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PE16-008

INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering Review

From: Nalder, Nate (N.)
Sent: Wednesday, October 15, 2014 2:18 PM
To: Muter, Doreen (D.J.); Krawczyk, Kevin (R.)
Cc: Derington, Bryan (B.P.)
Subject: RE: TSB 14-0130 2011-2015 Explorer Exhaust Odor

Doreen,

Kevin Krawczyk may be able to answer this question better than myself. I think they changed the flap on the rear extractors.

Nate

From: Muter, Doreen (D.J.)
Sent: Wednesday, October 15, 2014 10:16 AM
To: Nalder, Nate (N.)
Cc: Derington, Bryan (B.P.); Muter, Doreen (D.J.)
Subject: TSB 14-0130 2011-2015 Explorer Exhaust Odor

Nate can you tell us why the rear extractor is being replaced? Is it the cause of the exhaust odor?

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

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From: McDonagh, Scot (S.M.)
Sent: Monday, January 25, 2016 3:07 PM
To: Krawczyk, Kevin (R.)
Subject: RE: TSB 14-0130 Exhaust Odor Republish

I think that's what Doreen means by new part number for TSB

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Krawczyk, Kevin (R.)
Sent: Monday, January 25, 2016 9:31 AM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.)
Subject: RE: TSB 14-0130 Exhaust Odor Republish

Scot,
I'll let you know if it changes, but right now no one has requested a change to the causal part.

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

From: McDonagh, Scot (S.M.)
Sent: Monday, January 25, 2016 9:28 AM
To: Krawczyk, Kevin (R.)
Cc: Dixon, Mark (M.R.)
Subject: RE: TSB 14-0130 Exhaust Odor Republish

Politics- Let us know what causal part is selected. Thanks

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Krawczyk, Kevin (R.)
Sent: Monday, January 25, 2016 9:14 AM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.)
Subject: FW: TSB 14-0130 Exhaust Odor Republish

This was just sent out this morning.

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

From: Muter, Doreen (D.J.)
Sent: Monday, January 25, 2016 9:08 AM
To: Krawczyk, Kevin (R.); Buelow, Steve (S.E.)
Cc: Hansen, Thayne (T.); Johnson, Warren (W.K.); Jones, Jennifer (J.O.); Michelis, Anne (A.L.); Ariapour, Azita (A.); Kainz, Laura (L.L.); Muter, Doreen (D.J.); Dihle, Ken (K.M.); Bysouth, Bradley (B.); Moser, Steven (S.R.)
Subject: RE: TSB 14-0130 Exhaust Odor Republish

Good morning Kevin, have you received a new part number for TSB 14-0130 Explorer Exhaust Ordor?

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

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From: Muter, Doreen (D.J.)
Sent: Wednesday, December 09, 2015 11:57 AM
To: Moser, Steven (S.R.); Bysouth, Bradley (B.); Dihle, Ken (K.M.)
Cc: Hansen, Thayne (T.); Muter, Doreen (D.J.); Johnson, Warren (W.K.); Jones, Jennifer (J.O.); Michelis, Anne (A.L.); Ariapour, Azita (A.); Kainz, Laura (L.L.)
Subject: TSB 14-0130 Exhaust Odor Republish

The question was raised in Mondays FSQR regarding rebinning the causal part (current 61280B62) in TSB 14-0130 Exhaust Odor in Vehicle. There are plans to republish this TSB to include 2016 MY. This would be an opportunity to reassign a causal part number if all commodities (Interior / Exterior / Powertrain) can agree on a new part number.

I recommend all interested QB decide and obtain concurrence between the three affected commodities on what part number should be included in this TSB as the causal part. If a new part number is not approved by all affected commodities and provided by **January 25, 2016** the TSB will be published with the current base part number 61280B62. FCSD does not need to participate in these discussion over causal part. The new casual part must be provided by **January 25, 2016** to be included in the republished document. Once a part number has been agreed upon please provide to Kevin Krawczyk to be included in the TSB, thank you.

Printable View

TSB 14-0130	EXHAUST ODOR IN VEHICLE

Publication Date: July 22, 2014

FORD: 2011-2015 Explorer

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

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

"The information contained herein is FORD PROPRIETARY and may include FORD CONFIDENTIAL information as defined in Ford's Global Information Standard II. Reproduction of this document, disclosure of the information, and use for any purpose other than the conduct of business with Ford is expressly prohibited"

From: Buelow, Steve (S.E.)
Sent: Thursday, July 24, 2014 2:48 PM
To: Krawczyk, Kevin (R.)
Subject: RE: TSB 14-0130 performed. Dealer claiming it did not eliminate odor.

OK. Short reprieve.

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

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

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

From: Krawczyk, Kevin (R.)
Sent: Thursday, July 24, 2014 9:20 AM
To: Buelow, Steve (S.E.)
Subject: RE: TSB 14-0130 performed. Dealer claiming it did not eliminate odor.

Steve,
Spoke to dealer and FSE. Turns out dealer took a quick glance at the TSB and thought it was the same as 12-12-4. So all they did was flash the HVAC module. They did not notice that the air extractor part number was updated, so they did not install the new extractor. They are supposed to be doing that next.

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

From: Krawczyk, Kevin (R.)
Sent: Wednesday, July 23, 2014 9:35 AM
To: Buelow, Steve (S.E.)
Subject: TSB 14-0130 performed. Dealer claiming it did not eliminate odor.

Steve,
FYI

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

PE16-008 000853 ER

Phone: 313-248-6022

From: Krawczyk, Kevin (R.)
Sent: Wednesday, July 23, 2014 9:33 AM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#EGVN5001

Attachments : 0

Report# :	EGVN5001 NHL			**Received:**	07/22/2014
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	2014,EXPLORER 4X2 (U502) ,LIMITED,4 DOOR ,MPV ,1FM5K7F85EG[redacted]			**Build Date:**	04/29/2014
Odometer :	1,152 M	**Engine:**	3.5L CYCLO	**Calibration:**	
Transmission:	6F50	**Axle:**		**A/C:**	YES
Dealer:	USA 02811 Lithia Ford Lincoln of Fresno			**Phone#:**	559-435-8400
City:	Fresno	**State:**	California	**Country :**	USA
Originator:	FRANCISCO ESPINOZA				
Symptom:	4 47 1 02 ST/RN/MV,ODOR,CHEMICAL,ALWAYS				
Status:					
VFG:	V53 EXHAUST SYSTEM FUNCTION				
Additional Symptom:	FOWL ODOR ON ACCEL				
Fix:	**Causal Component :**				
Condition Code:					

Hotliner: KSHEAHAN	**Phone:** --3177072	**Regn Cd:** W2 San Francisco
Engineering:	**Phone:**	**TAR:**
Dlr Contact:	**Phone:**	**Title Cde:** T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 07/22/2014 06:02PM KAREN SHEAHAN MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: CUSTOMER STATES THERE IS A FOW ODOR INSIDE OF VEHICLE DURING HARD ACELERATION. DIAGNOSTICS: PERFORMED TSB 14-0130 AND CONCERN IS STILL PRESENT. PARTS REPLACED: PARTS PER TSB 14-0130 TECH QUESTION: ANY OTHER TEST THAT CAN BE PERFORMED FOR CUSTOMERS CONCERN.

RECOMM 07/22/2014 06:02PM KAREN SHEAHAN MSS - FCSD - TECH SVC HOTLINE

FRANCISCO, IF THE TSB 14-0130 HAS ALREADY BEEN PERFORMED AND YET THE ODOR IS STILL PRESENT, IT WOULD BE RECOMMENDED TO ENSURE THAT THIS CONDITION HAS BEEN VERIFIED AND TO ENSURE THAT TSB 12-12-4 HAS BEEN COMPLETED CORRECTLY, AND VERIFY THE FOLLOWING: • VERIFY PROPER BODY SEALING AS PER SECTION 501-00 BODY SYSTEM — GENERAL INFORMATION OF THE WORKSHOP MANUAL. • INSPECT THE AIR EXTRACTORS FOR POSSIBLE DAMAGE OR IMPROPER SEALING. • INSPECT THE STEERING COLUMN SHAFT BOOT SEAL. • INSPECT FOR EVIDENCE OF BODY REPAIRS AND ENSURE THAT THERE ARE NO MISSING OR POORLY SEATED BODY PLUGS IN THE FLOOR PAN OR ENGINE COMPARTMENT BULKHEAD. • VERIFY THE LIFT GATE SEAL FOR DAMAGE AND PROPER FIT/CONTACT PATTERN. ENSURE THAT THE LIFT GATE PLUGS ARE IN PLACE IN THE DRAIN HOLES. • USE ROTUNDA 134-R0135 LEAK DETECTOR (OR EQUIVALENT) TO LOCATE LEAK POINTS/SEAL OPENINGS. NOTE: SELECTING FRESH AIR HVAC MODE WILL INCREASE CABIN PRESSURES WHICH MAY ASSIST WITH DIAGNOSTICS AND CAN HELP TO REDUCE THE OVERALL CONCERN. IF TSB 12-12-4 HAS BEEN COMPLETED CORRECTLY AND THERE ARE NO CONCERNS IDENTIFIED WITH THE ABOVE INSPECTIONS, PLEASE BE ADVISED THAT THIS CONCERN IS CURRENTLY UNDER INVESTIGATION AND IT WOULD BE RECOMMENDED TO VISIT OASIS PERIODICALLY IN CASE THERE ARE ANY FURTHER UPDATES THAT ADDRESS THIS CONCERN.

From: Dripps, David (D.S.)
Sent: Friday, October 31, 2014 1:33 PM
To: Buelow, Steve (S.E.)
Cc: Gibula, Jeff (J.P.); Carey, John (J.P.); Krawczyk, Kevin (R.)
Subject: RE: TSB 14-0201 - Explorer?

I personally think the drivers are being unreasonable. I've never smelled it, not one time. I had a 14 Edge sport and I tried to get it to do it and never did smell it. When the customers drive the dealer people around they are driving in an abnormal manner but always insist they are smelling it in a variety of drive modes.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Buelow, Steve (S.E.)
Sent: Friday, October 31, 2014 8:47 AM
To: Dripps, David (D.S.)
Cc: Gibula, Jeff (J.P.); Carey, John (J.P.); Krawczyk, Kevin (R.)
Subject: RE: TSB 14-0201 - Explorer?

We fixed an additional % but want to take care of all the customers. A lot of these depend on drivers habits and conditions.

-The Customer Defines Quality-
Steve Buelow - Ford Motor Company
FCSD Program Manager-
Taurus/SHO/MKS/Explorer/Police
Chicago Assembly PVT Office
773-646-7495 DialNet 686-7495
Cell 773-726-0808 sbuelow@ford.com

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

From: Dripps, David (D.S.)
Sent: Friday, October 31, 2014 7:43 AM
To: Buelow, Steve (S.E.)
Cc: Gibula, Jeff (J.P.); Carey, John (J.P.); Krawczyk, Kevin (R.)
Subject: RE: TSB 14-0201 - Explorer?

Thanks, the ones I reference were flashed with the TSB 14-0130 and the customers are calling in saying they still smell it. I will tell them we're still looking into it. I was mainly confused whether it was a closed issue or not.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Buelow, Steve (S.E.)
Sent: Friday, October 31, 2014 8:38 AM
To: Dripps, David (D.S.)
Cc: Gibula, Jeff (J.P.); Carey, John (J.P.); Krawczyk, Kevin (R.)
Subject: RE: TSB 14-0201 - Explorer?

It depends on when the unit was built. Also, there is a difference between the new vehicle cal and the service cal, so you should make sure it has the service cal in it. The engineering team is also still working on this issue, and the final fix will likely involve a revised tail pipe that has the tips turned down towards the ground to redirect the exhaust gases.

-The Customer Defines Quality-
Steve Buelow - Ford Motor Company
FCSD Program Manager-
Taurus/SHO/MKS/Explorer/Police
Chicago Assembly PVT Office
773-646-7495 DialNet 686-7495
Cell [redacted] sbuelow@ford.com

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

From: Dripps, David (D.S.)
Sent: Friday, October 31, 2014 7:23 AM
To: Buelow, Steve (S.E.)
Cc: Gibula, Jeff (J.P.); Carey, John (J.P.)
Subject: TSB 14-0201 - Explorer?

Greetings, the below closed QSF shows TSB 14-0201 as applying to the Explorer, yet the TSB does not include Explorer. I still have some complaining on the Explorers. Is there a reflash on IDS 92.04 that can be performed on the Explorer that's different than on the previous TSB, or is there anything else coming? Thanks,

Truck SUV	VAN	EDGE EXPLORER MKX	2011-2014	07420130012-Repeat Odor During Accel Post TSB	FNA E&G	LKUMMER LSEETAMS SBUELOW	**CC:**Repeat customer concern after TSB 12-12-4 is comple of the vehicle and replace left air extractor. **CA:**Exhaust odor entering vehicle interior **SC:**Change to climate control software to open recirculatio seconds during hard acceleration. **PC:**Change to climate control software to open recirculatio during hard acceleration. **ST:**Oct/27: TSB 14-0201 released today.

David S. Dripps
Field Service Engineer
Atlanta, Georgia
Southeast Region
678-358-8458

From: Krawczyk, Kevin (R.)
Sent: Monday, January 25, 2016 12:34 PM
To: McDonagh, Scot (S.M.)
Cc: Dixon, Mark (M.R.)
Subject: RE: TSB for 3.7

Scot,
Body.
Also please see attached.

FW: TSB 14-0130
Exhaust Odor R...

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

From: McDonagh, Scot (S.M.)
Sent: Monday, January 25, 2016 6:59 AM
To: Krawczyk, Kevin (R.)
Cc: Dixon, Mark (M.R.)
Subject: FW: TSB for 3.7
Importance: High

Hi Kevin- What functional Team owns 6120B62 causal part in TSB 14-0130 ?

Causal Basic Part # or Finis Code:

Causal Part # or Finis Code	Warranty Condition Codes
61280B62	Body: 07

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: McDonagh, Scot (S.M.)
Sent: Thursday, January 21, 2016 7:44 AM
To: Dixon, Mark (M.R.)
Cc: Poon, Charles (C.)
Subject: RE: TSB for 3.7

PE16-008 000859 ER

Per your request- Causal Part in TSB 12-12-04 was 54280B62(Valve Assembly Auto Drain). Causal Part in TSB 14-0130 currently posted on PTS is 61280B62(Dual Rate Air Extractor).

<< File: tsb12-12-04.pdf >> << File: tsb14-0130.pdf >>

Scot G. McDonagh
PT Quality Engineering
Phone: (313)337-8091
smcdonag@ford.com

From: Dixon, Mark (M.R.)
Sent: Thursday, January 21, 2016 7:08 AM
To: McDonagh, Scot (S.M.)
Subject: FW: TSB for 3.7

Info

From: Bottenberg, John (J.A.)
Sent: Wednesday, January 20, 2016 6:22 PM
To: Pline, Roger (A.); Dixon, Mark (M.R.); Baum, Joe (J.M.); Tyahla, Mark (M.A.); Renneker, Craig (C.M.); Poon, Charles (C.); LaVoie, Vince (V.P.)
Subject: RE: TSB for 3.7

Updated 5D from today's meeting: << File: 3 7L Explorer CHP Reflash 5D Jan 20 2016.pptx >>

John A Bottenberg
313-805-6112
6F Quality Supervisor, Transmission Systems Department
Transmission and Driveline Engineering
Ford Motor Company

-----Original Appointment-----
From: Pline, Roger (A.)
Sent: Tuesday, January 19, 2016 8:49 AM
To: Pline, Roger (A.); Dixon, Mark (M.R.); Baum, Joe (J.M.); Tyahla, Mark (M.A.); Renneker, Craig (C.M.); Poon, Charles (C.); LaVoie, Vince (V.P.); Bottenberg, John (J.A.)
Subject: TSB for 3.7
When: Wednesday, January 20, 2016 5:00 PM-5:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: TSB (US) Request for Input: 088-2016-1041: 2016 3.7L U502 Police Utility With Delayed Shift Events At Speeds Close To 100 MPH - Built On Or Before 11/16/2015
Importance: High

All, Currently the CHP has stopped flashing the new cal on vehicles, but expect to be able to restart after this TSB is released (approx. 25Jan2016). Need alignment on direction to continue with TSB.

Thank you,

-- Do not delete or change any of the following text. --

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+1-888-628-3668 US Toll Free Number
Access code: 717 944 730
Global call-in numbers | Toll-free calling restrictions

Can't join the meeting? Contact support.

MC07

From: Muter, Doreen (D.J.)
Sent: Wednesday, December 09, 2015 5:01 PM
To: Jorgensen, John (J.D.); Case, Bob (R.G.); Krawczyk, Kevin (R.); Buelow, Steve (S.E.)
Subject: FW: TSB 14-0130 Exhaust Odor Republish

For your records.

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

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From: Muter, Doreen (D.J.)
Sent: Wednesday, December 09, 2015 11:57 AM
To: Moser, Steven (S.R.); Bysouth, Bradley (B.); Dihle, Ken (K.M.)
Cc: Hansen, Thayne (T.); Muter, Doreen (D.J.); Johnson, Warren (W.K.); Jones, Jennifer (J.O.); Michelis, Anne (A.L.); Ariapour, Azita (A.); Kainz, Laura (L.L.)
Subject: TSB 14-0130 Exhaust Odor Republish

The question was raised in Mondays FSQR regarding rebinning the causal part (current 61280B62) in TSB 14-0130 Exhaust Odor in Vehicle. There are plans to republish this TSB to include 2016 MY. This would be an opportunity to reassign a causal part number if all commodities (Interior / Exterior / Powertrain) can agree on a new part number.

I recommend all interested QB decide and obtain concurrence between the three affected commodities on what part number should be included in this TSB as the causal part. If a new part number is not approved by all affected commodities and provided by **January 25, 2016** the TSB will be published with the current base part number 61280B62. FCSD does not need to participate in these discussion over causal part. The new casual part must be provided by **January 25, 2016** to be included in the republished document. Once a part number has been agreed upon please provide to Kevin Krawczyk to be included in the TSB, thank you.

Printable View

TSB 14-0130	EXHAUST ODOR IN VEHICLE

Publication Date: July 22, 2014

FORD: 2011-2015 Explorer

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

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

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From: Allie, Abdul (A.D.)
Sent: Wednesday, April 16, 2014 3:12 PM
To: Schaffer, Timothy (T.J.); Setti, Lokesh (L.)
Subject: RE: U38x odor
Attachments: 1-Explorer Down Turn Pipe letter - Middle East _Central America.pdf; Odor Letter V4 draft 5Nov13.pdf

This is what we provided to our markets;

- Exhaust Odor related to air quality
- Exhaust Odor related to service plan

Abdul Allie | FCSD Product Concern Manager
Tel: (313) 317-2394 | Email: aallie@ford.com
Ford | Emerging Market Services

From: Schaffer, Timothy (T.J.)
Sent: Wednesday, April 16, 2014 10:57 AM
To: Allie, Abdul (A.D.); Setti, Lokesh (L.)
Subject: RE: U38x odor

Were we forced to document anything to the local governments? Letters? Testing?...

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

From: Allie, Abdul (A.D.)
Sent: Wednesday, April 16, 2014 10:44 AM
To: Schaffer, Timothy (T.J.); Setti, Lokesh (L.)
Subject: FW: U38x odor

The feedback I received from both regions (ME & CCA) shows only one MKX vehicle that Ford assisted. But dealers from both regions informed us of their own independent actions of re-acquired vehicles or trade in (majority are in Saudi Arabia, UAE, & several markets in CCA). I don't have the total number for those dealers bought back vehicles.

Abdul Allie | FCSD Product Concern Manager

Tel: (313) 317-2394 | Email: aallie@ford.com
Ford | Emerging Market Services

From: Henderson, Jerry (J.W.)
Sent: Wednesday, April 16, 2014 4:47 AM
To: Legault, Roch (C.); Allie, Abdul (A.D.)
Subject: RE: U38x odor

Abdul,

The following are the vehicles Ford was involved with a trade assist concerning the odor. AJVA traded other customers out their vehicles that we were not involved.

- Fuel Smell MKX 2012 VIN: 2LMDJ8JK5CB[redacted]
- Fuel Smell 1FMHK8D8XCG[redacted] Explorer 2012

Jerry W. Henderson
Cell: +971.56.686.1125
Jhender5@ford.com
Dealer Operations Manager
Kingdom of Saudi Arabia

From: Legault, Roch (C.)
Sent: Tuesday, April 15, 2014 9:47 PM
To: Allie, Abdul (A.D.); Noel, Chris (C.R.); Gorrall, Jeffrey (J.A.)
Cc: Henderson, Jerry (J.W.)
Subject: RE: U38x odor

Abdul
We have had numerous complaints to the Ministry of Commerce but to my knowledge Al Jazirah has only bought back one unit. I have copied Jerry on this note as he has been directly involved and can provide us with more detail for Saudi Arabia.
Roch

From: Allie, Abdul (A.D.)
Sent: Tuesday, April 15, 2014 1:05 PM
To: Noel, Chris (C.R.); Legault, Roch (C.); Gorrall, Jeffrey (J.A.)
Subject: FW: U38x odor

Can you help address the request raised by the NA engineering team.

Abdul Allie | FCSD Product Concern Manager
Tel: (313) 317-2394 | Email: aallie@ford.com
Ford | Emerging Market Services

From: Schaffer, Timothy (T.J.)
Sent: Monday, April 14, 2014 11:08 AM
To: Vongthip, Didi (D.)
Cc: Setti, Lokesh (L.); Allie, Abdul (A.D.)
Subject: U38x
Importance: High

Didi –

Is there a way to understand how many units we bought back in the "hot" markets for the sulfur odor.

Or any other documentation we need to be aware of so we can share with the Chief?

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

Emerging Market Services
Ford Customer Service Division

March/24/2014

To: Dear Valued Ford Customer

Subject: Customer Concern - Exhaust Odor on 2011-2014 Explorer

We thank you for taking the time to discuss the concern of exhaust odor in your vehicle.

Ford Motor Company is in process of releasing a new service exhaust tail pipe. Development of the tooling to fabricate the tail pipe is in process and parts are expected to be available for servicing vehicles in the 3rd quarter of 2014.

Again, thank you for your time.

Ford Customer Service Division

Ford Customer Service Division

Month/Day/Year

To: Dear Valued Ford Customer

Subject: Customer Concern - Exhaust Odor on 2011-2014 Explorer, Edge or MKX

We thank you for taking the time to discuss the concern of exhaust odor in your vehicle. To address your concern about exhaust odor, we have performed several inspections and sealing actions where applicable on your vehicle to help minimize the amount of odor coming into the passenger compartment. With these changes you may still experience odor under certain driving conditions such as, when performing wide open throttle (WOT) accelerations with the climate control system in recirculation mode.

Ford Motor Company engineers have evaluated the air entering the cabin during worst case driving conditions (several WOT accelerations with the climate system in recirculation mode). Test results indicate cabin air quality levels are well within the ambient air quality standards established by various global Environmental Protection Agencies such as the U.S. EPA, OSHA, the Kingdom of Saudi Arabia Presidency of Meteorology & Environment and the Government of Dubai Environment Health and Safety Division.

Again, thank you for your time.

From: Setti, Lokesh (L.)
Sent: Friday, January 09, 2015 7:27 PM
To: Krawczyk, Kevin (R.)
Subject: RE: U502 exhaust info

Interesting. This is my first time seeing a 3.5L GTDI involved with odor..

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

From: Krawczyk, Kevin (R.)
Sent: Friday, January 09, 2015 8:02 AM
To: Setti, Lokesh (L.)
Subject: U502 exhaust info

Lokesh,
Please see the attached report for an Explorer BB.

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

PE16-008 000869 ER

From: Hall, Christopher (C.)
Sent: Wednesday, January 13, 2016 3:21 PM
To: Krawczyk, Kevin (R.)
Subject: Re: U502 MY14 WOT-2

Thank you.

Chris Hall,
Sent from my iPhone

On Jan 13, 2016, at 10:04 AM, Krawczyk, Kevin (R.) <kkrawczy@ford.com> wrote:

> Chris,
> Please see the email chain below. Hope this helps you. Make sure to me know if it does because I may need to publish something on this issue.
>
> Kevin Krawczyk
> Product Concern Engineer
> Fusion/MKZ/Continential
> Ford Motor Company
> 313-248-6022
>
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> **From:** Hammer, Richard (R.M.)
> **Sent:** Friday, October 30, 2015 10:24 AM
> **To:** Krawczyk, Kevin (R.)
> **Cc:** Lance Tagliapietra (Lance.Tagliapietra@zf.com)
> **Subject:** RE: U502 MY14 WOT-2
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> **To:** Hammer, Richard (R.M.)
> **Cc:** Lance Tagliapietra (Lance.Tagliapietra@zf.com)
> **Subject:** RE: U502 MY14 WOT-2
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> Great news! Thanks for the info. What is the part number of the module that was installed?
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> **Sent:** Friday, October 30, 2015 8:30 AM

To: Krawczyk, Kevin (R.)
Subject: RE: U502 MY14 WOT-2

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To: Hammer, Richard (R.M.)
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From: Lance Tagliapietra [mailto:Lance.Tagliapietra@zf.com]
Sent: Thursday, October 22, 2015 3:18 PM
To: Krawczyk, Kevin (R.)
Subject: U502 MY14 WOT-2

Kevin,

I mentioned it below:

PE16-008 000871 ER

Strategy: EB5T-18D619-AE and Calibration EB5T-18D620-BE, which would be the latest service updates for the MY14 RCCM module.

--Lance

From: Krawczyk, Kevin (R.) [mailto:kkrawczy@ford.com]
Sent: Thursday, October 22, 2015 2:14 PM
To: Lance Tagliapietra
Subject: RE:

Lance,
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From: Lance Tagliapietra [mailto:Lance.Tagliapietra@zf.com]
Sent: Thursday, October 22, 2015 10:00 AM
To: Hammer, Richard (R.M.); Krawczyk, Kevin (R.); Lance Tagliapietra
Cc: David Chandler; Kevin Carlson; Mangham, David (DAM.); Lance Tagliapietra
Subject: RE:

Team,

MY2015 U502 software was designed to be configured for WOT by end of line test, or the EOL configuration would be kept and passed on to a new replacement part via the breathe-in / breathe out. In this case, though, it looks like a MY14 RCCM has been updated to MY15 software. That is an incompatible update after WOT was introduced as an end of line configuration feature on MY15.

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David M: This does bring up a point. The current calibration for the MY15 is dependent on the EOL having selected WOT. Since MY15 is phased out of production in favor of MY15, we may want to release a calibration which specifically enables WOT for field service in MY15 FB5T-18C612-* assemblies?

Regards,

Lance Tagliapietra
Senior Software Engineer
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Active & Passive Safety Technology
5676 Industrial Park Rd, Winona, MN 55987
507-457-3750 x8430

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To: Krawczyk, Kevin (R.); Lance Tagliapietra
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Cc: David Chandler; Kevin Carlson; Hammer, Richard (R.M.)
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Lance,
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Lance,
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From: 3138058679@vzwpix.com [mailto:3138058679@vzwpix.com]
Sent: Tuesday, October 20, 2015 2:48 PM
To: Krawczyk, Kevin (R.)
Subject:

<IMG950532.jpg>

From: Hall, Christopher (C.)
Sent: Friday, January 15, 2016 6:48 PM
To: Krawczyk, Kevin (R.)
Subject: RE: U502 MY14 WOT-2

Kevin,

I had the dealer order a HVAC module and the mode door still remains in recirc after a WOT event. My vehicle is different than the one below as initially they ordered the module below in the email chain and it only has 2 connectors and this vehicle has 3 connectors. At this point I am most likely returning the vehicle to service as the customers complaint of the smell is not at or near 90% to WOT and I have verified this with her.

```
SMMPARFA                    Display Usage Translations
==> _

ENG PART:    EB5T    18C612 CD_____________  ORIGIN: WERS
Eng Name: CONTR ASY A/C & HTR TEMP             PT: _
Svc Part:   EB5Z-    19980-C
P     In Out
t Vl Yr Yr Feature Descriptions                Feature Des
- -- -- -- ------------------------------------ ----------
T UB 14 15 EXPLORER                            DUAL ZONE A
           DRIVER - HEATED/COOLED SEAT         LIGHTING PA
T WJ    13 EXPLORER RUSSIA                     DUAL ZONE A
           DRIVER - HEATED/COOLED SEAT         LIGHTING PA
```

(VIN): 1FM5K7F88FG[redacted]
12:53 PM, Friday, January 15, 2016
Select Option
Yes
No
1:08 PM, Friday, January 15, 2016
Module Update : HVAC
Latest Assembly PN : FB5T-18C612-CB
Latest F10A: BB5T-14C651-BA
Latest F188: FB5T-18D619-AB
Latest F124: FB5T-18D620-CB
Selected Parameters: RECIRC_DPOS #(MODE)
Vehicle: Explorer

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Subject:

	Replaced									Replacement	WERS Concern	Service Action	Has Action	Condition	Answer
ECU Assembly	DB5T-19980-AB	DB5T-19980-AC	DB5T-19980-AD	DB5T-19980-AE	DB5T-19980-AF	DB5T-19980-AG	DB5T-19980-AH	DB5T-19980-AJ	DB5T-19980-AK	DB5T-19980-AL	C12974155	SRV0001031	ACT0007037	QUES000006	Y
Core Assembly	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AB	DB5T-14F213-AB	DB5T-14F213-AB	DB5T-14F213-AB	DB5T-14F213-AB					
Strategy	DB5T-14C178-AA	DB5T-14C178-AB	DB5T-14C178-AC	DB5T-14C178-AD	DB5T-14C178-AE	DB5T-14C178-AF	DB5T-14C178-AH	DB5T-14C178-AH	DB5T-14C178-AJ	DB5T-14C178-AL					
SBL	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA					
Calibration	DB5T-14C179-AB	DB5T-14C179-AC	DB5T-14C179-AD	DB5T-14C179-AE	DB5T-14C179-AF	DB5T-14C179-AG	DB5T-14C179-AH	DB5T-14C179-AJ	DB5T-14C179-AK	DB5T-14C179-AL					
SBL	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA					
Configuration	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA					
SBL	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA					
Part II Spec	DSDE9T-18C612-CD	DSDE9T-18C612-CD	DSDE9T-18C612-CD	DSDE9T-18C612-CE	DSDE9T-18C612-CF	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDB5T-18C612-AB	DSDB5T-18C612-AB	DSDB5T-18C612-AB					

ECU Assembly	DB5T-19980-AB	DB5T-19980-AC	DB5T-19980-AD	DB5T-19980-AE	DB5T-19980-AF	DB5T-19980-AG	DB5T-19980-AH	~~DB5T-19980-AK~~	~~DB5T-19980-AL~~	DB5T-19980-AJ		SRV0001031	ACT0009026	QUES000006	N
Core Assembly	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AB	DB5T-14F213-AB	~~DB5T-14F213-AB~~	~~DB5T-14F213-AB~~	DB5T-14F213-AB					
Strategy	DB5T-14C178-AA	DB5T-14C178-AB	DB5T-14C178-AC	DB5T-14C178-AD	DB5T-14C178-AE	DB5T-14C178-AF	DB5T-14C178-AH	~~DB5T-14C178-AJ~~	~~DB5T-14C178-AL~~	DB5T-14C178-AH					
SBL	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	~~CB5T-14C181-AA~~	~~CB5T-14C181-AA~~	CB5T-14C181-AA					
Calibration	DB5T-14C179-AB	DB5T-14C179-AC	DB5T-14C179-AD	DB5T-14C179-AE	DB5T-14C179-AF	DB5T-14C179-AG	DB5T-14C179-AH	~~DB5T-14C179-AK~~	~~DB5T-14C179-AL~~	DB5T-14C179-AJ					
SBL	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	~~CB5T-14C181-AA~~	~~CB5T-14C181-AA~~	CB5T-14C181-AA					
Configuration	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	~~CB5T-14C673-AA~~	~~CB5T-14C673-AA~~	CB5T-14C673-AA					
SBL	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	~~CB5T-14C181-AA~~	~~CB5T-14C181-AA~~	CB5T-14C181-AA					
Part II Spec	DSDE9T-18C612-CD	DSDE9T-18C612-CD	DSDE9T-18C612-CD	DSDE9T-18C612-CE	DSDE9T-18C612-CF	DSDE9T-18C612-CG	DSDE9T-18C612-CG	~~DSDB5T-18C612-AB~~	~~DSDB5T-18C612-AB~~	DSDB5T-18C612-AB					

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ECU Assembly	DB5T 18C612 AB	DB5T 18C612 AC	DB5T 18C612 AD	DB5T 18C612 AE	DB5T 18C612 AF	DB5T 18C612 AG	DB5T 18C612 AH	EB5T 18C612 AA	EB5T 18C612 AB	EB5T 18C612 AC	EB5T 18C612 AD	EB5T 18C612 AE	EB5T 18C612 AF	C12980364	SRV0001031	ACT0008231,D	QUES000006	Y
Core Assembly	DB5T-14F165-AA	DB5T-14F165-AA	DB5T-14F165-AA	DB5T-14F165-AA	DB5T-14F165-AA	DB5T-14F165-AB	DB5T-14F165-AB	EB5T-14F165-AA	EB5T-14F165-AB	EB5T-14F165-AB	EB5T-14F165-AB	EB5T-14F165-AB	EB5T-14F165-AB					
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Calibration	DB5T-18D620-AB	DB5T-18D620-AC	DB5T-18D620-AD	DB5T-18D620-AE	DB5T-18D620-AF	DB5T-18D620-AG	DB5T-18D620-AH	EB5T-18D620-AA	EB5T-18D620-AA	EB5T-18D620-AB	EB5T-18D620-AC	EB5T-18D620-AD	EB5T-18D620-AE					
SBL	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB					
Configuration	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA	BB5T-14C651-BA					
SBL	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA	BB5T-18D618-AA					
Part II Spec	DSDE9T-18C612-CD	DSDE9T-18C612-CD	DSDE9T-18C612-CD	DSDE9T-18C612-CE	DSDE9T-18C612-CF	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T- 8C6 2 CG					

ECU Assembly	DB5T 18C612 BB	DB5T 18C612 BC	DB5T 18C612 BD	DB5T 18C612 BE	DB5T 18C612 BF	DB5T 18C612 BG	DB5T 18C612 BH	EB5T 18C612 BA	EB5T 18C612 BB	EB5T 18C612 BC	EB5T 18C612 BD	EB5T 18C612 BE	EB5T 18C612 BF	C12980364	SRV0001031	ACT0008233,D	QUES000006	Y
Core Assembly	DB5T-14F165-BA	DB5T-14F165-BA	DB5T-14F165-BA	DB5T-14F165-BA	DB5T-14F165-BA	DB5T-14F165-BB	DB5T-14F165-BB	EB5T-14F165-BA	EB5T-14F165-BB	EB5T-14F165-BB	EB5T-14F165-BB	EB5T-14F165-BB	EB5T-14F165-BB					
Strategy	D T-18D619-AB	D 5T-18D619-AC	D 5T-18D619-AD	D 5T-18D619-AE	D 5T-18D619-AF	D 5T-18D619-AG	D 5T-18D619-AH	E T-18D619-AA	E 5T-18D619-AA	E 5T-18D619-AB	E 5T-18D619-AC	E T-18D619-AD	EB5T-18D619-AE					
SBL	B T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	BB5T-18D618-AB					
Calibration	D T-18D620-BB	D 5T-18D620-BC	D 5T-18D620-BD	D 5T-18D620-BE	D 5T-18D620-BF	D 5T-18D620-BG	D 5T-18D620-BH	E T-18D620-BA	E 5T-18D620-BA	E 5T-18D620-BB	E 5T-18D620-BC	E T-18D620-BD	EB5T-18D620-BE					
SBL	B T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	BB5T-18D618-AB					
Configuration	B T-14C651-BA	B T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B T-14C651-BA	BB5T-14C651-BA					
SBL	B T-18D618-AA	B T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B T-18D618-AA	BB5T-18D618-AA					
Part II Spec	DSDE9T-18C612-CD	DSDE9T-18C612-CD	DSDE9T-18C612-CD	DSDE9T-18C612-CE	DSDE9T-18C612-CF	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG					

ECU Assembly	DB5T 18C612 CB	DB5T 18C612 CC	DB5T 18C612 CD	DB5T 18C612 CE	DB5T 18C612 CF	DB5T 18C612 CG	DB5T 18C612 CH	EB5T 18C612 CA	EB5T 18C612 CB	EB5T 18C612 CC	EB5T 18C612 CD	EB5T 18C612 CE	EB5T 18C612 CF	C12980364	SRV0001031	ACT0008234,D	QUES000006	Y
Core Assembly	DB5T-14F165-CA	DB5T-14F165-CA	DB5T-14F165-CA	DB5T-14F165-CA	DB5T-14F165-CA	DB5T-14F165-CB	DB5T-14F165-CB	EB5T-14F165-CA	EB5T-14F165-CB	EB5T-14F165-CB	EB5T-14F165-CB	EB5T-14F165-CB	EB5T-14F165-CB					
Strategy	D T-18D619-AB	D 5T-18D619-AC	D 5T-18D619-AD	D 5T-18D619-AE	D 5T-18D619-AF	D 5T-18D619-AG	D 5T-18D619-AH	E T-18D619-AA	E 5T-18D619-AA	E 5T-18D619-AB	E 5T-18D619-AC	E T-18D619-AD	EB5T-1 19-AE					
SBL	B T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	BB5T-18D618-AB					
Calibration	D T-18D620-CB	D 5T-18D620-CC	D 5T-18D620-CD	D 5T-18D620-CE	D 5T-18D620-CF	D 5T-18D620-CG	D 5T-18D620-CH	E T-18D620-CA	E 5T-18D620-CA	E 5T-18D620-CB	E 5T-18D620-CC	E T-18D620-CD	EB5T-1 20-CE					
SBL	B T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	BB5T-1 18-AB					
Configuration	B T-14C651-BA	B T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B T-14C651-BA	BB5T-1 51-BA					
SBL	B T-18D618-AA	B T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B T-18D618-AA	BB5T-1 18-AA					
Part II Spec	D DE9T-18C612-CD	D DE9T-18C612-CD	D DE9T-18C612-CD	D DE9T-18C612-CE	D DE9T-18C612-CF	D DE9T-18C612-CG	D DE9T-18C612-CG	D DE9T-18C612-CG	D DE9T-18C612-CG	D DE9T-18C612-CG	D DE9T-18C612-CG	D DE9T-18C612-CG	DSDE9 C612-CG					

ECU Assembly	DB5T 18C612 DB	DB5T 18C612 DC	DB5T 18C612 DD	DB5T 18C612 DE	DB5T 18C612 DF	DB5T 18C612 DG	DB5T 18C612 DH	EB5T 18C612 DA	EB5T 18C612 DB	EB5T 18C612 DC	EB5T 18C612 DD	EB5T 18C612 DE	EB5T 18C612 DF	C12980364	SRV0001031	ACT0008235,D	QUES000006	Y
Core Assembly	DB5T-14F165-DA	DB5T-14F165-DA	DB5T-14F165-DA	DB5T-14F165-DA	DB5T-14F165-DA	DB5T-14F165-DB	DB5T-14F165-DB	EB5T-14F165-DA	EB5T-14F165-DB	EB5T-14F165-DB	EB5T-14F165-DB	EB5T-14F165-DB	EB5T-14F165-DB					
Strategy	D T-18D619-AB	D 5T-18D619-AC	D 5T-18D619-AD	D 5T-18D619-AE	D 5T-18D619-AF	D 5T-18D619-AG	D 5T-18D619-AH	E T-18D619-AA	E 5T-18D619-AA	E 5T-18D619-AB	E 5T-18D619-AC	E T-18D619-AD	EB5T-18D619-AE					
SBL	B T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	BB5T-18D618-AB					
Calibration	D T-18D620-DB	D 5T-18D620-DC	D 5T-18D620-DD	D 5T-18D620-DE	D 5T-18D620-DF	D 5T-18D620-DG	D 5T-18D620-DH	E T-18D620-DA	E 5T-18D620-DA	E 5T-18D620-DB	E 5T-18D620-DC	E T-18D620-DD	EB5T-18D620-DE					
SBL	B T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B 5T-18D618-AB	B T-18D618-AB	BB5T-18D618-AB					
Configuration	B T-14C651-BA	B T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B T-14C651-BA	B T-14C651-BA	B 5T-14C651-BA	B 5T-14C651-BA	B T-14C651-BA	BB5T-14C651-BA					
SBL	B T-18D618-AA	B T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B T-18D618-AA	B T-18D618-AA	B 5T-18D618-AA	B 5T-18D618-AA	B T-18D618-AA	BB5T-18D618-AA					
Part II Spec	D DE9T-18C612-CD	D DE9T-18C612-CD	D DE9T-18C612-CD	D DE9T-18C612-CE	D DE9T-18C612-CF	D DE9T-18C612-CG	D DE9T-18C612-CG	D DE9T-18C612-CG	D DE9T-18C612-CG	D DE9T-18C612-CG	D DE9T-18C612-CG	D DE9T-18C612-CG	DSDE9T- 8C6 2 CG					

	Replaced											Replacement	WERS Concern	Service Action	Has Action	Condition	Answer
ECU Assembly	DB5T 19980 AB	DB5T 19980 AC	DB5T 19980 AD	DB5T 19980 AE	DB5T 19980 AF	DB5T 19980 AG	DB5T 19980 AH	EB5T 19980 AA	EB5T 19980 AB	EB5T 19980 AC	EB5T 19980 AD	EB5T 19980 AE	EB5T 19980 AF	C12980364	SRV0001031	ACT0008226,D	QUES000006	Y
Core Assembly	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AA	DB5T-14F213-AB	DB5T-14F213-AB	EB5T-14F213-AA	EB5T-14F213-AB	EB5T-14F213-AB	EB5T-14F213-AB	EB5T-14F213-AB	EB5T-14F213-AB					
Strategy	DB5T-14C178-AA	DB5T-14C178-AB	DB5T-14C178-AC	DB5T-14C178-AD	DB5T-14C178-AE	DB5T-14C178-AF	DB5T-14C178-AH	EB5T-14C178-AA	EB5T-14C178-AA	EB5T-14C178-AB	EB5T-14C178-AC	EB5T-14C178-AD	EB5T-14C178-AE					
SBL	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA					
Cal bration	DB5T-14C179-AB	DB5T-14C179-AC	DB5T-14C179-AD	DB5T-14C179-AE	DB5T-14C179-AF	DB5T-14C179-AG	DB5T-14C179-AH	EB5T-14C179-AA	EB5T-14C179-AA	EB5T-14C179-AB	EB5T-14C179-AC	EB5T-14C179-AD	EB5T-14C179-AE					
SBL	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA					
Configuration	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA					
SBL	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA					
Part II Spec	DSDE9T-18C612-CD	DSDE9T-18C612-CD	DSDE9T-18C612-CD	DSDE9T-18C612-CE	DSDE9T-18C612-CF	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T- 8C6 2 CG					

	Replaced	Replacement	WERS Concern	Service Action	Has Action	Condition	Answer
ECU Assembly	FB5 18C612 A	FB5T 18C612 AB	C12980374	SRV0001031	ACT0008800,D	QUES000006	Y
Core Assembly	EB5 14F165-A	EB5T-14F165-AB					
Strategy	FB5 8D619-A	FB5T-18D619-AB					
SBL	BB5 18D618-A	BB5T-18D618-AB					
Calibration	FB5 8D620-A	FB5T-18D620-AB					
SBL	BB5T-18D618-AB	BB5T-18D618-AB					
Configuration	BB5T-14C651-BA	BB5T-14C651-BA					
SBL	BB5T-18D618-AA	BB5T-18D618-AA					
Part II Spec	DSFB5T-18C612-AA	DSFB5T-18C612-AA					
ECU Assembly	FB5T 18C612 BA	FB5T 18C612 BB	C12980374	SRV0001031	ACT0008801,D	QUES000006	Y
Core Assembly	EB5T 14F165-BB	EB5T-14F165-BB					
Strategy	FB5 8D619-A	FB5T-18D619-AB					
SBL	BB5 18D618-A	BB5T-18D618-AB					
Calibration	FB5 8D620-B	FB5T-18D620-BB					
SBL	BB5 18D618-A	BB5T-18D618-AB					
Configuration	BB5 14C651-B	BB5T-14C651-BA					
SBL	BB5T-18D618-AA	BB5T-18D618-AA					
Part II Spec	DSFB5T-18C612-AA	DSFB5T-18C612-AA					
ECU Assembly	FB5T 18C612 CA	FB5T 18C612 CB	C12980374	SRV0001031	ACT0008802,D	QUES000006	Y
Core Assembly	EB5T 14F165-CB	EB5T-14F165-CB					
Strategy	FB5 8D619-A	FB5T-18D619-AB					
SBL	BB5 18D618-A	BB5T-18D618-AB					
Calibration	FB5 8D620-C	FB5T-18D620-CB					
SBL	BB5 18D618-A	BB5T-18D618-AB					
Configuration	BB5 14C651-B	BB5T-14C651-BA					
SBL	BB5T-18D618-AA	BB5T-18D618-AA					
Part II Spec	DSFB5T-18C612-AA	DSFB5T-18C612-AA					
ECU Assembly	FB5T 18C612 DA	FB5T 18C612 DB	C12980374	SRV0001031	ACT0011398,B	QUES000006	Y
Core Assembly	EB5T 14F165-DB	EB5T-14F165-DB					
Strategy	FB5 8D619-A	FB5T-18D619-AB					
SBL	BB5 18D618-A	BB5T-18D618-AB					
Calibration	FB5 8D620-D	FB5T-18D620-DB					
SBL	BB5 18D618-A	BB5T-18D618-AB					
Configuration	BB5 14C651-B	BB5T-14C651-BA					
SBL	BB5T-18D618-AA	BB5T-18D618-AA					
Part II Spec	DSFB5T-18C612-AA	DSFB5T-18C612-AA					

ECU Assembly	EB5T 18C612 AA	EB5T 18C612 AB	EB5T 18C612 AC	EB5T 18C612 AD	EB5T 18C612 AE	EB 18C612 A	C12980364	SRV0001031	ACT0008231,D	QUES000006	Y
Core Assembly	EB5T-14F165-AA	EB5T-14F165-AB	EB5T-14F165-AB	EB5T-14F165-AB	EB5T-14F165-AB	EB5 -14F165-AB					
Strategy	EB5T-18D619-AA	EB5T-18D619-AA	EB5T-18D619-AB	EB5T-18D619-AC	EB5T-18D619-AD	EB5T-18D619-AE					
SBL	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T 18D618-AB					
Calibration	EB5T-18D620-AA	EB5T-18D620-AA	EB5T-18D620-AB	EB5T-18D620-AC	EB5T-18D620-AD	EB 18D620-A					
SBL	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	BB 18D618-A					
Configuration	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	BB 14C651-B					
SBL	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	BB 18D618-A					
Part II Spec	SDE9T-18C612-CG	SDE9T-18C612-CG	SDE9T-18C612-CG	SDE9T-18C612-CG	DSDE9T-18C612-CG	DS 9T-18C61 G					
ECU Assembly	EB5T 18C612 BA	EB5T 18C612 BB	EB5T 18C612 BC	EB5T 18C612 BD	EB5T 18C612 BE	EB 18C612 B	C12980364	SRV0001031	ACT0008233,D	QUES000006	Y
Core Assembly	EB5T-14F165-BA	EB5T-14F165-BB	EB5T-14F165-BB	EB5T-14F165-BB	EB5T-14F165-BB	EB5T-14F165-BB					
Strategy	EB5T-18D619-AA	EB5T-18D619-AA	EB5T-18D619-AB	EB5T-18D619-AC	EB5T-18D619-AD	EB5T-18D619-AE					
SBL	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5 18D618-A					
Calibration	EB5T-18D620-BA	EB5T-18D620-BA	EB5T-18D620-BB	EB5T-18D620-BC	EB5T-18D620-BD	EB 18D620-B					
SBL	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	BB 18D618-A					
Configuration	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	BB 14C651-B					
SBL	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	BB 18D618-A					
Part II Spec	SDE9T-18C612-CG	SDE9T-18C612-CG	SDE9T-18C612-CG	SDE9T-18C612-CG	DSDE9T-18C612-CG	DS 9T-18C61 G					
ECU Assembly	EB5T 18C612 CA	EB5T 18C612 CB	EB5T 18C612 CC	EB5T 18C612 CD	EB5T 18C612 CE	EB 18C612 C	C12980364	SRV0001031	ACT0008234,D	QUES000006	Y
Core Assembly	EB5T-14F165-CA	EB5T-14F165-CB	EB5T-14F165-CB	EB5T-14F165-CB	EB5T-14F165-CB	EB5 -14F165-CB					
Strategy	EB5T-18D619-AA	EB5T-18D619-AA	EB5T-18D619-AB	EB5T-18D619-AC	EB5T-18D619-AD	EB5T-18D619-AE					
SBL	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T 18D618-AB					
Calibration	EB5T-18D620-CA	EB5T-18D620-CA	EB5T-18D620-CB	EB5T-18D620-CC	EB5T-18D620-CD	EB 18D620-C					
SBL	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	BB 18D618-A					
Configuration	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	BB 14C651-B					
SBL	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	BB 18D618-A					
Part II Spec	SDE9T-18C612-CG	SDE9T-18C612-CG	SDE9T-18C612-CG	SDE9T-18C612-CG	DSDE9T-18C612-CG	DS 9T-18C61 G					
ECU Assembly	EB5T 18C612 DA	EB5T 18C612 DB	EB5T 18C612 DC	EB5T 18C612 DD	EB5T 18C612 DE	EB 18C612 D	C12980364	SRV0001031	ACT0008235,D	QUES000006	Y
Core Assembly	EB5T-14F165-DA	EB5T-14F165-DB	EB5T-14F165-DB	EB5T-14F165-DB	EB5T-14F165-DB	EB5T-14F165-DB					
Strategy	EB5T-18D619-AA	EB5T-18D619-AA	EB5T-18D619-AB	EB5T-18D619-AC	EB5T-18D619-AD	EB5T-18D619-AE					
SBL	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5T-18D618-AB	BB5 18D618-A					
Calibration	EB5T-18D620-DA	EB5T-18D620-DA	EB5T-18D620-DB	EB5T-18D620-DC	EB5T-18D620-DD	EB 18D620-D					
SBL	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	B5T-18D618-AB	BB 18D618-A					
Configuration	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	B5T-14C651-BA	BB 14C651-B					
SBL	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	B5T-18D618-AA	BB 18D618-A					
Part II Spec	SDE9T-18C612-CG	SDE9T-18C612-CG	SDE9T-18C612-CG	SDE9T-18C612-CG	DSDE9T-18C612-CG	DS 9T-18C61 G					

	Replaced	Replacement	WERS Concern	Service Action	Has Action	Condition	Answer
ECU Assembly	FB5T 19980 AA	FB5T 19980 AB	C12980374	SRV0001031	ACT0008803,D	QUES000006	Y
Core Assembly	EB5T-14F213-AB	EB5T-14F213-AB					
Strategy	FB5T-14C178-AA	FB5T-14C178-AB					
SBL	CB5T-14C181-AA	CB5T-14C181-AA					
Calibration	FB5T-14C179-AA	FB5T-14C179-AB					
SBL	CB5T-14C181-AA	CB5T-14C181-AA					
Configuration	CB5T-14C673-AA	CB5T-14C673-AA					
SBL	CB5T-14C181-AA	CB5T-14C181-AA					
Part II Spec	DSDE9T-18C612-CG	DSDE9T-18C612-CG					

EB5T 19980 AA	EB5T 19980 AB	EB5T 19980 AC	EB5T 19980 AD	EB5T 19980 AE	EB5T 19980 AF	C12980364	SRV0001031	ACT0008226,D	QUES000006	Y
EB5T-14F213-AA	EB5T-14F213-AB	EB5T-14F213-AB	EB5T-14F213-AB	EB5T-14F213-AB	EB5T-14F213-AB					
EB5T-14C178-AA	EB5T-14C178-AA	EB5T-14C178-AB	EB5T-14C178-AC	EB5T-14C178-AD	EB5T-14C178-AE					
CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA					
EB5T-14C179-AA	EB5T-14C179-AA	EB5T-14C179-AB	EB5T-14C179-AC	EB5T-14C179-AD	EB5T-14C179-AE					
CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA					
CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA	CB5T-14C673-AA					
CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA	CB5T-14C181-AA					
DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG	DSDE9T-18C612-CG					

	Replaced										Replacement	WERS Concern	Service Action	Has Action	Condition	Answer
ECU Assembly	DB5T 18C612 AB	DB5T 18C612 AC	DB5T 18C612 AD	DB5T 18C612 AE	DB5T 18C612 AF	DB5T 18C612 AG	DB5T 18C612 AH	DB5T 18C612 AJ	DB5T 18C612 AK		DB5T 18C612 AL	C12974155	SRV0001031	ACT0007093	QUES000006	Y
Core Assembly	DB5T 14F165 AA	DB5T 14F165 AA	DB5T 14F165 AA	DB5T 14F165 AA	DB5T 14F165 AA	DB5T 14F165 AB	DB5T 14F165 AB	DB5T 14F 65 AB	DB5T 14F165 AB		DB5T 14F165 AB					
Strategy	DB5T 18D619 AB	DB5T 18D619 AC	DB5T 18D619 AD	DB5T 18D619 AE	DB5T 18D619 AF	DB5T 18D619 AG	DB5T 18D619 AH	DB5T 18D619 AJ	DB5T 18D619 AK		DB5T 18D619 AL					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB		BB5T 18D618 AB					
Calibrat on	DB5T 18D620 AB	DB5T 18D620 AC	DB5T 18D620 AD	DB5T 18D620 AE	DB5T 18D620 AF	DB5T 18D620 AG	DB5T 18D620 AH	DB5T 18D620 AJ	DB5T 18D620 AK		DB5T 18D620 AL					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB		BB5T 18D618 AB					
Conf guration	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	B5T 14C651 BA		BB5T 14C651 BA					
SBL	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	B5T 18D618 AA		BB5T 18D618 AA					
Part II Spec	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CE	DSDE9T 18C612 CF	DSDE9T 18C612 CG	DSDE9T 18C612 CG				DSDB5T 18C612 AB					
ECU Assembly	DB5T 18C612 BB	DB5T 18C612 BC	DB5T 18C612 BD	DB5T 18C612 BE	DB5T 18C612 BF	DB5T 18C612 BG	DB5T 18C612 BH	DB5T 18C612 BJ	DB5T 18C612 BK		DB5T 18C612 BL	C12974155	SRV0001031	ACT0007094	QUES000006	Y
Core Assembly	DB5T 14F165 BA	DB5T 14F165 BA	DB5T 14F165 BA	DB5T 14F165 BA	DB5T 14F165 BA	DB5T 14F165 BB	DB5T 14F165 BB	DB5T 14F165 BB	DB5T 14F165 BB		DB5T 14F165 BB					
Strategy	DB5T 18D619 AB	DB5T 18D619 AC	DB5T 18D619 AD	DB5T 18D619 AE	DB5T 18D619 AF	DB5T 18D619 AG	DB5T 18D619 AH	DB5T 18D619 AJ	DB5T 18D619 AK		DB5T 18D619 AL					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB		BB5T 18D618 AB					
Calibrat on	DB5T 18D620 AB	DB5T 18D620 BC	DB5T 18D620 BD	DB5T 18D620 BE	DB5T 18D620 BF	DB5T 18D620 BG	DB5T 18D620 BH	DB5T 18D620 BJ	DB5T 18D620 BK		DB5T 18D620 BL					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB		BB5T 18D618 AB					
Conf guration	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	B5T 14C651 BA		BB5T 14C651 BA					
SBL	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	B5T 18D618 AA		BB5T 18D618 AA					
Part II Spec	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CE	DSDE9T 18C612 CF	DSDE9T 18C612 CG	DSDE9T 18C612 CG				DSDB5T 18C612 AB					
ECU Assembly	DB5T 18C612 CB	DB5T 18C612 CC	DB5T 18C612 CD	DB5T 18C612 CE	DB5T 18C612 CF	DB5T 18C612 CG	DB5T 18C612 CH	DB5T 18C612 CJ	DB5T 18C612 CK		DB5T 18C612 CL	C12974155	SRV0001031	ACT0007098	QUES000006	Y
Core Assembly	DB5T 14F165 CA	DB5T 14F165 CA	DB5T 14F165 CA	DB5T 14F165 CA	DB5T 14F165 CA	DB5T 14F165 CB	DB5T 14F165 CB	DB5T 14F165 CB	DB5T 14F165 CB		DB5T 14F165 CB					
Strategy	DB5T 18D619 AB	DB5T 18D619 AC	DB5T 18D619 AD	DB5T 18D619 AE	DB5T 18D619 AF	DB5T 18D619 AG	DB5T 18D619 AH	DB5T 18D619 AJ	DB5T 18D619 AK		DB5T 18D619 AL					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB		BB5T 18D618 AB					
Calibrat on	DB5T 18 620 CB	DB5T 1 D620 CC	DB5T D620 CD	DB5T 8D620 CE	DB5 18D620 CF	DB 18D620 CG	D T 18D620 CH	D 5T 18D620 CJ	DB T 18D620 CK		DB5T 18 CL					
SBL	B 5 1 618 AB	BB5T D618 AB	BB5T D618 AB	BB5 8D618 AB	BB 18D618 AB	B 18D618 AB	B T 18D618 A	5T 18D618 B	B T 18D618 AB		BB5T D618 B					
Conf guration	BB5T 1 651 BA	BB5T C651 BA	BB5T C651 BA	BB5 4C651 BA	BB 14C651 BA	B 14C651 BA	B T 14C651 BA	5T 14C651 BA	B T 14C651 BA		BB5T C BA					
SBL	BB5T 1 618 AA	BB5T D618 AA	BB5T D618 AA	BB5 8D618 AA	BB 18D618 AA	B 18D618 AA	B T 18D618 AA	5T 18D618 AA	B T 18D618 AA		BB 18D618 A					
Part II Spec	DSDE9 8C612 CD	DSDE 18C612 CD	DSDE 18C612 CD	DSD T 18C612 CE	DS 9T 18C612 CF	D E9T 18C612 CG	D DE9T 18C612 CG				DSDB 8C 2 A					
ECU Assembly	DB5T 18C612 DB	DB5T 18C612 DC	DB5T 18C612 DD	DB5T 18C612 DE	DB5T 18C612 DF	DB5T 18C612 DG	DB5T 18C612 DH	DB5T 18C612 DJ	DB5T 18C612 DK		DB5T 18C612 DL	C12974155	SRV0001031	ACT0007099	QUES000006	Y
Core Assembly	DB5T 14F165 DA	DB5T 14F165 DA	DB5T 14F165 DA	DB5T 14F165 DA	DB5T 14F165 DA	DB5T 14F165 DB	DB5T 14F165 DB	DB5T 14F165 DB	DB5T 14F165 DB		DB5T 14F165 DB					
Strategy	DB5T 18D619 AB	DB5T 18D619 AC	DB5T 18D619 AD	DB5T 18D619 AE	DB5T 18D619 AF	DB5T 18D619 AG	DB5T 18D619 AH	DB5T 18D619 AJ	DB5T 18D619 AK		DB5T 18D619 AL					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB		BB5T 18D618 AB					
Calibrat on	DB5T 18D620 DB	DB5T 18D620 DC	DB5T 18D620 DD	DB5T 18D620 DE	DB5T 18D620 DF	DB5T 18D620 DG	DB5T 18D620 DH	DB5T 18D620 DJ	DB5T 18D620 DK		DB5T 18D620 DL					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB		BB5T 18D618 AB					
Conf guration	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	B5T 14C651 BA		BB5T 14C651 BA					
SBL	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	B5T 18D618 AA		BB5T 18D618 AA					
Part II Spec	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CE	DSDE9T 18C612 CF	DSDE9T 18C612 CG	DSDE9T 18C612 CG				DSDB5T 18C612 AB					
ECU Assembly	~~DB5T 18C612 AB~~	~~DB5T 18C612 AC~~	~~DB5T 18C612 AD~~	~~DB5T 18C612 AE~~	~~DB5T 18C612 AF~~	~~DB5T 18C612 AG~~	~~DB5T 18C612 AH~~	~~DB5T 18C612 AK~~	~~DB5T 18C612 AL~~		DB5T 18C612 AJ		SRV0001031	ACT0009028	QUES000006	N
Core Assembly	DB5T 14F165 AA	DB5T 14F165 AA	DB5T 14F165 AA	DB5T 14F165 AA	DB5T 14F165 AA	DB5T 14F165 AB	DB5T 14F165 AB	~~DB5T 4F 65 AB~~	~~DB5T 4F 65 AB~~		DB5T 18D619 AB					
Strategy	DB5T 18D619 AB	DB5T 18D619 AC	DB5T 18D619 AD	DB5T 18D619 AE	DB5T 18D619 AF	DB5T 18D619 AG	DB5T 18D619 AH	~~DB5T 18D619 AK~~	~~DB5T 18D619 AL~~		DB5T 18D619 AJ					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	~~BB5T 8D6 8 AB~~	~~BB5T 8D6 8 AB~~		BB5T 18D618 AB					
Calibrat on	DB5T 18D620 AB	DB5T 18D620 AC	DB5T 18D620 AD	DB5T 18D620 AE	DB5T 18D620 AF	DB5T 18D620 AG	DB5T 18D620 AH	~~DB5T 8D620 AK~~	~~DB5T 8D620 AL~~		DB5T 18D620 AJ					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	~~BB5T 18D618 AB~~	~~BB5T 18D618 AB~~		BB5T 18D618 AB					
Conf guration	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	~~BB5T 14C651 BA~~	~~BB5T 14C651 BA~~		BB5T 14C651 BA					
SBL	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	~~BB5T 8D6 8 AA~~	~~BB5T 8D6 8 AA~~		BB5T 18D618 AA					
Part II Spec	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CE	DSDE9T 18C612 CF	DSDE9T 18C612 CG	DSDE9T 18C612 CG		~~DSDB5T 8C6 2 AB~~							
ECU Assembly	~~DB5T 18C612 BB~~	~~DB5T 18C612 BC~~	~~DB5T 18C612 BD~~	~~DB5T 18C612 BE~~	~~DB5T 18C612 BF~~	~~DB5T 18C612 BG~~	~~DB5T 18C612 BH~~	~~DB5T 18C612 BK~~	~~DB5T 18C612 BL~~		DB5T 18C612 BJ		SRV0001031	ACT0009029	QUES000006	N
Core Assembly	DB5T 14F165 BA	DB5T 14F165 BA	DB5T 14F165 BA	DB5T 14F165 BA	DB5T 14F165 BA	DB5T 14F165 BB	DB5T 14F165 BB	~~DB5T 4F 65 BB~~	~~DB5T 4F 65 BB~~		DB5T 18D619 AB					
Strategy	DB5T 18D619 AB	DB5T 18D619 AC	DB5T 18D619 AD	DB5T 18D619 AE	DB5T 18D619 AF	DB5T 18D619 AG	DB5T 18D619 AH	~~DB5T 18D619 AK~~	~~DB5T 18D619 AL~~		DB5T 18D619 AJ					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	~~BB5T 18D618 AB~~	~~BB5T 18D618 AB~~		BB5T 18D618 AB					
Calibrat on	DB5T 18D620 BB	DB5T 18D620 BC	DB5T 18D620 BD	DB5T 18D620 BE	DB5T 18D620 BF	DB5T 18D620 BG	DB5T 18D620 BH	~~DB5T 8D620 BK~~	~~DB5T 8D620 BL~~		DB5T 18D620 BJ					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	~~BB5T 8D6 8 AB~~	~~BB5T 8D6 8 AB~~		BB5T 18D618 AB					
Conf guration	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	~~BB5T 14C651 BA~~	~~BB5T 14C651 BA~~		BB5T 14C651 BA					
SBL	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	~~BB5T 8D6 8 AA~~	~~BB5T 8D6 8 AA~~		BB5T 18D618 AA					
Part II Spec	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CE	DSDE9T 18C612 CF	DSDE9T 18C612 CG	DSDE9T 18C612 CG		~~DSDB5T 8C6 2 AB~~							
ECU Assembly	~~DB5T 18C612 CB~~	~~DB5T 18C612 CC~~	~~DB5T 18C612 CD~~	~~DB5T 18C612 CE~~	~~DB5T 18C612 CF~~	~~DB5T 18C612 CG~~	~~DB5T 18C612 CH~~	~~DB5T 18C612 CK~~	~~DB5T 18C612 CL~~		DB5T 18C612 CJ		SRV0001031	ACT0009030	QUES000006	N
Core Assembly	DB5T 14F165 CA	DB5T 14F165 CA	DB5T 14F165 CA	DB5T 14F165 CA	DB5T 14F165 CA	DB5T 14F165 CB	DB5T 14F165 CB	~~DB5T 4F 65 CB~~	~~DB5T 4F 65 CB~~		DB5T 14F165 CB					
Strategy	DB5T 18D619 AB	DB5T 18D619 AC	DB5T 18D619 AD	DB5T 18D619 AE	DB5T 18D619 AF	DB5T 18D619 AG	DB5T 18D619 AH	~~DB5T 8D6 9 AK~~	~~DB5T 8D6 9 AL~~		DB5T 18D619 AJ					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	~~BB5T 18D618 AB~~	~~BB5T 18D618 AB~~		BB5T 18D618 AB					
Calibrat on	B5T 18D620 CB	DB5T 18 620 CC	DB5T D620 CD	DB5T D620 CE	DB5T 8D620 CF	DB5 8D620 CG	DB5 18D620 CH	~~DB 8D620 CK~~	~~DB5T 8D620 CL~~		DB5T 18D620 CJ					
SBL	BB5T 18D618 AB	BB 1 618 AB	BB5 D618 AB	B 5T D618 AB	B 8D618 AB	BB5 8D618 AB	BB5 8D618 AB	~~8D6 8 AB~~	~~8D6 8 AB~~		BB5T 18D618 AB					
Conf guration	BB5T 14C651 BA	BB5T 1 651 BA	BB5T C651 BA	BB5T C651 BA	BB5 4C651 BA	BB5 4C651 BA	BB 14C651 BA	~~B 14C651 BA~~	~~BB5 4C651 BA~~		BB5T 5 BA					
SBL	BB5T 18D618 AA	BB5T 1 618 AA	BB5T D618 AA	BB5T D618 AA	BB5 8D618 AA	BB5 8D618 AA	BB 18D618 AA	~~B 18D618 AA~~	~~BB5 8D618 AA~~		BB5T 18D618 AA					
Part II Spec	SDE9T 18C612 CD	DSDE9 8C612 CD	DSDE 18C612 CD	DSDE 18C612 CE	DSD T 18C612 CF	DSD 9T 18C612 CG	DS 9T 18C612 CG		~~DSD T 8C6 2 AB~~							
ECU Assembly	~~DB5T 18C612 DB~~	~~DB5T 18C612 DC~~	~~DB5T 18C612 DD~~	~~DB5T 18C612 DE~~	~~DB5T 18C612 DF~~	~~DB5T 18C612 DG~~	~~DB5T 18C612 DH~~	~~DB5T 18C612 DK~~	~~DB5T 18C612 DL~~		DB5T 18C612 DJ		SRV0001031	ACT0011415	QUES000006	N
Core Assembly	DB5T 14F165 DA	DB5T 14F165 DA	DB5T 14F165 DA	DB5T 14F165 DA	DB5T 14F165 DA	DB5T 14F165 DB	DB5T 14F165 DB	~~DB5T 4F 65 DB~~	~~DB5T 4F 65 DB~~		DB5T 14F165 DB					
Strategy	DB5T 18D619 AB	DB5T 18D619 AC	DB5T 18D619 AD	DB5T 18D619 AE	DB5T 18D619 AF	DB5T 18D619 AG	DB5T 18D619 AH	~~DB5T 8D6 9 AK~~	~~DB5T 8D6 9 AL~~		DB5T 18D619 AJ					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	~~BB5T 18D618 AB~~	~~BB5T 18D618 AB~~		BB5T 18D618 AB					
Calibrat on	DB5T 18D620 DB	DB5T 18D620 DC	DB5T 18D620 DD	DB5T 18D620 DE	DB5T 18D620 DF	DB5T 18D620 DG	DB5T 18D620 DH	~~DB5T 18D620 DK~~	~~DB5T 18D620 DL~~		DB5T 18D620 DJ					
SBL	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	BB5T 18D618 AB	~~BB5T 8D6 8 AB~~	~~BB5T 8D6 8 AB~~		BB5T 18D618 AB					
Conf guration	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	BB5T 14C651 BA	~~BB5T 4C65 BA~~	~~BB5T 4C65 BA~~		BB5T 14C651 BA					
SBL	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	BB5T 18D618 AA	~~BB5T 18D618 AA~~	~~BB5T 18D618 AA~~		BB5T 18D618 AA					
Part II Spec	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CD	DSDE9T 18C612 CE	DSDE9T 18C612 CF	DSDE9T 18C612 CG	DSDE9T 18C612 CG		~~DSDB5T 8C6 2 AB~~							

From: Buelow, Steve (S.E.)
Sent: Friday, May 13, 2016 2:03 PM
To: Gariepy, Arthur (A.P.); Keinath, Wayne (W.)
Subject: RE: U502

-The Customer Defines Quality-

Steve Buelow - Ford Motor Company

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

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

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From: Gariepy, Arthur (A.P.)
Sent: Friday, May 13, 2016 12:32 PM
To: Keinath, Wayne (W.); Buelow, Steve (S.E.)
Subject: U502

Gentlemen,
I need to pull together some data. Need to quantify the issue we are dealing with. Can you help gather the following? Also let me know if I'm missing any relevant data points...

- 2015MY CQIS
- 2016MY CQIS
- 2016MY pre vs. post November build (CQIS)

Wayne, you mentioned the number 300 for 15MY... what was that?

Regards,

Art Gariepy
Vehicle Integration Attribute Supervisor
PDC 2C-E56
313-805-0523

Folder Number	Report Number	Report Source	Report Date	Miles	Year	Vehicle Family	Model	[redacted]	VIN	[redacted]	Build Date	Engine	Calibration	Transmission	Axle	Dealer Code	Dealer Name	City	State	Zip	Symptom	Additional Symptom
150120140000	F7JEN005	NHL	20150710	1	2016	EX	EXPRX2		1FM5K7D89G		20150514	3.5L CYCLO	GUB1Y10	6F50		07289	Jacky Jones Ford of Hayesville	Hayesville	NC	289044528	447Z39	exhaust odor in cabin area
150120140000	F81BL012	NHL	20150827	9869	2016	EX	EXPRX2		1FM5K7F80G		20150515	3.5L CYCLO	GUB1Y10	6F50		06192	Town East Ford	Mesquite	TX	75150	447139	EXHAUST ODOR IN CABIN
150120140000	F8GCT004	NHL	20150807	552	2016	EX	EXPRX2		1FM5K7F85G		20150624	3.5L CYCLO	GUB1Y10	6F55		01060	McLaughlin Motors, Inc	Sumter	SC	29150	447Z00	exhaust smell
150120140000	F8RFR009	NHL	20150818	1063	2016	EX	EXPRX2		1FM5K7F87G		20150629	3.5L CYCLO	GUB1Y10	6F50		05616	Jenkins & Wynne Ford Lincoln	Clarksville	TN	37040	447Z00	EXHAUST ODOR LACK OF POWER

150120140000	F94FU010	NHL	20150930	4601	2016	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D82G	[redacted]	20150521	3.5L CYCLO	GUB1Y20	6F50		07884	Future Ford	Sacramento	CA	95841	889539	ODOR IN VEHICLE UNDER ACCEL
150120140000	F9UC4016	NHL	20150921	4152	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F81G		20150518	3.5L CYCLO	GUB1Y10	6F55		01286	Tamiami Ford, Inc.	Naples	FL	34104	447102	EXHAUST ODOR / PASS COMPARTMEN
150120140000	FQ1BJ133	EXPORT	20151027	11	2016	EX	EXPRX4	BASE ,4 DOOR ,MPV	1FM5K8B83G		20150729	3.5L CYCLO		6F50		K0T10	Al Tayer Motors LLC	Dubai			447Z00	
150120140000	FQ1BJ141	EXPORT	20151027	16	2016	EX	EXPRX4	LIMITED,4 DOOR ,MPV	1FM5K8F81G		20150728	3.5L CYCLO		6F50		K0T10	Al Tayer Motors LLC	Dubai			447Z00	
150120140000	FQ1BJ142	EXPORT	20151027	36	2016	EX	EXPRX4	LIMITED,4 DOOR ,MPV	1FM5K8F83G		20150724	3.5L CYCLO		6F50		K0T10	Al Tayer Motors LLC	Dubai			447Z00	
150120140000	FQ1BJ143	EXPORT	20151027	21	2016	EX	EXPRX4	XLT ,4 DOOR ,MPV	1FM5K8D8XG		20150811	3.5L CYCLO		6F50		K0T10	Al Tayer Motors LLC	Dubai			447Z00	
150120140000	FQ1BJ144	EXPORT	20151027	32	2016	EX	EXPRX4	XLT ,4 DOOR ,MPV	1FM5K8D82G		20150811	3.5L CYCLO		6F50		K0T10	Al Tayer Motors LLC	Dubai			447Z00	
150120140000	FQ1BJ145	EXPORT	20151027	26	2016	EX	EXPRX2	BASE ,4 DOOR ,MPV	1FM5K7B80G		20150717	3.5L CYCLO		6F50		K0T10	Al Tayer Motors LLC	Dubai			447Z00	
150120140000	FQ1BJ146	EXPORT	20151027	24	2016	EX	EXPRX2	BASE ,4 DOOR ,MPV	1FM5K7B81G		20150722	3.5L CYCLO		6F50		K0T10	Al Tayer Motors LLC	Dubai			447Z00	
150120140000	FQ1BJ147	EXPORT	20151027	9	2016	EX	EXPRX2	BASE ,4 DOOR ,MPV	1FM5K7B82G		20150724	3.5L CYCLO		6F50		K0T10	Al Tayer Motors LLC	Dubai			447Z00	

150120140000	FQ4CA005	NHL	20151030	3019	2016	EX	EXPRX4	XLT ,4 DOOR ,MPV	1FM5K8D83	[redacted]	20150519	3.5L CYCLO	GUB1Y20	6F55		01213	Haldeman Ford	Trenton	NJ	08619	447139	EXHAUST AFTER ACCELERATING
150120140000	FQ4CS009	NHL	20151030	2574	2016	EX	EXPRX4	LIMITED,4 DOOR ,MPV	1FM5K8F88		20150607	3.5L CYCLO	GUB1Y20	6F50		02917	Classic Ford Lincoln	Mentor	OH	44060	889539	EXH ODOR IN RECIRC, FRESH AIR
150120140000	FQ4DD004	NHL	20151030	1230	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GT7		20150806	3.5L-GTDI	GUB1G10	6F55		05725	Leon Riley Ford, Inc.	Benton	KY	42025	889239	EXHAUST ODOR INSIDE VEHICLE
150120140000	FQBBD004	NHL	20151002	1282	2016	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D8X		20150721	3.5L CYCLO	GUB1Y10	6F50		06192	Town East Ford	Mesquite	TX	75150	447Z00	CHEMICAL SMELL INTERIOR

150120140000	FQNDZ010	NHL	20151014	1494	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F88GG[redacted]	20150719	3.5L CYCLO	GUB1Y10	6F55	01741	Lakeland Ford	Lakeland	FL	33815	447102	SULFUR SMELL ON HARD ACCEL
150120140000	FQRA7072	EXPORT	20151018	290	2016	EX	EXPRX4	LIMITED,4 DOOR ,MPV	1FM5K8FH6GG[redacted]	20150726	2.3L 270HP	GUB1M60	6SP 6F MID	A0B45	Sunin Motor Co., Ltd.	Seoul			441300	
150120140000	FXEC6008	NHL	20151105	9310	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GT4GG[redacted]	20150609	3.5L-GTDI	GUB1G10	6F55	45013	CCRG RAC - Newark	Newark	NJ	07114	889212	EXHAUST ODOR
150120140000	FXLDV005	NHL	20151112	4917	2016	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D82GG[redacted]	20150522	3.5L CYCLO	GUB1Y10	6F50	07997	Mall of Georgia Ford	Buford	GA	305183488	447Z00	EXHAUST ODOR WHILE DRIVING
150120140000	FXMER002	NHL	20151113	7554	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GT2GG[redacted]	20150526	3.5L-GTDI	GUB1G20	6F55	20337	Holmes Tuttle Ford Lincoln	Tucson	AZ	85705	447139	EXHAUST ODOR ON ACCELERATION
150120140000	FXPA5005	EXPORT	20151116	201	2016	EX	EXPRX4	LIMITED,4 DOOR ,MPV	1FM5K8FH9GG[redacted]	20150820	2.3L 270HP	GUB1M60	6SP 6F MID	A0B45	Sunin Motor Co., Ltd.	Seoul			447102	
150120140000	FXSDL008	NHL	20151119	4203	2016	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D8XGG[redacted]	20150828	3.5L CYCLO	GUB1Y20	6F50	07488	San Tan Ford	Gilbert	AZ	85297	447202	EXHAUST ODOR IN CABIN
150120140000	FZ3D8021	NHL	20151229	2363	2016	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D8XGG[redacted]	20150812	3.5L CYCLO	GUB1Y10	6F55	04809	Bartow Ford Company	Bartow	FL	33830	889539	EXHAUST SMELL ON ACCELERATION

150120140000	FZBDH001	NHL	20151202	3000	2016	EX	EXPRX4	PLTNM ,4 DOOR ,MPV	1FM5K8HT5G	[redacted]	20151017	3.5L-GTDI	GUB1G20	6F55		07727	Folsom Lake Ford, Inc.	Folsom	CA	95630	447139	EXHAUST ODOR IN THE CABIN
150120140000	FZHDP001	NHL	20151208	7501	2016	EX	EXPRX2	BASE ,4 DOOR ,MPV	1FM5K7B86G		20150518	3.5L CYCLO	GUB1Y10	6F50		11638	Margate Lincoln	Margate	FL	33063	447Z00	BURNING SMELL AT 3000RPM
150120140000	FZPFR002	NHL	20151216	4288	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F86G		20150518	3.5L CYCLO	GUB1Y10	6F50		06443	Bolton Ford, L.L.C.	Lake Charles	LA	70607	889539	EXHAUST ODOR IN CABIN
150120140000	FZRCC004	NHL	20151218	7671	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GT1G		20150709	3.5L-GTDI	GUB1G10	6F55		B6248	Cam Clark Ford Sales Ltd.	Airdrie	AB	T4A0R2	447139	SULFER ODOR
150120140000	G11DA005	NHL	20160127	3660	2016	EX	EXPRX2	BASE ,4 DOOR ,MPV	1FM5K7B89G		20151006	3.5L CYCLO	GUB1Y10	6F50		06349	Schmit Ford Corporation	Thiensville	WI	53092	889239	EXHAUST FUMES IN CABIN
150120140000	G11DB007	NHL	20160127	4472	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GT2G		20150522	3.5L-GTDI	GUB1G10	6F55		04908	Sawgrass Ford	Sunrise	FL	33323	447139	EXHAUST ODOR IN VEHICLE
150120140000	G12CP013	NHL	20160128	1120	2016	EX	EXPRX4	PLTNM ,4 DOOR ,MPV	1FM5K8HT3G		20151217	3.5L-GTDI	GUB1G10	6F55		10518	Highland Park Ford Lincoln	Highland Park	IL	60035	447239	EXHAUST ODOR IN CABIN

150120140000	G1FDQ001	NHL	20160106	6887	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F84GG	[redacted]	20150929	3.5L CYCLO	GUB1Y10	6F55	04835	AutoNation Ford Delray	Delray Beach	FL	33444	447Z00	EXHAUST ODOR IN VEHICLE
150120140000	G1KB4007	NHL	20160111	1199	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F84GG	[redacted]	20150914	3.5L CYCLO	GUB1Y10	6F55	11646	Pompano Ford Lincoln, Inc.	Pompano Beach	FL	33064	447202	EXHAUST ODOR IN VEHICLE
150120140000	G1LDM005	NHL	20160112	1600	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GT0GG	[redacted]	20150510	3.5L-GTDI	GUB1G10	6F55	06593	Mac Haik Ford	Pasadena	TX	77505	447139	EXHAUST ODOR
150120140000	G1LF6004	NHL	20160112	3122	2016	EX	EXPRX4	LIMITED,4 DOOR ,MPV	1FM5K8F85GG	[redacted]	20151017	3.5L CYCLO	GUB1Y10	6F50	05319	Rusty Eck Ford, Inc.	Wichita	KS	67207	447139	EXHAUST SMELL ON ACCELERATION
150120140000	G1MCC028	NHL	20160113	12039	2016	EX	EXPRX4	POLICE ,4 DOOR ,MPV	1FM5K8AR6GG	[redacted]	20150825	3.7L DOHC	GUB1Z20	6F55	06365	West Herr Ford of Rochester	Rochester	NY	14626	447102	ODOR
150120140000	G1YC9005	NHL	20160125	5470	2016	EX	EXPRX4	XLT ,4 DOOR ,MPV	1FM5K8D87GG	[redacted]	20150917	3.5L CYCLO	GUB1Y10	6F50	04701	Pearson Ford, Inc.	Zionsville	IN	460779207	447139	EXHAUST ODOR IN CABIN
150120140000	G1YDK002	NHL	20160125	8425	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GT7GG	[redacted]	20150728	3.5L-GTDI	GUB1G10	6F55	05757	Alton Blakley Ford	Somerset	KY	42501	447102	ODOR IN VEHICLE.
150120140000	G2QC8001	NHL	20160217	184	2016	EX	EXPRX4	XLT ,4 DOOR ,MPV	1FM5K8D89GG	[redacted]	20160122	3.5L CYCLO	GUB1Y10	6F50	01678	L berty Ford, Inc.	Maple Heights	OH	44137	447139	ODOR IN CABIN AT HWY SPEEDS
150120140000	G35EC002	NHL	20160331	7904	2016	EX	EXPRX4	PLTNM ,4 DOOR ,MPV	1FM5K8HT7GG	[redacted]	20151006	3.5L-GTDI	GUB1G10	6F55	01977	Kerry Ford, Inc.	Springdale	OH	45246	448239	SURGE, EXHAUST SMELL

150120140000	G3ACJ006	NHL	20160301	3058	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F89G	[redacted]	20150905	3.5L CYCLO	GUB1Y10	6F50	04860	AutoNation Ford St. Petersburg	St Petersburg	FL	33713	447Z00	EXHAUST ODOR AFTER TSB 14-0130
150120140000	G3BED003	NHL	20160302	8337	2016	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D8XG		20150811	3.5L CYCLO	GUB1Y10	6F50	06443	Bolton Ford, L.L.C.	Lake Charles	LA	70607	114239	EXHAUST SMELL WHEN ACCELERATIN
150120140000	G3CEE003	NHL	20160303	5137	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GTXG		20150902	3.5L-GTDI	GUB1G20	6F55	05536	Galpin Ford	North Hills	CA	91343	114Z00	EXHAUST ODOR
150120140000	G3DEP007	NHL	20160304	8112	2016	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D85G		20150614	3.5L CYCLO	GUB1Y10	6F50	02549	S lsbee Ford, Inc.	Silsbee	TX	77656	447Z00	EXHAUST ODOR IN CAB
150120140000	G3ODW010	NHL	20160315	3058	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F89G		20150905	3.5L CYCLO	GUB1Y10	6F50	04860	AutoNation Ford St. Petersburg	St Petersburg	FL	33713	447Z00	EXHAUST ODOR AFTER TSB 14-0130
150120140000	G41GL004	NHL	20160427	9810	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F81G		20150921	3.5L CYCLO	GUB1Y10	6F50	09193	Crain Ford Jacksonvi le	Jacksonvi le	AR	72076	447139	EXHAUST ODOR

150120140000	G42ER007	NHL	20160428	8603	2016	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D81G	[redacted]	20150827	3.5L CYCLO	GUB1Y10	6F55		06965	Veterans Ford	Tampa	FL	33625	889539	EXHAUST ODOR IN CABIN
150120140000	G42GE003	NHL	20160428	5664	2016	EX	EXPRX4	PLTNM ,4 DOOR ,MPV	1FM5K8HT8G	[redacted]	20151129	3.5L-GTDI	GUB1G10	6F55		04908	Sawgrass Ford	Sunrise	FL	33323	889539	EXHAUST ODOR HARD ACCEL.
150120140000	G4RD7007	NHL	20160418	3002	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GT7G	[redacted]	20160205	3.5L-GTDI	GUB1G20	6F55		09878	Herb Chambers Ford of Westboro	Westborough	MA	01581	114202	BURNING/EXHAUST SMELL
150120140000	G4UHO001	FCSDFS	20160421	3000	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GTXG	[redacted]	20151105	3.5L-GTDI	GUB1G10	6F55		04992	AutoNation Ford Jacksonvi le	Jacksonvi le	FL	322561555	114200	EXHAUST SMELL
150120140000	G4YC1007	NHL	20160425	5525	2016	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D80G	[redacted]	20150812	3.5L CYCLO	GUB1Y10	6F55		04970	Karl Flammer Ford, Inc.	Tarpon Springs	FL	34689	114Z00	EXHAUST ODOR ON ACCELERATION
150120140000	G4ZFK017	NHL	20160426	18817	2016	EX	EXPRX4	XLT ,4 DOOR ,MPV	1FM5K8D89G	[redacted]	20150528	3.5L CYCLO	GUB1Y20	6F50		05143	Jimmy Michel Motors, Inc.	Aurora	MO	65605	447Z00	EXHAUST ODOR
150120140000	G5CC7002	NHL	20160503	9445	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F84G	[redacted]	20150624	3.5L CYCLO	GUB1Y10	6F55		04820	AutoNation Ford Margate	Margate	FL	33063	889539	EXHAUST ODOR/ACCEL
150120140000	G5DE4007	NHL	20160504	3338	2016	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GT0G	[redacted]	20150510	3.5L-GTDI	GUB1G10	6F55		06593	Mac Haik Ford	Pasadena	TX	77505	447139	EXHAUST SMELL ON PASS. SIDE

150120140000	G5IE4008	NHL	20160509	58	2016	EX	EXPRX2	XLT	,4 DOOR ,MPV	1FM5K7DH1G	[redacted]	20160114	2.3L 270HP		6SP 6F MID		04822	Greenway Ford, Inc.	Orlando	FL	32817	447139	ODOR ON HARD ACCELERATION

Comments

CD: Web Form Data Description of Vehicle Concern customer states when they drive vehic e up a hill under a load that they get an exhaust sme l in the vehicle it mostly occurs when under a load not as much ason a flat road P ease ist any d agnostics already per ormed none Parts Replaced none Your Question the customer just had a2015 explorer that they said had the same concern there was a tsb related to the concern for an exhaust smell that comes into the vehic e you were instructed to perform sea ing at the back of the vehicle and replace some parts we performed the tsb on it and the customer drove the veh cle they said that it st ll occurred after thetsb had been performed the sales dept traded the customer into the 2016 exp orer hoping to avo d this concern and now they say the same concern is happening to this veh cle we ran messages and there is no ssm or tsb related or showing at this ime do you have any suggestionsor does the sb relate also to the 2016 model
RE: Barry A tempt to dup licate the concern and inspect the exhaust for any indications of a eak or possible plas ic bag or fluid contamination undercoat? on the outs de of the exhaust. Inspect for any body sealing concerns ike missing plugs or a rear hatch ftgate that s not aligned or sealing correctly. If an ultrasonic eak detector is avai able with a sound generator check the rear hatchsealing or use marking compound. Look for any missing plugs in the hatch as well. Ensure the air extractors c ose and seal well. Inspect the steering shaft seal and harness grommets for any concerns as the pass from outside to the interior. The TSB does not include the 2016 model year vehicles.
CA: Discussed possible escalation with Josh Burtch since the customer traded out of a 2015 Explorer due to an odor concern.

CD: Web Form Data Description of Vehicle Concern Detail Line Descript on A DRIVEABILITY MISC CUSTOMER STATES A BURN NG SMELL UPON HEAVY ACCELERATION AND RPMS ARE AT 3000 OR MORE. CUSTOMER ALSO STATES WAS NOT DOING ANY WIDE OPEN THROTTLE ACCELERATIONS UNTIL AFTER THE BREAK IN PERIOD 2500 MILES AND HAVE NOW NOTICED THIS EXHAUST/SULPHURSMELL IN PASSENGER COMPARTMENT AFTER ACCELERATION. Please l st anydiagnost cs already performed INSPECT LIFTGATE OPENING SEAL/WEATHERSTRIP WHEN CLOSED FOR PROPER CONTACT. INSPECT LIFTGATE DRAIN HOLE FLAPPER SEALS 3 . INSPECT ALL BODY PLUGS UNDERNEATH VEHICLE AND PARKING BRAKE CABLE GROMMET. INSPECT BOTH RH AND LH AIR EXTRACTOR VENTS BEHIND REAR BUMPER. PUT HAND UP IN THERE TO VERIFY FLAPS ARE CLOSING AND MOVING FREELY. INSPECT UNDER BODY WELD SEAMS FORPROPER SEALANT APPLICATION. INSPECT ENT RE EXHAUST SYSTEM FOR LEAKS ORDAMAGE. SNIFF TEST EXHAUST AT IDLE NO ABNORMAL ODOR. MEASURE DISTANCEFROM EXHAUST TIP TO REAR BUMPER AND COMPARE WITH LIKE VEH CLE. Parts Replaced NONE Your Quest on CUSTOMER IS READING S MILARCOMPLAINTS ON ONLINE FORUMS BUT YEAR MODEL OF THOSE VEHICLES IS UNKNOWN. CUSTOMER HAS FOUND TSB 1 0130 ON THE INTERNET BUT HAS BEEN EXPLAINED TSB DOES NOT APPLY TO THIS VEHICLE. I AM WILLING TO DO SOMETHING TO TRY AND REPAIR SUCH AS SEAM SEALER APPLICATION OR AEROSOL
RE: Brian Recommend verifying that the HVAC module s at the latest software level. Using the IDS service ool enter Module Programming and attempt to ref ash the HVAC module to the atest calibration making sure that the IDS s connected to the internet. Answer the HVACprogramming question with a YES o ensure you get the latest calibration. If so recommend the fol owing test procedure to verify that there are no leaks in the vehicle. Using masking tape seal therear air extractors and areas. It is not necessary to mask the rear lip molding for veh cle that do not have the rear lip molding removed Start vehic e set A/C to fresh air mode and set blower speed to max. Close all doors and ensure windows are fu ly closed. Use soapy water in a spray bottle to help locate air eaks. Spray aroundthe following areas Under body seams Underbody rubber grommet Rear wheel we l seams Rear tail l ght seams Rear deck lid seals Side panel glass seals L cense plate area Air leaks can be identif ed by the presence of air bubb es. Mark a l areas identified to have air leaks. Turn off A/C Turn off veh cle Clean and dry all areas marked earl er Seal using Motorcraft seam sealer TA 2 Al ow sea ant to dry and retest May take up to 20 minutes Remove the masking tape used in step a of the pressure est and inspect the air extractors for possible damage or improper sealing.
CA: Consulted Greg Shimshock and was instructed to use the IMS. Artic e ISM 1507013 SOME 2011 2015 EXPLORER VEH CLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.
CD:VEHICLE HAS RETURNED AND REPAIR HAS BEEN PERFORMED AS OUTLINED IN TSB 1 0130. ALL WELD SEAMS IN REAR OF BODY WERE SEALED WITH SEAM SEALER AND UNDERCOATING IN AREA OF HVAC LINES AND TUBES. BOTH LEFT AND RIGHT AIR EXTRACTORS WERE REPLACED. NEW AIR EXTRACTORS ARE OBVIOUSLY AN UPDATED PART FROM WHAT WAS ORIGINALLY INSTALLED ON VEHICLE. BUMPER ANDEXHAUST WERE REMOVED AND REINSTALLED FOR ACCESS.
RE: Brian Given the previously recommend procedure and a href http ://www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/D sp ayArtic e.asp/?type TSB id 1 0130 target blank TSB 1 0130 /a have been performed we recommend ensuring the Drain valveoutlined in F gure 2 of the TSB have been rep aced or are present on the vehic e. Add tiona ly there have been new IDS releases. Therefore confirm the HVAC module has been upda ed to the highest IDSrelease level. We have escalated this concern to the Techn cal ServiceHotline s Escalated Handling Team for additional review. A Service Engineer from th s team will contact you by phone or through this Hotline Assistance Request within nbspone 1 nbspbusiness day to provide add tional information and/or recommendations to assist in theresolution of the customer s concern. Our team at the Hotline will continue to work w th you and your Dealership o help get the concern resolved and the vehic e back to the customer in a timely manner. If the Escalated Hand ing Team s st ll unable to assist you in resolvingthe customer s concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Techn cal Assistance Request. P ease be prepared to discuss all d agnostics performed and test results w th the Technical Service Hotline Service Engineer in more detail. Thank you in advance.
CA: Consulted EH member Michael Bacheldor regarding escalat on.
CD: An outbound ca l was p aced to discuss this concern further. Upon contacting Brian he stated that the last time the veh cle was in theTSB procedure was per ormed reseal new air extrac ors and liftgate drains and the concern has no longer been dup ica ed. The HVAC moduleis up to date as well.
RE: Brian If th s concern shou d return please use the in ormat on provided above to inspect the veh cle or any air leaks in the body and seal them as needed. Closing the escalation as the concern was repaired with the procedures ca led out in TSB 1 0130.
CA: Closing Escalation Concern Repaired
CD: Web Form Data Description of Vehicle Concern exhaust smell inside ofvehicle see previous hotline contacts and repair h story Please list any diagnostics already performed checked sea ing of body pane s rep ace and modif ed air extractors replace tailpipe assemblywith rev sed part. Parts Rep aced tail pipe assm Your Question being asked by ford rep to make hotline contact to initiate fse to come out and reinspect vehic e. customer starting buy back process.
RE: Ronald We have escalated th s concern to the Technical Service Hot ine s Esca ated Handling Team for additional review. A Service Engineer from this team wi l contact you by phone or through this Hotline Ass stance Request w thin nbspone 1 nbspbusiness day to provide add tional information and or recommendations to assist in theresolution of the customer s concern. Our team at the Hotline will continue to work w th you and your Dealership to help get the concern resolved and the vehic e back to the customer in a timely manner. If the Escala ed Hand ing Team is sti l unable to ass st you in resolvingthe customer s concern through these additional steps the Hotline will alert your Fie d Serv ce Engineer by opening a Technical Assistance Request. Please be prepared to d scuss a l diagnostics performed and test results w th the Techn cal Service Hotline Service Engineer in more detail. Thank you in advance.
CA: Note o EH Cus omer concern is exhaust odor in the veh cle. TSB 1 0130 and ISM 15 12 009 has been performed. Customer is requesting buy back. Dealer is requesting an FSE. Consulted EH Devin Smithers. Recommended to re escalate.
CD:.
RE:.
CA: Reason For Escalat on LL Buy Back
CD: An outbound ca l was made to the dea ership. Spoke w th Serv ce Advisor Jonathan Spence. Jonathan stated that Ronald Kirkpatrick is unavailable at the moment. He did confirm that when the customer brought the vehic e back in the Serv ce Manager and he both confirmed that the exhaust smell s st ll present.
RE: Jonathan and Ronald Thank you for the updated information. Since the vehic e has been sealed the muffler has been rep aced and the HVAC module s at the latest calibrat on further diagnost c direction is unclear at th s point. In order to further assist you with d agnosis your reg onal FSE wi l be dispatched and th s escalation wi l be closed. Thank you. We have referred this concern to the Fie d Serv ce Engineer FSE in your market area. The FSE should contact you and/or the Dealership management Service Manager or Serv ce Director w thinone 1 business day to discuss further recommendat ons. 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 th s vehic e concern.
CA: Tech Assist Referral open. Esca ation closed.
R:NOTE TO FSE THIS TECH ASSIST REFERRAL IS BEING OPENED DUE TO LACK OF TECHNICAL PROGRESS. THE VEHICLE EXHIBITS AN ONGOING EXHAUST SMELL ON ACCELERATION BEGAN IN AUG . TSB 1 0130 AND ISM 15 12 009 HAVE BOTH BEEN PERFORMED. BODY SEAMS AND PLUGS HAVE BEEN CHECKED AND THE REAR OFTHE VEHICLE HAS BEEN UNDERCOATED. THE AIR EXTRACTORS AND MUFFLER WERE REPLACED PER THE BULLETINS BUT THE SMELL IS STILL PRESENT. THE HVAC MODULE IS AT THE LATEST CALIBRATION. THE VEHICLE HAS BEEN IN FOR REPAIR MULTIPLE TIMES BUT FURTHER DIAGNOSTIC DIRECTION IS UNCLEAR AT THIS

CD: Web Form Data Description of Vehicle Concern smell exhaust gas in veh cle Please list any diagnostics already performed ck. exhaust for leaks none found Parts Rep aced none Your Question any help
RE: Pete If there is an exhaust odor it s likely that one of the panel s seals is not sea ing. The fastest and easiest way to f gure th s out is to use 2 painter s tape. Tape off one body panel at a time unt l the sme l is gone. Start w th the rear hatch. If the eak s from the ift gate refer to the WSM section 501 03 General Procedures Litigate Alignment. Another way to find a leak is to pressurize the cabin with the HVAC blower on high in fresh air mode. Then use the wand of the smoke machine on the exterior of the vehicle to ind the leak.

CD: Web Form Data Description of Vehicle Concern customer complains of excessive odor smells like burning exhaust also lack of power on accell Please l st any diagnost cs already performed check or anycodes none present roadtested odor is strong ike coating on exhaust does seem some ack of power Parts Replaced none Your Quest on with no codes or visible problems are there any other reports that may help
RE: Jeff Excessive odor sme l can be caused by multiple things such as a poor body seal or plug exhaust odor through the air vents oose spark plugs or excessive fuel in the exhaust. t is first recommendedto verify that all of the spark plugs are tightened to specifications due to the excessive pressures in the combustion chambers the sme l can seep out. If the spark plugs are all tight then inspect all of thebody seals and plugs in the engine bay and under the veh cle. This includes all plugs steering sha t boot wiring harness booth and anyother seal present. t is a so recommended to make sure that the door seals and the rear l ftgate seals are seating properly as we l. If a fault s found then repair as necessary. If a fault is not found with the plugs then it is recommended to mon tor for a r ch condit on by mon toring fuel trims. If a rich condition is found then refer to PC/ED and perform PPT HC to further diagnose the fuel system or a likely fau t. The PPT wi l test for excessive ethanol content fuel injector fault or excessive pressure that may be present. If a ault s determined then repair as necessary and re evalua e for the sme l.
CD:WE HAVE DONE EVERYTHING THAT WE KNOW OF TO INCLUDE REPLACING CAT.CONVERTERS CUSTOMER IS STATING VEHICLE IS MAKING HIM SICK.THIS CUSTOMER HAS PURCHASED MANY MANY NEW FORS AND LINCOLNS OVER THE YEARS AND WE WOULD L KE TO REQUEST A TECH ASSIST ON THIS CONCERN.
RE: Jeff Since there is an odor it will be necessary to determine when the odor s occurring such as acceleration or idle. It will also be necessary to solate the odor. It should be determined if the odor is coming out of the exhaust or if the odor s being caused by a component being hot. If the odor is coming out of the exhaust and there is a lack of power concern this may be caused by poor fuel quality or incorrectly learned ethanol content. Re er to the A href http /www.fordtechservice.dea erconnection.com/vdirs/protech/q obal/publ cat ons/frames.asp?content D splayPDF.asp strUrl http //www.fordtechserv ce.dealerconnection.com/vdirsnet/app icationservices/f le/download 10838/FlexFuel JobAid 200 and Newer v10.pdf target blank Flex Fuel Job Aid /A the FF NF PID will ist the ethanol percentage that the PCM Powertrain Control Module has learned. The FF LRND PID w ll ist if the ethanol content is earned. This can be found in the valuab e PID s section of the job aid as wel as how o learn the ethanol content. The job aid w ll a so outline howto test the ethanol content. Since there s a ack of power concern with no DTC s Chart B PC/ED Section 3 will aid with diagnosis. This chart wi l l st the systems that can cause a lack of power and the pinpoint tests that should be per ormed o test the system or proper operat on. We have escala ed this concern to the
CA: Consulted Brad Mi ler SME Adv sed o determine when the odor occurs acceleration dle etc. isolate the odor determine f it is somethinggetting hot and causing the odor or if it is coming from the exhaust.
CD: Inbound Ca l from Technician Tony Tony had stated that he has attempted to isolate and verify the odor per Hotline s previous recommendations that was ver fied by the Customer and by management. It was stated he personally drove the veh cle 150 plus m les to ver fythe concern and has had other peop e in the vehic e to verify also however he and others were not able to dup icate the odor of sulfur sme l or isolate to determine the source of introduction into the Veh cle. Tony a so stated the Customer purchased and p aced a Carbon Monoxide Detector in the Vehicle and the detector has not alarmed to the presence of noxious fumes. In an attempt to so ate the sourceand entry point the veh cle was fil ed with Fuel from the dealership and the FF INF value was observed and noted at 9.8%. Tony stated that 12.5 % was the noted value for this veh cle. Another attempt was imp ementing a Tone Monitor in conjunction with var ous Air Conditioning settings to determine whether the odor was coming in fromthe HVAC system or from outs de the veh cle via other entry points such as sea s. Add tionally Tony stated he changed out the Rubber ovular body plug that sits directly over the Muffler. The vehic e was then released o the Customer but the Customer had returned some time later and stated the odor was still present. Tony stated he was directed to replace the Ca alyt c Convertor.
RE: Tony We have esca ated th s concern to the Technical Service Ho line s Escalated Handling Team for additional review. A Serv ce Engineer from this team w ll contact you by phone or through th s Hotline Ass stance Request 1 day to provide addit onal information and/or recommendations to assist in the resolution of the customer s concern. Our team at the Hotline will con inue to work with you and your Dea ership to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Esca ated Handling Team is s ill unable to assist you in resolving the customer s concern throughthese add tional steps the Hot ine wi l alert your F eld Service Engineer by opening a Technical Ass stance Request. Please be preparedto discuss all diagnost cs performed and test results with the Technical Service Hot ine Service Engineer in more detail. Thank you in advance.
CA: It was noted neither TSB 1 0130 was not recommended or the ollow up for odor ins de the Vehicle a ter TSB 1 0130 was per ormed. Art cle ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.
CD: An outbound c a l was p aced to Tony in regards to the excessive exhaust odor smell present in the vehicle. The Dea er Principal and the Business Manager have both verified the sme l. It is said to be most noticeable when accelerating up to highway speeds after the cus omer slightly lets off the accelerator pedal then gets back on it to accelerate again In addition it also only happens when the A/C is ON and the recirculation mode is also ON. The fuel has been drained and the tank re fueled with known good fuel. A body plug under the vehicle near the exhaust leading into the passenger cabin was found tobe missing and was replaced with no change to the concern. Tony a so mentioned that he used h s wind noise analyzer and found that there was excessive wind/air noise ins de the veh cle.
RE: Tony It s recommended to rev ew TSB 1 0130 as it pertains to 2011 2015 Exp orers with an exhaust odor from inside the vehic e. Eventhough this veh cle does not apply to this TSB reviewing the TBS and the components and areas out ined in the TBS may ead to solating theroot cause of the customer concern. In add tion t is also recommended to pressurize the inside of the passenger cabin by a lowing the A/C to run for a while with the windows up. Whi e the ins de of the vehic e is pressurized please use a soapy water solution to spray various areas that would be suspect to cause leaks. This includes a l body plus body c osures areas around the firewall and any area that cou d possibly leak air into the passenger compartment. P ease update this orm with your findings. If I haven t seen an update from you by Tuesday 10/6/15 then I w ll p ace an outbound call in order to fol ow up. Thanks Tony!
CA: Recommended to review TSB 1 0130 and to pressur ze the cabin and use soapy water to check for leaks.
CD:followed adv se to pressure cabin with AC on fan on h gh. Used spray bottle w th soap on a l under body seams and body plugs and no evidence of bubb es. Rear AC has not been on when event occurred therefore TSB 1 0130 could not even carry over o this unit. A so sprayed all body plugs AC hoses and hea er hose accesses with no ev dence of air bubb es. Checked a l seams and sealer s present in all seams. Awaiting your response. Tony tech Jeff is parts and serv ce director.
RE: Tony As per our phone conversation it is recommended to perform the power/chalk test on the weatherstripping of the rear ift gate in order to determine if the weatherstripping isn t sealing properly in the rear of the vehic e. Please update th s form with your findings. Once I have seen your update I will place another outbound call to follow up. Thanks Tony!
CA: Recommended to inspect the weather stripping and to perform powder chalk test to ensure that the weather stripping is sealing properly.
CD:tried smoke at hatch and a so pressure water w th powder or trace of leaks have not discovered any leaks. Spoke with customer this morning and customer stated that when he used the carbon max. detector that heplaced it in the front on arm rest in the rear passenger seat and also in the rear storage area with no ind cation of problem. After questioning customer he stated that it has happened with selec or in heat defrost amp AC with in cab circulat on and w thout. Customer stared that does not get worse nor better with heat or AC selector in any mode.
RE: Tony Thank you for your update. I apolog ze I was unable to get back to you today. However I w ll follow up with you on Monday. Thanks.
CA:OCB was placed to the technic an. Tony had already left for the day. Will try back on Monday.
CD: An outbound ca l was p aced to Tony in regards to the excessive exhaust odor inside the vehicle during aggressive driving WOT under a oad or driving up a hill events. The prev ous tests performed didnot lead to d scovering an entry point for the exhaust fumes.

CD: Web Form Data Description of Vehicle Concern Odor when accelerating worse in recirculation under hard acce eration. Smel s like burning rubber or exhaust. Please ist any diagnostics already performed Road test with customer customer cou d smell t l could not. Parts Replaced none. Your Question Any recommendations on things to look for or at for possible causes? Any known concerns?
RE: Jeremy Engineering is investigating th s concern on this vehicle lineand has identif ed some potential causes for this concern. However before you can make any repair attempts it wi l be necessary to ver fyth s odor so you can ver fy the repair a ter one has been made. Once you can ver fy th s concern est the exhaust or leaks using the EVAP smoke machine and repair accordingly. If no exhaust leaks are found reevaluate this concern w th the rear air extrac ors masked off. If this odor is no longer present with the air extractors masked off suspect they are deformed and not sea ing correctly and replace them as needed. If this odor s st ll present with the air extractors masked off est the lift gate seal for proper sealing/tension by c osing a p ece of paper between the li t gate seal and the lift gate and noting the amount of force required to remove the paper. If insuff cient seal tension s found adjust the lift gate striker or hinges inward and reevaluate seal tension. If there s st ll insuff cient seal tension replace the l ft gate seal as needed. If the ift gate seal has suff cient tens on refer to the body plug i llustration in the parts catalog and note for any m ssing body plugs and install any as needed. If no missing body plugs are found test forbody leaks using soapy water on all body openings the underbody around the exhaust under body seams underbody rubber
CA: Consulted Greg Shimshock on recommendation and was advised to fo low diagnost cs/repairs outlined in ISM 15 07 013.
CD: Road tested veh cle with another of our techn cians he was able to smell what the customer is comp aining about. Sme l is not an exhaust smell. Sme l is more of a chemical smell. It cou d be described as close to a burnt rubber smell but that s not exactly accurate either. Also when accelera ing b ower motor speed slows down. Not sureif th s is normal or even re ated to sme l concern just something that was no iced during road test.
RE: Jeremy As it s not clear on how to the vehic e need to be operated to produce the odor concern recommend inspecting the engine and exhaust for any s gn of contact with a harness/hose or any debris on the exhaust. A so suggest ver fying if the concern can be duplicated with the HVAC system off. If the HVAC needs to be on recommend diagnosing as per the previous recommendation. The owering of the anspeed may be part of the calibration of the HVAC module. Recommend comparing to a like veh cle wh ch s near the same build date.
CD: Web Form Data Description of Vehicle Concern Customer states vehic ehas a gas smell in passenger compartment under hard accelera ion worse w th HVAC on recirculation. Please ist any diagnostics already performed Road test with customer. Parts Replaced On prior repair order sealed body seams in rear of veh cle per hot ine recommendat on as per TSB 12 12 0 . Per customer smell is not as prevalent now but is s ill present. Your Question This is the 3rd time in. What should our course of action be?
RE: Jeremy If the exhaust sme l is still present after the procedure outlined in the last con act application of seam sealer during a bubb e test re inspect the repaired area. f the repaired area is visibly damaged reapply the seam sealer to the a fected area. If it is not make sure to update the HVAC module calibration to its highestlevel. Additionally please attempt to acquire the new muffler assembly for th s vehic e. It is part number FB5Z 5230 B. It will be necessary to ollow the Parts Backorder Escalation Process to obtain the part. 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 Escala ion wi l al ow the involvement of other Ford departments to ensure customer satisfaction w th the repair process. For more information on the Parts Backorder Escalat on Process refer to the A href https //www.fmcdealer.dealerconnect on.com/s tes/ford lnv/parts service/pdt/Pages/FCSD PartsBackorder Dealer Guide.pdf target b ank FCSD Parts Ordering Quick Reference Gu de /A found in FMCDea er. P If the Dealership determines this is extensive time downand the part needed to make the repair is not availab e but the component can be serviced at a higher level then the next evel component can be ordered to exped te the
CA: Consulted EH member Mike Bache dor as the HVAC and Body SMEs were busy at the time. Mike informed that the new part is isted in the ISMnow.
CD: Quest on about updating the HVAC module. When going through the IDS toperform reprogram on HVAC module there is no option on module reprograming for HVAC only APIM and PCM. According to the network test part numbers for the HVAC module are Assembly part GB5T 18C612 BE Software part GB5T 18D619 AE. Based on this information am I to understand there s no update for the modu e? Should As Bu lt be ran on the module? New muffler has been ordered and policy for backorder parts escalation are being ollowed.
RE: Jeremy Programming of the HVAC module s not advised. Advise to proceed with muff er replacement once available and re inspect operat on. If the concern is sti l present advise perform cabin pressure testing as outlined in workshop manual 501 00 Body System General Informat on Diagnosis and Testing Body System Dust and Water Leaks procedure to solate possible leaks and repair as necessary.
CD: Web Form Data Description of Vehicle Concern Customer states there is a exhaust type smell in the veh cle interm ttently when under a oad. P ease list any d agnostics already performed TSB 12 12 0 .Sealed underbody and rep aced body vents. Also replaced muffler all directed by prior hotline contacts. Parts Rep aced Performed tsb 12 12 0 as directed by Hotline on a prior repair order. A so replacedmu fler per Hot ine. Updated HVAC modu e. Your Ques ion Customer tried to get veh cle bought back but Ford declined and instructed them to bring it back. Ford case 87 7989 F720J2. Looking for any direction or possib e FSE involvement?
RE: Jeremy Because the odor cannot be accurately identif ed it wou d be helpful to dentify if this smell is coming from the front or the backof the vehicle there is a simple way to do that. First ensure that the fresh air door s operational. If t is test for the concern withthe fresh air door open and then with it closed. If the smell s only present when the fresh air door is c osed it is most likely the odor s from the rear of the veh cle. If the odor is only present when the fresh air door is open it is most likely coming from the engine bay. If the smell s determined to be coming from the engine bay irst check all exhaust bo ts on the head and the y pipe. If the exhaust bo ts are oose or damaged t cou d be a lowing gas to escape and enter the cabin. If a l exhaust bolts are verified check for coo ant leaks by pressure testing the cooling system. Pressur zed the system to the pressure outlined on the degas bottle cap and let the vehicle sit or 10 minutes then inspect for coolant leaks. If there are any coolant leaks it could be spraying on a hot component and causing an odor. If the exhaust bolts are good and there are no coolant leaks it s recommended to perform a smoke test on the entire exhaust sys em. To do this plug the air filter by wrapping it in a grocery bag and re installing it do not forget to remove the bag before starting the veh cle . Then
CA: Consulted SME Aaron Dungee on technical direction and esca ation.
CD: Out Bound Ca l to Dea er. Spoke w th Jeremy Wh le on the phone henoted that they had performed TSB 12 12 0 replaced both rear vents under teh front bumper reprogrammed the HVAC module to the latest evel and sealed the seams around the spare tire. The updated muff erassembly has also been installed. He noted that the concern is only occurring when the A C is in re circulation mode. He was unsure if thel ft gate had been al gned.
RE: Jeremy As d scussed t is adv sed to continue with the l ftgate alignment procedure to ensure that the ift gate is sealing properly. It is possible an alignment concern could result in a leak pass the sea s and the concern exhibited. Inspect the lift gate seal for damageand proper fit/contact pattern. Adjusting the rear l ft gate striker so that the rear hatch sea s 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. A so ensure that the l ftgate plugs are in place in the drain holes. Also perform the followingpressure test procedure to try and ocate any eaks that may be causing the concern. Pressure Test Procedure A. Remove the right and le t rear lamp assemblies. See WSM Sect on 17 01 B. Using masking tape seal the rear air extractors and areas. Do not need to mask the rear lip molding removed C. Start veh cle set A/C to fresh air mode and set blower speed to max. D. Close all doors and ensure windows are fully closed. E. Use soapy water in a spray bottle to help ocate air leaks. F. Spray around the ollowing areas Under body seams Under body rubbergrommet Rear wheel we l seams Rear ta l l ght seams Rear deck lid seals Side panel glass seals L cense plate area G. Air leaks can be iden ified by the presence of air
CA: Additional Diagnostics Provided. FMC360 shows closed buy back case.

CD: Web Form Data Description of Vehicle Concern guest smells exhaust ins de of suv when driving. P ease list any diagnostics already performed test drove verify concern. Parts Replaced none YourQuest on Hasn t Ford fix th s issue yet? What should we do?
RE: Per orm a full inspection of the exhaust system for leaks. If the odornot ced from the HVAC vents check and ver fy the spark plugs are torqued to specs. If the odor s present when the HVAC is in the recirculat on mode the body shou d be checked for missing or incorrectly ins alled body plugs or wire harness gourmets . Use the A/C set in fresh air mode and the b ower on hi speed with a l the doors and windows up use soapy water to spray soapy water on the body seams rear wheel well seams rear deck id seams side panel glass seals icense p ate area tail lights deck l d seas. Mark any areas ound to be leaking. Use Motorcraft seam sea er TA 2 to seal body seams allowing the sealant to dry and retest. If no leaks are found or f leaks have been repaired but the odor is still present check the rear air extractors for eaks or sealing problems and rep ace the extractor s found to not to be sealing. Verify the ift gate plugs tobe sure they are all in place and the ift gate seals have good contact.
CA: Consult with Brad Mil er on direct on for diagnosis
CD: We d d what you wanted above and what Kevin Krawczyk wanted us to do as to the tsb wh ch was on the o der ones but guest is still complaining about a exhaust smell. Are we suppose say th s is normal caracteristicias or something else we need to do? IS THERE EVEN A FIX FOR THIS ISSUE??
RE: Paul Recommend to pressurize the passenger compartment again w th theA/C set in fresh air mode and the b ower on HI with the air extractors covered w th masking tape. This wi l increase the pressure in the passenger compartment. Then spray a l the areas isted prev ously with soapy water again to check or air bubbles that wou d indica e a leak. Also if not already done verify that a l body plugsare in p ace and that wire harness grommets are fu ly seated. A so verify if the lift gate seal is sea ing properly. It may be necessary to adjust the ift ga e to ensure proper sea ing. Additionally we have escalated this concern to the Technical Serv ce Hot ine s Esca ated Handling Team or add tional rev ew. A Service Engineer fromthis team w ll contact you by phone or through th s Hotline Ass stanceRequest w thin nbspone 1 nbspbusiness day to provide add tional information and or recommendations to assist in the resolution of the customer s concern. Our eam at the Hotline will continue to work withyou and your Dealership to help get the concern resolved and the vehic e back to the customer in a timely manner. If the Escalated Handling Team is still unab e to assist you in resolving the customer s concern through these add tional steps the Hotline w ll a ert your F eld Service Engineer by opening a Technical Assistance Request. Please be prepared to d scuss a l diagnostics
CA: Note o EH This has been escalated for an ongoing exhaust odor in thecabin concern. th s is the second time o the dealer for this concern and the vehic e has been down 16 days this vis t. The tech has been given the information from the ISM and a PCE contacted the tech and suggested performing TSB 1 0130. Consulted Josh Burtch. Contact ID 109151158. Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.
CD: Paul stated Customer is picking the vehic e. They need the larger vehicle and cannot stay in the sma l loaner vehic e. I carefully per ormed the steps of TSB 1 0130 even though it doesn t spec fically apply. I went beyond what the TSB and sealed the subframe area as well. The HVAC modu e is at the latest calibration. I did update the PCM. I be ieve the concern is repaired. On a scale of 1 10 the odor may be a 1. The Service Manager doesn t smell anything. Th s seems to only affect certain drivers. The driving has to be aggressive heavy accelerat on.
RE: Paul Although TSB 1 0130 does not specif cally apply to the 2016 model year the vehicle architecture is the same and the same principles would apply. Typ cally repeat exhaust odor af er the TSB has been done s due to the TSB not being completed properly. If excessive exhaust odor is still occurring it s recommended o seal off the tai gate area and re test. Applying smoke to the tai gate areacan also help to identify intrusion points. If this is ound t may be necessary to adjust/replace the liftgate seal and adjust the ftgate to promote a better seal. If f is felt the exhaust odor has been corrected after the repairs and test driving the veh cle then itshou d be re eased. If the cus omer s not satis ied with the results of the repair then they can contact the Customer Relat onship Center at their d scretion. Since the vehicle has been re eased and t appears the concern may have been resolved this Escalation wi l be closed. However a Field A ert Notice w ll be sent to the Reg on. Th swill notify them of the veh cle and concern.
CA: Sending F eld A ert Notice.

CD: Exhaust odor from passenger compartment while hard acceleration.
C:During pre delivery test drive found exhaust odor from passenger compartment performed v sual inspect on no obv ous sign of external damage or after market accessary have been added on the vehicle. No TSB FSA SSM or service history avai able on OASIS the concern has been raised to Ford techn cal team for ass stance. The team of Ford visited our site and evaluated a l vehic e and asked us to do fo lowing sea ing on var ous area that eaking. L ftgate sea ing withthe help of thick plastic and butyl tape Rear both tail lamp inner port on seal Rear both Quarter Panel inner portions Verify the iftgate drain tubes Verify under body seal Spare wheel housing Rear c imate control housing sea ing Reseal the rear body seams Pressure test the vehicle to confirm the sea ing s proper and to ident fy any other area of leaking. Per ormed repair as per abovetested all these vehicles w th Ford technical team and con irmed that concern has been reduced cons derably.

CD: Exhaust odor from passenger compartment while hard acceleration.
C:During pre delivery test drive found exhaust odor from passenger compartment performed v sual inspect on no obv ous sign of external damage or after market accessary have been added on the vehicle. No TSB FSA SSM or service history avai able on OASIS the concern has been raised to Ford techn cal team for ass stance. The team of Ford visited our site and evaluated a l vehic e and asked us to do fo lowing sea ing on var ous area that eaking. L ftgate sea ing withthe help of thick plastic and butyl tape Rear both tail lamp inner port on seal Rear both Quarter Panel inner portions Verify the iftgate drain tubes Verify under body seal Spare wheel housing Rear c imate control housing sea ing Reseal the rear body seams Pressure test the vehicle to confirm the sea ing s proper and to ident fy any other area of leaking. Per ormed repair as per abovetested all these vehicles w th Ford technical team and con irmed that concern has been reduced cons derably. Refer to V N 1FM5K8B83G[redacted] under Control 201591763 57 ProgramType K For further in ormat on.

CD: Exhaust odor from passenger compartment while hard acceleration.
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CD: Web Form Data Description of Vehicle Concern Exhaust sme l inside the vehic e right after accelerating. Please list any diagnostics already performed Verif ed the concern on road test inspect vehicle noted that earlier model explorer has TSB for exact concern present Parts Replaced none Your Quest on Would TSB 1 0130 sti l apply to this vehicle even though the body sty e has changed a bit? If t does apply would the labor operations be the same to c aim?
RE: Scott Although the a href http ://www.proserv cetech.com/transport/?url /vdirsnet/TSB SSM/Disp ayArticle.aspx type TSB id 1 0130 target blank TSB 1 0130 /a does not apply to a 2016 MY Explorer t is correct that the information still app ies. However since the TSB does not apply to this model year t should not be c aimed under warranty. To determine how to c aim the repair the Techn cal nbspAssistance Center nbsprecommends that you refer to the dealership Warranty Administrator the Warranty and Po icy Manual or you may contact the Warranty Assistance Center or clarification. Continue w th the procedure found in the TSB to correct the cause of the exhaust odor.

CD: Web Form Data Description of Vehicle Concern While trave ing down the freeway with a c on and in recirc mode there is a strong smell ofexhaust fumes. Also does t in fresh air mode but more noticable on recirc. P ease list any d agnostics already performed inspected exhaust system everything is ok. Parts Replaced none yet Your Question why would the exhaust smell come back into the vehic e on recirc?
RE: Brandon With there being an exhaust odor that can be detected when the HVAC system is in both Fresh Air and Recirculation it s recommended to pressurize the passenger compartment to check for leaking conditions. To do this set the HVAC Air Inlet Mode to Fresh Air and the Blower Motor to High tape off the body vents fully shut the Doors and Windows and s art the vehicle. The body vents on this vehicle can be ound by removing the Tail Lamp Assemb ies. If the RearLip Moulding has been removed it should also be taped off but if it has not been removed it will not require a separate aping. Once the body vents have been located and taped off fu ly shut the Windows start the vehicle and fully shut the Doors the passenger compartment will now begin to pressur ze. Spray a soapy water mix on the underbodyseams and grommets rear wheel well seams tail lamp seams l ftgate sea s Quarter Panel G ass seals and icense p ate area and ook or bubbles being produced which w ll indicate the location of a leak. Once any areas are denti ied seal the areas w th TA 2 Seam Sealer and al ow them to dry for at least 20 minutes prior to con irming the repair by re pressurizing the passenger compartment as outlined above. Also inspect or damage or improper seating of the body vents and any missing or poorly seated body plugs in the F oorpan or Firewall. Inspect the Liftga e Seal
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.
CD:I dont think I can tell the customer to keep his fan speed hi and on fresh air all the time to fix his prob em of exhaust fumes entering the cabin on a brand new 16 Limited... I have installed the updated exhaust system pressure tested for eaks from the y pipe to the mu flers and found nothing removed front man fold to check for carbontracking from a cracked w d or leaking gasket and have found nothing.A Master Tech has also been ass sting me with this issue and he fee s it is coming from the front of the vehicle. I have also removed the bumper to get to the cabin vents taped them off and pressurized the cabin. I went thru 2 bottles of soapy water mix and have found nothing cabin builds alot of pressure. When accelerating onto the freeway hard the cabin smell is very overwheling. A so whi e on ift an exhaust odor was noticed under the engine at an idle with more odorthan normal of a new car. What are we missing here and where else do we go from here?
RE: He lo Brandon Thank you for the addit onal information prov ded. If not done so already recommend referring to a href http /www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/D splayArticle.aspx?type TSB id 1 0130 target b ank TSB 1 0130 /a to a d with resolving th s vehicle concern. The TSB may not be claimed or warranty purposes due to the vehicle s build date but the procedures contained in the TSB may be applicable o this veh cle concern. Recommend also performing inspections to determine if any af ermarket mod fications have been performed on the customer s vehic e. For example check for add on trai er tow harness cables thatrequires a hole to be made in the rear of the veh cle or any other aftermarket modif cations. Additionally if the exhaust s not properly al gned this may result in exhaust odors whi e accelerating.Recommend loosening the exhaust asteners and allow the exhaust to readjust then re torque the asteners using exhaust instal ation procedures provided in the on ine WSM section 309 00C under the Removal and Insta lation tab. For warranty coverage and labor time ques ions that may arise the Techn cal nbspAssistance Center nbsprecommends that you re er to the dealership Warranty Administrator the Warranty and Policy Manual or you may contact the Warranty Assistance Center for clarification.
CD:I have tested or leaks around the said area. Also as described I taped the ven s and drove it down the road taped and could st ll smel it as well as a fu l soap test where no seams are leaking including the rear HVAC un t. Exhaust is properly al gned as i just insta led a new one and had entire sys em apart inspecting for eaks and cracks. There are zero modif cations to this veh cle as well. The smell does not smell ike sulfer as much as un catal zed fumes.
RE: Brandon Since you have ver fied there are no exhaust system eaks andthat the vehicle seams sea s and body plugs are a l in place and properly sea ed it is likely this exhaust odor condit on may be a resu t of an improperly engine performance uncatalyzed fumes . It is recommended to per orm a network test to retrieve any Continuous Memory DTCs CMDTCs . Record and clear any CMDTCs and per orm an On Demand Self Test of the PCM and any other instal ed module that fa led the network est to retr eve any On Demand DTCs ODDTCs . P ease refer to the PC/ED Section of the PTS website for the approp ate pinpoint test to diagnose the module DTCs. Repair as directed according to the results of your diagnostics and reevaluate this concern to verify your repair.
CD: First thing I did when rec eving the veh cle was scan for codes and none were present. I have run the KOEO and KOER self tests and everything came up clean. I have also watched the datalogger and ollowed O2 sensors and everything is sw tching properly. No modules have fa led any tests at any time and the network test comes up with apass.
RE: Brandon Since the O2 sensors ind cated no engine running issue, it sadvised to further check the ll tgate seal for concerns. To further help solate the source of the concern advised to pressurize the cableand perform HVAC smoke testing around the lftgate seam to see if the smoke moves away from the seam you may also use caulk around the l ftgate seal to check for sealing concerns. Repair any issues found. We have esca ated th s concern o the Techn cal Service Ho line s Escalated Handling Team for additional review. A Serv ce Engineer fromthis team w ll contact you by phone or through th s Hotline Ass stanceRequest w thin nbspone 1 nbspbusiness day to provide add tional information and/or recommendations to assist in the resolution of the customer s concern. Our eam at the Hotline will continue to work w thyou and your Dealership to help get the concern resolved and the vehic e back to the customer in a timely manner. If the Escalated Hand ing Team s st ll unable to assist you in resolving the customer s concern through these addit onal steps the Hotline will alert your Field Service Engineer by opening a Technical Ass stance Request. Please be prepared o discuss all diagnostics per ormed and test resu ts with the Technical Serv ce Hotline Service Engineer in more deta l. Thank you in advance.
CA:consulted joshua burtch adv sed as directed. note to eh request fore escalation due to lack of progress. Customer complaint exhaust odor incabin while driving. Tech has confirmed the concern performed leak testing and replaced the exhaust system to no avail. Advise to furthercheck for eaks at the iftgate. No fmc260 contacts. Hotline Contact ID 109300 6 RO 193316 RO Date Oct 30 2015
CD: Brandon stated that there were various concerns present on the veh clebut the one that was being focused on was the exhaust leak. The updated exhaust system has been insta led on the vehicle with no resolve to the concern. The vehicle a so has been pressure tested extensively with no immed ate concerns identif ed.
RE: Brandon Given the nature of the fault present on the vehic e it s recommended to tape o f the rear hatch and test drive the veh cle. If the odor is no longer present on acce eration w th the hatch taped off it s recommended to obtain body chalk from the body shop. Th s chalk s then app ied to the seal around the rear hatch and the rear hatch shut to indicate areas of improper sealing. Move and adjust the rear hatch until the seal is evenly depressed around the entire hatch and check or correct vehicle operat on.
CA:nneed to tape off hatch and drive vehicle
CD: Taped off rear hatch including g ass hand e lights and top seam. test drove with service advisor so he cou d understand what is going on. Got on freeway on recirc and smell was sti l there maybe to a esser degree but still there. Stopped at exit on freeway removed lower half of the tape and he sat in the rear seat. Entering freeway I the driver could smell it as we reached 50mph and advisor in rear seat could not smell it. He stuck h s head in the 3rd row and could not sme l it either. When he stuck h s head up between the front seats t was very quickly noticed. Also as ment oned before he got out on the offramp to get back to the front seat and noticed that ail pipe emissions were very noticeab e and different than the smell reaching inside the vehicle. Parts for TSB shou d be here tomorrow yesterday we were outside our ordering deadline. Thank you.
RE: Brandon Since the sme l is sti l present on the vehic e with the rearhatch taped off we have re erred th s 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 withinone 1 business day to discuss further recommendations. If the FSE does not contact you directly please consu t with your Dealership management to discuss further recommenda ions and steps to ass st in the resolut on of this vehicle concern.
CA: Page 119

CD: Web Form Data Description of Vehicle Concern customer states smells exhaust inside car a ter heavy acce eration Please l st any diagnost cs already performed customer prev ously had an Edge Sport and complained of the same thing finally after going back and forth w th FSE and Hotline we sealed off the rear vents and customer did notcomplain anymore until he traded or new Explorer Sport he complainedof sme ling the exhaust inside the car on the test drive be ore he even bought the car. Sales asked us to seal off the rear body vents like we had on the previous Edge to satisfy the customer. Panel Bond was placed over the vents permanently sealing them off. customer drovefor a whi e and still complains of sme l. Ford has stated on the Edge that it is the customer s driving habits that is causing the odor as he wi l floor it and let off causing the cats to get hot. Parts Replaced none sealed off rear body Vents Your Question customer has contacted Ford to complain and our Ford rep requested that we place a case with Ho line to provide information customer has relayed
RE: Dustin The sea ing of the entire body vent is not an approved repair for th s vehic e. The body vent shou d be funct onal to keep the cabinfrom being pressur zed when fresh air is selected. They are supposed to close on recirculat on to keep outside air out of the veh cle. There are a number of approved diagnos ic s eps eft to a tempt and sealing off the vent w ll change the operation of the vehicle. Start by ensuring that Technical Service Bu letin TSB 1 1030 has been performed on this vehicle. Whi e the TSB itself states that it appl es for 2011 2015 vehicles t also app ies o this 2016 Ford Exp orer. Perform the TSB. Replace the air extractor and make sure the HVAC modu e is at its latest ca ibration. Replace the drain valves and apply seam sealer to the sheet metal lap joints under the veh cle. Once the TSB has been performed retest the vehicle to check for the concern. Accelerate the vehicle and lift off checking for the smell to return. Additionally be sure to check or the smell on a number ofclimate control modes to ook or the settings where the sme l is most prevalent. If the smell is no longer present test drive the veh cle with the customer and see if they can duplicate the concern. If the smell s st ll present contact us again and we will prov de additional d agnostics at that time.
CD:per ormed improvements from TSB returned to customer and customer is still not satisf ed
RE: He lo Dustin Thank you for the update information prov ded. If not done so already recommend comparing this veh cle with several known good like vehic es to see f the same concern is present. If the same concern is present on the known good like vehicles then no addit onalrepairs are advised and the vehic e concern s considered a characterist c. Recommend comp eting a Global Concern Report by cl cking on the Report a Vehic e Concern link located on the bo tom o the Oasis page. However if the concern s not present on the known good like vehicles and seeing that a href http //www.proservice ech.com/transport/?url /vdirsnet/TSB SSM/DisplayArt cle.aspx?type TSB id 1 0130 target blank TSB 1 0130 /a has been per ormed recommend rechecking the procedures performed and ensure that the TSB procedures were performed correctly.Recommend performing a Pressure Test Procedure A. Remove the r ght and left rear lamp assemb ies refer to online WSM sect on 17 01 B. Using masking tape seal the rear air extractors and areas. Do not need to mask the rear ip molding for vehicle that do not have the rear ip molding removed. C. Start vehicle set A/C to fresh Air mode and set blower speed to max. D. C ose all doors and ensure windows arefully c osed. E. Use soapy water in a spray bott e to help locate air leaks. F. Spray around the following areas Under body seams
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD: Web Form Data Description of Vehicle Concern customer states there s a burning sme l after driving for 10 minutes Please list any diagnostics already performed test drove 20 m les did not sme l anything burning or exhaust but does have a strong chemical smell inside the vehicle a l the ime. Parts Replaced none Your Question do you know of any issues with chemical or burning smells inside the vehic es?
RE: Ronald The chemical type smell in the vehicle can hopefully be solvedby looking for missing or improperly installed body plugs or weather stripping exhaust odors entering through the air vents or the smell of HOT components. The vehic es when produced are shipped with a coating on the exhaust that prevents the exhaust from rusting during shipment and storage and through vehic e use. This chemical usually burns off after a while and is never smelled again but there can be some times where the chemical doesn t quite burn a l the way off due to an excessive amount poo ing up on the exhaust component. V sua ly inspect the exhaust system for any type of chemical evidence or sme s. Use the TSB 1 0130 as a guideline to making sure the cabin issea ed properly and re evaluate.
CD:RECIEVED HOTLINES COMMENTS I REMOVE EXHAUST COMPONENTS FROM THE CATALYTIC CONVERTER ALL THE WAY BACK TO CLOSELY EXAMINE FOR ANY CHEMICAL RESDUE AND OR EVIDENCE OF EXHAUST LEAK THERE WAS NONE FOUND THEN I REINSTALLED EXHAUST PERFORMED SMOKE TEST TO CHECK FOR ANY LEAKSNONE FOUND THEN I PERFORMED TSB 1 0130 THERE WAS SEVERAL PLACES ON THE VEHICLE WERE THERE WAS M SSING SEEM SEALER RESEALED ENTIRE REAR OFVEHICLE AS OUTLINED IN THE TSB PUT VEHICLE BACK TOGETHER AND ROAD TESTED VEHICLE. CHECMICAL SMELL IS STILL EVIDENT AND IS AS STRONG AS BEFORE. WOULD LIKE TO ESCILATE TO FSC STATUES
RE: Ron As per our phone conversat on it s recommended to remove the rear bumper cover and tail amp assembl es and tape the body vent c osed. Then perform the Dust and Water Leaks Tests out ined in Workshop Manual Section 501 00 to locate any body leaks through which exhaust fumes can enter the vehic e. If found repair the eaks using seam sealer and reevaluate the concern. We have escala ed this concernto the Technical Serv ce Hot ine s Esca ated Handling Team or add tional rev ew. A Service Engineer from this eam wi l contact you by phone or through this Hotline Assistance Request within one 1 business day to provide add tional information and or recommendations to assist in the resolution of the customer s concern. Our team at theHotline will continue to work with you and your Dealership to help getthe concern resolved and the vehicle back to the customer in a timely manner. If the Esca ated Handling Team s st ll unable to assist you in resolving the customer s concern through these addi ional steps the Hot ine wi l alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to d scuss a l diagnostics performed and test results w th the Techn cal Service Hotline Service Engineer in more detail. Thank you in advance.
CA: Consulted Michael Bacheldor regarding escalation and technical direction
CD: Outbound ca l to Ronald and the dealer has had FSE involvement with this vehicle.
RE: Ronald Cons dering your report of the FSE has determining that this vehicle is currently working as designed we will be c osing this escalat on. If the customer s st ll dissatisf ed they can contact CRCand f further technical direction s required due to any new findingson this vehicle concern please update th s form at that time so we canre escalate this report at that time.
CA:dealer reports that the FSE drove this vehicle and there is no repair at th s time and adv sed to check for possible updates w th the 2016 model veh cles
CD:CUSTOMER HAS RETURNED STATING THAT THEY ARE STILL GETTING AN ODOR IN THE VEHICLE UNDER THE RIGHT CONDITIONS WE HAVE DRIVE THE VEHICLE AND WERE ONLY ABLE TO GET AN ODOR UNDER HARD ACCELLERATION AND HITT NG THEBRAKES. THE FORD REPRESENTATIVE HANDLING THIS CASE ASKED US TO UPDATE HOTLINE IN THE EVENT THE FSE MAY WANT TO COME BACK OUT AND LOOK AT THEVEHICLE.
RE: Ronald Since the veh cle has returned for the same concern perform apressure test on the veh cle by removing the r ght and left rear lamp assemb ies then use masking tape to seal the rear air extractors and surrounding areas. Do not mask the rear ip moulding on Vehicles without lip molding removed. Start veh cle and set A/C to fresh air mode w th blower speed to max. C ose a l doors and ensure windows are fully c osed. Spray soapy water around the under body seams Underbodyrubber grommet Rear wheel well seams Rear tail light seams Rear deck l d seals Side panel glass seals License plate area etc. Air leaks can be identi ied by the presence of bubbles. Mark all areas dent fied to have air leaks. Once the eaks have been identif ed c ean and dry all areas marked earlier and seal using Motorcraft TA 2 seam sealer. Endeavor to allow sealant to dry and retest. Also we have escalated this concern to the Technical Serv ce Hotline s Escalated Hand ing Team for addit onal review. A Service Engineer fromthis team will contact you by phone or through this Hot ine AssistanceRequest within nbspone 1 nbspbusiness day to prov de additional information and/or recommendat ons to assist in the resolut on of the customer s concern. Our team at the Hotline w ll continue to work withyou and your Dealership to help get the concern resolved and the veh cle back to the customer in a
CA: Note o EH Contacts initial RO date is October 1st 2015. The concern with the chemical smell perceived under hard acceleration was prev ously escalated and then closed after a Field Service Engineer determined that there was no problem observed during the test drive that was carried out on the vehicle. TSB 1 0130 has been performed already. Consulted SME Steve Jones who adv sed to re escalate the contact and recommend ISM 15 01 013.
CD: Outbound ca l to Ron and advised that the dea er has installed the incorrect muff er for th s vehicle.
RE: Ron As we discussed over the phone the incorrect muffler assembly was instal ed on this veh cle. In order to resolve th s odor concern it wou d be recommended to install Muff er assembly part FB5Z 5230 B and retest to ensure the odor is comec ed. When components are backordered and unavailable the proper procedure to fo low is Emergency order the part and contact Parts Ass stance Center Online PACO and then to contact the Customer Relat on Center CRC and create a FMC360 case. It is advised to contact the CRC and provide them with the PACO ticket number. The CRC has a Parts Special st who will direct you on how to proceed w th the backordered parts if they cannot obtain them. Please refer to the lia est communication ound on FMCDealer.com pertaining to backordered parts. Once on FMCDealer type in parts escalation in the search box on the upper right hand side of the page. Th s will bring up the correct EFC and the process to fol ow o determine f the parts are ava lab e or if the next level part w ll be needed.
CA:callback set
CD:PART IS BACK ORDERED BUT WENDY THE FORD REP S SHIPPING US ONE THAT SHOULD BE HERE IN A COUPLE OF DAYS
RE: Ron Thank you very much for your update on this form regarding the par s availabil ty. We will be closing this escalation at th s time asparts are on order. If odor ssues persist please ca l in by dialing 1 800 826 69 and prov de contact ID 109193913
CA:parts on order

CD: Web Form Data Description of Vehicle Concern Cust s ates sulfer sme l out a/c vents smel ed worse on hard accel worse on regu ar a/c setting not as bad on mac a/c setting. Please list any diagnost csalready performed Road tested with customer to verify concern. Find no obvious concems. Parts Rep aced None Your Question Looked up a TSB 1 0130 for 2011 2015 Explorers. W ll th s work on a 2016 Exp orer ?
RE: Chuck At th s time Technical Serv ce Bul etin TSB 1 0130 is not app icable to a 2016 Ford Exp orer. That TSB was wr tten for a different body style vehicle so it will not likely resolve the concern. If the smell is d fficult to dent fy there is a sme l chartin workshop manual section 12 00 under the General Procedures link for the A/C Odor Treatment. Su fur has a character stic smell but thesmell chart also ists out possible causes for each one. There we cansee that sulfurous smel s are typically caused by gear lube. If a gearlube smell is present examine the vehic e for an air leak near the drive axle. A ternately the TSB denti ies that the sulfur sme l is caused by exhaust in the veh cle. V sua ly inspect the exhaust for leaks as well as any leaks along the seams of the body. Apply TA 2 Seam sealer to any seams that are present. Once any leaks are sealed retest the vehic e for the smell. Since the smell st ll has not been dupl cated dupl cate the concern using the informat on that the customer provided. Additionally look for an issue with the rear aux liary system running. If an issue re ated to the TSB s suspected the problem will be present when the aux liary system is on. Addi iona ly ook or any places where the exhaust can get into the rear A/C system.
CA:ADDED ON TO FLAG FOR SAFETY
ZO:ODOMETER 1 9 CHANGED TO 1 9 M BY PRYAN50
CD: Thank you for the update. I m s stated the Diag. I did verify the sme l with the customer on the road test. I w ll schedule the customerback in the ck seams.
RE: Thank you for the update Chuck.
CA:PLEASE DETERMINE IF ISM APPLIES ISM 15 07 013 SOME 2011 2016 EXPLORERVEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.
ZO:ODOMETER 1 9 CHANGED TO 1 9 M BY SBASH R5
CD: Customer opened up a FMC360 or a exhaust smell on accel. FMC360 said you had a fix for this concern. I ran the VIN in Oasis ans ound no updates. This customer does not want veh cle f we cannot fix concern.FMC360 sa d to contact Ho line for a possible update.
RE: Chuck It is recommended to perform a bubble test to inspect the fo lowing areas or potential eaks. To perform a bubb e testing it s recommended o using masking tape to seal the rear air extractors body vents however it s not necessary o mask the rear lip molding for veh cle that do not have the rear lip molding removed.Once the rear air extractors are sea ed off s art vehicle set A/C tofresh air mode and set blower speed to max close a l doors and makingsure that a l of the windows are fully c osed then use soapy water in a spray bottle then spray the under body seams underbody rubber grommets and rear wheel well seams. After testing the recommended areas continue bubble test at the rear ta l light seams rear deck lid seals siding panel g ass sea s license plate area then mark any area s where bubb es are found. When all of the recommended areas have been tested turn o f A/C and the veh cle then c ean and dry all areas marked earlier then using Motorcra t seam sea er TA 2 seal he suspected areas and a low sealant to dry which May take up to 20 minutes then test for bubbles. Once all of the suspected areas are sealed ver fied that the air extractors are free from damage and are sea ing correctly inspect for ev dence of body repairs and ensure that there are no m ssing or poorly seated body plugs in the floor panor engine compartment bulkhead. f body plugs
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED. Note to EH Th s report s being escalateddue to there being a FMC360 report CAS 8338 11 B7N9H2 requesting buyback.
CD: Outbound ca l to Chuck Scott. Spoke with Gina. Was to d Chuck does notwork on Monday s but would be back tomorrow.
RE: Chuck It seems we missed you but a fol ow up will be made tomorrow 12/8/2015 to discuss this veh cle in greater deta l.
CA: Need updated on previously recommended.
CD: Outbound ca l to Chuck Scott. Chuck s ated the vehicle is not currently at the dealer and wants the FSE present when making the repairs. Adv sed a fie d alert w ll be opened which w ll notify the reg on and zone manager and poten ially get the FSE involved.
RE: Chuck It is benefic al for you the Ford Escalated Handling team your region/zone manager and the FSE if the FSE gets involved o perform the cabin pressure test as previously recommended. This w ll solate a body leak a lowing the exhaust to enter the vehicle. Fo low the cabin pressure test as out ined in WSM section 501 00 and spray soapy water around the l ftgate tail amps rear doors and bulkhead area to note for bubbles indicating a eak. A eak around the li tgatewou d be indicative of a iftgate al gnment issue. If this test does not reveal a leak tape of the rear body vents completely ound behind the rear bumper and then re test. If the sme l is no longer present then suspect a fau t w th the body vents and recommend rep acing. A fo low up call wi l be made on Tuesday 12/15/2015 to discuss this vehicle in greater detail.
CA: Page 17 Mike Bachelldor opened field a ert for me.
CD: Outbound ca l to Chuck Scott. Chuck s ated the vehicle is returning inJanuary o have the muffler replaced. The FSE s involved and will be present when muff er installed.
RE: Chuck Please continue with the FSE direct on as this escalation is being closed since the FSE is now involved w th this concern.
CA: Page 17

CD: Exhaust gas odor high speeds
C:2011 2015 EXPLORER IS THE WORK OF THE YEAR 2016 EXPLORER 2016 EXPLORER WORK OF THE TSB 1 0130 SUCH AS WORK.

CD: Web Form Data Description of Vehicle Concern exhaust odor inside carwhi e engine s runing Please ist any diagnostics already performed no dtcs Parts Rep aced no parts replaced Your Question do i uee tsb 1 0130 it is not for 2016 only tsb i oundfor this cond tion
RE: Terry Although TSB 1 0130 s ates t is only or 2011 2015 Model Yearveh cles it can st ll be performed on this veh cle. You may need o speak with a warranty admin strator in regards to labor time entry asthe TSB cannot be c aimed but t stl l should be performed. Once this TSB is performed it is recommended to perform this TSB as outlined and re evaluate the concern. It is important to ensure th s TSB is performed completely without skipping any steps as this may ead to repeat concerns. If the TSB 1 0130 has been performed and the concern s st ll present t is recommended to per orm the following method in an at empt to iso ate the source of entry. 1 Remove the right and left rear lamp assemblies See section 17 01 for ass stancewith removing these components 2 Using masking tape seal the air extractors and areas. 3 Start the vehic e set the A/C o fresh air mode and set the blower speed to MAX. Close all door and ensure allwindows are fully closed. 5 Use soapy water spray the fol owing areas in an at empt to iso ate any leaks Under body seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck l d seals Side panel glass seals License plate area The soapy water w ll dent fy leaks in by the presence of air bubbles. If any leaks are present the necessary repairs can be made. If necessary seal the area using
CA: Consulted Bethany Toups Gas EH Advised perform TSB 1 0130 even though MY is only for 11 15 and fol ow ISM. Ar icle ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD: Web Form Data Description of Vehicle Concern CUSTOMER STATES VEH CLEHAS AND EXHAUST SMELL IN THE VEHICLE WHILE DRIVING. Please l st any diagnostics already performed TEST DROVE AND VERIFIED CUSTOMER CONCERN THERE ARE NO TSB S OR SSM S FOR THIS. CHECKED ON OASIS FOR THE PREV OUS YEAR VEHICLE AND FOUND TSB 1 0130 BUT IT ONLY APPLIES TO2013 2015 VEHICLES ONLY. WHAT CAN I DO FOR THIS VEHICLE? Parts Replaced NONE Your Ques ion CAN I USE THIS TSB 1 0130 FOR THIS VEHICLE? OR IS THERE SOMETHING ELSE I CAN USE TO WARRANTY THIS?
RE: Nick The same issue ou lined in TSB 1 0130 occurs on th s model yearvehic e but with the TSB not applying t cannot be performed or claimed. Instead it wou d be advised to perform the fo lowing to address th s concern. Begin by testing the exhaust system for eaks using the EVAP smoke machine and repair accordingly. If exhaust systemreplacement is needed avoid repairs until the fo lowing is performed. Next test the ift gate seal for proper tension using either trace powder or by closing a piece of paper between the l ft gate and seal and noting the amount of force required to remove the paper. If insu fic ent seal contact or tens on is found adjust the lift gate and/or striker to increase seal tension and reevaluate. If you are unable o address th s l ft gate seal tens on issue by adjusting the ift gate replace the seal and reevaluate. If no l ft gate seal issuesare found refer to the body plug image on the parts cata og and inspect for any missing or improperly insta led body plugs and repair accordingly. f no body plug issues are found reevaluate th s concern with the rear air extractors underneath the rear fascia masked off. Ifthis odor is no longer present with the air extractors masked off suspect they are at ault and rep ace them as needed. If you have verified that the air extractors aren t at fau t leave them masked off pressur ze the cabin with the HVAC on
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD: Web Form Data Description of Vehicle Concern customer states there s a exhaust smell ins de of cabin while acce erating on to freeway atspeeds of 75mph. then will go away Please l st any diagnost cs already performed ra sed vehicle and inspected for any burnt mater als on exhaust underneath vehicle and inside engine compartment.none ound. checked for tsb none found related to this concern for this veh cle Parts Replaced none Your Question any suggestion or know of this concern w th this same type of vehic e
RE: Gabe BR BR TSB 1 0130 has been published for prev ous model year vehicles but does not apply to th s vehic e because the updates shou dbe present. P ease review this TSB and ensure that the l tgate drain valves are insta led in the vehicle and fu ly seated. P ease also ensure that the air extrac ors are fully seated and capable of completely c osing w th the vehicle off. The air extractors shou d be closed when no pressure is present in the cabin of the vehic e. If theair extractors do not close please replace the extractor. BR BR It will also be helpful o bubble test the vehicle to determine if any air leaks are present in the rear of the vehicle. To pressurize the cabin to per orm th s test please refer o section 501 00 of the online workshop manual Diagnosis and Testing Body System Dustand Water Leaks. When bubble testing it will be helpful o remove thetail amps on th s vehicle to ensure these seams are a so properly sea ed. Please spray the soapy water solution around the underbody seams underbody rubber grommet rear wheel well seams rear ta l l ght seams rear deck lid sea s s de panel glass sea s and license plate area. If any bubbles are found p ease seal the af ected areas using TA 2 seam sealer. BR BR If no leaking seams are found p ease inspect the li tgate seal for damage and proper f t/contact pattern. Adjusting the rear iftgate
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD:100km / h when driving over smoke smell being introduced.
C:100km / h when driving over smoke smell being introduced. no tsb no ssm Unexplained.

CD: Web Form Data Description of Vehicle Concern C/S sme ls exhaust odoron accel P ease list any diagnostics already performed visually inspected vehicle for luid and exhaust leaks. also ooked for anything to be caught on exhaust. no ssues found. no related concernsoon oas s Parts Replaced none Your Quest on can tsb 1 0130 be relevant to the 2016 model year. in the past ive had to perform this tsb along with resealing other areas after pressurizing cabin. even then I had to install an updated exhaust system. should I proceed w ththese procedures like before even though the updated exhaust seemed tohave fixed the concern. I don t want this vehicle returning several times ike a couple of prev ous customers have
RE: Felipe TSB 1 0130 is for module year 2011 2015. In order to correct the smell of exhaust in the cabin it is recommended to perform the fo lowing Pressure Test procedure. 1. Remove the r ght and left rear lamp assemb ies please refer o the online Workshop Manual WSM 17 01 during removal. 2. Using masking tape seal the rear air extractors and areas. It is not necessary to mask the rear ip moldingif the vehic e does not have the rear lip molding removed. 3. Start the vehicle set the A/C to fresh air mode and set the blower to its max speed. . Close all doors and ensure windows are fully closed. 5. Use a soapy water mixture in a spray bottle to aid in locating the source of the air leaks. 6. Spray around the following area a. Under body seams b. Underbody rubber grommet c. Rear wheel well seams d. Rear ail ight seams e. Rear deck l d seals f. S de panel g ass sea sg. The license plate area 7. Air eaks can be identified by the presence of bubbles 8. Mark all areas dent fied to have air leaks 9. Turn o f the A/S and vehicle 10. Clean and thoroughly dry all areas marked in step 8 11. Seal using Motorcra t TA 2 seam sealer 12. A low the sealant to dry and retest May take up to 20 minutes o al ow sealant to set 13. Remove the masking tape used in step 2 It is also recommended to inspect the ollowing 1. The air extractors for possible damage or improper sealing 2.
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD: Web Form Data Description of Vehicle Concern CUSTOMER STATES THAT ONMODERATE TO HARD ACCEL AN EXHAUST SMELL IS PRESENT INSIDE CABIN OF VEHICLE Please l st any diagnost cs already performed VER F ED CONCERN NO TSBS Parts Replaced NONE Your Question HAS THIS CONCERN BEEN SEEN BEFORE?
RE: Mike There is a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/DisplayArticle.aspx?type TSB d 1 0130 target blank TSB 1 0130 /a that addresses this condition on previous model year vehic es. Please use the hyper ink prov ded to access th s TSB for review. Please follow the technical direction outlined in this TSB but use regular publ shed service labor times not the TSB for th s repair. This TSB s being updated to include the current model year but is not yet available.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN Artic e TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE
CD:PERFORMED THE TSB EXCEPT THE HVAC REPROGRAM IS NOT AVALIABLE ACCORDINGTO IDS AND THE CONCERN IS STILL PRESENT.
RE: Mike Because TSB 1 0130 has been performed and the odor is s ill present it is possible the leak could be coming from the tail ights or the hatch area. It is recommended to remove the rear tail ights aoutlined in section 17 01 of the Workshop Manual WSM . Use masking tape to seal the rear air extractors and surrounding areas. W th the taill ghts removed start the veh cle and set the A/C to fresh air mode with the b ower motor on high make sure all the doors and windows are closed. Use soapy water and spray around the under body seams underbody rubber grommets rear wheel well seams rear ta l light seams rear deck lid sea s side panel g ass seals and the license plate area. If any bubbles are found a eak is present and need to be marked. Turn off the vehicle c ean and dry the marked areas. Use Motorcra t TA 2 seam sealer to seal the leaks. Wait 30 minutes and retest. Inspect the air extrac ors for damage and impropersea ing. Make sure there aren t any body plugs missing or damaged and the vehicle hasn t had any body repairs. Verify that the iftgate sealisn t damaged and seated properly and that the iftgate sea s properly. This can be done by using spray chalk on the seal to ver fy that the l ftgate makes good even contact a l the way around the seal. The mu fler assembly wi l need to be replaced with part number FB5Z 5230 B. Because the veh cle was bui t after
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD: Web Form Data Description of Vehicle Concern CUSTOMER IS COMPLAININGOF EXHAUST SMELL IN VEHICLE WITH ALL WINDOWS UP Please ist any d agnostics already per ormed N/A Parts Replaced N/A Your Question TSB 1 0130 APPLIES FOR FORD EXPLORERS 2011 2015 THIS IS A NEW BODY STYLE 2016 SHOULD THIS TSB BE APPLIED TO THIS VEH CLE AS WELL FOR A FIX EVEN THOUGH IT IS NOT LISTED ON TSB FOR THIS MODEL/YEARWHEN LOOKING UP BY VIN?
RE: Brandon BR BR TSB 1 0130 should not be performed on this vehicle because it ikely has the updated components already instal ed. For example the HVAC module shou d have the updated ca ibration and the body vents should also be the most updated part avai able. Even thoughthis TSB does not apply an air leak in the rear of the vehicle would be the most likely cause for an exhaust type odor. BR BR To determine if air is leaking into the veh cle please perform the pressur zat on procedure cal ed out in section 501 00 of the online workshop manual Diagnosis and Testing Body System. Once the bodyis pressur zed remove the right and left rear lamp assemb ies and spray the soapy water solution around the underbody seams underbody rubber grommet rear wheel well seams rear tail ight seams the l ftgate sea s s de panel g ass sea s license plate area and the underbody seams cal ed out in TSB 1 0130. If any bubbles or leaks arefound please seal them with TA 2 seam sealer and a low the area to dry. Since the air extractors must be taped off it w ll a so be a good idea to inspect them to ensure they are sea ing and seated properly. The TA 2 seam sealer can be used on the edges of the extractors f any eaks near the edges are dent fied. BR BR P ease also ensure there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead. It will
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.
CD: Web Form Data 109832159 Descrip ion of Vehicle Concern 2ND TIME IN FOR CONCERN CUST STATES CAN STILL SMELL EXHAUST SMELL ON HARD ACCELIN VEHICLE DUE TO BUILD DATE TSB TSB 1 0130 DOES NOT APPLY. LAST TIME DUE TO CUST COMPLAINT TAILGATE WAS ADJUSTED FOR AESTHET C REASONS AND TO ALSO SEE IF EXHAST SMELL WOULD DISSAPPATE Please list any diagnostics already performed ADJUSTMENT OF TAILGATE THROUGHBODY SHOP Parts Rep aced N/A Your Question WHEN LIFTING TAILGATE NOTICED THAT 2/3 OF THE Valve Assembly Auto Drain ARE MISSING. IN THE TSB IT HAS YOU INSTALL THESE FOR THE EXHAUST ODOR CONCERN COULD THE LACK OF THESE BE CAUSING EXHAUST GASSES TO ENTER THE CAB OF VEHICLE IF NOT WHAT ACTION SHULD BE PERFORMED NEXT?
RE: Brandon The location of the exhaust gas entering the veh cle must be assessed. Check to make certain no exhaust leaks are present perform athorough inspect on from the exhaust ports through the downpipe a leakin the engine bay cou d enter the HVAC system causing the smell in the interior. Considering the nature of the concern inspect the areason the veh cle d scussed in TSB 1 0130. Add tionally the fo lowing shou d be performed Pressure Test Procedure a. Remove the r ght and le t rear lamp assemblies. See WSM Section 17 01 b. Using masking tape seal the rear air extractors and areas. There is no need to maskthe rear lip mo ding or vehicles that do not have the rear ip molding removed c. Start vehic e and set A/C to fresh air mode and setblower speed to max. d. Ensure a l doors and windows are fully closed.e. Use soapy water in a spray bott e to help locate air leaks. f. Spray around the ollowing areas a. Under body seams b. Underbody rubber grommet c. Rear wheel we l seams d. Rear tail ight seams e. Rear deck l d seals f. S de panel g ass sea s g. L cense plate area Air leaks can be identified by the presence of air bubbles. If leaks are found mark all areas dent fied o have air eaks and turn off the A/C and vehic e clean and dry the marked areas. Seal using Motorcraft TA 2 seam sealer allow sealant to dry and retest this may take up to 20 minu es remove the
CD:PERFORMED ABOVE LISTED PROCEDURE FOUND AIR BUBBLES ACCUMULATING WHEN SPRAYING REAR OF VEHICLE DESCRIBED IN TSB 1 0130. MULTIPLE LEAKS FOUND ALONG AREA DECRIBED IN TSB. SHOULD TSB BE PERFOMED EVEN THOUGH IT DOES NOT FIT BASED ON BUILD DATE. VISUAL ISSUES FOUND REC RE SEAL AREA WITH TA 2 SEAM SEALER AND RETEST
RE: Brandon thank you for the update on dentifying leak areas. Please continue with sea ing the leak areas do not claim the TSB as th s 2016 is not included use labor ops or M time as necessary or consult your warranty admin strator for proper claiming procedures.
RP:03/28/2016 12 22PM REGGIE GRIFFITHS MSS FCSD TECH SVC HOTLINE WEB FORM DATA 109837086 DESCRIPTION OF VEHICLE CONCERN CUSTOMER FEELS THAT THERE ARE EXHAUST FUMES ENTERING THE VEHICLE. PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED WE HAD TO REALIGN THE REAR HATCH AND PER HOT LINE INSTRUCTION WE WERE ABLE TO FIND A CONCERN IN THE REAR OF THE VEHICLE THAT WE REPAIRED. PARTS REPLACED NONE YOUR QUESTION AFTER ROAD TESTING THE VEHICLE WITH A CARBON MONOXIDE TESTERFOUND NO SIGNS OF EXHAUST IN THE CAB. I HAVE NOTICED WITH OTHER NEW VEHICLE S THAT THERE IS A CHEMICAL TYPE SMELL THAT I AM SENSITIVE TO AND SO MAYBE THIS CUSTOMER IS ALSO. MAINLY CAN SMELL IT FROM THE VENTSIN THE DASH. IT FOR SURE ISN T A SMELL FROM THE ENGINE COMPARTMENT. I REALLY FEEL THAT THE SMELL IS FROM POSSIBLE SOME OF THE PLASTIC DUCTING IN THE DASH. SINCE I HAVE NOTICED THIS SMELL IN SEVERAL BRANDNEW ONLY VEHICLE S IS THERE ANYTHING THAT WE CAN TARGET TO POSS BLY CURE THIS SMELL. THANKS
RE:03/28/2016 12 22PM REGGIE GRIFFITHS MSS FCSD TECH SVC HOTLINE ROBBIE TO FURTHER VERIFY THAT THE SMELL IS NOT COMING FROM THE ENGINECOMPARTMENT RUN THE HVAC SYSTEM WHILE THE ENGINE IS TURNED OFF. IF THE SMELL IS STILL PRESENT THEN IT IS LIKELY DUE TO THE GLUE CURING APOSSIBLE PRE TREATMENT ON THE EVAPORATOR/COMPONENTS OR OTHER SMELLS INTERNAL TO THE HVAC SYSTEM AND SHOULD DISSIPATE OVER TIME AND NO FURTHER DIAGNOSTICS SHOULD BE PERFORMED. TALK WITH THE CUSTOMER AND VERIFY IF THE SMELL HAS GOTTEN BETTER SINCE IT WAS FIRST PURCHASED. IFTHE SMELL IS NO LONGER PRESENT THEN THE CONCERN IS ENGINE OR HEAT RELATED. THE SMELL COULD COME FROM A STICKER OR SOMETHING STUCK TO THEHEATER CORE THAT IS GETTING HOT CAUSING THE ODOR OR FROM THE EXHAUST SYSTEM OR OTHER ENG NE COMPONENTS ITSELF AND SHOULD BE FURTHER ISOLATED.
EH:03/28/2016 12 22PM REGGIE GRIFFITHS MSS FCSD TECH SVC HOTLINE CONSULTED JOEL MURPHY SME WHO VERIFIED THAT IT COULD BE PRETREATMENTS OR OTHER ITEMS THAT NEED TO CURE GLUE AND THE SMELL WOULD DISSIPATE OVER TIME. ALSO ADVISED TO PERFORM TESTING WITH THE ENG NE OFF AND SEE IF THE SMELL WAS ST LL PRESENT.
RE:03/29/2016 12 07PM ANDREW SCHMIDT MSS FCSD TECH SVC HOTLINE ROBBIE DUPLICATION OF THE CONCERN WILL BE KEY IN THE DIAGNOSIS OF THEINTERMITTENT ODOR. DETERMINE IF THE ODOR IS PRESENT WHEN THE VEHICLE IS SET TO RECIRCULATE OR FRESH AIR AS IT IS POSSIBLE THAT A LEAK COULD BE PRESENT UNDER THE HOOD OR UNDER THE VEHICLE WHETHER IT BE FLUID OR EXHAUST. ADDIT ONALLY BODY LEAKS COULD BE PRESENT THAT MAY BE ALLOWING CHEMICAL ODORS INTO THE VEHICLE. INSPECT THE BULKHEAD SEALS STEERING COLUMN BOOT BODY PLUGS AND BODY SEALS FOR ANY SIGNS OF POTENTIAL LEAKS DAMAGE OR MISSING SEAM SEALER. ADDITIONALLY PINPOINT TEST DW STEP DW6 FOUND IN THE PC/ED TAB OF PTS CAN AID IN DETERMINING IF AN EXHAUST SYSTEM LEAK IS PRESENT. THIS CONCERN IS BEING DIRECTED TO THE TECHNICAL ASSISTANCE CENTER S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW. AN ESCALATED HANDLING TEAM MEMBERW LL 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 N A TIMELY MANNER.
RP:03/29/2016 11 37AM T ECHHOT MSS FCSD TECH SVC HOTLINE WE HAVE DRIVEN THE VEH CLE FOR MORE THAT 50 MILES AND CAN T VERIFY THE CONCERN. SPOKE TO THE CUSTOMER MORE AND HE SAYS THAT WHEN EVER HE HAS NOTICED THE ISSUE HAPPENING IS WHEN HE IS HEAVY INTO THE THROTTLE. THELAST TIME IT HAPPENED WAS ON A 3 1/2 HOUR DRIVE AND IT HAPPENED 3 TIMES. THIS IS THE 3RD VISIT FOR THIS CONCERN. CUSTOMER FEELS THAT WE ARE OVER LOOKING SOMETHING SINCE HE CAN FIND A LARGE AMOUNT ON CASES ON GOOGLE ABOUT THIS....CAN WE ESCALATE TH S AND GET AN FSE TO ASSIST.THANKS
EH:03/29/2016 12 07PM ANDREW SCHMIDT MSS FCSD TECH SVC HOTLINE CONSULTED JOEL MURPHY WHO ADVISED TO ESCALATE AND NOTIFY TEAM/SECTIONLEAD OF MISSED COMBINED REPORT OPPORTUNITY. DETERMINE IF RECIRC/FRESH AIR MODE IN THE HVAC SYSTEM HAS ANY EFFECT AS AN UNDER HOOD OR UNDER VEHICLE LEAK MAY BE PRESENT. ALSO VERIFY IF ANY BODY PLUGS SEAM SEALER STEERING COLUMN BOOTS ETC. ARE MISSING OR DAMAGED. PINPOINT TEST DW IN THE PC/ED MANUAL STEP 6 CAN AID IN LOCATING IF AN EXHAUSTLEAK IS PRESENT. NOTE TO EH THIS CONTACT IS BEING ESCALATED DUE TO LACK OF TECHNICAL PROGRESS. THE VEHICLE EXHIBITS AN EXHAUST OR CHEMICAL ODOR INTERMITTENTLY ON 3/ THROTTLE HEAVY ACCELERATION AND IT HAPPENED 3 TIMES ON A 3 1/2 HOUR DRIVE. THE FIRST HAR IN FOR THIS CONCERN WAS NOTED ON 12/2/15 AND THE CUSTOMER HAS SINCE BEEN TO THE DEALER THREE TIMES FOR THIS

CD: Web Form Data Description of Vehicle Concern burning odor smell in vehicle at 2500 3000 rpms w th a/c on. Please l st any diagnostics already performed none Parts Replaced none Your Quest on tsb 1 0130 does not apply to this model year. has this cond tion been resolved or does tsb 1 0130 need to be done?
RE: Thomas Currently TSB 1 0130 appl es to Explorers between the 2011 and 2015 Model Years. However due to the fact this vehic e s build date is midway through the previous Model Year performing a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/DisplayArt cle.aspx?type TSB id 1 0130 arget b ank TSB 1 0130 /a is recommended. Before per orming the TSB confirm the customer s concern s an exhaust odor under heavy acceleration. If theburning odor described in the form s an exhaust odor perform the TSB1 0130. If the burning odor described in the form does not have relate to an exhaust odor under heavy acceleration we recommend dupl cating the customer s concern and ocating the source of the burning smell. We recommend examining the engine bay transm ss on exhaust system and body plugs. When inspecting the engine bay and transmission search for leaking fluids that can w ll contribute to a burning odor. Also look over the exhaust odor to confirm road debr s paper or part number abe s that could be attached to the exhaust system resu ting in a burning sme l. Lastly examine the body plugs and bulkhead seals for s gns of damage. If these sea s are damaged odors from the new exhaust system could enter the cabin when the air condi ioning is on.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD:WE went on road test mon toring frt. a/c system. on acce l fresh air door defaults to fresh air intake you can smell cat. converter. afteracceall door returns to recirc. there are no hvac recalibrat ons. I don t know if performing tsb w ll correct concern or if smell w ll goaway after time.
RE: Thomas Given an exhaust odor is smelled under acce eration when the A/C is on we recommend following the previous recommendat on and performing a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/D splayArtic e.aspx?type TSB id 1 0130 target blank TSB 1 0130 /a . Performing the TSB is recommended to prevent a repeated exhaust odor concern from the customer. Perform the TSB and re test or the customer s concern.

CD: Web Form Data Description of Vehicle Concern exhaust smell a ter accel or when coming down dec ine P ease list any diagnostics already performed test drove vehicle and ver fied the concern. There is a tsb for other explorers or the same concern and in that tsb you remove the bumper and replace the fresh air ducts for the rear ac and on some seal the body seam Par s Replaced none Your Ques ion does that tsb apply to this vehicle as well? the sme l only happens when the rear ac is on and after an accel
RE: Mitch With there being an exhaust type odor being de ected during accelerat on with the Aux liary HVAC On wh le a href http //www.proservicetech.com transport/?url /vdirsnet/TSB SSM/D splayArtic e.aspx?type TSB id 1 0130 target b ank TSB 1 0130 /a does not currently apply to this vehicle due to the Model Year it is in the process of being updated to include it so the TSB can be performed for the veh cle. Wh le the images in the procedure are of the 2015 and earlier Explorer the 2016 Exp orer did not changemuch in these areas so the areas/components that are sealed wi l be in generally the same ocat ons as described in the TSB. Also the steps of the TSB ind cate that only the LH body vent s to be replaced but the Labor Time indicates time for both body vents being replaced. The Labor Time indication s correct and both the LH and RHbody vents should be replaced.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD:will perform tsb and retest
RE: Mitch Once the repairs are completed and verif ed p ease ake a moment to comp ete the survey so this information can be upda ed to the Tech Self Help Tool. This may help other technic ans when diagnosing similar issues.
CA: Survey Completed tsb corrected concern
CD:I performed the repair and the customer ins sts that the sme l is still there only on recirc when going up a pretty decent incline and putting your foot to the floor. He took another tech with him and the other tech only smelt the sme l once for a spl t second and then went away. Customer was a so using a meter that p cks up carbon monoxide onthe test drive and it went off once for split second. I rep aced both rear air ducts and the fender moldings. The veh has drains in the iftgate so I didn t add the drains. HVAC was at the latest calibration sol could not reprogram it. I test drove the veh a least 5 dif erent occasions doing as he described. He then came to drive it and cou d only get it to do as described above. what shou d i do to correct the concern? shou d I use the seam sealer ike the ear ier builds?
RE: Mitch Since the TSB 1 0130 has already been performed on this veh cle verify that the TSB was fo lowed precisely and correctly. If the TSB has been performed correctly perform this pressure test Remove the right and eft rear amp assembl es from the vehicle. This procedure can be found in section 17 01 of the Workshop Manual. If the vehic e has rear lip molding instal ed mask it of using masking tape. Mask off the rear air extractors and areas. Once th s has been done start the veh cle and set the A/C to fresh air mode and set the b ower on h gh. Verify that all windows and doors are closed. Spray a soap and water solution on the ollowing areas Underbody seams underbody rubber grommet rear wheel well seams rear tail ight seams rear deck l d seals side panel glass sea s and the icense p ate area. If an air leak is present the soap will bubb e up on the suspected area. Before shutting down the vehic e mark all areas that are identi ied to have air leaks. Clean and dry a l marked areas. Using Motorcraft TA 2 seam sealer seal the areas that were ident fiedto have an air leak and a low the sealant to dry for at least 20 minutes. Once the sealant is dry retest the vehic e. If no further eaks are present remove the masking tape used to mask off the air extractors and other components. Be sure to also inspect the air extractors for poor sealing or damage.
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD: Web Form Data Description of Vehicle Concern Customer concern of rotten egg smell interm ttently. Please l st any diagnostics already performed Road test and con irmed. Performed engine koeo and koer self tests no dtcs present. Viewed datalogger fuel trims stable at 3%. Parts Replaced None. Your Question Verified w th customer they ill with premium fuel from mu tiple gas stations. Makesno dif erence. Any simi ar concerns ike this noted?
RE: Kyle some 2016 Explorer vehicles may exhibit an exhaust odor in the vehic e. At this time it is recommended to use TSB 1 0130 as reference informat on to test inspect and repair any leaking body seal body grommet wire harness grommet that is not sealed. This TSB s in the process of being updated so unt l then the TSB cannot be claimed. At this time there are not any updates for the 2016 HVAC modules. Testing for leaks shou d include the fo lowing Remove the right and eft rear amp assembl es. See WSM Section 17 01 Using masking tape seal the rear air extractors and areas. Do not need to mask the rear lip mo ding or vehicle that do not have the rear lip mo ding removed Start vehicle set A/C to fresh air mode and set blower speed o max. Close all doors and ensure windows are fu ly closed. Use soapy water in a spray bottle to help locate air eaks. Spray around the under body seams rubber grommets rear wheel seams rear ta l ght seams rear deck lid sea s s de g ass seals license plate area. Leaks would be ident fied w th the presence of bubbles. Mark all the areas found as leaks c ean and dry the areas that were marked and eaking. Use Motorcraft TA 2 Seam sealer and a low up to 20 minutes to dry. Retest to verify all eaks have been sea ed. Inspect the air extractors for eaks or damage and rep aced ifneeded. Inspect the l ft gate sea s for damage and

CD: Web Form Data Description of Vehicle Concern Customer states exhaustfumes coming into the vehic e very strong smell in rear of vehicle. P ease list any diagnostics already performed Test drove vehicle at different speeds and could not ver fy odor Parts Rep aced none Your Question Are there any other cus omers that have exper enced a heavy exhaust smell ins de the veh cle after heavy accelerat on at 70 to 80mph?
RE: Michael For the exhaust fumes smell in the vehicle we wou d recommend you carrying out a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/D sp ayArtic e.aspx?type TSB id 1 0130 target blank TSB 1 0130 /a . The TSB s in the process of being update to address future concerns.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD:TSB 1 0130 s for 2011 2015 Exp orers with this being a 2016 s this TSB accepted for th s vehic e?
RE: Michael that is correct the procedure in a href http //www.proserv cetech.com/transport/?url /vdirsnet/TSB SSM/Disp ayArticle.aspx type TSB d 1 0130 target blank TSB 1 0130 /a should be used to address this concern even though th s isa 2016 vehicle.

CD: Web Form Data Description of Vehicle Concern EXHAUST SMELL IN CABIN WHEN ACCELARATING HARD. Please l st any diagnost cs already performed TEST DROVE VEHICLE AND VERIFIED CONCERN Parts Replaced NONE Your Question WOULD LIKE TO KNOW IF THIS YEAR VEHICLE FALLS INTO PR OR YEARS TSB 1 0130 EXHAUST SMELL CONCERN?
RE: Jorge Since the vehicle has been road tested and the concern has beenverified to be present w th the concern being similar o concerns addressed on 2011 2015 MY Explorers in a href http //www.proserv cetech.com/transport/?url /vdirsnet/TSB SSM/D sp ayArtic e.aspx?type TSB id 1 0130 target blank TSB 1 0130 /a refer to the techn cal direct ons outlined in TSB 1 0130 performing necessary repairs and re evaluate the concern.

CD: Web Form Data Description of Vehicle Concern Customer complains a ofa smell wh le driving down the highway. Please l st any diagnosticsalready performed none Parts Replaced none Your Quest on We found a TSB 1 0130 that app ies to 2011 2015 exp orers. It says reprogram the hvac modu e and replace the eft rear air extractor. Wou d this TSB also apply to this 2016 model? I did check and there san update or the HVAC modu e but not sure f the air extractor vent a so needs to be rep aced.
RE: Chris You are correct to perform a href http //www.proserv cetech.com/transport/?url /vdirsnet/TSB SSM/Disp ayArticle.aspx type TSB d 1 0130 target blank TSB 1 0130 /a performing this TSB should a lev ate the concern of fuel odor inside the cabin. After comp eting the TSB you w ll not be able to claim the abor operation codes for the repair since this Exp orer is bui t after the bu ld da e for the TSB.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data Description of Vehicle Concern exhaust smell inside car on heavy accell Please l st any diagnost cs already performed verified concern.found a l three drain valves missing at bottom of rear iftgate.installed them but oder was st ll there.do these 16 models still have same concern addressed in tsb 1 0130. Parts Replaced l ftgate drain valves Your Question shou d l perform tsb1 0130
RE: Har ey TSB 1 0130 applies to 2011 2015 model year Exp orers and doesnot apply to the 2016 model year currently but the diagnostic and repair procedure can be used to address this concern. When programing the HVAC Control Module HVAC f no update s available the step can be skipped because the HVAC module s at the most recent level. If theconcern is s ill present after per orming the repair procedure t is possible that the tail ights and hatch area could be the cause of theleak. It s recommended to remove the rear tai light assembl es as out ined in the Removal and Instal ation section of 17 01 of the Workshop Manual WSM and seal the air extractors and surrounding areas w th masking tape. Start the vehic e and turn on the A/C with the fresh air inlet door open and the blower on max speed. Close the doors with the windows up and pressurize the cabin. Use a spray bott ew th soapy water and spray the underbody seams underbody rubber grommets rear wheel we l seams tail ight seams lift gate seals side panel glass seals and the license plate area. Any air leaks will be visible with the presence of bubbles. Mark any leaks ound and turnoff the veh cle. Thoroughly clean and dry and eaking areas found and use Motorcraft TA 2 seam sealer to seal any leaks ound. A low the sealer to dry for 30 minutes and retest. Inspect the li tgate seal ordamage and proper it
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED. Artic e ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD: Web Form Data 110106565 Descrip ion of Vehicle Concern Good Morning We have an Explorer w th exhaust smell under accell we have performed TSB in Dec I ve had the tech working on veh cle now pressurize cabin and look for leaks and none were found. Would our next step be pu ting on updated exhaust? Please ist any diagnostics already performed s Parts Replaced s Your Question s
RE: He lo Dav d You are correct f an updated muf ler assembly Possib epart number FB5Z 5230 B that is not already insta led on the vehicleis available recommend proceeding with insta ling the updated mufflerassembly part number or this veh cle. Additionally recommend inspecting the veh cle for an aftermarket trai er hitch and harness orany aftermarket addit on that may have required an access port into the vehicle. Check the access port ocat ons where harness wiring enters the vehicle to determine if a possib e air leak s present at this location. It is possib e that a rubber grommet has not been installed w th the harness and s resulting in the leak condition. Repair any issues found and retest. For questions regarding parts avai abi ity or part number discrepancies please contact the Parts Assistance Center Online PACO through FMCDea er by comp eting and subm tting the Catalog Inquiry form. To access PACO go to www.FMCDealer.com and c ick on the Parts amp Serv ce tab at the top of the screen. From the le t hand menu click on the plus symbol next to Parts Department Tools to expand the selection and then cl ck on PACO Parts Ass stance Center Online to access the PACO menu. Cl ck on Ca alog Inquiry and comp ete the online form for parts assistance. PACO will respond back to you with the requested parts related informat on. To review replies from PACO

CD: Web Form Data Description of Vehicle Concern Veh cle has an exhaust sme l in veh cle wh le driving on h ghway. P ease list any diagnostics already performed no check engine light on. self test pass. visual inspect on d d not reveal any exhaust concerns. Parts Rep aced none Your Question Can the TSB for 2011 2015 exhaust smells pertain to th s vehic e and should t be done on this vehicle? Are there any other reports of this concern on 2016 vehicles? Thanks
RE: Ro you are correct a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/D splayArtic e.aspx?type TSB id 1 0130 target blank TSB 1 0130 /a should be performed on this veh cle or the exhaust odor concern. The TSB s currently being updated to expand coverage so please continue with the TSB at this time.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data Description of Vehicle Concern After accelerating it smells like rotten eggs ins de of vehicle. P ease list any diagnostics already performed Road test and could not duplicate concern. EEC test and pass codes. Road tested and no misfires either. Parts Replaced None Your Quest on Th s is the 2nd time that the customer has come in for this and the advisor states he won t takean unable to dupl cate as an answer. The tsb for resea ing the vent does not apply but I am assuming that th s vehicle has been fixed fromthe factory. Are there any other possible things that t cou d be or s it possible t needs to be sea ed like the prev ous year models?
RE: Chris Even though the vehic e is does not currently fall into the TSBiyear range it s advise to perform a href http //www.proservicetech.com/transport/?url /vdirsnet TSB SSM/DisplayArt cle.aspx?type TSB d 1 0130 target blank TSB 1 0130 /a o aid in rect fying any exhaust odor concerns. I add tion o the TSB also inspect the Power Transfer Unit PTU for leaks or indications of the PTU causing the odor. If a fau t is denti ied re er to Workshop Manual WSM section 308 07C Power Transfer Un t D agnosis and Testing o aid in identifying the cause of the fault. If no faul s are denti ied then it s advised to pressure est the veh cle s cabin to aid in checking for leaks. First remove both ta l lamp assemblies as seen in WSM Section 17 01 Exterior L ghting. Then use masking tape to seal the rear air extractors and areas surroundingthem. t is not necessary to mask the rear lip mo ding for vehic es that do not have the rear ip molding removed. Once extractors are taped up start vehic e and set the A/C to fresh air mode and set blower speed to MAX make sure that a l doors and windows are fully c osed. Then use soapy water in a spray bottle to aid in locating any cabin leaks some areas to focus on would be the icense plate area rear deck l d seals rear tail ight seams s de panel g ass seals rear wheel well seams and finally a l underbody seams and
CA: Consulted SME Steven Hopping on use of the PTU SSM from prior model years and normal break in per od odors. Artic e ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN Art cle ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD: Web Form Data Description of Vehicle Concern Customer states there is a strong exhaust odor coming inside the vehicle during hard accelera ion P ease list any d agnostics already performed None Parts Replaced None Your Question Customer owned a 2011 explorer before this one and states that h s new 2016 explorer is worse than h s o d one as far as exhaust smell during hard accleral on. TSB 1 0130 does not apply to th s vehicle. We know there is a new exhaust system out for 2011 to 2015 explorers but against will not work on this one. Any ideas or other reports out there forthis issue?
RE: Eric BR BR Even though TSB 1 0130 does not apply to this veh cle because of the model year the TSB can st ll be referenced for techn cal information and repair direction. Once you are able to verify the odor in the vehicle to determine if it s exhaust or related to another component the PTU fuel etc. per orm the repairprocedure as called out in the TSB. Please note that you will not be able to claim the TSB for this vehic e because the TSB does not apply.P ease contact your Warranty Administrator or the Warranty Assistance Center f you have any warranty related questions. BR BR If the odor s st ll present a ter the direct on in the TSB has been performed itwill be necessary to val date that the exhaust is not entering the vehicle from an unsea ed opening. Re er to section 501 00 of the online workshop manual Diagnosis and Testing Body System Dustand Water Leaks to perform the pressurization procedure. Once the cabin is pressurized spray the soapy water solution around the underbody seams underbody rubber grommet rear wheel we l seams reartail light seams rear deck id seals side panel glass seals and l cense plate area. If any bubbles are ound seal the affected area with TA 2 seam sea er. BR BR If no aulty or improperly seams are found during this testing or your inspection inspect the air ext ractors for possible damage or improper sealing
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN Artic e ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR NSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD: Web Form Data Description of Vehicle Concern A very strong nasty odor after vehic e is driven. Please l st any diagnos ics already performed visual inspections. no leaks ound. no issues notated. Parts Rep aced none Your Question Vehicle has the same sme l as a prior year vehic es had with ssm 5053. this ssm does not come up with this vin in oasis. was t not included for a reason. has the issue been resolved and that s why it is not included in 16 my. t is not a raw fuel smell as described in previous hot ine contacts that t found.
RE: Henry Thank you for taking the time to provide a deta led explanationof the cus omers concern and the steps taken thus far to diagnose and resolve the smell. It is not known why the message was not included for th s vehic e it s likely too new or an update was possible placed in motion at some point during production. W e do not have access to that type of informa ion. First if the smell has been ver fied to be present coming from the Power Transfer Unit PTU then perform a drain and fill of the unit. If this does not resolve it thenreplace it. Informat on on both of these procedures s available in the Workshop Manual Section 308 7C Power Transfer Un t. If any add tional in ormat on is needed just upda e the form. If not then once the repair s complete please Ver fy the Repair and complete the Online Survey. This w ll a low others in the future to use the informat on as well as help populate the Self Help Tool.
CD: So I pulled the drain plug and first thing I noticed is the horrible smell second is the magnet on end of drain plug full of metal and 13 oz. s luid drained out spec s for 18 oz capacity and no eaks found . Does it still make sense to still drain and f ll or shou d it be replaced?
RE: Henry The metal ic debris ess flu d than expected and horrible smell all confirm an internal failure with the Power Transfer Unit PTU . Since these are sealed non serv ceab e un ts rep acement of the PTU is recommended. Please follow the instructions in Section 308 07C Power Transfer Unit for removal installat on and fill procedures.

CD: Web Form Data Description of Vehicle Concern exhaust smell inside truck Please list any diagnost cs already performed none Parts Rep aced none Your Question unable to redupl cate sme l any known concerns?
RE: Mark Consult with the customer on what condit ons are needed to duplicate the concern it s important to dup icate the concern to al ow proper d agnostics. Once the concern is dupl cated it is recommended to perform a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/D sp ayArtic e.aspx?type TSB id 1 0130 target blank TSB 1 0130 /a in this TSB you w ll be going through and checking the rear inlet vents by the exhaust allowing the fumes to enter the cabin of the Explorer.
CD:tsb 1 0130 is for 11 15 explorer does t also apply to 16. did not come up on oasis
RE: Mark WhI e a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/DisplayArticle.aspx?type TSB d 1 0130 target blank TSB 1 0130 /a does not include the 2016 Exp orer the diagnostic direction of the TSB can st ll be followed to correct the concern. TheTSB procedure is in the process of being updated to include the 2016 model year so t will be avai able when OASIS is run for the vehicle.
CD: To be c ear on the procedure for a 2016 model I am just replacing theleft side air extractor both wheel lip moldings and since it alreadyhas drain valves in the liftgate I am to not do any seam sealing? Thank you just want to be clear on everything since the bul etin doesnot apply to 2016 yet. Thank you.
RE: Mark It s recommended to follow the TSB in full and replace a l the components directed to be replaced f the TSB instructs for the drainvalves to be rep aced and seams sea ed then it is recommended to do soas well.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data Description of Vehicle Concern Veh cle has an odor in vehicle. Please l st any diagnost cs already performed Verify concern. Check for any leaks of fluids. None present. Odor is sim lar to luid in PTU. When removed engine cover odor was very strong especially around PTU vent area. Haven t checked luid level or condit on yet because of mileage and necessary to remove catalytic converter to access drain and f ll plugs. Parts Replaced None. Your Quest on I d dn t see any relevant TSBs for this concern. Do you have any recommenda ions or add tional diagnost c procedures for th s concern?
RE: Gary Ver fy that a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/DisplayArticle.aspx?type TSB d 1 0130 target blank TSB 1 0130 /a does not apply to this vehicle. Although the bu ld da es in the TSB do not match the TSB s in the process of being updated and should be fol owed if the concerns are the same. If TSB 1 013 does not apply then it is recommended to verify PTU flu d level. Ver fy that the vent is not plugged and t is routed properly. If the PTU vent is restricted the PTU s overfil ed or interna ly damaged itcan cause fluid to be pushed out and cause a strong smell in the veh cle. If the vent is restricted or damaged then replace and reevaluate the vehicle or the concern. Verify that the vent hose is routed properly and not causing a syphoning ef ect when the vehicle isbeing driven. Repair as necessary and retest the vehic e for the concern. If the fluid shows metal contamination or debr s then the PTUhas likely become damaged and will require replacement. The PTU s a non serviceable component except for the sea s and if internal damage is suspected then the correct action is PTU replacement.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data Description of Vehicle Concern Customer states there is a coolant burning smell when driving at highway speeds. Please list any diagnostics already performed pressure tested system. no drop. checked for leaks and none found Parts Rep aced none YourQuestion Looking or known cases. This is the second brand new Explorer that we have seen in the past month with this concern and we can t find any cause of failure.
RE: Paul Since the cooling system was pressure tested and no eaks were found the sme l could be an exhaust odor that is entering the cabin of the vehicle. The technical direction of a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/DisplayArt cle aspx?type TSB id 1 0130 target blank TSB 1 0130 /a can be fol owed to correct the odor as the TSB is being updated to include the 2016 Explorer. Follow the TSB procedure listed and re evaluate the vehicle.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data 109853035 Descrip ion of Vehicle Concern customer states engine surges on slow takeoff and exhaust smells bad P ease list any d agnostics already performed ids test visual insp. ck flu d levels road test Parts Rep aced none Your Question while road tes ing d d not notice engine surge as customer described but on an incline transmission? made a rattle noise and had sl ght hesitat on . any known concerns or a starting point ?
RE: Scott Based on the description of the concern occurring w th a s ightEngine Load uphill and no D agnostic Trouble Codes DTCs present this symptom may be attributab e to Spark Knock. W th Engine Drivab lity concerns sometimes being mistaken for Transmission issues t is recommended to ru e out any Drivability issues first before pursuing Transmission d agnostics. In addition typ cally a ratt e no se is not indicative of a aulting Transmission. It is recommended to inspect Fuel Con ent to determine if contributing to a surge concern or possible Spark Knock. Addi ional preliminary diagnostic information and inspect ons may be found in the PC/ED Manual Section 3Symptom Chart diagnosis/No DTCs present Surge Chart 1. If Spark Knock is present or verified it is recommended to also ollow Chart 9 ls edin the same section of the PC/ED Manual. The Exhaust Sme ling badly may be due to the breik in per od of the Catal ic Convertor. A sl ghtsulfur smell may be normal. Catalysts w th less than 8 000 16 000 ki ometers 5 000 10 000 m les either from a new Vehic e or new Catalyst are likely to have a Sulfur Smell due to the highly active state of new Catalysts. Instal ing a new Catalyst may actually make the symptom worse. P ease refer to Chart 21 of section 3 of the PC/ED or 309 008 Exhaust System 3.5L EcoBoost 257kW/350PS 2016 Explorer Police Interceptor Util ty Diagnosis
CD:OK can you say m scommunicat on ? Had customers husband come in for road test h s descript on of concern was feels ike x is binding upin reverse sure enough backed up about 2 car engths binding screeching bucking inspect ptu ound luid looks like s lver pudding rep ace transfer case all s well. Moral of story Get all the info. you can be ore pu ling your hair out looking or the wrong concern Thanks for your input Sco t Wa den
RE: Scott Thank you for the update. Please con inue to inspect the PTU todetermine the extent of the damage and rep ace any damaged components as necessary.
CD: Alrighty then! First I know you guys are backed up with the system outages so I kind of understand Second if you rea ly paid attention to what I wrote to you wou d see the repair is complete and everyone is happy Third there is no way to inspect the ptu for the extent ofdamage because there is no wsm procedure to disassemble the ptu so if I did take it apart my warranty claim may get denied . So in conclus on I was sending you something that you may enjoy reading about . Loosen up guys t w ll be ok!
RE: Scott Thank you for the update and c arif cation. If you have a moment please f ll out the survey attached with the fix information asthe feedback is much apprec ated. Thank you.

CD: Web Form Data Description of Vehicle Concern customer complains of exhaust fumes in cabin under hard acceleration onto the interstate. road tested vehicle and ver fied odor present when accelerating onto highway w th hvac in recirculat on mode. odor not present when in fresh air mode. oasis indicates tsb 1 0130 does not apply to this model year. Please l st any diagnos ics already performed road tersted Parts Rep aced none Your Question is this concern stil considered normal under certain condit ons or s there a possib e repair?
RE: Tom The technical direction of TSB 1 0130 can be fo lowed to correctthis concern as this TSB is being updated to include th s model year.Perform the TSB procedure and re evaluate the vehicle.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD: Web Form Data 1097907032 Descrip ion of Vehicle Concern Cust states there is an exhaust sme l from the rear of vehic e that you can smell from the front of the vehic e . Note TSB 1 0130 was performed as instructed by Hotline request 10973 692 on RO 60 88 on 3/3/16. Cust reports the sme l is worse. Road test by SM showed no smell in city driving however a distinct smell on the hiway at 60 mph . Please l st any diagnos ics already performed TSB 1 01 per ormed prev ously for the same cust concern Parts Replaced BB5Z 782916 AA m dg BB5Z 7829165 AA m dg BB5Z 61280B62 B gr lle assy vent air outer M8Z 5 280B62 1 valve assy auto drain QTY 3 Your Quest on Owner states exhaust sme l into vehicle is even worse than before previous TSB repair was performed. SM observed that smell is present at hiway speeds 60 mph . There are no apparent air or water leaks into vehicle. WEB Ford Ext acou so Mar 15 201612 01 32 Dan With completing TSB 1 0130 and the concern is s ill present it would be advised to cabin pressure test this Explorer to ensure there are no additional eaks being over looked. Tape off the bod vent in the trunk on both s des of the car behind the inter or trim panel once the vents are taped off turn the car on and have the HVAC set to panel on high heat and high blower speed with the re circu ation feature turned OFF. Shut a l doors and
RE: Dan Thank you for the informat on on the current status of the vehic e and all the diagnost cs that have been performed at this point. Since the customer s st ll stating that the exhaust odor is present it is recommended to return the vehicle for serv ce to installthe updated mu fler assembly and additionally ensure that both of the rear air extractors have been rep aced. Once it s known when the customer will return for serv ce p ease upda e this form so that a fol ow up ca l can be scheduled accordingly.
CA: Service Director Dav d Service Manager Dan No FMC at this time however customer has mentioned Lemon law.
CD: Outbound Call A follow up call was placed to the service manager Danto determine if the vehic e has returned for service. Dan stated that the vehic e is scheduled to return tomorrow.
RE: Dan Thank you updated information on when the vehic e will return forthe muf ler instal ation and verification of body vent instal ation. A ollow up ca l will be schedu ed for Wednesday morning.
CA: Need to install updated mu fler assembly.
CD: Outbound Call A call was placed to the service manager Dan to determine if the vehicle returned for service yesterday. Dan stated that the customer d d not return and has been scheduled for today.
RE: Dan Since the customer has not yet returned for serv ce p ease updatethis form when the customer has returned and the muff er has installedso that a fol ow up call can be scheduled accordingly.
CD: Outbound Call A call was placed to the dea ership and the service manager Dan was unable to be reached. A voicemail was eft.
RE: Dan The escala ed handling team was unable to reach you. We will attempt to reach you again later today.
CD: Outbound Call A follow up call was placed to Dan to get an update onthis vehicle. Dan stated that the vehicle returned and the updated muff er assembly has been installed. The rear liftgate handle was alsosea ed as this was found to be eaking. After a road test Dan was unable to smell the odor however the customer s more sensitive to thesmell. The vehicle was re eased to the customer th s morning.
RE: Dan Thank you for the updated information on the insta lation of the new mu fler and correcting the leak at the lif gate handle. A ollow up ca l will be schedu ed for Wednesday afternoon to verify that the customer can no longer smell the odor.
CA: Need to ver fy that customer can no longer smell the odor.
CD: Outbound Call A follow up call was placed to the service manager Danto determine if the customer has stated there is sti l an exhaust odor. Dan stated that the customer has not ind cated that the exhaust odor is still present.
RE: Dan Thank you for the informat on that the exhaust odor s no onger present. At this ime this esca ation is going to be c osed as the veh cle has been repaired. P ease fill out the survey at your ear iestconvenience as this w ll populate the techn cian self help ool that other techn cians can use to view verif ed fixes w th the same symptomcoding.
CA: Closed as the exhaust odor has now been resolved.

CD: Web Form Data Description of Vehicle Concern Exhaust sme l after acce ing when the ac is on Please ist any diagnostics already performed test drove veh and verif ed the concern. Sme l only happenswhen the rear ac s on and after a hard accel Parts Rep aced noneyet Your Ques ion Older mode s have tsb 1 0130 for a sim lar concern I also performed th s tsb on another 16 model explorer under another hot ine ass st and it corrected the concern. Does this tsb apply to this veh cle oo?
RE: Mitch TSB 1 0130 is in the process of being updated and does apply to this veh cle. It is recommended to perform TSB 1 0130 fo lowing the service procedure and reassess the smell.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD: Web Form Data 110206 8 Descrip ion of Vehicle Concern customer has smell coming from ac vents when turning veh on and when driving Please ist any d agnostics already performed verif ed theconcern. Only got it to happen after hard accel Parts Replaced tsbfor exhaust sme l from the vents has already been performed Your Quest on since the tsb has already been performed should I pressur ze the cabin and spray rear with soapy water to try and find source of intrus on?
RE: Mitch Since the exhaust odor is sti l present on accelerat on and therelated TSB has already been performed then yes proceed with pressur zing the cabin and checking or any eaks that may be present.Please perform the pressure test as fo lows 1. Remove the right and eft rear amp assembl es. See WSM Section 17 01 2. Using masking tape seal the rear air extractors and areas. Do not need to mask the rear lip mo ding or vehicle that do not have the rear lip mo ding removed 3. Start veh cle set A/C to fresh air mode and set blower speed to max. . C ose all doors and ensure windows are fu ly c osed. 5. Use soapy water in a spray bottle o help locate air eaks. 6. Spray around the fo lowing areas a. Under body seams b. Underbody rubber grommet c. Rear wheel we l seams d. Rear tail ight seams e. Rear deck l d seals f. S de panel g ass sea s g. L cense plate area 7.Air leaks can be dent fled by the presence of air bubbles. 8. Mark all areas denti ied to have air leaks. 9. Turn o f A/C 10. Turn o f vehic e 11. Clean and dry all areas marked earl er 12. Seal using Motorcraft TA 2 seam sealer 13. Allow sealant to dry and retest May take up to 20 minutes 1 . Remove the masking tape used in step 1 of the pressure est Also inspect the air extractors for any s gns of damage or improper sea ing check the body for signs of any damage or recent repair that has been made
CD:tested for air leaks. Found a ew behind the tail lamps on the body seams as we l as one spot on the under body seam. Going to reseal. Theright air extractor though is the unrevised version shou d l install the updated version on the right to?
RE: Mitch If an updated component s available the R ght side air extractor should be rep aced as well. In addition when air gaps are sea ed using the seam sealer p ease allow sufficient cure time be oeretesting.
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD: Web Form Data Description of Vehicle Concern sulphur egg smell warm on accel up grades Please ist any d agnostics already performed no DTC Parts Replaced none Your Quest on have you seen any concerns with this?
RE: Jack At times a s ight sulfur sme l is normal with new Catalysts this is due to sulfur content in the gaso ine being burned. If the smell is noticed at a l times there is ikely a r ch fuel condit on or a misfire condition. If th s is the case t is advised to inspect for any indications of a misfire or rich condition. Please refer to PC/ED Symptom Chart 21 this char addresses exhaust system concerns. Also please re er to WSM Sect on 309 00B D agnosis and Testing Symptom Chart. This section of the WSM a so has information regarding exhaust system concerns and odors.
CD:the smell is only when going up a grade. the customer has had the a/c on recirculate and still getting the odor we have performed a l symptom test engine is running perfect would we be able to perform TSB1 0130?
RE: Jack W th all the Pinpoint Tests completed and no cause determined it is advised to perform TSB 1 0130. Also since the veh cle has about5 000 m les it is possible that th s is a characteristic odor. The Catalytic Converters have a break in period of 5 000 10 000 m les. Theodor is likely due to the highly active state of the new Catalytic Converters. TSB 1 0130 a href http ://www.proservice ech.com/transport/?url /vdirsnet/TSB SSM/DisplayArt cle.aspx?type TSB id 1 0130 target blank TSB 1 0130 /a
CA: Consulted SME Steve Hopping regarding any other cause of the odor.

CD: Web Form Data Description of Vehicle Concern customer still smells exhaust inside vehic e at h ghway speeds and at accel Please ist any d agnostics already performed customer came in before complainingabout smell so we per ormed tsb 1 0130 and tbs said if the rear li t gate has drain valves no further action s required Parts Replaced air extractor and right and eft wheel lip moldings Your Quest on after tsb was performed is there anything else that needs tobe done to keep exhaust smell out of cabin area
RE: Wil liam W th the exhaust odor sti l present first ver fy that the spark plugs are torqued to 128 inch pounds as combust on gases can wick passed the threads. If a l checks out per orm the following Pressure Test Procedure a.Remove the right and left rear lamp assemblies. See WSM Sect on 17 01 b.Using masking tape seal the rearair extractors and areas. Do not need to mask the rear ip molding forvehicle that do not have the rear ip molding removed c.Start vehic e set A/C to fresh air mode and set blower speed o max. d. Close all doors and ensure windows are fully closed. e.Use soapy water in a spray bott e to help locate air leaks. f. Spray around the ollowing areas Under body seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck l d seals Side panel glass seals License plate area g.Air leaks can be identified by the presence of air bubbles. h.Mark all areas iden ified to have air eaks. i.Turn off A/C j.Turn off vehic e k. Clean and dry a l areas marked ear ier l. Seal using Motorcraft TA 2 seam sea er m.Al ow sea ant to dry and retest May take up to 20 minutes n. Remove the masking tape used in step a of the pressure test Inspect the air extrac ors for possible damage or improper sealing. Inspect or ev dence of body repairs and ensure that there are no missing or poorly seated body plugs in the loor pan or engine
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.

CD: Web Form Data Description of Vehicle Concern Cust s ates there is anexhaust smell from the rear of vehic e that you can smell from the front of the vehicle . Note TSB 1 0130 was performed as instructed by Hotline request 10973 692 on RO 60 88 on 3/3/16. Cust reports the sme l is worse. Road test by SM showed no smell in c ty driving however a distinct smell on the hiway at 60 mph . Please ist any diagnostics already performed TSB 1 01 per ormed prev ously for thesame cust concern Parts Replaced BB5Z 782916 AA m dg BB5Z 7829165 AA m dg BB5Z 61280B62 B gr lle assy vent air outer M8Z 5 280B62 1 valve assy auto drain QTY 3 Your Quest on Owner states exhaust sme l into vehicle is even worse than before previous TSB repair was performed. SM observed that sme l is present at hiwayspeeds 60 mph . There are no apparent air or water leaks into vehic e.
RE: Dan With completing TSB 1 0130 and the concern is s ill present it would be advised to cabin pressure test this Explorer to ensure there are no additional eaks being over ooked. Tape off the bod vent in the trunk on both s des of the car behind the inter or trim panel once the vents are taped off turn the car on and have the HVAC set to panel on high heat and h gh b ower speed with the re circulat on feature turned OFF. Shut all doors and windows and let the car idle for at east 20 min. Once the car has idled for the period of time begin spraying a soapy water solut on from a spray bottle around the entire back end of the car including under body seams rubber grommets wheel well seams tail light seams deck l d seals side panel seals and around the license plate area. Air leaks w ll show asformation of bubbles from the affected area repair/replace the areas that require attention. Once the body has be confirmed there are no addit onal leaks rep ace the mu fler with part FB5Z 5230 B and re evaluate the cus omers concern.
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED.
CD: We have fo lowed the recommended d agnostic procedures and have sealedmultiple eaks at var ous seam. Some were arge some were sma l. We replaced one way vents under quarter panels. Upon road testing we felt that the ssue was resolved. Owner report that she feels as though all the work that we have per ormed has not changed the issue. She s concerned that she transports chi dren in the vehicle and that she herself suffers from respira ory condit ons. Dea er requests FSE assistance to resolve concerns.
RE: Dan The customers complaint of an exhaust odor that is still present after performing TSB 1 0130 and then pressure testing the veh cle and sealing other areas could be due o other concerns. Refer to the GSB G00000 5 and section 501 of the WSM to ver fy that the body gap flushness are at the proper specif cations. Any misalignment here may cause a leak in the veh cle that the pressure test may have missed. Also verify that during the pressure test that the bulk head and firewa l area of the engine compartment were checked as there are body plugs an other areas that need to be sealed that could cause the odor to come into the veh cle body plugs steering column boot cowl vent etc... This concern cou d also be due to a fuel additive that was not previously used in the veh cle. Interv ew the customer and seelf a recent change in gas stations have been made. Also if the sme l could be considered a sulfur or rotten egg type of smell then refer to the PC/ED manual and check symptom chart 21. Please note that a slight su fur smell may be normal as catalysts w th less than 5000 10000 miles are likely to have the sme l due to a h ghly active state of new catalysts. Also perform an exhaust pressure test and verify that there are no eaks present there either. Step DW6 of pinpoint test DW in the PC/ED manual has a good description and direct on to perform that test.
CA: Consulted Joel Murphy SME regarding possible escalation. He adv sed to not escalate it at this time and gave the diagnostics provided. Note Re evaluate for escala ion f contact returns.
CD: We feel that we have already performed the common sense diagnost c procedures that you describe. The owner s very anxious for a prompt and e fective resolut on to the concern. We feel that FSE involvement should be the next step in the resolut on of this ssue. Please advise.
RE: Dan Beings that a l the above recommended diagnostics and repairs have been made as well as replacement of the mu fler with the new partnumber this concern is being directed to the Technical Ass stance Center s Escalated Hand ing Team for add tional rev ew. An Esca ated Handling Team Member w ll contact you by phone or through th s HotlineAss stance Request within one 1 business day to prov de additional information and/or recommendat ons to assist in the resolut on of the customer s concern. We will continue o work with you and your Dea ership s Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.
CA: Consulted w th Jack Flynn on escalation due o time down and progress.NOTE TO EH TSB 1 01 TSB 1 0130 has been performed recommended replace the muff er GSB G00000 5 and pressure tested cabin for eaks. Sme l is still detectable. Requesting FSE. Veh cle came in withthe concern on 3 1 2016.

CD: Web Form Data 110139771 Descrip ion of Vehicle Concern C/S WHEN UNDER A LOAD GOING UP HILLS OR HEAVY ACCLERATION VE HAS A SULFER LIKE SMELL WHEN REAR AC IS TURNED ON. Please l st any diagnostics already performed CONFIRMED THAT THERE IS A SULPHUR SMELL COMING FROMREAR AC WHEN VEHICLE IS UNDER A LOAD NO EXHUAST LEAKS WHERE FOUND Parts Replaced NONE Your Quest on NO TSB S ARE PRESENT FOR THESE MODEL EXPLORERS ANYMORE.. READ A SIMILAR HOTLINE REQUEST WITH THIS CONCERN AND THE ODOR WAS SUPPOSIDLY COMING FROM PTU THIS VEHICLE IS NOT EQUIPPED WITH ONE IS THERE ANY OTHER PROCEDURES I COULDTAKE TO CONFIRM HOW THIS SMELL IS BECOMING PRESENT INSIDE OF THE VEHICLE CAB?
RE: Broderick W th an Exhaust type odor being detected during heavy load/acceleration cond tions while t does not apply to this veh cle directly due to its Model Year the procedure from a href http ://www.proserv cetech.com/transport/?url /vdirsnet/TSB SSM/Disp ayArticle.aspx type TSB id 1 0130 target blank TSB 1 0130 /a can st ll be referenced for this repair. Since the TSB does not include the newer vehicles any work performed cannot be claimed under the TSB. The TSB is currently being updated for this but no comp etion date s known. Please continue to monitor OASIS for that in ormat on. While referring to the TSB procedure step 3 ind cates that only the LH Body Vent should be replaced. However whenreferring to the SLTS at the bottom of the ar icle it indica es that the Vents should be replaced the SLTS is correct and the Body Vent onboth sides of the vehic e should be replaced.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data 1101 69 2 Descrip ion of Vehicle Concern When ge ting on the h ghway or when traveling 80 mph cru se there is an exhaust type sme l in the vehic e. Please l st any diagnostics already performed Test drove vehic e on highway. Verified that a ter approx. 5 seconds of WOT getting on highway w th recirc on the HVAC switched to outs de air. However by that time there was a substant al exhaust smell inside the vehicle. It was enough that I hadto ro l the windows down. The hatch seal and the hatch/body seams lookgood. When using ou side air and accelerating on o the h ghway the odor was substantially reduced. Parts Replaced none Your Question The customer is pregnant and also has a sma l child in the car. She s concerned about any exhaust en ering t. Please advise if there is a resolution since there s no TSB for this model year.
RE: George Thanks for the information 2016 explores w th this concern can apply TSB 1 0130 a though it is listed for a 2015 the TSB can beapplied to the 2016 MY. P ease apply TSB necessary and reevaluate. If concern continues after completing the TSB the complete the fo lowing procedure. 1. Remove the right and left rear lamp assemblies. See WSM Sect on 17 01 2. Using masking tape seal the rear air extractors andareas. Do not need to mask the rear lip molding for vehic e that do not have the rear lp molding removed 3. Start vehicle set A/C to fresh air mode and set blower speed to max. 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 fol owing areas 7. Underbody seams 8. Underbody rubber grommet 9. Rear wheel we l seams 10. Rear tail light seams 11. Rear deck lid seals 12. Side panel glassseals 13. License plate area 1 . Air leaks can be dent fied by the presence of air bubbles. 15. Mark all areas dent fied to have air eaks. 16. Turn off A/C 17. Turn off vehicle 18. C ean and dry all areas marked earlier 19. Seal using Motorcraft TA 2 seam sealer 20. Allow sealant to dry and retest May take up to 20 minutes 21. Remove the masking tape used in step a of the pressure test. Note Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can
CA: Consulted Josh Burtch recommended TSB then ISM f concern cons sts. Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN Artic e ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR NSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED. Art cle ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD: For clarif cat on the production date on this 2016 model s 11/11/2015. There ore there are no new HVAC calibrations correct? Also regarding the mul ler are you advising to replace it automatica ly? s this a revised part and if so what is different about it?
RE: George We apologize for the confusion. You are correct that since theveh cle is a 2016 Model Year there wi l not be an update for the HVACmodule. Currently a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/D sp ayArtic e.aspx?type TSB id 1 0130 target blank TSB 1 0130 /a does not apply to the 2016 Explorer but it s in the process of being updated to include it. While it does not apply the procedure can still be referenced or the repair to address the concern. A so since the TSB does not apply to the vehicle any work performed cannot be claimed under it. However if the odor s st ll detected after following the TSB procedure then the items from the numbered ist previously provided w ll need to be addressed includingrep acing the Muffler Assembly with the part number listed for the 2016 Model Year FB5Z 5230 B. One major dif erence of th s assembly isthat the Exhaust will be routed in a more downward direction to aid in keeping it away from the vehicle.
CD: We d d the resealing repairs as prescribed in the TSB. We found that the rear hatch grommets were not there. Also the air extractors were the o d style. We rep aced both tems w th the updated parts. The hatch seal was good. We instal ed the new updated exhaust. We sea ed the body seams per the TSB. We checked for HVAC calibration updates. One was avai able and we updated t. After completion we d d not havesuff cient time to test drive since the customer arrived and wanted to pick up her vehicle. She ca led back 2 days later and said that theodor inside the vehicle is worse than before. She was using outside air. She called today and said it was very bad and had to drive with the windows down. We will request that she drop off the car for assessment tomorrow. If th s is a continuation of the exhaust odor weare going to request an escalat on of this case since she is pregnantand also has a small chi d in the car.
RE: George Because the exhaust odor is still present in th s vehicle per orm the veh cle pressurization procedure again As out ined in Section 501 00 of the online Workshop Manual WSM D agnosis and Testing Body Sys em Dust and Water Leaks for a descript on of this procedure. Please ensure to ocate and tape off the body vents located on the eft and right lower rear of the quarter panels under the rear bumper cover select FRESH AIR on the HVAC system turn the blower to HIGH ensure all doors and windows are c osed and a low 15 minutes for the inter or to pressurize for this procedure to be effec ive. Spray soapy water around the outside of the vehicle windshield door windows rear liftgate body seams Etc. . Any bubbles formed wou d indicate a leak. If no bubb es are noted util zea smoke machine if avai able and b ow smoke around the exter or of the rear l ftgate to ver fy if air blows the smoke away to indicate a eaking seal. If a leaking iftgate seal is ound attempt to adjust the liftgate for a tighter fit and/or replace the liftgate seal. If no leaks are found using the vehicle pressur zat on procedure. Leave the body vents taped off and operate the vehicle to determine if the exhaust smell is sti l present. If the exhaust smell is not present with the body vents taped o f inspect the vents for proper sealing and repair as needed. Th s concern s being
CA: Note o EH this contact is being esca ated due to a ack of technicalprogress in resolving an exhaust smell in the inter or of the veh cle under acce eration. The cr ginal R O date is 0 /27/2016. The veh cle has not been at the dealer the whole time. There is not an active FMC 360 report regarding this concern. The techn cian has replaced m ssingrear hatch grommets installed updated body vents insta led the updated exhaust sealed the body seams and updated the HVAC calibration. The customer pregnant with a small child has indicated the smell is worse than before. I consulted Ryan Tyda and Cale Garrettregarding esca ation of this con act. It was recommended in this contact to perform a vehicle pressur zat on procedure to locate any add tional leaks to util ze a smoke machine to detect any li tgate seal eak s adjust the liftgate for a tighter seal or replace the liftgate seal if a leak was detected and to test drive the veh cle w th the body vents aped off to determine if the exhaust odor is sti l present.

CD: Web Form Data 1101 678 Descrip ion of Vehicle Concern EXHAUST SMELL AT TIMES ON HEAVY ACCELERATION Please list any diagnostics already performed NONE Parts Replaced NONE Your Question TSB 1 0130 EXHAUST SMELL IN VEHICLE NOT APPLICABLE TO THIS SPECIFIC VIN. WHAT ACTIONS TO TAKE TO FIX CUSTOMER CONCERN SHOULD WE PERFORM TSB?
RE: Aaron Since the concern has been verified and exhaust odor is entering the vehicle under hard acceleration as ment oned previously then yes t would be recommended to perform a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/D sp ayArtic e.aspx?type TSB id 1 0130 target blank TSB 1 0130 /a to resolve the ssue. After the repair has been performed reevaluate the concern.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data 110102726 Descrip ion of Vehicle Concern CUSTOMER STATES CAB FILLING WITH EXHAUST FUMES CHECK AND ADVISE. Please istany diagnostics already performed TEST DROVE VEHICLE WITH CUSTOMER. VERIFIED SMELL FROM INTERIOR VENT WITH AC ON WINDOWS CLOSED AND RECIRCULATE BUTTON ON. THE SMELL HAS A VERY STRONG ROTTEN EGG SMELL FOLLOWED BY A RUBBERY SMELL. DRIVING 5 10 MINS YOU DEVELOP A SENSE OF NAUSEA AND DIZZINESS. INSPECTED VEHICLE IN SHOP ALL BLEND DOORS OPERATING AS DESIGNED. SPRAYED VENTS WITH DEORDORIZER WHICH MASKED SMELL FOR A VERY LIMITED TIME BUT SMELL RETURNS JUST A STRONG AS BEFORE. INSPECTED ENTIRE EXHAUST SYSTEM AND DID NOT FIND ANY CONCERNS.INSPECED FOR FOREIGN MATERIALS IN VENTS HANGING/TOUCHING EXHAUST. NO CONCERNS FOUND. CUSTOMER CLAIMS TO HAVE READ ONLINE ABOUT A CLASS ACTION LAWSUIT PERTAING TO THIS PARTICULAR CONCERN AND HAS MADE SEVERAL MENT ONS OF THE MASS LEMON LAW. Parts Rep aced NONE Your Question GIVEN THE CHARACTERISTICS OF THE CONCERN AND DIAG PERFORMED. WHAT WOULD THE NEXT RECOMENDED STEP BE TO RECTIFY CONCERN?
RE: Randolph With the smell coming from the HVAC control housing t w llbe necessary to ensure a l the air intake vents are free of debris andclean. Inspect the underside of the vehicle for any signs of leaking from the engine or transm ss on. If there is an oil leak hot components w ll burn the o l causing an odor to be made wh ch may be able o enter the vehic e through the HVAC control housing regard ess of the recircu ation mode setting. If no oil leaks are found in any components ensure components such as wiring harnesses hoses etc. that are not in contact with hot engine components. If any plastic or rubber components are in contact with a hot component a rotten egg orburning rubber sme l may be observed. It will be necessary to relocateany components that show signs of burning or melting. Ensure there is not a eak in the rear of the veh cle that will allow exhaust to enterthe passenger compartment. It wi l be necessary o perform a pressurized cabin eak test as outlined in section 501 00 of the workshop manual. Th s is done by locating and taping off the body vents turning the b ower motor o high w th the recirculation set to fresh and closing all doors and windows. With a spray bottle of soapywater spray around body seams window seams and l ftgate seams around the rear of the veh cle. t may also be necessary to spray seams under the vehic e around the
CA: Consulted w th Cale Garrett escalation due to mention of LL Note to EH Vehicle has a exhaust rotten egg rubber smell entering the vehic e possibly through the HVAC control housing. Customer has mentioned LL/buy back or this concern. As of /18/2016 no FMC360 openregarding customer buy back request.
CD: Outbound ca l to Randolph. Randolph stated there is an exhaust odor/rotten egg smell under acceleration coming from the AC. He has veri ied the odor with the customer. This is the second visit to the dealer. He has not performed any testing or repairs yet. The veh cle has only been at the dea er for 11 days in between the 2 visits. Spoke with service manager Manny who is famil ar with the concern. Updated him on the direction given.
RE: Randolph For this exhaust odor under acceleration recommend performing a href http //www.proserv cetech.com/transport/?url /vdirsnet/TSB SSM/Disp ayArticle.aspx type TSB d 1 0130 target blank TSB 1 0130 /a for this concern and reevaluate. Ensure ample amounts of sealer are being applied in the areas indicated and the areas are being sealed properly. A follow up call w ll be scheduled for tomorrowafternoon to discuss this vehicle further.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN 01 86 0711 cell
CD: Outbound ca l to Randolph. Randolph stated the parts should be arriving th s afternoon. He was wondering how the exhaust s entering the veh cle.
RE: Randolph With the exhaust odor entering the vehicle under a hard accelerat on th s is due to the wind recirculation behind the vehicle. When accelerating the air s getting whipped around the rearof the vehicle and f there s a body eak t cou d cause the exhaustgas to then get draw into the vehic e. A fol ow up call will be scheduled or Monday to discuss this vehicle in greater detail.
CA: Needs to perform TSB.
CD:I removed the rear bumper to perform tsb 1 0130 as adv sed by ford contact. while bumper was off I attemted to pressurize cab. taped off both body vents turned recirculate off and b ower on h gh. body would not pressur ze. upon inspection elt excessive air exiting vehicle before it reached vent area. in the at ached photo it shows one arge hole up top two smaller holes on top and bottom of main hole. also a hole on the bottom which f zoomed in will show a channelrunning up the inner wall of the vehicle eading to the vent. the wiring harness shown is or the rear ac system. w th the vent removed you can reach up and access the holes from the bottom and reach into the vent from the s de and be ab e to touch your fingers. My question is s there supposed to be a type of plug for this area to direct thecabin air to the vents? judging by how the holes are interconnec ed if there was such a plug would the cabin be able to be pressurized?
RE: Randolph Thank you for the image provided. With their being a massiveamount of air low leaving the vehicle and the hole noted recommend comparing this to a ike unit that is not experiencing this exhaust odor and note the differences between the 2. Determine f there is a plug that is supposed to be instal ed that is missing on this veh cle.When this is performed update th s form and you will be contacted as soon as possible. Otherwise a fol ow up call will be scheduled or Wednesday to discuss this vehicle further.
CA: Needs to inspect other veh cle.
CD:I took a ike 2016 explorer sport from the lot and removed the rear bumper cover. I taped the vent s and was ab e to pressur ze the cab. upon inspection of the lot explorer I noticed a piece of sheet metalin place that covered all access to outs de e ements. the picture that has the darker muffler is the lot exp orer. what should the next course of action be? thank you
RE: Randolph Thank you for the images prov ded. Since you have noticed there is a p ece of the body that is missing this wou d al ow the exhaust odor to enter the vehicle. Recommend obtaining a part number either from the parts department or f unable to do so from the like un t and have insta led. If sti l unable to do so the vehic e may need to go to a body shop for repairs. A follow up call w ll be scheduled for Thursday to discuss this vehicle further.
CA: Needs to insta l body piece.
CD: Outbound ca l to Randolph. Randolph stated they have obtained the partand are waiting to take the veh cle to the body shop to have insta ledwh ch should be today.
RE: Randolph A ter the vehicle returns from the body shop per orm the cabin pressure test as previously recommended to ensure there are no leaks from the rear of the veh cle. f there are not then drive the veh cle to verify if the odor was entering the veh cle due to the m ssing body panel. A fo low up call wi l be scheduled for Monday to discuss this veh cle further.
CA: Need to install body panel.
CD:SENT TRUCK TO BODY SHOP TO HAVE SHEET METAL PARTS INSTALLED. AFTER WE RECIEVED TRUCK BACK FROM THE SHOP I WAS ABLE TO PRESSURIZ THE CABIN AND SPRAY SOAPY WATER FTO FIND LEAKS. FOUND SMALL LEAKS AROUND REAR CLIMATE CONTROL HEATER AND AC LINE GOING INTO BODY AND VARIES PLACES AROUND BACK OF TRUCK. SEALED LEAKING AREAS AND ALLOWED TO DRY. RE PRESSURIZED CABIN AND CHECKED FOR LEAKS A SECOND TIME. NONE FOUND. REINSTALLED BUMPER COVER AND TEST DROVE. WAS UNABLE TO DUPLICAT SMELL CONCERN AT THIS TIME.
RE: Randolph Glad the body panel insta lation and body eak repair resolved the concern. If the cus omer does indicate the concern is no longer present p ease ill out the online survey with the vehicle s ixed information as this wou d help assist other technicians using the Se f Help Tool who may exper ence the same concern. At this time we will be closing th s escalation but if the customer indicates the odor is still present update this form and this contact will be re esca ated.
CA: Missing body panel and body leaks repairs resolved the concern.

OC:CUSTOMER S IS EXPER ENCING AN EXHAUST/CHEMICAL SMELL WHEN ACCELERATINGTO HIGHWAY SPEEDS. THIS OCCURS EVERYDAY AND LAST APPROXIMATELY 5 10 MINUTES. THIS CUSTOMER RECENTLY HAD A 2015 EXPLORER BOUGHT BACK FOR THIS SAME CONCERN.
Z9:TECH ASSIST REFERRAL HAS BEEN OPENED
CA: Initial Contact Date 21 Apr 2016 Person Con acted Raenell B ackwe l Dealership V sit P anned on 27 Apr 2016
Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD: Web Form Data 11012817 Descrip ion of Vehicle Concern customer states that ge ting odor in car when acce erating Please list any diagnost cs already performed road test and v sual inspection Parts Rep aced none Your Question hell ver fied car gets a exhaust smell in car a ter hard accel. just like on the older exp orers that have tsb 1 0130. during visual found the rubberwater drains that go into l ftgate one is missing and the other s upside down. any suggestions
RE: Eric Since this veh cle is a 2016 model year TSB 1 0130 wi l not apply to this vehicle as th s issue would have been corrected at the factory. It is suspected that there s another concern that is causingthe exhaust odor to be present in the vehic e under hard acceleration.Since you have observed that there is a prob em with the l ftgate water drains it will be necessary to replace them as needed and reevaluate the concern. If the exhaust odor is sti l present after thedrain tubes have been replaced in the iftgate then t w ll be necessary to test for the odor with the HVAC fresh air mode door open and with the recircu ation door mode on o determine f the odor is entering from the fresh air intake or from the inter or of the cabin. If the concern is present in both modes it will be necessary to diagnose the cause as needed. If the concern is only present from the fresh air setting it is likely there is an exhaust leak that s being introduced to the veh cle through the fresh air inlet. If the concern is present only wh le on recirculation mode then there is likely a leak present with the cabin of the vehicle a lowing the odor to enter the cabin. Check the exhaust system for any leaks by smoke testing theexhaust system and repairing any leaks ound. If no leaks are found from the exhaust system then per orm a water and dust leak test by pressurizing the vehic e cabin and
CA: Consulted SME Aaron Dungee and it was confirmed that the exhaust odorssource wi l need to be found by performing an exhaust leak test and pressur zing the vehicle cabin for any leaks that may be al owing the odor to enter. Repair or replace the drain tubes in the iftgate as needed and re est.

CD: Web Form Data 110136 06 Descrip ion of Vehicle Concern exhaust sme l entering truck whi e driving fresh air/recirc same Please l st any diagnos ics already performed inspect body sea ing and vents Parts Replaced none Your Question sim lar complaint to previous model year explorers looking for any known ssues
RE: He lo scott For th s exhaust odor comp aint it is adv sed to reference and fol ow a href h tp //www.proserv cetech.com/transport/?url /vdirsnet/TSB SSM/Disp ayArticle.aspx type TSB id 1 0130 target blank TSB 1 0130 /a to address this condition.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data 110179662 Descrip ion of Vehicle Concern Exhaust/fumes odor on hard accel P ease list any diagnostics already performed none Parts Replaced none Your Question Any way to fix?
RE: Shane With an Exhaust type odor being detected during heavy acce eration it is suspected that the condition out ined in a href http //www.proservicetech.com/transport/?url /vdirsnet/TSB SSM/DisplayArt cle aspx?type TSB id 1 0130 target b ank TSB 1 0130 /a is present. Wh le the TSB does not apply to this vehicle due to its Model Year a sim lar condit on can s ill occur and the TSB can st ll be referenced for the repair. Please no e since the TSBdoes not apply to this vehicle any work per ormed cannot be c aimed under it. However the TSB is currently in the process of being updated to include the later Model Year vehicles so ensure to continue mon toring OASIS for this information. Also the TSB procedure only indicates that the LH Air Extractor should be rep aced figure 1 but the time for the procedure at the bottom indicates to replace the Air Extractors. The time is correct and both the LH andRH Extractors should be replaced.
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data 110189209 Descrip ion of Vehicle Concern After hardacceleration and then et off and hard accel again vehic e smells likeexhaust fumes inside veh cle. P ease list any diagnostics already performed Resea ed per tsb even though it does not show to be part ofthe effected vehic es. Smell still present but very intermittent. Parts Rep aced Reseal k t for cab per TSB. Your Question Any known concerns on passenger area exhaust smells?
RE: Chris Thanks for the in ormat on at h s time it s recommended to remove the rear paneling as instructed in the TSB when the body seamsare exposed p ease shine a f ash ight against all body seams specif ca ly the tail amps and wheel wel s. If ight s found to be coming through p ease use seam sea er and reevaluate. If the concern continues thine t is recommended to inspect the extractors place masking tape around the extractors if the concern is improved or resolved replace extractors and reevaluate concern. If the concern isstill present then t is recommended to perform the cabin pressure test. Please use and EVAP smoke machine and run smoke around the seamswhere the l ftgate meets the body if smoke is seen b owing outward then adjust liftgate tighter to body. P ease see WSM 501 03 General Procedures. Reevalua e concern.
CA: Consulted Kent Will ams

CD: Web Form Data 11020509 Descrip ion of Vehicle Concern under hardacceleration exhaust odor in vehicle. P ease list any diagnostics already performed ver fied customer concern. Parts Replaced none. Your Question since this concern is the same as previous model years vehic e 2011 2015. is the tsb 1 0130 appl cab e to th s model year as well?
RE: Kendry The TSB s in the process of being updated to include this Model Year and can be used in this instance. When doing so understandthat this concern is due to the odor entering the veh cle through opening in the rear of the vehic e. If the concern persists after performing the Service Bulletin remove the Rear Tail Lamp assemb ies then use masking tape o seal the rear air extractors. Next start thevehicle set the HVAC to Fresh Air Mode and the Blower to High Speed. Close a l Doors and Windows fully then use a spray bottle with soapy water in the following areas to check for leaks Underbody Seams and Rubber grommets Rear Wheel Well and Tail L ght seams Rear Deck Lidand Side Panel G ass Seals The License Plate area Mark o f any areas dent fied to have leaks then clean and seal the areas using Motorcraft TA 2 Seam Sealer a low up to 20 minutes to dry . Inspect the ift ga e seal for proper fit and contact pattern. We a so recommend that you try adjusting the rear ift gate striker so that the rear hatch sea s tighter to the li t gate seal. This can be done by loosening the striker and moving it to increase the ift gate sealing pressure. Also ensure that the lift gate plugs are in p ace inthe drain holes. Next use the IDS to attempt to reprogram the HVAC modu e to the latest ca ibration making sure that the IDS is connected to the internet then re evaluate
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Folder Number	Report Number	Report Source	Report Date	Miles	Year	Vehicle Family	Model	Vehicle	VIN	Build Date	Engine	Calibration	Transmission	Axle	Dealer Code	Dealer Name	City	State	Zip	Symptom	Additional Symptom
110046380000	FCKEN011	NHL	20150311	417	2015	EX	EXPRX4	XLT ,4 DOOR ,MPV	1FM5K8D88FG[redacted]	20141025	3.5L CYCLO	EUB1SN0	6F55		01542	Art Hill Ford Lincoln	Merrillville	IN	46410	447139	odor in vehicle
110046380000	G1OEK014	NHL	20160115	13521	2015	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D87FG[redacted]	20141126	3.5L CYCLO	EUB1SN0	6F50		04856	Palmetto Truck Center	Miami	FL	33166	889239	ODOR ABOVE 40 MPH
110046380000	G21AR012	NHL	20160227	13432	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F88GG[redacted]	20150728	3.5L CYCLO	GUB1Y20	6F50		05432	Gosch Ford Temecula	Temecula	CA	92591	114239	ODOR AFTER ACCELERATION
110046380000	G2OB2019	NHL	20160215	8217	2016	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F84GG[redacted]	20150814	3.5L CYCLO	GUB1Y10	6F55		06481	Hub City Ford, Inc.	Lafayette	LA	70507	111636	EXHAUST ODOR
110046380000	G4MC2005	NHL	20160413	27283	2015	EX	EXPRX4	SPORT ,4 DOOR ,MPV	1FM5K8GT1FG[redacted]	20140515	3.5L-GTDI	EUB1GT0	6F55		04879	Wayne Akers Ford, Inc.	Lake Worth	FL	33461	447102	EXHAUST ODOR AFTER TSB 14-0130
110046380000	G4MC9010	NHL	20160413	1194	2016	EX	EXPRX4	XLT ,4 DOOR ,MPV	1FM5K8DH4GG[redacted]	20160128	2.3L 270HP		6SP 6F MID		02750	Avis Ford, Inc.	Southfield	MI	48034	447139	EXHAUST ODOR ON HARD ACCEL
110046380000	G4ND9010	NHL	20160414	16880	2015	EX	EXPRX4	XLT ,4 DOOR ,MPV	1FM5K8D80FG[redacted]	20141218	3.5L CYCLO	EUB1SN0	6F55		20686	Mahwah Ford Sales & Service, I	Mahwah	NJ	07430	447139	EXHAUST ODOR
110073130000	EKJBS005	NHL	20141110	6446	2015	EX	EXPRX4	LIMITED,4 DOOR ,MPV	1FM5K8F85FG[redacted]	20140602	3.5L CYCLO	EUB1SN0	6F55		68207	Victory Ford Lincoln Sales Ltd	Chatham	ON	N7M1P5	447139	exhaust odor on hard accel
110073130000	F71DT010	NHL	20150727	5880	2015	EX	EXPRX2	LIMITED,4 DOOR ,MPV	1FM5K7F85FG[redacted]	20150129	3.5L CYCLO	EUB1SN0	6F55		03696	Eckenrod Ford Lincoln of Cullm	Cullman	AL	35058	889239	exhaust smell
110073130000	F9TCS002	NHL	20150820	1582	2015	EX	EXPRX2	XLT ,4 DOOR ,MPV	1FM5K7D89FG[redacted]	20150317	3.5L CYCLO	EUB1SN0	6F55		04991	AutoNation Ford Brooksville	Brooksville	FL	34601	889239	EXHAUST SMELL ENTERING CABIN

110073130000	F8UD6003	NHL	20150821	6122	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85F	[redacted]	20150211	3 5L CYCLO	EUB1SN0	6F50		09407	Sabine River Ford	Orange	TX	77630	447Z00	BURNING ODOR
110073130000	F9NEF012	NHL	20150914	17500	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D85F	[redacted]	20140919	3 5L CYCLO	EUB1SN0	6F50		00144	Koons Ford of Baltimore Inc	Ba timore	MD	21244	114239	ODOR IN VEHICLE ON DRIVES
110073130000	F9VDF006	NHL	20150922	7102	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85F	[redacted]	20140807	3 5L CYCLO	EUB1SN0	6F50		07777	Future Ford of Clovis	Clovis	CA	93612	114239	EXHAUST ODOR ACCEL
110073130000	FQNC9005	NHL	20151014	3102	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT9F	[redacted]	20140616	3 5L GTDI	EUB1GT0	6F55		08765	Ray Schultens Ford Inc	The Dalles	OR	97058	447Z00	ODOR IN VEHICLE CABIN
110073130000	FXCD3008	NHL	20151103	17016	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D82F	[redacted]	20140716	3 5L CYCLO	EUB1SN0	6F55		08027	McMahon Ford Company	St Louis	MO	63139	447139	EXHAUST ODOR IN CABIN
110073130000	FXQEZ001	FCSDFS	20151117	7703	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B80F	[redacted]	20140809	3 5L CYCLO	EUB1SN0	6F50		04820	AutoNation Ford Margate	Margate	FL	33063	447102	EXHAUST ODOR ON ACCELERATION
110073130000	FZBDH001	NHL	20151202	3000	2016	EX	EXPRX4	PLTNM 4 DOOR MPV	1FM5K8HT5G	[redacted]	20151017	3 5L GTDI	GUB1G20	6F55		07727	Folsom Lake Ford Inc	Folsom	CA	95630	447139	EXHAUST ODOR IN THE CABIN
110073130000	FZGC8009	NHL	20151207	2608	2016	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT6G	[redacted]	20151014	3 5L GTDI	GUB1G10	6F55		B4612	Northland Ford Sales Ltd	The Pas	MB	R9A1K9	447139	BURNING SMELL INSIDE AND OUTSI
110073130000	FZHDP001	NHL	20151208	7501	2016	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B86G	[redacted]	20150518	3 5L CYCLO	GUB1Y10	6F50		11638	Margate Lincoln	Margate	FL	33063	447Z00	BURNING SMELL AT 3000RPM
110073130000	FZJG2015	CREDSR	20151210	11507	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F83F	[redacted]	20141219	3 5L CYCLO	EUB1SN0	6F55		04781	Jay Mallard Ford Lincoln L L	Jonesboro	LA	71251	447102	

110073130000	FZPFR002	NHL	20151216	4288	2016	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F86G	[redacted]	20150518	3 5L CYCLO	GUB1Y10	6F50	06443	Bolton Ford L L C	Lake Charles	LA	70607	889539	EXHAUST ODOR IN CABIN
110073130000	FZQB9009	NHL	20151217	26922	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F85F	[redacted]	20140730	3 5L CYCLO	EUB1SN0	6F50	07777	Future Ford of Clovis	Clovis	CA	93612	114139	SULFUR ODOR
110073130000	G1GDM007	NHL	20160107	6493	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D84F	[redacted]	20141102	3 5L CYCLO	EUB1SN0	6F50	09137	Sarat Ford Lincoln	Agawam	MA	01001	447102	EXHAUST SMELL IN CABIN
110073130000	G1GDV002	NHL	20160107	28905	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D80F	[redacted]	20141024	3 5L CYCLO	EUB1SN0	6F55	09412	Marin County Ford	Novato	CA	94945	114202	EXHAUST ODOR IN CABIN
110073130000	G1HEU011	NHL	20160108	1268	2016	EX	EXPRX4	PLTNM 4 DOOR MPV	1FM5K8HT3GG	[redacted]	20151217	3 5L GTDI	GUB1G10	6F55	10518	Highland Park Ford Lincoln	Highland Park	IL	60035	447139	EXHAUST ODOR IN CAB DRIVING
110073130000	G1KCC002	NHL	20160111	6157	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D80FG	[redacted]	20150425	3 5L CYCLO	EUB1SN0	6F50	04005	Flood Ford of East Greenwich	East Greenwich	RI	02818	447139	SULFUR ODOR IN VEHICLE
110073130000	G1LDM005	NHL	20160112	1600	2016	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT0GG	[redacted]	20150510	3 5L GTDI	GUB1G10	6F55	06593	Mac Haik Ford	Pasadena	TX	77505	447139	EXHAUST ODOR

110073130000	G1LF6004	NHL	20160112	3122	2016	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F85G	[redacted]	20151017	3 5L CYCLO	GUB1Y10	6F50	05319	Rusty Eck Ford Inc	Wichita	KS	67207	447139	EXHAUST SMELL ON ACCELERATION
110073130000	G1MFD009	NHL	20160113	21735	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F8XF	[redacted]	20140628	3 5L CYCLO	EUB1SN0	6F50	03277	Mullinax Ford	Lake Park	FL	33403	447Z00	EXHASUT ODOR
110073130000	G1OCL015	NHL	20160115	8570	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D81F	[redacted]	20150122	3 5L CYCLO	EUB1SN0	6F50	04970	Karl Flammer Ford Inc	Tarpon Springs	FL	34689	447102	EXHAUST ODOR
110073130000	G1OCX010	NHL	20160115	8226	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT1F	[redacted]	20150402	3 5L GTDI	EUB1GT0	6F55	B4689	Lakeland Ford Sales (2009) Ltd	Prince A bert	SK	S6V5G2	447Z00	BURNING SMELL/LONG TRIPS
110073130000	G1RC7003	NHL	20160118	16628	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F81F	[redacted]	20140612	3 5L CYCLO	EUB1SN0	6F50	11618	Parks Ford Lincoln of Gainesvi	Gainesv lle	FL	32609	447102	ODOR AFTER 14 0130
110073130000	G1UB6004	NHL	20160121	15200	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F83F	[redacted]	20141219	3 5L CYCLO	EUB1SN0	6F55	08396	Jim Taylor Ford Lincoln	Ruston	LA	71270	447139	EXHAUST FUMES IN CABIN
110073130000	G1UFN016	NHL	20160121	51126	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D86FG	[redacted]	20150110	3 5L CYCLO	EUB1SN0	6F55	02729	Jim Navarre Ford Lincoln Inc	Alma	MI	48801	447139	ODOR AFTER DRIVING

110073130000	G33DQ082	NHL	20160329	20059	2016	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F82G	[redacted]	20150713	3 5L CYCLO	GUB1Y10	6F50	01533	Gjovik Ford Inc	Sandwich	IL	60548	447102	PROPANE SMELL INSIDE VEHICLE
110073130000	G35CA010	NHL	20160331	17047	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT3F	[redacted]	20140919	3 5L GTDI	EUB1GT0	6F55	04839	Advantage Ford of Stuart	Stuart	FL	34997	447102	EXHAUST ODOR AFTER 14 0130
110073130000	G3BED003	NHL	20160302	8337	2016	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D8XG	[redacted]	20150811	3 5L CYCLO	GUB1Y10	6F50	06443	Bolton Ford L L C	Lake Charles	LA	70607	114239	EXHAUST SMELL WHEN ACCELERATIN
110073130000	G3RCN008	NHL	20160318	2929	2016	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT3G	[redacted]	20160114	3 5L GTDI	GUB1G20	6F55	07488	San Tan Ford	Gilbert	AZ	85297	114239	EXHAUST ODOR CABIN ACCELERATIN
110073130000	G3XFN003	NHL	20160324	3505	2016	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F84G	[redacted]	20150728	3 5L CYCLO	GUB1Y10	6F50	09420	Freeway Ford	Minneapolis	MN	55420	447139	EGG ODOR
110073130000	G3ZAX010	NHL	20160326	5630	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F89FG	[redacted]	20150214	3 5L CYCLO	EUB1SN0	6F55	20307	Rich Ford Sales Inc	Albuquerque	NM	87112	447102	EXHAUST ODOR ON ACCELL
110073130000	G42G6037	CREDSR	20160428	22655	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D85F	[redacted]	20140919	3 5L CYCLO	EUB1SN0	6F50	00144	Koons Ford of Baltimore Inc	Ba timore	MD	21244	889500	
110073130000	G4ADO003	NHL	20160401	8729	2016	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT6G	[redacted]	20150903	3 5L GTDI	GUB1G10	6F55	09241	Osseo Ford Sales & Service In	Osseo	WI	54758	114139	ODOR LONG DRIVES

110073130000	G4ECK002	NHL	20160405	12059	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT4FG	[redacted]	20150410	3 5L GTDI	EUB1GT0	6F55		04994	Parks Ford of Wesley Chapel	Wesley Chapel	FL	33543	114Z00	ODOR IN VEHICLE
110073130000	G4ECT006	NHL	20160405	7175	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D88FG	[redacted]	20150324	3 5L CYCLO	EUB1SN0	6F55		B7031	Brown Bros Ford Lincoln Sales	Vancouver	BC	V5X2S6	447Z00	EXHAUST ODOR CABIN ACCELERATIN
110073130000	G4FE6014	NHL	20160406	29020	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D82FG	[redacted]	20140828	3 5L CYCLO	EUB1SN0	6F55		11618	Parks Ford Lincoln of Gainesvi	Gainesv lle	FL	32609	447102	EXHAUST ODOR ON ACCEL
110073130000	G4GD6002	NHL	20160407	4546	2016	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D88GG	[redacted]	20150920	3 5L CYCLO	GUB1Y10	6F50		04947	Walker Ford Company Inc	Clearwater	FL	33764	114239	EXHAUST SMELL ON ACCELERATION
110073130000	G4GDI001	NHL	20160407	513	2016	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85GG	[redacted]	20160301	3 5L CYCLO		6F50		04790	Gary Yeomans Ford Lincoln	Daytona Beach	FL	32124	889534	EXHAUST ODOR
110073130000	G4OC8004	NHL	20160415	4996	2016	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D89GG	[redacted]	20151103	3 5L CYCLO	GUB1Y10	6F50		04908	Sawgrass Ford	Sunrise	FL	33323	889534	EXHAUST ODOR INSIDE VEHILCE
110073130000	G4OF9002	NHL	20160415	4930	2016	EX	EXPRX4	PLTNM 4 DOOR MPV	1FM5K8HT7GG	[redacted]	20151124	3 5L GTDI	GUB1G10	6F55		05145	Vance Ford Lincoln	Miami	OK	74354	447102	EXHAUST ODOR/FUMES IN CABIN
110073130000	G4SEM010	NHL	20160419	25109	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85FG	[redacted]	20140620	3 5L CYCLO	EUB1SN0	6F50		04908	Sawgrass Ford	Sunrise	FL	33323	447239	EXHAUST SMELL ON ACCELL

110073130000	G4SHS001	FCSDFS	20160419	17500	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B86	[redacted]	20150112	3 5L CYCLO	EUB1SN0	6F50	04931	Gus Machado Ford Inc	Hialeah	FL	33012	114200	EXHAUST ODOR IN CABIN
140030330000	G23GJ002	FOMHTL	20160229	9808	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F85	[redacted]	20150329	3 5L CYCLO	EUB1SN0	6F50	M1517	Picacho Grupo Automotriz (Suc	Cd de Mexico	DF	09860	447139	EXHAUST ODOR IN VEHICLE
140071830000	EI4CP010	NHL	20140930	6427	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D81	[redacted]	20140606	3 5L CYCLO	EUB1SN0	6F50	00144	Koons Ford of Baltimore Inc	Ba timore	MD	21244	447202	EXHAUST ODOR AFTER TSB 14 0130
140071830000	EJ3D9008	NHL	20141029	6600	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT	[redacted]	20140607	3 5L GTDI	EUB1GT0	6F55	06466	Terrebonne Ford Lincoln	Houma	LA	70360	447239	Exhaust odor
140071830000	EJUEZ005	NHL	20141021	25343	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F85	[redacted]	20140620	3 5L CYCLO	EUB1SN0	6F55	05254	Long McArthur Inc	Salina	KS	674017839	447139	EXHAUST ODOR IN CAB
140071830000	ELBEK009	NHL	20141202	2488	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85	[redacted]	20140625	3 5L CYCLO	EUB1SN0	6F50	04931	Gus Machado Ford Inc	Hialeah	FL	33012	114239	exhaust odor after 14 0130
140071830000	ELDDY005	NHL	20141204	3158	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D83	[redacted]	20140604	3 5L CYCLO	EUB1SN0	6F55	04808	Kelly Ford	Melbourne	FL	32935	447139	Exhaust Odor After TSB
140071830000	F63CX145	NHL	20150629	10225	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D8X	[redacted]	20140902	3 5L CYCLO	EUB1SN0	6F55	04870	Al Packer Ford Lincoln	West Palm Beach	FL	33409	447139	exhaust odor
140071830000	F64DE012	NHL	20150630	5084	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D81	[redacted]	20140809	3 5L CYCLO	EUB1SN0	6F55	02956	Al Packer Ford West	Royal Palm Beach	FL	33411	114202	exhaust smell
140071830000	F64ER003	NHL	20150630	4613	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D80	[redacted]	20140923	3 5L CYCLO	EUB1SN0	6F50	04410	Northside Ford	San Antonio	TX	78216	114239	exhaust odor in cabin

140071830000	F6KCI013	NHL	20150611	12497	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F8XF	[redacted]	20140621	3 5L CYCLO	EUB1SN0	6F50	00654	Baytown Ford	Baytown	TX	77521	889239	odor after TSB 14 0130
140071830000	F6RFA019	NHL	20150618	9472	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F80F	[redacted]	20140622	3 5L CYCLO	EUB1SN0	6F55	04814	AutoNation Ford Bradenton	Bradenton	FL	34207	889239	Exhaust odor
140071830000	F6RHI001	FCSDFS	20150618	9823	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F81F	[redacted]	20140606	3 5L CYCLO	EUB1SN0	6F50	03096	Jarrett Gordon Ford Inc	Davenport	FL	33897	447000	SULFER ODOR ON ACCEL
140071830000	F6VFP005	NHL	20150622	5575	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D86F	[redacted]	20141006	3 5L CYCLO	EUB1SN0	6F50	04886	Garber Ford Inc	Green Cove Springs	FL	32043	114Z00	odor on acceleration
140071830000	F6WD1003	NHL	20150623	4800	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D86F	[redacted]	20141115	3 5L CYCLO	EUB1SN0	6F50	07269	Jacky Jones Ford of Hayesville	Hayesville	NC	289044528	114239	odor in vehicle after load
140071830000	F71DC011	NHL	20150727	21308	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D82F	[redacted]	20150124	3 5L CYCLO	EUB1SN0	6F55	09568	Stivers Ford Lincoln	Waukee	IA	50263	447139	oder in cab
140071830000	F71EL003	NHL	20150727	8460	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B85F	[redacted]	20141009	3 5L CYCLO	EUB1SN0	6F50	03073	Mullinax Ford	Apopka	FL	32703	447139	exhaust odor in vehicle
140071830000	F73E3001	NHL	20150729	2426	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85F	[redacted]	20140625	3 5L CYCLO	EUB1SN0	6F50	04424	Jennings Anderson Ford	Boerne	TX	78006	889539	EXHAUST ODOR ON ACCELERATION
140071830000	F73EZ003	NHL	20150729	4394	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D84FG[redacted]		20140627	3 5L CYCLO	EUB1SN0	6F55	00770	Andalusia Ford L L C	Andalusia	AL	36420	114239	exhaust odor on accel

140071830000	F74DG011	NHL	20150730	13962	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D87F	[redacted]	20140609	3 5L CYCLO	EUB1SN0	6F55	03105	McKie Ford Lincoln Inc	Rapid City	SD	57701	114Z00	Repeat Exhaust Odor After TSB
140071830000	F74DS005	NHL	20150730	745	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D86F		20150224	3 5L CYCLO	EUB1SN0	6F50	04540	Johnson Sewell Ford Lincoln	Marble Falls	TX	78654	447139	exhaust odor in vehicle
140071830000	F7BFY012	NHL	20150702	10000	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT1F		20140731	3 5L GTDI	EUB1GT0	6F55	03838	Boyd Brothers Ford Inc	Oxford	NC	275653657	447139	exhaust odor
140071830000	F7BGO009	FOMHTL	20150702	3585	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D8XF		20141119	3 5L CYCLO	EUB1SN0	6F50	M2091	Jimenez	Uruapan	MH	60080	114239	EXHAUST ODOR IN VEHICLE
140071830000	F7FCW014	NHL	20150706	14728	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT5F		20140722	3 5L GTDI	EUB1GT0	6F55	20301	Don Sanderson Ford	Glendale	AZ	85301	447102	ODOR AFTER 14 0130
140071830000	F7GGC003	NHL	20150707	8066	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D8XF		20141021	3 5L CYCLO	EUB1SN0	6F50	08283	Larry Fannin's Family Ford LL	Flemingsburg	KY	41041	447102	oil/exhaust smell in cabin
140071830000	F7GHY001	FCSDFS	20150707	1253	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F82F		20141012	3 5L CYCLO	EUB1SN0	6F55	08226	Mullinax Ford	Kissimmee	FL	34744	447000	EXHAUST ODOR ON ACCEL
140071830000	F7NCR004	NHL	20150714	16450	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D83F		20140801	3 5L CYCLO	EUB1SN0	6F55	00571	Mastel Ford Lincoln	Olean	NY	14760	447Z00	exhaust odor in vehicle
140071830000	F7OEO005	NHL	20150715	14169	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D81FG[redacted]		20140714	3 5L CYCLO	EUB1SN0	6F55	02736	Vars ty Ford	Ann Arbor	MI	48103	447139	intermitt odor

140071830000	F7PDT003	NHL	20150716	2747	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F83FG	[redacted]	20140930	3 5L CYCLO	EUB1SN0	6F55	20350	Jones Ford Casa Grande	Casa Grande	AZ	85122	114239	exhaust smell on hard accel
140071830000	F7PFP008	NHL	20150716	5000	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D8XFG	[redacted]	20150315	3 5L CYCLO	EUB1SN0	6F55	02694	Dean Se lers Inc	Troy	MI	48084	448302	exhaust odor query
140071830000	F7TDJ127	NHL	20150720	9886	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F87FG	[redacted]	20141121	3 5L CYCLO	EUB1SN0	6F50	04984	Key Scales Ford Inc	Leesburg	FL	34748	114239	Exhaust Odor
140071830000	F7VGF004	NHL	20150722	7040	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D8XFG	[redacted]	20140918	3 5L CYCLO	EUB1SN0	6F55	08532	Dick's MacKenzie Ford	Hillsboro	OR	97123	447139	EXHAUST SMELL IN CAB
140071830000	F7WDF002	NHL	20150723	18182	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D84F	[redacted]	20140611	3 5L CYCLO	EUB1SN0	6F50	04410	Northside Ford	San Antonio	TX	78216	114239	EXHAUST SMELL ON HEAVY ACCEL
140071830000	F7WE5003	NHL	20150723	15491	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D83F	[redacted]	20140718	3 5L CYCLO	EUB1SN0	6F55	09581	Gus Machado Ford of Kendall L	Miami	FL	33157	114239	exhaust odor in vehicle

140071830000	F81CY003	NHL	20150827	36403	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F83F	[redacted]	20140807	3 5L CYCLO	EUB1SN0	6F50	00149	Waldorf Ford Inc	Waldorf	MD	20601	447102	EXH ODOR AFTER 14 0130
140071830000	F85DS009	NHL	20150831	8200	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D87F	[redacted]	20150114	3 5L CYCLO	EUB1SN0	6F50	09035	Yankee Ford Sales	South Portland	ME	04106	447102	EXHAUST SMELL IN CAB
140071830000	F8CBL002	NHL	20150803	4765	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F82FG	[redacted]	20150228	3 5L CYCLO	EUB1SN0	6F55	08292	Hermann Ford	Hermann	MO	65041	447139	EXHAUST ODOR IN THE VEHICLE
140071830000	F8DCP003	NHL	20150804	12239	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D8XF	[redacted]	20140902	3 5L CYCLO	EUB1SN0	6F55	04870	Al Packer Ford Lincoln	West Palm Beach	FL	33409	889539	exhaust odor
140071830000	F8DDT009	NHL	20150804	5274	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B8XF	[redacted]	20150325	3 5L CYCLO	EUB1SN0	6F50	09640	C Wimberley Ford Inc	Dowagiac	MI	49047	447102	exhaust smell after tsb14 0130

140071830000	F8EC7004	NHL	20150805	24330	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F89F	[redacted]	20140623	3 5L CYCLO	EUB1SN0	6F50		05145	Vance Ford Lincoln	Miami	OK	74354	114202	Exhaust smell under hard accel
140071830000	F8FEF001	NHL	20150806	11984	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D80F		20141125	3 5L CYCLO	EUB1SN0	6F50		05865	Ross Ford	Wynne	AR	72396	447102	exhaust odor
140071830000	F8GCT004	NHL	20150807	552	2016	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F85G		20150624	3 5L CYCLO	GUB1Y10	6F55		01060	McLaugh in Motors Inc	Sumter	SC	29150	447Z00	exhaust smell
140071830000	F8JBS006	NHL	20150810	13072	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B8XF		20141207	3 5L CYCLO	EUB1SN0	6F50		04963	Brandon Ford	Tampa	FL	33619	114239	EXHAUST ODOR IN CABIN
140071830000	F8MDF006	NHL	20150813	13193	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F8XF		20150125	3 5L CYCLO	EUB1SN0	6F55		02511	AutoNation Ford South Fort Wor	Ft Worth	TX	76119	447139	EXHAUST ODOR IN CABIN

140071830000	F8MGT005	NHL	20150813	24821	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT3FG	[redacted]	20140813	3 5L GTDI	EUB1GT0	6F55		04845	Sam Galloway Ford Lincoln	Fort Myers	FL	33907	447139	ODOR IN PASS COMPARTMENT
140071830000	F8NCI004	NHL	20150814	11840	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D86FG	[redacted]	20140906	3 5L CYCLO	EUB1SN0	6F50		04024	Bob Hurley Ford	Tulsa	OK	74107	447139	EXHAUST ODOR
140071830000	F8NGD010	NHL	20150814	12512	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F80FG	[redacted]	20140622	3 5L CYCLO	EUB1SN0	6F50		05556	Tuttle Click Ford Lincoln	Irvine	CA	926182803	447139	EXHAUST/OIL SMELL IN CABIN

140071830000	F8QC6006	NHL	20150817	4609	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D82F	[redacted]	20141214	3 5L CYCLO	EUB1SN0	6F50		07061	Access Ford Lincoln of Corpus	Corpus Christi	TX	78410	447Z00	ODOR AFTER TSB 14 0130
140071830000	F8QC9007	NHL	20150817	4734	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT9F		20150217	3 5L GTDI	EUB1GT0	6F55		04584	AutoNation Ford Corpus Christi	Corpus Christi	TX	78412	447239	EXHAUST ODOR AFTER 14 0130
140071830000	F8QCF008	NHL	20150817	6184	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D82F		20140825	3 5L CYCLO	EUB1SN0	6F55		06985	Mac Haik's Southway Ford	San Antonio	TX	78224	114202	EXHAUST ODOR
140071830000	F8RE5009	NHL	20150818	9134	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F82F		20140714	3 5L CYCLO	EUB1SN0	6F55		04496	A C Collins Ford Inc	Pasadena	TX	77505	114239	EXHAUST FUMES IN CABIN
140071830000	F8RFR009	NHL	20150818	1063	2016	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F87G		20150628	3 5L CYCLO	GUB1Y10	6F50		05616	Jenkins & Wynne Ford Lincoln	Clarksville	TN	37040	447Z00	EXHAUST ODOR LACK OF POWER

140071830000	F8SD4008	NHL	20150819	1800	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F86F	[redacted]	20141014	3 5L CYCLO	EUB1SN0	6F55	05220	Franklin's Spring Creek Ford	Colquitt	GA	39837	114239	EXHAUST ODOR UNDER ACCEL
140071830000	F8TCE006	NHL	20150820	4661	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F88F		20141207	3 5L CYCLO	EUB1SN0	6F55	09429	Mid State Ford LLC	Summersville	WV	26651	889239	ODOR AFTER 14 0130
140071830000	F8TCG003	NHL	20150820	12652	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F80F		20141223	3 5L CYCLO	EUB1SN0	6F50	06004	Ford Lincoln of Franklin	Franklin	TN	37064	114Z00	EXHAUST SMELL IN CAB
140071830000	F8XDK001	NHL	20150824	7571	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D87F	[redacted]	20141212	3 5L CYCLO	EUB1SN0	6F55	04716	Don Hinds Ford Inc	Fishers	IN	46038	447139	EXHAUST ODOR IN VEHICLE
140071830000	F8XDU004	NHL	20150824	16150	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D80F		20141223	3 5L CYCLO	EUB1SN0	6F50	05334	Laird Noller Ford Inc	Topeka	KS	666111255	447139	REPEAT EXHAUST ODOR
140071830000	F8XDW002	NHL	20150824	4421	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D80F		20150209	3 5L CYCLO	EUB1SN0	6F50	09876	Beaman Ford Inc	Dickson	TN	37055	447139	EXHAUST ODOR INSIDE VEHICLE

140071830000	F8XEL003	NHL	20150824	5700	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT3F	[redacted]	20141120	3 5L GTDI	EUB1GT0	6F55		01200	Nick Nicholas Ford Inc	Inverness	FL	34453	447139	EXHAUS ODOR ENTERING VEHICLE
140071830000	F8YCM020	NHL	20150825	11246	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D84F	[redacted]	20141003	3 5L CYCLO	EUB1SN0	6F55		20686	Mahwah Ford Sales & Service I	Mahwah	NJ	07430	889539	EXHAUST ODOR AFTER TSB
140071830000	F8YE1010	NHL	20150825	9104	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D84F	[redacted]	20141103	3 5L CYCLO	EUB1SN0	6F55		20337	Holmes Tuttle Ford Lincoln	Tucson	AZ	85705	889539	EXHAUST ODOR IN VEHICLE AFTER
140071830000	F8YEO007	NHL	20150825	7722	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D8XF	[redacted]	20140711	3 5L CYCLO	EUB1SN0	6F55		01532	Ron Tirapeli Ford Inc	Shorewood	IL	60404	447139	EXHAUST ODOR AFTER 14 0130
140071830000	F92DL004	NHL	20150928	10137	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D82F	[redacted]	20140824	3 5L CYCLO	EUB1SN0	6F55		04640	Dan Pilson Auto Center Inc	Mattoon	IL	61938	447102	FOUL ODOR AT 70MPH
140071830000	F94CD003	NHL	20150930	3672	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85F	[redacted]	20150226	3 5L CYCLO	EUB1SN0	6F55		09815	Russell Barnett Ford Inc	Winchester	TN	37398	447139	EXHUAST ODOR

140071830000	F94DJ014	NHL	20150930	10190	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D82FG[redacted]	20150211	3 5L CYCLO	EUB1SN0	6F50		11646	Pompano Ford Lincoln Inc	Pompano Beach	FL	33064	447139	REPEAT EXHAUST ODOR IN VEHICLE
140071830000	F94FU010	NHL	20150930	4601	2016	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D82GG[redacted]	20150521	3 5L CYCLO	GUB1Y20	6F50		07884	Future Ford	Sacramento	CA	95841	889539	ODOR IN VEHICLE UNDER ACCEL
140071830000	F9BCE013	NHL	20150902	19987	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F82FG[redacted]	20140912	3 5L CYCLO	EUB1SN0	6F55		06063	Smith Ford Inc	Conway	AR	72032	447Z00	FOUL ODOR FROM AC VENTS
140071830000	F9CBB007	NHL	20150903	6613	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D87FG[redacted]	20141218	3 5L CYCLO	EUB1SN0	6F50		08373	Gulf Coast Ford	Angleton	TX	77515	447139	EXHAUST ODOR

140071830000	F9CC6006	NHL	20150903	10963	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85FG	[redacted]	20141013	3 5L CYCLO	EUB1SN0	6F50	02750	Avis Ford Inc	Southfield	MI	48034	447Z00	EXHAUST ODOR
140071830000	F9DCZ014	NHL	20150904	11850	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F8XF	[redacted]	20140930	3 5L CYCLO	EUB1SN0	6F55	01542	Art Hill Ford Lincoln	Merrillvi le	IN	46410	447102	EXHAUST SMELL IN CAB
140071830000	F9HEN010	NHL	20150908	6100	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D84F	[redacted]	20140605	3 5L CYCLO	EUB1SN0	6F50	09285	Lee Motor Company	Dawson	MN	56232	889539	EXHAUST ODOR AFTER TSB 14 0130
140071830000	F9JB7007	NHL	20150910	28645	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F81F	[redacted]	20140627	3 5L CYCLO	EUB1SN0	6F50	02009	Tim Short Ford	Hazard	KY	41701	114239	EXHAUST SMELL ON HARD ACCEL

140071830000	F9JCK010	NHL	20150910	6211	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B86FG	[redacted]	20150226	3 5L CYCLO	EUB1SN0	6F50		04224	Sheehy Ford	Ashland	VA	23005	447139	SULFER SMELL
140071830000	F9KC5001	NHL	20150911	8326	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT2	[redacted]	20141112	3 5L GTDI	EUB1GT0	6F55		B6292	North Star Ford Sales (Calgary	Calgary	AB	T3G3J8	447139	EXHAUST SMELL AFTER TSB14 0130
140071830000	F9KCP001	NHL	20150911	12449	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B87F	[redacted]	20140823	3 5L CYCLO	EUB1SN0	6F50		04867	AutoNation Ford Lincoln Orange	Jacksonvi le	FL	32244	447139	EXHAUST SMELL IN CABIN
140071830000	F9NBV005	NHL	20150914	4938	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F89F	[redacted]	20150413	3 5L CYCLO	EUB1SN0	6F55		07832	Mike Molstead Ford	Charles City	IA	50616	889539	ODOR AFTER 14 0130
140071830000	F9NCH002	NHL	20150914	32965	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F86F	[redacted]	20140724	3 5L CYCLO	EUB1SN0	6F55		03942	Paradise Ford	Cocoa	FL	32922	889539	EXHAUST SMELL IN CAB
140071830000	F9NCV014	NHL	20150914	9215	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D81F	[redacted]	20140818	3 5L CYCLO	EUB1SN0	6F55		03277	Mullinax Ford	Lake Park	FL	33403	114239	EXHAUST ODOR AFTER TSB 14 0130

140071830000	F9NDM004	NHL	20150914	5941	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D83F	[redacted]	20140917	3 5L CYCLO	EUB1SN0	6F50		02818	Hertrich's Ford Lincoln of M I	Milford	DE	19963	447102	SULFUR ODOR FROM EXHAUST
140071830000	F9NE7010	NHL	20150914	7260	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F80F	[redacted]	20141016	3 5L CYCLO	EUB1SN0	6F50		05205	Dick Edwards Ford Lincoln	Manhattan	KS	66502	889534	EXHAUST ODOR IN CABIN
140071830000	F9PFX005	NHL	20150916	8106	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D88F	[redacted]	20140927	3 5L CYCLO	EUB1SN0	6F55		09372	AutoNation Ford White Bear Lak	White Bear Lake	MN	55110	889539	ODOR AFTER 14 0130
140071830000	F9QCU009	NHL	20150917	8713	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F88FG	[redacted]	20140607	3 5L CYCLO	EUB1SN0	6F50		04947	Walker Ford Company Inc	Clearwater	FL	33764	447139	ODOR AFTER 14 0130

140071830000	F9RCF008	NHL	20150918	10020	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F85FG	[redacted]	20141016	3 5L CYCLO	EUB1SN0	6F55		00179	L & L Ford	East Berlin	PA	17316	114139	ODOR AFTER ACCELERATION
140071830000	F9RCK001	NHL	20150918	5454	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT7F	[redacted]	20150417	3 5L GTDI	EUB1GT0	6F55		20323	AutoNation Ford Scottsdale	Scottsdale	AZ	85260	447139	EXHAUST ODOR > 14 0130
140071830000	F9UC4016	NHL	20150921	4152	2016	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F81G	[redacted]	20150518	3 5L CYCLO	GUB1Y10	6F55		01286	Tamiami Ford Inc	Naples	FL	34104	447102	EXHAUST ODOR / PASS COMPARTMEN
140071830000	F9VD4007	NHL	20150922	7792	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F8XF	[redacted]	20150421	3 5L CYCLO	EUB1SN0	6F50		04402	Joe Myers Ford Lincoln	Houston	TX	77040	447139	EXHAUST ODOR ON ACCEL
140071830000	F9VFD008	NHL	20150922	13162	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D89F	[redacted]	20140927	3 5L CYCLO	EUB1SN0	6F50		05524	AutoNation Ford Torrance	Torrance	CA	90505	447139	SULFUR ODOR

140071830000	F9WBT007	NHL	20150923	8599	2015	EX	EXPRX2	XLT	4 DOOR MPV	1FM5K7D83F	[redacted]	20150302	3 5L CYCLO	EUB1SN0	6F50		06042	Tomball Ford Inc	Tomball	TX	77375	447139	EXHAUST ODOR ON ACCELERATION
140071830000	F9XBF013	NHL	20150924	10176	2015	EX	EXPRX2	BASE	4 DOOR MPV	1FM5K7B89F	[redacted]	20150317	3 5L CYCLO	EUB1SN0	6F50		07288	Joe Cooper Ford of Shawnee	Shawnee	OK	74804	447139	EXHAUST ODOR AFTER TSB 14 0130
140071830000	F9XDR003	NHL	20150924	3944	2015	EX	EXPRX2	XLT	4 DOOR MPV	1FM5K7D83F	[redacted]	20150203	3 5L CYCLO	EUB1SN0	6F55		06462	Acadiana Ford Inc	Kaplan	LA	70548	889539	EXHAUST ODOR
140071830000	F9YCN001	NHL	20150925	9525	2015	EX	EXPRX4	XLT	4 DOOR MPV	1FM5K8D8XF	[redacted]	20141202	3 5L CYCLO	EUB1SN0	6F55		03161	Keesee Motor Company	Cortez	CO	81321	442Z00	EXHAUST SMELL

140071830000	F9YDQ001	NHL	20150925	6330	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F85F[redacted]		20150130	3 5L CYCLO	EUB1SN0	6F55		07727	Folsom Lake Ford Inc	Folsom	CA	95630	447139	SMOKE/FIRE FROM SEATS
140071830000	F9YDR015	NHL	20150925	9757	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D81F[redacted]		20150326	3 5L CYCLO	EUB1SN0	6F55		04229	Suburban Ford of Waterford LL	Waterford	MI	48327	447102	EXHAUST ODOR
140071830000	F9YDU006	NHL	20150925	3855	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F86FG[redacted]		20150408	3 5L CYCLO	EUB1SN0	6F55		06531	Lamarque Ford Inc	Kenner	LA	70065	447Z00	EXHAUST ODOR AFTER TSB 14 0130
140071830000	FABAP017	NHL	20150102	4600	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D84F[redacted]		20141024	3 5L CYCLO	EUB1SN0	6F50		10432	Weisleder Ford	Point Pleasant	NJ	08742	447102	Exhaust Odor
140071830000	FBFD1001	NHL	20150206	6557	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85F[redacted]		20140625	3 5L CYCLO	EUB1SN0	6F50		04931	Gus Machado Ford Inc	Hialeah	FL	33012	889239	Exhaust odor

140071830000	FBJEC008	NHL	20150210	5798	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F80FG	[redacted]	20141207	3 5L CYCLO	EUB1SN0	6F55	00149	Waldorf Ford Inc	Waldorf	MD	20601	114Z00	repeat exhaust odor
140071830000	FBKC5001	NHL	20150211	6515	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D83F	[redacted]	20140812	3 5L CYCLO	EUB1SN0	6F55	03891	Morrie's Minnetonka Ford Linco	Minnetonka	MN	55305	447Z00	rotten egg odor
140071830000	FBWEG006	NHL	20150223	4834	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85F	[redacted]	20140624	3 5L CYCLO	EUB1SN0	6F50	00401	Ed Sherling Ford Inc	Enterprise	AL	36330	114202	exhaust odor after 14 0130
140071830000	FC1CS009	NHL	20150327	5422	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F85F	[redacted]	20140617	3 5L CYCLO	EUB1SN0	6F50	B6261	North Star Ford Sales Limited	Fort Mc Murray	AB	T9K0A8	114202	exhaust smell after TSB
140071830000	FCKEN011	NHL	20150311	417	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D88F	[redacted]	20141025	3 5L CYCLO	EUB1SN0	6F55	01542	Art Hill Ford Lincoln	Merrillvi le	IN	46410	447139	odor in vehicle
140071830000	FCTC7015	NHL	20150320	6524	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F85F	[redacted]	20140604	3 5L CYCLO	EUB1SN0	6F50	04332	Armstrong Ford of Homestead	Homestead	FL	33030	447139	REPEAT EXHAUST ODOR AFTER TSB

140071830000	FCWDD003	NHL	20150323	17964	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F87FG[redacted]	20140628	3 5L CYCLO	EUB1SN0	6F50		06330	Stanley Ford Gilmer	Gilmer	TX	75644	447139	exhaust odor
140071830000	FCWDE011	NHL	20150323	535	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F86F[redacted]	20141119	3 5L CYCLO	EUB1SN0	6F55		02446	Southwest Ford Inc	Weatherford	TX	76087	447139	exhaust smell after TSB
140071830000	FCXEP006	NHL	20150324	8698	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F86F[redacted]	20140605	3 5L CYCLO	EUB1SN0	6F50		B4435	Rob in Ford Sales Ltd	Rob in	MB	R0L1P0	114239	EXHAUST ODOR
140071830000	FDCA2001	FCSDFS	20150403	9295	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D89F[redacted]	20140605	3 5L CYCLO	EUB1SN0	6F50		06731	Ford of Port Richey	Port Richey	FL	34668	111500	EXHAUST SMELL @ WOT AFTER TSB

140071830000	FDNE5003	NHL	20150414	10281	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D8XF	[redacted]	20140603	3 5L CYCLO	EUB1SN0	6F50	04903	AutoNation Ford Miami	Miami	FL	33015	447139	exhaust smell in cabin
140071830000	FDUC7009	NHL	20150421	9057	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F81F	[redacted]	20140818	3 5L CYCLO	EUB1SN0	6F50	04545	McCombs Ford West	San Antonio	TX	78238	447139	Exhaust Smell On Accel
140071830000	FDUEG014	NHL	20150421	11887	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F85F	[redacted]	20140731	3 5L CYCLO	EUB1SN0	6F55	02284	AutoNation Ford Westlake	Westlake	OH	44145	114202	exhaust smell
140071830000	FE1D3003	NHL	20150527	21520	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT8F	[redacted]	20140604	3 5L GTDI	EUB1GT0	6F55	00869	North County Ford	Vista	CA	92083	114239	Rotten Egg Odor
140071830000	FE1E1004	NHL	20150527	20080	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F87F	[redacted]	20140603	3 5L CYCLO	EUB1SN0	6F50	04843	AutoNation Ford Fort Lauderdal	Fort Lauderdale	FL	33304	889539	exhaust odor after 14 0130
140071830000	FEADH004	NHL	20150501	1701	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D85F	[redacted]	20150203	3 5L CYCLO	EUB1SN0	6F50	02750	Avis Ford Inc	Southfield	MI	48034	447102	Exhaust odor after hard accel

140071830000	FEGB2009	NHL	20150507	6588	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B8XF	[redacted]	20140722	3 5L CYCLO	EUB1SN0	6F50		04224	Sheehy Ford	Ashland	VA	23005	447139	ODOR IN VEHICLE
140071830000	FEOFB008	NHL	20150515	20265	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B83F	[redacted]	20140611	3 5L CYCLO	EUB1SN0	6F50		04160	Brinson Ford Lincoln of Athens	Athens	TX	75752	114202	exhaust odor
140071830000	FEUBX006	NHL	20150521	17600	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85F	[redacted]	20140818	3 5L CYCLO	EUB1SN0	6F55		03942	Paradise Ford	Cocoa	FL	32922	447Z00	exhaust odor
140071830000	FEUBX015	NHL	20150521	23201	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D80F	[redacted]	20150207	3 5L CYCLO	EUB1SN0	6F50		07589	Brian Toliver Ford Lincoln	Sulphur Springs	TX	75482	447102	EXHAUST SMELL
140071830000	FEVEM005	NHL	20150522	11012	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT5F	[redacted]	20140909	3 5L GTDI	EUB1GT0	6F55		20651	Fu lerton Ford	Somerville	NJ	08876	447Z00	Exhaust Odor
140071830000	FQ1CY004	NHL	20151027	8713	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F88F	[redacted]	20140607	3 5L CYCLO	EUB1SN0	6F50		04947	W alker Ford Company Inc	Clearwater	FL	33764	114139	EXHAUST ODOR AFTER 14 0130

140071830000	FQ1FV001	NHL	20151027	4782	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D89FG[redacted]	20140815	3 5L CYCLO	EUB1SN0	6F50		00506	Blevins Ford Inc	Gouverneur	NY	13642	447102	EXHAUST ODOR IN RECIRC MODE
140071830000	FQ2EZ007	NHL	20151028	13353	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D87F[redacted]	20140715	3 5L CYCLO	EUB1SN0	6F50		04809	Bartow Ford Company	Bartow	FL	33830	447139	SULFUR SMELL IN VEHICLE
140071830000	FQ4CA005	NHL	20151030	3019	2016	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D83G[redacted]	20150519	3 5L CYCLO	GUB1Y20	6F55		01213	Haldeman Ford	Trenton	NJ	08619	447139	EXHAUST AFTER ACCELERATING
140071830000	FQ4CS009	NHL	20151030	2574	2016	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F88G[redacted]	20150607	3 5L CYCLO	GUB1Y20	6F50		02917	Classic Ford Lincoln	Mentor	OH	44060	889539	EXH ODOR IN RECIRC FRESH AIR

140071830000	FQ4DD004	NHL	20151030	1230	2016	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT7GG[redacted]	20150806	3 5L GTDI	GUB1G10	6F55		05725	Leon Riley Ford Inc	Benton	KY	42025	889239	EXHAUST ODOR INSIDE VEHICLE
140071830000	FQ4EQ002	NHL	20151030	6682	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D84FG[redacted]	20141126	3 5L CYCLO	EUB1SN0	6F50		04532	Philpott Ford	Nederland	TX	77627	114239	ODOR IN CABIN AFTER 14 0130
140071830000	FQ4EY003	NHL	20151030	10071	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F81FG[redacted]	20150323	3 5L CYCLO	EUB1SN0	6F50		04545	McCombs Ford West	San Antonio	TX	78238	447Z00	EXHAUST SMELL UNDER ACCEL
140071830000	FQAA8002	NHL	20151001	4920	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F8XFG[redacted]	20141218	3 5L CYCLO	EUB1SN0	6F55		00654	Baytown Ford	Baytown	TX	77521	114Z00	EXHAUST ODOR IN VEHICLE

140071830000	FQAC2010	NHL	20151001	5050	2015	EX	EXPRX4	XLT	4 DOOR MPV	1FM5K8D83FG[redacted]	20141222	3 5L CYCLO	EUB1SN0	6F50		08150	Beyer Ford	Morristown	NJ	07960	447139	ODOR AFTER ACCELERATION
140071830000	FQACI054	NHL	20151001	4961	2015	EX	EXPRX4	BASE	4 DOOR MPV	1FM5K8B86F[redacted]	20150325	3 5L CYCLO	EUB1SN0	6F55		09636	Gaylord Ford Lincoln Inc	Gaylord	MI	49735	889539	REPEAT EXHAUST ODOR TSB14 0130
140071830000	FQAE2004	NHL	20151001	13324	2015	EX	EXPRX2	XLT	4 DOOR MPV	1FM5K7D88F[redacted]	20140613	3 5L CYCLO	EUB1SN0	6F50		00429	Townsend Ford	Tuscaloosa	AL	35405	447139	EXHAUST ODOR AFTER TSB
140071830000	FQBAY012	NHL	20151002	8117	2015	EX	EXPRX2	XLT	4 DOOR MPV	1FM5K7D86[redacted]	20140908	3 5L CYCLO	EUB1SN0	6F55		01286	Tamiami Ford Inc	Naples	FL	34104	447139	ODOR AFTER ACCELL

140071830000	FQBBD004	NHL	20151002	1282	2016	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D8XGG[redacted]	20150721	3 5L CYCLO	GUB1Y10	6F50		06192	Town East Ford	Mesquite	TX	75150	447Z00	CHEMICAL SMELL INTERIOR
140071830000	FQBDF002	NHL	20151002	11428	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D87[redacted]	20140627	3 5L CYCLO	EUB1SN0	6F55		03573	Gwinnett Place Ford Lincoln	Duluth	GA	30096	447139	EXHAUST SMELL ON ACCELERATION
140071830000	FQEDN005	NHL	20151005	1684	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F85FG[redacted]	20150113	3 5L CYCLO	EUB1SN0	6F55		08951	Ford of Clermont Inc	Clermont	FL	34711	447139	EXHAUST ODOR AFTER TSB
140071830000	FQEE7009	NHL	20151005	13013	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F81FG[redacted]	20150108	3 5L CYCLO	EUB1SN0	6F55		06432	Grapevine Ford Lincoln	Grapevine	TX	76051	447139	REPEAT EXHAUST SMELL

140071830000	FQFDR001	NHL	20151006	16754	2015	EX	EXPRX2	XLT	4 DOOR MPV	1FM5K7D81F	[redacted]	20140731	3 5L CYCLO	EUB1SN0	6F50		06396	Arceneaux Ford Inc	New Iberia	LA	70560	447139	EXHAUST ODOR IN CABIN
140071830000	FQFFE015	NHL	20151006	5727	2015	EX	EXPRX4	XLT	4 DOOR MPV	1FM5K8D80F		20140920	3 5L CYCLO	EUB1SN0	6F55		09966	B ll Kay Ford Inc	Midlothian	IL	60445	447139	EXHAUST ODOR IN VEHICLE
140071830000	FQLCY004	NHL	20151012	16235	2015	EX	EXPRX2	XLT	4 DOOR MPV	1FM5K7D89F		20140902	3 5L CYCLO	EUB1SN0	6F50		06192	Town East Ford	Mesquite	TX	75150	447139	SMELL AFTER 14 0130

140071830000	FQLDH013	NHL	20151012	21817	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT4FG	[redacted]	20141029	3 5L GTDI	EUB1GT0	6F55	02739	Barber Ford	Holland	MI	49423	889539	EXH ODOR AFTER 14 0130
140071830000	FQMBX007	NHL	20151013	3201	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT3F	[redacted]	20150208	3 5L GTDI	EUB1GT0	6F55	03942	Paradise Ford	Cocoa	FL	32922	889539	EXHAUST ODOR ON ACCEL
140071830000	FQODT004	NHL	20151015	8877	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F88F	[redacted]	20150216	3 5L CYCLO	EUB1SN0	6F55	09566	Loganville Ford	Loganvi le	GA	30052	447Z00	EXHAUST ODOR AFTE TSB 14 0130
140071830000	FQTCQ007	NHL	20151020	12604	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F83F	[redacted]	20141117	3 5L CYCLO	EUB1SN0	6F55	07488	San Tan Ford	Gilbert	AZ	85297	447Z00	EXHAUST ODOR ON HILL DRIVING
140071830000	FQTGS001	FCSDFS	20151020	125959	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B87	[redacted]	20140823	3 5L CYCLO	EUB1SN0	6F50	04867	AutoNation Ford Lincoln Orange	Jacksonvi le	FL	32244	114239	EXHAUST SMELL
140071830000	FQTGU016	CREDSR	20151020	5614	2016	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F81	[redacted]	20150518	3 5L CYCLO	GUB1Y10	6F55	01286	Tamiami Ford Inc	Naples	FL	34104	447139	
140071830000	FQTGU077	CREDSR	20151020	8117	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D86	[redacted]	20140908	3 5L CYCLO	EUB1SN0	6F55	01286	Tamiami Ford Inc	Naples	FL	34104	447139	

140071830000	FQVBR017	NHL	20151022	9000	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F88F[redacted]	20150425	3 5L CYCLO	EUB1SN0	6F50		06472	Robin Ford	Jeanerette	LA	70544	447Z00	EXHAUST ODOR
140071830000	FQVEN002	NHL	20151022	13577	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D86F[redacted]	20141007	3 5L CYCLO	EUB1SN0	6F50		04473	AutoNation Ford Gulf Freeway	Houston	TX	77034	114239	ODOR IN VEHICLE
140071830000	FQVEX006	NHL	20151022	15156	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D81F[redacted]	20140714	3 5L CYCLO	EUB1SN0	6F50		04903	AutoNation Ford Miami	Miami	FL	33015	447139	EXHAUST ODOR INSIDE VEHICLE
140071830000	FQZC5001	NHL	20151026	7787	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D85FG[redacted]	20141130	3 5L CYCLO	EUB1SN0	6F55		05002	Griffin Ford Lincoln Inc	T fton	GA	31794	447139	VEHICLE ODOR

140071830000	FX4F4008	NHL	20151130	14749	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT8FG[redacted]	20150219	3 5L GTDI	EUB1GT0	6F55		B1424	Ho iday Ford Lincoln Ltd	Peterborough	ON	K9J7M3	889234	ODOR FROM AUX SYSTEM
140071830000	FXBDE003	NHL	20151102	14517	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F85FG[redacted]	20141209	3 5L CYCLO	EUB1SN0	6F50		04963	Brandon Ford	Tampa	FL	33619	114202	EXHAUST ODOR AFTER TSB
140071830000	FXEC6008	NHL	20151105	9310	2016	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT4GG[redacted]	20150609	3 5L GTDI	GUB1G10	6F55		45013	CCRG RAC Newark	Newark	NJ	07114	889212	EXHAUST ODOR
140071830000	FXECO010	NHL	20151105	8000	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F85FG[redacted]	20140828	3 5L CYCLO	EUB1SN0	6F50		05133	Burtis Motor Company Inc	Garden City	KS	67846	447139	EXHAUST ODOR IN CAB
140071830000	FXKF3018	NHL	20151111	9056	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D8X[redacted]	20141030	3 5L CYCLO	EUB1SN0	6F50		09808	Reynolds Ford Lincoln of Edmon	Oklahoma City	OK	73114	889539	EXHAUST ODOR AFTER 14 0130

140071830000	FXLDV005	NHL	20151112	4917	2016	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D82GG	[redacted]	20150522	3 5L CYCLO	GUB1Y10	6F50	07997	Mall of Georgia Ford	Buford	GA	305183488	447Z00	EXHAUST ODOR WHILE DRIVING
140071830000	FXLFU001	FCSDFS	20151112	1684	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F85FG	[redacted]	20150113	3 5L CYCLO	EUB1SN0	6F55	08951	Ford of Clermont Inc	Clermont	FL	34711	114200	EXHAUST SMELL
140071830000	FXMCK001	NHL	20151113	22121	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B80FG	[redacted]	20140610	3 5L CYCLO	EUB1SN0	6F50	04893	Midway Ford	Miami	FL	33144	114139	ODOR ON DECEL
140071830000	FXMER002	NHL	20151113	7554	2016	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT2G	[redacted]	20150526	3 5L GTDI	GUB1G20	6F55	20337	Holmes Tuttle Ford Lincoln	Tucson	AZ	85705	447139	EXHAUST ODOR ON ACCELERATION
140071830000	FXQE4001	NHL	20151117	40367	2015	EX	EXPRX4	BASE 4 DOOR MPV	1FM5K8B87F	[redacted]	20140620	3 5L CYCLO	EUB1SN0	6F55	00905	Parkway Ford Lincoln	Winston Salem	NC	27127	114239	EXHAUST ODOR
140071830000	FXWFX014	NHL	20151123	12348	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B86F	[redacted]	20140929	3 5L CYCLO	EUB1SN0	6F50	09828	All Star Ford Canton	Canton	TX	75103	447102	EXHAUST SMELL
140071830000	FXYDO005	NHL	20151125	5897	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F84F	[redacted]	20141021	3 5L CYCLO	EUB1SN0	6F55	02962	Anderson Ford	Anderson	SC	29621	114Z00	EXHAUST SMELL AFTER TSB14 0130
140071830000	FZ3D8021	NHL	20151229	2363	2016	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D8XG	[redacted]	20150812	3 5L CYCLO	GUB1Y10	6F55	04809	Bartow Ford Company	Bartow	FL	33830	889539	EXHAUST SMELL ON ACCELERATION
140071830000	FZ5CC001	NHL	20151231	10461	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D89F	[redacted]	20140822	3 5L CYCLO	EUB1SN0	6F50	01075	Ken Wilson Ford Inc	Canton	NC	28716	114202	SULFUR ODOR FROM EXHAUST
140071830000	FZDC7007	NHL	20151204	14410	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F84F	[redacted]	20140711	3 5L CYCLO	EUB1SN0	6F55	07452	Jenkins Ford Inc	Buckhannon	WV	26201	447Z00	EXHAUST ODOR AFTER TSB 14 0130

140071830000	FZHFD002	NHL	20151208	15126	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F87F	[redacted]	20150216	3 5L CYCLO	EUB1SN0	6F55	02453	Johnson Brothers Ford	Temple	TX	76502	114239	ODOR ON ACCELERATION
140071830000	FZQFC007	NHL	20151217	4457	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B88F	[redacted]	20141006	3 5L CYCLO	EUB1SN0	6F50	04943	Cook County Ford Inc	Adel	GA	31620	447139	EXHAUST ODOR AFTER TSB
140071830000	FZRCC004	NHL	20151218	7671	2016	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT1G	[redacted]	20150709	3 5L GTDI	GUB1G10	6F55	B6248	Cam Clark Ford Sales Ltd	Airdrie	AB	T4A0R2	447139	SULFER ODOR
140071830000	FZUCA004	NHL	20151221	13995	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D81F	[redacted]	20150209	3 5L CYCLO	EUB1SN0	6F50	05049	Gilbert Ford	Okeechobee	FL	34974	447139	BURNING TYPE ODOR ENTERING THE
140071830000	FZVFA005	NHL	20151222	16775	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B84F	[redacted]	20140902	3 5L CYCLO	EUB1SN0	6F50	04820	AutoNation Ford Margate	Margate	FL	33063	114202	EXHAUST ODOR AFTER TSB
140071830000	G11DB007	NHL	20160127	4472	2016	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT2G	[redacted]	20150522	3 5L GTDI	GUB1G10	6F55	04908	Sawgrass Ford	Sunrise	FL	33323	447139	EXHAUST ODOR IN VEHICLE
140071830000	G12CP013	NHL	20160128	1120	2016	EX	EXPRX4	PLTNM 4 DOOR MPV	1FM5K8HT3G	[redacted]	20151217	3 5L GTDI	GUB1G10	6F55	10518	Highland Park Ford Lincoln	Highland Park	IL	60035	447239	EXHAUST ODOR IN CABIN
140071830000	G13ER007	NHL	20160129	13721	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D80F	[redacted]	20140602	3 5L CYCLO	EUB1SN0	6F50	04903	AutoNation Ford Miami	Miami	FL	33015	447139	EXHAUST SMELL
140071830000	G1BAU005	NHL	20160102	11416	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT1F	[redacted]	20150326	3 5L GTDI	EUB1GT0	6F55	04822	Greenway Ford Inc	Orlando	FL	32817	114202	EXHAUST ODOR
140071830000	G1DEV001	FCSDFS	20160104	9000	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D82F	[redacted]	20150211	3 5L CYCLO	EUB1SN0	6F50	11646	Pompano Ford Lincoln Inc	Pompano Beach	FL	33064	889200	EXHAUST ODOR AFTER ACCEL

140071830000	G1EE5006	NHL	20160105	20532	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D81FG[redacted]	20140718	3 5L CYCLO	EUB1SN0	6F50		04820	AutoNation Ford Margate	Margate	FL	33063	114202	EXHAUST ODOR AT HIGHWAY
140071830000	G1FDZ001	NHL	20160106	7006	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F8XFG[redacted]	20150321	3 5L CYCLO	EUB1SN0	6F50		20301	Don Sanderson Ford	Glendale	AZ	85301	114239	EXHAUST SMELL IN CABIN
140071830000	G1LCC004	NHL	20160112	24681	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D89FG[redacted]	20140918	3 5L CYCLO	EUB1SN0	6F50		20313	Earnhardt Ford	Chandler	AZ	85226	114239	EXHAUST ODOR AFTER 14 0130
140071830000	G1YC9005	NHL	20160125	5470	2016	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D87GG[redacted]	20150917	3 5L CYCLO	GUB1Y10	6F50		04701	Pearson Ford Inc	Zionsville	IN	460779207	447139	EXHAUST ODOR IN CABIN
140071830000	G1YDK002	NHL	20160125	8425	2016	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT7GG[redacted]	20150728	3 5L GTDI	GUB1G10	6F55		05757	Alton Blakley Ford	Somerset	KY	42501	447102	ODOR IN VEHICLE
140071830000	G2CCJ011	NHL	20160203	18577	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D89FG[redacted]	20140619	3 5L CYCLO	EUB1SN0	6F55		06727	Beach Ford Inc	Virginia Beach	VA	23452	447139	EXHAUST ODOR IN CABIN
140071830000	G2CDN007	NHL	20160203	23577	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D89FG[redacted]	20141117	3 5L CYCLO	EUB1SN0	6F50		04963	Brandon Ford	Tampa	FL	33619	114202	EXHAUST ODOR
140071830000	G2EEI013	NHL	20160205	9700	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT1FG[redacted]	20150305	3 5L GTDI	EUB1GT0	6F55		04533	B J Ford Inc	Liberty	TX	77575	447139	REPEAT ODOR AFTER ACCELERATION

140071830000	G2HCR002	NHL	20160208	6667	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT7F[redacted]	20150209	3 5L GTDI	EUB1GT0	6F55		B2321	Automobiles Dalton Inc	St Raymond	QC	G3L4B2	447Z00	BAD ODOR
140071830000	G2IBW008	NHL	20160209	21663	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D88F[redacted]	20141214	3 5L CYCLO	EUB1SN0	6F50		04617	AutoNation Ford Katy	Katy	TX	77450	114102	EXHAUST ODOR IN VEHICLE
140071830000	G2RCQ018	NHL	20160218	18206	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D81F[redacted]	20150209	3 5L CYCLO	EUB1SN0	6F50		05049	Gilbert Ford	Okeechobee	FL	34974	447Z00	EXHAUST ODOR IN CABIN
140071830000	G2WCL002	NHL	20160223	21763	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D84[redacted]	20140801	3 5L CYCLO	EUB1SN0	6F50		04871	Metro Ford Inc	Miami	FL	33150	114239	EXHAUST SMELL
140071830000	G3BFM006	NHL	20160302	10935	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT9FG[redacted]	20150128	3 5L GTDI	EUB1GT0	6F55		09372	AutoNation Ford White Bear Lak	White Bear Lake	MN	55110	889539	REPEAT EXHAUST ODOR

140071830000	G3CFM010	NHL	20160303	39767	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F86FG[redacted]	20140708	3 5L CYCLO	EUB1SN0	6F50		04845	Sam Galloway Ford Lincoln	Fort Myers	FL	33907	447139	EXHAUST ODOR AFTER TSB
140071830000	G3HGF004	NHL	20160308	8300	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D80FG[redacted]	20141202	3 5L CYCLO	EUB1SN0	6F50		04005	Flood Ford of East Greenwich	East Greenwich	RI	02818	447139	EXHAUST ODOR AFTER TSB
140071830000	G3JFJ007	NHL	20160310	17165	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D82F[redacted]	20141219	3 5L CYCLO	EUB1SN0	6F50		03603	Colonial Ford	Danbury	CT	06811	889534	EXHAUST ODOR IN CABIN
140071830000	G3NGB005	NHL	20160314	6000	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT3F[redacted]	20150422	3 5L GTDI	EUB1GT0	6F55		04416	Ron Carter Ford Inc	Alvin	TX	77511	114239	EXHAUST ODOR AFTER TSB
140071830000	G3PDQ001	NHL	20160316	15866	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D88F[redacted]	20141221	3 5L CYCLO	EUB1SN0	6F50		20360	Bell Ford	Phoenix	AZ	85023	447139	EXHAUST SMELL
140071830000	G3PEA001	NHL	20160316	10834	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT6F[redacted]	20141223	3 5L GTDI	EUB1GT0	6F55		04963	Brandon Ford	Tampa	FL	33619	447Z00	EXHAUST ODOR IN CAB

140071830000	G3PED011	NHL	20160316	13576	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F85FG[redacted]	20141016	3 5L CYCLO	EUB1SN0	6F55		00179	L & L Ford	East Berlin	PA	17316	889239	EXHAUST ODOR AFTER HARD ACCEL
140071830000	G3QCQ004	NHL	20160317	27525	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D84FG[redacted]	20150501	3 5L CYCLO	EUB1SN0	6F50		06785	Ferman Ford	Clearwater	FL	33763	447139	FUEL SMELL IN CAB
140071830000	G3UFA008	NHL	20160321	8728	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT6FG[redacted]	20150317	3 5L GTDI	EUB1GT0	6F55		02865	Ford of Ocala Lincoln of Ocal	Ocala	FL	34475	447102	ODOR LIKE A HAIR PERM

140071830000	G3WGR005	NHL	20160323	10437	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F88F	[redacted]	20141202	3 5L CYCLO	EUB1SN0	6F50		04835	AutoNation Ford Delray	Delray Beach	FL	33444	889539	EXHAUST ODOR AFTER 14 0130
140071830000	G43FB001	NHL	20160429	24355	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D88F	[redacted]	20150329	3 5L CYCLO	EUB1SN0	6F55		01307	L B Smith Ford Lincoln Inc	Lemoyne	PA	17043	447139	EXHAUST ODOR UNDER HEAVY LOAD
140071830000	G4ADG009	NHL	20160401	9941	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D80F	[redacted]	20150222	3 5L CYCLO	EUB1SN0	6F50		01349	Chapman Ford Lincoln Sales	Egg Harbor Township	NJ	08234	889539	EXHAUST ODOR
140071830000	G4LCF009	NHL	20160412	14073	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D80F	[redacted]	20150217	3 5L CYCLO	EUB1SN0	6F55		04870	Al Packer Ford Lincoln	West Palm Beach	FL	33409	889539	EXHAUST ODOR IN THE VEHICLE
140071830000	G4LCH001	NHL	20160412	16134	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F81F	[redacted]	20150329	3 5L CYCLO	EUB1SN0	6F55		04924	Tropical Ford	Orlando	FL	32837	889539	ODOR AFTER 14 0130

140071830000	G4LGE003	NHL	20160412	17339	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT5F	[redacted]	20140929	3 5L GTDI	EUB1GT0	6F55		04845	Sam Galloway Ford Lincoln	Fort Myers	FL	33907	447139	EXHAUST ODOR AFTER TSB
140071830000	G4RD7003	NHL	20160418	8986	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT4F	[redacted]	20141117	3 5L GTDI	EUB1GT0	6F55		11609	Parks Lincoln of Longwood	Longwood	FL	32750	114Z00	EXHAUST ODOR/FUMES IN CABIN
140071830000	G4RDW001	NHL	20160418	29838	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D82F	[redacted]	20140609	3 5L CYCLO	EUB1SN0	6F55		04963	Brandon Ford	Tampa	FL	33619	447139	EXHAUST SMELL ON ACCELERATION
140071830000	G4SC7005	NHL	20160419	11906	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F81F	[redacted]	20141129	3 5L CYCLO	EUB1SN0	6F50		08190	All American Ford of Paramus	Paramus	NJ	07652	447139	EXHAUST ODOR ENTERING CABIN
140071830000	G4SDA006	NHL	20160419	7630	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D86F	[redacted]	20141013	3 5L CYCLO	EUB1SN0	6F50		06633	Cavalier Ford Lincoln	Chesapeake	VA	23320	114239	EXHAUST ODOR
140071830000	G4TGB004	NHL	20160420	17455	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D84F	[redacted]	20150320	3 5L CYCLO	EUB1SN0	6F50		07955	Ron DuPratt Ford	Dixon	CA	95620	889639	BURNING SMELL FROM VENTS

140071830000	G4TGT008	NHL	20160420	17716	2015	EX	EXPRX4	XLT 4 DOOR MPV	1FM5K8D87F	[redacted]	20140709	3 5L CYCLO	EUB1SN0	6F55	08556	AutoNation Ford Bellevue	Bellevue	WA	98004	889539	EXHAUST ODOR AFTER 14 0130
140071830000	G4VDX007	NHL	20160422	11364	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B81F	[redacted]	20140611	3 5L CYCLO	EUB1SN0	6F50	08735	Summerville Ford	Summerville	SC	294858540	447102	EXHAUST ODOR IN CABIN
140071830000	G4VF3008	NHL	20160422	20651	2015	EX	EXPRX2	BASE 4 DOOR MPV	1FM5K7B80F	[redacted]	20150312	3 5L CYCLO	EUB1SN0	6F50	04932	Prestige Ford Inc	Mount Dora	FL	32757	447102	INTERIOR ODOR CONTINUES
140071830000	G4WAN006	NHL	20160423	35689	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F84F	[redacted]	20140714	3 5L CYCLO	EUB1SN0	6F50	20307	Rich Ford Sales Inc	Albuquerque	NM	87112	447102	EXHAUST ODOR ON ACCELL
140071830000	G4ZC1006	NHL	20160426	35987	2015	EX	EXPRX2	LIMITED 4 DOOR MPV	1FM5K7F8XF	[redacted]	20140615	3 5L CYCLO	EUB1SN0	6F55	06658	Sanders Ford Inc	Jacksonvi le	NC	285406333	114102	EXHAUST SMELL
140071830000	G5CGO001	NHL	20160503	25710	2015	EX	EXPRX4	LIMITED 4 DOOR MPV	1FM5K8F8XF	[redacted]	20140714	3 5L CYCLO	EUB1SN0	6F55	00489	Laramie Peak Motors	Wheatland	WY	82201	447139	ODR IN VEHICLE

140071830000	G5EDH006	NHL	20160505	30236	2015	EX	EXPRX4	SPORT 4 DOOR MPV	1FM5K8GT1F	[redacted]	20140721	3 5L GTDI	EUB1GT0	6F55		04377	Imperial Ford	Mendon	MA	01756	447139	SULFUR ODOR
140071830000	G5FHA009	NHL	20160506	37592	2015	EX	EXPRX2	XLT 4 DOOR MPV	1FM5K7D8XF	[redacted]	20140921	3 5L CYCLO	EUB1SN0	6F50		04885	Chipola Ford	Marianna	FL	32446	447139	FUEL/EXHAUST ODOR AFTER TSB

Comments

CD: Web Form Data Description of Vehicle Concern Customer states when dr ving all the pasengers say that they get light headed and hard to breathe after about 10 min of driv ng We have dr ven the vehic e and have not duplicated the concern customer states he d d research and found tsb 1 0130 that addresses a sim lar concern customer is not happy that we did not verify concern at th s time and states he is afraid for his family and h s health to drive t Please l st any diagnos ics already performed Checked for HVAC update per tsb 1 0130 which it is up to date Parts Replaced none Your Quest on should we perform tsb 1 0130 even if concern s not dupl cated hvac module s up to date
RE:RJ With the customer stat ng that they are becoming light heading andare having a hard time breath ng after operat ng the veh cle but thishas not been ab e to be veri ied t may be necessary to confirm w th the customer any add tional conditions that are present when the concern occurs and operate the vehic e under those conditions These can be amb ent and vehicle operat ng condit ons This wi l al ow for the best poss ble chance at duplicating the concern n add tion conf rm if an odor s present and if it an exhaust or a natural gas type odor as well as when the odor s detected when the vehicle s be ng accelerated or at idle after being dr ven If it is a natural gas/propane type odor that is detected at id e after being driven it is recommended to conf rm the cond tion of the Power Transfer Un t PTU The fluid used in the PTU can create a propane type odor as it breaks down The odor may make its way out of the PTU vent or throughа eak ng seal If no leaks are found but a propane type odor can be detected n that area change the PTU f uid and re evaluate the concern Reference a href http //www vrep fordtechserv ce dealerconnection com/vdirs/ssm ssm asp?ssm 6 9 target b ank SSM 6 9 /a for the approp ate seals to use f a leak s found as we l as changing the flu d If theodor can st ll be detected af er addressing any leaks the PTU should be
CA: Article SSM 6 9 2007 2015 MULTIPLE VEHICLES EQUIPPED WITH ALL WHEEL DRIVE PTU JOB A/D IN SERVICE TIPS Art cle TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE
CD:CHECK HVAC MODULE NO UPDATES AVAILABLE AT LATEST CALIBRATION CHECK PTUNO LEAKS CHECK FLUID GOOD NO SIGNS OF PREMATURE BREAKDOWN SYSTEM IS FULL ROADTESTED SEVERAL MILES UNABLE TO DUPLICATE CUSTOMERS CONCERN OFFEELING LIGHTHEADED AND NAUSEA WHEN DRIVING ANY OTHER SUGGESTIONS OR DIAGNOSIS CUSTOMER VERY UNHAPPY AND STATES FEELS UNSAFE DR V NG VEHICLE THANKS
RE:RJ We have esca ated this concern to the Techn cal Service Hotline s Escalated Handl ng Team for additional review A Service Engineer romth s team will contact you by phone or through th s Hotl ne AssistanceRequest within one 1 bus ness day to prov de additional nformation and/or recommendat ons to ass st in the resolut on of the customer s concern Our team at the Hotline will continue to work w th you and your Dealership to help get the concern resolved and the vehic e back to the customer in a timely manner If we have exhausted a l of our resources and are still unab e to resolve the customer s concern through these addit onal steps the Hotl ne will alert your Field Serv ce Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnost cs performed and test results with the Technical Service Hot ine Service Engineer in more detail Thank you in advance
CA: Escalated because of a ack of technical progress The customer statesthat all of the passengers get ight headed and experience diff culty breath ng a ter driving the vehic e for about 10 minutes The dealer has yet to verify any health or odor concerns The veh cle was inspected w th no ssues found The customer s very unhappy with the vehicle and does not feel safe driving the vehicle Consulted Evan Boyd
CD: Outbound ca l to dealer spoke w th RJ The customer has claimed that the vehicle concern has caused ightheadedness and nausea The dealer has not dupl cated this concern
RE:RJ When you have a concern a leg ng a ire accident injury property damage and/or burn nbsphas occurred due to an a leged productdefect pursuant to the W arranty and Po icy Manual no repairs shou d be performed See be ow BR BR B U U S Dealerships /U /B shou dcomplete a B Dealer/Fleet Request for OGC Review /B found on FMCDealer com Parts amp Service Tab Cus omer Sat sfaction ink BR BR B U NOTE /U /B The Techn cal Service Hotline will not be able to prov de further assistance with this ssue until after the OGC review
CA: Refer to OGC

CD: Web Form Data Description of Vehicle Concern CUSTOMER STATES THAT WHEN DRIVING THE VEHICLE AT 0 MPH OR ABOVE THAT FUMES COME THROUGHTHE AC VENTS AND IRRITATES THE CUSTOMER EYES P ease list any diagnostics already performed VERIFIED CONCERN PERFORMED VISUAL INSPECTION PERFORMED ROAD TEST AND NOTICED THAT WHEN VEHICLE IS OVER 0 MPH AN ELECTRICAL BURNIGN TYPE SMELL CAN BE DETECTED IN THE VEHICLE ALMOST LIKE AN ELECTRICAL HEATER TYPE SMELL Parts Rep aced NONE Your Question AFTER FINDING NOTHING WITH THE VISUALINSPECTION HOW SHOULD PROCEED IN FINDING THIS CONCERN? HAVE YOU HAD ANY SIMILAR CONCERNS FROM OTHER DEALERS? PLEASE ADVISE
RE: Miguel We recommend that you begin by referring to a href http //www proservicetech com/transport/?url /vdirsnet/TSB SSM/DisplayArt cle aspx?type TSB id 1 0130 target b ank TSB 1 0130 /a and determining f the customer concern s related to the Service Bul etin If this information does not apply determine if theconcern can be affec ed by turning the HVAC System OFF f so then this could indicate a Blower or B ower connection concern If his s found to be the case we recommend that you nspect the B ower Motor and Blower Motor Speed Control Connections for s gns of heat If this is ound verify that a l power providing fuses are the correct Amperage and rep ace he assoc ated Connector and/or component If th s in ormat on does not apply then we recommend that you inspect the undercarriage of the veh cle for signs of anything that could havecome into contact with the Exhaust and address as identif ed
CA: Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD: Web Form Data Description of Vehicle Concern customer states vehiclehas sulfur sme l when acce erating and com ng to a stop P ease list any diagnostics already performed road test found customer has strong a r fresher in vehicle hard to smell symptom nspect for miss ng seals in rear hatch none a l good inspect exhaust ok Parts Replaced none Your Question any known concerns i know previous vehicles have had multiple issues with th s concern?
RE: Kevin If the concern can be dup icated we recommend that you refer to the nformation n a href http //www proservicetech com/transport/?url /vdirsne /TSB SSM/DisplayArt cle aspx?type TSB d 1 0130 target blank TSB 1 0130 /a to address th s concern Wh le th s Bul etin was wr tten for 2011 2015 Explorer the Publ cation is being upda ed to include this Model Year We know that th s concern occurs due to the Exhaust Odor entering the vehic e through seams seals and openings so this is where attent on should be focused in regard to th s concern
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data Description of Vehicle Concern EXHAUST SMELL IN VEHICLE ON HARD ACCEL Please list any diagnost cs a ready performed CHECKED FOR TSB NONE FOUND ON HARD ACCEL EXHAUST DOES ENTER REAR OF VEHICLE Parts Replaced NONE Your Question ANY NEWER EXPLORERS WITH EXHAUST SMELL IN HARD ACCEL
RE: Bryan although not l sted for the 2016 Explorer p ease use a href http //www proservicetech com/transport/?url /vdirsnet/TSB SSM/D splayArtic e aspx?type TSB id 1 0130 target blank TSB 1 0130 /a to address this concern If the odor issue cont nues afterthe TSB perform the fol owing checks Pressure Test Procedure a Remove the right and left rear amp assembl es See WSM Section 17 01b Using masking tape seal the rear air extractors and areas Do not need to mask the rear l p mo ding for vehic e that do not have the rear l p molding removed c Start vehicle set A/C to fresh air mode and set blower speed to max d Close all doors and ensure windows arefu ly closed e Use soapy water n a spray bot le to help ocate air leaks Spray around the following areas a Under body seams b Underbody rubber grommet c Rear wheel well seams d Rear tail l ght seams e Rear deck l d sea s f Side panel g ass seals g L cense pla e area Air eaks can be identif ed by the presence of a r bubb es Mark all areas ident fied to have air eaks Turn off A/C Turn off vehicle C ean and dry a l areas marked earlier Seal us ng Motorcraft TA 2 seam sea er Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used in step a of the pressure testInspect the air extractors for possib e damage or improper sealing Inspect for evidence of body repairs and
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD:THIS IS CUST 2ND EXPLORER FOR SAME CONCERN TSB DID NOT FIX ORIGINAL VEHICLE ODOR SO CUST DEMANDED ANOTHER EXPLORER THIS ONE AND IT HAS SAME ODOR
RE: Bryan If not already done suggest to proceed with per orming the addit onal steps listed previously These are in addition to the stepsfound in the TSB A so f not a ready done replace the mufflер w th the updated part FB5Z 5230 B

CD: Web Form Data 110082556 Descrip ion of Vehicle Concern THIS VEHICLE HAS A COMPLAINT OF EXHAUST ODOR ON HIGHWAY ACCELL AND 1 0130 HAS ALREADY BEEN PERFORMED I HAVE SEEN 2 REPORTS WHERE THE TECH WAS INSTRUCTED TO PERFORM A BUBBLE TEST AND SEAL ALL LEAKS FOUND AFTER THAT REPLACE WITH AN UPDATED MUFFLER S THAT THE RECOMMENDED PROCEDURE FOR THIS VEHICLE? AND ALSO ANY OTHERS THAT HAVE HAD THE TSB PERFORMED AND STILL COMPLA N ABOUT THE ODOR? WE HAVE A FEW OUT THERE THAT COMPLAIN EVERY TIME THEY COME IN BUT HAVE HAD THE TSB PERFORMED P ease list any diagnostics already performed 1 0130 Parts Replaced 1 0130 Your Question WHY
RE: Brian The bubble test s the correct procedure to fo low after the TSB has been comp eted f there is s ill a complaint of the exhaust odor st ll present With this veh cle t is not recommended to replacethe muff er w th other reports you have found in the Se f Help Tool Since this is not the same motor as the o hers that were diagnosed previously there is no updated part number for this motor in the Explorer The Updated Mufflер nformation s for the 3 5 T VCT motors only When performing the Cabin Pressure Test bubble test refer to WSM sec ion 501 00 n the Diagnos s and testing section This wi l be outlined on how to complete under the Dust and Water Leak test ng process Be sure to remove the Tra l Lamp assemb les prior to perform ng the test to allow access to additional areas that can be leaking from the cabin of the Explorer
CD:IN TSB 1 0130 IT STATES AFTER REMOVING THE REAR BUMPER COVER TO REPLACE THE LH AIR EXTRAXTOR AND REINSTALL THE BUMPER COVER IN THE LABOR OP DESCR PTION IT STATES TO REPLACE THE AIR EXTRACTORS PLURAL SHOULD THE RH EXTRACTOR BE REPLACED AS WELL?
RE: Bra n Since there s no direct on to replace the right rear a r extractor when perform ng the TSB 1 0130 the left side rear a r extractor is the only one to be replaced It may be an error n the TSB or the labor would be the same for replacement of bo h air extractors if necessary

CD: Web Form Data 11008 198 Descrip ion of Vehicle Concern bad exhaust odor in vehicle with rear hvac on the longer you drive the worse it gets has been there s nce new Please l st any diagnost cs already performed roadttested 3 times 5 miles each unable to verify drove m les today heavy accel then let idle in park 10 minutes with windows up two different people entered vehic e 2 dfferеant times to verify intense exhaust odor Parts Replaced none Your Question ran oasis no tsb or ssm his s same concern we had with 201 and 2015 models what do we do now ??? thanks dav d m
RE: David With an exhaust odor present n the vehicle a ter heavy acceleration suspect a concern with the body not be ng sealed properly Perform the procedures out ined n TSB 1 0130 Th s TSB does not apply o this veh cle so the labor operations cannot be claimed Use normal claims process when making the repairs ou lined inth s procedure After the procedures in the TSB have been performed refer to WSM section 501 00 and perform the pressurize cabin test and spray soapy water on suspected areas around the rear of the vehic e particular y ones out ined in the bul etins procedures and reseal i necessary
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD: Web Form Data 110089896 Descrip ion of Vehicle Concern EXHAUST SMELL COMING INTO CAR THROUGH VENTS WORSE WHEN ON INCLINE AND ACCELERATING P ease list any diagnostics already performed NONE Parts Replaced NONE Your Question TEST DROVE WITH CUSTOMER AND VERIFIED SMELL CLIMATE SYSTEM WAS ON MAX A/C LOW REC RC ON TSB 1 0130 WAS PERFORMED ON 12/11/15 AT 11 567 MILES DRIVING AROUND TOWN IT DOES NOT SMELL WITH THE TSB BEING PERFORMED ALREADY WHAT IS MY NEXT DIAGNOSTIC STEP?
RE: Glenn If the TSB was performed previously t is irst important to check the TSB was performed comp etely and correct y If a step was missed it may cause a repeat concern If he TSB was performed correct y it s recommended to fol ow the procedure isted below to check for any more leaks Remove both rear lamp assemblies see WSM sect on 17 01 Use masking tape to seal the rear a r extractors Start the vehic e and set the HVAC to fresh air mode and set the b ower speed to MAX Ensure all doors and windows are fully closed Use soapy water to around the ollow ng areas to check for any air leaks a Under body seams b Underbody rubber grommet c Rear wheel well seams d Rear tail l ght seams e Rear deck lid sea s f Side panel glass seals g License plate area Air eaks w ll be identified as the presence of bubbles If any air leaks are found the areas can be marked and the approp ate repairs can be made It is a so important to check the lt gate seal for any signs of looseness or uneven sealing The seal around the lt gate should create a t ght even seal around the entire liftgate If no fau ts are found with the above mentioned and the concern stil occurs t is recommended to proceed with the instal ation of an updated mufler assembly part number EB5Z 5230 A
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD: Web Form Data Concern EXHAUST SMELL IN VEHICLE ON HARD ACCEL Diagnost cs FOUND TSB 1 0130 ORDERED PARTS Parts replaced NONE YET ORDERED PARTS FOR TSB 1 0130 Tech Question I WOULD LIKE TO PUT TSB PARTS IN FIRST THAN RETEST BUT MY MANAGER WHAT TO KNOW IF THERE IS ANYTHING ELSE I SHOULD BE LOOKING FOR?
RE: Chris It would be recommended to proceed with per orming a href http //www ordtechservice dealerconnection com/vdirsnet/TSB/NA Default aspx?bookcode TSB1 0130 market US anguage EN VIN target blank TSB 1 0130 /a first and then retest If an exhaust odor s st ll present n the passenger compartment verify Verify proper body sealing as per Section 501 00 Body System General In ormat on of the Workshop Manual Inspect the a rextractors for possible damage or improper sea ing Inspect the steering column shaft boot seal Inspect for evidence of body repa rs and ensure that there are no missing or poor y seated body p ugs n the loor pan or engine compartment bulkhead Veri y the lft gate seal for damage and proper fitcontact pattern Ensure that the lft gate plugs are n place n the drain ho es Use Rotunda 13 R0135 Leak Detector or equivalent to locate leak po nts/seal openings Veri y that the door weatherstr ps that were replaced previously are sealing proper y
CA: Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTERTSB 1 0130
CD: Web Form Data Description of Vehicle Concern exhaust smell in car a ter a hard accel Please ist any diagnostics already performed seen that there s a tsb 1 0130 the tsb hads been done at 2500km it was done here at our dealer nspected the tsb to make sure t is done correct y looks f ne costumer stil complaining of exhaust sme l Parts Replaced tsb 1 0130 preformed at a ear ier date inspected the sb seems to be done correctly and nspected the exhaustsystem for any s gns of leaks no leaks seem present costumer has a case number 6136358 Your Question this is the third t me the costumer has been here for this concern need some k nd of direc ion
RE: Jason Before preform ng the repair confirm this odor with a like un t that a ready has the TSB preformed If th s odor is found to be character stic in multip e vehic es then the a test dr ve with the customer cou d be performed to demonstrate this vehic e characteristic It was noted that the TSB was already pre ormed if not already done so nspect the engine or and sings of o l leaks I there is oil leaking on hot engine components it can cause a strong exhaust smell in the cab n Check the weather stripping around the doors for any tears or missing segments that could a low the exhaust odor into the cabin To better isolate where the odor is entering the engine seal off sections of the A/C ven s one at a time till the odordissipates The ast segment that was sea ed before the odor d sappeared s the most ike y source and repa r as necessary
CD:MANAGER WANTS ME TO SEND YOU BACK A UP DATE MY MANAGER WENT ON A ROAD TEST WITH THIS COSTUMER AND THE COSTUMER S UNDER I MEAN UNDER VERY VERY HARD NASCAR ACCLERATION 7000 RPM AND LETS OFF AND MANGER AND COSTUMER COULD NOT GET SMELL IT TO HAPPEN ON ROAD TEST WITH COSTUMER TOOK ONE OFF THE LOT AND ROAD TESTED AND COULD NOT SMELL ANYTHING GAVE IT BACK TO MONITIOR
RE: Jason Thank you for the update and it wi l be inc uded n the report record for the veh cle and the odor concern Have a great rest of the week Jason and an even better weekend

CD: Web Form Data Description of Vehicle Concern WHEN HARD ACCELERATION CAN SMELL EXHAUST INSIDE P ease ist any d agnostics already per ormed IDS RUN OASIS VIUSAL INSPECT Parts Replaced NONE Your Question I HEARD NO EXHAUST LEAK BUT THIS IS WHAT THE SMELL SEEMS TO BE DO YOU HAVE ANY SUGGESTION
RE: James There have been reports of an exhaust smell n cab on hard accelerat on and us ng auxil ary climate control It wou d be recommended to per orm TSB 1 0130 as this pertains to th s concern ofexhaust smell Also while performing the TSB it is adv sed to pay spec al atention to the rear wheel we l seams under body seams under body grommets rear ta l light seams rear deck lid sea s s de panel g ass seals and the license plate area If the smell s st ll present after per orming TSB it may be necessary to tape o f the rear air extractors and start vehic e and put A/C to fresh air mode then the b ower speed to max and spray soapy water around poss ble eak points men ioned earl er The presence of bubbles ind cates a leak andshould be sea ed accordingly
CA: Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE Consul ed Greg Shimshock on whether this TSB appl es as it d d not mention on hard accelera ion

CD: Web Form Data Description of Vehicle Concern CUST STATES EXHAUST FUMES S ENTER NG VEHICLE Please ist any d agnostics already performed NONE Parts Replaced NONE Your Quest on UNDER HARD ACCELERATION GETS EXHAUST FUMES IN VEHICLE ANY KNOWN REPAIR FOR THIS THANKS
RE: Claus If the smell of the exhaust fumes is similar o a rotten egg or sulfur sme l the cond tion may be a normal operating characteristic for the vehicle at this t me With only 1 582 miles on the vehicle the catalyst is still very act ve and can cause the rottenegg sme l As stated n the PC/ED No DTCs Present Symptom Charts Chart 21 A s ight sulfur smell may be normal Cata ysts w th lessthan 8 000 16 000 kilometers 5 000 10 000 mi es e ther from a new vehicle or new catalyst are likely to have a su fur smell due to the highly active state of new catalysts Instal ing a new catalyst may actually make the symptom worse Ver fy that the exhaust smell s abnormal for the veh cle by comparing the condit on to a like vehicle model trim sty e eng ne mileage etc If the concern is present on the ike veh cle he smell may be characteristic with low m les onthe vehicle If the smell s st ll deemed abnormal and the concern is not present on a like vehic e exhaust fumes could be entering the vehicle because of oose exhaust connections We recommend per orming the PC/ED P npo nt Test PPT DW A step 6 DW6 there is a procedure for pressuriz ng the exhaust system and using a soapy water solut on to dent fy leaks By spraying the exhaust system with a soapy water solution any leaks will be identif ed by the presence of bubbles Be sure to shake the

CD: Web Form Data Description of Vehicle Concern CUSTOMER STATES WHEN PRESSING ACCELERATOR HAS BURNING SMELL COMING FROM ENGINE Please list any diagnostics a ready performed NO CODES Parts Replaced N/A Your Question HAVE YOU SEEN OR HEARD AVOUT THIS ON ANY OTHER 15 EXPLORERS
RE: Phill p If the burning odor sme ls ike exhaust fumes then refer to a href http //www ordtechserv ce dealerconnection com/vdirsnet/TSB SSM/frames asp?content DisplayTSB aspx tsb 1 0130 market US language EN VIN LINKSOURCE OASISRESULT target blank TSB 1 0130 /a to correct the concern If the odor does not sme l like exhaust fumes then the odor will have to be denti ied to correctly d agnose the concern Inspect the vehicles exhaust manifolds/catalyt c converters for f uid contaminat on on the exterior or w r ng harnesses touching the exhaust Make sure that there is nothing caught between the exhaust system and the eng ne b ock/cyl nder head
CA: Consulted SME Bradley Mil er on any known reports Art cle TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD: Web Form Data Description of Vehicle Concern Customer states there is an exhaust sme l in cabin randomly P ease list any diagnosticsalready performed none Parts Replaced none Your Question Truck was bui t after tsb date ? is t possib e it is sti l needed ?? we have already bought one explorer back rom customer as an RAV due to exhaust smell
RE: He lo Paul Thank you for the nformation prov ded Before performing the procedures in a href http //www proservicetech com/transport/?url /vdirsnet/TSB SSM/DisplayArticle aspx?id 1 0130 target blank TSB 1 0130 /a for his concern recommend being ab e to verify and duplicate the concern If the odor concern has been verified and can be duplicated on the customer s vehicle recommend a so attempt ng to duplicate the same concern on several known good like vehic es to determ ne if the odor cond tion is a characterist c for this vehicle We have seen pastreports that ndicates an HVAC odor that is characteristic for this veh cle and require no addit onal repairs We have also seen cases where the customer installs aftermarket modif cations such as trailer harness or other components that require mak ng holes n the veh cle If none of the mentioned condit ons are found and the concern can be dupl cated on the cus omer s veh cle but not on known good ike veh cles recommend proceeding with the TSB repairs to reso ve this vehicle concern Then retest to verify proper operation

CD: Web Form Data Description of Vehicle Concern CUSTOMER STATES SMELLS EXHAUST IN CAB UNDER LOAD Please ist any d agnostics already performed road test 90 m les veri ied a sme l that s not exhaust re ated sme l almost sme ls l ke burring hair will only happen afteracce eration like passing or gett ng on a freeway climate control on Parts Rep aced none Your Question I was asked to see f you have any reports of the same type of sme l
RE: Michael Typically when an exhaust smell ound under acce eration we recommended fo lowing a href http //www proserv cetech com/transport/?url /vdirsnet/TSB SSM/Disp ayArticle aspx type TSB id 1 0130 target blank TSB 1 0130 /a Perform the TSB and re evaluate the concern
CA: Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE
CD: Its not an exhaust sme l smells like burn ng hair I will try that tsb thanks
RE: Michael If the Technical Serv ce Bu letin TSB 1 0130 does not resolve the concern as the symptom does not line up perfect y there are some other sources to check If the TSB s per ormed and the sme l goes away under heavy accelerat on no urther d agnosis or repair s necessary If the TSB is per ormed and the smell is sti l there visual y inspect the engine bay and exhaust for debris or animals The exhaust and engine are heat sources so if someth ng is burn ng it s l kely touching the exhaust or is near it If any debris is present clear t and reevaluate the concern If none is present inspect he interior thoroughly Especia ly look in areas around where the exhaust is routed It may also be good to check near the f rewall for debris Addit onal y inspect the cooling fan radiator and condenser for damage or animal nitrus on as they may spread the smell once the fan kicks on If any s present perform theneeded repa rs as outlined by sections 12 00 for the condenser or sect on 303 03 for the rad ator or fan

CD: Web Form Data Description of Vehicle Concern CUSTOMER STATES HAS ADVERSE SMELL FROM DASH AREA AFTER HARD ACCELERATION TO 90 MPH Please l st any diagnost cs already performed INSPECTED TRANSFER CASE FOR LEAKS INSPECTED CABIN A R FILTER ENSURES EVAPORATOR CORE DRAIN IS CLEAR Parts Replaced NONE Your Quest on AFTER A WOT ACCELERATION FROM 25MPH TO ABOVE 90MPH THERE IS A SMELL NOT AN EXHAUST SMELL ARE THERE ANY KNOWN CONCERNS SIMILAR TOTHIS?
RE: Joseph If the odor s a natural gas or propane type odor the PTU would be suspect per a href http //www proservicetech com/transport/?url /vdirsnet/TSB SSM/DisplayArt cle aspx?type SSM id 5053 target blank SSM 5053 /a The same odor may be de ected at the PTU vent or f ll hole with the plug removed S nce a leak was not found t would be recommended to replace the PTU assembly If the PTU s not the source of the odor andif not s eady done nspect the exhaust system for s gns of sta ning or mel ed road debris Check the fuel system and EVAP system for leaks Check for raw fuel in the EVAP canister replacing if fuel is present
CA: Article SSM 5053 Some 2013 2015 MKZ veh cles equ pped w th a 3 7L 2007 201 Edge 2007 2015 MKX

CD: Web Form Data Description of Vehicle Concern on hard accel has a fuel or exhaust smell comng from the vents P ease list any diagnostics already performed road tested verif ed the concern checked oas s no sb Parts Replaced none Your Quest on are there any known concerns with these veh cles having exhaust or fuel odors
RE: Christopher If the vehicle is having an exhaust odor smell in the veh cle when driving and dur ng hard accelerat on then please re er toTechnical Serv ce Bu letin TSB 1 0130 to perform necessary repair to resolve the vehicle exhaust odor sme l The TSB can be ound by symptom coding Start/Run/Move Odor Se ect Q2 Select Q3 should beable to pull the TSB 1 0130 up
CD:ok thank you is a so have a nother concer the customer is want ng to disable the dome lights from coming on w th the door doesnt have nthe message center and w ll not complete then trying to perform programmab e parameters keeps popp ng up 16 p n dlc and i have a jump box on the vehicle e is here any other way to perform th s
RE: Christopher P ease refer to the workshop manual sect on 18 01 Description and Operat on Module Configura ion The Pol ce Dark Car Feature programmab e parameter in the BCM should be able to be enab edwhich w ll prevent the dome l ghts rom coming on when the doors are opened If you are rece ving a 16 pin DLC message along w th verif ng the battery vo tage s not too low recommend verify ng the battery vol age is not too high A high battery voltage may cause the same concern Recommend inspect ng for any devices wire nto the network circu ts or p ggybacked into the DLC connector such as a GPS tracker Remove any a termarket devices and the circuits and retest Recommend us ng a different VCM to ver fy there is not any issue with the cab e Recommend disconnecting the battery for 10 m nutes to perform a hard reset on all the modules

OC: MVDN UNDER FLORIDA LEMON LAW CONCERN 1 THERE IS A SMELL OF ROTTEN EGGS IN THE CABIN IF YOU PERFORM A HARD ACCELERATION AS WHEN ENTERING THE EXPRESSWAY
CA:NEW EXHAUST SYSTEM WAS INSTALLED ON VEHICLE WHICH FIXED THE ODOR VEHICLE WAS THEN RETURNED BACK TO THE CUSTOMER
Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD: Web Form Data Description of Vehicle Concern CUSTOMER IS COMPLAININGOF EXHAUST SMELL IN VEHICLE WITH ALL WINDOWS UP Please ist any d agnostics already per ormed N/A Parts Replaced N/A Your Question TSB 1 0130 APPLIES FOR FORD EXPLORERS 2011 2015 THIS IS A NEW BODY STYLE 2016 SHOULD THIS TSB BE APPLIED TO THIS VEHICLE AS WELL FOR A FIX EVEN THOUGH IT IS NOT LISTED ON TSB FOR THIS MODEL/YEARWHEN LOOKING UP BY VIN?
RE: Brandon BR BR TSB 1 0130 should not be performed on this vehicle because it ike y has the updated components already instal ed For example the HVAC module shou d have the updated ca ibration and the body vents should also be the most updated part avai able Even thoughthis TSB does not apply an a r leak in the rear of the vehicle would be the most l kely cause for an exhaust type odor BR BR To determine if air is eak ng into the vehicle please perform the pressur zat on procedure called out n section 501 00 of the online workshop manual Diagnos s and Test ng Body System Once the body s pressurized remove the right and eft rear amp assembl es and spray the soapy water solution around the underbody seams underbody rubber grommet rear wheel well seams rear tail l ght seams the l ftgate sea s side panel glass seals license plate area and the underbody seams called out n TSB 1 0130 If any bubbles or leaks are ound please seal them w th TA 2 seam sealer and a low the area to dry S nce the air extractors must be taped off it will also be a good idea to nspect them to ensure they are seal ng and seated proper y The TA 2 seam sealer can be used on the edges of the extractors if any leaks near the edges are identif ed BR BR Please also ensure here are no m ssing or poorly seated body plugs in the floor pan or engine compartment bulkhead It w ll
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED
CD: Web Form Data 109832159 Descrip ion of Vehicle Concern 2ND TIME IN FOR CONCERN CUST STATES CAN STILL SMELL EXHAUST SMELL ON HARD ACCELIN VEHICLE DUE TO BUILD DATE TSB TSB 1 0130 DOES NOT APPLY LAST TIME DUE TO CUST COMPLAINT TAILGATE WAS ADJUSTED FOR AESTHET C REASONS AND TO ALSO SEE IF EXHAST SMELL WOULD DISSAPPATE Please ist any diagnostics already performed ADJUSTMENT OF TAILGATE THROUGHBODY SHOP Parts Replaced N/A Your Quest on WHEN LIFTING TAILGATE NOTICED THAT 2/3 OF THE Valve Assembly Auto Drain ARE MISSING IN THE TSB IT HAS YOU INSTALL THESE FOR THE EXHAUST ODOR CONCERN COULD THE LACK OF THESE BE CAUSING EXHAUST GASSES TO ENTER THE CAB OF VEHICLE IF NOT WHAT ACTION SHULD BE PERFORMED NEXT?
RE: Brandon The location of the exhaust gas enter ng the veh cle must be assessed Check to make certain no exhaust leaks are present perform athorough inspect on from the exhaust ports through the downpipe a leakin the eng ne bay cou d enter the HVAC system causing the smell in the interior Considering the nature of the concern inspect the areason the vehic e discussed n TSB 1 0130 Addit ona ly the fol owing should be per ormed Pressure Test Procedure a Remove the right and left rear lamp assemb ies See WSM Section 17 01 b Using masking tape seal the rear a r extractors and areas There s no need to maskthe rear lip mold ng for veh cles that do not have the rear l p mo ding removed c Start vehicle and set A/C to fresh a r mode and seltblower speed to max d Ensure all doors and windows are fully closed e Use soapy water in a spray bott e to he p locate a r leaks f Spray around the following areas a Under body seams b Underbody rubber grommet c Rear wheel well seams d Rear tail l ght seams e Rear deck lid seals f Side panel glass seals g License p ate area Air leaks can be dent fied by the presence of air bubbles If leaks are found mark all areas identif ed to have air leaks and turn o f the A/C and veh cle clean and dry the marked areas Seal using Motorcraft TA 2 seam sealer al ow sea ant to dry and retest this may take up to 20 m nutes remove the
CD:PERFORMED ABOVE LISTED PROCEDURE FOUND AIR BUBBLES ACCUMULATING WHEN SPRAYING REAR OF VEHICLE DESCRIBED IN TSB 1 0130 MULTIPLE LEAKS FOUND ALONG AREA DECRIBED IN TSB SHOULD TSB BE PERFOMED EVEN THOUGH T DOES NOT FIT BASED ON BUILD DATE VISUAL ISSUES FOUND REC RE SEAL AREA WITH TA 2 SEAM SEALER AND RETEST
RE: Brandon thank you for the update on denti ying leak areas Please continue wi h sea ing he leak areas do not claim the TSB as th s 2016 is not included use labor ops or M time as necessary or consult your warranty admin strator for proper claiming procedures
RP:03/28/2016 12 22PM REGGIE GRIFFITHS MSS FCSD TECH SVC HOTLINE WEB FORM DATA 109837086 DESCRIPTION OF VEHICLE CONCERN CUSTOMER FEELS THAT THERE ARE EXHAUST FUMES ENTERING THE VEHICLE PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED WE HAD TO REALIGN THE REAR HATCH AND PER HOT LINE INSTRUCTION WE WERE ABLE TO FIND A CONCERN IN THE REAR OF THE VEHICLE THAT WE REPAIRED PARTS REPLACED NONE YOUR QUESTION AFTER ROAD TESTING THE VEHICLE WITH A CARBON MONOXIDE TESTERFOUND NO SIGNS OF EXHAUST IN THE CAB I HAVE NOTICED WITH OTHER NEW VEHICLE S THAT THERE IS A CHEMICAL TYPE SMELL THAT I AM SENSITIVE TO AND SO MAYBE THIS CUSTOMER IS ALSO MAINLY CAN SMELL IT FROM THE VENTSIN THE DASH IT FOR SURE ISN T A SMELL FROM THE ENGINE COMPARTMENT I REALLY FEEL THAT THE SMELL IS FROM POSSIBLE SOME OF THE PLASTIC DUCTING IN THE DASH SINCE I HAVE NOTICED THIS SMELL IN SEVERAL BRANDNEW ONLY VEHICLE S IS THERE ANYTHING THAT WE CAN TARGET TO POSSIBLY CURE THIS SMELL THANKS
RE:03/28/2016 12 22PM REGGIE GRIFFITHS MSS FCSD TECH SVC HOTLINE ROBBIE TO FURTHER VERIFY THAT THE SMELL IS NOT COMING FROM THE ENGINECOMPARTMENT RUN THE HVAC SYSTEM WHILE THE ENGINE IS TURNED OFF IF THE SMELL IS STILL PRESENT THEN IT IS LIKELY DUE TO THE GLUE CURING APOSSIBLE PRE TREATMENT ON THE EVAPORATORCOMPONENTS OR OTHER SMELLS INTERNAL TO THE HVAC SYSTEM AND SHOULD DISSIPATE OVER TIME AND NO FURTHER DIAGNOSTICS SHOULD BE PERFORMED TALK WITH THE CUSTOMER AND VERIFY IF THE SMELL HAS GOTTEN BETTER SINCE IT WAS FIRST PURCHASED IFTHE SMELL IS NO LONGER PRESENT THEN THE CONCERN IS ENGINE OR HEAT RELATED THE SMELL COULD COME FROM A STICKER OR SOMETHING STUCK TO THEHEATER CORE THAT IS GETTING HOT CAUSING THE ODOR OR FROM THE EXHAUST SYSTEM OR OTHER ENG NE COMPONENTS ITSELF AND SHOULD BE FURTHER ISOLATED
EH:03/28/2016 12 22PM REGGIE GRIFFITHS MSS FCSD TECH SVC HOTLINE CONSULTED JOEL MURPHY SME WHO VERIFIED THAT IT COULD BE PRETREATMENTS OR OTHER ITEMS THAT NEED TO CURE GLUE AND THE SMELL WOULD DISSIPATE OVER TIME ALSO ADVISED TO PERFORM TESTING WITH THE ENG NE OFF AND SEE IF THE SMELL WAS STILL PRESENT
RE:03/29/2016 12 07PM ANDREW SCHMIDT MSS FCSD TECH SVC HOTLINE ROBBIE DUPLICATION OF THE CONCERN WILL BE KEY IN THE DIAGNOSIS OF THEINTERMITTENT ODOR DETERMINE IF THE ODOR IS PRESENT WHEN THE VEHICLE IS SET TO RECIRCULATE OR FRESH AIR AS IT IS POSSIBLE THAT A LEAK COULD BE PRESENT UNDER THE HOOD OR UNDER THE VEHICLE WHETHER IT BE FLUID OR EXHAUST ADDITIONALLY BODY LEAKS COULD BE PRESENT THAT MAY BE ALLOWING CHEMICAL ODORS INTO THE VEHICLE INSPECT THE BULKHEAD SEALS STEERING COLUMN BOOT BODY PLUGS AND BODY SEALS FOR ANY SIGNS OF POTENTIAL LEAKS DAMAGE OR MISS NG SEAM SEALER ADDITIONALLY PINPOINT TEST DW STEP DW6 FOUND IN THE PC/ED TAB OF PTS CAN AID IN DETERMINING IF AN EXHAUST SYSTEM LEAK IS PRESENT THIS CONCERN IS BEING DIRECTED TO THE TECHNICAL ASSISTANCE CENTER S ESCALATED HANDLING TEAM FOR ADDITIONAL REVIEW AN ESCALATED HANDLING TEAM MEMBERWILL 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
RP:03/29/2016 11 37AM T ECHHOT MSS FCSD TECH SVC HOTLINE WE HAVE DRIVEN THE VEH CLE FOR MORE THAT 50 MILES AND CAN T VERIFY THE CONCERN SPOKE TO THE CUSTOMER MORE AND HE SAYS THAT WHEN EVER HE HAS NOTICED THE ISSUE HAPPENING IS WHEN HE IS HEAVY INTO THE THROTTLE THELAST TIME IT HAPPENED WAS ON A 3 1/2 HOUR DRIVE AND IT HAPPENED 3 TIMES THIS S THE 3RD V SIT FOR THIS CONCERN CUSTOMER FEELS THAT WE ARE OVER LOOKING SOMETHING SINCE HE CAN FIND A LARGE AMOUNT ON CASES ON GOOGLE ABOUT THIS CAN WE ESCALATE THIS AND GET AN FSE TO ASSIST THANKS
EH:03/29/2016 12 07PM ANDREW SCHMIDT MSS FCSD TECH SVC HOTLINE CONSULTED JOEL MURPHY WHO ADVISED TO ESCALATE AND NOTIFY TEAM/SECTIONLEAD OF MISSED COMBINED REPORT OPPORTUNITY DETERMINE IF RECIRC/FRESH AIR MODE IN THE HVAC SYSTEM HAS ANY EFFECT AS AN UNDER HOOD

CD: Web Form Data Description of Vehicle Concern plastic burning smell nside and outs de of vechicle Please l st any diagnost cs already performed road test and confirmation of smell by another tech used r thermometer my reading on the front cat was 250 f the rear readingwas 525 f there is also oil seap on rear turbo which is more on the rear than the front Parts Replaced no parts rep aced Your Question suspect ng the higher temp on rear cat is caus ng th s smell what direction shou d I be going with further diag
RE: Chris The catalytic converter read ng 525 F is normal for the ight off Catalyst and is the most efficient at temperatures between 75 F to 575 F as outl ne in sect on one descript on and operat on of the on ine PC/ED under catalyst and exhaust system If the oil seep on theturbo is somehow gett ng on the exhaust then t would have to address as this can be caus ng the burning smell nside and outside the veh cle It w ll be recommended to pressure test the cab n to isola e any leaks that could be a lowing exhaust smell into the cabin Remove the right and rear amp assembl es WSM 17 01 Use mask ng tape to seal the rear air extractors Start the vehicle and set the A/C to fresh a r mode and max blower speed Close all doors and ensure that the windows are fu ly closed Use soapy wa er in a spray bottle to help locate the air leaks Spray around the following areas under body seams underbody rubber grommets rear wheel well seams rear tail light seams rear deck lid seals side panel glass seals and icense p ate area A r leaks can be identi ied by the presence of a rbubb es Mark a l the areas identi ied to have air leaks turn off A/Cand veh cle Clean and dry a l areas marked ear ier Seal us ng the MotorCraft TA 2 seam sealer and a low the sealant to dry about 20 minutes and retest Remove the masking tape used in earlier steps and nspect the air extractors for
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD: Web Form Data Description of Vehicle Concern burn ng odor smell n vehicle at 2500 3000 rpms w th a/c on Please l st any diagnostics already performed none Parts Replaced none Your Quest on tsb 1 0130 does not apply to this model year has his cond tion been resolved or does tsb 1 0130 need to be done?
RE: Thomas Currently TSB 1 0130 appl es to Explorers between the 2011 and 2015 Model Years However due to the fact this vehic e s build date is midway through the previous Model Year perform ng a href http //www proservicetech com/transport/?url /vdirsnet/TSB SSM/DisplayArt cle aspx?type TSB id 1 0130 arget b ank TSB 1 0130 /a is recommended Before per orming the TSB confirm the customer s concern s an exhaust odor under heavy acceleration If thebuming odor described in the form s an exhaust odor perform the TSB1 0130 If the burning odor described in the form does not have relate to an exhaust odor under heavy acceleration we recommend dupl cating the customer s concern and locating the source of the burn ng smell We recommend examin ng the engine bay transmission exhaust system and body p ugs When inspect ng the engine bay and transm ssion search for eak ng f uids that can will contribute to a burning odor A so look over the exhaust odor to confirm road debris paper or part number labels that could be attached to the exhaust system result ng in a burn ng smell Last y exam ne the body plugs and bulkhead seals or signs of damage If these seals are damaged odors rom the new exhaust sys em could enter the cabin when the air conditioning is on
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD:WE went on road test mon toring rt a/c system on acce l fresh air door defaults to fresh air intake you can smell cat converter afteraccell door returns to recirc there are no hvac recalibrat ons I don t know if perform ng tsb w ll correct concern or if smell w ll goaway after time
RE: Thomas G ven an exhaust odor is smelled under acce eration when the A/C is on we recommend following the previous recommendat on and performing a href http //www proservicetech com/transport/?url /vdirsnet/TSB SSM/D splayArtic e aspx?type TSB id 1 0130 target blank TSB 1 0130 /a Performing the TSB is recommended to prevent a repeated exhaust odor concern from the customer Perform the TSB and re test for the customer s concern

CD:customer smells exhaust fumes from a c vents on acceleration
C:verif ed customer concern asking for he p on proper repair

CD: Web Form Data Description of Vehicle Concern exhaust smell a ter accel or when coming down dec ine P ease list any diagnostics already performed test drove vehicle and ver fied the concern There is a tsb for other explorers or the same concern and n that tsb you remove the bumper and replace the fresh a r ducts for the rear ac and on some seal the body seam Parts Rep aced none Your Question does that tsb app y to this vehicle as well? the smell only happens when the rear ac is on and after an accel
RE: Mitch With there being an exhaust type odor be ng de ected during accelerat on with the Aux liary HVAC On wh le a href http //www.proservicetech com transport/?url /vdirsnet/TSB SSM/D splayArtic e aspx?type TSB id 1 0130 target b ank TSB 1 0130 /a does not currently app y to this vehicle due to the Model Year it is in the process of being updated to include t so the TSB can be performed for the vehic e While the images in the procedure are of the 2015 and earl er Exp orer the 2016 Explorer did not changemuch in these areas so the areas/components that are sea ed will be in generally the same locations as described in the TSB Also the steps of the TSB ndicate that only the LH body vent is to be replaced but the Labor Time ind cates time for both body vents being rep aced The Labor Time ind cat on is correct and both the LH and RHbody vents shou d be replaced
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD:will perform tsb and retest
RE: Mitch Once the repairs are completed and verif ed p ease ake a moment to comp ete the survey so this nformation can be upda ed to the Tech Self Help Tool This may help other technic ans when diagnos ng s milar issues
CA: Survey Completed tsb corrected concern
CD:I performed the repair and the customer ins sts that the sme l is still there only on rec rc when going up a pretty decent incline and putting your foot to the floor He took another tech with him and the o her tech only smelt the sme l once for a spl t second and then went away Customer was a so using a meter that p cks up carbon monoxide onthe test drive and it went off once for sp it second I replaced both rear a r ducts and the fender mo dings The veh has dra ns in the l ftgate so I d dn t add the drains HVAC was at the latest ca ibrat on sol cou d not reprogram it I test drove the veh at east 5 different occas ons doing as he descr bed He then came to drive it and could only get t to do as described above what shou d i do to correct the concern? should I use the seam sealer I ke the earl er bui ds?
RE: Mitch S nce the TSB 1 0130 has already been performed on this veh cle ven y that the TSB was to lowed precisely and correctly If the TSB has been performed correctly perform this pressure test Remove the right and eft rear amp assembl es from the vehicle This procedure can be found in section 17 01 of the Workshop Manual If the vehic e has rear l p molding installed mask it of us ng mask ng tape Mask off the rear a r extractors and areas Once th s has been done start the veh cle and set the A/C to fresh air mode and set the blower on high Verify that a l windows and doors are closed Spray a soap and wa er solution on the following areas Underbody seams underbody rubber grommet rear wheel we l seams rear tail ight seams rear deck id seals side panel glass seals and the icense p ate area If an air leak is present the soap will bubble up on the suspected area Before shutt ng down the vehic e mark all areas hat are dent fied to have air eaks C ean and dry a l marked areas Us ng Motorcraft TA 2 seam sea er seal the areas that were identifiedto have an air leak and allow the sea ant to dry for at least 20 m nutes Once the sea ant is dry retest the vehicle If no further leaks are present remove the masking tape used to mask off the air extractors and other components Be sure to a so nspect the air extractors for poor seal ng or damage
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD: Web Form Data Description of Vehicle Concern CUSTOMER STATES THERE IS A BAD SULFUR TYPE SMELL AFTER DRIVING AT TIMES COMING FROM FRONT VENTS Please list any diagnostics a ready performed SSM 5053 Parts Rep aced PTU REPLACEMENT Your Question THERE IS TSB 1 0130 FOR SMELL WHEN USING AUX CLIMATE CONTROL DO I PERFORM THIS TSB EVEN WHEN THE SMELL IS COMING FROM FRONT VENTS AT TIMES MORE LIKEDIFF FLUID SMELL NO LEAKS
RE: He lo Javier A sulfur odor from the ront vents could be related to a eak cond tion at the rear of the vehicle It s advised to proceed wi h performing a href http //www proservicetech com/transport/?url /vdirsnet/TSB SSM/D sp ayArtic e aspx? ype TSB id 1 0130 target blank TSB 1 0130 /a as outl ned for the most af ective repair to correct th s concern If the concern proceed after the TSB has been comp eted f the procedure has been comp eted as out ined and no leaks are ound adv se ror 3 5L TiVCT ONLY MY11 15 vehicles nsta l Mu ffer assembly part EB5Z 5230 A Note Selecting Fresh Air HVAC mode will increase cabin pressures wh ch may assist wi h diagnost cs and can help to reduce the overall concern This can be done by p ck ng panel mode on the HVAC control unit deselecting the recircu ation mode button and increasing the blower speed
CA: Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD: Web Form Data Description of Vehicle Concern CUSTOMER STATES VEH CLESTILL HAS EXHAUST ODOR/SULFUR SMELL INSIDE AND OUTSIDE OF VEHICLE P ease list any diagnostics already performed PREVIOUSLY PERFORMED TSB 1 0130 VERIFIED EXHAUST STILL HAS CHEMICAL/SULFUR SMELL NO MIL ON COMPARED TO A FEW OTHER EXPLORERS AND THEY TOO HAVE A SULFUR SMELL FROM THE EXHAUST Parts Replaced NONE Your Question I AM LOOKING FOR A DIRECTION TO TAKE TO RESOLVE CONCERN FOR CUSTOMER ANY HELP IS APPRECIATED
RE: Just n It should be confirmed that the TSB 1 0130 has been properly performed If the TSB has been performed proper y it s recommended toinspect the body seems body and door seals at ever door and window seals that the tail ights The body p ugs shou d also be nspected tomake sure that they are properly nsta led and not allowing outside a r in the veh cle The A/C vent doors shou d be nspected to make sure that it s also sealing proper y A sn ffer can be used to ass stwith ocat ng a concern The fresh a r vents can be c osed w th the a r to pressurize the cab n the seams can then be sprayed with soapy water to de ermine if there is a leak If no concern are found it is recommended to rep ace the muffler with part EB5Z 5230 A

CD: Web Form Data Description of Vehicle Concern CUSTOMER STATES AFTER HARD ACCELARATIONCAN SMELL EXHAUST TYPE FUMES IN VEHICLE Please l st any diagnost cs already performed RUN OASIS AND FOUND TSB 15 0130 TSB HAS ALREADY BEEN PERFOMED ROAD TEST AND CAN SMELL WHAT I WOULD COMPARE TO A NEW CAT OR NEW EXHAUST SMELL LIFT VEHICLE AND INSPECT NO OBVIOUS SIGNS OF SMELL ORIGAN Parts Replaced NONE Your Quest on NOT SURE WHICH WAY TO TACKLE THIS ISSUE MAYBE YOU WOULD HAVE AN IDEA?
RE: Jason Since TSB 1 0130 has been previously performed however the concern is still with pre im nary checks not revea ing any probably cause it s recommended to rev sit the repairs made on the vehicle per TSB 1 0130 Inspect he body vents ensuring that they are ntact and well secured Also it is recommended to perform the Dust and water leak test by pressur zing the passenger compartment Refer to the online WSM section 501 00 Body System General In ormat on Diagnosis and Testing Body System or the outlined procedure Ensurethat he HVAC is set to HIGH and fresh a r then spray soapy water along the body seams cal ed out in TSB 1 0130 whi e observing for bubbles Bubbles wl i ndicate that a leak is present Repair any leakfound using TA 2 seam sealer and re evaluate the concern
CD: Web Form Data Description of Vehicle Concern AFTER HARD ACCELERATIONCUSTOMER CAN SMELL EXHAUST SMELL IN VEH CLE P ease list any d agnostics already performed PERFORMED TSB 1 0130 ON PREVIOUS RO CUSTOMER CAME BACK AGAIN CLEANED ALL STICKERS OFF CATALYTIC CONVERTERSAND DISENFECTED AC PLENIUM CUSTOMER JUST CAME BACK AND SAID ITS STILL THERE HAVENT BEEN ABLE TO DUPLICATE YET BUT IT COULD BE THE WEATHER TODAY Parts Rep aced NONE Your Question HAVE THERE BEEN ANY OTHER ODOR PROBLEMS? ANY IDEAS ?
RE: Jason It may be necessary to revisit the steps in a href http //www proservicetech com/ ransport /?url /vdirsnet/TSB SSM/D splayArtic e aspx?type TSB id 1 0130 target b ank TSB 1 0130 /a Even if the veh cle has drain vents n the tailgate it srecommended to perform every step outlined in the TSB Pressurize the cabin as out ined in wsm section 501 00 under diagnosis and testing for dust and water leaks Th s is done by tap ng o f the a r ven s andsetting the b ower motor to high w th the air set to fresh and the rec rculat on turned off When the cabin is sufficient y pressurized use soapy water and spray around the seal ng surfaces of the air vents the li tgate seal the underbody plugs the body seams and anywhere that may prov de a eak or exhaust gasses to enter the veh cle Any leaks will create bubb es n the soapy solution Mark a ltthe areas that have bubbles f there are leaks around the body vent seal ng or any underbody seams use Motorcraft TA 2 seam sealer and seal the mounting surface of the body vent or the underbody panels ltthe ltfga e is not sealing correc ly adjust the striker to close tighter or replace the weather str pping to create a good seal that w ll not allow exhaust into the vehicle Inspect the exhaust system for any leaks It may be necessary o pressurize the exhaust the exhaust with low pressure 5 psi or so and spray soapy
CD: Web Form Data Description of Vehicle Concern customer states after hard accelera ion exhaust smell n cabin P ease list any diagnostics already performed roadtest caught a wlff after acceleration 1 time I had he de roster on it smelled more like a hot engine smell nspected for any kind of leak none found vehicle has been here before about months ago I ound a sticker on the catalyt c converter that was melt ng I removed all stickers from the cats and that asted months now they say i s back Parts Replaced none Your Question any ideas?
RE: He lo Jason For this repeat customer compla nt of exhaust odor in thecab n possib e causes can be related to exhaust leaks f uid eaks body seam leaks If the concern has been confirmed this visit it s advised to proceed w th inspect ng for exhaust leaks perform ng cabinpressur zat on testing wh le spraying soapy water over the veh cle andinspect ng for bubbles as an indicat on of a leak Recommend review ng a href http //www proservicetech com/transport/?url /vdirsnet/TSB SSM DisplayAr icle aspx?type TSB id 1 0130 arget b ank TSB 1 0130 /a aga n to further ver fy that all steps were performed as outl ned to help so ate a cause for the customers comp aint
CA: Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE
CD:I HAVE CHECKED FOR EXHAUST LEAKS RECHECKED TSB 1 0130 AND REPLACED BOTH REAR VENTS ON PREVIUOS VISIT I BELIEVE TH S IS A HOT ENGINE SMELL COMING THROUGH FRONT VENTALATION SYSTEM THIS CUSTOMER HAS PRESENTED AN ONLINE ARTICLE SHE FOUND ON A LEGAL ACTION AGAINST FORD FOR THIS ISSUE I DONT BELIEVE I AM GOING TO BE ABLE TO REPAIR THIS TO HER SATISFACTION WOULD LIKE TO REQUEST ASSISTANCE FOR THIS ISSUE
RE: Jason W th the odor st ll present after TSB 1 0130 remaining causes could be the exhaust system or body seals Inspect the exhaust systemfor any leaks Refer to WSM section 309 00 for more in ormat on In this section of the WSM in the pin point test symptom chart the condition of a slight su fur smell s normal for cata ytic converters The cause s the sul ur content in the gasoline being used If no exhaust concerns are present and an excessive exhaust odor is still present in the vehic e then pressurize he cabin per WSM section 501 00 to nspect for body leaks Pay c ose attention to the areas cal ed out n the TSB previously performed and app y generous amounts of sealant where necessary Rev sit the TSB as necessary This concerns being directed to the Technical Assistance Center s Escalated Handl ng Team for addit onal review An Escalated Hand ing Team Memberwi l contact you by phone or through this Hotline Assistance Request w thin one 1 business day to provide add tional in ormat on and/or recommendations to assist in the reso ution of the customer s concern We w ll continue to work with you and your Dealership s Service Management Team to he p get the concern resolved and the vehicle back to the customer in a t me y manner
CA: Consulted Jack Flynn on further diagnostics and esca ation Advised torevis t TSB and to escalate
CD: Outbound ca l to Jason Jason s ated there is an exhaust hot engine type smell The concern seems to be coming rom the front They found a sticker on each catalyt c converter wh ch was removed which seemed to reso ve the concern for several months They have performed TSB 1 0130 twice They have undercoated the ent re rear of the vehicle underneath Concern happens under hard acce eration The dealer has duplicated it but not as often as he customer states it occurs This s the 5th v sit to the dealer for this concern The rear body vents have been replaced Spoke with Joe the service manager who was verytamil ar with the veh cle He informed that the vehicle has been at the dea er around 30 days and customer might be seeking lemon law
RE: Jason To verify he odor is coming from the front of the vehicle and not the rear recommend per orming a cabin pressure test as out ined n WSM section 501 00 Diagnos s and Test ng Dust and Water Leaks and ver fy if any eaks are present spray ng the entire vehicle ncluding the bu khead If any leaks are found repair as necessary If no leaks are found w th the body vents still completely taped off test dr ve the vehic e and see if odor is sti l present If t is not tape off around the body vents only and see f sti l present If not the use of TA 2 B can be used to completely seal off around the rear body vents If the odor s st ll present with the rear body vents aped off recommend performing a ltgate alignment as outlined in WSM section 501 03 General Procedures and verify if an odor is sti lobserved If the odor is sti l present after all this s performed then the odor could be coming rom the front of he vehic e Recommendcarefully nspecting the PCV system or a fuel odor If none found this hot eng ne type odor cou d be due to the cata ytic converters gett ng too hot Ver fy the fuel tr ms are not reading that too much fuel s be ng dumped into the system wh ch could cause the catalytic converter ers to overheat A fol ow up ca l will be scheduled for Tuesdaymorning o discuss this veh cle further
CA: Cal fornia dea er 15 892 286 dea er 707 77 63 5 ce l
CD: Outbound ca l to Jason Jason s ated he performed the cabin pressure test and noticed when taping off the body vents that the RR body vent was pu led away from he body When performing the cabin pressure test he not ced leaks underneath the LR of the body which he has sea ed up with undercoating and bubb es coming from around the right bottom corner of the lt gate He attempted to apply pressure to the ltgate but the leak did not stop The eak s near the l ftgate plugs that were nsta led
RE: Jason Since there was a leak not ced around the ltfgate near the p ugs that were instal ed it s recommended o care ully inspect themfor being installed properly or s gns of damage that cou d cause a eak f the p ugs are ok perform a liftgate a ignment as outl ned nWSM sect on 501 03 General Procedures For the body vents not seal ng properly against the body use TA 2 B around the body vents toseal them off properly When this is performed and no leaks are noticed reevaluate the odor under the same condi ions that it s experienced under Update th s form when this is completed and you will be contacted as soon as possib e
CA: Needs to seal o f leaks

CD: Web Form Data Description of Vehicle Concern Customer states that there is a smell com ng thru he dash vents whi e driving He says it smells like exhaust fumes He says that his w fe gets a headache from t and his children through up from it P ease list any diagnosticsalready performed I road tested the vehic e several t mes and d dn t smell it I asked him if he was near other vehicles when it happens and he sa d no I ra sed the vehic e on a rack with the engine runningand didn t sme l it or see any soot from exhaust system or the turbos Par s Replaced none Your Ques ion Looking for knowns and assistance with this concern
RE: John When you have a concern a leg ng a njury due to an al eged product defect pursuant to the Warranty and Pol cy Manual no repairsshould be per ormed See below BR BR B U U S Dealerships U /B should complete a B Dealer/Fleet Request for OGC Review /B found on FMCDealer com Parts amp Service Tab Customer Sat sfaction ink BR BR B U NOTE /U /B The Technical Service Hot ne will not be able to prov de fur her assistance with this ssue unt l after the OGC review
CA: Consulted w th Brian Graham to verify to send to OGC

CD: Web Form Data Description of Vehicle Concern CUSTOMER CONCERN OF CHECK FOR ODOR STILL PRESENT LIKE SULFER OR BURNING EGG SMELL IN CABINOF VEHICVLE Please l st any diagnostics already performed ROAD TESTED AND INSPECTED 2X PERFORMED TSB TO REPROGRAM HVAC MODULE AND SEAL REAR OF VEHICLE Parts Replaced NONE Your Question ARE THERE ANY SUGGESTIONS TO DIAGNOSE SOMETHING I CANT VERIFY AT THIS TIME?
RE: Kevin S nce the odor concern is still present after perform ng TSB 1 0130 recommend to perform the fol owing as well Remove the rightand left rear lamp assemblies Use mask ng tape to seal the rear air extractors and areas S art vehicle and set A/C to fresh air mode and the b ower speed to max Close all of the doors and ensure windows arefully c osed Use soapy water n a spray bottle and spray around the following areas and check for air bubb es marking all areas denti ied to have a leak Under body seams Under body rubber grommet Rear wheel we l seams Rear tail l ght seams Rear deck lid sea s Side panel glass seals L cense plate area Turn off A/C and turn off veh cle Clean and dry a l areas marked earlier and seal using Motorcraft TA 2 seam sealer Allow the sealer to dry and retest May take up to 20 m nutes Remove the mask ng tape used in step a of the pressure test Also inspect the fol owing Inspect the a r extractors or damage or mproper sea ing Inspect for evidence of body repairs and ensure that there are no miss ng or poorly seated body plugs in the floor pan or engine compartment bulkhead Inspect the ift gate seal for damage and proper fit/contact pattern Adjus ing the rear l ft gate striker as necessary so that the rear hatch seals t ghter to the l ft gate seal is important Ensure that the ift gate plugs are n place n the drain
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED
CD:SORRY FOR THE CONFUSION BUT AFTER SPEAKING WITH THE CUSTOMER DIRECTLY THE ODOR IS SULFUR AND IS PRESENT INSIDE AND OUTSIDE OF VEHICLE I STILL CAN NOT RECREATE CONDITION JUST WONDERING IF THERE WERE ANY OTHER CONCERNS THAT COPULD BE THE CAUSE OF THE SMELL LIKE A BAD CONVERTER OR BATTERY AND HOW TO CHECK IF A CONVERTER COULD BE CAUSING THE SMELL
RE: Kevin A sulfur type smell typ cal y comes rom the cata ytic converters and can be smelt during hard acceleration and at a stop This can be dupl cated by test driving the vehic e during hard acceleration or get ing the vehicle to normal operating temperature and lett ng the veh cle idle ins de to see if there is a smell around the vehic e Another test that can be performed s a leak test on the exhaust system Th s can be done by inducing regulated shop air no more than 5 PSI nto the tail pipe and block off the tail p pe with arag Take a spray bottle with soap and water and spray the exhaust to see if any bubbles form ind cating a leak If there is no concerns found w th the exhaust system then inspect the Power Transfer Un t PTU or any eak ng there have been some cases of a bad odor comingfrom the PTU and the flu d If there are no external leaks then remove the venting hose for the PTU and see if the sme l is present if the smell is not present wh le the veh cle is not moving then test drive the vehicle with he vent hose re directed This can be done by disconnecting the vent hose and inserting another hose and re d recting the vent hose into the veh cle so the sme l can be monitored while driv ng If the smell s st ll not present then take a luid sample of the PTU and nspect the fluid If the luid is a grey type of color and looks ike petroleum jelly hen

CD: Web Form Data Description of Vehicle Concern After accelerating it smells like rotten eggs ns de of vehicle P ease list any diagnostics already performed Road test and could not duplicate concern EEC test and pass codes Road tested and no misfires either Parts Replaced None Your Quest on Th s is the 2nd time that the customer has come n for th s and the advisor states he won t takean unable to duplicate as an answer The tsb for reseal ng the vent does not apply but I am assuming that th s vehic e has been ixed fromthe factory Are there any other poss ble things that it could be or s it poss ble t needs to be sea ed I ke the prev ous year models?
RE: Chris Even hough the vehic e is does not currently fall nto the TSByear range it s advise to perform a href http //www proservicetech com/transport/?url /vdirsnet TSB SSM/DisplayArt cle aspx?type TSB d 1 0130 target blank TSB 1 0130 /a o aid n rect fy ng any exhaust odor concerns I add tion o the TSB also inspect the Power Transfer Unit PTU for eaks or ind cat ons of the PTU causing the odor If a fault s identif ed refer to Workshop Manual WSM section 308 07C Power Transfer Unit Diagnos s and Test ng to aid in iden ify ng the cause of the fault If no faults are identif ed then it is adv sed to pressure test the vehicle s cab n to a d in checking or leaks First remove both tail lamp assemblies as seen n WSM Section 17 01 Exter or Lighting Then use masking tape to seal the rear air extractors and areas surroundingthem It s not necessary to mask the rear lip mold ng for veh cles that do not have the rear l p mo ding removed Once extractors are taped up start veh cle and set the A/C to fresh air mode and set blower speed to MAX make sure that all doors and windows are fu ly c osed Then use soapy water in a spray bottle to aid n locating any cabin leaks some areas to focus on would be the license plate area rear deck id seals rear tail light seams s de panel g ass seals rear wheel well seams and inal y a l underbody seams and
CA: Consulted SME Steven Hopping on use of the PTU SSM from prior model years and normal break in per od odors Artic e ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN Art cle ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD: Web Form Data Description of Vehicle Concern Customer states there is a strong exhaust odor coming nside the vehicle during hard acceleration P ease list any d agnostics already performed None Parts Replaced None Your Question Customer owned a 2011 explorer before this one and states that h s new 2016 explorer is worse than h s o d one as far as exhaust smell during hard accleral on TSB 1 0130 does not apply to th s vehic e We know there is a new exhaust system out for 2011 to 2015 explorers but again t w ll not work on his one Any deas or other reports out there orthis issue?
RE: Eric BR BR Even hough TSB 1 0130 does not apply to this veh cle because of he model year the TSB can st ll be referenced for techn cal information and repair d rection Once you are able to verify the odor in the vehicle to determine if it s exhaust or related to another component the PTU fuel etc per orm the repairprocedure as called out n the TSB Please note that you will not be able to claim the TSB for this vehic e because the TSB does not apply P ease contact your Warranty Adm nistrator or the Warranty Assistance Center f you have any warranty related questions BR BR If the odor s st ll present after the direct on in the TSB has been performed itwill be necessary to val date that the exhaust is not entering the vehic e from an unsealed open ng Refer to sec ion 501 00 of the online workshop manual Diagnosis and Testing Body System Dustand Water Leaks to perform the pressur zat on procedure Once the cabin is pressur zed spray the soapy water solut on around the underbody seams underbody rubber grommet rear wheel well seams reartail light seams rear deck lid seals side panel glass seals and l ense plate area If any bubb es are found seal the af ected area with TA 2 seam sea er BR BR If no faulty or improper y seams are found during this testing or your inspect on inspect the a r extractors for possible damage or improper sea ing
CA: Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN Artic e ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIB T A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR NSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD: Web Form Data Description of Vehicle Concern c/s exhaust sme l coming in on heavy axcel Please list any diagnostics a ready performed TSB 1 0130 Parts Replaced TSB 1 0130 Your Quest on After TSB 1 0130 has been done customer still has exhaust smell coming n on heavy axcel FSA Curtis has been contacted It is ment oned of a newer des gned exhaust to help correct this Is this correct?
RE: Harry There is a new exhaust muffler With the odor concern st ll present a ter the TSB has been performed it s recommended to with per orm the pressure test procedure first Pressure Test Procedure a Remove the r ght and left rear lamp assemb ies See WSM Section 17 01 b Using masking tape seal the rear a r extractors and areas Do not need to mask the rear ip molding for vehicle that do not have the rear ip mold ng removed c Start vehic e set A/C to fresh a r mode and set blower speed to max d Close all doors and ensure windows are fully closed e Use soapy water in a spray bott e to help locate air leaks f Spray around the ollow ng areas Under body seams Underbody rubber grommet Rear wheel well seams Rear ta l light seams Rear deck id seals S de panel g ass sea s License plate area g A r eaks can be identif ed by the presence of a r bubb es h Mark a l areas identif ed to have air leaks i Turn off A/C] Turn off vehicle k C ean and dry a l areas marked ear ier l Seal using Motorcra t TA 2 seam sealer m A low sealant to dry and retest May take up to 20 minutes n Remove the mask ng tape used in step a of the pressure test Inspect the air extractors for possible damage or improper seal ng Inspect for ev dence of body repairs andensure that there are no m ss ng or poorly seated body plugs in the floor pan or engine compartment bulkhead Inspect
CA: Report F9VD 007 Marko ItBR gt ItBR gtWe see Report F8NGD010 Ronald If an odor s Artic e ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED Consul ed Steven Hopp ng on whe her to escalate Was instruc ed to due so due to buyback case He a so wanted to make sure I eferenced ISM 15 07 013 This connect is being esca ated due to a buyback case The customer has also reached out for egal act on with their attorney The buybackcase was den ed The customers concern is an exhaust odor n the cab of he vehic e dur ng hard acceleral on TSB 1 130 has been already performed
CD:OBC to Harry An outbound call was placed in order to discuss this Explorer n deta l Harry ndicated that this Explorer was handed overto the body shop in order to perform the eak testing mentioned in thelast contact He has not heard anything back from them and is planningon getting more information from his Service Manager later today Harry nformed that the exhaust odor was verif ed by the Service Manager on a test drive Harry a so wanted to know if th s new mufflersystem would help w th the exhaust odor
RE: Harry Thank you for taking time out of your day to discuss this Explorer n detail Check if the body shop found and sealed any leaks while performing the procedures ment oned n the ast recommendation Test drive the veh cle and verify the repair In case the odor is sti l present continue with instal ation of the updated mu fler assembly part number EBSZ 5230 A Th s turn down mufler assembly isupdated to help with this concern as I directs the exhaust away from the cab Please feel free to update this contact in case urther technical assistance is necessary If no updates are made a fo low upcall wi l be placed on the 20th of January 2016 A f eld alert is being opened for this vehicle to ensure that the right personnel are aware of the Buy Back request rom the customer Th s does not necessar ly mean that the FSE will contact the dealership At th s time the Escalated Hand ing Team at the Ford Techn cal Assistance Center will continue to work w th you in order to resolve his exhaustodor concern
CA: Open ng a F eld Alert as the cus omer s in touch with CRC over a Buy Back Request
CD:OBC to Harry An outbound call was placed to Harry n order to check if the new muffler assembly reso ved the exhaust odor on this Exp orer Harry was nformed by the service wr ter attached to this vehicle that the body shop per ormed the pressure testing ment oned inthe first response and also installed the updated muff er assemb y After th s was done the vehicle was road tested and no faul s were found The customer p cked up the veh cle now and has not returned since
RE: Harry Thank you for taking time out of your day to discuss this Explorer This esca ation is being closed s nce exhaust odor was resolved and the vehic e is back w th the customer When t me permits please fil out the survey Data rom th s survey popu ates the se f he p tool and other technic ans with similar concerns can then ollow the diagnost c path taken in this case and look at the reportedfix
CA: Closing esca ation as the fau t is now resolved a ter updated muffler assembly was installed
Z9:TECH ASSIST REFERRAL HAS BEEN OPENED
CA:TEST DROVE VEHICLE AND COULD NOT VERIFY AN EXHAUST ODOR ON HARD ACCELERATION VEH CLE HAS UPDATED EXHAUST SYSTEM LATEST HVAC CALIBRATION AND HAS BEEN SEALED HAD TECH PRESSURIZE VEHICLE AND DOUBLE CHECK FOR ANY LEAKS USING SOAPY WATER THERE WERE NONE FOUND THERE WERE NO MANUFACTURING DEFECTS TO ADDRESS NPF
Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD: Web Form Data Description of Vehicle Concern gets exhaust sme l in car after hard acceleration Please list any diagnostics a ready performed se f test mon tored p ds Parts Replaced none Your Quest on hello I have already performed tsb 1 0130 on prev ous vis t customer has come back with same smell removed rear bumper andrear wheel wells and resealed any spot l could find that could cause exhaust getting into car road tested and monitored recirculat on modedoor it does not sw tch to fresh air when car goes to WOT or close to it t stays on recirculation HVAC passes self test any other suggestions?
RE:ERIChere are some heck to be pr ormed after tsb 1 0130 has been completed correct y Pressure Test Procedure a Remove the right and left rear lamp assemblies See WSM Sect on 17 01 b Us ng mask ng tape seal the rear air extractors and areas Do not need to mask the rear lip molding for veh cle that do not have the rear lip molding removed c Start vehicle set A/C to fresh air mode and set b ower speed to max d Close a l doors and ensure w ndows are fully closed e Use soapy water n a spray bo tle to help ocate air leaks f Sprayaround the follow ng areas a Under body seams b Underbody rubber grommet c Rear wheel we l seams d Rear ail ight seams e Rear deck l d seals f Side panel g ass seals g License plate area g A r leaks can be identif ed by the presence of a r bubb es h Mark all areas identif ed to have air leaks i Turn off A/C j Turn off veh cle k C ean and dry all areas marked earlier l Seal using Motorcraft TA 2 seam sealer m Allow sealant to dry and retest May ake up to 20 minutes n Remove the masking tape used in step a of the pressure test Inspect the air extractors for possible damage or improper seal ng Inspect for evidence of body repairs and ensure that there are no m ss ng or poorly seated body plugs in the floor pan or engine compartment bulkhead Inspect the ift gate seal for damage and proper fit/contact pattern Adjusting the rear
CA: Survey Completed found mult ple areas of leaks do ng cabin pressure test sealed all and adjus ed rear iftgate so t would seal better rep aced exhaust odor is gone!
Z9:TECH ASSIST REFERRAL HAS BEEN OPENED
CA:PLEASE REFER TO ATTACHMENTS FOR DETAIL AS THE VEHICLE S NEW HVAC CAL BRATION IS WORKING AS DESIGNED AND THE VEHICLE WAS FOUND TO BE OPERATING AS DESIGNED WITH NO REPAIRS PERFORMED AT THIS TIME CORRECTION TO MILEAGE AS THE IN MILEAGE WAS 9 575 AND THE OUT MILEAGE IS 9 58 MILES
Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD: Web Form Data Description of Vehicle Concern Engine oil black after 5000km and burn ng smell when driving onger r ps more than 150kms P ease list any diagnostics already performed None Parts Replaced O l and filter changed Your Question Knowncon cerns and repa rs
RE:T m If the oil is showing signs of burning wi hin the specified oil change rang then verify that there is no aftermarket components installed in the vehicle such as programmers cold a r intake engine modif cat on correct oil grade tire s ze and etc If there s no aftermarket modif cations done to the vehicle then nspect the veh cle or any engine oil or coolant leaks that cou d cause the veh cle to overheat or have nsu fic ent lubrica ion If there is no concern found w th fluid leaking then nsta l a manual gauge to verify hat oil pressure is w th in specification This testing procedure can be ound n the workshop manual 303 00 d agnosis and testing o l pressuretest and for the oil pressure specification refer to the workshop manual 303 01D specification You can also refer to GSB G00000 to see what proper maintenancelooks ike and what non proper maintenancelooks ike or internal engine components

CD: Web Form Data Description of Vehicle Concern THE CUSTOMER STATES EXHAUST FUMES IN VEHICLE WHEN ACCELERATING ONTO HWY Please ist any d agnostics already per ormed VERIFIED CONCERN ALREADY PERFOMREDTSB 1 0130 Parts Replaced TSB 1 0130 HAS ALREADY BEEN PERFORMED Your Question TSB 1 0130 HAS ALREADY BEEN PERFORMED IS THERE ANYTHING ELSE WE CAN DO TO CORRECT THIS CONCERN? ENGINEERING ONCE SENT US A MODIFIED EXHAUST AFTER PERFORMING TSB 1 0130 IS THAT SOMETHING WE CAN DO HERE?
RE: John S nce TSB 1 0130 has been performed and the odor is sti l present the leak cou d be from the tail amp area the rear deck lid seal rear quarter glass underbody plugs or seals It is recommended to remove the tail lamps as outlined in the Removal and Installation sect on of 17 01 n the Workshop Manual WSM Use masking tape to seal the rear air extractor and start the vehic e with the w ndows up the A/C on with the fresh air door open and the blower motor on high A low the cabin to pressurize and using soapy water spray the under body seams and plugs rear wheel well seams tail ight seams licenseplate area rear quarter g ass seal and the deck lid seal The presence of bubbles indicates a eak Mark any leaks ound turn the truck off and thorough y c ean and dry the area eak ng Use Motorcraft TA 2 seam sealer to seal any eaks found wait 30 minutes for the sealer to set and retest If the rear deck id is leaking inspect the seal for damage or tears If no damage or tears are found the deck l d can be adjusted by mov ng the s r ker so the iftgate sea s tighter Update the HVAC Control Module HVAC if it has already been updated The mu fler assembly wi l need to be replaced with part number EBSZ 5230 A Refer to the Removal and Instal ation section of 309 00in the Workshop Manual WSM
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD: Web Form Data Description of Vehicle Concern customer complains of an exhaust or odor smell at times P ease list any diagnostics already performed tsb 1 0130 has been per omed customer has opened at FM360 case CAS 8613903 Parts Replaced parts as per tsb 1 0130 Your Question have heard of a repair in he works o re route exhaust is there anything that can be done until this repair/fix comes out
RE: Earl You are correct there is an updated muffler assembly that may be installed on th s vehic e However before replacement of the muff er assemb y it s important to ensure the TSB was performed correctly by performing the fo lowing procedure Remove the r ght and rear lamp assemblies please re er to section 17 01 for the removal procedure Using masking tape seal the rear air extractors and areas Start the veh cle and set the A/C to fresh air mode and set the b ower speed to MAX Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to he p locate a r eaks Spray around the fol owing 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 p atearea Air leaks will be dentified by air bubbles in he soapy water Mark a l areas identified as air leaks Turn the vehicle off C ean dry and seal the marked a r eaks us ng the approp ate TA 2 seam sealer Additional y inspect the a r extractors for any s gns ofdamage or mproper sea ing Check a l body plugs for poor seals or damage Ensure the l ftgate seal is making good and even contact through the entire l ftgate If the iftgate seal is uneven it may a low air to pass the seal and may cause th s concern Once all of theabove is done if the concern still
CA: Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED
CD: Web Form Data Description of Vehicle Concern exhaust smell inside vehicle Please l st any diagnost cs already performed checked all seams and sea s for proper sealing Parts Rep aced replaced exhaustwith new exhaust system as per hotl ne hot ine prov ded part for replacement exhaust Your Quest on Customer states st ll sme ling exhaust fumes com ng in to the vehicle at times Dealer s requesting FSE nvo vment in repair of vehicle CAS 8797321 bDt x FMC360 case
RE: He lo Earl To help iso ate the source of exhaust p ease ensure that a l the previous recommended leak testing has been performed To fur her he p isolate the source of the leak it s advised perform a smoke test from outside of the vehicle around to iftgate and ail amp assembl es to see if a leak is detec ed You may apply tracing powder around the liftgate seal to help determ ne if there is sea ing concern present If no concerns found recommend to remove the rear bumper cover and have an assist shine a br ght l ght around the outside of the li tgate and bumper area wh le nspecting for the ight nside of the vehicle ind cat ng a leak Note that some of he rear nterior tr m will need to be rep aced for l ght de ection If any concerns are found recommend to repair as necessary If no eaks are found recommend to verify that the HVAC module is at the latest software level
CA:consulted joshua burtch adv se to exhaust due to ack of progress note to eh request for escalation due to lack of progress customer compla nt of exhaust odor concern Tech has performed tsb 1 0130 and replaced the exhaust to no avail Advised test to perform smoke testing at the iftgate sh ne bright l ght around l ftgate and rear bumper area to help isolate a leak also to used tracing powder aroundthe iftgate seal to he p isolate a leak open fmc360 contact CAS 8613903 S M3J Hot ine Contact ID 109665850 RO 021216 RO Date Feb 12 2016
CD:we d d use the tracing powder to verify seal ng around the lift gate we removed the rear bumper sealed off air vents and performed leak test with soapy water wh le running a/c un t as per water leak detection we did f nd small leak around body seam at tail lamps we resealed area nsta led updated exhaust and made sure hvac was up to latest level returned to the customer customer drove it approx 1 week called us back and stated a ter and approx 80 mile tr p could smell exhaust nside of vehicle customer con acted crc and crc told customer that dealer wou d get an fse involved on vehicle since it hasbeen a repeated concern for the exhaust smell nside vehic e dea er is requesting a fse invo vement with this vehicle
RE: Earl A follow up ca l will be made later this afternoon to d scuss th s vehicle further
CD: Outbound ca l to Earl Earl sta ed the veh cle s not current y at thedea ership There s an exhaust odor under acceleration The muff er assemb y was replaced but the concern was still present They ver fiedthat the iftgate was a igned proper y They performed a cabin pressure test and noticed leaks around the tail ight seams which theyrepaired The concern seemed to be resolved so they released it back to the customer The customer indicated after an 80 mile tr p the concern was st ll present Earl stated to put the recommended diagnostics in the form
RE: Earl Since the concern s st ll present after the seam seal repair and muffler replacement verify if the odor s st ll present when the HVAC system is placed into RECIRC If the smell s st ll present thenth s indicates most likely a body leak coming rom the rear or front of the veh cle f the odor is not present when placed in RECIRC or almost comp etely goes away then this ind cates an odor coming from the ront of the vehic e Recommend carefully nspecting the engine and transmission for any signs of leaks If no leaks are ound recommend perform ng an exhaust pressure test simi ar to the cab n pressure test If any leaks are found repair as necessary If the exhaust sys em does not leak verify if a fuel odor is present wi h the PCV system Care ully inspect the hoses and PCV valve for leaks ordamage If a uel odor is present w th the PCV system this ndicates fuel s en ering the crankcase and could cause the exhaust odor noted Mon toring uel tr ms could help ead to a causal component f this isspresent If the PCV inspects OK and no odor is present veri y if the customer obtains fuel from different fuel stat ons and the odor is present after ill ng up from a specific station If th s is the case then this would ndicate a uel contaminat on/quality issue If not ver fy if a fuel add tive is used and after t is used f the odor is present A follow up ca l
CA: Needs to perform testing when vehic e returns
CD: We rechecked body seals and found no eaks used the smoke leak detector on the exhaust and PCV system and found no eaks now the smoke machine only puts out like 10psi but no visable leaks where found HVAC is at the atest evel available No fuel present in the PCV componets At this time customer is the only one to be sme ling this we have not been able o smell due to being so intermittant last ime customer reported the sme l was a ter she had dr ven t a week and on a trip of approx 80 miles Customer fi ls vehicle up at di ferent ocat ons and does not use fuel additives Customer s ates when she sme ls the odor the vehicle is n the recirc mode Cus omer could not tell us that she could sme l the exhaust inside veh cle if the HAVAC is not in use
RE: Earl It is recommended to verify a href ht p://www proserv cetech com/transport/?url vdirsnet/TSB SSM/D sp ayArtic e aspX? ype TSB id 1 0130 target blank TSB 1 0130 /a has been performed properly and that the l ftgate plugs ins alled are st ll present and not damaged If so recommend having someone dr ve the vehic e under the same condit ons n which the concern occurred to determine if the odor s st ll present A follow up call w ll be scheduled for Thursday
CA: Needs to re perform TSB
CD: Outbound ca l to Earl Earl sta ed they have not had a chance to test drive the vehicle to verify the TSB and the odor
RE: Earl A follow up ca l will be made e ther tomorrow afternoon or Monday to discuss this veh cle
CA: Needs to test drive vehic e
CD: Outbound ca l to Earl Earl sta ed when dr ving at h ghway speeds there was only one t me the driver ind cated of a carbon sme l but could not duplicate it again The customer states the concern seems tooccur when it s not real hot and not real co d and can happen when hard acce erating around a s ow moving vehicle Earl stated they were going to try that way next

CD: Web Form Data Description of Vehicle Concern smell ns de vehic e after driv ng Please ist any d agnostics already per ormed visual check tsb amp ssms Parts Replaced none Your Question ssm 5053 talks about this but repeats itself and doesn t read out very well i have no eaks i can not see a vent hose am i suposed to rep ace the ptu and add a vent hose ?? rep ace the ptu without a vent hose ?? or something altegether d fferent ?? could you p ease clar fy ??
RE: Greg The SSM 5053 states to repair any leaks that are present with the PTU unit and if he odor cont nues from the PTU unit that the PTU should be rep aced If replacing the PTU and t has a vent hose it should also be rep aced If the PTU unit does not have a vent hose hen it does not requ re a vent hose to be added