

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering
Review

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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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: Schaffer, Timothy (T.J.)
Sent: Monday, January 13, 2014 10:37 PM
To: Jones, Karen (K.); Jenkins, Bryan (B.)
Cc: Setti, Lokesh (L.); Ricks, Kevin (K.J.) (kricks@ford.com)
Subject: RE: Explorer Fume Concern

Importance: High

Karen – where is the unit now? Can engineering have access to it?
Do we have a better summary of what has been done?

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

From: Jones, Karen (K.)
Sent: Tuesday, January 07, 2014 3:34 PM
To: Jenkins, Bryan (B.); Nowaczyk, Rick (R.J.); Schaffer, Timothy (T.J.)
Subject: RE: Explorer Fume Concern

Team,

I spoke with Mrs. [REDACTED] today and we offered to replace her vehicle. Rusty Eck Ford has a replacement vehicle picked out for her. She is planning to take the vehicle back to Rusty Eck Ford on 01/18/14.

From: Nowaczyk, Rick (R.J.)
Sent: Monday, January 06, 2014 1:18 PM
To: Jenkins, Bryan (B.); Schaffer, Timothy (T.J.); Tansil-Marshall, Robin (R.)
Cc: Sorochinsky, Christine (M.); Setti, Lokesh (L.); Cottrell, Gregory (G.L.); Ricks, Kevin (K.J.); Humphries, Glenn (G.L.)
Subject: RE: Explorer Fume Concern

Robin,

Can you or the appropriate case analyst answer the questions below?

From: Jenkins, Bryan (B.)
Sent: Monday, January 06, 2014 12:39 PM
To: Schaffer, Timothy (T.J.)
Cc: Nowaczyk, Rick (R.J.); Sorochinsky, Christine (M.); Setti, Lokesh (L.); Cottrell, Gregory (G.L.); Ricks, Kevin (K.J.); Humphries, Glenn (G.L.)
Subject: RE: Explorer Fume Concern

Tim,

I would be happy to help, I just need a little clarification. In the string of E-mails below it looks like the vehicle is now in Texas. Do we know if it is currently at a Dealer, or if the customer has possession? The last CQIS entry was from Arrow Ford in Abilene Texas on 12/2/13. It states the customer took the vehicle at that time. If the customer has the vehicle we will need EL to help us coordinate the FSE visit with the customer and the Dealer. If the vehicle is going to that same Dealer we can open a TAR there and have the FSE work with EL for scheduling.

Let me know.

Thanks!

Bryan Jenkins
Field Technical Assistance Coordinator
Service Engineering Operations
313-323-9069
Bjenkin7@ford.com

From: Schaffer, Timothy (T.J.)
Sent: Monday, January 06, 2014 11:20 AM
To: Jenkins, Bryan (B.)
Cc: Nowaczyk, Rick (R.J.); Sorochinsky, Christine (M.); Setti, Lokesh (L.); Cottrell, Gregory (G.L.); Ricks, Kevin (K.J.); Humphries, Glenn (G.L.)
Subject: FW: Explorer Fume Concern
Importance: High

Bryan –

Please assign an FSE to this vehicle. It has been approved for a RAV per Executive Office.

Engineering may need this unit brought back to Michigan for review and further testing.

The FSE is required to drive and report out on this odor. Need to understand the severity odor –

If you have questions please advise.

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

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...

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

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

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

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.

Regards,

John Norton

Global Chief Engineer
Customer Service Engineering
Ford Customer Service Division
Phone: (313) 322-9454
Email: 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

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

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.

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Cc: Norton, John (J.K.)

Subject: Re: Explorer Fume Concern

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Sent: Thursday, January 02, 2014 01:41 PM

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Cc: Berardi, Michael (M.A.); Norton, John (J.K.)

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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.)

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

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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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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: West, Devin (D.)
Sent: Monday, August 31, 2015 8:10 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Explorer info

Kevin,

We have completed all of the recommended tests, no leaks were found and the vehicle still has an odor. Do you have an ETA on the updated exhaust tips?

Best Regards,

Devin West
Field Service Engineer
Technical Field Operations
Ford Motor Company
(703) 498-3473
(866) 638-2119 Fax



ROTUNDA

From: Krawczyk, Kevin (R.)
Sent: Friday, August 21, 2015 15:08
To: West, Devin (D.)
Subject: Explorer info

Devin,
Please see attached.

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

From: Polnasek, Travis (T.J.)
Sent: Monday, January 26, 2015 8:10 PM
To: Powers, Kurtis (K.S.)
Cc: Krawczyk, Kevin (R.); Lamilza, Nicholas (N.)
Subject: RE: Explorer Odor - 1FM5K7F8XEG [REDACTED]

Kurtis,

I am not currently aware of an updated TSB at this time, however the correct resource would be the Product concern engineer which is Kevin Krawczyk.

Thank you
Travis Polnasek
Hotline Service Engineer
HVAC Subject Matter Expert
Cube 169, EXT- 79334

From: Powers, Kurtis (K.S.)
Sent: Monday, January 26, 2015 2:55 PM
To: Polnasek, Travis (T.J.)
Subject: Explorer Odor - 1FM5K7F8XEG [REDACTED]

Travis,
Is there a new TSB/update coming out before the end of the month on "explorer odor", I heard the HVAC module was going to have a reprogramming update since the last TSB. I have a FRA this Friday and would like to have the latest fix.
Thanks.

Regards,
Kurtis Powers
Field Service Engineer, Miami Region
(313) 805-0087

<< OLE Object: Picture (Device Independent Bitmap) >>

From: Beran, Brian (B.L.)
Sent: Monday, March 02, 2015 6:07 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Explorer Odor

Kevin,

Thank you for this additional information. The vehicle will be coming in this Tuesday. The dealer has never verified the odor so I am going to have them road test with the customer.

Brian.

Brian Beran
Field Service Engineer, California TFO
Market

FCSD Service Engineering

Operations
Cell [REDACTED]
eFAX 866-695-3587

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From: Krawczyk, Kevin (R.)
Sent: Thursday, February 26, 2015 1:13 PM
To: Beran, Brian (B.L.)
Subject: Explorer Odor

Brian,

Make sure the dealer has the HVAC at the latest calibration level, that the updated rear air extractor and tailgate plugs has been installed, and the rear sealing action has been done. Please see the attached photos for assistance sealing up the rear of the Explorer vehicles.

HVAC operation: Instruct the customer to turn the rear A/C on and leave it on. The fresh air door opens after a WOT event of 90% or greater and held for 4.5 seconds, with the rear A/C on. The fresh air door will then open and stay open for 10 seconds. You can test this, and when the door opens you can hear a blower speed change. Or you can monitor the HVAC PID with IDS and watch the PID change as well.

Putting the HVAC system in fresh air mode will help, but most customers do not like it.

Contact me if you need any additional help.

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

From: Buelow, Steve (S.E.)
Sent: Thursday, March 19, 2015 4:30 PM
To: Setti, Lokesh (L.)
Cc: Krawczyk, Kevin (R.)
Subject: RE: Explorer Odor Repeats

I have been filtering for more today and am up to 94 in the folder. There are more than that. I have just started going through the 2014's. We are probably looking at another 50+ reports for this and later model years.

-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: Setti, Lokesh (L.)
Sent: Thursday, March 19, 2015 8:01 AM
To: Buelow, Steve (S.E.)
Subject: Explorer Odor Repeats

Steve, Do you have a latest count on repeat customer complaints after TSB 14-0130 repair?
The updated climate cal. is expected to roll out beginning with 2015MY later this month and I'm trying to get a feel for how many customers we have to service by specific MY so we can track effectiveness/progress.

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

From: Muter, Doreen (D.J.)
Sent: Wednesday, December 09, 2015 2:04 PM
To: Hansen, Thayne (T.); Krawczyk, Kevin (R.)
Subject: RE: Explorer Odor TSB

Complicated, sounds like business as usual. I look forward to the discussion 😊.

Doreen J. Muter

Warranty Commodity Manager – Interior / Exterior
Ford Customer Service Division
Phone 313-322-6560
Fax: 866-425-3371



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From: Hansen, Thayne (T.)
Sent: Wednesday, December 09, 2015 8:56 AM
To: Muter, Doreen (D.J.); Krawczyk, Kevin (R.)
Cc: Hansen, Thayne (T.)
Subject: RE: Explorer Odor TSB

It is complicated and I can explain in more detail when you get to the office.

Bottom line is that there is a plan to republish to include 2016 MY, but some calibration work is needed.

We are going to inform Body, Interior and Powertrain of the intent to republish. We plan at this point to use the current part number as the causal part, but if the three teams can come to a consensus on another part number as the causal part then we will change it. FCSD will have no part in the discussions over causal part. They will have until about the middle of January to agree on change to the causal part. The TSB will not be held over an internal debate on causal part.

From: Muter, Doreen (D.J.)
Sent: Wednesday, December 09, 2015 8:50 AM
To: Hansen, Thayne (T.); Krawczyk, Kevin (R.)
Subject: RE: Explorer Odor TSB

Now I'm totally confused. As far as I'm aware there is no plan to republish the TSB.

Doreen J. Muter

Warranty Commodity Manager – Interior / Exterior
Ford Customer Service Division
Phone 313-322-6560
Fax: 866-425-3371



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From: Hansen, Thayne (T.)
Sent: Wednesday, December 09, 2015 8:48 AM
To: Krawczyk, Kevin (R.)
Cc: Muter, Doreen (D.J.)
Subject: RE: Explorer Odor TSB

Yep... Doreen and I have not have a chance to connect since our discussion and my discussions with Mike and Bob.

From: Krawczyk, Kevin (R.)
Sent: Wednesday, December 09, 2015 8:47 AM
To: Hansen, Thayne (T.)
Cc: Muter, Doreen (D.J.)
Subject: FW: Explorer Odor TSB

Thayne,
Can you address Doreen's question.

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

From: Muter, Doreen (D.J.)
Sent: Wednesday, December 09, 2015 8:38 AM
To: Krawczyk, Kevin (R.)
Subject: Explorer Odor TSB

Is there a strategy for the repub of the Explorer odor TSB to rebin to powertrain?

Doreen J. Muter
Warranty Commodity Manager – Interior / Exterior
Ford Customer Service Division
Phone 313-322-6560
Fax: 866-425-3371



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From: Muter, Doreen (D.J.)
Sent: Wednesday, December 09, 2015 1:54 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Explorer Odor TSB

Having a blast.

Doreen J. Muter

Warranty Commodity Manager – Interior / Exterior
Ford Customer Service Division
Phone 313-322-6560
Fax: 866-425-3371



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From: Krawczyk, Kevin (R.)
Sent: Wednesday, December 09, 2015 8:53 AM
To: Muter, Doreen (D.J.)
Subject: RE: Explorer Odor TSB

Isn't this fun....

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

From: Muter, Doreen (D.J.)
Sent: Wednesday, December 09, 2015 8:52 AM
To: Krawczyk, Kevin (R.)
Subject: RE: Explorer Odor TSB

Must be something going on that I'm not aware of yet ☺.

Doreen J. Muter

Warranty Commodity Manager – Interior / Exterior
Ford Customer Service Division
Phone 313-322-6560
Fax: 866-425-3371



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From: Krawczyk, Kevin (R.)
Sent: Wednesday, December 09, 2015 8:51 AM
To: Muter, Doreen (D.J.)
Subject: RE: Explorer Odor TSB

Doreen,
Better if you hear is from Thayne.

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

From: Muter, Doreen (D.J.)
Sent: Wednesday, December 09, 2015 8:49 AM
To: Krawczyk, Kevin (R.)
Subject: RE: Explorer Odor TSB

Are you kidding me, you sent the email to Thayne. He is the one asking the question. Don't you own the TSB?

Doreen J. Muter

Warranty Commodity Manager – Interior / Exterior
Ford Customer Service Division
Phone 313-322-6560
Fax: 866-425-3371



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From: Krawczyk, Kevin (R.)
Sent: Wednesday, December 09, 2015 8:47 AM
To: Hansen, Thayne (T.)
Cc: Muter, Doreen (D.J.)
Subject: FW: Explorer Odor TSB

Thayne,
Can you address Doreen's question.

Kevin Krawczyk

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

From: Muter, Doreen (D.J.)
Sent: Wednesday, December 09, 2015 8:38 AM
To: Krawczyk, Kevin (R.)
Subject: Explorer Odor TSB

Is there a strategy for the repub of the Explorer odor TSB to rebin to powertrain?

Doreen J. Muter

Warranty Commodity Manager – Interior / Exterior
Ford Customer Service Division
Phone 313-322-6560
Fax: 866-425-3371



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From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 15, 2014 7:27 PM
To: Case, Bob (R.G.); Schaffer, Timothy (T.J.)
Cc: Klump, Robert (R.F.)
Subject: RE: Explorer Odor

Bob,
Working on this. Will get this ASAP.

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

From: Case, Bob (R.G.)
Sent: Tuesday, July 15, 2014 3:00 PM
To: Schaffer, Timothy (T.J.); Krawczyk, Kevin (R.)
Cc: Klump, Robert (R.F.)
Subject: Explorer Odor

Tim and Kevin,

Bob Klump indicated we need the white paper number to support the TSB release.

Can you guys chase this down....

Thanks.

Bob Case
Manager - Car Service Engineering
FCSD - SEO; 313-323-2627

From: Caruso, Sal (S.R.)
Sent: Wednesday, December 10, 2014 3:40 PM
To: Krawczyk, Kevin (R.); Vongthip, Didi (D.); Buelow, Steve (S.E.)
Cc: Wilde, Chris (L.C.); Allie, Abdul (A.D.); Huber, Matt (M.A.)
Subject: RE: Explorer rear air extractor service part warping out of the box

Matt is the design and release engineer. We were looking for the STA rep for this air extractor. Thanks

From: Krawczyk, Kevin (R.)
Sent: Wednesday, December 10, 2014 9:30 AM
To: Vongthip, Didi (D.); Buelow, Steve (S.E.)
Cc: Wilde, Chris (L.C.); Caruso, Sal (S.R.); Allie, Abdul (A.D.); Huber, Matt (M.A.)
Subject: RE: Explorer rear air extractor service part warping out of the box

Didi,
The person that I dealt with on the U502 rear air extractor was Matt Huber.

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

From: Vongthip, Didi (D.)
Sent: Wednesday, December 10, 2014 9:24 AM
To: Buelow, Steve (S.E.); Krawczyk, Kevin (R.)
Cc: Wilde, Chris (L.C.); Caruso, Sal (S.R.); Allie, Abdul (A.D.)
Subject: Explorer rear air extractor service part warping out of the box

Steve/Kevin-

Would you be able to help with who the STA for Explorer air extractor. can you help provide the info to me and Sal Caruso.

Regards,

Didi Vongthip
Product Concern Engineer
Service Engineering Operations



Fairlane Business Park III Cube 136B
1555 Fairlane Drive
Allen Park, MI 48101 USA
Phone: 313-390-4957
dvongthi@ford.com

From: Krawczyk, Kevin (R.)
Sent: Monday, August 11, 2014 8:28 PM
To: Doss, Jacob (J.E.)
Subject: RE: Explorer Repeat Exhaust odor.

Jacob,

Thanks for the info. We should have a protocol to handle these concerns.

My recommendation after a complaint of exhaust/sulfur odor after completion of TSB 14-0130 we should:

1. Have an FSE visit the dealer and verify the TSB has been completed correctly.
2. If the TSB has been completed correctly, then the FSE should try and verify the concern.
3. Finally, the FSE needs to contact the Product Concern Engineer (PCE) for any further investigation or steps.

Do you agree with this?

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

From: Doss, Jacob (J.E.)
Sent: Monday, August 11, 2014 2:46 PM
To: Krawczyk, Kevin (R.)
Subject: FW: Explorer Repeat Exhaust odor.

Kevin,

Here are the first two with repeat Odor concerns. Let me know what else we can do.

Jacob Doss

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

From: Bashir, Asad (S.)
Sent: Monday, August 11, 2014 2:34 PM
To: Doss, Jacob (J.E.)
Subject: RE: Explorer Repeat Exhaust odor.

Repeats after 14-0130:

[REDACTED]
[REDACTED]
1FM5K8F81DC [REDACTED]

[REDACTED]
[REDACTED]
1FM5K7B89DG [REDACTED]

I have more but cannot seem to find them due to incorrect symptom coding.

Ford Motor Company ®

Sayed Bashir | FCSD CCT SME | FCSD

sbashir5@ford.com | www.ford.com



From: Doss, Jacob (J.E.)

Sent: Monday, August 11, 2014 1:21 PM

To: Bashir, Asad (S.); Clark, Jason (J.); Devine, Charles (C.); Mitchell, Patrick (P.J.); Picco, Henry (H.); Spaulding, Chris (C.)

Subject: Explorer Repeat Exhaust odor.

Team,

I am looking for cases and VIN for repeat odor after the lastest TSB has been performed. We will need to start requesting FSE on these vehicle as well.

Jacob Doss

Customer Resolution Specialist

Ford Motor Company

Customer Relationship Center

Phone 321-435-1482

Fax 888-392-8683

jdoss@ford.com

From: Buelow, Steve (S.E.)
Sent: Wednesday, September 09, 2015 2:14 PM
To: Gorgol, Kevin (K.); Krawczyk, Kevin (R.); Huff, Darrell (D.); Pilgrim, Dave (D.A.)
Subject: RE: Explorer...odor after performing TSB 14-0130

We did not include it in the TSB because it is part of normal workshop diagnostics. We will not be adding it to the TSB. This issue is currently part of a class action lawsuit.

-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

Today is the tomorrow you worried about yesterday!

From: Gorgol, Kevin (K.)
Sent: Wednesday, September 09, 2015 6:35 AM
To: Krawczyk, Kevin (R.); Buelow, Steve (S.E.)
Subject: FW: Explorer...odor after performing TSB 14-0130

Just an FYI from the field...

From: Jenkins, Bryan (B.)
Sent: Tuesday, September 08, 2015 4:51 PM
To: Gorgol, Kevin (K.)
Subject: FW: Explorer...odor after performing TSB 14-0130

From: Pilgrim, Dave (D.A.)
Sent: Tuesday, September 08, 2015 8:40 AM
To: Jenkins, Bryan (B.)
Subject: FW: Explorer...odor after performing TSB 14-0130

Bryan,
Here is an interesting observation from one of our guys. Thanks!

Dave Pilgrim

From: Huff, Darrell (D.)
Sent: Tuesday, September 08, 2015 8:36 AM
To: Pilgrim, Dave (D.A.)
Cc: Dodds, Dave (D.C.); McCormick, Patrick (P.J.)
Subject: Explorer...odor after performing TSB 14-0130

Dave,

I am sending this to you as part of the FSE Round Table so you can determine how to escalate it to the appropriate person should you determine it to be appropriate to do so.

TSB 14-0130 was released to address exhaust and rotten egg odor on 2011 to 2015 Explorers. But, that TSB does not address the rear hatch weather strip or rear hatch adjustment (to tighten the hatch closure against the weather strip).

I have had a recent interaction with a dealership technician who reported the odor was still present after performing the above TSB. Eventually they determined that Odor was entering through the rear hatch weather-strip. Adjusting the latch sticker such that the rear hatch closed tighter resolved the concern.

There are a few similar cases...found in GCQIS: F7XBS008 NHL, F8TCN014 NHL,

There are many cases in GCQIS where there is a call to the Hotline after performing TSB 14-0130 indicating an odor is still present. In those cases the Hotline often tells the caller that any remaining odor is characteristic. Here are a couple of examples... F8QC6006 NHL, EJWDU019 NHL, EFQGU002 NHL

There is an ISM which has a long list of additional things to check and lift gate sealing is mentioned in that ISM but I am not sure its significance is always communicated to the technician (it gets lost in the longer list)...Article ISM 1307010 2011-2015 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 14-0130

My advice is to update TSB 14-0130 to include checking the rear hatch weather-strip and adjust the striker as needed. In my opinion it will resolve at least some of the odor concerns that remain after performing TSB 14-0130 as it is presently written.

If you agree with this recommendation...please share it with whomever you think appropriate and can make the changes to the current TSB.

Please let me know if you have any questions.

Thanks!

Darrell Huff (FSE)
PH: 703-499-6808
fax: 866-379-4944

From: Mann, Shawn (S.J.)
Sent: Tuesday, November 17, 2015 1:59 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Explorer
Attachments: IMG_1096.jpg; IMG_1099.jpg

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
Cel [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



Liliana de la...

Pavroll



November 16, 2015

... # may Concern

...enna is employed with Auto Nation Ford Of South Bay. Their
...inator since November 2, 2015.
...-information.

From: Parrish, Will (W.F.)
Sent: Monday, February 23, 2015 7:28 PM
To: Setti, Lokesh (L.)
Subject: RE: Explorer/Edge CO Closure Paper

Lokesh,

Looks good. Since we need to have ASO/OGC buy in on the wording, I'll go ahead and scheduled a WebEx to have them review live and make any comments/edits as needed. I'll look for an open slot on your calendar and theirs.

Will Parrish

Critical Concern Engineer

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

PDC GC-D26A / Mail Drop #327

E-Mail: wparrish1@ford.com

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From: Setti, Lokesh (L.)
Sent: Sunday, February 22, 2015 10:19 PM
To: Parrish, Will (W.F.)
Subject: RE: Explorer/Edge CO Closure Paper

Attached is an updated version. Pls. review and confirm it meets the closure guidelines and I can forward all the referenced attachments.

Lokesh Setti

Tech. Spec./ Attribute Supervisor

Vehicle Integration

(313) 805-6007

From: Parrish, Will (W.F.)
Sent: Thursday, February 19, 2015 1:10 PM
To: Setti, Lokesh (L.)
Cc: Patel, Bharat (B.J.)
Subject: RE: Explorer/Edge CO Closure Paper

Good Afternoon Lokesh,

I'm following up on the subject closure paper as it has been some time since we discussed it. If you haven't already, please review the comments provided in the attached updated file and make any updates as appropriate. I will plan to schedule a closure paper review in the coming weeks with ASO/OGC for their input/feedback to refine the paper before a final copy can be field. Please let me know if you have any questions. Thanks.

Will Parrish

Critical Concern Engineer

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

PDC GC-D26A / Mail Drop #327

E-Mail: wparrisl@ford.com

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From: Parrish, Will (W.F.)

Sent: Tuesday, September 23, 2014 10:47 AM

To: Setti, Lokesh (L.)

Cc: Patel, Bharat (B.J.)

Subject: RE: Explorer/Edge CO Closure Paper

Lokesh,

Please see the attached file with some updates & comments. In general, each section should have at least a high level summary that points to the attachments.

Will Parrish

Critical Concern Engineer

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

PDC GC-D26A / Mail Drop #327

E-Mail: wparrisl@ford.com

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From: Setti, Lokesh (L.)

Sent: Thursday, September 18, 2014 12:03 AM

To: Parrish, Will (W.F.)

Subject: RE: Explorer/Edge CO Closure Paper

Will, Pls. review attached paper and let me know if it needs any more updates. I will send you all the relevant attachments once you confirm.

Lokesh Setti

Tech. Spec./ Attribute Supervisor

Vehicle Integration

(313) 805-6007

From: Parrish, Will (W.F.)

Sent: Friday, July 25, 2014 10:19 AM

To: Setti, Lokesh (L.)

Cc: Kummer, Lawrence (L.J.); Patel, Bharat (B.J.)

Subject: Explorer/Edge CO Closure Paper

Lokesh,

Following CCRG review on 7/15/2014, a Closure Paper was requested to be completed for the Explorer/ Edge CO discussion topic. Attached is the CCRG Closure Paper Proforma with instructions and sample data file. Please plan to have a draft for review in the next few weeks. I will set up a meeting to review the draft paper with the appropriate team members. If you have any additional questions, please feel free to contact me. Thanks.

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: Setti, Lokesh (L.)
Sent: Friday, September 12, 2014 3:52 PM
To: Patel, Bharat (B.J.); Parrish, Will (W.F.)
Cc: Kummer, Lawrence (L.J.)
Subject: RE: Explorer/Edge CO Closure Paper

Follow Up Flag: Follow up
Flag Status: Completed

Categories: CCM

Sorry for the delay. Will get this completed by next Monday.

Lokesh Setti

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

From: Patel, Bharat (B.J.)
Sent: Friday, September 12, 2014 11:49 AM
To: Parrish, Will (W.F.); Setti, Lokesh (L.)
Cc: Kummer, Lawrence (L.J.)
Subject: RE: Explorer/Edge CO Closure Paper

Lokesh, can you please tell me if there is any progress on development of the CCRG Closure Paper? Thanks much.

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: Parrish, Will (W.F.)
Sent: Friday, July 25, 2014 10:19 AM
To: Setti, Lokesh (L.)
Cc: Kummer, Lawrence (L.J.); Patel, Bharat (B.J.)
Subject: Explorer/Edge CO Closure Paper

Lokesh,

Following CCRG review on 7/15/2014, a Closure Paper was requested to be completed for the Explorer/ Edge CO discussion topic. Attached is the CCRG Closure Paper Proforma with instructions and sample data file. Please plan to have a draft for review in the next few weeks. I will set up a meeting to review the draft paper with the appropriate team members. If you have any additional questions, please feel free to contact me. Thanks.

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: Pickens, Mitch (M.K.)
Sent: Thursday, June 16, 2016 11:23 PM
To: 'Leslie Martin'
Subject: RE: Explorere Exhaust Smell

Thank you for the update. Which customer did you go for a ride with? I thought you mentioned that one customer took you for a ride, but could not duplicate the odor.

MITCH PICKENS

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



ROTUNDA

From: Leslie Martin [<mailto:LeslieMartin@santanford.com>]
Sent: Thursday, June 16, 2016 2:13 PM
To: Pickens, Mitch (M.K.)
Subject: Explorere Exhaust Smell

Just an FYI.

2016 Explorer: Drove again today and still could not duplicate the concern. I will drive one more time tomorrow morning and if we still can't duplicate it, I'm sending it home with a big unable to verify the concern.
2014 Explorer: Drove this afternoon and could not duplicate the concern. We will drive it some more tomorrow.

Thanks for all your help!! It's greatly appreciated.

Respectfully,

Leslie Martin
Service Manager
San Tan Ford
1429 E. Motorplex Loop
Gilbert, Arizona 85297
lesliemartin@santanford.com
(480)621-3770 Direct
(480)621-3724 Fax



Please consider the environment before printing this email

From: Huber, Matt (M.A.)
Sent: Monday, September 29, 2014 6:51 PM
To: Schaffer, Timothy (T.J.)
Subject: RE: Extractor

No they did not. They are carry over.

Matt Huber

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

From: Schaffer, Timothy (T.J.)
Sent: Monday, September 29, 2014 2:32 PM
To: Vongthip, Didi (D.); Huber, Matt (M.A.)
Cc: Sorochinsky, Christine (M.)
Subject: Extractor

I think they do.

Matt – can you confirm?

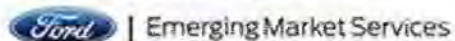
From: Vongthip, Didi (D.)
Sent: Monday, September 29, 2014 11:56 AM
To: Sorochinsky, Christine (M.)
Cc: Schaffer, Timothy (T.J.)
Subject: RE: Exhaust smell concern TSB job

Christine-

Do you know if the extractor parts change for the 2015MY?

Regards,

Didi Vongthip
Product Concern Engineer
Service Engineering Operations



Fairlane Business Park III Cube 136B
1555 Fairlane Drive
Allen Park, MI 48101 USA
Phone: 313-390-4957
dvongthi@ford.com



From: Sorochinsky, Christine (M.)
Sent: Tuesday, September 23, 2014 11:51 AM
To: Vongthip, Didi (D.)
Cc: Schaffer, Timothy (T.J.); Allie, Abdul (A.D.); Setti, Lokesh (L.)
Subject: RE: Exhaust smell concern TSB job

The extractor issue is long standing and they originally came in bags so the box is a significant upgrade. Suggest the dealers return the warped parts for replacement ones. I am not sure how much time we will have to get back into the extractor discussions at this point. It took ages to get the changes for the Explorer extractor (and they didn't have the benefit of a spring on one of the flaps).

How old are the vehicles with the seam sealer missing? Please provide vins when pictures are sent so the plant can place the vehicle in time and advise on answers to these questions. We have some new robots now for some jobs.

Thanks,

Christine

From: Vongthip, Didi (D.)
Sent: Tuesday, September 23, 2014 11:43 AM
To: Sorochinsky, Christine (M.)
Cc: Schaffer, Timothy (T.J.); Allie, Abdul (A.D.); Setti, Lokesh (L.)
Subject: FW: Exhaust smell concern TSB job

Christine-

Can you advise on the new extractor parts coming out of the box warped? They are saying 50% are coming out of the box like this?

Any know issues with the seam sealer at the wheel well area? Is that a manual process or automated? See photos.

Regards,

Didi Vongthip
Product Concern Engineer
Service Engineering Operations



Fairlane Business Park III Cube 136B
1555 Fairlane Drive
Allen Park, MI 48101 USA
Phone: 313-390-4957
dvongthi@ford.com



From: Viji Baby [<mailto:vbaby@altayer.com>]
Sent: Tuesday, September 23, 2014 11:17 AM
To: Vongthip, Didi (D.)
Cc: Ravindran S; Tenson Thomas; Dallalah, Ziyad (Z.F.); Allie, Abdul (A.D.); Mueller, John (F.)
Subject: Exhaust smell concern TSB job

Hello Didi

As discussed in the product meeting, attached are the pictures of new air extractor flap deformation and the improper sealant application in the rear wheel well body panel joints.

Best Regards

Viji Baby
Technical Support Manager

Al Tayer Motors – Ford
P O Box 7310
Dubai, UAE
Tel: +971 4 3037718
Fax: +971 4 3401924
E-mail: vbaby@altayer-motors.com
www.altayermotors.com

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From: Setti, Lokesh (L.)
Sent: Thursday, March 13, 2014 7:36 PM
To: Schaffer, Timothy (T.J.)
Subject: RE: Extractors

Can you pls. call me to discuss this and the Houston vehicle iteration?

Lokesh Setti

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

From: Schaffer, Timothy (T.J.)
Sent: Thursday, March 13, 2014 12:36 PM
To: Ricks, Kevin (K.J.); Huber, Matt (M.A.); Setti, Lokesh (L.)
Cc: Krawczyk, Kevin (R.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.)
Subject: RE: Extractors

Lokesh –

Have you tested the new design extractors? If we are going to be updating the TSB it would be good to know if we are going with these or not.

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: Wednesday, March 05, 2014 2:16 PM
To: Schaffer, Timothy (T.J.); Huber, Matt (M.A.); Setti, Lokesh (L.)
Cc: Krawczyk, Kevin (R.); Buelow, Steve (S.E.); Kummer, Lawrence (L.J.)
Subject: RE: Extractors

I agree with Tim's request, these extractors seem highly variable in their performance.

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, March 04, 2014 4:54 PM
To: Huber, Matt (M.A.); Setti, Lokesh (L.)
Cc: Krawczyk, Kevin (R.); Buelow, Steve (S.E.); Ricks, Kevin (K.J.); Kummer, Lawrence (L.J.)
Subject: RE: Extractors

Thanks Matt.

Lokesh – I know we've discussed using these on the vehicle to understand the impact and understand the improvement.

I also understand some of the units were not changed by taping off the extractors – remember others were. Some of the reports noted on U502 say was improved after TSB then odor got worse – only to find the extractor’s glue didn’t hold.

This also may be an option instead of completely sealing the units per the TSB (that was also still under evaluation)

Why wouldn’t we want to have the A-B testing completed?

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

From: Huber, Matt (M.A.)
Sent: Tuesday, March 04, 2014 3:49 PM
To: Schaffer, Timothy (T.J.); Setti, Lokesh (L.)
Cc: Krawczyk, Kevin (R.); Buelow, Steve (S.E.); Ricks, Kevin (K.J.)
Subject: RE: Extractors

No they were not. They have been on my desk for a few weeks. Now they are locked up in my desk and I need to know when someone will be there since part can no longer be left out on our desks.

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

From: Schaffer, Timothy (T.J.)
Sent: Tuesday, March 04, 2014 3:31 PM
To: Huber, Matt (M.A.); Setti, Lokesh (L.)
Cc: Krawczyk, Kevin (R.); Buelow, Steve (S.E.); Ricks, Kevin (K.J.)
Subject: Extractors

Matt / Lokesh – Please confirm the new design extractors were picked up for testing.

Lokesh were they used on the FSE unit that was used for testing.

Can you advised of the impact of odor?

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: Friday, October 31, 2014 2:43 AM
To: Crocker, Jonathan (J.A.); Villanueva, Tisha (T.C.); Byndas, Brian (B.B.); Groeneveld, Arie (A.); Martelli, Ronald (R.L.); Kummer, Lawrence (L.J.); Graban, Jon (J.C.); Miles, Jay (J.P.)
Cc: Setti, Lokesh (L.); Magolan, Allen (A.M.)
Subject: RE: Faux downturn exhaust tip for 3.5 Ti Cold Market TSB

Jonathan,

Thanks for the clarification. However, adding one more cold end without the chrome tip will need check with the supplier if they can handle the complexity. There will be additional tooling as well.

Currently there are 7 cold ends on one line:

2015: 3.5L TiVCT NA, 3.5L TiVCT China, 2.0L GTDI NA, 3.5L TiVCT faux tip for service only
2016: 3.5L TiVCT NA, 3.5L TiVCT hot/warm markets, 2.3L GTDI

To enable a new low volume cold end to service odor issue vehicles after 2016 J1 date, I'd suggest service all 2011-2015 with 3.5L TiVCT with the China cold end to reduce complexity.

Thanks!

Regards,

Caleb Wang

Explorer Exhaust Cold End 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: Crocker, Jonathan (J.A.)
Sent: Thursday, October 30, 2014 4:05 PM
To: Villanueva, Tisha (T.C.); Byndas, Brian (B.B.); Groeneveld, Arie (A.); Wang, Caleb Xiangfu (C.); Martelli, Ronald (R.L.); Kummer, Lawrence (L.J.); Graban, Jon (J.C.); Miles, Jay (J.P.)
Cc: Setti, Lokesh (L.); Magolan, Allen (A.M.)
Subject: RE: Faux downturn exhaust tip for 3.5 Ti Cold Market TSB

Correct.

From: Villanueva, Tisha (T.C.)
Sent: Thursday, October 30, 2014 3:58 PM
To: Crocker, Jonathan (J.A.); Byndas, Brian (B.B.); Groeneveld, Arie (A.); Wang, Caleb Xiangfu (C.); Martelli, Ronald (R.L.); Kummer, Lawrence (L.J.); Graban, Jon (J.C.); Miles, Jay (J.P.)
Cc: Setti, Lokesh (L.); Magolan, Allen (A.M.)
Subject: RE: Faux downturn exhaust tip for 3.5 Ti Cold Market TSB

Jonathan,

Just to clarify, the direction is now to update the 2-pager to bring in faux downturn tips for service for all markets?

Tisha Villanueva

U502/D-car PT PMT Leader

313-805-5126

From: Crocker, Jonathan (J.A.)

Sent: Thursday, October 30, 2014 11:59 AM

To: Byndas, Brian (B.B.); Groeneveld, Arie (A.); Wang, Caleb Xiangfu (C.); Martelli, Ronald (R.L.); Villanueva, Tisha (T.C.); Kummer, Lawrence (L.J.); Graban, Jon (J.C.); Miles, Jay (J.P.)

Cc: Setti, Lokesh (L.); Magolan, Allen (A.M.)

Subject: Faux downturn exhaust tip for 3.5 Ti Cold Market TSB

Dave Pericak has agreed to support the immediate release of the faux downturn tip for cold market TSB. Tisha - please arrange to get the 2-pager back in front of him today to formalize the agreement.

Also need to kick off a fast-follow action to low volume tool an alternate package for service:

- New fascia lower without exhaust cutouts, with trailer tow door
- Non-decorative downturned exhaust tip

The fast-follow action will need to progress for both the carryover vehicle and also the 16MY vehicle. Jon – please schedule in Monday VPAT.

Regards,

Jonathan Crocker

Vehicle Engineering Manager – D2/D4 & U502 & Police
(313)805-2800

From: Schaffer, Timothy (T.J.)
Sent: Friday, July 20, 2012 4:13 PM
To: Sorochinsky, Christine (M.)
Subject: RE: Flex odor plus Explorer - Malik

Lokesh lost a day due to the rain. He may need Dan's car until Monday. I'm looking into the possibility of that with Stacy and WHQ pool car contacts.

I will keep you updated.

From: Sorochinsky, Christine (M.)
Sent: Friday, July 20, 2012 12:02 PM
To: Schaffer, Timothy (T.J.)
Subject: Flex odor plus Explorer - Malik

Wes Malik just called me on the two ongoing issues (one being the bumper coming away from the bracket) plus he now has an Explorer with the odor. I told him that you would be speaking to Lokesh and can try to get the two repair directions (one for Flex and one for Explorer) from him to send to Wes. Wes has his own 2013 Flex that he could perform the repair process (at a dealer) and he could get the Explorer one done, and report back to us and Lokesh on his success or not. I told Wes, that likely Monday we were expecting something from Lokesh. Not sure if you can also wrestle the Explorer directions from him but many Vince has an advanced copy.

Thanks,

Christine Sorochinsky
FCSD PVT Program Mgr./ Edge, MKX, Flex, MKT
Oakville Assembly Complex
(905)845-2511 x2371

From: Buelow, Steve (S.E.)
Sent: Monday, June 27, 2016 1:17 PM
To: Keinath, Wayne (W.)
Subject: RE: Ford Explorer 2015 XLT
Attachments: tsb14-0130 Exhaust odor.pdf

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

FCSD Program Manager-
Taurus/SHO/MKS/Explorer/Police
Chicago Assembly PVT Office
773-646-7495 DialNet 686-7495
Cell 773-726-0808 sbuelow@ford.com

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

From: Keinath, Wayne (W.)
Sent: Friday, June 24, 2016 4:20 PM
To: Buelow, Steve (S.E.)
Subject: FW: Ford Explorer 2015 XLT

Can you forward the latest TSB for this issue?

Regards:

Wayne Keinath

CAP VE & Chassis PVT Supervisor
(773) 646-7372 or (313) 805-3771
Fax (773) 646-7377

From: Docimo, Tony (A.F.)
Sent: Tuesday, June 21, 2016 4:38 PM
To: Taylor, James (J.D.); Keinath, Wayne (W.)
Subject: RE: Ford Explorer 2015 XLT

Yes.

Wayne – can you send Jim the most recent presentation on this?

TONY DOCIMO

CHICAGO ASSEMBLY PLANT PVT MANAGER | Explorer, Taurus, MKS, & Police

From: Taylor, James (J.D.)
Sent: Thursday, June 09, 2016 10:51 AM

To: Docimo, Tony (A.F.)
Subject: FW: Ford Explorer 2015 XLT

Tony, is this a known issue on 2015 Explorers? Could you have someone provide some insight?

From: Sue Whitaker [<mailto:office@fultoncountyfair.com>]
Sent: Tuesday, June 07, 2016 7:56 AM
To: Taylor, James (J.D.)
Subject: Ford Explorer 2015 XLT 1FM5K8D8XFG [REDACTED]

My caretaker bought this explorer brand new and it now has 10,000 miles on it. It will be a year old July 15th. They are having issues with sulfur smell inside the vehicle upon exceleration. He took it to Brondes Ford where he bought in in Maumee and they put a "kit" with valves and such in it on the vehicle last week and now the issue is worse. They are telling him there is nothing else they can do for him. Any suggestions?
me

Sue Whitaker

*Fulton County Fair
4793 Co Rd 2
Swanton, OH 43558
419-335-6006
419-826-1029*

*Love many, trust few
And always paddle your own canoe...*

FORD:

2011-2015 Explorer

This article supersedes TSB **12-12-4** to update the vehicle model years and Service Procedure.

ISSUE

Some 2011-2015 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.

SERVICE PROCEDURE

1. Reprogram the Heating Ventilation Air Conditioning (HVAC) module to the latest calibration using IDS release 91.02 or higher. Calibration files may also be obtained at www.motorcraftservice.com.
 - a. When reprogramming the HVAC, IDS will have additional questions that require a yes response to reprogram the module.
2. Remove the rear bumper cover. Refer to Workshop Manual (WSM), Section 501-19.
3. Replace the left side rear air extractor. (Figure 1)



Figure 1 - Article 14-0130

4. Install the rear bumper cover. Refer to WSM, Section 501-19.
 - a. Apply masking tape around the outer edge of the rear fender mouldings to protect the vehicle from damage.
5. Open the liftgate and inspect for the presence of drain valves in the two (2) drain holes on the left and right side of the liftgate. Are the drain valves present? (Figure 2)
 - a. Yes - no further action is required. Repair is complete.
 - b. No - proceed to Step 6.
6. Install a new drain valve in each of the two (2) drain holes on the left and right side of the liftgate. (Figure 2)

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.



Figure 2 - Article 14-0130

7. Raise the vehicle on hoist. Refer to WSM, Section 100-02.
8. Lower and support the rear section of the exhaust system.
9. Clean the areas on the underside of the vehicle where the seam sealer will be applied. (Figures 3-5)



Figure 3 - Article 14-0130



Figure 4 - Article 14-0130



Figure 5 - Article 14-0130

10. Cover the exhaust system and auxiliary climate control drain.
11. Apply a generous amount of Motorcraft® Seam Sealer to rear horizontal sheet metal lap joints on left and right sides of the vehicle, and the rear sheet metal overlap flange across the rear of the vehicle. (Figures 3-5)
12. Spray a generous amount of 3M™ Rubberized Undercoating around the auxiliary air conditioning lines and seam sealer areas. (Figure 6)



Figure 6 - Article 14-0130

13. Install the rear exhaust system.

Obtain Parts Locally	
Part Number	Part Description

(Continued)

08882	3M™ Rubberized Undercoating
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PART NUMBER	PART NAME
BB5Z-61280B62-B	Dual Rate Air Extractor
BB5Z-7829164-AA	Wheel Lip Moulding Right Hand
BB5Z-7829165-AA	Wheel lip Moulding Left Hand
4M8Z-54280B62-A	Valve Assembly Auto Drain
TA-2	Motorcraft® Seam Sealer

OPERATION	DESCRIPTION	TIME
140130A	2011-2015 Explorer: Reprogram The HVAC Module, Replace Air Extractors And Both Rear Fender Mouldings (Do Not Use With Any Other Labor Operations)	1.3 Hrs.
140130B	2011-2015 Explorer: Reprogram The HVAC Module, Replace Air Extractors Both Rear Fender Mouldings, Seal The Body And Install Liftgate Drain Valves (Do Not Use With Any Other Labor Operations)	2.0 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
61280B62	07

From: Steward, Gene (E.A.)
Sent: Friday, October 02, 2015 7:41 PM
To: Holman T-ville (Bob Barnabei)
Cc: Diaz, Maria (M.)
Subject: RE: FRA/Customer Repair Demand - Holman Turnersville (Bethany Weinberg) 2015 Explorer exhaust odor

Hi Bob... Got your message that the customer has declined to come in and drive the vehicle to attempt to demonstrate the concern.

IMPORTANT...

That being the case... Please make sure to:

- 1) Road test the vehicle with someone at the dealership who has an average sense of smell to determine if any obvious abnormal odors occur during normal vehicle operation (including aggressive acceleration) when operated with the settings and circumstances indicated by the customer.
- 2) Ensure the customer provided information about the circumstances of operation (handwritten notes on the paper), are entered onto the repair order as part of the customer concern.
- 3) Document her decline to road test demonstrate the operation of the vehicle associated with the event with the customer driving on the Repair Order (Hard Copy and Customer copy... with the date)
- 4) Document our findings and the associated service actions on the repair order (including your attempts to recreate the odor and her decline to road test/drive with you in the vehicle).
- 5) Enter that information into FMC360 along with the findings or an out of position (not seated) liftgate seal and applying sealant to specific areas of the underbody.

Please contact me if/as needed.

Maria... Based on Bob's final report of findings and completion of the above described services... I will close the customer demand referral. I visited the dealer on Wednesday of this week and worked with their technician to evaluate and determine a service direction for this vehicle. At that time, we were unable to verify the customer's concerns, but found 2 suspect areas that could have allowed exhaust smell to be detected within the vehicle.

Thanks!

E. A. (Gene) Steward
Ford Motor Company
Technical Field Operations Service Engineer - Mid Atlantic
Cell: [REDACTED]
Fax: 866.379-6883

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From: Steward, Gene (E.A.)
Sent: Friday, September 25, 2015 12:36 PM
To: Holman T-ville (Bob Barnabei)
Subject: FRA/Customer Repair Demand - Holman Turnersville (Bethany Weinberg) 2015 Explorer exhaust odor

Hi Bob... Planning to be in on the 30th. Please let me know what you find/experience with the customer on the 29th, as that will help me prepare to work with you on the customer repair demand.

Below is the expectation that was supposed to be set for the customer through the CSR. It likewise is intended to serve as a checklist for your engagement with them to gather the needed information and attempting to recreate/experience the concern with this customer without assumption...

My work with the dealer is tentatively scheduled as follows:

Date: Wednesday, September 30th
Location: Holman Ford of Turnersville

The Customer should bring the vehicle to the dealership on Tuesday, the 29th so that we can subsequently evaluate from a cold start on Wednesday.

Below are the specific Customer instructions that should be conveyed to ensure we will be addressing their specific concerns.

- 1) Schedule with the dealer to bring the vehicle in on Tuesday the 29th.
- 2) Provide complete information about each concern, and the circumstances associated each (what specifically happens, when, and under what circumstances).
- 3) Demonstrate, or attempt to demonstrate any concerns to the dealer so that there is no misunderstanding, and for the dealer to make specific notations.
- 4) Verify that information captured on the repair order is correct and representative of their concerns.
- 5) Sign/Approve the Repair Order.

The CSR indicated that Ford will be providing rental reimbursement.

Maria Diaz is our Consumer Affairs coordinating point of contact (mdiaz76@ford.com | office: 866-567-6518 x77294)

Thanks!

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

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