

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering
Review

THE RUBBER GROMMET AT THE
BOTTOM OF THE SPARE TIRE WELL
AROUND
THE FOIL PLUGS AT THE REAR OF T
BODY BEHIND THE REAR BUMPER.
ROLAND
WAS IN THE PROCESS OF APPLYING
ADDITIONAL SEALER AND
UNDERCOATING.
ONCE THE SEALER HAS BEEN ALLOC
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)
FCSD - REG DALLAS-HOUST;
CHECKED WITH ROLAND, VEHICLE
READY TO TEST DRIVE YET. WILL
FOLLOW
UP MONDAY 5/23

05/23/2016 12:18PM BRIAN JAY (FSE)
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
RECIRC MODE AND THE EXHAUST ODOR
AFTER A RAPID ACCELERATION IS
PRESENT. TSB 14-0130 HAS BEEN
PERFORMED, VERIFIED WHICH
ADDITIONAL SEAMS WERE LEAKING
AND PERFORMED
A SECOND TIME, AND THE UPDATE
MUFFLER ASSEMBLY EB5Z-5230- A
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. BJAYI 281-788-0870.

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

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 BJAYI

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

Last Revised by **KBLACK4**

Last revised date **24-May-2016 11:57:41 AM EST**

This e-mail notification has been generated by: KBLACK4

Thank you..

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, April 01, 2014 8:39 PM
To: Ricks, Kevin (K.J.)
Subject: RE: 2-pager exhaust service part to fix U502 Odor issue

That's funny. I must have been talking to her as you were typing this.

I will follow up with Caleb. From our conversations in the past, they don't feel this is their responsibility to fund. I will make it clear to them.

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

From: Ricks, Kevin (K.J.)
Sent: Tuesday, April 01, 2014 4:29 PM
To: Schaffer, Timothy (T.J.)
Cc: Burke, Caroline (C.M.); Setti, Lokesh (L.); Wang, Caleb Xiangfu (C.); Kummer, Lawrence (L.J.); Groeneveld, Arie (A.); Buelow, Steve (S.E.); Larkins, Paul (P.E.); Case, Bob (R.G.)
Subject: FW: 2-pager exhaust service part to fix U502 Odor issue

Tim, Can you get with Caleb and see what needs to be done for the release? Hand-walk it through to the analyst if needed. Caroline is in purchasing. Again reminder, the program has to fund the exhaust tip. No piece price impact to production but tooling and testing costs must be funded by the program. Is this funding issue worked out yet? Do we know if our testing shows the 60 degree to be effective (where the 45 deg was not).

Production actions probably need to be defined as well as we finalize the resolution plans and assumed volumes.

From: Burke, Caroline (C.M.)
Sent: Tuesday, April 01, 2014 4:14 PM
To: Ricks, Kevin (K.J.); Case, Bob (R.G.)
Cc: Setti, Lokesh (L.); Schaffer, Timothy (T.J.); Buelow, Steve (S.E.); Burke, Caroline (C.M.)
Subject: RE: 2-pager exhaust service part to fix U502 Odor issue

Kevin,
Thanks for the feedback.
There is additional concern work that must be finalized regarding cost. Can you assist to get this the right people to complete the concern.
Thanks,

Caroline Burke
Buyer - Chassis Purchasing FCSD
Regent Court, 3S133
Office: 313-20-68067
cburke35@ford.com

From: Ricks, Kevin (K.J.)
Sent: Tuesday, April 01, 2014 4:02 PM
To: Burke, Caroline (C.M.); Case, Bob (R.G.)
Cc: Setti, Lokesh (L.); Schaffer, Timothy (T.J.); Buelow, Steve (S.E.)
Subject: RE: 2-pager exhaust service part to fix U502 Odor issue

Caroline, Yes I have been very deeply involved in this issue. My folks write the TSBs with engineering input. We identified the 4,200 as parts needed for GCC – ROW. We did not account for any official sales in the US as the downturned tip does not need to be in the catalog, it will not be released in the TSB in the US. (We think we can fix the vast majority of cases with climate control calibration and the body sealing effort in the TSB) We need the downturn exhaust to be available for sale in the US market as we believe we will have some critical customers that will need the extra measure after climate calibration and body sealing. In the US, the downturn exhaust tip needs to be available but will not be published in the TSB so demand should be limited as the only way dealers could get the information would be through contact to the Technical Hotline.

From: Burke, Caroline (C.M.)
Sent: Tuesday, April 01, 2014 3:10 PM
To: Case, Bob (R.G.); Ricks, Kevin (K.J.)
Cc: Burke, Caroline (C.M.)
Subject: RE: 2-pager exhaust service part to fix U502 Odor issue

Bob and Kevin,

Your names were given to me regarding a potential field fix for service. I was just contacted today by Ford PD eng Caleb Wang regarding a design change on the U502 for an odor issue for exhaust commodity, supplier if Faurecia.

Would you confirm if either of you have been actively involved with issue. If not, should you be involved?

<< Message: RE: U502 CE Odor issue >>

Thank you,

Caroline Burke

Buyer - Chassis Purchasing FCSD

Regent Court, 3S133

Office: 313-20-68067

cburke35@ford.com

From: Wang, Caleb Xiangfu (C.)
Sent: Tuesday, April 01, 2014 2:45 PM
To: Burke, Caroline (C.M.); Bolger, John (J.E.); Rouen, Jim (J.G.)
Cc: Setti, Lokesh (L.); Magolan, Allen (A.M.); Martelli, Ronald (R.L.)
Subject: RE: 2-pager exhaust service part to fix U502 Odor issue

Jim/John,

Pls respond to Caroline's questions.

My understanding, it is for field fix for service only now. It is NOT going into production fix as of yet, but there is that potential, which has not been finalized if it is possible or not.

Thanks!

Regards,

Caleb Wang

U502 Explorer Exhaust Systems.

Power Train Engineering, Ford Motor Company

11F065, Bldg 1, MD 1232
20000 Rotunda Dr. Cell: (313) 805-6144
Dearborn, MI 48124 Email: xwang14@ford.com

From: Burke, Caroline (C.M.)
Sent: Tuesday, April 01, 2014 2:41 PM
To: Wang, Caleb Xiangfu (C.); Bolger, John (J.E.); Rouen, Jim (J.G.)
Cc: Setti, Lokesh (L.); Magolan, Allen (A.M.); Martelli, Ronald (R.L.); Burke, Caroline (C.M.)
Subject: RE: 2-pager exhaust service part to fix U502 Odor issue

Caleb,

Is this going to be a production release or field fix?

I would assume the quoted cost would have to go into the concern if production released and funded by the program. Tooling would be issue through production purchasing via WIPS tool order.

If a field fix this would have to filter through another group.

Thanks,

Caroline Burke

Buyer - Chassis Purchasing JCSD

Regent Court, 3S133

Office: 313-20-68067

cburke235@ford.com

From: Wang, Caleb Xiangfu (C.)
Sent: Tuesday, April 01, 2014 11:12 AM
To: Burke, Caroline (C.M.); Bolger, John (J.E.); Rouen, Jim (J.G.)
Cc: Setti, Lokesh (L.); Magolan, Allen (A.M.); Martelli, Ronald (R.L.)
Subject: FW: 2-pager exhaust service part to fix U502 Odor issue

Caroline, as talked on the phone, pls see the markets affected on the odor issue from VI Lokesh's email.

And here is the draft 2-pager.

<< File: 35L TiVCT odor fix exhaust cold end service 2-Pager.xlsx >>

Thanks!

Regards,

Caleb Wang

U502 Explorer Exhaust Systems.

Power Train Engineering, Ford Motor Company

11F065, Bldg 1, MD 1232

20000 Rotunda Dr. Cell: (313) 805-6144

Dearborn, MI 48124 Email: xwang14@ford.com

From: Setti, Lokesh (L.)

Sent: Thursday, March 20, 2014 5:43 PM

To: Wang, Caleb Xiangfu (C.)

Cc: Rouen, Jim (J.G.)

Subject: RE: 2-pager exhaust service part to fix U502 Odor issue

Caleb, Hot/Warm markets are shown in attached files. Customers that complain in these countries get the downturn.

<< File: world temp zones coloured actual.jpg >> << File: DET18826.pdf >>

Lokesh Setti

Tech. Spec./ Attribute Supervisor

Vehicle Integration

(313) 805-6007

From: Wang, Caleb Xiangfu (C.)

Sent: Wednesday, March 19, 2014 3:12 PM

To: Bolger, John (J.E.); Magolan, Allen (A.M.)

Cc: Carey, David (D.R.); Hanson, Todd (T.D.); Martelli, Ronald (R.L.); Setti, Lokesh (L.)

Subject: 2-pager exhaust service part to fix U502 Odor issue

John,

Per VI/Program request, I raised a Concern (C12800936) to release a service cold end for 3.5L TiVCT U502 for hot weather markets (GCC, panama etc.). Exh supplier Faurecia is still working to get the cost estimate and timing by 3/21.

Can you help to schedule the 2-pager review early next week, also to push for the CR authorization?

Allen, we still need FCSD/VI's detail country list for release analyst to release correctly for the service part usage.

Thanks!

Regards,

Caleb Wang

U502 Explorer Exhaust Systems.

Power Train Engineering, Ford Motor Company

11F065, Bldg 1, MD 1232

20000 Rotunda Dr. Cell: (313) 805-6144

Dearborn, MI 48124 Email: xwang14@ford.com

From: j.scharton@mmm.com
Sent: Thursday, November 29, 2012 8:35 PM
To: Bonanni, Gerry (G.)
Cc: Davis, Craig (C.B.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Janiunas, Vince (V.J.)
Subject: RE: 3m under coating ordered

Gerry -

I just reconfirmed with our Canadian organization that PN08883 Rubberized Undercoating is sold in Canada. The label may be slightly different (from what is seen in the US) to comply with Canadian Regulations, but the formulation and part number are identical.

In point of fact, the 3M plant that manufactures the PN08883 is actually located in Canada.

Please let me know if I can help direct anyone to more specific information.



Jason J. Scharton | Business Development Manager - Automotive OEM / Collision Repair
3M Automotive Aftermarket Division
3M Center, Building 223-06-N-01 | St. Paul, MN 55144-1000 USA
Office: 651 733 2569 | Mobile: [REDACTED] Fax: 651 737 4197
j.scharton@mmm.com | 3Mcollision.com | www.3M.com

From: "Bonanni, Gerry (G.)" <gbonanni@ford.com>
To: "Janiunas, Vince (V.J.)" <yjaniuna@ford.com>, "j.scharton@mmm.com" <j.scharton@mmm.com>
Cc: "Davis, Craig (C.B.)" <cdavis6@ford.com>, "Buelow, Steve (S.E.)" <sbuelow@ford.com>, "Schaffer, Timothy (T.J.)" <tschaff2@ford.com>
Date: 11/29/2012 01:47 PM
Subject: RE: 3m under coating ordered

Jason,

Please advise as soon as you can on this. We intend to release a TSB using either the 08882 or 08883 undercoating, but have heard that it is not available in Canada. Can you suggest an alternative that is equivalent in performance and approved for Canada.

This is a hot one, if you could let us know. Thanks.

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

2850 John Daly St, Inkster, MI 48141

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

gbonanni@ford.com

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

From: Janiunas, Vince (V.J.)

Sent: Thursday, November 29, 2012 2:39 PM

To: Bonanni, Gerry (G.)

Cc: Davis, Craig (C.B.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.)

Subject: FW: 3m under coating ordered

Hi Gerry,

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

From: Krawczyk, Kevin (R.)
Sent: Thursday, July 24, 2014 3:07 PM
To: Jacobs, Carlo (C.)
Cc: Buelow, Steve (S.E.)
Subject: RE: APA Explorer Exhaust Odor TSB

Carlo,

Yes, but the Philippines will be getting a "Hot Market" TSB which will be slightly different. My understanding is that China wants and should get the North American TSB.

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

From: Jacobs, Carlo (C.)
Sent: Thursday, July 24, 2014 11:05 AM
To: Krawczyk, Kevin (R.)
Cc: Buelow, Steve (S.E.)
Subject: RE: APA Explorer Exhaust Odor TSB

Is this different to the exhaust odour concern in Philippines?
Forgive me if that's a silly question – DPS6 has sapped my energy this week.

Carlo Jacobs
C&P Service Engineering Manager
Ford Customer Service Division – Asia Pacific

Phone: +61383012568 FORDNet: 3012568 Mob: [REDACTED]
Email: cjacob50@ford.com | Web: www.ford.com.au



From: Krawczyk, Kevin (R.)
Sent: Thursday, 24 July 2014 12:53 AM
To: Fuller, Rob (R.)
Cc: Jacobs, Carlo (C.); Buelow, Steve (S.E.)
Subject: APA Explorer Exhaust Odor TSB

Rob,
The attached TSB has been released in North America. It is my understanding that China would like this released in their market also.
Please contact me if you have questions or need assistance.

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

From: Sloss, Jeffrey (J.D.)
Sent: Friday, October 24, 2014 1:12 PM
To: Setti, Lokesh (L.)
Cc: Martelli, Ronald (R.L.)
Subject: RE: Approval to rent competitive vehicles - Explorer Exhaust Gas Issue

We are just doing a visual benchmark of the vehicles to note exhaust/air extractor position, and possibly a test drive. Please keep Ron and myself in the loop.

Regards,
Jeffrey David Sloss, P.E.

Exhaust Foundation Document Database:

<https://www.tc2.ford.com/ts/PTGCEFoundationDocuments/default.aspx>

jsloss@ford.com
Technical Expert - Exhaust
6σ Certified Black Belt

Mobile: 
Bld#1 – 11E086

From: Setti, Lokesh (L.)
Sent: Friday, October 24, 2014 8:47 AM
To: Sloss, Jeffrey (J.D.); Schonscheck, Jeffrey (J.A.); Shanahan, John (J.L.)
Cc: Johnson, Greg (G.T.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.); Fried, Marcus (M.W.); Bumbaroska, Mira (M.)
Subject: RE: Approval to rent competitive vehicles - Explorer Exhaust Gas Issue

Jeff, Looks like two different work streams are going on for Odor benchmark study. We've been working with Markus and Mira and already identified a number of vehicles and also developed a test plan. We can include you in that plan. Just need to know the number of test days you require.

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

From: Sloss, Jeffrey (J.D.)
Sent: Friday, October 24, 2014 8:20 AM
To: Schonscheck, Jeffrey (J.A.); Shanahan, John (J.L.); Setti, Lokesh (L.)
Cc: Johnson, Greg (G.T.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Subject: RE: Approval to rent competitive vehicles - Explorer Exhaust Gas Issue

Jeff Schonscheck,
Please confirm that the following vehicles will be here:

GMC Acadia 3.6L
Toyota Highlander 3.5L
Honda Pilot 3.5L
Nissan X-terra 4.0L

We will need to have them up on a hoist (Can we do it Monday Noon to 3:00pm, if not then on Tuesday?)

Also – are these vehicles available to be driven home at night – if so then I want our engineers to drive them and have them rated for exhaust odor, please let me know and I will have Michelle send out a notice to the department.

Thanks for getting this done.

John and Lokesh – this is part of the competitive vehicle benchmark for the Explorer exhaust odor issue. Would you like to be part of the evaluation? If so I will send you a meeting invite once we determine when the vehicles will be available for review.

Regards,
Jeffrey David Sloss, P.E.

Exhaust Foundation Document Database:

<https://www.tc2.ford.com/ts/PTGCEFoundationDocuments/default.aspx>

jsloss@ford.com
Technical Expert - Exhaust
6σ Certified Black Belt

Mobile: [REDACTED]
Bld#1 – 11E086

From: Schonscheck, Jeffrey (J.A.)
Sent: Wednesday, October 22, 2014 2:02 PM
To: Sloss, Jeffrey (J.D.)
Cc: Johnson, Greg (G.T.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Subject: RE: Approval to rent competitive vehicles

FYI, these vehicles will be here on Monday 10/27...

Must return them by Friday 10/31 early afternoon.

From: Sloss, Jeffrey (J.D.)
Sent: Thursday, September 25, 2014 3:39 PM
To: Schonscheck, Jeffrey (J.A.)
Cc: Johnson, Greg (G.T.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Subject: FW: Approval to rent competitive vehicles

Jeff,

We have John Hetkowski's approval, please get the ball rolling on renting the vehicles, thanks!

Regards,

Jeffrey David Sloss, P.E.

Exhaust Foundation Document Database:

<https://www.tc2.ford.com/ts/PTGCEFoundationDocuments/default.aspx>

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Bld#1 – 11E086

From: Hetkowski, John (J.L.)
Sent: Thursday, September 25, 2014 3:10 PM
To: Sloss, Jeffrey (J.D.)
Subject: RE: Approval to rent competitive vehicles

I concur

From: Sloss, Jeffrey (J.D.)
Sent: Thursday, September 25, 2014 3:03 PM
To: Hetkowski, John (J.L.)
Cc: Johnson, Greg (G.T.)
Subject: Approval to rent competitive vehicles

John,

I need your approval to rent four competitive vehicles to do a benchmark study in support of the Explorer Exhaust Gas smell issue. Greg Johnson has already approved.

Attached is the document, I just need an e-mail concurrence.

Thanks

Regards,

Jeffrey David Sloss, P.E.

[Exhaust Foundation Document Database:](#)

<https://www.tc2.ford.com/ts/PTGCEFoundationDocuments/default.aspx>

jsloss@ford.com

Technical Expert - Exhaust
6σ Certified Black Belt

Mobile: [REDACTED]
Bld#1 – 11E086

From: Yurowski, Daniel (D.E.)
Sent: Friday, January 29, 2016 7:18 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Chemical Smell in Cabin 45053

Kevin,

One of the vehicles that we have been working on vin number 1FM5K8GT2EG [REDACTED] we were unable to duplicate the customers concern. The dealership traded the customer out of the vehicle and I will close the tar today. The second vehicle vin number 1FM5K8F81EGA [REDACTED] will work on Monday.

Thanks for your support and have a great weekend.

From: Krawczyk, Kevin (R.)
Sent: Wednesday, January 27, 2016 10:26 AM
To: Yurowski, Daniel (D.E.)
Cc: Buelow, Steve (S.E.)
Subject: RE: Chemical Smell in Cabin 45053

Dan,
This is what I have on exhaust odor. This shows common leak areas, and things to look at. Call me if you want more detail.

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

From: Yurowski, Daniel (D.E.)
Sent: Monday, January 25, 2016 12:43 PM
To: Krawczyk, Kevin (R.)
Cc: Buelow, Steve (S.E.)
Subject: RE: Chemical Smell in Cabin 45053

Kevin and Steve,

Both of these TSB'S were completed on our vehicle. It seems the last time the vehicle was ok for 2 days and then started smelling again. I believe that the concern comes from driving the vehicle under heavy acceleration and at high speeds. Please let me know if there is anything else we can try.

From: Krawczyk, Kevin (R.)
Sent: Tuesday, January 19, 2016 10:29 AM
To: Yurowski, Daniel (D.E.)
Cc: Buelow, Steve (S.E.)
Subject: RE: Chemical Smell in Cabin 45053

Dan,
I should have mentioned the specific conditions for the two different odors.

Exhaust odor TSB 14-0130 is reproducible under very heavy acceleration and high speeds.
PTU odor SSM 45053 is reproducible under very low speed, stop and go traffic and only after about 15-20 minutes (or more) of driving.

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

From: Krawczyk, Kevin (R.)
Sent: Tuesday, January 19, 2016 10:25 AM
To: Yurowski, Daniel (D.E.)
Cc: Buelow, Steve (S.E.)
Subject: RE: Chemical Smell in Cabin 45053

Dan,
Looks like the hotline misdiagnosed this concern. They should have recommended SSM 45053. Wrong odor. This is PTU odor.

FYI, I am no longer the PCE for Explorer. I've moved on to Fusion/MKZ/Continental. Steve Buelow is your contact for Explorer/Taurus/MKS

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

From: Yurowski, Daniel (D.E.)
Sent: Tuesday, January 19, 2016 10:08 AM
To: Krawczyk, Kevin (R.)
Subject: Chemical Smell in Cabin

Kevin,

Please direct me to the Explorer PCE. We need help with this vehicle/concern.

Attachments : 0

Report# :	FZ5BG001 NHL	Received:	12/31/2015
CCRG/EPRC:		Date:	
Vehicle:	2014,EXPLORER 4X4 (U502) ,SPORT ,4 DOOR ,MPV ,1FM5K8GT2EG [REDACTED]	Build Date:	11/02/2013
Odometer :	21,618	Engine:	3.5L-GTDI
Transmission:	6F55	Calibration:	EUB1GT0A
	Axle:	A/C:	YES

Dealer: USA 10493 George Wall Ford Lincoln **Phone#:** 732-747-5400
City: Red Bank **State:** New Jersey **Country :** USA
Originator: BOB HELWIG
Symptom: 4 47 1 02 ST/RN/MV,ODOR,CHEMICAL,ALWAYS
Status:
VFG: V53 EXHAUST SYSTEM FUNCTION
Additional Symptom: ODOR IN THE VEHICLE
Fix: **Causal Component :**
Condition Code:

Hotliner: RGARY4 **Phone:** --3177041 **Regn Cd:** N1 New York
Engineering: **Phone:** **TAR:**
Dir Contact: BOB HELWIG **Phone:** **Title Cde:** SF

KOEO:
KOEC:
KOER:

CONCER 12/31/2015 08:21AM ROBERT GARY MSS - FCSD - TECH SVC HOTLINE
 Web Form Data Description of Vehicle Concern: CHEMICAL ODOR FROM VENTS AFTER DRIVING FOR A WHILE AND THAN SLOWING DOWN Please list any diagnostics already performed: EEC DIAG NO CODES SYSTEM PASS NO LIGHTS ON Parts Replaced: NONE YET Your Question: IS IT POSSIBLE THAT THIS ODOR IS RELATED TO EXHAUST HAVING SHORT TIPS TSB HAS BEEN COMPLETED SEAMS SEALED IN BODY ETC

RECOMM 12/31/2015 08:21AM ROBERT GARY MSS - FCSD - TECH SVC HOTLINE
 Bob, It is recommended to verify that when the components were installed per [TSB 14-0130](#) that they were installed correctly (if not already performed) and if it is determined that the body vents were installed correctly verify proper body sealing as described in Section 501-00 of the on-line WS manual under general Information. If the body sealing proves out ok, inspect the steering column shaft boot seal for damage or for it to be out of position, inspect for evidence of body repairs which may have resulted in 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 and that the lift gate plugs are in place in the drain holes then use the Rotunda 134-R0135 Leak Detector (or equivalent) to locate air leaks by setting the HVAC blower (front and rear if equipped) to high with the recirculation off (fresh air on) and the windows closed as will increase cabin pressures which may help with finding any body leaks. If it is determined that the procedures in TSB 14-0130 has been completed correctly and all of the recommended inspections prove out ok, it is recommended to replacement mufflers as the part numbers have been updated in the parts catalog.

CONCER 01/11/2016 11:18AM ROBERT GARY MSS - FCSD - TECH SVC HOTLINE
 Web Form Data Description of Vehicle Concern: ODOR IN CAB WHILE DRIVING OR STOPPED. CHEMICAL ODOR Please list any diagnostics already performed: INSPECTOIN AND ROAD TEST VERIFY ODOR Parts Replaced: PERFORMED RESEALING OF BODY AS PER TSB Your Question: WOULD LIKE TO KNOW IF A NEW EXHAUST WITH THE DOWNWARD TIPS IS AVAILABLE LIKE IT WAS FOR ANOTHER VEH WE INSTALLED ONE ON PART # EB5Z-5230-A THIS ONE WILL NOT FIT BUT IS THERE A COMPERABLE ONE FOR THIS VEH

RECOMM 01/11/2016 11:18AM ROBERT GARY MSS - FCSD - TECH SVC HOTLINE
 Bob, With the mufflers outlined in [TSB 14-0130](#) being for the non-turbo 3.5L, adding these

mufflers(EB5Z-5230-A) would be considered a modification to the vehicle is neither recommended or supported. However after referencing the part numbers for the mufflers in the parts catalog, it appears that the SPN number for the mufflers on this vehicle has changed(DB5Z-5230-B to a DB5Z-5230-G) which indicates that the mufflers may have been changed. To validate if the part number change supports a muffler change, it is recommended contact the Parts Assistance Center Online (PACO) through FMCDealer by completing and submitting the Catalog Inquiry form. To access PACO, go to www.FMCDealer.com and click on the Parts & Service tab at the top of the screen. From the left hand menu click on the plus (+) symbol next to Parts Department Tools to expand the selection and then click on PACO (Parts Assistance Center Online) to access the PACO menu. Click on Catalog Inquiry and complete the online form for parts assistance. PACO will respond back to you with the requested parts related information. To review replies from PACO select the PACO Ticket History and Ticket Reply link found to the right of the PACO Catalog Inquiry link within the PACO menu on FMCDealer. If it is determined that the part number change reflects a muffler update, it is recommended to replace the exhaust then reevaluate the odor.

CONCER

01/11/2016 02:02PM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

WITH ALL DUE RESPECT PACO IS USELESS AND DO NOT APPEAR TO SPEAK WITH YOU GUYS WHAT I AM ASKING IS IF THERE IS A REPLACEMENT EXHAUST OTHER THAN DB5Z-5230-G THAT HAS EXTENDED OR BENT DOWNWARD EXITING PIPES LIKE WAS SUGGESTED TO INSTALL ON ANOTHER EXPL WITH CHEMICAL ODOR TSB 14-0130 HAS BEEN DONE COMPLETELY

RECOMM

01/11/2016 03:30PM MICHAEL TOMLINSON MSS - FCSD - TECH SVC HOTLINE

Bob, There is no updated exhaust system released for the 3.5Liter EcoBoost (GTDI) equipped explorer models. Install the original exhaust back onto the vehicle. The Technical Assistance Center apologizes for any confusion in that regard. If the rest of the TSB 14-0130 procedure has been verified to be fully and correctly completed, then be sure that the liftgate seal and drain hole plugs are still present and completely installed. Also verify that the liftgate is correctly aligned and meets the gap and flush specifications found in WSM 501-35/Description and Operation/Body Repairs/Body Panel Margins. If outside of correct specification, the adjustment process can be found in 501-03/General Procedures. Additionally, 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 the Escalated Handling Team is still unable to assist you in resolving the customer s concern through these additional steps, the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail. Thank you in advance.

ADD-ON

01/11/2016 03:30PM MICHAEL TOMLINSON MSS - FCSD - TECH SVC HOTLINE

Note to EH, Escalating due to to supervisor recommendation. Exhaust Odor while moving or while stopped. TSB 14-0130 already performed, PTU Replaced recently for apparent leak per warranty history. Technician was asking about updated mufflers for the 3.5 EB engine similar to the TiVCT equipped vehicles. Consulted Aaron Dungee and Greg Shimshock to verify additional technical direction and Greg Stated to have the tech continue by verifying liftgate alignment and to escalate.

ADD-ON

01/11/2016 03:30PM MICHAEL TOMLINSON MSS - FCSD - TECH SVC HOTLINE

Reason For Escalation: Supervisor Recommendation

CONCER

01/13/2016 08:43AM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE

Outbound call to Bob regarding contact ID 109473898. Spoke about this vehicle as well. Bob stated there is a chemical odor similar to the above contact ID. The PTU was replaced for a fluid leak, burning smell, and metal contamination. Previously, the engine and trans lines were replaced due to damage. This vehicle is currently at the dealership.

RECOMM

01/13/2016 08:43AM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE

Bob, It is recommended to verify with the customer if the odor started to occur shortly after the engine or transmission components were replaced. This will help to isolate the causal component. If so, inspect the components that were replaced for damage, mis-installation, or other concerns that could cause this odor. When this testing has been performed, update this form and you will be contacted as soon as possible. Otherwise, a follow-up call will be scheduled for next Wednesday.

ADD-ON

01/13/2016 08:43AM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE

Page 70. Needs to perform testing.

CONCER

01/15/2016 10:42AM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

REINSPECTED VEH FOR LEAKS FROM TRANS, PTU, ENGINE NONE FOUND ROAD TEST ON HWY OVER 60 MPH. NECESSARY TO ACCELERATE AND PASS SLOWER VEH FELT BUMP. ADDED IDS AND CKED FOR CODES NONE LOOKED AT MODE 6 NO MISFIRES ROAD TEST AGAIN AT 65 MPH AND PASSED VEH WHILE MONITORING LIVE MISFIRE DATA ON IDS. SAW CYL 5 HAD SEVERAL MISSFIRE EVENTS AND CYL 2 A COUPLE. REPLACE CYL5 COIL AND PLUG DROVE AGAIN CYL 2 STILL MISFIRING. REPLACE CYL 2 COIL AND PLUG ROAD TEST NO MISFIRES OCCURED. HAD VEH RUNNING FOR OVER ONE HOUR NO ODOR IS IT POSSIBLE A MISFIRE IS CAUSING A STRANGE ODOR?

From: Wang, Caleb Xiangfu (C.)
Sent: Monday, November 07, 2011 8:49 PM
To: Stanley, Daniel (D.J.); Martelli, Ronald (R.L.); Kang, Hongling (H.)
Cc: Fodera, Jas (J.J.)
Subject: RE: Clarification Explorer Smell

All D-cars (Taraus, MKT) and U502 are in front with the same size. They are in front because of the tilt angle and preventing blockage etc. Does plugging them affect the smell?

Regards,

Caleb Wang

U502 Exhaust Systems -- 2013 MY Police & Sports /2015 MY.

Power Train Engineering, Ford Motor Company

23P13, Bldg2, MD 1232
20000 Rotunda Dr. Cell: [REDACTED]
Dearborn, MI 48124 Email: xwang14@ford.com

From: Stanley, Daniel (D.J.)
Sent: Monday, November 07, 2011 3:39 PM
To: Wang, Caleb Xiangfu (C.); Martelli, Ronald (R.L.); Kang, Hongling (H.)
Cc: Fodera, Jas (J.J.)
Subject: RE: Clarification Explorer Smell

Gentlemen,
Why were the drainage holes for this application located in the forward position while most other exhaust resonators and mufflers have them located in the aft position?

Daniel J. Stanley
Ford Motor Company
Powertrain Engineering (PTIM)
Exhaust Systems
VFG Team Leader
Bldg 2: 24P12
313.805.9717

From: Wang, Caleb Xiangfu (C.)
Sent: Friday, November 04, 2011 9:36 AM
To: Martelli, Ronald (R.L.); Stanley, Daniel (D.J.); Kang, Hongling (H.)
Cc: Ronzi, Bill (W.C.); Merrell, Robert (R.J.); Fodera, Jas (J.J.)
Subject: RE: Clarification Explorer Smell

Ron,
3 holes, 3mm nom. 1 in resonator, 1 in each muffler, all in front face.

Thanks!

Regards,

Caleb Wang

U502 Exhaust Systems -- 2013 MY Police & Sports /2015 MY.
Power Train Engineering, Ford Motor Company

23P13, Bldg2, MD 1232
20000 Rotunda Dr. Cell: [REDACTED]
Dearborn, MI 48124 Email: xwang14@ford.com

From: Martelli, Ronald (R.L.)
Sent: Friday, November 04, 2011 9:27 AM
To: Wang, Caleb Xiangfu (C.); Stanley, Daniel (D.J.); Kang, Hongling (H.)
Cc: Ronzi, Bill (W.C.); Merrell, Robert (R.J.); Fodera, Jas (J.J.)
Subject: RE: Clarification Explorer Smell

Caleb,
What are the hole diameters ?

Are there 3 holes total ?

Does Taurus/MKS share the same hole sizes and locations ?

Ron Martelli
Exhaust Supervisor
CD4.2 U38x Edge U502 Explorer D47x Flex
Desk 23H08 Building 2 Dearborn
Email RMARTEL1@FORD.COM
Mobile 1 313 805 5678

From: Wang, Caleb Xiangfu (C.)
Sent: Friday, November 04, 2011 9:21 AM
To: Martelli, Ronald (R.L.); Stanley, Daniel (D.J.); Kang, Hongling (H.)
Cc: Ronzi, Bill (W.C.); Merrell, Robert (R.J.); Fodera, Jas (J.J.)
Subject: RE: Clarification Explorer Smell

Drain holes are supposed in front of resonator and front of the mufflers in 3.5L cold end.

Thanks!

Regards,

Caleb Wang

U502 Exhaust Systems -- 2013 MY Police & Sports /2015 MY.

Power Train Engineering, Ford Motor Company

23P13, Bldg2, MD 1232

20000 Rotunda Dr. Cell: [REDACTED]

Dearborn, MI 48124 Email: xwang14@ford.com

From: Martelli, Ronald (R.L.)

Sent: Friday, November 04, 2011 9:17 AM

To: Stanley, Daniel (D.J.); Kang, Hongling (H.); Wang, Caleb Xiangfu (C.)

Cc: Ronzi, Bill (W.C.); Merrell, Robert (R.J.); Fodera, Jas (J.J.)

Subject: RE: Clarification Explorer Smell

Dan,

U502 exhaust engineers are Hongling Kang (2.0L, 3.5L) and Caleb Wang (3.7L).

Hongling, Caleb,

Please advise on the drain hole diameter and location (front or rear of muffler or resonator) for each of the drain holes in the exhaust system.

Ron Martelli

Exhaust Supervisor

CD4.2 U38x Edge U502 Explorer D47x Flex

Desk 23H08 Building 2 Dearborn

Email RMARTEL1@FORD.COM

Mobile [REDACTED]

From: Stanley, Daniel (D.J.)

Sent: Friday, November 04, 2011 8:09 AM

To: Fodera, Jas (J.J.)

Cc: Ronzi, Bill (W.C.); Merrell, Robert (R.J.); Martelli, Ronald (R.L.)

Subject: RE: Clarification Explorer Smell

Jas, who is the Explorer engineer. We need size and location of all drain holes on the 3.5L exhaust. They, as I recall are 10mm and only in the Resonator and Muffler. Bob indicated yesterday that the midship muffler has the drain hole in the forward portion of the unit and not the rearward portion.

Daniel J. Stanley

Ford Motor Company

Powertrain Engineering (PTIM)

Exhaust Systems

VFG Team Leader

Bldg 2; 24P12

313.805.9717

From: Ronzi, Bill (W.C.)
Sent: Friday, November 04, 2011 8:06 AM
To: Merrell, Robert (R.J.); Stanley, Daniel (D.J.)
Subject: RE: Clarification Explorer Smell

Bob, Mufflers are at rear of truck and drain holes are behind mufflers facing down. Unless there are additional drain holes further upstream, I can't envision how there's any flow through them.

Dan, Can you confirm location and size of any/all drain holes?

Bill

William C. Ronzi
PTI Quality Supervisor
(313) 805-6140 cell & pgr

From: Merrell, Robert (R.J.)
Sent: Friday, November 04, 2011 7:56 AM
To: Stanley, Daniel (D.J.); Ronzi, Bill (W.C.)
Subject: Clarification Explorer Smell

I spoke with Will Dedecker and the air leak technician at EVB yesterday. Yes, they were able to turn the smell off and on by putting muffler tape on the condensation hole in the muffler (the muffler is midship, and the hole faces forward)

But no one said they have found a seal issue. It passed the first round of leak testing, apparently there is spec. They are aware we have a special cause here, as all vehicles have the drain hole in the muffler yet we have 25 reports out of 112,000 units.

Questions remain. How do the fumes enter the cabin HVAC system from underbody midship at speed.

Robert Merrell
Powertrain Quality
Ford Motor Company
Cell [REDACTED]

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 29, 2014 8:00 PM
To: Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

Caleb,
I forgot his name, but the person from your department that attended has the notes on what needs to be updated.

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

From: Wang, Caleb Xiangfu (C.)
Sent: Tuesday, July 29, 2014 3:58 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Delivery aka They're baaaack!

Can you update w/ what you guys discussed? Thanks

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 29, 2014 3:56 PM
To: Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

Caleb,
Thanks for the draft. We discussed some changes, during the trial test today, and I am looking for the updates. Thanks

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

From: Wang, Caleb Xiangfu (C.)
Sent: Tuesday, July 29, 2014 3:47 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Delivery aka They're baaaack!

Kevin,
Here is the work instruction draft. Pls modify as you see appropriate and send me a copy when you release it.

Thanks!

Regards,

Caleb Wang

U502 Explorer Exhaust Systems.

Power Train Engineering, Ford Motor Company

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

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 29, 2014 2:43 PM
To: Setti, Lokesh (L.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

Ok, just waiting on the revised instructions.

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

From: Setti, Lokesh (L.)
Sent: Tuesday, July 29, 2014 1:57 PM
To: Krawczyk, Kevin (R.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

Mark/Kevin,
Jim and I just completed an evaluation on this vehicle and conclude that this vehicle did not have any unusual air rush noise/whistle.
We recommend shipping the parts out once the instruction is complete.

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

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 29, 2014 1:46 PM
To: Thompson, Mark (M.T.); Setti, Lokesh (L.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

Mark,
Thanks for the update. I would still like the test vehicle evaluated, Are we planning on doing that?

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

From: Thompson, Mark (M.T.)
Sent: Tuesday, July 29, 2014 1:19 PM
To: Krawczyk, Kevin (R.); Setti, Lokesh (L.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

Kevin,

I believe we have all 85 sets that were originally ordered but I have not counted them. Abdul told me to give you 20 sets for now.

I'm not sure any more testing is required other than to evaluate for any noise introduced to the vehicle with the addition of these tips. The decision was made to go with the 60 degree tips and that was the final solution. More testing shouldn't change that decision.

Mark Thompson

Ford Motor Company
MTHOMP15@Ford.com
Ph. 313-33-71845

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 29, 2014 1:10 PM
To: Setti, Lokesh (L.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

All,

We completed the trial test today, and I am happy to say that I considered it a successful trial. We attached the tips to the test vehicle without any problems.

Next Steps:

1. The installation instructions for the tips need to be updated. Hopefully we can get an updated version of the instructions today or tomorrow.
2. It is my understanding that the test vehicle should have some mid to long term testing done on it to evaluate, not only exhaust smell but NVH as well. Who will be doing the evaluation on the test vehicle?

Mark,

How many tips do you currently have and how many do you plan on receiving?

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

From: Setti, Lokesh (L.)
Sent: Monday, July 28, 2014 3:37 PM
To: Thompson, Mark (M.T.); Krawczyk, Kevin (R.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.)
Subject: RE: Delivery aka They're baaaack!

Kyle will be there in the next half hour.

Kevin, 10AM at Roush9 OK with you?

Lokesh Setti

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

From: Thompson, Mark (M.T.)
Sent: Monday, July 28, 2014 3:32 PM
To: Krawczyk, Kevin (R.); Setti, Lokesh (L.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.)
Subject: RE: Delivery aka They're baaaack!

When is Kyle coming to get them? Tomorrow morning or today?

Mark Thompson

Ford Motor Company
MTHOMP15@Ford.com
Ph. 313-33-71845

From: Krawczyk, Kevin (R.)
Sent: Monday, July 28, 2014 3:30 PM
To: Setti, Lokesh (L.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.)
Subject: RE: Delivery aka They're baaaack!

Lokesh,
Yes, I can make time tomorrow morning. What time?

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

From: Setti, Lokesh (L.)
Sent: Monday, July 28, 2014 3:28 PM
To: Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Krawczyk, Kevin (R.)
Subject: RE: Delivery aka They're baaaack!

Mark, Kyle will pick a set from you for our next trial.

Kevin, You good for tomorrow morning?

Lokesh Setti

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

From: Thompson, Mark (M.T.)
Sent: Monday, July 28, 2014 3:26 PM

To: Setti, Lokesh (L.); Rouen, Jim (J.G.); Krawczyk, Kevin (R.)
Subject: FW: Delivery aka They're baaaack!

All,

FYI the Explorer exhaust tips are back from the vendor.

Mark Thompson

Ford Motor Company
MTHOMP15@Ford.com
Ph. 313-33-71845

From: Mulligan, Melinda (M.)
Sent: Monday, July 28, 2014 3:04 PM
To: Thompson, Mark (M.T.)
Subject: Delivery aka They're baaaack!

Hi Mark,

It looks like your travelling car parts have returned.

Melinda Mulligan

Fairlane Business Park III
1555 Fairlane Drive, Allen Park MI 48101
(313) 248-3529

From: Setti, Lokesh (L.)
Sent: Tuesday, July 29, 2014 8:50 PM
To: Schaffer, Timothy (T.J.)
Subject: RE: Delivery aka They're baaaack!

Yes.

Lokesh Setti

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

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, July 29, 2014 2:51 PM
To: Setti, Lokesh (L.)
Subject: RE: Delivery aka They're baaaack!

These are just explorer turn downs right?

From: Setti, Lokesh (L.)
Sent: Tuesday, July 29, 2014 1:57 PM
To: Krawczyk, Kevin (R.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
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Product Concern Engineer
Taurus / Explorer / MKS

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MTHOMP15@Ford.com
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Mark,

How many tips do you currently have and how many do you plan on receiving?

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

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Subject: RE: Delivery aka They're baaaack!

Kyle will be there in the next half hour.

Kevin, 10AM at Roush9 OK with you?

Lokesh Setti

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

From: Thompson, Mark (M.T.)
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To: Krawczyk, Kevin (R.); Setti, Lokesh (L.)
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Ford Motor Company
MTHOMP15@Ford.com
Ph. 313-33-71845

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Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.)
Subject: RE: Delivery aka They're baaaack!

Lokesh,
Yes, I can make time tomorrow morning. What time?

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

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

From: Thompson, Mark (M.T.)
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Mark Thompson
Ford Motor Company
MTHOMP15@Ford.com
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Fairlane Business Park III
1555 Fairlane Drive, Allen Park MI 48101
(313) 248-3529

From: Krawczyk, Kevin (R.)
Sent: Monday, July 28, 2014 7:40 PM
To: Thompson, Mark (M.T.)
Subject: RE: Delivery aka They're baaaack!

Mark,
Ok talk to you then.

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

From: Thompson, Mark (M.T.)
Sent: Monday, July 28, 2014 3:39 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Delivery aka They're baaaack!

I'll say maybe for now. Call me in the morning when you're going over. I'll let you know then.

Mark Thompson
Ford Motor Company
MTHOMP15@Ford.com
Ph. 313-33-71845

From: Krawczyk, Kevin (R.)
Sent: Monday, July 28, 2014 3:38 PM
To: Setti, Lokesh (L.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.)
Subject: RE: Delivery aka They're baaaack!

Lokesh,
Sure, that works.

Mark,
Will you be joining us?

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

From: Setti, Lokesh (L.)
Sent: Monday, July 28, 2014 3:37 PM
To: Thompson, Mark (M.T.); Krawczyk, Kevin (R.)

Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.)
Subject: RE: Delivery aka They're baaaack!

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Lokesh Setti

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

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Mark Thompson

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MTHOMP15@Ford.com
Ph. 313-33-71845

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

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Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Krawczyk, Kevin (R.)
Subject: RE: Delivery aka They're baaaack!

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Kevin, You good for tomorrow morning?

Lokesh Setti

Tech. Spec./ Attribute Supervisor

Vehicle Integration
(313) 805-6007

From: Thompson, Mark (M.T.)
Sent: Monday, July 28, 2014 3:26 PM
To: Setti, Lokesh (L.); Rouen, Jim (J.G.); Krawczyk, Kevin (R.)
Subject: FW: Delivery aka They're baaaack!

All,

FYI the Explorer exhaust tips are back from the vendor.

Mark Thompson

Ford Motor Company
MTHOMP15@Ford.com
Ph. 313-33-71845

From: Mulligan, Melinda (M.)
Sent: Monday, July 28, 2014 3:04 PM
To: Thompson, Mark (M.T.)
Subject: Delivery aka They're baaaack!

Hi Mark,

It looks like your travelling car parts have returned.

Melinda Mulligan

Fairlane Business Park III
1555 Fairlane Drive, Allen Park MI 48101
(313) 248-3529

From: Wang, Caleb Xiangfu (C.)
Sent: Tuesday, July 29, 2014 7:24 PM
To: Krawczyk, Kevin (R.); Setti, Lokesh (L.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.)
Subject: RE: Delivery aka They're baaaack!

All, I think an NVH engineer's evaluation will be more appropriate to try out all the potential scenarios.

Thanks!

Regards,

Caleb Wang

U502 Explorer Exhaust Systems.

Power Train Engineering, Ford Motor Company

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

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 29, 2014 2:43 PM
To: Setti, Lokesh (L.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

Ok, just waiting on the revised instructions.

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

From: Setti, Lokesh (L.)
Sent: Tuesday, July 29, 2014 1:57 PM
To: Krawczyk, Kevin (R.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

Mark/Kevin,
Jim and I just completed an evaluation on this vehicle and conclude that this vehicle did not have any unusual air rush noise/whistle.
We recommend shipping the parts out once the instruction is complete.

Lokesh Setti
Tech. Spec./ Attribute Supervisor

Vehicle Integration
(313) 805-6007

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 29, 2014 1:46 PM
To: Thompson, Mark (M.T.); Setti, Lokesh (L.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

Mark,
Thanks for the update. I would still like the test vehicle evaluated. Are we planning on doing that?

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

From: Thompson, Mark (M.T.)
Sent: Tuesday, July 29, 2014 1:19 PM
To: Krawczyk, Kevin (R.); Setti, Lokesh (L.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

Kevin,

I believe we have all 85 sets that were originally ordered but I have not counted them. Abdul told me to give you 20 sets for now.

I'm not sure any more testing is required other than to evaluate for any noise introduced to the vehicle with the addition of these tips. The decision was made to go with the 60 degree tips and that was the final solution. More testing shouldn't change that decision.

Mark Thompson
Ford Motor Company
MTHOMP15@Ford.com
Ph. 313-33-71845

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 29, 2014 1:10 PM
To: Setti, Lokesh (L.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.); Schaffer, Timothy (T.J.); Wang, Caleb Xiangfu (C.)
Subject: RE: Delivery aka They're baaaack!

All,
We completed the trial test today, and I am happy to say that I considered it a successful trial. We attached the tips to the test vehicle without any problems.

Next Steps:

1. The installation instructions for the tips need to be updated. Hopefully we can get an updated version of the instructions today or tomorrow.
2. It is my understanding that the test vehicle should have some mid to long term testing done on it to evaluate, not only exhaust smell but NVH as well. Who will be doing the evaluation on the test vehicle?

Mark,

How many tips do you currently have and how many do you plan on receiving?

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

From: Setti, Lokesh (L.)
Sent: Monday, July 28, 2014 3:37 PM
To: Thompson, Mark (M.T.); Krawczyk, Kevin (R.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.)
Subject: RE: Delivery aka They're baaaack!

Kyle will be there in the next half hour.

Kevin, 10AM at Roush9 OK with you?

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

From: Thompson, Mark (M.T.)
Sent: Monday, July 28, 2014 3:32 PM
To: Krawczyk, Kevin (R.); Setti, Lokesh (L.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.)
Subject: RE: Delivery aka They're baaaack!

When is Kyle coming to get them? Tomorrow morning or today?

Mark Thompson
Ford Motor Company
MTHOMP15@Ford.com
Ph. 313-33-71845

From: Krawczyk, Kevin (R.)
Sent: Monday, July 28, 2014 3:30 PM
To: Setti, Lokesh (L.); Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Buelow, Steve (S.E.)
Subject: RE: Delivery aka They're baaaack!

Lokesh,
Yes, I can make time tomorrow morning. What time?

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

From: Setti, Lokesh (L.)
Sent: Monday, July 28, 2014 3:28 PM
To: Thompson, Mark (M.T.)
Cc: Munro, Kyle (K.); Rouen, Jim (J.G.); Krawczyk, Kevin (R.)
Subject: RE: Delivery aka They're baaaack!

Mark, Kyle will pick a set from you for our next trial.

Kevin, You good for tomorrow morning?

Lokesh Setti

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

From: Thompson, Mark (M.T.)
Sent: Monday, July 28, 2014 3:26 PM
To: Setti, Lokesh (L.); Rouen, Jim (J.G.); Krawczyk, Kevin (R.)
Subject: FW: Delivery aka They're baaaack!

All,

FYI the Explorer exhaust tips are back from the vendor.

Mark Thompson

Ford Motor Company
MTHOMP15@Ford.com
Ph. 313-33-71845

From: Mulligan, Melinda (M.)
Sent: Monday, July 28, 2014 3:04 PM
To: Thompson, Mark (M.T.)
Subject: Delivery aka They're baaaack!

Hi Mark,

It looks like your travelling car parts have returned.

Melinda Mulligan

Fairlane Business Park III
1555 Fairlane Drive, Allen Park MI 48101
(313) 248-3529

From: Blackburn, Thomas (T.J.)
Sent: Tuesday, February 24, 2015 8:40 PM
To: Parrish, Will (W.F.)
Subject: RE: Designated PAC - Exhaust

Follow Up Flag: Follow up
Flag Status: Completed

Categories: CCM

Will,

Thank you. I was able to formally request the D-PAC with your added information.

Regards,

Thomas J. Blackburn

Ford Motor Company

Government Investigations Supervisor
Automotive Safety Office

Fairlane Plaza South, Suite 500, Cube 5046
330 Town Center Drive
Dearborn, MI 48126
Phone: (313) 805-7240

From: Parrish, Will (W.F.)
Sent: Tuesday, February 24, 2015 3:19 PM
To: Blackburn, Thomas (T.J.)
Subject: FW: Designated PAC - Exhaust

fyi

Will Parrish

Critical Concern Engineer

Desk: 313-594-2075 / Mobile: [REDACTED]

PDC GC-D26A / Mail Drop #327

E-Mail: wparris1@ford.com

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From: Patel, Bharat (B.J.)
Sent: Friday, February 13, 2015 3:03 PM
To: Parrish, Will (W.F.)
Subject: FW: Designated PAC - Exhaust

Bharat J. Patel

Critical Concerns Manager - Unibody Cluster

Phone: 313-248-6188; Cell: [REDACTED] Fax: 866-400-8201

E-mail: bpatel7@ford.com; Rm. 2BF77, PDC, MD#327

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From: Blackburn, Thomas (T.J.)
Sent: Thursday, November 20, 2014 3:18 PM
To: Prescott, Amanda (A.B.); Ott, David (D.J.); Patel, Bharat (B.J.)
Cc: Parrish, Will (W.F.)
Subject: RE: Designated PAC - Exhaust

Karen said that she did not get this request. I don't have any background on this one. Karen will need somewhere to start - need names, function (STA, PD, VO).

Regards,

Thomas J. Blackburn

Ford Motor Company

Government Investigations Supervisor

Automotive Safety Office

Fairlane Plaza South, Suite 500, Cube 5046

330 Town Center Drive

Dearborn, MI 48126

Phone: (313) 805-7240

From: Prescott, Amanda (A.B.)
Sent: Wednesday, November 19, 2014 3:37 PM
To: Blackburn, Thomas (T.J.); Ott, David (D.J.); Patel, Bharat (B.J.)
Cc: Parrish, Will (W.F.)
Subject: RE: Designated PAC - Exhaust

Not that I am aware of

Amanda Prescott
Automotive Safety Office
Senior Safety Investigations Engineer
313-845-7295
Fairlane Plaza South-Suite 500

From: Blackburn, Thomas (T.J.)
Sent: Wednesday, November 19, 2014 3:26 PM

To: Ott, David (D.J.); Patel, Bharat (B.J.)
Cc: Parrish, Will (W.F.); Prescott, Amanda (A.B.)
Subject: RE: Designated PAC - Exhaust

Was this D-PAC started? I didn't have my tracking matrix in place when this was sent out.

Regards,

Thomas J. Blackburn

Ford Motor Company

Government Investigations Supervisor

Automotive Safety Office

Fairlane Plaza South, Suite 500, Cube 5046

330 Town Center Drive

Dearborn, MI 48126

Phone: (313) 805-7240

From: Ott, David (D.J.)

Sent: Thursday, October 02, 2014 11:10 AM

To: Patel, Bharat (B.J.)

Cc: Parrish, Will (W.F.); Prescott, Amanda (A.B.); Blackburn, Thomas (T.J.); Nakhleh, Rouaa (R.I.)

Subject: Designated PAC - Exhaust

Bharat, as discussed on Tuesday, please consider this my request for a Designated PAC pertaining to the Explorer Exhaust CO CCRG discussion topic.

Please let me know if you need anything else from me.

David J. Ott

Internal Investigations Manager - Automotive Safety Office

Ford Motor Company

Fairlane Plaza South, Suite 500

330 Town Center Drive

Dearborn, MI 48126

Phone: 313-33-76645

Fax: 313-59-42268

From: Krawczyk, Kevin (R.)
Sent: Friday, February 20, 2015 2:25 PM
To: Wilde, Chris (L.C.)
Subject: RE: Emerging Courtesy Notification - Concern:EXHAUST ODOR(07420150002)

Chris,

It is for repeats, however I am only tracking reports from North America. Since you have a different fix, I need to track the concern separately.

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

From: Wilde, Chris (L.C.)
Sent: Friday, February 20, 2015 9:24 AM
To: Krawczyk, Kevin (R.)
Subject: FW: Emerging Courtesy Notification - Concern:EXHAUST ODOR(07420150002)

Kevin,

Is this for repeat concerns? If so, I have a couple that I can add.

From: Vongthip, Didi (D.)
Sent: Friday, February 20, 2015 9:22 AM
To: Wilde, Chris (L.C.)
Subject: FW: Emerging Courtesy Notification - Concern:EXHAUST ODOR(07420150002)

From: AEQ Notification [<mailto:doNotReplyGCQIS@marketingassociates.com>]
Sent: Friday, February 20, 2015 4:11 AM
To: Krawczyk, Kevin (R.)
Subject: Emerging Courtesy Notification - Concern:EXHAUST ODOR(07420150002)

Purpose of Communication: Emerging Courtesy Notification

Your Concern(07420150002) has met the 30% threshold and has moved from Monitor to an Emerging Concern.

Team:

FCSD Service Engineering Mgr: Michelle Guzzo
FCSD Program Manager: Steve Buelow
Concern Owner: Kevin Krawczyk
Functional Champion: SVONFOER -No GCQIS Access
Engineering Contact: LSEETAMS -No GCQIS Access

Concern Detail

Vehicle Line/Commodity:	EXPLORER U502
Derivative/Model Year:	2013-2015
Concern Description:	EXHAUST ODOR
Customer Symptom:	No Data
Service Deadline(68 Days):	N/A
Production Deadline(90 Days):	N/A
Affected Region(s):	N/A
Screening Criteria:	N/A
Severity Indicator:	2-Owner Irritation
VIN Count/Open Threshold:	52/100

Concern Comments:

No Concern Comments

Be sure to review this concern in [AEQ](#), update comments, process step, and service and production timing as necessary.

From: Jay, Brian (B.L.)
Sent: Tuesday, June 07, 2016 7:35 PM
To: "SDIMITRI"@ford.com
Cc: Dimitrijevski, Sally (S.)
Subject: Re: eTracker Alert: Issue Id 14280289 Updated in Project Custresp

Hi Sally.

I was given a specific part number by the Explorer Plant Vehicle Team so I cannot be 100% sure an older level will accomplish what all needs to be done via installing this kit to seal off all the possible areas exhaust gases can enter the passenger cabin.

Here is the VIN:

1FM5K7D88FG [REDACTED]

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

On Jun 7, 2016, at 1:04 PM, Tracker, E (E.) <etracker@ford.com> wrote:

eTracker Issue Id Update Alert

Issue Id [14280289](#) has been updated by Sally Dimitrijevski (SDIMITRI) in Project: Custresp

- **Description:**(new text in red)

This is a rear spoiler sealing kit (Dealer is trying to order 2 pcs for 2 unique vehicles) that is needed to help resolve a critical investigation into exhaust odor entering the passenger cabin on late model Ford Explorers. Please expedite availability if possible. Thanks!
Brian Jay Field Service Engineer BJAY1@FORD.COM PH# 281-788-0870

- **Vehicle Down Response** has changed (new text in red)

This part looks to be newly released for service. It's not yet set up completely. I'll need to check w/ the supplier about availability and let you know. To advise. (SDIMITRI) (27-May-2016 03:09 PM) Asking supplier now that the part is set up correctly if they can ship direct to dealer in wk. 6-6. To advise. (SDIMITRI) (07-Jun-2016 01:25 PM) **Could you please provide the VIN and I'll check w/ product analysis if the old level will work. This was the supplier's reply -**
'It does not look to be released as a 2B2 level yet. We are at FB5Z 78442K03 A. However needs to be ordered through the distribution centers. We do not have approved pack to

ship direct. Please let us know if you need any other information. Thank you.'
(SDIMITRI) (07-Jun-2016 02:04 PM)

From: Setti, Lokesh (L.)
Sent: Monday, March 02, 2015 12:29 PM
To: Basiouny, Makram (M.); Magolan, Allen (A.M.); Wang, Caleb Xiangfu (C.); Bruckner, Paul (P.R.); Bourgeau, Peter (P.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.); Krawczyk, Kevin (R.); Villanueva, Tisha (T.C.)
Subject: RE: Exhaust - 90 degree SS tips

There is no plan to update vehicles with downturn tips at assembly plant due to introduction of all new Edge/MKX. The new vehicles do not have exhaust odor during WOT event.

Lokesh Setti

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

From: Basiouny, Makram (M.)
Sent: Monday, March 02, 2015 2:26 AM
To: Magolan, Allen (A.M.); Wang, Caleb Xiangfu (C.); Bruckner, Paul (P.R.); Setti, Lokesh (L.); Bourgeau, Peter (P.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.); Krawczyk, Kevin (R.); Villanueva, Tisha (T.C.)
Subject: RE: Exhaust - 90 degree SS tips

Team- The dealer still needs feedback on the Edge and the MKX.

When will the tips be fitted at the factory level?

Best Regards,

M. Makram

From: Basiouny, Makram (M.)
Sent: Thursday, February 19, 2015 6:02 PM
To: Magolan, Allen (A.M.); Wang, Caleb Xiangfu (C.); Bruckner, Paul (P.R.); Setti, Lokesh (L.); Bourgeau, Peter (P.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.); Krawczyk, Kevin (R.); Villanueva, Tisha (T.C.)
Subject: RE: Exhaust - 90 degree SS tips

Thank you for the feedback, what would be the status for the Edge and MKX?

Mohamed Makram | Dealer Operations Manager | FCSD – Emerging Markets | Ford Middle East & Africa

Mobile: [REDACTED] Phone: +971-43327767 x 242 | Fax: +971-43327266
E-mail: mbasioun@ford.com | Web: www.me.ford.com



From: Magolan, Allen (A.M.)
Sent: Wednesday, February 18, 2015 9:36 PM
To: Wang, Caleb Xiangfu (C.); Bruckner, Paul (P.R.); Setti, Lokesh (L.); Bourgeau, Peter (P.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.); Basiouny, Makram (M.); Krawczyk, Kevin (R.); Villanueva, Tisha (T.C.)
Subject: RE: Exhaust - 90 degree SS tips

The current incorporation date is June 1 at Chicago Assembly. Part timing has been pulled up as much as possible, limited at this point only by Supplier PPAP completion.

100% of the applicable 2016 Explorer models will be equipped.

Yes we also need to confirm the prior-model part service support (Peter is lead).

Allen Magolan

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

From: Wang, Caleb Xiangfu (C.)
Sent: Wednesday, February 18, 2015 12:15 PM
To: Bruckner, Paul (P.R.); Setti, Lokesh (L.); Bourgeau, Peter (P.); Magolan, Allen (A.M.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.); Basiouny, Makram (M.); Krawczyk, Kevin (R.)
Subject: RE: Exhaust - 90 degree SS tips

Believe Allen Magolan has scheduled a meeting to go over the timing for current production service and 2016MY GCC parts. Pete Bourgeau will provide the latest status from supplier.

Thanks!

Regards,

Caleb Wang

CD6 Exhaust Cold End Systems.

Power Train Engineering, Ford Motor Company

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

From: Bruckner, Paul (P.R.)
Sent: Wednesday, February 18, 2015 11:53 AM
To: Setti, Lokesh (L.); Wang, Caleb Xiangfu (C.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.); Basiouny, Makram (M.); Krawczyk, Kevin (R.)
Subject: RE: Exhaust - 90 degree SS tips

Could you please advise the latest status on the 90 degree SS tips for production? We need to provide an update to the local market.

Thank you!

Paul Bruckner

EMS Product Concern Manager
313-323-0925 pbruckne@ford.com



| Emerging Market Services

From: Wilde, Chris (L.C.)
Sent: Tuesday, February 17, 2015 11:32 AM
To: Bruckner, Paul (P.R.)
Subject: FW: Exhaust - 90 degree SS tips

FYI

From: Krawczyk, Kevin (R.)
Sent: Thursday, February 12, 2015 10:50 AM
To: Setti, Lokesh (L.); Wang, Caleb Xiangfu (C.)
Cc: Wilde, Chris (L.C.); Buelow, Steve (S.E.)
Subject: RE: Exhaust - 90 degree SS tips

Lokesh or Caleb,
Can you confirm the info below?

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

From: Wilde, Chris (L.C.)
Sent: Thursday, February 12, 2015 10:43 AM
To: Krawczyk, Kevin (R.)
Subject: FW: Exhaust - 90 degree SS tips
Importance: High

Kevin,
Can you confirm the inquiry below?

Will the 90 degree exhaust tips will be installed on Explorer at the factory starting from the 1st of April 2015?

Thank you,

From: Bruckner, Paul (P.R.)
Sent: Thursday, February 12, 2015 10:33 AM
To: Avery, Kevin (K.); Vongthip, Didi (D.); Wilde, Chris (L.C.)
Subject: FW: Exhaust - 90 degree SS tips
Importance: High

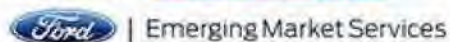
Do we have confirmation on this?

Please confirm when the 90 degree exhaust tips will be installed on the Edge, Explorer and MKX at the factory.

Thx!

Paul Bruckner

EMS Product Concern Manager
313-323-0925 pbruckne@ford.com



From: Basiouny, Makram (M.)
Sent: Thursday, February 12, 2015 9:54 AM
To: Bruckner, Paul (P.R.)
Subject: FW: Exhaust - 90 degree SS tips
Importance: High

Paul,

Please confirm when the 90 degree exhaust tips will be installed on the Edge, Explorer and MKX at the factory.

Best Regards,

M. Makram

From: Ravichandran Natrajan Poonamalle [<mailto:rpoonamalle@altayer.com>]
Sent: Thursday, February 12, 2015 12:12 PM
To: Basiouny, Makram (M.)
Cc: Boulos Massoud
Subject: Exhaust - 90 degree SS tips
Importance: High

Hi Makram

As you aware, we are currently sourcing and installing 90 degree SS exhaust tips during PDI for Explorer, Edge and MKX vehicles.

We were given to understand that Ford will start installing these tips at production stage from the 1st April 2015.

Can you please check with Ford USA team and confirm the same so that we can plan our ordering / Inventory levels accordingly.

Thanks and Regards

Ravichandran P N
Parts & Accessories Manager
Al Tayer Motors
PO Box 7310, Dubai, UAE
Tel: +971 4 3037667
Fax: +971 4 340192
www.altayermotors.com

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From: Sparks, Douglas (D.S.)
Sent: Tuesday, January 14, 2014 8:25 PM
To: Kummer, Lawrence (L.J.); Tokarski, Michael (M.J.); Setti, Lokesh (L.); Butler, Fred (F.W.); Larkins, Paul (P.E.); Gertley, Jeffrey (J.B.); Shanahan, John (J.L.); Martelli, Ronald (R.L.); Olsson, Paul (P.C.); Johnson, Greg (G.T.); Ricks, Kevin (K.J.); Crocker, Jonathan (J.A.); Jiang, Tao (USA.); Rajaniemi, Brent (B.); Docimo, Tony (A.F.); Keinath, Wayne (W.); Baldwin, Mark (M.E.); Cordeau, Roger (T.); Leisenring, Kenneth (K.C.); Dumler, Jeff (J.D.)
Subject: RE: Exhaust Odor - Manager Level Weekly Progress Meeting

Larry,
I would ask that the 5th tick on the 3rd page be removed from the paper. This is a debatable point that does not add value to the paper.

Thank you,

Douglas S. Sparks

P/T Quality and PVT Manager FNA
P/T Integration and Program Management (PTIM)
dsparks3@ford.com 313-805-6096

Administrative Assistant: Tina Tessadri
ttessadr 313 594-1115

From: Kummer, Lawrence (L.J.)
Sent: Tuesday, January 14, 2014 12:02 PM
To: Tokarski, Michael (M.J.); Setti, Lokesh (L.); Sparks, Douglas (D.S.); Butler, Fred (F.W.); Larkins, Paul (P.E.); Gertley, Jeffrey (J.B.); Shanahan, John (J.L.); Martelli, Ronald (R.L.); Olsson, Paul (P.C.); Johnson, Greg (G.T.); Ricks, Kevin (K.J.); Crocker, Jonathan (J.A.); Jiang, Tao (USA.); Rajaniemi, Brent (B.); Docimo, Tony (A.F.); Keinath, Wayne (W.); Baldwin, Mark (M.E.); Cordeau, Roger (T.)
Cc: Kummer, Lawrence (L.J.)
Subject: Exhaust Odor - Manager Level Weekly Progress Meeting

Team

Thanks for everyone's input on the timing plan for our service and production actions. It turns out the PDQR was cancelled today. I am sure we will be invited next week. Here is the paper. Please provide feedback.

<< File: Exhaust Odor_Service and Production fixes_PDQR_Jan13_2014_V3.ppt >>

I am going to cancel this afternoon's meeting because of a conflict. We will meet again next week. Thanks

Larry Kummer
Vehicle Integration Manager
313 805-3135

From: Tokarski, Michael (M.J.)
Sent: Tuesday, January 14, 2014 7:03 PM
To: Kummer, Lawrence (L.J.); Setti, Lokesh (L.); Sparks, Douglas (D.S.); Butler, Fred (F.W.); Larkins, Paul (P.E.); Gertley, Jeffrey (J.B.); Shanahan, John (J.L.); Martelli, Ronald (R.L.); Olsson, Paul (P.C.); Johnson, Greg (G.T.); Ricks, Kevin (K.J.); Crocker, Jonathan (J.A.); Jiang, Tao (USA.); Rajaniemi, Brent (B.); Docimo, Tony (A.F.); Keinath, Wayne (W.); Baldwin, Mark (M.E.); Cordeau, Roger (T.)
Subject: RE: Exhaust Odor - Manager Level Weekly Progress Meeting

The only thing I believe is missing for PDQR review are the actual Gantt charts or some specific statements describing how the project work streams are flowing concurrently with the given resource constraints – This has been the leitmotif at the last few PDQR reviews. If I understood our working level reviews, TRW has 1 development engineer working on this project due to workload on other programs which has led to some serial timed development work. We don't want to lead with our chin, but need to let Van Slam and Collins know we understand the resource constraints associated with the timing as it will be asked during the review.

Nice paper!

Michael Tokarski

PD Quality Vehicle Engineering Supervisor

Six Sigma Black Belt

EVB - Cube 1WC02

Phone/Fax: 313-32-20235

Ford Motor Company is proud to be the #1 corporate supporter in the fight to find a cure for diabetes - Ask me how you can get a Ford Exclusive JDRF Discount Card and save 50% when you dine out.

From: Kummer, Lawrence (L.J.)
Sent: Tuesday, January 14, 2014 12:02 PM
To: Tokarski, Michael (M.J.); Setti, Lokesh (L.); Sparks, Douglas (D.S.); Butler, Fred (F.W.); Larkins, Paul (P.E.); Gertley, Jeffrey (J.B.); Shanahan, John (J.L.); Martelli, Ronald (R.L.); Olsson, Paul (P.C.); Johnson, Greg (G.T.); Ricks, Kevin (K.J.); Crocker, Jonathan (J.A.); Jiang, Tao (USA.); Rajaniemi, Brent (B.); Docimo, Tony (A.F.); Keinath, Wayne (W.); Baldwin, Mark (M.E.); Cordeau, Roger (T.)
Cc: Kummer, Lawrence (L.J.)
Subject: Exhaust Odor - Manager Level Weekly Progress Meeting

Team

Thanks for everyone's input on the timing plan for our service and production actions. It turns out the PDQR was cancelled today. I am sure we will be invited next week. Here is the paper. Please provide feedback.

<< File: Exhaust Odor_Service and Production fixes_PDQR_Jan13_2014_V3.ppt >>

I am going to cancel this afternoon's meeting because of a conflict. We will meet again next week. Thanks

Larry Kummer
Vehicle Integration Manager
313 805-3135

From: Krawczyk, Kevin (R.)
Sent: Friday, September 11, 2015 3:53 PM
To: Perez, Bryan (B.)
Subject: RE: Exhaust odor

Bryan,
I believe you are still waiting on these exhaust components correct?

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

From: Perez, Bryan (B.)
Sent: Thursday, August 13, 2015 3:15 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Exhaust odor

Kevin, do we have 90deg exhaust tips available for Explorers yet? I have a customer waiting for a set on a TAR that I am working on. I heard a rumor that the part number is available and if it is I wanted to get it ordered, please let me know, thanks!

From: Krawczyk, Kevin (R.)
Sent: Wednesday, July 08, 2015 6:00 AM
To: Perez, Bryan (B.)
Subject: FW: Exhaust odor

FYI

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

From: Mihela, Joseph (J.)
Sent: Wednesday, July 08, 2015 8:58 AM
To: Krawczyk, Kevin (R.)
Subject: RE: Exhaust odor

Kevin,

-BG should have went to CB5T-18C612-BH when answering yes to the question. When answering no it would have stayed the same.

Thanks,

Joe Mihela

Module Configuration & Programming
DSC 2 Cube 686
313-390-3940

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 07, 2015 3:32 PM
To: Mihela, Joseph (J.)
Subject: FW: Exhaust odor

Joe,
Can you answer the question?

On a MY12 Explorer - **CB5T-18C612-BG** (Is this original cal or revised cal from TSB prior to Aux and 2 sec improvement?)

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

From: Perez, Bryan (B.)
Sent: Tuesday, July 07, 2015 3:19 PM
To: Krawczyk, Kevin (R.)
Subject: Exhaust odor

Kevin, I went out to look at my TAR on a 2012 vehicle with the exhaust odor on hard acceleration. I confirmed that it did not have the latest calibration and drove it initially and the mode door for recirc was not switching at all. I updated the cal and confirmed that it now switches within 2 seconds of a heavy throttle and also does so with the rear aux off which is great. My question is I believe the vehicle was never calibrated with the first fix per the TSB however the tech claimed he did update it when first performing the TSB, can you help me determine if that is true or not?

Calibration in HVAC when I arrived:
CB5T-18C612-BG (Is this original cal or revised cal from TSB prior to Aux and 2 sec improvement?)

Calibration that I updated to:
CB5T-18C612-BJ

Bryan Perez

Field Service Engineer - T01 Phoenix Region
602-920-6360
bperez7@ford.com
fax: 888-3724329

From: Sloss, Jeffrey (J.D.)
Sent: Wednesday, January 07, 2015 9:40 PM
To: Bumbaroska, Mira (M.); Fried, Marcus (M.W.); Setti, Lokesh (L.); Rajaniemi, Brent (B.); Munro, Kyle (K.); Carene, Daniel (D.J.); Thiruvengadam, Harish (H.); Shanahan, John (J.L.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.); Johnson, Greg (G.T.); APTL 3W-200 CED CR A (25) (25) -
Subject: RE: Exhaust odor data review



Exhaust Odor 7
JAN Presentatio...

Regards,
Jeffrey David Sloss, P.E.

Exhaust Foundation Document Database:

<https://www.tc2.ford.com/ts/PTGCEFoundationDocuments/default.aspx>

jsloss@ford.com
Technical Expert - Exhaust
6σ Certified Black Belt

Mobile: [REDACTED]
Bld#1 – 11E086

-----Original Appointment-----

From: Bumbaroska, Mira (M.)
Sent: Monday, January 05, 2015 12:55 PM
To: Bumbaroska, Mira (M.); Fried, Marcus (M.W.); Setti, Lokesh (L.); Rajaniemi, Brent (B.); Munro, Kyle (K.); Carene, Daniel (D.J.); Thiruvengadam, Harish (H.); Shanahan, John (J.L.); Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.); Johnson, Greg (G.T.); APTL 3W-200 CED CR A (25) (25) -; Sloss, Jeffrey (J.D.)
Subject: Exhaust odor data review
When: Wednesday, January 07, 2015 4:00 PM-5:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: webex

1. Benchmarking - ATS exhaust hot/cold end location and design – Jeff Sloss

2. Benchmarking - ATS emission / odor assessments – Mira and team
- 3.

Mira Bumbaroska invites you to the following WebEx meeting:

WebEx meeting information

Meeting Link: <https://ford.webex.com/ford/j.php?J=718457467>

Meeting Number: 718 457 467

Meeting Password: This meeting does not require a password.

This meeting may include the option for video. The recording of meetings is prohibited. For company policies on using video click here:

<https://comm.sp.ford.com/sites/digitalworker/Pages/HowiWorkItem.aspx?UCTitle=to%20use%20Video&UCID=&Page=2&Section=2.001>

Audio conference information

FordNet 248-3668 / Toll: +1-313-248-3668

US Toll Free Number: +1-888-628-3668

Having trouble dialing in? Try these backup numbers:

US Toll Free Number: +1-888-628-3668

FordNet 248-3668 / Toll: +1-313-248-3668

Global call-in numbers: <https://ford.webex.com/ford/globalcallin.php?serviceType=MC&ED=334594152&tollFree=1>

Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code: XXXXXXXXXX

MC05

<http://www.webex.com>

Exhaust Odor Benchmark Study



7 JAN 2015

NHTSA Database Confirms Exhaust Odor is a Ford Issue

		Powertrain						NHTSA 2014 MY # Complaints for Exhaust Smell
Manufacturer	Make	Architecture	Size (L)	T = Turbo NA = Nat Aspir				
Ford	Explorer	V6	3.5	T			25	
Ford	Explorer	V6	3.5	NA			25	
Ford	Escape	I4	2.5	NA			2	
Ford	Escape	I4	1.6	T			2	
Chevrolet	Traverse	V6	3.6	NA			0	
Chevrolet	Equinox	I4	2.4	NA			0	
GMC	Acadia	V6	3.6	NA			0	
Toyota	RAV 4	I4	2.5	NA			0	
Toyota	Highlander	V6	3.5	NA			0	
Nissan	Xterra	V6	4.0	NA			0	
Nissan	Rogue	I4	2.5	NA			0	
Honda	Pilot	V6	3.5	NA			0	
BMW	X1	V6	3.0	T			0	
BMW	X1	I4	2.0	T			0	

Source: <http://www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues>

Competitive Vehicle Summary

Four competitive vehicles were inspected for exhaust tailpipe tip location and presence of underbody catalyst

- 2014 GMC Acadia 3.6L
- 2014 Toyota Highlander 3.5L
- 2014 Honda Pilot 3.5L
- 2014 Nissan Xterra 4.0L

- 2013 Ford Explorer 3.5L
- 2013 Ford Escape 2.0L GTDi

Competitive Vehicle Summary

- Tailpipe Location Summary
 - Hidden tailpipes were down turned
 - Ornamental tips extended beyond the pinch weld
 - No discernable differences between the Ford and Competitor Tips (Ford had ornamental tips only)
- Underbody Catalyst Summary
 - All competitive vehicles appear to have an underbody catalyst. It is difficult to verify 100% the presence of an underbody catalyst (versus a bottle resonator) without disassembling the system.
 - The Ford Escape and Explorer systems do not have underbody catalysts

2014 3.6L GMC Acadia (base trim) Tailpipe Tip Exit Location



2014 3.5L Toyota Highlander Tailpipe Tip Exit Location



2014 3.5L Honda Pilot Tailpipe Tip Exit Location



2014 4.0L Nissan Xterra Tailpipe Tip Exit Location



2013 2.0L GTDi Ford Escape Tailpipe Tip Exit Location



2013 3.5L TIVCT Ford Explorer Tailpipe Tip Exit Location



From: Janiunas, Vince (V.J.)
Sent: Wednesday, July 25, 2012 6:51 PM
To: Setti, Lokesh (L.)
Cc: Schaffer, Timothy (T.J.); Ricks, Kevin (K.J.)
Subject: RE: Exhaust odor Flex & Explorer

Who is the PD engineer releasing it.

Are you going to be able to make the meeting tomorrow..? I do not see your acceptance on the meeting notice, we need your help.

From: Setti, Lokesh (L.)
Sent: Wednesday, July 25, 2012 12:13 PM
To: Janiunas, Vince (V.J.)
Subject: RE: Exhaust odor Flex & Explorer

Vince,
Part Number for lift gate drain plug is 4M81-58404D12-CA (part of U502 service kit) and needs to be released for service. So, need your help to get this done.
Thanks

Lokesh Setti

Senior Engineer
Vehicle Integration

(313) 805-6007

-----Original Appointment-----

From: Janiunas, Vince (V.J.)
Sent: Tuesday, July 24, 2012 4:12 PM
To: Janiunas, Vince (V.J.); Ricks, Kevin (K.J.); Schaffer, Timothy (T.J.); Setti, Lokesh (L.)
Subject: Exhaust odor Flex & Explorer
When: Thursday, July 26, 2012 4:30 PM-5:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: DSC-1 Conf Room C (10)

Procedure
Parts timing
Testing data- showing incremental increases with additional procedure steps

in sealing, above dual rate extractor.

Thanks

From: Keinath, Wayne (W.)
Sent: Monday, April 01, 2013 6:37 PM
To: Crocker, Jonathan (J.A.); Setti, Lokesh (L.)
Cc: Buelow, Steve (S.E.); Sarkisian, Mark (Z.)
Subject: RE: Exhaust odor lemon law-- FW: Report Summary for the CQIS Report#DC2FE003

Jonathan:

Should the folks in Dearborn request/purchase this vehicle to better understand how the odor is entering the cabin?

Regards:

Wayne Keinath

CAP VE & Chassis PVT Supervisor

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

Fax (773) 646-7377

From: Buelow, Steve (S.E.)
Sent: Monday, April 01, 2013 1:33 PM
To: Crocker, Jonathan (J.A.); Setti, Lokesh (L.); Keinath, Wayne (W.); Sarkisian, Mark (Z.)
Subject: Exhuast odor lemon law-- FW: Report Summary for the CQIS Report#DC2FE003

This unit is heading toward lemon law buyback.

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

FCSD Program Manager-

Taurus/SHO/MKS/Explorer/Police

Chicago Assembly PVT Office

773-646-7495 DialNet 686-7495

Cell [REDACTED] sbuelow@ford.com

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

— Henry Ford

From: Buelow, Steve (S.E.)
Sent: Monday, April 01, 2013 1:30 PM
To: Buelow, Steve (S.E.)
Subject: Report Summary for the CQIS Report#DC2FE003

Attachments : 0

Report# :	DC2FE003 FCSDFS	Received:	03/28/2013
CCRG/EPRC:	Reviewed Status:	Date:	
Vehicle:	2013,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D84DG [REDACTED]	Build Date:	11/05/2012

Odometer : 2,300 M **Engine:** 3.5L
CYCLO **Calibration:** DUB1SN0A
Transmission: 6F55 **Axle:** **A/C:** YES
Dealer: USA 04931 Gus Machado Ford, Inc. **Phone#:** (305) 822-
8560
City: Hialeah **State:** Florida **Country :** USA
Originator: JEFF GIBULA
Symptom: 1 14 2 39 COMF/ENT,INTERIOR ODOR ,CHEMICAL,INTERMITTENT
Status:
VFG: V74 HARD TRIM/SOFT TRIM/OVERHEAD S
Additional Symptom: EXHAUST SMELL IN CABIN.
Fix: **Causal Component :**
Condition Code:

Region Code: S4

Region Name: Miami

DTCs:

KOEO:

KOEC:

KOER:

Comments

:

OWNER 03/28/2013 03:19PM JEFF GIBULA(FSE) MSS - FCSD - REG ATL-ORLAND-MI
FLORIDA LEMON LAW, FINAL REPAIR ATTEMPT. CUSTOMER INDICATES EXHAUST
FUMES ARE EVIDENT IN CABIN USUALLY DURING CRUISE AFTER HARD
ACCELERATION.

From: Setti, Lokesh (L.)
Sent: Wednesday, January 28, 2015 7:41 PM
To: von Foerster, Steve (SvF.)
Cc: Kummer, Lawrence (L.J.)
Subject: RE: Exhaust Odor Request

Steve, Here is the outcome from today's mtg. with NHTSA—
Attendees from Ford side: John Risch (ASO), Mark Tuneff (ASO), Todd Fronkowiak (ASO), Brent Rajaneimi (VI) and myself. There were four attendees from NHTSA side.

We took them through our Explorer cabin/tailpipe CO data, estimate of emissions constituents in cabin, limits from known standards, service and production actions on Explorer, Flex, Edge/MKX.

Overall, the mtg. went well. ASO felt that it was more of a standards learning for them in the form of this inquiry. In conclusion, they requested ASO provide the following:

1. Scrub our warranty/claims data to look for any known injury/illness/hospitalization/medical attention (related to exhaust odor/CO inhalation in the cabin) and compare # of claims before/after the lawsuit to look for a trend after a public event such as class action lawsuit.
2. Share any of our findings on root cause/benchmark study.
3. Share the material that was presented at this mtg. with agreement of confidentiality.

Attached is the Vehicle Owners Questionnaire (VOQ) claims (form to report vehicle problems to NHTSA electronically) that they provided to ASO last week.



VOQ Download

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

From: Setti, Lokesh (L.)
Sent: Tuesday, January 13, 2015 1:52 PM
To: von Foerster, Steve (SvF.)
Cc: Kummer, Lawrence (L.J.)
Subject: FW: Exhaust Odor Request

Steve, fyi – here is the first official inquiry from NHTSA on exhaust odor. They want to have a chat with ASO on 1/28/15.

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

From: Setti, Lokesh (L.)
Sent: Tuesday, January 13, 2015 1:45 PM
To: Risch, John (J.J.)
Subject: RE: Exhaust Odor Request

Pls. invite my Manager - Larry Kummer.

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

From: Risch, John (J.J.)
Sent: Tuesday, January 13, 2015 10:47 AM
To: Setti, Lokesh (L.)
Subject: RE: Exhaust Odor Request

Ok great. Thank you! Either Mark Tuneff or I will send out a meeting notice, is there anyone else on your end that you would like us to invite?

John J. Risch
Automotive Safety Office
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, Mi 48126
Phone: 313-594-3174, Fax: 313-594-2268
Email: jrisch@ford.com

From: Setti, Lokesh (L.)
Sent: Tuesday, January 13, 2015 9:58 AM
To: Risch, John (J.J.)
Subject: RE: Exhaust Odor Request

Yes. I can speak for all the materials including TSB release. However, if NHTSA needs to know the latest total number of customers that have had the TSB, will need to invite FCSD program managers.

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

From: Risch, John (J.J.)
Sent: Tuesday, January 13, 2015 9:23 AM
To: Setti, Lokesh (L.)
Subject: FW: Exhaust Odor Request

Lokesh,

Would you be able to support a call at 2pm on 1/28 to go over the exhaust gas materials you sent over last week with NHTSA? As we previously discussed, I am envisioning something very similar to what was done for CCRG. Also, would you be the appropriate person to discuss TSB's issued for Explorer, Edge and Flex (see below)? If not, would you know who I could contact to discuss TSB's in support of the meeting?

Thank you again for your help!

John J. Risch

Automotive Safety Office
Fairlane Plaza South, Suite 500
330 Town Center Drive
Dearborn, Mi 48126
Phone: 313-594-3174, Fax: 313-594-2268
Email: jrisch@ford.com

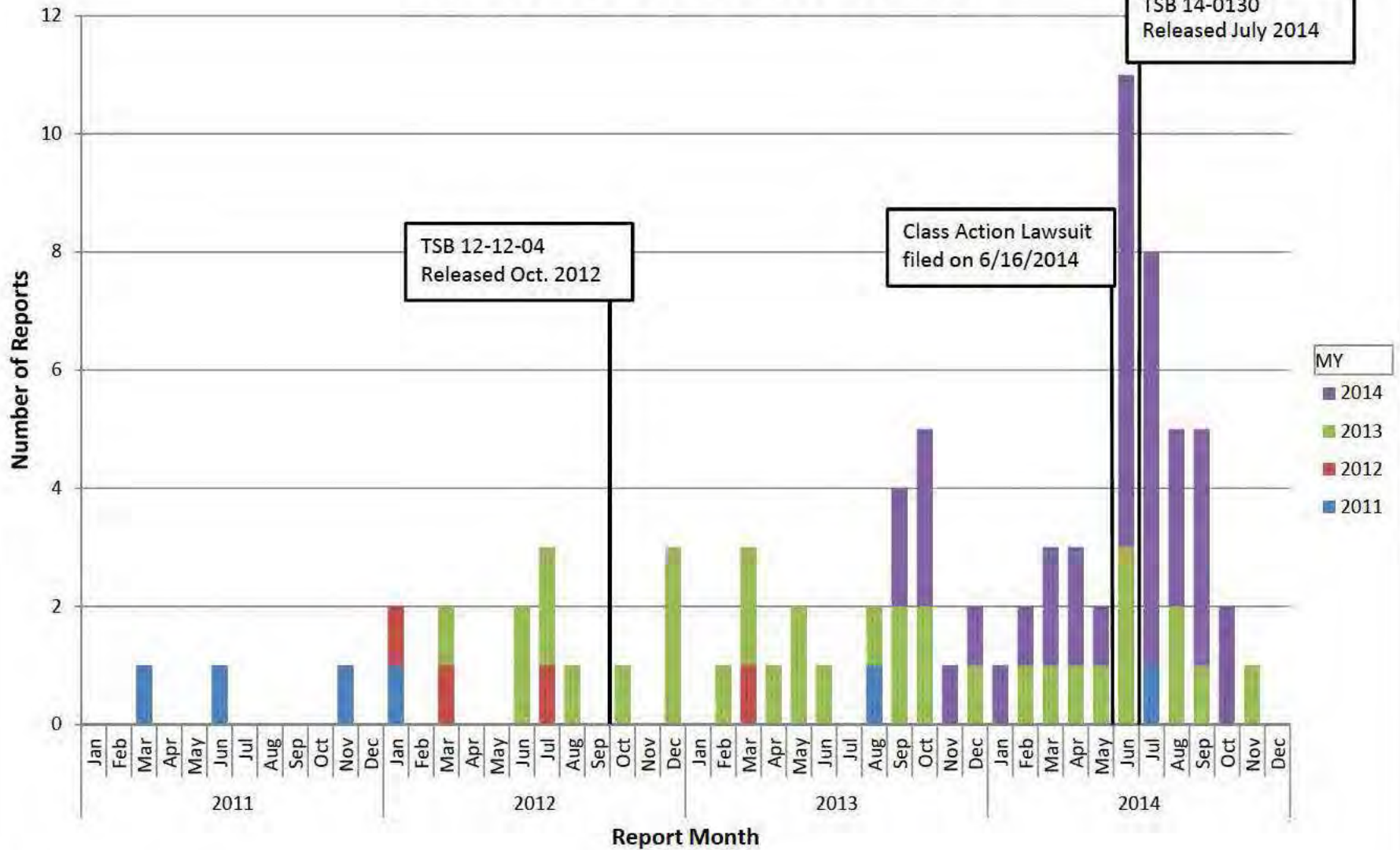
From: Tuneff, Mark (M.S.)
Sent: Tuesday, January 13, 2015 8:58 AM
To: Risch, John (J.J.)
Subject: Exhaust Odor Request

John,
Just received a call from NHTSA, they would like to schedule a chat on 1/28 at 2:00PM for the exhaust gas odor request. In addition to any TSBs on the Explorer they would also like to be able to chat about 14-02-01 on Edge/MKX and 14-01-98 on Flex. Let me know if that isn't going to work please!

Mark Tuneff
Ford Motor Company
Automotive Safety Office
Phone: 313-323-0394
Fax: 313-594-2268

Count of Cat

Explorer VOQ's by Report Month



Years | Report Date

Count of Cat		MY				
Years	Report_Date	2011	2012	2013	2014	Grand Total
2011	Jan					
	Feb					
	Mar	1				1
	Apr					
	May					
	Jun	1				1
	Jul					
	Aug					
	Sep					
	Oct					
	Nov	1				1
	Dec					
2012	Jan	1	1			2
	Feb					
	Mar		1	1		2
	Apr					
	May					
	Jun			2		2
	Jul		1	2		3
	Aug			1		1
	Sep					
	Oct			1		1
	Nov					
	Dec			3		3
2013	Jan			1		1
	Feb			2		2
	Mar		1	1		2
	Apr			1		1
	May			2		2
	Jun			1		1
	Jul					
	Aug	1		1		2
	Sep			2	2	4
	Oct			2	3	5
	Nov				1	1
	Dec			1	1	2
2014	Jan				1	1
	Feb			1	1	2
	Mar			1	2	3
	Apr			1	2	3
	May			1	1	2
	Jun			3	8	11
	Jul	1			7	8
	Aug			2	3	5
	Sep			1	4	5
	Oct				2	2
	Nov			1		1
	Dec					
Grand Total		6	4	34	38	82

q_All_Export_Cat

Explorer_E 10629634
Explorer_E 10485394
Explorer_E 10605241
Explorer_E 10644216
Explorer_E 10550076
Explorer_E 10545178
Explorer_E 10497684
Explorer_E 10604931
Explorer_E 10653896

2013 EXPLORE 10000
2011 EXPLORE 12
2012 EXPLORE 20390
2013 EXPLORE 15000
2011 EXPLORE 50
2011 EXPLORE 50
2013 EXPLORE 1023
2013 EXPLORE 4000
2014 EXPLORER

Mar-14 1FM5K8GT5DG
Jun-11
Mar-13 1FMHK7D84CG
Apr-13
Jan-12 1FMHK7F87BG
Nov-11 1FMHK7F8XBG
Feb-13 1FM5K7D84DG
Jun-14 1FM5K8F81DG
Oct-13 1FM5K7F85EG

ENGINE NHTSA VCB3
ENGINE NHTSA VCB4
ENGINE NHTSA VCB4
UNKNOWN NHTSA VCB4
ENGINE NHTSA VCB5
EQUIPMEINHTSA VCB5
ENGINE NHTSA VCB5
ENGINE NHTSA VCB5
UNKNOWN NHTSA VCB5

From: Krawczyk, Kevin (R.)
Sent: Wednesday, August 06, 2014 2:01 PM
To: Gillis, Jeffrey (J.L.)
Cc: Buelow, Steve (S.E.)
Subject: RE: Exhaust odor

Jeff,
Any update on this?

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

From: Krawczyk, Kevin (R.)
Sent: Wednesday, July 30, 2014 2:46 PM
To: Gillis, Jeffrey (J.L.); Buelow, Steve (S.E.)
Subject: RE: Exhaust odor

Jeff,
Thanks for the info. If you don't already know, we are planning implementing the 60 degree downturns for MY15 for GCC markets. We are planning a production change to implement the downturns around the November time frame. Keep me in the loop. Thanks

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

From: Gillis, Jeffrey (J.L.)
Sent: Wednesday, July 30, 2014 2:14 PM
To: Krawczyk, Kevin (R.); Buelow, Steve (S.E.)
Subject: RE: Exhaust odor

Team,
Sorry for the late response, but this is still lingering. No, this is not fixed for the 2016MY.

The PD team met with Marcy Fisher yesterday and proposed that we use the downturn exhaust for 2016MY GCC markets and she said no. She stated that those customers pay a large amount of money and we were not allowing that for a new model year.
The team is working on other alternatives.

I will keep you updated when I get some better direction from the team.

Jeff Gillis
Ford Customer Service Division

U502 Upstream Program Coordinator
(313) 845-5477
jgillis@ford.com

From: Krawczyk, Kevin (R.)
Sent: Friday, July 18, 2014 7:26 AM
To: Gillis, Jeffrey (J.L.)
Subject: Exhaust odor

Jeff,
We are about to launch a revised TSB for exhaust odor on U502. This covers MY2011-2015. I am concerned that MY2016 and beyond may also be affected. Do you know if anything is being done with the exhaust system, rear air body extractor, or anything else that would negate this issue on MY2016? Call me if you want to discuss this more. Thanks

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

From: Krawczyk, Kevin (R.)
Sent: Thursday, August 27, 2015 11:41 AM
To: Perez, Bryan (B.)
Subject: RE: Exhaust odor

EB5Z-5230-A

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

From: Perez, Bryan (B.)
Sent: Tuesday, August 25, 2015 4:09 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Exhaust odor

Kevin, you had provided me the part number for the 90 degree exhaust tips, but the dealer called me and said the part number I gave them doesn't come up as a good part. Maybe I wrote it down wrong, I gave them an EN5Z-5230-A, is that correct?

From: Krawczyk, Kevin (R.)
Sent: Wednesday, July 08, 2015 6:00 AM
To: Perez, Bryan (B.)
Subject: FW: Exhaust odor

FYI

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

From: Mihela, Joseph (J.)
Sent: Wednesday, July 08, 2015 8:58 AM
To: Krawczyk, Kevin (R.)
Subject: RE: Exhaust odor

Kevin,

-BG should have went to CB5T-18C612-BH when answering yes to the question. When answering no it would have stayed the same.

Thanks,

Joe Mihela

Module Configuration & Programming
DSC 2 Cube 686
313-390-3940

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 07, 2015 3:32 PM
To: Mihela, Joseph (J.)
Subject: FW: Exhaust odor

Joe,
Can you answer the question?

On a MY12 Explorer - **CB5T-18C612-BG** (Is this original cal or revised cal from TSB prior to Aux and 2 sec improvement?)

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

From: Perez, Bryan (B.)
Sent: Tuesday, July 07, 2015 3:19 PM
To: Krawczyk, Kevin (R.)
Subject: Exhaust odor

Kevin, I went out to look at my TAR on a 2012 vehicle with the exhaust odor on hard acceleration. I confirmed that it did not have the latest calibration and drove it initially and the mode door for recirc was not switching at all. I updated the cal and confirmed that it now switches within 2 seconds of a heavy throttle and also does so with the rear aux off which is great. My question is I believe the vehicle was never calibrated with the first fix per the TSB however the tech claimed he did update it when first performing the TSB, can you help me determine if that is true or not?

Calibration in HVAC when I arrived:
CB5T-18C612-BG (Is this original cal or revised cal from TSB prior to Aux and 2 sec improvement?)

Calibration that I updated to:
CB5T-18C612-BJ

Bryan Perez
Field Service Engineer - T01 Phoenix Region
602-920-6360
bperez7@ford.com
fax: 888-3724329

From: Janiunas, Vince (V.J.)
Sent: Wednesday, March 06, 2013 5:34 PM
To: Setti, Lokesh (L.)
Cc: Schaffer, Timothy (T.J.); Buelow, Steve (S.E.)
Subject: RE: Exhaust Odor

Lokesh,

We asking the question on Explorer exhaust odor for repeat repairs, or unresolved via the current level TSB.

Is there any addition information or solution for Explorer..?

Tim, is getting very close to release of the TSB on Oakville product with some of the differences being:

- 1) Sealing up around the rear ford logo on the rear deck lid
- 2) Sealing the up the tail light to sheet metal interface

The vast majority is the same for Explorer vs Edge, MKX.

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

From: Buelow, Steve (S.E.)
Sent: Wednesday, March 06, 2013 12:00 PM
To: Janiunas, Vince (V.J.)
Cc: Schaffer, Timothy (T.J.)
Subject: RE: Exhaust Odor

I have been sending FSE's directly to him for additional info. We would need to get with him if we are thinking about changing the TSB info.

-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

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

From: Janiunas, Vince (V.J.)
Sent: Wednesday, March 06, 2013 10:50 AM
To: Buelow, Steve (S.E.)
Cc: Schaffer, Timothy (T.J.)
Subject: Exhaust Odor
Importance: High

Steve,

The window is open to tag Explorer in on Tim's TSB if we are republishing .?

Thanks,

Vince Janiunas

PCE - MKS & Taurus

FCSD - Service Engineering Operations

PH # (313) 390-9831

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From: Jason Davis <jdavis@htford.com>
Sent: Thursday, July 23, 2015 2:27 AM
To: Pickens, Mitch (M.K.)
Subject: RE: exhaust smell

I'm gonna request you because I have nothing as well..

Jason Davis
Service Director
Holmes Tuttle Ford Lincoln
direct 520.292.3685
fax 520.292.3697
jdavis@htford.com

From: Pickens, Mitch (M.K.) [<mailto:mpicken2@ford.com>]
Sent: Wednesday, July 22, 2015 6:11 PM
To: Jason Davis
Subject: Re: exhaust smell

I have nothing new in that one - tsb and make sure that recirc door flips to fresh air on hard acceleration.

Sent from my iPhone

On Jul 22, 2015, at 5:31 PM, Jason Davis <jdavis@htford.com> wrote:

14 Explorer – vin 1FM5K8D85EG[REDACTED]

need your help big guy

Jason Davis
Service Director
Holmes Tuttle Ford Lincoln
direct 520.292.3685
fax 520.292.3697
jdavis@htford.com

From: Wang, Caleb Xiangfu (C.)
Sent: Wednesday, March 26, 2014 3:08 PM
To: Schaffer, Timothy (T.J.); Martelli, Ronald (R.L.)
Cc: Buelow, Steve (S.E.); Krawczyk, Kevin (R.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.)
Subject: RE: exhaust tip concern number

That's probably because its status of W and your access. Working to get the 2-pager and timing approved.

From: Schaffer, Timothy (T.J.)
Sent: Wednesday, March 26, 2014 9:56 AM
To: Wang, Caleb Xiangfu (C.); Martelli, Ronald (R.L.)
Cc: Buelow, Steve (S.E.); Krawczyk, Kevin (R.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.)
Subject: RE: exhaust tip concern number

Thanks Caleb.

That's what I had. I was hoping it was the wrong number. I'm not seeing the screens filled out. (screen shot below).

Wonder if it's just my access or if you can provide a further update.

WWRSC01A CONFIDENTIAL Concern Base Information 14/03/26 09:53:52
Concern: C12800936 Status: W Concur: _ Pgm Mgt Auth: _ MCC: ___ ECC: ___
Model=>>Year: ___ Fix PPM: _ Orig: _____
Lead: ___ Routing: _ Date: _____ CDSID: _____
Other Models: _ Elect Aff: _ Name: _____
Build Event: ___ Homol Aff: _ Phone: _____
CF: _____ Multimedia: N Default Acty: ___
PIN#: _____

Description _____
Summary: _____

Prod Aff: _____

Plants Aff: _____

Supp Docs: _____

elect: _ A=Approval B=Parts C=Control D=Descr E=Engineer F=Infrml
G=Eng Est L=Alert O=Web Print P=Print R=Resol S=Summary V=Mfg Aff
W=WACTS X=Xrf Menu Y=Ntc Menu Z=Raise 1=Wrk Sht 2=Ntc Xrf
PF2=Other Models Affected
Unauthorized to view the requested Concern

Sincerely,

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

From: Wang, Caleb Xiangfu (C.)
Sent: Wednesday, March 26, 2014 9:49 AM
To: Schaffer, Timothy (T.J.); Martelli, Ronald (R.L.)
Cc: Buelow, Steve (S.E.); Krawczyk, Kevin (R.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.)
Subject: RE: exhaust tip concern number

Tim, pls see attached email.

Thanks!

Regards,

Caleb Wang

U502 Explorer Exhaust Systems.

Power Train Engineering, Ford Motor Company

11F065, Bldg 1, MD 1232
20000 Rotunda Dr. Cell: (313) 805-6144
Dearborn, MI 48124 Email: xwang14@ford.com

From: Schaffer, Timothy (T.J.)
Sent: Wednesday, March 26, 2014 9:25 AM
To: Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Buelow, Steve (S.E.); Krawczyk, Kevin (R.); Setti, Lokesh (L.); Ricks, Kevin (K.J.); Case, Bob (R.G.)
Subject: RE: exhaust tip concern number

Team:

Did I misplace your reply?

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

From: Schaffer, Timothy (T.J.)
Sent: Monday, March 24, 2014 1:59 PM
To: Martelli, Ronald (R.L.); Wang, Caleb Xiangfu (C.)
Cc: Buelow, Steve (S.E.); Krawczyk, Kevin (R.); Setti, Lokesh (L.)
Subject: exhaust tip concern number

Team:

Sorry I've misplaced the WERS concern number for the Explorer exhaust tips. Can you provide?

Sincerely,

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

From: Lamprea, Jesus (J.D.)
Sent: Tuesday, June 23, 2015 12:01 PM
To: Krawczyk, Kevin (R.); Kummer, Lawrence (L.J.); Setti, Lokesh (L.)
Cc: Galvis, Diego (D.E.); Merlano, Nicolas (N.); Muñoz, Ricardo (R.)
Subject: RE: Explorer - Olor a escape
Attachments: FOLDER SUMMARY.xlsx

Hi Team

I would like to share with us this critical concern, due a few customers are not satisfied with the solution of this concern. The effective of this procedure TSB 14-0130 not solve the odor on cabin and this is revenue generating repetitive workshop, making clients initiate legal action, generating a low level to the reputation of the company and degrading the reliability levels of our product.

Therefore, we want to know if there are any corrective action in advance to perform in our critical cases, please see the attached and consult the following folder on GCQIS for more information.

CONCERN TITLE: EXHAUST ODOR
GLOBAL CONCERN NUMBER: 07420150002

I would appreciate any support to avoid legal issues to our company!

MODEL YEAR(S): 2011-2015
OPEN DATE: 30/MAR/2015

Concern:	Repeat Exhaust odor after TSB 14-0130. (COL TSB 0012 – 15)
Cause:	Climate control calibration requires aux unit to be on and high throttle angle to activate fresh air strategy. Vehicle not equipped with aux climate control cannot use the current strategy.
Service Correction	Revised climate control software. Also investigating revised exhaust tip.
Production Correction:	N/A
Status	Apr/9: Revised HVAC service software in process. Investigating exhaust tip replacement as part of overall NA service fix.

Jesus David Lamprea
LVT Engineer – Testing and Development
jlamprea@ford.com
Phone: 57-1-7472040 / 00
FordNet: 847-2040 / 00
Address: CR. 7 # 113-43 Torre Samsung Of. 1101



From: Muñoz, Ricardo (R.)
Sent: miércoles, 17 de junio de 2015 11:55 a.m.
To: Lamprea, Jesus (J.D.)
Cc: Galvis, Diego (D.E.); Merlano, Nicolas (N.)
Subject: RE: Explorer - Olor a escape

Jesus,

Estos son los casos reportados en los cuales se ha aplicado el BTS 0017-15 sin efectividad y ya están con requerimiento de PQRs crítico.

VEHICULO	VIN	PLACA	KILOMETROS	CLIENTE	DEALER
EXPLORER	1FM5K8F84E	HKU983	15.000		997
EXPLORER	1FM5K8F80E	HFW121	20.799		968
EXPLORER	1FM5K8F80D	MXK 512	65.597		912
EXPLORER	1FM5K8F84E	IEQ 142	4.480		912
EXPLORER	1FM5K8F82E	HXL 015	14.546		912

Saludos,

Ricardo Muñoz V.
Field Engineer - FCSD
Ford Motor of Colombia
Fordnet: 8472017 Direct: (57-1)7472017
Cell Phone: (315) 8957874
E-Mail: rmunoz17@ford.com

From: Merlano, Nicolas (N.)
Sent: miércoles, 17 de junio de 2015 10:39 a.m.
To: Muñoz, Ricardo (R.); Galvis, Diego (D.E.); Lamprea, Jesus (J.D.)
Subject: Explorer - Olor a escape

Señores buen día

Por favor referenciamos a Chucho los casos reincidentes que se han atendido de acuerdo con el BTS sobre el asunto descrito. Fuente debería confirmar como proceder o como han procedido ellos ante casos de clientes reincidentes por olor a escape. Recuerdo que hubo un QSF por ineffectividad del boletín.

Saludos,

Folder:15006527 0000
 Folder Title:U502 - EXPLORER EXHAUST ODOR @ CABIN
 CONCERN TITLE: EXHAUST ODOR
 GLOBAL CONCERN NUMBER: 07420150002
 MODEL YEAR(S): 2011-2015
 OPEN DATE: 30/MAR/2015

Concern	Repeat Exhaust odor after TSB 14-0130. – (COL TSB 0012 – 15)
Cause	Climate control calibration requires aux unit to be on and high throttle angle to activate fresh air strategy. Vehicle not equipped with aux climate control cannot use the current strategy.
Service Correction	Revised climate control software. Also investigating revised exhaust tip.
Production Correction	N/A
Status	Apr/9: Revised HVAC service software in process. Investigating exhaust tip replacement as part of overall NA service fix.

VEHICLE	VIN	Km	BUILD DATE	CUSTOMER	MY	Report#	REPORT DATE	DEALER	DEALER NAME
EXPLORER	1FM5K8F84EG	15000	10/02/2012		2014	F6LCQ025	06/12/2015	997	Janna Motors VII/Par
EXPLORER	1FM5K8F80EG	20799			2014	F6RHU012		968	SIDA Neiva
EXPLORER	1FM5K8F80DG	65597			2013	F6LCQ025		912	Janna Motors
EXPLORER	1FM5K8F84EG	4480	04/21/2014		2014	F6LCQ024	06/12/2015	912	Janna Motors
EXPLORER	1FM5K8F82EG	9038	10/24/2013		2014	F6LCQ021	06/12/2015	912	Janna Motors
EXPLORER	1FM5K8F87DG	12650			2013	EGSCO498	09/05/2014	993	Central Motor America
	1FM5K8F89DG	9652	11/01/2012		2013	EBDLA282	02/04/2014	993	Central Motor

From: Mann, Shawn (S.J.)
Sent: Wednesday, November 18, 2015 5:32 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Explorer
Attachments: Explorer leaks.docx

Kevin,

Try number 2, first email was too big. Word document explains leaks. Let me know if you need the original pictures...I would have to send multiple emails as the email is too big after 3 pictures.

Best Regards,

Shawn Mann

Field Service Engineer

FCSD, Service Engineering Operations

TFO, California Market

Cell: (925) 329-0018

E-Fax: (866)-984-2924

smann37@ford.com

From: Mann, Shawn (S.J.)
Sent: Tuesday, November 17, 2015 5:58 AM
To: Krawczyk, Kevin (R.)
Subject: RE: Explorer

Kevin,

Here are some pictures on the air extractors. We noticed that they are flimsy and do not seat all the way when the air is off and may allow air in. And ideas for this?

This first picture is the 1st set of replacement extractors. The rubber on the bottom right would picker under the gap of the plastic frame and the frame would hold it open.



This picture is the second set they ordered, brand new and there isn't enough tension to hold it closed. Attached picture 1096 you can see the plastic frame tweaked.



Best Regards,
Shawn Mann
Field Service Engineer
FCSD, Service Engineering Operations
TFO, California Market
Cell: [REDACTED]
E-Fax: (866)-984-2924
smann37@ford.com

From: Krawczyk, Kevin (R.)
Sent: Monday, October 12, 2015 11:15 AM
To: Mann, Shawn (S.J.)
Subject: Explorer

Shawn,
Check the liftgate seal. Contact me on any questions.

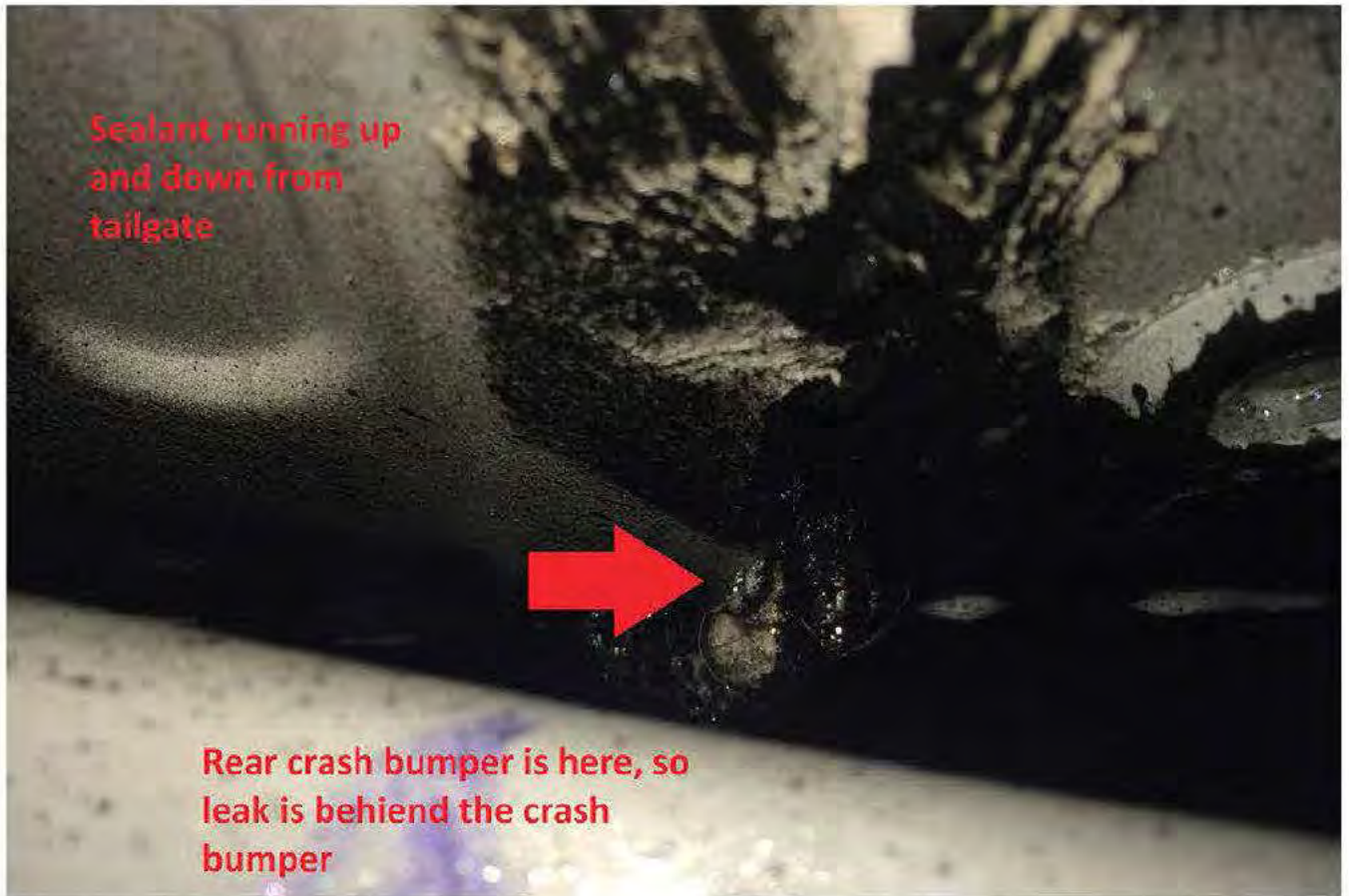
Kevin Krawczyk

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

Pic 527



Pic 525



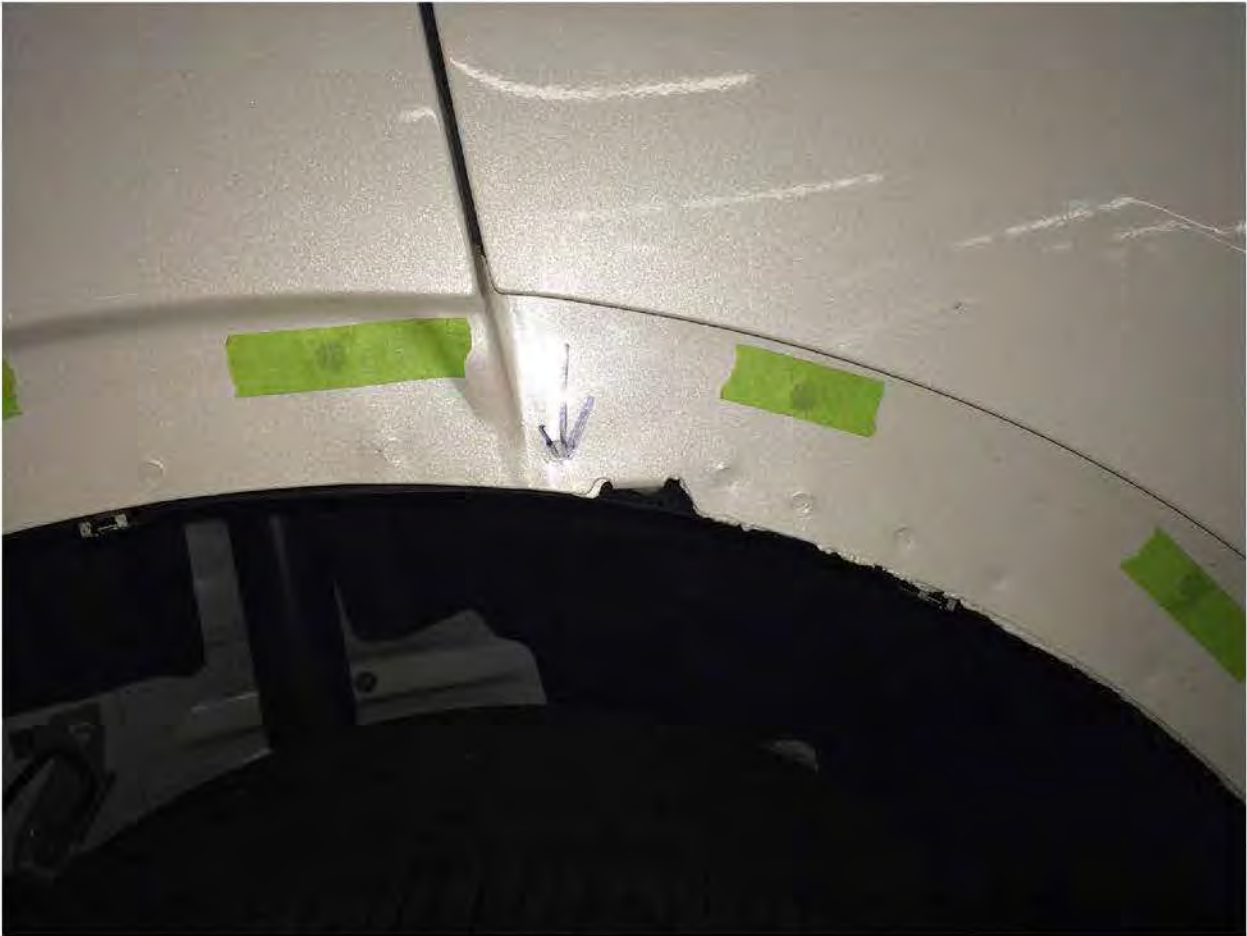
Pic 526

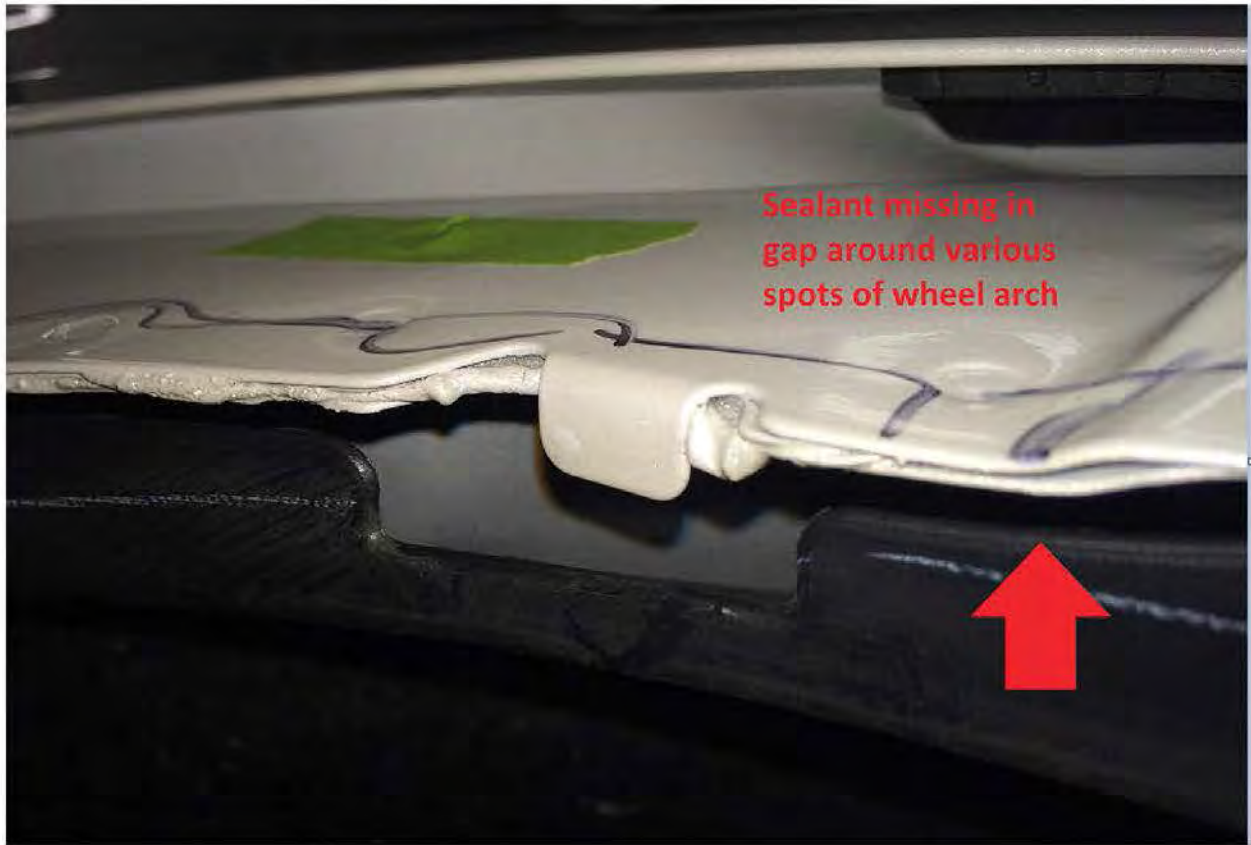


Plugs under tailgate
leaking, there are
two of these

Rear crash bumper

Rear wheel lip gap is missing sealant in various spots





Clip that holds the tail light



Leak under plastic bar that holds the bumper



Behind the tail light,
the surface of sealant
is broken and under
the surface sealant is
spongy and seeps air



From: Hochgraber, Brent (B.)
Sent: Wednesday, March 02, 2016 5:58 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Explorer

Kevin,

I apologize for not getting back with you sooner. When you emailed was in going to check vehicle and then was waiting to see what customer thought.

In the end did not help. The tech and I thought it did help, but only to the extent made it harder to get it to happen. Customer is still having a concern.

What I observed with panels off and using the tape is some of the holes have to be cut as they are used for the push pins for panels to be installed. Also there is some holes not shown on photos at the corner of vehicle that we also taped. But customer still having a concern so letting Customer Assistance take over.

Thanks for all the help.

Brent Hochgraber
Field Service Engineer
Dallas Region
214-289-3153

From: Krawczyk, Kevin (R.)
Sent: Wednesday, February 10, 2016 6:05 AM
To: Hochgraber, Brent (B.)
Subject: RE: Explorer

Brent,
What happened with this?

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

From: Krawczyk, Kevin (R.)
Sent: Thursday, January 28, 2016 2:54 PM
To: Hochgraber, Brent (B.)
Subject: Explorer

Brent,
Try this and see if you have any success. You need to get some Gaffer tape to cover the holes.