

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering  
Review

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

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**From:** Ricks, Kevin (K.J.)  
**Sent:** Wednesday, May 28, 2014 11:26 AM  
**To:** Schaffer, Timothy (T.J.); Case, Bob (R.G.)  
**Subject:** RE: Explorer Air Extractor

Bob, It is not uncommon for the same person in PDQR to say they have completed something when it is not. We can't really call him out in PDQR.

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**From:** Schaffer, Timothy (T.J.)  
**Sent:** Tuesday, May 27, 2014 3:18 PM  
**To:** Ricks, Kevin (K.J.); Case, Bob (R.G.)  
**Subject:** FW: Explorer Air Extractor

FYI

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**From:** Huber, Matt (M.A.)  
**Sent:** Tuesday, May 27, 2014 3:17 PM  
**To:** Schaffer, Timothy (T.J.)  
**Subject:** RE: Explorer Air Extractor

We are still waiting for the integration team to do door closing efforts on the new extractor. We tried to find the data from the previous change but no one seems to have the file. My manager does not want to release the change without that data.

Last week the concern was checked and it is still in working status.

**Matt Huber**

Ford Motor Company  
Dynamic Sealing Engineer  
Product Design Center, Cube 2D-F07  
(313)806-8505  
[mhuber2@ford.com](mailto:mhuber2@ford.com)

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**From:** Schaffer, Timothy (T.J.)  
**Sent:** Tuesday, May 27, 2014 11:22 AM  
**To:** Huber, Matt (M.A.)  
**Subject:** Explorer Air Extractor

Hi Matt – I know you've been working with Kevin and Steve, But do you have an update for the new extractor for the U502? Thanks.

---

**From:** Ronzi, Bill (W.C.)  
**Sent:** Wednesday, March 25, 2015 7:30 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** RE: Explorer Downturned Exhaust Tip

Not getting the support that I'd like from the Exhaust team. Working on it...

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, March 25, 2015 1:11 PM  
**To:** Ronzi, Bill (W.C.)  
**Subject:** RE: Explorer Downturned Exhaust Tip

Bill,  
Ok, thanks for the info. Please keep me in the loop.

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

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**From:** Ronzi, Bill (W.C.)  
**Sent:** Wednesday, March 25, 2015 12:54 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** RE: Explorer Downturned Exhaust Tip

The primary exhaust D&R engineer is not available again today, so I'm meeting with Greg Johnson (D&R Mgr) to make sure we have a fully agreed and compressed plan.

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, March 25, 2015 12:38 PM  
**To:** Ronzi, Bill (W.C.)  
**Subject:** RE: Explorer Downturned Exhaust Tip

Bill,

Who will be meeting today and why not include the whole team?

Kevin Krawczyk  
Product Concern Engineer  
Explorer/Taurus/MKS  
Ford Motor Company

313-248-6022

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

**From:** Ronzi, Bill (W.C.)

**Sent:** Wednesday, March 25, 2015 10:07 AM

**To:** Setti, Lokesh (L.); Muter, Doreen (D.J.); Anderson, Rita (R.); Buelow, Steve (S.E.); Moser, Steven (S.R.); Krawczyk, Kevin (R.); Bourgeau, Peter (P.); Martelli, Ronald (R.L.); Johnson, Greg (G.T.)

**Cc:** Lyle, Mark (M.R.); Okragly, David (DAO.); Stanley, Daniel (D.J.); Derington, Bryan (B.P.); Case, Bob (R.G.)

**Subject:** Canceled: Explorer Downturned Exhaust Tip

**When:** Wednesday, March 25, 2015 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

**Where:** webex

**Importance:** High

*I apologize but I will need to postpone once more. We'll be meeting internally today to confirm the plan and I will then re-schedule to review/discuss.*

*Thanks,*

*Bill*

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Friday, February 20, 2015 6:03 PM  
**To:** Boales, Jeffrey (J.)  
**Subject:** RE: Explorer Exhaust Odor  
**Attachments:** CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG

Jeffrey,

I don't have anything official to share with you. However, I can share with you a few things on sealing up the rear of Explorers with the condition. Please see the attachments.

If you want to talk more about this, please feel free to call me.

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

---

**From:** Boales, Jeffrey (J.)  
**Sent:** Friday, February 20, 2015 11:10 AM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** Explorer Exhaust Odor

Kevin,

Are there any updates for the exhaust odor concerns on this vehicle post-TSB? There has been an ISM that it is under investigation for quite a while and I have 2 of these still ongoing, one of which is about to enter buyback.

Regards,

*Jeffrey Boales*

Field Service Engineer  
Ford Motor Company  
Twin Cities Region T15  
Mobile: [REDACTED]  
Fax: 1-888-227-6155  
E-mail: jboales@ford.com



## Pressure Test Procedure

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



Figure 7 – Article 14-16-NA



Figure 8 – Article 14-16-NA

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



Figure 9 – Article 14-16-NA



Figure 10 – Article 14-16-NA



Figure 11 – Article 14-16-NA



Figure 12 – Article 14-16-NA

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**From:** Setti, Lokesh (L.)  
**Sent:** Tuesday, January 26, 2016 11:45 PM  
**To:** Martelli, Ronald (R.L.); Fried, Marcus (M.W.); Ronzi, Bill (W.C.)  
**Cc:** Breida, Mary (M.T.); Dihle, Ken (K.M.)  
**Subject:** RE: Explorer exhaust odor

Ron, I have no idea on TSB binning.

---

**From:** Martelli, Ronald (R.L.)  
**Sent:** Wednesday, January 27, 2016 4:37 AM  
**To:** Fried, Marcus (M.W.); Ronzi, Bill (W.C.); Setti, Lokesh (L.)  
**Cc:** Breida, Mary (M.T.); Dihle, Ken (K.M.)  
**Subject:** RE: Explorer exhaust odor

Marcus, Bill, Lokesh: is there a summary document explaining TSB being binned to Body ?

Ken: what I mentioned was OGC is involved due to customer legal actions for this issue

**Ron Martelli**

**Exhaust Engineering Supervisor**

C489N/C U502 U625 U611 CD539N/C/X/A/E CD389 CD390 U540N/C  
Desk 4407 AEC Building, 2400 Village Road, Dearborn, MI 48121 USA  
Email [RMARTELI@FORD.COM](mailto:RMARTELI@FORD.COM)  
Mobile [REDACTED]

---

**From:** Dihle, Ken (K.M.)  
**Sent:** Tuesday, January 26, 2016 3:29 PM  
**To:** Martelli, Ronald (R.L.)  
**Cc:** Breida, Mary (M.T.)  
**Subject:** Explorer exhaust odor legal ruling  
**Importance:** High

Ron, I believe you mentioned a ruling from our legal department regarding the Explorer exhaust odor issue, do you have any documentation of this to help support keeping the TSB binned to Body Engineering? Thanks.

**Ken Dihle**

**Powertrain Installations Quality Supervisor**

**PTIM Quality Engineering**

**313-418-7123**

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Thursday, December 17, 2015 12:21 PM  
**To:** Green, Robert (R.)  
**Subject:** RE: Explorer Exhaust Odor  
**Attachments:** CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG

Rob,  
Need to make sure the rear of the vehicle is sealed up well and the rear lift gate is adjusted as tight as possible. ISM 15-07-013 will help as will the attachments.

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

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**From:** Green, Robert (R.)  
**Sent:** Wednesday, December 16, 2015 4:31 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** Explorer Exhaust Odor

Kevin, Any further insight on the Explorer exhaust odor concern? TSB 14-0130 has been completed. Hotline provided a dealer with a part number for a new mufflers, do the muffler seem to fix it? Anything else we should do with these?

Thanks,

*Robert K. Green*  
Field Service Engineer  
Ford Motor Company  
Pittsburgh Region  
Cell [REDACTED]

## Pressure Test Procedure

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



Figure 7 – Article 14-16-NA



Figure 8 – Article 14-16-NA

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



Figure 9 – Article 14-16-NA



Figure 10 – Article 14-16-NA



Figure 11 – Article 14-16-NA



Figure 12 – Article 14-16-NA

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Monday, July 28, 2014 2:27 PM  
**To:** Buelow, Steve (S.E.)  
**Subject:** RE: Explorer exhaust odor after latest TSB

Steve,  
I'm not sure we can do a SSM that references a TSB. Klump didn't like the fact that our TSB referenced a TSB, so I doubt he would like a SSM that references a TSB.  
An ISM I can do.

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

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**From:** Buelow, Steve (S.E.)  
**Sent:** Monday, July 28, 2014 10:25 AM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** RE: Explorer exhaust odor after latest TSB

**We should get an ISM in the system for Hotline. If we see another, we may need to consider a SSM to the field.**

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

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

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Friday, July 25, 2014 9:20 AM  
**To:** Buelow, Steve (S.E.)  
**Subject:** Explorer exhaust odor after latest TSB

Steve,  
Second one like this. Called the dealer and got the same story. Dealer performed the HVAC reflash but did not put in the new air extractor part.

Kevin Krawczyk  
Ford Motor Company

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

**From:** Krawczyk, Kevin (R.)  
**Sent:** Friday, July 25, 2014 7:59 AM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** Report Summary for the CQIS Report#EGXOV005

**Attachments :** 0

<b>Report# :</b>	EGXOV005 NHL	<b>Received:</b>	07/24/2014
<b>CCRG/EPRC:</b>	S	<b>Reviewed Status:</b>	<b>Date:</b> 07/24/2014
<b>Vehicle:</b>	2013,EXPLORER 4X4 (U502),LIMITED,4 DOOR,MPV ,1FM5K8F81DG [REDACTED]		<b>Build Date:</b> 03/13/2012
<b>Odometer :</b>	30,912 M	<b>Engine:</b>	3.5L CYCLO <b>Calibration:</b> DUB1SN0A
<b>Transmission:</b>	6F55	<b>Axle:</b>	<b>A/C:</b> YES
<b>Dealer:</b>	USA 08739 Banner Ford		<b>Phone#:</b> 985-234-5678
<b>City:</b>	Mandeville	<b>State:</b>	Louisiana <b>Country :</b> USA
<b>Originator:</b>	STEPHEN SERPAS		
<b>Symptom:</b>	4 47 1 02 ST/RN/MV,ODOR,CHEMICAL,ALWAYS		
<b>Status:</b>			
<b>VFG:</b>	V53 EXHAUST SYSTEM FUNCTION		
<b>Additional Symptom:</b>	EXHAUST ODOR IN VEHICLE		
<b>Fix:</b>	<b>Causal Component :</b>		
<b>Condition Code:</b>			

<b>Hotliner:</b> JFERRAIU	<b>Phone:</b> --2482921	<b>Regn Cd:</b> C3 Memphis
<b>Engineering:</b>	<b>Phone:</b>	<b>TAR:</b>
<b>Dlr Contact:</b>	<b>Phone:</b>	<b>Title Cde:</b> T

**DTCs:**  
KOE0:  
KOE1:  
KOER:

**Comments :**

**REPAIR 07/24/2014 05:35PM JEFF FERRAIUOLO MSS - FCSD - TECH SVC HOTLINE**  
WEB FORM DATA - CONCERN: CUSTOMER STILL GETTING CARBON MONOXIDE IN REAR A/C ON ACCEL...CUSTOMER HAS CARBON MONOXIDE METER AND STATES EXCESSIVE AMOUNTS OF CARBON MONOXIDE IS ENTERING VEHICLE. DIAGNOSTICS: PERFORMED BOTH TSB'S 13-09018 AND 14-0130 PARTS REPLACED: TSB PARTS TECH

QUESTION: LOOKED OVER ALL TSB REPAIRS ,ALL LOOK GOOD, ANY OTHER KNOWN FIXES FOR CONCERN.

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

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

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

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

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

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**From:** Kline, Alexandria (A.E.)  
**Sent:** Monday, October 20, 2014 6:49 PM  
**To:** Rajaniemi, Brent (B.)  
**Subject:** RE: Explorer Exhaust Odor Project

Also, Mira would like to know if we will be able to take a feed gas and a tailpipe reading on them. And, If they are not instrumented properly for it, if we are allowed to have it installed in the garage?

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**From:** Rajaniemi, Brent (B.)  
**Sent:** Thursday, October 16, 2014 10:29 AM  
**To:** Kline, Alexandria (A.E.)  
**Cc:** Bumbaroska, Mira (M.)  
**Subject:** RE: Explorer Exhaust Odor Project

Alexandria,

I'll let you know once I have confirmation on the vehicles for next week.

Regards,

Brent Rajaniemi  
VI Attribute Engineer  
313-805-8445

---

**From:** Kline, Alexandria (A.E.)  
**Sent:** Wednesday, October 15, 2014 1:24 PM  
**To:** Rajaniemi, Brent (B.)  
**Cc:** Bumbaroska, Mira (M.)  
**Subject:** Explorer Exhaust Odor Project

Thanks for talking with me on the phone today. Here is the schedule we are currently on. If any issues arise with getting us the vehicles feel free to call me at 313-590-8797. Just to restate the conversation we just had...we will be expecting a vehicle next Wednesday 22<sup>nd</sup> and a vehicle Friday 24<sup>th</sup>. After that, we will be receiving a vehicle every Friday. Please let me know what vehicles we will be receiving next week and if they are AWD,FWD, or RWD so I can prepare a garage report if needed.

Thank you for all of your help!  
Alexandria Kline

## 2014 Exhaust Odor Benchmarking

Lab tests		OCTOBER			NOVEMBER			
		week 2	week 3	week 4	week 1	week 2	week 3	week 4
Mid-size SUV	U502 #1 Explorer (W913) odor issue cannot be detected in road tests vehicle		Lab					
	U502 #2 Explorer Known problem vehicle			Lab				
	2014 Jeep Grand Cherokee (3.6L) *RWD				Lab			
	2014 Lexus RX 350 (3.5L) *FWD					Lab		
	2013 Hyundai Santa Fe (3.5L) *FWD						Lab	
	2014 Toyota Highlander (3.5L) *need to confirm AWD							Lab
Compact SUV	2014 Toyota RAV4 (2.5L) *AWD							
	2.5L Escape AWD							

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, August 27, 2014 3:44 PM  
**To:** Doss, Jacob (J.E.)  
**Subject:** RE: Explorer Exhaust Odor

Thanks Jacob.

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

---

**From:** Doss, Jacob (J.E.)  
**Sent:** Wednesday, August 27, 2014 11:26 AM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** RE: Explorer Exhaust Odor

1FM5K7D86DG	
1FM5K8GTXDG	
1FM5K7D81EG	
1FM5K7D87EG	

Here are a few of them.

*Jacob Doss*

Customer Resolution Specialist  
Ford Motor Company  
Customer Relationship Center  
Phone 321-435-1482  
Fax 888-392-8683  
jdoss@ford.com

---

**From:** Krawczyk, Kevin (R.)  
**Sent:** Wednesday, August 27, 2014 11:21 AM  
**To:** Doss, Jacob (J.E.)  
**Subject:** RE: Explorer Exhaust Odor

Jacob,  
Tomorrow is a big VQR (Vehicle Quality Review) meeting. We will be bringing up the exhaust odor on Explorer and it will be getting attention. Even if you don't have VINs, could you get me the number of LL or buyback cases you have on Explorer for this.  
Thanks!

Kevin Krawczyk  
Ford Motor Company

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

---

**From:** Doss, Jacob (J.E.)  
**Sent:** Wednesday, August 27, 2014 9:08 AM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** FW: Explorer Exhaust Odor

Kevin,  
Here is a note from one of the FSE, he has been trying to reach you to discuss a recent explorer odor concern.

## *Jacob Doss*

Customer Resolution Specialist  
Ford Motor Company  
Customer Relationship Center  
Phone 321-435-1482  
Fax 888-392-8683  
jdoss@ford.com

---

**From:** Jay, Brian (B.L.)  
**Sent:** Wednesday, August 27, 2014 3:10 AM  
**To:** Doss, Jacob (J.E.)  
**Subject:** Explorer Exhaust Odor

Hi Jake.

Regarding the TFOAMS you and Asad have set me up for (TFOAMS# 20127499) and the phone conversation we had last week, I wanted to inform that I have been following your instructions to contact Kevin Krawczyk.

In fact, I have sent him two AEQ feedback requests along with two additional emails in the past two weeks. To date, I have RECEIVED ZERO RESPONSES.

I am suggesting you might want to consider discontinuing instructing FSE's to contact the PVT / PCE considering the PVT / PCE does not respond to our inquires.

On a much, much, much more lighter note however, please read the latest comments in AEQ under **Global Concern Number: 07420130012** dated August 25<sup>th</sup> 2014 (if you have not seen them already).

I don't know that I would call the progress, but it's a start I guess.

Thanks.

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

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**From:** Dihle, Ken (K.M.)  
**Sent:** Tuesday, January 26, 2016 8:39 PM  
**To:** Martelli, Ronald (R.L.); Fried, Marcus (M.W.); Ronzi, Bill (W.C.); Setti, Lokesh (L.)  
**Cc:** Breida, Mary (M.T.)  
**Subject:** RE: Explorer exhaust odor

Thanks for straightening me out and thanks for looking so we can put this to rest.

**Ken Dihle**  
**Powertrain Installations Quality Supervisor**  
**PTIM Quality Engineering**  
**313-418-7123**

---

**From:** Martelli, Ronald (R.L.)  
**Sent:** Tuesday, January 26, 2016 3:37 PM  
**To:** Fried, Marcus (M.W.); Ronzi, Bill (W.C.); Setti, Lokesh (L.)  
**Cc:** Breida, Mary (M.T.); Dihle, Ken (K.M.)  
**Subject:** RE: Explorer exhaust odor

Marcus, Bill, Lokesh: is there a summary document explaining TSB being binned to Body ?

Ken: what I mentioned was OGC is involved due to customer legal actions for this issue

**Ron Martelli**  
**Exhaust Engineering Supervisor**  
C489N/C U502 U625 U611 CD539N/C/X/A/E CD389 CD390 U540N/C  
Desk 4407 AEC Building, 2400 Village Road, Dearborn, MI 48121 USA  
Email [RMARTEL1@FORD.COM](mailto:RMARTEL1@FORD.COM)  
Mobile [REDACTED]

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**From:** Dihle, Ken (K.M.)  
**Sent:** Tuesday, January 26, 2016 3:29 PM  
**To:** Martelli, Ronald (R.L.)  
**Cc:** Breida, Mary (M.T.)  
**Subject:** Explorer exhaust odor legal ruling  
**Importance:** High

Ron, I believe you mentioned a ruling from our legal department regarding the Explorer exhaust odor issue, do you have any documentation of this to help support keeping the TSB binned to Body Engineering? Thanks.

**Ken Dihle**  
**Powertrain Installations Quality Supervisor**

***PTIM Quality Engineering***  
**313-418-7123**

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**From:** Hansen, Thayne (T.)  
**Sent:** Tuesday, February 09, 2016 12:47 PM  
**To:** Jones, Jennifer (J.O.)  
**Cc:** Case, Bob (R.G.); Buelow, Steve (S.E.); Krawczyk, Kevin (R.)  
**Subject:** RE: Explorer Exhaust Order - Technical Review/6 Panel (2/8 FSQR Request)

Jennifer,

For the review of the Explorer exhaust order TSB republish that Mike B. requested take place with powertrain, body and climate in one of Jim V's meeting, please include Bob Case, Steve Buelow and Kevin Krawczyk from SEO on the invite.

Thanks

*Thayne N. Hansen*

Manager - Technical Assistance Center  
NA Service Engineering Operations  
Ford Customer Service Division  
Ford Motor Company

Office - 313-248-2598  
Cell - [REDACTED]  
[thansen1@ford.com](mailto:thansen1@ford.com)

---

**From:** Case, Bob (R.G.)  
**Sent:** Tuesday, February 09, 2016 7:27 AM  
**To:** Guzzo, Michelle (M.) <[mguzzo@ford.com](mailto:mguzzo@ford.com)>  
**Cc:** Holzheuer, Bill (W.P.) <[wholzheu@ford.com](mailto:wholzheu@ford.com)>; Hansen, Thayne (T.) <[thansen1@ford.com](mailto:thansen1@ford.com)>  
**Subject:** RE: Explorer Exhaust Order - Technical Review/6 Panel

I would be happy to attend. Steve and Kevin would be great as well.

**Bob**

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**From:** Guzzo, Michelle (M.)  
**Sent:** Tuesday, February 09, 2016 7:09 AM  
**To:** Case, Bob (R.G.)  
**Cc:** Holzheuer, Bill (W.P.); Hansen, Thayne (T.)  
**Subject:** FW: Explorer Exhaust Order - Technical Review/6 Panel

Bob, you have been involved in this longer than I, would you like to be in attendance if you want Steve or Kevin that is obviously fine as well. Thanks.

**MICHELLE GUZZO**

MANAGER | TRUCK SERVICE ENGINEERING | TCSD - SEO | DESK 313-248-6441 | CELL 313-283-0927 | POC 08A7E

---

**From:** Hansen, Thayne (T.)  
**Sent:** Monday, February 08, 2016 1:46 PM  
**To:** Holzheuer, Bill (W.P.); Guzzo, Michelle (M.)  
**Subject:** Explorer Exhaust Order - Technical Review/6 Panel

Bill, Michelle,

In today's FSQR (Bill I think you may have been listening), the topic of the republishing of the Explorer Exhaust Odor TSB came up. Mike asked the Quality group to schedule a time in one of Jim V. meetings with powertrain, exterior and climate to discuss the technical resolutions and actions so far. He asked me to make sure that someone from SEO team that knows the issue well is at that meeting.

Would Steve B. or the Explorer PCE be the best to represent SEO at that discussion? Other thoughts?

Thanks

*Thayne N. Hansen*

Manager - Technical Assistance Center  
NA Service Engineering Operations  
Ford Customer Service Division  
Ford Motor Company

Office - 313-248-2598  
Cell - [REDACTED]  
[thansen1@ford.com](mailto:thansen1@ford.com)

---

**From:** Buelow, Steve (S.E.)  
**Sent:** Wednesday, September 10, 2014 1:24 AM  
**To:** Shimshock, Greg (G.); Krawczyk, Kevin (R.)  
**Subject:** RE: Explorer Exhaust Smell after TSB 14-0130

Right now we want to make sure that the TSB was completed properly and includes the new part. The second thing is that we need to know the specifics surrounding when the issue occurs in terms of the driving conditions and what the front and rear climate settings are. Also, we are continuing the investigation into a permanent fix.

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

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

— Henry Ford

---

**From:** Shimshock, Greg (G.)  
**Sent:** Tuesday, September 09, 2014 10:37 AM  
**To:** Buelow, Steve (S.E.); Krawczyk, Kevin (R.)  
**Subject:** Explorer Exhaust Smell after TSB 14-0130

Steve and Kevin,

We have had around 10 Explorers come into the hotline with an exhaust smell after the most current TSB has been performed. Traditional diagnostics of searching for an air leak or other type of leak into the vehicle generally does not provide conclusive results. I was wondering if there is any new direction for an exhaust odor after the TSB has been performed. This direction would be beneficial to the team and to the dealer to get these vehicles repaired quickly. The most recent VIN I have for an example is 1FM5K7D88DGB81981. Please let me know if the ISM for the previous leak should still be followed, or since this is outlined in the new TSB, if a new direction should be followed.

**Gregory Shimshock**

Body SME  
Diagnostic Service Center I  
1700 Fairlane Dr. Allen Park, MI. 48101  
Cube 199  
(313) 317-6321

---

**From:** Nowaczyk, Rick (R.J.)  
**Sent:** Friday, January 03, 2014 7:00 PM  
**To:** Buelow, Steve (S.E.)  
**Cc:** Schaffer, Timothy (T.J.)  
**Subject:** RE: Explorer Fume Concern

Ok, thanks.

---

**From:** Buelow, Steve (S.E.)  
**Sent:** Friday, January 03, 2014 1:58 PM  
**To:** Nowaczyk, Rick (R.J.)  
**Cc:** Schaffer, Timothy (T.J.)  
**Subject:** RE: Explorer Fume Concern

Have not heard the update yet. I figured not much would happen until next week. I will ask.

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

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

---

**From:** Nowaczyk, Rick (R.J.)  
**Sent:** Friday, January 03, 2014 12:56 PM  
**To:** Buelow, Steve (S.E.)  
**Cc:** Schaffer, Timothy (T.J.)  
**Subject:** FW: Explorer Fume Concern

Steve,

Have you heard of any updates after the holidays on this issue? The last I seen was the calibration software availability commitment for Dec. 2013. I wonder if we can get engineering to download the updated calibration into a climate control module for this vehicle. I believe Lokesh Setti is the engineering point of contact on this issue?

---

**From:** Norton, John (J.K.)  
**Sent:** Friday, January 03, 2014 12:43 PM  
**To:** Nowaczyk, Rick (R.J.)  
**Cc:** Humphries, Glenn (G.L.)  
**Subject:** FW: Explorer Fume Concern

Rick,

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

Regards,

*John Norton*

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

---

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

Robin,

Please assign this to an agent. The dealership contact is Vicki McMillin (cell phone: 313-806-0082), I spoke to her this morning. The decision has been made to offer trade assistance for the customer. Some complexities with this case are:

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

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

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

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

Greg

## **Greg Cottrell**

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

---

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

Enough said. Thank you John.

---

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

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

Regards,

*John Norton*

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

---

**From:** Feil, Denise (D.)  
**Sent:** Thursday, January 02, 2014 2:28 PM  
**To:** Berardi, Michael (M.A.); Cottrell, Gregory (G.L.)  
**Cc:** Norton, John (J.K.)  
**Subject:** RE: Explorer Fume Concern

Greg,  
Let's reach out to Les Eck and get the details.

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

---

**From:** Berardi, Michael (M.A.)  
**Sent:** Thursday, January 02, 2014 2:25 PM  
**To:** Feil, Denise (D.); Cottrell, Gregory (G.L.)  
**Cc:** Norton, John (J.K.)  
**Subject:** Re: Explorer Fume Concern

Looks like the calibration is many weeks away, probably ought to exchange this one.

---

**From:** Feil, Denise (D.)  
**Sent:** Thursday, January 02, 2014 01:41 PM  
**To:** Cottrell, Gregory (G.L.)  
**Cc:** Berardi, Michael (M.A.); Norton, John (J.K.)

**Subject:** RE: Explorer Fume Concern

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

---

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

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

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

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---

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

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

---

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

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

Denise – FYI.

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

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Save Paper - Do not print this email unless absolutely necessary

---

**From:** Les Eck [<mailto:leseck@rustyeckford.com>]  
**Sent:** Thursday, January 02, 2014 12:13 PM

**To:** Berardi, Michael (M.A.)

**Subject:** RE: [BULK] NOT SHOP COMPETENT ROS

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

---

**From:** Nowaczyk, Rick (R.J.)  
**Sent:** Friday, January 03, 2014 9:15 PM  
**To:** Schaffer, Timothy (T.J.)  
**Cc:** Tansil-Marshall, Robin (R.); Nowaczyk, Rick (R.J.); Cottrell, Gregory (G.L.)  
**Subject:** RE: Explorer Fume Concern  
**Attachments:** Customer Rosemary Thompson - Rusty Elk customer; Report Summary for the CQIS Report#DHP005; Report Summary for the CQIS Report#DJRA2088

**Importance:** High

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

---

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

Hey stranger! How are you.

Speech 1, got it. LOL

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

Hope you had a great holiday

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

---

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

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



7310 E Kellogg Wichita, KS  
Sales:(888) 648-6488  
Service(888) 648-6488

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[DEALER INFO](#)

## About Our Ford Dealership in Wichita

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

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



What really sets a car dealership apart these

---

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

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

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

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

---

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

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

---

**From:** Schaffer, Timothy (T.J.)  
**Sent:** Friday, January 03, 2014 2:11 PM  
**To:** Nowaczyk, Rick (R.J.)  
**Subject:** RE: Explorer Fume Concern

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

What do you need me to do?

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

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

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

---

**From:** Nowaczyk, Rick (R.J.)  
**Sent:** Friday, January 03, 2014 1:44 PM

**To:** Schaffer, Timothy (T.J.)  
**Subject:** FW: Explorer Fume Concern  
**Importance:** High

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

---

**From:** Nowaczyk, Rick (R.J.)  
**Sent:** Friday, January 03, 2014 1:29 PM  
**To:** Norton, John (J.K.)  
**Cc:** Humphries, Glenn (G.L.); Buelow, Steve (S.E.)  
**Subject:** RE: Explorer Fume Concern  
**Importance:** High

John,  
Yes, I'll be happy to work with Robin and the appropriate FSE. I will also get in touch with engineering to see if they should look at this vehicle.

---

**From:** Norton, John (J.K.)  
**Sent:** Friday, January 03, 2014 12:43 PM  
**To:** Nowaczyk, Rick (R.J.)  
**Cc:** Humphries, Glenn (G.L.)  
**Subject:** FW: Explorer Fume Concern

Rick,

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

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Global Chief Engineer  
Customer Service Engineering  
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Phone: (313) 322-9454  
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Greg

## **Greg Cottrell**

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

---

**From:** Feil, Denise (D.)  
**Sent:** Thursday, January 02, 2014 2:51 PM  
**To:** Norton, John (J.K.); Berardi, Michael (M.A.); Cottrell, Gregory (G.L.)  
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**To:** Feil, Denise (D.); Berardi, Michael (M.A.); Cottrell, Gregory (G.L.)  
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Global Chief Engineer  
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**Cc:** Norton, John (J.K.)

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**To:** Feil, Denise (D.); Cottrell, Gregory (G.L.)

**Cc:** Norton, John (J.K.)

**Subject:** Re: Explorer Fume Concern

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**To:** Feil, Denise (D.); Norton, John (J.K.)

**Subject:** RE: Explorer Fume Concern

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***Mike Berardi***

***Director - Service Engineering Operations***

***Ford Customer Service Division***

***Administrative Assistant - Sandy Schwartzenberger (38468)***

***Phone - (313) 323-8467***

***Fax - (313) 845-2580***

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**Subject:** RE: Explorer Fume Concern

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**Cc:** Feil, Denise (D.)  
**Subject:** Explorer Fume Concern

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

Denise – FYI.

**Mike Berardi**  
*Director - Service Engineering Operations*  
*Ford Customer Service Division*  
*Administrative Assistant - Sandy Schwartzenberger (38468)*  
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*Save Paper - Do not print this email unless absolutely necessary*

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

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

---

**From:** Tansil-Marshall, Robin (R.)  
**Sent:** Friday, January 03, 2014 9:05 PM  
**To:** Nowaczyk, Rick (R.J.)  
**Cc:** Tansil-Marshall, Robin (R.)  
**Subject:** Customer Rosemary Thompson – Rusty Elk customer

Rick,

Per our telephone conversation, below is the VIN for the Explorer with the odor:

VIN 1FM5K7B8XDG [REDACTED]

PRIVILEGED AND CONFIDENTIAL

*Robin Tansil-Marshall*

Team Leader  
Executive Liaison/Correspondence  
Consumer Affairs FCSD  
Phone: 313-845-5761 Fax: 866-670-0349  
[rtansil@ford.com](mailto:rtansil@ford.com)

*We are committed to your complete satisfaction – Our commitment is to go further for our customers!*

---

**From:** Nowaczyk, Rick (R.J.)  
**Sent:** Friday, January 03, 2014 9:09 PM  
**To:** Nowaczyk, Rick (R.J.)  
**Subject:** Report Summary for the CQIS Report#DHPIP005

**Attachments :** 0

**Report# :** DHPIP005 NHL  
**CCRG/EPRC:** **Reviewed Status:**  
**Vehicle:** 2013,EXPLORER 4X2 (U502) ,BASE ,4 DOOR ,MPV  
,1FM5K7B8XD [REDACTED]  
**Odometer :** 1,400 M **Engine:** 3.5L  
CYCLO **Calibration:** DUB1SN0A  
**Transmission:** 6F50 **Axle:** **A/C:** YES  
**Dealer:** USA 02404 Arrow Ford, Inc. **Phone#:** 325-692-  
9500  
**City:** Abilene **State:** Texas **Country :** USA  
**Originator:** RON HARRIS  
**Symptom:** 1 14 2 39 COMF/ENT,INTERIOR ODOR ,CHEMICAL,INTERMITTENT  
**Status:**  
**VFG:** V74 HARD TRIM/SOFT TRIM/OVERHEAD S  
**Additional Symptom:** PERFORMING 12-12-4  
**Fix:** **Causal Component :**  
**Condition Code:**

**Hotliner:** KHENDR13 **Phone:** --3174279 **Regn Cd:** C1 Dallas  
**Engineering:** **Phone:** **TAR:**  
**Dlr Contact:** **Phone:** **Title Cde:** SF

**DTCs:**  
KOEO:  
KOEC:  
KOER:

**Comments**

**:**  
REPAIR 08/16/2013 06:14PM KIRK HENDRICKSEN MSS - FCSD - TECH SVC HOTLINE  
WEB FORM DATA - CONCERN: CUST STATES THAT CAN INTERM SMELL A  
BURNING

SMELL POSSIBLE || ROTTEN EGG TYPE SMELL ADVISE DIAGNOSTICS:  
TESTED AND VERIFIED COCNERN, HAS ROTTEN EGG SMELL IN VEHICLE. CALLED  
OASIS AND FOUND TSB 12-12-04 PARTS REPLACED: INSTALLING PARTS PER  
TSB 12-12-04 TECH QUESTION: I AM GETTING READY TO APPLY SEAM SEALER  
TO THE SEAMS LOCATED IN THE PICTURES. WHERE IS THE REAR SHEET METAL  
OVERLAP FLANGE ACROSS THE REAR OF THE VEHICLE? I CANNOT MATCH THE  
PICTURE WITH THE VEHICLE. I HAVE HAD SEVERAL OTHER PEOPLE LOOK AT  
THIS

AND CANNOT FIND THE RIGHT SPOT TO SEAL

**RECOMM 08/16/2013 06:14PM KIRK HENDRICKSEN MSS - FCSD - TECH SVC HOTLINE**  
RON, THE IMAGE IN FIGURE 4 IS THE AREA BEHIND THE REAR BUMPER COVER  
BEHIND THE WHEEL LIP OPENING. THIS IMAGE WAS TAKEN STANDING BEHIND  
THE  
RIGHT REAR OF THE VEHICLE. THIS IS TAKEN WITH THE REAR BUMPER COVER  
REMOVED.

**REPAIR 08/19/2013 09:31AM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE**  
STILL UNABLE TO LOCATION TSB 12-12-4 FIGURE 4.

**RECOMM 08/19/2013 09:31AM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE**  
RON, I APOLOGIZE FOR ANY CONFUSION. FIGURE 4 IS AN IMAGE OF LEFT  
SIDE REAR WHEEL LIP OPENING. PICTURE IS TAKEN FROM THE FRONT LOOKING  
BACK AT THE WHEEL LIP AND REAR AIR EXTRACTOR.

**REPAIR 11/26/2013 06:45PM CHRISTOPHE SYSOCK MSS - FCSD - TECH SVC HOTLINE**  
WEB FORM DATA - CONCERN: CUSTOMER STATES VEHICLE HAS TOXIC SMELL  
INSIDE VEHICLE WHEN VEHICLE IS RUNNING. DIAGNOSTICS: TSB 12-12-4  
WAS PERFORMED AT DEALER AT WHICH THE VEHICLE WAS PURCHASED. WE  
HAVE  
ROAD TESTED AND INSPECTED PREVIOUS WORK DONE ON VEHICLE. WE WENT  
BACK  
AND RESEALED REAR QUARTER PANELS. TIGHTENED FILLER NECK CLAMP. POST  
ROAD TEST INDICATED THERE IS STILL AN INTERMITTENT SMELL AT HIGHWAY  
SPEEDS AND ACCELERATION. PARTS REPLACED: REFER TO TSB  
12-12-4 TECH QUESTION: ARE THERE ANY KNOWN REPAIRS FOR THIS  
PROBLEM? CUSTOMER IS VERY UNSATISFIED. YOUR HELP IS APPRECIATED,  
THANK  
YOU.

**RECOMM 11/26/2013 06:45PM CHRISTOPHE SYSOCK MSS - FCSD - TECH SVC HOTLINE**  
RUSSEL, REPEAT ODOR CONCERNS HAVE BEEN FOUND TO OCCUR IF A SEAM WAS  
MISSED OR NOT SEALED CORRECTLY, A LACK OF RUBBERIZED UNDER  
COATING/SEAM SEALER WAS APPLIED TO THE LISTED AREAS, A FAULTY BODY  
SEAM OR SEAL IF PRESENT ELSE WHERE OTHER THAN WHATS LISTED IN THE  
TSB. SINCE ODOR CAN BE DUPLICATED, WITH THE AID OF AN ASSISTANT,  
RECOMMEND DUPLICATING THE CONCERN, WHILE NOTING WERE THE ODOR IS  
MOST

EVIDENT (SUCH AS REAR OF VEHICLE, DRIVER SEAT, ETC.). IF THE ODOR IS MOST EVIDENT WHEN SITTING IN THE DRIVER SEAT, SUSPECT THE STEERING COLUMN SHAFT SEAL TO BE AT FAULT. THERE HAVE BEEN CASES OF A FAULTY SEAL INDUCING AN ODOR CONCERNS PRIOR TO AND AFTER PERFORMING THE TSB.

NOTE IN SOME CASES THE SEAL MAY APPEAR OK THOUGH ALLOW THE ODOR TO PASS. IF MOST EVIDENT IN THE DRIVER SEAT, SEAL REPLACEMENT WOULD BE ADVISED. IF THE ODOR IS MOST EVIDENT FROM THE REAR OF THE VEHICLE, THOUGH ALREADY INSPECTED, ENSURE THE TSB WAS FOLLOWED VERBATIM, ENSURING ADEQUATE AMOUNTS OF SEAM SEALER AND RUBBERIZED UNDER COATING

WERE APPLIED. IF THE TSB WAS FOLLOWED THOROUGHLY PLEASE VERIFY THE FOLLOWING: . VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM - GENERAL INFORMATION OF THE WORKSHOP MANUAL. . INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING. . INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE COMPARTMENT BULKHEAD. . VERIFY THE LIFT GATE SEAL FOR DAMAGE, DIRT BUILD AND PROPER FIT/CONTACT PATTERN. ENSURE THAT THE LIFT GATE PLUGS ARE IN PLACE IN THE DRAIN HOLES AND SEALED PROPERLY. IF ANY ISSUES ARE FOUND, REPAIR AS NEEDED, IF NO ISSUES ARE FOUND, SUGGEST USING THE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS, MAKING REPAIRS AS NEEDED. NOTE SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN HELP TO REDUCE THE OVERALL CONCERN. IF TSB 12-12-4 HAS BEEN COMPLETED CORRECTLY AND THERE ARE NO CONCERNS IDENTIFIED WITH THE ABOVE INSPECTIONS, PLEASE BE ADVISED THAT THIS CONCERN IS UNDER INVESTIGATION. WE HAVE ALSO ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE'S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU

BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS

TO ASSIST IN THE RESOLUTION OF THE CUSTOMER'S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP

GET THE CONCERN RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL

UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A

TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE. ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 12-12-4

**AUDIT 11/26/2013 06:45PM CHRISTOPHE SYSOCK MSS - FCSD - TECH SVC HOTLINE**  
ODOMETER 369 M CHANGED TO 1400 M BY CSYSOCK

**REPAIR 11/26/2013 06:47PM CHRISTOPHE SYSOCK MSS - FCSD - TECH SVC HOTLINE**  
UPDATED P&A CODE TO 02404

**AUDIT 11/26/2013 06:47PM CHRISTOPHE SYSOCK MSS - FCSD - TECH SVC HOTLINE**  
DEALER 05319, , USA CHANGED TO 02404, , USA BY CSYSOCK

**RECOMM 11/27/2013 02:39PM DINO POULOS MSS - FCSD - TECH SVC HOTLINE**  
THIS CONTACT IS CURRENTLY BEING REVIEWED. YOU WILL BE CONTACTED WITHIN THE HOUR TO FURTHER DISCUSS THE CONCERN. THANK YOU.

**REPAIR 11/27/2013 03:15PM DINO POULOS MSS - FCSD - TECH SVC HOTLINE**  
CALLED DEALER AND REQUESTED TO SPEAK WITH RUSSELL. RUSSELL ADVISED THAT AT TIMES WHILE DRIVING ON THE HIGHWAY, AN ODOR IS NOTICES. WHEN USING A SMOKE MACHINE, THE DEALER WAS ABLE TO GET SMOKE TO ENTER AT THE REAR REAR LATCH AND TIE DOWN HOOK LOCATIONS. THE WEATHERSTRIP WAS REMOVED, SEALER WAS USED AND THE WEATHERSTRIP WAS RE-SECURED. WHEN DOING SO, THERE IS NO MORE SMOKE ENTERING THE VEHICLE WHEN TESTING. THE ODOR IS NOTICED IN THE FRONT AND BACK OF THE VEHICLE. THE VEHICLE WAS PURCHASED AT ANOTHER DEALER AND HAD THE VEHICLE SERVICED AT THE PREVIOUS DEALER TO NO AVAIL. RUSSELL'S DEALER IS CLOSER TO THE CUSTOMER AND BROUGHT THE VEHICLE TO HIS DEALER TO RESOLVE. TSB 12-12-4 WAS FOLLOWED BY THE PREVIOUS DEALER AND WORK WAS INSPECTED AS PERFORMED BY THE PREVIOUS DEALER. IN ADDITION, RUSSELL ADDED FOAM TO THE REAR LIFTGATE TO APPLY MORE PRESSURE TO THE LIFTGATE SEAL.

**RECOMM 11/27/2013 03:15PM DINO POULOS MSS - FCSD - TECH SVC HOTLINE**  
RUSSELL, SINCE THE LEAK HAS BEEN ISOLATED AND REPAIRED AT THE REAR LIFTGATE WEATHERSTRIP, PLEASE REMOVE THE FOAM STRIPS ADDED TO THE LIFTGATE AND THEN DRIVE/EVALUATE OPERATION. NOTE THAT FOAM IS NOT A SOLID MATERIAL AND WILL ALLOW ODOR IN, WERE AS A WEATHERSTRIP IS SOLID AND BLOCKS OUT THE ODOR. ONCE REMOVED AND THE VEHICLE IS DRIVEN, EVALUATE THE CONCERN. IN ADDITION SEE IF HVAC SETTINGS SUCH A RECIRCULATION OR FRESH AIR CHANGE THE ODOR CONCERN. ONCE YOUR TEST DRIVE IS COMPLETE, UPDATE THE HOTLINE SO ADDITIONAL ASSISTANCE CAN BE

PROVIDED. THANK YOU.

**REPAIR 11/29/2013 09:01AM DINO POULOS MSS - FCSD - TECH SVC HOTLINE**  
TECHNICIAN NOTES: A ROAD TEST WAS DONE TO VERIFY THAT THEIR WAS AN INTERMITTENT EXHAUST ODOR INSIDE THE PASSENGER AREA OF THE VEHICLE. WE PERFORMED A VISUAL INSPECTION FOR LEAKS AND THEN APPLIED SMOKE FROM THE OUTSIDE WHILE AN ASSISTANT OBSERVED, FROM THE INSIDE, FOR LEAKS. A LEAK WAS IDENTIFIED AT THE LOWER LATCH SEAL. SMOKE WAS SEEN ON THE INSIDE COMING FROM THE LATCH AND CARGO RINGS AT THE REAR OF VEHICLE. WE INSTALLED A STRIP OF SEAL TAPE (E69Z-19562-A) IN THE GROOVE ON THE BACKSIDE OF THE REAR HATCH SEAL. WE VERIFIED THAT THE LEAK WAS REPAIRED USING THE SMOKE MACHINE AGAIN. THE REAR HATCH AUTO DRAIN VALVES HAVE BEEN TAPED OFF FOR TESTING AT THIS POINT. I HAVE ORDERED TWO NEW VALVES BECAUSE THE RUBBER DOES NOT LAY FLAT (CURLED), EXPOSING THE DRAIN HOLE. I HAVE ROAD TESTED AFTER THE HATCH SEAL REPAIR HAS BEEN MADE. EVERYTHING LOOKS AND SMELLS GOOD. THERE HAS BEEN NO EXHAUST ODOR NOTICED WITH A/C OFF, A/C FRESH AIR, OR A/C RECIRCULATE.

**REPAIR 11/29/2013 10:01AM DINO POULOS MSS - FCSD - TECH SVC HOTLINE**  
CALLED DEALER AND REQUESTED TO SPEAK WITH RUSSELL. RUSSELL ADVISED THAT VALVES IN THE REAR LIFTGATE ARE CURLED AND HAS THEM ON ORDER. HE BELIEVES THE VALVES ALONG WITH THE REPAIRS STATED TO THE REAR COMPARTMENT, THE CONCERN IS CORRECTED. HE ADDED THAT THERE IS NO ODOR AT THIS TIME, HOWEVER HE HAS THE REAR LIFTGATE VALVES TAPED DUE TO THEM BEING CURLED.

**RECOMM 11/29/2013 10:01AM DINO POULOS MSS - FCSD - TECH SVC HOTLINE**  
RUSSELL, THANK YOU FOR THE UPDATE. ONCE THE VALVES ARE RECEIVED AND INSTALLED, DETERMINE IF THE CONCERN IS RESOLVED. IF THE CONCERN RETURNED OR ADDITIONAL ASSISTANCE IS NEEDED, UPDATE THE ONLINE FORM SO ASSISTANCE CAN BE OFFERED. IF THE CONCERN IS RESOLVED, PLEASE COMPLETE THE ONLINE SURVEY WITH THIS REPAIR INFORMATION SO IT CAN BE USED IN THE FUTURE. THANK YOU.

**ESCLHD 11/29/2013 10:01AM DINO POULOS MSS - FCSD - TECH SVC HOTLINE**  
APPLY WEATHERSTRIP ADHESIVE BETWEEN THE HEM FLANGE AND REAR COMPARTMENT SEAL. ADD ADDITIONAL SEALS TO HELP COMPRESS MAIN SEAL AND REPLACED THE REAR LIFT-GATE DRAINS AS THE DRAIN FLAPPERS WERE CURLED.

CLOSED ESCALATION

**REPAIR**

**12/02/2013 11:30AM JEFF FERRAIUOLO MSS - FCSD - TECH SVC HOTLINE**

OUR POST ROAD TEST HAS BEEN COMPLETED AND EXHAUST ODOR HAS NOT BEEN

DETECTED. THE CUSTOMER IS GOING TO TAKE THE VEHICLE AND WE WILL WAIT TO HEAR THIER FEEDBACK.

**RECOMM**

**12/02/2013 11:30AM JEFF FERRAIUOLO MSS - FCSD - TECH SVC HOTLINE**

RUSSEL, THANK YOU FOR THE UPDATE. IF THE VEHICLE RETURNS THEN PLEASE UPDATE THE FORM SO FURTHER RESEARCH CAN BE DONE. IF THE ISSUES IS RESOLVED THEN PLEASE FILL OUT THE SURVEY AT YOUR CONVENIENCE

TO UPDATE FIX INFORMATION IN OUR DATABASE. THERE IS A NEW FEATURE TO THE HOTLINE ASSISTANCE REQUEST FORM THAT ALLOWS USERS TO ACCESS OUR

DATABASE REGARDING CONFIRMED FIXES WHEN ALL FOUR CATEGORIES IN THE SYMPTOM CODING ARE FILLED OUT. FILLING OUT THE SURVEY WILL MAKE THIS REPORT A CONFIRMED FIX AND ALLOW YOURSELF OR OTHER USERS TO ACCESS THIS FOR FUTURE USE IN A SITUATION SUCH AS THIS. ONCE ALL FOUR SYMPTOM CODE CATEGORIES ARE FILLED OUT A BOX POPULATES THAT THAT SAYS CLICK HERE TO REVIEW PREVIOUS REPORTS WHICH GIVES THE USER ACCESS TO ALL THE

CONFIRMED FIXES RELATED TO THE SYMPTOM CODING.

**From:** Nowaczyk, Rick (R.J.)  
**Sent:** Friday, January 03, 2014 9:11 PM  
**To:** Nowaczyk, Rick (R.J.)  
**Subject:** Report Summary for the CQIS Report#DJRA2088

**Attachments :** 0

**Report# :** DJRA2088 CACVOC--or-- C1 0001604766MS  
**CCRG/EPRC:** **Reviewed Status:**  
**Vehicle:** 2013,EXPLORER 4X2 (U502) ,BASE ,4 DOOR ,MPV  
,1FM5K7B8XDG [REDACTED]  
**Odometer :** 1,400 M **Engine:** 3.5L  
CYCLO **Calibration:** DUB1SN0A  
**Transmission:** 6F50 **Axle:** **A/C:** YES  
**Dealer:** USA 02404 Arrow Ford, Inc. **Phone#:** 325-692-  
9500  
**City:** Abilene **State:** Texas **Country :** USA  
**Originator:**  
**Symptom:** 4 47 Z 00 ST/RN/MV,ODOR,NOT LISTED,UNKNOWN  
**Status:**  
**VFG:** V25 FUEL FILLING & DELIVERY  
**Additional Symptom:**  
**Fix:** **Causal Component :**  
**Condition Code:**  
**Cust:** [REDACTED] **Home Phone:** ()  
**Work Phone:** () **Region:** C1 Dallas  
**Case Status:** **Date:** 00 / 00 / 0000 **Vehicle Paint:** OXFORD WHITE SOLID C

**DTCs:**  
KOEO:  
KOEC:  
KOER:

**Comments**

**:**  
AUDIT 12/02/2013 08:30PM  
ODOMETER 0001300 M CHANGED TO 0001400 M BY ORCAC  
OWNREL [REDACTED] CELLVEH IS WITH CUST\*CUST SAYS\*-VEH

SMELLS LIKE WILL BURN UP-HAS BEEN AT DLRSHIP 4 TIMES-BURNING WIRE SMELL-INSIDE OF VEH-RECIEVED EMAIL FROM BRANDON IN SERVICE CENTER IN WICHITA KS-CLAIMS THEY TREATED LIKE SHE WAS NUTS-DLRSHIP ADVISED THEY

HAD A RECALL, SOMETHING ABOUT ROTTEN EGG SMELL BUT NOTHING ELSE WRONG-DLRSHIP DID RECALL-THE DLRSHIP CALLED HER AND ADVISED THAT HAS

HAD OTHER VEH WITH SAME ISSUE-WANTS A DIFFERENT VEH-WIRE BURNING-THEN

ROTTEN SMELL -HAS NOT TAKEN VEH TO DLRSHIP SINCE HAS BEEN IN TEXAS-TOOK TO DLRSHIP CALLED RUSTY ECK FORD IN KS -WANTS A DECENT CAR

THAT IS NOT AFRAID OFF, WANTS FOR FORD TO TAKE VEH BACK \*DLR

INFO\*Arrow Ford Inc4001 South First StreetAbilene, TX 79605(866)

478-4890 02404\*\*\*USED TO TAKE VEH TO\*\*\*\*\*Rusty Eck Ford Inc7310 East

KelloggWichita, KS 67207(888) 631-7808 \*CRC ADVISED\*I will escalate

your case to our Ford Regional Customer Service Manager who works

daily with your dealerships management team HIS LEROY. The Ford

Regional Customer Service Manager has access to all Ford resources and

will use these resources to assist you and your dealership regarding

your situation. The Ford Regional Customer Service Manager will

receive the information you have just provided me and will do a

thorough review on your behalf. You can expect a phone call from your

Customer Service Manager within 2 business days. The case number tha

OWNREL obc to cust - [REDACTED] CELL1. veh and cust is now

albeline, tx2. concern 1 - brakes spongy3. concern 2 - odor within cab

4. rusty eck - spoke to GM - would like trade in vehicle 5 cust fills

the vehicle all the way to top with fuel 6. frustrated with the "no

resolution" answers from dlrship7. cust had vehicle since june 158.

will go public if no resolution is provided9. while driving vehicle

and during A/C10. odor doesnt change on different driving

conditions11. cust is reluctant to bring it in for service dept12.

cust will talk it over with her husband before deciding next stepsCSM

advised1. ford is committed to NVLW and any other warr on vehicle 2.

csm will work with dlrship to use all ford resources to fix vehicle

(when veh brought in)3. csm will goodfaith review replacement prgrm at

later time (where applicable)4. 4. f/u on 10.24 thurs obc to cust -

[REDACTED] CELL1. veh and cust is now albeline,

tx2. concern 1 - brakes spongy3. concern 2 - odor within cab 4. rusty

eck - spoke to GM - would like trade in vehicle 5 cust fills the

vehicle all the way to top with fuel 6. frustrated with the "no

resolution" answers from dlrship7. cust had vehicle since june 158.

will go public if no resolution is provided<sup>9</sup>. while driving vehicle and during A/C<sup>10</sup>. odor doesnt change on different driving conditions<sup>11</sup>. cust is reluctant to bring it in for service dept<sup>12</sup>. cust will talk it over with her husband before deciding next steps<sup>CSM</sup> advised<sup>1</sup>. ford is committed to NVLW and any other warr on vehicle<sup>2</sup>. csm will work with dlrship to use all ford resources to fix vehicle (when veh brought in)<sup>3</sup>. csm will goodfaith review replacement prgrm at later time (where applicable)<sup>4</sup>. f/u on 10.24 thurs

OWNREL obc to dlr - kathy s/m<sup>1</sup>. any update on this case or cust bringing vehicle in CSM f/u on 10.25

OWNREL obc to cust - [REDACTED] CELL<sup>1</sup>. left vmail - stating name, position, and reason for call (address vehs concerns)<sup>2</sup>. provided case number and contact ph number<sup>3</sup>. will f/u on 10.30 wed obc to cust - [REDACTED] CELL<sup>1</sup>. left vmail - stating name, position, and reason for call (address vehs concerns)<sup>2</sup>. provided case number and contact ph number<sup>3</sup>. will f/u on 10.30 wed

OWNREL obc to dlr - paul<sup>1</sup>. will call [REDACTED] CELL<sup>CSM</sup> will f/u on 11.4 mon obc to dlr - paul s/a<sup>1</sup>. will call [REDACTED] CELL<sup>CSM</sup> will f/u on 11.4 mon

OWNREL obc to dlr - paul s/a<sup>1</sup>. will re-call [REDACTED] CELL<sup>2</sup>. serv advisor was unable to reach cust on last week<sup>CSM</sup> will f/u on 11.11 mon obc to dlr - paul s/a<sup>1</sup>. will re-call [REDACTED] CELL<sup>2</sup>. serv advisor was unable to reach cust on last week<sup>CSM</sup> will f/u on 11.11 mon

OWNREL obc to dlr - paul s/a<sup>1</sup>. cust will bring veh in sometime on mon 11.11 or tues 11.12<sup>2</sup>. serv advisor was unable to access the repair history until today<sup>CSM</sup> will f/u on 11.11 mon

OWNREL outbound email to dlr - kathy s/m<sup>1</sup>. dlrship was waiting for customer to call back in to reschedule<sup>2</sup>. paul s/a will call customer to touch base

OWNREL obc to cust - [REDACTED] CELL<sup>1</sup>. left vmail - stating name, position, and reason for call (address vehs concerns)<sup>2</sup>. provided case number and contact ph number<sup>3</sup>. will f/u on wed 11.13

OWNREL obcto dlr- paul s/a<sup>1</sup>. cust in rental now and teh 2013 explorer is at arrow ford<sup>2</sup>. TSB 12-12-04 is related to this concern<sup>3</sup>. will order parts to perform repair<sup>4</sup>. S/F will be investigating this concern and going through all applicable service steps

OWNREL TSB 12-12-04ISSUE:Some 2011-2013 Explorer vehicles may exhibit an exhaust odor in the vehicle with the auxiliary climate control system on. Customers may indicate the odor smells like sulfur.ACTION:Follow the Service Procedure steps to correct the condition.STEPS listed in

the Technical Service Bulletin

- OWNREL obc to [REDACTED] CELL1. left vmail - stating name, position, and reason for call (address vehs concerns and confirm drop off of vehicle and cust provided rental )2. provided case number and contact ph number3. will f/u on with dlr on mon nov 18
- OWNREL "By kathy sutton" - ORDERED PARTS PER TSB 12-12-04
- OWNREL obc to [REDACTED] CELL1. left vmail - stating name, position, and reason for call (address vehs concerns and confirm drop off of vehicle and cust provided rental )2. provided case number and contact ph number3. will f/u on with dlr on mon nov 25
- OWNREL inboug email frm dlr - kathy s/m\*\* [REDACTED] IS NOT FIXED THEY ARE HEADED TO KANSAS TO TRY A BUY BACK WE STILL HAVE VEHICLE.CSM will f/u with dlr on wed 11.27
- OWNREL IBE from SM Brandon - please call on this one
- OWNREL OBC to SM Brandon - left voice mail message requesting information on customer visit
- OWNREL ibc from [REDACTED] CELL1. cust feels that the amount of time for fixing the vehicle is outrageous2. spoke with RUSTY ECKS - SALES MGR about trading vehicle and unsuccessful with any type of deal3. arrow ford did not provide a clear diag/repair status on fri night4. cust became frustrated and hung up abruptlyCSM advised1. fmc will always honor the NVLW 2. csm will continue to work with dlr and THL on repair steps3. csm will f/u with dlrship on 11. 29
- OWNREL obc to dlr - kathy s/m1. repairs has not been completed 2. will have RUSSELL S/F continue to work with the vehicle and TECH HOTLINE3. will test the odor presence at different speedsCSM will f/u on fri 11.29
- OWNREL IBE from CRM Vicky at Rusty Eck - [REDACTED] has contacted me. She has an Explorer that lets exhaust fumes into the vehicle. It is now at a dealership in Texas. She purchased here at REF but has since moved. I dont know how to help her other than to trade her out of it. Does Ford have anything to offer me/them for Trade Assistance They will be hugely upside down even though the Explorer only has 1500 miles on it.Is there anything else we can do
- OWNREL Vicky Mcmillin
- OWNREL obc to dlr - paul s/a1. new repair recomm from THL -- compress main seals and re-seal the liftgate area using weather strip2. tech will performed recomm repair and continous quality test3. dlrship should know if veh needs more testing by MON 12.24. cust in rental still5. cust is currently in Kansas - should return MON 12. 2
- OWNREL obc sm kathy - sf has driven veh for a few days and odor appears to be gone. cust should be in later today.

- OWNREL obc cust [REDACTED] - lmyv advising of status. f/u 12/9 to verify satisfaction cas- 3400174
- OWNREL inbound vmail from cust - [REDACTED]. cust states odor still present but not as severe2. cust would like to know what Ford CCT will be doing for this issuesCSM will review case with TECH SME and f/u with cust on or before FRI 12.6
- OWNREL IBE from CRM Vicky at Rusty Eck - Customer has vehicle back but concern is not resolved. I am willing to trade her out of it but she is insisting that she will not be taking a loss. I am even willing to take a loss on her new deal to trade her out of it but I sure could use some assistance from Ford.
- OWNREL obc to dlr - kathy s/m1. cust has not brought veh back in after release on FRI 11.29 2. two other representatives did not smell the odor at time of release on FRI 11.293. dlrship has been contacted by cust numerous times about symptoms4. cust does not want vehicle anymore b/c its making her sick
- OWNREL OBC TO CUST [REDACTED] CELL1. left vmail - stating name, position, and reason for call (address vehs status and buyback request)2. provided case number and contact ph number3. will f/u on MON 12.9CSM will be assisting with the rental expenses (\$600) for this vehicle.CSM note: no other CLP tools will be used on this case.CSM note: per COM Scott - this vehicle will not be replaced through FMC.
- OWNREL IBC FROM CUST [REDACTED] CELL1. cust has not brought veh back in and feels that vehicle has been diag enough2. cust agrees that odor intensity has lessened but still present3. odor becomes stronger within the cabin - when higher speeds are reached 4. cust does not want to keep the vehicle5. cust has been asking random strangers to smell the cabin of the vehicle and they have agreed that odor exists6. cust will not buy another ford due to this resolutionCSM advised1. ford will not replacing this vehicle2. csm will be covering rental expenses for vehicle3. csm will document all info per this call4. provided case number for future reference
- OWNREL outbound email to dlr - KATHY s/m\*\* inquiring RO and LINE for approval code for rentalCSM will f/u on MON 12.16
- OWNREL FULL RENTAL ASSISTANCERo# :436203 Line: 04Total \$600Prog: P11Code: M06P5-no further actions by CCT.-CSM closing case @ this time.

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**From:** Nowaczyk, Rick (R.J.)  
**Sent:** Friday, January 03, 2014 9:38 PM  
**To:** Schaffer, Timothy (T.J.)  
**Subject:** RE: Explorer Fume Concern

No, a FSE has not been assigned yet. The agent that Robin handed the case to will be making that request as part of the RAV process. Robin told me that the dealer has been given the ok to buy the vehicle back and the customer is getting put into another Ford product. She will let us know when the FSE has been assigned and I guess we can go from there. I informed Robin about the proposed service fix that is coming with the software change to the climate control module and the added exhaust tip turn downs. We can talk more on Monday. Have a Great Weekend!!

---

**From:** Schaffer, Timothy (T.J.)  
**Sent:** Friday, January 03, 2014 4:30 PM  
**To:** Nowaczyk, Rick (R.J.)  
**Subject:** RE: Explorer Fume Concern

Do we know if an FSE has been in this unit? Want to call the dealer together on Monday?

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

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

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

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

Hey stranger! How are you.

Speech 1, got it. LOL

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

Hope you had a great holiday

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

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

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



7310 E Kellogg Wichita, KS  
Sales: (888) 648-6486  
Service: (888) 648-6486

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## About Our Ford Dealership in Wichita

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

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



What really sets a car dealership apart these

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

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

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

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

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

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

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**From:** Schaffer, Timothy (T.J.)  
**Sent:** Friday, January 03, 2014 2:11 PM  
**To:** Nowaczyk, Rick (R.J.)  
**Subject:** RE: Explorer Fume Concern

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

What do you need me to do?

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

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

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

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**From:** Nowaczyk, Rick (R.J.)  
**Sent:** Friday, January 03, 2014 1:44 PM

**To:** Schaffer, Timothy (T.J.)  
**Subject:** FW: Explorer Fume Concern  
**Importance:** High

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

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**From:** Nowaczyk, Rick (R.J.)  
**Sent:** Friday, January 03, 2014 1:29 PM  
**To:** Norton, John (J.K.)  
**Cc:** Humphries, Glenn (G.L.); Buelow, Steve (S.E.)  
**Subject:** RE: Explorer Fume Concern  
**Importance:** High

John,  
Yes, I'll be happy to work with Robin and the appropriate FSE. I will also get in touch with engineering to see if they should look at this vehicle.

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**From:** Norton, John (J.K.)  
**Sent:** Friday, January 03, 2014 12:43 PM  
**To:** Nowaczyk, Rick (R.J.)  
**Cc:** Humphries, Glenn (G.L.)  
**Subject:** FW: Explorer Fume Concern

Rick,

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

Regards,

*John Norton*

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

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

Robin,

Please assign this to an agent. The dealership contact is Vicki McMillin (cell phone: 313-806-0082), I spoke to her this morning. The decision has been made to offer trade assistance for the customer. Some complexities with this case are:

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

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

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

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

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

Greg

## Greg Cottrell

Executive Liaison/Correspondence Manager  
Consumer Affairs  
Marketing, Sales and Service  
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**From:** Feil, Denise (D.)  
**Sent:** Thursday, January 02, 2014 2:51 PM  
**To:** Norton, John (J.K.); Berardi, Michael (M.A.); Cottrell, Gregory (G.L.)  
**Subject:** RE: Explorer Fume Concern

Enough said. Thank you John.

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

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

Regards,

*John Norton*

Global Chief Engineer  
Customer Service Engineering  
Ford Customer Service Division  
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**From:** Feil, Denise (D.)  
**Sent:** Thursday, January 02, 2014 2:28 PM