** Thursday, October 22, 2015 10:00 AM  
**To:** Hammer, Richard (R.M.); Krawczyk, Kevin (R.); Lance Tagliapietra  
**Cc:** David Chandler; Kevin Carlson; Mangham, David (DAM.); Lance Tagliapietra  
**Subject:** RE:

Team,

MY2015 U502 software was designed to be configured for WOT by end of line test, or the EOL configuration would be kept and passed on to a new replacement part via the breathe-in / breathe out. In this case, though, it looks like a MY14 RCCM has been updated to MY15 software. That is an incompatible update after WOT was introduced as an end of line configuration feature on MY15.

Kevin K: you may want to look in to this.

It looks like the original Module part number was EB5T-18C612-BD, indicating a MY14 U502 RCCM.

I would expect the software update to EB5T-18D619-AE and EB5T-18D620-BE, which would be the latest service updates for the MY14 RCCM module, which enable WOT with the 2 second throttle position detection.

David M: This does bring up a point. The current calibration for the MY15 is dependent on the EOL having selected WOT. Since MY15 is phased out of production in favor of MY15, we may want to release a calibration which specifically enables WOT for field service in MY15 FB5T-18C612-\* assemblies?

Regards,

Lance Tagliapietra  
Senior Software Engineer  
ZF TRW  
Active & Passive Safety Technology  
5676 Industrial Park Rd, Winona, MN 55987  
507-457-3750 x8430

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**From:** Hammer, Richard (R.M.) [<mailto:rhammer@ford.com>]  
**Sent:** Wednesday, October 21, 2015 9:30 AM  
**To:** Krawczyk, Kevin (R.); Lance Tagliapietra  
**Cc:** David Chandler; Kevin Carlson  
**Subject:** RE:

We had the accel pedal to floor for at least 5 seconds and no change in the airflow out of the registers or recirc pid data during this event. I used the pid that changes when the recirc button on FCDIM was depressed and this pid showed change between recirc and fresh air. Using the scan tool we were able to change the mode door from recirc to fresh air mode.... Not sure if a new module would change this situation.

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Tuesday, October 20, 2015 3:25 PM  
**To:** Lance Tagliapietra  
**Cc:** David Chandler; Kevin Carlson; Hammer, Richard (R.M.)  
**Subject:** RE:

Lance,  
Thanks for taking a look and getting back to me so quick.

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

---

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

Kevin,

The part numbers do look correct for a MY2015 U502 which was field updated per DCR 34. A WOT event would be the accelerator pedal position received at 90% or better for at least 2 seconds, this may take slightly more than two seconds, depending on message arrival at the RCCM. The strategy was changed so that the rear system is ignored (not required for a WOT event recognition). The pedal position is read off bus data. Note that if the vehicle engine is overheating (i.e. the Forced Recirculation is active) then a WOT cycle to outside air will not occur. But I'm assuming that is not the case with your technician. The technician seems to claim that the RCCM will not recognize a WOT event in any case? That does seem strange.

--Lance

---

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

Lance,  
Need a little help. I have a Ford Field Service Engineer, who is working on a MY15 Explorer. The vehicle has the latest RCCM level. He is dealing with exhaust odor. He is claiming that the fresh air door is not opening under a WOT event held for a minimum of 2 seconds. He claims he can actively command the fresh air door to open, but it will not open

under a WOT. He attached some screen shots showing the part number and software numbers. Can you please take a look and let me know if we have a part # issue?

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

**From:** [3138058679@vzwpix.com](mailto:3138058679@vzwpix.com) [<mailto:3138058679@vzwpix.com>]

**Sent:** Tuesday, October 20, 2015 2:48 PM

**To:** Krawczyk, Kevin (R.)

**Subject:**

FS-32



573

WT #  
6788000

55139

PART NUMBER  
EB5Z 19980 B

SATURDAY  
PRIORITY OVER

GA-US

WEIGHT  
001 LB  
DIM:  
006X00

1704A



(S): 060670-03040105

(P): EB5T-18C612-BD



Ford PARTS

ONE  
EB5Z-19980-B  
CONTROL

DTK3A

00398299

100314



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**From:** Setti, Lokesh (L.)  
**Sent:** Wednesday, January 14, 2015 8:57 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** FW: U502 Odor- 2 pager for climate cal. update

fyi – You may want to update Stacy on the Explorer odor TSB and our latest effort to get an updated climate cal. to address the remainder of customers that are still complaining..

**Lokesh Setti**

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

---

**From:** Kummer, Lawrence (L.J.)  
**Sent:** Wednesday, January 14, 2015 3:15 PM  
**To:** Gertley, Jeffrey (J.B.); Guzzo, Michelle (M.); Crocker, Jonathan (J.A.); Koberstein, Fred (.); Balzer, Stacy (S.L.)  
**Cc:** Karas, Lawrence (L.C.); Mangham, David (DAM.); Madhavan, Ranganathan (R.); Butler, Fred (F.W.); Anderson, Meghan (M.C.); Setti, Lokesh (L.)  
**Subject:** RE: U502 Odor- 2 pager for climate cal. update

Stacy  
There has to be a better way. We need a software change released into service and there is no process to pay for it. Please tells us the process and stop this madness.

Program says no  
Climate says no  
EESE says no

Service needs to take the lead and get this done.....our customers need the new software.

**Larry Kummer**  
Vehicle Integration Manager  
313 805-3135

---

**From:** Setti, Lokesh (L.)  
**Sent:** Tuesday, January 13, 2015 3:57 PM  
**To:** Koberstein, Fred (.); Anderson, Meghan (M.C.); Butler, Fred (F.W.)  
**Cc:** Karas, Lawrence (L.C.); Kummer, Lawrence (L.J.); Mangham, David (DAM.); Madhavan, Ranganathan (R.)  
**Subject:** RE: U502 Odor- 2 pager for climate cal. update

Sorry Fred. My note was intended for Fred Butler.

**Lokesh Setti**

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

---

**From:** Koberstein, Fred (.)  
**Sent:** Tuesday, January 13, 2015 3:33 PM  
**To:** Setti, Lokesh (L.); Anderson, Meghan (M.C.); Butler, Fred (F.W.)  
**Cc:** Karas, Lawrence (L.C.); Kummer, Lawrence (L.J.); Mangham, David (DAM.); Madhavan, Ranganathan (R.); Koberstein, Fred (.)  
**Subject:** RE: U502 Odor- 2 pager for climate cal. update

We do not release the control head. It is EESE. They need to write the concern and get the program to fund.

Fred Koberstein  
Climate Control Core & Attribute Manager  
313-805-0445

---

**From:** Setti, Lokesh (L.)  
**Sent:** Tuesday, January 13, 2015 1:47 PM  
**To:** Anderson, Meghan (M.C.); Butler, Fred (F.W.)  
**Cc:** Karas, Lawrence (L.C.); Koberstein, Fred (.); Kummer, Lawrence (L.J.); Mangham, David (DAM.); Madhavan, Ranganathan (R.)  
**Subject:** RE: U502 Odor- 2 pager for climate cal. update

Fred, Can you please get your management approval for funding on this software release?

**Lokesh Setti**

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

---

**From:** Anderson, Meghan (M.C.)  
**Sent:** Tuesday, January 13, 2015 1:45 PM  
**To:** Setti, Lokesh (L.); Madhavan, Ranganathan (R.)  
**Cc:** Karas, Lawrence (L.C.); Koberstein, Fred (.); Kummer, Lawrence (L.J.); Mangham, David (DAM.); Butler, Fred (F.W.)  
**Subject:** RE: U502 Odor- 2 pager for climate cal. update

Lokesh,

This is a Climate Control (EESE) Software change. CCSE does not own the software.

*Meg Anderson*

Climate Control Systems Engineering  
S550/U502/CD6 Applications Supervisor  
Phone: (313) 805-4570  
Fax#: (313) 845-5447

---

**From:** Setti, Lokesh (L.)  
**Sent:** Tuesday, January 13, 2015 10:35 AM  
**To:** Anderson, Meghan (M.C.)  
**Cc:** Karas, Lawrence (L.C.); Madhavan, Ranganathan (R.); Koberstein, Fred (.); Kummer, Lawrence (L.J.); Mangham, David (DAM.); Butler, Fred (F.W.)  
**Subject:** FW: U502 Odor- 2 pager for climate cal. update

Meg,  
We've gone in circles trying to get the DCR funding approved and Finance is now saying that climate pays for this change.  
Pls. obtain Frank's approval to proceed with this CR release.  
Thanks

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

---

**From:** Chokshi, Sonal (S.)  
**Sent:** Tuesday, January 13, 2015 9:38 AM  
**To:** Keyes, Ben (B.); Osterhout, Matthew (M.); Groeneveld, Arie (A.); Magolan, Allen (A.M.); Setti, Lokesh (L.)  
**Subject:** RE: U502 Odor- 2 pager for climate cal. update

Lokesh – see the note from Ben Keyes.

Regards,

**sonal s. chokshi** | PD Finance | 313.62-10883

---

**From:** Keyes, Ben (B.)  
**Sent:** Tuesday, January 13, 2015 9:25 AM  
**To:** Osterhout, Matthew (M.); Groeneveld, Arie (A.); Magolan, Allen (A.M.); Chokshi, Sonal (S.)  
**Subject:** RE: U502 Odor- 2 pager for climate cal. update

Climate pays. If they own the parts which are being updated/software which changes, they need to fund. If the software were done in-house, they would do it. It is done by their supplier, so they still pay for it.

**Ben Keyes**

Engineering Finance

SVT/TeamRS / Basic Design / VEV / Ford & Lincoln Programs / F-series/Super Duty

313-32-39179

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**From:** Osterhout, Matthew (M.)  
**Sent:** Tuesday, January 13, 2015 9:14 AM  
**To:** Keyes, Ben (B.)  
**Subject:** FW: U502 Odor- 2 pager for climate cal. update

Should this be an engineering cost? It doesn't look like its covered in the who pays for what?

**Matthew Osterhout**

PD Engineering Finance

(313)-248-4000

[Mosterh2@ford.com](mailto:Mosterh2@ford.com)

---

**From:** Chokshi, Sonal (S.)  
**Sent:** Monday, January 12, 2015 3:54 PM  
**To:** Osterhout, Matthew (M.)  
**Subject:** FW: U502 Odor- 2 pager for climate cal. update

Matt – should this be covered as an engineering cost?

Regards,

**sonal s. chokshi** | PD Finance | 313.62-10883

---

**From:** Setti, Lokesh (L.)  
**Sent:** Monday, January 12, 2015 1:23 PM  
**To:** Magolan, Allen (A.M.); Chokshi, Sonal (S.)  
**Subject:** RE: U502 Odor- 2 pager for climate cal. update

Sonal, Pls. confirm funding approval for this service action. Dealers have been telling customers to wait for a software update.

**Lokesh Setti**

Tech. Spec./ Attribute Supervisor

Vehicle Integration

(313) 805-6007

---

**From:** Magolan, Allen (A.M.)  
**Sent:** Thursday, January 08, 2015 8:53 AM  
**To:** Chokshi, Sonal (S.)  
**Cc:** Setti, Lokesh (L.)  
**Subject:** FW: U502 Odor- 2 pager for climate cal. update

Sonal,

Here's the 2-pager we need to get approved. Arie needs to know where the money's coming from / what the process is since the climate team is pushing back on paying for it. The amount is \$47,950.

It is a software change, the "quantity" is not known since this is a service action, so we need to do lump sum payment. Since software is not typical for capital F&T expenditure, it is likely a more general "expense". However Lokesh has asked Kevin Krawczyk and Abdul Ali from FCSD and they initially have declined any desire to pay for this.

Need your help. This is a must-have. Thanks very much.

*Allen Magolan*  
U502 / D-Car Programs and Police, VI Supervisor  
Cellphone/VoiceMail [REDACTED] - PDC 2J-E49

---

**From:** Setti, Lokesh (L.)  
**Sent:** Monday, December 08, 2014 10:19 AM  
**To:** Magolan, Allen (A.M.)  
**Subject:** U502 Odor- 2 pager for climate cal. update

Allen,

Attached is the two pager. Pls. let Arie know that since 7/21/14, we have 5% customers that still not happy with latest TSB release (38 out of 775 that have had TSB 14-0130 repair performed).

So, after one customer visit in Pennsylvania, we noticed aggressive driving behavior with repeated braking and WOT's. Hence, to address these aggressive drivers, we are proposing a climate cal. change from 5 seconds to 2 seconds (trigger when recirc. door should open during a WOT) and also eliminating the rear Aux being ON as a condition to trigger the recirc. door to open.

I have asked the climate team for a breakdown of hourly rate and number of software hours Vs software validation.

<< File: DAM EESE CC 2014DEC07 U502 MY2011 \_ 2015 Service WOT Recirc Override Upd....xls >>

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

---

**From:** Pickens, Mitch (M.K.)  
**Sent:** Friday, August 14, 2015 9:49 PM  
**To:** Williams, Kelli (K.)  
**Cc:** Perez, Bryan (B.)  
**Subject:** FW: WIDNEY- CAS-7405219-T3W1H3

Kelli,

I spoke to Bryan and he has not been officially involved with this VIN, but has been involved in another Explorer at this dealer. Just FYI.

**MITCH PICKENS**

FORD CUSTOMER SERVICE DIVISION  
FSE PHOENIX REGION  
MOBILE PHONE: [REDACTED]  
EFAX: 866-552-6963  
[MPICKEN2@FORD.COM](mailto:MPICKEN2@FORD.COM)

---

**From:** Williams, Kelli (K.)  
**Sent:** Friday, August 14, 2015 9:37 AM  
**To:** Pickens, Mitch (M.K.)  
**Subject:** [REDACTED]

Hello Mr. Pickens,

Last month you assisted with a veh with an issue with fumes inside the cabin when accelerating. The recommended TSBs have been performed, and the customer is still having this problem. My question is, has there been any new developments to TSB 14-0130, or is this the most recent update?

VIN: 1FM5K7D82DG [REDACTED]

**Kelli Williams**  
Ford Motor Company®  
Regional Customer Service Manager  
Phoenix A03  
[KWILL400@ford.com](mailto:KWILL400@ford.com) | [www.ford.com](http://www.ford.com)  
Phone: 1866.631.3788 ext 77762  
Fax: 1866.319.4870



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**From:** Duncan, Glen <DuncanG@autonation.com >  
**Sent:** Thursday, May 12, 2016 11:45 AM  
**To:** Jay, Brian (B.L.)  
**Subject:** FW:  
**Attachments:** 2500-TX-A-05112016-165202.pdf

Take a look at this from hotline on the Explorer smell.  
Glen

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## Hotline Assistance Request 110186645

**Contact Date:** May 04 2016 11:08:54  
**Technician:** HUMAYUN HABIB  
**P&A Code:** 04617  
**Vehicle:** 2015 EXPLORER 4DR

**VIN:** 1FM5K7D88FG [REDACTED]  
**R. O. Number:** [REDACTED]

**Description of Vehicle Concern:**

CUSTOMER CONCERN, EXHAUST SMELL IN SIDE AFTER DRIVING 30MINTS

**Please list any diagnostics already performed:**

PERFORMED VEHICLE LEAK TEST, IN SIDE PRESSURE TEST PASS , SMOKE TEST PASS

**Parts Replaced:**

PERFORMED TSB 14-0130, AND REPLACED EXHAUST TO

**Your Question:**

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

**Additional Comments**

**Comment From:** Ford **Comment Date:** May 04 2016 11:59:19  
Humayun,

Since the exhaust odor is still present in the vehicle after TSB 14-0130 was performed and the updated exhaust was replaced it is recommended to re-visit steps the TSB 14-0130 steps 11 and 12 to ensure a generous amount of seam sealer and rubberized undercoating was applied as directed.

If steps 10 and 11 have been verified it is recommended to ensure the HVAC module is at the latest calibration when using the latest IDS software. If the HVAC module is at the latest calibration it is recommended to perform the cabin pressure test in the areas specifically called out in TSB 14-0130 to determine if a leak is present.

If the cabin pressure test does not reveal any leaks the vehicle should be driven with the body vents taped off to determine if the concern changes. If the concern is still present when the body vents are taped off it is recommended to drive the vehicle with the HVAC setting set to recirculate and fresh air position to determine if the exhaust odor is entering the vehicle from the rear of the vehicle or towards the front.

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

**Comment From:** DEALER **Comment Date:** May 10 2016 15:23:25

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

**Comment From:** Ford **Comment Date:** May 10 2016 15:23:25  
Humayun,

Verify that the exhaust was replaced with EB5Z-5230- A. If the exhaust has been replaced and TSB 14-0130 completed, verify the HVAC module is at the latest calibration. Perform the pressure test again by removing the tail lamps, removing the bumper cover, taping off the air extractors, starting the vehicle and setting to fresh air mode with the blower on high. Spray soapy water at the body seams, all rubber grommets, the seams behind the tail lamps, the deck lid seal, the side glass seals and the license plate area. Seal all leaks found with Motorcraft TA-2 seam sealer.

If no leaks are found, use an evaporative emission smoke machine (on the outside of the vehicle) to apply smoke around the liftgate seal. If the smoke pushes away from the seal, a leak is present. While the rear bumper cover

and tail lamps are removed, have an assistant inspect from inside the vehicle while a flashlight is shined along all body seams behind the tail lamps and bumper cover. If any light passes through to the interior of the vehicle, seal the affected seam.

When all leaks are sealed and the muffler assembly is replaced, the odor should no longer be present. If further information is require during these tests or repairs, provide the results to all tests and inspections completed along with all information required a that time. If a best contact number is available, please also include that contact information. When the repair is completed and verified, include the verified repair information on the survey. Thank you.

**Comment From:** DEALER **Comment Date:** May 11 2016 11:04:32

An outbound call was placed to the Dealer. A voice message was received when attempting to reach Service Manager Glen. A voice message was left for Glen providing this assistance request number along with the repair order number and advising that this request has been updated. A request was also made to provide a best contact number if further information is required. **[DEALER][PHONE]**

**Comment From:** Ford **Comment Date:** May 11 2016 11:04:32  
Humayun and Glen,

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

**Upload Files**

-Select- v

Browse...

Upload

Please describe repair and/or any additional comments:  
You have **1800** characters remaining for your response...

[Empty text area for describing repair and/or additional comments]

No Reply Required

**Print Date:** 2016-05-11 15:43:45.652 -04:00

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Tuesday, October 20, 2015 6:54 PM  
**To:** Lance Tagliapietra (Lance.Tagliapietra@TRW.COM) (Lance.Tagliapietra@TRW.COM)  
**Subject:** FW:  
**Attachments:** IMG\_1470.jpg; IMG\_1469.jpg

Lance,

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

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

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

Hold (saves recordings).

Complete (deletes recordings).

Delete (deletes session).

Vehicle: Explorer

Engine Type: TiVCT

Capacity: 3.5L

Transmission: Automatic

Fuel Type: Gasoline

Emission level: Federal Emission

Odometer: 11450.0mi

(VIN): 1FM5K7D87FGA 

Standard Equipment Modules - Pass - (FLM)

Optional equipment Modules - Fail - (GFM)

(GPSM) Part Number = DE8T-19H463-AD

(GPSM)\_FILENAME = DE8T-14F055-AD

(GPSM)\_HARDWARE\_NUM = DE8T-14F206-AA

Optional equipment Modules - Pass - (GPSM)

Optional equipment Modules - Fail - (HSWM)

Optional equipment Modules - Fail - (HUD)

(HVAC) Part Number = EB5T-18C612-BD

(HVAC)\_FILENAME = FB5T-18D619-AB

(HVAC) Software Part 1 (F124) = FB5T-18D620-BB

(HVAC) Software Part 2 (F10A) = BB5T-14C651-BA

(HVAC) Software Part 3 (F188) = FB5T-18D619-AB

(HVAC)\_HARDWARE\_NUM = EB5T-14F165-BB

(HVAC)\_CONFIGURATION\_FILENAME = BB5T-14C651-BA

(HVAC)\_CALIBRATION\_FILENAME = FB5T-18D620-BB

Optional equipment Modules - Pass - (HVAC)

(IPC) Part Number = EB5T-10849-GK

Complete

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**From:** Keinath, Wayne (W.)  
**Sent:** Monday, March 07, 2016 3:07 PM  
**To:** Buelow, Steve (S.E.)  
**Subject:** Muffler

Are they instructing dealers to replace the existing exhaust with the downturned version if the original TSB doesn't resolve the customers complaint?

5628	F5 - VEHICLE ENGINEERING	569872	EXPLORER (NA-CAP)	1FM5K8F85GG [REDACTED]	10/17/2015	3122	510	EB5Z	5230	A	CUST STATES THAT UNDER HARD ACCEL CAN SMELL EXHAUST IN THE CABIN OF THE VEHICLE ADVISE
------	--------------------------	--------	-------------------	------------------------	------------	------	-----	------	------	---	----------------------------------------------------------------------------------------

Regards:  
*Wayne Keinath*  
**CAP VE & Chassis PVT Supervisor**  
(773) 646-7372 or (313) 805-3771  
Fax (773) 646-7377

WCS

- Q's


① JM Data, -

A) what is it that they are smelling?

② ↓ Boundaries or Calibration Window that is best to operate at

↓  
Temperature  
& (richness)  
Ramp rate

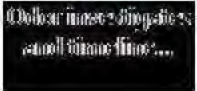
~~what~~ would it be better to go hot and lean first before going rich?

What is  a db extra cost  
is 1000°C benefit

---

**From:** Setti, Lokesh (L.)  
**Sent:** Monday, November 30, 2015 8:31 PM  
**To:** Brennan, Shannon (S.M.)  
**Cc:** Rajaniemi, Brent (B.); Gariepy, Arthur (A.P.)  
**Subject:** Odor investigates and timeline

Shannon, Here's an odor timeline that I put together for tomorrow's tech review. Will upload the files in VI Attribute share point site and send you a link.



**Lokesh Setti**  
Supervisor, CX482 Vehicle Integration  
(313) 805-6007

	Date	Paper topic	Audience	Purpose/Conclusion
1	Aug-09	Flex odor investigate	VITR	Prove vehicle meets CO requirement and safe to drive.
2	Dec-11	Explorer odor investigate	VITR	Prove vehicle meets CO requirement and safe to drive.
3	Apr-12	P/T Quality DFSS project #57720	PDQR	Recommends HVAC blend door opening during WOT.
4	Dec-12	P/T After treatment DFSS project	VE / PT Directors	Issue due to cabin sealing. Excessive enrichment causes strong odor in exhaust gas. Adding Ni to cat does not improve odor. Adding GPF in underbody position improves odor. Air injection prior to UB cat significantly improves exhaust odor.
5	Mar-13	Edge odor investigate	VITR	Understand 2010 Vs 2011MY design changes and conduct DOE on buyback vehicle to prove various theories and find rootcause.
6	Apr-13	Exhaust Odor - Overall summary and U38x DOE	VI / PT Managers	Hot end likely rootcause. Deliver vehicle to P/T team to conduct independent analysis
7	May-13	U38x exhaust odor enrichment analysis	VI / PT Managers	Does not recommend power enrichment delay cal.
8	Sep-13	Explorer Odor TSB	Raj Nair SAR	Provide update on Odor issue and TSB
9	Nov-13	U502 estimated emission constituents	VI / PT Managers	Prove odor in cabin is harmless
10	Nov-13	Middle East odor letter	Al Tayer, Dubai	Prove odor in cabin is harmless
11	Jan-14	Exhaust odor - service and production fixes	PDQR	Provide update on service/production fixes with timing
12	Aug-14	Explorer Exhaust Odor	VLD	Provide issue summary, QSF status, prevent actions investigate status.
13	Oct-14	U502 Exhaust Tip Design Review	VE / PT Directors	Review/approve cold end design
14	Oct-14	U502 Exhaust Odor Design Review	VE / PT Directors	Finalize service/production actions and review benchmark assessment
15	Jan-15	Explorer Exhaust Odor	NHTSA	Provide issue summary and QSF status
16	Mar-15	Explorer Exhaust Odor	CCRG	Provide closure and supporting docs
17	Mar-15	Explorer Exhaust Odor	NHTSA	Followup from Jan review
18	May-15	Explorer odor deep dive	VE / PT Directors	Recommends cabin leakage reduction
19	Oct-15	Exhaust gas in wake- CFD study	VEME SAR	CFD process developed to predict exhaust gas around rear of vehicle

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**From:** Gariepy, Arthur (A.P.)  
**Sent:** Tuesday, June 14, 2016 1:00 PM  
**To:** Kummer, Lawrence (L.J.)  
**Subject:** Odor numbers

I owed you CQIS numbers... These are from our last review. My team is working on an update.



CQIS 502 vs  
539.pptx

Regards,

***Art Gariepy***

Vehicle Integration Attribute Supervisor

PDC 2C-E56

313-805-0523



# CQIS reports U502 vs 539N vs U502

## 2016 Explorer. Start of sale summer 2015. Job1: Apr15

Engine	Volume	North America			Export	Total
		Odor related	Not odor related	Inconclusive	GCC	
3.5TiVCT	122156	17	2	3	8	30
3.5GTDi	34616	3	1	5	0	9
2.3GTDi	16532	0	0	2	0	2
3.7 TiVCT	20718	0	1	0	0	1

- Almost all export complaints come from Al-Tayer (not customers)

## 2015 Edge. Start of sale spring 2015. Job1: Dec14

Engine	Volume	North America			Export	Total
		Odor related	Not odor related	Inconclusive	GCC	
2.0GTDi	59,746	0	0	2	0	2
3.5TiVCT	56,335	1	2	1	0	4
2.7GTDi	10,897	1	1	2	1	5

- Outgoing Edge/MKX

Edge 2011-2015		MKX 2011-2015	
3.7L V6	39	3.7 V6	92
3.5 TiVCT	254		
2.0 I4	24		

## 2015 MKX. Start of sale summer 2015. Job1: Apr15

Engine	Volume	North America			Export	Total
		Odor related	Not odor related	Inconclusive	GCC	
2.7GTDi	4,864	2	1	3	3	9
3.7 TiVCT	24,236	4	2	13*	8	27

\* 6 complaints from a single dealer in Waterloo, CA.



Figure 9 – Article 14-16-NA



Figure 10 – Article 14-16-NA



Figure 11 – Article 14-16-NA



Figure 12 – Article 14-16-NA

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Monday, October 05, 2015 7:01 PM  
**To:** Toups, Bethany (B.J.)  
**Subject:** Photos  
**Attachments:** CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG

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

## Pressure Test Procedure

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



Figure 7 – Article 14-16-NA



Figure 8 – Article 14-16-NA

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



Figure 9 – Article 14-16-NA



Figure 10 – Article 14-16-NA



Figure 11 – Article 14-16-NA



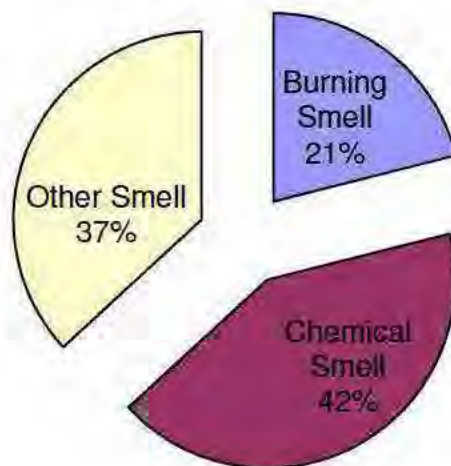
Figure 12 – Article 14-16-NA

Count of Smell	
Smell	Total
Burning Electric	1
Burning Metal	1
Burning Oil	1
Burnt Rubber	1
Chemical Smell	1
Exhaust Smell	5
Fumes from Pain on the Mufflers	1
Rotten Egg	1
Rotten Egg	1
Strange Smell	1
Strong Smell	1
Sulphur / Burning Hair Smell	1
Sulphur Smell	2
Undercoating / Smoke	1
Grand Total	19

**2011MY Explorer 3.5L Odor Concerns from PVT Folder Database**

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

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





1FMHK8FX8B	CD-STRONG SMELL OF SMOKE INSIDE THE CAR WHEN IT ACCELERATES UP TO 4000 RPM AND ENTERS FOR THE DUCTS OF THE AC. TC:WAS REPROGRAMING A/C UNIT CONTROL FOR CLOSE BETTER THE DUCTS, BUT THE PROBLEM CONTINUE. CA:ADVISED TO CHECK FOR UNDERCOATING ON THE CAT. OTHER EXHAUST COMPONENTS GET UNDERCOATING BUT THE CAT SHOULD NOT.	Undercoating / Str AC On		Hard Acceleration
1FMHK7F80B	RP:WEB FORM DATA - CONCERN: EXHAUST SMELL IN CABIN DURING HARD ACCEL. WHILE AC IS ON. DIAGNOSTICS: NONE PARTS REPLACED: NONE TECH QUESTION: ARE THERE ANY REPORTS OF THIS NATURE? THANKS FOR YOUR HELP. RE:JERRY, PLEASE CONTINUE TO TRY AND DUPLICATE THE CONCERN(IF NOT ALREADY PERFORMED), RECOMMEND TO CHECK FOR EXHAUST LEAKS BY APPLYING SHOP AIR IN THE TAIL PIPE AND USE SOAPY WATER ON ALL OF THE WELDS AND SEALING JOINTS. ALSO VERIFY THE TORQUE ON THE SPARK PLUGS ALLOWING COMBUSTION CHAMBER GASES TO ESCAPE FROM THE CYLINDER. THERE ARE NO LIKE GASES IN THE DATA BASE AT THIS TIME. RP:TECH'S QUESTION: CUSTOMER SAYS HE SMELLS EXHAUST FUMES IN CAR FROM STOP LIGHT TO STOP LIGHT DRIVING....THE SERVICE MANAGER RODE WITH THECUSTOMER THIS AM AND SAID HE SMELLED IT TOO. SAID IT WAS LIKE A CONVERTER SMELL. CUSTOMER HAD THE AC OFF AND WHEN HE DOES HAVE THE AC ON HE RUNS IT IN REGRD. WAS WONDERING IF THERE WERE ANY COMPLAINTS OF THIS SAME PROBLEM OR ANY KNOWN FIXES? DESCRIPTION OF VEHICLE CONCERN: CUSTOMER SMELLS EXHAUST ODOR IN CAR ON HARD ACCELS...AND DECELLS LIKE IN STOP LIGHT TO STOPLIGHT TRAFFIC DIAGNOSTICS ALREADY COMPLETED: IDS PARTS REPLACED: NONE DTC: NONE RE:CLIFFORD, -EVEN IF THE IDS EVAP TEST PASSES, RECOMMEND TO INSPECT THEEVAP CANISTER FOR RAW FUEL (TYPICALLY RAW FUEL IN THE EVAP SYSTEM IS CAUSED BY THE CUSTOMER OVER RE-FUELING THE VEHICLE). IF THE CUSTOMER IS NOT OVER RE-FUELING THE VEHICLE, FOR TESTING PURPOSES BLOCK OFF THEEVAP SYSTEM IN THE ENGINE COMPARTMENT. IF THE CONCERN IS NO LONGER PRESENT REPLACE THE CANISTER PURGE VALVE (LOCATED IN THE ENGINE COMPARTMENT). -VERIFY THE SPARK PLUGS ARE TORQUED CORRECTLY. IF THEPLUGS WERE NOT TORQUED CORRECTLY IT COULD ALLOW COMBUSTION GASES TO ESCAPE THE COMBUSTION CHAMBER BY THE PLUG THREADS. -PERFORM A FUEL QUALITY TEST. -EVEN IF THERE IS NOT A FUEL QUALITY CONCERN PRESENT THE CONCERN COULD BE EFFECTED BY THE FUEL IN THE VEHICLE. DIFFERENT FUEL COMPANIES HAVE DIFFERENT SULFUR CONTENT IN THE FUEL. SUGGEST TO THE CUSTOMER TO TRY A DIFFERENT BRAND OF FUEL (WILL REQUIRE THE CUSTOMER TO USE AT LEAST 3-4 FULL TANKS OF DIFFERENT FUEL PRIOR TO THEODOR BEING EFFECTED). -IT IS NORMAL FOR SOME SULFUR ODOR COMING FROM THE CATALYST WITH THE ODOMETER READING LISTED (FIRST 5,000-10,000MILES). DUE TO THE HIGHLY ACTIVE STATE OF THE NEW CATALYST (DO NOT REPLACE THE CATALYST FOR THIS CONDITION). -IF THERE ARE NO ISSUES WITH THE RECOMMENDED TESTS, RECOMMEND TO CHECK FOR A RICH CONDITION (FUEL PRESSURE, MAFV, ETC.). -DOCUMENT IF THE VEHICLE IS EQUIPPED WITH ANY AFTERMARKET COMPONENTS 29:ODMETER 5287 M CHANGED TO 5936 M BY AMCENTEE			
1FMHK8FX8C	RP:WEB FORM DATA - CONCERN: SULFUR SMELL ON HIGHWAY MORE NOTICE ON HARD ACELL. DIAGNOSTICS: ROAD TESTED PARTS REPLACED: NO TECH QUESTION: ANY KNOWN CONCERNS RE:RICHARD, PAST REPORTS INDICATE THAT SULFUR ODORS HAVE BEEN CAUSED BY CERTAIN FUEL SOURCES THAT HAVE A HIGHER SULFUR CONTENT THEN OTHERS.PLEASE ADVISE THE CUSTOMER TO TRY A DIFFERENT FUEL SOURCE. IF THE CONCERN IS STILL PRESENT, PLEASE MONITOR FUEL TRIMS FOR A RICH/LEAN CONDITION CAUSING THE ODOR. ALSO INSPECT THE EXHAUST FOR LEAKS OR DEBRIS CAUGHT ON THE EXHAUST. DEBRIS ON THE EXHAUST CAN CAUSE ODOORS TOBE TRANSFERED INTO THE CABIN.	Exhaust Smell	AC Off	Stop light to Stop Light
1FMHK7F878C	RE:JIM, IF YOU HAVENT ALREADY, INSPECT THE EXHAUST SYSTEM FOR DEBRIS WHICH COULD BE CAUSING THE CONCERN. ALSO, CHECK THE ENGINE OIL, TRANS,OR COOLANT LEAKS DURING THE VISUAL INSPECTION. INSPECT THE BULK HEAD FOR ANY MISSING OR MISPOSITIONED BODY PLUGS. CHECK FOR ANY SIGNS OF LIQUID FUEL IN THE EVAP SYSTEM, FROM A POTENTIAL OVER FUELING EVENT. ALSO, PERFORM A FUEL SYSTEM LEAK DOWN TEST OVER TIME. NO GREATER THEN 30 MINUTES ALLOWABLE. IF THE SMELL IS A MUSTY ODOR FROM THE VENTS, THIS COULD BE DUE TO MOISTURE REMAINING ON THE EVAPORATOR CORE FROM A/C USE. IF THIS IS THE CASE, TURN THE BLOWER ON HIGH TO QUICKLY DRY OFF THE EVAPORATOR BEFORE EXITING. RP:WEB FORM DATA - CONCERN:VEHICLE HAS A STRANGE SMELL, WHAN FIRST STARTED. DIAGNOSTICS: DID NOT NOTICE A SMELL, BUT I ALSO WAS NOT ABLE TO LET THE VEHICLE SET FOR A LONG PERIOD. PARTS REPLACED:NA TECH QUESTION:NEED ANY INFO YOU MAY HAVE.	Sulphur Smell	Unknown	Hard Acceleration
1FMHK8D87B	RP:WEB FORM DATA - CONCERN:CS AFTER HEAVY ACC CAN SMELL EXHAUST FUMES INSIDE CAB. DIAGNOSTICS: INSPECTION ON EXHAUST SYSTEM FOR LEAKS ANDIT HAS NONE. ROAD TEST VEHICAL AND PERFORM SEVERAL HEAVY ACC. I DIDNOTSMELL ANY AMOUNT OF EXHAUST FUMES INSIDE VEHICAL WITH AC ON. ONCE I OPEN THE DOOR I SMELL THE EXHAUST SMELL AND I SMELL LIKE THE ODOR A NEW VEHICAL CONVERTOR SMELL LIKES DURING PDI CHECK IN. PARTS REPLACED:NONE TECH QUESTION:IS THERE A FIX FOR THIS CONCERN OR IS IT NORMAL FOR THE EXHAUST TO SMELL LIKE THIS FOR A WHILE? RE:OTIS, EXHAUST FUMES SHOULD NOT BE SMELT WITHIN THE VEHICLE OR ANYWHERE EXCEPT FROM THE TAILPIPE REGARDLESS OF VEHICLE MILEAGE. THE MOST COMMON CAUSES OF EXHAUST FUMES IN THE FORWARD SECTION OF THE VEHICLE IS EITHER A LEAKING EXHAUST SYSTEM OR IMPROPERLY TORQUED SPARK PLUGS. RECOMMEND TO PERFORM A THOROUGH INSPECTION OF THE EXHAUST SYSTEM LOOKING FOR ANY LEAKS OR DAMAGE. IF THE EXHAUST SYSTEM PROVES OUT OK, RECOMMEND TO VERIFY THAT ALL SPARK PLUGS ARE PROPERLY TORQUED. RP:REINSPECT ALL EXHAUST AREA NO LEAKS FOUND. CHECK ALL SPARK PLUGS AND THEIR TIGHT. ROAD TEST VEHICAL WITH SERVICE MANAGER DRIVING AND I SAT IN THE THRID ROW BACK SEAT AREA AND UNDER HEAVY ACC I SMELL A WEAK EXHAUST ODOR FROM BACK CAB AREA. NOT SURE WHERE IT CAME IN FROM BUT I SMELL IT ONCE UNDER 5 HARD ACCELERATION.	Strange Smell	Unknown	Unknown
1FMHK7F86B	RP:WEB FORM DATA - CONCERN:CUST IS COMPLAINING THAT WHEN THE VEHICLE IS ACCELERATED HARD IT GETS A STRONG SMELL INSIDE DIAGNOSTICS: ROAD TEST WITH CUST AND VERIFY CONCERN. AFTER AN ACCEL LIKE YOU ARE GOING TO PASS A CAR IT GETS A STRONG SMELL INSIDE. IT IS NOT A RAW FUEL SMELL BUT IT IS STRONG, NO DTC NO OTHER DRIVABILITY CONCERNS, WHEN DRIVING IN ANY OTHER MANNER IT NEVER DOES THIS PARTS REPLACED:NONE TECH QUESTION:ANY KNOWING? RE:JOESPH, -RECOMMEND TO INSPECT THE EVAP CANISTER FOR RAW FUEL, EVEN IF THE IDS EVAP TEST PASSES (TYPICALLY RAW FUEL IN THE EVAP SYSTEM IS CAUSED BY THE CUSTOMER OVER RE-FUELING THE VEHICLE), DISCUSS WITH THE CUSTOMER IF THE ISSUE PRIMARILY OCCURS AFTER THE VEHICLE IS RE-FUELED IF THE CUSTOMER IS NOT OVER RE-FUELING THE VEHICLE. FOR TESTING PURPOSES BLOK OFF THE EVAP SYSTEM IN THE ENGINE COMPARTMENT. IF THE ISSUE IS NO LONGER PRESENT AND THE CUSTOMER IS NOT OVER RE-FUELING THE VEHICLE AND/OR NO RAW FUEL PRESENT, REPLACE THE EVAP CANISTER PURGE VALVE (LOCATED IN THE ENGINE COMPARTMENT). -VERIFY THE SPARK PLUS ARE TORQUED CORRECTLY. IF THE PLUGS WERE NOT TORQUED CORRECTLY IT COULD ALLOW COMBUSTION GASES TO PASS BY THE PLUG THREADS, CAUSING THE ODOR PRESENT. -PERFORM A FUEL QUALITY TEST. -EVEN IF THERE IS NOT A FUEL QUALITY ISSUE PRESENT, DIFFERENT GASOLINE COMPANIES HAVE DIFFERENT SULFUR CONTENT IN THERE FUELS, SUGGEST TO THE CUSTOMER TO TRY A DIFFERENT BRAND OF FUEL (WILL REQUIRE USING AT LEAST 3-4 FULL TANKS OF FUEL PRIOR TO THE ODOR BEING EFFECTED). -IT IS NORMAL FOR A CATALYST TO CAUSE A SLIGHT SULFUR ODOR WITH THE ODOMETER READING LISTED. THE CATALYST CAN CAUSE A THE ODOR DUE TO THE HIGHLY ACTIVE STATE OF THE NEW CATALYST (BETWEEN THE FIRST 5,000-10,000 MILES). DO NOT REPLACE THE CATALYST FOR THE CONCERN. -VERIFY THE VEHICLES MAINTENANCE RECORDS. DOCUMENT IF	Exhaust Smell	Unknown	Hard Acceleration
1FMHK7D86B	RE:MICHAEL, RECOMMEND TO ROADTEST WITH THE CLIMATE CONTROL IN RECIRCULATION MODE AND VERIFY IF THE ODOR IS STILL PRESENT. THERE MAY BE AN ISSUE WITH THE AIR INLET DOOR DURING SEALING OR OPERATION. REPAIR ANY FAULTS FOUND. IF THE CONCERN CAN BE DUPLICATED RECOMMEND TO COMPARE TO AN EXACT LIKE UNIT FOR VERIFICATION OF A ABNORMAL CONDITION. WE ARE NOT AWARE OF ANY UNIQUE AIRFLOW OR EXHAUST SYSTEM DESIGNS FOR THIS VEHICLE. ALSO RECOMMEND TO ENSURE THERE ARE NOFLUID LEAKS PRESENT. RP:WEB FORM DATA - CONCERN:THERE IS EXHAUST SMELL INSIDE VEHICEL WHEN ACCELERATING OR PASSING, WORSE ON PASSENGER SIDE DIAGNOSTICS: INSPECT EXHAUST SYSTEM, BODY AIR LEAKS, OK PARTS REPLACED:NONE TECH QUESTION:WHAT COULD CAUSE CUSTOMER TO SMELL EXHAUST? IS THEREA DIFFERENCE WITH AIRFLOW AROUND THIS VEHICLE, OR WITH EXHAUST SYSTEM FROM OTHER BODY TYPES?	Strong Smell	Unknown	Hard Acceleration
		Exhaust Smell		Accelerating

1FMHK7F87B	<p>RP:WEB FORM DATA - CONCERN CUSTOMER IS SMELLING A METAL BURNING SMELL WHEN GETTING ONTO FREEWAY AND WHEN AT BOTTOM OF RAMP DOING 40 MPH THENACCEL TO 70 MPH AND MAINTAIN 70 MPH FOR ABOUT ONE MILE WITH THE A/C ONMAX A/C FAN SPEED 2 OR 3. DIAGNOSTICS: ROAD TESTED WITH CUSTOMER AND I WAS UNABLE TO VERIFY SMELL. I AM GOING TO GET CUSTOMER TO COME BACK IN AND GO FOR A RIDE WITH SOME OTHER PEOPLE TO SEE IF THEY CAN SMELL ANYTHING. I DID SEE THAT UNDERNEATH THERE IS A SNORKEL THAT TAKES IN AIR AND PUTS IT TO THE BACK CATAFOLD. WONDERING IF THERE HAVESEEN ANY COMPLAINTS OF ANY SMELLS DO TO THIS OR IF THERE ARE ANY KNOWNCONCERNS OUT THERE PARTS REPLACED: NONE TECH QUESTION: ANY KNOWN CONCERNS? WILL REPORT BACK AFTER WE REROGAD TEST WITH CUSTOMER AND COMPARE TO ANOTHER VEHICLE. THIS IS JUST SUCH AN ODD SCENARIO THAT I THOUGHT I WOULD SEE IF ANYONE HAS REPORTED THIS</p> <p>RE:HI PETER, INSPECT THE EXHAUST SYSTEM FOR ANY DEBRIS OR WITNESS MARKS OR MATERIAL BURNING. IF ANY CONCERNS ARE FOUND, THEN REPAIR AND RETEST. IF NO CONCERNS ARE FOUND, THEN THIS CAN BE NORMAL OPERATION. WHEN SYSTEM COMPONENTS ESPECIALLY THE EXHAUST, SOME SMELLS CAN BE OMITTED DUE TO COMPONENT BREAK IN. 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. NOTE, IF THE VEHICLE HAS EXCESSIVE IDLE TIMES, THEN THIS CONCERN CAN OCCUR. THIS IS NORMAL OPERATION AND NO REPAIRS ARE NEEDED.</p> <p>RP:PETE STATES WHEN DRIVING THERE IS AN ODOOR ENTERING THE VEHICLE. THE ODOOR IS NOT SULFUR SMELL IT IS A HOT METAL SMELL. THE VEHICLE HAS TO BE STARTED COLD. THE CUSTOMER LIVES 3 MILES FROM THE EXPRESSWAY. THE VEHICLE IS ACCELERATED TO 40 TO 45 MPH GETTING ON THE ON RAMP, AND ACCELERATED TO 60 TO 70 MPH FOR 15 SECONDS TO MERGE ONTO THE EXPRESSWAY, THE ODOOR ENTERS THE VEHICLE. THERE IS A SNORKEL THAT STARTAT THE FRONT BUMPER AND ENDS IN THE AREA OF THE CAT CONVERTER. HE BELIEVES THIS TO HELP COOL THE CAT CONVERTOR. PETE BELIEVES THIS HELP THE ODOOR ENTER THE VEHICLE. HE NEEDS TO KNOW HOW THE ODOOR IS ENTERING THE VEHICLE EVEN WITH THE AIR CONDITIONING SYSTEM (A/C) IN RECIRCULATION. HE HAS DRIVEN A LIKE STOCK VEHICLE, AND THE STOCK VEHICLE HAS THE SAME ODOOR WHEN DRIVEN AS DESCRIBED.</p> <p>RE:PETE, THIS IS MOST LIKELY CHARACTERISTIC OF THE VEHICLE. THE SNORKEL IS USED TO HELP COOL THE CAT CONVERTOR. THE CAT IS MOST LIKELY RUNNINGHOTTER WHEN THE VEHICLE IS NOT AT OPERATING TEMPERATURE. ONCE OPERATING TEMPERATURE IS REACH THE CAT IS OPERATING COOLER. THE ODOOR ENTERING THE VEHICLE IS COMING IN FROM THE AIR CONDITIONING SYSTEM (A/C) DRAIN AND THE FRESH AIR INLET. TAP OFF THE AIR CONDITIONING SYSTEM (A/C) DRAIN AND THE FRESH AIR INLET AND RECHECK FOR THE ODOOR. UPDATE THE REPORT WITH THE RESULTS. THANK YOU</p> <p>RP:TECHNICIAN STATES THAT THERE IS A METAL HEATING SMELL WHEN ACCELERATING TO 70 MPH AFTER DRIVING THE VEHICLE FOR 2 MINUTES. THIS OCCURS WHEN ENTERING A FREEWAY AND ACCELERATING FOR 15 SECONDS. THE VEHICLE IS EQUIPPED WITH TRAILER TOW PACKAGE AND A CONVERTER COOLER (SNORKEL). COMPARED TO LIKE VEHICLES AND SMELL WAS PRESENT. THIS ONLY HAPPENS WHEN THE ENGINE SITS AFTER A COLD SOAK AND IS HEATING UP. WILLNOT HAPPEN THE REST OF THE DAY.</p>	Burning Metal	AC Max	Hard Acceleration
1FMHK7F86B	<p>RP:WEB FORM DATA - CONCERNCUSTOMER IS COMPLAING OF ROTTEN EGG SMELL IN VEHICLE AFTER HARDER THAN NORMAL ACCELERATION. AC ON RECIRCULATION. FEAR OF EXHAUST FUMES GETTING IN VEHICLE DIAGNOSTICS: SELF TEST. NO DTC. TEST DRIVE PARTS REPLACED:NONE TECH QUESTION:EXPLANATION FOR CUSTOMER? VEHICLE RUNS NORMAL</p> <p>RE:BERNARD, IT IS POSSIBLE THAT THIS CONCERN IS NORMAL CHARACTERISTIC FOR NEW VEHICLE OPERATION UP TO 10,000 MILES. THE EXHAUST SMELL CONCERN MAY BE FROM THE HIGHLY ACTIVE CATALYSTS IN THE NEW VEHICLE WORKING PROPERLY. RECOMMEND TO NOT REPLACE THE CATALYSTS FOR THIS CONCERN. VERIFY FUEL QUALITY AND THE SOURCE OF THE FUEL. DUE TO THE TIME OF THE YEAR WITH THE FUEL BLENDS CHANGING FROM SUMMER TO WINTER THE EXHAUST ODOOR MAY CHANGE. IT MAY REQUIRE UP TO 4 FULL TANKS OF FUEL TO RESOLVE THE CONCERN.</p>	Rotten Egg	AC On Recirculate	Hard Acceleration
1FMHK7F80B	<p>RE:EDGAR, COMPARE THE SMELL WITH A LIKE VEHICLE TO DETERMINE IF THE SMELL IS NORMAL. THE MOST COMMON SOURCE OF A BURNING ODOOR THAT IS CAUSED AFTER THE ENGINE WARMS UP IS PLASTIC BAGS THAT HAVE BECOME MELTED TO THE LOWER EXHAUST PIPES. THESE BAGS WILL APPEAR AS A HARD BLACKS SUBSTANCE ON THE EXHAUST. INSPECT THE ENTIRE EXHAUST SYSTEM FORTHIS PRESENCE. IF FOUND, THE PLASTIC WILL NEED TO BE SCRAPPED OFF. THE TECHNICAL HOTLINE DOES NOT CONTAIN SIMILAR REPORTS OF THISNATURE ON THIS VEHICLE.</p> <p>RP:WEB FORM DATA - CONCERN:CUSTOMER STATES THAT ON HEAVY ACCEL, THEY SMELL A BURNING SMELL INSIDE THE VEHICLE. DIAGNOSTICS: PERFORMED ROAD TEST, ACCELERATED HEAVILY AND RETURNED TO CRUISING SPEED. AFTER ABOUT 10 SECONDS, VERY FAINT ODOOR WAS PRESENT. SMELLED SORT OF LIKE ANELECTRICAL FIRE. AFTER A FEW SECONDS, SMELL WENT AWAY. ISSUE IS PRESENT ONLY INTERMITTENTLY AND IT IS VERY FAINT. PARTS REPLACED:NONE TECH QUESTION:NOT REALLY SURE WHAT TO DO AT THIS POINT, EVERYTHING SEEMS TO BE IN GOOD WORKING ORDER. NO SIGNS OF ANY ITEMS ON EXHAUST OR ENGINE CAUSING SMELL. VEHICLE IS BEING RUN WITH ACON, RECIRCULATED AIR FUNCTION IS TURNED ON, AND LOW FAN SPEED IS SELECTED. WHEN SMELL IS PRESENT, IT IS ONLY AFTER HEAVY ACCEL. COULD THIS BE A</p>	Burning Electric	AC On Recirculate	Hard Acceleration
1FMHK7D83C	<p>RE:REVIEWED AND APPROVED THE AND GAVE APPROVAL CODE PAANZ TO REPLACE GAVEREPORT NUMBER TO CALL BACK WITH ADDITIONAL INFO.</p> <p>RP:A/C IS <b>BURNING ODOOR</b>. TECH VISUAL HE FOUND THE COMPRESSOR IS LEAKING OIL BURNING ON THE EXHAUST. TECH STATES THE LEAK FROM THE COMPRESSOR WAS COMING FROM THE FRONT CASE HALVES TECH STATES THE OIL GOT ON THE BELT AND IT SHREDDED IT. TECH DID NOT RECOVER ANY. NO DEBRIS IN THE SYSTEM. TECH REPLACED THE COMPRESSOR BELT AND LINE ON SATURDAY. TECH IS REQUESTING A NEW COMPRESSOR AND BELT</p> <p>CA:NUMBERS OFF THE COMPRESSOR ARE KB16 TAG WITH BAR CODE CG2791196 CAST METAL STAMP 6H10B437</p>	Burning Oil	AC Compressor Oil Leak	
1FMHK8F89B	<p>RP:WEB FORM DATA - CONCERNON A HARD ACCELL LIKE GETTING ON TO PARK WAY FROM A STOP WITH A/C ON YOU WILL GET A CHEMICAL SMELL AFTER A COUPLE OF SECONDS WHEN ON MAX A/C AND IT WILL STAY FOR 10 TO 15 SECONDS AND WILL THEN DISPERSE DIAGNOSTICS: ROAD TESTED AND CHECK A/C SYSTEM. OPERATING PROPERLY PARTS REPLACED:NONE TECH QUESTION:ARE THERE ANY KNOWN CONCERNS FOR THIS PROBLEM. I THINK IT HAS SOMETHING TO DO WITH A/C COMPRESSOR SHUTTING OFF ON A HARD ACCELL AND GETTING WARM AIR AND A SMELL WITH IT</p> <p>RE:JOHN, THE CONDITION YOU ARE DESCRIBING MAY BE A NORMAL VEHICLE CHARACTERISTIC. SUGGEST YOU COMPARE TO A LIKE UNIT UNDER THE SAME CONDITIONS. IF THE TWO VEHICLES DO NOT COMPARE, SUGGEST OPERATING THE VEHICLE WITH THE A/C IN DIFFERENT MODES. VERIFY IF THE CONCERN IS PRESENT IN NORMAL MODE OR IN RECIRCULATION MODE. THERE ARE NO PAST REPORTS FOR THIS CONCERN IN THE HOTLINE DATE BASE.</p>	Chemical Smell	AC Max	Hard Acceleration

---

**From:** ravupload.ravupload@minacs.adityabirla.com  
**Sent:** Monday, June 20, 2016 3:38 PM  
**To:** Ronda, Mario (M.)  
**Subject:** RAVONLINE Case Status Information for VIN: 1FM5K7F84GG [REDACTED]

\*\*\*This is a system generated email\*\*\*

Current Status: **SUBMITTED FOR APPROVAL**

Case Details:

VIN: [1FM5K7F84GG](#) [REDACTED]

Request Type: **REF**

Affiliation: **Customer Relationship Center - CCST**

Processing Dealer: **AUTONATION FORD OF DELRAY**

Requester: **Mario Ronda**

Requester Comments: **VEHICLE HAS AN EXHAUST ODOR ENTERING THE CABIN. VEHICLE HAS HAD 3 REPAIR ATTEMPTS. VEHICLE IS PRESENTLY WITH THE CUSTOMER. CSM VERIFIED CUSTOMERS HOME ADDRESS.**

You can also view your case by clicking on VIN.

If you have questions or concerns about your case status result, please contact RAV Headquarters  
[ravupload.ravupload@minacs.adityabirla.com](mailto:ravupload.ravupload@minacs.adityabirla.com)

Sincerely,  
RAV Headquarters.

---

**From:** Garry Sichler <gsichler@metroford.com>  
**Sent:** Tuesday, December 29, 2015 10:36 AM  
**To:** Ronda, Mario (M.)  
**Subject:** Re: C [REDACTED]

no contact by him as of yet.

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

**Received:** 08:46 AM EST, 12/29/2015  
**From:** "Ronda, Mario (M.)" <[mronda@ford.com](mailto:mronda@ford.com)>  
**To:** "Garry Sichler ([gsichler@metroford.com](mailto:gsichler@metroford.com))" <[gsichler@metroford.com](mailto:gsichler@metroford.com)>  
**Subject:** [REDACTED]

Good Morning,

Jorge Dorta--- 1FM5K7D84FG [REDACTED]  
Has this customer scheduled an appointment for the exhaust odor in the cabin? Please advise.

Thanks,

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

> -----  
> Attachment: winmail.dat  
> MIME Type: application/ms-tnef  
> -----

---

**From:** Ronda, Mario (M.)  
**Sent:** Wednesday, March 02, 2016 1:47 PM  
**To:** 'Davila, Armando'  
**Subject:** RE: [REDACTED]

Armando,

Sam Milazzo---1FM5K7D81FG [REDACTED]

Please send me the accounting copies of all the ro's for this vehicle.

---

**From:** Davila, Armando [<mailto:DavilaA@autonation.com>]  
**Sent:** Wednesday, March 02, 2016 8:44 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED]

I test drove with customer and I could not smell any odor, he could still smell it, and I believe that he is more sensitive to smells than I am, but I could not smell it.  
He did agree that the smell is night and day difference and definitely has majorly improved. We have exhausted all avenues on this vehicle at this time

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Wednesday, March 02, 2016 8:00 AM  
**To:** Davila, Armando  
**Subject:** RE: [REDACTED]

Good Morning,

Sam Milazzo---1FM5K7D81FG [REDACTED]

What was the dealers ,finding after driving the vehicle with the customer? Is the exhaust odor still present?

Thanks,

---

**From:** Ronda, Mario (M.)  
**Sent:** Monday, February 29, 2016 8:15 AM  
**To:** 'Davila, Armando'  
**Subject:** RE: C [REDACTED]

Good Morning,

Sam Milazzo---1FM5K7D81FG [REDACTED]

APPROVAL CODE FOR RENTAL T01A2.....PROGRAM CODE P11.....AMOUNT \$990.00.

Is this vehicle back at the dealer? Has the dealer verified the odor in the cabin? Please advise with status of this vehicle.

Thanks,

**From:** Davila, Armando [<mailto:DavilaA@autonation.com>]  
**Sent:** Friday, February 26, 2016 8:39 AM  
**To:** Ronda, Mario (M.)  
**Subject:** [REDACTED] 2

21days at \$45  
Total \$990.00  
r/o 177956  
line b

Thanks

<a href="#">Activity Type</a> ▼	<a href="#">Status</a> ▼	<a href="#">Subject</a> ▼
E-mail	Completed	<a href="#">RE: Coach back [REDACTED] CRM:0932200000001</a>
E-mail	Completed	<a href="#">Coach back [REDACTED] CRM:09322000000015</a>
E-mail	Completed	<a href="#">FW: [REDACTED] CRM:02333000000953</a>
E-mail	Completed	<a href="#">FW: [REDACTED] CRM:02333000000953</a>
E-mail	Completed	<a href="#">RE: [REDACTED] CRM:02333000000953</a>
E-mail	Completed	<a href="#">RE: [REDACTED] CRM:02333000000953</a>
E-mail	Completed	<a href="#">[REDACTED] CRM:02333000000953</a>
Ford / Lincoln Loyalty Request	Completed	<a href="#">rental</a>

# AutoNation

CUSTOMER #:

AutoNation Ford Margate

3401 WASH COOPERS ROAD  
P.O. BOX 88-001  
MARGATE, FL 32008  
(904) 272-1300  
TOLL FREE 1-800-427-4274  
MAY 2007 TO APR 2015  
www.aunation.com

\*INVOICE\*

PAGE 1

WE WANT YOU TO BE COMPLETELY SATISFIED WITH OUR WORK. PLEASE CONTACT OUR SERVICE DEPARTMENT WITH ANY ISSUE REGARDING ANYTHING THAT WOULD IMPACT OUR SERVICE. WE WANT YOU TO BE 100% Satisfied.

MARGATE FL

HOME:

BUS:

SERVICE ADVISOR: 1859 HOUSE

COLOR	YEAR	MAKE/MD/DEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
INGOT SILV	15	FORD EXPLORER	1FMSK7D81P0		18155/18191	T3943

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12SEP14 DD			17:00 02FEB16			CASH	22FEB16

RO OPENED	READY	OPTIONS	SOLD-STR	DLR
08:50 01FEB16	16:29 22FEB16	ENG:3.5L V6 CYL TRN:A		207391

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	E41	C/S	THERS A ODOR FROM THE EXHAUST ON ACCEL (S/H PLACE H/L CONTACT)				

CAUSE: STR SEE TECHNICIAN'S REMARKS

5881 MOHAMMED, SHARKEEL LIC#: 5881

- WF (N/C)
- 2 BBS261280B62B AIR EXTRACTOR (N/C)
- 2 4MS2\*54280B62\*A VALVE ASY - AUTO DRAIN (N/C)
- 1 08405 SEALER (N/C)

FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:  
004716

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

18155 VERIFIED CUSTOMER CONCERN, PREVIOUSLY PERFORMED TSB AND MUFFLER PER HOTLINE, CONTACTED HOTLINER WAS INSTUCTED TO PERFORM CABIN PRESSURE TEST AND RECHECK TSB I PERFORMED, NO LEAKS FOUND, RE CHECKED HVAC UPDATE- ALREADY PERFORMED, HOTLINE REQUESTED TO CABIN PRESSURE TEST FRONT AREA , NO LEAKS FOUND, HOTLINE REQUESTED TO CHECK FOR LOOSE SPARK PLUGS AND OR COIL PACK AND FLUID LEAKS, NO LEAKS FOUND, HOTLINE REQUEST TO TAPE OFF REAR VENTS, SOME WHAT SOLVED ISSUE, THEY TOLD ME TO REPLACE BOTH VENTS, REPLACED AND RE SEALED, RE TEST, SMELL SOME WHAT STILL THERE ALMOST GONE, HOTLINE REQUESTED TO RE CABIN PRESSURE TEST AGAIN TOOK LOOK FOR LEAKS, NO LEAKS FOUND BUT I NOTICED THE DRAIN VALVES ON THE TRUNK HAD FALLEN OUT, REPLACED WITH 2 NEW DRAIN VALVES, RE TEST, EVERYTHING GOOD AT THIS TIME

\*\*\*\*\*

B SERVICE RENTAL

CAUSE: NL NO LABOR

1859 WF (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

C P66 C/S THE TRANS SEEMS JUMP ON ACCEL FROM DECELL (S/H)

By signing below, you acknowledge that you are notified of and authorized the dealership to perform the services outlined in the invoice and that you consent (or had the opportunity) to inspect any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the amount due.

IF Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on the invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	DESCRIPTION	TOTALS
			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			REC. CHARGE*	
			TOTAL CHARGE	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

WARRANTY STATEMENT AND DISCLAIMER PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE. CUSTOMER COPY

\*\*\*\*\*



# AutoNation

CUSTOMER #:

AutoNation Ford Margate

HOURS  
 Monday - Friday 9:00 AM - 6:00 PM  
 Saturday 10:00 AM - 5:00 PM  
 Sunday 11:00 AM - 3:00 PM

3801 WEST COPPIN ROAD  
 P.O. BOX 65-4887  
 MARGATE, FL 32050  
 (305) 241-7200  
 TOLL FREE 1-800-FORD-CAR  
 MVR P.300 TO AP0019  
 www.autonation.com

\*INVOICE\*

PAGE 1

WE WANT YOU TO BE COMPLETELY SATISFIED WITH OUR WORK. PLEASE CONTACT OUR CUSTOMER SERVICE WITH ANY QUALIFICATION MATTERS THAT MAY ARISE. IF YOU ARE NOT COMPLETELY SATISFIED, WE WANT YOU TO LET US KNOW.

MARGATE F  
 HOME  
 BUS:

SERVICE ADVISOR: 9000 RICHARD SPEHAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
INGOT SILV	15	FORD EXPLORER	1FMSK7D81FC		17231/17236	T3376	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12SEP14 DD			17:00 23DEC15			CASH	24DEC15
R.O. OPENED	READY	OPTIONS	SOLD- ST	DLR: 207391			
08:29 22DEC15	07:56 24DEC15	ENG: 3.5L_V6_CYL	TRN: A				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	E41	C/S	THERES A ODOR OF EXHAUST INSIDE VEH ON ACCEL ON HIGHWAY				

CAUSE: -  
 STR INSTALL BODY RESEAL KIT  
 5881 MONHAMMED, SHAKEEL LIC#: 5881  
 WF (N/C)  
 1 EBSZ61280B62B AIR EXTRACTOR (N/C)  
 1 EBSZ\*7829164\*AA MOULDING (N/C)  
 1 EBSZ\*7829165\*AA MOULDING (N/C)  
 2 4M8Z\*54280B62\*A VALVE ASY - AUTO DRAIN (N/C)  
 1 04840 SEALER (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 004716

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A: 0.00
-------------	-------------	-------------	--------------------

B D36 C/S THE ENGINE SEEMS TO HESITATE WHEN PASSING  
 CAUSE: -  
 STR SEE TECHNICIAN'S REMARKS  
 2035 VARGAS, KENNETH LIC#: 8458  
 WF (N/C)

FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 008458

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B: 0.00
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17234 NONE PERFORM ROAD TEST AND IDS SELF TEST NO CODES. UNABLE TO VERIFY AN ABNORMAL CONCERNS AT THIS TIME

C PATCH L/R TIRE  
 TP PATCH ONE TIRE AS PER CUSTOMERS REQUEST  
 1952 DERANCI, RICHARD J LIC#: 2331  
 CF

PARTS: 0.00	LABOR: 29.95	OTHER: 0.00	TOTAL LINE C: 29.95
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES*	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	

DATE: CUSTOMER'S SIGNATURE: AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: PLEASE PAY THIS AMOUNT

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR ORDER. CUSTOMER COPY

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---

**From:** Bashford, Lenny <BashfordL@autonation.com>  
**Sent:** Monday, January 18, 2016 12:21 PM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED]

No parts not here as yet working with parts, trying to find out why. Will update with more info

Thanks

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Monday, January 18, 2016 11:58 AM  
**To:** Bashford, Lenny; Freimann, Holger H.  
**Subject:** FW: [REDACTED]

Update please!

Thanks,

---

**From:** Ronda, Mario (M.)  
**Sent:** Monday, January 18, 2016 9:03 AM  
**To:** 'Bashford, Lenny'  
**Subject:** RE: [REDACTED]

Good Morning,

[REDACTED] ---1FM5K7D86EG [REDACTED]

Have the parts arrived for this repair? If so, what is the status of this vehicle?

Thanks,

---

**From:** Bashford, Lenny [<mailto:BashfordL@autonation.com>]  
**Sent:** Friday, January 15, 2016 7:56 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED]

Morning Mario still waiting on Exhaust system for this customer . parts are in transit should be here today. Will update if not..

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Wednesday, January 06, 2016 2:31 PM  
**To:** Bashford, Lenny  
**Subject:** RE: [REDACTED]

Lenny,

Mr [REDACTED] will be in tomorrow afternoon to have the exhaust fume issue diagnosed. Please contact NHL and advise them of this issue. I will also authorize rental @ \$30.00 per day for 5 days initially. Please advise.

Thanks,

---

**From:** Bashford, Lenny [<mailto:BashfordL@autonation.com>]  
**Sent:** Wednesday, January 06, 2016 9:38 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED]

No vehicle is not at dealer , last service at this dealer 27/AUG/2014 8883 miles . vehicle was at pompano Ford for battery replacement on 22/JUNE/2015  
There is a TSB for Exhaust odor in Vehicle (TSB 14-0130)

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Wednesday, January 06, 2016 8:39 AM  
**To:** Bashford, Lenny; Freimann, Holger H.  
**Subject:** C [REDACTED]

Good Morning,

[REDACTED] --- 1FM5K7D86EG [REDACTED]

Customer having an issue with exhaust fumes in the cabin.

Is this vehicle at the dealer now? Has a diagnose been performed? What are the dealer's findings with this vehicle? Does the dealer need assistance with parts escalation? Is the customer in a rental? Is there an ETA for repairs to be completed? Please provide me with the current mileage for this vehicle.

Please verify concern and contact NHL, advise of customers concern, they will instruct on next steps to follow.

Thanks,

*Mario G. Ronda*

Senior, Regional Customer Service Manager Miami A01

PH: 866-631-3788 ext. 77723

Fax: 888-655-4437

[mronda@ford.com](mailto:mronda@ford.com)

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---

**From:** Ronda, Mario (M.)  
**Sent:** Wednesday, February 10, 2016 7:59 AM  
**To:** 'rodriguez, pete'  
**Subject:** RE: C [REDACTED] CRM:0233300000976

Good Morning,

[REDACTED] --- 2FMDK3GC5DB [REDACTED]

Please update me with the status of repairs for this vehicle. Was the dealer able to duplicate the customers concern of an odor on acceleration?

Thanks,

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

From: Ronda, Mario (M.)  
Sent: Wednesday, February 03, 2016 1:25 PM  
To: 'rodriguez, pete'  
Subject: RE: C [REDACTED] CRM:0233300000976

Pete,

Ms. [REDACTED] is going to schedule an appointment for Monday, 2/8/2016. I requested she drive the vehicle with one of the s/a so she can show them when the odor is present. Also, she is having an issue with the seat belt sensor, not alerting the driver the seatbelt is not buckled. Please open a NHL contact for the odor entering the cabin on acceleration, they have additional information regarding this matter.

Thanks,

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

From: rodriguez, pete [<mailto:pete@armstrongcars.com>]  
Sent: Wednesday, February 03, 2016 10:26 AM  
To: Ronda, Mario (M.)  
Subject: Re: C [REDACTED] 4 CRM:0233300000976

Good Morning Mario,

The last time in we did reprogram. The service advisor talked to her yesterday and she is going to bring it back in.

On Wed, Feb 3, 2016 at 8:03 AM, Ronda, Mario (M.) <[mronda@ford.com](mailto:mronda@ford.com)> wrote:

> Good Morning,

>

>

>

> NEW CASE:

>

> [REDACTED] --- 2FMDK3GC5DB [REDACTED]

>

> Customer is having multiple issues with her vehicle. On acceleration  
> there is an odor (rotten egg), tires are wearing prematurely, and the  
> seat belt light not coming on.

>

>

>

> Is this vehicle at the dealer now? Has a diagnose been performed? What  
> are the dealer's findings with this vehicle? Does the dealer need  
> assistance with parts escalation? Is the customer in a rental? Is  
> there an ETA for repairs to be completed? Please provide me with the  
> current mileage for this vehicle.

>

>

>

> Would either of these TSB's apply to the odor?

>

>

>

> TSB 14-0175 - Effective Sep 19 2014 2011-2014 Edge and 2011-2015 MKX -  
> Exhaust Sulfur Odor After Hard Acceleration - Climate Control In  
> Recirculation Mode Only.

>

>

>

> TSB 14-0045 - Effective Mar 5 2014 2013 Edge/MKX Musty Or Organic Odor  
> From Front Vents - Air Conditioning (A/C) Is Activated - Built On Or  
> After 4/6/2012.

>

>

>

>

>

>

>

> Thanks,

>

>

>

>

>

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

---

**From:** Davila, Armando <DavilaA@autonation.com>  
**Sent:** Monday, March 14, 2016 11:11 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: C [REDACTED]  
**Attachments:** document2016-03-12-202853.pdf

**Categories:** Red Category

[See id this will help](#)

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Monday, March 14, 2016 11:02 AM  
**To:** Davila, Armando  
**Subject:** RE: [REDACTED]

Armando,

Please provide me with the rental agreement copy, that has the VIN# of the vehicle rented and the daily cost of rental.

Thanks,


---

**From:** Davila, Armando [<mailto:DavilaA@autonation.com>]  
**Sent:** Monday, March 14, 2016 9:43 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED]

Kurtis was involved, customer was seeking second opinion since smell was still there after other dealer kept trying to duplicate, we replaced both rear vents, test drove and no smell found, vehicle delivered Saturday!

## Extensions

Extension requested for:

additional authorized days to 3/12/16 

[Extend Rental](#)

Rate/Vehicle Class:

[View](#)

[Clear selection](#)

## Recent Notes

3/14/16 9:28 AM R - DROP @ AUTONATION  
R - Ticket has been close pended on 3/14/16.  
3/11/16 5:02 PM S - Rental extended by ALBARRAN, RICKY at 3:02 PM for 5 day(s).  
S - Current authorized date is 3/12/16.

S= Sent, R= Received, N= Note To Self, A= Note to Repair Facility

\* Time is displayed based on your local time zone: GMT-04:00

Go to [Notebook](#)

## Authorization Summary

Rental Pended on: 3/14/16

Rental Start Date: 3/1/16 @ 5:38:00 PM

Last Authorized Date: 3/12/16

Days Authorized to Date: 11 days up to No Limit /day

\*Does not include taxes and surcharges

## Renter Information

\* Last Name:

\* First Name:

Address:

City: HALLANDALE

State: FL

Postal Code:

\* Phone Numbers:

Home  Ext.:

E-mail:

From: Ronda, Mario (M.) [<mailto:mronda@ford.com>]

Sent: Monday, March 14, 2016 9:04 AM

**To:** Davila, Armando

**Subject:** RE: [REDACTED]

Good Afternoon,

[REDACTED] --- [REDACTED]  
[REDACTED] vehicle.

Thanks,

---

**From:** Davila, Armando [<mailto:DavilaA@autonation.com>]

**Sent:** Wednesday, March 09, 2016 7:24 AM

**To:** Ronda, Mario (M.)

**Subject:** RE: [REDACTED]

Vehicle at the dealer, and I test drove and did verify the concern – hotline was contacted and are following what they are asking us to do

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]

**Sent:** Tuesday, March 08, 2016 12:36 PM

**To:** Rausseo, Eleazar; Davila, Armando

**Subject:** CA [REDACTED]

Good Afternoon,

[REDACTED] --- 1FM5K7F83EG [REDACTED]

Customer is seeking a 2<sup>nd</sup> opinion for exhaust odor entering the cabin. Is this vehicle at the dealer now? Has the dealer been able to duplicate the exhaust odor entering the cabin on aggressive acceleration? Please advise.

Thanks,

*Mario G. Ronda*

Senior, Regional Customer Service Manager Miami A01

PH: 866-631-3788 ext. 77723

Fax: 888-655-4437

[mronda@ford.com](mailto:mronda@ford.com)

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Create Authorization Find Customer

ARMS MAROONE FORD Sign Out

Home My ARMS My Rentals My Customers My Vehicles My Reports My Settings My Profile My Logout

### Customer File

For: FLANDERS, VALESHELIA Rental Status: Pended

Go to Notebook

#### Assign

Dealership:  File Owner:

[Set Last Day](#) [Process](#) [Skip >>](#)

Options required here

#### Extensions

Extension requested for:  additional authorized days to 3/12/16 [Extend Rental](#)

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Exclude Requested Date  
 Ignore Administration Cycle  
[Close](#)

Rate/Vehicle Class: [View](#)

Note To:  Note To:

Empty note box

#### Rental Location

Ticket Number: [REDACTED]  
 Reservation Number: [REDACTED]  
 (4118)  
 ENTERPRISE RENT-A-CAR  
 2899 N STATE ROAD 7  
 MARGATE, FL 33063-5723

#### Repair Facility

Year:   
 Make/Model:

#### Recent Notes

- 3/14/16 9:28 AM R - DROP @ AUTONATION  
R - Ticket has been close pended on 3/14/16.
  - 3/11/16 5:02 PM S - Rental extended by [REDACTED] at 3:02 PM for 5 day(s).  
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Go to Notebook

#### Authorization Summary

Rental Pended on: 3/14/16  
 Rental Start Date: 3/1/16 @ 5:38:00 PM  
 Last Authorized Date: 3/12/16  
 Days Authorized to Date: 11 days up to No Limit /day  
 \*Does not include taxes and surcharges

#### Renter Information

Last Name: [REDACTED] Phone Numbers:  
 First Name: [REDACTED] Home: [REDACTED]  
 Address: [REDACTED] E-mail:   
 City: HALLANDALE  
 State: FL  
 Postal Code: 33063

#### Additional Information

PO Number:  Additional Driver:

[Set Last Day](#) [Process](#) [Skip >>](#)

VEHICLES RENTED									
Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged	
3/4/16 4:39 PM	2016	NISN	ALTI	1N4AL3AP8G0 [REDACTED]	0	0	0	\$30.00	

NOTEBOOK:

Extensions  Requests/Extensions  Maintain Activity Log

Date	Author	Message
3/14/16 9:28 AM	RENTAL BRANCH	DROP @ AUTONATION Ticket has been close pending on 3/14/16
3/11/16 5:02 PM	ALBARRAN, RICKY	Rental extended by [REDACTED] at 3:02 PM for 5 day(s) Current authorized date is 3/12/16
3/7/16 5:30 PM	ALBARRAN, RICKY	Rental extended by [REDACTED] at 3:30 PM for 4 day(s) Current authorized date is 3/7/16
3/3/16 2:05 PM	ALBARRAN, RICKY	Rental extended by ALBARRAN, RICKY at 12:05 PM for 1 day(s) Current authorized date is 3/3/16
3/1/16 7:20 PM	RENTAL BRANCH	Ticket 449906 opened on 3/1/16 at 8:38 PM
3/1/16 5:01 PM	RENTAL BRANCH	Authorization confirmed by Enterprise at 4:01 PM Reservation number [REDACTED]
3/1/16 5:01 PM	ALBARRAN, RICKY	Authorization sent at 5:01 PM for 1 days up to No Limit/day. Authorized by ALBARRAN, RICKY Direct Bill Authorization set at 100 % Note to self by ALBARRAN, RICKY RC [REDACTED]

Enterprise® Employee Note To Self

\* Time is displayed based on your local time zone. GMT-04:00

Set Last Day Process Bmp >>

[Top Of Page](#)

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---

**From:** Davila, Armando <DavilaA@autonation.com>  
**Sent:** Thursday, March 17, 2016 7:47 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED]

Spoke to customer and said she now only smells it sometimes and sometimes not, I test drove I did not smell it any longer, she said she was very sensitive to smells, she would drive it for a few days and call if there is any further issues

---

**From:** Ronda, Mario (M.) [mailto:mronda@ford.com]  
**Sent:** Thursday, March 17, 2016 7:43 AM  
**To:** Davila, Armando  
**Subject:** RE: [REDACTED]

Good Afternoon,

[REDACTED] --- 1FM5K7F83EG [REDACTED]

Has this customer returned to the dealer with the exhaust odor issue?

Thanks,

---

**From:** Davila, Armando [mailto:DavilaA@autonation.com]  
**Sent:** Monday, March 14, 2016 11:11 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: C [REDACTED]

See id this will help

---

**From:** Ronda, Mario (M.) [mailto:mronda@ford.com]  
**Sent:** Monday, March 14, 2016 11:02 AM  
**To:** Davila, Armando  
**Subject:** RE: [REDACTED]

Armando,

Please provide me with the rental agreement copy, that has the VIN# of the vehicle rented and the daily cost of rental.

Thanks,


---

**From:** Davila, Armando [mailto:DavilaA@autonation.com]  
**Sent:** Monday, March 14, 2016 9:43 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED]

Kurtis was involved, customer was seeking second opinion since smell was still there after other dealer kept trying to duplicate, we replaced both rear vents, test drove and no smell found, vehicle delivered Saturday!

## Extensions

Extension requested for:

additional authorized days to 3/12/16 

[Extend Rental](#)

Rate/Vehicle Class:

[View](#)

[Clear selection](#)

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Last Authorized Date: 3/12/16

Days Authorized to Date: 11 days up to No Limit /day

\*Does not include taxes and surcharges

## Renter Information

\* Last Name:

\* First Name:

Address:

City: HALLANDALE

State: FL

Postal Code:

\* Phone Numbers:

Home  Ext.:

E-mail:

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Monday, March 14, 2016 9:04 AM  
**To:** Davila, Armando  
**Subject:** RE: [REDACTED]

Good Afternoon,

[REDACTED] 1FM5K7F83EG [REDACTED]  
Please update me on the status of repairs for this vehicle.

Thanks,

---

**From:** Davila, Armando [<mailto:DavilaA@autonation.com>]  
**Sent:** Wednesday, March 09, 2016 7:24 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: C [REDACTED]

Vehicle at the dealer, and I test drove and did verify the concern – hotline was contacted and are following what they are asking us to do

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Tuesday, March 08, 2016 12:36 PM  
**To:** Rausseo, Eleazar; Davila, Armando  
**Subject:** C [REDACTED] 8

Good Afternoon,

[REDACTED] 1FM5K7F83EG [REDACTED]  
Customer is seeking a 2<sup>nd</sup> opinion for exhaust odor entering the cabin. Is this vehicle at the dealer now? Has the dealer been able to duplicate the exhaust odor entering the cabin on aggressive acceleration? Please advise.

Thanks,

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

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---

**From:** Davila, Armando <DavilaA@autonation.com>  
**Sent:** Monday, May 23, 2016 9:39 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED] CRM:02333000001250

10/4

---

**From:** Ronda, Mario (M.) [mailto:mronda@ford.com]  
**Sent:** Monday, May 23, 2016 9:32 AM  
**To:** Davila, Armando  
**Subject:** RE: C [REDACTED] 7 CRM:02333000001250

Thank you! I got them.

---

**From:** Davila, Armando [mailto:DavilaA@autonation.com]  
**Sent:** Monday, May 23, 2016 8:13 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: C [REDACTED] CRM:02333000001250

Still waiting on Kurtis, I emailed you on Friday the copies

---

**From:** Ronda, Mario (M.) [mailto:mronda@ford.com]  
**Sent:** Monday, May 23, 2016 8:12 AM  
**To:** Davila, Armando  
**Subject:** RE: [REDACTED] CRM:02333000001250

Good Morning,

Sam Milazzo--- 1FM5K7D81FG [REDACTED]

Please provide me with the accounting copies of the ro's for this vehicle. has NHL contacted the dealer for additional instruction? Please advise.

Thanks,

---

**From:** Davila, Armando [mailto:DavilaA@autonation.com]  
**Sent:** Tuesday, May 17, 2016 7:42 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED] CRM:02333000001250

This was may 12, we still havent received any calls

This concern is being directed to the Technical Assistance Center's Escalated Handling Team for additional information and/or recommendations to assist in the resolution of the customer's concern. We will coordinate with the Dealership's Service Management Team to help get the concern resolved and the vehicle back to the customer.

**Upload Files**

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Tuesday, May 17, 2016 7:38 AM  
**To:** Davila, Armando  
**Subject:** RE: C [REDACTED] CRM:02333000001250

Good Morning,

[REDACTED] 1FM5K7D81FG [REDACTED]

Has the dealer received information from NHL? What steps are being taken to resolve the exhaust odor entering the cabin? Has the dealer contacted the FSE? Please advise.

Thanks,

---

**From:** Davila, Armando [<mailto:DavilaA@autonation.com>]  
**Sent:** Thursday, May 12, 2016 8:01 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED] 7 CRM:02333000001250

Door panel should arrive today, we had a hotline contact, I test drove vehicle and got the smell, it is not as strong but there is a smell under load, he is in rental

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Thursday, May 12, 2016 8:00 AM  
**To:** Davila, Armando  
**Subject:** RE: [REDACTED] CRM:02333000001250

Good Morning,

Sam Milazzo--- 1FM5K7D81FG [REDACTED]

Is this vehicle at the dealer? Has the dealer been able to verify the customer's concern? What actions is the dealer taking to repair the vehicle? Has NHL been contacted.

Thanks,

---

**From:** Davila, Armando [<mailto:DavilaA@autonation.com>]  
**Sent:** Tuesday, May 10, 2016 8:42 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED] CRM:02333000001250

I meant Wednesday 5/11

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Tuesday, May 10, 2016 7:54 AM  
**To:** Davila, Armando  
**Subject:** RE: [REDACTED] CRM:02333000001250

Good Morning,

[REDACTED] 1FM5K7D81FG [REDACTED]

Is this vehicle at the dealer now? Has the dealer been able to duplicate the exhaust odor entering the cabin? Please advise.

Thanks,

---

**From:** Davila, Armando [<mailto:DavilaA@autonation.com>]  
**Sent:** Tuesday, May 03, 2016 2:12 PM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: CA [REDACTED] CRM:02333000001250

NP

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Tuesday, May 03, 2016 2:03 PM  
**To:** Davila, Armando  
**Subject:** RE: [REDACTED] 7 CRM:02333000001250

Armando,

Mr. Milazzo will bring vehicle in next Monday to have it checked for the exhaust fumes in the cabin. He also mentioned the dealer ordered a driver's door panel that is on back order. Send me that par information so I can escalate the part if it's on back order.

Thanks,

---

**From:** Davila, Armando [<mailto:DavilaA@autonation.com>]  
**Sent:** Tuesday, May 03, 2016 8:06 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED] 7 CRM:02333000001250

Vehicle not at dealer

---

**From:** Ronda, Mario (M.) [<mailto:mronda@ford.com>]  
**Sent:** Tuesday, May 03, 2016 8:01 AM

**To:** Davila, Armando

**Subject:** C [REDACTED] CRM:0233300001250

Good Morning,

Sam Milazzo--- 1FM5K7D81FG [REDACTED]

Customer states the exhaust odor in the cabin has returned. Is this vehicle at the dealer now? Has a diagnose been performed? What are the dealer's findings with this vehicle? Does the dealer need assistance with parts escalation? IS THE CUSTOMER IN A FORD RENTAL? Is there an ETA for repairs to be completed? Please provide me with the current mileage for this vehicle.

Please advise.

Thanks,

*Mario G. Ronda*

Senior, Regional Customer Service Manager Miami A01

PH: 866-631-3788 ext. 77723

Fax: 888-655-4437

[mronda@ford.com](mailto:mronda@ford.com)

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**From:** Mcgee, Michael (M.)  
**Sent:** Tuesday, May 24, 2016 8:29 AM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: [REDACTED] 7 CRM:02333000001379

COM reviewed case and GFR form. RAV approved as LL eligible.

NEXT STEP: CSM to load into RAV.

**Ford Motor Company** ®

Michael McGee | CCT Customer Operations Manager | FCSD  
[MMCGEE26@ford.com](mailto:MMCGEE26@ford.com) | [www.ford.com](http://www.ford.com)



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**From:** Ronda, Mario (M.)  
**Sent:** Tuesday, May 24, 2016 7:34 AM  
**To:** Mcgee, Michael (M.)  
**Subject:** RE: [REDACTED] CRM:02333000001379

Michael,

The ro is attached the vehicle is till at the dealer, they have not finalized the ro as of yet.

Respectfully,

---

**From:** Mcgee, Michael (M.)  
**Sent:** Monday, May 23, 2016 5:42 PM  
**To:** Ronda, Mario (M.)  
**Subject:** RE: CAS-9360784-S9N2N7 CRM:02333000001379

COM reviewed GFR and case notes. Last RO was in February but case notes state that VEH at DLR recently. Please attach current (open) RO to case for review and update GFR form as appropriate

**Ford Motor Company** ®

Michael McGee | CCT Customer Operations Manager | FCSD  
[MMCGEE26@ford.com](mailto:MMCGEE26@ford.com) | [www.ford.com](http://www.ford.com)



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**From:** Ronda, Mario (M.)  
**Sent:** Monday, May 23, 2016 4:13 PM  
**To:** Mcgee, Michael (M.)  
**Subject:** [REDACTED] CRM:02333000001379

Michael,

This vehicle has had 4 repair attempts for exhaust entering the cabin on acceleration. Dealer performed TSB-14-0130, replaced the muffler assembly, pressure tested the cabin and replaced 2 vents. FSE advised the dealer, at this time there are no further repairs to be performed on the vehicle. The S/M verified the exhaust odor. The vehicle is presently at the dealer. I attached the GFR and all the ro's including the one that is still opened. Please review and advise.

Thanks,

*Mario G. Ronda*

Senior, Regional Customer Service Manager Miami A01

PH: 866-631-3788 ext. 77723

Fax: 888-655-4437

[mronda@ford.com](mailto:mronda@ford.com)

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**From:** Green, David (D.M.)  
**Sent:** Monday, May 16, 2016 6:29 PM  
**To:** Hochgraber, Brent (B.); Jay, Brian (B.L.); Kujawa, Brian (B.K.); Patillo, Darren (D.); Bartos, Greg (GB.); Kindler, Kurt (K.); Kyle, Steven (S.); Latour, Zachary (Z.)  
**Cc:** Barrett, Malcolm (M.C.); Carpenter, Joe (J.A.)  
**Subject:** RE: TAR OPEN AT AutoNation Ford Katy USA 04617 Phone : 281-579-9100 FOR HABIB, HUMAYUN ON 2015 EXPLORER 4X2 (U502) VIN : 1FM5K7D88FG [REDACTED] GCQIS : G2IBW008  
**Attachments:** OtherCommonLeakAreasOnU502.JPG

It looks like we are still seeing the exhaust odor issue from time to time. I have been finding some large leaks after the dealership has supposedly pressure tested the cabin and sprayed with soapy water. I have included a picture of common leak areas to spray soapy water on. The largest leaks I have found are from the two large body plugs that are right over the mufflers on either side (shown in Figure 10 in the attachment). I have had success with using seam sealer or silicone around these plugs. I have also found some smaller leaks around the tail lights, but the leaks at the body plugs are huge in comparison as well as the fact that they are right over the exhaust.

I have also been recommending putting the updated air extractor on the right side in addition to the TSB which only has you replace the left, this helps to build a bit more cabin pressure. The hotline is pretty good about making sure the HVAC is at the latest level and that the dealer has installed the updated exhaust, but it is something to keep in mind. Also, there is no updated exhaust for the 3.5L GTDI.

Just figured I would give my 2 cents on this issue as I have had a bunch of these. Let me know if you have any questions.

*David Green*

*Ford Motor Company*

**Field Service Engineer -Dallas Region**

Cell [REDACTED]

Fax (855) 528-6877

[Dgree247@ford.com](mailto:Dgree247@ford.com)

**From:** CQIS, Help (.)  
**Sent:** Monday, May 16, 2016 10:26 AM  
**To:** Jakob, Diana (D.); Hochgraber, Brent (B.); Jay, Brian (B.L.); Kujawa, Brian (B.K.); Green, David (D.M.); Patillo, Darren (D.); Bartos, Greg (GB.); Carpenter, Joe (J.A.); Kindler, Kurt (K.); Barrett, Malcolm (M.C.); Kyle, Steven (S.); Latour, Zachary (Z.)  
**Cc:** Burtch, Joshua (J.); Glennie, Chad (C.); Jorah, Jodi (J.); Mceachern, Matthew (M.); Beamer, Nathaniel (N.)  
**Subject:** TAR OPEN AT AutoNation Ford Katy USA 04617 Phone : 281-579-9100 FOR HABIB, HUMAYUN ON 2015 EXPLORER 4X2 (U502) VIN : 1FM5K7D88FG [REDACTED] GCQIS : G2IBW008

A request for technical assistance has been OPENED for :

HABIB, HUMAYUN T  
USA 04617 Name : AutoNation Ford Katy

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

With a concern on :

2015 EXPLORER 4X2 (U502)  
VIN :1FM5K7D88FG [REDACTED]

It is filed under GCQIS report number : G2IBW008

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

[https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES\\_RptSummaryUpdMain.asp?rptnbr=G2IBW008](https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr=G2IBW008)

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

**Attachments :**

<b>Report# :</b>	G2IBW008 NHL	<b>Received:</b>	02/09/2016
<b>CCRG/EPRC:S</b>		<b>Reviewed Status:</b>	<b>Date:</b>
<b>Vehicle:</b>	2015,EXPLORER 4X2 (U502),1FM5K7D88FG [REDACTED]	<b>Build Date:</b>	12/14/2014
<b>Odometer :</b>	21,663 M	<b>Engine:</b>	3.5L CYCLO
<b>Engine Serial Number:</b>	E1600 101214L113900028DS 344 AA	<b>Calibration:</b>	EUB1SN0A
<b>Transmission:</b>	6F50	<b>Axle:</b>	<b>A/C:</b> YES
<b>Transmission Serial Number:</b>	A4931 1012144344128284DA8P 7000 CB 84		
<b>Dealer:</b>	USA 04617 AutoNation Ford Katy	<b>Phone#:</b>	281-579- 9100
<b>City:</b>	Katy	<b>State:</b>	Texas
<b>Originator:</b>	HUMAYUN HABIB	<b>Country :</b>	USA
<b>Symptom:</b>	114102 COMF/ENT,INTERIOR ODOR ,MUSTY/ORGANIC,ALWAYS		
<b>Status:</b>			
<b>VFG:</b>	V79 CLIMATE CONTROL FUNCTION		
<b>Additional Symptom:</b>	EXHAUST ODOR IN VEHICLE		
<b>Fix:</b>	<b>Causal Component :</b>		
<b>Condition Code:</b>			

**Hotliner:** RSTANL47

**Phone:**

**Regn Cd:** C2 Houston

**Engineering:**

**Phone:**

**TAR:** OPEN

**Dlr Contact:** HUMAYUN HABIB

**Phone:**

**Title Cde:** T

**CONCER**      **02/09/2016 11:42AM ROBERT STANLEY MSS - FCSD - TECH SVC HOTLINE**  
Web Form Data Description of Vehicle Concern: SMELL GAS OR EXHAUST WHEN A/C IS ON AND HEAVY ACCELERATION Please list any diagnostics already performed: SOME OTHER TECH REPLACED THE ACTUATOR , BUT PROBLEM IS STILL THERE , AND ITS COME TO ME I PERFORMED TSB 14-013, BUT CUSTOMER COME BACK AND HE IS SAYING STII HE CAN SMELL IT , BUT SERVICE ADVISOR TOLD ME THIS CAR HAD BIN BODY SHOP THEY WORK ON THE REAR BUMPER AND ALSO DID SOME REPAIR SHEAT MATAL , SO MY QUESTION IS IS BODY SHOP WORK CAN CAS THIS PROBLEM OR NOT , IF NOT SO WHAT NEXT STUP I PERFORMED , NEED YOUR ADVICE THANKS Parts Replaced: PERFORMED TSB 14-013, AND ACTUATOR OUTSIDE/RECIRCULATION, Your Question: WHAT STUP I PERFORMED NEXT

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

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

**CONCER**      **03/17/2016 12:07PM**  
I NEED TO UPDATE STATUS OF THIS VEHICLE. THIS VEHICLE IS CURRENTLY BACK IN THE SHOP FOR THE SAME CONCERN. PRESSURIZED THE CAB AND NO VISIBLE SIGNS OF LEAKS BUT THE CUSTOMERS CONCERN IS STILL PRESENT. I KNOW ON SEVERAL OF THESE VEHICLES WE HAVE GOTTEN APPROVAL FOR THE UPDATED EXHAUST SYSTEM TO CORRECT THIS CONCERN. CUSTOMERS CONCERN HAS BEEN VERIFIED BY AMANDA CASKEY OUR SERVICE DRIVE MANAGER. EVERYONE HERE IS CONFIDENT THAT THE EXHAUST SYSTEM WILL FIX THIS VEHICLE PLEASE LET ME KNOW IF I CAN GO AHEAD WITH REPLACING THE EXHAUST ON THIS VEHICLE WITH THE UPDATED PART # EB5Z-5230-A IN REFERENCE TO TSB 14-0130.

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

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

**CONCER**      **05/04/2016 11:59AM PETER KRAHULEC MSS - FCSD - TECH SVC HOTLINE**  
Web Form Data (110186645) Description of Vehicle Concern: CUSTOMER CONCERN, EXHAUST SMELL IN SIDE AFTER DRIVING 30MINTS Please list any diagnostics already performed: PERFORMED VEHICLE LEAK TEST, IN SIDE PRESSURE TEST PASS , SMOKE TEST PASS Parts Replaced: PERFORMED TSB 14-0130, AND REPLACED EXHAUST TO Your Question: MY QUESTION IS CAN YOU SEND SERVICE FIELD ENGINEER TO ME , SO HE CAN HELP ME OUT ON THIS

THANKS

**RECOMM**

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

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

s Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer

s concern. We will continue to work with you and your Dealership

s Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

**ADD-ON**

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

Note to EH: Consulted Cale Garrett, recommended escalating due to time down.

Recommended re-visiting steps in TSB, update HVAC module to the latest calibration, taping off body vents, perform cabin pressure test in areas called out in TSB, and operate the vehicle with the HVAC function in recirculate vs fresh air.

**ADD-ON**

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

Reason For Escalation: Time Down

**CONCER**

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

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

**RECOMM**

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

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

information is require during these tests or repairs, provide the results to all tests and inspections completed along with all information required a that time. If a best contact number is available, please also include that contact information. When the repair is completed and verified, include the verified repair information on the survey. Thank you.

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

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

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

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

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

An outbound call was placed to the Dealer. A voice message was received when attempting to reach Service Manager Glen. A voice message was left for Glen providing this assistance request number along with the repair order number and advising that this request has been updated. A request was also made to provide a best contact number if further information is required.

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

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

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

A voice message was left for Service Manager Glen.

**CONCER 05/12/2016 11:50AM**

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

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

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

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

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

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

FMC360 only contains comments from the Dealer.  
Glens direct contact number is [REDACTED]

**CONCER 05/12/2016 03:29PM**

CONFIRMED THAT EB5Z-5230-A SMOKE TEST REVIELD THAT LEFT LOWER SIDE OF REAR HATCH HAD SLIGHT LEAK FOUND DURING SMOKE TEST ADJUSTED HATCH STOP ON THATT SIDE AND ELIMINATED LEAK TEST

CONDUCTED BY ME SHOPFORMAN MY CONTACT #IS 281-797-2149

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

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

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

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

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

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

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

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

FMC360 comments are from the Dealer only.

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

TSB 14-0130 was completed in January 2016.

The muffler assembly was replaced in March 2016.

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

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

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

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

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

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

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

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

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

Roland, Per our conversation, continue with the pressure test with the blower on high with all doors and windows closed. When taping off the air extractors, tape off only the extractor

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

**ADD-ON**

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

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

Number of repair attempts: 3

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

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

FMC360 comments are from the Dealer only.

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

**TAR**

**05/16/2016 11:26AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE**

NOTE TO FSE. REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF PROGRESS. THE CUSTOMER CONCERN IS AN EXHAUST ODOR. TSB 14-0130 HAS BEEN COMPLETED AND THE MUFFLER ASSEMBLY (EB5Z-5230- A) HAS BEEN INSTALLED. ALL LEAKS FOUND HAVE BEEN SEALED. THE HVAC MODULE IS AT THE LATEST LEVEL. THE ODOR IS STILL PRESENT. THE DEALER IS CURRENTLY COMPLETING THE PRESSURE TEST AGAIN TO CHECK FOR LEAKS AGAIN. PLEASE ASSIST THE DEALER IN FURTHER ISOLATING AND REPAIRING THE CAUSE OF THE EXHAUST ODOR AFTER THE REPAIRS COMPLETED. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 15 DAYS DURING THE CURRENT VISIT WITH 2 PREVIOUS VISITS FOR THIS CONCERN.

**AUDIT**

**05/16/2016 11:26AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE**

TECH ASSIST REFERRAL HAS BEEN OPENED

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This email was generated by the server ECCVWS962



Figure 9 – Article 14-16-NA



Figure 10 – Article 14-16-NA



Figure 11 – Article 14-16-NA



Figure 12 – Article 14-16-NA

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Tuesday, April 19, 2016 7:15 AM  
**To:** 'Lance Tagliapietra'  
**Cc:** David Chandler; Kevin Carlson; Buelow, Steve (S.E.); Mangham, David (DAM.)  
**Subject:** RE:  
**Attachments:** FW: Report Summary for the CQIS Report#FQ2EZ007, from CHALL48

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

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

---

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

Kevin,

The part numbers do look correct for a MY2015 U502 which was field updated per DCR 34. A WOT event would be the accelerator pedal position received at 90% or better for at least 2 seconds, this may take slightly more than two seconds, depending on message arrival at the RCCM. The strategy was changed so that the rear system is ignored (not required for a WOT event recognition). The pedal position is read off bus data. Note that if the vehicle engine is overheating (i.e. the Forced Recirculation is active) then a WOT cycle to outside air will not occur. But I'm assuming that is not the case with your technician. The technician seems to claim that the RCCM will not recognize a WOT event in any case? That does seem strange.

--Lance

---

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

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

Kevin Krawczyk  
Product Concern Engineer  
Explorer/Taurus/MKS

Ford Motor Company  
313-248-6022

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

---

**From:** Hall, Christopher (C.)  
**Sent:** Thursday, April 07, 2016 10:01 AM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** FW: Report Summary for the CQIS Report#FQ2EZ007, from CHALL48  
**Attachments:** FL MVDN-GILLIS.pdf; Gillis FRA.zip; HVAC Log Viwer Info.JPG; hvac self test.JPG; HVAC Status.JPG; PCM Status.JPG; post hvac pmi log view.JPG; post hvac pmi.JPG; post pcm update.JPG

Kevin,

Here is again.

Regards,

*Chris Hall*

Field Service Engineer  
Ford Customer Service Division  
Orlando Region T08  
Efax-855-500-5625 Cell- [REDACTED]

"Fix it right every time with Rotunda!"



**ROTUNDA**

---

**From:** Hall, Christopher (C.)  
**Sent:** Thursday, March 31, 2016 4:31 PM  
**To:** Krawczyk, Kevin (R.) (kkrawczyk@ford.com) <kkrawczyk@ford.com>  
**Subject:** FW: Report Summary for the CQIS Report#FQ2EZ007, from CHALL48

Kevin,

Here is a copy of the report for the 2015 Explorer that the HVAC module shows up to date, yet after a WOT event the recirculation to fresh door is not commanded like it should. The mode door works manually of the mode is selected. The IDS file has several recordings, even though the HVAC module does not have a choice for APP. I have made many recordings on other Explorers to verify the fix works and it does, unfortunate for this customer it doesn't on theirs. Hopefully engineering will correct this.

Regards,

*Chris Hall*

Field Service Engineer  
Ford Customer Service Division  
Orlando Region T08  
Efax-855-500-5625 Cel [REDACTED]

"Fix it right every time with Rotunda!"



# ROTUNDA

**From:** CQIS, Help (.)  
**Sent:** Thursday, March 31, 2016 4:27 PM  
**To:** Hall, Christopher (C.) <[chall48@ford.com](mailto:chall48@ford.com)>  
**Subject:** Report Summary for the CQIS Report#FQ2EZ007, from CHALL48

**Attachments :** 9

<b>Report# :</b>	FQ2EZ007 NHL	<b>Received:</b>	10/28/2015
<b>CCRG/EPRC:</b>		<b>Date:</b>	
<b>Vehicle:</b>	2015,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D87FG [REDACTED]	<b>Build Date:</b>	07/15/2014
<b>Odometer :</b>	13,353	<b>Engine:</b>	3.5L CYCLO
<b>Transmission:</b>	6F50	<b>Axle:</b>	
<b>Dealer:</b>	USA 04809 Bartow Ford Company	<b>Calibration:</b>	EUB1SN0A
<b>City:</b>	Bartow	<b>A/C:</b>	YES
<b>State:</b>	Florida	<b>Phone#:</b>	863-534-2646
<b>Originator:</b>	Thomas Davis	<b>Country :</b>	USA
<b>Symptom:</b>	4 47 1 39 ST/RN/MV,ODOR,CHEMICAL,INTERMITTENT		
<b>Status:</b>			
<b>VFG:</b>	V53 EXHAUST SYSTEM FUNCTION		
<b>Additional Symptom:</b>	SULFUR SMELL IN VEHICLE		
<b>Fix:Y</b>	<b>Causal Component :</b>	CUSTOMER EXPECTATIONS -- CUS	
<b>Condition Code:</b>			

<b>Hotliner:</b> AHYDORN	<b>Phone:</b>	<b>Regn Cd:</b> S3 Orlando
<b>Engineering:</b>	<b>Phone:</b>	<b>TAR:</b> CLD
<b>Dlr Contact:</b> Thomas Davis	<b>Phone:</b>	<b>Title Cde:</b> T

**DTCs:**  
 KOEO:  
 KOEC:  
 KOER:  
**Comments :**  
 CONCER 10/28/2015 05:13PM ANDREW HYDORN MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: WHEN VEH IS UNDER A LOAD THERE IS A STRONG SULFUR SMELL. Please list any diagnostics already performed: TSB 14-0130 WAS PREFORMED ON 9-21-15. Parts Replaced: TSB 14-0130. Your Question: IS THERE ANYTHING ELSE THAT CAN CAUSE THIS SMELL IN THE VEH?

**RECOMM 10/28/2015 05:13PM ANDREW HYDORN MSS - FCSD - TECH SVC HOTLINE**

Thomas, Since the TSB 14-0130 for an odor smell within vehicle has been completed another test can be performed to verify that the vehicle is sealed from the outside. Remove the right and left rear lamp assemblies and use masking tape to seal the rear air extractors and areas, do not need to tape the rear lip molding if equipped. Start the vehicle and set the A/C to fresh air mode and blower motor to MAX. Close all doors on the vehicle and ensure all windows are fully closed. Use a spray bottle with soapy water to help locate any air leaks around under body seams and rubber gourmets, rear wheel well seams, rear tail light seams, rear deck lid seals, side panel glass seals and the license plate area. When spraying soapy water on these various spots, if a leak is present, then the soapy water will start to bubble in that suspected area. Be sure to mark all suspected areas found to insure none are forgotten. After marking these spots turn the A/C off and the vehicle. Clean and dry all marked areas a use TA-2 seam sealer to re-seal suspected areas. Allow sealant to dry (may take up to 20min) and remove the masking tape and re-test. If smell is still present then a visual inspection needs to be done on the seals of the doors, hatch and windows for damage.

**CONCER 10/30/2015 09:54AM ANDREW HYDORN MSS - FCSD - TECH SVC HOTLINE**

Mr. Davis said that he will try the suggestions giving for vehicle diagnostics.

**RECOMM 10/30/2015 09:54AM ANDREW HYDORN MSS - FCSD - TECH SVC HOTLINE**

Recommended that if the lift gate is not seating correctly and no damage to the seal, that the lift gate cane be adjusted by loosening the striker and adjusting to better seat on the lift gate seal. Also recommended to inspect for any previous body damage this may indicate, rear lift gate plugs, seals and bulkhead in engine compartment miss installed or missing.

**CONCER 11/19/2015 08:25AM T ECHHOT MSS - FCSD - TECH SVC HOTLINE**

I ADUSTED THE LIFTGATE STRIKER AND CHECKED ALL OF THE DOOR MOULDINGS. I TAPED OFF THE VENTS AND DID SOAPY WATER TEST. THERE WERE A FEW SOPTS THAT WERE LEAKING. I SEALED THEM UP WITH SEAM SEALER AND RECHECKED THEM. THERE ARE NO MORE LEAKS. I CHECKED FOR A HVAC UPDATE BUT THE LATEST UPDATE IS ALREADY INSTALLED. I DROVE THE VEH AND DID NOT SMELL ANY EXHAUST. WE RELEASED THE VEH BACK TO THE CUST AND THEY BROUGHT IT BACK YESTERDAY SAYING IT STILL HAS THE PROBLEM. WHEN I TALKED TO THE HOTLINE ON THE PHONE THE GUY TOLD ME IF IT STILL HAS THE SMELL, TO REPLACE THE MUFFLER ASY. IS THAT STILL THE NEXT STEP? IS THERE ANY THING ELSE I SHOULD TRY?

**RECOMM 11/19/2015 09:12AM CLAUD RASBERRY MSS - FCSD - TECH SVC HOTLINE**

Thomas, You are correct it would be recommended you replace the Muffler assembly. Use the following part number as reference. Part Number: EB5Z-5230- A Please revisit your leak check on the rear of this vehicle. There may be a concern with license plate lamps, the third brake lamp or the seal for the liftgate. There may also be a another update for the (HVAC) Heating Ventilating and Air Conditioning Module, which may have you re-programming the (PCM) Powertrain Control Module.

**ADD-ON 11/19/2015 09:12AM CLAUD RASBERRY MSS - FCSD - TECH SVC HOTLINE**

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

**ADD-ON 03/15/2016 10:23PM CHRIS HALL (FSE) MSS - FCSD - REG ATL-ORLAND-MI**

\*\*REASON FOR REQUEST: FSE ASSISTANCE REQUESTED FOR FINAL REPAIR ATTEMPT FOR FLORIDA DEMAND. CONCERN: WHEN ACCELERATING, PASSING AND/OR TOWING,

EXHAUST GASES, EVIDENCED BY A SULFURIC SMAELL, ENTER THE CABIN OF THE VEHICLE.\*\*

**AUDIT 03/15/2016 10:23PM CHRIS HALL (FSE) MSS - FCSD - REG ATL-ORLAND-MI**  
TECH ASSIST REFERRAL HAS BEEN OPENED

**ADD-ON 03/31/2016 04:26PM CHRIS HALL (FSE) MSS - FCSD - REG ATL-ORLAND-MI**  
INSPECTED VEHICLE AND CHECKED HVAC MODULE FOR LATEST CALIBRATION AND FOUND IT TO BE UP TO DATE. DID FIND A NEWER CALIBRATION FOR THE PCM SO I PERFORMED THE UPDATE AS A COURTESY TO THE CUSTOMER. RAN A SELF TEST ON THE HVAC MODULE AND IT PASSED. I PERFORMED A VISUAL INSPECTION OF THE VEHICLE TO INSPECT TO SEE THAT THE TSB WAS PERFORMED PROPERLY AND IT APPEARS TO BE SEALED CORRECTLY UNDERNEATH AND HAS THE FLAPS OVER THE DRAINS IN THE REAR TAIL GATE. I TEST DROVE THE VEHICLE MAKING SEVERAL WIDE OPEN THROTTLE EVENTS AND MONITORING THE BLEND DOOR STATUS ON RECIRCULATION AND THE MODE FOR THE RECIRCULATION TO FRESH AIR NEVER CHANGED AFTER A WOT EVENT. NEXT I PERFORMED A PMI ON THE HVAC MODULE IGNORING THE INHALE DATA AND THE IDS CAN TOOL ASKED WHEN PERFORMING THE REPROGRAM IF THE TSB FOR THE SULFUR SMELL HAD BEEN PERFORMED AND I ANSWERED YES. ONCE THE UPDATE WAS PERFORMED THERE WAS NO CHANGE IN THE SOFTWARE PART NUMBERS ACCORDING THE IDS LOG VIEWER. AT THIS POINT I ADVISED THE DEALER I WOULD GIVE THEM A WRITE UP FOR THE CUSTOMER AND TO EXPLAIN IF THEY WANT TO AVOID THE CONCERN UNDER HEAVY THROTTLE CONDITIONS THEY SHOULD CONSIDER SWITCHING THEIR VEHICLE TO AC INSTEAD OF MAX OR RECIRCULATION IF THEY ARE GOING TO BE UNDER HEAVY THROTTLE SITUATIONS. THE BEGINNING MILEAGE ON THE VEHICLE WAS 18,694 MILES AND THE FINAL MILEAGE IS 18,703 MILES. I CONTACTED THE PCE TO MAKE HIM AWARE AND ASKED TO SEND HIM THE MODULE INFO FROM THIS VEHICLE.

**AUDIT 03/31/2016 04:26PM CHRIS HALL (FSE) MSS - FCSD - REG ATL-ORLAND-MI**  
TECH ASSIST REFERRAL HAS BEEN CLOSED

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

[https://www.gcqis.dealerconnection.com/gcqis/asp/DIViewAttachment\\_Mainx.asp?ReportNumber=FQ2EZ007](https://www.gcqis.dealerconnection.com/gcqis/asp/DIViewAttachment_Mainx.asp?ReportNumber=FQ2EZ007)

Motor Vehicle Defect Notification 2 E.I. 2

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) When accelerating, passing and/or towing, exhaust gases, evidenced by a sulfuric smell, enter the cabin of the vehicle. Repair attempts included air conditioning, body and exhaust components.

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Ford Model Explorer Year 2015

VIN 1/F/M/5/K/7/D/8/7/P/G [REDACTED] Date of Delivery September 17, 2014

Name and City/State of selling dealer or leasing company (if applicable) Bartow Ford, Bartow, Florida

Name and City/State of authorized service agent(s) attempting previous repairs: Bartow Ford, Bartow, Florida

Consumer [REDACTED]  
Address [REDACTED] Haven, FL [REDACTED]

Home phone [REDACTED]  
Work phone [REDACTED]  
Signature [REDACTED]

Date Mailed March 11, ( 2016 )

Winter Haven, FL [REDACTED]

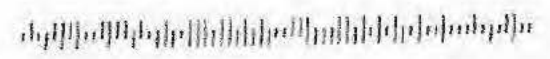
PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE  
**CERTIFIED MAIL**



Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48125

48121

48121624848





## Log Viewer - Technician View (Full Diagnostic)

Optional equipment Modules - Pass - (GPSM)

Optional equipment Modules - Fail - (HSWM)

Optional equipment Modules - Fail - (HUD)

(HVAC) Part Number = EB5T-18C612-BD

(HVAC)\_FILENAME = FB5T-18D619-AB

(HVAC) Software Part 1 (F124) = FB5T-18D620-BB

(HVAC) Software Part 2 (F10A) = BB5T-14C651-BA

(HVAC) Software Part 3 (F188) = FB5T-18D619-AB

(HVAC)\_HARDWARE\_NUM = EB5T-14F165-BB

(HVAC)\_CONFIGURATION\_FILENAME = BB5T-14C651-BA

(HVAC)\_CALIBRATION\_FILENAME = FB5T-18D620-BB

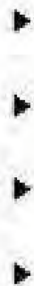
### Select Option

[/AC ODDTCs](#)

Pass - [HVAC](#)

[/AC CMDTCs](#)

Pass - [HVAC](#)



### Helpscreen

Select item for more information.



**Current Software Version : IDS-99.04**

later calibration is available on the system for this HVAC.



**Current Software Version : IDS-99.04**

Water calibration is available. Do you want to program the **PCM** with it?

**PCM**

Current level in Vehicle: EB5A-12A650-PB

Change to: EB5A-12A650-PD

NO

YES

**(VIN): 1FM5K7D87FG** [REDACTED]

**Module Programming - Start - 3/31/2016 - 11:00:07 AM**

**Select Option**

**Yes**

**No**

**11:03 AM, Thursday, March 31, 2016**

**Select Option**

**Yes**

**No**

**Module Update : HVAC**

**Latest Assembly PN : FB5T-18C612-BB**

**Latest F10A: BB5T-14C651-BA**

**Latest F188: FB5T-18D619-AB**

## Module Reprogramming

required, obtain a reprogramming label and complete with the following information:

Note: A reprogramming label is not required on vehicles serviced in North America.

Date: 3/31/2016

Part: PCM - EB5A-12A650-PD

Place the completed label in the appropriate position.

---

**From:** Mangham, David (DAM.)  
**Sent:** Thursday, April 21, 2016 7:49 PM  
**To:** Lance Tagliapietra; Krawczyk, Kevin (R.)  
**Cc:** David Chandler; Kevin Carlson; Buelow, Steve (S.E.)  
**Subject:** RE:

Lance,

I was hoping the vehicle was local so we could try that... Thanks for responding!!!

Regards,

David Mangham

---

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

Kevin,

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

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

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

Regards,

--Lance

---

**From:** Krawczyk, Kevin (R.) [<mailto:kkrawczy@ford.com>]  
**Sent:** Thursday, April 21, 2016 1:34 PM  
**To:** Mangham, David (DAM.); Lance Tagliapietra  
**Cc:** David Chandler; Kevin Carlson; Buelow, Steve (S.E.)  
**Subject:** RE:

David,

A customer owns it in Florida. The attachment shows the dealer and CQIS report.

Kevin Krawczyk

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

---

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

Team,

Where is this vehicle located? Please advise.

Regards,

David Mangham

---

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

Lance,

I've got another 2015 Explorer with an HVAC system that will not update (or appears that it will not update) to the latest software level. Also the WOT event will not open the fresh air door.

Anything you can do to assist is greatly appreciated.

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

---

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

Kevin,

The part numbers do look correct for a MY2015 U502 which was field updated per DCR 34. A WOT event would be the accelerator pedal position received at 90% or better for at least 2 seconds, this may take slightly more than two seconds, depending on message arrival at the RCCM. The strategy was changed so that the rear system is ignored (not required for a WOT event recognition). The pedal position is read off bus data. Note that if the vehicle engine is overheating (i.e. the Forced Recirculation is active) then a WOT cycle to outside air will not occur. But I'm assuming that is not the case with your technician. The technician seems to claim that the RCCM will not recognize a WOT event in any case? That does seem strange.

--Lance

---

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

Lance,

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

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

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

---

**From:** Cutler, John (J.)  
**Sent:** Thursday, September 04, 2014 5:52 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** RE: (No Subject)  
**Attachments:** RE: 20127510-Request has been assigned to JCUTLER8

Kevin,  
Is there any further direction or suggestions at this point?  
I attached the other email chain for this vehicle for reference.

Thanks,

**John Cutler**  
**Ford Motor Company - FCSD**  
**Field Service Engineer - Cincinnati Region**  
**Phone/Pager: 859-312-8862**  
**Fax: 866-252-1782**  
**Email: [jcutler8@ford.com](mailto:jcutler8@ford.com)**

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, August 20, 2014 3:45 PM  
**To:** Lawson, Pat (P.W.); Cutler, John (J.)  
**Cc:** McClelland, Mark (M.M.)  
**Subject:** RE: (No Subject)

Pat,  
Thanks for the info. I am in contact with the release engineer and should know more soon.

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

---

**From:** Lawson, Pat (P.W.)  
**Sent:** Wednesday, August 20, 2014 3:42 PM  
**To:** Krawczyk, Kevin (R.); Cutler, John (J.)  
**Cc:** McClelland, Mark (M.M.)  
**Subject:** RE: (No Subject)

Kevin,  
The software that is in this vehicle is the latest released software in IVS. It is representative of what would be in a DB5T-18C612-BK module. I think we need to discuss with PD what your and John's findings have been.

Thanks for the quick response, John.

Pat Lawson  
Supervisor, Module Configuration and Programming  
FCSD – Service Engineering Operations, Diagnostic Service Products  
Email: [plawson2@ford.com](mailto:plawson2@ford.com) Phone: (313) 621-4494

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, August 20, 2014 3:27 PM  
**To:** Cutler, John (J.); Lawson, Pat (P.W.)  
**Subject:** RE: (No Subject)

John,  
Thanks.

Pat,  
Could you please check to see that these software numbers are the latest?

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

---

**From:** Cutler, John (J.)  
**Sent:** Wednesday, August 20, 2014 3:17 PM  
**To:** Krawczyk, Kevin (R.); Lawson, Pat (P.W.)  
**Subject:** FW: (No Subject)

It showed up for them. So must have been an issue with my particular session.

John Cutler  
Ford Motor Company - FCSD  
Field Service Engineer - Cincinnati Region  
Phone/Pager: 859-312-8862  
Fax: 866-252-1782  
Email: [jcutler8@ford.com](mailto:jcutler8@ford.com)

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

**From:** John Simpkins [[johnsimpkins33@yahoo.com](mailto:johnsimpkins33@yahoo.com)]  
**Sent:** Wednesday, August 20, 2014 03:15 PM Eastern Standard Time  
**To:** Cutler, John (J.)  
**Subject:**

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, August 20, 2014 4:29 PM  
**To:** Cutler, John (J.)  
**Subject:** RE: 20127510-Request has been assigned to JCUTLER8

John,  
Thanks for the info. Yes, the new left rear air extractor now has the top flap molded shut. The other two flaps should be spring loaded.

The other thing you can check is the log file. In the log file, for the HVAC module, can you please send me the following:

(HVAC) Part Number

(HVAC) Software Part 1

(HVAC) Software Part 2

(HVAC) Software Part 3

This will verify that the HVAC module is at the latest level. Thanks.

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

---

**From:** Cutler, John (J.)  
**Sent:** Wednesday, August 20, 2014 11:02 AM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** FW: 20127510-Request has been assigned to JCUTLER8

Kevin,  
I was able to verify the concern while sitting in the backseat, having a tech merge onto the interstate at around 2/3rds throttle, with the rear A/C on. I reviewed the TSB and looked over the underside where it appeared to be seam sealed as the TSB asks, along with the undercoating. The left rear extractor looked a little odd to me on the top flap, but I believe that is just blocked off now isn't it?

Is there anything else you'd like me to check and/or perform?

---

**From:** [tfosys@ford.com](mailto:tfosys@ford.com) [<mailto:tfosys@ford.com>]  
**Sent:** Friday, August 15, 2014 12:20 PM  
**To:** Hoffman, Douglas (D.L.); Clark, Jason (J.); Cutler, John (J.)  
**Subject:** 20127510-Request has been assigned to JCUTLER8

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

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

#### Additional Comments

#### [Request Details](#)

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

Tracking Number	20127510
Status	Assigned
Currently assigned to	JCUTLERS
Request Type	Repair Assistance (TAR); Document in GCQIS
Request Source	CRC Technical SME
If Other request source, please explain	
Primary contact	CSM Diane Jennings
Primary contact's phone number	866-631-3788 ext 77787
Primary contact's email address	
Technician Name	
Technician certified in relevant speciality	Yes
Dealership Name	MIDWAY FORD INCORPORATED
P&A Code	01983
Facing Region (SDR separate from Contact Regions)	A1 - SELECT DEALER
Geographic Region (SDR combined with Contact Region)	G3 - CINCINNATI
FCSD Sales Zone	B07
FCSD Technical Zone	T11
VIN	1FM5K8D87DG [REDACTED]
Vehicle year/model	2013 Explorer
Vehicle mileage	11,912
Repair Order (R.O) #	243878
Customer Name	[REDACTED]
Vehicle Down?	Yes
GCQIS Report #	EGXEI003
TAR Open?	No
CuDL Case #	CAS-4953651
Priority	High
Request description	4 47 Z,ENGINE,ODOR,NOT LISTED HOT EXHAUST TSB 14-0130. concern is still present. vehicle has returned for the customer. PCE for explorer has requested 3 steps TSB is performed. 1. Have an FSE visit the dealer and verify. If the TSB has been completed correctly, then the FSE should. FSE needs to contact the Product Concern Engineer (PCE) Updated By---JCLAR380--08/15/2014 11:26:32 AM--07/24/2014 09:28AM TONY ROMANO MSS - FCSD - WEB FORM DATA - CONCERN: CUSTOMER STATES CAN SMELL BUR UNDER HARD ACCELERATION GETTING ON THE
GCQIS Comments	DIAGNOSTICS: RODE WITH CUSTOMER VERIFIED SMELL AS HO  PARTS REPLACED: NONE  TECH QUESTION: ARE THERE ANY FIXES FOR TH OR IS THIS A NORMAL CONCERN? ----- 07/24/2014 09:28AM TONY ROMANO MSS - FCSD - RUSTY, SUGGEST YOU USE <A

HREF='HTTP://WWW.FORDTECHSERVICE.DEALERSHIP  
DEFAULT.ASPX?BOOKCODE=TSB14-0130&MARKET=US  
TARGET='\_BLANK'>TSB 14-0130 TO ADDRESS THE  
TSB  
14-0130 2011-2015 - EXPLORER EXHAUST ODOR IDI  
-----

FSE Comments

Initial Contact Date

Person Contacted

Dealership visit planned?

Visit date, if planned

Did Visit Occur?

Concern Summary for Technical Assistance Contact Report

Inspection Comments for Technical Assistance Contact Report

Primary Root cause for Technical Assistance Contact Report

Other Root Causes

Please explain if "Other" is root cause

Recommendation for Technical Assistance Contact Report

Missing tools/equipment(if identified)

Missing tools/equipment ordered during visit?

Total hours spent on request

0.0

Created by

JCLAR380

Created date

08/15/2014 11:26:33 AM EST

Last Revised by

**DHOFFMAI**

Last revised date

**08/15/2014 00:19:38 PM EST**

This e-mail notification has been generated by: DHOFFMAI

Thank you..

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, August 13, 2014 1:08 PM  
**To:** Schaffer, Timothy (T.J.)  
**Subject:** RE: 1FM5K7D83EG [REDACTED] - 2014 Explorer Exhaust Odor in vehicle

Tim,  
Give me a call when you get a chance.

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

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**From:** Schaffer, Timothy (T.J.)  
**Sent:** Wednesday, August 13, 2014 8:38 AM  
**To:** Krawczyk, Kevin (R.); Buelow, Steve (S.E.)  
**Cc:** Sorochinsky, Christine (M.)  
**Subject:** RE: 1FM5K7D83EG [REDACTED] - 2014 Explorer Exhaust Odor in vehicle

Dunno – When I looked up the provided VIN it is an Explorer.

I stopped looking at that point.

But I'll find out.

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, August 13, 2014 8:32 AM  
**To:** Schaffer, Timothy (T.J.); Buelow, Steve (S.E.)  
**Subject:** RE: 1FM5K7D83EG [REDACTED] 2014 Explorer Exhaust Odor in vehicle

Tim,  
A couple of questions on this.

1. Does this vehicle have exhaust that exits on both sides of the vehicle (dual exhaust), or does the exhaust exit on just the driver's side (two exhaust tips from on muffler).
2. Do we have any idea if the current Flex exhaust tip is close to the same size/length as the Explorer?

We have an extremely limited supply of "hot market" down-turned exhaust tips, and I would rather not try it on a Flex unless it was our last option.  
Do you know if the new updated air extractor, released for Explorer, would work on Flex? If it does, I would try that first.

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

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**From:** Schaffer, Timothy (T.J.)  
**Sent:** Wednesday, August 13, 2014 8:19 AM  
**To:** Buelow, Steve (S.E.); Krawczyk, Kevin (R.)  
**Subject:** FW: 1FM5K7D83EG [REDACTED] - 2014 Explorer Exhaust Odor in vehicle

Let Lokesh know your thoughts.

---

**From:** Setti, Lokesh (L.)  
**Sent:** Tuesday, August 12, 2014 4:58 PM  
**To:** Perez, Bryan (B.); Rajaniemi, Brent (B.)  
**Cc:** Schaffer, Timothy (T.J.)  
**Subject:** RE: 1FM5K7D83EG [REDACTED] - 2014 Explorer Exhaust Odor in vehicle

Since, we do not have a climate cal. change released for Flex, we can try the downturn tips that are released for Explorer MiddleEast markets.

This will need FCSD approval.

**Lokesh Setti**

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

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**From:** Perez, Bryan (B.)  
**Sent:** Tuesday, August 12, 2014 2:30 PM  
**To:** Rajaniemi, Brent (B.)  
**Cc:** Setti, Lokesh (L.)  
**Subject:** RE: 1FM5K7D83EG [REDACTED] 2014 Explorer Exhaust Odor in vehicle

Dealer says it's bad enough to make your eyes water. They are in Kingman AZ near Davis dam where we do some of our trailer tow and hot weather testing and the customer is driving 5-6% grade almost everyday in 100+ degree weather.

Bryan Perez  
Ford Field Service Engineer  
602-920-6360

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

**From:** Rajaniemi, Brent (B.)  
**Sent:** Tuesday, August 12, 2014 02:15 PM Eastern Standard Time  
**To:** Perez, Bryan (B.)  
**Cc:** Setti, Lokesh (L.)  
**Subject:** RE: 1FM5K7D83EG [REDACTED] - 2014 Explorer Exhaust Odor in vehicle

Bryan,

I don't believe we have a cal update planned for Flex at this time due to the limited number of complaints. I'm not sure how much different it would be from that implemented on the Explorer.

Lokesh,

Any thoughts on how to handle this?

Regards,

Brent Rajaniemi  
VI Attribute Engineer  
313-805-8445

---

**From:** Perez, Bryan (B.)  
**Sent:** Tuesday, August 12, 2014 2:11 PM  
**To:** Rajaniemi, Brent (B.)  
**Subject:** RE: 1FM5K7D83EG [REDACTED] 2014 Explorer Exhaust Odor in vehicle

Brent, do you know if the same cal update for the HVAC is going to be coming out for the Flex? I have a dealer that has already performed the TSB on the Flex and it still has a very strong exhaust odor in recirc mode only. In Fresh air it seems to be gone. I can get a VIN if needed but was wondering if the same update was in the near future.

---

**From:** Rajaniemi, Brent (B.)  
**Sent:** Thursday, July 10, 2014 11:47 AM  
**To:** Perez, Bryan (B.)  
**Subject:** RE: 1FM5K7D83EG [REDACTED] - 2014 Explorer Exhaust Odor in vehicle

Thanks Bryan, I'll keep an eye out for it.

Regards,

Brent

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**From:** Perez, Bryan (B.)  
**Sent:** Thursday, July 10, 2014 2:25 PM  
**To:** Rajaniemi, Brent (B.)  
**Subject:** RE: 1FM5K7D83EG [REDACTED] - 2014 Explorer Exhaust Odor in vehicle

Brent sorry for the mix up, the HVAC module has been shipped out for overnight delivery, FEDEX tracking number [REDACTED] scheduled to arrive tomorrow before 3pm.

Thanks

***Bryan Perez***

Field Service Engineer - T01 Phoenix Region  
602-920-6360  
[bperez7@ford.com](mailto:bperez7@ford.com)  
fax: 888-3724329

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**From:** Perez, Bryan (B.)  
**Sent:** Monday, July 07, 2014 12:58 PM  
**To:** Rajaniemi, Brent (B.); Buelow, Steve (S.E.)  
**Subject:** RE: 1FM5K7D83EG [REDACTED] 2014 Explorer Exhaust Odor in vehicle

Should be there tomorrow, fedex tracking number [REDACTED] thanks

Bryan Perez  
Ford Field Service Engineer  
602-920-6360

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

**From:** Rajaniemi, Brent (B.)  
**Sent:** Monday, July 07, 2014 01:16 PM Eastern Standard Time  
**To:** Perez, Bryan (B.); Buelow, Steve (S.E.)  
**Subject:** RE: 1FM5K7D83EC [REDACTED] 2014 Explorer Exhaust Odor in vehicle

Bryan,

Sorry for the delayed response, we were on shutdown last week. Please send the module and any relevant info on the vehicle.

20901 Oakwood BLVD  
Rec C  
Dearborn, MI 48121

Attn: Brent Rajaniemi  
Cube: 1H-J50

Regards,

Brent Rajaniemi  
VI Attribute Engineer  
313-805-8445

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**From:** Perez, Bryan (B.)  
**Sent:** Tuesday, July 01, 2014 11:44 AM  
**To:** Buelow, Steve (S.E.)  
**Cc:** Rajaniemi, Brent (B.)  
**Subject:** RE: 1FM5K7D83EC [REDACTED] 2014 Explorer Exhaust Odor in vehicle

Brent are you ok with us sending you this HVAC Module for an update please let me know ASAP so I can update customer and dealer, thanks.

Bryan Perez  
Ford Field Service Engineer  
602-920-6360

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

**From:** Buelow, Steve (S.E.)  
**Sent:** Saturday, June 28, 2014 07:39 AM Eastern Standard Time  
**To:** Perez, Bryan (B.)

**Cc:** Rajaniemi, Brent (B.)

**Subject:** RE: 1FM5K7D83EG [REDACTED] - 2014 Explorer Exhaust Odor in vehicle

I have no issue, assuming Brent does not.

***-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](mailto:sbuelow@ford.com)

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

— Henry Ford

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**From:** Perez, Bryan (B.)

**Sent:** Friday, June 27, 2014 11:32 AM

**To:** Buelow, Steve (S.E.)

**Cc:** Rajaniemi, Brent (B.)

**Subject:** 1FM5K7D83EG [REDACTED] - 2014 Explorer Exhaust Odor in vehicle

Steve, we briefly spoke about this vehicle on the phone last Friday. We have sealed all the areas called out in the TSB as well as a few more but the odor remains. It is only present at this time in recirc mode so I think the HVAC cal update may resolve. Are you open to me sending the module to you guys to have it updated. This is another customer threatening buyback. Please let me know.

2014 Explorer - 1FM5K7D83EG [REDACTED]

***Bryan Perez***

Field Service Engineer - T01 Phoenix Region

602-920-6360

[bperez7@ford.com](mailto:bperez7@ford.com)

fax: 888-3724329

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Thursday, August 14, 2014 6:37 PM  
**To:** Reavill, James (J.A.)  
**Subject:** RE: 20126009-Request has been assigned to JREAVILL

Jim,  
Great. Keep me in the loop.

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

---

**From:** Reavill, James (J.A.)  
**Sent:** Thursday, August 14, 2014 2:21 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** RE: 20126009-Request has been assigned to JREAVILL

Kevin,

Service manager just opened the box. We are going to get the customer back to install the tips.

Sent with Good ([www.good.com](http://www.good.com))

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

**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, August 13, 2014 02:25 PM Eastern Standard Time  
**To:** Reavill, James (J.A.)  
**Subject:** RE: 20126009-Request has been assigned to JREAVILL

Jim,  
FYI, FedEx delivered the parts today.

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

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**From:** Reavill, James (J.A.)  
**Sent:** Monday, August 11, 2014 4:34 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** RE: 20126009-Request has been assigned to JREAVILL

Thanks Kevin, will do.

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

**From:** Krawczyk, Kevin (R.)  
**Sent:** Monday, August 11, 2014 02:36 PM Eastern Standard Time  
**To:** Reavill, James (J.A.)  
**Subject:** RE: 20126009-Request has been assigned to JREAVILL

Jim,  
Thanks for the info. I sent the parts out today. FedEx tracking number is: [REDACTED]  
I've already sent you the installation instructions. Please call me if you have any questions at all. Also please let me know when the exhaust tips will be installed. We will also need to follow up with the customer after about a week of use. I've also included an "Explorer" hat for the customer. Please ensure that it is given, or left in the vehicle, for the customer.  
Any questions at all on this, please contact me. Thanks

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

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**From:** Reavill, James (J.A.)  
**Sent:** Monday, August 11, 2014 1:53 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** RE: 20126009-Request has been assigned to JREAVILL

Kevin,

The dealer is:

Lithia Ford of Fresno  
195 E. Auto Dr.  
Fresno CA 93710

Attention it to the service manager John Hernandez.

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

**From:** Krawczyk, Kevin (R.)  
**Sent:** Monday, August 11, 2014 08:32 AM Eastern Standard Time  
**To:** Reavill, James (J.A.)  
**Subject:** RE: 20126009-Request has been assigned to JREAVILL

Jim,  
It looks like there are more than one Lithia Ford. Can you please send me the address of the dealer, so as to make sure I send the components to the right location?

Kevin Krawczyk