

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering  
Review

Some 2011-2016 Explorer vehicles may exhibit a repeat customer concern of exhaust odor inside the vehicle after TSB 14-0130 has been completed. If this is verified, ensure that TSB 14-0130 has been completed correctly, and verify the following:

- **Pressure Test Procedure**

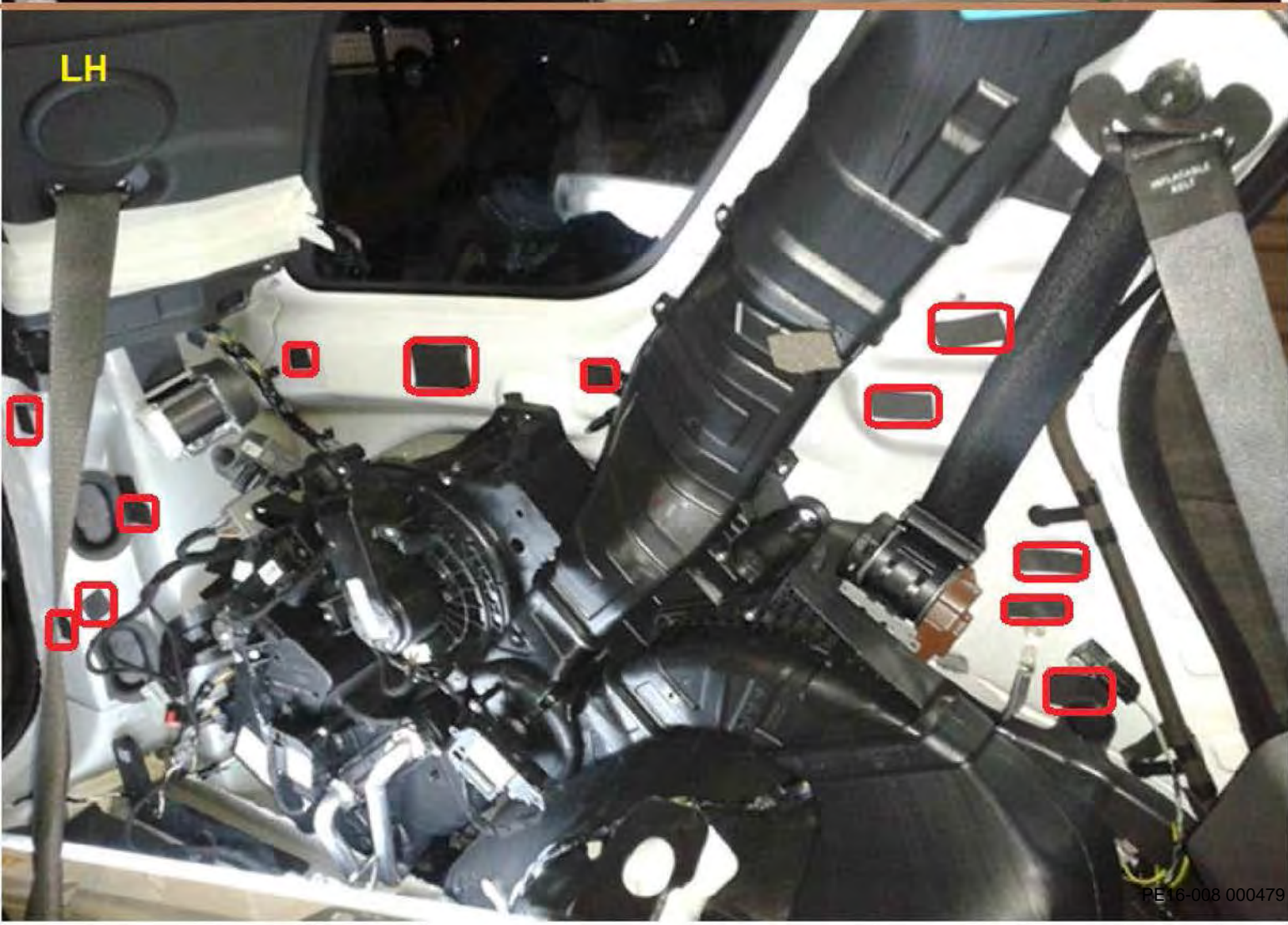
- a) Using masking tape, seal the rear air extractors and areas. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed
  - b) Start vehicle, set A/C to fresh air mode and set blower speed to max.
  - c) Close all doors and ensure windows are fully closed.
  - d) Use soapy water in a spray bottle to help locate air leaks.
  - e) Spray around the following areas:
    - a. ❖ Under body seams
    - b. ❖ Underbody rubber grommet
    - c. ❖ Rear wheel well seams
    - d. ❖ Rear tail light seams
    - e. ❖ Rear deck lid seals
    - f. ❖ Side panel glass seals
    - g. ❖ License plate area
  - f) Air leaks can be identified by the presence of air bubbles.
  - g) Mark all areas identified to have air leaks.
  - h) Turn off A/C
  - i) Turn off vehicle
  - j) Clean and dry all areas marked earlier
  - k) Seal using Motorcraft seam sealer
  - l) Allow sealant to dry and retest (May take up to 20 minutes)
  - m) Remove the masking tape used in step (a) of the pressure test
- Inspect the air extractors for possible damage or improper sealing.
  - 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.
  - Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. Ensure that the lift gate plugs are in place in the drain holes.
  - Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).
  - Remove the third row seat area interior quarter trim panel pieces. Using tape, proceed to tape over all body holes. Locating holes and push-pin holes can be covered but must be cut to allow penetration by the locating pin or push-pin. Gaffer's tape is recommended. It is not recommended to use electrical tape because the adhesion of this type of tape is not sufficient. Do not seal up air extractor holes. Photos attached.
  - Also in the area under the third row seat interior quarter trim panels, seal up any body seams using TA-2 Motorcraft sealant.

**Note:** Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

RH



LH



---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Friday, October 16, 2015 12:24 PM  
**To:** Kujawa, Brian (B.K.)  
**Subject:** RE: 20158760-Request has been assigned to BKUJAWA  
**Attachments:** CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG; ISM for repeat exhaust odor after 14-0130\_2.docx

Review this and then give me a call.

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

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Friday, October 16, 2015 7:04 AM  
**To:** Kujawa, Brian (B.K.)  
**Subject:** RE: 20158760-Request has been assigned to BKUJAWA

No problem.

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

---

**From:** Kujawa, Brian (B.K.)  
**Sent:** Thursday, October 15, 2015 9:00 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** FW: 20158760-Request has been assigned to BKUJAWA

Hi Kevin,

You were mentioned in the tfoam request from the crc, you mind if I give you a call in the morning?

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

---

**From:** Fosys, T (T.)  
**Sent:** Thursday, October 15, 2015 1:48 PM  
**To:** Carpenter, Joe (J.A.); Clark, Jason (J.); Kujawa, Brian (B.K.)  
**Subject:** 20158760-Request has been assigned to BKUJAWA

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	20158760
Status	Assigned
Currently assigned to	BKUJAWA
Request Type	Repair Assistance (TAR); Document in GCQIS
Request Source	CRC Technical SME
If Other request source, please explain	
Primary contact	CSM Debra Zaremba
Primary contact's phone number	866-631-3788 EXT 77765
Primary contact's email address	
Technician Name	
Technician certified in relevant speciality	Yes
Dealership Name	DOENGES FORD
P&A Code	06820
Facing Region (SDR separate from Contact Regions)	A1 - SELECT DEALER
Geographic Region (SDR combined with Contact Region)	C1 - DALLAS
FCSD Sales Zone	C02
FCSD Technical Zone	T05
VIN	1FM5K8D87FG [REDACTED]
Vehicle year/model	2015 Explorer
Vehicle mileage	1,689
Repair Order (R.O) #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Down?	No
GCQIS Report #	F92DY008
TAR Open?	No
CuDL Case #	CAS-7913667-Y0T3P7
Priority	Medium

4 47 2  
39,ENGINE,ODOR,FUEL,INTERMITTENT EXHAUST ODOR AFTER TSB CRC has received a customer contact for a repeat repair concern with Explorer exhaust odor in the vehicle. Dealer has performed TSB 14-0130 at least once but customer/Dealer states issue still exists. PVT (Buelow, Steve (S.E.) ([sbuelow@ford.com](mailto:sbuelow@ford.com)) ) /CMT (Krawczyk, Kevin (R.) ([kkrawczy@ford.com](mailto:kkrawczy@ford.com))) has requested TFOAMS be issued for repeat repair customers to have them contacted for next steps once it has been confirmed that the following items have been followed. Please review TSB 14-0130 with

Request description

dealer technician to ensure that all steps of TSB have been followed including insuring that HVAC has been calibrated to latest level currently available, both left and right dual rate extractors and lift gate auto drain valves are replaced with latest level parts, ensure that areas where seam sealer is to be applied are cleaned and exhaust and climate control drain are covered, that seam sealer was applied to the horizontal sheet metal lap joints on both left and right side of vehicle and the rear sheet metal overlap flange, and that 3M rubberized undercoating was applied to the areas where seam sealer was applied and the auxiliary a/c lines. Please make sure if the TSB was not followed to note the information in the GCQIS report. ---Updated By---JCLAR380--10/15/2015 09:55:12 AM--

GCQIS Comments

09/28/2015 2:34PM ZACHARY SUTTON MSS - FCSD - TECH SVC HOTLINE;

Web Form Data

Description of Vehicle Concern: vehicle has an exhaust smell inside cab when slowing down.already performed tsb  
14-0130

Please list any diagnostics already performed:  
tsb,inspected for other leaks and exhaust.spark plug torque

Parts

Replaced: grills and vents per tsb

Your Question: is there any other places this can come from

-----  
09/28/2015 2:34PM ZACHARY SUTTON MSS - FCSD - TECH SVC HOTLINE;

Kent, An exhaust odor in the vehicle could be originating from the HVAC assembly or from elsewhere in the vehicle such as a body leak. It is first recommended to isolate where the smell is first coming from and if it is an exhaust smell or a propane smell. If it is a propane smell from the HVAC please refer to SSM 45053. If the smell is verified an exhaust smell it is recommended to pressure the exhaust

system and spray soapy water on the entire exhaust to identify any leaks. If any leaks are found repair as necessary. If there are no exhaust leaks the smell has to be entering the vehicle at the rear where the exhaust ends. If there are no exhaust leaks and the TSB 14-0130 has already been performed it is recommended to ensure a generous amount of seam sealer and rubberized undercoating was used in steps 11 and 12 of the TSB. Additionally a cabin pressure test can be performed as outlined in the Work Shop Manual (WSM) section 501-00 > Diagnosis and Testing > Body System Dust and Water Leaks. Spray the soapy water in suspect areas such as around the under body seams and rubber grommets, rear wheel well seams, tail lights seams, liftgate seals, side panel glass seals, and the license plate area. If bubbles are found there is an air leaks and should be repaired. If the liftgate is leaking adjust and align the liftgate per WSM section 501-03 > General Procedures > Liftgate Alignment. If there were no bubbles found during the test inspect the air extractors for proper operation and proper sealing against the body. If the extractors are not sealed properly exhaust fumes can get around them and enter the vehicle. Additionally ensure that the liftgate plugs are in place in the drain holes. Advise the customer that selecting the fresh air mode on the HVAC will increase cabin pressure which will decrease the exhaust entering the cabin.

-----  
09/28/2015 2:34PM ZACHARY SUTTON MSS  
- FCSD - TECH SVC HOTLINE;  
Article ISM 1507013 SOME 2011-2015  
EXPLORER VEHICLES MAY EXHIBIT A  
REPEAT CUSTOMER CONCERN OF  
EXHAUST ODOR INSIDE THE VEHICLE  
AFTER TSB

14-0130 HAS BEEN COMPLETED.

---

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

15-Oct-2015 09:55:13 AM EST

Last Revised by

JCARPE10

Last revised date

15-Oct-2015 02:47:43 PM EST

This e-mail notification has been generated by: JCARPE10

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

Some 2011-2015 Explorer vehicles may exhibit a repeat customer concern of exhaust odor inside the vehicle after TSB 14-0130 has been completed. If this is verified, ensure that TSB 14-0130 has been completed correctly, and perform the following:

- **Pressure Test Procedure**

- a) Remove the right and left rear lamp assemblies. See WSM Section 417-01
  - b) Using masking tape, seal the rear air extractors and areas. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed
  - c) Start vehicle, set A/C to fresh air mode and set blower speed to max.
  - d) Close all doors and ensure windows are fully closed.
  - e) Use soapy water in a spray bottle to help locate air leaks.
  - f) Spray around the following areas:
    - a. ❖ Under body seams
    - b. ❖ Underbody rubber grommet
    - c. ❖ Rear wheel well seams
    - d. ❖ Rear tail light seams
    - e. ❖ Rear deck lid seals
    - f. ❖ Side panel glass seals
    - g. ❖ License plate area
  - g) Air leaks can be identified by the presence of air bubbles.
  - h) Mark all areas identified to have air leaks.
  - i) Turn off A/C
  - j) Turn off vehicle
  - k) Clean and dry all areas marked earlier
  - l) Seal using Motorcraft seam sealer
  - m) Allow sealant to dry and retest (May take up to 20 minutes)
  - n) Remove the masking tape used in step (a) of the pressure test
- Inspect the air extractors for possible damage or improper sealing.
  - 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.
  - Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to increase the lift gate to sealing pressure. Also, ensure that the lift gate plugs are in place in the drain holes.
  - Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15 on MY11-15 vehicles. No later calibration is currently available for MY16. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).
  - For MY11-15 vehicles install Muffler assembly part # EB5Z-5230-A
  - For MY16 vehicles install Muffler assembly part # FB5Z-5230-A

**Note:** Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

---

**From:** Buelow, Steve (S.E.)  
**Sent:** Thursday, February 11, 2016 7:14 PM  
**To:** Green, David (D.M.); Krawczyk, Kevin (R.)  
**Subject:** RE: 20158775-Request Saved

I don't believe we release the exhaust for the GTDI. I believe it was only 1 part number, and that was for the base 3.5L engine.

***-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)

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

---

**From:** Green, David (D.M.)  
**Sent:** Wednesday, February 10, 2016 3:31 PM  
**To:** Krawczyk, Kevin (R.)  
**Cc:** Buelow, Steve (S.E.)  
**Subject:** RE: 20158775-Request Saved

Kevin,

I left you a message on this one, but thought I would send a quick email with more info. I have a 2013 Explorer Sport that we are attempting to put the updated exhaust on, the VIN is 1FM5K8GT8DG [REDACTED] The dealer ordered part # EB5Z-5230-A and it is incorrect. Do you have an updated part number for the Sport model?

***David Green***

***Ford Motor Company***

Field Service Engineer -Dallas Region  
Cell (214) 471-4408  
Fax (855) 528-6877  
[Dgree247@ford.com](mailto:Dgree247@ford.com)

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Friday, October 16, 2015 12:57 PM  
**To:** Green, David (D.M.)  
**Cc:** Buelow, Steve (S.E.)  
**Subject:** RE: 20158775-Request Saved

David,

Thanks for the information. Attached is some additional information for sealing up the rear on Explorer's. You can call me if you have any questions.

As for the rear air extractors, there is some slight build variation, but these minor variations are not signification. If you have performed all of the attached and still have an issue, the muffler assembly is in the word doc.

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

---

**From:** Green, David (D.M.)  
**Sent:** Friday, October 16, 2015 12:52 PM  
**To:** Buelow, Steve (S.E.); Krawczyk, Kevin (R.)  
**Subject:** FW: 20158775-Request Saved

Steve/Kevin,

Inspected this vehicle yesterday and the request stated to update the two of you with my findings. The TSB had been performed correctly and no body air leaks were found. Updated the passenger side air extractor/vent and used heat to flatten the updated driver's side vent, and verified PCM and HVAC at latest level. The vehicle still had the bumper removed, so a test drive was not performed. The dealer was directed to restore the vehicle and retest to determine if repairs were successful. Do we have any update on the new muffler assembly? Also, are you aware of the parts issues with the updated vents and is anything being done about it?

*David Green*

*Ford Motor Company*

**Field Service Engineer -Dallas Region**  
Cell (214) 471-4408  
Fax (855) 528-6877  
[Dgree247@ford.com](mailto:Dgree247@ford.com)

---

**From:** Fosys, T (T.)  
**Sent:** Friday, October 16, 2015 11:43 AM  
**To:** Green, David (D.M.); Mccarthy, Michael (M.)  
**Subject:** 20158775-Request Saved

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

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

**Additional Comments**

### Request Details

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

Tracking Number	20158775
Status	Assigned
Currently assigned to	DGREE247
Request Type	Repair Assistance (TAR); Document in GCQIS
Request Source	CRC Technical SME
If Other request source, please explain	
Primary contact	Wendy Grissom-Eisenhauer CSM
Primary contact's phone number	866-631-3788 EXT77748
Primary contact's email address	<a href="mailto:WGRISO2@FORD.COM">WGRISO2@FORD.COM</a>
Technician Name	
Technician certified in relevant speciality	
Dealership Name	TOWN EAST FORD
P&A Code	06192
Facing Region (SDR separate from Contact Regions)	C1 - DALLAS
Geographic Region (SDR combined with Contact Region)	C1 - DALLAS
FCSD Sales Zone	A01
FCSD Technical Zone	T01
VIN	1FM5K7D89FG [REDACTED]
Vehicle year/model	2015,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV
Vehicle mileage	16,235
Repair Order (R.O) #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Down?	No
GCQIS Report #	FQLCY004
TAR Open?	No
CuDL Case #	CAS-7928300-F3D9Z3
Priority	Medium
Request description	4 47 1 39,ENGINE,ODOR,CHEMICAL,INTERMITTENT SMELL AFTER 14-0130 CRC has received a customer contact for a repeat repair concern with Explorer exhaust odor in the vehicle. Dealer has performed TSB 14-0130 at least once but customer/Dealer states issue still exists. PVT (Buelow, Steve (S.E.) ( <a href="mailto:sbuelow@ford.com">sbuelow@ford.com</a> ) ) /CMT (Krawczyk, Kevin (R.) ( <a href="mailto:kkrawczyk@ford.com">kkrawczyk@ford.com</a> ) has requested TFOAMS be issued for repeat repair customers to have them contacted for next steps once it has been confirmed that the following items have been followed. Please review TSB 14-0130 with dealer technician to ensure that all steps of TSB have been followed including insuring that HVAC has been calibrated to latest level currently available, both left and right dual rate extractors and lift gate auto drain valves are replaced with latest level parts, ensure that areas where seam sealer is to be applied are cleaned and exhaust and climate control drain are covered, that seam sealer was

applied to the horizontal sheet metal lap joints on both left and right side of vehicle and the rear sheet metal overlap flange, and that 3M rubberized undercoating was applied to the areas where seam sealer was applied and the auxiliary a/c lines. Please make sure if the TSB was not followed to note the information in the GCQIS report. Mike McCarthy [mmccar80@ford.com](mailto:mmccar80@ford.com) ---Updated By---

MMCCAR80--10/15/2015 11:57:13 AM--

10/12/2015 09:27AM EVAN HUGHES MSS - FCSD - TECH SVC HOTLINE;

Web Form Data

Description of Vehicle Concern: BURNING SMELL COMING

INTO CAB ON HARD ACCELL ALSO SMELLS MILDEW WHEN LET CAR SIT FOR AWILE THEN STARTS CAR

Please list any diagnostics already performed:  
ALREADY PERFORMED TSB 14-0130 ALSO REPLACED POLLEN FILTER FOUND SMALL HOLE IN EXHAUST AND LEAKING EXHAUST FROM BAND CLAMP THIS IS THIRD TIME BACK CAN BARELY SMELL ANYTHING IF YOU SMELL IT LADY CUSTOMER IS PREGNANT AND CAN SMELL EVERYTHING

Parts Replaced: PARTS FOR TSB

Your Question: WHAT ARE YOUR SUGGESTIONS? MANAGEMENT IS REQUESTING TO SEE IF YOU CAN OPEN A TAR REPORT AND GET OUR FSE INVOLVED SEEING THE CIRCUMSTANCES. I DID NOT WANT TO TEAR DOWN VEHICLE TO PRESSURIZE CABIN AND SPRAY WITH SOAPY WATER UNTILL HEAR FROM YOUR SUGGESTIONS

-----  
10/12/2015 09:27AM EVAN HUGHES MSS - FCSD - TECH SVC HOTLINE;

Joseph, In regards of the mildew smell, we recommend inspecting the HVAC case drain. If the case drain is kinked or contained condensation will be able to be stored in the HVAC case. If the drain is restricted, clear the drain with compressed air. Also, inspect the cabin air filter. If the vehicle has been sprayed with

GCQIS Comments

deodorizer or air fresheners, their scents may be attached to the cabin air filter and will continue to come from the vents until the filter is replaced. Replace the cabin air filter and re-evaluate. As far as the exhaust odor smelled by the customer, we recommend performing the following procedure on the vehicle. Start by taping off the rear air extractors and surrounding areas. It is not necessary to mask the rear lip molding. Next, pressurize the cabin by turning the blower motor on high. All the doors and windows must be closed. Have the HVAC system set to fresh air mode. Create a soapy water solution in a spray bottle. Apply the soapy water solution to the areas sealed in the TSB-14-0130. Additionally, spray the solution on the under body seams, under body rubber grommets, rear wheel wells, rear tail light wells, rear deck lid seals, and license plate area. If bubbles are found, this indicates a leak. The leak will be localized to the area with the most bubbles. Turn off the vehicle. Mark all of the leaking areas. Then use the Motorcraft seam sealer TA-2. Allow the sealant to dry and then repeat the procedure above to confirm the leaks are no longer present. Remove the masking tape. Inspect the air extractors for possible damage or improper sealing. Additionally, inspect for body damage or repairs that can contribute to a leak. ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead. If any are found to be missing they should be replaced. If they are leaking, they can either be replaced or they can be sealed using the TA-2 sealer. Confirm the liftgate seal is free of damage and has a proper contact pattern. This can be confirmed by using

spray chalk. Lastly, confirm the HVAC module is at its latest calibration and re-evaluate the concern.

-----  
10/12/2015 09:27AM EVAN HUGHES MSS - FCSD - TECH SVC HOTLINE;  
Article ISM 1507013 SOME 2011-2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.  
-----

10/16/2015 12:42PM DAVID GREEN (FSE) MSS - FCSD - REG DALLAS-HOUST;  
Initial Contact Date : 15-Oct-2015  
Person Contacted : Anthony Dimola  
Dealership Visit Planned on : 15-Oct-2015  
-----

Visited dealer 10/15 to inspect the vehicle. Repairs were advised. ---Updated By---DGREE247--  
10/16/2015 11:43:19 AM--

FSE Comments

Initial Contact Date	15-Oct-2015
Person Contacted	Anthony Dimola
Dealership visit planned?	Yes
Visit date, if planned	15-Oct-2015
Did Visit Occur?	Yes
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	4.0
Created by	MMCCAR80
Created date	15-Oct-2015 11:57:14 AM EST
Last Revised by	DGREE247
Last revised date	16-Oct-2015 00:43:19 PM EST

This e-mail notification has been generated by: DGREE247  
Thank you..

---

**From:** Setti, Lokesh (L.)  
**Sent:** Thursday, February 26, 2015 1:42 PM  
**To:** Krawczyk, Kevin (R.); Gillis, Jeffrey (J.L.)  
**Cc:** Buelow, Steve (S.E.)  
**Subject:** RE: 2016 U502 exhaust odor

Agree it a major issue as I had to present our status to NHTSA earlier this month and am schedule to give a deposition on class action lawsuit on 4/20/15.

Kevin, Since MP1's are not built yet, maybe you can arrange for VOCF drives with PP builds. Will just need to have the vehicle for an hour to complete the assessment.

**Lokesh Setti**

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

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Thursday, February 26, 2015 8:37 AM  
**To:** Gillis, Jeffrey (J.L.); Setti, Lokesh (L.)  
**Cc:** Buelow, Steve (S.E.)  
**Subject:** RE: 2016 U502 exhaust odor

I have to agree with Jeff. This is a major issue. We need to make sure that the next "fix" will resolve 99.99 percent of the concerns. We should be testing MY16 U502 vehicles, with the proposed updates/changes now.

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

---

**From:** Gillis, Jeffrey (J.L.)  
**Sent:** Thursday, February 26, 2015 8:00 AM  
**To:** Setti, Lokesh (L.)  
**Cc:** Krawczyk, Kevin (R.); Buelow, Steve (S.E.)  
**Subject:** RE: 2016 U502 exhaust odor

Steve and my management team is very sensitive about this concern as it has caused a number of customer complaints. I realize that the 2016 U502 is a small program from a PD point of view, but with the sheet metal changes, it is a new vehicle to our customers and we want to make sure that the concern is resolved.

Are you involved in the VOCF drives? Can we make arrangements that Kevin K. can be involved in that?

Steve,  
Do you guys do M10 drive on pre build units? Have you experienced the odor on any 2016 units?

Jeff Gillis

Ford Customer Service Division  
U502 Upstream Program Coordinator  
(313) 845-5477  
[jgillis@ford.com](mailto:jgillis@ford.com)

---

**From:** Setti, Lokesh (L.)  
**Sent:** Thursday, February 26, 2015 7:55 AM  
**To:** Gillis, Jeffrey (J.L.)  
**Cc:** Krawczyk, Kevin (R.); Buelow, Steve (S.E.)  
**Subject:** RE: 2016 U502 exhaust odor

Yes. That is the intent. I've also visited CAP a couple times to address sealer skips and rear end body leaks and we've released a few changes in production.

The fact that we have been working on this issue for multiple years and had to release multiple TSB's highlights the difficulty of eliminating this concern 100%. The cross functional team has been working on this for a year now to identify rootcause and prevent actions.

Steve, Pls. share the number of TSB repairs we've had pre and post production climate cal. change so we can assess the effectiveness of production action in the US market. It will be interested to see if there was a spike in claims after a public event like the class action lawsuit that came out in July 2014.

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

---

**From:** Gillis, Jeffrey (J.L.)  
**Sent:** Thursday, February 26, 2015 7:32 AM  
**To:** Setti, Lokesh (L.)  
**Cc:** Krawczyk, Kevin (R.); Buelow, Steve (S.E.)  
**Subject:** RE: 2016 U502 exhaust odor

Have you validated that this eliminates the customer concern?

Jeff Gillis  
Ford Customer Service Division  
U502 Upstream Program Coordinator  
(313) 845-5477  
[jgillis@ford.com](mailto:jgillis@ford.com)

---

**From:** Setti, Lokesh (L.)  
**Sent:** Wednesday, February 25, 2015 10:19 PM  
**To:** Buelow, Steve (S.E.); Gillis, Jeffrey (J.L.)  
**Cc:** Krawczyk, Kevin (R.)  
**Subject:** RE: 2016 U502 exhaust odor

Correct- all hot/warm markets get the downturn tips in production for 2016MY.  
All cold/standard markets like US/Canada get the climate cal. in production for 2016MY and this is the same strategy that was used for 2015MY.

**Lokesh Setti**

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

---

**From:** Buelow, Steve (S.E.)  
**Sent:** Wednesday, February 25, 2015 4:12 PM  
**To:** Gillis, Jeffrey (J.L.); Setti, Lokesh (L.)  
**Cc:** Krawczyk, Kevin (R.)  
**Subject:** RE: 2016 U502 exhaust odor

**This is how I understand it.**

**2016 NA production – no change from 2015 strategy**  
**2016 Export hot market – down turned exhaust tips, (I heard they are talking about putting them on all export)**

**2016 service – same as 2015**

***-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

---

**From:** Gillis, Jeffrey (J.L.)  
**Sent:** Wednesday, February 25, 2015 2:54 PM  
**To:** Setti, Lokesh (L.)  
**Cc:** Buelow, Steve (S.E.); Krawczyk, Kevin (R.)  
**Subject:** RE: 2016 U502 exhaust odor

Lokesh,  
Are all of these improvements implemented in the 2016 model?

Are we experiencing odor on the drives?

Jeff Gillis  
Ford Customer Service Division  
U502 Upstream Program Coordinator  
(313) 845-5477  
[jgillis@ford.com](mailto:jgillis@ford.com)

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, February 25, 2015 3:52 PM  
**To:** Gillis, Jeffrey (J.L.)  
**Cc:** Buelow, Steve (S.E.); Setti, Lokesh (L.)  
**Subject:** RE: 2016 U502 exhaust odor

Jeff,  
I believe this is more of a question for Lokesh, but I think I can answer some of your question.  
We have a revised HVAC calibration that we are currently working on for service. Release of this revised calibration will be staggered for various model years, but is expected to start sometime in April.  
While I am thinking of this, I hope that the updated HVAC calibration that was launched for production for exhaust odor, will be carried forward on the MY16 vehicle.  
Also, I think you are aware that we are working on some new exhaust tips for export markets and that hopefully will be available for service. I do not have timing on those exhaust tips, but maybe Lokesh does?

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

---

**From:** Gillis, Jeffrey (J.L.)  
**Sent:** Wednesday, February 25, 2015 12:46 PM  
**To:** Wang, Caleb Xiangfu (C.)  
**Cc:** Buelow, Steve (S.E.); Krawczyk, Kevin (R.)  
**Subject:** 2016 U502 exhaust odor

Caleb,  
Where are you with eliminating the exhaust odor for the 2016MY?

Jeff Gillis  
Ford Customer Service Division  
U502 Upstream Program Coordinator  
(313) 845-5477  
[jgillis@ford.com](mailto:jgillis@ford.com)

---

**From:** Jay, Brian (B.L.)  
**Sent:** Monday, July 11, 2016 9:19 PM  
**To:** Black, Kevin (K.W.)  
**Subject:** RE: 20179379-Request Saved --- Rear spoiler sealing attempt to reduce exhaust odor - 2015 Explorer

Hi Kevin.

The Service Director went out and drove this vehicle again late last week with the owner, and when the driver of the vehicle holds the APP just short of WOT it seems to prevent the recirc mode from changing on its own, and exhaust odor is still detected.

When I was out driving the car I went WOT each time, I detected the blower fan lowering slightly as cabin pressure was being built up, and I was unable to smell anything.

It definitely has the latest HVAC software available for a 2015MY at this time.

My only question at this point, is you mentioned a future IDS / HVAC software reflash. Can you confirm if this flash will update the 2015MY and older?

The reason I am asking is the AEQ comments only mention the 2016+.

Thanks.

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

---

**From:** Black, Kevin (K.W.)  
**Sent:** Thursday, July 07, 2016 1:07 PM  
**To:** Jay, Brian (B.L.)  
**Cc:** Black, Kevin (K.W.)  
**Subject:** RE: 20179379-Request Saved --- Rear spoiler sealing attempt to reduce exhaust odor - 2015 Explorer

An Escalated TFOAM won't get you any more info than you already have, so it won't do any good. The TFOAMS only tell me that you need help, and we already know that & have provided you most of the latest info.

The only other thing you're not aware of is that a new Reflash should be coming with the latest IDS release (eta 7-20).

If they are driving (accelerating) with the RECIRC on, then the concern will be worse. The Reflash will help ensure that the RECIRC Door Opens on a hard accell which helps prevent exhaust fumes from coming in, due to the negative cabin pressure, etc...

Beyond that, Engineering has nothing else to assist.

***Kevin Black***

Concern Identification and Resolution  
Process and Reporting Analyst  
Ford Motor Company  
Phone # 1-313-323-9500  
Fax # 1-888-593-2996  
[kblack4@ford.com](mailto:kblack4@ford.com)



---

**From:** Jay, Brian (B.L.)  
**Sent:** Thursday, July 07, 2016 1:51 PM  
**To:** Black, Kevin (K.W.)  
**Subject:** RE: 20179379-Request Saved --- Rear spoiler sealing attempt to reduce exhaust odor - 2015 Explorer

Hi Kevin.

We put the rear spoiler sealing kit on this vehicle (see details below, VIN# 1FM5K7D88FGB58428) and it seems to have made the odor go away. I plan on waiting until the Glen, the Service Director, as well as the vehicle owner, have both had had a chance to drive the car more before delivering a final verdict. I have updated the GCQIS report with the results so far.

**\*\*HOWEVER\*\*** we **ALSO** tried the rear spoiler sealing kit on **THE FOLLOWING** vehicle: 1FM5K7D80EGC [REDACTED] and an exhaust type odor only on hard acceleration still remains.

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

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

Let me know what you think.

Thanks.

**Brian L. Jay**  
Ford Motor Company  
Field Service Engineer - Houston  
Mobile: [REDACTED]  
Fax: 866-416-0767  
[bjay1@ford.com](mailto:bjay1@ford.com)

---

**From:** Jay, Brian (B.L.)  
**Sent:** Tuesday, July 05, 2016 2:44 PM  
**To:** Black, Kevin (K.W.)  
**Subject:** RE: 20179379-Request Saved --- Rear spoiler sealing attempt to reduce exhaust odor - 2015 Explorer

Hi Kevin,

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

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

Thanks.

**Brian L. Jay**  
Ford Motor Company  
Field Service Engineer - Houston  
Mobile: [REDACTED]  
Fax: 866-416-0767  
[bjay1@ford.com](mailto:bjay1@ford.com)

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

---

**From:** Jay, Brian (B.L.)  
**Sent:** Tuesday, June 28, 2016 3:05 PM  
**To:** Black, Kevin (K.W.)  
**Subject:** RE: 20179379-Request Saved --- Rear spoiler sealing attempt to reduce exhaust odor - 2015 Explorer

Hi Kevin

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

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

Thanks.

**Brian L. Jay**  
Ford Motor Company  
Field Service Engineer - Houston  
Mobile: [REDACTED]  
Fax: 866-416-0767  
[bjay1@ford.com](mailto:bjay1@ford.com)

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

**From:** Fosys, T (T.)  
**Sent:** Tuesday, June 28, 2016 2:43 PM  
**To:** Jay, Brian (B.L.)  
**Subject:** 20179379-Request Saved

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

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

### Additional Comments

#### Request Details

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

Tracking Number	20179379
Status	Assigned
Currently assigned to	KBLACK4
Request Type	Escalated FSE Support Request (from FSE to CSE)
Request Source	Field Service Engineer
If Other request source, please explain	
Primary contact	Brian Jay
Primary contact's phone number	281-788-0870
Primary contact's email address	<a href="mailto:bjay1@ford.com">bjay1@ford.com</a>
Technician Name	Roland Dancoes
Technician certified in relevant speciality	Yes
Dealership Name	AUTONATION FORD KATY
P&A Code	04617
Facing Region (SDR separate from Contact Regions)	C2 - HOUSTON
Geographic Region (SDR combined with Contact Region)	C2 - HOUSTON
FCSD Sales Zone	A02
FCSD Technical Zone	T07
VIN	1FM5K7D88FG [REDACTED]
Vehicle year/model	2015,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV
Vehicle mileage	21,666
Repair Order (R.O) #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Down?	No
GCQIS Report #	G2IBW008
TAR Open?	Yes
CuDL Case #	CAS-9359625-Z8X5S3
Priority	High
Request description	Customer concern is exhaust odor on heavy accel. TSB 14-0130 has been performed, I

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

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

GCQIS Comments

NEXT STUP  
I PERFORMED , NEED YOUR ADVICE  
THANKS

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

Your Question:  
WHAT STUP I PERFORMED NEXT

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

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

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

REPLACING THE EXHAUST ON THIS VEHICLE WITH THE UPDATED PART # EB5Z-5230-A IN REFERENCE TO TSB 14-0130.

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

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

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

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

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

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

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

Humayun, Since the exhaust odor is still present in the vehicle after TSB 14-0130 was performed and the updated exhaust was replaced it is recommended to re-visit steps the TSB 14-0130 steps 11 and 12 to ensure a generous amount of seam sealer and rubberized undercoating was applied as directed. If steps 10 and 11 have been verified it is recommended to ensure the HVAC module is at the latest calibration when using the latest IDS software. If the HVAC module is at the latest calibration it is recommended to perform the cabin pressure test in the areas specifically called out in TSB 14-0130 to determine if a leak is present. If the cabin pressure test does not reveal any leaks the vehicle should be driven with the body vents taped off to determine if the concern changes. If the concern is still present when the body vents are taped off it is recommended to drive the vehicle with the HVAC setting set to recirculate and fresh air position to determine if the exhaust odor is entering the vehicle from the rear of the vehicle or towards the front. This concern is being directed to the Technical Assistance Centers Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customers concern. We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

-----  
05/04/2016 11:59AM PETER KRAHULEC  
MSS - FCSD - TECH SVC HOTLINE;  
Note to EH: Consulted Cale Garrett,

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

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

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

-----  
05/10/2016 3:23PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;  
Humayun, Verify that the exhaust was replaced with EB5Z-5230- A. If the exhaust has been replaced and TSB 14-0130 completed, verify the HVAC module is at the latest calibration. Perform the pressure test again by removing the tail lamps, removing the bumper cover, taping off the air extractors, starting the vehicle and setting to fresh air mode with the blower on high. Spray soapy water at the body seams, all rubber grommets, the seams behind the tail lamps, the deck lid seal, the side glass seals and the license plate area. Seal all leaks found with Motorcraft TA-2 seam sealer. If no leaks are found, use an evaporative emission smoke machine (on the outside of the vehicle) to apply smoke around the liftgate seal. If the smoke pushes away from

the seal, a leak is present. While the rear bumper cover and tail lamps are removed, have an assistant inspect from inside the vehicle while a flashlight is shined along all body seams behind the tail lamps and bumper cover. If any light passes through to the interior of the vehicle, seal the affected seam. When all leaks are sealed and the muffler assembly is replaced, the odor should no longer be present. If further information is require during these tests or repairs, provide the results to all tests and inspections completed along with all information required a that time. If a best contact number is available, please also include that contact information. When the repair is completed and verified, include the verified repair information on the survey. Thank you.

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

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

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

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

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

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

05/12/2016 2:07PM JOSHUA BURTCH MSS -  
FCSD - TECH SVC HOTLINE;  
An outbound call was placed to the contact  
number provided by Glen and  
a voice message was received. A voice message  
was left acknowledging  
that the TSB has been completed and requesting  
to verify the muffler  
assembly installed and verify the steps provided  
on 5/10/2016 have  
been completed.  
-----

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

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

05/12/2016 3:29PM  
CONFIRMED THAT EB5Z-5230-A SMOKE  
TEST 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  
-----

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

05/13/2016 12:29PM JOSHUA BURTCH MSS -  
FCSD - TECH SVC HOTLINE;  
Roland and Glen, If a best time is available to  
contact, please update  
this form with the best contact time. If no  
updates are received, a  
member of the Technical Assistance Center will  
attempt to contact you  
again by close of business today 5/13/2016 to  
further discuss this  
repair.  
-----

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

Shop  
Foreman Rolands contact number is 281-797-

2149.

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

FMC360 comments are from the Dealer only.

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

TSB 14-0130 was completed in January 2016.

The muffler assembly was replaced in March 2016.

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

-----  
05/13/2016 6:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;  
Glen, If a best time of day is present to call, please update with that time. A member of the Technical Assistance Center will contact you again Monday 5/16/2016.

-----  
05/13/2016 6:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;  
A voice message was received when attempting to contact Service Manager Glen.

-----  
05/16/2016 11:18AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;  
An outbound call was placed to Roland. Roland advised that the odor is still present after the liftgate seal leak was corrected. The customer

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

-----  
05/16/2016 11:18AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE;  
Roland, Per our conversation, continue with the pressure test with the blower on high with all doors and windows closed. When taping off the air extractors, tape off only the extractor and not the seam between the extractor and the body. When inspecting for leaks, inspect around the extractor. Verify that all seams under the vehicle, behind the bumper cover and behind the tail lamps are checked. Seal all leaks found and retest. Due to the repairs completed with the odor still present, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

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

with 2 prior visits.

Number of repair attempts: 3

Repairs

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

Best direct contact:

Shop Foreman Roland at 281-797-2149.

FMC360 comments are from the Dealer only.

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

-----  
05/16/2016 11:26AM JOSHUA BURTCH MSS  
- FCSD - TECH SVC HOTLINE;  
NOTE TO FSE. REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF PROGRESS. THE CUSTOMER CONCERN IS AN EXHAUST ODOR. TSB 14-0130 HAS BEEN COMPLETED AND THE MUFFLER ASSEMBLY (EB5Z-5230- A) HAS BEEN INSTALLED. ALL LEAKS FOUND HAVE BEEN SEALED. THE HVAC MODULE IS AT THE LATEST LEVEL. THE ODOR IS STILL PRESENT. THE DEALER IS CURRENTLY COMPLETING THE PRESSURE TEST AGAIN TO CHECK FOR LEAKS AGAIN. PLEASE ASSIST THE DEALER IN FURTHER ISOLATING AND REPAIRING THE CAUSE OF THE EXHAUST ODOR AFTER THE REPAIRS COMPLETED. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 15 DAYS DURING THE CURRENT VISIT WITH 2 PREVIOUS VISITS FOR THIS CONCERN.  
-----

05/16/2016 11:26AM JOSHUA BURTCH MSS

- FCSD - TECH SVC HOTLINE;  
TECH ASSIST REFERRAL HAS BEEN  
OPENED

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

-----  
05/17/2016 10:33PM BRIAN JAY (FSE) MSS -  
FCSD - REG DALLAS-HOUST;  
TODAY I OBSERVED SF ROLAND, AND  
TECHS MOHAMMED AND HABIB  
WORKING  
BEHIND THE REAR BUMPER AND  
LIFTGATE AREA. THEY TAPED OFF THE  
BODY  
VENTS WHILE I TURNED ON THE HVAC  
FRESH AIR MODE AND THEN THEY  
METICULOUSLY INSPECTED ALL  
POSSIBLE BODY SEAMS, INCLUDING  
FINDING VERY  
SMALL LEAKS ALONG THE SPLIT LINE  
BETWEEN THE INNER AND OUTER  
QUARTER  
PANELS IN THE REAR OF THE REAR  
WHEEL ARCH AREA, THROUGH VARIOUS  
ROUGH  
SPOT WELDS BELOW THE REAR BODY  
FLANGE BELOW THE LIFGATE OPENING,  
AROUND THE SQUARE PLASTIC PLUGS  
THE BUMPER FASTENERS POP INTO,  
AROUND  
MULTIPLE GROMMETS AND SEAMS,  
AROUND THE BUMPER REINFORCEMENT  
BEAM,  
BEHIND THE PLASTIC BUMPER  
ATTACHMENT BRACKET (LH SIDE  
ONLY), AROUND  
THE RUBBER GROMMET AT THE  
BOTTOM OF THE SPARE TIRE WELL, AND  
AROUND  
THE FOIL PLUGS AT THE REAR OF THE  
BODY BEHIND THE REAR BUMPER.  
ROLAND

WAS IN THE PROCESS OF APPLYING  
ADDITIONAL SEALER AND  
UNDERCOATING.

ONCE THE SEALER HAS BEEN ALLOWED  
TO DRY GLEN AND I WILL MAKE AN  
ADDITIONAL TEST DRIVE BEFORE  
DETERMINING IF THE FOUL ODOR IS  
STILL

PRESENT. BJAY1 281-788-0870.

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

-----  
05/23/2016 12:18PM BRIAN JAY (FSE) MSS -  
FCSD - REG DALLAS-HOUST;  
ALL BODY SEAM AREAS LISTED ABOVE  
THAT WERE VERIFIED TO HAVE VERY  
SMALL

AIR LEAKS HAVE BEEN SEALED WITH  
TA-2 AND RUBBERIZED UNDERCOATING.  
THE

HVAC HAS BEEN UPDATED, I  
CONFIRMED THERE ARE NO FURTHER  
HVAC UPDATES

IN IDS (100.3). TEST DROVE VEHICLE IN  
RECIRC MODE AND THE EXHAUST ODOR  
AFTER A RAPID ACCELERATION IS STILL  
PRESENT. TSB 14-0130 HAS BEEN  
PERFORMED, VERIFIED WHICH  
ADDITIONAL SEAMS WERE LEAKING  
AND PERFORMED

A SECOND TIME, AND THE UPDATED  
MUFFLER ASSEMBLY EB5Z-5230- A (PER  
ISM

15-07-013) ALSO HAS BEEN INSTALLED,  
BUT THE ODOR STILL REMAINS.  
CURRENTLY RESEARCHING IF OTHER  
POSSIBLE PENDING OR FUTURE REPAIR  
PROCEDURES ARE OR MAY BECOME  
AVAILABLE TO ELIMINATE EXHAUST  
ODOR ON

HEAVY ACCEL. BJAY1 281-788-0870.

-----  
05/24/2016 11:35AM KEVIN BLACK (PCE)  
MSS - FCSD - VSP C/P SVC ENG;  
SEE IF THE FOLLOWING SSM 45053  
APPLIES TO THIS VEH - 2007-2015

VARIOUS VEHICLES EQUIPPED WITH ALL WHEEL DRIVE - PROPANE, OR NATURAL GAS ODOR DURING IDLE OR LOW SPEED DRIVING.

-----  
05/24/2016 1:52PM KEVIN BLACK (PCE) MSS - FCSD - VSP C/P SVC ENG; SSM LISTED ABOVE WONT APPLY TO 2WD. I MISSED THAT.

I CONTACTED EXPLORER PVT ENGINEERING AND THEY PROVIDED THE FOLLOWING

RECOMMENDATIONS:

1. VERIFY THAT THERE ARE NO PTU FLUID LEAKS. (IF APPLICABLE)
2. CONFIRM THAT ODOR IS ASSOCIATED WITH HARD ACCELERATION EVENT.
3. VERIFY THAT THE LIFT GATE PRIMARY SEAL IS FULLY SEATED AROUND THE FULL PERIMETER OF THE OPENING, AND IS MAKING CONTACT WITH THE LIFT GATE WHEN CLOSED. PAY SPECIAL ATTENTION TO THE AREA NEAR THE TAIL LAMPS AND AT THE LATCH.
4. ENSURE THAT THE 3 DRAIN PLUGS ARE PROPERLY INSTALLED IN THE BOTTOM OF THE LIFT GATE.
5. VERIFY THAT ALL UNDERBODY PLUGS ARE PROPERLY INSTALLED.

IF NO LEAKS WERE FOUND IN 1-3, THEN  
6. REMOVE AND REINSTALL THE LIFT GATE HANDLE APPLIQUE/PULL CUP, ENSURING THAT THE RETENTION CLIPS ARE ENGAGED AND THE SEAL MAKES FULL

CONTACT WITH SHEET METAL.

7. REMOVE THE LIFT GATE SPOILER (WSM SECTION 501-08 EXTERIOR TRIM & ORNAMENTATION). REPLACE ALL FOAM SEALS. REINSTALL THE SPOILER.

8. PERFORM THE PRESSURE TEST AS OUTLINED IN THE ISM FOR 2011-2015 VEHICLES.

-----  
05/25/2016 6:39PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST;

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

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

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

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

FSE Comments

Initial Contact Date

Person Contacted

Dealership visit planned?

Visit date, if planned

Did Visit Occur?

Concern Summary for Technical Assistance Contact Report

Inspection Comments for Technical Assistance Contact Report

Primary Root cause for Technical Assistance Contact Report

Other Root Causes

Please explain if "Other" is root cause

Recommendation for Technical Assistance Contact Report

Missing tools/equipment(if identified)

Missing tools/equipment ordered during visit?

Total hours spent on request

0.0

Created by

BJAY1

Created date

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

Last Revised by

KBLACK4

Last revised date

28-Jun-2016 03:42:43 PM EST

This e-mail notification has been generated by: KBLACK4  
Thank you.

---

**From:** Jay, Brian (B.L.)  
**Sent:** Tuesday, May 24, 2016 5:56 PM  
**To:** Black, Kevin (K.W.)  
**Subject:** Re: 20179379-Request Saved

We will give that a try.

Thanks for the updated suggestions!

Brian L. Jay  
Field Service Engineer - Houston  
Mobil [REDACTED]  
Fax: [866-416-0767](tel:866-416-0767)  
[bjay1@ford.com](mailto:bjay1@ford.com)

On May 24, 2016, at 12:39 PM, Black, Kevin (K.W.) <[kblack4@ford.com](mailto:kblack4@ford.com)> wrote:

Info from Engineering:

Explorers with exhaust odor complaint:

1. Verify that there are no PTU fluid leaks.
2. Confirm that odor is associated with hard acceleration event.
3. Verify that the Lift Gate Primary Seal is fully seated around the full perimeter of the opening, and is making contact with the lift gate when closed. Pay special attention to the area near the tail lamps and at the latch.
4. Ensure that the 3 drain plugs are properly installed in the bottom of the lift gate.
5. Verify that all underbody plugs are properly installed.

IF no leaks were found in 1-3, then...

6. Remove and reinstall the lift gate handle applique/pull cup, ensuring that the retention clips are engaged and the seal makes full contact with sheet metal.
7. Remove the lift gate spoiler (WSM Section 501-08 Exterior Trim & Ornamentation). Replace all foam seals using spoiler service kit part # FB5D 78442A86 A. Reinstall the spoiler.
8. Perform the pressure test as outlined:
  - a. We would then provide the pressure testing procedure as outlined in the older ISM for 2011-2015 vehicles.

***Kevin Black***

Concern Identification and Resolution  
Process and Reporting Analyst  
Ford Motor Company  
Phone # 1-313-323-9500  
Fax # 1-888-593-2996  
[kblack4@ford.com](mailto:kblack4@ford.com)  
<image001.png>

**From:** Jay, Brian (B.L.)  
**Sent:** Tuesday, May 24, 2016 12:07 PM  
**To:** Black, Kevin (K.W.)  
**Subject:** Fwd: 20179379-Request Saved

Hi Kevin.

This vehicle is a 4 x 2 and does not have a PTU so SSM 45053 does not apply.

Brian L. Jay  
Field Service Engineer - Houston  
Mobile: [281-788-0870](tel:281-788-0870)  
Fax: [866-416-0767](tel:866-416-0767)  
[bjay1@ford.com](mailto:bjay1@ford.com)

Begin forwarded message:

**From:** <[tfosys@ford.com](mailto:tfosys@ford.com)>  
**Date:** May 24, 2016 at 10:57:42 AM CDT  
**To:** <[BJAY1@ford.com](mailto:BJAY1@ford.com)>  
**Subject:** 20179379-Request Saved

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

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

### Additional Comments

### Request Details

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

Tracking Number	20179379
Status	Assigned
Currently assigned to	KBLACK4
Request Type	Escalated FSE Support Request (from FSI CSE)
Request Source	Field Service Engineer
If Other request source, please explain	
Primary contact	Brian Jay
Primary contact's phone number	281-788-0870
Primary contact's email address	<a href="mailto:bjay1@ford.com">bjay1@ford.com</a>
Technician Name	Roland Dancoes
Technician certified in relevant speciality	Yes
Dealership Name	AUTONATION FORD KATY
P&A Code	04617
Facing Region (SDR separate from Contact Regions)	C2 - HOUSTON
Geographic Region (SDR combined with Contact Region)	C2 - HOUSTON
FCSD Sales Zone	A02

FCSD Technical Zone	T07
VIN	1FM5K7D88FG [REDACTED]
Vehicle year/model	2015,EXPLORER 4X2 (U502) ,XLT ,4 D ,MPV
Vehicle mileage	21,666
Repair Order (R.O) #	[REDACTED]
Customer Name	[REDACTED]
Vehicle Down?	No
GCQIS Report #	G2IBW008
TAR Open?	Yes
CuDL Case #	CAS-9359625-Z8X5S3
Priority	High

Customer concern is exhaust odor on heavy accel. TSB 14-0130 has been performed, I verified the updated cabin vent was present on the LH side. I then conducted pressurized tests and verified which additional seams were leaking beyond those called out in TSB 14-0130 and we performed the sealing portions of TSB 14-1030 a second time. All leaking seams found have been sealed. Plus the updated assembly EB5Z-5230-A (per ISM 15-07-0001) also has been installed, but the odor that is smelled inside the passenger cabin (hot bulb hair type odor) still remains. ---Updated By---BJAY1--05/23/2016 11:27:32 AM-- Seek to establish a dialog to determine if further repairs are an option. ---Updated By---BJAY1--05/23/2016 11:35:27 AM-- Brian, please see if SSM 45053 applies, or has been performed on this vehicle. I didn't see it in the GCQIS report, I will ask the PVT if there are any other possibilities to check for. ---Updated By---KBLACK4--05/24/2016 11:57:41 AM--

Request description

GCQIS Comments

02/09/2016 11:42AM ROBERT STANLEY  
MSS - FCSD - TECH SVC HOTLINE;  
Web Form Data  
Description of Vehicle Concern: SMELL  
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  
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 BEEN IN A BODY SHOP THEY WORK ON THE REAR BUMPER AND ALSO DID SOME REPAIRS ON THE SHEET METAL, SO MY QUESTION IS IF THE BODY SHOP WORK CAN CAUSE THIS PROBLEM OR NOT, IF NOT SO WHAT IS THE NEXT STEP I PERFORMED, NEED YOUR ADVICE THANKS

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

Your Question:  
WHAT STEP I PERFORMED NEXT

-----  
02/09/2016 11:42AM ROBERT STANLEY  
MSS - FCSD - TECH SVC HOTLINE;  
Humayun, Pressurize the cabin and perform 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 leaks are detected inspect the exhaust system to verify that there are no exhaust leaks present, also inspect the recirculation door for proper operation and proper seal against the cowl opening.

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

-----  
03/17/2016 12:07PM  
I NEED TO UPDATE STATUS OF THIS VEHICLE. THIS VEHICLE IS CURRENTLY BACK IN THE SHOP FOR THE SAME CONCERN. PRESSURIZED THE CABIN. NO VISIBLE SIGNS OF LEAKS BUT THE CUSTOMER'S CONCERN IS STILL PRESENT. I KNOW ON SEVERAL OF THESE VEHICLES WE HAVE GOTTEN APPROVAL FOR AN UPDATED EXHAUST SYSTEM TO CORRECT THIS CONCERN. CUSTOMER'S CONCERN HAS

BEEN VERIFIED BY AMANDA CASK  
OUR SERVICE DRIVE MANAGER.  
EVERYONE  
HERE IS CONFIDENT THAT THE EXH  
SYSTEM WILL FIX THIS VEHICLE PL  
LET ME KNOW IF I CAN GO AHEAD  
REPLACING THE EXHAUST ON THIS  
VEHICLE WITH THE UPDATED PART  
EB5Z-5230-A IN REFERENCE TO TSB  
14-0130.

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

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

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

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

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

Your Question: MY  
QUESTION IS CAN YOU SEND SERVI

FIELD ENGINEER TO ME , SO HE CAN  
HELP  
ME OUT ON THIS THANKS

-----  
05/04/2016 11:59AM PETER KRAHULEC  
MSS - FCSD - TECH SVC HOTLINE;  
Humayun, Since the exhaust odor is still present  
in the vehicle after  
TSB 14-0130 was performed and the updated  
exhaust was replaced it is  
recommended to re-visit steps the TSB 14-0130  
steps 11 and 12 to  
ensure a generous amount of seam sealer and  
rubberized undercoating  
was applied as directed. If steps 10 and 11 have  
been verified it is  
recommended to ensure the HVAC module has  
the latest calibration  
when using the latest IDS software. If the  
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  
not reveal any  
leaks the vehicle should be driven with the  
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  
being directed to  
the Technical Assistance Centers Escalated  
Handling Team for  
additional review. An Escalated Handling  
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 Dealer  
Service Management  
Team to help get the concern resolved and

vehicle back to the customer in a timely manner.

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

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

-----  
05/10/2016 3:23PM JOSHUA BURTCH  
FCSD - TECH SVC HOTLINE;  
An outbound call was placed to the Dealer  
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  
attempting to contact  
Humayun.

-----  
05/10/2016 3:23PM JOSHUA BURTCH  
FCSD - TECH SVC HOTLINE;  
Humayun, Verify that the exhaust was replaced  
with EB5Z-5230- A. If  
the exhaust has been replaced and TSB 14  
completed, verify the  
HVAC module is at the latest calibration.  
Perform the pressure test  
again by removing the tail lamps, removing  
bumper cover, taping  
off the air extractors, starting the vehicle and  
setting to fresh air  
mode with the blower on high. Spray soap  
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 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 panels behind the tail lamps and bumper cover. If any light passes through to the interior of the vehicle, seal the affected seam. When leaks are sealed and the muffler assembly is replaced, the odor should no longer be present. If further information is required during these repairs, provide the results to all tests and inspections completed along with all information required at that time. If a best practice number is available, please also include that contact information. When the repair is completed and verified, include the verified repair information on the survey. Thank you.

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

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

-----  
05/11/2016 11:04AM JOSHUA BURTCH  
- FCSD - TECH SVC HOTLINE;  
An outbound call was placed to the Dealer  
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 address  
that this request has  
been updated. A request was also made to  
provide a best contact number  
if further information is required.

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

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

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

-----  
05/12/2016 2:07PM JOSHUA BURTCH  
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 request  
to verify the muffler  
assembly installed and verify the steps provided  
on 5/10/2016 have  
been completed.

-----  
05/12/2016 2:07PM JOSHUA BURTCH  
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

5/10/2016 have not been completed, please continue with these and sealing all leaks identified. If the muffler assembly has been replaced and all leaks are sealed, the odor should no longer be present.

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

-----  
05/12/2016 3:29PM  
CONFIRMED THAT EB5Z-5230-A SMOKE TEST REVEAL 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 SHOPFOR MY CONTACT #IS 281-797-2149

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

-----  
05/13/2016 12:29PM JOSHUA BURTCH  
FCSD - TECH SVC HOTLINE;  
Roland and Glen, If a best time is available for 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. We will further discuss this repair.

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

FCSD - TECH SVC HOTLINE;  
Service Manager Glens contact number is  
825-0750.

Shop  
Foreman Rolands contact number is 281-7  
2149.

The muffler  
assembly has been replaced and the leaks  
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  
reached to verify  
this down time at this time.

TSB 14-0130 was completed in  
January 2016.

The muffler assembly was replaced in Ma  
2016.

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

-----  
05/13/2016 6:15PM JOSHUA BURTCH  
FCSD - TECH SVC HOTLINE;  
Glen, If a best time of day is present to ca  
please update with  
that time. A member of the Technical Ass  
Center will contact  
you again Monday 5/16/2016.

-----  
05/13/2016 6:15PM JOSHUA BURTCH  
FCSD - TECH SVC HOTLINE;  
A voice message was received when atten  
to contact Service  
Manager Glen.  
-----

05/16/2016 11:18AM JOSHUA BURTCHESTER  
- 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  
back seat noted the  
odor. The Dealer has verified this odor. All  
found have been  
sealed. TSB 14-0130 was completed on the  
visit, the muffler  
assembly EB5Z-5230- A was replaced on the  
second visit and the  
liftgate seal leak was repaired on the third  
visit. No other concerns  
are present. The odor is originating from the  
rear of the vehicle. The  
HVAC module is at the latest level. This vehicle  
is at the Dealer at  
this time and the pressure test is being completed  
again to check for  
any additional leaks.

-----  
05/16/2016 11:18AM JOSHUA BURTCHESTER  
- 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 at  
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  
Dealership  
management to discuss further recommendations.

and steps to assist in the resolution of this vehicle concern.

-----  
05/16/2016 11:18AM JOSHUA BURTCH  
- FCSD - TECH SVC HOTLINE;  
Days out of service: 15 during the current  
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  
HVAC module is  
also currently at the latest level.

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

FMC360 comments are  
from the Dealer only.

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

-----  
05/16/2016 11:26AM JOSHUA BURTCH  
- FCSD - TECH SVC HOTLINE;  
NOTE TO FSE. REQUESTING TECHNICAL  
ASSISTANCE FOR THIS VEHICLE DUE TO  
LACK OF PROGRESS. THE CUSTOMER'S  
CONCERN IS AN EXHAUST ODOR. TSB  
0130  
HAS BEEN COMPLETED AND THE  
MUFFLER ASSEMBLY (EB5Z-5230- A)  
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 REPAIR IS  
COMPLETED. ESTIMATED NUMBER OF  
REPAIR

ATTEMPTS: 3. ESTIMATED NUMBER  
DAYS OUT OF SERVICE: 15 DAYS DU  
THE CURRENT VISIT WITH 2 PREVIC  
VISITS FOR THIS CONCERN.

-----  
05/16/2016 11:26AM JOSHUA BURTC  
- FCSD - TECH SVC HOTLINE;  
TECH ASSIST REFERRAL HAS BEEN  
OPENED

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

-----  
05/17/2016 10:33PM BRIAN JAY (FSE)  
FCSD - REG DALLAS-HOUST;  
TODAY I OBSERVED SF ROLAND, AI  
TECHS MOHAMMED AND HABIB  
WORKING  
BEHIND THE REAR BUMPER AND  
LIFTGATE AREA. THEY TAPED OFF  
BODY  
VENTS WHILE I TURNED ON THE HV  
FRESH AIR MODE AND THEN THEY  
METICULOUSLY INSPECTED ALL  
POSSIBLE BODY SEAMS, INCLUDING  
FINDING VERY  
SMALL LEAKS ALONG THE SPLIT LI  
BETWEEN THE INNER AND OUTER  
QUARTER  
PANELS IN THE REAR OF THE REAR  
WHEEL ARCH AREA, THROUGH VA  
ROUGH  
SPOT WELDS BELOW THE REAR BO  
FLANGE BELOW THE LIFGATE OPEN  
AROUND THE SQUARE PLASTIC PLU  
THE BUMPER FASTENERS POP INTO  
AROUND  
MULTIPLE GROMMETS AND SEAMS  
AROUND THE BUMPER REINFORCE  
BEAM,  
BEHIND THE PLASTIC BUMPER  
ATTACHMENT BRACKET (LH SIDE  
ONLY), AROUND