

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering
Review

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

From: Reavill, James (J.A.)
Sent: Friday, August 08, 2014 5:45 PM
To: Krawczyk, Kevin (R.)
Subject: RE: 20126009-Request has been assigned to JREAVILL

Kevin,

OK, thanks.

Jim Reavill

Field Service Engineer
TFO California Market
FCSD Service Engineering Operations
925-352-6471
FAX: 877-232-3631

**Fix It Right The First Time With
Rotunda Tools**

From: Krawczyk, Kevin (R.)
Sent: Friday, August 08, 2014 12:29 PM
To: Reavill, James (J.A.)
Subject: RE: 20126009-Request has been assigned to JREAVILL

Jim,
Yes, I can send the tips, but they will most likely go out on Monday. I will also send you the installation instructions. Please instruct the customer that we need feedback after the tip installation. We need to be able to follow up with the customer to make sure if this action corrected the concern 100%.

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

From: Reavill, James (J.A.)
Sent: Friday, August 08, 2014 3:26 PM
To: Krawczyk, Kevin (R.)
Subject: RE: 20126009-Request has been assigned to JREAVILL

Kevin,

I followed up with the dealer and verified the latest TSB has been performed with current parts and the concern is still present. I have confirmed the odor in other Explorers. It is more an annoyance than anything.

The customer has requested we try the exhaust tips. Can you send them to Lithia Ford? I can work with the dealer to get them installed.

Jim Reavill

Field Service Engineer
TFO California Market
FCSD Service Engineering Operations
925-352-6471
FAX: 877-232-3631

**Fix It Right The First Time With
Rotunda Tools**

From: Krawczyk, Kevin (R.)
Sent: Wednesday, July 30, 2014 6:28 AM
To: Reavill, James (J.A.)
Cc: Buelow, Steve (S.E.)
Subject: RE: [REDACTED] Request has been assigned to JREAVILL

Jim,
What is going on with this? Did you TAR it and has the customer been contacted?

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

From: Krawczyk, Kevin (R.)
Sent: Monday, July 28, 2014 2:32 PM
To: Reavill, James (J.A.)
Cc: Buelow, Steve (S.E.)
Subject: RE: [REDACTED] Request has been assigned to JREAVILL

Jim,
As we talked about, please open this as a TAR. Attached is a photo of what the vehicle might look like after the exhaust tip replacement. The tips will be chrome plated. Let me know as soon as the customer has been contacted.



Kevin Krawczyk

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

From: Krawczyk, Kevin (R.)
Sent: Wednesday, July 23, 2014 1:03 PM
To: Reavill, James (J.A.)
Cc: Buelow, Steve (S.E.)
Subject: FW: 20126009-Request has been assigned to JREAVILL

Jim,
All of my contact information should be available through the TFOAMS. Feel free to contact me when you are at the dealer doing the inspection. Thanks again.

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

From: Humphries, Glenn (G.L.)
Sent: Wednesday, July 23, 2014 10:57 AM
To: Krawczyk, Kevin (R.)
Subject: FW: 20126009-Request has been assigned to JREAVILL

From: tfosys@ford.com [<mailto:tfosys@ford.com>]
Sent: Wednesday, July 23, 2014 10:57 AM
To: Wilde, Chris (L.C.); Humphries, Glenn (G.L.); Reavill, James (J.A.)
Subject: [REDACTED]-Request has been assigned to JREAVILL

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

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

Additional Comments

Request Details

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

Tracking Number	[REDACTED]
Status	Assigned
Currently assigned to	JREAVILL
Request Type	Repair Assistance (TAR); Document in GCQIS
Request Source	General Office (SEO/CSO)
If Other request source, please explain	
Primary contact	KEVIN KRAWCZYK
Primary contact's phone number	313-248-6022
Primary contact's email address	kkrawczyk@ford.com
Technician Name	

Technician certified in relevant speciality	
Dealership Name	LITHIA FORD LINCOLN OF FRESNO
P&A Code	02811
Facing Region (SDR separate from Contact Regions)	W2 - SAN FRANCISCO
Geographic Region (SDR combined with Contact Region)	W2 - SAN FRANCISCO
FCSD Sales Zone	A02
FCSD Technical Zone	T08
VIN	1FM5K7F85EG [REDACTED]
Vehicle year/model	2014 EXPLORER
Vehicle mileage	1,152
Repair Order (R.O) #	[REDACTED]
Customer Name	
Vehicle Down?	No
GCQIS Report #	EGVN5001
TAR Open?	No
CuDL Case #	
Priority	Medium
Request description	<p>Requesting FSE to inspect vehicle to ensure that TSB 14-0130 was performed in its entirety. Would like an FSE to ensure that the HVAC module is at the latest calibration level. Would also like confirmation that the replacement of the rear air extractor (with the updated part # BB5Z-61280B62-B), installation of liftgate drain valves, and the sealing of the rear body seams and auxillary air conditioning lines have been completed. ---Updated By---GHUMPHRI--07/23/2014 10:33:10 AM--</p>
GCQIS Comments	<p>07/22/2014 6:02PM KAREN SHEAHAN MSS - FCSD - TECH SVC HOTLINE; WEB FORM DATA - CONCERN: CUSTOMER STATES THERE IS A FOW ODOR INSIDE OF VEHICLE DURING HARD ACELERATION.</p> <p>DIAGNOSTICS: PERFORMED TSB 14-0130 AND CONCERN IS STILL PRESENT.</p> <p>PARTS REPLACED: PARTS PER TSB 14-0130</p> <p>TECH QUESTION: ANY OTHER TEST THAT CAN BE PERFORMED FOR CUSTOMERS CONCERN.</p> <p>-----</p> <p>07/22/2014 6:02PM KAREN SHEAHAN MSS - FCSD - TECH SVC HOTLINE; FRANCISCO. IF THE TSB 14-0130 HAS ALREADY BEEN PERFORMED AND YET THE</p>

ODOR IS STILL PRESENT, IT WOULD BE RECOMMENDED TO ENSURE THAT THIS CONDITION HAS BEEN VERIFIED AND TO ENSURE THAT TSB 12-12-4 HAS BEEN COMPLETED CORRECTLY, AND VERIFY THE FOLLOWING:

◆ VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM ◆ GENERAL INFORMATION OF THE WORKSHOP MANUAL.

◆ INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING.

◆ INSPECT THE STEERING COLUMN SHAFT BOOT SEAL.

◆ INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE COMPARTMENT BULKHEAD.

◆ VERIFY THE LIFT GATE SEAL FOR DAMAGE AND PROPER FIT/CONTACT PATTERN. ENSURE THAT THE LIFT GATE PLUGS ARE IN PLACE IN THE DRAIN HOLES.

◆ USE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS.

NOTE: SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN HELP TO REDUCE THE OVERALL CONCERN.

IF TSB 12-12-4 HAS BEEN COMPLETED CORRECTLY AND THERE ARE NO CONCERNS IDENTIFIED WITH THE ABOVE INSPECTIONS, PLEASE BE ADVISED THAT THIS CONCERN IS CURRENTLY UNDER INVESTIGATION AND IT WOULD BE RECOMMENDED

TO VISIT OASIS PERIODICALLY IN CASE
THERE ARE ANY FURTHER UPDATES
THAT
ADDRESS THIS CONCERN.

Jim, please open a TAR on the vehicle once an
inspection is scheduled if needed. ---Updated
By---LWILDE--07/23/2014 07:56:39 AM--

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

GHUMPHRI

Created date

07/23/2014 10:33:10 AM EST

Last Revised by

LWILDE

Last revised date

07/23/2014 10:56:40 AM EST

This e-mail notification has been generated by: LWILDE

Thank you..

From: Cutler, John (J.)
Sent: Wednesday, August 20, 2014 4:38 PM
To: Krawczyk, Kevin (R.)
Subject: RE: [REDACTED] Request has been assigned to JCUTLER8

Forgot to mention that I updated my IDS and checked for it being at the latest level.

(HVAC) Part Number = DB5T-18C612-BH
(HVAC) Software Part 1 (F188) = DB5T-18D619-AK
(HVAC) Software Part 2 (F10A) =
(HVAC) Software Part 3 (F124) = DB5T-18D620-BK

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

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

From: Krawczyk, Kevin (R.)
Sent: Wednesday, August 20, 2014 12:29 PM Eastern Standard Time
To: Cutler, John (J.)
Subject: RE: [REDACTED]-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: [REDACTED] 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>]
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	[REDACTED]
Status	Assigned
Currently assigned to	JCUTLER8
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	1FM5K8D87DC [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 ve If the TSB has been completed correctly, then the FSE sh 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 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 TSB 14-0130 TO ADDRESS TH TSB 14-0130 2011-2015 - EXPLORER EXHAUST ODOR ID -----
GCQIS Comments	
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	DHOFFMA1
Last revised date	08/15/2014 00:19:38 PM EST

This e-mail notification has been generated by: DHOFFMA1
Thank you..

From: Vylasek, Stephan (S.)
Sent: Wednesday, September 11, 2013 2:04 PM
To: Setti, Lokesh (L.); Janiunas, Vince (V.J.)
Cc: McCormick, Patrick (P.J.); Dodds, Dave (D.C.); Schaffer, Timothy (T.J.)
Subject: RE: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

A climate control calibration change won't make a difference on this vehicle. The odor is strong with the HVAC off entirely. I have the dealership checking on the air extractors currently. Will let you know the results. Thanks.

Steve Vylasek
Field Service Engineer
Charlotte Region
Phone: (704)-222-4538
E-fax: (866)-637-2293
Email: SVylasek@Ford.com

From: Setti, Lokesh (L.)
Sent: Wednesday, September 11, 2013 9:57 AM
To: Janiunas, Vince (V.J.); Vylasek, Stephan (S.)
Cc: McCormick, Patrick (P.J.); Dodds, Dave (D.C.); Schaffer, Timothy (T.J.)
Subject: RE: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

Waiting for a date from climate. Should happen in 6- 8 weeks timeframe..

Lokesh Setti
Technical Specialist
Vehicle Integration
(313) 805-6007

From: Janiunas, Vince (V.J.)
Sent: Wednesday, September 11, 2013 9:56 AM
To: Setti, Lokesh (L.); Vylasek, Stephan (S.)
Cc: McCormick, Patrick (P.J.); Dodds, Dave (D.C.); Schaffer, Timothy (T.J.)
Subject: RE: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

Lokesh,

What is the timing...?

From: Setti, Lokesh (L.)
Sent: Wednesday, September 11, 2013 9:49 AM
To: Janiunas, Vince (V.J.); Vylasek, Stephan (S.)

Cc: McCormick, Patrick (P.J.); Dodds, Dave (D.C.); Schaffer, Timothy (T.J.)

Subject: RE: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

Can we convince this customer to hold off until the climate cal. TSB gets released?

From: Janiunas, Vince (V.J.)

Sent: Wednesday, September 11, 2013 8:52 AM

To: Vylasek, Stephan (S.)

Cc: McCormick, Patrick (P.J.); Dodds, Dave (D.C.); Schaffer, Timothy (T.J.); Setti, Lokesh (L.)

Subject: RE: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

Stephan,

If the vehicle is currently at the dealership the air extractor needs to be inspected for the flaps to be lying flat on/against the louver(sealing). They should not be wavy and should lay flat against the plastic of the extractor

Lokesh,

Any interest in this unit or suggestions..?

From: Vylasek, Stephan (S.)

Sent: Tuesday, September 10, 2013 8:54 PM

To: Janiunas, Vince (V.J.)

Cc: McCormick, Patrick (P.J.); Dodds, Dave (D.C.)

Subject: RE: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

Vince,

Please review the below TAR. This vehicle has the known exhaust odor that exists after the TSB has been performed. I thought it was a PTU smell but thanks to Steve Buelow I believe it to now be an exhaust smell making its way in. On the AEQ tracker it states that vehicles are being repurchased for this symptom. Do you have any repair direction advise or do we need to get this vehicle out of the customer's possession? Thanks.

Steve Vylasek

Field Service Engineer

Charlotte Region

Phone: (704)-222-4538

E-fax: (866)-637-2293

Email: SVylasek@Ford.com

From: Vylasek, Stephan (S.)

Sent: Monday, September 09, 2013 4:05 PM

To: Buelow, Steve (S.E.)

Cc: Setti, Lokesh (L.); Kummer, Lawrence (L.J.); McCormick, Patrick (P.J.); Dodds, Dave (D.C.)

Subject: RE: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

Any recommendations for repair?

Steve Vylasek
Field Service Engineer
Charlotte Region
Phone: (704)-222-4538
E-fax: (866)-637-2293
Email: SVylasek@Ford.com

From: Buelow, Steve (S.E.)
Sent: Friday, September 06, 2013 4:02 PM
To: Vylasek, Stephan (S.)
Cc: Setti, Lokesh (L.); Kummer, Lawrence (L.J.); McCormick, Patrick (P.J.); Dodds, Dave (D.C.)
Subject: RE: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

Yes, it sounds just like our exhaust odor issue.

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

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

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

From: Vylasek, Stephan (S.)
Sent: Friday, September 06, 2013 2:38 PM
To: Buelow, Steve (S.E.)
Cc: Setti, Lokesh (L.); Kummer, Lawrence (L.J.); McCormick, Patrick (P.J.); Dodds, Dave (D.C.)
Subject: RE: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

Steve,

Ok. The dealership tested for the smell again with the recirc mode off using fresh air and the blower on full power. They said that the smell was much more faint but still could be detected. The smell has never been detected during an idle. With the recirc mode activated or with the HVAC completely off the smell is strong during the decel event after WOT at high speeds. Do you think it is exhaust? It can't be the PTU at this point. Thanks.

Steve Vylasek
Field Service Engineer
Charlotte Region
Phone: (704)-222-4538
E-fax: (866)-637-2293
Email: SVylasek@Ford.com

From: Buelow, Steve (S.E.)
Sent: Thursday, September 05, 2013 11:56 AM
To: Vylasek, Stephan (S.)
Cc: Setti, Lokesh (L.); Kummer, Lawrence (L.J.); McCormick, Patrick (P.J.); Dodds, Dave (D.C.)
Subject: RE: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

The main complaint I have seen for the hard accel odor is from the exhaust, not the PTU. Is the odor coming through the front vents or from the back of the vehicle? Drive with the mode door on 'fresh air' and turn the blower on high and see if the odor is still present, then do it again with mode door in recirc. If odor is gone on fresh air, it is likely the exhaust odor, not PTU. Almost all the PTU odor complaints were while stopped.

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

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

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

From: Vylasek, Stephan (S.)
Sent: Thursday, September 05, 2013 10:24 AM
To: Buelow, Steve (S.E.)
Cc: Setti, Lokesh (L.); Kummer, Lawrence (L.J.); McCormick, Patrick (P.J.); Dodds, Dave (D.C.)
Subject: 2013 Explorer with PTU odor - Input requested - Report Summary for the CQIS Report#DEOC2001

Steve,

I have an open TAR for the below vehicle. It matches everything included in the AEQ concern for odor after TSB is performed. The TSBs for both coolant smell and rear body vents have been performed. I have verified that the smell is coming from the PTU vent. The dealership had replaced the fluid which did not resolve the smell and just replaced the PTU unit assembly without change in the odor. The AEQ page states that vehicles are being repurchased for this symptom. Is this accurate or is there a repair directions? Thanks.

Steve Vylasek
Field Service Engineer
Charlotte Region
Phone: (704)-222-4538
E-fax: (866)-637-2293
Email: SVylasek@Ford.com

Attachments : 0

Report# : DEOC2001 NHL
CCRG/EPRC: **Reviewed Status:**
Vehicle: 2013,EXPLORER 4X4 (U502) ,XLT ,4 DOOR ,MPV
,1FM5K8D87DC [REDACTED] **Build Date:** 05/23/2012
Odometer : 15,727 M **Engine:** 3.5L
CYCLO **Calibration:** DUB1SN0A
Transmission: 6F55 **Axle:** **A/C:** YES
Dealer: USA 03194 Ford of Clinton **Phone#:** (910) 592-
6056
City: Clinton **State:** North
Caroli **Country :** USA
Originator: EDWARD HORNER
Symptom: 4 47 Z 00 ST/RN/MV,ODOR,NOT LISTED,UNKNOWN
Status:
VFG: V25 FUEL FILLING & DELIVERY
Additional Symptom: ODOR AFTER HARD ACCEL
Fix: **Causal Component :**
Condition Code:

Hotliner: SMELLOTT **Phone:** 000 000-0000 **Regn Cd:** S2 Charlotte
Engineering: **Phone:** **TAR:** 30-60
Dir Contact: **Phone:** **Title Cde:** SF

DTCs:
KOEO:
KOEC:
KOER:

Comments

:
REPAIR 05/15/2013 10:01AM STACY MELLOTT MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES BURNING RUBBER SMELL ON HARD
ACCELERATION. DIAGNOSTICS: ROAD TESTED AND VERIFIED SULFUR SMELL
FROM VEHICLE WHEN LOWING TO STOP, PREFORMED TSB12/12/4, RELEASED
VEHICLE TO CUSTOMER, CUSTOMER RETURNED COMPLAINING OF SAME RUBBER
BURNING SMELL, REROAD TESTED VEHICLE AND HAS SLIGHT HINT OF SMELL ON
HARD ACCELERATION. PARTS REPLACED: INSTALLED PARTS REQUIRED FOR TSB

12/12/4 TECH QUESTION: ARE THERE ANY CONDITIONS THAT WILL CAUSE THIS CONCERN, OR IS IT CHARACTERISTIC OF THIS VEHICLE.

RECOMM 05/15/2013 10:01AM STACY MELLOTT MSS - FCSD - TECH SVC HOTLINE

EDWARD, <="" td="">

HREF='HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM Q.ASP?FLAVOR=DEALERS&SZARTICLE=12-08-08' TARGET='_BLANK'>TSB 12-08-08 IS ALSO FOR A SULFUR SMELL THAT IS FROM THE COOLING SYSTEM WHEN COMING TO STOP WITH THE CLIMATE CONTROL ON RECIRCULATION DOOR IN FRESH AIR MODE. THE TSB SHOULD BE PERFORMED FOR THIS CONCERN AS IT RELATES TO THE CUSTOMER'S CONCERN OF A SULFUR SMELL. THE TSB WILL HAVE YOU FLUSH THE COOLING SYSTEM AND INSPECT THE DEGAS BOTTLE CAP AND SEALING SURFACES AND REPLACE SOME OF THE COOLING SYSTEM HOSES. IF THE CONCERN IS STILL PRESENT AFTER TSB 12-08-08 IS PERFORMED THERE HAVE BEEN SOME CASES AFTER DRIVING THE VEHICLE FOR 20-45 MINUTES THERE WILL BE A PROPANE OR NATURAL GAS (SULFUR) ODOR. THE PTU UNIT SHOULD BE INSPECTED FOR ANY FLUID LEAKS. ANY LEAKS FOUND SHOULD BE REPAIRED AS PER THE WSM PROCEDURES. THE PTU UNIT SHOULD ALSO SHOULD HAVE THE FLUID DRAINED AND REFILLED WITH NEW FLUID. IF THE CONCERN IS STILL PRESENT OASIS SHOULD BE MONITORED FOR FURTHER UPDATES. ISM 13-02-006 PROPANE/NATURAL GAS ODOR (FRESH AIR/HOT IDLE ONLY) TSB 12-08-08 2012-2013 EXPLORER 3.5L TI-VCT - FOUL ODOR FROM COOLING SYSTEM

ADD-ON 05/15/2013 10:01AM STACY MELLOTT MSS - FCSD - TECH SVC HOTLINE

CONSULTED DRIDOLF2

REPAIR 06/03/2013 09:42AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

WE HAVE PERFORMED THE TSB 12-8-8, ROAD TESTED VEHICLE AND INSPECTED THE PTU FOR LEAKS, NONE FOUND, RETURNED VEHICLE TO CUSTOMER, THEY HAVE DRIVEN THE VEHICLE AND HAVE CONTACTED FORD. THE REGIONAL CUSTOMER SERVICE MANAGER HAS SENT US AN E-MAIL ABOUT THE CUSTOMERS CONCERN AND REQUESTED WE RE-CONTACT HOTLINE, THEY ARE HAVING A BURNING RUBBER TYPE OF SMELL WHEN THE VEHICLE IS UNDER HARD ACCELERATION, STILL THE ORIGINAL COMPLAINT, ARE THERE ANY OTHER AVENUES TO TAKE ON THIS VEHICLE.

RECOMM 06/03/2013 09:42AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

GOOD MORNING EDWARD, THANK YOU FOR PROVIDING INFORMATION REGARDING NO LEAKS FROM THE PTU. IF NOT ALREADY CHECKED, ENSURE THERE ARE NO EXHAUST LEAKS PRESENT. ANY EXHAUST LEAKS CAN CAUSE EXHAUST FUMES TO ENTER THE CABIN ESPECIALLY AFTER A HARD ACCELERATION EVENT. IF THERE ARE NO EXHAUST LEAKS PRESENT AND THE ODOR IS VERIFIED SMELLING LIKE SULFUR, ADVISE THE CUSTOMER TO CHANGE BRANDS OF FUEL. SOME FUELS CONTAIN DIFFERENT ADDITIVES THAT WILL PRODUCE A SULFUR ODOR AFTER AN

ACCELERATION EVENT.

REPAIR 07/12/2013 03:44PM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE
THE CUSTOMER HAS TRIED SEVERAL DIFFERENT FUEL STATIONS, SAME CONCERN, THERE IS NO EXHAUST LEAKS, SHE HAS BROUGHT THE VEHICLE BACK TO THE SHOP AND ROAD TESTED WITH THE SHOP FOREMAN AND HE CONFIRMED THE SMELL, IT WAS FAINT BUT STILL THERE AND CAME THROUGH THE A/C VENTS, IT WAS ON A HARD ACCELERATION LIKE PASSING A VEHICLE, UPON TIP OUT OF THE EXHAUST IS WHEN THE SMELL WAS MOST NOTICEABLE.

RECOMM 07/12/2013 03:44PM MATTHEW MESSINA MSS - FCSD - TECH SVC HOTLINE
EDWARD, THANK YOU FOR THE UPDATE. SINCE THE ODOR HAS RETURNED AFTER COMPLETING [HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUMQ.ASP?FLAVOR=DEALERS&SZARTICLE=12-12-04](http://www.fordtechservice.dealerconnection.com/vdirs/spubs/anumq.asp?flavor=dealers&szarticle=12-12-04) TARGET='_BLANK'>TSB 12-12-04, PLEASE VERIFY PROPER BODY SEALING. FOR MORE INFORMATION ON THIS PROCEDURE, REFER TO THE ONLINE WORKSHOP MANUAL, SECTION 501-00, BODY SYSTEM- GENERAL INFORMATION. IF NO ISSUES ARE NOTED, VERIFY THAT THE REAR AIR EXTRACTORS ARE OPERATING PROPERLY. VERIFY THAT THEY ARE SEALING PROPERLY, AND ARE NOT DAMAGED. IF ANY ISSUES ARE NOTED, REPLACE THE DAMAGED COMPONENTS AND RETEST. IF THE EXTRACTORS ARE OPERATING PROPERLY, INSPECT AROUND THE STEERING COLUMN SHAFT BOOT SEAL FOR ANY DAMAGE. REPLACE ANY DAMAGED COMPONENTS, AND RETEST. IF THE SHAFT SEAL IS NOT DAMAGED, INSPECT THE VEHICLE FOR ANY EVIDENCE OF BODY REPAIRS. VERIFY THAT ALL SEALED BODY PLUGS IN THE FLOOR PAN AND ENGINE COMPARTMENT BULKHEAD ARE IN PLACE, AND NOT LEAKING. IF NO LEAKS ARE NOTED, INSPECT THE LIFT GATE SEAL FOR ANY CONCERNS. VERIFY THAT THE SEAL HAS A SOLID CONTACT PATCH, AND IS NOT LEAKING. ALSO, VERIFY THAT THE DRAIN HOLE PLUGS IN THE LIFT GATE ARE IN PLACE. FOR BETTER CONCERN ISOLATION, USE THE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO ISOLATE THE LEAK. ISM 13-07-010
2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 12-12-4

REPAIR 07/17/2013 06:01PM BRINTON DAVIS MSS - FCSD - TECH SVC HOTLINE
UPDATE, HAD THE CUSTOMER RETURN TO THE SHOP AND PREFORMED THE INSPECTIONS ABOVE, NO LEAKS WERE FOUND, ALL PLUGS ARE IN THE PROPER PLACE AND THE LIFT GATE SEAL IS IN THE PROPER POSITION, THERE HAVE BEEN NO BODY REPAIRS, WE REMOVED THE CABIN AIR FILTER, THERE IS A SLIGHT HINT OF THE SMELL ON THE FILTER, WENT BACK OUT AND ROAD TESTED THE VEHICLE AND THE SMELL IS COMING OUT OF THE A/C VENTS, I HAVE DUPLICATED THIS CONCERN, DRIVE AT ROAD SPEEDS AND THEN FLOOR THE ACCELERATOR AS TO PASS A VEHICLE, LET OFF THE PEDAL AND AS THE TRUCK IS RETURNING TO HIGHWAY SPEED IS WHEN THE SMELL IS MOST NOTICEABLE, ITS A MUSTY SMELL, I COULD ONLY GET IT TO DO IT 1 TIME OUT OF 3

ATTEMPTS. THE A/C SETTINGS WERE ON NORMAL A/C AND RECIRCULATE, FAN SPEED ON 2, IM BELIEVING THERE IS SOMETHING IN THE HEATER/EVAPORATOR CASE CAUSING THIS CONCERN, IF IT WAS AND OUTSIDE ODOR, YOU THINK YOU WOULD BE ABLE TO SMELL IT INSIDE THE CAR AND NOT JUST THROUGH THE A/C VENT.

RECOMM 07/17/2013 06:01PM BRINTON DAVIS MSS - FCSD - TECH SVC HOTLINE

EDWARD, IF THE ODOR IS NOTED FROM THE FRONT HVAC SYSTEM RATHER THAN THE REAR HVAC SYSTEM AND IS NOTICEABLE WHEN THE SYSTEM IS SET TO FRESH AIR AND RECIRCULATED AIR, YOU WOULD BE CORRECT TO SUSPECT AN INTERNAL ISSUE IN THE HVAC CASE TO BE THE CAUSE OF THIS CONDITION. PLEASE ENSURE THAT YOU HAVE CONFIRMED THAT THE ODOR IS NOT ENTERING FROM THE REAR OF THE VEHICLE AND BEING CIRCULATED BY THE AUXILIARY HVAC SYSTEM. IT MAY BE NECESSARY TO HAVE AN ASSISTANT ROAD TEST THE VEHICLE FOR YOU TO ALLOW YOU TO CHECK FOR THE PRESENCE OF THE ODOR IN THE REAR OF THE VEHICLE. IF THE ODOR CONTINUES TO BE DETECTABLE IN THE REAR OF THE VEHICLE, A BODY LEAK IS STILL PRESENT. YOU MAY BE ABLE TO ISOLATE THE SOURCE OF THE BODY LEAK BY PRESSURIZING THE CABIN OF THE VEHICLE BY PLACING THE BLOWER FAN ON HIGH AND USING A SPRAY BOTTLE OF SOAPY WATER TO SPRAY AROUND THE OUTSIDE OF THE VEHICLE. IF THE ODOR IS ORIGINATING IN THE HVAC CASE, IT WILL BE NECESSARY TO REMOVE THE CASE FOR INSPECTION AND REPAIR FOLLOWING THE SERVICE INFORMATION OUTLINED IN SECTION 412-00A OF THE ONLINE WORKSHOP MANUAL.

REPAIR 07/18/2013 09:24AM MICHAEL DREWYOU MSS - FCSD - TECH SVC HOTLINE

THE SMELL IS COMING FROM THE MAIN A/C UNIT, IT HITS THE DRIVER IN THE FACE WHEN THE CONCERN IS PRESENT, NOT SURE WHERE YOU GOT THE IDEA OF IT BEING FROM THE REAR UNIT OR ENTERING THE REAR OF THE VEHICLE. WENT BACK OUT AND ROAD TESTED AGAIN WITH ANOTHER TECH AND HE COMPARED THE SMELL TO WHEN YOU PUT A NEW EXHAUST PIPE ON AND ITS BURNING THE NEW OFF. BUT ITS COMING OUT OF THE FRONT A/C VENTS ON ENGINE DECELL.

RECOMM 07/18/2013 09:24AM MICHAEL DREWYOU MSS - FCSD - TECH SVC HOTLINE

EDWARD, PLEASE CONTACT THE HOTLINE BY PHONE AT 800-826-4694 TO REVIEW THIS CONCERN IN GREATER DETAIL. PLEASE HAVE ALL DIAGNOSTIC INFORMATION AVAILABLE FOR REVIEW. THANK YOU.

REPAIR 07/22/2013 09:35AM CHRISTOPHE SYSOCK MSS - FCSD - TECH SVC HOTLINE

I WILL NEED THE 9 DIGIT CONTACT ID, THANK YOU

RECOMM 07/22/2013 09:35AM CHRISTOPHE SYSOCK MSS - FCSD - TECH SVC HOTLINE

EDWARD, WHEN CONTACTING THE TECHNICAL HOTLINE, PLEASE USE CONTACT ID 106319944. THANK YOU.

REPAIR 07/24/2013 02:50PM BRINTON DAVIS MSS - FCSD - TECH SVC HOTLINE

ED CALLED IN TO DISCUSS THE CONCERN ON THIS VEHICLE. HE HAS BEEN ABLE TO DUPLICATE THE CONCERN WHILE DRIVING THE VEHICLE WITH THE HVAC

SYSTEM SET TO RECIRCULATE AND THE A/C ON. ACCELERATING ON THE HIGHWAY TO PASS ANOTHER THE VEHICLE AND THEN LETTING OFF THE THROTTLE TO COAST BACK DOWN TO NORMAL SPEED. A MUSTY A/C TYPE ODOR WAS DETECTED FROM THE FRONT HVAC VENTS.

RECOMM 07/24/2013 02:50PM BRINTON DAVIS MSS - FCSD - TECH SVC HOTLINE

ED, SINCE THE ODOR IS PRESENT FROM THE FRONT A/C VENTS WITH THE SYSTEM IN RECIRCULATE, THIS RULES OUT A POWERTRAIN ODOR AS A POSSIBLE CAUSE. WE SUSPECT THAT THE A/C COMPRESSOR WAS INTERRUPTED DUE TO THE AGGRESSIVE ACCELERATION, CAUSING THE EVAPORATOR CORE TO WARM SLIGHTLY AND ALLOW A MUSTY ODOR TO BE DETECTED. PLEASE PERFORM THE A/C ODOR TREATMENT OUTLINED IN THE GENERAL PROCEDURES TAB IN SECTION 412-00A OF THE ONLINE WORKSHOP MANUAL, REPLACE THE CABIN AIR FILTER, AND RE-EVALUATE.

REPAIR 08/01/2013 11:09AM BRIAN BREISACHER MSS - FCSD - TECH SVC HOTLINE

THE TRUCK HAS RETURNED TO THE SHOP, WE HAVE PULLED THE BLOWER MOTOR AND THE CABIN AIR FILTER PER THE WORK SHOP MANUAL, AND STILL CANNOT ACCESS THE EVAPORATOR CORE TO PERFORM THE ODOR TREATMENT, ANY OTHER SUGGESTIONS?

RECOMM 08/01/2013 11:09AM BRIAN BREISACHER MSS - FCSD - TECH SVC HOTLINE

EDWARD, THANK YOU FOR THE UPDATE. WE ARE NOT AWARE OF ANY ISSUES WITH THE A/C ODOR TREATMENT PROCEDURE. IF THE EVAPORATOR CANNOT BE ACCESSED, IT MAY BE NECESSARY TO INSTALL THE BLOWER MOTOR AND TURN THE BLOWER MOTOR ON IN RECIRCULATION MODE. WITH THE BLOWER MOTOR ON, SPRAY THE DEODORIZER IN RECIRCULATION INLET. THE EVAPORATOR IS THE FIRST THING THE AIR WILL PASS THROUGH. WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE'S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMER'S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD 08/01/2013 11:09AM BRIAN BREISACHER MSS - FCSD - TECH SVC HOTLINE

ESCALATED BECAUSE OF A LACK OF PROGRESS. THE CUSTOMER HAS CONTACTED THE CRC ABOUT THIS CONCERN. THE CONCERN STARTED AS A BURNING RUBBER

ODOR ON HARD ACCEL. THE ONLY ODOR THAT CAN BE VERIFIED NOW IS A MUSTY A/C ODOR. TECHNICIAN IS PERFORMING THE A/C ODOR TREATMENT PROCEDURE. CONSULTED TOM BIALCZYK, BRAD NEWTON.

REPAIR 08/02/2013 11:42AM THOMAS BIALCZYK MSS - FCSD - TECH SVC HOTLINE
THANK YOU

RECOMM 08/02/2013 11:42AM THOMAS BIALCZYK MSS - FCSD - TECH SVC HOTLINE
EDWARD, THIS CONTACT IS CURRENTLY BEING REVIEWED BY A REPRESENTATIVE OF THE ESCALATED HANDLING TEAM. YOU WILL BE CONTACTED THIS AFTERNOON TO DISCUSS THIS CONCERN FURTHER.

REPAIR 08/02/2013 03:18PM THOMAS BIALCZYK MSS - FCSD - TECH SVC HOTLINE
I CONTACTED ED AT THE DEALERSHIP TO DISCUSS THIS CONCERN FURTHER. UPON CONTACTING ED, HE STATED THAT THE CONCERN IS STILL PRESENT FOLLOWING TSBS 12-12-4 AND 12-8-8 (NO PTU CONCERNS FOUND). AN ULTRASONIC LEAK DETECTOR HAS BEEN USED TO VERIFY IF THERE ARE ANY BODY SEAM CONCERNS AND NONE WERE FOUND. THERE ARE ALSO NO MISSING GROMMETS. THE CURRENT ODOR THAT IS BEING ADDRESSED IS A MUSTY ODOR THAT OCCURS AFTER A HARD ACCEL. THIS ODOR IS COMING DIRECTLY OUT OF THE HVAC VENTS WHEN THE HVAC IS SET TO RECIRC MODE. ED STATED THAT THE CABIN AIR FILTER DOES SMELL LIKE THIS ODOR, BUT THE ODOR IS STILL PRESENT WITH THE CABIN AIR FILTER REMOVED.

RECOMM 08/02/2013 03:18PM THOMAS BIALCZYK MSS - FCSD - TECH SVC HOTLINE
ED, AT THIS TIME, IT IS RECOMMENDED TO VERIFY THAT THERE ARE NO SIGNS OF DEBRIS UNDER THE COWL WHERE THE FRESH AIR INTAKE IS. ALSO ENSURE THAT THERE ARE NO SIGNS OF DEBRIS WITHIN THE HVAC PLENUM. IF ANY DEBRIS IS PRESENT, IT WILL BE NECESSARY TO REMOVE AS IT A RETEST. REGARDLESS OF DEBRIS, IF THERE ARE NO EXHAUST LEAKS OR FLUID LEAKS AND THE CONCERN IS ISOLATED TO THE HVAC PLENUM, PLEASE REMOVE THE PLENUM AND INSPECT FOR ANY CONCERNS. PLEASE CLEAN THE PLENUM AS NECESSARY AND RETEST. IN REGARDS TO THE A/C ODOR TREATMENT, IT MAY HELP TO DULL AN ODOR CONCERN, BUT IT IS USED PRIMARILY TO PREVENT OTHER ODORS FROM OCCURRING. IT WILL BE NECESSARY TO REMOVE THE SOURCE OF THE ODOR FROM THIS VEHICLE TO RESOLVE THIS CONCERN. WE'VE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU OR DEALERSHIP MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT WITH DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

TAR 08/02/2013 03:18PM THOMAS BIALCZYK MSS - FCSD - TECH SVC HOTLINE
NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO THE NUMBER OF REPAIR ATTEMPTS WITH A LACK OF PROGRESS. THE

TECHNICIAN STATED THAT THE CONCERN IS STILL PRESENT FOLLOWING TSBS 12-12-4 AND 12-8-8 (NO PTU CONCERNS FOUND). AN ULTRASONIC LEAK DETECTOR HAS BEEN USED TO VERIFY IF THERE ARE ANY BODY SEAM CONCERNS AND NONE WERE FOUND. THERE ARE ALSO NO MISSING GROMMETS. THE CURRENT ODOR THAT IS BEING ADDRESSED IS A MUSTY ODOR THAT OCCURS AFTER A HARD ACCEL. THIS ODOR IS COMING DIRECTLY OUT OF THE HVAC VENTS WHEN THE HVAC IS SET TO RECIRC MODE. THE TECHNICIAN ALSO STATED THAT THE CABIN AIR FILTER DOES SMELL LIKE THIS ODOR, BUT THE ODOR IS STILL PRESENT WITH THE CABIN AIR FILTER REMOVED. THE TECHNICIAN HAS BEEN ADVISED TO REMOVE ANY DEBRIS OR CLEAN THE HVAC PLENUM AS NECESSARY IF THERE ARE NO EXHAUST OR FLUID LEAKS FOUND. THIS VEHICLE IS AT THE DEALERSHIP. ESTIMATED DAYS OUT OF SERVICE: 14 ESTIMATED REPAIR ATTEMPTS: 5

ADD-ON 08/07/2013 08:24AM STEPHAN VYLASEK(FSE) MSS - FCSD - REG PHI-WAS-CHA
I CALLED THE DEALERSHIP ON 7/3/2013. I SPOKE TO THE SERVICE MANAGER RON AND THE TECHNICIAN. THE TECHNICIAN STATED THAT HE WAS IN THE PROCESS OF REMOVING THE A/C DUCTING TO INSPECT THE CONDITION OF THE PLENUM AND THE EVAPORATOR CORE. I TOLD THEM TO ORDER A NEW EVAPORATOR CORE AND INFORM ME WHEN THEY HAVE THE PLENUM AVAILABLE TO BE INSPECTED.

ADD-ON 08/07/2013 08:31AM STEPHAN VYLASEK(FSE) MSS - FCSD - REG PHI-WAS-CHA
CORRECTION: DATE OF FIRST CONTACT WAS 8/2.

ADD-ON 08/09/2013 10:42AM STEPHAN VYLASEK(FSE) MSS - FCSD - REG PHI-WAS-CHA
CUSTOMER TOOK THE VEHICLE ON VACATION PRIOR TO ANY REPAIRS BEING MADE. THE CUSTOMER IS PLANNING TO RETURN THE VEHICLE ON 8/19 FOR REPAIRS.

ADD-ON 08/27/2013 02:21PM STEPHAN VYLASEK(FSE) MSS - FCSD - REG PHI-WAS-CHA
THE DEALERSHIP INSTALLED A NEW EVAPORATOR CORE AND RETURNED THE VEHICLE TO THE CUSTOMER. THE CUSTOMER CALLED IN AND STATED THAT AFTER ONE DAY THE ODOR HAS RETURNED. I INSTRUCTED THE DEALERSHIP TO OBTAIN THE VEHICLE AGAIN TO RE-VERIFY THE CONCERN. I AM AWAITING REPSONSE FROM RON (SM).

ADD-ON 09/03/2013 03:33PM STEPHAN VYLASEK(FSE) MSS - FCSD - REG PHI-WAS-CHA
THE DEALERSHIP RE-VERIFIED THE ODOR. I INSPECTED THE VEHICLE ON 8/30. THE SMELL WOULD ONLY OCCUR DURING DECEL IMMEDIATELY AFTER A WOT CONDITION AT HIGH SPEEDS. THIS SMELL HAS NOTHING TO DO WITH THE HVAC PLENUM OR EVAPORATOR CORE. THE SMELL IS SIMILAR TO A NEW CATALYTIC CONVERTER. I WAS ABLE TO DETERMINE THAT THE SMELL WAS COMING FROM THE PTU VENT. WE CONNECTED A RUBBER TUBE FROM THE PTU VENT TO THE REAR OF THE VEHICLE. AFTER RETESTING THE SMELL WAS STILL PRESENT ON THE INSIDE OF THE VEHICLE UNDER THE SAME CONDITIONS. THE HVAC SYSTEM CAN BE OFF AND THE SMELL IS STILL PRESENT. AFTER THE

HOSE INSTALL I IMMEDIATELY STOPPED THE VEHICLE AND SMELT AROUND. THE SMELL WAS MOST NOTICEABLE AT THE VENT TUBE OUTLET BUT WAS STILL MAKING IT INTO THE VEHICLE SOMEHOW. THE TECHNICIAN CHANGED THE PTU FLUID WHICH MADE NO DIFFERENCE. THEY WILL NOW REPLACE THE PTU UNIT.

ADD-ON 09/05/2013 11:17AM STEPHAN VYLASEK(FSE) MSS - FCSD - REG PHI-WAS-CHA
THE DEALERSHIP REPLACED THE ENTIRE PTU UNIT AND THE SMELL STILL EXISTED WHEN RELEASING THROTTLE AFTER WOT AT HIGHER SPEEDS. I WILL BE CONTACTING THE PCE FOR FURTHER DIRECTION AS SIMILAR FAULTS HAVE OCCURRED ON LIKE VEHICLES.

From: Krawczyk, Kevin (R.)
Sent: Wednesday, February 18, 2015 1:19 PM
To: Yurowski, Daniel (D.E.)
Subject: RE: 20139560-Request has been assigned to DYUROWSK
Attachments: CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG

Dan,
Please see attached, the other possible leak entry points that should be sealed and ways to test for leaks.

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

From: Yurowski, Daniel (D.E.)
Sent: Wednesday, February 18, 2015 7:38 AM
To: Krawczyk, Kevin (R.)
Subject: FW: 20139560-Request has been assigned to DYUROWSK

Kevin,

Any suggestions?

Dan Yurowski
Field Service Engineer
New York Region
Ford Customer Service Division
1 International Blvd., Suite 1101
Mahwah, N.J. 07495
(732)685-1323 dyurowsk@ford.com
Toll Free Mailfax (866)753-4366

From: tfosys@ford.com [<mailto:tfosys@ford.com>]
Sent: Tuesday, February 17, 2015 6:32 PM
To: Todisco, Ronald (R.J.); Mitchell, Patrick (P.J.); Yurowski, Daniel (D.E.)
Subject: 20139560-Request has been assigned to DYUROWSK

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

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

Additional Comments

Request Details

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

Tracking Number	[REDACTED]
Status	Assigned
Currently assigned to	DYUROWSK
Request Type	Repair Assistance (TAR); Document in GCQIS
Request Source	CRC Technical SME
If Other request source, please explain	
Primary contact	ROBERT BOROZNY
Primary contact's phone number	000-000-0000
Primary contact's email address	
Technician Name	
Technician certified in relevant speciality	N/A
Dealership Name	WEISLEDER FORD
P&A Code	10432
Facing Region (SDR separate from Contact Regions)	N1 - NEW YORK
Geographic Region (SDR combined with Contact Region)	N1 - NEW YORK
FCSD Sales Zone	A06
FCSD Technical Zone	T02
VIN	1FM5K8D84FG [REDACTED]
Vehicle year/model	2015 Explorer
Vehicle mileage	4,600
Repair Order (R.O) #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Down?	No
GCQIS Report #	FABAP017
TAR Open?	No
CuDL Case #	CAS-5836930-T8Z8C8
Priority	Medium

Field assistance request being opened for on going exhaust concern can be duplicated outside of the criteria for TSB. TSB has been performed twice (2nd time per Hotline request) and still have the concern. Can be smelled even on fresh air fan on higher speed setting. Dealer can easily duplicate the concern requested to get to EH team at Hotline but is unclear why not handled by them. This is the 4th time in for this concern at dealers. Reason for escalation is for exhaust odor concern not meeting criteria. Vehicle is at dealer currently. 4 47 1

02,ENGINE,ODOR,CHEMICAL,ALWAYS Exhaust Odor Concern
--PMITCH22--02/17/2015 05:09:33 PM--

01/02/2015 4:46PM BRIAN BREISACHER MSS - FCS
HOTLINE;

Web Form Data -
Concern: exhaust type odor detected when accelerating. sometimes detected when slowing down as well.

Diagnostics: tsb 14-0130 already performed. customer still has no change experienced one repair was made.

Parts replaced: parts listed in tsb 14-0130. rear air extractors. wheel lip molding drains installed and hvac module reprogrammed.

Tech Question: Any further concerns seen with these vehicles that the above t correcting?

01/02/2015 4:46PM BRIAN BREISACHER MSS - FCS
HOTLINE;

Robert, When an exhaust odor concern remains after per 14-0130, it is recommended to review the TSB and inspect to ensure all steps of the TSB have been performed correctly. If the TSB has been performed correctly, please inspect the following:
-Verify proper body sealing per section 501-00 of the owner's manual. -Inspect the air extractors for damage and improve. -Inspect the steering column shaft boot seal. -Inspect for body repairs and ensure that there are no missing or poor body plugs in the floor pan or bulkhead. -Inspect the liftgate for damage and proper fit/contact pattern, and ensure the plugs are in place in the drain holes. -Use the Rotunda 13300 Detector (or equivalent) to locate leak points and seal openings. Please note that setting the HVAC to fresh air mode will reduce the interior of the vehicle which can aid with diagnostics and reduce the overall concern. If the TSB has been performed and no issues have been identified with the recommended repairs, no further repairs are recommended at this time as this concern is currently under investigation. Please monitor OASIS for

01/02/2015 4:46PM BRIAN BREISACHER MSS - FCS
HOTLINE;

Article ISM 1307010 2011-2015 EXPLORER - EXHAUST
VEHICLE AFTER
TSB 14-0130

01/02/2015 4:49PM T ECHHOT MSS - FCS - QSFS;
if all of the above items check out and pass inspection, is it safe to release vehicle to customer who has a concern about the odor. He is detecting inside vehicle and is also claiming that it makes him feel ill?

01/02/2015 5:09PM SIDHARTHA RAINA MSS - FCS
HOTLINE;

Robert, Thank you for the additional information. It is recommended to perform the checks outlined in previous Hotline recommendation. (you/service manager/shop foreman) test drive the vehicle with the customer to determine whether the concern has been alleviated. If the customer still feels ill. If the concern is resolved, release the vehicle. If the concern is still present, it will be necessary to contact the office of general council (OGC) so the case can be

reviewed. U.S. Dealerships should complete a dealer/f
OGC review found on fmcdealer.com > parts & serv
customer
satisfaction link. Note: The Technical Service Hotline wi
able to provide further assistance with this issue until afte
OGC/product liability department review.

01/02/2015 5:09PM SIDHARTHA RAINA MSS - FCS
HOTLINE;
Article ISM 1207003 REPORTED FIRE, ACCIDENT, I
PROPERTY DAMAGE
&/OR BURN HAS OCCURRED DUE TO AN ALLEGED
DEFECT Consulted
Kevin Martin. He advised to perform checks then drive t
the customer. If the concern is still present, contact OGC

01/05/2015 10:18AM DAN YUROWSKI (FSE) MSS - B
BOSTON;
I SPOKE TO ENGINEERING ON THIS CONCERN AND
FOUND OUT THAT A
HVAC REFLASH WILL BE COMMING OUT IN LAT
UNTIL THIS REFLASH
IS RELEASED THERE IS NO OTHER REPAIRS AVA
THE DEALERSHIP
CAN PERFORM AT THIS TIME.

01/09/2015 09:34AM BRIAN BREISACHER MSS - FC
HOTLINE;
OUTBOUND CALL TO ROBERT BOROZNY. INFOR
TO NOT PERFORM ANY
ADDITIONAL REPAIRS FOR THE EXHAUST ODOR
NO ISSUES HAVE BEEN
IDENTIFIED WITH THE PREVIOUS HOTLINE
RECOMMENDATIONS. ADVISED THAT
THERE IS AN HVAC MODULE UPDATE TO ADDRE
ODOR CONCERNS THAT
IS GOING TO BE RELEASED WITHIN SEVERAL M

01/09/2015 09:34AM BRIAN BREISACHER MSS - FC
HOTLINE;
ODOMETER 3740 CHANGED TO 3740 M BY BBREI

02/11/2015 1:49PM STEPHEN MASSEY MSS - FCSD
HOTLINE;
Web Form Data
Description of Vehicle Concern: While driving, vehicle
is filling with hydro carbons and intermittenly there will
cat exhaust smell that fills the entire car. While driving w
odor, cutomer and technician both get a bad taste in their
headaches.

Please list any diagnostics already performed: Test drive vehicle with a borrowed hydro carbon detector. For rises to dangerous level and the CO detector will begin to levels are dangerous. The detector rises to over 100 parts million.

Parts Replaced: TSB # 14-0130 has been performed at another dealer.

Your Question: I borrowed a CO detector from a volunteer first aid squad to confirm condition. Customer access to CO detector at his work. We have both verified He has a video and I have seen it personally. I went for a test drive with customer and the smell occurred a few times began to get a bad taste in my mouth and a headache even was no smell. This condition occurs on all types of raods without traffic in front of vehicle, with the HVAC on and some type of fumes entering the vehicle. Vehicle has never accident and there are no aftermarket accessories on vehicle the second dealer the customer is trying and has been at the dealer numerous times for the same concern. When compared identical Explorer, these concerns do not happen. I need I should do with the vehicle at this time.

02/11/2015 1:49PM STEPHEN MASSEY MSS - FCSD
HOTLINE;

Jason, When you have a concern alleging injury has occurred alleged product defect, pursuant to the Warranty and Police repairs should be performed. See below:

-U.S.

Dealerships should complete a **Dealer/Fleet Request for Review** found on FMCDealer.com - Parts & Service Tab Satisfaction link.

NOTE: The Technical Service Hotline will not be able to provide further assistance with until after the OGC review.

02/11/2015 1:49PM STEPHEN MASSEY MSS - FCSD
HOTLINE;

Consulted EH Team Member Tyler Shomaker

02/11/2015 3:50PM T ECHHOT MSS - FCSD - QSFS;
This is the Service Director, Ted Nagel. I am reviewing the form. There is no alleged incident involved here. There is no accident, fire, injury or medical attention being sought at this point. So, how would you like this part of the OGC request? There is no police report nor is there any Insurance information. We are simply looking for assistance with a problem in the car. We are able to confirm. How would you like me to proceed?

was referred to us by CSM Erika Hernandez with Ford and the dealer was unable to confirm the concern. Thank you.

02/12/2015 08:55AM BRADLEY SHICK MSS - FCSD
HOTLINE;

Jason, As the customer has alleged that they are having h to the concern, this would indicate that an injury has occu filling out the OGC Request form, mark injury and then l details that were described in the first contact to the Ford Assistance Center. Mark any other questions as necessary. Review for this concern has been completed, the Ford Te Assistance Center will not be able to provide diagnostics review has been completed and you have indicated that C diagnostics on the vehicle, we will then be able to provid diagnostics needed to resolve the concern.

02/12/2015 09:15AM T ECHHOT MSS - FCSD - QSFS
I contacted Erika Hernandez with Ford again. That vehic to OGC during a previous visit to another dealer for the s At that time, OGC referred it back to Hotline. The contac time was Fred with Seabreeze Ford. It is the same concer time. Can you please review the previous contacts for thi really am not looking to re-do what has already been don to be short, but this debate is not progressing the problem review previous contacts and advise. I will forward all of to CSM Erika Hernandez. As I stated previously, no med has been sought. Not this time nor at the previous visit to dealer. Perhaps that is why OGC bounced it before?

02/12/2015 10:40AM WILLIAM NEWTON MSS - FCS
HOTLINE;

Ted, The Ford Technical Support Center has reviewed yo has determined that it is necessary to discuss this matter r over the telephone. You will be contacted shortly by a re Thank you for your patience.

02/12/2015 11:34AM WILLIAM NEWTON MSS - FCS
HOTLINE;

Made OBC to the dealer and spoke with Ted Nagel about concern with this vehicle. He stated that this vehicle seem than others with similar odors and you get an actual bad t mouth after being in the vehicle.

Ted also stated they are very familiar with this type of issue with the Explorer's and th yet actually began inspecting the vehicle. They wanted to Hotline before getting going with it.

02/12/2015 11:34AM WILLIAM NEWTON MSS - FCS
HOTLINE;

Ted, It is important to determine if the odor is strictly cor

the exhaust or if there are any fluid leaks from the power
are contributing to the odor. Therefore, it is recommended
for any fuel, oil or PTU leaks and repair any found. A leak
power train can allow odors to be pulled through the fresh
when it is cycled open for fresh air mode. If no fluid leaks
found, please then refer back to <a
href='http://www.fordtechservice.dealerconnection.com/
/frames.asp?content=DisplayTSB.aspx&tsb=14-
0130&market=US&language=EN&
VIN=&LINKSOURCE=OASISRESULT' target='_blank
and

verify that all steps were correctly completed. The HVAC
confirmed to be up to date by starting a vehicle session, s
Module programming from the toolbox menu and then se
module from the module reprogramming list. If there is a
available, the IDS will show that there is an updated calib
no updates are available, the IDS will then state that no fi
updates are available. If the HVAC module is up to the la
level, when checked with an IDS at the latest level (94.0
then recommended to move on to the other steps of the T
the body vent was replaced and all seam sealer applied in
locations. If any issues are found with how the seam seal
applied, it is recommended to apply the seam sealer again
and then continue to re-evaluate. Please also note that it i
important to have the rear HVAC system turned on in or
updated HVAC module strategy to be in effect and help r
exhaust odor. If the vehicle owner still feels un-satisfied
vehicle, please advise them that Engineering is still looki
this vehicle concern, but at this time there is no ETA for
updates. Also, if the vehicle owner is not satisfied with the
at that point, it is recommended to refer them back to the
is because performing the current TSB is the only availab
information at this time.

02/16/2015 1:29PM T ECHHOT MSS - FCSD - QSFS;
Performed TSB #14-0130 again. It appears that it was do
but I performed it again. All areas where thoroughly sealed
areas where properly sprayed with the suggested underbo
fender body pieces where installed. New drain valves wh
I ensured the HVAC module was at the latest version wh
HVAC was turned on. No fluid leaks where found anywh
vehicle or in the engine compartment. Close inspection o
no signs of leaks. I drove the vehicle and it still has an in
smell t. I did not have a CO tester with me at this time bu
by the way I felt on an extended test drive, there is still e
CO present. I will release the vehicle and supply the cust
information given as whom to contact if he is still unsatis

02/16/2015 1:54PM JEFFREY KERN MSS - FCSD - TE
HOTLINE;
Jason, Thank you for the update that there were no PTU

If the exhaust has also been pressure testing using regular (5 PSI) at the tail pipe and spraying the suspected areas with water, it is recommended to continue to monitor OASIS for an update to resolve this concern coming out shortly.

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 PMITCH22

Created date 02/17/2015 05:09:33 PM EST

Last Revised by **RTODISCO**

Last revised date **02/17/2015 06:31:39 PM EST**

This e-mail notification has been generated by: RTODISCO

Thank you..

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

From: Steward, Gene (E.A.)
Sent: Wednesday, September 30, 2015 2:01 PM
To: Krawczyk, Kevin (R.)
Subject: Re: 2015 Explorer question...

Great info. Thanks.

Sent from my iPhone

On Sep 30, 2015, at 9:02 AM, Krawczyk, Kevin (R.) <kkrawczy@ford.com> wrote:

Gene,

Here is my hotllne ISM with some photos. Any questions on anything, just call me.

Pressure Test Procedure

- a. Using masking tape, seal the rear air extractors and areas near the rear lip molding for vehicle that do not have the rear lip molding.



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 high.
- 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



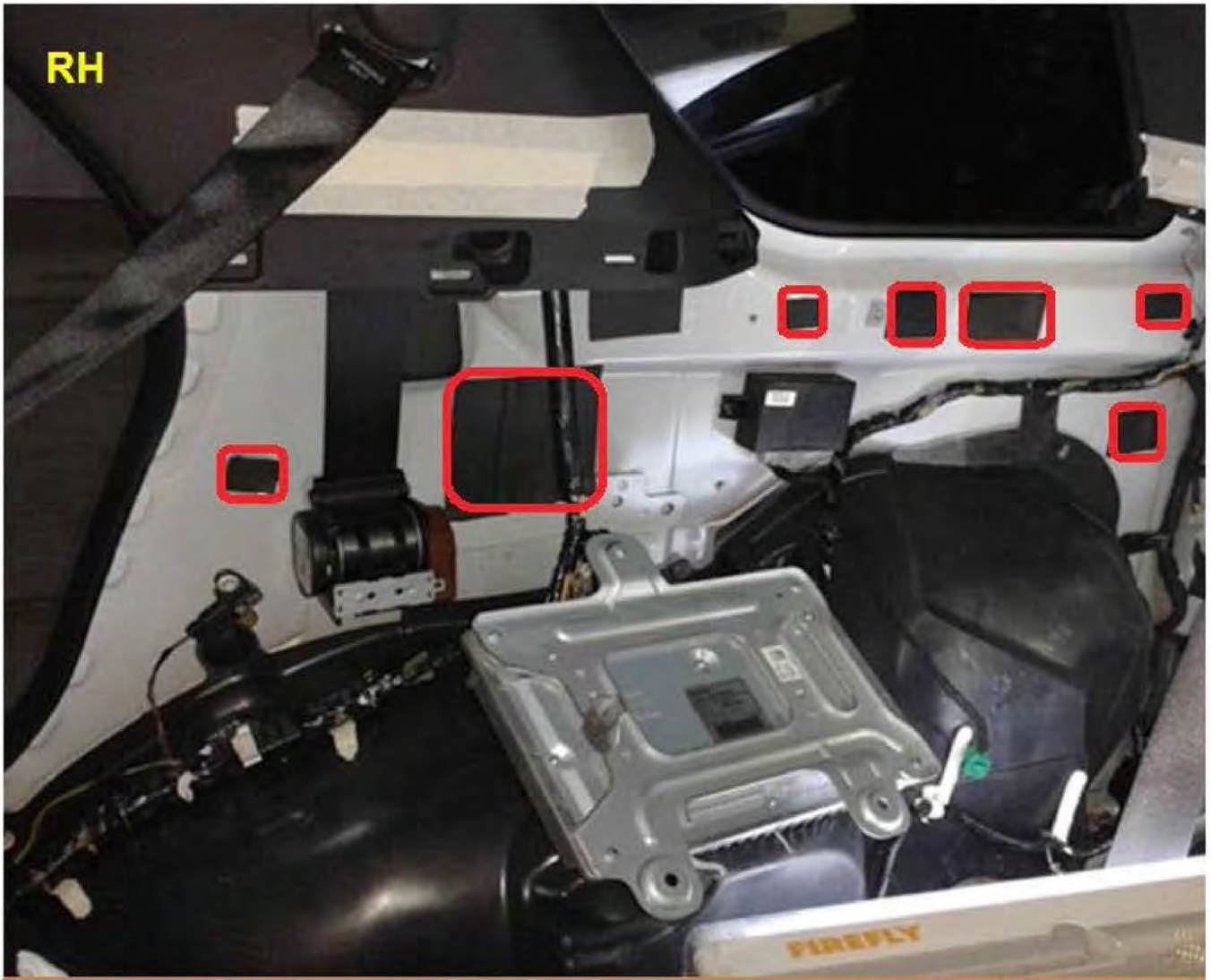
Figure 10 –



Figure 11 – Article 14-16-NA



Figure 12 – A



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

From: Steward, Gene (E.A.)
Sent: Wednesday, September 30, 2015 8:38 AM
To: Krawczyk, Kevin (R.)
Subject: 2015 Explorer question...

Have a final repair attempt on one of these today...

9/23/15-FRA-Holman Turnersville - 2015 Explorer (1FM5K8B87FGC3[REDACTED]w/Exhaust Odor (Cust: BETHANY WIBERG) -CSR - [Maria Diaz](#) (866-567-6518;77294) - Due Sept 28th - 9/25/15 - CSR confirmed 29th drop off with 30th FSE onsite. Maria Diaz is now the lead CSR on the case. 9/23/15 - FSE received assignment and scheduled for Wednesday, September 30th at Holman. Pending CSR confirmation. FSE note to CSR ([Sandy Culwell](#) 866-567-6518;77295).

Please let me know what options outside of the current TSB may exist. Thanks!

Thanks!
E.A.(Gene)Steward
Ford Motor Company
Technical Field Operations Service Engineer - Mid Atlantic
Cel [REDACTED]
Fax: 866 579-0885

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<CheckingForLeaksOnU502.JPG>
<OtherCommonLeakAreasOnU502.JPG>
<ISM for repeat exhaust odor after 14-0130 W_Interior Seal.docx>
<LargeAdditionalInteriorSealingActions.jpg>

From: Steward, Gene (E.A.)
Sent: Friday, October 02, 2015 7:18 PM
To: Krawczyk, Kevin (R.)
Subject: RE: 2015 Explorer question...

See attached emails from Wednesday...



2015 Explorer smell 2015 Explorer

Thanks!

E. A. (Gene) Steward
Ford Motor Company
Technical Field Operations Service Engineer – Mid Atlantic
Cell: [REDACTED]
Fax: 866 379-6885

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From: Krawczyk, Kevin (R.)
Sent: Friday, October 02, 2015 3:12 PM
To: Steward, Gene (E.A.)
Subject: RE: 2015 Explorer question...

What photos?

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

From: Steward, Gene (E.A.)
Sent: Friday, October 02, 2015 3:09 PM
To: Krawczyk, Kevin (R.)
Subject: RE: 2015 Explorer question...

Thanks Kevin... Did you get the photos I had sent?

Thanks!

E. A. (Gene) Steward
Ford Motor Company
Technical Field Operations Service Engineer – Mid Atlantic

Cell: [REDACTED]
Fax: 866-579-6885

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From: Krawczyk, Kevin (R.)
Sent: Wednesday, September 30, 2015 9:03 AM
To: Steward, Gene (E.A.)
Subject: RE: 2015 Explorer question...

Gene,

Here is my hotline ISM with some photos. Any questions on anything, just call me.

<< File: CheckingForLeaksOnU502.JPG >> << File: OtherCommonLeakAreasOnU502.JPG >> << File: ISM for repeat exhaust odor after 14-0130 W_Interior Seal.docx >> << File: LargeAdditionalInteriorSealingActions.jpg >>

Kevin Krawczyk
Product Concern Engineer
Explorer/Taurus/MKS
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From: Steward, Gene (E.A.)
Sent: Wednesday, September 30, 2015 3:35 PM
To: Krawczyk, Kevin (R.)
Subject: 2015 Explorer
Attachments: IMG_1611.JPG; ATT00001.txt; IMG_1612.JPG; ATT00002.txt





Sent from my iPhone

From: Steward, Gene (E.A.)
Sent: Wednesday, September 30, 2015 3:45 PM
To: Krawczyk, Kevin (R.)
Subject: 2015 Explorer smell
Attachments: IMG_1613.JPG; ATT00001.txt; IMG_1615.JPG; ATT00002.txt





From: Steward, Gene (E.A.)
Sent: Friday, October 02, 2015 7:23 PM
To: Krawczyk, Kevin (R.)
Subject: RE: 2015 Explorer question...

Yes...

Thanks!

E. A. (Gene) Steward
Ford Motor Company
Technical Field Operations Service Engineer – Mid Atlantic
Cell: [REDACTED]
Fax: 866 379-6885

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From: Krawczyk, Kevin (R.)
Sent: Friday, October 02, 2015 3:19 PM
To: Steward, Gene (E.A.)
Subject: RE: 2015 Explorer question...

Ok, yeah I looked at these. Couldn't really tell from the pictures if the seal was sealing well or not. Was there a reason you wanted me to see these?

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

From: Steward, Gene (E.A.)
Sent: Friday, October 02, 2015 3:18 PM
To: Krawczyk, Kevin (R.)
Subject: RE: 2015 Explorer question...

See attached emails from Wednesday...

<< Message: 2015 Explorer smell >> << Message: 2015 Explorer >>

Thanks!

E. A. (Gene) Steward
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Technical Field Operations Service Engineer – Mid Atlantic
Cell: [REDACTED]
Fax: 866 379-6885

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What photos?

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Product Concern Engineer
Explorer/Taurus/MKS
Ford Motor Company
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E. A. (Gene) Steward
Ford Motor Company
Technical Field Operations Service Engineer – Mid Atlantic
Cell: [REDACTED]
Fax: 866 379-6883

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Kevin Krawczyk
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Explorer/Taurus/MKS
Ford Motor Company

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Ford Motor Company
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Subject: 2015 Explorer question...

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9/23/15-FRA-Holman Turnersville - 2015 Explorer (1FM5K8B87FGC33192) w/Exhaust Odor (Cust: BETHANY WIBERG) -CSR - [Maria Diaz](#) (866-567-6518;77294) - Due Sept 28th - 9/25/15 - CSR confirmed 29th drop off with 30th FSE onsite. Maria Diaz is now the lead CSR on the case. 9/23/15 - FSE received assignment and scheduled for Wednesday, September 30th at Holman. Pending CSR confirmation. FSE note to CSR ([Sandy Culwell](#) 866-567-6518;77295).

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- 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