

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering  
Review

6. Remove and reinstall the lift gate handle applique/pull cup, ensuring that the retention clips are engaged and the seal makes full contact with sheet metal.
7. Remove the lift gate spoiler (WSM Section 501-08 Exterior Trim & Ornamentation). Replace all foam seals using spoiler service kit part # **FB5D 78442A86 A**. Reinstall the spoiler.

**I need help with both of these. (attached and below)**

***-The Customer Defines Quality-***

***Steve Buelow - Ford Motor Company***

FCSD Program Manager-  
Taurus/SHO/MKS/Explorer/Police  
Chicago Assembly PVT Office  
773-646-7495 DialNet 686-7495  
Cell [REDACTED] [sbuelow@ford.com](mailto:sbuelow@ford.com)

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

---

**From:** Buelow, Steve (S.E.)  
**Sent:** Monday, May 09, 2016 1:46 PM  
**To:** Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Gariepy, Arthur (A.P.)  
**Subject:** FW: Report Summary for the CQIS Report#G3PED011, from SBUELOW

**When should the FSE be going with this one? What should the direction be on early built 2016's? We are looking at a TSB republish so I need some direction.**

***-The Customer Defines Quality-***

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Cell [REDACTED] [sbuelow@ford.com](mailto:sbuelow@ford.com)

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

**From:** CQIS, Help (.)  
**Sent:** Monday, May 09, 2016 1:43 PM  
**To:** Buelow, Steve (S.E.)  
**Subject:** Report Summary for the CQIS Report#G3PED011, from SBUELOW

**Attachments :** 0

<b>Report# :</b>	G3PED011 NHL	<b>Received:</b>	03/16/2016
<b>CCRG/EPRC:</b>	S	<b>Reviewed Status:</b>	<b>Date:</b>

**Vehicle:** 2015,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV  
 ,1FM5K8F85FC [REDACTED] **Build Date:** 10/16/2014  
**Odometer :** 13,576 M **Engine:** 3.5L CYCLO **Calibration:** EUB1SN0A  
**Transmission:** 6F55 **Axle:** **A/C:** YES  
**Dealer:** USA 00179 L & L Ford **Phone#:** 717-259-6334  
**City:** East Berlin **State:** Pennsylvania **Country :** USA  
**Originator:** Ron McCreary  
**Symptom:** 8 89 2 39 SAFE/SEC,SMOKE/ODOR,PASSNGR AREA,INTERMITTENT  
**Status:**  
**VFG:** V99 ALL OTHER  
**Additional Symptom:** EXHAUST ODOR AFTER HARD ACCEL  
**Fix:** **Causal Component :**  
**Condition Code:**

**Hotliner:** PRYAN50 **Phone:** **Regn Cd:** N3 Philadelphia  
**Engineering:** **Phone:** **TAR:** 0-30  
**Dlr Contact:** RON MCCREARY **Phone:** **Title Cde:** SM

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

**Comments :**

**CONCER 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

Web Form Data Description of Vehicle Concern: customer states vehicle is still getting exhaust fumes in passenger compartment, some improvement was noted with earlier repairs, however, driving habits and work route has changed and she has been driving more highway. This has seemed to increase the exhaust odor in vehicle and at times the smell is worse then before. Customer states smell is worse right after leaving off throttle from an acceleration. For example accelerating to pass, or enter or exit highway. Please list any diagnostics already performed: tsb 14-130, replaced exhaust system EB5Z-5230-A, checked all seals per hotline instructions including rear hatch, replaced both vent assys BB5Z-61280B62-B. replace cabin Filter Parts Replaced: EB5Z-5230-A BB5Z-61280B62-B Your Question: what is the next step in resolving this concern. Customer is extremely frustrated previous HAR 109317591, this was escalated to Tech Serv Handling team. There was also an FMC360 case opened on this.

**RECOMM 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

Ron, It looks like the problem is likely being caused by an exhaust leak, liftgate misalignment, or by an external air leak in the body or glass. Start by duplicating the concern. Verify that the exhaust odor is still present. If the concern cannot be duplicated, try test-driving the vehicle with another technician in the vehicle. If the concern can be smelled, but is faint, be aware that some exhaust

odor is normal. This can be seen by driving other 2015 Ford Explorers. If this condition is abnormally bad when compared to a like vehicle that is operating normally, perform the liftgate alignment and retest. This can be found in section 501-03 under General Procedures. Be sure to inspect the seals for the liftgate when doing so. To ensure that the seal is working properly, use spray-chalk on the seal. Close the liftgate and reopen it. The chalk should be evenly distributed on the door. If it is not, adjust the seal. If the seal cannot be made to fit properly, replace the seal and retest. If the alignment or replacement of the seal does not repair the concern, perform the pressure test on the vehicle again, as outlined previously. Remove both lamp assemblies. Mask off the extractors, set the A/C to fresh air mode and blower to MAX. close all doors and windows. Use soapy water in a spray bottle to locate air leaks. Spray underbody seams, rubber grommets, rear wheel well seams, rear taillight seams, side panel glass seals, the license plate area, and near the handle and license plate lights. If any leaks are discovered (if bubbles are seen coming from the spray), mark any bubbling areas. Turn off the A/C and vehicle. Clean and dry the marked areas. Use TA-2 seam sealer to seal any bubbling areas. Let the seam sealer sit for 20 minutes, and retest. To look for a possible exhaust leak, make sure that the exhaust is inspected and aligned properly. The exhaust alignment is outlined inspection 309-00 under General Procedures. If aligned properly, smoke-test the exhaust, looking for leaks. If any are found, address the exhaust leak and reevaluate. This could cause the smell due to exhaust being released from the system before it has cleared the vehicle. This concern is being directed to the Technical Assistance Centers Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customers concern. We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

**ADD-ON 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

EH member Brad Shick was consulted. He stated that since the concern was previously escalated for the same concern, this contact should be escalated. He instructed to check for exhaust leaks, check liftgate alignment, and pressure test the cabin again, looking for leaks. The concern was previously escalated for lemon law/ buyback.

**ADD-ON 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

Reason For Escalation: Time Down

**CONCER 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Outbound call placed to L and L Ford. Spoke to Service Manager Ron McCreary. During the call Ron indicated the vehicle is not currently at the dealership. However, the vehicle is attempting to be scheduled the week of 3/28/16. Ron confirmed the previous repairs did reduce the exhaust odor in the vehicle, however according to the customer the exhaust odor was never completely eliminated. The customer indicated that due to changed driving habits, more highway driveway has recently been performed. When leaving off the throttle from acceleration, the customer stated the exhaust odor is worse than ever. Ron confirmed the customer has been very cooperative with this concern and has been glad to work with the dealership.

**RECOMM 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Ron, When the vehicle returns to the dealership, please refer back to TSB 14-0130. Ensure the steps are reviewed to ensure the drain valves are still installed and ensure the seams outlined in the TSB instructions are still sealed. Additionally, ensure the perimeter around the air extractors is inspected for damage. The perimeter of the air extractors to the body can also be taped off to determine if the odor is eliminated. If the odor is still present, also ensure the liftgate is correctly aligned according to section 501-03 Body Closures>General Procedures of the online workshop manual. Tighten the liftgate within specification if possible to determine if the odor can be reduced.

This escalation will be closed at this time as the vehicle is not at the dealership. Please update the web form with the results of further diagnostics when the vehicle returns to the dealership.

**ADD-ON 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Previous FMC 360 case related to this concern, however the case is now closed. The customer has been very cooperative related to this concern.

**ADD-ON 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

The escalation was closed as the vehicle was not at the dealership. It was recommended to re-visit TSB 14-01030, confirm the body extractors are sealed, and to verify and tighten the liftgate if possible. It was recommended to update the form when the vehicle returns along with updated testing results.

**CONCER 04/15/2016 11:18AM**

vehicle brought back to dealer, concern of exhaust smell in vehicle duplicated. rechecked all repairs performed at last visit. Also smoke tested and bubble all seals and seams. still cannot find where exhaust is penetrating passenger area. Also noted smell has an ammonia smell to it and irritates and burning sensation to nose and throat.

**RECOMM 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE**

Ron, If not already done, please ensure that the tail lamp assemblies and rear bumper cover were removed during leak/pressure testing. If this was done, place the vehicle in a dark area of the shop and have an assistant shine a bright light from the interior while you look for the light from the outside. In addition, this concern is being directed to the Technical Assistance Centers Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

**ADD-ON 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE**

Note to EH: This contact is being re-escalated since the customer has returned to the dealership. Ongoing concern since 07/2015. Resolved buyback case in FMC360. Customer's concern: Exhaust odor in cabin after acceleration. Contact was previously escalated but escalation was closed since the vehicle was not at the dealership. Technician states that there is a slight ammonia odor with burning sensation/irritation to the throat/nose. Technician to pressure/smoke test with taillamps/bumper cover removed and use a light to help find the leak. Muffler has also been replaced previously. Consulted Josh Burthch regarding escalation.

**ADD-ON 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE**

Reason For Escalation: LL/Buy Back

**CONCER 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Outbound call placed to L and L Ford. Spoke with service manager Ron McCreary. During the call Ron confirmed the vehicle has been brought back to the dealership for the exhaust odor inside the cabin. The odor can be duplicated by the dealership and was also verified on a road test with the customer. The cabin has been pressure tested and smoke tested and a leak into the vehicle cabin cannot be identified. TSB 14-0130 was previously performed and the steps outlined in this TSB were rechecked when the vehicle was brought back into the dealership. The updated muffler assembly has been installed on this vehicle. The odor will also have a slight ammonia odor and at times the windows must be lowered to remove the smell. The odor cannot be smelled in the engine bay. With a passenger riding in the rear of the vehicle, the odor appears to be developing towards the rear and moves forward. The odor in the cabin cannot be duplicated with the vehicle at a standstill. In total, it is estimated the customer has been out of their vehicle for approximately 40

days related to this concern.

**RECOMM 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Ron, To further assist in identifying the odor inside the cabin, please start by taping off the air extractors behind the rear bumper. Tape around the edges of the extractors to the body and re-evaluate the concern. If the odor is still present, the extractor itself can be taped off with a small area left exposed to determine if the odor is reduced. Additionally, ensure the rear lamp assembly's are removed for pressure testing. Also verify there are no underbody seams behind heat shielding beneath the vehicle that may be improperly sealed allowing odor to enter the cabin. If there is still an adjustment margin on the liftgate, also adjust the liftgate to seal tighter to determine if the odor can be reduced. 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 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

A TAR has been opened as the service manager indicates the total time out of service is approximately 40 days related to this concern. Additionally, the dealership has been given TSB and ISM direction however the odor is still prevalent inside the vehicle.

**TAR 04/19/2016 02:29PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO TIME OUT OF SERVICE AND REPEAT REPAIR ATTEMPTS. THIS VEHICLE HAS AN EXHAUST ODOR INSIDE THE CABIN. THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR THIS CONCERN. TSB 14-0130 HAS BEEN PERFORMED AND THE CONDITIONS OUTLINED IN THE TSB HAVE BEEN REVIEWED ON SUBSEQUENT VISITS. THE UPDATE MUFFLER ASSEMBLY AND AIR EXTRACTORS HAVE BEEN REPLACED. AT TIMES THE ODOR IS VERY STRONG WITH A SLIGHT AMMONIA ODOR PRESENT. THE WINDOWS MUST BE LOWERED TO REDUCE THE ODOR. ON THIS CURRENT DEALERSHIP VISIT, A LEAK INTO THE CABIN COULD NOT BE IDENTIFIED THROUGH CABIN PRESSURE TESTING OR SMOKE TESTING. THE ODOR CANNOT BE DUPLICATED AT A STANDSTILL OR SMELLED INSIDE THE ENGINE BAY AFTER RETURNING FROM A ROAD TEST. IT WAS SUGGESTED TO TAPE OFF THE AIR EXTRACTORS, INSPECT THE UNDERBODY BEHIND HEAT SHIELDING, REMOVE THE TAILLIGHTS FOR PRESSURE TESTING, AND TO TIGHTEN THE LIFTGATE IF POSSIBLE. THE VEHICLE IS AT THE DEALERSHIP. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 40.

**AUDIT 04/19/2016 02:29PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

TECH ASSIST REFERRAL HAS BEEN OPENED

**CONCER 04/27/2016 02:56PM**

FSE came to dealership on 4-20-2016 to assist in diagnosing exhaust smell. Removed rear bumper cover and taillamps, taped off vents and found a few seams leaking during bubble test, resealed seams, allow to set and retest next day, reseal any area still leaking, reinstall rear bumper cover, taillamps and replace fender moldings due to clips breaking during removal. Left message for FSE Brad Miller on 4-27-2016 for further instruction

**RECOMM 04/27/2016 03:00PM AJ COULSON MSS - FCSD - TECH SVC HOTLINE**

Ron, Thank you for the updated repair information, your FSE will be in contact with you regarding the next steps to take on repairing the exhaust odor in the Explorer you are working on.

**ADD-ON 05/04/2016 11:12AM BRADLEY MILLER (FSE) MSS - FCSD - REG PHI-WAS-CHA**

VISITED THE DEALERSHIP ON 4/20/2016. THE REAR BUMPER WAS REMOVED AND THE VENTS TAPED OFF. THE CABIN WAS PRESSURIZED BY SETTING THE HVAC TO FRESH AIR AND FAN ON HIGH. WHILE BUBBLE TESTING FOUND SEVERAL SMALL PINHOLES BEHIND THE REAR TAILLIGHTS AND BOTH FENDER LIPS. THESE HOLES WERE SEALED WITH SEAM SEALER AND ALLOWED TO DRY. ALSO ADDED A SMALL AMOUNT OF WEATHER-STRIP SEALER NEAR THE LATCH AND MOVED THE LATCH INWARD SLIGHTLY TO INCREASE THE HATCH TIGHTNESS. THE DEALER RE-PERFORMED THE BUBBLE TEST THE NEXT DAY AND SEALED SEVERAL OTHER SMALL HOLES. DEALER RE-ASSEMBLED THE VEHICLE AND TEST DROVE, WITH THE TECHNICIAN NOTING THE VEHICLE STILL HAD A SMELL WHILE DRIVING UP A LARGE HILL ON MAX A/C.

**ADD-ON 05/04/2016 11:17AM BRADLEY MILLER (FSE) MSS - FCSD - REG PHI-WAS-CHA**

VISITED THE DEALER AGAIN ON 5/3/2016. DEALER HAD MASKED OFF THE VENTS AGAIN TO PRESSURIZE THE CABIN. BUBBLE TESTED AROUND THE LICENSE PLATE LIGHTS, LATCH, AND WIPER WITHOUT ANY ISSUES FOUND. TEST DROVE THE VEHICLE AGAIN WITH THE TECHNICIAN. TEST DROVE WITH A TECHNICIAN UP A LARGE HILL ABOUT A 12 TIMES IN MAX A/C, WITH THE TECHNICIAN NOTICING THE SMELL ON MOST TRIPS UP THE HILL, HOWEVER I NEVER NOTICED THE ODOR. WHEN SET TO FRESH AIR, THE TECHNICIAN NOTES HE DID NOT SMELL THE ODOR. ASKED A SECOND TECHNICAL TO RIDE ALONG, WHICH ALSO DID NOT SMELL THE ODOR, EXCEPT FOR ONE OCCASION WHERE HE MAY HAVE GOT A WHIFF. ----- RETURNED TO THE DEALER TO REMOVE THE REAR INTERIOR PANELS. ADVISED TO TAPE OFF THE SMALL HOLES IN THE SHEET METAL. AFTER TAPING OFF THESE HOLES, TECHNICIAN STILL NOTES HE SMELLS THE ODOR, HOWEVER I STILL DID NOT DETECT ANY ODOR. ADVISED TO HAVE CUSTOMER RIDE IN VEHICLE TO DETERMINE IF SHE STILL SMELLS ODOR.

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**From:** Thiruvengadam, Harish (H.)  
**Sent:** Monday, May 16, 2016 2:19 PM  
**To:** Buelow, Steve (S.E.)  
**Cc:** McEnany, Steve (S.P.); Gariepy, Arthur (A.P.); Rajaniemi, Brent (B.); Rouen, Jim (J.G.); Keinath, Wayne (W.); Keese, William (W.); Zizek, Marcia (M.); Reed, Patrick (P.J.); Spolyar, David (D.)  
**Subject:** Re: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Yes it does. Only for North America.

Harish Thiru  
Vehicle integration  
313-348-7530

On May 16, 2016, at 08:55, Buelow, Steve (S.E.) <[sbuelow@ford.com](mailto:sbuelow@ford.com)> wrote:

**Does the 2016 Explorer have the climate strategy to open the recirculation door on WOT similar to the 2015 strategy for production?**

***-The Customer Defines Quality-***

***Steve Buelow - Ford Motor Company***

FCSD Program Manager-  
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**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

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**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-

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**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

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**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?

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**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...
6. Remove and reinstall the lift gate handle applique/pull cup, ensuring that the retention clips are engaged and the seal makes full contact with sheet metal.
7. Remove the lift gate spoiler (WSM Section 501-08 Exterior Trim & Ornamentation). Replace all foam seals using spoiler service kit part # **FBSD 78442A86 A**. Reinstall the spoiler.

**I need help with both of these. (attached and below)**

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***-The Customer Defines Quality-***

***Steve Buelow - Ford Motor Company***

FCSD Program Manager-

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**Sent:** Monday, May 09, 2016 1:43 PM  
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**Attachments :** 0

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<b>CCRG/EPRC:</b>	S	<b>Reviewed Status:</b>	<b>Date:</b>
<b>Vehicle:</b>	2015,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV ,1FM5K8F85F [REDACTED]	<b>Build Date:</b>	10/16/2014
<b>Odometer :</b>	13,576 M	<b>Engine:</b>	3.5L CYCLO
<b>Transmission:</b>	6F55	<b>Axle:</b>	<b>Calibration:</b> EUB1SN0A
<b>Dealer:</b>	USA 00179 L & L Ford	<b>Phone#:</b>	717-259-6334
<b>City:</b>	East Berlin	<b>State:</b>	Pennsylvania
<b>Originator:</b>	Ron McCreary	<b>Country :</b>	USA
<b>Symptom:</b>	8 89 2 39 SAFE/SEC,SMOKE/ODOR,PASSNGR AREA,INTERMITTENT		
<b>Status:</b>			
<b>VFG:</b>	V99 ALL OTHER		
<b>Additional Symptom:</b>	EXHAUST ODOR AFTER HARD ACCEL		
<b>Fix:</b>	<b>Causal Component :</b>		
<b>Condition Code:</b>			

**Hotliner:** PRYAN50

**Phone:**

**Regn Cd:** N3 Philadelphia

**Engineering:**

**Phone:**

**TAR:** 0-30

**Dlr Contact:** RON MCCREARY

**Phone:**

**Title Cde:** SM

**DTCs:**

KOEO:

KOEC:

KOER:

**Comments :**

**CONCER 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

Web Form Data Description of Vehicle Concern: customer states vehicle is still getting exhaust fumes in passenger compartment, some improvement was noted with earlier repairs, however, driving habits and work route has changed and she has been driving more highway. This has seemed to increase the exhaust odor in vehicle and at times the smell is worse then before. Customer states smell is worse right after leaving off throttle from an acceleration. For example accelerating to pass, or enter or exit highway. Please list any diagnostics already performed: tsb 14-130, replaced exhaust system EB5Z-5230-A, checked all seals per hotline instructions including rear hatch, replaced both vent assys BB5Z-61280B62-B. replace cabin Filter Parts Replaced: EB5Z-5230-A BB5Z-61280B62-B Your Question: what is the next step in resolving this concern. Customer is extremely frustrated previous HAR 109317591, this was escalated to Tech Serv Handling team. There was also an FMC360 case opened on this.

**RECOMM 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

Ron, It looks like the problem is likely being caused by an exhaust leak, liftgate misalignment, or by an external air leak in the body or glass. Start by duplicating the concern. Verify that the exhaust odor is still present. If the concern cannot be duplicated, try test-driving the vehicle with another technician in the vehicle. If the concern can be smelled, but is faint, be aware that some exhaust odor is normal. This can be seen by driving other 2015 Ford Explorers. If this condition is abnormally bad when compared to a like vehicle that is operating normally, perform the liftgate alignment and retest. This can be found in section 501-03 under General Procedures. Be sure to inspect the seals for the liftgate when doing so. To ensure that the seal is working properly, use spray-chalk on the seal. Close the liftgate and reopen it. The chalk should be evenly distributed on the door. If it is not, adjust the seal. If the seal cannot be made to fit properly, replace the seal and retest. If the alignment or replacement of the seal does not repair the concern, perform the pressure test on the vehicle again, as outlined previously. Remove both lamp assemblies. Mask off the extractors, set the A/C to fresh air mode and blower to MAX. close all doors and windows. Use soapy water in a spray bottle to locate air leaks. Spray underbody seams, rubber grommets, rear wheel well seams, rear taillight seams, side panel glass seals, the license plate area, and near the handle and license plate lights. If any leaks are discovered (if bubbles are seen coming from the spray), mark any bubbling areas. Turn off the A/C and vehicle. Clean and dry the marked areas. Use TA-2 seam sealer to seal any bubbling areas. Let the seam sealer sit for 20 minutes, and retest. To look for a possible exhaust leak, make sure that the exhaust is inspected and aligned properly. The exhaust alignment is outlined inspection 309-00 under General Procedures. If aligned properly, smoke-test the exhaust, looking for leaks. If any are found, address the exhaust leak and reevaluate. This could cause the smell due to exhaust being released from the system before it has cleared the vehicle. This concern is being directed to the Technical Assistance Centers Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customers concern. We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

**ADD-ON 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

EH member Brad Shick was consulted. He stated that since the concern was previously escalated for the same concern, this contact should be escalated. He instructed to check for exhaust leaks, check liftgate alignment, and pressure test the cabin again, looking for leaks. The concern was previously escalated for lemon law/ buyback.

**ADD-ON 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

Reason For Escalation: Time Down

**CONCER 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Outbound call placed to L and L Ford. Spoke to Service Manager Ron McCreary. During the call Ron indicated the vehicle is not currently at the dealership. However, the vehicle is attempting to be scheduled the week of 3/28/16. Ron confirmed the previous repairs did reduce the exhaust odor in the vehicle, however according to the customer the exhaust odor was never completely eliminated. The customer indicated that due to changed driving habits, more highway driveway has recently been performed. When leaving off the throttle from acceleration, the customer stated the exhaust odor is worse than ever. Ron confirmed the customer has been very cooperative with this concern and has been glad to work with the dealership.

**RECOMM 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Ron, When the vehicle returns to the dealership, please refer back to TSB 14-0130. Ensure the steps are reviewed to ensure the drain valves are still installed and ensure the seams outlined in the TSB instructions are still sealed. Additionally, ensure the perimeter around the air extractors is inspected for damage. The perimeter of the air extractors to the body can also be taped off to determine if the odor is eliminated. If the odor is still present, also ensure the liftgate is correctly aligned according to section 501-03 Body Closures>General Procedures of the online workshop manual. Tighten the liftgate within specification if possible to determine if the odor can be reduced. This escalation will be closed at this time as the vehicle is not at the dealership. Please update the web form with the results of further diagnostics when the vehicle returns to the dealership.

**ADD-ON 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Previous FMC 360 case related to this concern, however the case is now closed. The customer has been very cooperative related to this concern.

**ADD-ON 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

The escalation was closed as the vehicle was not at the dealership. It was recommended to re-visit TSB 14-01030, confirm the body extractors are sealed, and to verify and tighten the liftgate if possible. It was recommended to update the form when the vehicle returns along with updated testing results.

**CONCER 04/15/2016 11:18AM**

vehicle brought back to dealer, concern of exhaust smell in vehicle duplicated. rechecked all repairs performed at last visit. Also smoke tested and bubble all seals and seams. still cannot find where exhaust is penetrating passenger area. Also noted smell has an ammonia smell to it and irritates and burning sensation to nose and throat.

**RECOMM 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE**

Ron, If not already done, please ensure that the tail lamp assemblies and rear bumper cover were removed during leak/pressure testing. If this was done, place the vehicle in a dark area of the shop and have an assistant shine a bright light from the interior while you look for the light from the outside. In addition, this concern is being directed to the Technical Assistance Centers Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

**ADD-ON 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE**

Note to EH: This contact is being re-escalated since the customer has returned to the dealership. Ongoing concern since 07/2015. Resolved buyback case in FMC360. Customer's concern: Exhaust odor in cabin after acceleration. Contact was previously escalated but escalation was closed since

the vehicle was not at the dealership. Technician states that there is a slight ammonia odor with burning sensation/irritation to the throat/nose. Technician to pressure/smoke test with taillamps/bumper cover removed and use a light to help find the leak. Muffler has also been replaced previously. Consulted Josh Burch regarding escalation.

**ADD-ON 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE**

Reason For Escalation: LL/Buy Back

**CONCER 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Outbound call placed to L and L Ford. Spoke with service manager Ron McCreary. During the call Ron confirmed the vehicle has been brought back to the dealership for the exhaust odor inside the cabin. The odor can be duplicated by the dealership and was also verified on a road test with the customer. The cabin has been pressure tested and smoke tested and a leak into the vehicle cabin cannot be identified. TSB 14-0130 was previously performed and the steps outlined in this TSB were rechecked when the vehicle was brought back into the dealership. The updated muffler assembly has been installed on this vehicle. The odor will also have a slight ammonia odor and at times the windows must be lowered to remove the smell. The odor cannot be smelled in the engine bay. With a passenger riding in the rear of the vehicle, the odor appears to be developing towards the rear and moves forward. The odor in the cabin cannot be duplicated with the vehicle at a standstill. In total, it is estimated the customer has been out of there vehicle for approximately 40 days related to this concern.

**RECOMM 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Ron, To further assist in identifying the odor inside the cabin, please start by taping off the air extractors behind the rear bumper. Tape around the edges of the extractors to the body and re-evaluate the concern. If the odor is still present, the extractor itself can be taped off with a small area left exposed to determine if the odor is reduced. Additionally, ensure the rear lamp assembly's are removed for pressure testing. Also verify there are no underbody seams behind heat shielding beneath the vehicle that may be improperly sealed allowing odor to enter the cabin. If there is still an adjustment margin on the liftgate, also adjust the liftgate to seal tighter to determine if the odor can be reduced. 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 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

A TAR has been opened as the service manager indicates the total time out of service is approximately 40 days related to this concern. Additionally, the dealership has been given TSB and ISM direction however the odor is still prevalent inside the vehicle.

**TAR 04/19/2016 02:29PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO TIME OUT OF SERVICE AND REPEAT REPAIR ATTEMPTS. THIS VEHICLE HAS AN EXHAUST ODOR INSIDE THE CABIN. THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR THIS CONCERN. TSB 14-0130 HAS BEEN PERFORMED AND THE CONDITIONS OUTLINED IN THE TSB HAVE BEEN REVIEWED ON SUBSEQUENT VISITS. THE UPDATE MUFFLER ASSEMBLY AND AIR EXTRACTORS HAVE BEEN REPLACED. AT TIMES THE ODOR IS VERY STRONG WITH A SLIGHT AMMONIA ODOR PRESENT. THE WINDOWS MUST BE LOWERED TO REDUCE THE ODOR. ON THIS CURRENT DEALERSHIP VISIT, A LEAK INTO THE CABIN COULD NOT BE IDENTIFIED THROUGH CABIN PRESSURE TESTING OR SMOKE TESTING. THE ODOR CANNOT BE DUPLICATED AT A STANDSTILL OR SMELLED INSIDE THE

ENGINE BAY AFTER RETURNING FROM A ROAD TEST. IT WAS SUGGESTED TO TAPE OFF THE AIR EXTRACTORS, INSPECT THE UNDERBODY BEHIND HEAT SHIELDING, REMOVE THE TAILLIGHTS FOR PRESSURE TESTING, AND TO TIGHTEN THE LIFTGATE IF POSSIBLE. THE VEHICLE IS AT THE DEALERSHIP. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 40.

**AUDIT 04/19/2016 02:29PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**  
TECH ASSIST REFERRAL HAS BEEN OPENED

**CONCER 04/27/2016 02:56PM**

FSE came to dealership on 4-20-2016 to assist in diagnosing exhaust smell. Removed rear bumper cover and taillamps, taped off vents and found a few seams leaking during bubble test, resealed seams, allow to set and retest next day, reseal any area still leaking, reinstall rear bumper cover, taillamps and replace fender moldings due to clips breaking during removal. Left message for FSE Brad Miller on 4-27-2016 for further instruction

**RECOMM 04/27/2016 03:00PM AJ COULSON MSS - FCSD - TECH SVC HOTLINE**

Ron, Thank you for the updated repair information, your FSE will be in contact with you regarding the next steps to take on repairing the exhaust odor in the Explorer you are working on.

**ADD-ON 05/04/2016 11:12AM BRADLEY MILLER (FSE) MSS - FCSD - REG PHI-WAS-CHA**

VISITED THE DEALERSHIP ON 4/20/2016. THE REAR BUMPER WAS REMOVED AND THE VENTS TAPED OFF. THE CABIN WAS PRESSURIZED BY SETTING THE HVAC TO FRESH AIR AND FAN ON HIGH. WHILE BUBBLE TESTING FOUND SEVERAL SMALL PINHOLES BEHIND THE REAR TAILLIGHTS AND BOTH FENDER LIPS. THESE HOLES WERE SEALED WITH SEAM SEALER AND ALLOWED TO DRY. ALSO ADDED A SMALL AMOUNT OF WEATHER-STRIP SEALER NEAR THE LATCH AND MOVED THE LATCH INWARD SLIGHTLY TO INCREASE THE HATCH TIGHTNESS. THE DEALER REPERFORMED THE BUBBLE TEST THE NEXT DAY AND SEALED SEVERAL OTHER SMALL HOLES. DEALER RE-ASSEMBLED THE VEHICLE AND TEST DROVE, WITH THE TECHNICIAN NOTING THE VEHICLE STILL HAD A SMELL WHILE DRIVING UP A LARGE HILL ON MAX A/C.

**ADD-ON 05/04/2016 11:17AM BRADLEY MILLER (FSE) MSS - FCSD - REG PHI-WAS-CHA**

VISITED THE DEALER AGAIN ON 5/3/2016. DEALER HAD MASKED OFF THE VENTS AGAIN TO PRESSURIZE THE CABIN. BUBBLE TESTED AROUND THE LICENSE PLATE LIGHTS, LATCH, AND WIPER WITHOUT ANY ISSUES FOUND. TEST DROVE THE VEHICLE AGAIN WITH THE TECHNICIAN. TEST DROVE WITH A TECHNICIAN UP A LARGE HILL ABOUT A 12 TIMES IN MAX A/C, WITH THE TECHNICIAN NOTICING THE SMELL ON MOST TRIPS UP THE HILL, HOWEVER I NEVER NOTICED THE ODOR. WHEN SET TO FRESH AIR, THE TECHNICIAN NOTES HE DID NOT SMELL THE ODOR. ASKED A SECOND TECHNICAL TO RIDE ALONG, WHICH ALSO DID NOT SMELL THE ODOR, EXCEPT FOR ONE OCCASION WHERE HE MAY HAVE GOT A WHIFF. ----- RETURNED TO THE DEALER TO REMOVE THE REAR INTERIOR PANELS. ADVISED TO TAPE OFF THE SMALL HOLES IN THE SHEET METAL. AFTER TAPING OFF THESE HOLES, TECHNICIAN STILL NOTES HE SMELLS THE ODOR, HOWEVER I STILL DID NOT DETECT ANY ODOR. ADVISED TO HAVE CUSTOMER RIDE IN VEHICLE TO DETERMINE IF SHE STILL SMELLS ODOR.

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**From:** Buelow, Steve (S.E.)  
**Sent:** Wednesday, May 11, 2016 4:43 PM  
**To:** Zizek, Marcia (M.); Gariepy, Arthur (A.P.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)  
**Cc:** Keese, William (W.); McEnany, Steve (S.P.); Spolyar, David (D.)  
**Subject:** RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

I just realized that the kit provided is the cheaper fix.

**SERVICE PART:** FB5Z-78442K03-A  
**ENGINEERING PART:** FB5D 78442A86 AD

In the parts catalog, the spoiler is also called a "spoiler kit" and I thought they were the same. \$700 vs. \$60.

**-The Customer Defines Quality-**

*Steve Buelow - Ford Motor Company*

FCSD Program Manager-  
Taurus/SHO/MKS/Explorer/Police  
Chicago Assembly PVT Office  
773-646-7495 DialNet 686-7495  
Cell [REDACTED] [sbuelow@ford.com](mailto:sbuelow@ford.com)

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

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**From:** Zizek, Marcia (M.)  
**Sent:** Wednesday, May 11, 2016 11:40 AM  
**To:** Buelow, Steve (S.E.); Gariepy, Arthur (A.P.); Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Keinath, Wayne (W.)  
**Cc:** Keese, William (W.); McEnany, Steve (S.P.); Spolyar, David (D.)  
**Subject:** RE: Report Summary for the CQIS Report#G3PED011, from SBUELOW

Including Steve and Dave in the email chain. Also, is there a cheaper service that can be developed to instruct the dealers which holes to seal so that we don't have to replace and paint the whole spoiler? Or maybe a foam kit?

Regards,

**Marcia Zizek**  
Ford Chicago Assembly Plant  
PVT Engineer Lighting and Mirrors  
U502/D258/D385  
Office: (773) 646-7483  
Cell: [REDACTED]

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**From:** Buelow, Steve (S.E.)  
**Sent:** Wednesday, May 11, 2016 11:38 AM  
**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  
Chicago Assembly PVT Office  
773-646-7495 DialNet 686-7495  
Cell [REDACTED] [sbuelow@ford.com](mailto:sbuelow@ford.com)

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

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**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

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**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-  
Taurus/SHO/MKS/Explorer/Police  
Chicago Assembly PVT Office

773-646-7495 DialNet 686-7495  
Cell [REDACTED] [sbelow@ford.com](mailto:sbelow@ford.com)

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

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**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

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**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...
6. Remove and reinstall the lift gate handle applique/pull cup, ensuring that the retention clips are engaged and the seal makes full contact with sheet metal.
7. Remove the lift gate spoiler (WSM Section 501-08 Exterior Trim & Ornamentation). Replace all foam seals using spoiler service kit part # **FB5D 78442A86 A**. Reinstall the spoiler.

**I need help with both of these. (attached and below)**

**-The Customer Defines Quality-**

**Steve Buelow - Ford Motor Company**

FCSD Program Manager-  
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773-646-7495 DialNet 686-7495  
Cell [REDACTED] [sbuelow@ford.com](mailto:sbuelow@ford.com)

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**From:** Buelow, Steve (S.E.)  
**Sent:** Monday, May 09, 2016 1:46 PM  
**To:** Rajaniemi, Brent (B.); Thiruvengadam, Harish (H.); Rouen, Jim (J.G.); Gariepy, Arthur (A.P.)  
**Subject:** FW: Report Summary for the CQIS Report#G3PED011, from SBUELOW

When should the FSE be going with this one? What should the direction be on early built 2016's? We are looking at a TSB republish so I need some direction.

**-The Customer Defines Quality-**

**Steve Buelow - Ford Motor Company**

FCSD Program Manager-  
Taurus/SHO/MKS/Explorer/Police  
Chicago Assembly PVT Office  
773-646-7495 DialNet 686-7495  
Cell [REDACTED] [sbuelow@ford.com](mailto:sbuelow@ford.com)

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

**From:** CQIS, Help (.)  
**Sent:** Monday, May 09, 2016 1:43 PM  
**To:** Buelow, Steve (S.E.)  
**Subject:** Report Summary for the CQIS Report#G3PED011, from SBUELOW

Attachments : 0

<b>Report# :</b>	G3PED011 NHL	<b>Received:</b>	03/16/2016
<b>CCRG/EPRC:</b>	S	<b>Reviewed Status:</b>	<b>Date:</b>
<b>Vehicle:</b>	2015,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV ,1FM5K8F85FC [REDACTED]	<b>Build Date:</b>	10/16/2014
<b>Odometer :</b>	13,576 M	<b>Engine:</b>	3.5L CYCLO
<b>Transmission:</b>	6F55	<b>Axle:</b>	<b>Calibration:</b> EUB1SN0A
<b>Dealer:</b>	USA 00179 L & L Ford	<b>Phone#:</b>	717-259-6334
<b>City:</b>	East Berlin	<b>State:</b>	Pennsylvania
<b>Originator:</b>	Ron McCreary	<b>Country :</b>	USA

**Symptom:** 8 89 2 39 SAFE/SEC,SMOKE/ODOR,PASSNGR AREA,INTERMITTENT  
**Status:**  
**VFG:** V99 ALL OTHER  
**Additional Symptom:** EXHAUST ODOR AFTER HARD ACCEL  
**Fix:** **Causal Component :**  
**Condition Code:**

**Hotliner:** PRYAN50                      **Phone:**                      **Regn Cd:** N3 Philadelphia  
**Engineering:**                              **Phone:**                              **TAR:** 0-30  
**Dlr Contact:** RON MCCREARY                      **Phone:**                              **Title Cde:** SM

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

**Comments :**

**CONCER 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

Web Form Data Description of Vehicle Concern: customer states vehicle is still getting exhaust fumes in passenger compartment, some improvement was noted with earlier repairs, however, driving habits and work route has changed and she has been driving more highway. This has seemed to increase the exhaust odor in vehicle and at times the smell is worse then before. Customer states smell is worse right after leaving off throttle from an acceleration. For example accelerating to pass, or enter or exit highway. Please list any diagnostics already performed: tsb 14-130, replaced exhaust system EB5Z-5230-A, checked all seals per hotline instructions including rear hatch, replaced both vent assys BB5Z-61280B62-B. replace cabin Filter Parts Replaced: EB5Z-5230-A BB5Z-61280B62-B Your Question: what is the next step in resolving this concern. Customer is extremely frustrated previous HAR 109317591, this was escalated to Tech Serv Handling team. There was also an FMC360 case opened on this.

**RECOMM 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

Ron, It looks like the problem is likely being caused by an exhaust leak, liftgate misalignment, or by an external air leak in the body or glass. Start by duplicating the concern. Verify that the exhaust odor is still present. If the concern cannot be duplicated, try test-driving the vehicle with another technician in the vehicle. If the concern can be smelled, but is faint, be aware that some exhaust odor is normal. This can be seen by driving other 2015 Ford Explorers. If this condition is abnormally bad when compared to a like vehicle that is operating normally, perform the liftgate alignment and retest. This can be found in section 501-03 under General Procedures. Be sure to inspect the seals for the liftgate when doing so. To ensure that the seal is working properly, use spray-chalk on the seal. Close the liftgate and reopen it. The chalk should be evenly distributed on the door. If it is not, adjust the seal. If the seal cannot be made to fit properly, replace the seal and retest. If the alignment or replacement of the seal does not repair the concern, perform the pressure test on the vehicle again, as outlined previously. Remove both lamp assemblies. Mask off the extractors, set the A/C to fresh air mode and blower to MAX. close all doors and windows. Use soapy water in a spray bottle to locate air leaks. Spray underbody seams, rubber grommets, rear wheel well seams, rear taillight seams, side panel glass seals, the license plate area, and near the

handle and license plate lights. If any leaks are discovered (if bubbles are seen coming from the spray), mark any bubbling areas. Turn off the A/C and vehicle. Clean and dry the marked areas. Use TA-2 seam sealer to seal any bubbling areas. Let the seam sealer sit for 20 minutes, and retest. To look for a possible exhaust leak, make sure that the exhaust is inspected and aligned properly. The exhaust alignment is outlined inspection 309-00 under General Procedures. If aligned properly, smoke-test the exhaust, looking for leaks. If any are found, address the exhaust leak and reevaluate. This could cause the smell due to exhaust being released from the system before it has cleared the vehicle. This concern is being directed to the Technical Assistance Centers Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customers concern. We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

**ADD-ON 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

EH member Brad Shick was consulted. He stated that since the concern was previously escalated for the same concern, this contact should be escalated. He instructed to check for exhaust leaks, check liftgate alignment, and pressure test the cabin again, looking for leaks. The concern was previously escalated for lemon law/ buyback.

**ADD-ON 03/16/2016 04:11PM PHILIP RYAN MSS - FCSD - TECH SVC HOTLINE**

Reason For Escalation: Time Down

**CONCER 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Outbound call placed to L and L Ford. Spoke to Service Manager Ron McCreary. During the call Ron indicated the vehicle is not currently at the dealership. However, the vehicle is attempting to be scheduled the week of 3/28/16. Ron confirmed the previous repairs did reduce the exhaust odor in the vehicle, however according to the customer the exhaust odor was never completely eliminated. The customer indicated that due to changed driving habits, more highway driveway has recently been performed. When leaving off the throttle from acceleration, the customer stated the exhaust odor is worse than ever. Ron confirmed the customer has been very cooperative with this concern and has been glad to work with the dealership.

**RECOMM 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Ron, When the vehicle returns to the dealership, please refer back to TSB 14-0130. Ensure the steps are reviewed to ensure the drain valves are still installed and ensure the seams outlined in the TSB instructions are still sealed. Additionally, ensure the perimeter around the air extractors is inspected for damage. The perimeter of the air extractors to the body can also be taped off to determine if the odor is eliminated. If the odor is still present, also ensure the liftgate is correctly aligned according to section 501-03 Body Closures>General Procedures of the online workshop manual. Tighten the liftgate within specification if possible to determine if the odor can be reduced. This escalation will be closed at this time as the vehicle is not at the dealership. Please update the web form with the results of further diagnostics when the vehicle returns to the dealership.

**ADD-ON 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Previous FMC 360 case related to this concern, however the case is now closed. The customer has been very cooperative related to this concern.

**ADD-ON 03/17/2016 05:52PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

The escalation was closed as the vehicle was not at the dealership. It was recommended to re-visit TSB 14-01030, confirm the body extractors are sealed, and to verify and tighten the liftgate if possible. It was recommended to update the form when the vehicle returns along with updated testing results.

**CONCER 04/15/2016 11:18AM**

vehicle brought back to dealer, concern of exhaust smell in vehicle duplicated. rechecked all repairs performed at last visit. Also smoke tested and bubble all seals and seams. still cannot find where exhaust is penetrating passenger area. Also noted smell has an ammonia smell to it and irritates and burning sensation to nose and throat.

**RECOMM 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE**

Ron, If not already done, please ensure that the tail lamp assemblies and rear bumper cover were removed during leak/pressure testing. If this was done, place the vehicle in a dark area of the shop and have an assistant shine a bright light from the interior while you look for the light from the outside. In addition, this concern is being directed to the Technical Assistance Centers Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customers concern. We will continue to work with you and your Dealerships Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

**ADD-ON 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE**

Note to EH: This contact is being re-escalated since the customer has returned to the dealership. Ongoing concern since 07/2015. Resolved buyback case in FMC360. Customer's concern: Exhaust odor in cabin after acceleration. Contact was previously escalated but escalation was closed since the vehicle was not at the dealership. Technician states that there is a slight ammonia odor with burning sensation/irritation to the throat/nose. Technician to pressure/smoke test with taillamps/bumper cover removed and use a light to help find the leak. Muffler has also been replaced previously. Consulted Josh Burthch regarding escalation.

**ADD-ON 04/15/2016 11:43AM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE**

Reason For Escalation: LL/Buy Back

**CONCER 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Outbound call placed to L and L Ford. Spoke with service manager Ron McCreary. During the call Ron confirmed the vehicle has been brought back to the dealership for the exhaust odor inside the cabin. The odor can be duplicated by the dealership and was also verified on a road test with the customer. The cabin has been pressure tested and smoke tested and a leak into the vehicle cabin cannot be identified. TSB 14-0130 was previously performed and the steps outlined in this TSB were rechecked when the vehicle was brought back into the dealership. The updated muffler assembly has been installed on this vehicle. The odor will also have a slight ammonia odor and at times the windows must be lowered to remove the smell. The odor cannot be smelled in the engine bay. With a passenger riding in the rear of the vehicle, the odor appears to be developing towards the rear and moves forward. The odor in the cabin cannot be duplicated with the vehicle at a standstill. In total, it is estimated the customer has been out of there vehicle for approximately 40 days related to this concern.

**RECOMM 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

Ron, To further assist in identifying the odor inside the cabin, please start by taping off the air extractors behind the rear bumper. Tape around the edges of the extractors to the body and re-evaluate the concern. If the odor is still present, the extractor itself can be taped off with a small area left exposed to determine if the odor is reduced. Additionally, ensure the rear lamp assembly's are removed for pressure testing. Also verify there are no underbody seams behind heat shielding beneath the vehicle that may be improperly sealed allowing odor to enter the cabin. If there is still an adjustment margin on the liftgate, also adjust the liftgate to seal tighter to determine if the odor can be reduced. 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 04/19/2016 02:21PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

A TAR has been opened as the service manager indicates the total time out of service is approximately 40 days related to this concern. Additionally, the dealership has been given TSB and ISM direction however the odor is still prevalent inside the vehicle.

**TAR 04/19/2016 02:29PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO TIME OUT OF SERVICE AND REPEAT REPAIR ATTEMPTS. THIS VEHICLE HAS AN EXHAUST ODOR INSIDE THE CABIN. THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR THIS CONCERN. TSB 14-0130 HAS BEEN PERFORMED AND THE CONDITIONS OUTLINED IN THE TSB HAVE BEEN REVIEWED ON SUBSEQUENT VISITS. THE UPDATE MUFFLER ASSEMBLY AND AIR EXTRACTORS HAVE BEEN REPLACED. AT TIMES THE ODOR IS VERY STRONG WITH A SLIGHT AMMONIA ODOR PRESENT. THE WINDOWS MUST BE LOWERED TO REDUCE THE ODOR. ON THIS CURRENT DEALERSHIP VISIT, A LEAK INTO THE CABIN COULD NOT BE IDENTIFIED THROUGH CABIN PRESSURE TESTING OR SMOKE TESTING. THE ODOR CANNOT BE DUPLICATED AT A STANDSTILL OR SMELLED INSIDE THE ENGINE BAY AFTER RETURNING FROM A ROAD TEST. IT WAS SUGGESTED TO TAPE OFF THE AIR EXTRACTORS, INSPECT THE UNDERBODY BEHIND HEAT SHIELDING, REMOVE THE TAILLIGHTS FOR PRESSURE TESTING, AND TO TIGHTEN THE LIFTGATE IF POSSIBLE. THE VEHICLE IS AT THE DEALERSHIP. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 40.

**AUDIT 04/19/2016 02:29PM KENT WILLIAMS MSS - FCSD - TECH SVC HOTLINE**

TECH ASSIST REFERRAL HAS BEEN OPENED

**CONCER 04/27/2016 02:56PM**

FSE came to dealership on 4-20-2016 to assist in diagnosing exhaust smell. Removed rear bumper cover and taillamps, taped off vents and found a few seams leaking during bubble test, resealed seams, allow to set and retest next day, reseal any area still leaking, reinstall rear bumper cover, taillamps and replace fender moldings due to clips breaking during removal. Left message for FSE Brad Miller on 4-27-2016 for further instruction

**RECOMM 04/27/2016 03:00PM AJ COULSON MSS - FCSD - TECH SVC HOTLINE**

Ron, Thank you for the updated repair information, your FSE will be in contact with you regarding the next steps to take on repairing the exhaust odor in the Explorer you are working on.

**ADD-ON 05/04/2016 11:12AM BRADLEY MILLER (FSE) MSS - FCSD - REG PHI-WAS-CHA**

VISITED THE DEALERSHIP ON 4/20/2016. THE REAR BUMPER WAS REMOVED AND THE VENTS TAPED OFF. THE CABIN WAS PRESSURIZED BY SETTING THE HVAC TO FRESH AIR AND FAN ON HIGH. WHILE BUBBLE TESTING FOUND SEVERAL SMALL PINHOLES BEHIND THE REAR TAILLIGHTS AND BOTH FENDER LIPS. THESE HOLES WERE SEALED WITH SEAM SEALER AND ALLOWED TO DRY. ALSO ADDED A SMALL AMOUNT OF WEATHER-STRIP SEALER NEAR THE LATCH AND MOVED THE LATCH INWARD SLIGHTLY TO INCREASE THE HATCH TIGHTNESS. THE DEALER REPERFORMED THE BUBBLE TEST THE NEXT DAY AND SEALED SEVERAL OTHER SMALL HOLES. DEALER RE-ASSEMBLED THE VEHICLE AND TEST DROVE, WITH THE TECHNICIAN NOTING THE VEHICLE STILL HAD A SMELL WHILE DRIVING UP A LARGE HILL ON MAX A/C.

**ADD-ON 05/04/2016 11:17AM BRADLEY MILLER (FSE) MSS - FCSD - REG PHI-WAS-CHA**

VISITED THE DEALER AGAIN ON 5/3/2016. DEALER HAD MASKED OFF THE VENTS AGAIN TO PRESSURIZE THE CABIN. BUBBLE TESTED AROUND THE LICENSE PLATE

LIGHTS, LATCH, AND WIPER WITHOUT ANY ISSUES FOUND. TEST DROVE THE VEHICLE AGAIN WITH THE TECHNICIAN. TEST DROVE WITH A TECHNICIAN UP A LARGE HILL ABOUT A 12 TIMES IN MAX A/C, WITH THE TECHNICIAN NOTICING THE SMELL ON MOST TRIPS UP THE HILL, HOWEVER I NEVER NOTICED THE ODOR. WHEN SET TO FRESH AIR, THE TECHNICIAN NOTES HE DID NOT SMELL THE ODOR. ASKED A SECOND TECHNICAL TO RIDE ALONG, WHICH ALSO DID NOT SMELL THE ODOR, EXCEPT FOR ONE OCCASION WHERE HE MAY HAVE GOT A WHIFF. ----- RETURNED TO THE DEALER TO REMOVE THE REAR INTERIOR PANELS. ADVISED TO TAPE OFF THE SMALL HOLES IN THE SHEET METAL. AFTER TAPING OFF THESE HOLES, TECHNICIAN STILL NOTES HE SMELLS THE ODOR, HOWEVER I STILL DID NOT DETECT ANY ODOR. ADVISED TO HAVE CUSTOMER RIDE IN VEHICLE TO DETERMINE IF SHE STILL SMELLS ODOR.

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**From:** barry boss <barry.boss@hotmail.com>  
**Sent:** Thursday, October 22, 2015 9:39 PM  
**To:** Perez, Bryan (B.)  
**Subject:** Re: TAR Closure Summary - 2014 Explorer 1FM5K8D85EG [REDACTED]

They have had the car about a week now.  
I have not heard anything from them.  
I don't think there is anything else at this point that we  
are going to be able to do. I sure hope she is happy I'm not sure of what else to do.

Barry Boss

On Oct 22, 2015, at 2:34 PM, Perez, Bryan (B.) <[bperez7@ford.com](mailto:bperez7@ford.com)> wrote:

Was she happy with the exhaust tips? Did they make any improvement?

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**From:** barry boss [<mailto:barry.boss@hotmail.com>]  
**Sent:** Thursday, October 22, 2015 2:33 PM  
**To:** Perez, Bryan (B.)  
**Subject:** Re: TAR Closure Summary - 2014 Explorer 1FM5K8D85EG [REDACTED]

Thanks Bryan.  
We are going to close out the ro

Barry Boss

On Oct 22, 2015, at 12:37 AM, Perez, Bryan (B.) <[bperez7@ford.com](mailto:bperez7@ford.com)> wrote:

Barry, my tech assist for the 2014 Explorer (1FM5K8D85EG [REDACTED]) that I worked on with Marc for the repeat exhaust odor concern has been closed.

- ? Please note "FSE assisted per GCQIS report **F7PDG008**" on RO to assist with warranty payment if needed
- ? A TAR **survey will be emailed** to you in the next day or so, **please be sure to complete it** using the closure report below to assist as needed. My response times for the survey are listed below:

TAR assigned: 9/17/2015  
Q2 - Days Until Contacted - **SAME DAY** ( 9/17/2015- Barry via phone)  
Q4 - Days Until Visit - **FOUR DAYS** ( 9/23/2015 onsite in 4 BUSINESS Days)

Bo and Rodney, this is just an FYI for you (as DP, and GM) so you are aware of my work with your service shop. As usual if you have any questions please feel free to call me or send an email, thanks.

### Additional Comments

The following is a summary of a Request For Assistance from the Technical Field Operations Assignment Management System

### Request Details

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

Status	Closed
Currently assigned to	BPEREZ7
Request Type	Repair Assistance (TAR); Document in G
Request Source	Technical Hotline
Primary contact	Barry Boss
Technician Name	Marc Allaire
Dealership Name	COLORADO RIVER FORD LINCOLN C KINGMAN
P&A Code	01599
VIN	1FM5K8D85EG [REDACTED]
Vehicle year/model	2014 Explorer
Vehicle mileage	4,528
Repair Order (R.O) #	051228
Vehicle Down?	No
GCQIS Report #	F7PDG008
Priority	High
Initial Contact Date	17-Sep-2015
Person Contacted	Barry Boss
Dealership visit planned?	Yes
Visit date, if planned	23-Sep-2015
Did Visit Occur?	Yes

### Concern Summary for Technical Assistance Contact Report

Chemical type smell from AC vents on hard accel

### Inspection Comments for Technical Assistance Contact Report

FSE contacted dlr 9/17, visit planned for 9/23/15. Known issue that engineering has been working on, FSE onsite and confirmed that vehicle has latest HVAC calibration. Drove vehicle with tech and unable to smell anything on hard accel. Confirmed that recirc door is cycling properly in fresh air mode. FSE advised dlr to order new deg exhaust tips EB5Z-5230-A. Slight modification made to recirc door to allow cabin pressure even when in recirc mode. Updated By---BPEREZ7--09/24/2015 11:50:32 PM--

### Primary Root cause for Technical Assistance Contact Report

12.17) Product issue/Engineering issue/not available currently

### Recommendation for Technical Assistance Contact Report

dlr will drive with customer and see if customer still smells anything. fse will await arrival of exhaust tips. ---Updated By---BPEREZ7--09/24/2015 11:50:32 PM-- Exhaust tips in stock 10/8, customer has not returned. ---Updated By---BPEREZ7--10/22/2015 00:27:01 AM--

This e-mail notification has been generated by: BPEREZ7  
Thank you..

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**From:** Krawczyk, Kevin (R.)  
**Sent:** Monday, January 11, 2016 8:53 PM  
**To:** Pilgrim, Dave (D.A.)  
**Subject:** RE: TAR OPEN AT Keller Bros. Ford USA 01311 Phone : 717-626-2000 FOR Gehman, Jeff ON 2015 EXPLORER 4X4 (U502) VIN : 1FM5K8F83FG [REDACTED] GCQIS : FXTDO004  
**Attachments:** Explorer exhaust leak areas.docx; LargeAdditionalInteriorSealingActions.jpg

Dave,  
Take a look at this information. Contact me for any questions.

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

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**From:** Pilgrim, Dave (D.A.)  
**Sent:** Monday, January 11, 2016 3:30 PM  
**To:** Krawczyk, Kevin (R.)  
**Subject:** FW: TAR OPEN AT Keller Bros. Ford USA 01311 Phone : 717-626-2000 FOR Gehman, Jeff ON 2015 EXPLORER 4X4 (U502) VIN : 1FM5K8F83FG [REDACTED] GCQIS : FXTDO004

Kevin  
Here's the vehicle in question. Thanks for your help!

*Dave Pilgrim*  
Ford FSE – Phila.

**From:** CQIS, Help (.)  
**Sent:** Thursday, January 07, 2016 11:19 AM  
**To:** Jakob, Diana (D.); Knitter, Alan (A.R.); Coursey, Brendan (B.P.); Miller, Bradley (B.P.); Dodds, Dave (D.C.); Huff, Darrell (D.); Pilgrim, Dave (D.A.); West, Devin (D.); Steward, Gene (E.A.); Kelly, Jim (J.); Mills, Jared (J.C.); Tostanoski, John (J.); Lucas, Ed (L.E.); Lowrie, Matthew (M.A.); Shomaker, Tyler (T.J.)  
**Cc:** Svec, Gerald (G.S.); Glennie, Chad (C.); Burtch, Joshua (J.); Jorah, Jodi (J.); Mceachern, Matthew (M.)  
**Subject:** TAR OPEN AT Keller Bros. Ford USA 01311 Phone : 717-626-2000 FOR Gehman, Jeff ON 2015 EXPLORER 4X4 (U502) VIN : 1FM5K8F83FG [REDACTED] GCQIS : FXTDO004

A request for technical assistance has been OPENED for :

Gehman, Jeff SM  
USA 01311 Name : Keller Bros. Ford

By : US-TECHNICAL SERVICE HOTLINE

Unit Down :

With a concern on :  
2015 EXPLORER 4X4 (U502)  
VIN :1FM5K8F83FG [REDACTED]

It is filed under GCQIS report number : FXTDO004

Following TECH ASSIST REFERRAL procedure, the dealership has been notified that someone from the Region will contact them in the near future. This letter is notification of the referral. The report will be in GCQIS for your review.

[https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES\\_RptSummaryUpdMain.asp?rptnbr=FXTDO004](https://www.gcqis.dealerconnection.com/gcqis/asp/WBRES_RptSummaryUpdMain.asp?rptnbr=FXTDO004)

THANK YOU , FROM THE US-TECHNICAL SERVICE HOTLINE

**Attachments :**

<b>Report# :</b>	FXTDO004 NHL	<b>Received:</b>	11/20/2015
<b>CCRG/EPRC:S</b>		<b>Reviewed Status:</b>	<b>Date:</b>
<b>Vehicle:</b>	2015,EXPLORER 4X4 (U502),1FM5K8F83FG [REDACTED]	<b>Build Date:</b>	10/16/2014
<b>Odometer :</b>	6,265 M	<b>Engine:</b>	3.5L CYCLO <b>Calibration:</b> EUB1SN0A
<b>Engine Serial Number:</b>	E1600 101014L113901725DS 344 AAB		
<b>Transmission:</b>	6F50	<b>Axle:</b>	<b>A/C:</b> YES
<b>Transmission Serial Number:</b>	A4921 0110144274112887DA8P 7000 KB 87		
<b>Dealer:</b>	USA 01311 Keller Bros. Ford	<b>Phone#:</b>	717-626-2000
<b>City:</b>	Lititz	<b>State:</b>	Pennsylvania <b>Country :</b> USA
<b>Originator:</b>	Jeff Gehman		
<b>Symptom:</b>	447139 ST/RN/MV,ODOR,CHEMICAL,INTERMITTENT		
<b>Status:</b>			
<b>VFG:</b>	V53 EXHAUST SYSTEM FUNCTION		
<b>Additional Symptom:</b>	CHEMICAL ODOR		
<b>Fix:</b>	<b>Causal Component :</b>		
<b>Condition Code:</b>			

<b>Hotliner:</b> MHEPWORI	<b>Phone:</b>	<b>Regn Cd:</b> N3 Philadelphia
<b>Engineering:</b>	<b>Phone:</b>	<b>TAR:</b> OPEN
<b>Dlr Contact:</b> JEFF GEHMAN	<b>Phone:</b>	<b>Title Cde:</b> SM

**CONCER** 11/20/2015 10:24AM MATTHEW HEPWORTH MSS - FCSD - TECH SVC  
**HOTLINE**

Web Form Data Description of Vehicle Concern: Customer states they are noticing a chemical odor again both inside the vehicle while driving, and inside their garage after the vehicle has been sitting inside overnite. Please list any diagnostics already performed: Verified concern-added dye and road tested. Determined that transmission fluid is leaking

out through the PTU from the intermediate shaft and seal area. Parts Replaced: Replaced seal per the workshop manual. Your Question: The customer is concerned and talking about buyback because of the odor concerns they have had. Previous repairs include TSB 14-0130, and most recently replacing the PTU per service message 45053. We suspect the seal leak on this visit may be from installation of the PTU (we recently installed). Before releasing the vehicle I want to make sure there are no further updates coming related to odor, or any seal updates coming that you are aware of, or in general any other action you believe would be necessary based on the concern. We have road tested extensively, and to this point have no leak or odor present. Thanks for your time and consideration.

**RECOMM**

**11/20/2015 10:24AM MATTHEW HEPWORTH MSS - FCSD - TECH SVC HOTLINE**

Jeff, As the leak from the Transmission to the Power Transfer Unit (PTU) has been identified and resolved and the PTU was recently replaced, it is agreed that the root cause has likely been identified and resolved. To verify that no additional odor leaks are present, you may additionally inspect for any exhaust leaks or other locations that oil could drip onto the exhaust. A smoke tester can be utilized to identify any exhaust leaks that may be present. A thorough inspection of the exhaust system may identify any additional leaks are present. One possible leak that may also be inspected can be seen in the [SSM 45277](#). If no additional exhaust or fluid leaks are present on this vehicle, then it would be recommended to either test drive the vehicle with the customer to verify the repair or release it to them.

**ADD-ON**

**11/20/2015 10:24AM MATTHEW HEPWORTH MSS - FCSD - TECH SVC HOTLINE**

Consulted EH Donald Gunderson regarding escalation due to statement regarding buyback seen in the FMC360 case on 11/16/2015. The FMC360 case number is CAS-8081083-J1M3Y6. Determined as the concern has been identified as resolved, that escalation was not necessary at this time. It was advised to note that if the vehicle returns, consulting EH would likely be recommended given the situation.

**CONCER**

**11/27/2015 02:37PM T ECHHOT MSS - FCSD - TECH SVC HOTLINE**

No further problems were found. The vehicle was test driven over 200 miles, and no odors were noticed, so it was released to the customer. The day after the customer picked it up they started noticing an exhaust like odor again (intermittent) after turning on the climate control. Is Ford aware of ongoing odor concerns on the Explorer? Any relating TSB's, etc. that are being worked on for this concern?

**RECOMM**

**11/27/2015 03:14PM ZAK SOVA MSS - FCSD - TECH SVC HOTLINE**

Jeff, If the odor smells like exhaust, this may be related to air leaks elsewhere in the vehicle, which are allowing exhaust fumes to enter the cabin intermittently. Refer to the following test steps to help identify vehicle air leaks. Pressure Test Procedure: 1. Remove the right and left rear lamp assemblies. See WSM Section 417-01. 2. Using masking tape, seal the rear air extractors and areas. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed. 3. Start vehicle, set A/C to fresh air mode and set blower speed to max. 4. Close all doors and ensure windows are fully closed. 5. Use soapy water in a spray bottle to help locate air leaks. 6. Spray around the following areas: a. Under body seams b. Underbody rubber grommet c. Rear wheel well seams d. Rear tail light seams e. Rear deck lid seals f. Side panel glass seals g. License plate area 7. Air leaks can be identified by the presence of air bubbles. 8. Mark all areas identified to have air leaks. 9. Turn off A/C. 10. Turn off vehicle. 11. Clean and dry all areas marked earlier. 12. Seal using Motorcraft TA-2 seam sealer. 13. Allow sealant to dry and retest (May take up to 20 minutes). 14. Remove the masking tape used in step (a) of the pressure test. - Inspect the air extractors for possible damage or improper sealing. - Inspect for evidence of body repairs

and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead. - Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to increase the lift gate to sealing pressure. Also, ensure that the lift gate plugs are in place in the drain holes. - Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration. - For 3.5L TiVCT ONLY MY11-15 vehicles install Muffler assembly part EB5Z-5230- A

**ADD-ON** 11/27/2015 03:14PM ZAK SOVA MSS - FCSD - TECH SVC HOTLINE

Article ISM 1507013 SOME 2011-2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.

**CONCER** 11/27/2015 03:32PM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

Is this part of an upcoming bulletin or service message?

**RECOMM** 11/27/2015 04:19PM KYLE BEAVER MSS - FCSD - TECH SVC HOTLINE

Jeff, The Technical Assistance Center does not have information regarding the publishing or development of upcoming SSMs and TSBs or upcoming updates to the WSM procedures. The above mentioned procedure is a thorough way to determine if the vehicle has any leaks in the body which will allow exhaust gasses to enter. The pressure testing of the cabin and blocking off the rear vents is a logical approach to determining if exhaust fumes can enter into the cabin area. If the cabin is free of leaks then it is recommended to inspect the potential areas of leakage that are above the tail pipes, addressing any faults found. If there are no faults found then it is recommended to replace the exhaust muffler assembly with the latest level to ensure and address any present exhaust leaks.

**CONCER** 11/27/2015 04:28PM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

I know the customer will ask me, so I'll ask you awhile...Was the muffler updated due to exhaust odor concerns?

**RECOMM** 11/27/2015 04:34PM JAKOB DEBERRY MSS - FCSD - TECH SVC HOTLINE

Jeff, The Ford Technical Assistance Center has limited resources regarding parts concerns. However, it does not seem that the muffler assembly has been updated. For questions regarding parts availability or part number discrepancies please contact the Parts Assistance Center Online (PACO) through FMCDealer by completing and submitting the Catalog Inquiry form. To access PACO, go to [www.FMCDealer.com](http://www.FMCDealer.com) and click on the Parts & Service tab at the top of the screen. From the left hand menu click on the plus (+) symbol next to

Parts Department Tools

to expand the selection and then click on

PACO (Parts Assistance Center Online)

to access the PACO menu. Click on

Catalog Inquiry

and complete the online form for parts assistance. PACO will respond back to you with the requested parts related information. To review replies from PACO select the

PACO Ticket History and Ticket Reply

link found to the right of the PACO Catalog Inquiry link within the PACO menu on FMCDealer.

**CONCER** 11/27/2015 04:47PM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

The last step in #14 states 'For 3.5L TiVCT ONLY MY11-15 vehicles install Muffler assembly part # EB5Z-5230- A'...If this action was specific to my case why wouldn't I just

be instructed to try a new muffler assembly and see if it alleviates the concern. I'm not trying to be difficult...just trying to help a customer who doesn't feel comfortable driving their vehicle on anything more than short trips. If engineering is aware, or is investigating I would at least have some information to provide to the customer. Thanks for any further insight you can provide.

**RECOMM 11/27/2015 05:12PM WILLIAM REBROVICH MSS - FCSD - TECH SVC HOTLINE**  
Jeff, We are not aware of any ongoing investigations by Engineering pertaining to the updated muffler assembly. We have limited parts information pertaining to why parts get updated so it is advised to proceed with replacement of the muffler per the previous recommendation and re-evaluate the odor. We have escalated this concern to the Technical Service Hotline  
s Escalated Handling Team for additional review due to the ongoing concern. A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer  
s concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer  
s concern through these additional steps, the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail. Thank you in advance.

**ADD-ON 11/27/2015 05:12PM WILLIAM REBROVICH MSS - FCSD - TECH SVC HOTLINE**  
Attempted to consult with EH due to possible escalation due to ongoing concern with chemical odor. Could not get a hold of anyone for consultation so escalated due to customer mentioning they want out of the vehicle and multiple repair attempts.

**ADD-ON 11/27/2015 05:12PM WILLIAM REBROVICH MSS - FCSD - TECH SVC HOTLINE**  
Reason For Escalation: LL/Buy Back

**CONCER 11/30/2015 05:00PM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**  
Made an outbound call to Jeff, he stated the customer is complaining of an odor in the vehicle after driving for 20 minutes or longer. He stated that they have already performed some repairs to the vehicle as he did smell the concern once before. TSB 14-0130 has been performed along with the PTU replacement. After the PTU was replaced there was a leak at the PTU dripping on the exhaust and that issue was resolved. They released the vehicle back to the customer and after a few days of driving did come back to the dealer with the same concern. At this point Jeff has not verified the odor this time and was wandering the reason for the revised part number for the exhaust.

**RECOMM 11/30/2015 05:00PM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**  
Hello Jeff, There may have been a production change on the exhaust to extend the pipes for any odor type concerns. Engineering is always investigating these types of concerns to make improvement so odors will not be smelled within the vehicle. At this time it would be recommended following the pressure test procedure for this issue as stated in one of your last responses from the Technical Assistance Center. If there are no concerns with grommets, seams or sealing point on windows or door then proceed to replace the exhaust with the part number that was supplied (assembly part EB5Z-5230- A) Next make sure to update the HVAC module to the current calibration and road test the vehicle for 50-100 miles. Make sure to put the vehicle in numerous driving conditions such as WOT, normal driving, going uphill and in city driving. After you return to the dealer make sure the PTU

fluid does not have an odor by taking a fluid sample and smelling the sample. If there are no concerns then release the vehicle back to the customer and have them drive the vehicle for a few days to make sure the concern has been resolved. Once you have any information please update the form and I will receive a notification. I will then review your notes and place an outbound call to you to discuss the concern in greater detail.

**ADD-ON 11/30/2015 05:00PM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Waiting on the additional diagnostics steps to be performed for this concern, service manager will update the form with the results of the road test. If the odor is still present then FSE involvement maybe necessary.

**CONCER 12/03/2015 11:32AM T ECHHOT MSS - FCSD - TECH SVC HOTLINE**

Just wanted to provide an update that the muffler assembly has not yet arrived, and is showing backorder status.

**CONCER 12/03/2015 12:24PM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Made an outbound call to Jeff, he was in a meeting and a service personnel stated that the part is on back-order and they are contacting PACO now to see what they can do to get the exhaust to the dealer quicker.

**RECOMM 12/03/2015 12:24PM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Hello Jeff, It is understood that the parts are on a D99 back-order status, it would be recommended at this time to perform the parts back-order escalation process. In order to complete the Parts Backorder Escalation Process the order should be moved to Emergency (EMR) Status, the Parts Assistance Center Online (PACO) contacted, and an FMC360 case opened. The Parts Backorder Escalation will allow the involvement of other Ford departments to ensure customer satisfaction with the repair process. For more information on the Parts Backorder Escalation Process refer to the [FCSD Parts Ordering Quick Reference Guide](#) found in FMCDealer. Once you have any additional information please update the form and I will get back to you as soon as possible in regards to this concern.

**ADD-ON 12/03/2015 12:24PM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

The parts are on a D99 back-order, the service manager has started the back-order process for this concern and will update with any additional information. The service manager has contacted the FSE for this concern and the FSE is aware of the current situation for this issue.

**CONCER 12/04/2015 10:54AM T ECHHOT MSS - FCSD - TECH SVC HOTLINE**

I wanted to provide an update. The inspection procedure has been performed, and the only thing we found was a small air leak around the drivers side lift gate pressure sensor pad, which was corrected by properly seating the pushpins. The technician does not feel this would have warranted the customers concern. Before updating the HVAC module the technician road tested again and did notice what he describes as a hospital/chemical type odor after turning on the front heater/air conditioner. At times he also noticed, for just a brief time, a rotten egg type odor. The latest description of the customers concern is an exhaust odor, not sure if they smelled this, or even what it is from?. We have since updated the HVAC module and are currently waiting for the back ordered muffler assembly. Completed parts escalation...PACO#5260562, XXXXXXXXXX

**CONCER 12/04/2015 02:52PM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Made an outbound call to Jeff, he stated the technician did finally smell an odor with the vehicle. They have now performed the HVAC module update and are currently waiting for the exhaust system to arrive at the dealer.

**RECOMM 12/04/2015 02:52PM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Hello Jeff, Thanks you for the update on the vehicle, at this time I do agree we need to have the exhaust system installed for the concern. After it does arrive at the please update the form with the post road test results and I will get back to you a soon as possible.

**ADD-ON 12/04/2015 02:52PM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Waiting on the exhaust system to arrive at the dealer for installation, the service manager will update after the post road test results.

**CONCER 12/11/2015 09:44AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Made an outbound call to Jeff, he stated that he did receive a confirmation from PACO that the muffler assembly will be shipped direct from supplier on 12-10-2015. He stated that at this time they are hoping the muffler assembly will show up at the dealer early next week.

**RECOMM 12/11/2015 09:44AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Hello Jeff, Thanks you for the update, at this time it has been confirmed from PACO the shipping date. When the component arrives and has been installed please update the form. I will then call you back as soon as possible to discuss this matter in greater detail.

**ADD-ON 12/11/2015 09:44AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Dealer is waiting on the muffler assembly to arrive at the dealer; they do have a confirmation from PACO regarding the shipping date. The date has been confirmed at this time and the service manager will update the form when the component arrives at the dealer.

**CONCER 12/17/2015 09:56AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Made an outbound call to Jeff, he stated the exhaust did arrive and has been installed at the dealer. They have test drove the vehicle several times, right now there has been no smell except when the exhaust was first installed, and Jeff believes that could have been the new exhaust smell.

**RECOMM 12/17/2015 09:56AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Hello Jeff, It would be recommended to test drive the vehicle on the highway for 30 miles or better, come off the highway and perform city driving to make sure the smell is no longer present. If the smeel is no longer present then release the vehicle back to the customer and have them drive it for a week and have them report back to you on the concern. Once you have any additional information please update the form and I will get back to you as soon as possible.

**ADD-ON 12/17/2015 09:56AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

The service manager is going to drive the vehicle on an extended test drive and update the form with the results. The extended time down has been a parts concern, there is an active buy-back request on the vehicle and t has been denied, I am opening a TFOAM to the region.

**CONCER 12/17/2015 10:33AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Update

**RECOMM 12/17/2015 10:33AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

update

**ADD-ON 12/17/2015 10:33AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Needed to reset the date for call back.

**CONCER 12/21/2015 09:07AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Made an outbound call to Jeff, he stated that at this time numerous employees have driven the vehicle and there has been at least 200 mile place on the vehicle and there has been no odors smelled at this time. He stated they are going to drive the vehicle till Wednesday of this week and if there are no additional concerns release the vehicle back to the customer.

**RECOMM 12/21/2015 09:07AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**  
Hello Jeff, Thanks for the update and again it was nice to speak with you this morning about the concern. With the mileage that has been placed on the vehicle and there has been no more odors I am going to close the escalation at this time. If you do need further assistance or the odor issue has not been resolved please feel free to update the form and we will gladly assist you. If the vehicle has been released and there are no more concerns please take a moment and fill out the on-line survey, we keep track of these types of issues to help aid other technician in the field with the same or similar concerns. Thanks again for your time and patients with this odor issue.

**ADD-ON 12/21/2015 09:07AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**  
Closing the escalation at this time as no other odors have been smelled in the vehicle at this time, if the dealer do come back in under this form please see Jerry Svec as the concern will then need to be passed on to an FSE.

**CONCER 01/04/2016 04:37PM T ECHHOT MSS - FCSD - TECH SVC HOTLINE**  
The customer reported the odor concern is back...after they had been driving for several hours (non highway) they got on the highway doing, 70-75mph. The odor was very strong when they first accelerated onto the highway, and continued (seemingly worse during acceleration). Requesting a Field Service Engineer to help resolve the concern.

**RECOMM 01/04/2016 05:26PM JOHNATH WILKIN PHANEUF MSS - FCSD - TECH SVC HOTLINE**  
Hello Jeff, Being this concern is very intermittent and occurs after long drives, the fault may be characteristic or caused by outside smells the customer is driving through. It is not noted if this smell concern has been duplicated with the customer, or what settings the HVAC was on this last occurrence. It may be possible for the customer to roll a window down to determine if the smell is being drawn in from outside and not caused by the Explorer itself. It may be this smell is characteristic. It may be necessary to test drive a like unit to determine this if one is available. In addition, we have escalated this concern to the Technical Service Hotline  
s Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer  
s concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer  
s concern through these additional steps, the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail. Thank you in advance.

**ADD-ON 01/04/2016 05:26PM JOHNATH WILKIN PHANEUF MSS - FCSD - TECH SVC HOTLINE**  
Consulted EH Jerry Svec on this concern and determined escalation was necessary.

**ADD-ON 01/04/2016 05:26PM JOHNATH WILKIN PHANEUF MSS - FCSD - TECH SVC HOTLINE**  
Reason For Escalation: Technical Progress

**CONCER 01/07/2016 11:17AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**  
Made an outbound call to Jeff, he stated the vehicle has returned with the exhaust smell. He noted that the customer said the smell was the worse under heavy acceleration when going

on the highway. At this time Jeff has performed no other repairs to the vehicle and does request the FSE be involved with this concern.

**RECOMM**

**01/07/2016 11:17AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Hello Jeff, With all the repair attempts being made on the vehicle, and the time down 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**

**01/07/2016 11:17AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

Note to FSE: This TAR is being opened due to time down, a lack of progress and the vehicle is now in an RAV status.

**TAR**

**01/07/2016 11:19AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO TIME DOWN AND A LACK OF PROGRESS WITH THE VEHICLE. THE ORIGINAL COMPLAINT WAS AN EXHAUST SMELL IN THE CABIN OF THE VEHICLE WHEN DRIVING. THE PTU WAS REPLACED FOR THE CONCERN AND THE CUSTOMER RETURNED WITH THE SAME COMPLAINT. THE DEALER NOTICED THAT THE AXLE SEAL WAS DAMAGE AND LEAKING ON THE EXHAUST, THE SEAL WAS REPLACED AND TSB 14-0130 WAS PERFORMED. THE VEHICLE WAS RELEASED BACK TO THE CUSTOMER AS THE SERVICE MANAGER NEVER SMELLED AN ODOR AFTER THE POST ROAD TESTS HAVE BEEN PERFORMED. THE CUSTOMER RETURN AGAIN STATING HIS WIFE AND HIMSELF STILL SMELL THE ODOR. ISM 1507013 WAS PRESENTED TO THE DEALER AND THE DEALER MADE SURE THERE WERE NO LEAKS IN THE SPECIFIC AREAS OF THE VEHICLE. THE HVAC MODULE WAS UPDATED AND THE DURING THE POST ROAD TEST THE TECHNICIAN STATED HE DID SMELL SOMETHING. THE TECHNICAL ASSISTANCE CENTER RECOMMENDED REPLACING THE EXHAUST SYSTEM WITH THE REVISED MUFFLER ASSEMBLY. THE SERVICE MANAGE INSTALLED THE ASSEMBLY AND PLACED 200 MILES ON THE VEHICLE AND NEVER SMELLED ANY ODORS. THE VEHICLE WAS RELEASED BACK TO THE CUSTOMER AND A WEEK LATER AFTER EXTENDED PERIOD OF DRIVING THE SMELL WAS BACK IN THE VEHICLE. THERE IS AN OPEN FMC-360 CASE ON THE VEHICLE AND IT READS AS IF THE VEHICLE IS AN RAV (CAS-8081083-J1M3Y6). WITH ALL THE COMPONENTS THAT HAVE BEEN INSTALLED FOR THE CONCERN, THE CONCERN ONGOING THE REQUEST FOR FSE INVOLVEMENT IS NECESSARY TO RESOLVE THIS CONCERN. THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: AT LEAST 5 ATTEMPTS. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: RO DATE IS NOVEMBER 18TH.

**AUDIT**

**01/07/2016 11:19AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

ODOMETER 6265 CHANGED TO 6265 M BY GSVEC

**AUDIT**

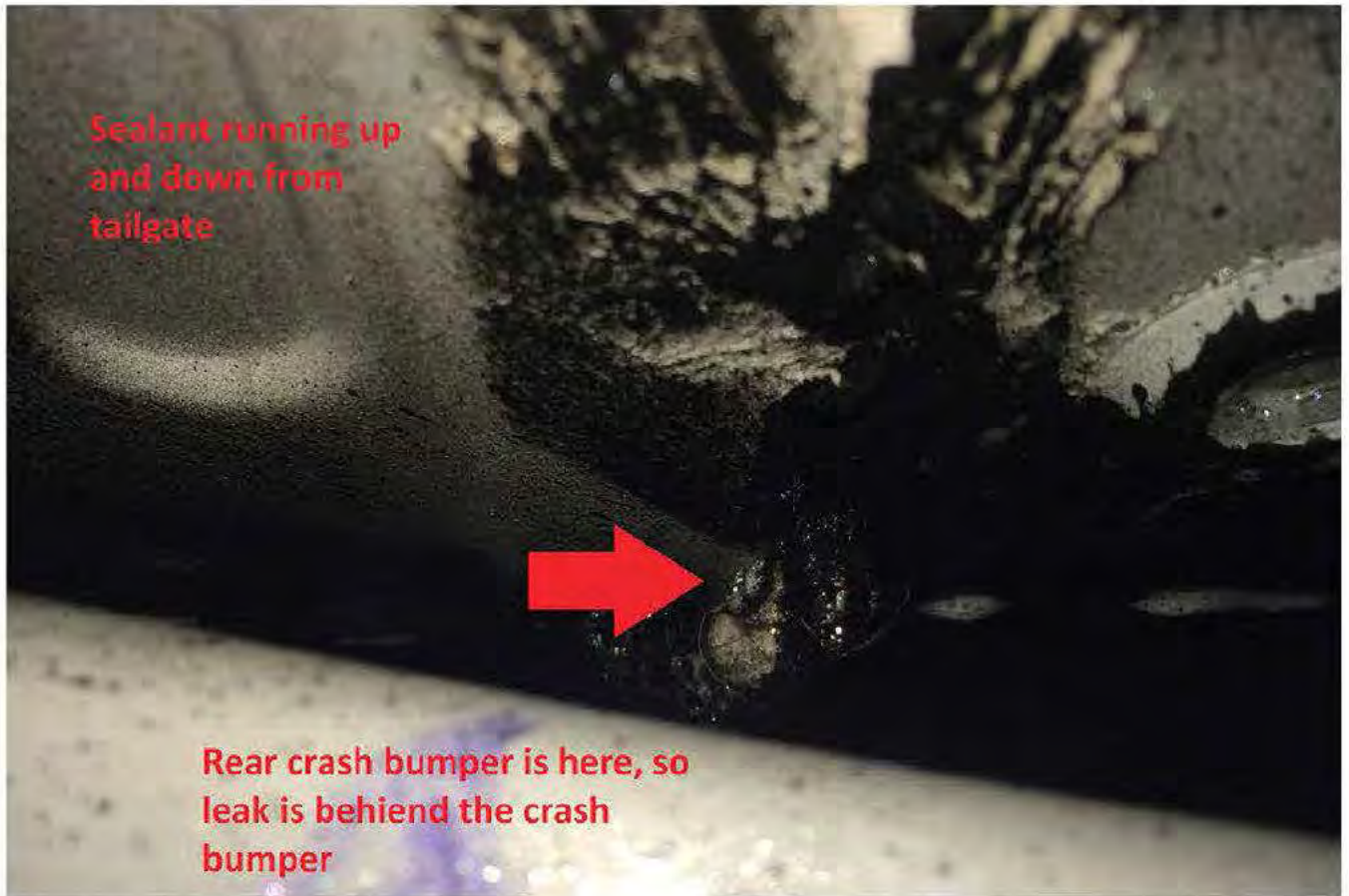
**01/07/2016 11:19AM GERALD SVEC MSS - FCSD - TECH SVC HOTLINE**

TECH ASSIST REFERRAL HAS BEEN OPENED

Pic 527



Pic 525



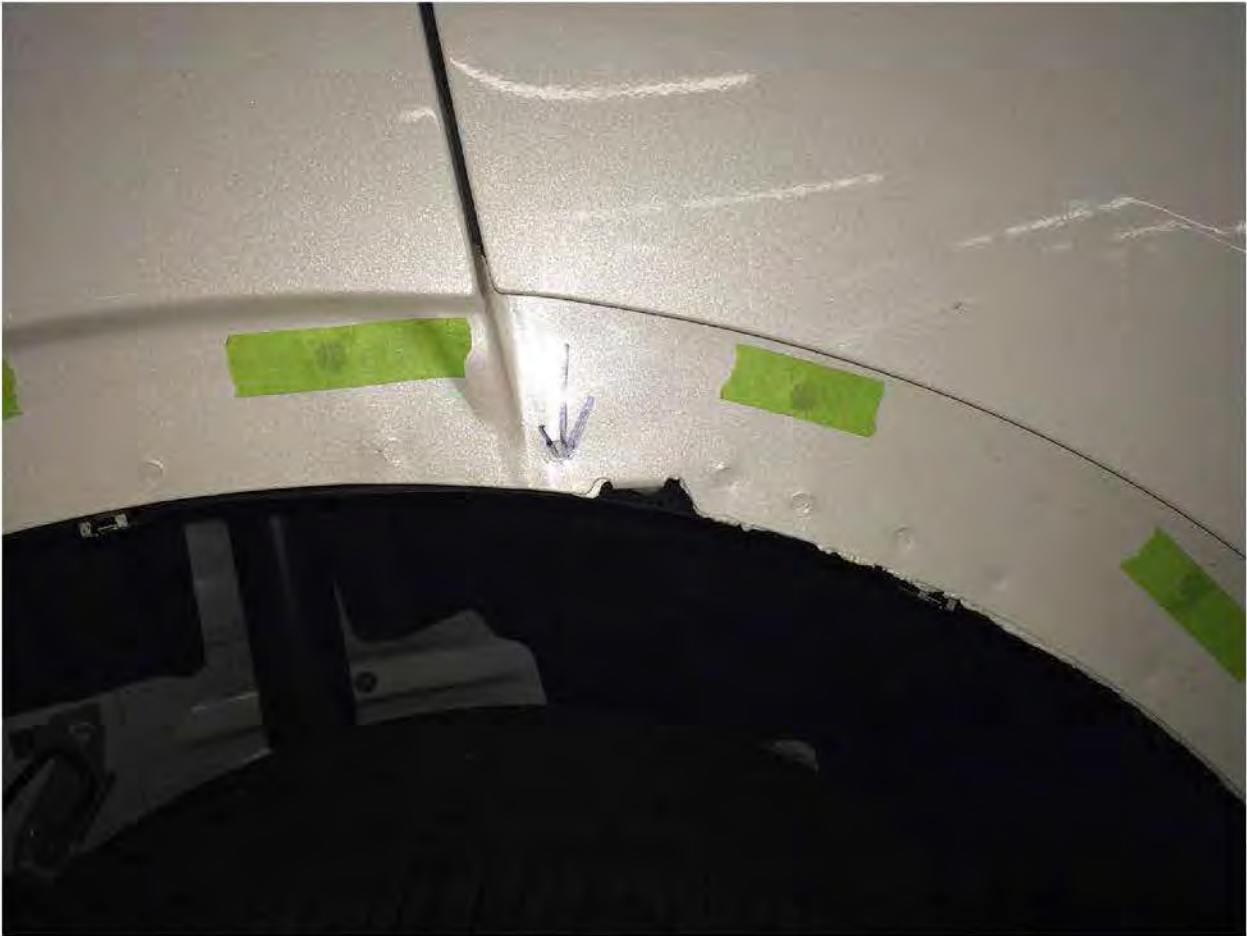
Pic 526

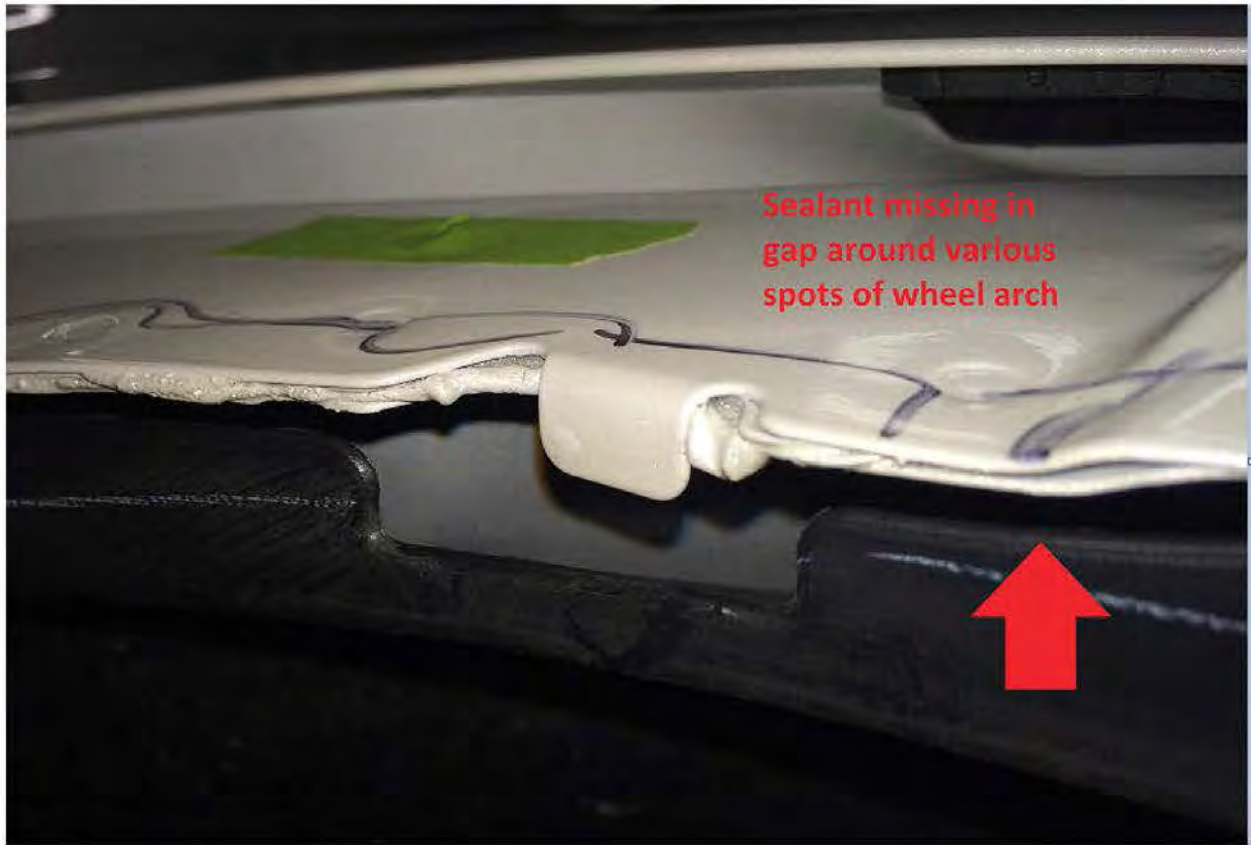


Plugs under tailgate  
leaking, there are  
two of these

Rear crash bumper

Rear wheel lip gap is missing sealant in various spots



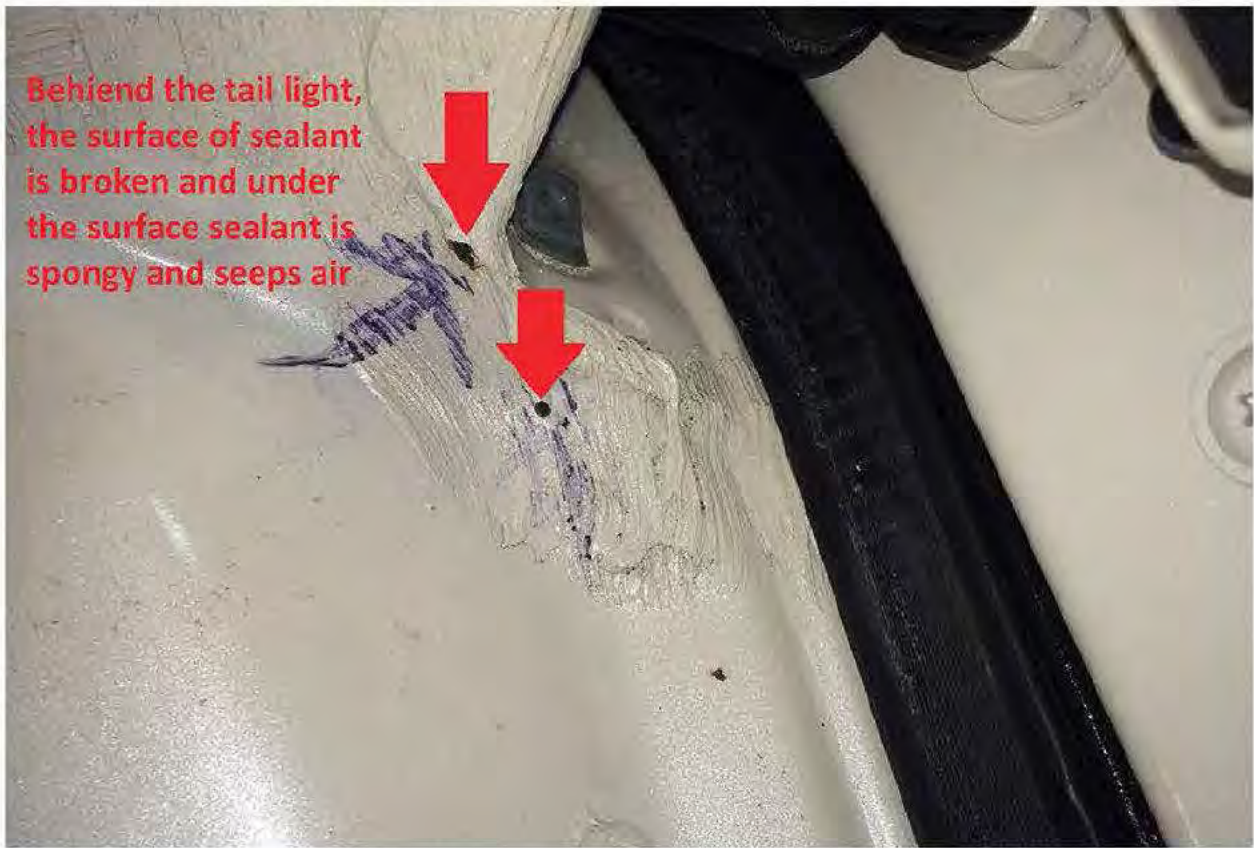


Clip that holds the tail light



Leak under plastic bar that holds the bumper



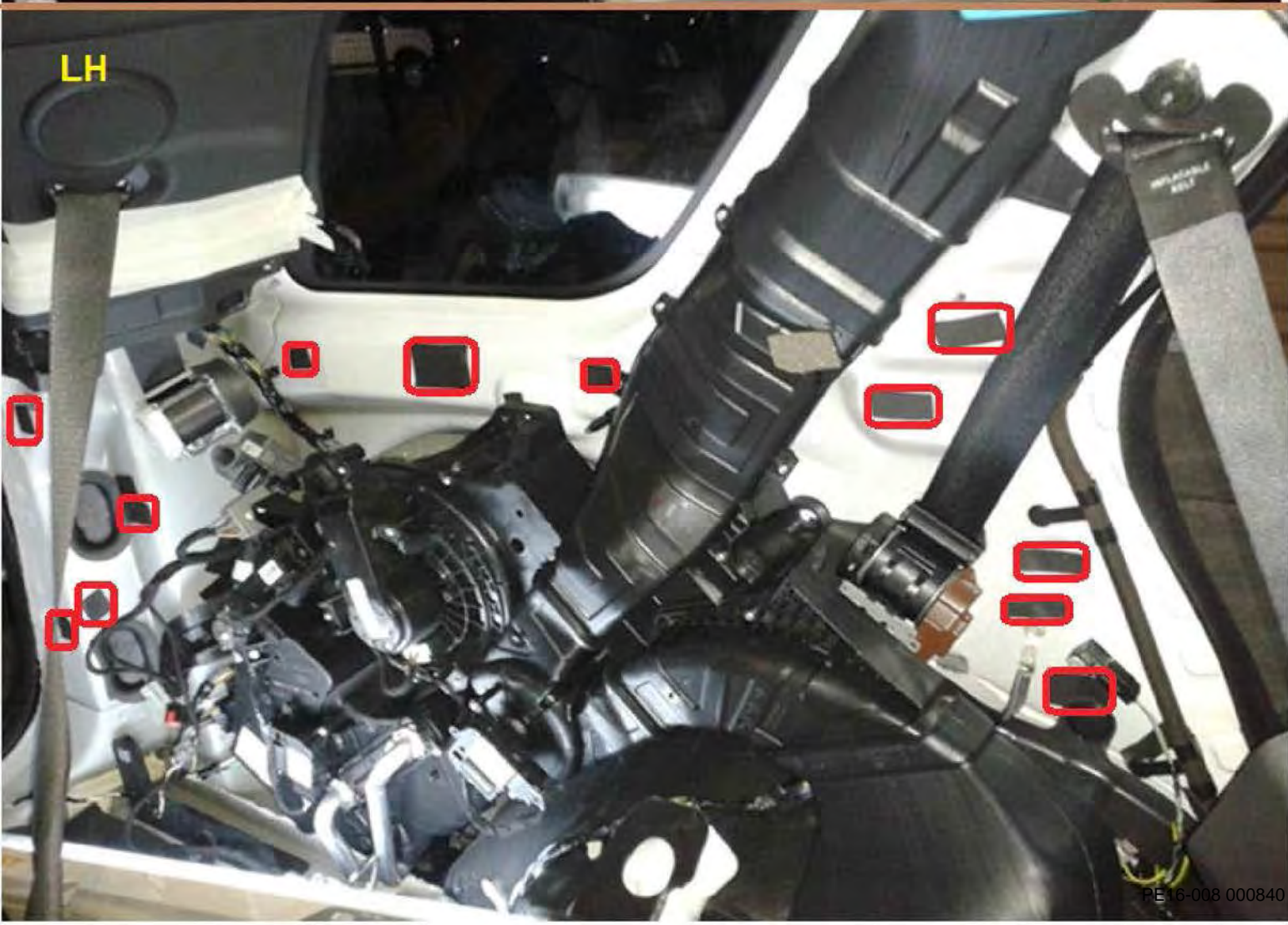


Behiend the tail light,  
the surface of sealant  
is broken and under  
the surface sealant is  
spongy and seeps air

RH



LH



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**From:** Jay, Brian (B.L.)  
**Sent:** Friday, May 13, 2016 2:29 PM  
**To:** Buelow, Steve (S.E.)  
**Subject:** RE: The Concern 07420160012 has new Feedback in AEQ.

Thank you for the clarification. In the example I cited (GCQIS G5DE4007 – which is a 3.5L GTDI SPORT), I was told the Tech used the smoke machine and verified sealer was applied to all the seam areas he could find on 5/11 .

I drove the vehicle yesterday 5/12 with the Shop Foreman, Chris Baccaro. He wanted to drive it one last time before they returned it to the owner with the seam seals verified. He said he could still smell a slight odor, but I did not smell any foul odors.

I have driven dozens of these vehicles and have smelled the odor enough to know what I am smelling for.

I am wondering if the 3.5L GTDI engines may have a slightly different odor than the 3.5L Cyclone engines (the latter are the ones I usually end up driving) but I am not totally sure if that might or might not help explain why Chris thought there still was an odor and I did not.

My gut feeling is this Dealer should return the vehicle to the customer (having verified all the sealed areas) and let the customer tell them if he still smells anything before they tell him if their opinion is the odor has changed or has not.

Thanks again. I really appreciate all the hard work your team puts into helping solve these customer concerns.

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

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**From:** Buelow, Steve (S.E.)  
**Sent:** Friday, May 13, 2016 7:26 AM  
**To:** Jay, Brian (B.L.)  
**Subject:** RE: The Concern 07420160012 has new Feedback in AEQ.

**I have all 3 variants exhibiting this issue.**

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

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

**From:** AEQ Feedback [<mailto:DoNotReplyAEQ@marketingassociates.com>]  
**Sent:** Thursday, May 12, 2016 4:38 PM  
**To:** Buelow, Steve (S.E.)  
**Subject:** The Concern 07420160012 has new Feedback in AEQ.

BJAY1 has made a comment in AEQ on your concern 07420160012:

See GCQIS# G5DE4007 / VIN# 1FM5K8GT0GG [REDACTED] Can you clarify if this applies to 3.5L GTDI models? Thanks! Brian Jay ph# 281-788-0870

[Click here to go to AEQ](#)

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**From:** Schaffer, Timothy (T.J.)  
**Sent:** Tuesday, February 18, 2014 9:29 PM  
**To:** Humphries, Glenn (G.L.)  
**Subject:** RE: Today at PDQR on sulfur odor

You had asked me to update the timing to reflect the RCCM as the close in the meeting.

That was my concern. I will wait per your and Bob's direction.

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

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**From:** Humphries, Glenn (G.L.)  
**Sent:** Tuesday, February 18, 2014 4:21 PM  
**To:** Schaffer, Timothy (T.J.)  
**Subject:** RE: Today at PDQR on sulfur odor

I didn't promise anything at PDQR besides that we would insert dates once we have engineering workplans to deliver the fix(es).

I don't think you need to circle back around with Bob. Hopefully they will have some testing data to share at PDQR next week.

---

**From:** Schaffer, Timothy (T.J.)  
**Sent:** Tuesday, February 18, 2014 3:20 PM  
**To:** Humphries, Glenn (G.L.)  
**Subject:** FW: Today at PDQR on sulfur odor

Who did we promise what to at PDQR?

I was to update the trackers and get them off red, move the dates to reflect the reflash as the new date, moving it to late March / Early April.

Should I circle back around with PD based on Bob's note below, or?

Thanks for input.

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

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**From:** Case, Bob (R.G.)  
**Sent:** Tuesday, February 18, 2014 3:11 PM  
**To:** Schaffer, Timothy (T.J.); Buelow, Steve (S.E.); Sorochinsky, Christine (M.)  
**Cc:** Humphries, Glenn (G.L.); Ricks, Kevin (K.J.)  
**Subject:** RE: Today at PDQR on sulfur odor

Tim,

Kevin and I discussed this and we prefer to leave the 2 QSF's as is for now.

We need a better feel for the overall effectiveness of the calibration and exhaust tips:

- Will the new calibration negate the need to seal the body – not sure.
- Could the exhaust tips be a potential solo repair for either vehicle line – not sure
- Engineering has to help us with the above questions etc...

As this comes together and we have greater confidence in the above repair approaches we can revisit splitting the 2 QSF's into 4.

For now please leave as is.

Thanks.

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

---

**From:** Schaffer, Timothy (T.J.)  
**Sent:** Tuesday, February 18, 2014 2:19 PM  
**To:** Case, Bob (R.G.); Ricks, Kevin (K.J.)  
**Cc:** Sorochinsky, Christine (M.); Buelow, Steve (S.E.); Humphries, Glenn (G.L.)  
**Subject:** Today at PDQR on sulfur odor

It was noted that the team is working to 2 goals:

- One in the USA
- One in ROW (hot areas).

Engineering had noted they are putting a lot of work into the issue and are frustrated they have not seen a change in the Red status of both Edge and Explorer for sulfur odor.

A request was made to break out the fixes per market, so the issues could be tracked / closed accordingly.

I'd like to request permission to have Steve and I update our concerns per our earlier discussions.

Agreed?

Sincerely,  
Timothy J. Schaffer  
Edge/MKX/Flex/MKT PVT - FCSD Product Concern Engineer  
(313) 845-4486  
[Tscaff2@ford.com](mailto:Tscaff2@ford.com)

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**From:** Bourgeau, Peter (P.)  
**Sent:** Tuesday, April 19, 2016 3:24 PM  
**To:** Fodera, Jas (J.J.); Hartwig, Tom (I.T.); Hornby, Steven (S.A.)  
**Cc:** Nowka, Erich (E.J.); Martelli, Ronald (R.L.); Dihle, Ken (K.M.); Moraes, Augusto (ACM.); Petriz, Javier (J.)  
**Subject:** RE: Top Exhaust Cold End Issues

Jas, as far as I know there's no business case that I am aware for including US States for downturn tip (Faux Tip) . Just hot/warm countries which does not include selected US States.

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**From:** Fodera, Jas (J.J.)  
**Sent:** Tuesday, April 19, 2016 9:38 AM  
**To:** Hartwig, Tom (I.T.); Hornby, Steven (S.A.); Bourgeau, Peter (P.)  
**Cc:** Nowka, Erich (E.J.); Martelli, Ronald (R.L.); Dihle, Ken (K.M.); Moraes, Augusto (ACM.); Petriz, Javier (J.)  
**Subject:** FW: Top Exhaust Cold End Issues

Tom –

I believe I had stepped out briefly in yesterday's 2p Exhaust Quality Meeting when this was discussed. I forwarded your note to the appropriate engineers for their feedback.

- Fusion 5230 (Nowka/Hornby)
- Explorer 5230 (Martelli/Bourgeau)

Thanks.

**Jas Fodera**  
**Powertrain Installations – N. A. Exhaust Systems**  
**Phone: 1-313-621-2854**  
**e-Mail: [jfodera@ford.com](mailto:jfodera@ford.com)**  
**AEC / Mail Drop 61 / Cube 4710C**

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**From:** Hartwig, Tom (I.T.)  
**Sent:** Monday, April 18, 2016 3:55 PM  
**To:** Martelli, Ronald (R.L.)  
**Cc:** Dihle, Ken (K.M.); Moraes, Augusto (ACM.); Fodera, Jas (J.J.)  
**Subject:** Top Exhaust Cold End Issues

Ron, here is a quick look I put together of the top 3 cold end issues in 2015MY, and how we are doing on each one in 2016MY.

- Mustang 5230 – mostly resonator rattle
- Fusion 5230 – mostly the lock seam/crimping issue
- Explorer 5230 – mostly exhaust odor in the cabin

We had a team discussion at today's Exhaust Quality review, and there are a couple questions I'd like to ask:

- On Fusion 5230 I believe there are a small number of post-clean date parts that went to Faurecia for analysis. Have you received any update from Faurecia?

- On Explorer 5230, we are still getting AWS claims binned to 5230 where the verbatim indicates an “odor in the cabin” issue, and the fix includes a service exhaust system with down-turned tips. These claims are often coming from US states in the deep south, that are not currently getting the down-turned tips from the factory. Do you know if there’s been any work done on a business case for including selected US states in the down-turned tips action?

If you have questions or need further data on any of these issues just let me know.

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**From:** Martelli, Ronald (R.L.)  
**Sent:** Tuesday, April 19, 2016 2:30 PM  
**To:** Fodera, Jas (J.J.); Hartwig, Tom (I.T.); Hornby, Steven (S.A.); Bourgeau, Peter (P.)  
**Cc:** Nowka, Erich (E.J.); Dihle, Ken (K.M.); Moraes, Augusto (ACM.); Petriz, Javier (J.)  
**Subject:** RE: Top Exhaust Cold End Issues

For U502 odor, my understanding is U.S./Canadian dealers are to follow the TSB for Body Sealing actions and the software update for the Climate Control fresh air door control strategy. Program direction for downturn tips is for export markets with high ambient temperatures.

### **Ron Martelli**

#### **Exhaust Engineering Supervisor**

**C489 CD539 CD390 U540 U502 U625 U611**

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Email [RMARTEL1@FORD.COM](mailto:RMARTEL1@FORD.COM)

Mobile 1 313 805 5678

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**From:** Fodera, Jas (J.J.)  
**Sent:** Tuesday, April 19, 2016 9:38 AM  
**To:** Hartwig, Tom (I.T.); Hornby, Steven (S.A.); Bourgeau, Peter (P.)  
**Cc:** Nowka, Erich (E.J.); Martelli, Ronald (R.L.); Dihle, Ken (K.M.); Moraes, Augusto (ACM.); Petriz, Javier (J.)  
**Subject:** FW: Top Exhaust Cold End Issues

Tom –

I believe I had stepped out briefly in yesterday's 2p Exhaust Quality Meeting when this was discussed. I forwarded your note to the appropriate engineers for their feedback.

- Fusion 5230 (Nowka/Hornby)
- Explorer 5230 (Martelli/Bourgeau)

Thanks.

### **Jas Fodera**

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**AEC / Mail Drop 61 / Cube 4710C**

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**From:** Hartwig, Tom (I.T.)  
**Sent:** Monday, April 18, 2016 3:55 PM  
**To:** Martelli, Ronald (R.L.)  
**Cc:** Dihle, Ken (K.M.); Moraes, Augusto (ACM.); Fodera, Jas (J.J.)  
**Subject:** Top Exhaust Cold End Issues

Ron, here is a quick look I put together of the top 3 cold end issues in 2015MY, and how we are doing on each one in 2016MY.

- Mustang 5230 – mostly resonator rattle
- Fusion 5230 – mostly the lock seam/crimping issue

- Explorer 5230 – mostly exhaust odor in the cabin

We had a team discussion at today's Exhaust Quality review, and there are a couple questions I'd like to ask:

- On Fusion 5230 I believe there are a small number of post-clean date parts that went to Faurecia for analysis. Have you received any update from Faurecia?
- On Explorer 5230, we are still getting AWS claims binned to 5230 where the verbatim indicates an "odor in the cabin" issue, and the fix includes a service exhaust system with down-turned tips. These claims are often coming from US states in the deep south, that are not currently getting the down-turned tips from the factory. Do you know if there's been any work done on a business case for including selected US states in the down-turned tips action?

If you have questions or need further data on any of these issues just let me know.