

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering
Review

From: Krawczyk, Kevin (R.)
Sent: Thursday, May 01, 2014 4:34 PM
To: Schaffer, Timothy (T.J.)
Cc: Buelow, Steve (S.E.)
Subject: RE: HVAC flash for sulfur odor.

Tim,
Did you get any response on this note?

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

From: Schaffer, Timothy (T.J.)
Sent: Wednesday, April 30, 2014 2:27 PM
To: Setti, Lokesh (L.)
Cc: Buelow, Steve (S.E.); Sorochinsky, Christine (M.); Krawczyk, Kevin (R.); Case, Bob (R.G.); Ricks, Kevin (K.J.); Kummer, Lawrence (L.J.); Butler, Fred (F.W.); Mangham, David (DAM.)
Subject: HVAC flash for sulfur odor.

Lokesh –

Can you advise of the latest timing for the RCCM / HVAC flash for both the Edge and Explorer? I'd like to make sure it's through IVS / IVS so there are no delays in getting the TSB's released. If I've misplaced you last update I apologize.

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

From: Buelow, Steve (S.E.)
Sent: Thursday, September 11, 2014 2:31 PM
To: Frick, Randolph (R.A.)
Cc: Krawczyk, Kevin (R.)
Subject: RE: ISM 1307010

The right vent won't likely make a difference based on field feedback. Running the HVAC in fresh-air mode should eliminate it while we continue to investigate.

-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: Frick, Randolph (R.A.)
Sent: Thursday, September 11, 2014 8:48 AM
To: Buelow, Steve (S.E.)
Subject: RE: ISM 1307010

Steve,
Here are the dlr's comments to the Hotline in a call made yesterday.

09/10/2014 04:49PM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: exhaust smell after hard accsel Diagnostics: perform tsb 14 0130 Parts replaced: tsb 14-0130
Tech Question: cust states smell still coming into veh after wot cust had same issue with 13 ford edge before we took edge back and put cust into 14 explorer because same issue i remember that the original tsb instructed to rr both rear vents so we are going to replace right vent any other sugestions

My understanding is that the concern occurs after running at wot.
Also sounds like customer is tuned into the smell, having a similar issue with a 13 Edge.
Thanks again!
Randy

From: Buelow, Steve (S.E.)
Sent: Thursday, September 11, 2014 8:34 AM
To: Frick, Randolph (R.A.)
Cc: Krawczyk, Kevin (R.)
Subject: RE: ISM 1307010

I do, as well as Kevin. The TSB is the latest information, although the team is still investigating if the TSB does not resolve it completely. What is the status of this one, and conditions under which the odor occurs?

-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: Frick, Randolph (R.A.)
Sent: Thursday, September 11, 2014 8:16 AM
To: Buelow, Steve (S.E.)
Subject: ISM 1307010

Steve,
Do you still have Explorer? If so can you update me on ISM 1307010. The president of AutoNation is personally involved with repair of this vehicle.

1FM5K7B80EG [REDACTED]

Concern: exhaust smell inside veh after WOT.

If you no longer have Explorer, who does?

Thanks for your help!!

Randy

Randy Frick
Ford Motor Company
Field Service Engineer
Twin Cities
cell [REDACTED]

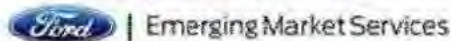
From: Vongthip, Didi (D.)
Sent: Monday, October 27, 2014 11:27 AM
To: Brogan, Cian (C.); Setti, Lokesh (L.); Zizek, Marcia (M.)
Cc: Allie, Abdul (A.D.); Krawczyk, Kevin (R.)
Subject: RE: Larger foam seal on U502 Front Flare study

Cian/Marcia-

Can you provide me with the Plant cut-off date on this concern. This was asked to be put in the Explorer TSB. We need this to be able to release the TSB ASAP.

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: Brogan, Cian (C.)
Sent: Friday, October 24, 2014 9:42 AM
To: Setti, Lokesh (L.); Zizek, Marcia (M.)
Cc: Vongthip, Didi (D.); Allie, Abdul (A.D.); Krawczyk, Kevin (R.)
Subject: RE: Larger foam seal on U502 Front Flare study

Lokesh,

I do not have a VIN cut off, only the production date that was provided previously.

Cian

From: Setti, Lokesh (L.)
Sent: Wednesday, October 22, 2014 3:02 PM
To: Zizek, Marcia (M.); Brogan, Cian (C.)

Cc: Vongthip, Didi (D.); Allie, Abdul (A.D.); Krawczyk, Kevin (R.)
Subject: RE: Larger foam seal on U502 Front Flare study

Marcia/Cian, Pls. provide a cutoff VIN when this change went into production. We do not want dealers to swap out wheel lip moldings as part of TSB repair if not required.

Thanks

Lokesh Setti

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

From: Setti, Lokesh (L.)
Sent: Tuesday, October 14, 2014 7:37 AM
To: Zizek, Marcia (M.)
Cc: Vongthip, Didi (D.); Allie, Abdul (A.D.); Krawczyk, Kevin (R.)
Subject: RE: Larger foam seal on U502 Front Flare study

Marcia, Can you please track the cutoff date/VIN when this change rolled into production?

We need this for a service TSB update.

Thanks

Lokesh Setti

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

From: Zizek, Marcia (M.)
Sent: Thursday, March 13, 2014 12:13 PM
To: Setti, Lokesh (L.)
Subject: FW: Larger foam seal on U502 Front Flare study

Confirmation from Cian Brogan.

Regards,

Marcia Zizek

Ford Chicago Assembly Plant
PVT Exterior Trim and Ornammentation
U502/D258/D385
Office: (773) 646-7483

From: Brogan, Cian (C.)
Sent: Thursday, March 13, 2014 11:12 AM
To: Zizek, Marcia (M.)
Subject: RE: Larger foam seal on U502 Front Flare study

Yes, rolled into service and production.

From: Zizek, Marcia (M.)
Sent: Thursday, March 13, 2014 12:09 PM
To: Brogan, Cian (C.)
Subject: RE: Larger foam seal on U502 Front Flare study

Arie is the one who wants to know if this TSB was also rolled into production.

Regards,

Marcia Zizek

Ford Chicago Assembly Plant
PVT Exterior Trim and Ornamentation
U502/D258/D385
Office: (773) 646-7483

From: Brogan, Cian (C.)
Sent: Thursday, March 13, 2014 11:08 AM
To: Zizek, Marcia (M.)
Subject: RE: Larger foam seal on U502 Front Flare study

Yeah, it was released a long time ago. Would have to track down the date if it is needed.

From: Zizek, Marcia (M.)
Sent: Thursday, March 13, 2014 12:06 PM
To: Brogan, Cian (C.)
Subject: FW: Larger foam seal on U502 Front Flare study

Do you know what the concern number was for this change to the rear wheel lip moldings for exhaust odor? Lokesh called me to see if this was released into production but he had no info.

Regards,

Marcia Zizek

Ford Chicago Assembly Plant
PVT Exterior Trim and Ornamentation
U502/D258/D385
Office: (773) 646-7483

From: Setti, Lokesh (L.)
Sent: Thursday, March 13, 2014 11:03 AM
To: Zizek, Marcia (M.)
Subject: FW: Larger foam seal on U502 Front Flare study

Pls. investigate if this design change was released for production. Thanks

Lokesh Setti

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

From: Theodore Bachelder [mailto:Theodore_Bachelder@lexamar.com]
Sent: Friday, May 04, 2012 4:55 PM
To: Brogan, Cian (C.)
Cc: Dave Dorst; Bruce Delbovo (delbo4@sbcglobal.net); Setti, Lokesh (L.); Mark Stringer; Mike Severn; Paul Shepard; Scott Gignilliat
Subject: RE: Larger foam seal on U502 Front Flare study

Agreed

Ted Bachelder
Product Engineer
LexaMar Corp.
Desk: 231-439-1499
Fax: 231-582-5951

theodore.bachelder@magna.com

"Brogan, Cian (C.)" <cbrogan2@ford.com>

"Brogan, Cian (C.)" <cbrogan2@ford.com>

05/04/2012 04:41 PM

To: "Theodore_Bachelder@lexamar.com"
<Theodore_Bachelder@lexamar.com>

cc: Dave Dorst <Dave_Dorst@lexamar.com>, "Setti, Lokesh (L.)" <lsetetams@ford.com>, Mark Stringer <mark_stringer@lexamar.com>, Mike Severn <mike_severn@lexamar.com>, Paul Shepard <Paul.Shepard@magna.com>, Scott Gignilliat <Scott_Gignilliat@lexamar.com>, "Bruce Delbovo (delbo4@sbglobal.net)" <delbo4@sbglobal.net>

Subject: RE: Larger foam seal on U502 Front Flare study

Three sets would be a good start to prove out feasibility. Based on the success of that sample can we plan on a 30 piece followed by a 300 piece?

I will send you an alert number that you can ship under. Please ship separately to production parts.

Thanks,

Cian

Cian Brogan
Chicago Assembly Plant
PVT Exterior Trim and Ornamentation
U502/D258/D385
Office: (773) 646-7483
Cell: [REDACTED]

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

From: Theodore_Bachelder@lexamar.com [mailto:Theodore_Bachelder@lexamar.com]

Sent: Friday, May 04, 2012 3:38 PM

To: Brogan, Cian (C.)

Cc: Dave Dorst; Setti, Lokesh (L.); Mark Stringer; Mike Severn; Paul Shepard; Scott Gignilliat

Subject: RE: Larger foam seal on U502 Front Flare study

Cian,

I will defer the quote to Mike Severn.
Will three sets suffice?

Ted Bachelder
Product Engineer
LexaMar Corp.
Desk: 231-439-1499
Fax: 231-582-5951
theodore.bachelder@magna.com

"Brogan, Cian
(C.)"
<cbrogan2@ford.co

To

m>

Theodore Bachelder
<Theodore.Bachelder@lexamar.com>

05/04/2012 04:33
PM

cc

Scott Gignilliat
<Scott.Gignilliat@lexamar.com>,
Mike Severn
<mike.severn@lexamar.com>, Mark
Stringer
<mark.stringer@lexamar.com>, Paul
Shepard <Paul.Shepard@magna.com>,
Dave Dorst
<Dave.Dorst@lexamar.com>, "Setti,
Lokesh (L.)" <lsetams@ford.com>
Subject
RE: Larger foam seal on U502 Front
Flare study

Thanks Theodore. Would it be possible to get a small trial for early next week? Could you also provide a quote when you have costing available?

Thanks again,

Cian

Cian Brogan
Chicago Assembly Plant
PVT Exterior Trim and Ornamentation
U502/D258/D385
Office: (773) 646-7483
Cell: [REDACTED]

From: Theodore Bachelder (mailto:Theodore.Bachelder@lexamar.com)

Sent: Friday, May 04, 2012 2:48 PM

To: Brogan, Cian (C.)

Cc: Scott Gignilliat; Mike Severn; Mark Stringer; Paul Shepard; Dave Dorst

Subject: Larger foam seal on U502 Front Flare study

Cian,

Please review the attached ppt.

First slide shows the coverage of the 22mm dia foam over the slot in the fender. The current foam of 13.5mm dia is also shown.

Note that the 22mm foam interferes slightly at nominal with the clip base shown on slide #2

(See attached file: 22mm dia washer worst case stack.pptx)

Ted Bachelder
Product Engineer
LexaMar Corp.

Desk: 231-439-1499
Fax: 231-582-5951
theodore.bachelder@magna.com

From: Krawczyk, Kevin (R.)
Sent: Wednesday, August 27, 2014 7:20 PM
To: Setti, Lokesh (L.)
Cc: Buelow, Steve (S.E.)
Subject: RE: Leroy Harlan VIN# 1FM5K8D87EG [REDACTED]
Attachments: Dealer Visit Request Form.docx; Field Concern Investigation Requests.docx

Lokesh,
FYI if you didn't already know see attached.

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

From: Setti, Lokesh (L.)
Sent: Wednesday, August 27, 2014 3:17 PM
To: joe@zookmotors.net; O'Reilly, Michael (M.J.)
Cc: Green, Robert (R.); Buelow, Steve (S.E.); Krawczyk, Kevin (R.); Rajaniemi, Brent (B.)
Subject: RE: [REDACTED] VIN# 1FM5K8D87EG [REDACTED]

Joe, We want to send a couple engineers from Dearborn to look at his vehicle next week. If the vehicle is still at the dealership, pls. confirm what day will work for you.

Mike, Looks like this customer has a family member in fire department and is measuring cabin CO levels. Are you OK with us taking a look at this vehicle to verify the latest TSB actions? Do you want Subbiah to visit this dealership while we are there?

Thanks

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

From: Buelow, Steve (S.E.)
Sent: Wednesday, August 27, 2014 10:51 AM
To: Setti, Lokesh (L.)
Subject: FW: [REDACTED] VIN# 1FM5K8D87EG [REDACTED]
Importance: High

-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] sbelow@ford.com

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

From: Green, Robert (R.)
Sent: Tuesday, August 26, 2014 9:21 AM
To: Buelow, Steve (S.E.); Krawczyk, Kevin (R.)
Cc: Green, Robert (R.)
Subject: FW: [REDACTED] VIN# 1FM5K8D87EG [REDACTED]
Importance: High

Steve/Kevin, Below is the email sent to me from the dealer on the VIN we discussed. I verified the testing was completed with the front climate control on max a/c and the rear was on, blower in the #2 setting. This was completed after the HVAC module was reprogrammed, the air deflectors were also taped off during the test drive. CQIS is updated.

Can we try the tailpipes we discussed?



Robert Green
Field Service Engineer
Pittsburgh Region
(716) 771-6247
Rgreen78@ford.com

Rotunda Tools:

- Ford Approved
- Special Financing Offers
- Direct Parts Billing

From: Joe Gullifer [<mailto:joe@zookmotors.net>]
Sent: Monday, August 25, 2014 4:44 PM
To: Green, Robert (R.)
Subject: Leroy Harlan
Importance: High

Rob,

Another employee and myself took the customer's explorer for a ride today and measured the levels. It reached 17ppm. We then took an identical, but 2015, Explorer for the same ride and it actually reached

26ppm. You could smell exhaust odor in both vehicles. The air extractors were completely taped off in the Harlan vehicle. We have ordered another set of extractors because the tabs broke off when taking them out. Before we road tested Harlan's, Ken also checked over the vehicle again for anything he might have overlooked and pulled the trunk striker in to snug that up a little more. I did not have the customer drive us as you wanted. He is extremely pissed right now about it since the car has been here 21 days now and we don't have an answer for him. He said he has contacted the Federal Vehicle Safety people and they want to test the vehicle. I don't think the customer will be patient enough to wait much longer.

FYI, the conditions when the odor and levels seem to build the fastest are when running the engine at high rpms and then letting off, such as climbing a steep hill, accelerating aggressively, or passing someone. We had the ac on max recirc in both vehicles. When the CO levels would start to build, they would continue to build and not decrease unless a window was rolled down.

Joe Gallifer

Service Manager

Zook Motors, Inc.

25 Willow Run Drive

Kane, PA 16735

www.zookmotors.net

877-549-7225

Dealership Visitation Request Form

If you have read the Dealer Visitation Guidelines and would like to request to visit a dealer, please fill out the form below and submit via email. If you have not yet read the Guidelines, reference the [CIDR SharePoint](#) site (Dealer Visitation Requirements > Dealer Visitation Policy) and read them before completing the form.

Occasionally circumstances exist that make it inappropriate to visit selected dealers at a given point in time. To avoid such conflicts, your request will be reviewed by FCSD Customer Service Operations with affected FCSD Regional Office staff. Do not make any formal visit arrangements or contact dealers until after you receive approval via email from Customer Service Operations.

FCSD will review the request and confirm that the dealers you have selected are available for a visit. After approval, you will be responsible for arranging specific contact dates and times with each dealership.

Fill out form below. Once complete, email this document to [Mark Albrant \(MALBRANT\)](#) and [Jessica Bishop \(JBISHOPF\)](#)

Name:	<input type="text"/>
CDSID:	<input type="text"/>
Area Code and Phone Number:	<input type="text"/>
Organization:	<input type="text"/>

Dealer Visit Information

Purpose of Visit:	<input type="text"/>
Number of People Planning to Visit:	<input type="text"/>
Proposed Visit Date (s):	<input type="text"/>
Dealerships You Plan to Contact - MUST INCLUDE P&A Code, Dealership Name, and City & State.	<input type="text"/>



Requests for Field Concern Investigation & Vehicle Inspection

The following process supports requests for Field Concern Investigations and Vehicle Inspections by utilizing the FCSD PVT Program Managers (PVT), Product Concern Engineers (PCE) or Commodity Concern Engineers (CCE).

- Requests for a single/specific vehicle inspection or data retrieval exercise, including requests driven by GQRS callback process:
 - PVT/PCE/CCE checks GCQIS to validate that a report exists on the symptom(s), or creates a new report as required entering all necessary information.
 - PVT/PCE/CCE emails GCQIS report to Concern Identification and Resolution (CIDR) Supervisor. The CSE TFOAMS Coordinator is the back-up contact. Report must contain description of the request (GQRS driven, QSF/Emerging Concern investigation, request to send data recorder to dealer, safety or engineering-driven vehicle inspection, FSE request for assistance, etc.)
 - CIDR Supervisor reviews request, and if approved they will process TFOAMS request for either FSE assistance, or field awareness/information only (no action requested). Note: in situations where multiple vehicles at multiple dealers are being targeted, other methods of entering TFOAMS requests may be considered.
 - The PCE/CCE will open a TAR in GCQIS for approved requests that require FSE assistance at the dealer.
 - Situations where the desired action requires a customer vehicle be brought into the dealer, it is strongly recommended that the PVT/PCE/CCE leverage the servicing dealer to coordinate the customer contact. Do not leverage Technical Field Operations (TFO) to coordinate the customer contact.
 - PVT/PCE/CCE and Engineering Requestor should make a joint phone contact to the Dealer Service Management to discuss:
 - The purpose and expectations of the request
 - Arrange any parts, equipment shipping, etc.
 - Share contact information with Dealer for questions
 - Provide technical written instructions for complex requests
- Requests for assistance to inspect multiple vehicles at a specific dealer(s):
 - PVT/PCE/CCE will email request to the CIDR Supervisor with all relevant information.
 - CIDR Supervisor will contact TFO Field Technical Assistance Coordinator to present the request.
 - TFO Field Technical Assistance Coordinator will screen, define and prioritize the request in TFOAMS based on the following criteria:
 - QSF, Emerging Concern, Monitor list items being tracked by the Concern Monitor Team (CMT)
 - Requests that cannot be satisfied by other means (Fleet inspections, Customer Clinics, Management Lease inspection)
- Other Things for Requestors to Consider:
 - Mechanism to compensate dealer technician for labor, regardless of warranty status
 - Following established Warranty Part Return process
 - Handling alternative transportation for customer
 - Dealer mark-up allowance on parts and/or assemblies provided at no-cost
 - Previous repair attempts and/or days out of service

From: Pickens, Mitch (M.K.)
Sent: Friday, July 31, 2015 3:36 AM
To: Jason Davis
Subject: Re: need your input - explorer odor RO notes

Sounds correct

Sent from my iPhone

On Jul 30, 2015, at 6:58 PM, Jason Davis <jdavis@htford.com> wrote:

Here is my notes – she wants certain verbiage about Ford telling her how to operate her vehicle etc...tell me what you think if you could please.

PERFORMED CABIN PRESSURE TEST USING SOAPY WATER PER FSE-

- | 2. REMOVED BUMPER COVER FOR ACCESS, TAPED OFF AIR EXTRACTOR
- | 3. AND PRESSUREIZED CABIN. CHECKED ALL SEALS FOR AIR LEAKS
- | 4. ON ALL 4 DOORS AND LIFTGATE. NO PROBLEM FOUND. PRESSURE
- | 5. WASHED ALL SEALS, NO WATER INTRUSION
- | 6. VERIFIED HVAC IS AT LATEST LEVEL. ROAD TEST VERIFIED FRESH
- | 7. AIR DOOR OPENS AFTER 2 SECONDS OF 90 PERCENT THROTTLE AND
- | 8. REMAINS OPEN FOR ABOUT 10 SECONDS AFTER WOT. ROAD TEST IN
- | 9. FRESH AIR MODE- SMELL IS NOT PRESENT UNLESS RECIRC IS
- | 10. SELECTED. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME
- | 11. NOTE: IF THE VEHICLE IS ACCELERATED AGGRESSIVELY BUT JUST
- | 12. UNDER THE REQUIRED 90% PLUS THROTTLE FOR 2 SEC AND THE AC
- | 13. IS IN AUTO AND/OR RECIRC SETTING EXHAUST ODOR MAY BE
- | 14. MOMENTARILY PRESENT.

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

From: Buelow, Steve (S.E.)
Sent: Wednesday, March 27, 2013 9:41 PM
To: Crocker, Jonathan (J.A.); Setti, Lokesh (L.); Keinath, Wayne (W.)
Subject: RE: Numbers for exhaust odor

I found 123 warranty claims with TSB 12-12-4 in the comments and 55 with TSB 12-12-04, so there have been a lot of vehicles that had the TSB done.

-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: Crocker, Jonathan (J.A.)
Sent: Wednesday, March 27, 2013 4:34 PM
To: Buelow, Steve (S.E.); Setti, Lokesh (L.); Keinath, Wayne (W.)
Subject: RE: Numbers for exhaust odor

The 14 repeats are on what denominator? How many tried the TSB fix in total.. not all 140?

From: Buelow, Steve (S.E.)
Sent: Wednesday, March 27, 2013 5:26 PM
To: Crocker, Jonathan (J.A.); Setti, Lokesh (L.); Keinath, Wayne (W.)
Subject: Numbers for exhaust odor

152 warranty claims for 11-13 Explorer, 140 CQIS reports for original odor, 14 repeats after TSB.

-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: Rouen, Jim (J.G.)
Sent: Monday, June 13, 2016 4:29 PM
To: Bruckner, Paul (P.R.); Gariepy, Arthur (A.P.)
Cc: Kiser, Travis (T.)
Subject: RE: Odor gas analysis

A communication is available. John or Pete should have access to it.

From: Bruckner, Paul (P.R.)
Sent: Monday, June 13, 2016 9:45 AM
To: Rouen, Jim (J.G.); Gariepy, Arthur (A.P.)
Cc: Kiser, Travis (T.)
Subject: Odor gas analysis

Art & Jim,

If I recall correctly, did we not provide an exhaust analysis at some point in the past advising that there were no specific health concerns related to odor? Al Jaz is asking, request from Ejay below, and in the attached email.

Hi Paul,

Please find the list of repeated concerns reported from our service branches, need to review these concerns on tomorrow meeting.

Refer the attachment for more details.

Note: Explorer, Edge and Flex Exhaust smell inside the cabin concern, need ford letter to the customer that it is characteristics of the vehicle and will not arm for any health related problem.

*Regards,
Elay.*

Paul Bruckner
Global Product Concern Manager
313-323-0925 pbruckne@ford.com



FORD MEA
Middle East and Africa

From: Pickens, Mitch (M.K.)
Sent: Thursday, July 30, 2015 5:53 PM
To: Jason Davis
Subject: Re: Odor

There is nothing after that.

Sent from my iPhone

On Jul 30, 2015, at 9:59 AM, Jason Davis <jdavis@htford.com> wrote:

Ok sir. All has been re-done and re-inspected and pass. Where do we go from here? Call techline? Ghostbusters??

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

From: Pickens, Mitch (M.K.) [<mailto:mpicken2@ford.com>]
Sent: Tuesday, July 28, 2015 10:01 AM
To: Jason Davis; Williams, Kelli (K.)
Subject: Odor

Jason, the best technical information that we have at this time is to pressurize the cabin (use HVAC on fresh air and tape off air extractors) and spray soapy water around all of the seams at the back of the vehicle to identify any additional leaks that are not covered by the TSB. Then verify that the HVAC is at the latest software level, and verify with IDS that the recirc door flips to fresh air after a wide open throttle application of greater than 2 seconds. The door should stay in fresh air for approximately 10 seconds. The customer may also manually command the recirc door to fresh air but to do this requires the HVAC to be in manual mode – meaning that both a mode position and a blower speed must be manually selected.

MITCH PICKENS

FORD CUSTOMER SERVICE DIVISION
FSE PHOENIX REGION
MOBILE PHONE: 602-574-1743
EFAX: 866-552-6963
MPICKEN2@FORD.COM

From: Jason Davis [<mailto:jdavis@htford.com>]
Sent: Tuesday, July 28, 2015 9:47 AM
To: Williams, Kelli (K.); Pickens, Mitch (M.K.)
Subject: exhaust smell

Is there any progress on my request to have Mitch (FSE) come out to look at Mrs Pershing's repeat concern with exhaust odor? She is waiting for my call to schedule her and has been since last week.

ref VIN 1FM5K8D85EG [REDACTED]

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

From: Hopping, Steven (S.D.)
Sent: Wednesday, December 16, 2015 8:03 PM
To: Krawczyk, Kevin (R.)
Subject: RE: question on contact 109325230

Kevin,

You are correct, I overlooked that point. This vehicle is a 3.5 GTDI. So, the updated exhaust would not apply.

Thanks for your time and the clarification!

Steven Hopping

Gas Engine Commodity - Subject Matter Expert (SME)
SEO Technical Assistance Center - DSC 1
Cube 333

313-317-9133



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From: Krawczyk, Kevin (R.)
Sent: Wednesday, December 16, 2015 3:00 PM
To: Hopping, Steven (S.D.)
Subject: RE: question on contact 109325230

Steve,

Which part numbers are not correct for which application? We only have updated exhaust for 3.5L TiVCT engines.

- For 3.5L TiVCT ONLY MY11-15 vehicles install Muffler assembly part # EB5Z-5230- A
- For 3.5L TiVCT ONLY MY16 vehicles install Muffler assembly part # FB5Z-5230-B

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

From: Hopping, Steven (S.D.)
Sent: Wednesday, December 16, 2015 2:49 PM
To: Krawczyk, Kevin (R.)
Subject: FW: question on contact 109325230

Kevin,

If I remember correctly, the muffler part numbers provided in ISM 15-07-013 are not published in the Parts Catalog yet, correct? (F74BW012 – but it is French).

The tech is stating the part numbers being provided are not correct.

Thank you,

Steven Hopping

Gas Engine Commodity - Subject Matter Expert (SME)
SEO Technical Assistance Center - DSC 1
Cube 333

313-317-9133



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From: Sheahan, Karen (K.)
Sent: Wednesday, December 16, 2015 12:42 PM
To: Hopping, Steven (S.D.)
Subject: question on contact 109325230

Hello,

Bethany is not in until sometime in the new year therefore can you please assist with this... this vehicle has dual exhaust and the dealer is adamant that the muffler part number in the ISM is not correct. I have asked them to contact PACO however wondering if you know if this is correct part number or if different if dual exhaust? Are they not all dual exhaust?

Karen Sheahan

Escalated Handling Team
Ford Technical Assistance Center – DSC1
ksheahan@ford.com

From: Schaffer, Timothy (T.J.)
Sent: Thursday, October 16, 2014 3:09 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Recirc door

That's why I shared.. Too many questions on how it's supposed to operate.

From: Krawczyk, Kevin (R.)
Sent: Thursday, October 16, 2014 10:41 AM
To: Schaffer, Timothy (T.J.); Colarossi, Anthony (A.); Newton, Brad (W.)
Cc: Wynn, David (D.); Sorochinsky, Christine (M.)
Subject: RE: Recirc door

Tim,
I didn't know this specifically, but I did know that if a customer wants "fresh air" mode, they have to take it out of Auto, not just out of recirc. If the vehicle is in Auto and you just deselect the recirc button it does not take the system out of recirc.

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

From: Schaffer, Timothy (T.J.)
Sent: Thursday, October 16, 2014 10:35 AM
To: Colarossi, Anthony (A.); Newton, Brad (W.)
Cc: Krawczyk, Kevin (R.); Wynn, David (D.); Sorochinsky, Christine (M.)
Subject: FW: Recirc door

New door operation for 2014 model year. This may be old info for you, but maybe not..

FYI only..

Brad – can you let the appropriate hotline SME's know?

From: Butler, Fred (F.W.)
Sent: Thursday, October 16, 2014 10:27 AM
To: Pickens, Mitch (M.K.); Schaefer, Eric (E.)
Cc: Sorochinsky, Christine (M.); Schaffer, Timothy (T.J.); Mangham, David (DAM.); Van auken, Christopher (C.S.); Brown, Kenneth (K.G.)
Subject: RE: Recirc door

Above 75F ambient, we have automatic recirc implemented for 14MY. Upon ignition, if above 75F, recirc is active. Manual override to fresh is allowed. The auto recirc will not re-engage for that ignition cycle, but will again be active upon the next ignition on.

Regards,
Fred Butler

EESE Climate Electrical
313 805 4099
Fbutler9@ford.com

From: Pickens, Mitch (M.K.)
Sent: Thursday, October 16, 2014 10:22 AM
To: Butler, Fred (F.W.); Schaefer, Eric (E.)
Cc: Sorochinsky, Christine (M.); Schaffer, Timothy (T.J.); Mangham, David (DAM.); Van auken, Christopher (C.S.); Brown, Kenneth (K.G.)
Subject: RE: Recirc door

Outside temp was probably in the 80's. I was inside the shop, and the set temperature for HVAC was LO. I also tried 72 degree set temp, but it didn't seem to matter.

MITCH PICKENS

FORD CUSTOMER SERVICE DIVISION
FSE PHOENIX REGION
MOBILE PHONE: 602-574-1743
EFAX: 866-552-6963
MPICKEN2@FORD.COM

From: Butler, Fred (F.W.)
Sent: Thursday, October 16, 2014 5:44 AM
To: Schaefer, Eric (E.); Pickens, Mitch (M.K.)
Cc: Sorochinsky, Christine (M.); Schaffer, Timothy (T.J.); Mangham, David (DAM.); Van auken, Christopher (C.S.); Brown, Kenneth (K.G.)
Subject: RE: Recirc door

What was the outside ambient temperature?

Regards,
Fred Butler
EESE Climate Electrical
313 805 4099
Fbutler9@ford.com

From: Schaefer, Eric (E.)
Sent: Thursday, October 16, 2014 8:23 AM
To: Pickens, Mitch (M.K.)
Cc: Sorochinsky, Christine (M.); Schaffer, Timothy (T.J.); Mangham, David (DAM.); Van auken, Christopher (C.S.); Butler, Fred (F.W.); Brown, Kenneth (K.G.)
Subject: RE: Recirc door

Mitch;

Can you confirm that the recirc door moves to fresh if you select Defrost? You said you placed the control in manual mode, can you detail which mode you had selected?

Eric Schaefer

Senior Engineer
EESE - Climate Control Electrical
Ford Motor Company
Building #3, 2G099, Mail Drop 3010
20100 Rotunda Dr. Dearborn, MI 48124
Cell Phone: [REDACTED]
EMail: eschaefer2@ford.com

ONE FORD ONE TEAM - ONE PLAN - ONE GOAL

*There are 10 kinds of people:
Those who understand binary and those who don't...*

From: Pickens, Mitch (M.K.)
Sent: Wednesday, October 15, 2014 8:06 PM
To: Schaffer, Timothy (T.J.); Mangham, David (DAM.); Schaefer, Eric (E.)
Cc: Sorochinsky, Christine (M.)
Subject: RE: Recirc door

I spent some additional time with three different units today checking the HVAC operation – a 2013 MKX (dealer loaner), a 2014 MKX (customer car with odor complaint), and a 2015 MKX right off the truck. I am attaching some brief notes on the operation of the HVAC system, along with the p/n and calibration information as reported by IDS.

2014 MKX – complaint car, 2LMDJ8JKXEB [REDACTED] open TAR EHYEP002. This vehicle has a new HVAC module, and a new recirc actuator at my request. The HVAC is placed in manual mode, and the air inlet door is placed in fresh air. Upon restart, the air inlet door goes to recirc, and turns on the light in the FCIM. If you press the recirc request button on the FCIM, the light goes out, but the door actually stays in recirc. If you press the recirc request button again, the light stays out on the FCIM, and the recirc door actually moves to fresh air. Any subsequent press of the recirc request button causes the door to operate as commanded. It makes no difference if you are using the MyTouch touchscreen, or the FCIM to operate the recirc request button – both behave the same. Additionally, the wiring diagram shows that the air inlet door actuator is a three wire actuator with no feedback circuit. It has power from the BCM, and two motor control circuits controlled by the HVAC. To me, this implies that the actuator would turn two different directions depending on whether the actuator is closing the air inlet door, or opening it. The actuator moves in only one direction (clockwise). It will move 180 degrees clockwise to open, and then move another 180 degrees clockwise to close the door. The wiring diagram is attached from the 2014 WSM.

If you put the HVAC on full auto, the MyTouch screen shows Auto in brackets over both the mode buttons and the blower speed buttons. If you manually select a blower speed, this should take it out of Auto mode. On the MyTouch screen, the Auto brackets shrink to just over the mode buttons and the AUTO lights go out on the FCIM and MyTouch screen. If you start the vehicle, the Auto brackets are gone altogether over mode and blower speed, and I have no control over the air inlet door. No matter how many times I press the recirc request button, the air inlet door stays in recirc. The FCIM and MyTouch screen register the recirc door request, but the door never changes. If I then select a mode, I can get control of the air inlet door.

(HVAC) Part Number = EA13-18C612-CA
(HVAC)_FILENAME = ET43-18D619-AA
(HVAC) Software Part 1 (F10A) = BT43-14C651-AF
(HVAC)_HARDWARE_NUM = CT43-14F165-GC
(HVAC)_CONFIGURATION_FILENAME = BT43-14C651-AF
(HVAC)_CALIBRATION_FILENAME = EA13-18D620-CA

2013 MKX – dealer loaner - 2LMDJ6JK7D [REDACTED]
This vehicle does not default to recirc on start up. It will cycle the air inlet door upon start up but reverts back to prior state whereas the 2014 does not do this. Additionally, if you use the MyTouch screen to select the mode, this will turn off the AUTO button light, but the HVAC is still auto controlling the blower speed. Upon restart, AUTO will be reselected for both mode and blower speed. It does not illuminate the AUTO button on restart if both mode and blower speed are manually selected in the MyTouch screen. Some other combination of manual/auto caused the Auto button to illuminate on the MyTouch screen, but not on the FCIM. I believe this was manual blower speed, auto mode, but I don't remember.

(HVAC) Part Number = DA13-18C612-CB
(HVAC)_FILENAME = DT43-18D619-AB
(HVAC) Software Part 1 (F10A) = BA13-14C651-AF

(HVAC)_HARDWARE_NUM = CT43-14F165-GC
(HVAC)_CONFIGURATION_FILENAME = BA13-14C651-AF
(HVAC)_CALIBRATION_FILENAME = DA13-18D620-CB

2015 MKX – new unit still in transport mode – 2LMDJ6JK [REDACTED]
I didn't spend much time in this unit, but it did default to recirc upon startup.

(HVAC) Part Number = EA13-18C612-CA
(HVAC)_FILENAME = ET43-18D619-AA
(HVAC) Software Part 1 (F10A) = BA13-14C651-AF
(HVAC)_HARDWARE_NUM = CT43-14F165-GC
(HVAC)_CONFIGURATION_FILENAME = BA13-14C651-AF
(HVAC)_CALIBRATION_FILENAME = EA13-18D620-CA

MITCH PICKENS

FORD CUSTOMER SERVICE DIVISION
FSE PHOENIX REGION
MOBILE PHONE: 602-574-1743
EFAX: 866-552-6963
MPICKEN2@FORD.COM

From: Schaffer, Timothy (T.J.)
Sent: Wednesday, October 15, 2014 1:33 PM
To: Mangham, David (DAM.); Schaefer, Eric (E.); Pickens, Mitch (M.K.)
Cc: Sorochinsky, Christine (M.)
Subject: Recirc door

What is normal operation of the recirc door? What does it default to when vehicle is shut down and restarted on a 2013 – 2014-2015 MKX?

Sincerely,
Timothy J. Schaffer
Ford Motor Company
Automotive Safety Office - Safety Investigations Engineer
Fairlane Plaza South, Suite 5015
330 Town Center Drive
Dearborn, MI 48126-2738
*Phone (313) 845-4486
*Email: tschaff2@ford.com

From: Krawczyk, Kevin (R.)
Sent: Friday, February 27, 2015 7:55 PM
To: Kuffel, Adam (A.B.)
Subject: RE: Repeat Exhaust odor after TSB 14-0130

Adam,

If you have performed all the items that I recommended, then unfortunately I don't have anything additional to add.

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

From: Kuffel, Adam (A.B.)
Sent: Friday, February 27, 2015 2:53 PM
To: Krawczyk, Kevin (R.)
Subject: RE: Repeat Exhaust odor after TSB 14-0130

Kevin,

I did the soapy water pressure testing on this vehicle a few weeks ago. I found a hand full of very small leaks. The vehicle is sealed now. The customer is still complaining of the odor.

I have heard rumor engineering is working on a new calibration for this issue. Possibly lowering the heavy throttle time down to 2 seconds. If this is true? We also need to make the fresh air door open after 2 seconds no matter if the rear HVAC is on or not. This customer does not use the rear a/c. He does not like the noise from it. He also will not put the vehicle into manual mode and fresh air.

Do you have any other suggestions? I see in AEQ that there was a proposal for exhaust turn downs for the export market vehicle? Will putting turn downs on the exhaust fix the concern?

Regards,
Adam Kuffel
Field Service Engineer
Ford Motor Company
Customer Service Division
Orlando Technical Zone T04
(407) 808-4129

"Fix it right every time with Rotunda!"



ROTUNDA

From: Krawczyk, Kevin (R.)
Sent: Friday, February 27, 2015 2:12 PM
To: Kuffel, Adam (A.B.)
Subject: RE: Repeat Exhaust odor after TSB 14-0130

Adam,

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 manual mode and then 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: Kuffel, Adam (A.B.)
Sent: Friday, February 27, 2015 10:55 AM
To: Krawczyk, Kevin (R.)
Subject: Repeat Exhaust odor after TSB 14-0130

Kevin,

I have a final repair attempt on an Explorer with exhaust odor after heavy throttle scheduled for 3-10-2015. Just wondering if we have any new information on how to repair this issue. I believe this customer always drives with the HVAC in recirculation, rear a/c off most of the time. From my experience the odor is not as bad if the vehicle is driven in the fresh air mode.

Regards,
Adam Kuffel
Field Service Engineer

Ford Motor Company
Customer Service Division
Orlando Technical Zone T04
(407) 808-4129

"Fix it right every time with Rotunda!"



LINCOLN

ROTUNDA

From: Martin, Dave (M.)
Sent: Monday, December 08, 2014 8:49 PM
To: Buelow, Steve (S.E.); Setti, Lokesh (L.); Krawczyk, Kevin (R.)
Subject: RE: Report Summary for the CQIS Report#DGJA2015

Importance: High

Lokesh, Kevin,

Are you able to provide any information today that is different from what we already know (see comments in GCQIS report at bottom of email)?

Thank You,

Dave Martin

Field Service Engineer (FSE)
Ford Motor Company
dmarti49@ford.com
Cell: [REDACTED]
Fax: 866-525-8474

Technical Field Operations



From: Buelow, Steve (S.E.)
Sent: Thursday, December 04, 2014 8:23 AM
To: Setti, Lokesh (L.); Krawczyk, Kevin (R.)
Cc: Martin, Dave (M.)
Subject: FW: Report Summary for the CQIS Report#DGJA2015

-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: Martin, Dave (M.)
Sent: Wednesday, December 03, 2014 11:16 AM
To: DRIDOLF2@ford.com; Buelow, Steve (S.E.)
Subject: FW: Report Summary for the CQIS Report#DGJA2015

Hello Guys,

Can you give us any further information on how to proceed with this ongoing concern. We have had an assist open since early Sept 14 with several repair attempts, customer is looking for a resolution.

ArticleType : ISM ArticleNumber : 13-07-010 Entered Date : 07/11/2013 Times Recommended : 227
Date is displayed in MM/DD/CCYY format

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

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

- Verify proper body sealing as per Section 501-00 Body System — General Information of the Workshop Manual.
- Inspect the air extractors for possible damage or improper sealing.
- Inspect the steering column shaft boot seal.
- Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Verify the lift gate seal for damage and proper fit/contact pattern. Ensure that the lift gate plugs are in place in the drain holes.
- Use Rotunda 134-R0135 Leak Detector (or equivalent) to locate leak points/seal openings.

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern.

If TSB 14-0130 has been completed correctly and there are no concerns identified with the above inspections, please be advised that this concern is currently under investigation. Advise to monitor OASIS for updates.

Author: DRIDOLF2 (313) 248-8241

Thank You,
Dave Martin
Field Service Engineer (FSE)
Ford Motor Company
dmarti49@ford.com
Cel [REDACTED]
Fax: 866-525-8474

Technical Field Operations



From: Martin, Dave (M.)
Sent: Wednesday, December 03, 2014 11:09 AM
To: Martin, Dave (M.)
Subject: Report Summary for the CQIS Report#DGJA2015

Attachments : 0

Report# :	DGJA2015 NHL	Received:	07/10/2013
CCRG/EPRC:		Date:	
Vehicle:	2013,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV ,1FM5K8F83DG [REDACTED]	Build Date:	11/04/2012
Odometer :	9,989 M	Engine:	3.5L CYCLO
Transmission:	6F55	Axle:	
Dealer:	USA 06063 Smith Ford, Inc.	Calibration:	DUB1SN0A
City:	Conway	State:	Arkansas
Originator:	SCOTT MCFADIN	A/C:	YES
Symptom:	4 47 1 02 ST/RN/MV,ODOR,CHEMICAL,ALWAYS	Phone#:	800-367-3834
Status:		Country :	USA
VFG:	V53 EXHAUST SYSTEM FUNCTION		
Additional Symptom:	SULFUR SMELL IN CAB		
Fix:	Causal Component :		
Condition Code:			

Hotliner: KSANDE51	Phone: 001-313-3179378	Regn Cd: C3 Memphis
Engineering:	Phone:	TAR: 60+
Dir Contact:	Phone:	Title Cde: AS

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 07/10/2013 12:34PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE
 WEB FORM DATA - CONCERN: CUST SMELLS EVERYTIME VEH IS PUT UNDER A
 LOAD, A SULFUR TYPE EXHAUST SMELL COMING INSIDE CAB RATHER

SIGNIFICANTLY. DOES IT EVERYTIME IT GOES UPHILL OR UNDER A LOAD FOR A MILE OR MORE. FUEL RECALL HAS BEEN PERFORMED AND DID NOT RID OF ANY SULFUR SMELL. CUST IS CONCERNED OF SMELL DIAGNOSTICS: PERFORMED RECALL 13S04 ELIMINATING ANY FUEL SMELL. DID NOT CHANGE SMELL INSIDE CAB. VISUAL CHECK UNDERNEATH. NO LEAKS FOUND PARTS REPLACED: N/A TECH QUESTION: ARE THERE ANY CONCERNS OUT THERE WITH A SULFUR TYPR SMELL GETTING INSIDE CAB WHEN ENG IS PUT UNDER A LOAD. BTW. HE LIVES IN COUNTRY WITH NO ABNORMAL SMELLS FROM ANY OTHER SOURCE AROUNF HIM. THANKS, SCOTT

RECOMM 07/10/2013 12:34PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE

SCOTT, RECOMMEND REFERRING TO TSB 12-12-4. THIS TSB ADDRESS A SULFUR SMELL IN THE CAB BY REPLACING THE AIR EXTRACTORS AND SEALING SPECIFIC LOCATION OF THE BODY.

REPAIR 07/31/2013 06:12PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

THIS IS NOW CHAD. I PERFORMED THE TSB PROPERLY. BEEN ABOUT TWO WEEKS AND CUSTOMER HAS RETURNED WITH THE SAME COMPLAINT. STILL SMELLING EXHAUST. MANAGER WOULD LIKE TO KNOW IF THERE IS ANYTHING ELSE THAT YOU WOULD RECOMMEND TO DO OR HAVE THEIR BEEN ANY RECENT REPORTS/FIXES?

RECOMM 07/31/2013 06:12PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

HELLO SCOTT, THANK YOU FOR THE UPDATED INFORMATION REGARDING THAT TSB# 12-12-4 HAS BEEN COMPLETED. IT IS RECOMMENDED AT THIS TIME TO VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM > GENERAL INFORMATION OF THE WORKSHOP MANUAL. IF NO CONCERNS ARE DETECTED, INSPECT THE AIR EXTRACTORS RECENTLY REPLACED FOR DAMAGE. ALSO INSPECT THE STEERING COLUMN SHAFT BOOT SEAL FOR ANY CONCERN. IF NO CONCERNS ARE DETECTED, INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THERE IS NO MISSING OR INCORRECTLY INSTALLED BODY PLUGS LOCATED IN ALL THE DRAIN HOLES. ALSO ENSURE THAT THE LIFT GATE SEAL IS FREE OF DAMAGE AND FITS CORRECTLY. USING THE ROTUNDA LEAK DETECTOR (OR EQUIVALENT) WILL AID IN ISOLATING HARD TO FIND AIR LEAKS. IF THERE ARE NO CONCERNS IDENTIFIED WITH THE ABOVE INSPECTIONS, ADVISE THE CUSTOMER THAT THE CONCERN IS UNDER INVESTIGATION. NOTE: SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURE WHICH MAY ASSIST WITH DIAGNOSTICS AND HELP REDUCE THE CONCERN.

REPAIR 09/06/2013 04:24PM BRIAN BREISACHER MSS - FCSD - TECH SVC HOTLINE

INBOUND CALL FROM FSE FRANK IN THE MEMPHIS REGION. THERE IS A SULFUR ODOR ON HARD ACCEL. TSB 12-12-4 HAS BEEN PERFORMED. THE VEHICLE WAS INSPECTED FOR AIR LEAKS AND NONE WERE FOUND. THE VEHICLE IS EQUIPPED WITH AFTERMARKET RUNNING BOARDS.

RECOMM 09/06/2013 04:24PM BRIAN BREISACHER MSS - FCSD - TECH SVC HOTLINE

FRANK, PLEASE REVIEW AND PERFORM ISM 13-07-010. THIS ISM PROVIDES INFORMATION ABOUT INSPECTING THE VEHICLE FOR AIR LEAKS THAT CAN ALLOW EXHAUST INTO THE VEHICLE. ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 12-12-4

ADD-ON 09/06/2013 05:33PM FRANK PROSSER (FSE) MSS - FCSD - REG MEMPHIS - KC

I HAVE COMPLETED ISM 13-07-010, AND HAVE NOT FOUND A CONCERN RESOLUTION. I WAS ABLE TO DUPLICATE THE CONCERN ONLY ON THE FIRST

ACCELERATION AT WOT AFTER A COLD SOAK.

- AUDIT 09/06/2013 05:33PM FRANK PROSSER (FSE) MSS - FCSD - REG MEMPHIS - KC**
TECH ASSIST REFERRAL HAS BEEN OPENED
- ADD-ON 09/13/2013 01:37PM VINCE JANIUNAS (PCE) MSS - FCSD - VSP C/P SVC ENG**
SPOKE WITH FSE AND ADVISE ENGINEERING INVESTIGATION CONTINUES.
- ADD-ON 02/12/2014 10:56AM FRANK PROSSER (FSE) MSS - FCSD - REG MEMPHIS - KC**
ENGINEERING IS TESTING A FIX
- ADD-ON 10/09/2014 09:51AM FRANK PROSSER (FSE) MSS - FCSD - REG MEMPHIS - KC**
TSB 14-0130 WAS COMPLETED BY DEALER SHIP AND THE ODOR IS STILL PRESENT. DAVE MARTIN AND I VERIFIED THE CONCERN HAPPENS UNDER A LOAD WITH A/C IN RECYCLE. DISCUSSED CONCERN WITH ENGINEERING. REQUESTED DEALERSHIP TO REPLACE RIGHT SIDE AIR EXTRACTOR, DO A MORE ROBUST SEAM SEALING AND REDO THE RUBBERIZED UNDERCOATING
- ADD-ON 12/03/2014 12:03PM DAVE MARTIN (FSE) MSS - FCSD - REG MEMPHIS - KC**
TSB WITH FSE ASSISTANCE WAS REDONE AND ALL THE STEPS IN THE PREVIOUS COMMENTS WERE COMPLETED. FSES WERE CONFIDENT THAT NONE OF THE STEPS IN THE TSB INSTRUCTIONS WERE DONE CORRECTLY. THE FSE DROVE THE VEHICLE AFTER THE CUSTOMER RETURNED STILL COMPLAINING THAT THE VEHICLE WAS STILL ACTING UP. FSE ADVISED HE COULD STILL SMELL THE EXHAUST ALSO, BUT THAT IT WAS IMPROVED.
- ADD-ON 12/03/2014 12:08PM DAVE MARTIN (FSE) MSS - FCSD - REG MEMPHIS - KC**
HAVE REVIEWED INFO IN ISM 13-07-010. AWAITING FURHTER REPAIR DIRECTION.

From: Martin, Dave (M.)
Sent: Monday, February 02, 2015 8:00 PM
To: Buelow, Steve (S.E.); Krawczyk, Kevin (R.)
Cc: Wheeler, Robert (B.); Montini, Matthew (M.J.)
Subject: RE: Report Summary for the CQIS Report#DGJA2015

Thanks Steve, since I see nothing in AEQ and no updates on the ISM since it was published, I guess it makes more sense just to close out this open report with no further action recommended.

Thank You,

Dave Martin

Field Service Engineer (FSE)
Ford Motor Company
dmarti49@ford.com
Cell [REDACTED]
Fax: 866-525-8474

Technical Field Operations



From: Buelow, Steve (S.E.)
Sent: Monday, February 02, 2015 12:49 PM
To: Martin, Dave (M.); Krawczyk, Kevin (R.)
Cc: Wheeler, Robert (B.); Montini, Matthew (M.J.)
Subject: RE: Report Summary for the CQIS Report#DGJA2015

The only other thing (assuming the latest software was installed) would be down turn exhaust tips, but we did not release them for NA vehicles. They are for the hot climate export markets. Not sure how that would work here.

-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: Martin, Dave (M.)
Sent: Monday, February 02, 2015 12:45 PM

To: Buelow, Steve (S.E.); Krawczyk, Kevin (R.)
Cc: Wheeler, Robert (B.); Montini, Matthew (M.J.)
Subject: FW: Report Summary for the CQIS Report#DGJA2015

Gentlemen,

This TAR has been open for almost 1 ½ years and as best I can tell, it has been addressed as best as we know how to date. Is there any more we can do with this vehicle as of today that is new information more recent than ISM 13-07-010?

Thank You,

Dave Martin

Field Service Engineer (FSE)

Ford Motor Company

dmarti49@ford.com

Cell: [REDACTED]

Fax: 866-525-8474

Technical Field Operations



From: Martin, Dave (M.)
Sent: Monday, February 02, 2015 12:38 PM
To: Martin, Dave (M.)
Subject: Report Summary for the CQIS Report#DGJA2015

Attachments : 0

Report# :	DGJA2015 NHL	Received:	07/10/2013
CCRG/EPRC:		Date:	
Vehicle:	2013,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV ,1FM5K8F83DG [REDACTED]	Build Date:	11/04/2012
Odometer :	9,989 M	Engine:	3.5L CYCLO
Transmission:	6F55	Axle:	
Dealer:	USA 06063 Smith Ford, Inc.	Calibration:	DUB1SN0A
City:	Conway	A/C:	YES
State:	Arkansas	Phone#:	800-367-3834
Originator:	SCOTT MCFADIN	Country :	USA
Symptom:	4 47 1 02 ST/RN/MV,ODOR,CHEMICAL,ALWAYS		
Status:			
VFG:	V53 EXHAUST SYSTEM FUNCTION		
Additional Symptom:	SULFUR SMELL IN CAB		
Fix:	Causal Component :		
Condition			

Code:

Hotliner: KSANDE51

Phone: 001-313-3179378

Regn Cd: C3 Memphis

Engineering:

Phone:

TAR: 60+

Dlr Contact:

Phone:

Title Cde: AS

DTCs:

KOEO:

KOEC:

KOER:

Comments :

REPAIR 07/10/2013 12:34PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: CUST SMELLS EVERYTIME VEH IS PUT UNDER A LOAD, A SULFUR TYPE EXHAUST SMELL COMING INSIDE CAB RATHER SIGNIFICANTLY. DOES IT EVERYTIME IT GOES UPHILL OR UNDER A LOAD FOR A MILE OR MORE. FUEL RECALL HAS BEEN PERFORMED AND DID NOT RID OF ANY SULFUR SMELL. CUST IS CONCERNED OF SMELL DIAGNOSTICS: PERFORMED RECALL 13S04 ELIMINATING ANY FUEL SMELL. DID NOT CHANGE SMELL INSIDE CAB. VISUAL CHECK UNDERNEATH. NO LEAKS FOUND PARTS REPLACED: N/A TECH QUESTION: ARE THERE ANY CONCERNS OUT THERE WITH A SULFUR TYPR SMELL GETTING INSIDE CAB WHEN ENG IS PUT UNDER A LOAD. BTW. HE LIVES IN COUNTRY WITH NO ABNORMAL SMELLS FROM ANY OTHER SOURCE AROUNF HIM. THANKS, SCOTT

RECOMM 07/10/2013 12:34PM KEVIN SANDERS MSS - FCSD - TECH SVC HOTLINE

SCOTT, RECOMMEND REFERRING TO TSB 12-12-4. THIS TSB ADDRESS A SULFUR SMELL IN THE CAB BY REPLACING THE AIR EXTRACTORS AND SEALING SPECIFIC LOCATION OF THE BODY.

REPAIR 07/31/2013 06:12PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

THIS IS NOW CHAD. I PERFORMED THE TSB PROPERLY. BEEN ABOUT TWO WEEKS AND CUSTOMER HAS RETURNED WITH THE SAME COMPLAINT. STILL SMELLING EXHAUST. MANAGER WOULD LIKE TO KNOW IF THERE IS ANYTHING ELSE THAT YOU WOULD RECOMMEND TO DO OR HAVE THEIR BEEN ANY RECENT REPORTS/FIXES?

RECOMM 07/31/2013 06:12PM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

HELLO SCOTT, THANK YOU FOR THE UPDATED INFORMATION REGARDING THAT TSB# 12-12-4 HAS BEEN COMPLETED. IT IS RECOMMENDED AT THIS TIME TO VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM > GENERAL INFORMATION OF THE WORKSHOP MANUAL. IF NO CONCERNS ARE DETECTED, INSPECT THE AIR EXTRACTORS RECENTLY REPLACED FOR DAMAGE. ALSO INSPECT THE STEERING COLUMN SHAFT BOOT SEAL FOR ANY CONCERN. IF NO CONCERNS ARE DETECTED, INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THERE IS NO MISSING OR INCORRECTLY INSTALLED BODY PLUGS LOCATED IN ALL THE DRAIN HOLES. ALSO ENSURE THAT THE LIFT GATE SEAL IS FREE OF DAMAGE AND FITS CORRECTLY. USING THE ROTUNDA LEAK DETECTOR (OR EQUIVALENT) WILL AID IN ISOLATING HARD TO FIND AIR LEAKS. IF THERE ARE NO CONCERNS IDENTIFIED WITH THE ABOVE INSPECTIONS, ADVISE THE

CUSTOMER THAT THE CONCERN IS UNDER INVESTIGATION. NOTE: SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURE WHICH MAY ASSIST WITH DIAGNOSTICS AND HELP REDUCE THE CONCERN.

REPAIR 09/06/2013 04:24PM BRIAN BREISACHER MSS - FCSD - TECH SVC HOTLINE

INBOUND CALL FROM FSE FRANK IN THE MEMPHIS REGION. THERE IS A SULFUR ODOR ON HARD ACCEL. TSB 12-12-4 HAS BEEN PERFORMED. THE VEHICLE WAS INSPECTED FOR AIR LEAKS AND NONE WERE FOUND. THE VEHICLE IS EQUIPPED WITH AFTERMARKET RUNNING BOARDS.

RECOMM 09/06/2013 04:24PM BRIAN BREISACHER MSS - FCSD - TECH SVC HOTLINE

FRANK, PLEASE REVIEW AND PERFORM ISM 13-07-010. THIS ISM PROVIDES INFORMATION ABOUT INSPECTING THE VEHICLE FOR AIR LEAKS THAT CAN ALLOW EXHAUST INTO THE VEHICLE. ISM 13-07-010 2011-2014 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 12-12-4

ADD-ON 09/06/2013 05:33PM FRANK PROSSER (FSE) MSS - FCSD - REG MEMPHIS - KC

I HAVE COMPLETED ISM 13-07-010, AND HAVE NOT FOUND A CONCERN RESOLUTION. I WAS ABLE TO DUPLICATE THE CONCERN ONLY ON THE FIRST ACCELERATION AT WOT AFTER A COLD SOAK.

AUDIT 09/06/2013 05:33PM FRANK PROSSER (FSE) MSS - FCSD - REG MEMPHIS - KC

TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 09/13/2013 01:37PM VINCE JANIUNAS (PCE) MSS - FCSD - VSP C/P SVC ENG

SPOKE WITH FSE AND ADVISE ENGINEERING INVESTIGATION CONTINUES.

ADD-ON 02/12/2014 10:56AM FRANK PROSSER (FSE) MSS - FCSD - REG MEMPHIS - KC

ENGINEERING IS TESTING A FIX

ADD-ON 10/09/2014 09:51AM FRANK PROSSER (FSE) MSS - FCSD - REG MEMPHIS - KC

TSB 14-0130 WAS COMPLETED BY DEALER SHIP AND THE ODOR IS STILL PRESENT. DAVE MARTIN AND I VERIFIED THE CONCERN HAPPENS UNDER A LOAD WITH A/C IN RECYCLE. DISCUSSED CONCERN WITH ENGINEERING. REQUESTED DEALERSHIP TO REPLACE RIGHT SIDE AIR EXTRACTOR, DO A MORE ROBUST SEAM SEALING AND REDO THE RUBBERIZED UNDERCOATING

ADD-ON 12/03/2014 12:03PM DAVE MARTIN (FSE) MSS - FCSD - REG MEMPHIS - KC

TSB WITH FSE ASSISTANCE WAS REDONE AND ALL THE STEPS IN THE PREVIOUS COMMENTS WERE COMPLETED. FSES WERE CONFIDENT THAT NONE OF THE STEPS IN THE TSB INSTRUCTIONS WERE DONE CORRECTLY. THE FSE DROVE THE VEHICLE AFTER THE CUSTOMER RETURNED STILL COMPLAINING THAT THE VEHICLE WAS STILL ACTING UP. FSE ADVISED HE COULD STILL SMELL THE EXHAUST ALSO, BUT THAT IT WAS IMPROVED.

ADD-ON 12/03/2014 12:08PM DAVE MARTIN (FSE) MSS - FCSD - REG MEMPHIS - KC

HAVE REVIEWED INFO IN ISM 13-07-010. AWAITING FURHTER REPAIR DIRECTION.

From: Schaffer, Timothy (T.J.)
Sent: Monday, September 09, 2013 6:36 PM
To: Ricks, Kevin (K.J.); Buelow, Steve (S.E.); Janiunas, Vince (V.J.)
Subject: RE: Report Summary for the CQIS Report#DGPHZ002

This was found when the Flex TSB was being written. Sal Caruso (engineering) found glue will not adhere to the flapper material. This is what created the hard credit card type material to be added on top of the existing material. We could glue that material to the outside of the flapper to prevent it from opening...

I'm wondering if some of the repeaters could be the glue failing and the flaps opening again... Based on some of the photo's Vince shared it makes some sense...

I've an example of a flapper with the added material at my desk if you need to see it.

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: Monday, September 09, 2013 10:23 AM
To: Schaffer, Timothy (T.J.); Buelow, Steve (S.E.); Janiunas, Vince (V.J.)
Subject: FW: Report Summary for the CQIS Report#DGPHZ002

What is the story about the glue allegedly not sticking??

From: Johnson, Jim (J.S.)
Sent: Wednesday, September 04, 2013 8:15 AM
To: Hall, Christopher (C.)
Cc: Ricks, Kevin (K.J.)
Subject: RE: Report Summary for the CQIS Report#DGPHZ002

Thanks Chris, I also sent this to Kevin yesterday.

From: Hall, Christopher (C.)
Sent: Wednesday, September 04, 2013 7:54 AM
To: Johnson, Jim (J.S.)
Cc: Ricks, Kevin (K.J.)
Subject: RE: Report Summary for the CQIS Report#DGPHZ002
Importance: Low

Just to keep everyone in the loop. I just received a FL Lemon Law request for a final repair attempt, attached. This vehicle is at the same dealer this all began with for me and the first one Ford bought back and the second one the dealer bought back as the customer was friends with the woman with the first one.

This customer told me he buys \$100,000 worth of body parts from Walker Ford for his body shop and I suspect the salesman at this dealer told him about the other ones and what to do, although I have no proof. I explained to the customer how to completely avoid the smell and he obviously just doesn't like the vehicle for some reason or other.

Regards,

Chris Hall

Field Service Engineer
Ford Customer Service Division
Orlando Region
cell: [REDACTED]

"Fix it right every time with Rotunda!"

From: Johnson, Jim (J.S.)
Sent: Monday, August 19, 2013 8:46 AM
To: Hall, Christopher (C.)
Subject: RE: Report Summary for the CQIS Report#DGPHZ002

Chris, thanks for sending to Kevin. Let us know if the customer is satisfied.

From: Hall, Christopher (C.)
Sent: Thursday, August 15, 2013 12:19 PM
To: Ricks, Kevin (K.J.)
Cc: Johnson, Jim (J.S.)
Subject: FW: Report Summary for the CQIS Report#DGPHZ002

Kevin,

Just and FYI; this is the second Explorer that I have been involved in where the customer complains about the exhaust smell after the TSB and on both I found the hot glue gun type glue does NOT bond to rubber well. I fill the entire top row with silicone from the back side and let it dry, that way it does not matter if the rubber is even there. This is the report # DD3C5001 for the other one.

Regards,

Chris Hall

Field Service Engineer
Ford Customer Service Division
Orlando Region
cell-727-643-9285

"Fix it right every time with Rotunda!"

From: Hall, Christopher (C.)
Sent: Thursday, August 15, 2013 12:04 PM
To: Hall, Christopher (C.)
Subject: Report Summary for the CQIS Report#DGPHZ002

Attachments : 0

Report# : DGPHZ002 NHL

Received: 07/16/2013

CCRG/EPRC: **Reviewed Status:** **Date:**
Vehicle: 2013,EXPLORER 4X2 (U502) ,LIMITED,4 DOOR ,MPV **Build Date:** 04/18/2013
,1FM5K7F88DG [REDACTED]
Odometer : 2,637 M **Engine:** 3.5L **Calibration:** DUB1SN0A
CYCLO
Transmission: 6F55 **Axle:** **A/C:** YES
Dealer: USA 04947 Walker Ford Company, Inc. **Phone#:** (727) 535-
3673
City: Clearwater **State:** Florida **Country :** USA
Originator: TOM TWRIGHT
Symptom: 1 14 2 02 COMF/ENT,INTERIOR ODOR ,CHEMICAL,ALWAYS
Status:
VFG: V74 HARD TRIM/SOFT TRIM/OVERHEAD S
Additional Symptom: REPEAT ODOR AFTER TSB 12-12-04
Fix: **Causal Component :**
Condition Code:

Hotliner: AMART521 **Phone:** 313 317-6313 **Regn Cd:** S3 Orlando
Engineering: **Phone:** **TAR:** 0-30
Dlr Contact: **Phone:** **Title Cde:** SF

DTCs:
KOEO:
KOEC:
KOER:

Comments

:
REPAIR 07/16/2013 05:04PM ADAM MARTIN MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: EXHAUST SMELL IN CAR MORE WITH REAR A/C
ON DIAGNOSTICS: PREFORMED TSB AND CHECKED TO MAKE SURE VENT IN LEFT
REAR IS CLOSED AFTER BEING REPLACED PARTS REPLACED: NONE TECH
QUESTION: LOOKING FOR INFORMATION
RECOMM 07/16/2013 05:04PM ADAM MARTIN MSS - FCSD - TECH SVC HOTLINE
TOM, REPEAT CONCERNS AFTER <="" td="">
[http://www.fordtechservice.dealerconnection.com/vdirs/spubs/anum
q.asp?flavor=dealers&szarticle=12-12-4](http://www.fordtechservice.dealerconnection.com/vdirs/spubs/anum

q.asp?flavor=dealers&szarticle=12-12-4) TSB 12-12-4
ARE MOST OFTEN CAUSED BY NOT USING ENOUGH SEAM SEALER OR

UNDERCOATING SPRAY. PLEASE ENSURE THAT GENEROUS AMOUNTS OF EACH WERE USED PER THE TSB. PLEASE ALSO VERIFY PROPER BODY SEALING AS OUTLINED IN SECTION 501-00 > DIAGNOSIS AND TESTING. IF NONE OF THE SYMPTOMS LISTED IN THAT SECTION ARE RELEVANT, PLEASE INSPECT FOR DAMAGE OR IMPROPER SEALING AT THE AIR EXTRACTORS AND STEERING COLUMN SHAFT BOOT SEAL. BODY DAMAGE CAN ALSO CAUSE THIS CONCERN SO PLEASE ENSURE NONE IS PRESENT AND ENSURE THAT ALL BODY PLUGS ARE PRESENT AND WELL SEATED IN THE FLOOR PAN AND BULKHEAD. PLEASE ALSO INSPECT THE LIFTGATE FOR PROPER SEALING AND PROPERLY SEATED PLUGS IN THE DRAIN HOLES. IF NO ISSUES ARE FOUND, ISOLATE THE SOURCE OF THE LEAK USING THE ROTUNDA 134-R0135 LEAK DETECTOR AND/OR AN ULTRASONIC LEAK DETECTOR. ONCE THE SOURCE IS ISOLATED, REPAIRS SHOULD BE MADE AS NECESSARY. IF THE TSB HAS BEEN COMPLETED CORRECTLY AND NONE OF THE CONCERNS LISTED ABOVE ARE PRESENT, PLEASE BE ADVISED THAT THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. MONITOR OASIS FOR UPDATES./ISM 13-07-010

ADD-ON 08/15/2013 11:56AM CHRIS HALL(FSE) MSS - FCSD - REG ATL-ORLAND-MI
SM CONTACTING FSE BECAUSE CUSTOMER STILL COMPLAINS OF EXHAUST SMELL IN THE VEHICLED WITH AC IN MAX OR RICIRC UNDER HARD ACCCELL AND TSB WAS DONE ON FIRST REPAIR AND MORE SEALER AND UNDERCOATING ON THE SECOND REPAIR AND THE SM IS TRYING TO AVOID A LEMON LAW FOR THE THIRD REPAIR.

AUDIT 08/15/2013 11:56AM CHRIS HALL(FSE) MSS - FCSD - REG ATL-ORLAND-MI
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 08/15/2013 12:03PM CHRIS HALL(FSE) MSS - FCSD - REG ATL-ORLAND-MI
MET CUSTOMER AT DEALER TODAY AND EXPLAINED HOW THE HVAC SYSTEM DRAWS AIR INTO THE VEHICLE IN AC, MAX AC, RICIRC AND EXPLAINED HOW SEALING THE BODY AND INSTALLING ONE AIR RETRACTOR ON ONE SIDE BASICALLY WILL CUT HALF THE SMELL DOWN, BUT NOT 100% AND TO AVOID THE CONCERN UPDER HEAVY THROTTLE THE SYSTEM WILL AHVE TO BE USED IN AC AND NOT IN MAX AC OR RICIRC BECAUSE IN THE LAST TWO POSTIONS THIS IS THE ONLY WAY OUTSIDE AIR CAN BE DRAWN INTO THE VEHICLE. I ROAD TESTED THE VEHICLE WITH THE CUSTOMER AND SHOWED HIM HOW NO SMELL COMES IN IN AC MODE AND DID VERIFY IT DOES COME IN ON MAX AC OR RICIRC. I ADVISED THE CUSTOMER I WOULD INSPECT THE DRIVER SIDE AIR EXTRACTOR TO MAKE SURE THE GLUE WAS HOLDING ON THE TOP ROW AND WHEN I DID THE GLUE IS NOT HOLDING THE RUBBER FLAP SHUT. I ALSO FOUND THE DRAIN FLAP ON THE RIGHT SIDE TAILGATE DRAIN MISSING. I OBTAINED A NEW EXTRACTOR AND USED MOTORCRAFT SILICONE TO GLUE AND COVER THE ENTIR TOP FLAP ON THE BACK SIDE AND WILL ADD THE PICS TO THIS REPORT OF BOTH THE NEW EXTRACTOR GLUED SHUT AND THE OLD ONE HOW THE GLUE IS NOT HOLDING. ONCE THE SILICONE DRIES I WILL INSTALL THE EXTRACTOR AND DRAIN AND RETEST THE VEHICLE. IF THE

SMELL IS STILL PRESENT I WILL REMOVE THE ENTIRE REAR BUMPER TO CHECK THE REST OF THE BODY SEALING.

From: Krawczyk, Kevin (R.)
Sent: Thursday, August 14, 2014 5:52 PM
To: Campbell, Kenneth (K.P.)
Subject: RE: Report Summary for the CQIS Report#EGXOV005

Ken,
Got your VM. I would like you to do a couple of things, regarding this TAR.

1. I would like you check the new left rear air extractor (part number called out in TSB 14-0130). You will need to remove the rear bumper cover to inspect the air extractor. Please verify the latest part number is installed. The new extractor will have the top vent area molded shut, and the bottom two vent areas will have a flap with a spring loaded tab that holds them shut. Please verify you have this level of part. Also, please inspect the flaps on the vent area. Make sure they are in good order and that there is no tears, problems with the flaps, or with the springs. We have had problems with this in the past.
2. Also, please inspect the sealing that has been done on all the rear seems and the rear A/C area. You cannot use too much sealant on one of these vehicles. When in double seal it with the TA-2 sealant.
3. Test drive the vehicle. Try to duplicate the odor. It will smell like exhaust or sulfur. The worst times for the odor on these vehicles is a cold start with a low speed heavy acceleration.

Contact me back on any questions you have during this inspection. Additionally, let me know if you can duplicate the issue after all of these items have been verified.

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

From: Wheeler, Robert (B.)
Sent: Wednesday, August 13, 2014 3:25 PM
To: Krawczyk, Kevin (R.)
Cc: Campbell, Kenneth (K.P.); Wheeler, Robert (B.)
Subject: RE: Report Summary for the CQIS Report#EGXOV005

Hi, Kevin

Ken Campbell has the assignment. Kcampbe4, 504-236-9562

From: Krawczyk, Kevin (R.)
Sent: Wednesday, August 13, 2014 2:12 PM
To: Wheeler, Robert (B.)
Subject: FW: Report Summary for the CQIS Report#EGXOV005

Robert,
Can you let me know who this TAR is assigned to? I have a couple of things that I would like him to check.

Kevin Krawczyk
Ford Motor Company
Product Concern Engineer

Taurus / Explorer / MKS
Phone: 313-248-6022

From: Burtch, Joshua (J.)
Sent: Wednesday, August 13, 2014 3:01 PM
To: Krawczyk, Kevin (R.)
Subject: FW: Report Summary for the CQIS Report#EGXOV005

Kevin,

A Technical Assistance Request (TAR) has been opened for FSE assistance as requested.

Josh Burtch
Technical Service Hotline
DSC1 Cube 281
jburtch2@ford.com

From: Burtch, Joshua (J.)
Sent: Wednesday, August 13, 2014 2:59 PM
To: Burtch, Joshua (J.)
Subject: Report Summary for the CQIS Report#EGXOV005

Attachments : 0

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

Hotliner: JFERRAIU

Phone: --2482921

Regn Cd: C3 Memphis

Engineering:

Phone:

TAR: 0-30

Dir Contact:

Phone:

Title Cde: T

DTCs:

KOEO:

KOEC:

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 VEHICLE'S CABIN AND USE A SOLUTION OF SOAP AND WATER TO DETERMINE WHERE THE EXHAUST FUMES ARE ENTERING THE VEHICLE. FOR INSTRUCTIONS REGARDING PRESSURIZING THE VEHICLE'S CABIN, REFER TO SECTION 501-00 UNDER DIAGNOSIS AND TESTING AND REFERENCE THE PRELIMINARY INSPECTION SECTION. ONCE THE VEHICLE'S CABIN IS PRESSURIZED THEN USE THE 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.

REPAIR 08/07/2014 02:01PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

WEB FORM DATA - CONCERN: PERFORMED TSB 14-0130 AFTER SPEAKING WITH HOTLINE ADVISOR PROGRAMMED HVAC AND INSTALLED UPDATED VENT PANEL, STILL HAS SMELL, SHOP MANAGER REQUEST FIELD SERVICE ENGINEER. DIAGNOSTICS: ALL TSB'S PARTS REPLACED: TSB PARTS TECH QUESTION: REQUEST FIELD SERVICE ENGINEER

RECOMM 08/07/2014 02:01PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

HELLO STEPHEN, TO FURTHER HELP ISOLATE THE SOURCE OF THIS EXHAUST ODOR WITH IN THE VEHICLE ADVISE TO: ADVISE TO VERIFY THAT THE SPARK PLUGS ARE TORQUED TO SPEC OF 133 LB-IN. INSPECT THE STEERING COLUMN SHAFT BOOT SEAL. INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT

THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE COMPARTMENT BULKHEAD. VERIFY THE LIFT GATE SEAL FOR DAMAGE AND PROPER FIT/CONTACT PATTERN. ENSURE THAT THE LIFT GATE PLUGS ARE IN PLACE IN THE DRAIN HOLES. USE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS. PERFORM CABIN PRESSURE TESTING AS OUTLINED IN WSM 501-00 BODY SYSTEM — GENERAL INFORMATION > DIAGNOSIS AND TESTING > BODY SYSTEM > DUST AND WATER LEAKS TO HELP ISOLATE A CONCERN. WE HAVE ESCALATED THIS CONCERN TO THE TECHNICAL SERVICE HOTLINE'S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. A SERVICE ENGINEER FROM THIS TEAM WILL CONTACT YOU BY PHONE OR THROUGH THIS HOTLINE ASSISTANCE REQUEST WITHIN ONE (1) BUSINESS DAY TO PROVIDE ADDITIONAL INFORMATION AND/OR RECOMMENDATIONS TO ASSIST IN THE RESOLUTION OF THE CUSTOMER'S CONCERN. OUR TEAM AT THE HOTLINE WILL CONTINUE TO WORK WITH YOU AND YOUR DEALERSHIP TO HELP GET THE CONCERN RESOLVED AND THE VEHICLE BACK TO THE CUSTOMER IN A TIMELY MANNER. IF WE HAVE EXHAUSTED ALL OF OUR RESOURCES AND ARE STILL UNABLE TO RESOLVE THE CUSTOMER'S CONCERN THROUGH THESE ADDITIONAL STEPS, THE HOTLINE WILL ALERT YOUR FIELD SERVICE ENGINEER BY OPENING A TECHNICAL ASSISTANCE REQUEST. PLEASE BE PREPARED TO DISCUSS ALL DIAGNOSTICS PERFORMED AND TEST RESULTS WITH THE TECHNICAL SERVICE HOTLINE SERVICE ENGINEER IN MORE DETAIL. THANK YOU IN ADVANCE.

ESCLHD 08/07/2014 02:01PM LAWRENCE NEWSOM MSS - FCSD - TECH SVC HOTLINE

CONSULTED DEVON SMITHERS ADVISED TO CONTINUE ATTEMPTING TO ISOLATE POSSIBLE, INSPECT FOR LOOSE SPARK PLUGS. VEHICLE CONCERN EXHAUST ODOR IN CABIN. CONCERN HAS BEEN ONGOING SINCE 6/14/14. TECH HAS PERFORMED TSB 12-12-4 AND TSB 14-0130 TO AVAIL. ADVISED TECH TO INSPECT FOR LOOSE SPARK PLUGS AND PRESSURIZE CABIN TO HELP ISOLATE SOURCE OF LEAK. OPEN FMC360 REPORT: [REDACTED] HOTLINE CONTACT ID: 107709258 RO#: 264956 RO DATE: 7/24/2014

REPAIR 08/11/2014 04:19PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

STEPHEN, THIS REQUEST IS CURRENTLY BEING REVIEWED BY THE ESCALATION TEAM WITHIN THE HOTLINE. A MEMBER OF THE ESCALATION TEAM WITHIN THE HOTLINE WILL CONTACT YOU WITHIN THE NEXT 30 MINUTES TO FURTHER DISCUSS THE CUSTOMERS CONCERN.

REPAIR 08/11/2014 05:53PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM AN OUTBOUND CALL WAS PLACED TO THE DEALER. STEVE ADVISED THAT THE ODOR WAS VERIFIED BY THE SHOP MANAGER AFTER COMPLETING TSB 14-0130. THE BODY PLUGS, STEERING COLUMN SHAFT BOOT SEAL AND REAR LIFTGATE SEAL HAVE NOT BEEN INSPECTED. THE CABIN HAS NOT BEEN PRESSURIZED TO CHECK FOR LEAKS AT THIS TIME.

RECOMM 08/11/2014 05:53PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

STEVE, PER OUR CONVERSATION, RECOMMEND TO CONTINUE WITH INSPECTION OF THE STEERING COLUMN SHAFT BOOT SEAL, REAR LIFTGATE SEAL AND BODY PLUGS. IF NO CONCERNS ARE FOUND, RECOMMEND TO CONTINUE WITH TAPING OFF THE BODY VENTS, TURNING THE BLOWER MOTOR TO HIGH, TURNING THE AIR RECIRCULATION OFF, CLOSING THE WINDOWS AND DOORS AND SPRAYING SOAPY WATER ALONG BODY SEAMS AND GROMMETS. RECOMMEND TO REPAIR ALL LEAKS IDENTIFIED AND RETEST. AS DISCUSSED, IT IS RECOMMENDED TO

COMPLETE THESE INSPECTIONS TO ATTEMPT TO ISOLATE THE CAUSE OF THE CONCERN BEFORE FIELD SERVICE ENGINEER (FSE) ASSISTANCE IS RECOMMENDED. IF FURTHER INFORMATION IS REQUIRED AFTER COMPLETING THESE TESTS, RECOMMEND TO UPDATE THIS FORM WITH ALL INFORMATION REQUIRED AT THAT TIME. IF NO UPDATES ARE RECEIVED BY 3:00 PM WEDNESDAY 8/13/2014, A MEMBER OF THE TECHNICAL SERVICE HOTLINE WILL CONTACT YOU TO FOLLOW UP ON THIS REPAIR.

ADD-ON 08/11/2014 05:53PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

RECOMMENDED TO CONTINUE WITH INSPECTION OF THE REAR LIFTGATE SEAL, STEERING COLUMN SHAFT BOOT SEAL AND BODY SEALS ALONG WITH PRESSURIZING THE CABIN TO CHECK FOR LEAKS. IF NO CONCERNS ARE IDENTIFIED, FSE INVOLVEMENT WILL LIKELY BE REQUIRED.

REPAIR 08/13/2014 02:57PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

REVIEWED BY THE ESCALATION TEAM AN OUTBOUND CALL WAS PLACED TO THE DEALER. STEVE WAS NOT AVAILABLE AT THE TIME THE CALL WAS PLACED. SPOKE WITH RENE WHO ADVISED THAT THERE HAVE BEEN NO UPDATES TO THE RO. RENE ADVISED HE WOULD PASS A MESSAGE TO STEVE STATING THAT THE ONLINE FORM WOULD BE UPDATED.

TAR 08/13/2014 02:57PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE. REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE THAT HAS A REPEAT EXHAUST ODOR CONCERN AFTER TSB 14-0130. THE HOTLINE HAD RECOMMENDED TO INSPECT THE STEERING COLUMN SHAFT BOOT SEAL, INSPECT THE REAR LIFT GATE SEAL AND INSPECT ALL BODY PLUGS ALONG WITH USE OF THE BLOWER MOTOR WITH THE DOORS CLOSED AND WINDOWS UP TO ISOLATE THE CAUSE OF THE ODOR. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 1. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 21.

RECOMM 08/13/2014 02:57PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

RENE, PER OUR CONVERSATION, DUE TO TSB 14-0130 HAVING BEEN COMPLETED WITH NO RESOLUTION TO THE CONCERN AND THE CAUSE OF THE ODOR NOT ISOLATED AT THIS TIME, WE HAVE REFERRED THIS CONCERN TO THE FIELD SERVICE ENGINEER (FSE) IN YOUR MARKET AREA. THE FSE SHOULD CONTACT YOU AND/OR THE DEALERSHIP MANAGEMENT (SERVICE MANAGER OR SERVICE DIRECTOR) WITHIN ONE (1) BUSINESS DAY TO DISCUSS FURTHER RECOMMENDATIONS. IF THE FSE DOES NOT CONTACT YOU DIRECTLY, PLEASE CONSULT WITH YOUR DEALERSHIP MANAGEMENT TO DISCUSS FURTHER RECOMMENDATIONS AND STEPS TO ASSIST IN THE RESOLUTION OF THIS VEHICLE CONCERN.

ADD-ON 08/13/2014 02:58PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

OPENING TAR

From: Christoff, Donald (D.A.)
Sent: Friday, October 31, 2014 3:56 PM
To: Buelow, Steve (S.E.)
Cc: Krawczyk, Kevin (R.)
Subject: RE: Report Summary for the CQIS Report#EJMC7004

Thanks

Don Christoff

Southeast Market Team (Orlando Region)
Phone 407- 467-5007 Fax 866-934-4390
Email - dchrist2@ford.com

From: Buelow, Steve (S.E.)
Sent: Friday, October 31, 2014 11:04 AM
To: Christoff, Donald (D.A.)
Cc: Krawczyk, Kevin (R.)
Subject: RE: Report Summary for the CQIS Report#EJMC7004

I doubt there is anything else you can do right now. We are working on a revised software for the climate system to ease the requirements on the fresh air door opening, and also working on a revised exhaust tip. Neither are ready for the field at this time.

If the TSB is done, and software at the latest level, that is as far as we can go.

-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

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

From: Christoff, Donald (D.A.)
Sent: Friday, October 31, 2014 9:48 AM
To: Buelow, Steve (S.E.)
Cc: Christoff, Donald (D.A.)
Subject: FW: Report Summary for the CQIS Report#EJMC7004

Good Morning Steve,

I currently have the vehicle list below as a Final Repair Attempt – for buy back with Florida Lemon Law.

The dealer and I have completely gone through this vehicle to no avail. Would you any additional steps or things we can look at or try?

Don Christoff

Southeast Market Team (Orlando Region)
Phone 407- 467-5007 Fax 866-934-4390
Email - dchrist2@ford.com

From: Christoff, Donald (D.A.)
Sent: Friday, October 31, 2014 10:38 AM
To: Christoff, Donald (D.A.)
Subject: Report Summary for the CQIS Report#EJMC7004

Attachments : 0

Report# :	EJMC7004 NHL	Received:	10/13/2014
CCRG/EPRC:	S	Reviewed Status:	Date: 10/13/2014
Vehicle:	2014,EXPLORER 4X4 (U502) ,SPORT ,4 DOOR ,MPV ,1FM5K8GT2EC [REDACTED]	Build Date:	03/13/2014
Odometer :	3,214 M	Engine:	3 5L- GTDI
Transmission:	6F55	Axle:	Calibration: EUB1GT0A
Dealer:	USA 04790 Gary Yeomans Ford Lincoln	Phone#:	386-253- 6771
City:	Daytona Beach	State:	Florida
Originator:	ED BENTLEY	Country :	USA
Symptom:	1 14 Z 00 COMF/ENT,INTERIOR ODOR ,NOT LISTED,UNKNOWN		
Status:			
VFG:	V74 HARD TRIM/SOFT TRIM/OVERHEAD S		
Additional Symptom:	EXHAUST ODOR		
Fix:	Causal Component :		
Condition Code:			

Hotliner: BGRAHA43

Phone: 001-313-2488050

Regn Cd: S3 Orlando

Engineering:

Phone:

TAR:

Dir Contact: ED BENTLEY

Phone:

Title Cde: SM

DTCs:

KOEO:

KOEC:

KOER:

Comments :

CONCER 10/13/2014 10:35AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

Web Form Data - Concern: CUSTOMER STATES THE EXHAUST/SULFUR SMELL IS STILL GETTING || INTO THE VEH ON ACCELERATION ONTO FREEWAY Diagnostics: ROAD TEST Parts replaced: PRFORMED TSB14-0130 ON A PIROR RO. ON THIS RO RETORQUE ALL SPARK PLUGS PRESSUREIZE EXHUAST SYSTEM TO CKECK FOR LEAKS NONE FOUND.REMOVE REAR BUMPER COVER AND CKECKED TO SEE THAT THE TSB WAS DONE RIGHT AND IT WAS..WE UP DATED ALL MODULES. Tech Question: DO YOU HAVE ANY MORE INFO TO FIX THIS CAR..CUSTOMER IS GETTING REAL UPSET.

RECOMM 10/13/2014 10:35AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

Good Morning Ed, With loose spark plugs and an exhaust leak not being detected and rechecking the work that was completed during TSB 14-0130 did not identify a concern, it is recommended to ensure that all body plugs and body seams are complete and in place as outlined in the Workshop Manual (WSM) Section 501-00 Body System > General Information. It is also recommended to closely inspect the Steering Column shaft boot seal for any concerns that may be allowing outside odor to enter the vehicle. Another area of interest is the rear hatch seal which can be tested using the Rotunda 134-R0135 Leak Detector (or equivalent) to locate any leaks at the seal. If none of the above inspections and or tests reveals a concern, please be advised that this concern is currently under investigation and it would be recommended at this time to continue with monitoring PTS for updates. On a side note, selecting the Fresh Air HVAC mode will aid in reducing the overall concern until a fix is issued.

ADD-ON 10/13/2014 10:35AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

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

ESCLHD 10/13/2014 10:36AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

FORGOT TO ADD THE SAFETY BUTTON

AUDIT 10/13/2014 10:36AM BRIAN GRAHAM MSS - FCSD - TECH SVC HOTLINE

ODOMETER 3214 CHANGED TO 3214 M BY BGRAHA43

From: Buelow, Steve (S.E.)
Sent: Wednesday, May 11, 2016 5:01 PM
To: McEnany, Steve (S.P.); Gariepy, Arthur (A.P.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)
Cc: Keese, William (W.); Zizek, Marcia (M.); Reed, Patrick (P.J.); Spolyar, David (D.)
Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

That kit is just the seals, correct? What about the full spoiler kits, that include the spoiler? We have the potential to go backwards should a complete spoiler get replaced in service if there is lower level parts in stock.

-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

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

From: McEnany, Steve (S.P.)
Sent: Wednesday, May 11, 2016 11:57 AM
To: Gariepy, Arthur (A.P.); Buelow, Steve (S.E.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)
Cc: Keese, William (W.); Zizek, Marcia (M.); Reed, Patrick (P.J.); Spolyar, David (D.)
Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Hi Art,

FB5D-78442A86-AD is the latest level Kit and it includes the new / revised Foam Pieces which address the unwanted Air Leak. This is what the dealership will need to use, to fix customer vehicles.

Steve McEnany

Exterior Trim Engineer

313.806.7162

From: Gariepy, Arthur (A.P.)
Sent: Wednesday, May 11, 2016 12:52 PM
To: Buelow, Steve (S.E.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.); McEnany, Steve (S.P.)
Cc: Keese, William (W.); Zizek, Marcia (M.); Reed, Patrick (P.J.); Spolyar, David (D.)
Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Steve M.,

If a dealer orders a spoiler kit today (to re-seal a spoiler), are they going to get the latest and greatest?

Regards,

Art Gariepy

Vehicle Integration Attribute Supervisor

PDC 2C-E56

313-805-0523

From: Buelow, Steve (S.E.)

Sent: Wednesday, May 11, 2016 12:38 PM

To: Gariepy, Arthur (A.P.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)

Cc: Keese, William (W.); Zizek, Marcia (M.)

Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Question, when the last improvements were made to the spoiler kit, did we rework or scrap the existing service stock? If not, I can't tell them to order one if they could get an older level and still have a leak.

Also, are the leak paths that we are sealing on the 2016 present on a 2015 even though they are not the exact same design?

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

FCSD Program Manager-

Taurus/SHO/MKS/Explorer/Police

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773-646-7495 DialNet 686-7495

Cell [REDACTED] sbuelow@ford.com

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

From: Gariepy, Arthur (A.P.)

Sent: Wednesday, May 11, 2016 6:33 AM

To: Buelow, Steve (S.E.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)

Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Technically no. We have not assessed the ISM on a 2015 so we don't know if or how much it would help.

Regards,

Art Gariepy

Vehicle Integration Attribute Supervisor

PDC 2C-E56

313-805-0523

From: Buelow, Steve (S.E.)

Sent: Tuesday, May 10, 2016 3:49 PM

To: Gariepy, Arthur (A.P.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)

Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

True, because I just found out about the 2016. Does the ISM apply to 2015 as well?

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

FCSD Program Manager-

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Cell [REDACTED] sbuelow@ford.com

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

From: Gariepy, Arthur (A.P.)

Sent: Tuesday, May 10, 2016 2:27 PM

To: Buelow, Steve (S.E.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)

Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Please update the ISM with part # **FB5D-78442A86-AD**

It looks like neither of these cases have been provided the ISM. True?

Regards,

Art Gariepy

Vehicle Integration Attribute Supervisor

PDC 2C-E56

313-805-0523

From: Buelow, Steve (S.E.)

Sent: Tuesday, May 10, 2016 3:14 PM

To: Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Gariepy, Arthur (A.P.); Keinath, Wayne (W.)

Subject: RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Importance: High

I have another one (attached). This one is a 2016 that has the odor, that is a replacement for the customers 2015 that had an odor. The customer want the 2016 bought back as well and is writing letters to Bill Ford and Mark Fields. The Executive Office is contacting me for direction.

I need a timeline of improvements for the 2016, showing that we don't need a climate calibration for that model year.

I need verification that the below info is all we have left for a 2016.

I need clarification in the part number below. It is not valid as service or engineering.

For 2016MY Explorers with exhaust odor complaint:

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