

PE16-008

FORD

8/24/2016

Appendix G

Engineering Review

Non Conf - Engineering
Review

CD:Web Form Data 1098 13 Description of Vehicle Concern SMELLS LIKE NATURAL GAS PROPANE INSIDE VEHICLE ALL THE TIME Please list any diagnostics already performed INSPECTED PTU PTU IS SEALING FLUID OUT VENT CAP AND TUBE Parts Replaced NONE Your Question on FOUND SSM 5053 FOR A SIMILAR CONCERN ON OLDER MODELS CAN I USE THIS SSM TO CORRECT THIS PROBLEM ON A NEWER MODEL
RE:He to Mike SSM 5053 would not apply to this vehicle. At this time there are no TSBS or SSMs or the PTU leaking from the vent for this vehicle. But refer to section 308 07C of the Workshop Manual under Diagnosis and Testing then symptom charts. This symptom chart will explain possible causes for PTU leaks. Fluid leaking from the vent or filter tube can be caused by the PTU being overfilled or if the PTU has the correct fluid level. This procedure can be found in section 308 07C Power Transfer Unit General Procedures. The intermed axle shaft seal or compression seal may be leaking causing transmission fluid to leak into the PTU overfilling the PTU and causing the PTU to vent fluid. If there are no fluids leaking into the PTU fluid level is ok and transmission fluid level is ok then the PTU will have to be replaced because the PTU internal components are not serviceable at this time. There are no fluids leaking into the PTU then the PTU would need to be removed and the seals would need to be replaced. The PTU fluid would need to be drained and refilled and the concern reevaluated. If any further assistance is needed with this concern please update the form.

CD:Web Form Data 10985 681 Description of Vehicle Concern CUSTOMER STATES EXHAUST SMELL/FUMES ARE STILL COMING INTO VEHICLE AFTER PERFORMING TSB 1 0130 Please list any diagnostics already performed PERFORMED TSB 1 0130 Parts Repaced TSB 1 0130 Your Question CAN WE HAVE THE PART NUMBER FOR THE UPDATED HUFFLER ASSEMBLY
RE:Dustin Since there is no updated number for the 3.5L GTDI engine verify that the exhaust odor is still noticed. If it is ensure the vehicle is properly cleaned and the following Remove both rear lamp assemblies refer to section 17 01 in the Workshop Manual and use masking tape to seal the rear air extractors and surrounding areas. If the rear lip molding has not been removed mask this area as well. Start the vehicle and set the A/C to fresh air mode and set the blower speed to max. Ensure that all windows are up and the doors are closed. Spray soapy water on the underbody seams rubber underbody grommets rear wheel well seams side panel gaskets rear tail light seams and the license plate area. If bubbles are noticed suspect a leak in that area. Mark all areas where bubbles are observed and turn off the A/C and the vehicle. Clean and dry all the marked areas and seal them using Motorcraft TA 2 seam sealer and allow it to dry at least 20 minutes. Retest the vehicle with the procedure above until all leaks have been repaired once all have been repaired remove the masking tape. Also be sure to inspect the air extractors for any signs of damage or improper sealing. Ensure that no body plugs are missing or poorly seated specifically in the floorpan bulkhead or engine compartment. Also ensure that the liftgate seal is not damaged and refilled and the concern reevaluated. If any further assistance is needed with this concern please update the form.

CD:Web Form Data Description of Vehicle Concern Exhaust smell after acceleration when the accelerator is on Please list any diagnostics already performed test drive vehicle and verify if the concern still occurs when the accelerator is on and after a hard accel Parts Replaced none yet Your Question on Older models have tsb 1 0130 for a similar concern if a so performed this on another 16 model explorer under another hotline assist and it corrected the concern. Does this tsb apply to this vehicle too?
RE:Michelle TSB 1 0130 is in the process of being updated and does apply to this vehicle. It is recommended to perform TSB 1 0130 following the service procedure and reassess the smell.

CD:Web Form Data 110206 8 Description of Vehicle Concern customer has smell coming from ac vents when turn ng veh on and when driv ng Please list any diagnostics already performed verified the concern. Only got it to happen after hard accel Parts Replaced tailor exhaust smell from the vents has a ready been performed Your Question since the tsb has already been performed should I pressurize the cabin and spray rear with soapy water to try and find source of intrus?
RE:Michelle Since the exhaust odor is still present on acceleration and the interiated TSB has already been performed then yes proceed with pressurizing the cabin and checking for any leaks that may be present. Please perform the pressure test as follows 1 Remove the right and left rear lamp assemblies. See WSM Section 17 01 2 Using masking tape seal the rear air extractors and areas. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed. 3 At vehicle set A/C to fresh air mode and set blower speed to max. Close all doors and ensure windows are fully closed. 4 Use soapy water in a spray bottle to locate air leaks. 5 Spray around the following areas a Underbody seams b Underbody rubber grommet c Rear wheel well seams d Rear tail light seams e Rear deck lid seal f Side panel glass seals g License plate area 7 Air leaks can be identified by the presence of air bubbles. 8 Mark all areas identified to have air leaks. 9 Turn off A/C. 10 Turn off vehicle. 11 Clean and dry all areas marked earlier. 12 Seal using Motorcraft TA 2 seam sealer. 13 Allow sealant to dry and retest. May take up to 20 minutes. 1 Remove the mask ng tape used in step 1 of the pressure test. Also inspect the air extractors for any signs of damage or improper sealing. Check the body for any signs of damage or improper repair that has been made. 2 Retest for air leaks. Found a leak behind the tail lamps on the body seams as well as one spot on the underbody seam. Going to reseal. Tighten air extractor though is the unrevise version should I install the updated version on the right to?
RE:Michelle If an updated component is available the right side air extractor should be replaced as well. In addition when air gaps are sealed using the seam sealer please allow sufficient cure time before retesting.
CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern customer concern is returning odor under hard acceleration Please list any diagnostics already performed performed test drive and verified concern Parts Replaced none Your Question I know this was a concern for previous model years and tsb to repair tsb does not apply to this model year per oas s was th s addressed with new model and is this a known concern for this model year?
RE:Jeff Since there is a burning odor under heavy acceleration and this vehicle is equipped with the auxiliary catalytic converter a href http://www.proseviotech.com/transport/?url=/dirsel/TSB_SSM_DisplayArticle.aspx?type=TSB id 1 0130 target=ank TSB 1 0130/a should be performed to resolve this concern. This TSB does not show up for this model year because it is in the process of being updated.
CD:Web Form Data 1088776 8 Description of Vehicle Concern customer states strong exhaust smell in cabin during hard acceleration Please list any diagnostics already performed verified concern reprogrammed hvac module Parts Replaced none Your Question on same concern as previous model years but oas does not list tab for this vehicle reprogrammed hvac module during last visit is there a fix for this concern?
RE:Jeff With the reprogramming of the HVAC mode is not correcting the concern there may be a body vent or grommet not seated properly causing the odor to enter the cabin of the Explorer. Remove the Tail lamp assembly from the SUV and remove the interior trim panels in the trunk of the car to expose the body vents. Tape off the inside of the vents from inside the car to perform a cabin pressure test ensure all windows are rolled up. The HVAC is set to high blower speed on panel with the recirculation feature turned off. Close all doors and allow the vehicle to run for at least 10 minutes. After the time elapses using a spray bottle with soapy water solution begin spraying the back end body seams window seals gasket seals underbody seams and grommets as well as the side panel glass and license plate areas. You will be looking for orms on top of bubbles as you work when checking for a leaking tire. Once the leaks are found seal the affected areas with TA 2 Seam sealer or replace the seals that are affected. Allow the sealant to dry then retest the system for additional leaks.
CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD: have since driven brand new explorer sport off of our lot and it had the exact same concern so is every explorer sport going to have this problem? has ford not addressed this concern at the factory level even though s has been going on since 2011? do they really expect us to disassemble every one of these vehicles in search of an leak at the back of the cabin when everyone knows it has everything to do with the rear ac?
RE:Jeff At this time there are currently no TSBs or SSMs that address this concern since this concern is the same as described in TSB 1 0130 it is recommended to review this TSB and apply as necessary to resolve concern. Although the model year is not covered the procedure should still apply to this vehicle. Please address any air leak concerns toward your warranty administrator or service manager. If concern still continues please continue with recommended path in previous contact.
CD: have performed tsb 1 0130 procedure and performed cabin pressure test unable to find any leaks released vehicle to customer now customer has returned with same concern request that this be escalated. I am out of options to repair this vehicle.
RE:Jeff This concern is being directed to the Technical Assistance Center s Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through its HotlineAssistance Request within one business day to provide additional information and/or recommendations to assist in the resolution of the customer s concern. We will continue to work with you and your Dealership s Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.
CA:Consulted Zach Sutton who advised to escalate the report due to the customer requesting buyback and the dealer requesting the concern be escalated. Note to EHT this report s being escalated for an on going concern where there is an exhaust smell in cabin during hard acceleration. a href http://www.proseviotech.com/transport/?url=/dirsel/TSB_SSM_DisplayArticle.aspx?type=TSB id 1 0130 target=ank TSB 1 0130/a has been performed the cabin has been tested for leaks through bubble testing with none found and there is an FM360 report CAS 0283887 YSCUJ where the customer states that he thinks it is time to consider getting the vehicle replaced.
CD:Outbound call to Jeff Spoke with Jesus the service advisor for the vehicle who stated Jeff has not arrived yet to the dealer. Jesus stated there is an exhaust odor under hard acceleration. The HVAC mode has been updated and TSB 1 0130 has been performed. The odor is still present. He was unsure if the cabin pressure test was performed or not. The vehicle has only been at the dealer around 8 or 9 days. Left voicemail for service manager Leslie.
RE:Jeff Note the odor was still present after the TSB has been performed. Perform the cabin pressure test as outlined in WSM section S01 00 allowing the cabin to build pressure for 10 minutes if not already done so. Spray soapy water around the rear windows liftgate tail lamps and underbody body seams and note for any leaks present. If any found repair as necessary. If the cabin pressure test has been performed smoke test the exhaust and note for any leaks present. If none found adjusting the liftgate further and reevaluate. If the odor is still present recommend completely taping off the rear body vents and then drive the vehicle under the exact same conditions. A follow up call will be scheduled for tomorrow a termoon to discuss this vehicle in greater detail.
CA:Needs to perform cabin pressure test smoke exhaust adjust liftgate tape of body vents.
CD: cabin pressure test was performed the only leak is coming from the auxiliary hvac case drain smoke test exhaust with no leaks found liftgate cannot be adjusted in further or seems dont line up additional detect a leak there under cabin pressure tested drove vehicle with rear body vents taped off odor is still coming into cabin under hard accel.
RE:Jeff Recommend pressurizing the cabin again allowing the cabin to build pressure for at least 10 minutes and then use a smoke machine outside the vehicle to notice a leak. If no leak is noticed remove the tail lamps and rear bumper and have someone on the inside and the outside and have person on the outside use a flashlight to shine towards the inside of the vehicle in these areas. If light is observed then this indicates a leak. A follow up call will be scheduled for Monday but if this test ng is performed prior update this form and you will be contacted as soon as possible.
CA:Needs to perform smoke test and use a flashlight.
CD: pressurized cabin and used smoke machine at liftgate and it observed then this indicates a leak. As discussed on telephone conversation no light is penetrating thru cabin to inside.
RE:Jeff Verify with the customer if they are noticing the odor present or they fill up from a certain gas station which may indicate a fuel quality concern or if they smell the odor regardless of where they are filling up. Additionally we have referred this concern to the Field Service Engineer FSE in your market area. The FSE should contact you and/or the Dealership management Service Manager or Service Director with no one business day to discuss further recommendations. If the FSE does not contact you directly please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.
CA:Need FSE involvement.

NOTE TO FSE WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO TECHNICAL PROGRESS RESOLVING AN EXHAUST ODOOR ON HARD ACCELERATION TSB 1 0130 HAS BEEN PERFORMED BUT THE ODOOR IS STILL PRESENT WHEN THE REAR BODY VENTS ARE TAPED OFF THE ODOOR IS ALSO STILL PRESENT. THE LIFTGATE HAS BEEN ADJUSTED AND A CABIN PRESSURE TEST HAS BEEN PERFORMED BUT NO LEAKS ARE PRESENT. THE REAR OF THE VEHICLE HAD SMOKE GOING AROUND THE OUTSIDE BUT NO AIR MOVEMENT WAS NOTED. A FLASHLIGHT WAS USED IN THE REAR SHINING IN AND NO LIGHT

CD:Web Form Data Description of Vehicle Concern CUST STATES THEY HAVE A SMELL LIKE EGGS HAPPENS WHILE ON FREEWAY MOST OF THE TIME ALSO HAPPENS WHEN BACKING INTO THE GARAGE Please list any diagnostics already performed OASIS TEST DRIVE AND INSPECT Parts Replaced NONE Your Question ANY PAST REPORTS OF LIKE CONDITION? I TEST DROVE AND C/T DRIVING OK WHEN TAKEN ON FREEWAY STARTED TO HAVE A SMOELL FOR A COUPLE MILES LIKE EGGY EXHAUST THE HVAC WAS OFF INSPECTED FOR EXHAUST LEAKS NONE FOUND INSPECTED REAR HATCH AND SEEM TO BE SEALING OK
RE:Mark Even though the HVAC was off suggest referring to a href http://www.proseviotech.com/transport/?url=/dirsel/TSB_SSM_DisplayArticle.aspx?type=TSB id 1 0130 target=ank TSB 1 0130/a. This TSB is being updated to include 2016 vehicle es. Refer also to chart 2 in section 3 of the PCIED as some odor may be due to the fuel in use. High sulfur content fuel can cause an egg odor. Verify there is no odor at the PTU assembly check rear vent air look for any leaks.
CA:Article ISM 1512009 2016 EXPLORER EXHAUST ODOOR IN THE CABIN

CD:Web Form Data 10983 139 Description of Vehicle Concern C/S EXHAUST SMELL IN CAB ON ACCEL ON ACCEL GETTING NO ON HIGHWAY OR GOING UPHILL UNDER LOAD SEE PREVIOUS R0 663606 CHECK AND ADVISE Please list any diagnosis ca s ready performed none Parts Replaced modified body reprogrammed hvac per tsb 1 0130 Your Question Anything new?
RE:David With a href http://www.proseviotech.com/transport/?url=/dirsel/TSB_SSM_DisplayArticle.aspx?type=TSB id 1 0130 target=blank TSB 1 0130/a having already been performed it is recommended to perform a bubble test to inspect the following areas for potential leaks even if that have a ready been sealed as the TSB has been successful in resolving this condition. To perform a bubble testing it is recommended to use masking tape to seal the rear air extractors body vent s however it is not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed. Once the rear air extractors are sealed off start vehicle set A/C to fresh air mode and set blower speed to max. Close all doors and mark ngure that all of the windows are fully closed then use soapy water in a spray bottle then spray the underbody seams underbody rubber grommets and rear wheel well seams. After testing the recommended areas continue bubble test at the rear tail light seams rear deck lid seals side panel glass seals license plate area then mark any areas where bubbles are found. When all of the recommended areas have been tested turn off A/C and the vehicle is clean and dry all areas marked earlier then using Motorcraft seam sealer TA 2 seal the suspected areas and allow sealant to dry which may take up to 20 minutes then test for bubbles. Once a
CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Customer states exhaust smell in cabin
C:unable to verify customer at this concern

CD:Web Form Data 109858998 Description of Vehicle Concern CUSTOMER HAS SMOELL OF BURNT TOAST AFTER LONGER PERIODS OF DRIVING WE HAD DROVE VEHICLE MULTIPLE TIMES AND LET VEHICLE RUN OUTSIDE FOR LONG PERIODS OF TIME COULD NOT DUPLICATE OR VERIFY ISSUE Please list any diagnosis s ready performed WE REPLACED CABIN AIR FILTER WHICH WAS SLIGHTLY DIRTY AND NO DEBRIS IN AREA Part s Replaced CABIN AIR FILTER Your Question HAVE YOU HEARD OF ANYTHING THAT WOULD CAUSE A CONCERN LIKE THIS OR ANY IDEAS ON WHAT TO CHECK FOR THIS CUSTOMER CONCERN?
RE:For it may be necessary to drive the vehicle in the manner suggested by the Customer in order to get it to occur. It is noted that you will not be able to drive the vehicle for long periods of time. However you could try different methods of driving such as hard accelerations etc. If you can get the concern to occur in this manner then we recommend that you refer to the information in TSB 1 0130 to determine if this matches the customer concern. If so proceed with the Bulletin procedure as it is in the process of being updated to include 2016 Model Year vehicles. If this information does not apply then it may be necessary to gather further information from the Customer regarding the nature of the concern. For example it is noted that the concern appears to occur during long drives. It is possible that the concern is occurring when travelling through a particular area or after refueling at a particular Gas Station. Also if the concern only occurred once then there could have been something stuck to the undercarriage of the vehicle and causing the concern.

CD:Web Form Data 109870519 Description of Vehicle Concern Customer states they smell exhaust fumes inside vehicle Please list any diagnostics a ready performed performed tab 1 0130 Parts Replaced tab 1 0130 Your Question Test drive vehicle under all customer conditions and can not smell exhaust customer stated there is a class action lawsuit that I can not find either
RE:Jonathan with a href http://www.proservivtech.com/transport/?url=/vds/rnse/TSB/SSMD/splayArtic.aspx?type=TSB id 1 0130 target blank TSB 1 0130 /a having been performed please continue with the following Pressure Test Procedure a Remove the right and left rear lamp assemblies See WSM Section 17 01 b Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed c Start vehicle 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 locate air leaks f Spray around the following areas a Underbody rubber grommet b Rear wheel well seams d Rear tail light seams e Side panel glass seals g License plate area g All leaks can be identified by the presence of air bubbles h Mark all areas identified to have air leaks i Turn off A/C j Turn off vehicle k Clean and dry all areas marked earlier l Seal using Motorcraft TA 2 seam sealer m Allow sealant to dry and rest May take up to 20 minutes n Remove the masking tape used in step a of the pressure test Inspect the air extractors to determine if body repairs and ensure that there are no missing or poorly seated CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED
29:TECH ASSIST REFERRAL HAS BEEN OPENED
CA:FRA VISIT COMPLETE CURRENT MILEAGE 13 256 ALL MODULES PASSES SELF TEST NO CODES FOUND ON TEST DRIVE DUPLICATED SLIGHT ODOOR AFTER FIRST WOT ACCELERATION REPAIRS UNDERWAY INCLUDING SEAM SEALING UPDATING HVAC MODULE SOFTWARE FROM FBST 18C12 CA TO FBST 18C12 CB REPLACING DRIVER S SIDE EXTRACTOR FLAP ASSEMBLY B853 B2806B3 AB WHICH WAS FOUND DAMAGED UPON INSPECTION REPLACING SEAL ON ONE OF THE BUMPER FACIA SUPPORT LOCATORS AND UPDATING HOT END EXHAUST TO LATEST PART NUMBER EBSZ 5230 A PARTS ARE ON ORDER AND SHOULD ARRIVE 5/1 /16 FSEWILL FOLLOW UP ON 5/16

CD:Web Form Data 109871590 Description of Vehicle Concern customer concern fuel type smell from inside car Please list any diagnostics already performed performed tab 1 0130 and concern is still present undated hvac and have replace muffler Parts Replaced muffler assy eb52 5230 Your Question truck still has and small amount of sulfur rotten egg smell under hard accel then back to normal speed and also had odor after engine off then re started smell started any other fixes for this
RE:Wayne With the customer still experiencing a fuel odor in the cabin there may be a seal concern still present in the back of the car It is recommended to perform a cabin pressure test to visually see where a leak could be occurring Focus your attention on the rear when performing the cabin pressure test the procedures can be found in RE:Inspection 501 00 in the diagnosis and Test ng section After top ng the body vents off inside the cabin it is recommended to remove the tail lamp assemblies be sure to tape off the area the seals from the assemblies covers to allow proper testing of the system Using the soapy water from a spray bottle begin spraying the rear and components and seals checking for leaks be sure to spray under body seams underbody rubber grommets rear wheel seams rear tail light seams deck lid seals e side panel glass seals and license plate area g Once the leak is found turn the Explorer off and dry the area where the leak was found repair/replace all seals that are leaking and repair a seams with the appropriate seam repair material TA 2 After the material dries begin the cabin test again to ensure the system is no longer leaking
CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data 10987926 Description of Vehicle Concern EXHAUST ODOOR ON ACCELERATION Please list any diagnostics a ready performed TSB 1 0130 HAS ALREADY BEEN PERFORMED Parts Replaced TSB PARTS Your Question CUSTOMER IS STILL HAVING CONCERNS ABOUT EXHAUST SMELL IN THE PAST WE HAD THE SAME CONCERN ON ANOTHER EXPLORER WAS TOLD THERE IS AN UPDATED EXHAUST SYSTEM TO ADDRESS THIS CONCERN MY QUESTION IS THERE A FIX OTHER THAN THE TSB AND OR THE PART NUMBER FOR THE IMPROVED EXHAUST SYSTEM
RE:Mark To determine the cause of this concern recommend to perform the following Pressure Test Procedure a Remove the right and left rear lamp assemblies See WSM Section 17 01 b Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed c Start vehicle 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 locate air leaks f Spray around the following areas a Underbody rubber grommet b Underbody rubber grommet c Rear wheel well seams d Rear tail light seams e Rear deck lid seals f Side panel glass seals g License plate area g A leaks can be identified by the presence of air bubbles h Mark all areas identified to have air leaks i Turn off A/C j Turn off vehicle k Clean and dry all areas marked earlier l Seal using Motorcraft TA 2 seam sealer m Allow sealant to dry and rest May take 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 sealing ng Inspect or evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead Inspect the lift gate seal for damage and proper fit/contact pattern Adjust ng the rear lip e ep a of the pressure test Inspect the rear air filters for possible damage or improper sealing ng Inspect or evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead Inspect the lift gate seal for damage and proper fit/contact pattern Adjust ng the rear lip e
CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data 109861538 Description of Vehicle Concern exhaust odor after hard acceleration Please list any diagnostics a ready performed road test verify Parts Replaced none Your Question does sb 1 0130 also apply to the 2016 model year?
RE:David a href http://www.proservivtech.com/transport/?url=/vds/rnse/TSB/SSMD/splayArtic.aspx?type=TSB id 1 0130 target blank TSB 1 0130 /a available for the Model Year 2011 to 2015 Explorers and would not apply to this vehicle However the concept of the concern is the same and the procedure can still be performed Please note that following the same procedure a performed the TSB labor operation can not be claimed but the normal dcms process is to be used instead If the concern is still present after the procedure of the TSB was performed then it is recommended to perform the Pressure Test Procedure on the vehicle as follows a Remove the right and left rear lamp assemblies See WSM Section 17 01 b Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed c Start vehicle 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 locate air leaks f Spray around the following areas a Underbody rubber grommet b Underbody rubber grommet c Rear wheel well seams d Rear tail light seams e Rear deck lid seals f Side panel glass seals g License plate area g A leaks can be identified by the presence of air bubbles h Mark all areas identified to have air leaks i Turn off A/C j Turn off vehicle k Clean and dry all areas marked earlier l Seal using Motorcraft TA 2 seam sealer m Allow sealant to dry and rest May take up to 20 minutes n Remove the masking tape used in step a of the pressure test Inspect the rear air filters for possible damage or improper sealing ng Inspect or evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead Inspect the lift gate seal for damage and proper fit/contact pattern Adjust ng the rear lip e
CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data 109861200 Description of Vehicle Concern exhaust smell inside cabin of vehicle Please list any diagnostics already performed test drive to verify inspected exhaust and mount ng hardware all light and no leaks Parts Replaced none Your Question is there any known exhaust smell issues on this model year? the exhaust muffler drain is pointing towards the front of the vehicle where several years ago pointing towards the rear is this normal could not find any under body plugs
RE:Zachary For an exhaust smell in the cabin it is recommended to perform TSB 1 0130 This TSB includes a reprogram of the HVAC module and addresses multiple areas where an exhaust odor can enter the vehicle Once the TSB has been performed re evaluate the concern If the odor is still present then a cabin pressure test can be performed to see if there are any additional leaks This procedure is outlined in the Workshop Manual section on 501 00 Diagnosis and Testing under distant water leaks area
CA:Article ISM 1512009 2016 EXPLORER EXHAUST ODOOR IN THE CABIN Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOOR IN THE CABIN

CD:Web Form Data 11009 350 Description of Vehicle Concern SULFUR/EXHAUST SMELL IN VEHICLE Please list any diagnostics already performed NONE Parts Replaced NONE Your Question EXHAUST ODOOR TSB NOT APPLICABLE FOR THIS SPECIFIC VIN I KNOW THERE IS A REVISED EXHAUST FOR THIS CONCERN BUT NOT SURE IF OKAY TO JUST REPLACE EXHAUST OR PERFORM TSB BUT WHEN CHECKED TSB NOT APPLICABLE FOR THIS VEHICLE WHAT ACTIONS TO TAKE TO START TO CORRECT CONCERN?
RE:Aaron This Technical Service Bulletin TSB is in the process of being updated to include 2016 Explorers with the auxiliary climate control system Until the TSB applies it is recommended to use TSB #ref http://www.proservivtech.com/transport/?url=/vds/rnse/TSB/SSMD/splayArtic.aspx?type=TSB id 1 0130 /a as a guide and use normal cleaning methods to perform the repair It is recommended to perform the repair before performing further leak checks or muffler repairs Make sure to repair both rear extractors outlined in step 3 and install the drain valves Addit onally clean the underside of the vehicle and apply seam sealer and rubberized undercoating to the areas called out in the TSB Be sure to replace the rear fender moldings as well and reprogram the HVAC module to the latest level Use an IDS at the latest level to ensure successful calibration The current IDS level is 100 01 Once that is done retest the vehicle for proper operation
CA:Article ISM 1512009 2016 EXPLORER EXHAUST ODOOR IN THE CABIN

CD:Web Form Data 11005815 Description of Vehicle Concern exhaust smell/fumes coming from hvac vents when driving and operating ac made her sick enough to go to er Please list any diagnostics already performed checked oasis for messages checked discussion boards for similar results test drive under conditions stated by customer front and rear ac on non recirc mode highway speeds smelled handdryer smell briefly but only once checked rear hatch seals exhaust systems and understood for abnormal issues drove other explorers to compare similar results Parts Replaced none Your Question please advise on course of corrective action if possible no corrective action was found in wsm or messages
RE:Chris When you have a concern alleging a fire accident injury property damage and/or burn injuries occurred due to an alleged product defect pursuant to the Warranty and Policy Manual no repairs should be performed See below BR BR B U S Dealerships /U/B should complete a B Dealer/Fac et request for OGC Review /B found on FMC Dealer com Parts amp Service Tab Customer Satisfaction ink BR BR B U NOTE /U/B The Technical Assistance Center will not be able to provide further assistance with his issue until after the OGC review
CD:only included what customer told me no injury claim has formally been made just want any service action available to correct the customer concern
RE:Chris Because this request has been forwarded to OGC no repair should be made to the vehicle until it has been cleared to do so With the customer stating that she had to go to the ER due to the fumes coming into the HVAC system OGC will have to review this request due to the customer's statement for possible fire safety concerns
CD:in order to proceed through hotline channels if possible please disregard statement given by owner It was mentioned to serve writer n passing not printed on o description on
RE:Chris Until the request has been cleared by OGC no repairs should be made on this vehicle You will be contacted after the case has been reviewed by OGC With the customer's sitting she had to go to the ER because of exhaust fumes in the vehicle this case must be reviewed for safety concerns
CA:Consulted Sean Witkowski in a response could be made Advised that after the OGC case has been cleared the customer will be contacted

CD:Web Form Data 110107953 Description of Vehicle Concern exhaust smell on acceill Please list any diagnostics already performed Performed tab 1 0130 sealed lift gate handle a handy installed updatedmufflers Parts Replaced updated mufflers and tab parts Your Question This car still has the same level of smell during acceleration We have verified the TSB is done correctly and installed the new style mufflers WE have updated the HVAC module to latest level Can you suggest further debugging for this issue or other areas we should check ng for this smel
RE:Mike Thanks for the information here are a few things to try if not done already Remove the right and left lamp assemblies and the bumpercover Have a helper get into the vehicle and sit near the left hand side along the seams f light is seen through seams please use appropriate seam sealer and reevaluate Use masking tape to seal the rear air extractors and areas to not need to mask rear lip molding Start the vehicle set A/C to fresh air mode and set blower to max Use soapy water in a spray bottle to help locate air leaks make sure windows are fully closed Spray water around the following areas 1 Underbody seams 2 Underbody rubber grommet 3 Rear wheel well seams Rear tail light seals 5 Rear deck lid seals 6 Side panel glass seals 7 License plate area If these areas do not produce soap bubbles please use an EVAP smoke machine to detect the smoke along the ment oned areas If the smoke blows away from the vehicle then a leak is present Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks Turn off A/C Turn off vehicle Clean and dry all areas marked earlier l Seal using Motorcraft TA 2 seam sealer m Allow sealant to dry and rest May take up to 20 minutes n Remove the masking tape used in step a of the pressure test Since it was stated that the updated muffler was installed please make sure these are the part number that
CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED Consulted Josh Bunch Recommended escalation due to safety A so recommended to have dealer remove rear bumper cover and all light Shine a light through those areas looking for any light coming through the body seams
CD:Outbound call to shop foreman Mike Mike stated there is an exhaust odor under hard acceleration TSB 1 0130 has been performed the hvac module updated they have installed the updated exhaust body shopadducted the liftgate in and the liftgate handle has been sealed The vehicle is not currently there but should be returning tomorrow or Monday The service manager was not available but advised Mike to let them know the vehicle had been escalated
RE:Mike When the vehicle returns perform the cabin pressure test on the rear of the vehicle liftgate rear windows ta lamps areas outlined in the TSB e a ter a l on the cab no to build pressure for 10 minutes If bubbles are noted repair as necessary If no leaks are noted completely tape off the rear body vents and then test drive the vehicle a f a low up call will be scheduled for Monday to discuss this vehicle further
CA:95 805 233 call
CD:Outbound call to Mike Spoke with service manager Enn que Enn que stated Mike was currently unavailable but to call back in about 10 minutes Outbound call to Mike Spoke with Enrique again He stated the vehicle was dropped off on Friday but Mike has not had a chance to get back to the vehicle
RE:Mike A follow up call will be scheduled for Wednesday to discuss this vehicle in greater detail
CA:Enn que SM

CD:Outbound call to Mike Mike stated they performed the cabin pressure test and the only leaks they found were around the liftgate handle and the liftgate and the license plate bolt holes After they resealed them they could not smell the odor They are releasing a back to the customer to verify the repairs
RE:Mike If the customer indicates the leaks are no longer present please follow up on the on ne survey with the vehicle s feedback information as this would help us at other technicians using the Set Help Tool who may experience the same concern Thank you If the customer indicates the odor is still present perform the cabin pressure test again and spray in the areas ta lamp housings are placed in a note for any leaks there If none found drive the vehicle with the rear body ventstaped off and reevaluate At a time we will be closing this escalation but a further assistance is needed after this testing has been performed update this form and this contact will be escalated
CA:re eas ng vehicle to customer to verify repair
CD:The customer has returned with the smell still we have removed the tail lights and we are looking for leaks again where pressure testing the cabin we have found we are having some leaks from the lift gate seal on both sides from the weather strip We have checked this area before and didn't find a leak a term moving the lift gate lighter to the body Now this area is leaking again We can try to tighten the door closer to the body again but the body lines will be off a little more The door is going to be in deeper the quarter panels Show if we replace the lift gate body weather strip this time since the gap has opened again with this visit?
RE:Hello Mike Thank you for the update in body on provided Before installing a new liftgate weatherstrip please take a moment to verify and adjust the liftgate by performing the Liftgate Alignment procedures provided in the on ne WSM section 501 03 under the General Procedures tab Recommend referring to the on ne WSM section 501 35 under the Description and Operation on Tab Body Repair Body Panel Margins Rear Panels to view the correct gap margin specifications for the rear liftgate Once the liftgate has been aligned recommend retesting to see if the concern is still present If still present recommend proceeding with installing a new liftgate weatherstrip to repair this vehicle concern This concern is being directed to the Technical Assistance Center Escalated Handling Team for additional review An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern We will continue to work with you and your Dealer's Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner
CA:Note o EH Vehicle was previously escalated or this exhaust smell once escalation concern The concern appeared to be resolved and the escalation was closed Now the exhaust odor concern has returned and has been isolated to the liftgate weatherstrip area Consulted Andrew Montgomery who recommended liftgate alignment and retest If the concern is still present then to replace weatherstrip He a so advised Re escalation at this time
CD:Outbound call to Mike Spoke with service advisor Samantha who stated the vehicle has been there since March 25th Spoke with Mike who stated the vehicle came back and they found the liftgate was leaking They adjusted the liftgate in and gave back to the customer and the customer indicated the concern is not present
RE:Mike A follow up call will be scheduled for Tuesday to verify the liftgate adjustment repair If the vehicle returns prior to the follow up this form and you will be contacted as soon as possible
CA:Needs to verify liftgate adjustment repair
CD:Outbound call to Mike Mike stated they have not heard back from the customer after adjusting the liftgate indicating the odor has returned
RE:Mike Glad adjusting the liftgate resolved the concern If you could please follow up on the on ne survey with the vehicle s feedback information it would be greatly appreciated as this would help us assist other technicians using the Set Help Tool who may experience the same concern Thank you Since the concern has been resolved we will be closing this escalation
CA:Liftgate adjustment resolved the concern

OC:FLORIDA LEMON LAW /MON FINAL REPAIR ATTEMPT CUSTOMER INDICATES CONCERN EXHAUST FUMES/SMELLS COME INSIDE THE CABIN APPARENTLY THROUGH A/C VENTS DEPENDING ON SPEED THAT CAR IS TRAVELING THE FASTER THE SPEED MORE FUMES/SMELL
Z9:TECH ASSIST REFERRAL HAS BEEN OPENED
CA:CUSTOMER INDICATED CONDITION IS A MUSTY ODOR SMELLED WHEN STARTING THEVEHICLE WITH THE A/C SYSTEM ON VEHICLE WAS INSPECTED AND TESTED AT NO TIME DID THE CLIMATE CONTROL SYSTEM EXHIBIT ANY MUST ODOR OR ANY ABNORMAL SMELL DURING ANY MODE OF OPERAT ON THE N CABIN FILTER WAS CHECKED AND FOUND TO BE N LIKE NEW CONDITION NO REPAIRS WERE PERFORMED
Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

U :Web Form Data Description from Fa la of the Vehicle scent to gases o blowoff ins de the veh cle It already describes any diagnosc r eated and s results reported sympon is ver fed wh ch f r present/show rev se in PTS find ng TSB 1 0130 recommending itself to replace the back b over pipe for the heating to seal the panel bod esand to reprogramme the HVAC Replaced parts no its quest on for the ATD you recommended to not to plicar TSB 1 0130?

CD:Web Form Data Concern CUSTOMER STATES EXHAUST FUMES COMING IN CABIN ON ACCEL Diagnostics Performed TSB 1 0130 already Customer sll has a complaint of exhaust umes coming into cabin Parts replaced TSB 1 0130 Tech Question Is there any other known concerns or fixes?
RE:Hi Charles If TSB 1 0130 has been per ormed as out ined it is recommended to verify proper body seal ng accord ng to Section 501 00 Body Sys em General Information of the Workshop Manual Please inspect the air extractors for possible damage or improper seal ng inspect the steering column shaft boot seal inspect or ev dence of body repairs and ensure that there are no missing or poorly seated body p ugs in the floor pan or engine compartment bulkhead Verify the lift gate seal or damage and proper f /contact pattern Ensure that the lift gate seals or damage and proper f /contact pattern Please ensure that the lift gate plugs are in place n the drain holes It is recommended to use Rotunda 13 R0135 Leak Detector or equivalent to locate possible eak points/seal openings If any concerns are found please repair as necessary and reev ue concern Please Note Se ectng Fresh Air HVAC mode wll increase cabin pressures which may ass w th d agnostics and can help to reduce the overall odor concern If no concerns are found whitthe above recommenda ions and inspections it is recommended to rformthe customer that engineering s currently investigating ins the concern Please cont nue to mon tor OASIS for any update on the concern
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Concern CHEMICAL ROTTEN EGG SMELL COMES INTO VEHICLE UNDER AND AFTER HEAVY ACCEL Diagnostics RAN EEC TEST Parts replaced REPLACED HVAC MODULE REPLACED AIR EXTRACTORS BOTH REAR FENDER MOULDINGS ANS SEAL THE BODY AND INSTALL LIFTGATE DRAIN VALVES AS PER TSB 1 0130 Tech Question CUSTOMER IS STILL EXPERIENCING THE SMELL COMING INSIDE THE CAB ON AND AFTER HEAVY ACCEL IS THERE ANYTHING ELSE WE SHOULD LOOK FOR OR REPLACE TO TRY AND SOLVE THIS ISSUE?
RE:Anthony With TSB 1 0130 completed correctly and no issues found with the body sealing air extractors steering column boot shield i gate seal and drain p esse be advised that this concern is currently under investigation Con nue to mon tor OASIS for updates
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Concern Customer states rear air/c has burnt toast sme l when you accel like you are merging onto to highway will also do it on heater go at highway speed and turn on rear air/c and heat I personally have driven he veh cle several times and have not been ableto dupl cate he concern I am very aware that I need to duplicate the concern in order to perform proper diagnostic and am still attempting o dupl cate the concern Diagnostics none yet still attempt ing todupl cate concern I am aware of TSB 1 0130 I had a ready been performed on July 28th at 2833 miles when the tsb was performed the customer compl nt I am actually the tech that performed the TSB procedure Parts replaced TSB 1 0130 performed dual rate air extractor wheel lo moldings va e assembly auto dra nnealed body Tech Quest on Have you had any reports of th s concern returning after TSB has already been performed? Any other things that may be causing concern?
RE:Matt In most cases the TSB will resolve the burnt smell or exhaust like smell that the customer has experienced but here have been some repeat cases Considering the odor is still present it wou d be recommended to rat ensure that the TSB was performed correctly If the TSB was performed correctly then verify the following Verify proper body sealing as per Section 501 00 Body System General Information of the Workshop Manual Inspect the a r extractors or possible e damage or improper sealing Inspect the steering column shaftboot seal Ensure that there are no missing or poorly seated body p ugs n the floor pan or engine compart ment bulkhead Verify the lift gate seal for damage and proper f /contact pattern Ensure that the lift gate plugs are in place n the drain holes Use Rotunda 13 R0135 Leak Detector or equivalent o locate leak po nts/seal openings Note Se ect ng the Fresh Air HVAC mode wll increase cab n pressures wh ch may assist w th diagnostics and can help to reduce the overall concern If the above inspections do not find the source of the odor then it would be recommended that you monitor OASIS per oadly for any updates that may address th s concern
CA:Web Form Data Description of Vehicle Concern CS UPON EXTREME ACCELERATION AT INTERSTATE SPEEDS 75 to 80 WITH AIR ON THE CAR WILL FILL WITH EXHAUST TYPE SMELL INTERMITTANTLY Please list any diagnostics already performed TEST DROVE COULD NOT VER FY CONCERN Parts Replaced NONE Your Question HAS AT LEAST 3 EXH MANIFOLD STUDS MISSING DO NOT HAVE EXH LEAK NO EVIDENCE OF LEAK TSB 1 0130 ALREADY BEEN DONE ANY OTHER ISSUES HEARD OF ORDERED STUDS NUTS FOR MANIFOLD

RE:Nathan It is correct that the key to determining the root cause of this veh cle concern is to duplicate this concern To duplicate th s concern I may be necessary to speak w th the customer and determine the conditions at the time of the concern Quest on such as whether they perceive the sme l after he engine s warmed up or whether it be right after a cold soak Additionally I should also determine if the smell occurs upon hard accel eration W th th s in ormal on it s recommended to perform a drive test dupl cat ng hard accel eration or any of the other condit ons expressed by the customer I may also be necessary for the customer to demonstrate this sme l to you in a test drive Once th s concern can be duplicated it is recommended to compare to a like veh cle under the same condit ons to verify that this concern is not a veh cle characteristic For this particular engine there will be a few empty exhaust stud holes This can be seen n the mages in the Removal and Installation Procedures found in the Workshop Manual section 309 00 Exhaust Sys em Removal and Installation Cata ytic Converter LH orRH manifold In step 9 of the removal process it ind cates that there are 6 exhaust studs and nuts that hold the man fold to the engine block It is recommended to verify that the ones curren y attached are the ones that are indicated n this procedure If the
CA:Consulted SME Doug Ford to verify direction

CD:Web Form Data Description of Vehicle Concern customer complaint thatthere is an exhaust sme l in the vehicle when driv ng Please list any d agnostics already performed Have performed the latest tsb concerning exhaust sme l in the veh cle and customer sll thinks there s a concern Have not roadtested the vehicle yet to verify concern Parts Replaced have performed revised tab 1 0130 for exhaust smell n the vehicle Your Question Is there anything else that we can perform or anything other knowns? Thankyou
RE:Jonathan If the odor concern can be verified then first verify that the TSB was done correctly If the TSB was done correctly then perform the following test procedure A Us ng mask ng tape seal the rear air extractors and areas It s not necessary to mask the rear lip molding removed Start veh cle set A/C to fresh air mode and set b over speed to max c Use a l doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks e Spray around the following areas 1 Underbody rubber grommet c Rear wheel well seams d Rear tail light seams e Side panel glass seals g License plate area h Air exhauster be identified by the presence of a bubble s i Mark al areas identified to have air leaks i Turn off A/C k Turn off veh cle l Clean and dry all areas marked earlier n Seal using Motorcraft seam sealer 7A z n A low sealant o Dry and reset mask tape up to 20minutes o Remove the masking tape used n step a of the pressure test 1 Inspect the a r extractors for possible damage or improper seal ng 2 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 If any are found to be missing they should be replaced If they are leaking they
CA:Article ISM 1307013 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:We worked along w th body shop to perform these steps listed above and found no leaks n any of the body seams or seals We at customer sskewehide and he called our service manager last n ght and said that the exhaust sme l was worse then ever Is there anything else that we can try? Thank you
RE:Jonathan It s suggested to speak with the customer to determine whatcondit ons are necessary to dupl cate the exhaust odor such as s stopand go traffic veh cle recently refueled driv ng with the w ndows down road condit ons after a cold soak veh cle at operating temperature etc The customer may also drive the veh cle to duplicate the concern to better diagnose the source of the odor The vehicle should be inspected for signs of an engine oil leaks fuel lines eak ng inspect the engine bay and exhaust carefully or signs of debris as 1 may cause the odor to occur If further assistance is needed I s suggested to contact the Ford Technical Ass stance Centerby phone at 1 800 826 69 using the contact ID n the upper l hand corner of the form with the veh cle present

CD:The cus omer came back n and we tech roadtested with customer Both of us techs verif ed that sme l coming ins de of the veh cle e We put the a/c system in recirc mode and fresh air mode The rear climate control was off the whole time The customer s o states that compartment even when heater is on and that this smell has been there ever since he purchased the veh cle e After performing all of the tsb s and reseal ng of the veh cle he does say the smell has gotten worse and more regular Can not sme l the sme l outside of vehicle e and I s not coming from the ven s The sme l has been likened to burnt hair smell and at times gets very strong
RE:Jonathan We have escalated th s concern to the Technical Service Hot line s Escalated Handling Team for additional review A Service Eng ner from this team wll contact you by phone or through this Hotline Ass stance Request w th nspone 1 n businessday time to provide additonal information and or recommendations to assist in thero solution of the customer s concern Our team at the Hotline wll continue to work w th you and your Dealership to help get the concern resolved and the veh cle back to the customer n a timely manner If the Escalated Handling Team is still unable to ass st you n resolvingthe customer s concern through these additonal steps the Hotline wll alert your Field Service Engineer by opening a Technical Ass stance Request Please be prepared to discuss all diagnostic perormed and test results with the Technical Service Hot line Service Engineer n more detail Thank you n advance

CA:Note o EH This has been escalated due o a lack in progress in determining the cause of the exhaust odor in the cab n of the vehicle The ISM has been recommended and performed Consulted Steve Hopping and Brad Miller Contact ID 108927615
CD:An outbound call was made to discuss this ongoing exhaust odor concern with Technic an Jonathan At the time of the call it was stated that Jonathan was on a road test with another veh cle
RE:Good Morning Jonathan The Ford Escalated Handling Team called to discuss this vehicle e with you However at the time of the call it was stated that you were currently on a road test with another veh cle Another attempt wll be made again shortly
CA:Fo low up call wll be attempted again shortly

CD:An outbound call was made to discuss this odor concern with Jonathan Jona has a ated that this odor can be dupl cated just by entering the Interstate Jonathan is not so sure that this s an odor omitted from the Exhaust However he odor can be ver fed after an accel eration event Jonathan also con rmed that every time a repair is attempted the concern becomes worse

CD:Web Form Data Concern exhaust odor inside Diagnostics road test inspect check exhaust check body seams check door seal Parts replaced perform tsb Tech Question s there any update repair forths concern
RE:Zealous Since there s an exhaust odor detected TSB 1 0130 has been performed the body seams exhaust system and door seams have been checked for leaks and no faults have been ound I s recommended to confirm the condit on of the Steering Column Shaft Boot Seal Also ensure that there are no missing or poorly seated body p ugs in the floor pan or engine compartment bulkhead Verify that the Lift gate seal is not damaged and that it has a proper f /contact pattern Replace/repair/ g n as necessary and re evaluate the concern If there are no faults found in these areas or f address ng them does not resolve the concern engineering is aware of th s concern and is currently work ng toward a resolution Please continue to monitor OASIS for the updated x information
CA:Consulted SME Greg Sh mistook on exhaust odor being detected after TSB 1 0130 Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTER TSB 1 0130

CD:Web Form Data Concern Customer still complaining of exhaust odor after TSB 1 130 performed Road tested vehicle and confirmed very faint odor af er hard accel eration Diagnostics TSB 1 130 already performed Drove like vehicle e in shop or different concern Smell is worse in the veh cle than the concern Smell is worse in the veh cle that doesnt have the compl nt Parts replaced None this vis 1 Tech Question Have 2 veh cles in shop at the time with same compl nt TSB has been done on both and odor is better but still present W ll there be a better fix n the rear future?
RE:David Since the TSB has been performed please verify the following Verify proper body sealing as per Section 501 00 Body System General Information of the Workshop Manual Inspect the air extractors for possible damage or improper sealing Inspect the steer ng 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 or damage and proper f /contact pattern Ensure that the lift gate plugs are in place n the drain holes Use Rotunda 13 R0135 Leak Detector or equivalent to locate eak points/seal openings
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern THE CUSTOMER STATES THAT THERE IS AN EXHAUST ODOR IN THE VEHICLE EVEN IF THE A/C IS ON RECIRCULATE Please list any d agnostics already performed TSB 1 0130 WAS PERFORMED LAST WEEK BY ANOTHER TECH AT OUR DEALERSHIP I HAVE WENT BACK AND CHECKED OVER HIS WORK TO ENSURE IT WAS DONE PROPERLY ALL LOOKS OKAY AND I ALSO VERIFIED THE HVAC MODULE IS AT THE LATEST CALIBRATION Parts Rep aced PARTS LISTED IN TSB YourQuestion I HEARD THERE WAS GOING TO BE A NEW HVAC SOFTWARE COMING OUTTO RESOLVE THIS ISSUE AS THE PREVIOUS REPAIR WAS INSUFFICIENT CAN YOU PLEASE CONFIRM?
RE:Tony Since TSB 1 0130 was already performed and this vehicle is still experiencing an exhaust odor it s unclear what future updates will be released or th s concern Our Engineering Team s currently aware of th s concern and it s currently under investigat on Please continue to monitor OASIS for future updates es In regards to the current issue on it s a first important to determine ne if the odor is caused by surrounding vehicles or not A vehicle e is not completely airtight and some odors may enter the vehicle as a character stic Thinkof driv ng beh nd a odorous garbage truck There have been past reports of siml ar concerns that have been found to be caused by driving behind other vehicles under hard accel eration such as merging the highway Therefore it s important to attempt to duplicate the concern without any other vehicles around to determine if the odor is still present If the odor cannot be dupl cated it s likely caused by other surrounding vehicles If the odor is still present without any vehicles around I s then recommended to determine if the odor s entering through the rear of the veh cle or the front This can be done using a eak detect or while having an ass stant d rive vehicle to ensure safety If the odor is more present n the rear of the veh cle I s recommended to inspect the f /gate seals and drains Check the lift gate seal or
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern CUST STATES STILL HAS EXHAUST SMELL ON ACCELL SEE HISTORY WHEN MERGING INTO TRAFFIC OVER 000 RPMs HAS ABOUT A 3.5 SECONDS DELAY THEN SMELL OCCURS Please list any d agnostics already performed WATER TEST WITH SOAPY WATER LOOKING FOR AIR LEAKS WITH AC ON AND CABIN PRESSURIZED Parts Rep aced LEFT A R EXTRACTOR PER TSB 1 0130 Your Quest on WHILE REINSPECTING WATER WAS DONE WITH SOAPY WATER STANDING UNDER THE VEHICLE TOWARDS THE RIGHT REAR BUMPER YOU CAN FEEL COOL BREEZE COM NGFROM THE CABIN REACHED BY HAND TO STEP 3figure 1 of a href http //www fordtechshere co dealerconnect on /com/verifed/TSB_SSM/frames asp content Disp ay TSB asp xsb 1 0130 marker US language EN VN LINKSOURCE OASISRESULT target blank TSB 1 0130 n the steponly ind cates that the Left Side Air Extractor should be rep aced However referring to the Time Question at the bottom of the TSB 1 indicates that Air Extractors both should be replaced Win air being left on the R ght side but not the Left which was replaced It s recommended to replace the affected Air Extractor and re evaluate the concern
CD:Web Form Data Description of Vehicle Concern Customer complaints n odor in vehicle when coasting or coming to a stop to lowing hard acceleration Please list any diagnostics a ready performed The concern was inspected on 5/7/15 and TSB 1 0130 was performed The customer returned the veh cle on 6/29/15 with the same concern The bumper was removed and all seams were tested with soapy water while the cabin was pressurized no leakwere ound The right vent was rep aced and the veh cle was returned to the customer Parts Replaced As listed on TSB 1 0130 Your Question The customer has called stat ng the odor st ll exists n the hard accel eration Seeking any further diagnostic procedures or repairsuggestions for th s concern before re inspectng the vehicle as the customer s mentioning lemon law
RE:Mark Reconfirm inspect ng the steering column boot for any damage or improper sealing Inspect for any missing or poorly seated body plugs in the floor pan or engine compartment bulkhead Inspect that the thathrere s no signs body repa rs and verify that the lift gate seal s sealing properly along with the plugs are nstaled n the drain holes If ok recommend pressurizing the cab n again and checking for any seam leaks both at the one resealed and the other seams both in the front and the rear This concern is still under investigation by engineer ng Operat ng the system in fresh air mode wll help reduce the concern
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTERTSB 1 0130
Z9:TECH ASSIST REFERRAL HAS BEEN OPENED
CA:UPDATED HVAC PER TSB MADE SURE AREAS WERE SEALED INSTALLED NEW EXHAUST SYSTEM EBSZ 6230 A SM RE TEST DROVE VEHICLE AFTER REPAIRS WERE MADE AND COULD NOT VERIFY ANY ODOR ON WOT
Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern they smell exhaust fumes n the veh on hard accel w th ac on both recirculate and normal Please list any d agnostics already performed performed tsb 1 0130n Parts replaced none Your Quest on what can st ll be causing vel odor
RE:He to Fe ix For this repeat customer concern of exhaust odor inside the vehicle after a href http //www fordtechservice dealerconnect on /verifed/TSB_SSM/ frames asp content D splay TSB asp xsb 1 0130 marker US language EN VN LINKSOURCE OASISRESULT target blank has been completed It is adv sed to ensure that TSB 1 0130 has been completed correctly and verify the fo lowing Verify proper body sealing as per Section 501 00Body System General Information of the Workshop Manual Inspect the a r extractors for possible damage or improper seal ng Inspect the steering column shaft boot seal Inspect for evidence of body repa rs 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 f /contact pattern Ensure that the lift gate p ugs are in place n the drain holes Use Rotunda 13 R0135 LeakDe ect or equivalent to locate eak points seal openings Note Selct ng Fresh Air HVAC mode wll increase cabin pressures which may assist w th diagnostics and can help to reduce the overall concern TSB 1 0130 has been completed correctly and there are no concerns identified w th the above inspect on please be advised that this concern is currently under investigation Advise to monitor OASIS for updates
CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD:Web Form Data Description of Vehicle Concern THE CUSTOMER IS STATING UPON HEAVY ACCELERATION THEY ARE SMELLING A SULFUR TYPE ODOR IN THE PASSANGER COMPARTMENT TSB 1 0130 HAS BEEN PERFORMED PREVIOUSLY AND THE CUSTOMER SAYS THEY ARE STILL SMELLING A SULFUR TYPE ODOR
Please list any diagnostics already performed TEST DROVE THE VEHICLE VISUAL INSPECTION Parts Replaced TSB 1 0130 Your Question IS THERE ANY FURTHER ACTION THAT WE NEED TO TAKE AFTER THE TSB HAS ALREADY BEEN PERFORMED?
RE:John S nce the TSB has already been performed for this exhaust odor concern it is possible there are other faults with the body seams air extractors steering column seal or other components causing this concern. It is recommended to inspect the body seams per workshop manual section 501 00 Body System General Information of the workshop manual. If no faults are found with the body seams inspect the a r extractors and steering column shaft boot seal to verify they are properly installed and not damaged a present. Any faults are found repair or replace the components as necessary. If the air extractor and steering column seal are proven good it is possible there is a missing or poorly seated body plug from a previous body repair. Inspect the floor pan and engine compartment bulkhead for any missing or improperly installed grommets. If no faults are found with the floor pan and bulkhead inspect the rear lift gate seal for damage and verify it contacts the lift gate. Also ensure the lift gate seals are in place in the drain holes. Using the Rotunda 13 R0135 Leak Detector or equivalent can be used to locate leak points/seal openings. Note Selecting Fresh Air HVAC mode will increase cabin pressure and can help to reduce the overall odor concern. If the TSB has been properly performed and
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern exhaust odor under accel Please list any diagnostic cs already performed or med ab Parts Replaced tab Your Question Customer states it has reduced but still not cab e I did it with the customer and verified the concern Have there been any improvements to this repair? The odor is only on medium to heavy accel
RE:Dave Since TSB 1 0130 has been performed it is recommended to inspect the body seams for any potential additional leak entry points. Carefully check the a r extractors for damage or improper sealing. To help identify leak entry points the cabin can be pressurized and a soapy water solution sprayed over suspect areas. This procedure is outlined in the Workshop Manual WSM 501 00 Diagnosis and Testing Dust and Water Leaks. Carefully check the steering column shaft boot seal. Check for any signs of body damage/repair and for loose body plugs. Check the lift gate seal for any damage or fitment concerns. If no other faults are identified that correct the exhaust odor concern please monitor OASIS or updates. Engine running is currently investigating this concern. Please note that using the FRESH mode or the HVAC can help to increase cabin pressure and reduce the overall exhaust odor.
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTERTSB 1 0130
CD:Has there been any updates for this concern?
RE:Dave The Technical Assistance Center is not aware of any updates for this concern. Please continue to monitor OASIS for updates. Thank You.
CD:Any kind of time frame for an update?
RE:Dave The Technical Assistance Center does not release the TSBs. This is done by engineering and we currently do not have an estimated time for this update.

OC: TAR FSE ASSISTANCE REQUESTED FOR FINAL REPAIR ATTEMPT FOR FLORIDA DEMAND CONCERN EXHAUST FUMES ARE ENTERING THE VEHICLE THROUGH THE AIR CONDITIONING SYSTEM
CA:FSE INSPECTED THIS VEHICLE ON 6 2 2015 FSE INSPECTED FOR THE COMPLETION OF TSB FOUND THAT SOME SEAMS HAD NOT BEEN SEALED COMPLETELY. WE RESEALED THE REAR OF THE VEHICLE PER TSB 1 0130 I ALSO CHECKED FOR HVAC CALIBRATION UPDATE AND UPDATED TO THE LATEST AVAILABLE CALIBRATION. THE VEHICLE HAD NO DTC S VEHICLE PASSES KOEO KOER ON DEMAND SELF TESTS. NO FURTHER RECOMMENDATIONS FROM ENGINEERING AT THIS TIME. ENDING MILEAGE 17650
29:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern CUST STATES THERE IS A STRONG BURNING TYPE ODOR IN THE VEHICLE AFTER HEAVY ACCELERATION Please list any diagnostics already performed NO CODES OR DRIVABILITY CONCERNS Parts Replaced N/A Your Question THIS IS THE SECOND COMPLAINT OF THIS CONCERN IT IS NOT THE SULFUR EXHAUST SMELL. HAVE YOU HAD ANY OTHER CONCERNS SUCH AS THIS OR ANY REPAIRS? THANK YOU
RE:Ron The fact that this odor isn't an exhaust odor suggests that it isn't from an exhaust leak. However, the conditions in which this odor is present is a hard acceleration on could suggest an exhaust odor and/or a fuel leak or burning components are found the exhaust should still be tested for small leaks and the body should be sealed in an attempt to address the odor. Given this information and before any further diagnostic inspection for any fluid leaks in the engine compartment and on the underbody of the vehicle and repair accordingly. When inspecting for signs of burning ensure you inspect around the exhaust and the heater core from the interior of the vehicle and repair accordingly. The heater core is going to the heater core in the interior of the vehicle commonly rest against the firewall sound damper and the high temperatures of the coolant can burn the sound damper an exhaust leak or if this was the case the odor would be present with and without the HVAC on. If no signs of burning are found test the exhaust for leaks using the EVAP smoke machine in the tail pipe and repair accordingly. The technical assistance center has seen even pin hole leaks in the exhaust cause odor concerns on combustion. If an exhaust leak is found allow TSB 1 0130 in an attempt to address this odor and reevaluate. The repair in TSB 1 0130 has been effective at
CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern customer is stating that when espacialy driving up a hill under a load that they will get bad smell inside the vehicle Please list any diagnostics already performed found tab 1 0130 relating to the concern and we performed the procedure as stated in bulletin Parts Replaced parts listed n tab 1 0130 Your Question service mg drove the vehicle to dealership and also home that evening all of the repairs the distance is approx 35 miles one way neither on the way in nor when drove home I get the smell into the vehicle and there were times where the vehicle gets driven up a steep hill under a load maybe just not the correct condition the customer called back the next day and stated that they still had the smell the concern sounds just like the tab listed but not sure what else to do to the vehicle do you have any other suggestions as to what to do? also a question on our part in the tab what does the reprogram listed do to the vehicle relating to the smell???
RE:Barry Please double check your work to make sure that nothing was missed while performing TSB 1 0130. It is very unlikely that anything was missed but please make sure of this prior to continuing. With regard to the reprogram listed for TSB 1 0130 the reprogram causes the HVAC Heating Vent Fan on Air Conditioner system to change their flow from recirculate to fresh air during acceleration. This change is designed to prevent exhaust from back flowing into the vehicle through the body vents shown in figure 1 TB10355B in the TSB 1 0130. Further diagnosis would involve verifying proper body sealing per Workshop Manual section 501 00 Body System General Information on in the Workshop Manual. Please make sure to inspect the air extractors for possible damage or improper sealing as well as the steering column shaft boot seal. Please check 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. Please verify the lift gate seal for damage and proper /contact pattern. Please make sure that the lift gate plugs are in place in the drain holes. The Rotunda 13 R0135 Leak Detector or equivalent can be used to locate leak points/seal openings. Note Selecting Fresh Air HVAC mode will pressurize the passenger compartment which may assist with diagnostics and can help to reduce the overall
CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE AFTERTSB 1 0130 continue to G. Shimechok SME re what is function of reprogram in TSB 1 0130

CD:Web Form Data Description of Vehicle Concern strong smell through vents on hard accel Please list any diagnostics already performed test drove can smell it one time seems like exhaust smell performed tab 1 0130 already cust states hes at it smelling all the time worse at it times inspected the ptu it doesn't have any leaks and there isn't a vent hose on the top just metal cap can't drain fluid on drain I don't think it's the ptu more like exhaust smell inspected the engine exhaust system no leaks found at this time Parts Replaced parts listed in your Question more info known concerns
RE:Jesus The following procedure may be used to test the vehicle for leaks since the TSB did not resolve the concern. Using masking tape to seal the rear air extractors and areas. It is not necessary to mask the rear lip molding for vehicles that do not have the rear lip molding removed. Start with the set AC to fresh air mode and set blower speed to max. Close all doors and ensure windows are fully closed. Use soapy water in a spray bottle to help locate air leaks. Spray around the following areas: Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seal Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles. Mark all areas identified to have air leaks. Turn off AC Turn off the vehicle. Clean and dry all areas marked earlier. Seal using Motorcraft seam sealer TA 2. Allow sealant to dry and retest. May take up to 20 minutes. Remove the masking tape used in step 4 of the pressure test. Inspect the air extractors for possible damage or improper sealing. Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead. If any are found to be missing they should be replaced. If they are leaking they can either be replaced or they can be sealed using the TA 2 sealer. Verify the lift gate seal for damage and
CA: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:Web Form Data Description of Vehicle Concern Exhaust odor in vehicle Please list any diagnostics already performed performed tab 1 0130 Parts Replaced All parts pertaining to tab Your Question on Are there any recommendations as to next diagnosis step?
RE:Phillip TSB 1 0130 has been performed and the exhaust odor is still present ensure every step of the procedure has been performed. If every step has been performed I would recommend to update the HVAC module to the latest calibration. If the TSB was completed before 7/7/15 a later calibration may be available. If the HVAC module is up to date and the concern is still present perform a pressure test to inspect for leaks that could cause odor to enter the vehicle. Use masking tape to seal the rear air extractors. Start the vehicle and set the AC to fresh air mode and max blower speed with all the doors and windows closed. Spray soapy water in the following areas to check for bubbles indicating an air leak. Underbody seams Underbody rubber grommets Rear wheel well seams Rear deck lid seals Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles. Mark all areas identified to have air leaks. Turn off AC Turn off the vehicle. Clean and dry all areas marked earlier. Seal using Motorcraft seam sealer TA 2 to seal the leak. A low sealant to dry for 20 mins and re evaluate. If no air leaks are found inspect the air extractors and areas. Check for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or bulkhead. Verify that the liftgate seal has proper /contact pattern and that there is no damage. Also ensure that the lift gate plugs are in
CA: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:Web Form Data Description of Vehicle Concern customer states there is an exhaust odor inside the vehicle after accel at highway speeds with the a/c on Please list any diagnostic cs already performed we previously performed the tab 1 0130 for this concern and customer returned with the same concern we removed the rear bumper and resealed all seams with seam sealer and replaced the hvac or updates and checked the hvac at a second time we checked the hvac at a second time after moderate to heavy accel I get ng on the highway Parts Replaced rear air extractors and rear liftgate vents Your Question do you have any other repair suggestions or is this concern? thanks
RE:He Jim Thank you for the information provided. Since the procedures in a href href="http://www.fordtechservice.dea.reconnection.com/vrnsr/TSB/SSM/frames.asp?point=7&Display=TSB.aspx&tsb=1_0130" market US language EN VIN LINKSOURCE OASISRESULT target blank TSB 1 0130 /a have been performed and the exhaust odor concern is still present recommend verifying that the procedures in the TSB have been performed correctly and retest. If the TSB procedures were performed correctly recommend performing the following pressure test procedure. Recommended using masking tape to seal the rear air extractors and areas. It is not necessary to mask the rear lip molding for vehicles that do not have the rear lip molding removed. Start with the set AC to fresh air mode and set blower speed to max. Close all doors and ensure windows are fully closed. Use soapy water in a spray bottle to help locate air leaks. Recommended spraying around the Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel glass seals and License plate area. Air leaks can be identified by the presence of air bubbles. Please mark all areas identified to have air leaks. Then turn off AC turn off vehicle and clean/dry all areas marked earlier. Recommend sealing with Motorcraft seam sealer TA 2 and a low sealant to dry and retest. May take up to 20
CA: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:Inbound call from Jim Stewart He stated that TSB 1 0130 has been performed twice and the concern is still present. Both of the air extractors have been replaced twice. Door and liftgate have been adjusted or a tighter fit. HVAC module is at the latest calibration. Vehicle has not been pressure tested yet.
RE:Jim Per our conversation it is recommended to pressure test the vehicle using the following procedure: A. Tape off both the air extractors. It is not necessary to mask the rear lip molding if it has not been removed. B. Start the vehicle and set AC to fresh air mode and set blower speed to max. C. Close all doors and ensure windows are fully closed. D. Use soapy water in a spray bottle to help locate air leaks. E. Spray around the following areas: Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seal Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles. Mark all areas identified to have air leaks. Turn off AC Turn off the vehicle. Clean and dry all areas marked earlier. Seal using Motorcraft seam sealer TA 2. Allow sealant to dry and retest. May take up to 20 minutes. Remove the masking tape used in step 4 of the pressure test. 1. Inspect the air extractors for possible damage or improper sealing. 2. 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. If any are found to be missing or poorly seated they should be replaced. If they are leaking they can either be replaced or they can be sealed using the TA 2 sealer. 3. Verify the lift gate seal for damage and proper /contact.
CD:Inbound call from Jim stating that he has performed TSB 1 0130 and updated the HVAC module twice and there is no change in the exhaust odor concern. He has pressurized the cabin and cannot find any leaks. This is a front wheel drive vehicle and air extractors have been replaced twice. Exhaust odor is present on moderate to heavy acceleration.

RE:Jim As per our phone conversation it is recommended to smoke test the exhaust system to identify any leaks and retest and repair as necessary. We have escalated this concern to the Technical Service Hotline for additional review. A Service Engineer from his team will contact you by phone or through this Hotline. Assistance Request with a response 1. Rebusiness day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealer shop to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist in resolving the customer's concern through this process you will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer. More details 1. Thank you in advance.
CA:Consulted Steve Jones who said to advise Jim to smoke test exhaust system and to escalate contact due to technical progress
CD:Left a voicemail on Jim Stewart's phone
RE:Jim Please ensure that your HVAC module is at the latest calibration. Some changes were made to control the air inlet door to adjust the airflow in fresh air mode and/or under vehicle air flow to help minimize the amount of exhaust odor that could enter the cabin and also quickly expel any odor that does get into the cabin of the vehicle. Also we have reiterated this concern to the Field Service Engineer near FSE in your market area. The FSE should contact you and/or the Dealership management Service Manager or Service Director without a business day to discuss further recommendations. If the FSE does not contact you directly please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.
CA:Consulted Greg Shimechok Body SME. Greg recommended ensuring that the HVAC module was at the latest calibration and no other repair recommendations were available at this time.

NOTE TO FSE WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO THIS ONGOING CONCERN WITH AN EXHAUST ODOR IN THE CABIN OF THE VEHICLE ON MODERATE TO HEAVY ACCELERATION. THE DEALER HAS PERFORMED THE TSB TWICE FOR THIS CONCERN AS WELL AS THE ISM RECOMMENDATIONS. THE CONCERN IS STILL PRESENT. THE DEALER HAS BEEN INSTRUCTED TO SMOKE TEST THE EXHAUST SYSTEM FOR ANY LEAKS AND REPAIR ANY LEAKS FOUND AND ENSURE THAT THE HVAC MODULE IS AT ITS LATEST CALIBRATION. THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS 3. ESTIMATED NUMBER OF DAYS OUT OF SERVICE 15.

29:ODOMETER 2.26 CHANGED TO 2.26 M BY JFREDE 3
CA:SF REPORTS THAT THEY HAVE RETURNED THE VEHICLE TO THE CUSTOMER AS THEY CONSIDER IT REPAIRED AFTER THE APPROACHED SEALING THE BODY FROM THE INTERIOR. THIS MEASURE SEEMS TO HAVE BEEN EFFECTIVE SINCE THE SF STATED THAT HE HAD NO DIFFICULTY IN DUPLICATING THE CONCERN PRIOR TO THE LAST REPAIR. SF HAS BEEN ADVISED TO CONTACT FSE DIRECTLY IF THIS CONCERN RETURNS. TAR CLOSED
29:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATE VEHICLE HAS EXHAUST SMELL ON HEAVY ACCEL TSB ALREADY DONE Please list any diagnostics already performed TSB 1 0130 Parts Replaced LEFT SIDE VENT Your Question VEHICLE HAS DUEL EXHAUST SHOULD RIGHT SIDE VENT BE REPLACED ?
TSB INST STATES REPLACE LEFT SIDE VENT IN TSB LABOR OPS STATES VENTS SHOULD I HAVE REPLACED BOTH VENTS? IS THERE ANY OTHER THINGS I SHOULD LOOK FOR?
RE:John BR BR When performing TSB 1 0130 both body vents should be replaced. It may also be helpful to monitor and inspect the vents when the vehicle is off. The vents should close when no cabin pressure is present in the vehicle itself or recirculated air mode and when the vehicle is still off. If one or both vents do not close with no cabin pressure please replace the vents again. The closing of the vents in 1 prevent the exhaust from entering the vehicle under low pressure situations. BR BR Once both extractors are replaced and are verified to be closing and sealing properly please perform the pressure test as outlined in section 501 00 of the on line workshop manual. (Diagnosis and Testing) Body System Dust and Water Leaks to verify the areas sealed in the TSB are not still leaking. If it is so be helpful to occur on the underbody seams underbody rubber grommet rear wheel well seams rear tail light seams rear deck lid seals side panel glass seals and license plate area. If any leaks are found please seal the area with TA 2 seam sealer and re evaluate the leak using the same method. Please also note that operating the vehicle in fresh air mode will increase cabin pressure and should improve any odor noted in the vehicle as it will force air out of the rear vents.
CA: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:Web Form Data Description of Vehicle Concern customer states there is a exhaust smell coming into cab when driving over 50 mph and going up hills. Please list any diagnostics already performed test drove with customer verified exhaust smell inspected vehicle cannot find any explanation on smell coming into cab. Parts Replaced performed test 1 0130 at 2555 miles to correct concern customer states smell never went away. Your Question Is there any other known concerns or the condition or should this go to a body shop for further inspection?
RE:Joe Since the presence of an exhaust odor is key indicator of a body leak it is advised to review the areas addressed by TSB 1 0130 such as LH Extractor vent RH extractor vent 2 Drain valve seating seat. Additionally ensure proper application of the seam sealer and under coat ng is present per steps 9 thru 12. If the extractor vent has remained fully seated and is not sticking open with proper sealant application and drain valve location present per the TSB it is advised to resume diagnosis via inspection of the RH extractor vent. If not already completed verify this vent is properly seated and ensure the flap is move freely. If binding or warpage of the flaps present replace the assembly and reevaluate. If the vent is found to be in good working condition continue diagnosis of the suspected body leak per the Dust and Water Leak test ng procedure outlined in WSM sect on 501 00 Diagnosis and Testing. Once the cabin is pressurized ensure leakage is not present at the lift gate seal rear body seams door seals etc.

CD:Web Form Data Description of Vehicle Concern hard accel and/or going up hills getting exhaust odor in vehicle. Please list any diagnostic as a ready performed verified concern oasis w/ tab 1 0130. Parts Replaced none yet. Your Question on going to perform tab 1 0130 however the motorcraft seam sealer ta 2 is on major backorder w/ no eta of 6 back order is there any other non Ford sealers that would be acceptable for use in this tab? If so what one?
RE:James It is first recommended to get in touch with your body shop if your dealer has any extra Motorcraft TA 2 If your dealership and body shop does not have any TA 2 it is recommended to contact any other dealers around your location that might have extra product to sell to you. If no dealers around you however then it is recommended to contact PACO. Please contact the Parts Assistance Center Online PACO through FMCDea er by completing and submitting the Catalog Inqu ry form. To access PACO go to www.FMCDea er.com and click on the Parts and Service tab at the top of the screen. From the left hand menu click on the plus symbol next to Parts Department. Tools to expand the selection and then click on PACO Parts Assist ance Center. On line to access the PACO menu. Click on Catalog Inqu ry and complete the online form for parts assistance. PACO will respond back to you with the requested parts related information. To review replies from the PACO Ticket History and Ticket Reply link found to the right of the PACO Data og Inqu ry link within the PACO menu on FMCDea er. It should also be noted that the Motorcraft TA 2 seam sealer is the same industry product as Fusor Match sealer/adhesive by LORD. Since this latter same sealer is a product can also be used to complete TSB 1 0130.
CA:Consulted SME Travis Polasek and Team lead Evan and was advised to try to get motorcraft TA 2 from another dealership or body shop that may have extra. It was also advised that Motorcraft TA 2 is the equivalent to Fusor Match sealer adhesive by LORD.

CD:Web Form Data Description of Vehicle Concern customer complains of exhaust smell in car under WOT. Please list any diagnostic as a ready performed performed tab 1 130. Parts Replaced replaced air extractors both rear fender moldings sea ed body and lift gate drain valves and reprogrammed hvac module. Your Question any other known concerns for this as we are out of ideas.

RE:Randy With the concern still present after performing the TSB it is recommended to verify that all the body seams are tight and seal properly. Refer to workshop manual WSM 501 00 for the general information. Be sure that the air extractors are not damaged and sealing properly. Also inspect the body seals and plugs on the f/wall and under the vehicle such as the steering shaft boot. If a fault is found then repair as necessary. The Rotunda 13 R0135 Leak Detector or equivalent can also be used to help determine where the leak may be occurring. If a fault is not found then please continue to monitor for OASIS or any further updates on the concern.

CD:Web Form Data Description of Vehicle Concern Customer called and stated the smell is a rotten egg odor in the vehicle at highway speeds when he accelerates hard. Please list any diagnostic already performed TSB 1 0130 was completed last visit. Customer states he no longer smells the odor at low speed but still smells the odor when he accelerates to enter on ramps/cruises at highway speeds and starts up a redline or passes another vehicle. Parts Replaced TSB 1 0130 was followed reprogrammed the HVAC module replaced air extractors both rear fender moldings sealed the body as directed and installed liftgate drains. Test drove after repair and no longer had odor in the vehicle. Your Question Is there anything else we can do to stop the odor from entering the cabin? The customer has asthma and is he can no longer drive or ride in the vehicle until the concern is corrected. We know of no other procedures to follow to prevent the concern. Per the customer the only time the smell is the odors under acceleration never at idle or low speed stop and go traffic.
RE:Kirk If not already done suggest to perform the following: Inspect the steering column shaft boot seal for a leak. Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed 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. Note Select ng Fresh Air HVAC mode can help to reduce the odor in the vehicle. Additionally engineering is currently investigating this concern. Please monitor OASIS for updates.
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

U :Web Form Data Description of Vehicle 1 smells of smoke/blowoff in the cabin a ready describes any diagnostic created and is results realized/revision wing unit being realized/test roads verifying the complaint of the customers finding that the cabin smells gas of inner blowoff air/in/on the realized/oasis inspection finding bullet n 1 0130 for the present fault apply to but ein realized/again test in carerra not completing the fault persists the odor of blowoff gas in cabin. Replaced parts I apply to the bulletin 1 1030 its quest on for the ATD that me suj ere sajr with the d agnosis greetings Good day Samuel Please sees the ALIGNMENT of the raiseable gate and verifies that he seats suitably. He disassembles the chamber of reverse and he applies ethyl carbamate sea er bead. He comments the results. Greetings Jaime A Alvarez Concern Odor Exhaust in vehicle Tech The concern was verified the TSB 1 0130 was applied but the concern is still present. Recommend liftgate alignment and the seal Perform of to rear view video double bead.

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES BAD FUMES/MIX THAT COMES INTO THE CAB UNDER HARD ACCELERATION CONCERN IS VERY CONSISTANT ALSO CUSTOMER STATES THERE IS A DRONE SOUND AT HIGHWAY SPEEDS IN HOT WEATHER THAT IS NOTICABLE INSIDE CAB AREA. Please list any diagnostics already performed TSB 0130 DNDZ/7/2015 DID NOT HELP WITH THE SMELL. Parts Replaced TSB 1 0130. Your Question on any concerns with the noise concern also with the smell concern that is there under hard acceleration?
RE:Chae With an exhaust type odor being detected when the vehicle is accelerating out on the highway and performing TSB 1 0130 did not resolve the concern ensure that there are no additional leaks in the body seal system. This can be confirmed by pressurizing the passenger compartment. To do this set the HVAC Air Inlet Mode to Fresh Air and the Blower Motor to High tape off the body vents via fly shut the doors and windows and start the vehicle. The body vents on this vehicle can be found by removing the Rear Bumper Cover and are the louvers openings w/ movable flaps. Once the body vents are coated and taped off fully shut the windows and fly shut the doors the passenger compartment will now begin to pressurize. Spray all exterior seams and seals with a soapy water mix and look for bubbles. If any are produced when you indicate a leak. Ensure to spray around all of the sealed areas in the TSB 1 0130 may be necessary to remove interior trim and components to locate the corresponding interior leak. Repeat any leak ng areas/components as necessary and re evaluate the concern. Ensure to inspect the Steering Column Shaft Seal/Boot. If this component is poorly sealed or damaged any odors produced in the engine compartment can be transmitted into the passenger compartment. Inspect or similar conditions at the other head and floorpan plugs as well.
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES THERE IS A BAD BURNING ODOOR THAT COMES INTO CAB UNDER HARD ACCELERATION. Please list any diagnostics already performed TSB 1 0130 HOT LINE CONTACT WAS TOLD TO REMOVE REAR BUMPER AND COVER VENTS AND SPRAY SEALS PER HOTLINE NO LEAK CHECK FIREWALL SEALS OK NO EXHAUST LEAK SEALED REAR BODY PANEL THAT HAD GAPS NOT DESCRIBED IN TSB/PERFORMED ANOTHER UPDATE ON HVAC MODULE ADJUSTED DECLID TO FIT TIGHTER/ROAD TEST NO SMELL FOUND NOW CUSTOMER BACK ROAD TEST CAN SMELL DOSE HAVE ODOOR AFTER LONG ROAD TEST WITH HARD ACCELERATION. Parts Replaced NONE. Your Question ON NEED TO KNOW IF THERE IS ANY NEW REPAIRS FOR THIS CONCERN UNHAPPY THAT THIS HAS RETURNED WITH THIS ODOOR AGAIN. UNABLE TO VERIFY HOW ODOOR IS GETTING INTO CAB AREA.
RE:Chae With there still being an odor being detected after performing a href http://www.proserviceotech.com/transport/utl/vidrnavr/TSBSSMDisplayArticle.asp?type=TSB id 1 0130 target blank TSB 1 0130 a update ing the HVAC module again and adjust ng the liftgate for a closer fit it is recommended to make some additional cabin pressurization inspections. To setup the vehicle to make these inspections sea ed Fresh Air Inlet Mode door. Fresh Air and the Blower Motor to High. Tape off the body vents found by removing the Rear Bumper Cover fully shut the doors and windows and start the vehicle. After the vehicle has been setup this way and is running spray the additional following areas with a soapy water mix and look for bubbles. Spray all of the underbody seams and rubber grommets (f/wall) and floorpan grommets and plugs rear wheel wells seams tail lamp seams liftgate seals quarter gate seals and license plate area. If any additional leaks are found seal them w/ TA 2 Seam Sealer and a low to dry for at least 20 minutes prior to re pressurizing the cabin to verify the repair is. If a grommet or plug is leaking if it is not damaged it can be sealed but if it is damaged/poorly seated it should be replaced. Also operating the HVACsystem on Fresh Air rather than Recirculate will keep air flowing through the passenger compartment.
CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern After hard acceleration such as coming off an on ramp onto an interstate into traffic or passing a vehicle with little time then as the vehicle levels off a smell of oil or exhaust comes into the cabin even with the windows up. Please list any diagnostics already performed TSB 1 0130. Parts Replaced 61280B62 782916 7829165 5 280B62 TA 2 08882. Your Question on After doing this TSB the vehicle still having the same problem. Have there been any concerns such as this reported in the field? What is your next best course of action to eradicate this concern?
RE:Chae With the vehicle exhibiting an exhaust/ oil smell in the vehicle there may be a concern with a P/U leak of one or some of the sealing points pugs may have come unsealed. It is recommended to refer to the a href http://www.vmp.fordtechservice.dealerconnection.com/vd/sa/sa/sa/sa.asp?asm 5053 target blank SSM 5053 link to address any possible P/U leak dripping on the exhaust casing ng a chemical odor in the vehicle. If a leak is found please correct and reset. If no concern is found with the P/U it is recommended to refer back to the a href http://www.fordtechservice.dealerconnection.com/vd/sa/sa/sa/sa.asp?content=DisplayTSB.aspx tab 1 0130 market US_english EN VIN LINKSOURCE OASISRESULT target blank TSB 1 0130 a. Please ensure all of the body seal ng was performed as outlined in the workshop manual section 501 00 Body System General Information. It is also recommended to inspect the air extractors or repair seal ng or damage. If a concern is found please correct as needed. If no concern is found with the air extractors it is recommended to inspect the steering shaft boot for proper placement. If a concern is found please adjust or replace as needed. If no concern is found with the steering shaft boot it is recommended to inspect for any signs of body repairs performed on the vehicle and ensure that there are no missing body plugs missing from.
CA:Consulted Tyler Shomaker about the under investigation on prior on the ISM. Tyler agreed with having that proton out to ensure the TSB was gone over again to ensure that all steps were followed. If the contactures then we can provide the technician with the information that the concern is under investigation on Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130 Article SSM 5053Some 2013 2015 MKZ veh des equipped w/ a 3 7L 2007 201 Edge 2007 2015 MKX Air cle TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOOR INVEHICLE
CD: I was wondering where can I find tool 13 R0135 because when I tried to find 1 on the Rotunda site they say there is no such tool found?
RE:Chae With this tool not available it is advised to contact Rotunda to determine if there is a similar carb leak detector available. If not continue w/ the previous recommendation on that was provided.

OC:SE ASSISTANCE REQUESTED FOR FINAL REPAIR ATTEMPT FOR FLORIDA DEMAND. CUSTOMER STATES WHEN ACCELERATING 3600 RPM OR HIGHER GET TO 60 MPH OR HIGHER EXHAUST FUMES RECIRCULATE THROUGH THE CABIN. TSB DID NOT FIX THE ISSUE.
CA:CLOSING TAR REPROGRAMMED VEHICLE WITH THE LATEST HVAC CALIBRATION PER TSB 1 0130 CHECKED THE VEHICLE FOR LEAKS BY PRESSURE TESTING THE VEHICLE. SEALED A FEW SMALL LEAKS MISSED THE FIRST TIME TSB WAS PERFORMED. INSPECTED THE AIR EXTRACTOR FOR WARPING. EXTRACTORS ARE GOOD. ROAD TESTED THE VEHICLE TO CONFIRM REPAIR. ODOOR STILL PRESENT AT MEDIUM TO HARD THROTTLE. NO FURTHER RECOMMENDATIONS FROM ENGINEERING AT THIS TIME. ALSO CHECKED FOR ENGINE DTC S AND PCM CALIBRATION IS AT THE LATEST CALIBRATION.
Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED.

CD:Web Form Data Description of Vehicle Concern Customer has exhaust smell upon lift. Please list any diagnostics already performed attempted verify. Parts Replaced performed tab 1 0130. Your Question have been unable to duplicate this concern but 2 weeks ago I performed the tsb repair. Now the customer claims the problem is worse but only occurs when climbing a long hill with regular air. Thanks for your help.

RE:Brian Engineering is currently investigating this odor concern with the customer that is still present after the TSB has been performed. Engineering has recommended the following: Verify proper body sealings per Section 501 00 Body System General Information of the workshop manual found under Diagnosis and Testing. Inspect the extractor for possible damage or improper seal ng. Inspect the steering column shaft boot seal. Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed 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 13 R0135 Leak Detector or equivalent to locate a leak point/seal openings. If no problem is found please monitor OASIS or updates. Selecting Fresh Air HVAC mode will reduce exhaust odor concern.

CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130
CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES THAT THERE IS A BAD EXHAUST FUMES SMELL INSIDE OF VEHICLE WITH BOTH REAR WINDOWS DOWN. PERFORMED TSB 1 0130 STILL HAS CONCERN. Please list any diagnostic as a ready performed TSB 1 0130. Parts Replaced TSB PARTS. Your Question on ANY UPDTE INFO FOUND FOR CONCERN UNDER INVESTIGATION.
RE:Lore At this time if not already done so it is recommended to perform the pressure test procedure. To perform this test refer to the following procedure: Using masking tape seal the rear air extractors and areas. It is not necessary to mask the rear lip mold ng for vehicle that do not have the rear lip molding removed. Start vehicle set A/C to fresh air mode and allow speed to max. Close a door and ensure windows are fully closed. Use soapy water in a spray bottle to help locate air leaks. Spray around the following areas: Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck id seals Se panel gass seals License plate area Air leaks can be identified by the presence of a bubbles. Mark a areas identified to have a leak. Turn off the A/C. Turn off the vehicle. Clean and dry all areas marked earlier. Seal the areas of concern using Motorcraft seam sealer TA 2. Allow sea nt to dry and reset. May take up to 20 minutes. Inspect the air extractors for possible damage or improper sealing. Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead. If any are found to be missing they should be replaced. If they are leaking they can be replaced or they can be sealed using the TA 2 sealer. Verify the lift gate seal for damage.
CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES EXHAUST SMELL WHEN DRIVING WITH DRIVERS WINDOW DOWN. ONLY TIME ANY SMELL WAS NOTICED WAS ON VERY HEAVY ACCEL WHEN COASTING DOWN. NOT EVEN SURE I WOULD SAY EXHAUST SMELL NO SIGNS OF ANY OIL OR FLUID LEAKS. Please list any diagnostics already performed TSB 1 0130. Parts Replaced TSB PARTS. Your Question ANY KNOWN CONCERNS LIKE I SAID THE ONLY TIME WE GOT ANY SMELL IS ON VERY HEAVY ACCEL ON LEAVE OFF COAST NG FOR CALIBRATION UPDATE PER THE TSB. THE CURRENT LEVEL WAS FBTS 16C612 BAA. IT WOULD BE FIRST ADVISED TO review a href http://www.vmp.fordtechservice.dealerconnection.com/vd/sa/sa/sa/sa.asp?asm 5053 target blank SSM 5053 link to determine if it relates. This indicates a P/U odor. If not related make sure the spark plugs are torqued to specification of 133 in. b. Loose spark plugs can cause combustion gases to wick past the threads. If the spark plugs are torqued and TSB 1 0130 has been completed verify the following: Verify proper body sealings per Section 501 00 Body System General Information of the Workshop Manual. Inspect the air extractors for possible damage or improper seal ng. Inspect the steering column shaft boot seal. Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed 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 13 R0135 Leak Detector or equivalent to locate leak points/seal openings. Note: Selecting Fresh Air HVAC mode will reduce cabin pressures which may assist with diagnosing and can help to reduce the over concern. If TSB 1 0130 has been completed correctly and there are no concerns identified with the above inspections please be advised that a concern is currently under investigation. Advise to monitor.
CA:Article SSM 5053 Some 2013 2015 MKZ veh des equipped w/ a 3 7L 2007 2011 Edge 2007 2015 MKX Air cle ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130
Z9:TECH ASSIST REFERRAL HAS BEEN OPENED.

CA:VISITED THE DEALER 8/31/15 PER THE REQUEST OF THE CRC. THE VEHICLE HAD 15377 MILES. THE CUSTOMERS COMPLAINT IS WHEN THE VEHICLE IS RUNNING THERE IS AN EXHAUST ODOOR IN THE CABIN. TEST DROVE THE VEHICLE AND VERIFIED THERE WAS A SUPER TYPE ODOOR IN THE VEHICLE. THE DEALER HAD PERFORMED TSB 1 0130. INSPECTED THE VEHICLE AND FOUND THE LEFT REAR TAIL GATE DRAIN WAS MISSING. THE RIGHT SIDE WAS IN PLACE. HAD THE DEALER INSTALL THE MISSING DRAIN. ALSO CHECKED THE HVAC FOR A CALIBRATION UPDATE PER THE TSB. THE CURRENT LEVEL WAS FBTS 16C612 BAA. THERE WAS A LATER CALIBRATION AVAILABLE AND THE NUMBER WAS FBTS 16C612 BB. UPDATED THE HVAC WITH THE CALIBRATION. CHECKED THE AREAS TO BE SEALED ACCORDING TO THE TSB. ALL THE AREAS WERE SEALED PROPERLY. TEST DROVE THE VEHICLE AFTER THE REPAIRS. THE ODOOR WAS NOT NOTICED DURING NORMAL DRIVING AND MUCH LESS DURING AN AGGRESSIVE ACCELERATION.
Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED.

CD:Web Form Data Description of Vehicle Concern exhaust smell when passing another car Please list any diagnostics already performed attempted to duplicate concern Parts Replaced per omed tab 1 0130 concern still present Your Question any other issues known? I checked for a leaking ptu no leaks tsb has lved every other concern on sm or vehicle

RE: Cory Some 2015 Explorer vehicles may exhibit a repeat customer concern of exhaust odor inside the vehicle after TSB 1 0130 has been completed If this is verified ensure that TSB 1 0130 has been completed correctly and verify the following Verify proper body sealing as per Section 501 00 Body System General Information Descriptions and Operation 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 repair and ensure that there are no missing or poorly seated body plugs n the floor pan or engine compartment bulkhead Verify the lift gate seal for damage and proper fit contact pin Ensure that the lift gate p ugs are in p ace in the drain holes Use Rotunda 13 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 1 0130 has been completed correctly and there are no concerns identified with the above inspections please be advised that this concern is currently under investigation Monitor OASIS for updates
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130

CD:Web Form Data Description of Vehicle Concern customer would like to know the tsb 1 0130 has been updated from the published date of July/22/201 and is there another repair or the exhaust order Please list any diagnostics a ready performed call would like to know s the tsb 1 0130 has been updated from the published date of July/22/201 and is there another repair for the exhaust order Parts Repaced cust would like to know is the tsb 1 0130 has been updated from the published date of July/22/201 and is there another repair for the exhaust order Your Question cust would like to know is the tsb 1 0130 has been updated from the published date of July/22/201 and is there another repair for the exhaust order

RE: Shareek The TSB has not been updated since it was released History s unava b e at h s time at the technical Assistance Center so it is undetermined if th s vehicle has had the procedure performed and we apologize If you are having concerns with the odor ensure it is not related to a href http://www.fordtechservice.dealerconnection.com/dms/sam.asp?sm=5053 target blank SSM 5053/a if not already checked

CD:Web Form Data Description of Vehicle Concern exhaust type smell noted in cabin Please list any diagnostics already performed recall previously done smell noticed mostly on heavy accel more prevalent in am s in ft of vehicle no exhaust leaks or any leaks noted cold dense a r seems to be when most noticed Is not smelled in rear seat of car initially mostly in 1 seat area Parts Replaced tsb performed in michigan did not alleviate problem Your Question any guidance would be appreciated customer very unhappy with car 2 new exp oers n family
RE: James We know that some degree of odor will be present after heavy acceleration then a swing down or stopping We also know that this concern can be more pronounced due to poor seals on the vehicle that allow outside air to infiltrate the vehicle particularly y the rear Because the TSB has been performed previously we ask that you attempt to compare the remaining level of odor to like X2 units operated under the same circumstances If the same concern is present then a vehicle chassis cert is may be present However we recommend that you inspect the following areas Inspect the Air Extractors and verify that they are flush and properly sealed Inspect the Steering Column/Shaft Boot Seal for proper sealing Closely inspect the Liftgate Seal and verify proper sealing and a correct contact pattern Verify that the Liftgate plugs are in place of the Drain holes Use the Rotunda 13 R0135 Leak Detector or equivalent to locate leak points/seal openings If the the TSB has been performed properly and no concerns are identified with the above inspections please advise the Customer that this concern is currently under Engineering Review and release the vehicle Continue to monitor OASIS for updates
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130

CD:Web Form Data Description of Vehicle Concern customer states a strong exhaust odor is present in the vehicle when driving up a hill or under heavy acceleration Please list any diagnostics already performed verified concern as an exhaust smell under heavy load have performed tab 1 0130 concern still present no signs of exhaust leaks or fuel leaks Parts Replaced none Your Question any thoughts

RE: Stephen Due to the smell concern still present it is recommended to further test for any air leaks that may be present and if owning the smell into the vehicle This can be done by sealing the rear extractors with tape Then start the vehicle and set the A/C to rest/r mode and set the blower speed to max This will increase the cabin pressure to help find an air leak Close all the doors and ensure all the windows are closed all the way as we'll Then use a spray bottle with a soapy/water mix and spray at the seals such as the doors windows wheel seams tail lights license plate area body seal/grommet/deck lid If an air leak is found by bubbles appearing from the water then mark the area and continue to test the others for a leak and mark any other fault found as well If any leaks are found then it is recommended to clean and dry the area and then use Motorcraft seam sealer TA 2 Allow the sealant to dry for 20 minutes and then remove the tape from the air extractors and re evaluate for the smell Be sure to inspect the air extractors for damage or a bad seal Verify that the lift gate seal for proper fit/contact pattern and all the plugs are in place Using the IDS enter Modu Programming and a tempo refresh the HVAC module to the latest ca blat on making sure that the IDS is connected to the internet Answer the HVAC programming question with a YES to ensure
CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED
CD:ok I found multiple small leaks under the tail lamps and bumper in the seam sealers I also smoked the exhaust system found the tail pipe to front y pipe joint leaking should I repair the leak at this joint and would that require muffler pipe replacement?

RE: Stephen Good work locating leaks in the body and exhaust Since there is no repair procedure in the workshop manual to repair an exhaust pipe it is recommended to replace the exhaust pipe or pipes that are causing the exhaust leak
CD:Web Form Data Description of Vehicle Concern The customer states there is a bad exhaust smell that occurs when driving up a steep hill at 35-65 mph Can a so small after driving on fat roads sometimes The smell is most prevalent when the side air is on for the AC system Please list any diagnostics already performed We have performed TSB 1 0130 and SSM 5053 I have test driven the vehicle and I can duplicate the concern after about 30 5 minutes of driving Parts Repaced Power take off assembly Your Question Are there any other known repairs for the smell? The customer describes the repairs as an exhaust smell occurring when driving up a hill under load I cannot smell it under those conditions but can smell a terrible sulphuric smell after driving for about 30 minutes and then slowing down Please advise as the customer is complaining of headaches and wants out of the vehicle Thanks for your help Josh

RE: Josh Since the exhaust smell has been fed to enter the cab after around 30 minutes of driving there is a leak somewhere that is allowing the exhaust gases to enter Perform the following testing If the TSB 1 0130 has been performed correctly Pressure test should be performed by mask n tape seal the rear air extractors and areas It is not necessary to mask the rear lip mold for vehicle that do not have the rear lip molding removed Then start the vehicle set the A/C to fresh a mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks While testing spray around the following areas 1 Under body seams 2 Under body rubber grommet 3 Rear wheel well seams 4 Rear tail light seams 5 Side panel glass seals 6 License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks and then turn off the A/C and the vehicle Clean and dry all areas that are marked to leak then seal them using Motorcraft seam sealer TA 2 Allow the sealant to dry and then retest a ter around 30 minutes Now remove all the masking tape and retest Inspect the air extractors for possible damage or improper sealing Also check for evidence of body repairs and ensure that there are no missing or poorly seated body plugs n the floor
CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED Note to EH Th s concern is being escalated due to buy back email sent by the customer to CRC Brad Miller was consulted as tab 1 0130 and ISM 1507013 have been performed previously It was decided to escalate the case as a buyback concern is seen on CRC Exhaust smell in the cab Customer's state 1 is super excited on a steep hill between speeds or 35-65 mph Dealership confirmed it to be present a ter 30 minutes of driving
CD: An outbound call was placed to the Dealer Josh advised that the escalated in the last Hotline response are being tested at this time using the procedure provided Josh has verified the odor and informed it is a smell air to a sulfur type odor
RE: Josh Per our conversation continue with addressing all concerns identified when using soapy water to check for leaks w in the A/C in rest/r mode and the blower set to max If additional information is required after repairing all leaks found include the leak test results along with all additional information required at that time
CA: Consulted E Boyd due to the customer comments in FMC360 case 7785373 K2B7Y8 stating that they have experienced coughing bouts and severe headaches on long trips E Boyd advised to flag for safety and/or noise with diagnosis the concern b r / b r / A / e alert is being sent to the Dealers reg on to make them aware of the current status of this repair as well as the customer's buyback request documented n FMC360 case 7785373 K2B7Y8

CD: An outbound call was placed to the Dealer Josh was not in at the time that the repair was placed and is expected to return ater today Spoke with Roger in Service who advised that Josh has been working with the vehicle and will be the best person to speak with regarding this repair
RE: Josh A member of the Technical Assistance Center will attempt to contact you again by close of business today 9/8/2015 to follow up on the leak inspections
CA: Josh will be returning later today

CD: An outbound call was placed to the Dealer Josh advised that a leak was isolated at the rear hatch seal All leaks found were repaired and the vehicle has been returned to the customer Josh was unsure if the HVAC module calibration was updated
RE: Josh Per our conversation thank you for providing this information indicating that each concern was identified and repaired Please verify that the HVAC calibration was updated to the latest level during the repair With no concerns present at this time and the vehicle returned to the customer this escalation contact within the Technical Assistance Center will be closed
CA: The leak at the rear hatch seal was repaired and the vehicle has been returned to the customer

CD:Web Form Data Description of Vehicle Concern customer states they are smelling exhaust inside the vehicle states this occurs on heavy accel states the front ac is on normal with the recirculate on and the rear ac is off Please list any diagnostics already performed per omed tab 1 0130 Parts Replaced tab 1 0130 Your Question do not smell any exhaust on accel or anywhere else I should be looking

RE: Felix Smelling exhaust inside the vehicle while under heavy acceleration and A/C on recirculate is indicative of TSB 1 0130 To duplicate the concern have the owner drive the vehicle and take note of the A/C settings when the smell occurs If the smell is no longer present the TSB was performed successfully and no further repair is necessary If the A/C is on recirculate or max A/C when the smell is present check the steps of the TSB again and verify that all steps were performed correctly If the owner can cause the smell to happen while the A/C is not on recirculate the TSB does not apply Further diagnosis is necessary Check the rear of the vehicle for gaps in the weather striping around the doors and hatch Look for other air leaks or voids in panels where exhaust could be pulled in or the vehicle and repair them as out lined in the workshop manual
CA: Consulted HVAC SME Travis Poljansek He instructed how to change symptom coding o find TSB that applied as well as stated that TSB does not apply if not on recirculation
CD: I effort to resolve concern have been done released vehicle to customer cust has called n saying the smell s worse we need help can we escalate concern to see possibility case ca [REDACTED]

RE: Felix First the concern must be duplicated In the first contact for this vehicle it did not seem like the concern had been duplicated If the exhaust leak cannot be replicated it will be impossible to repair or not the problem is fixed when a repair is attempted The customer should be able to describe what conditions are happen when the exhaust is smelled If the concern is not duplicated diagnosis cannot proceed The operation of the body vents should also be checked Both body vents should be replaced in the TSB The vents should close when no cabin pressure is present in the vehicle in recirculate mode and when the vehicle is turned off If the body vents do not close when the cabin is not pressurized replace the vents again When the vents close I keeps the exhaust from entering the cabin Once the smell has been replicated the exhaust odor could still be caused by the body vents Inspect the rear of the vehicle to see if there is any area around the vent where air could leak through Workshop manual section 501 00 describes the diagnosis and testing of dust and water leaks If the seams of the body vent s leaking or fits poorly find out why Use tape rom the Rotunda Squeak and Rattle Kit or seam sealer TA 2 to seal any leaks from the edge of the body vent We have escalated this concern to the Techn cal Service Hotline s Escalated Handling Team for additional
CA: Reason For Escalation Time Down
CD: I placed an outbound call to the dealer who on the phone I spoke with Felix who indicated it assembled the rear of the vehicle and sealed every seam they thought would have a leak on the exhaust odor A ter doing so he vehicle was re tested back to the customer and has not returned with any repeat conditions
RE: Felix We are glad to see the concern has since been corrected If however the vehicle is ound to return for the same concern please confirm the HVAC module is at the latest software level and re evaluate the odor concern Since the concern has since been corrected the escalation will be closed at this time If however the condition continues and additional diagnostic assistance is needed please update the on me form
CA: Closing escalation as the concern was corrected
CD: REPAIR HAS NOT BEEN RESOLVED PER CUSTOMER THE TSB HAS BEEN TRIPLE CHECKED BY SHOP FOREMAN UNKNOWN TO TECH HAS SEALED USING SEAM SEALER ON EVERY POSSIBLE PLACE CUSTOMER S STILL CALLING COMPLAINING THAT SMELL IS STILL THERE AND EVEN WORSE WHAT SHALL WE DO NEXT PLEASE CONTACT CURTIS PHILBY ASSISTANT SERVICE MANAGER case ca [REDACTED]

RE: Curtis At this time it will be necessary to duplicate the exhaust smell Road test the vehicle with the technician and the customer Allow the customer to drive so he/she can drive in a way to be sure the concern is duplicated Once the customer notices the smell have him/her point it out and see if either of you can smell it also If not please be advised that a very small amount of exhaust fumes will enter the vehicle when in recirculate mode To confirm this to the customer place him/her in a like vehicle and road test under the exact same conditions HVAC route speed etc and see if the customer can point out the smell Once again if only the customer can smell it he/she is likely looking for the smell as it is now more easily recognized Please advise the customer that this condition exists with any non electric vehicle If you or the technician can smell the exhaust fumes from a body plug that was overlooked allow the exhaust fumes to enter in the vehicle Pressurize the cabin and perform the Dust and Water Leaks test ound n Workshop Manual WSM 501 00 Body System General Information Diagnosis and Testing Body System Spray soapywater liberally around all vehicle openings and glass Also lift the vehicle to gain access to any under body plugs or seams and the bulkhead Ensure that all body plugs are
CA: Consulted Joe Frederick EH member about escalation of th s concern He also stated that the customer could be more aware of the smell since dealership personnel cannot duplicate the concern Note to EH This concern was previously escalated and is being escalated again as the vehicle has returned with the same symptom Dealership personnel cannot duplicate the smell but the customer states it is worse The dealer has seen several seams after performing TSB 1 0130 There is an open FMC360 case on this vehicle for th s concern
CD: Outbound call to Curtis the service manager left message
RE: Curtis We have attempted to reach you by phone this afternoon however we were unsuccessful and left you a voice message We will attempt to reach you by phone again tomorrow at the dealer or you can also call in by dialing 1 800 826 69 and please provide contact ID 108926 97
CD: Outbound call to Curtis and left message with service personnel to have him call us
RE: Curtis We have attempted to reach at the dealer by phone and were unsuccessful therefore we have left a message with the service personnel asking you to call n so we can discuss th s vehicle furthermore the phone
CA: callback set

CD: Outbound call to the dealer and Curtis voicemail received spoke to Gary the advisor on this line and he reports that vehicle is no longer at the dealer We now suspect this concern has been resolved at this time and dealer does not require further assistance
RE: Curtis Given that we have not heard back from the dealer in regards to this vehicle over a number of days as well as the vehicle confirms no longer being at your dealership we have closed this technical assistance request If you require further assistance in the future with th s vehicle please be advised to call in by dialing 1 800 826 69 and provide contact ID 108926 97
CA: closed

CD: Inbound call from Curtis and he reports that th s vehicle has a sulfur like smell or burning smell on hard acceleration coming from the rear of the vehicle
RE: Curtis With th s concern still occurring on this vehicle using the Ultrasonic leak detector would be recommended as we discussed on the phone The part number for this tool s 13 R0135 We will contact the dealer on Monday to discuss further and to set up appointment I me for this vehicle to return to dealer
CA: call 210 392 7180

CD:Web Form Data Description of Vehicle Concern EXHAUST ODOOR IN VEHICLE WHEN A/C ON Please list any diagnostics already performed PERFORM TSB 1 0130 WAS ON 11/11/2011 Parts Replaced PARTS LISTED IN TSB 1 0130 Your Question ANY THING ELSE WE CAN DO OR SHOULD WE RE DO THE TSB
RE: Hello Len if the exhaust odor concern has been verified and can also be described as a propane or natural gas type odor suggest you use a href http://www.fordtechservice.dealerconnection.com/dms/sam.asp?sm=5053 target blank SSM 5053/a to address th s condition The SSM indicates a possible fuel leak in the PTV as a possible cause of this concern Repair any issues found and retest

CD:Web Form Data Description of Vehicle Concern CC smell burned/ exhaust smell under hard accel After several weeks Cus owner still smells odor. Verif ed CC still has burned/exhaust smell under hard accel only with rear A/C on Test drive w th rear A/C off no odor Please advise Please list any diagnostics already performed I performed on 1/10/13SB Parts Replaced I replaced left cabin air filter/valve sealed body joints as directed installed ligature drive n ve and updated hvac module Your Question Please advise next course of corrective ac for RE:Chris Start by visually inspect ng the parts repaired n the Techn cal Service Bulletin TSB 1 0130 The HVAC module update s likely successful but ensure that the other repairs are still n place and functioning as intended Check the extractor seams and body vents for successful repairs Inspect all seams that were sealed and verify that the sealer is still in place and has not been pu ed into or is len off of the seam If it has re apply the sealer and reevaluate If the new extractor or body vents seal or seat poorly or/prap crack broken rep ace them as they should be able to dup icate the exact cond ition whic the exhaust odor is noticed If the exhaust odor has been verid and s nce TSB 1 0130 has been performed then it s advise to pressure est the cabin of the vehicle to inspect for air leaks This can be done by a Using masking tape seal the rear a extractors and areas b Start vehicle set A/C to fresh air mode and set b ower speed to max c Close all doors and ensure windows are fully c used d Use soapy water in a spray bottle to help locate air eaks e Spray around he lowing areas i Underbody seams ii Underbody rubber grommet iii Rear wheel well seams iv Rear tail light seams v Rear deck lid sea s vi Side panel glass sea s vii License plate area f Air leaks can be ident ified by the presence of air bubbles g Mark all areas ident ified to have air leaks h Turn o f A/C i Turn off veh cle CA:Consulted SME Londu Pusta on ormann ng 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:Web Form Data Description of Vehicle Concern Customer smells exhaust after passing or hard acceleration Please list any diagnosis cs already performed TSB already done Parts Replaced TSB parts Your Question Customer is still complaining about a odor W/E have driven vehicle and cannot duplicate Any other information on how to correct h s issue will be helpful Thanks RE:Jack To correctly diagnose the exhaust odor smell it will have to beverid ed It may be necessary to consult w th the vehicle owner as to when they smell the exhaust odor or what cond on they are in Some questions to ask would be if the air cond on ng is being used is ton recirculation or fresh air are their windows down dur ng the concern does it happen more rom hard acceleration or on speeds or from passing vehicles on he highway? If possible ride along w th vehicle owner as they should be able to dup icate the exact cond ition whic the exhaust odor is noticed If the exhaust odor has been verid and s nce TSB 1 0130 has been performed then it s advise to pressure est the cabin of the vehicle to inspect for air leaks This can be done by a Using masking tape seal the rear a extractors and areas b Start vehicle set A/C to fresh air mode and set b ower speed to max c Close all doors and ensure windows are fully c used d Use soapy water in a spray bottle to help locate air eaks e Spray around he lowing areas i Underbody seams ii Underbody rubber grommet iii Rear wheel well seams iv Rear tail light seams v Rear deck lid sea s vi Side panel glass sea s vii License plate area f Air leaks can be ident ified by the presence of air bubbles g Mark all areas ident ified to have air leaks h Turn o f A/C i Turn off veh cle CA:Consulted SME Londu Pusta on ormann ng 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:Web Form Data Description of Vehicle Concern smell exhaust gas in veh cle Please list any diagnostics a ready performed ok exhaust for leaks none found Parts Replaced none Your Question any help RE:Pets If there is an exhaust odor it s likely that one of the panel s seals is not sea ng The fastest and easiest way to figure th s out is to use 2 painter s tape Tape off one body panel at a time until the smell is gone Start w th the rear hatch If the eak s from the lift gate refer to the WSM section 501 03 General Procedures Litgate Alignment Another way to ind a eak is to pressurize the cabin w th he HVAC b ower on h gh in fresh air mode Then use the wand of the smoke machine on the exterior of the veh cle to find the leak

CD:Web Form Data Description of Vehicle Concern Customer states exhaust smell inside vehicle on heavy acceleration Please list any diagnostics already performed road tested vehicle and verif ed slight exhaust smell in vehicle Parts Replaced per ormed sb 1 0130 service procedure and rep aced left rear quarter vent and applied seamsealer and reprogrammed hvac module Your Quest on after performing the service procedure and retest ng on 7/1 /15 no exhaust odor was present verif ed sealer appl ed to proper locations outined n service procedure are there any other fac ors that cou d cause an exhaust odor w th in the veh cle? If so what else could be done to prevent he odor from entering the veh cle? under workshop manual 309 it says that a slight sulfur smell s normal and no repairs are required would that apply to heavy accelerations as well? RE:Kyle With TSB 1 0130 having already been per ormed I s recommended to per or a bubble test to inspect the fol owing areas for potent al leaks To perform a bubble testing it s recommended tousing masking tape to seal the rear a extractors body vents however it is not necessary to mask the rear ip molding for vehicle that do not have the rear ip molding removed Once the rear air extractors are sealed off of art vehicle set A/C to fresh air mode and set blower speed to max close a l doors and mak ng sure that a l of the windows are fully closed then spray the under body seams underbody rubber grommets and rear wheel well seams After testing the recommended areas continue bubb e test at the rear tail light seams rear deck lid seals siding panel g ass seals 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 vehicle then c lean and dry all areas marked earlier us ng Motorcraft seam sealer TA 2 seal he suspected areas and a low sealant to dry which may take up to 20 minutes they take for bubbles Once all of the suspected areas are seal ed verif ed that the air extractors are free from damage and are sealing correctly respect forevidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan CA: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:Web Form Data 1100753 9 Descrip on of Vehicle Concern on hard acceleration on from 50 to 70 strong sulfur odor Please list any diagnosis cs a ready performed per ormed tsb 1 0130 verif ed inlet a door operation inspection of body for seam or other bod leaks Parts Replaced parts included in 0 0130 Your Quest on odor rema ns after 1 0130 performed and through inspection of seams or other body leaks cond ton only present w th hard acceleration at h gh speeds Is it a vehicle a cand date for the redesigned exhaust system replacement? RE:Aaron Since TSB 1 0130 has been performed and the concern s still present I s recommended to ver ify the s ufu odor occurs when the veh cle HVAC sett ng is set to recirculation If the concern does not occur when the HVAC is set to recirculation I is likely the exhaust odor is occur ng from other veh cles when passing If the odor is present with the HVAC setting n recirculation mode since a thorough cabin pressure test has been performed and areas showed signs of excess ve bubbles I s recommended to proceed w th rsp ac ng the exhaust system with the redes gned sys em CA:Consulted Andrew Montgomery regarding redesigned exhaust system Recommended ensuring concern occurs when HVAC setting set to recirculation and since the TSB and cab n pressure test have been performed recommended replacing exhaust w th updated exhaust CD:AFATER TALK NG TO THE PARTS DEPARTMENT WE HAVE HAD ISSUES WITH THE REDES GINED EXHAUST SYSTEM NOT LISTED IN OUR CATALOG CAN YOU PROVIDE ME WITH PART NUMBERS OF COMPONENTS I WILL NEED? RE:Aaron The updated muffler assembly for Model Year 2015 veh cles with the 3.5L T VCT engine is part E8ZC 5230 A obtain this part and nsta l on the Removed and install on port on of sect on 309 00 n the Workshop Manual and re evaluate the vehicle 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 EXHAUST FUMES COME INSIDE CAR ON ACCEL Please list any diagnostics already performed PERFORMED TSB 1 0130 ON PREVIOUS VISIT VEHICLE HAS PASS CODES VISUAL INSPECTION FOR ANY SIGNS OF FUEL LEAKS NONE FOUND PASSES FUEL PRESSURE AND LEAK DOWN TESTS Parts Replaced NONE ON THIS VISIT Your Question PERFORMED TSB FOR THIS CONCERN CUSTOMER IS REQUESTING SOME TYPE OF AIR ANALYZER TO VERIFY ANY REPAIRS NOT HAPPY WITH VEHICLE RE:Donnie Since TSB 1 0130 has been completed and the exhaust odor is still present it s recommended to thoroughly ver ify the veh cle w th in the lowing pressure test procedure Use mask ng tape to seal the rear air extractors and areas It is not necessary to mask he rear ip molding for vehicle that do not have the rear ip molding removed Start vehicle set A/C to fresh air mode and set b ower speed to max Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air eaks Spray soapy water around the fol owing areas Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel g ass seals License plate area Air leaks can be dent ified by the presence of air bubbles Mark all areas ident ified to have air leaks Turn off A/C and un off veh cle Clean and dry a l areas marked earlier Seal the areas that were marked by using Motorcraft seam sealer TA 2 A low sea ant to dry and retest May take up to 20 minutes Remove the masking tape used for the pressure test Inspect the air extractors for possibe damage or improper sealing Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment h ahead If any are found to be m ss ng they should be replaced If they are leaking they can CD:PERFORMED PRESSURIZED CAB N LEAK TESTS NO LEAKS FOUND HVAC DID HAVE ANOTHER UP DATE PERFORMED UP DATE CUSTOMER IS REFUSING TO ACCEPT VEHICLE BACK UNTILL SOME TYPE OF GAS ANALYZER HAS BEEN PERFORMED TO SHOW HIM THE PPM READINGS OF HC NOX HC INSIDE VEHICLE RE:Donnie An exhaust analyzer cannot be used as there are no spec ifications for the cabin as they will be less than what emits from the engine exhaust Also the spec ifications change by state and are not consistent between each other Therefore using an exhaust gas analyzer is not recommended It s unclear whether the fuel smell is still present or has been resolved If the fuel smell is still present then it s recommended to continue w th the provided further diagnostics above to try and determine a fault Also be sure and check all the body plugs n the bulkhead and under the body for being missing or notsealed correctly Plugs such as the steering shaft boot harness and other seals If a fault is und then repair as necessary If the concern has been resolved but the customer is re using to accept the veh cle then he customer shou d be referred to contact CRC customer relationship center as there would be no further technical direction CRC can be contacted at 800 392 3673 CA:Consulted Josh Butch due to the customer re using to accept the veh cle and what should be done

CD:Web Form Data Description of Vehicle Concern EXHAUST ODORS GETTING INTO THE CAB Please list any diagnostics a ready performed WE HAVE PERFORMED 1 0130 7 000 MILES AGO WE HAVE NOW REPLACED THE EXHAUST FROM THE ENGINE COLLECTORS TO THE REAR OF THE VEHICLE WITH AN UPDATED SYSTEM PART NUMBER E8ZC 5230 A CUSTOMER DRIVE THE VEHICLE AND CAN STILL SMELL EXHAUST WHILE DRIVING Parts Replaced TSB 1 0130 EXHAUST MUFFLER ASSEMBLY E8ZC 5230 A Your Question IS THERE ANY KNOW CONCERNS WITH THE EXHAUST SMELL IN THE CAB? ARE THERE ANY KNOWN REPAIRS? CAN WE REQUEST AN FSE TO NSPECT THIS VEHICLE? RE:W1 If not already performed using the IDS enter Module Programming and attempt to reprogram the HVAC module to the latest calibration making sure the DS is connected to the internet If the HVAC module is a to the latest calibration then the lift gate seal should be inspected for damage and proper fit/contact pattern If the contact pattern is incorrect the lift gate striker can be adjusted so the reattach sea s is tighter Th s can be done by loosening the s riker and moving it to increase the lift gate sealing pressure Also ensure the lift gate plugs are in place in he drain holes Since this veh cle has had repair repairs for the exhaust odor concern we have escalated this concern to the Technical Assistance Center s Escalated Handling Team for additional review A Service Engineer near from this team will contact you by phone or through this Hotline Ass stance Request w th nbspone 1 n business day to provide additional information and/or recommendations to assist in the reso ution of the customer s concern Our team at the Hot ne will continue to work with you and your Dealership to help get the concern reso ved and the veh cle back to the customer in a timely manner If the Escalated Handling Team is still unable to ass at you in resolving the customer s concern through these additional s eps the Hotline will alert your Field Service Engineer by open ng a Techn cal CA:Note o EH Cus owner concern is an exhaust odor in the cabin TSB 1 0130 has been performed and the updated exhaust has been install ed The cab n pressure test was per ormed in 8/7/15 and no eaks were found The technician was directed to update the HVAC module and ensure the lift gate s adjusted properly Consulted Matthew Hill about escalation and technical direction Adv sed to check HVAC module and lift gate striker Escalate due to technical direct on CD:An outbound call was made to the des erth p Spoke w th Technician W11 Will stated that he has not been able to ver ify the exhaust odor since the veh cle returned but his team leader and the service manager have both verid the odor The muffler was replaced with no change He s so verif ed that the HVAC module s at the latest calibrat on and that the lift gate is closing properly Will stated that the rear of the vehicle has not been undercoated and he has not sealed the A/C ines for the auxiliary climate control system

RE:W1 Thank you for the updated information Since the exhaust odor is still present suspect that an opening has simply been overlooked and a leak path is still present Since the underbody opening or the auxiliary climate control ines has not been sea ed please ensure that the opening gets sealed Please also inspect for any body seams or plugs under the rear of the veh cle If any are found apply Motorcraft TA 2 Seam Sealer to the plugs and seams to em nate any leak path that may exist Since you will be working w th your regional FSE you will be working w th the field service engineer near FSE in your market area The FSE should contact you and/or the Dealership management Service Manager or Service Director w th in one 1 business day to discuss further recommendations on If the FSE does not contact you direct y please consult w th your Dealership management o discuss further recommendations and to assist in the reso ution of h s vehicle concern CA:Tech Assist Referral open Escalation closed RNOTE TO FSE THIS TECH ASSIST REFERRAL IS BEING OPENED DUE TO LACK OF TECHNICAL PROGRESS THE VEHICLE EXHIBITS AN EXHAUST ODOR IN THE CABIN TSB 1 0130 AND ISM 15 07 013 HAVE BEEN PERFORMED AND THE VEHICLE WAS REPAIRED FOR ROUGHLY 7000 MILES AFTER THE VEHICLE RETURNED THE HVAC MODULE WAS RECALIBRATED AND THE MUFFLER WAS REPLACED BUT THIS DID NOT CHANGE THE ODOR THE TECHNICIAN HAS NOT BEEN ABLE TO SMELL ANY EXHAUST IN THE VEHICLE BUT HIS TEAM LEADER AND THE SERVICE MANAGER HAVE BOTH VERIFIED THE ODOR THE CABIN WAS PRESSURIZED AND INSPECTED FOR LEAKS USING SOAPY WATER BUT NO BUBBLES WERE FOUND THE LIFTGATE STRIKER WAS ADJUSTED BUT THIS DID NOT CHANGE THE CONCERN THE UNDERBODY OPENING FOR THE CLIMATE CONTROL LINES HAS NOT BEEN SEALED NOR HAS ANY UNDERBODY COMPONENT THE TECHNICIAN IS TO SEAL THE OPENING AND INSPECT AND SEAL ANY OTHER BODY PLUGS OR SEAMS FOUND UNDER THE REAR AREA OF THE VEHICLE IF THE LEAK IS NOT FOUND BY SEALING THE CLIMATE CONTROL LINES PLEASE ASS ST THE TECHNICIAN TO IDENTIFY THE ROOT CAUSE OF THE ODOR AND PROVIDE REPAIR DIRECTION THERE ARE NO ACTIVE TRK369 CASES FOR THIS VEHICLE BUT THERE S A CLOSED CASE FOR THIS CONCERN AS WELL AS OTHER CONCERNS CASE CAS 79196 L6226 ESTIMATED DOWN TIME 12 DAYS ESTIMATED REPAIR ATTEMPTS 3 29:ODOMETER 13193 CHANGED TO 13193 M BY MHILL178 CA:Initial Contact Date 08 Feb 2016 Person Contacted Car Sk les Dealership Visit Not Planned 29:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern customer smell is and exhaust odor when accelerating whi e driving Please list any diagnostics already performed already per ormed recall 1 0130 test drove and did verify an su tur exhaust smell a ter accelerating n Parts Replaced none se f test a/c verified the recirc door is operat ng verified the recall done properly Your Question what do I do next

RE:Arthur We know that some degree of odor hat on y occurs after hard ace eration may be characteristic of th s vehicle I ne We also know hat excessive concerns of this nature are due to Exhaust entering thevehic e through openings in the rear If the TSB has been verif ed to have been per ormed properly we recommend that you per om the following diagnos s Using Masking Tape seal the rear air extractors/areas Next start the vehicle set the A/C to Fresh Air Mode and set the Blower Speed to MAX Close all Doors and Windows fully then usea Spray Bottle of Soapy Water n the following areas Under Body Seams Under Body Rubber Grommets Rear Tail Lamp Seams S de PanelG ass Seals Rear Wheel Well Seams Rear Decklid Seals License Plate Area Identify any Air Leaks by the presence of air bubbles and mark the areas identifi ed Turn off the vehicle and the A/C then clean the identified areas and seal them using Motorcraft Seam Sealer TA 2 n Allow the Sealant to dry approx 20 minutes Next remove the masking tape initially nstalled around the Air Extractors and leadly verify no leakage or damage Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body plugs n the floor pan or engine compartment bulkhead If any are found to be missing they should be replaced If they are leaking they can either be rep aced or they can

CA: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:Web Form Data Description of Vehicle Concern CUSTOMER STATES EXHAUSTSMELL IN VEHICLE AFTER HARD ACCELL 3RD TIME n FOR CONCERN CUSTOMERS CHILD HAS ALLERGYVASTHMA Please list any diagnostics a ready performed TSB 1 0130 HAS ALREADY BEEN COMPLETED Parts Replaced NONE Your Question ANY NEW INFORMATION ABOUT THIS ISSUE? ANY UPDATES TO HELP ELIMINATE THE PROBLEM? THE TSB WAS PERFORMED AND THEN VEHICLE CAME BACK CUSTOMER WAS INFORMED SOME SMELL MAY HAPPEN BE NORMAL FOR THIS VEHICLE THIS IS IN THE VEHICLE OASIS HISTORY

RE:Coyle It s not clear if the checks recommended in the prior contact rom last August have been performed If not please continue with the checks as Last Pressure Test Procedure A Us ng masking tape seal the rear air extractors and areas It s not necessary to have the rear lift molding for veh cle that do not help the rear lift molding removed B Start vehicle set A/C to fresh air mode and set b lower speed to max c Close all doors and ensure windows are fully closed D Use soapy water n a spray bot to help ocate air leaks E Spray around the following areas a Under body seams b Underbody rubber grommet c Rear wheel well seams d Rear tail ight seams e Rear deck lid sea s f Side panel glass seals g License plate area h Air eaks can be identifi ed by the presence of a bubble s i Mark a1 areas identifi ed to have air leaks j Turn off A/C k Turn off veh cle l Clean and dry all areas marked earlier m Seal using Motorcraft seam sealer TA 2 n Allow sealant to dry and retest May take up to 20 minu es o 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 thatthere are no missing or poorly sealed body plugs n the floor pan or engine compartment bulkhead If any are found to be missing they shou d be replaced If they are

CA:Note o EH Consulted w th Bethany Toups Escalated due to repeat concern w th exhaust odor n the passenger compartment Customer states a FMC360 he had another vehicle bought back o this same concern No active buy back n this time but customer stated he will get an attorney and go lemon law TSB 1 0130 has been completed latestcontact ISM 15 07 013 was recommended but it was not indicated I thasha been done Tech to continue with ISM 1 not done Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMERCONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Your request or assistance was received by the Escalade Handling Team An outbound call was placed in an attempt to reach you I will try you back again later today

RE:Coyle I attempted to reach you in regards to the vehicle You were onyou' undt break If you have any additional information please updatethis form I will call you back by close of business today

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:An outbound call was made to Coy e the echnician currently working on this vehicle n regards to the exhaust smell inside the passenger compartment

RE:Coyle Thank you for taking the time to speak with me n regards to th s customers concern As per our phone conversation it is recommended to ensure that when compiling the above ment oned testingand diagnosis please also include the following steps Before beginning the pressure test procedure please ensure that the right andleft rear lamp assemblies are removed according to WSM Section 17 01 Inspect the lift gate seal for damage and proper f/unction pattern Adjusting the rear lift gate seal so hat the rear strike area s tighter to the lift gate seal s important This can be done by loosening the striker and moving it to increase the lift gate seal pressure A so ensure that the lift gate plugs are n place in the drain hoses After completion of the above mentioned procedure repair please a order and nstall the updated muffler assembly For MY11 15 vehicles nstall Mufler assembly part 1BSZ 5230 A Please update this on n form w th any and all informa on regarding this vehicle I I haven t received an update by 10/27/15 then I will place an outbound call to you on your ce l phone in order to follow up Thanks Coyle!

CA:Coyle e call 239 357 83 2 This vehicle has an active Buy Back request n FCM360 The customer previously owned an Explorer and had 1 toughback for the same concern This buyback request was denied however the customer has contacted his lawyers and is pursuing Lemon Law

CD:An outbound call was made to Coy e in regards to obtaining an update on this vehicle He stated that the cabin was pressurized and inspected for leaks He stated that no leaks were found and the updatemuffler was ordered

RE:Coyle Thank you for taking the time to speak with me today As per our phone conversation please keep me updated as to the ETA estimated time of arrival of the updated parts for this vehicle Once I have received your update I will place an outbound call in order to follow up Thanks Coyle!

CA:OBC to tech waiting on ETA of updated parts Will call back Thursday

CD:An outbound call was made to Coy e he stated hat the update muffler assembly was not yet ordered because the customer is planning on trading the vehicle n at the dealership due to this concern Therefore I requested the he update me with additional information on th s situation and weather or not his dealer is going to continue nte wirerepairs of this vehicle

RE:Coyle Thank you for taking the time to speak with me th s morning Asper our phone conversation please update this orm in order to et know the situation of this vehicle and weather or not your dealership is going to continue with the repairs of this vehicle e Once I have received your update I will place an outbound call in order to follow up Thanks

CA:OBC to dealer waiting on additional informat on regarding possible trade in of vehicle

CD: CA: THE CUSTOMER HAS TRADED IN HIS VEHICLE I WAS TOLD HE GOT AN F SERIES AT THIS TIME ALL REPAIR ATTEMPTS FOR THIS VEHICLE ARE STOPPED NO PARTS WERE ORDERED FOR TH S VEHICLE

CD:Web Form Data Description of Vehicle Concern customer is complaining of exhaust odor coming rom a/c vents during acceleration up hills and burnt hair smell in car all the time and states I does not smell like a new car now Please list any diagnostics already performed tsb 1 0130 has already been completed Parts Replaced none

You?Question during test drive I was unable to duplicate concern but I was wondering if there were any known issues other than tsb hat has already been performed ?

RE:Benjamin some 2011 2015 Explorer vehicle s may have repeat concern of exhaust odors inside the vehicle at TSB 1 0130 has been performed Recommend to first verify the complaint I needed contact the owner on how to duplicate the concern or have the owner road test the vehicle with the tech to see if the complaint can be duplicated If the exhaust odor can be duplicated suggest performing the following pressure test procedures Using masking tape seal the rear air extractors and areas It is not necessary to mask the rear lift molding for vehicle that do not have the rear lift molding removed S an vehicle set A/C to fresh air modeand set blower speed to max Close all doors and ensure windows are fully closed Use soapy water n a spray bottle to help locate air leaks Spray around the following areas Under body seams underbody rubber grommets rear wheel seams rear tail light seams rear deck lid seals side glass panels license plate area Air leaks can would be identified by bubbles mark any leaks found turn off the vehicle clean and dry the areas found Use Motorcraft seam sealer TA 2 allow 20 minutes for drying Additional inspections would includeinspection of the air extractors for damage or leaks check for evidence of body repairs missing body plugs or sealer Check the rigate for damage and proper seal contact pattern

CA: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:per ormed air leak test and no leaks were detected talked to FSC thatewas at shop for another vehicle and he stated that there may be a new exhaust for this concern I was wondering if I was out yet and if you had a part ?

RE:Benjamin The Ford Technical Assistance Center has no information n regards to updated parts availability or part numbers It s advised to work with the personnel that gave you the information your parts department or PACO To contact the Parts Assistance Center Online PACO through FMCDealers by completing and submitting the Catalog Inquiry orm To access PACO go o www FMCDealer.com and click on theParts amp Service tab at the top of the screen From the left hand menu click on the symbol next to Parts Department Tools to expand the selection and then click on PACO Parts Assistance Center Online to access the PACO menu Click on Catalog Inquiry and complete the on line form for parts assistance PACO will respond back to you with the requested parts re ated information To review replistrom PACO select the PACO T cket History and Ticket Reply link found to the right of the PACO Cata og Inquiry link within the PACO menu on FMCDealer However it s recommended to continue to verify that there are no areas on the vehicle th exhaust could enter the vehicle Even if there s an exhaust leak that would require replacement a body concern would most likely have to be present to be not ced inside the vehicle

CD:Th s is from Adam Goins Service Manager The cust has brought the vehicle back in again still have complaint of exhaust/burnt hair smell from the HVAC whi e driving I have driven this vehicle and I too can smell this smell It s not overwhelming but it is there I cannot say it s fromthe exhaust 100% but I likely s an exhaust odor The vehicle s n perfect condition on no modfications We have performed the TSB twice now inc the reprogram of the HVAC Had an FSE here on an unrelated issue who had the rear bumper off and testing for leaks He did indicate to us that FMC is aware of this issue and s possibly working on an exhaust modfication The cust has contacted CRC case number 7812718

and is currently n a rental We have no possible repairs to try at this point and I d like to request an FSE to be scheduled to look at this vehicle w us Thanks in advance for your help!

RE:Adam Thank you for the updated information on this on going complaint for an exhaust/burnt hair odor coming from the HVAC vents whi e the vehicle is being driven The Technical Assistance Center Hotline hasn't seen any service bulletins related to an updated exhaust system attic this Due to the ongoing concern with the odor complaint we haveassessed th s concern o the Technical Service Hotline s Escalated Handling Team for additional review A Service Engineer near from this issue will contact you by phone or through th s Hotline Assistance Request within one 1 business day to provide additional informat on and/or recommendations to assist in the resolution of the customer s concern Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and back to the customer in a imey manner If we have exhausted all of our resources and are still unable to resolve the customer s concern through these additional steps with you the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnosis performed and test results with the Technical Service Hotline Service Engineer in more detail Thank you in advance

CA:Consulted by an Graham or escalated due to ongoing complaint of exhaust/burnt hair odor from the HVAC vents whi e driving TSB 1 0130 has been performed 2 times the information in ISM 15 07 013 was given a recheck of the vehicle e did not reveal any leaks There isan open FMC 360 report for repair assistance by the dealer and customer At th s time there is not any further repair direction Problem ongoing since 06 15 2015

CD:An outbound call was placed to the Dealer Benjamin advised that the customer concern was verified on the first visit TSB 1 0130 has been completed All seams glass seals and the deck lid seals have been checked for leaks with the A/C set to fresh air mode the blower speedset to max and all doors and windows closed with no leaks found The HVAC mode is at the lowest level and the customer is reporting that the concern is still present Benjamin questioned availability of a different exhaust that had been mentioned by the Dealer s Field Service Engineer FSE

RE:Benjamin Per our conversation on there s currently no published information indicating that any updated components are available related to this concern With the concern repeating with no leaks found and TSB 1 0130 completed we have referred this concern to the Field Service Engineer FSE in your market area The FSE should contact you and/or the Dealer s management Service Manager or Service Director within one 1 business day to discuss further recommendations If the FSE does not contact you directly please consult w th your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern

CA:Opening TAR

RNOTE TO FSE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF PROGRESS TSB 1 0130 AND THE CURRENT INFORMATION IN ISM 15 07 013 HAS BEEN COMPLETED AND THE CUSTOMER IS STILL REPORTING AN EXHAUST ODOR THE ODOR WAS VERIFIED ON THE FIRST VISIT AT THIS TIME THE HVAC MODULE IS AT THE LATEST LEVEL NO LEAKS ARE ABLE TO BE LOCATED AND THE CUSTOMER HAS RETURNED THE VEHICLE TO THE DEALER FOR THE THIRD TIME ESTIMATED NUMBER OF REPAIR ATTEMPTS 2 ESTIMATED NUMBER OF DAYS OUT OF SERVICE THE VEHICLE HAS BEEN TO THE DEALER THREE TIMES FOR THIS CONCERN SINCE 6/25/2015

Z9:ODOMETER 118 0 CHANGED TO 118 0 M BY JBURTCHEZ

CD:Th s is from Adam Goins Service Manager I talked with FSE Brian Brian was at our dealer on an unrelated matter when we had this vehicle completely apart the last second time He inspected our work that I me Per our phone conversation today Brian indicated that since he d already witness everything we had done to the vehicle and knows it was done correctly there was no need for him to come andinspect He told me to advise the customer that FMC is aware of this issue and is currently putting together an exhaust moddification to repair th s issue He so advised that FMC has tested the carbon monoxide levels in the interior of the vehicles with this problem andthey are well within federal limits He advised that the cust needs top ck up the vehicle and use until further repairs are available and it was ok to discuss a1 of this with the customer and ok to put in writing Thanks for your assistance Adam

RE:Adam Thank you for the update that your FSE Brian has been consulted w th and has agreed that the vehicle needs to be released If the customer returns then please continue to consult w th the FSE if the TAR s open and monitor Oasis or any updates regarding the smell

CA:Initial Contact Date 10 Sep 2015 Person Contacted Adam Goins Dealership Visit Not Performed

Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES THAT WHEN DRIVING UPHILL AT 60RPM HE SMELLS EXHAUST/BURNING TYPE ODOR THIS IS THE SECOND TIME IN FOR THIS CONCERN TSB 1 0130 HAS ALREADY BEEN PERFORMED AT OTHER DEALERSHIP Please list any diagnosis es a ready per ormed ROAD TEST SEVERAL TIME AND WAS UNABLE TO VERIFY CONCERN ROAD TEST WITH CUSTOMER ON A LONG TOLL ROAD AND DID GET A VERY SMALL AMOUNT OF EXHAUST ODOR Parts Rep aced tsb 1 0130 Your Question IS THERE ANY OTHER KNOWN CONCERNS?

RE:Ronald If an odor smell has come back after performing Technical Service Bulletin TSB 1 0130 then please check both air extractors the left and right for possible damage or sticking that could result in the exhaust odor If the air extractor s not the issue then pleaseuse tape to tape the rear lift gate seal Th s is because an improperly seal lift gate will result in exhaust odor smell n the vehicle If the vehicle s lift gate is the issue the readjust the lift gate and verify if the exhaust odor is no longer present If the vehicle lift gate is not a result of the vehicle s exhaust odor smell then refer to Workshop Manual WSM Section 501 00 Body System General Information Diagnosis and Testing Body System pre in any inspection to assist with diagnosis of the exhaust odor Please not to spray soapy water under the body seams under body grommet rear wheel seams rear tail light seams rear deck lid seals side panel glass seals and license plate area then mark areas that have a leak If the leaks hat been verified then clean and dry all areas verified to being leaking and apply Motorcraft seam sealer TA 2 It is advised to select the reah a HVAC mode to increase cabin pressure which mayassist with diagnosis of the exhaust odor If the test has been performed then inspect body plugs for poorly seated or missing body plugs with n the bulkhead

CA:Consulted Steven Hopping for direction of contact and ISM Article ISM1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMERCONCERN 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 BURNING ODOR THAT APPEARS IN THE VEHICLE WHEN GOING UP GRADES AT A STEADY STEED AT ABOUT 600 RPMs Please list any diagnostics a ready performed I ROAD TESTED THE VEHICLE WITH THE CUSTOMER AND DIDEXPERIENCE THE BURNING ODOR DURING THE SPECIFIED CONDITIONS ONLY THE ODOR DISAPPEARS WHEN DRIVING ON FLAT GROUND OR DOWN HILLS THE ODOR SEEMS TO BE COMING FROM THE REAR OF THE VEHICLE AS IT CAN SMELLED MORE IN THE REAR SEATS TECH HAS CHECKED FOR LEAKS RECHECKED THE RECALL REPAIRS AND HAS FOUND NOTHING Parts Replaced NONE Your Ques ion NOT SURE WHAT TO DO NEXT THE CUSTOMER IS FRUSTRATED HOPE YOU CAN HELP

RE:Craig S nce Technical Service Bulletin TSB 1 0130 has a ready beenperformed and has not addressed the concern it s recommended to check the oil level If a leak s present I would cause a burnt oil smell If an oil leak is suspected look in the area around the exhaust for evidence of burning oil or fuel around the exhaust system If any s present across the leak and reevaluate If there is not an exhaust or oil leak happening and the TSB has been performed the cabin should be pressurized to look for a leak on where burnt gasses can enter the interior Perform the pressurization procedure under Primary Inspection in the Dust and Water Leak section of 501 00 Checkfor leaks in the vehicle near the exhaust in areas of the pressure test The TSB was applied and lowered the rear of the vehicle If any leaks are found use TA 2 Seam sealer to close off any air leaks with ch should resolve the concern

CADAN SMITH SERVICE MANAGER WAS CONTACTED TODAY TO DISCUSS THIS VEHICLE DUE TO THIS CONCERN CONTINU NG AFTER THE BULLETIN A DEALERSHIP VISIT WILL TAKE PLACE 10 1 2015 TO DISCUSS CURRENT REPAIRS AND CHECK WORKMANSHIP

Z9:TECH ASSIST REFERRAL HAS BEEN OPENED

CA:CLOSING TAR UPGRADE SEAL HAS ADDRESSED THE CONCERN NO FURTHER TECHNICAL ASSISTANCE REQUIRED CLOSING TAR

Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern Exhaust odor not cured with sealant on heavy acceleration Please list any diagnostics a ready performed Verifed the concern Parts Replaced 1 0130 TSB performed Your Question Concern is still present CRC is requesting a FSE o inspect the vehicle
RE:Jens Some Explorer vehicles may exhibit repeat concern of exhaust odor inside the vehicle after TSB 1 0130 has been completed If the concern is verified ensure that the TSB 1 0130 has been completed correctly by Pressure Test ng Procedure Use ng masking tape seal the rear air extractors and areas Start the vehicle seal AC to fresh air and set blower speed o max Close all doors and verify if a window is closed Use a spray bottle with soapy water to locate a leak Spray around Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seals Rear deck lid seals Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks Turn off A/C Turn off vehicle engine and dry all areas marked earlier Seal marked areas using Motorcraft seam sealer TA 2 Allow sealant to dry and retreat 20 minutes Remove the masking tape used in the pressure test Inspect the air extractors for possible damage or improper sealing inspect for evidence of body repairs and verify that there is no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead If any plugs are found to be missing they should be replaced If they are leaking they can either be replaced or can be sealed using the TA 2 sealer Verify the fit/gate
CA:CRK resealing FSE
CD:Jens stated that after performing the TSB and double checking that everything was sealed properly the exhaust odor was greatly reduced He has also stated that when comparing this odor to many other vehicles on his lot such as an MKC and a Mustang the exhaust odor is the same level on heavy acceleration and therefore would be considered normal Also the vehicle is no longer at the dealership
RE:Jens If it has been verified that there are no other body leaks as outlined in the procedures given previously then I am recommending to check the exhaust system or any leaks as outlined in section 309 00 other Workshop Manual If any exhaust leaks are found this may be allowing the odor to enter the cabin from another area on the vehicle under heavy acceleration or If no body leaks or exhaust leaks are present and this odor is comparable when comparing the odor to other same model and model year vehicles then this is characteristic and is not additional repair should be made We have also not found your field other vehicles status This does not guarantee that the FSE will contact you or visit for an inspect on however this will notify the FSE of the vehicle as status Once the FSE is notified it will be the field's discretion to determine if further action is needed This escalation is now being closed
CA: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:Web Form Data Description of Vehicle Concern exhaust fumes inside of vehicle with ac on recirc on hard accel Please list any diagnostics a ready performed last visit we performed tab 1 0130B customer bought c02 tester and said levels were high has fm 360 case Parts Replaced none his visit Your Quest on any ideas
RE:Robert If the concern is occurring after performing TSB 1 0130 I am recommending to test the vehicle for any a leaks that may allow exhaust odors to enter the vehicle To test the vehicle or any air leaks please perform the following procedure Using masking tape seal the rear air extractors and areas It is not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed Start the vehicle and set the AC to fresh air mode and blower speed to MAX Close all doors and windows fully Using soapy water in a spray bottle spray the following areas in an attempt to locate any air leaks A Underbody Seams B Underbody Rubber Grommets C Rear Wheel Well Seams D Rear Tail Light Seals E Rear Deck Lid Seals F Side Panel Glass Seals G License Plate Area If any leaks are found mark the areas and make the necessary repairs using the appropriate sealant Motorcraft Seam Sealer TA 2 Inspect the rear air extractors for any signs of damage or improper sealing Inspect for any signs of body repairs and ensure there are no missing or poorly seated body plugs Ensure the fit/gate seal is making a proper seal around the entire rest of the fit/gate The fit/contact on the seal should be even around the perimeter Using the IDS enter Module Programming and attempt to reflash the HVAC module to the latest calibration making sure that the
CA:Consulted Chris Sprock Advised proceed with normal diag and not escalate at this time 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:we reprogrammed hoses to latest level and pressure tested for leaks no leaks found but air escapes from front brake lamp license plate area on both sides and rear door
RE:Robert Thank you for the update glad to see you were able to isolate some possible leaks that may allow exhaust gasses into the vehicle I am recommending to make the necessary repairs to these areas to help reduce the air leaks from the areas found when testing was performed The fit/gate and doors can be adjusted as outlined in section 501 03 Body Closures General Procedures This will help provide a tighter seal with these seals for the doors and fit/gate and may help reduce/resolve the exhaust odor In regards to the third brake lamp and license plate lights there is typically a gasket that will seal this area It is recommended to check these gaskets around the lights which may require removal of the light and check for any possible faults and make the necessary repairs Once the doors fit/gate and lights are properly sealed re evaluate the vehicle concern Lastly we have escalated this concern to the Technical Service Hotline Escalated Handling Team or additional review A Service Engineer from his team will contact you by phone or through the Hotline Assistance Request within one business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer
CA:Consulted Greg Shmohock advised gasket around lights and escalation due to FMC case Note to EH Air tested and seemed to find multiple a leaks seems to be on the right track with repairs Re evaluate once leaks are sealed
CD:Placed an outbound call to the dealer with whom the phone I spoke with Robert who indicated during a pressure test they found the rear doors fit/gate third brake lamp and license plate lamp leaking Noted these leaks have been addressed at this time Robert also indicated the customer primarily experiences the odor when traveling at 90 MPH
RE:Robert As we discussed any leaks on the rear of the vehicle can reduce or exhaust an exhaust odor It is understood the odor is most evident when traveling 90 MPH however these scan spots should be addressed as they may continue to occur but I only found one when traveling at a high rate speed the odor would be induced by the abnormal customer driving habits and not further repairs should be made Additionally when the leaking areas have been sealed and any additional testing is completed the odor on the odom with the results of your findings In the event an update is not received a follow up call has been scheduled for Tuesday morning 8/25/15 to discuss the matter in greater detail
CA:Dea er to continue with sealing the leaking areas
CD:Placed an outbound call to Robert while on the phone he stated they proceeded with sealing the license plate lamp third brake lamp and adjusted the fit/gate to allow for a tighter seal This was completed when they under coated the underside of the vehicle After doing so the odor could no longer be duplicated Since the odor could no longer be duplicated the vehicle was released back to the customer
RE:Robert We are glad to see the concern was corrected by releasing the leaking areas and under coating the rear of the vehicle Since the odor can no longer be duplicated and the vehicle has been returned to the customer the escalation will be closed at this time
CA:Closing escalation as concern was corrected
CD:Web Form Data Description of Vehicle Concern customer notices smell inside cabin after fueling and while driving under hard accel Please list any diagnostics already performed none this trip Parts Replaced none this time but we worked on this vehicle twice Your Question I heard they were working on it for this any new info
RE:Robert From the description of the Vehicle Concern customer notices when fueling the vehicle we recommend performing a cabin pressure test This test will pinpoint a leak in the cabin that will allow air or fuel and exhaust odors to enter the vehicle Fuel use masking tape to seal off the rear air extractors and surrounding areas To pressurize the cabin close all of the doors and windows Then turn the blower motor on the maximum position with the recirculation fresh air in door open Create a soapy water solution in a spray bottle Apply this solution to the following areas under body seams underbody rubber grommets rear wheel well seams rear tail light seals rear deck lid seals side panel glass seals and the license plate area When the soapy water solution is applied to a suspected leaking area a bubbles will be created The leak will be localized to the area with the most bubbles Turn off the vehicle and mark all the leaking areas Apply Motorcraft TA 2 Seam Sealer to the leaking areas The sealant may take up to 20 minutes to cure After the sealant has cured perform the pressure test again to ensure the previously leaking areas have been sealed The masking tape can be removed at this time Inspect the air extractors for possible damage or improper sealing Replace the extractors as needed Inspect for evidence of body repairs and ensure that there are
CA:Re recommended ISM 15 0713 again due to updated diag in ISM 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:Bobby stated that the vehicle has been checked twice for body leaks and the HVAC module is on the latest level
RE:Bobby Since the smell is still present on the vehicle I am recommending to proceed with exhaust replacement on the vehicle e Parts Back ordered Escalation Process should be followed In order to complete the Parts Backorder Escalation Process the order should be moved to Emergency EMR Status the Parts Assistance Center Online PACO contacted and an FMC360 case opened The Parts Backorder Escalation will follow the involvement of other Ford departments to ensure customer satisfaction on the repair process For more information on the Parts Backorder Escalation Process refer to the A href https://www.forddealerconnection.com/sites/default/files/parts_replacement/Pages/FCS02_PartsBackorder_Dealer_Guide.pdf target blank FCS02_Parts_Ordering_Quick_Reference_Guide_A_found_in_FMCDea er_P the Dealership de ermines this is extensive time downward the part needed to make the repair is not available but the component can be replaced at a higher level than the next level component can be ordered to expedite the repair process This is stated in the A href https://www.forddealerconnection.com/sites/default/files/parts_service/warranty/Pages/0900ca9811_d55.aspx target blank Warranty Air Policy Manual V2 /A page 87 within the Replacement or Repair Policy section If the vehicle returns to the dealership after the exhaust replacement
CA:Page 66
CD:ordered back order muffler assembly and received today part is wrong has a single pipe and vehicle is a 3.5 ecoboost with dual pipes in the way back
RE:Robert Since the incorrect part was obtained it is recommended to contact PACO to obtain the correct exhaust assembly or this vehicle In the event that the part needed to repair this vehicle is not available the Parts Backorder Escalation Process should be followed In order to complete the Parts Backorder Escalation Process the order should be

CD:Web Form Data Description of Vehicle Concern EXHAUST STATES WHILE ACCELERATING VEHICLE HAS SMELL FROM A/C VENTS SMELLS LIKE EXHAUST SYSTEM SULFUR ODOR SMELL COMING THROUGH A/C VENTS WHEN ACCELERATING Please list any diagnostics already performed NONE Parts Replaced NONE
Your Question Is there ANY NEWEST LATEST REPAIR FOR THIS CONCERN THE LAST 2 REPAIRS ON 2 OTHER VEHICLES HAVE NOT BEEN SUCCESSFUL CUSTOMER IS REALLY CONCERNED ABOUT THE SMELL AND HAS SEEN OTHER REPORTS OF THIS CONCERN ONLINE ANY ADVICE WOULD HELP THANK YOU
RE:Chris We are being an exhaust odor during acceleration I am recommending to refer to the A href http://www.fordtechservice.com/cvms/driv/protech/globa/pub/kit/ats/ram/es_apr/content/DspayPDF.asp strURL http://www.fordtechservice.com/cvms/drivnet/applications/cesr/cesr/download/1083B/FlexFuel_JobAid_200 and Newer_V10.pdf target blank Flex Fuel Job Aid A/A the FF NF PID will list the ethanol percentage that the PCM Powertrain Control Module has learned The FF LRND PID will list if the ethanol content is learned This can be found in the valuable PID section of the job aid as well as how to learn the ethanol content The job aid will allow you to test the ethanol content Since there is a lack of power concern with the DTC a Check for PCIED Section 3 will aid with diagnosis This chart will list the systems that can cause a lack of power and the pinpoint tests that should be performed to test the system for proper operation We have escalated this concern
CA:Consulted Brad Miller SME Advised determine when the odor occurs acceleration etc isolate the odor determine if it is something getting hot and causing the odor or if it is coming from the exhaust
CD:inbound call from Technician Tony Tony had stated that he has attempted to isolate and verify the odor per Hotline's previous recommendations that was verified by the Customer and by management It was stated he personally drove the vehicle 150 psi miles to verify the concern and has had other people in the vehicle to verify also however he and others were not able to duplicate the concern Tony has an idea to determine the source of the odor the vehicle's year and the Customer purchased and placed the Carbon Monoxide Detector in the Vehicle and the detector has not alerted to the presence of noxious fumes In an attempt to isolate the concern Tony points the vehicle was filled with Fuel from the dealership and the FF NF fuel was observed and noted as 9.8% Tony stated the 12.5 % was the noted value for this vehicle Another attempt was implemented on a Tone Monitor to compare with various Air Conditioning settings to determine whether the odor was coming from the HVAC system or from outside the vehicle via other entry points such as seals Additionally Tony stated he changed out the Rubber floor body plug that is directly over the Muffler The vehicle was then released to 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 Catalytic Converter
RE:Tony We have escalated this concern to the Technical Service Hotline Escalated Handling Team for additional review A Service Engineer from this team will contact you by phone or through the Hotline Assistance Request 1 day to provide additional information and/or recommendations to assist in the resolution of the customer's concern Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If the Escalated Handling Team is still unable to assist us in resolving the customer's concern throughout these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss a diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail Thank you in advance
CA:It was noted neither TSB 1 0130 was recommended or the slow up for odor inside the vehicle after TSB 1 0130 was performed 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:An outbound call was placed to Tony in regards to the excessive exhaust odor smell present in the vehicle The Dealer Pinpoint and the Business Manager have both verified the smell It is said to be most noticeable when accelerating to high speeds after the customer slightly lets off the accelerator pedal then gets back on it to accelerate again In addition it also only happens when the AC is ON and the recirculation mode is also ON The fuel has been drained and the tank refueled with known good fuel A body plug under the vehicle near the exhaust leading into the passenger cabin was found to be missing and was replaced with no change to the concern Tony so mentioned that he used his wind noise analyzer and found that there was excess wind/noise noise in the vehicle
RE:Tony It is recommended to review TSB 1 0130 as it pertains to 2011 2015 Explorers with an exhaust odor from inside the vehicle Even though this vehicle does not apply to this TSB reviewing the TSB and the components and areas outlined in the TSB may aid to isolating the root cause of the customer concern In addition I also recommended to pressurize the inside of the passenger cabin by allowing the A/C to run for a while with the windows up When the inside of the vehicle is pressurized use a soapy water solution to spray various areas that would be suspect to cause leaks This includes all body plus closures areas around the firewall and any areas that could possibly leak air into the passenger compartment Please update this form with your findings If I haven't seen an update from you by Tuesday 10/6/15 then I will place an outbound call in order to follow up Thanks Tony!
CA:Recommended to review TSB 1 0130 and to pressurize the cabin and use soapy water to check for leaks
CD:followed advice to pressurize cabin with AC on fan on high Used spray bottle with soapy on all under body seams and body plugs and no evidence of bubbles Rear AC has not been on when event occurred therefore TSB 1 0130 could not even carry over o this unit Also sprayed all body plugs AC hoses and heater hoses areas that no evidence of air bubbles Checked all seams and seals er is present in all seams Awaiting your response Tony tech Jeff is parts and service director
RE:Tony As per our phone conversation it is recommended to perform the power/chalk test on the weatherstripping of the rear fit/gate in order to determine if the weatherstripping is sealing properly in the rear of the vehicle Please update this 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 weatherstripping and to perform powder/chalk test to ensure that the weatherstripping is sealing properly
CD:tried smoke at hatch and a soap pressure water with powder or trace of leaks have not discovered any leaks Spoke with customer this morning and customer stated that when he used the carbon monoxide detector that replaced it in the front on arm rest in the rear passenger seat and also in the rear storage area with no indication of problem After questioning customer he stated that it has happened with selector in heat defrost amp AC with no cab circulate on and without Customer stated that does not get worse nor better with heat or AC selector in any mode
RE:Tony Thank you for your update I apologize it was unable to get back to you today However I will follow up with you on Monday Thanks

CD:Web Form Data Description of Vehicle Concern strong odor inside of vehicle only happens on heavy acceleration as when passing normal driving there is no odor Please list any diagnostics already performed ds do code Parts Repaced none Your Question found tsb 1 0130 could this be the problem with this vehicle
RE:Don a href http://www.ford.com/service-desalerconnect.com/content/TSB/ISM/ism.asp?contentID=1507013&language=ENWINLINKSOURCE=OASISRESULT=TargetBlank TSB 1 0130 is related to your concern if the auditory climate control system is on when the concern is present Perform TSB and re test
CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST DOOR IN VEHICLE

CD:Web Form Data Description of Vehicle Concern customer states hot smell after pulling h1 and letting off throttle Please list any diagnostics a ready performed dt sb 1 0131 came back with complaint sprayed more undercoat around seals and rear ac heater lines road with customer sad helped came back again Parts Replaced tsb1 0130
Your Question what else can be done
RE:Michael Since there is still an odor after per spraying TSB 1 0130 it is recommended to perform a pressure test procedure To perform this test use masking tape and seal the rear air extractors and areas Then start the vehicle and set the A/C to fresh air mode and the fan to max speed Close all doors and windows and spray soapy water to help find air leaks The areas the soapy water should be applied are the underbody seams underbody rubber grommet rear wheel seals rear tail light seals rear deck lid seals side panel glass seals and license plate area Any place where bubbles are seen is a source of a leak Once all areas of leaks are marked turn the vehicle off Clean and dry all of the marked areas Seal the leaks using Motorcraft seam sealer TA 2 Make note that his sealant takes up to 20 minutes to dry After the sealant has dried inspect the air extractors for any damage evidence of body repairs and the liftgate seal If all of these areas are ok using IDS update the Heating Ventilation Air conditioning HVAC Module Be sure to answer YES on IDS to ensure the latest calibration is installed
CA: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:Web Form Data Description of Vehicle Concern OWNER REPORTS STRONG EXHAUST SMELL WHEN PUNCHING ON THE GAS CUSTOMER SAID TO GO LIKE YOU ARE GOING TO GET ON THE INTERSTATE ON A LONG RAMP WHEN YOU GET UP TO 50MPH AND GAS IT YOU WILL SMELL EXHAUST BADLY IT WILL GO AWAY AFTER A LITTLE WHILE Please list any diagnostics already performed PERFORMED TSB 1 0130 ON FIRST VISIT REPAIR CUSTOMER RETURNED STATED REPAIR DIDN'T FIX CONCERN REMOVED REAR BUMPER AND REINSPECTED TSB REPAIR FOUND ONE FLAP ON AIR EXTRACTOR CREASED AND BENT OPEN REPLACED BOTH AIR EXTRACTORS AND THAT WAS THE SECOND VISIT FOR REPAIR NOW CUSTOMER HAS RETURNED THIRD VISIT AND WE HAVE ROAD TESTED WITH CUSTOMER WHEN HE ACCELERATES ON RAMP OF INTERSTATE ENGINE AT 5500 RPM THEN PUNCHES THROTTLE PAST 75% HE IS GETTING THE EXHAUST SMELL THEN NORMAL DRIVING CONDITIONS NO SMELL Parts Replaced REPLACED LEFT AND RIGHT AIR EXTRACTORS ON REAR OF BODY BEHIND BUMPER Your Question ANY SUGGESTED INFO ON HOW TO CORRECT THIS CONCERN WE WILL MONITOR ENGINE FUEL AND TIMING DATA DURING THIS DRIVING CONDITION AND WILL TRY TO FIND ANOTHER 15 EXPLORER TO COMPARE TO THAT HAS SOME MILEAGE ON IT ANY SUGGESTED PID DATA TO MONITOR? THANKS RUDY

RE:Rudy There is a process that has been noted to find leaks still present after TSB 1 0130 Using masking tape seal the rear air extractors and areas it is not necessary to make the rear lip molding or vehicle that do not have the rear lip molding Then start vehicle and set the a/c to fresh air mode and lower speed to max With all doors and windows fully closed spray soapy water to find air leaks Some areas to spray around are underbody seams rubber grommets rear wheel well seals rear tail light seals rear deck lid seals side panel glass seals and license plate area Leaks will be evident by bubbles in the soapy water Any leaks found can be sealed with Motorcraft seam sealer TA 2

CA: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:WE HAVE FOUND LEAKS AT REAR LIFTGATE BODY SEAL REAR LIFTGATE DRAIN VALVES HAVE HEAVY LEAKS SEE PICS I ASSUME WE NEED TO REPAIR LARGER LEAKS FIRST BOTH LIFTGATE INSTALLED DRAIN VALVES FROM TSB ARE LARGE LEAKS WE CAN REPLACE REAR LIFTGATE DOOR OPENING SEAL WHAT ABOUT LIFTGATE DRAIN VALVES? CAN ODOOR GET IN PAST INSTALLED DRAIN VALVES? NOT FINDING MUCH IN UNDER BODY AREA FIND LEAKS AT ALL FOUR FRONT DOOR HANDLES ALSO BUT I ASSUME THAT IS TWO FOR FORWARD TO PICK UP EXHAUST SMELLS LIFTGATE EXTERIOR HANDLE AREA HAS SMALL LEAK ALSO

RE:Rudy Thank you for the update n finding he leaks past the liftgate and the handles It is recommended to continue with the replacement of the liftgate seal to resolve the leak in that area If he drain valves can be replaced then please replace them as well since they were found to be leaking A close up of the door handle seals is also needed to be sealed as well as the gaskets for the door to get past the handle and this will eliminate them as a possible cause Use the TA 2 Seam Sealer to resolve the leaks Retest for the small area the liftgate repairs have been made

CD:IBC from Rudy The customer came in as exhaust smell was present inside cab while accelerating on the interstate TSB 1 0130 has been performed previously and the customer returned with the same concern Rudy called n to see what seals or areas could be checked for leaks The p tubes attached to the contact are the areas where leaks were found even without spraying soapy water Rudy also wanted to know if the door handle seals should be changed as indicated in the last contact It was also discussed that like vehicles can be tested to see if it is characteristic of the vehicle but it is unlikely to be characteristic as leaks are found n certain areas of the vehicle The door seals are going to be resealed at the end as they are least likely to cause the exhaust leak n the cab

RE:Rudy The TSB 1 0130 indicates towards checking the HVAC system or latest calibration This calibration will close the vents while acceleration and this can prevent exhaust gases from entering the cab Retest the concern with the latest calibration If it is still present reperform the liftgate door opening seals and the drain valves found at these fronts while testing ASD discussed on the phone while spray ng soapy water to test or leaks check for the following areas 1 Under body seams and rubbergrommets 2 Rear wheel well seals 3 Rear tail light seals side panel glass seals 5 license plate area Change any of these seals that are found to be leaking A so change the front door gasket seal as a leak was found there while testing Seal any leaks that are found and give 20 minutes for the TA 2 seal to dry Then remove the masking tape used while pressure testing Inspect the air extractors for possible damage or improper sealing Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead If any are found to be missing they should be replaced If they are leaking they can either be resealed or they can be sealed using the TA 2 sealer BR BR It is also very important to verify the liftgate seal Please inspect for any signs of damage and that the seal has the proper footprint pattern Please also ensure that the liftgate plugs are in place in the drain holes Note that sealing fresh air HVAC mode will increase cabin pressures which may assist with diagnosis and can help to reduce the body plugs in the floor pan or engine compartment bulkhead Verify that the liftgate seal for damage and proper footprint pattern Ensure that the liftgate plugs are in place in the drain holes Note that sealing fresh air HVAC mode will increase cabin pressures which may assist with diagnosis and can help to reduce the

CD:Web Form Data Description of Vehicle Concern Customer states that they can smell exhaust n vehicle Test drove with customer vehicle smell like exhaust in vehicle when left ng of the accelerator after a heavy acceleration Please list any diagnosis a ready performed Already performed TSB 1 0130 checked for exhaust leaks no leaks found Parts Replaced parts for TSB 1 0130 Your Question Any other known concerns for exhaust odor n vehicle?
RE:Chuck Since there is still an exhaust odor n the TSB 1 0130 has been performed first ensure the TSB has been performed correctly If the TSB has been performed correctly perform the Pressure Test Procedure Use masking tape to seal the rear air extractors and areas It is not necessary to mask the rear lip molding if the rear lip molding is not removed Start the vehicle set the A/C to fresh air mode and set the bow speed to max Close all the doors ensure the windows are fully closed Use soapy water n a spray bottle to help locate air leaks Spray around the following areas Under body seams underbody rubber grommet rear wheel well seals rear tail light seals rear deck lid seal side panel glass seals license plate area Air leaks will be indicated by the presence of bubbles Mark all the areas identified above air leaks Turn off the A/C Turn the vehicle off Clean and dry all areas marked to have leaks Seal the leaks using Motorcraft seam sealer TA 2 Allow the seal to dry may take up to 20 minutes Remove the masking tape inspect the air extractors for possible damage or improper sealing Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead If any are found to be missing they should be replaced If they are leaking they can either be resealed or they can be sealed using the TA 2 sealer BR BR It is also very important to verify the liftgate seal Please inspect for any signs of damage and that the seal has the proper footprint pattern Please also ensure that the liftgate plugs are in place in the drain holes

CA: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:Web Form Data Description of Vehicle Concern customer states getting exhaust smell inside of vehicle Please list any diagnostics already performed performed tsb 1 0130 Parts Replaced as requested in tsb Your Question any suggestions to resolve this issue? customer says its better but not fixed
RE:Kevin BR BR Since an exhaust odor is still present after performing TSB 1 0130 it will be important to ensure no other areas of the vehicle are leaking Please refer to section 501 00 of the on line workshop manual Diagnosis and Testing Body System Dust and Water Leaks to perform the pressurization test After the extractors are blocked off and the vehicle is pressurized please focus the soapywater at the under body seams under body rubber grommet rear wheel well seals rear tail light seals rear deck lid seals side panel glass seals and license plate area If any bubbles or leaks are found please seal the area using TA 2 seam sealer to ensure a robust repair BR BR If the bubble does not reveal any sealant please inspect the air extractors themselves to ensure they are sealing properly when not in use inspect for evidence of body repairs ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead If any are found to be missing they should be replaced If they are leaking they can either be resealed or they can be sealed using the TA 2 sealer BR BR It is also very important to verify the liftgate seal Please inspect for any signs of damage and that the seal has the proper footprint pattern Please also ensure that the liftgate plugs are in place in the drain holes

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CD:Web Form Data Description of Vehicle Concern Customer states that there is a bad exhaust odor in the vehicle under acceleration on pass ng Please list any diagnostics already performed We have already performed TSB 1 0130 Parts Replaced Parts related to 1 0130 Your Question Customer is describing known class action lawsuit that he has seen on the internet so would like to take every precaution that we can He said that he and his wife are both experiencing headaches and sick feelings when driving the vehicle He has purchased a carbon monoxide detector to put n the vehicle to test The odor can be verified under hard acceleration or medium to heavy throttle and then resealed We have inspected vehicle for other leaks into the cabin body seams boots etc I have reviewed the archived cases and lowered those Are there any new steps or updates that have been found to correct this concern?

RE:James Since the customer is concerned about excessive exhaust odor inside the vehicle after completion of TSB 1 0130 It is recommended to follow the following procedure Pressure Test Procedure a Using masking tape seal the rear air extractors and areas It is not necessary to mask the rear lip molding tape seal the rear air extractors and areas It is not necessary to mask the rear lip molding if the rear lip molding is not removed b Start vehicle set A/C to fresh air mode and set blower speed to max c Close all doors and ensure windows fully closed d Use soapy water n a spray bottle to help locate air leaks e Spray around the following areas Under body seams Underbody rubber grommet Rear wheel well seals Rear tail light seals Rear deck lid seals Side panel glass seals license plate area Air leaks can be identified by the presence of air bubbles f Mark all areas identified above air leaks g Turn off A/C h Turn off vehicle i Clean and dry all areas marked earlier n Seal using Motorcraft seam sealer TA 2 j Allow sealant to dry and retest May take up to 20 minutes o Remove the masking tape used in step a of the pressure test inspect the air extractors for possible damage or improper sealing inspect or evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead If any are found to be missing they should be replaced If they are leaking
CA:Consulted Joshua Burch recommended not to escalate this contact yetto make it as a Safety Concern 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:We have inspected this vehicle very thoroughly we have sea of several seams We have pressure tested numerous times pulled body panels and inspected We have soap tested We have reprogrammed the hvac We have worked on the vehicle numerous times and cannot locate the leak n the vehicle The odor does not smell like raw exhaust although it may be a smell like a heater element of some sort that has been startedwith dust on it more like a burning odor We can tell that the cab n gets pressurized when the keys is put in the ignition but on hard acceleration the odor is very evident and will cause tearing n the eyes and burning n the sinuses Customer came by to test drive to seeour progress and test drove the vehicle and feedback the attempted repairs have not changed the odor

RE:James Although TSB 1 0130 and follow up procedure has been performed it is recommended to once again verify the rear Air Extractor as outlined in Step 3 Figure 1 of the TSB procedures and reperform I suspected not sealing correctly Please also pressurize the cabin once again and check all body seams and grommets In addition we have escalated this concern to the Technical Service Hotline s Escalated Handling Team for additional review A Service Engineer from that team will contact you by phone or through this Hotline Ask star to request when this response is due to provide additional information and/or recommendations to assist in the resolution of the customer's concern Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If the Escalated Handling Team is still unable to assist you in resolving the customer's concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail Thank you in advance

CA:Escalated due to continued smell of exhaust fumes in the vehicle after TSB 1 0130 and ISM follow up performed Consulted David Pratt Discussed possible causes of entry and containing steps were performed properly in TSB and follow up procedures Direction we are going Checking resealing replacing rear air extractors as a possible cause Suspect Exhaust Fumes are still somehow entering the vehicle per Technician and Customer

CD:An outbound call was placed at which time I was able to speak with Service Manager James James stated that they have removed the rear bumper for the third time and have to lower our previous y recommended testing / inspect on procedure to the letter and no leaks have been detected James also mentioned that they even tapped off the vents at the rear of the vehicle and the odor still occurs The odor that is present is being described by James and smelling like a Hair Dryer or when a Heater is turned on or the first time

RE:James Thank you very much for taking the time to discuss this ongoing concern with me in great detail Based on what has already been done n this attempt to resolve this concern we have referred this concern to the Field Service Engineer FSE n your market area The FSE should contact you and/or the Dealership management Service Manager or Service Director with n one business day to discuss further recommendations If the FSE does not contact you directly please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern

CA: TAR has been opened on this vehicle due to the ongoing concern of and/or entering the cabin of this vehicle
NOTE TO FSE WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO AN ONGOING CONCERN REGARDING POTENTIAL EXHAUST ODOR ENTERING THE CABIN THIS DEALER HAS PERFORMED TSB 1 0130 AS WELL AS FOLLOWED OUR ISM TO THE LETTER WITH NO LEAKS FOUND THE DEALER HAS EVEN COMPLETELY BLOCKED OFF THE REAR VENTS AND THE ODOOR IS STILL ENTERING THE CABIN THE VEHICLE IS AT THE DEALER ESTIMATED NUMBER OF REPAIR ATTEMPTS 3 ESTIMATED NUMBER OF DAYS OUT OF SERVICE 9 DAYS THIS VISIT
Z9: ODOMETER 21 CHANGED TO 21 M BY BGRANHA 3

CA: CALLED THE DEALERSHIP YESTERDAY AND REVIEWED THE CONCERN USED GC015 AEO AND PPTS TO RESEARCH THE ISSUE CALLED THE DEALERSHIP BACK WITH THEIR RECOMMENDATION TO REPROGRAM THE HVAC AND ANSWER YES TO THE USA QUESTION ALSO TOLD DEALER WE ARE WORKING ON REDESIGNED EXHAUST TIPS TO BE RELEASED SOON

CD: Our field service engineer contacted me and found that there was a new repair path for this concern which was to replace the exhaust with an updated version It appears to look identical but inside the pipes send the exhaust down at the bottom of the lip We replaced the exhaust and test drove and verified repair complete no more exhaust odor n the cabin

RE: James Thank you for the update that the exhaust has been replaced and the concern is no longer present It would be appreciated if you could find the time to complete the online survey with the information
CA: VEHICLE FIXED
Z9: TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern exhaust odor n vehic on accel Please list any diagnostics a ready performed technic an comp eted tab 1 0130 verified by shop foreman and service manager Parts Replaced comp eted tab 1 0130 Your Question Have you had any other customer concerns AFTER tab 1 0130 has been completed

RE:He to MJ Thank you for the information provided At this time recommend carefully reviewing the procedures in the href http://www.fordtechservice.dealerconnect.com/cvdirsrn/TSB_SSM/frames.asp?contentID=spayTSB.aspx tab 1 0130 market US language EN VIN LINKSOURCE OASISRESULT target blank TSB 1 0130 /a again and verify that each step of the TSB was performed correctly If a step is skipped or is not performed correctly it is may result in the exhaust odor concern continuing to occur after the TSB has been performed If no issues are noted with the procedures performed in the TSB recommend respecting the PTU for leaks A leak from the PTU may cause an odor from the HVAC after the vehicle is driven for 20 minutes Recommend respecting the PTU and fluid and repair or replace as needed Then retest

CA:Article ISM 1507013 SOME 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE Please list any diagnostics a ready performed ver fied concern and completed tab Parts Replaced none Your Quest on Completed tab and am still getting exhaust in vehicle any suggest onsof further repair?

CD:Test drove vehicle Ver fied concern still getting odor after hard acceleration then deceleration Raised vehicle and inspect for leaks from PTU none found Recheck HVAC module software current software version IDS 96 05 No later calibration is available for this HVAC

RE:MJ Since the exhaust odor is still present in the vehicle after TSB 1 0130 and the odor is not present from the PTU presurize the vehicle cabin and spray the exterior of the vehicle with soapy water to locate areas that may still be allowing the exhaust odor into the cabin on heavy acceleration To pressure the vehicle cabin seal the rear air extractors with masking tape and seal the vehicle with the A/C in fresh air mode with the blower on max speed Ensure that all doors and windows are fully closed With soapy water spray areas such as body seals and wheel wells Headlights glass panel seals and tail lights Look for bubbles indicating an air leak If leaks are found mark the area and repair with Motorcraft TA 2 seam sealer as necessary It may be helpful to use a smoke machine around the exterior of the vehicle to isolate an air leak If he smoke pattern changes after spraying a specific area that is leaking from the cabin n that area If no leaks are found with pressurizing the vehicle cabin ensure all body plugs in the floor pan and bulkhead are correctly positioned Inspect the ffgate seal contact pattern as another source of leakage If an area of the vehicle is suspected to be leaking the vehicle can be driven with areas such as the g pass panel tail lights and ffgate seams taped off to determine if the odor returns

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CD:Web Form Data Description of Vehicle Concern exhaust smell while driving Please list any diagnostics a ready performed ver fied concern and completed tab Parts Replaced none Your Quest on Completed tab and am still getting exhaust in vehicle any suggest onsof further repair?

RE:Mark Recommend the following procedure to test and repair the vehicle for this concern Recommend removing the rear tail lamp as per section 17 01 of the Online WSM Using masking tape seal the rear air extractors and areas It is not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed Start vehicle A/C to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks Spray around the following areas Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks Turn off A/C Turn off vehicle Clean and dry all areas marked earlier Seal using Motorcraft seam sealer TA 2 Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used in step 5 of the pressure test and inspect the air extractors for possible damage or improper sealing Inspect for evidence of body repairs and ensure there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead If any areas are found to be missing they should be replaced If they are leaking they can be replaced or they can be

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 WHEN PASSING GEARS ON THE HIGHWAY AN EXHAUST SMELL COMES INTO VEHICLE CHECK AND ADVISE Please list any diagnostics already performed TEST DROVE VEHICLE ON THE HIGHWAY AND GOT A SLIGHT SMELL OF SOMETHING WHILE ACCELERATING BUT COULD NOT TELL IF IT WAS FROM ME OR ANOTHER VEHICLE IN FRONT OF ME Parts Replaced PERFORMED TSB 1 0130 2 MONTHS AGO Your Question ARE THERE OTHER POSSIBLE LEAK LOCATIONS ON THIS VEHICLE? THE TSB ALSO DOES NOT GIVE ACCURATE SEALER LOCATIONS A BETTER DIAGRAM WOULD HELP

RE:Nicholas There is no specific sea ling areas to reseat in TSB 1 0130 but rather the entire area outlined in the TSB Engineering has validated that TSB 1 0130 is an effective repair for exhaust odor concerns on large number of vehicles but they have identified some other issues that lead to repeat exhaust odors If no issues are found engineering is still currently evaluating these concerns on select vehicles Begin by updating the HVAC module to the latest level if one is available and revalidate this concern If the HVAC module is already updated o the latest calibration test the exhaust or leaks using the soap machine in the tail pipe and repair accordingly If no exhaust leaks are found mask off the new air extractors and note whether this odor persists If the odor is no longer present with the air extractors masked off suspect they are damaged and replace/SPW them as needed If the odor still is present with the air extractors masked off leave the air extractors masked off for further testing outlined below and test the ffgate seal for proper tension by closing the ffgate with a piece of paper between the ffgate and seal and seal and note the force required to remove the paper If poor ffgate seal tension is found adjust the lift gate/replace the lift gate/replace the seal as needed If the lift gate seal has good tension refer to the image in the parts catalog and note for any

CD:Web Form Data Description of Vehicle Concern customer states exhaust odor in vehicle Please list any diagnostics a ready performed performed tab 1 0130 as outlined in this visit rechecked all work performed in tab road test verified fresh air dooropens for the correct amount of time following wide open throttle verified ffgate seal is properly sealed and no damage is present Parts Replaced none Your Question Is there any further updates for the exhaust odor concern? or is the vehicle operating as designed and no further repairs attempted?

RE:Coofy For a repeat exhaust odor concern after TSB 1 0130 has been completed please ensure that the TSB has been completed correctly The TSB has been performed as outlined then it is recommended that you perform a Vehicle Pressurization Test Procedure Using masking tape please seal the rear air extractors Start vehicle seal the A/C to FRESH AIR mode and set the blower speed to MAX Please close all other doors and ensure the windows are fully closed Using soapy water in a spray bottle please spray around the following areas Under body seams Under body rubber grommets Rear wheel well seams rear tail light seams rear deck lid seals the side panel glass seals and around the license plate area Air leaks can be identified by the presence of air bubbles Please mark all areas identified to have air leaks Please turn off the A/C and the vehicle Please clean and dry all areas marked earlier and seal these areas using Motorcraft seam sealer TA 2 Please allow the sealant to dry May take up to 20 minutes and retest If no leaks are found the masking tape used to seal the air extractors for possible damage or improper sealing Please inspect for evidence of body repairs and ensure there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead Please up

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CD:Web Form Data Description of Vehicle Concern Customer states there is an exhaust smell coming into the vehicle after driving on the interstate Please list any diagnostics a ready performed Vehicle previously repaired per TSB 1 0130 body sealed left air extractor replaced both liftgate drains installed Post repair tested okay noticeable odor Customer took vehicle drove approx 350 miles 7722 now and said it was fine until driving on the interstate for approx an hour then on her return trip she noticed the smell again Parts Replaced Previously performed TSB 1 0130 Your Question On At this point what should be our next step?

RE:Robert Please ensure a href http://www.fordtechservice.dealerconnect.com/cvdirsrn/TSB_SSM/frames.asp?contentID=DisplayTSB.aspx tab 1 0130 market US language EN VIN LINKSOURCE OASISRESULT target blank TSB 1 0130 /a has been completed correctly OASIS repair history description does not indicate that the HVAC calibration was checked Ensure the DS is at the latest software level 96 05 enter Module Programming and attempt to reflash the HVAC module to the latest calibration making sure that the DS is connected to the inernet Answer HVAC programming question with YES to ensure you get the latest calibration If all steps of the TSB have been completed and the HVAC is at the latest calibration verify the following a Using masking tape seal the rear air extractors and areas It is not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed b In an vehicle seal A/C to fresh air mode and set blower speed to max c Close all doors and ensure windows are fully closed d Use soapy water in a spray bottle to help locate air leaks e Spray around the following areas Under body seams Under body rubber grommets Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel glass seals and License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to

CA:Note o EH This contact is being escalated due to previous Buypass case in FMC360 Case closed 08/17/2015 Customer's concern Exhaust odor in cabin after driving on the interstate Dealer verified the concern performed TSB 1 0130 and verified the repair Customer took the vehicle and did not notice the odor until after driving on the freeway for an hour Customer has now returned and FMC360 indicates another case without any case classification or details No consultation after hours 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:Outbound call to Robert

RE:Robert Please ensure that the HVAC module is up to date and if the concern remains present with the HVAC module at the most recent programming level of 96 05 it would then be recommended to pressurize the cabin by performing the dust and water leak procedure which can be found in section 501 00 of the online workshop manual You can use a masking tape in order to seal the rear extractors Seal the HVAC settings to restrict airflow fresh air setting and the blower on the highest speed setting Use a soap and water mixture on body seals and seams including Under body seams Underbody rubber grommets/Rear wheel well seams Rear deck lid seals Side panel glass seals License plate area Behind rear tail lenses If any leaks are found in these areas ensure that they are clean and dry and then use Motorcraft seam sealer TA 2 to seal the areas where the leaks are occurring Allow sealant to dry or 20 minutes and then re evaluate by performing the dust and water leak procedure again If no air leaks are found inspect the air extractors for damage or improper sealing Check for evidence of any possible body repairs and ensure that there are no missing or poorly sealing body plugs in the floor pan or bulkhead Verify that the ffgate seal has proper seal and if needed perform the alignment procedure found in section 501 03 of the online workshop manual Ensure that the ffgate plugs are in

CD:Outbound call to Robert and he was out on a test drive

RE:Robert We have made another attempt to contact you at the dealer by phone however were unsuccessful therefore we have asked you to call in Please contact us by dialing 1 800 826 69 and provide contact ID10905503

CD:Outbound call to Robert and he was out on a test drive and have given the advisor the information required to call in to us

RE:Robert We have made another attempt to contact you at the dealer by phone however were unsuccessful therefore we have asked you to call in Please contact us by dialing 1 800 826 69 and provide contact ID10905503

CA:callback set

CD:Outbound call to Robert and he reports that the PMI was performed to the HVAC module and confirmed correct level of programming is present The dealer order placed on the exhaust possibly from a bag or other debris while driving This was removed and cleaned dealer attempting to duplicate odor again at this time

RE:Robert Considering the dealer has removed the plastic material from the exhaust and currently retest in this vehicle we will contact the dealer again tomorrow for an update Please add your findings to this form for further review

CD:Outbound call to Robert and the odor is barely noticeable however they may have some odor present therefore his alling a new extractor on the side that was not replaced and retest The customer wishes to have their vehicle returned

RE:Robert Considering you will be reworking the extractor and returning the vehicle to the customer we will be closing this escalation at this time As we discussed if the concern returns pressurizing the cabin and using the soap and water procedure would be recommended

CA:closed dealer to return vehicle to customer

CD:Web Form Data Description of Vehicle Concern at highway speeds 70 mph there is a foul smell in the front of the car area that can give you a headache after awhile Please list any diagnostics already performed verified concern on first test drive no fluid or exhaust leaks found found tab 1 0130 which was somewhat related Parts Replaced performed repair as shown in tab 1 0130 smell still there Your Question on car pinpoint source or logic reason for this smell or where it could come from what's the best way to rule to dig this issue thank you

RE:Jonathan If a href http://www.proservicetech.com/transport/?url=cvdirsrn/TSB_SSM/D/DisplayArticle.aspx?type=TSB id 1 0130 target blank TSB 1 0130 /a has been completed correctly and the exhaust odor is still present it is recommended to perform a pressure test on the vehicle body checking for leaks through which exhaust odors may enter the vehicle Using masking tape seal the rear air extractors and areas It is not necessary to mask the rear lip molding if it hasn't been removed Start vehicle seal the HVAC to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed and use soapy water in a spray bottle to help locate air leaks Spray around the following areas Under body seams Underbody rubber grommet/Rear wheel well seams Rear tail light seams Rear ffgate seal Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks then turn off the A/C and the vehicle Clean and dry all areas marked earlier and seal using Motorcraft seam sealer TA 2 Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used during the pressure test and inspect the air extractors for possible damage or improper sealng Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the

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CD: performed air leak test and could not see any obvious leaks from under body during this time I checked again for exhaust leaks none found but not used all the rubber solenoids were tested backwards more aggressively then I thought was normal I didn't see any obvious damage or anything wrong so I loosened the clamp at the rear of the y pipe and retest drove the smell is now gone I assume the pipe being pulled out an additional inch isn't a technical fix but even the solenoid at the ffgate is tied back would you recommend a new pipe or is there a procedure o stretch the ffgate without breaking it?

RE:He to Jonathan Thank you for the update information provided A procedure for stretching the ffgate pipe is not provided in the online WSM section 309 00 under the General Procedures tab at this time The online WSM section 309 00 does provide a Exhaust system alignment procedure that may be helpful to resolve this vehicle concern If a fault has been identified in the exhaust system that is causing the exhaust odor concern and the concern cannot be resolved with procedures provided in the online WSM recommend replacing the causal component to resolve the vehicle concern Then retest to verify proper operation

CD: alignment of exhaust did not change when doing procedure per wsm we ordered a new y pipe assembly then today I replaced y pipe assembly and related hardware In thought of what may have been wrong here I compared the old and new pipes the ffgate section of the old pipe was approx 7 5 long while the new pipe was 8 5 long pretty big difference I know they may stretch over time but not that much It looks like there is a manufacturing defect The repair did fix the concern and vehicle is going back to customer now I thought this information might be helpful to me if it looks like this is a very common issue thanks for your help

RE:Jonathan Thank you for the update and in format on the new ffgate section being 1 inch longer than the original If not already done so please if I can get the technician self help that other Ford technicians cause to review confirmed fixes with the same symptom coding when looking for assistance Have a great day!

CD:Web Form Data Description of Vehicle Concern exhaust smell Please list any diagnostics already performed test drove verified concern tab performed on 10 133728 Parts Replaced none ro Your Question on any other known issues when the hvac system is off no concern present and it comes back when either front or rear s working

RE:Dwayne Please verify TSB 1 0130 has been completed correctly and thoroughly If it is verified the TSB has been completed correctly and/or thoroughly recommend pressure testing the cabin to inspect for leaks Pressure Test Procedure a Using masking tape seal the rear air extractors and areas It is not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed b Start vehicle seal A/C to fresh air mode and set blower speed to max c Close all doors and ensure windows are fully closed d Use soapy water in a spray bottle to help locate air leaks e Spray around the following areas Under body seams Underbody rubber grommet/Rear wheel well seams Rear tail light seams Rear ffgate seal Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks f Turn off A/C Turn off vehicle Clean and dry all areas marked earlier and seal using Motorcraft seam sealer TA 2 Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used in step a of the pressure test inspect the air extractors for possible damage or improper sealing Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead If any areas are found to be

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CD:Web Form Data Description of Vehicle Concern customer states at half throttle gets a grease burning smell Please list any diagnostics already performed road test ed 10 miles and verified issue of exhaust odor inside car Parts Replaced tab 1 0130 was completed a spl of months ago Your Quest on what esse can I check for or do
RE:Frank It is suggested to inspect the vehicle to ensure that all of the steps of the TSB 1 0130 have been completed properly If the TSB was performed correctly the following steps should be performed to determine if a concern is recommended If the concern is present Pressure Test Procedure 1 Using masking tape seal the rear air extractors and areas It is not necessary to mask the rear lip molding for vehicle e do not have the rear lip molding removed 2 Seal part vehicle seal AC to fresh air mode and set slower speed to max 3 Close all doors and ensure windoware fully closed Use soapy water in a spray bottle to help locate air leaks 5 Spray around the following areas Under body seams B Underbody rubber grommet Rear wheel well seals e Rear tail light seals e Rear deck lid seals I se panel glass seals License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to help locate air leaks Turn off A/C Turn off vehicle Clean and dry all areas marked earlier in Seal using Motorcraft seam sealer TA 2 n Allow sealant to dry and retest later 6 Remove the masking tape used in step 4 of the pressure test and inspect the air extractors for possible damage or improper sealing Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan/engine compartment bulkhead If any are **CA: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:sorry but I gave some wrong in a d road test for 10 miles but Did NOT verified this concern at this time should I still remove back bumper and trim piece to a retest as you said before
RE:Frank If the concern is not present at this time hen it is not recommended to perform the previously mentioned procedure The concern I need to be duplicated or this procedure will bring inconclusive test results Recommend speaking w h the customer to determine the condition the vehicle is under when the concern is present Drive the vehicle under the same conditions to duplicate the concern If the concern cannot be duplicated it may be necessary to drive the vehicle with the customer After all testing the concern cannot be duplicated no further testing or repair is recommended If the concern is present Pressure Test Procedure 1 Using masking tape seal the rear air extractors and areas It is recommended to continue with the previous repair attempt
CD:rove with cut and verified the odor in shop removed rear bumper again and re inspected area and told to with ac running and all doors closed and told to with ac running and all doors closed and no air leaks found using this test what is the next step to fix customer
RE:Frank at times exhaust odors can be difficult to locate In using this vehicle n most cases small leaks in body seams wheel hubs or body grommets or the lift gate seals that were not caught are causing the problem Since the problem can be duplicated and the lift gate has been adjusted I would be suggested to use tape to seal off the lift gate to see if the odor is gone If the odor is gone with the lift gate sealed try using a smoke machine going around the lift gates and body plugs To check for leaks Carefully inspect other areas like body seams in the wheel openings and around the tail light s Due to the time out of service we have escalated this concern to the Tech cal Service Hotline s Escalated Handling Team for additional review A Service Engineer rom the team will contact you by phone through this Hotline Assistance Request with one 1 bus nesa day to provide additional information and/or recommendations on to assist in the resolution of the customer s concern Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and back to the customer in a timely manner If we have exhausted all of our resources and are still unable to resolve the customer s concern through these additional steps w h you the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request Please be
CA:Consulted w h Steve Hopping for escalation due to out of service for 1 month There is an active FMC 360 case for repair assistance
CD:Frank stated The additional testing steps were performed and a small leak was found in the liftgate area when pressurizing the cabin That was corrected and the concern is still present I have not been able to confirm the odor but others have when test driving My Service Manager stated the FSE will be coming and has a potentially new repair to attempt
RE:Frank Since the additional test steps have been followed I is recommended to the rear smoke test the tailgate area or seal off the tailgate If the odor no longer occurs when the tailgate is sealed then additional adjustment may be needed These tests will check the tailgate under different conditions than the cabin pressurization test Due this odor not being corrected with the TSB and additional testing/repairs we have re-erred this concern to the Field Service Engineer FSE in your market area Although it appears the FSE may have already been requested to assist this is being done to ensure notification to the FSE and Region and will also close this Escalation The FSE should contact you and/or the Dealership management Service Manager or Service Director within one business day to discuss further recommendations or If the FSE does not contact you directly please consult with your Dealership management discuss further recommendations and steps to assist in the resolution of the vehicle concern
CA:Active FMC360 Case CAS 80379 7 06/17 notes FSE request
NOTE TO FSE REQUESTING TECHNICAL ASSISTANCE DUE TO TECHNICAL PROGRESS TIME OUT OF SERVICE AND FMC360 CASE REPEAT EXHAUST ODOR AFTER TSB 1 1020 ISM STEPS HAVE BEEN RECOMMENDED TSB STEPS HAVE BEEN RECHECKED HVAC MODULE IS AT THE LATEST SOFTWARE LEVEL TECHNICIAN HAS BEEN DIRECTED TO CHECK THE TAILGATE WITH SMOKE TEST AND/OR SEALING OFF THE TAILGATE PLEASE ASSIST THE TECHNICIAN IN DETERMINING THE ROOT CAUSE OF THE CONCERN AND PROVIDE REPAIR DIRECTION VEHICLE DOWN 20 DAYS AND 2 REPAIR ATTEMPTS
29:ODOMETER 7553 CHANGED TO 7553 MI BY SHOPPING
CA:1 INSPECTED THE VEHICLE AND VERIFIED THAT TSM 1 1020 WAS PERFORMED ALL BODY SEAMS AND OPENING WERE SEALED CORRECTLY ALL CLOSURE WEATHER STRIPS WERE PROPERLY IN PLACE AND ALIGNED CORRECTLY ALL UNDERCOATING WAS PROPERLY IN PLACE I VERIFIED THAT THE HVAC MODULE WAS PROGRAMMED TO THE LATEST SOFTWARE LEVEL THE VEHICLE WAS TEST DRIVE WITH ASSISTANT SERVICE MANAGER CHAD THE CLIMATE CONTROL SYSTEM WAS PLACED IN THE RECIRCULATION POSITION A/C SYSTEM ON THE VEHICLE WAS DRIVEN IN VARIOUS MODES FROM SLIGHT TO HEAVY ACCELERATION HIGHWAY CRUISE WITH WOT ACCELERATION AND NORMAL STOP AND GO DRIVING AT NORMAL AND SLOW SPEEDS AT NO TIME DURING THIS EVALUATION DID I SMELL ANY EXHAUSTOR ABNORMAL ODOR IN THE CABIN DURING ANY DRIVING MODE THE BLOWER SPEED WAS VARIED FROM LOW TO FULL HIGH WITH NO OBSERVANCE OF EXHAUST OR ABNORMAL ODOR THE CLIMATE CONTROL SYSTEM OPERATED TO DESIGN SPECIFICATIONS DURING THE ENTIRE TEST DRIVE AND INSPECTION AND NO FURTHER REPAIR WAS RECOMMENDED
29:TECH ASSIST REFERRAL HAS BEEN CLOSED
CD:Web Form Data Description of Vehicle Concern customer states burning exhaust smell under hard accel on highway Please list any diagnosis already performed we have verified this concern and have already completed tab 1 0130 and also have complete the pressure test and no leaks are found Parts Replaced all parts as per tsb1 0130 have been replaced and or checked and seal has been done Your Quest on what our next step for this concern
RE:Frank An updated muffler assembly is now available to correct this concern Recommend to install Muffler assembly part EB5Z 5230 A and then retest Additional y due to an active lemon aw case for this vehicle in FMC360 we have escalated this concern to the Technical Service Hotline s Escalated Handling Team for additional review A Service Engineer near this team will contact you by phone or through this Hotline Assistance Request within response 1 nbsp/business day to provide additional information on or recommendations to assist in their field of the customer s concern Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If the Escalated Handling Team is still unable to assist you in resolving the customer s concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in advance Thank you in advance
CA:Note oEH This has been re-escalated due to an active lemon law case n FMC360 or this ongoing exhaust odor concern The tech has been instructed to install the updated muffler assembly per the ISM Consult Chimney Pole Contact ID 10955582 Article ISM 1507013 SOME2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT

CD:Web Form Data Description of Vehicle Concern Odor when accelerating worse in recirculation under hard acceleration Smell like burning rubber or exhaust Please list any diagnostics already performed Road test with customer customer could smell I could not Parts Replaced none Your Question Any recommendations on things to look for or if for possible causes? Any known concerns?
RE:Jeremy Engineering is investigating this concern on this vehicle linead has identified some potential causes for this concern However before you can make any repair attempts it will be necessary to verify the odor so you can verify the repair a tire one has been made Once you can verify this concern set the exhaust or leaks using the EVAP smoke machine and repair accordingly If no exhaust leaks are found reevaluate this concern with the rear air extractors masked off If this odor is no longer present with the air extractors masked off suspect they are deformed and not sealing correctly and replace them as needed If this odor is still present with the air extractors masked off test the lift gate seal for proper seal integrity by closing a piece of paper between the lift gate seal and the lift gate and noting the amount of force required to remove the paper If insufficient seal tension is found adjust the lift gate striker or hinges inward and reevaluate seal tension If there is still insufficient seal tension replace the lift gate seal as needed If the lift gate seal has sufficient tension refer to the body plug illustration and note any missing body plugs and install as needed If no missing body plugs are found test body leaks using soapy water on a body opening around the exhaust under body seams underbody rubber
CA:Consulted Greg Shmook on recommendation and was advised to low diagnosis/repairs outlined in ISM 15 07 013
CD:Road tested vehicle with another of our technicians he was able to smell what the customer is complaining about Smell is not an exhaust smell Smell is more of a chemical smell It could be described as close to a burnt rubber smell but that is not exactly accurate either Also when accelerating over motor speed slows down Not sure if this is normal or even related to smell concern just something that was noticed during road test
RE:Jeremy As it is not clear on how to the vehicle to be operated to produce the odor concern recommend inspecting the engine and exhaust for any sign of contact with a harness/hose or any debris on the exhaust Also suggest verifying 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 lowering of the fan speed may be part of the calibration of the HVAC module Recommend comparing to a like vehicle which is near the same but late date
CD:Web Form Data Description of Vehicle Concern Customer states vehicle has a gas smell in passenger compartment under hard acceleration in worse w h HVAC on recirculation Please list any diagnostics already performed Road test with customer Parts Replaced On prior repair order sealed body seams n rear of vehicle per hot line recommendation as per TSB 12 12 0 Per customer smell is not as prevalent now but is still present Your Question This is the 3rd time in What should our course of action be?
RE:Jeremy If the exhaust smell is still present after the procedure outlined in the last contact application of seam sealer during a bubble test the repaired area is visibly damaged reapply the seam sealer to the affected area If it is not make sure to update the HVAC module calibration to its highest level Additionally please attempt to acquire the new muffler assembly for this vehicle It is part number FB5Z 5230 B It will be necessary to follow 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 Ass stance Center On line PACO contacted and an FMC360 case opened The Parts Backorder Escalation will allow the non-venet of other Ford departments to ensure customer satisfaction with the repair process For more information on the Parts Backorder Escalation Process refer to the Help page //www.ford.com/modular-dealer/customer-complaints Ford Imports send us yourPages/PCSD PartsBackorder Dealer Guide pdf target blank FCS0 Parts Order ng Quick Reference Guide de A found in FMCDeer If the Dealer's p determines this is an extensive time downward the part needed to make the repairs is not available but the component can be serviced at a higher level than the next level component can be ordered to expedite the
CA:Consulted EH member Mike Bachador as the HVAC and Body SMEs were busy at the time Mike informed that the new part is in the ISMnow
CD:Quest on about updating the HVAC module When going through the DS to perform reprogram on HVAC module there is an option on module reprogramming for HVAC only APM and PCM According to the network test part numbers for the HVAC module are Assembly part GB5T 18C612E B6 Software part GB5T 18D616E A6 Based on this information am I to understand there is no update for the module? Should As be in the module? New muffler has been ordered and policy for backorder parts escalation are being allowed
RE:Jeremy Programming of the HVAC module is not advised Advise to proceed with muffler replacement once available and reinspect operation If the concern is still present advise perform cabin pressure testing as outlined in workshop manual 501 00 Body System General Information on Diagnosis and Testing Body System Dust and Water Leaks procedure to isolate possible leaks and repair as necessary
CD:Web Form Data Description of Vehicle Concern Customer states there is an exhaust type smell in the vehicle immediately when under a load Please list any diagnostics already performed TSB 12 12 0 Sealed underbody and repaired body vents Also replaced muffler all directed by prior hotline contacts Parts Repaced Performed tsb 12 12 0 as directed by Hotline on a prior repair order Also replaced muffler per Hotline Updated HVAC module Your Quest on Customer tried to get vehicle bought back but Ford denied and instructed them to bring it back Ford case #7 898 FZ02L Looking for any direction or possible FSE involvement?
RE:Jeremy Because the odor cannot be accurately identified it would be helpful to identify the location of the odor from the front or the back of the vehicle there is a simple way to do that First ensure that the fresh air door is operational If it is test for the concern with the fresh air door open and then with it closed If the smell is only present when the fresh air door is closed it is most likely the odor is from the vehicle 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 is determined to be coming from the engine bay first check an exhaust bolt on the head and the y pipe If the exhaust bolts are loose or damaged it could be allowing gas to escape and enter the cabin If all exhaust bolts are verified checked for coolant leaks by pressure testing the cooling system Pressurized system to the pressure outlined on the degas bottle cap and at the vehicle sit for 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 is recommended to perform a smoke test on the entire exhaust system To do this job the air blower by wrapping it in a grocery bag and re-installing it to not forget to remove the bag before starting the vehicle Then
CA:Consulted SME Aaron Dungeon on technical direction and escalation
CD:Out Bound Call to Dealer Spoke with Jeremy While on the phone he noted that they had performed TSB 12 12 0 replaced both rear vents under the front bumper reprogrammed the HVAC module to the latest level and sealed the seams around the spare tire The updated muffler assembly has also been installed He noted that the concern is only occurring when the A/C is in recirculation mode He was unsure if the liftgate had been fixed
RE:Jeremy As discussed it is advised to continue with the liftgate alignment procedure to ensure that the liftgate is sealing properly It is possible an alignment concern could result in a leak past the seal and the concern exhibited Inspect the liftgate seal for damaged or proper fit/contact pattern Adjusting the rear liftgate striker so that the rear hatch seals tightly to the liftgate seal is important This can be done by loosening the striker and moving it to increase the liftgate to sealing pressure Also ensure that the liftgate plugs are in place in the drain holes A perform the following procedure to try and locate any leaks that may be causing the concern Pressure Test Procedure A Remove the right and left rear lamp assemblies See WSM Section 17 01 B Using masking tape seal the rear air extractors and areas Do not try to mask the rear lip molding for vehicle e do not have the rear lip molding removed C Start vehicle seal AC 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 locate air leaks F Spray around the following areas Underbody rubber grommet Rear wheel well seals Rear air light seams Rear deck lid seals Side panel glass seals License plate area G Air leaks can be identified by the presence of air

CD:Web Form Data Description of Vehicle Concern Foul odor is still coming from vents on start ups Please list any diagnostics already performed Performed TSB 1 0130 Sprayed odor eliminant inside all vents Parts Replaced Parts per tab Your Question Any updates on recur ng odor issues with these?
RE:Chad If having performed TSB 1 0130 and isolated the odor to the AC vents a foul odor coming from the AC vents could be caused by the HVAC evaporator drain plugged up or excess water in the HVAC case/housing Recommend verifying that the HVAC drain is plugged up or disconnected/damaged and verify the drain is allowing excess water to flow properly If the HVAC case drain is found to be clogged/needed recommend unclogging and reevaluate or proper drainage operation If the drain is found to be operating properly recommend inspecting the HVAC case for excess water which could still enter the case and cause a foul smell observed through the vents It may help to remove the cabin air filter and inspect for the foul odor Refer to WSM section 12 00A Removal and Installation for further removal of HVAC housing components

CD:Web Form Data Description of Vehicle Concern The customer is stating nagging heavy acceleration there is a faint exhaust smell coming in through the ac vents Please list any diagnosis as ready performed We test drove the vehicle and verified the concern Parts Replaced We repaired the parts listed under tab 1 0130 Your Quest on After performing the tab on this vehicle and another Lincoln MKS we performed the tab on as well we have been getting complaints of customers still smelling the exhaust smell If we executed the tab correctly and there is a concern after the fact what course of action should we begin to take now? Is there any other known fixes or exhaust smell or should we redo the tab?
RE:Mike With the TSB being completed recommend the following procedure Using masking tape seal the rear air extractors and areas It is not necessary to mask the rear lip molding for vehicle e do not have the rear lip molding removed Start vehicle seal A/C to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks Spray around the following areas Under body seams/underbody rubber grommet Rear wheel well seals Rear air light seams Rear deck lid seal a Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to help locate air leaks Turn off A/C Turn off vehicle Clean and dry all areas marked earlier Seal using Motorcraft seam sealer TA 2 n Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used in step 4 of the pressure test and inspect the air extractors for possible damage or improper sealing Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead If any are found to be missing they should be replaced If they are leaking they can either be repaired or they can be sealed using the TA 2 sealer Verify the liftgate seal for damage and proper fit/contact pattern
CD: We have performed the following procedures and have found exhaust leaks coming from the rear of the vehicle At this time we have contacted the rear of the vehicle with a sealant trying to cover the parts wherever could see air bubbles protruding where the leaks may have been However a tire coating the vehicle behind the rear bumper with the sealant and retelling the customer is still complaining about a strongburning exhaust smell under heavy acceleration After performing the tab and repairing the vehicle as advised see another repair that can be performed correct this concern
RE:Mike Ensure in addition to sealing areas on the body that appeared to be leaking that you tested the exhaust for leaks using the evap smoke machine in the tail pipe and repair accordingly If no exhaust leaks are found ensure you have a so tested the liftgate seal for proper tension closing a piece of paper between the liftgate seal and seal as you note the amount of force required to remove the piece of paper If insufficient seal tension is found adjust the liftgate striker or hinges inward to increase seal tension and reevaluate If the liftgate seal is not sealing correctly or if adjusting the liftgate seal does not solve the liftgate seal has sufficient seal tension refer to the body plug illustration and note any missing body plugs and install as needed If no missing body plugs are found test body leaks using soapy water on a body opening around the exhaust under body seams underbody rubber
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CD:Web Form Data Description of Vehicle Concern exhaust odor n vehicle Please I st any diagnost cs already performed per omed tab 1 0130 on last visit 7/20/15 Parts Replaced per tab Your Question have not seen an update yet last visit to hof ne was concern is under investigation is that st ll the case thanks david m

RE:David The Ford Technical Assistance Center receives the information on the TSB 1 0130 is performed. All of the steps of the TSB should be checked to ensure they were performed properly. There have not been any updates seen at this time. I has been seen in one case whereas mold gred rear lift gate and a missing rear lift gate body plug caused the exhaust odor to enter the cabin even after TSB 1 0130 was performed. If the concern can be duplicated it is advised to ape of the rear lift gate sealing areas including windows and reevaluate the concern. If the concern is no longer present then it is advised to inspect the lift gate seal and check for any missing body plugs under the plastic inter or panels on the lift gate. Make sure that the lift gate has a proper fit/contact pattern on the seal. As a make sure that the Heating Ventilation Air Conditioning HVAC module has an up to date calibration as it has been over a month since the TSB has been performed. If the HVAC module is up to date and the rear lift gate sealing does not change the concern then it is advised to Pressure Test the cabin of the vehicle. This can be done by sealing the rear air extractors and areas surrounding with masking tape. If the rear lip molding is removed it is not necessary to mask it off. Next start the vehicle and set the A/C to fresh air mode and set the blower speed to MAX. Ensure that all doors and windows are fully closed and then use a spray.

CA:Consulted EH member Steven Hopping on Escalation due to FMC360 activity stating that an Engineer is supposed to come to the dealership to inspect the vehicle. 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:No answer in Service

RE:David There was not an answer when calling the Service Department or the Service Manager. When transferred the call went to voice mail. Please review the previous recommendations and check them thoroughly. It is important to verify the HVAC module is at the latest calibration. Updates to the HVAC module as needed and reevaluate the exhaust odor. Another call attempt will be made before the close of business on 9/17/15 to review the status of this vehicle/concern. Thank you.

CA:Act ve FMC360 Case CAS 7820736 MK4ZR5

CD:david m shop foreman here my original question is concern still under investigation is yet to be answered. I road tested vehicle 9/6/15 miles and odor comes in rear air vents in head liner the rear ones be the worst. as of now have not heard from service engineer my cell is 2 8 866 3588 off ce s 2 8 355 7500 x 251

RE:David To help resolve the customer's concern of an exhaust odor it is recommended to follow the steps previously provided. It is also important to verify the HVAC module is at the latest calibration. Due to the repeat and persistent nature of the exhaust odor and technical progress we have referred this concern to the Field Service Engineer FSE in your market area. The FSE should contact you and/or the Dealership management Service Manager or Service Director within one business day to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

CA:Open TAR

RNOTE TO FSE REQUESTING TECHNICAL ASSISTANCE DUE TO TECHNICAL PROGRESS AND DEALER BEHAVIOR. THERE IS STILL AN EXHAUST ODOR IN THE VEHICLE AFTER PERFORMING TSB 1 0130. ADDITIONAL TESTING/REPAIR DIRECTION WAS PROVIDED BUT THE SHOP FOREMAN REFUSES TO DO ANY FURTHER TESTING/REPAIR. THE SHOP FOREMAN WAS DIRECTED TO FOLLOW THE STEPS PROVIDED AND VERIFY THE HVAC MODULE IS AT THE LATEST CALIBRATION. THE SHOP FOREMAN WILL BE ON VACATION FOR AN EXTENDED TIME STARTING 9/15/15. PLEASE ASSIST THE TECHNICIAN IN DETERMINING THE ROOT CAUSE OF THE CONCERN AND PROVIDE REPAIR DIRECTION. VEHICLE DOWN 3 DAYS AND 1 REPAIR ATTEMPTS

Z9:ODDOMETER 10963 CHANGED TO 10963 M BY SHOPPING

CALL LEFT MESSAGE FOR SERVICE MANAGER JOHN THURWACHTER TO RETURN CALL

Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern CUST STATES HE SMELLS EXHAUST IN VEHICLE Please I st any diagnost cs a ready performed TSB 1 0130 HAS BEEN PERFORMED ROAD TESTED WITH CUSTOMER AND CAN SMELL FUMES Parts Replaced PARTS PER TSB Your Question NEED TECH ASSIST WITH THIS VEHICLE THIS CUSTOMER HAS ALREADY HAD AN EARLIER MODEL BOUGHT BACK BY FORD DUE THIS SAME CONCERN

RE:Joe Some 2011 2015 Explorer vehicles may exhibit a repeat exhaust smell in a cab after TSB 1 0130 has been completed. If this is verified ensure that TSB 1 0130 has been performed correctly and verify the following Pressure Test Procedure a Using masking tape seal the rear air extractors and areas. It is not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed. Start vehicle set A/C to fresh air mode and set blower speed to max. Close all doors and ensure windows are fully closed. Use soapy water in a spray bottle to help locate air leaks. Spray around the following areas a Under body seams b Underbody rubber grommet c Rear wheel well seams d Rear tail light seams e Rear deck lid seals f Side panel glass seals g License plate area h Air leaks can be identified by the presence of a bubble. i Mark all areas identified to have air leaks. j Turn off A/C. k Turn off vehicle. l Clean and dry all areas marked earlier. m Seal using Motorcraft seam sealer TA 2 n A low sealant to dry and retest. May take up to 20 minutes. o Remove the masking tape used in step a of the pressure test. Inspect the air extractors for possible damage or improper sealing. Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead. If any are found to be missing they

CA: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:PERFORMED ALL STEPS ABOVE DID NOT FIND ANY AREAS LEAKING CAN STILL SMELL FUMES WHILE DRIVING

RE:Joe It has been seen where a natural gas like odor can be misconstrued for an exhaust odor. If the odor can be identified as a Natural Gas like odor please perform SSM 5053 to inspect for a possible Power Transfer Unit (PTU) concern. If the odor is determined not to be from the PTU if it has not been done so a ready make sure that the Heating Ventilator Air Conditioning HVAC calibration is up to date as the calibration is updated periodically to ensure correct operation. If it is of the areas from the last contact were thoroughly inspected please check the liftgate grommet as per Workshop Manual WSM section 501 03 Body Closures General Procedures. Also inspect the liftgate drainage tubes to make sure they are not missing and are sealed correctly. It has been seen in a prior contact where one of the drainage tubes being missing has caused an exhaust odor concern. Additionally we have escalated this concern to the Technical Service Hotline's Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the

CA:Referenced GCQIS report number F7OE0005 with the tailgate drain repair. Article SSM 5053 Some 2013 2015 MKZ vehicles equipped with a 3.7L 2007 2011 Edge 2007 2015 MKX.

CD:An outbound call was placed to discuss this ongoing exhaust odor concern with Service Manager Joe who was not available at the time of the call. After reviewing this case with a member of the Service Department it was discovered that the vehicle was sent to the Body Shop to have the Vehicle inspected has recommended in this contact. Ron from the Body Shop stated that the inspection was performed and no concerns were found.

RE:Ron Joe Thank you for taking the time to discuss his vehicle with me. Based on the concern as well as here being no fault found after performed the previously recommended inspections we have referred his concern to the Field Service Engineer FSE in your market area. The FSE should contact you and/or the Dealership management Service Manager or Service Director within one business day to discuss further recommendations. If the FSE does not contact you directly please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

CA: TAR has been opened on this vehicle due to an ongoing concern regarding an exhaust odor entering the cabin of this vehicle.

RNOTE TO FSE WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO AN ONGOING CONCERN REGARDING EXHAUST ODOR ENTERING THE CABIN OF THIS VEHICLE. THE DEALER HAS PERFORMED THE TSB AS WELL AS OUR ISM AND NO FAULTS WERE FOUND DURING THE REPAIR TESTING / INSPECTION PROCESS. IT WAS ALSO MENTIONED THAT THIS CUSTOMER HAD A PREVIOUS VEHICLE BOUGHT BACK FOR THE SAME CONCERN. HOWEVER AS OF TODAY THERE IS NO CURRENT FMC360 CASE PRESENT ON FOR THIS VEHICLE. THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS 2 ESTIMATED NUMBER OF DAYS OUT OF SERVICE 8 DAYS THIS VISIT

Z9:ODDOMETER 11850 CHANGED TO 11850 M BY BGRANA 3

CA: FSE CONTACTED THE DEALERSHIP AND ADVISED THE SM TO ORDER NEW/UPDATED COLD END PIPES SPN EBZ2 5230 A EPN EB53 5G213 5B

CD:Web Form Data Description of Vehicle Concern Owner said he can smell exhaust in car as he passes another car and then slows down Please I st any diagnost cs already performed none Parts Replaced Replaced parts according to TSB 1 0130 Your Question Tech would like to know what to do next

RE:Brian Since the odor is still present after performing a live http://www.fordtechservice.dealerconnect.com/vidnewTSB/SSM/names.asp comment DisplayTSB.aspx tab 1 0130 market US language EN VIN LINKSOURCE CASRESRESULT target bank TSB 1 0130 /a please ensure that the TSB has been completed correctly. If the TSB was performed as outlined then please perform a vehicle Pressure Test Procedure to isolate any leaks. Using masking tape please seal the rear air extractors. Start the vehicle and set the A/C to FRESH AIR MODE and set the blower speed to MAX. Please close all of the doors and ensure the windows are fully closed. Using soapy water in a spray bottle please spray around the under body seams the under body rubber grommets the rear wheel well seams the rear tail light seams the rear deck lid seals the side panel glass seals and the license plate area. Air leaks can be identified by the presence of air bubbles. Please mark all areas identified to have air leaks turn off the A/C and the vehicle. Clean and dry all areas marked earlier and seal any leaks found using Motorcraft seam sealer TA 2. Please allow the sealant to dry this may take up to 20 minutes and retest. Remove the masking tape used in the pressure test and inspect the air extractors for possible damage or improper sealing. Please inspect the vehicle for evidence of body repairs and ensure

CA: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:Web Form Data Description of Vehicle Concern C/S VEHICLE HAS EXHAUST ODOR COMING IN THRU VENTS WORSE WITH A/C ON RECIRC AND HIGHWAY SPEEDS GOING UP LONG HILLS Please I st any diagnost cs already performed OK FOR LEAKS ON VEHICLE NONE PERFORM TSB 1 0130 CUSTOMER STATES PROBLEM STILL OCCURS AFTER TSB HAS BEEN PERFORMED CHECKED TSB DONE AS DESCRIBED IN BULLETIN Parts Replaced REPLACE BOTH AIR EXTRACTORS AND REAR FENDER MOULDINGS SEAL THE BODY AND INSTALL LIFTGATE DRAINS PER TSB 1 0130 Your Question SUGGESTIONS? FIX?

RE:Nathan Since performing the TSB did not eliminate the exhaust smell please refer to Workshop Manual WSM section 501 00 Body System General Information and Perform the Dust and Water Leaks test. Once the vehicle cabin is pressurized spray soapy water on the rear wheel well seams rear lift gate seams tail light seams license plate area and fixed glass seals. If bubbles are found depressurize the vehicle. Clean and dry the affected area and apply Motorcraft TA 2 Seam Sealer to seal the leak. Allow the sealant to dry for a minimum of 20 minutes before retesting. If the leak has not been found pressurize the cabin once again and position the vehicle on a hoist. Spray soapy water around under body seams rubber plugs or grommets. If in doubt of the integrity of any body plug repair the plug and/or seal it with TA 2. If the exhaust smell is still present verify that the lift gate is sealing properly. Refer to WSM 501 03 Body Closures for the procedure. Once the lift gate is confirmed to be sealed properly inspect the weatherstripping for proper contact by running an index card in between the body and lift gate weatherstrips with the lift gate closed. There should be a slight drag all the way around the lift gate. If the card feels loose at any areas replace both weatherstrips and retest. Although instructed by TSB 1 0130 to reprogram the HVAC module check for a

CA: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. Consulted John Derrig Steering and Suspends on SME about ISM 15 07 013 not being linked to this vehicle in technical library. John stated he would address the situation.

CD:Web Form Data Description of Vehicle Concern Customer states they smell an exhaust odor when drivng Please list any diagnostics already performed Per ormed road test and duplicated concern reflashed HVAC module No change Parts Replaced none Your Question Vehic e just arrived th s part cular customer had the r previous Explorer bought back by Ford for this same concern Now they have a new one with less than 3000 miles do ng the same thing I am going o perform the TSB but is there anything else I should look out o I have another Explorer on the lot w th the dental problem that I working with my FSE on He has informed me that eng neering is releasing a new exhaust system for th s issue Should I attempt to order one for th s vehicle as well?

RE:Michael It wou d be recommended to proceed with performing a href http://www.proserviceteam.com/transport?url=/vdirsmet/TSB/SSM/DisplayArticle.aspx?d=1_0130 target=blank TSB 1_0130/a to address this concern Information about an updated exhaust s not availab e Suggest to discuss with the FSE about addtional information about the exhaust If the odor concern is still present after performing the TSB remedial test procedure Using masking tape seal the rear air extractors and areas If it is not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed Start vehicle set A/C to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks Spray around the following areas Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks Turn off A/C Turn off vehicle Clean and dry all areas marked earlier Seal us ng Motorcraft seam sea er TA 2 Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape that was applied at the beginning of the pressure test Inspect the a r

CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1_0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern Customer complains about sulfur smell in the cabin Please list any diagnostics already performed performed exhaust odor test Parts Replaced catalytic converters mufflers twice tab for exhaust odors on previous visit Your Question We finally nsta led the updated exhaust with the turn downs on a previous visit nce then we haven t sme led the exhaust sme l in the vehicle here at the dealer but the customer says they smell it smel s times I do smell the sulfur smell outside the vehicle when idng at er driving It is fairly strong at times outside The uel tr ms are normal No evence of the vehicle run ng rich can be found but that is what the exhaust smells like Can anything be done to get rid of his smell??

RE:Michael It s recommended to determine where the gasoline that s be ng used is coming rom If there is a common station or brand that s be ng used it s advised to switch fuel and see if it affects the smell If it does d scontinue use of the suspect station/brand If the smell returns it s recommended to cont nue to mon for PID s to see if there is anything that could be causing an over fueling PID s to monitor include the upstream and downstream sensors MAF BARO temperature sensors throttle etc Also perform the injector low and injector driver test multiple times as well as mak ng sure fuel pressure is not over specifications as per the Point Test HC Refer to section 6 of the PCDED for reference values as well as Section 5 for specific testing Also referring to Chart 21 Section 3 of the PCDED states A sl ght sulfur smell may be normal Catalysts w less than 8 000 16 000 kilometers 5 000 to 10 000 miles are other than a new vehicle or new catalyst are likely to have a sulfur smell due to the highly active state of new catalysts Installing a new catalyst may actually make the symptom worse We have escalated this concern to the Technical Service Hot line s Escalated Handling Team or additional review A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within nbspone 1 nbspbusiness day to provide

CA:Consulted Section Lead Brian Graham advised to check engine oil level PID s and escalate a 2015 Explorer with a 3.5L TiVCT that has repeat exhaust smell after the TSB and ISM were performed

CD:INBOUND PHONE CALL FROM TECHNICIAN MICHAEL MICHAEL CALLED IN TODAY BECAUSE THE CONCERN WAS ESCALATED ON MONDAY AND HE WAS EXPECTING A PHONE CALL FOR THE PAST COUPLE DAYS HE WAS INTERESTED IN KNOWING WHEN HE WAS GOING TO BE CONTACTED IT WAS STATED THAT THE SULFUR/EXHAUST SMELL HAS NOT BEEN DUPLICATED INSIDE OF THE VEHICLE BUT IS PRESENT ON THE OUTSIDE ALSO IT WAS DETERMINED THAT THE VEHICLE HAS NOT HAD THE CATALYTIC CONVERTERS REPLACED

CA:CONSULTED EH MEMBER CHINMAY POTE 1 CONTINUE WITH DUPLICATING THE CONCERN 2 PHONE CALL WILL BE PLACED TOMORROW

RE:MICHAEL AS PER OUR PHONE CONVERSATION THE FORD TECHNICAL ASSISTANCE CENTER WOULD LIKE TO APOLOGIZE FOR THE DELAY THE ESCALATED HANDLING TEAM WILL BE CALLING YOU TOMORROW 1/9/2016 TO GO OVER THE CONCERN AT THIS TIME IT IS RECOMMENDED TO CONTINUE WITH DUPLICATING THE CONCERN ALSO CONSULT WITH THE VEHICLE OWNER ABOUT THEIR SPECIFIC DAY TO DAY DRIVING HABITS TO SEE IF THE CONCERN CAN BE DUPLICATED IF POSSIBLE A RIDE ALONG WITH THE VEHICLE OWNER SHOULD BE PERFORMED TO HELP IDENTIFY ANY DIFFERENT DRIVING

CHARACTERISTICS THAT THE VEHICLE OWNER DOES THAT MAY INDUCE THE FAULT

ZB:ODOMETER 6211 CHANGED TO 6211 M BY MKLOTZ7

CD:OBC to Michael An outbound call was placed to Michael in order to discuss this Explorer in detail The service department was closed or the day when this call was made on the 8th of January 2016 and a voicemail was left for the service manager Rick

RE:Michael A member of the Ford Technical Assistance Center Escalated Handling team attempted to get in touch with you to discuss this Explorer in detail but unfortunately the service department was closed at the time of the phone call A follow up call will be made on Monday 11th of January 2016 and this contact can be updated in the meantime with any results that need to be reported Thank you

CA:Follow up on Monday

CD:OBC to Michael An outbound call was placed to Michael in order to check if the exhaust odor was ever duplicated at the dealership The dealership has not verified the odor inside of the vehicle but Service Manager Rick indicated that outside of the vehicle his odor is excess even when compared to other Explorers The customer had an Explorer before th s that was traded in for exhaust odor concerns Now when customer is unhappy to have a second vehicle do the same thing and she was in a rental for almost 2 months The customer stated that this odor is not present inside all the time but when it does filter in it is excessive Technician Michael indicated that the Mass Air Flow MAF BARO all temperature sensors show readings that are within specifications There is no indication of a rich running condition as the fuel trims are within +/- 10% TSB 1_0130 was performed back on September 2015 and he updated muffler assembly was installed but the customer did not experience and change in the odor

RE:Michael and R Our conversation continues to replicate the onboard check This occurs only under specific situations A/C modes as this is not causing the odor The fuel is not duplicated inside the vehicle body seal leak testing can be inconclusive and may seem to unnecessary repairs Also for excessive time and repeat odor concerns we have referred th s concern o the Field Service Engineer FSE in your market area The FSE should contact you and/or the Dealership management Service Manager or Service Director with n one 1 business day to discuss further recommendations If the FSE does not contact you directly please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern

CA:Opening a TAR for technical progress

NOTE TO FSE WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF TECHNICAL PROGRESS ON EXHAUST ODOOR THIS CUSTOMER OWNE DAN EXPLORER BEFORE THIS THAT WAS BOUGHT BACK FOR THE SAME CONCERN ON THIS PARTICULAR VEHICLE TSB 1_0130 WAS PERFORMED BACK IN SEPTEMBER 2015 ALONG WITH ISM 1507013 AND THE UPDATED MUFFLER ASSEMBLY WAS INSTALLED BUT THE CUSTOMER DID NOT EXPERIENCE ANY CHANGE IN THE ODOOR THERE IS NO INDICATION OF A RICH CONDITION THE TECHNICIAN CANNOT EXPERIENCE THIS INSIDE THE VEHICLE BUT OUTSIDE IT IS

CD:Web Form Data Description of Vehicle Concern customer concern of exhaust/burning smell while drivng under load worse uphill Please list any diagnosis ca s ready performed per ormd tab 1 0130 on last ro 10days ago Parts Replaced parts associated with tsb Your Question are there any other known concerns? customer states the smell s back and just as bad

RE:Damian Start by verifying the procedure used to perform the Technical Service Bulletin TSB 1_0130 Make sure that the whole procedure was performed and steps were not missed Next visually inspect the air extractors to make sure they are forming an airtight seal around the chassis the metal where the extractor s mounted Inspect the drain valves in the fflgate Look for any damaged or missing valves and repair as necessary Visually inspect the areas where the seam sealer was applied as well to make sure that the seam sealer stayed on and is not coming off or coming loose Inspect or past body repairs looking or any misaligned body plugs in the floor pan or engine compartment Replace them if necessary Verify that the fflgate seal is not damaged and make sure that the plugs are in the fflgate area thoes if all areas check out perform the pressure test procedure for th s vehicle Use masking tape to seal the rear air extractors and areas around them The vehicle has rear lip molding mask it off as well Start the vehicle and set the A/C to fresh air and blower speed to max Close all the doors and windows and spray soapy water in a bottle to help locate air leaks Spray under body seams underbody grommets rear wheel well seams rear tail light seams rear deck lid seals side panel glass seals and the license plate area Look for bubbles in those areas

CD:Web Form Data Description of Vehicle Concern STRONG EXHAUST SMELL UNDER HEAVY ACCEL Please list any diagnostics a ready performed PERFORMED TSB 1_0130 CUSTOMER BROUGHT CAR BACK STATING CONCERN STILL PRESENT SERVICE MANAGER TEST DROVE VERIFIED CONCERN UNDER HEAVY ACCEL WITH AC ON RECIRC CUSTOMER IS VERY CONCERNED DUE TO SMALL CHILDREN THAT RIDE IN CAR Parts Replaced PARTS UNDER TSB Your Question CONCERN IS STILL PRESENT AFTER TSB WHAT ARE THE NEXT STEPS TO RESOLVING CUSTOMER CONCERN?

RE:George This vehicle may exhibit a repeat customer concern of exhaust odor inside the vehicle after TSB 1_0130 has been completed If th s is verified ensure that TSB 1_0130 has been completed correctly and verify the following Pressure Test Procedure Use ng masking tape seal the rear air extractors and areas If it s not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed Start vehicle set A/C to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks Spray around the following areas Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks Turn off A/C Turn off vehicle Clean and dry all areas marked earlier Seal using Motorcraft seam sealer TA 2 Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used in step 1 of the pressure test Inspect the air extractors for possible damage or improper sealing Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead If any are found to be missing or poorly seated they should be replaced If

CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1_0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern has an internet odor Please list any diagnosis ca s ready performed road test Parts Replaced performed TSB 1_0130 Your Question after being done TSB 1_0130 customer says they still have an odor at times Is there anything else I should look at? I do not smell anything nor does her husband?

RE:Dennis With there being an odor detected after a href http://www.proserviceteam.com/transport?url=/vdirsmet/TSB/SSM/DisplayArticle.aspx?d=1_0130 target=blank TSB 1_0130/a has been completed ensure to check the vehicle s body seal ng system for additional leaks especially at the areas addressed during the TSB Today his set the HVAC A/R In Mode Door to Fresh Air and the Blower Motor to High open all of the body vents fully shut the Doors and Windows and start the vehicle The body vents on this vehicle can be found by removing the Rear Bumper Cover and can be seen in Figure 1 of the TSB Ensure that both sides are taped Once the body vents are located and taped off fully shut the Windows start the vehicle and fully shut the Doors the passenger compartment will now begin to pressurize Spray all exterior seams and seals with a soapy water mix and look for bubbles being produced which will indicate the location of a leak It may be necessary to remove interior trim and components to locate the corresponding interior leak Ensure to verify the condition of the underbody seams and grommets as well as the rear wheel well seams and tail lamp seams Inspect the fflgate side quarter window and license plate area as well Confirm the condition of the seat s plugs and grommets at the engine compartment bulkhead as well including the Steering Column Shaft

CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1_0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern after hard accel get an exhaust odor in vehicle Please list any diagnostics a ready performed seal test est drive Parts Replaced none at th s time but tsb 1_0130 has a ready been done Your Question any updates to this concern

RE:Robert Some 2011 2015 Explorer vehicles may exhibit a repeat customer concern of exhaust odor in the vehicle after TSB 1_0130 has been completed To verify that the TSB was completed correctly please perform the following Pressure Test Procedure Using masking tape seal the rear air extractors and areas If it is not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed Start vehicle set A/C to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks Spray around the following areas Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks Turn off A/C Turn off vehicle Clean and dry all areas marked earlier Seal using Motorcraft seam sealer TA 2 Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used in step 1 of the pressure test Inspect the air extractors for possible damage or improper sealing Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead If any are found to be missing or poorly seated they should be replaced If

CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1_0130 HAS BEEN COMPLETED

CD:hvac was already at latest and greatest no leaks found from rear seams seals or tail lights fflgate plugs are in the drain hoses or anywhere near the rear with soapy water and a/c on

RE:Robert thank you or the update on the recommended testing and checks We have escalated th s concern o the Technical Service Hot line s Escalated Handling Team for additional review A Service Engineer from this team will contact you by phone or through th s Hotline Assistance Request within nbspone 1 nbspbusiness day to provide additional information and/or recommendations on to assist in the resolution of the customer s concern Our team at the Hot line will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If the Escalated Handling Team is still unable to assist you in resolving your customer s concern through these additional steps the Hot line will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hot line Service Engineer in more detail Thank you in advance

CA:Note o EH Consulted with Brian Graham Advised escalation Concern s exhaust odor after hard acceleration TSB 1_0130 has been completed and the checks indicated in ISM 15 07 013 have been performed with no issues identified

CD:Deno Service Manager stated Robert is off today He should be back tomorrow The vehicle may have been resealed If so it can be brought back to double check the HVAC module programming

RE:Deno and Robert A previous session was being used to check for software updates for the HVAC module this may not show a later calibration s available It is recommended to start a new session or use a different IDS and check for a software update for the HVAC module If available please update the HVAC module and then re evaluate the concern A follow up call will be placed before the close of business on 9/18/15 to review the status of the vehicle

CA:Consulted SME Brad Miller verify HVAC s actually updated There was a later calibration resealed after the TSB Verify the odor is actually occurring present Double check all seams for leaks

CD:Robert stated The vehicle is not currently at the Dealership to re check the HVAC module for available software updates It is not known when the customer will bring the vehicle back

RE:Robert When the vehicle returns please proceed with the recommendations provided Since the vehicle is not currently at the Dealership this Escalation will be closed

CA:Vehicle is not at Dealer

CD:ok customer finally stopped by and I checked the hvac for update with another id and I says it will have the latest update to hvac and the dust has left with vehicle again

RE:Robert Thank you or the update of verifying the latest HVAC Calibration is verified nsta led on this vehicle If additional assistance s needed please update the HAR Form or Call into the Technical Assistance Center at 800 826 69 If the repair is verified please complete the Survey with the Fix Information as th s populates the Technicians Self

Help Database

CA:Consulted Steve Hopping to inform him of the update on the Vehicle as this vehicle was previously Escalated

CD:Web Form Data Description of Vehicle Concern Customer complains of exhaust odor in vehicle Please list any diagnostics a ready performed Verified concern Parts Replaced Per ormed tsb 1_0130 Your Question Customer still complains about odor in vehicle after heavy accel Any other repairs that are out to fix concern?

RE:Ken Since you have performed a href http://www.proserviceteam.com/transport?url=/vdirsmet/TSB/SSM/DisplayArticle.aspx?d=1_0130 target=blank TSB 1_0130/a for the exhaust smell in the vehicle under acceleration but the smell is still present verify that the TSB was performed correctly and verify the following 1 Using masking tape seal the rear air extractors and areas If it is not necessary to mask the rear lip molding removed 2 Start the vehicle set the A/C to fresh air mode and place the blower motor on high 3 Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks 4 Use soap water in a spray bottle to help locate air leaks in the procedure can also be found in WSM section 501 00 Diagnosis and Test ng 5 Do not have the rear lip molding removed 6 Underbody rubber grommet Rear wheel well seams b Rear tail light seams b Rear deck lid seals b License plate area b Air leaks can be identified by the presence of air bubbles 7 Mark all areas identified to have air leaks 8 Turn off the A/C and turn off the vents 9 Clean and dry all areas marked earlier 10 Seal using Motorcraft seam sealer TA 2 Allow sealant to dry and retest May take up to 20 minutes 11 Remove the masking tape used in step 1 of the pressure test and inspect the air extractors for possible damage or improper

CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1_0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern customer states there is a sulfur odor coming from inside and outside of vehicle you can smell it at a red light and when accelerating hard. Please list any diagnostics already performed inspected vehicle for smell's could only smell odor of sulfur on outside of vehicle could not duplicate interior of vehicle ran diagnostic checks passed monitored fuel trims looked normal also O2 sensors and fuel rail normal. Parts Replaced NONE AT THIS TIME. COULD NOT VERIFY ANY PROBLEM TO REPLACE ANY PARTS. Your Quest on what could be causing the odor color of sulfur while driving and hard acceleration noted that usomer could smell inside and outside but i could only verify outside odor what could be causing the odor since vehicle seems to be running properly?

RE:Christopher S nice sulfur can be smelled outside of the vehicle if maybe necessary to consult with the customer to duplicate the smell inside the vehicle if there is a smell of sulfur inside the vehicle a href http://www.proservcech.com/transport?url=/vdrsnet/TSB SSM/DisplayArticle.aspx?tid=1_0130 target=bank TSB 1_0130/a shouldbe used for this concern. The WSM Workshop Manual Diagnosis and Testing Symptom Chart will describe that at times a slight sulfur smell is normal for catalytic converters. If the smell is excessive this could be due to a faulty catalytic converter or sulfur content of the fuel being used.

CD:Web Form Data Description of Vehicle Concern Customer said there smell an odor inside and outside of vehicle after long drive. Please list any diagnostics already performed Check for smell and TSB. Parts Replaced TSB 1_0130 pre-ordered. Your Question None customer said the smell going down the road is gone but when they park in the garage after long drive it still smell what is the next step?

RE:Andy The customer contacted the CRC and a FMC300 case is started or this odor symptom. The Customer describes the odor as a sulfur smell. With the sulfur odor no longer able to be detected inside of the vehicle the TSB 1_0130 repairs corrected the exhaust odor inside of the vehicle. With an exhaust or sulfur odor detected after the vehicles parked check if the vehicle engine is revved up to high RPMs before shutting the engine off and is disengaging the fuel compounds using the fuel for valve lubricants to break free from inside of the exhaust pipe. Check if the Customer can fill up the fuel tank a couple of times with a different brand name of good quality fuel in the area and recheck if the sulfur odor is resolved. Take a fuel sample from the vehicle check if the fuel has a normal straw color or if the fuel has a dye coloration. If the fuel has a dye coloration check if the Customer has access to Farm/Commercial grade fuel and using it in this vehicle.

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES THEY CAN SMELL EXHAUST INSIDE THE VEHICLE. Please list any diagnostics already performed TSB 1_0130 HAS BEEN PERFORMED ALREADY. Parts Replaced TSB 1_0130 HAS BEEN PERFORMED. Your Question ARE THERE ANY OTHER KNOWN SYMPTOMS?

RE:Thomas If the vehicle has had TSB 1_0130 and the customer's exhaust smell is present then please verify that TSB 1_0130 has been performed correctly. If TSB 1_0130 has been performed correctly then perform a pressure test. Please use masking tape to seal the rear air extractors and areas. It is not necessary to seal the rear lip mold right the vehicle has the real lip mold removed. If this has been done seal the vehicle with the A/C set to fresh air mode and set blower to max speed then ensure all windows and doors are fully closed. Please use soapy water solution in a spray bottle to locate leaks. Spray areas around underbody seams underbody rubber grommet rear wheel well seams rear tail light seams rear deck lid seals a side panel gas seals and license plate area. If a leak has been verified by a bubble then mark the areas. If the areas are marked or leak then use sealant TA 2 to seal the leaks that have been verified. If 20 minutes have been allowed for the sealant to dry then remove the masking tapes. If a leak hasn't been verified or the vehicle still has an exhaust leak then inspect the air extractor for damage or improper sealing. Inspect the vehicle or evidence of body repairs that could result in missing body plugs in the engine compartment or head or floor pan. Please these components are okay then repair the leaks w/thesaler TA 2. If this has not verified a

CA: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:SENT THE VEHICLE BACK TO THE BODY WITH THE INFO YOU REQUESTED US TO PERFORM. THEY DID EVERYTHING HAD TO TIGHTEN UP THE REAR HATCH. SERVICE MANAGER WENT ON A TEST DRIVE AND YOU CAN REALLY SMELL EXHAUST WORSE WHEN IN PASSING MODE EVEN WITH THE AIR ON RECIRC. THESE CUSTOMERS HAVE GOTTEN SICK PREVIOUSLY AND ARE REALLY CONCERNED WITH THE VEHICLE.

RE:Thomas It is not clear in the most recent response if the HVAC module has been recently updated. Since performance on the TSB there may be an updated calibration of the HVAC module that may resolve the exhaust fume from entering the vehicle. We recommend performing the reprogramming with IDS release 97.01. If the HVAC module reprogramming does not resolve the concern we recommend sealing the intake can be done by packing the air filter into the plastic bag and re-installing and the exhaust. Once sealed pressurize the system with 5 PSI of regulated air and spraying the exhaust with a soapy water solution to identify leaks. Leaks will be identified with the presence of bubbles. Repair and replace exhaust components as needed.

CA:Consulted with SME Member Brad Miller. Advised to not escalate at this time and continue with HVAC re-calibration and checking for exhaust leaks.

CD:Web Form Data Description of Vehicle Concern Customer states has a bad smell coming from vents of vehicle. Notices more when accelerating onto freeway or going up a hill towing a boat. Please list any diagnostics already performed Unable to duplicate concern. Parts Replaced none. Your Question I see there is a TSB and a SSM or odors. The customer is describing the smell as a burnt rubber/smel type smell. There are no leaks from vehicle. I also found some air vents messages about smell. The smell is not with the main control or conditioning on. He said it wouldn't matter if aux. air was on. Any known?

RE:Mark If the smell is a burnt rubber smell and not a fuel odor then they suggest aault with the PTU for the all wheel drive system. It is recommended to inspect the PTU for any fluid leaks that may be present or other damages. If a fault is found then refer to WSM 308 07B Diagnosis and Testing PTU for the correct repair to be made. Also SSM 6_9 can be referred to for service information. If the smell is more of a fuel sulfur smell then it is recommended to refer to the messages mentioned such as TSB 1_0130 to address the fuel smell. Also it may be helpful to pressurize the cabin with the HVAC system and use a spray bottle with soapy water around the seals hand ends and vents outside of the vehicle to find a leak that may be present. The team seems to TA 2 should be used to seal the location found to leak.

CA:Article TSB 1_0130 2011-2015 EXPLORER EXHAUST ODOR IN VEHICLE Article SSM 6_9 2007-2015 MULTIPLE VEHICLES EQUIPPED WITH ALL WHEEL DRIVE PTU JOB AID IN SERVICE TIPS

CD:Web Form Data Description of Vehicle Concern ON HARD ACCELERATION GETTING ON TO A HIGHWAY AND ACCELERATION UP TO 75 MPH WHEN YOU LET OFF THERE IS A SMELL THAT COMES INTO THE CABIN WHEN YOU JUST MAINTAIN THE SPEED SMELL LAST FOR A SHORT PERIOD OF TIME. Please list any diagnostics already performed ALREADY PERFORMED TSB. NOT SURE WHAT THIS SMELL IS. Parts Replaced TSB 1_0130 WAS ALREADY DONE. Your Quest on SEEMS TO HAPPEN MORE WITH A WINDOW CRACKED OR WHEN PULLING BOAT AND/OR WITH A FULL CAR LOAD 6 PEOPLE WHAT CAN WE DO TO CORRECT THE CONCERN. CUSTOMER IS CONCERNED ABOUT HIS HEALTH WITH THE SMELL. COMING IN NOT KNOWING IF IT IS EXHAUST OR SOME OTHER DANGEROUS GAS/ODOR. FORD REP ASKED FOR ME TO CONTACT HOTLINE WITH THE CONCERN AND WHAT HAS BEEN DONE TO SEE IF EITHER A FSE OR ANOTHER SOLUTION IS POSSIBLE. THANKS.

RE:Travis Within there being an exhaust type odor detected after a href http://www.proservcech.com/transport?url=/vdrsnet/TSB SSM/DisplayArticle.aspx?type=TSB id=1_0130 target=bank TSB 1_0130/a has been performed there are some additional areas that can be checked by pressurizing the passenger compartment. To do this set the HVAC Air Inlet Mode to Fresh Air and the Blower Motor to High tape of the body vents. Jolly shut the Doors and Windows and start the vehicle. The body vents on this vehicle can be found by removing the Rear Bumper Cover. Once the body vents have been located and taped off Jolly shut the Windows start the vehicle and Jolly shut the Doors the passenger compartment will now be pressurized. After the vehicle has been set up the way spray soapy water mix at all of the areas sealed on the TSB and look for bubbles being produced which will indicate the location of a leak as well as the additional areas underbody seams and grommets rear wheel well seams tail lamp seams liftgate seals side panel gas seals and the license plate area. Inspect for any of previous body damage/repairs. Ensure that there are no missing or poorly seated body plugs in the Floor pan or Firewall including the Steering Column Shaft Seal/Boot. Confirm that the Liftgate Seal is free from damage and that it has a proper contact per ENR1. Align the

CA:Note o EH this contact is being escalated due to the customer indicating that they would like the vehicle bought back and the concern not being resolved after performing the TSB. The active FMC300case has also indicated that if these repairs do not resolve the concern they will also perform a good faith buy back. 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:Outbound Call to Service Manager Travis Maroules. Travis was not available and I briefly spoke to Steve and Cindy in the Service Department. Steve directed me to Travis office number and I left him a voicemail and Cindy let me know that the technician that would have been working on this vehicle left at 00 PM today.

RE:Travis My name is Devin and I am a member of the Escalated Handling Team at the Ford Tech Call Assistance Center. I left you a voicemail letting you know that I am attempting to follow up with you about the diagnostic case and repair for this vehicle. Cindy let me know that the technician has a ready effort for the day. Since I do not have a direct phone line back to me and I could not get a hold of you today I will try to reach you again tomorrow morning so that we can discuss this vehicle and concern in further detail. If you have a direct line such as a cell phone that you would mind me contacting you at please update the form with this information so that I may make direct contact with you in the future. If not I will call through the standard dealership prompts tomorrow. Thank you.

CA:Field Alert Opened for open buyback case.

CD:Inbound Call from Technician Mark Berggren. Mark stated that after pressurizing the vehicle he had found some body seams leaking some rectangular underbody grommets near the exhaust system were leaking one of the liftgats had a leaking seam a seam coming up the corner of the body was leaking and the liftgate seal was leaking. Mark resealed these areas and installed new weatherstripping for the liftgate. Mark said that he should be able to reassemble the vehicle in about an hour or so and then test drive it. Mark asked about leaks from the passenger doors and door handles and asked about the updated exhaust system and what had changed.

RE:Mark If the exhaust odor is still present after the test drive it is recommended to tape off the rear liftgate. Sometimes for the liftgate to seal properly it so requires realignment of the liftgate. If taping off the liftgate resolves the concern then it is recommended to realign the liftgate. Even though the passenger doors are not in direct line of the exhaust it may still be possible for exhaust odor to come into the vehicle through the doors. To determine if he amount of leaking you have from the passenger doors and handles is acceptable it may be beneficial to compare the leaks on this vehicle to a known good 2015 Explorer. I have not seen the exhaust system in person however the images that I have seen of the updated exhaust system show hoses on the bottom side of the tailpipe that may either help exhaust the exhaust gasses further out behind the vehicle or direct them towards the ground. I hopes that the gasses are not recirculated to inside of the vehicle. I will follow up with you shortly.

CA:F/U later today after the test drive.

CD:After sealing body seams at tail lights and other areas and replacing liftgate weatherstripping smell has dissipated. Have not noticed any exhaust/chemical smell. Waiting for exhaust to come in and then I hope it will be done. Customer is taking vehicle until exhaust comes in. He is going to let us know if there is any more issues.

RE:Mark A member of the escalated handling team will contact you shortly on your cell phone.

CA:Spoke with Devin Crease. Advised he will call the dealership shortly.

CD:Outbound Call to Mark Berggren. After resealing the vehicle and replacing the liftgate weatherstripping Mark mentioned an exhaust odor once and that was on the in-lid while open throttle acceleration on road of throttle event. After that Mark tested the vehicle multiple times and was not able to duplicate the concern again. They have updated exhaust system on order and they are returning the vehicle to the customer to drive for an extended period of time. Determine if the customer is satisfied with the repair as Mark has not been able to duplicate the concern again. If the concern does occur Mark Berggren is going to install the updated exhaust system and reevaluate for the concern again.

RE:Mark Thank you for the update and we are glad that the concern seems to be resolved. At this time I am going to close the Escalation Case out. If the concern has not been resolved after the exhaust system has been installed please update the form so that we can assist you further. If the concern has been resolved and if you have the time please fill out the survey that is attached to this form so this information can be added to the Technician's Self-Service Tool as it may help other technicians diagnose similar concerns.

CA:Escalation closed. Concern resolved.

CD:Web Form Data Description of Vehicle Concern exhaust type smell on hard acceleration. Please list any diagnostics a ready performed preform 1_0130 and reprogram with 97.01. Parts Replaced just lab parts. Your Question still have smell.

RE:Tom With there being an exhaust type odor after performing a href http://www.proservcech.com/transport?url=/vdrsnet/TSB SSM/DisplayArticle.aspx?type=TSB id=1_0130 target=bank TSB 1_0130/a is recommended to pressurize the passenger compartment to inspect for additional leaking areas. To pressurize the passenger compartment set the HVAC Air Inlet Mode to Fresh Air and the Blower Motor to High tape of the body vents. Jolly shut the Doors and Windows and start the vehicle. The body vents on this vehicle can be seen in Figure 1 of the TSB. Ensure that the body vents on both sides of the vehicle are being taped off. Once the body vents are located and taped off fully shut the Windows start the vehicle and Jolly shut the Doors the passenger compartment will now begin to pressurize. Spray a soapy water mix at all of the areas addressed in the TSB as well as some additional areas. Ensure to spray the underbody seams and rubber grommets rear wheel well seams tail lamp seams liftgate seals and verify the contact pattern near Quarter Window seals and the license plate area. If any additional leaks are found seal them with TA 2 Seam Sealer and allow the repairs to dry for at least 20 minutes prior to retesting. If the Liftgate contact pattern is incorrect ensure to align it as outlined in Workshop Manual WSM 501 03 General Procedures Liftgate Alignment. Also

CA: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:Web Form Data Description of Vehicle Concern customer states exhaust smell on acceleration. Please list any diagnostics already performed correct lab sealed replaced rear vent replaced mo dings. Parts Replaced did sb for smell. Your Quest on is there a new rear hatch body th oker seal and part number.

RE:John BR BR Look ng through the warranty history on this vehicle it appears that most of the seals that were replaced have been verified to be sealing correctly. There are no updated seals for the liftgate but the liftgate use I should be adjusted or a better fit to the seal rather than a thicker seal installed. Please continue to adjust the liftgate inboard to promote the sealing along the hatch area. BR BR you have not done so already please also ensure the HVAC module is at the latest calibration. The HVAC module has been updated when TSB 1_0130 has been performed but may have a later calibration to prevent an exhaust odor in the vehicle. If the exhaust odor is still present and no leaks are found in any of the body seals please replace the multi-rib assembly with part number EBZ5 5230 A. This part has been updated to prevent exhaust from entering the vehicle. BR BR We have escalated this concern to the Technical Service Hotline as Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request with one 1 business day to provide additional information and/or recommendation on assistance in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in

CA: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. BR BR This request is being escalated due to the customer indicating that she may file for lemon law with the vehicle due to the exhaust odor when accelerating on get on the freeway. The vehicle has been in the dealer at least twice for the exhaust odor. TSB 1_0130 has been pre-ordered and the remaining seals verified. The customer is still smelling the odor. The most recent ISM information has been provided.

CD:John stated that they were waiting for the new exhaust.

RE:John Since you are waiting for the new exhaust this escalation is being closed. If the vehicle returns to the dealership with the same concern update this form with more information and the vehicle will be re-escalated. Please take a moment to complete the online Survey attached to this form. The information provided will be made available to other technicians who search the online self-help tool. Thank you.

CA:Page 71

29:TECH ASSIST REFERRAL HAS BEEN OPENED

CA:PLEASE ALSO REFER TO DUPLICATE REPORT F01C100

29:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern INTERMITTENT SMELL IN CABIN SMELLS LIKE EXHAUST NOTICE WHEN ACCELERATING OR UNDER LOAD Please list any diagnostics already performed PERFORMED TSB 1 0130 NO CHANGE STILL HAVE SMELL NO OBVIOUS EXHAUST LEAKS FOUND Parts Replaced PER TSB 1 0130 Your Question NEXT STEPPANY KNOWN CONCERNS?

RE:Mike The small cont nutting after performing the TSB will require additional testing and seeing of the vehicle to identify the source of the concern Verify that the vehicle is sealing properly by performing a pressure test outlined below 1 Using masking ape sealant rear air extractors and areas 2 It is unnecessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed 2 Start vehicle set AC to fresh air mode and set blower speed to max and close all doors and ensure windows are fully closed 2 Use soapy water in a spray bottle to help locate air leaks Spray around the following areas a Underbody seams b Under body rubber grommet c Rear wheel well seams d Rear tail light seams e Rear deck lid seals f Side panel glass seals g License plate area h Air hoses can be identified by the presence of the Part address 1 Mark all areas identified to have air leaks Turn off AC and turn off vehicle 2 Clean and dry all areas marked earlier and seal them using Motorcraft seam sealer TA 2 Allow sealant to dry and retreat May take up to 20 minutes to complete testing and re evaluate We also recommend inspecting the following as potential causes Air extractors for possible damage or improper sealing Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor CA: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:Web Form Data Description of Vehicle Concern customer complains of odor in vehicle with AC on and accelerator described as burning egg smell Please list any diagnostics a ready performed ver find concern check oasms perform tab 1 0130 replaced cabin filter undercoat area per bulletin Parts Replaced fp 68 1 tier BB52 61290862 B vent of grill spray Your Quest on any known concerns? next steps to diagnosis concern This is the second dealership vehicle has been to there is a FMCA30116 on this vehicle the customer has been very patient but getting frustrated Any suggestions?

RE:Ron This concern can be due to the Exhaust Odor entering the vehicle through the openings in the body or of an exhaust concern Please pressure test the vehicle and let rear lamp assemblies per Section 17 01 of the Online WSM Seal the rear air extractors and areas using Masking tape then start the vehicle set the HVAC to Fresh Air and the Blower Speed to MAX Ensure that all Doors and Windows are fully closed Next use soapy water in a spray bottle around the following areas to help locate air leaks Underbody Seams and Rubber Grommets Rear Wheel Well Seams Rear TA light and Deck Lid Seals Side Panel Glass Seals and the License Plate area Mark of any areas identified to have leaks as identified by the presence of bubbles Then turn off the vehicle and the HVAC Clean and dry all marked areas Next seal the leaks usng Motorcraft TA 2 Seam Sealer at low up to 20 minutes or the Sealant body and retreat Remove the masking tape initially applied Also respect the Air Extractors for possible damage or improper sealing and inspect for evidence of body repairs Verify that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead Inspect the lit gate seal for damage and proper/contact pattern Note that adjusting the rear lit gate striker within the rear hatch seals tight en CA:Note o EH 2015 Explorer Exhaust Odor Vehicle Escalated due to open Buyback attempt Consulted Mike Bachelder on updated ISM information and Escalated 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:Outbound Call to Service Manager Ron McCreary Ron stated that the technician working on the vehicle is Dean Coon They have not had the opportunity to perform the testing and repairs outlined in the previous contact Ron said that the smell is a combination of an egg burning and exhaust odor The smell occurs with the AC n the rear air mode under a wide open throttle acceleration Ron stated that I would be best to follow up on Wednesday morning

RE:Ron To start with it may be easiest to tape off the lit gate as this concern may be due to a misaligned or poorly lit gate seal After tappingthe seams between the lit gate and the rest of the body attempt to duplicate the concern If this resolves the concern it is recommendedto replace the litgate seal and realign the litgate If this does not resolve the concern continue with the testing that was outlined previously or If all of the previously mentioned testing has been performed and I does not resolve the concern contact your retail rep with replacingthe muffler assembly with the updated part number provided This muffler has an additional opening which helps with increasing the exhaust gas velocity at the tailpipe so that the exhaust gasses are not pulled back into the inside of the vehicle The FMCA301 case that has been opened indicates the customer is requesting buyback however it has not been approved at this time The customer did note that they are very happy with the service they have received at your dealership A follow up call will be placed on Wednesday morning if further assistance is required I any of the aforementioned testing does resolve the concern or if all testing has been exhausted pr to Wednesday morning please update the form with this information and a follow up call may be placed sooner

CA:F,U Wednesday morning Dealership has not performed testing at this point

CD:Outbound Call to Ron McCreary Ron stated off the litgate and it did not resolve the concern undercoated the vehicle checked the underbody seams and found that the right rear body vent was not closing all the way They have ordered an exhaust system and the rightrear body vent The left rear body vent was replaced already per the TSB 1

0130 Ron expects the body vent to show up today and the exhaust system to show up soon thereafter Ron asked if the right rearbody vent not closing all the way could cause this concern

RE:Ron You are correct that if the right rear body vent is not closing all the way it can result in exhaust odors to enter the vehicle It is recommended to replace the body vent first and retest the vehicle If this does not resolve the concern install the updated exhaust system As we discussed I will follow up with you tomorrow a tomorrow

CA:F,U tomorrow Advised to perform repairs

CD:Outbound Call to Ron McCreary Ron replaced the right rear body vent and the exhaust odor is still present They are waiting for the exhaust system and Ron asked if I could call him back tomorrow

RE:Ron I will follow up with you tomorrow afternoon to determine if replacing the exhaust repaired the vehicle

CA:F,U Tomorrow afternoon

CD:Outbound Call to Ron McCreary Ron stated that they are still waiting on the exhaust system and that none are available until the end of the month Ron stated they are working with the CRM from the CRC for parts backorder escalation on They are currently working throughthe parts backorder escalation process

RE:Ron I will follow up with you after Thursday or Friday with the exhaust system and hopefully you will have the part by then Please continue to fol the escalation process for the Backorder com Parts Serv ce Tab Parts Ordering Receiving Backorder Parts Parts Backorder Escalation I am opening a Field Alert to notify the Ford Representative visit in your area such as your Field Service Engineer FSE of the concerns related to this vehicle This is not a guarantee that your FSE will reach out to you but I will make him aware of the issues that you are facing

CA:F eld Alert Opened

CD:Outbound Call to Ron McCreary Ron stated that the exhaust has been shipped and I should arrive sometime next week

RE:Ron I will follow up with you on Tuesday afternoon Have a good weekend

CA:F,U Tuesday Waiting on parts

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES THAT VEHICLE HAS AN EXHAUST SMELL THROUGH VENTS WHILE DRIVING Please list any diagnostics already performed TSB 1 0130 HAS ALREADY BEEN PERFORMED WHEN TSB WAS PERFORMED I PRESSURIZED CAB AND SPRAYED FOR LEAKS AND SEALED ABOVE TAIL LIGHTS NO OTHER LEAKS FOUND ALL EVAP TUBES ARE SEALED Parts Replaced ONLY PARTS ON TSB Your Question UNABLE TO DUPLICATE CONCERN SO FAR ARE THERE ANY OTHER KNOWN CAUSES?

RE:Joseph The TSB 1 0130 already being performed and the cab n pressurized to check for any additional leaks to no avail The inability to reproduce the customer's concern of the exhaust odor inside the vehicle suggests there are no further recommendations to be given at this time

CA: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:Web Form Data Description of Vehicle Concern customer smells exhaust ins de of car when driving Please list any diagnostics a ready performed test drove verify concern Parts Replaced none YourQuest on Hasn t Ford fix this issue yet? What should we do?

RE:Per om a full inspection of the exhaust system for leaks If the odornot came from the HVAC vents check and verify the spark plugs are torqued to specs If the odor is present when the HVAC is in the recirculate on mode the body should be checked for missing or incorrectly installed body plugs or wire harness grommets Use the A/C set in fresh air mode and the blower on high speed with all the doors and windows up use soapy water to spray soapy water on the body seams rear wheel well seams rear deck lid seams side panel glass seals license plate area tail lights deck lid seams Mark any areas found o be leaking Inspect Motorcraft seam sealer TA 2 seal body seams allow the sealant to dry and retreat If no leaks are found odors have been repaired but the odor is still present check the rear air extractors for leaks or sealing problems and replace the extractor if found to not o be sealing Verify the lit gate plugs to be sure they are all n place and the lit gate seals have good contact

CA:Consult with Brad Miller on direct on for diagnosis

CD:We did what you wanted above and what Kevin Krawczyk wanted us to do as to the tsb wh ch was on the order ones but guest is still complaining about a exhaust smell Are we suppose say this is a normal characteristic or something else we need to do? IS THERE EVEN A FIX FOR THIS ISSUE??

RE:Paul Recommend to pressurize the passenger compartment again with the A/C set in fresh air mode and the blower on high with the air extractors covered with masking tape This will increase the pressure in the passenger compartment Then spray all the areas listed previously with soapy water again to check for air bubbles that would indicate a leak Also if not already done verify that all body plugs are n place and that wire harness grommets are fully seated Also verify the lit gate seal is sealing properly It may be necessary to adjust the lit gate o ensure proper sealing Additionally we have escalated this concern to the Technical Service Hotline as Escalated Handling Team for additional review A Service Engineer fromthis team will contact you by phone or through ths Hotline Ass stanceRequest with response 1 busbusiness day to provide additional information and/or recommendations to assist in the resolution of the customer's concern Our team at the Hotline will continue to work withyou and your Dealership to help get the concern resolved and the vehicle back on the customer in a timely manner If the Escalated Handling Team is still unable to assist you in resolving the customer's concern through these additional steps the Hotline will alert your Field Service Engineer by open ng a Technical Assistance Request Please be prepared to discuss all diagnostics

CA:Note o EH This has been escalated for an ongoing ng exhaust odor in thecabbin concern This is the second time o the dealer for this concern and the vehicle has been down 16 days this time The tech has been given the information from the ISM and a PCE contacted the tech and suggested performing TSB 1 0130 Consulted John Butch Contact ID 19151158 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 vehicle They need the larger vehicle and cannot stay n the small loaner vehicle I carefully performed the steps of TSB 1 0130 even though I doesn't specifically apply I went beyond what TSB and sealed the substrate area as well The HVAC module is at the latest calibration I did update the PCM I believe the concern is repaired On a scale of 1 to 10 the odor may be a 1 The Service Manager doesn't smell anything This seems to only affect certain drivers The driving has to be aggressive heavy acceleration

RE:Paul Although TSB 1 0130 does not specifically apply to the 2016 model year the vehicle architecture is the same and the same principle would apply Typically repair exhaust odor after the TSB has been done a due to the TSB not being completed properly If access ve exhaust odor is still occurring it is recommended o seal off the tailgate area and re test Applying smoke to the tailgate area can help to identify intrusion points If this is found it may be necessary to adjust/replace the litgate seal and adjust the litgate to promote a better seal If it is let the exhaust odor has been corrected after the repairs and test driving the vehicle then it should be released If the customer is not satisfied with the results of the repair then they can contact the Customer Relationship Center at their discretion On Since the vehicle has been released and it appears the concern may have been resolved this Escalation will be closed However a Field Alert Notice will be sent to the Region This will notify them of the vehicle and concern

CA:Sending Field Alert Notice

CD:Web Form Data Description of Vehicle Concern Customer can still get ng burning plastic smell on accelerator Please list any diagnostics already performed Test drove vehicle vehicle has an exhaust smell when under hard acceleration Performed TSB 1 0130 on RC removed rear bumper cover and went over any seams with seamsealer as well as underbody seams and sprayed with rubberized under coating Replaced air extractor on LH side nsta led drain valves on litgate Replaced rear ender in ns and reprogrammed HVAC module according to TSB 1 0130 Parts Replaced Tab 1 0130 performed on RC Your Quest on Any known concerns for exhaust smell only under acceleration and possible repairs?

RE:Marko BR We see the was completed on 6/13/2015 A new update has been released o the HVAC module to address the exhaust odor Please ensure your IDS is at the latest calibration level and perform the most recent update o the HVAC module to ensure the latestcalibration is installed in this module This will help pressurize the cabin and prevent any outside air from entering the vehicle BR BR Please also inspect the vehicle for any other air leaks by performing the pressure test on leak out n section 501 00 of the online workshop manual Diagnos s and Testing Body System Distant Water Leaks Once the cabin is pressurized please focus the soapywater on the underbody seams under body rubber grommets rear wheel well seams rear tail light seams rear deck lid seals side panel glass seals and license plate area If any bubbles or air leaks are identified please seal the areas using TA 2 seam sealer as needed The pressure test can be performed again once the seam sealer has cured to ensure no other leaks are present BR BR After the HVAC module has been updated and it is possible of an air leak are corrected please inspect the air extractors for possible damage or improper sealing It will also be helpful to inspect or evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine

CA: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:Sorry this is an older RO the correct RO was 85768 when the TSB was performed I removed the bumper cover and taped off the air extractor on the right and left hand side I let the vehicle run with blower on max and all windows and doors closed to pressurize cabin Found air escaping from left rear drain by a/c lines and heater lines which I believe is normal there was some air escaping from both rear drain back valves installed in litgate from tsb Sprayed a water/sop solution on seam but no bubbles were formed Is there any known fixes to repairing the exhaust smell concern aside from the TSB?

RE:Marko BR BR Air escaping from the vehicle where the A/C lines enter should be sealed off Please refer to steps 10 and 11 in TSB 1 0130 as the lines should be airtight The drain should be free and can let a small amount of air out of this area but the remain ng areas should be sealed or resealed if still leaking Please review these steps n the TSB and continue to seal the areas BR BR The TSB does repair the majority of vehicles but if an exhaust odor is still present it is due to an air leak somewhere n the vehicle itself which is why the soapy water test was recommended Please continue to check the other areas previously recommended if you have not already done so to ensure additional leaks are not present BR BR Please also ensure that the body vents are capable of closing on their own with no pressure in the cabin vehicles off This will help ensure that the exhaust will not be pulled through these vents If either of the vents are not sealing completely replacement of the vents again would be recommended BR BR We also appreciate the latest RO information and when TSB 1 0130 was performed but I will also be helpful to ensure your IDS is at the latest level even 97 02 and determine if an update is available for the HVAC module Even though the module was updated if your IDS is not current

CD:Sealed area by a/c lines using seam sealer and rubberized under coating and on small amount of air coming from drain now Appl sealant to seams around rear of vehicle and nsta led bumper Test drove the vehicle in recirculation and in fresh air mode and did not smell any exhaust odor under heavy acceleration Shop owner test drove vehicle and verified there is no exhaust odor under acceleration this time

RE:Marko Thank you for the update Glad to hear you have resolved this concern If you have a spare moment we ask that you fill out the On line Survey or this Ho line Assistance Request Completion of this survey will publish the Verified Fix information to the Se Help Tool This information may be beneficial in the future if other similar vehicles experience the same concern Thank you Marko have a great day!

CA:Survey Completed

CD:Web Form Data Description of Vehicle Concern ROTTEN EGG SMELL IN CAR Please list any diagnostics already performed TSB 1 0130 Parts Replaced RESEAL REAR AREA Your Question HAVE YOU HEARD OF ANY NEW UPDATES TO REPAIR SULFUR SMELL COMING IN FROM REAR OFVEHICLE OTHER THAN TSB 1 0130

RE:Raymond A rotten egg smell in the vehicle can be caused by a chemical leak An exhaust odor in the vehicle can be caused by an exhaust leak or a body leak It is important to determine if the odor is coming from the HVAC system vents or from the rear of the vehicle If it is determined that the smell is indeed exhaust odor and not entering from the HVAC vents the TSB 1 0130 does indeed apply There have been no recent updates to the TSB already performed If the odor is still present after the TSB has been performed double check that the air extractors fit properly into the body and are not airtighting odor to bypass the extractor seal To determine if the air extractors are the cause tape off the entire extractor and seal If the odor is no longer present the entry point of the odor has been isolated to the air extractors Also ensure there are no exhaust leaks as no exhaust leaks to look for bubbles Threshold should be no exhaust leaks If there are no exhaust leaks the entry point of the odor must be at the rear of the vehicle A cabin pressure test can be performed to ensure the lit gate is sealing properly This test can be found in the Work Shop Manual WSM section 501 00 Diagnosis and Testing Body System Dust and Water Leaks Adjust would be required if the litgate is leaking

CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD:Web Form Data Description of Vehicle Concern fuel pump on when going 60 70 MPH intermittent Please list any diagnostics already performed road test slight sulfur smell 70 MPH going up hill test KOER pass long fuel trim 0 78% TSB 1 0130 performed Parts Replaced none Your Question is this a normal condition?

RE:John Since the TSB 1 0130 has been performed there are some additional tests that should be performed a Remove the right and left rear lamp assemblies b WSM Section 17 01 1 Us ng masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed

c Start vehicle set AC 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 o help locate air leaks Spray around the following areas a Underbody seams b Underbody rubber grommet c Rear wheel well seams d Rear tail light seams e Rear deck lid seals f Side panel glass seals g License plate area h Air hoses can be identified by the presence of bubbles i Mark all areas identified to have air leaks Turn off AC and turn off vehicle 2 Clean and dry all areas marked earlier and seal them using Motorcraft TA 2 Seam Sealer at low up to 20 minutes n Remove the masking tape used n step a of the pressure test The air extractors should be inspected for a close of damage The vehicle may have had some body repairs and should be inspected for signs of damage The litgate seal should be inspected for damage and have ng proper sealing pattern The lit gate striker may be adjusted tighter o a better seal If no concerns are found it is

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 consulted ch rmy note

CD:Web Form Data Description of Vehicle Concern The customer states they were driving the car and saw smoke from the driver's front seat. It seemed to be coming from the back of the seat and cushion on the entire right side of the inside of the car. The customer states the seat was so hot they could not touch it. Please list any diagnostics already performed the customer had the car towed in and so far we have not been able to verify the customer's concern. The seat heater wires off when the car was towed in. We installed the IDS and found no fault codes or pending codes in the system. We have inspected under all the seats and we do not find any signs of fire or smoke inside the car. The seat heaters and air coolers in the seat appear to be operating correctly. There are no burnt wires or connectors under the seats. We removed the cabin air filter and it is clean and has no odor of fire or smoke. We have inspected under the hood and found no leaks. We are in the process of removing the seats right now to inspect the harness under the carpet. We did find some signs of rodents foot prints and droppings under the hood but not inside the car so far. Parts Replaced none at this time. Your Question I did not see the TSB or recall of the air ducts at the rear bumper and we have done this on some other vehicles with an exhaust odor. But on this vehicle the customer states the

RE:Wayne BR BR When you have a concern alleging a fire accident injury property damage and/or burn has occurred due to an alleged product defect pursuant to the Warranty and Policy Manual no repair should be performed. See below BR BR U U S Dealership /U /B should complete a B Dealer/Fleet Request for OGC Review /B found on FMCDealer.com Parts Satisfaction link BR BR B U NOTE /U /B The Technical Service Hotline will not be able to provide further assistance with this issue until after the OGC review.

CA:Article ISM 1207003 REPORTED FIRE ACCIDENT INJURY PROPERTY DAMAGE /OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT

CD:Inbound call from Wayne Stated having difficulties identifying the cause of the concern. Inspected the seat cushions and HVAC ducts and evaporator or any signs of smoke/fire damage and proper operation. System they wanted to make sure they were performing everything correctly. Advised to get as much information from the customer as possible on the conditions present when the smoke was observed and advised that technical direction cannot be given at this time until OGC reviews.

RE:Wayne As per our conversation obtain as much information as possible identify any possible operation of the seat and HVAC system did not reveal any concerns. Technical direction however cannot be given at this time until OGC reviews the concern. When you have a concern alleging a fire accident injury property damage and/or burn has occurred due to an alleged product defect pursuant to the Warranty and Policy Manual no repairs should be performed. See below BR BR U U S Dealership /U /B should complete a B Dealer/Fleet Request or OGC Review /B found on FMCDealer.com Parts Service Tab Customer Satisfaction link BR BR B U NOTE /U /B The Technical Service Hotline will not be able to provide further assistance with this issue until after the OGC review.

CD:Outbound call made to Wayne to discuss the hot seats and smoke in the vehicle OGC has cleared the vehicle. Wayne indicated that he spoke with the customer and there was no specific odor to the smoke. The customer stated that it did not smell like anything other than the smoke. The vehicle was not running when the smoke was noticed but seemed to be coming from the left front seat. The seat was also very hot to the touch. The vehicle is normally parked in the garage but it was stored in the driveway at this time with 95 F ambient temperatures. The left front seat was completely removed from the vehicle and disassembled for inspection. There were no indications of heat related damage to any of the rolls leather TED ducting or cushion material. Once the seat was removed the carpet and undercarpet harness was inspected for heat related damage or shorts. All components are currently operating as designed and no DTCs are set anywhere.

RE:Wayne BR BR Per our conversation it is possible that the heat felt on the seats is related to parking the vehicle in the sun outdoors since it is typically stored in a garage. Please continue your inspection to ensure there is no component that may have created the smoke or the heat in the seats. If nothing is found and you are unable to duplicate the concern you can invite the customer to look at the seat as disassembled to check that nothing has overheated. Although it is unlikely that we will be able to directly address the concern it would be ideal to install contact on the vehicle. BR BR We have escalated this concern to the Technical Service Hotline as an Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone throughout this Hotline Assistance Request within one business day to provide additional information on and/or recommendations to assist in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealer to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer's concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the

CA:This request is being escalated due to an open buy back request The customer alleged smoke and a fire in the seat hot to the touch but no evidence can be found or duplicated. The left front seat and related harnesses have been inspected with no indication of a thermal event.

CD:Outbound call to Wayne and on hold for 20 minutes message over web form and set callback

RE:Wayne We have attempted to contact you by phone in regards to this vehicle however you were unavailable to take our call and we have left you a voicemail asking you to call in by dialing 1 800 826 69 and provide contact ID 109168062

CA:callback set

CD:Inbound call from Wayne and confirmed customer has seen smoke visibly Wayne has removed seat and no signs of heat or odor were found. The seat was completely disassembled. Wayne provided his phone number for our next call 916 39 0030

RE:Wayne With the concern of smelling smoke in the car sometimes from an outside source I no visual causes are seen however see no smoke visually under the seat would not only lead to suspect the seat but the floor area under the seat. Due to the customer's report of seeing smoke removal of the carpet and further inspection on under the seat area would be recommended at this time. You may be able to smell an odor of burning under the carpet or may find traces of heat on plastic floor area or under padding. If so then further inspect on of harness and smelting of harness in order to trace area of cause would then be recommended at this time.

CA:WHILE VISITING THE DEALER THEY BROUGHT UP THIS VEHICLE TO MY ATTENTION I AGREE TO INSPECT IT SINCE I WAS THERE FOR ANOTHER VISIT AND THE SEATS AND CARPET WERE ALL REMOVED FROM THE CAR. I SAW NO TRACES OF ANY BURN COMPONENTS/HARNESSES/CARPET OR CONNECTORS AT ALL THERE WAS NO SMOKE OR BURN SMELL EITHER AND NOTHING WAS FOUND THAT COULD LEAD TO SMOKE OR SOMETHING BURNING. I TOOK SOME PICTURES WHICH I HAVE ATTACHED. THE CUSTOMER ALLEGES THAT THERE WAS SMOKE COMING FROM THE PASSENGER SEAT AREA AND THAT SEAT WAS VERY HOT TO THE TOUCH BUT NOTHING WAS FOUND THAT COULD VERIFY THIS CONDITION. WONDERING WHY A VIDEO WAS NOT TAKEN OF CONDITION WITH A SMART PHONE. I ADVISED THE DEALER TO TAKE A VIDEO WHICH HAS BEEN DONE AND TO PUT THE VEHICLE BACK TOGETHER AND ASK THE CUSTOMER IF THEY HAVE A SMART PHONE WITH RECORDING CAPABILITIES AND HAVE THE CUSTOMER DRIVE THE CAR AND IF ALLEGED CONCERN REPEATS AGAIN TO MAKE A GOOD VIDEO RECORD ON CONDITION OF WHAT IS GOING ON AND HOW/WHERE IS HAPPENING AND REPORT BACK TO THE DEALER WITH WHAT THEY RECORDED.

CD:Good Morning We have all the seats out and the carpet pulled. So far we have not been able to find any signs of damage to the harness or the back side of the carpet. We did get lucky though on local FSE Miguel Ramirez was at our Dealership on another project and I asked him to inspect this vehicle with us. Miguel did inspect the vehicle and took pictures of the car. Miguel said he was going to send you a report about his inspection. Miguel suggested that we ask the customer to come to the dealership so we can inspect the inside of the vehicle with us and see that there is no damage at this time. If you have access to Google earth you may want to pull up the customer's address at the ground level and you will see that when the site took he photo the customer's explore is in the driveway. Maybe review the photo to see if you think the reflection from the windows on houses is a cause for the heat inside of the car. The address 5060 WEST LAKE PARKWAY SAC CA 95855 I understand we should still see or smell some type of sign. It is possible the heat inside the car was generating a type of fog or condensation or something from the plastic that could be generating a smoke like or fog like appearance? The customer appears to be trustworthy and I believe the customer saw something but we are not finding anything. Thank you for your help Wayne.

RE:Wayne We have received your notes along with those from the FSE in our files there we will be closing this escalation at this time. Please proceed to do as the FSE recommended and show the customer what you have done to ensure that there was no burning of any kind in that area and what signs you would see in such a situation. Then you

CD:Web Form Data Description of Vehicle Concern ROTTEN EGG SMELL INSIDECAR WILE ACCELERATING Please list any diagnostics already performed VERIFIED AND CHECKED PTU FOR LEAKS ITS NOT COMING FROM PTU AND DOESNT HAVE REAR A/C Parts Replaced NONE Your Question WHAT I HAVE FOUND IS THE SMELL IS COMING FROM EXHAUST AND DO YOU KNOW OF A FIX FOR IT

RE:Kevin After reviewing how this vehicle is equipped I shows that this vehicle has auxiliary rear climate controls on the window sticker and the HVBOH. For the rotten egg smell problem we recommend that you perform a pressure test. To do this test use masking tape and seal the rear air extractors and other areas. Start the vehicle and set the A/C to fresh air mode and set the blower speed to max. Close all of the doors and windows and use soapy water to spray the following areas: underbody rubber grommet rear wheel wells, rear light seals, rear deck, seals side panel glass seats and license plate area. An air leak is identified by the presence of bubbles. Mark all areas that need to be repaired and turn off the A/C and the vehicle. Clean and dry all of the marked areas and seal them using seam sealer TA 2. Allow the sealer to dry completely take 20 minutes to remove all of the tape and pressure test again. When pressure testing inspect the air extractors for any damage or improper sealing. Look for any signs of any body repairs and poorly sealed body panels. Verify that the flange seal is not damaged and have proper fit and that the flange plugs are sealed.

CA:Consulted Devin Crazetto verify this vehicle was equipped with rear A/C and if the ISM should be provided along with the TSB Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern Customer states that there is an exhaust smell in vehicle while accelerating at interstate speeds. Have road tested with customer and verified odor. Please list any diagnostics already performed On previous visit TSB 1 0130 was completed. Nothing done yet this visit. Parts Replaced no this visit so far. Your Question I have had some experience in trying to remedy this concern on another vehicle with same concern we were directed by the FSE to order a new style exhaust for that vehicle. My question is should be I proceed at this point. Do I order the new style exhaust system or should I again get the FSE involved with this issue on this vehicle. Thanks in advance

RE:George Any non factory repair direction from your FSE should only be performed per the recommendation and you can contact your FSE and they advise you to replace the exhaust with a different part to lower the recommendation. Exhaust system replacement isn't a typical recommendation on this concern on this vehicle. Engineering is still currently investigating repeat exhaust odor concerns on this vehicle line after TSB 1 0130 is performed but they have identified some issues that can contribute to this concern which will be provided below. If you have reviewed TSB 1 0130 and verified that it was performed correctly mask off the newly installed air extractors and reevaluate this concern. If this odor is no longer present with the extractors masked off suspect they are deformed and replace them as needed. If you have verified that the air extractors aren't at fault test the exhaust for leaks using the evap smoke machine and repair accordingly. Even a small pin hole exhaust leak could cause this concern which is the reason that testing for leaks using the EVAP smoke machine is being recommended. If no exhaust leaks are found test the lift gate seal for proper tension by clamping the lift gate seal piece of paper between the lift gate and seal and noting the evap smoke and seal noting the evap response to remove the paper. If insufficient tension is found on the lift gate seal adjust the lift gate struts for

CD:Web Form Data Concern exhaust type odor detected when accelerating sometimes detected when slowing down as well. Diagnostics tab 1 0130 already performed customer states no change experienced one repair was made. Parts replaced parts listed in tab 1 0130 rear air extractors wheel lip moldings body drains installed and hvac module reprogrammed. Tech Question Any further concerns seen with these vehicles that the above tabs is not correcting?

RE:Robert When an exhaust odor concern remains after performing TSB 1 0130 it is recommended to review the TSB and inspect the vehicle to ensure all steps of the TSB have been performed correctly. If the TSB has been performed correctly please inspect the following: Verify proper body seal per section 501 00 of the online workshop manual. Inspect the air extractors for damage and improper sealing. Inspect the steering column shaft boot seal. Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body panels on the floor pan or bulkhead. Inspect the flange seal of damage and proper fit/contact pattern and ensure the flange plugs are in place in the drain holes. Use the Rotunda 13 R0133 LeakDetector or equivalent to locate leak points and seal openings. Please note that setting the HVAC to fresh air mode will pressurize the interior of the vehicle which can aid with diagnostics and help to reduce the overall concern. If the TSB has been performed correctly and no issues have been identified with the recommended inspections no further repairs are recommended at this time as this concern is currently under investigation.

CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130

CD:if all of the above items check out and pass inspection it is safe to release vehicle to customer who has a concern about the exhaust odor. He is detecting inside vehicle and is also claiming that it is making himself ill?

RE:Robert Thank you for the additional information. It is recommended to perform the checks outlined in previous Hotline recommendation then you/Service manager/Shop Foreman test drive the vehicle with the customer to determine whether the concern has been alleviated or the customer still feels ill. If the concern is resolved release the vehicle. If the concern is still present it will be necessary to contact the office of general counsel (OGC) so the case can be reviewed. U S Dealerships should complete a Dealer/Fleet Request for OGC review found on FMCDealer.com parts service tab customer satisfaction link Note: The Technical Service Hotline will not be able to provide further assistance with this issue until after the OGC/product liability department review.

CA:Article ISM 1207003 REPORTED FIRE ACCIDENT INJURY PROPERTY DAMAGE /OR BURN HAS OCCURRED DUE TO AN ALLEGED PRODUCT DEFECT Consulted Kevin Martin. He advised to perform checks then drive the vehicle with the customer. If the concern is still present contact OGC.

ZB:DOMMETER 37 0 CHANGED TO 37 0 MI BY BBREISAC

CD:Web Form Data Description of Vehicle Concern While driving vehicle is filling with hydrocarbons and intermittently there will be a post cat exhaust smell that fills the entire car. While driving with no odor customer and technician both get a bad taste in their mouths and headaches. Please list any diagnostics already performed Test drive vehicle with a borrowed hydrocarbon detector. Found that it rises to dangerous level and the CO detector will begin to alarm that levels are dangerous. The detector rises to over 100 parts per million. Parts Replaced TSB 1 0130 has been performed by a technician. I borrowed a CO detector from a volunteer I had to pull a vacuum condition on Customer so has access to CO detector at his work. We have both verified the condition on He has a dead and I have seen it personally. I went for an extended test drive with customer and the smell occurred a few times also. I began to get a bad taste in my mouth and a headache even when there was no smell. This condition occurs on all types of roads with and without traffic in front of the vehicle with the HVAC on and off. There is some type of fumes entering the vehicle. Vehicle has never been in an accident and there are no aftermarket accessories on vehicle. This is the second dealer the customer is trying and has been at the other dealer numerous times for the same concern.

RE:Jason When you have a concern alleging injury has occurred due to an alleged product defect pursuant to the Warranty and Policy Manual no repairs should be performed. See below BR BR U U S Dealership /U /B should complete a B Dealer/Fleet Request for OGC Review /B found on FMCDealer.com Parts Service Tab Customer Satisfaction link BR BR B U NOTE /U /B The Technical Service Hotline will not be able to provide further assistance with this issue until after the OGC review.

CA:Consulted EH Team Member Tyler Shomaker

CD:This is the Service Director Ted Nagel I am reviewing the OGC notification. There is an alleged incident involved here. There is no accident injury or medical attention being sought at this point. So how would you like this part of the OGC request filed out? There is no police report nor is there any insurance involved. We are simply looking for assistance with a problem in the car that we are able to confirm. How would you like me to proceed? The customer was referred to us by CSM Erika Hernandez with Ford after another dealer was unable to confirm the concern. Thank you.

RE:Jason As the customer has alleged that they are having headaches due to the concern this would indicate that an injury has occurred. When I ring out the OGC request our mark injury and then list it details that were described in the first contact at the Ford Technical Assistance Center. Mark any other questions as necessary. Until an OGC review for this concern has been completed the Ford Technical Assistance Center will not be able to provide a diagnosis. As the review has been completed and you have indicated that OGC has approved/diagnostics on the vehicle we will then be able to provide the diagnosis needed to resolve the concern.

CD:I contacted Erika Hernandez with Ford again. This vehicle was referred to OGC during a previous visit to another dealer for the same concern. At that time OGC referred it back to Hotline. The contact at that time was Fred with Seabeast Ford. It is the same concern at that time. Can you please review the previous contacts for this vehicle? I really am not looking to do this with has already been done. Not mentioning a short but this debate is not progressing. He problem. Please review previous contacts and advise I will forward it of this info to CSM Erika Hernandez. As I stated previous no medical treatment has been sought. Not to time nor at the previous visit to the other dealer. Perhaps that is why OGC bounced it before?

RE:Ted The Ford Technical Support Center has reviewed your request and has determined that it is necessary to discuss this matter verbally over the telephone. You will be contacted shortly by a representative. Thank you for your patience.

CD:Made OGC to the dealer and spoke with Ted Nagel about the exhaust odor concern with this vehicle. He stated that this vehicle seems worse than others with similar odors and you get an actual bad taste in your mouth after being in the vehicle. Ted also stated they are very familiar with this type of issue with the Explorer and they have not yet actually begun inspecting the vehicle. They wanted to contact the Hotline before getting going with it.

RE:Ted It is important to determine if the odor is strictly coming from the exhaust or if there are any fluid leaks from the power train that are contributing to the odor. Therefore it is recommended to inspect for any fuel oil or PTU leaks and repair any found. A leak from the power train can allow odors to be pulled through the fresh air door when it is cycled open to fresh air mode. The fuel rail leaks are found by using the http://www.fordcpd.com/DealerTSB.aspx tab 1 0130 market language EN VIN/LINK/SOURCE/CAD/REG/TSB target link TSB 1 0130 and verify that all steps were correctly completed. The HVAC module can be reprogrammed to be updated by starting a vehicle session selecting Module programming from the toolbox menu and then selecting the HVAC module from the module reprogramming list. If there is an update available the IDS will show that there is an update calibration. If no updates are available the IDS will then state that no further updates are available. If the HVAC module is up to the latest software level when checked with an IDS at the latest level 9 01 1 is then recommended to move on to the other steps of the TSB and verify the body drain was resealed and all seam sealer applied in the correct locations. If any issues are found with how the seam sealer was

CD:Performed TSB 1 0130 again. It appears that I was done in the past but I performed it again. All areas were thoroughly sealed and all areas where properly sprayed with the suggested underbody coating. New/drain pieces where installed. New drain valves where installed. I ensured the HVAC module was at the latest version which the rear HVAC was turned on. No fluid leaks where found anywhere under the vehicle or in the engine compartment. Close inspection of PTU showed no signs of leaks. I drove the vehicle and it still has an intermittent smell. I did not have a CO tester with me at this time but judging by the way I felt on an extended test drive there is still excessive CO present.

CD:Web Form Data Description of Vehicle Concern dust sits exhaust smell odor comes in cab while driving/accelerating. Please list any diagnostics a ready performed previously this vehicle in date oct 27 2011 was performed tab 1 0130 about this concern was verified using the smoke machine near rear grille under rear bumpers lift gate holes in chassis etc. Parts Replaced none. Your Question could anything wrong or worn binding etc what is the trend? s ep

RE:Moises Since TSB 1 0130 has been performed and the air extractors foot pan body plugs but head body plugs steering column shaft boot seal and flange seal have all been inspected with no issues noted please continue to monitor OASIS or update as Engineering is currently working on a solution for this concern.

CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130

CD:Web Form Data Description of Vehicle Concern customer states after a few minutes of driving smell exhaustumes Please I st any diagnost cs already performed have test driven vehicle no smells et vehicle run in shop w th windows up for an hour no smells detected tab 1 0130 was perform on earlier r o on asst vis customer was reconnected now states vehicle has to be driven for hour to get sme l to happen had assistant drive vehicle returned no smell detected Parts Replaced just rear vents per tab 1 0130 as stated earlier Your Question Any know concerns or possible areas/systems to respect/heat?

RE:He to Dav's Repeat complaints of exhaust after a href http://www.fordtechserv.dealerconnection.com/vdrs/TSB_ssm.asp?zoom=entDisp.asp?TSB=tab 1 0130 market US language EN VIN/LIN/SOURCE/OASIS/RESULT target blank TSB 1 0130 I can s lliber related to sealing issues listed in the TSB Recommend to ensure that a l s eps of the TSB have been completed correctly as out in verify proper body sealing as per Sect on 501 00 Body System General In ormat on of the Workshop Manual Inspect the a r extractors or possible damage or mproper sea ng Inspect the steering column shaft boot seal Inspect for evidence of body repair s and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead Verify the fl gate seal for damage and proper fl/locat pattern Ensure that the fl gate plugs are in place in the drain holes Use Rotunda 13 R0135 Leak Detector or equivalent to locate leak poin /seal openings Note Selecting Fresh Air HVAC mode w ll increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern If TSB 1 0130 has been completed correctly and there are no concerns identified w th the above inspections p ease be advised that this concern is currently under investigation Inspect to monitor OASIS or updates

CD:Web Form Data Description of Vehicle Concern exhaust smell in vehicle after driving while and now complaint of burning smell when using heat Please I st any d agnostics already per ormed veh checked has been in 3 times for concern and we are unable to duplicate customer concern has been driven externally and also let sit runningw th ndows up heat on ect no smells/fumes detected Parts Replaced tab 1 0130 performed on prev out vis Your Quest on any other known concerns or test we can perform have not smell ed any fumes exhaust or other we are aware of?

RE:It m I t understand that you have been unable to dupl cate this concern but it w ll be necessary to verify th s concern o perform testing and verify the repair No repairs shou e made unless you can verify the customer s concern to ensure that this concern has nedee r occurred a ter TSB 1 0130 was performed as it s TSB has been effect ve on a large number of vehicles and that the customer isn t mistaking an exhaust odor form the environment as an odor from their vehicle However engineering is currently investigating repeat exhaust odor concerns on hard acceleration on t s vehicle I ne and has discovered some potential causes for this concern Before any further diagnost cs continue attempt ng to verify this concern It may be beneficial to i n review the customer on the cond ions in which this concern occurs have the customer recreate this concern test drive the vehicle and accelerate hard park the vehicle for an extended period of t me subject the vehicle to different ambient temperatures and cycle through all HVAC modes/r inlet modes I not done so already in order to recreate this concern Once you can verify this concern note whether it s present from the HVAC in recirc mode or fresh air mode or from the rear of the vehicle as this w ll g ve an indicat on as to where the odor s originating Next inspect for any fluid or exhaust leaks and repair

CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern rotten egg smell Please I st any diagnost cs already performed tsb 1 0130 Parts Replaced tab 1 0130 Your Quest on any other known concerns smells a litt e stronger even at die

RE:Roas There are some checks that should be per ormed after the TSB 1 0130 Verify proper body sealing as per Section 501 00 Body System General In ormat on of the Workshop Manual Inspect the a r extractors or possible damage or mproper sea ng Inspect the steering column shaft boot seal Inspect for ev dence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead Verify the fl gate seal for damage and proper fl/locat pattern Ensure that the fl gate plugs are in place in the drain holes Use Rotunda 13 R0135 Leak Detector or equivalent to locate leak points/seal openings Note Selecting Fresh Air HVAC mode will increase cabin pressures which may assist w th diagnostics and can help to reduce the overall concern I no concerns are found with these steps it is suggested to reference the PC/ED Symptom Chart 21 to aid in d agnos ng the rotten egg odor

CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES STRONG SULFUR SMELL INSIDE CAB P ease I st any d agnostics already per ormed VERIFIED PERFORMED TSB 1 0130 COMPLETE Parts Replaced TSB 1 0130 Your Quest on CUSTOMER HAS A CHILD THAT HAS RECENTLY HAD TYPE OF LUNG SURGERY VERY WORRIED TO LET RIDE IN VEH HAVE CHECKED ALL OVER FOR ANY TYPE OF LEAKS NONE FOUND ANY SUGGEST ONS

RE:Derek Whether or not this odor is present with the vehicle id ng at standstill or at WOT and whether this odor is present with the HVAC air inlet mode set to recirc or fresh a r ou d be an indication as to what is causing this concern Engineering s currently investigating repeat exhaust odor concerns at WOT on th s vehicle I ne Engineering has d scovered some possible causes for exhaust odor concerns at id e and at WOT on this vehicle ine a ter TSB 1 0130 has been performed Before any further diagnostics note whether this odor is present in both recirc and fresh air HVAC modes and whether the odor is more prevalent on WOT or at an die as these will be an indication as to what is causing this concern If no issues are found af er performing the fol owing Next inspect for any fluid leaks in the engine compartment or under body and repair accordingly If no fluid leaks are found test for any leaks using the EVAP smoke machine in the tail pipe and repair accordingly If has been tested for leaks but you have n t specified what kind of leaks and how so the technician at ass stance center is unable to rule out a exhaust leak as the cause for this concern Part reports indica e that very small exhaust leaks can cause this concern and in these cases they were only apparent when the exhaust was tested for leaks using the EVAP smoke machine If

CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern customer states that there is a su fer smell coming from ins de rear of vehicle Please I st any diagnost cs already performed TSB 1 0130 and replaced rear liftgate weather strip Parts Replaced see above Your Question any suggestions

RE:Kevin With there being a sul or odor from the rear of the vehicle TSB 1 0130 has been per ormed and the liftgate seal has been replaced with no resolution to the concern if not already done so pressurize the passenger compartment to aid in identifying any additional body leaks To do this set the HVAC a r mode to Fresh Air and the B over Motor to High loft of the body vents fu ll y shut the doors and windows and a rt the vehicle The body vents on this vehicle can be ound by removing the Rear Bumper Cover and are the louvers opening with movable flaps Once the body vents are located and taped off fu ll y shut the windows start the vehicle and ul ly shut the doors the passenger compartment w ll now begin to pressur ze Spray ay exterior seams and seals with a soapy water mix and ook orbubbles begin produced which w ll indicate the ocat on of a leak It may be necessary to remove interior trim and accessories to ocate the corresponding interior leak Repair as necessary and re evaluate the concern In addi on confirm the condit on of the Steering Column Shaft Seal This component sees a arge hole be ween the engine compartment and passenger compartment wh e allowing the Steering Column to pass through If it is poorly sealed or damaged t may be a lowing or this type of concern Rep ace/repair as necessary and re evaluate the concern Also it s

CD:Web Form Data Description of Vehicle Concern CUSTOMER REPORTS THAT THERE IS AN EXHAUST SMELL/BURNING SMELL WHEN GOING OVER 3000RPM AND UPHILL IS VERY NOTICEABLE REAR FANS ARE ON WITH THIS CONCERN Please I st any diagnost cs already performed VERIFIED CUSTOMER S CONCERN TSB

TSB 1 0130 HAS ALREADY BEEN PERFORMED Parts Replaced TSB 0130 Your Question HOW SHOULD I PROCEED? PLEASE ADVISE

RE:Aaron Please verify if it has not been done a ready inspect a r extractors for damage or improper seal ng inspect steer ng column shaft boot seal inspect for evidence of body repairs ensure there are no missing or poorly sealed body plugs verify that the liftgate seals as a good it and check the liftgate plugs are in place in the drain holes It may be beneficial to use the Rotunda 13 R0135 leak detector to check for any leaks in the body If there are no concerns with the above checks then please be advised that engineering s currently ook ng into this concern Please monitor Oasis for updates

CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

CD:DAY APPLICIES IT WAS A PTU SEAL LEAKING FLUID ON THE EXHAUST

RE:Dan e BR BR Thank you for the information regard ng the PTU eak ekg uld onto the exhaust Please proceed w th repairing the PTU seal and f time it allows fl out the on ine survey so that future echnicians can review this report through the Self Help od

CD:Web Form Data Description of Vehicle Concern Customer states when driving all the passengers say that they get light headed and hard to breathe after about 10 min of driving We have driven the vehicle 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 1 Please I st any diagnost cs already performed Checked for HVAC update per tsb 1 0130 which is up to date Parts Replaced none Your Quest on should we perform tab 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 headed and/or having a hard time breath ng after operat ng the vehicle but thias not been ab e to be verified I may be necessary to confirm w th the customer any additional conditions that are present when the concern occurs and operate the vehicle under those conditions These can be ambient and vehicle operat ng condit ons The w ll al ow for the best poss ble chance at duplicating the concern n addi on confirm if an odor s present and if an exhaust or a natural gas type odor as well as when the odor is detected when the vehicle is being driven in the Power Transfer In (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 through the eak ng seal If no leaks are found but a propane type odor can be detected n that area change the PTU fluid and re evaluate the concern Reference a href http://www.vrep.fordtechserv.dealerconnection.com/vdrs/ssm_ssm.asp?ssm 6 9 target blank SSM 6 9 a for the approp ate seal type use a leak a found as we as a detected when the fluid if it should 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 AID IN SERVICE TIPS Art cles TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE

CD:CHECK HVAC MODULE NO UPDATES AVAILABLE AT LATEST CALIBRATION 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 YNG VEHICLE THANKS

RE:RJ We have esca ated this concern to the Techn cal Service Hotline s Escalated Hand ng Team for additional review A Service Engineer rom th s team will contact you by phone or through th s Hot ne Assistance Request within one 1 bus ness day to prov de additional nformat on 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 with th you and your Dealership to help get the concern resolved and the vehicle a ck to the customer in a timely manner If we have exhausted a l of our resources and are still unable to resolve the concern through these addi onal steps the Hot ne w ll 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 states th at all the passengers get light headed and experience diff culty breath ng a ter driving the vehicle e for about 10 minutes The dealer has yet to verify any health or odor concerns The vehicle was inspected w th no issues found The customer s very unhappy with the vehicle and does not feel safe driving the vehicle Consulted Evan Boyd

CD:Outbound ca to dealer service w th RJ The customer has claimed that the vehicle concern has caused lighththeadedness and nausea The dealer has not dupl cated this concern

RE:RJ When you have a concern a reg ng a re accident injury property damage and/or burn rashes occurred due to an alleged product defect pursuant to the Warranty and Po ly Manual no repairs shou e performed See be ow BR BR BU U S Dealerships /J/B shou d complete a B Dealer/Fleet Request for OGC Review /B found on FMDDealer com Parts amp Service Tab Cus omer Sat sfaction ink BR BR BU NOTE /J/B The Techn cal Service Hotline will not be able to provide further assistance with this issue until after the OGC review

CA:Refer to OGC

CD:Web Form Data Description of Vehicle Concern Customer complaints ns of exhaust odor inside vehicle at times Please I st any diagnostics already performed V usual inspection of doors and ll gate for proper sealing found ll gate was not sealing properly using piece of paper to test drag between seal which closed this was loose adjusted la ch and updated e ght drag Parts Rep ace performed TSB1 0130 rep ace ng l e side flap and sealing both sides as outlined then sealed rear a/c area where lines pass thru underbody with rubber seal incorporating also updated pcm Your Quest on Has the tsb stopped odor smell coming ins de cabin does having rear a/c contr but to the problem or noth ng concrete by per orming tsb This has to be a random concern because other owners have not complained of odor nside cabin Thanks awaiting further advice

RE:Corne Whether or not this exhaust odor is present on WOT or when coming to a s op and whether the odor is present when the front HVAC n the rear air or recirc modes could be an indication as to what is causing th concern TSB 1 0130 has been of eective on a large number of vehicle s but engineering is investigating repeat concerns after this TSB is performed Engineering has identified some potential causes and locations for exhaust entering the cab n compartment and hey w ll be provided be ow One issue engineer ng has identified is lift gate seal leaks allowing exhaust gases into the cabin compartment but if you made a lift gate latch/striker adjustment and verified lift gate seal tens on using the paper test this isn t the cause th s concern I no issues are found af er performing the fol owing OASIS w ll need to be monitored for updates for a permanent repair as there currently sn t one available after performing the fol owing and TSB 1 0130 When a permanent ix is available I will be pub lished in the form of a TSB or SSM on OASIS Given this information reevaluate this concern with the HVAC air nlet n both recirc and Fresh a r modes and under hard accelera ion and in stop and go dr ving conditions as these w ll be a d in diagnostics if further testing is needed Next test for any exhaust eaks us ng the evap smoke machine in the tail pipe and repair

CD:Good Day this vehicle came n yesterday for the olow up checking for possible odor I ne but was unable to do any other or exhaust noise cab left engine running for 60 mins with windows up and a/c on normal accel erate engine drove short distance wet on and of llate on recycle for another 30 mins no odor checked steering shaft area with soapy water no bubbles checked under carriage no openings rear a/c area sealed liftgate sealed no rear exhaust from under v eh e or engine compartment did know what else to think this is going emon law by customer requesting fi eld service engine to evaluate vehicle TSB 1 0130 was done properly Next quick resolution Thanks

RE:Corne BR BR The best way to determine the root cause of the odor would be to duplicate the odor Since the odor is not present at this time or during test ng some condit on must be changing to allow the odor to occur Please consult w th the customer to determine if there are any specif c circumstances to get the odor to occur These details can be used to duplicate the odor and determine what s changing when it occurs The change needed to duplicate the odor can be used to diagnose he cause of the odor BR BR We have also escalated this concern to the Technical Service Hot ne s Escalated Hand ng Team for addi onal review A Service Engineer from this team will contact you by phone or through this Hot ne Assistance Request with n one 1 bus ness day to provide additional nformat on and/or recommendat ons o assist in the resolut on of the customer s concern Our team at the Hotline w ll continue to work with you and your Dealership to help get the concern resolved and the vehicle a ck to the customer in a timely manner If we have exhausted all of our resources and are still unable to resolve the customer s concern through these addi onal steps the Hot ine w ll alert your Field Service 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 CA:This request s be ng escalated due to the dealer indicating that the customer would l ke the vehicle bought back There s a closed FMC360 case but no mention of buy back in the case The vehicle has a repeat exhaust odor a ter TSB 1 0130 The dealer has not been able to duplicate the odor at th s time

CD:Outbound ca to Come 1

RE:Corne ll attempted to reach you this afternoon however you were on a test drive and then leav ng for the day therefore we w ll attempt to contact you tomorrow n regards to th s vehicle

CA:Call back set

CD:Outbound ca to Come 1 and he has ensured the TSB was performed correctly and no other seal ng issues present could not dupl cate his odor We then spoke with Peter the service manager who d d duplicate this concern and it occurs on hard acceleration at times not always present but defin e strong su fur smell in vehicle when idoes occur The service manager has also descr bed the a/c shutting off intermittently and no key detected message comes on and off n the dash With the no key detected message we did provide information on checking power points for devices augged in and when attempting to duplicate these concerns how these devices may remove these devices when leaving their vehicle or service and how this can be used to help attempt ng to duplicate this concern We encouraged the dealer to address these issues separately and I assistance is needed to create another technical assistance request addressing each issue as they are likely unrelated to this one

RE:Corne ll First I would like to isolate when this occurs and/or when fuel trim for a rich condition that may be occurring Not ng if this occurs in fresh a r mode recirculat on after a short drive cold warm after a long drive etc wou d be helpful in order to duplicate th s concern again If you are unable to duplicate this concern ask the customer to note when has s occurring and when they have also fueled this vehicle full tank near empty tank etc W th the customer having raised the previous vehicle n for th s one and a potent Buy Back and a scussing Lemon Law with the service manager we have referred this concern to the Field Service Engineer FSE in your market area The FSE should contact you and/or the Dealership management Service Manager or Service Director within one 1 bus ness day to discuss further recommendations If the FSE does not contact you directly p ease consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern

CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

RNOTE TO FSE WE HAVE CREATED THIS TECHNICAL ASSISTANCE REQUEST ON BEHALF OF ARMSTRONG FORD OF HOMESTEAD DUE TO MENTION OF LEMON LAW ON THIS VEHICLE THIS CUSTOMER HAD ANOTHER VEHICLE THAT HAD AN ISSUE WITH THE HEADLAMP THAT COULD NOT BE RESOLVED THEREFORE SHE TRADED THAT VEHICLE IN FOR THIS ONE AND NOW HAS THREE ISSUES WITH THIS NEW VEHICLE ONE WITH AN ISM RELATING TO THE SULFUR SMELL THAT INDICATES THAT THERE NO REPAIR DIRECTION AT TH S T ME THERE IS ALSO A CASE OPENIN MCA36 CS632990 VNM9F9 THIS VEHICLE IS NOT AT THE DEALER AT THSTIME THIS ISSUE HAS BEEN OPEN FOR 19 DAYS THIS VISIT APPROXIMATELY 2REPAIR ATTEMPTS

Z9:ODOMETER 652 CHANGED TO 652 M BY KSHAEHAN

CA:Initial Contact Date @2015 Person Contacted Corne ll Deal ership Vis l Planned on /13/2015

Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CA:Survey Completed

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES EXHAUST FUMES INSIDE VEHICLE Please list any diagnostics already performed PERFORME TSB 1 0130 Parts Replaced PART FROM TSB 1 0130 Your Quest on WE STEEL HAVE FUMES COMING INSIDE VEHICLE ON HARD ACCELERATION AFTER TSB WAS PERFORM MY QUESTION IS ABOUT FIGURE ON TSB IM NOT UNDERSTAND WATH THE ARROW MEANS AND IF IS ANY THING ELSE THAT WE CAN DO OR SEAL MAY BE OTHER REPORTS ON SAME CONCERN THANK YOU

RE:Gabriel If it has not been done it should be confirmed that TSB 1 0130 was performed correctly performed It is recommended to inspect and confirm that the engine s operating proper and is not running rich or lean Also making sure that the EVAP purge valve is not stuck open and causing a concern and dumping raw fuel in the engine If the purge valve is stuck open it is recommended to inspect the charcoal canister for any signs of raw fuel or loose debris that will cause a repeat concern if either is found the canister should be replaced also It is also recommended to inspect the vehicle to make sure that all the body plugs are correctly installed and so that the body and door seals are sealing properly and not damaged causing a concern If no concerns are found a Leak Detector Round13 ROT13 Leak Detector should be used to seal in any scaring the entry point of concern If a concern is found with a seal it is necessary to reattach seal at that time to assist in locating the concern the fresh air HVAC should be selected to increase cabin pressure and make concern present It should also be confirmed that the A/C evaporator housing and fresh air blend door is sealing properly and not allowing outside air to enter into the vehicle If no concerns are found note that this concern is under investigation by engineer and I will advise you on OASIS for any updates
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern C/S STILL SMELLS EXHAUST IN VEH W A/C ON DURING HARD ACCEL ONTO HIGHWAY Please list any diagnostics already performed PREVIOUS VISIT PERFORMED TSB 1 0130 Parts Replaced NONE Your Quest on WHAT WOULD YOU SUGGEST I DO NEXT? ANY LIKE CONCERNS OF VEHICLES RETURNING WITH SMELL AFTER TSB HAS BEEN DONE?

RE:Juan In some cases an improperly sealed component per the TSB as well as a leaking body panel or seal has resulted in a repeat exhaust smell concern Since the exhaust smell is still present after performing TSB 1 0130 it is advised to inspect the Left hand extractor or proper seal and ensure all undercoated surfaces are properly sealed If the recent serviced components are verified to be sealed inspect the RH extractor or excessive debris binding or improper sealing If a faulty RH extractor is present replace as necessary and reevaluate If the extractor is in good condition mask off both rear extractors pressurize the cabin with the HVAC blower on high and the fresh air door open Once the cabin is pressurized apply a soapy solution to the exterior of the vehicle including the undercarriage If bubbles are present reseal or replace the component in question Particular close attention to the steering column boot/seal and inspect the vehicle for any evidence of a recent body repair If the vehicle passes the pressurized leak test inspect the lift gate seal for proper contact and ensure the lift gate plugs are installed in the drain holes
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

CD:REALLY!!!!!!

RE:Juan When an exhaust type odor can be detected during a Wide Open Throttle WOT event and a href http://www.fordtechservice.dealerconnection.com/vdrane/TSB_SSM/frames.asp?content=Disp.asp/TSB.aspx tsb 1 0130 market US language EN VIN LINKSOURCE OASISRESULT target blank TSB 1 0130 /a has a ready been performed this is an indication that there is a fresh leak still present This is why the additional areas were recommended to be inspected Ensure the additional components are inspected and addressed accordingly If any faults are found in addition to checking the other areas for inspection it is recommended to check the exhaust system for leaks Similarly to pressurizing the passenger compartment block off one exhaust channel/pipe and supply 5 psi of regulated shop air to the other exhaust channel/pipe Do not exceed this amount so that the valve seals are not damaged in the Cylinder Heads With the exhaust system pressurized spray all of the welds and joints with a soapy water mix and look for bubbles being produced which will indicate the location of a leak Perform an appropriate corrective action to any fault found and reevaluate the concern In addition due to the active buyback request we have escalated in concern to the Technical Service Hotline s Escalated Handling Team for additional review A Service Engineer near from this team will contact you by
CA:Note oEH consulted SME Greg Shimshock on escalation due to active buyback request n FMC360

CD:Outbound call to Juan unable to reach him or a service advisor

RE:Juan We have attempted to reach you by phone today and were unsuccessful please provide a direct number to reach you at or a cellphone where we can contact you today and discuss the situation with this vehicle

CD:Inbound call from technician Juan Suen es Juan called in to find out that we were trying to reach him Juan provided us with his cellular phone number

RE:He to Juan Thank you for calling with your updated contact information This information will be forwarded to a member of our escalated handling team and you will be contacted soon

CA:Juan provided his personal cell phone number Juan Sifuentes can be reached at 210 367 6663

CD:Outbound call to Juan and confirmed that the TSB has been performed all other recommendations performed and no resolution at this time

RE:Juan As we discussed over the phone it is recommended to ensure that the TSB is performed correctly by inspecting the vents and ensure they were not damaged and are sealing correctly If a faulty vent is suspected attempt to seal the vent one at a time and retest Once the vents are found to be operating correctly then ensure that there is no rich condition present or any exhaust leaks or oil seepage on hot components such as the exhaust system Observing fuel trim misbehavior in order to determine if this odor is due to the vehicle running rich In order to determine if there is an exhaust leak use the information mentioned above in the previous contact in order to ensure no exhaust leaks are present If no faults are found I would then recommend to pressurize the cabin and ensure the liftgate seals correctly If all of the above and foremen listed recommendations do not lead to a cause of this concern at this time we can advise that Round13 ROT13 Leak Detector or equivalent tool can also be used to locate leak points/seal openings In most cases the TSB does resolve these odors however there are some cases where these odors return and there is no procedure or repair direction that can provide resolution with these cases at this time It would therefore be recommended that you visit OASIS periodically for possible updates that may address this
CA:Closed and TFOAMS created due to Buyback and FMC 360 case CAS 683 268_8X7P

CD:INSPECTED VEHICLE FOUND BOTH REAR AUTO DRAINS THAT GO INTO HATCH HOLES HAVE FALLEN OFF ROADTEST CAN HEAR ROAD NOISE FROM REAR HATCH AND WHEN SITTING IN THIRD ROW SEAT CAN SMELL THE EXHAUST IS THERE AN UPDATED SEAL FOR REAR HATCH OR SAME ONE? OR IS THE DRAINS CLOSING THIS?

RE:Juan BR BR Thank you for the information regarding the drains in the liftgate holes being missing In order to help determine the root cause of the drains falling out of the liftgate holes please attach images of the holes the liftgate drains are supposed to be in It may also be helpful to compare this concern to a like unit to verify that the drains are not damaged causing the drains to fall out BR BR Additionally we have escalated this concern to the Technical Assistance Center s Escalated Handling Team for additional review A Service Engineer from this team will contact you by phone or through his Hot Line Assistance Request with one business day to provide additional information and/or recommendations to assist in the resolution of the customer s concern Our team at the Technical Assistance Center will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If we have exhausted all of our resources and are still unable to resolve the customer s concern through these additional steps the Technical Assistance Center will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnostic steps completed and test results with the Technical Assistance Center Service Engineer in more detail Thank you in advance

CA:Reason For Escalation on LL Buy Back

CD:Outbound call to Juan at 210 367 6663 and reports hose for auto drain that was positioned during the TSB has come off

RE:Juan With the hose having come off that was properly positioned during the TSB it would be recommended to repair this then retest If issues with odors persist reinspect this hose again for positioning

CA:callback set

CD:Outbound call to Juan the repair is complete however requires test driving in order to confirm the odor is no longer present

RE:Juan Please update this form with your findings this evening and I needed we can follow up and provide further assistance tomorrow

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES EXHAUST SMELL IN CAB Please list any diagnostics already performed ALREADY PERFORMED 1 0130 Parts Replaced TSB 1 0130 Your Quest on WHAT IS NEXT HAVE YOU SEEN THIS WE HAVE FOLLOWED TSB 1 0130 AND MADE SURE IT WAS DONE CORRECTLY MADE SURE NO FLUID LEAKS ALL GOOD PLEASE ADVISE

RE:Chris It is recommended to make sure that all body seals are sealed properly as per WSM 501 00 General Information Be sure to inspect the air extractors steering column boot seal and any missing or poorly seated body plugs in the floor pan or engine bulkhead Also verify that the lift gate is sealing properly and has a good contact/fit pattern along with the plugs in the drain holes Using Round13 ROT13 Leak Detector or equivalent may also help other sources of the leak If a source is found then repair as necessary If the smell is still present after inspecting all of the following then please continue to monitor OASIS for any further updates as the concern is under investigation

CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES VEH CLEHAS ROTTEN EGG SMELL WHEN DRIVING Please list any diagnostics already performed VERIFIED CONCERN PERFORMED TSB 1 0130 NO CHANGE IN CONDITION Parts Replaced TSB 1 0130 Your Question ANY OTHER KNOWN ISSUES?

RE:Steve A search of OASIS for this vehicle symptom returned a href http://www.vwp.fordtechservice.dealerconnection.com/vdrane/TSB_SSM/frames.asp?asm=5053 target blank SSM 5053 /a that addresses a propane or natural gas odor when idling or low speed driving Please use the hyperlink provided to access this SSM for review Please inspect for the conditions outlined and repair as directed to resolve this odor concern If the odor is still present and a href http://www.fordtechservice.dealerconnection.com/vdrane/TSB_SSM/frames.asp?content=Display/TSB.aspx tsb 1 0130 market US language EN VIN LINKSOURCE OASISRESULT target blank TSB 1 0130 /a was performed as outlined please inspect the air extractors again located behind the rear bumper cover and the steering column shaft boot seal for possible damage or improper seal Please replace or repair as needed and reevaluate this odor Please inspect for evidenced body repairs and verify there are no missing or poorly seated body plugs in the floor pan or in the engine compartment bulkhead Please inspect the lift gate seal for damage and verify proper fit/contact pattern Please ensure that the lift gate plugs are in place in the drain holes If no issues are found then it is recommended to utilize the Round13 ROT13 Leak Detector or equivalent to locate leak points and/or seal openings Please note that
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130 Article SSM 5053 Some 2013 2015 MKZ vehicles equipped with a 3.7L 2007 2011 Edge 2007 2015 MKX

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES VEH CLESMELL LIKE ROTTEN EGGS Please list any diagnostics already performed THIS CONCERN WAS ADDRESSED BY TSB 1 0130 Test drove vehicle several times could not duplicate concern Had 3 other techs on test drive and that could not smell egg/sulfur odor 100 and rear A/C from front A/C Could not duplicate concern Compared fresh air tunnel/catalyst on mode in A/C could not duplicate concern Parts Replaced Performed TSB 1 0130 Replaced the left side rear air extractor Applied a generous amount of Motorcraft Seam Sealer to rear horizontal sheet metal lap joints on left and right sides of the vehicle and the rear sheet metal overlap along across the rear of the vehicle Sprayed a generous amount of 3M Rubberized Undercoating around the auxiliary air condenser lines and seam sealer areas Your Question The customer states the smell is the same odor after the TSB was completed I could not duplicate concern Where do you go from here? Are there similar concerns with the TSB 1 0130 repair? Thanks

RE:Rick The description of the concern appears to indicate that this concern could be related to the information in a href http://www.vwp.fordtechservice.dealerconnection.com/vdrane/TSB_SSM/frames.asp?asm=5053 target blank SSM 5053 /a Please have the vehicle driven for 20 30 minutes to determine if this is the concern that the Customer is experiencing If so proceed with the information in the Service Message If the concern eventually is duplicated and confirmed to be related to the information in TSB 1 0130 then we recommend that you perform the following checks Refer to Section 501 00 of the On Line WSM and verify proper body sealing Inspect the Steering Column Shaft Boot Seal Ensure that there are no missing or poorly seated Body Plugs in the Floor Pan or Bulkhead Verify the Liftgate Seal for damage and proper fit/contact pattern Ensure that the Liftgate Plugs are in place in Drain Holes If no concerns are found with the above checks then please be advised that the concern is currently under investigation Please monitor OASIS for updates

CA:Article SSM 5053 Some 2013 2015 MKZ vehicles equipped with a 3.7L 2007 2011 Edge 2007 2015 MKX

CD:Web Form Data Description of Vehicle Concern CUSTOMER EXPERIENCE EXHAUST SMELL IN VEHICLE Please list any diagnostics already performed PERFORMED TSB 1 0130 TWICE Parts Replaced 2 BODY MOULDINGS 2 VENT GRILLE EXTRACTORS AND APPLIED SEAM SEALER AND UNDERCOATING Your Question SERVICE ACTION NEEDED TO CORRECT CONCERN PERFORMED TSB TWICE AND WAS ALSO DONE THE FIRST TIME AT DIFFERENT DEALER

RE:Anton With a href http://www.fordtechservice.dealerconnection.com/vdrane/TSB_SSM/frames.asp?content=Display/TSB.aspx tsb 1 0130 market US language EN VIN LINKSOURCE OASISRESULT target blank TSB 1 0130 /a being performed multiple times and an exhaust type odor can still be detected ensure that there are no additional leaks in the body sealing system This can be confirmed by pressurizing the passenger compartment 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 start the vehicle The body vents can be found by removing the Rear Bumper Cover and are seen in Figure 1 of the TSB Please note there are vents on both sides of the vehicle Once the body vents are located and taped off fully shut the windows start the vehicle and fully shut the doors the passenger compartment will now begin to pressurize Spray all exterior seams and seals with a soapy water mix and look for bubbles being produced which will indicate the location of a leak Ensure to also spray the sealed areas from the TSB to ensure that they have been sealed properly It may be necessary to remove interior trim and components to locate the corresponding interior leak Address any leaking components/areas accordingly and reevaluate the concern If no additional leaking body seals/seams are found or if
CA:Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTERTSB 1 0130

CD:Web Form Data Description of Vehicle Concern bad lingering exhaust odor with drive window 1/2 done with hard accel getting on way happens every time Please list any diagnostics already performed was in 7715 at 1082 miles performed tsb 1 0130 as a symptom repair like have done on many others Parts Replaced na Your Question have driven 3 other like units with same engine and have no odor at all customer is using regular unleaded gasoline and shell auto dex 1 any clue on what to do? concern is very obnoxious and just ingers for ever Thanks david no

RE:David Confirm the exhaust odor concern cannot be detected with the window up Check if the vehicle was mostly driven on short trips and the engine and exhaust system was not operating in full operating temperatures and a lowered sulfur additive in the fuel could collect in the exhaust pipes Now with warmer temperatures the windows down and the vehicle being accelerated harder the sulfur collected in the exhaust pipes is able to shed and be detected as an odor With TSB 1 0130 already being completed and the exhaust odor is being detected with the drivers window rolled down different brand fuels have been tried if the exhaust odor cannot be detected with the window rolled up no other repairs are recommended at this time This exhaust odor concern is currently under Engineering investigation to monitor OASIS for updates

CD:Web Form Data Description of Vehicle Concern Rotten egg odor sme led inside and outside of vehicle when driving Please list any diagnostics already performed Performed TSB 1 0130 Parts Replaced Performed TSB 1 0130 Your Question After performing the tsb the customer still smelling the smell inside the vehicle I read through previous reports that engineering is investigating this concern Have they found a cause yet? I checked the seams The check valves are in place in the lift gate The steering boot appears to be sealed properly Where do I go from here? Also what can we do about the rotten egg smell in general outside the vehicle?
RE:Michael The odor entering the vehicle concern is still under investigation by engineering If not already done suggest to verify that all body plugs are in place and that wire harness grommets are fully seated A so suggest to use the Rotunda 13 R0135 Leak Detector or equivalent to locate any possible leak points or seal openings If no problem is found please continue to monitor OASIS for updates If the fuel trims do not indicate that a drivability concern is present the rotten egg/sulfur odor would likely be the result of a high sulfur content in the fuel used Suggest to recommend to the customer to refuel when the fuel tank level is low from a different gas station on two to three tank fills may be necessary to notice a difference Additionally recommend to refer to chart 21 in section 3 of the PC/EDR for additional information and diagnosis for the sulfur odor concern Some odor of this type is normal for vehicles with less than 10 000 miles
CA:Consulted Doug Ford SME Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130
CD: I have not found any seams that require seal The customer does not trust the vehicle Our representative from our customer service case asked to request an FSE for this vehicle Is that possible?
RE:Michael We have escalated this concern to the Technical Service Hotline Escalated Handling Team for additional review Prior to a Service Engineer contacting the dealership there are a few other recommendations First of it is not sure if the odor concern has been duplicated if it is present at idle and/or while driving as well as how strong the odor is If the concern can be easily duplicated at idle the vehicle can be run with alternative fuel source to rule out the fuel in the tank Please note though it may take a little while to clear the residual fuel in the fuel rail If the concern is not noted with the alternative fuel source continuing to run with known good fuel If the concern is still present as previously stated a sulfur smell can be normal up to 10 000 miles A Service Engineer near you by phone or through the Hotline Assistance Request within one business day to provide additional information and/or recommendations on to assist in the resolution of the customer's concern Our team at the hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If we have exhausted all of our resources and are still unable to resolve the customer's concern through these additional steps the Hotline will alert your Field Office
CA: Was not able to contact SME or EH This concern is being escalated due to lack of progress The customer concern is a rotten egg odor smell inside and outside the vehicle though stated when driving The TSB 1 0130 has been completed and instructed to use the rotunda leak detector when no concerns found The techs customer service asked the tech to request FSE In FMC360 the customer's very upset as this vehicle was going to be used for an upcoming trip The customer will not drive the vehicle until fixed and I need they want buyback
CD:IBC from Michael M chael stated that his contact was escalated on May 8th and he had not yet heard from the Escalated Handling Team and was asking when they may be contacting him
RE:Michael As discussed the Escalated Handling Team apologizes for the extended wait time on this contact The team is experiencing a large volume of contacts in their queue Someone from the team will be in contact with you this afternoon Thank you for your patience
CA: Tech called in
CD: An outbound call was made to check with Technician Michael Ohman regarding this Rotten Egg odor that is occurring on this vehicle It was stated that when the call was made that the Service Department had closed for the evening
RE: Hi Michael The Ford Motor Company Escalated Handling Team attempted to call and discuss this odor concern on this vehicle However at the end of the call I was stated that the Service Department had closed and the evening I will attempt another follow up call tomorrow morning between 8 30 and 9 00 Thank you
CA: Follow up call scheduled for tomorrow morning
CD: An outbound call was made to discuss this ongoing Rotten Egg / Sulfur smell that continues to enter the cabin of this vehicle Technician Michael Ohman also confirmed that the customer does not want this vehicle until this concern is resolved Michael as stated that the odor has been duplicated and is defiantly coming from this vehicle and not from an outside source
RE:Michael Thank you again for taking the time to discuss this concern with me Based on the duplication of the odor and TSB 1 0130 performed as well as the customer seeking Buy Back we have referred this concern to the Field Service Engineer FSE in your market area The FSE should contact you and/or the Dealership management Service Manager or Service Director within one business day to discuss further recommendations If the FSE does not contact you directly please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern
CA: A Technical Assistance Request TAR has been opened on this vehicle due to the customer seeking Buy Back for a repeated exhaust odor entering the cabin of the vehicle
**NOTE TO FSE WE ARE REQUESTING TECHNICAL ASSISTANCE FOR A REPEAT EXHAUST ODOOR THAT CONTINUES TO ENTER THE CABIN OF THIS VEHICLE THE DEALER HAS PERFORMED TSB 1 0130 AND THE ODOOR IS STILL BEING VERIFIED/EVEN BY THE DEALER THE DEALER HAS PERFORMED INSPECTIONS ON THE VEHICLE NOTING NO MISSING BODY PLUGS SKIPPED SEAMS OR DAMAGED DOOR SEALS THE WORK PERFORMED AS PER THE TSB HAS ALSO BEEN CHECKED WITH NO CONCERNS FOUND THE CUSTOMER DOES NOT WANT THE VEHICLE BACK UNTIL A REPAIR THAT WILL ELIMINATE THIS IS PERFORMED AND IS ALSO CURRENTLY SEEKING BUY BACK THE VEHICLE IS AT THE DEALER ESTIMATED NUMBER OF REPAIR ATTEMPTS 1 ESTIMATED NUMBER OF DAYS OUT OF SERVICE 7 THIS VISIT
2: ODOMETER ISM CHANGED TO 65801 BY BOBANA 3
CA: THE CONCERN HAS BEEN CORRECTED WITH AN UPDATED EXHAUST SYSTEM
2: TECH ASSIST REFERRAL HAS BEEN CLOSED**

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES SMELLS AN EXHAUST SMELL WHICH IS WORSE THEN BEFORE Please list any diagnostics already performed RO 78 77 903 MILES 112 /1 COMPLETED TSB 1 01 30 R0135 19730 MILES 0 /1315 COMPLETED 1 0130 AGAIN RO 81387 20265 MILES 0 /2315 COMPLETED TSB AGAIN SERVICE EPART WARRANTY AND SMELL IS STILL THERE CUSOTMER STATES IT IS WORSE THAN BEFORE IT IS WHEN CUSTOMER PUT THE AIR ON RECIRCULATE Parts Replaced WE FOLLOWED PARTS FOR TSB BBS26120B62B VENT AIR GRILL ADHESIVE BBS2782916 AA MOULDING BBS27829165A MOULDING RUBBERIZED COATING M25 280B62A VALVE ASSY AUTO DRAIN Your Question ON WE DO NOT KNOW WHAT TO DO NEXT THE CUSTOMER IS UNHAPPY THAT HER 2015 FORD EXPLORER SMELLS LIKE EXHAUST I AM REQUESTING AN FSA COME AND TEST DRIVE VEHICLE AND ADVISE US AS TO WHAT TO DO NEXT WE HAVE DONE OTHER VEHICLES AND AFTER THE TSB THE SMELL DOES GO AWAY WE HAVE DONE THIS ONE'S TIMES AND IT IS NOT GOING AWAY
RE:Phyllis Recommend inspecting the following concerns for damage/leaks Air extractors Steering column boot Any signs of the vehicle in an accident The rear liftgate for proper sealing and making sure the plugs are in place in the drain holes Recommend referring to the On line WSM section 501 00 D diagnosis and Testing Body System and per om the Dust and Water Leak check for leaks in any of the openings and seals We have escalated this concern to the Technical Service Hotline Escalated Handling Team for additional review A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one business day to provide additional information and/or recommendations on to assist in the resolution of the customer's concern Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If we have exhausted all of our resources and are still unable to resolve the customer's concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail Thank you in advance
CA: Note o EH Escalated due to the multiple repair attempts of this concern and the dealer is requesting an FSE Contacted Tom Bialczyk Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130
CD: Outbound call to Phyllis and confirms that the odor is extremely bad in this vehicle and the children have become ill while driving All components from the TSB were inspected and are positioned correctly at this time The customer has picked up this vehicle
RE:Phyllis As we discussed on the phone today in most cases the TSB resolve these concerns and if a repeat concern is present inspect for exhaust leaks ensure that the liftgate seal is sealing properly and there is no presence of an oil leak or leak of any kind touching hot components such as the exhaust there is no thing touching the exhaust such as a plastic bag or other item possibly stuck to the exhaust In cases where there have been repeat concerns we would recommend that the dealer check OASIS from time to time for possible updates that may address these odor concerns however there is no repair direction at this time to resolve repeat odor concerns at this time
CA: TFOAMS created

CD:Web Form Data Description of Vehicle Concern exhaust odor on heavy accel Please list any diagnostics a ready performed performed tsb 1 0130 Parts Replaced performed tsb 1 0130 Your Question issue is still there is this issue being investigated? Thanks
RE: Dino please verify the TSB was completed correctly verify proper body sealing as per Section 501 00 Body System General Information of the Workshop Manual Perform the following inspections 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 liftgate seal for damage and proper fit/contact pattern Ensure that the liftgate plugs are in place in the drain holes Use Rotunda 13 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 1 0130 has been completed correctly and there are no concerns identified with the above inspections please be advised that this concern is currently under investigation Monitor OASIS for updates
CA: Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130

CD:Web Form Data Description of Vehicle Concern customer states that exhaust odor smells like rotten eggs coming inside of car Please list any diagnostics already performed test drove veh verified smell and odor when getting on expressway or interstate Parts Replaced TSB 1 0130 has been performed on veh but some odor still comes in
RE: Question Is there anything else that can be done to take of this problem? thank you for help in this matter
RE: Please ensure that the TSB has been completed correctly and perform the checks listed below 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 Check the liftgate seal for damage and proper fit/contact pattern Ensure that the liftgate plugs are in place in the drain holes Use Rotunda 13 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 no issues are identified with the inspections listed this issue is under investigation please monitor OASIS for updates
CA: Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130
CD:Web Form Data Description of Vehicle Concern car has an odor on acceleration on says I smell like the exhaust Please list any diagnostics already performed tsb 1 0130 has already been performed at 7521 miles customer is still complaining about smell checked to see if all pinch welds have been sealed properly with sealant from tsb its sealed ran oas is found same 5253 but vehicle has no gas inspected exhaust no leaks present Parts Replaced none Your Question what should I inspect from here? any thoughts or like concerns on what I could be?
RE: Fabian There have been cases that the exhaust smell is still recurring after TSB 1 0130 has been performed Please ensure that the repair has been completed properly and verify the following Using masking tape seal the rear air extractors and areas It is not necessary to mask the rear lip molding for vehicle that do not have the rear lip molding removed Start vehicle set A/C to fresh air mode and set blower speed to maximum Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks Spray around the following areas Underbody rubber grommet Rear wheel well seals Rear taillight seals Rear deck lid seals Side panel glass seals License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks Turn off A/C Turn off vehicle engine and dry all areas marked earlier Seal using Motorcraft seam sealer TA 2 Allow sealant to dry and retreat May take up to 20 minutes Remove the masking tape used in step a of the procedure Inspect the air extractors for possible damage or improper sealing Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead If any are found to be missing they should be replaced If they are leaking they
CA: Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern after driving vehicle for about 1 mile smells like sulfur inside and outside of vehicle Please list any diagnostics a ready performed tsb 1 0130 was performed Parts Replaced tsb parts Your Question on any other knowns of this concern tsb didn't correct concern
RE: Ross Please verify that the body seal per WSM section 501 00 Body System General Information is operating correctly Inspect the air extractors for possible damage 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 verify the liftgate seal is free of damage and seated properly and verify the liftgate plugs are in place If all of these inspections pass recommend to use the Rotunda 13 R0135 Leak Detector or equivalent to locate leak points On the HVAC unit select Fresh Air mode to increase cabin pressures which will help isolate the source of a leak If no concerns are found please be advised that this concern is under engineering investigation Monitor OASIS for updates on this concern
CA: Article ISM 1307010 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE AFTER TSB 1 0130

CD:Web Form Data Description of Vehicle Concern Customer has complaint of intermittent strong exhaust smell in vehicle while driving Please list any diagnostics already performed We performed 1 0130 update in August but she is still complaining of same issue Parts Replaced 1 0130 update Your Question Is there anything else that we can do to eliminate this issue?
RE: Yes At this time we recommend inspecting the liftgate seal for damage and proper contact pattern This can be done by using spray chalk Apply the spray chalk to the weather seal and close the hatch Then adjust the rear liftgate striker so that the rear hatch will seal tighter to the liftgate seal is important This can be done by loosening the striker and moving it to increase the liftgate to sealing pressure Also ensure that the liftgate plugs are in place in the drain holes If the striker adjustment does not resolve the concern we recommend installing the Muffler Assembly EBSZ 5230 A If the part does not arrive within a week we recommend carrying out the following Parts Back Order Escalation procedure In the event that repair needed to repair this vehicle is not available the Parts Backorder Escalation Process should be followed In order to complete the Parts Backorder Escalation Action Process the order should be moved to Emergency EMR Status the Parts Assistance Center On the PACO contacted and an FMC360 case opened The Parts Backorder Escalation will allow the involvement of a Ford dealership to ensure customer satisfaction with the repair process For more information on the Parts Backorder Escalation Process refer to the A href https://www.forddealerconnect.com/sales/fordparts CA:Consulted EH member Michael Bachelder regarding escalation and updated exhaust Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern customer states smells exhaust inside car after heavy acceleration. Please list any diagnostics a ready performed customer previous you had an Edge Sport and complained of the same thing finally after going back and forth with FSE and Holt we sealed off the rear vents and customer did not complain anymore until he traded or new Exp ore Sport he complained smelling the exhaust inside the car on the test drive he even bought the car. Sales asked us to seal off the rear body vents like we had on the previous Edge to sales y the customer. Panel Bond was placed over the vents permanently sealing them off customer drove for a while and still complains of smell Ford has stated on the Edge that it is the customer's driving habits that is causing the odor as he will floor it and let of 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 Holt re to provide in ormal on customer has re asyed

RE:Juan The sea ring of the entire body vents is not an approved repair for th s vehicle. The body vent should be fact anal to keep the cabin from being pressurized when fresh air is selected. There are a number of approved diagnosis steps left to attempt and sealing off the vent will change the operation of the vehicle. Start by ensuring that Technical Service Bulletin TSB 1 1030 has been performed on this vehicle. When the TSB itself states that it applies for 2011-2015 vehicles, it also applies to this 2016 Ford Exp ore. Perform the TSB. Replace the air extractor and make sure the HVAC mode is at its latest calibration. Replace the drain vanes and apply sealant to the sheet metal lap joints under the vehicle. Once the TSB has been performed correct the concern. Accurate the vehicle and if it off checking for the smell to return. Additionally you be sure to check for the smell on a number of climate control modes to look for the settings where the smell is most prevalent. If the smell is no longer present test drive the vehicle with the customer and see if they can dupl cate the concern. If the smell is still present contact us again and we will provide additional diagnostics at that time.

CD:per ormed improvements from TSB returned to customer and customer is still not satisfied.
RE:He to Dust n Thank you for the update information provided. If not done so already recommend comparing this vehicle with several known good like vehicles to see if the same concern is present. If the same concern is present on the known good like vehicles then no additional repairs are advised and the vehicle concern is considered a characteristic. Recommend completing a Global Concern Report by clicking on the Report a Vehicle Concern link located on the bottom of the Oas s page. However if the concern is not present on the known good like vehicles and seeing that a href http://www.proservicetechn.com/transport/?url=/driverset/TSB/SSMD/splayArticle.aspx?type=TSB id 1 0130 target blank TSB 1 0130 /a has been performed rechecking the procedures performed and ensure that the TSB procedures were performed correctly. Recommend performing a Pressure Test procedure. Remove the right and left rear air amp assemblies and allow the sealant to dry properly before retesting. Inspect the flange seal the rear air extractors and areas. Do not need to mask the rear lip no ding or vehicle that do not have the rear lip no ding removed. C. Start vehicle 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 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 fumes in car may be worse when car is cold. Please list any diagnostics a ready performed tabs 1 0130 air leak test. Parts Replaced none. Your Question the tab 1 00130 was completed on this vehicle at 181 miles. I completed the air leak test as per shop manual applying sealant to all visible leaks. Checked the hvac module programming performed test drive allowed owner to drive the vehicle the smell is still present in the vehicle interior. What additional areas need to be checked?
RE:John I not a ready done so ensure that both air extractors are completely masked/taped off when the cabin is pressurized. The blower motor must be on highest setting and the HVAC in Fresh Air mode. The tail ght assemblies and license plate should be removed for testing. Once the cabin is pressurized spray soapy water solution on all underbody seams underbody rubber grommets bulkhead grommets rear wheel well seams tail ght seams. Tighten seals side panel glass seals and grommet plate area. Once the seals are identified turn off the HVAC system seal any leaking seams using TA 2 seam sealer and allow the sealant to dry properly before retesting. Inspect the flange seal for damage/correct contact pattern. The flange strike/area be adjusted to improve the hatch seal. Inspect or evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead. Inspect the air extractors for improper sealing or damage. If the concern remains replace the muffler assembly with part EBSZ 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 Description of Vehicle Concern C/S VEH STILL HAS A EXHAUST SMELL COMING THROUGH VENTS ON A HARD ACCEL. Please list any diagnostics already performed NO SMELL WHEN TEST DROVE. Parts Replaced ON PVIOUS VISIT PERFORMED TSB 1 0130. Your Question WHAT WOULD YOU SUGGEST I DO NEXT? ANY OTHER LIKE CONCERNS OF VEH COMING BACK WITH SAME CONCERN ABOUT EXHAUST SMELL?
RE:He to Juan Thank you for the information provided. It is noted that the procedures in a href http://www.proservicetechn.com/transport/?url=/driverset/TSB/SSMD/splayArticle.aspx?type=TSB id 1 0130 target blank TSB 1 0130 /a were a ready performed on this vehicle due to an Exhaust Odor concern and the vehicle owner indicates that the exhaust odor still occurs. It is so noted that the exhaust odor concern was not verified and the conditions needed to duplicate the concern are not known at this time. If not done so already recommend going through the TSB procedures again on the vehicle and verify that the procedures were performed correctly. If the TSB procedures were performed correctly then no additional repair is recommended at this time until the vehicle concern has been verified and can be duplicated. If no issues were found with the TSB procedures performed and the conditions needed to duplicate the exhaust odor in the vents have been determined recommend inspecting the vehicle's exhaust system for signs of possible leaking. If no leaking is found recommend performing the Exhaust System Alignment procedure found in the online WSM section 309.00 under the General Procedure tab. This procedure will help to ensure that the exhaust system is properly aligned so that the sensors created on the exhaust system while accelerating may be minimized. Recommend a test.
CD:INSPECTED TSB PROCEDURE THAT WAS DONE ON VEHICLE NO CONCERNS FOUND WITH AREAS ROADTEST VEHICLE WITH NO SIGNS OF SMELL PRESENT WHAT WOULD YOU SUGGEST I DO NEXT?
RE:Juan In order to determine the area of the leak it is going to have to be duplicated in order to be sure that we have pinpointed and corrected and to prevent any unnecessary repairs or any additional repeat visits by the customer. It may be beneficial to have the customer come down and duplicate the occurrence with a technician on site drive so that the exact circumstances are noted and a technician can then duplicate the odor without the customer having to be present. It is potentially possible that if the odor only occurs in certain locations that the odor could be linked with the location rather than a vehicle concern. Once the odor can be duplicated first the technician will then check to see if the exact circumstances of the rear flange body gap incision along the bottom when attempting to duplicate the odor. If the odor is no longer present then check the flange alignment per WSM 501.03 General Procedures, flange alignment and the gap and flush measurement specs are located in WSM 501.35 Description and Operation/Body Repairs/Body Margins. If the measurements are out of specification align the gate and retest. If the gate is already within specification it may be beneficial to adjust the flange strike in slightly to allow the gate to close tighter. Also during this check ensure the drain plugs are in place through the TSB should check for that. If the odor still occurs with the
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 C/S EXHAUST SMELL ON HARD ACCEL. Please list any diagnostics already performed TSB 1 0130 ALREADY PERFORMED. Parts Replaced TSB 1 0130 EXHAUST REDESIGN. Your Question ALREADY PERFORMED ABOVE STATED TSB AND REPLACED EXHAUST AS PER HOTLINE REQUEST BEFORE CUSTOMER STILL HAS CONCERN WITH EXHAUST SMELL ON HARD ACCEL. WHAT WOULD YOU SUGGEST I DO NEXT? FSE?
RE:Juan At this time it is recommended to inspect the spark plugs and make sure they are torqued to the proper specification according to WSM 303.078 Removal and Installation. If any concerns are found please address as necessary. If concern continues it is recommended to inspect the exhaust system for leaks. It is recommended to pressurize the exhaust system with 5 PSI and use soapy water solution to check for any leaks that may be present. Also check the PCV system for any leaks that may be present as well. If any concerns are found then it is recommended to address them as necessary. We have escalated this concern to the Technical Assistance Center's Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through the Hotline Assistance Request with a response time of one business day. Provide additional information and/or recommendations so our assistance team can resolve the concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer's concern through these additional steps the Hotline will refer you to a Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostic steps performed.
CA:Consulted Ryan Tyda Recommended to pressurize exhaust system and check for loose spark plugs. Escalate due to time down and technical direction.
CD:Outbound call to Juan Spoke with John the service advisor. John stated Juan was currently on lunch but he stated the TSB was performed and the muffler assembly was replaced. He did not believe that the spark plugs were inspected or the exhaust pressurized but would verify. The vehicle has been in and out a few times for this concern.
RE:Juan A follow up call will be made later this afternoon to discuss this vehicle in greater detail.
CA:Customer is not that happy
CD:Outbound call to Juan Juan stated there is an exhaust odor on hard acceleration. He performed TSB 1 0130 and replaced the muffler assembly. The vehicle was released but came back a bit later with the same concern. He has not duplicated this time. He performed a cabin pressure test and did not notice any leaks. He verified the spark plugs are installed correctly and that there were no leaks with the exhaust system.
RE:Juan Since no leaks were present from the cabin pressure test it is recommended to tape off the rear body vents completely, reinstall the bumper and then test for the exhaust odor under the same conditions in which it was present. If the concern is no longer present, then this indicates either a fault with the bumper contacting the body vents or the vents themselves are airtight. If the concern is still present then it is possible that the bumper is catching the exhaust fumes allowing them to enter the vehicle. If there is no adjustment available in the exhaust/muffler assembly then recommend driving the vehicle without the bumper installed but the body vents still taped off. If the concern is no longer present recommend swapping the bumper from a known good like unit and then reevaluate. A follow up call will be scheduled for next week to discuss this vehicle further.
CA:Needs to tape off body vents
CD:Outbound call to Juan Tried speaking with John in charge of the RO but was busy and the receptionist couldn't get Juan.
CA:Need updated
CD:Outbound call to Juan Spoke with John the service advisor. John stated they have not duplicated the concern but the customer is returning tomorrow to duplicate the concern for them. John stated they'd previously recommended but the concern was not present when the testing was performed.
RE:Juan John if the customer can duplicate the concern or you note what conditions are present when it is occurring how hard of an accelerator on road conditions vehicle speed wind direction engine temperature etc which will help in duplicating the concern. Once the concern can be duplicated perform the previously recommended diagnostics as outlined in the February 9th update to further the concern. A follow up call will be made on Wednesday to discuss this vehicle further.
CA:Needs customer to duplicate the concern

CD:Web Form Data Description of Vehicle Concern customer states that an exhaust odor is smelling inside vehicle even after the tab has been performed. Please list any diagnostics already performed checked for air leaks at every point needed. Parts Replaced performed smell tab. Your Question is there anything else I can do to this vehicle to make the smell go away the tab has been done already.
RE:Bryan Since the exhaust smell is still present upon acceleration and with the AC on this was noted in review of FMC360 verify that the href http://www.proservicetechn.com/transport/?url=/driverset/TSB/SSMD/splayArticle.aspx?type=TSB id 1 0130 target blank TSB 1 0130 /a was performed correctly since you are unable to identify any leaks. Tighten the rear air extractor completely starting the vehicle and turning the AC to fresh air mode with the blower motor on high. Cabin pressure test outlined in WSM section 501.00.2 Close all doors and windows and spray soapy water around the underbody seams. Underbody rubber grommet. Rear wheel well seams. Rear tail light seams. Rear deck lid seals. Side panel glass seals. License plate area. Note for any bubbles formed which would indicate a leak and mark all leaks. Turn off the AC and the vehicle and clean and dry all areas marked from a leak. Seal using Motorcraft TA 2 seam sealer. Allow sealant to dry for at least 20 minutes. Remove the masking tape from the air extractors and inspect the air extractors carefully for any signs of damage to the extractors and that they are installed and sealed properly. Inspect for evidence of body repairs and ensure that there are no missing or poorly sealed body plugs in the floor pan or engine compartment bulkhead. If any are found message us.
CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE 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:Web Form Data 11/20/2013 Description of Vehicle Concern CUSTOMER SAYS THERE IS A SULFUR SMELL COMING FROM VENTS. Please list any diagnostics a ready performed PRIOR TIMES VEHICLE WAS HERE FSA REQUEST EXHAUST TO BE REPLACED WITH UPDATE DESIGN. SEAM SEAL HAS BEEN PERFORMED 2 AT SERPANTE TIMES. Parts Replaced N/A. Your Question HAVE YOU HAD ANY FURTHER COMPLAINTS OR RECOMMENDATION FOR CONCERN.
RE:Benito Pressurize the cabin of the vehicle as outlined in wsm section 501.00 under testing or dust and water leaks. This can be done by taping off the body vents of the vehicle and setting the blower motor to high with recirculation turned off. This will begin to pressurize the cabin of the vehicle. Once the cabin of the vehicle is sufficiently pressurized spray soapy water along the flange seams the underbody panels the body vent seams and other areas that may allow exhaust to leak into the vehicle. The panels can be referenced in a href http://www.proservicetechn.com/transport/?url=/driverset/TSB/SSMD/splayArticle.aspx?type=TSB id 1 0130 target blank TSB 1 0130 /a. Any leaks will manifest in the form of bubbles. If bubbles are present then adjust or seal the leaky seam with Motorcraft seam sealer. Once the faulted component has been readjusted or resealed reevaluate the leak concern. Inspect the exhaust system for any leaks as well. Inspect the exhaust manifold for leaks and inspect the connection points of the exhaust for leaks. If leaks are found repair or replace the leaky component as required. This concern being directed to the Technical Assistance Center's Escalated Handling Team or additional review. An Escalated Handling Team Member will contact you by phone or through the Hotline Assistance Request within one business day to provide.
CA:Consulted EH member Ca e Gare t who recommended escalation due to a buy back request in FMC360. Note to EH the vehicle has an active buy back case in FMC360 and the customer has had repeat concerns with exhaust odors in the vehicle even after performing TSB 1 0130.
CD:Outbound call to Benito Spoke to service manager/ship foreman John who is very familiar with the vehicle. John stated there is an exhaust odor on hard acceleration. TSB 1 0130 has been performed twice and the updated exhaust installed. They performed a cabin pressure test and found numerous body leaks that they will be repairing. They also adjusted in the flange grommet. Upon further inspection they found the body vents were taped so they ordered new ones. He was not sure how long the vehicle had been at the dealer for this issue as these computers were not opening properly but he indicated he would have the information on the follow up.
RE:Benito/John Corti rule with replacing the body vents and repairing any body leaks noted as necessary as this could cause the exhaust to enter the vehicle. A follow up call will be scheduled for Monday to discuss this vehicle further.
CA:281 839 3 20 John direct

CD:Web Form Data. Description of Vehicle Concern When accelerating on highway getting smell of exhaust inside of cabin. Please list any diagnostics already performed. Verify Parts Replaced Tab 1 0130 done road test after smell from exhaust in cabin. Your Question Any Known on concern?

RE:Peter We know that this concern is due to Exhaust fumes entering the vehicle through openings in the rear or undercarriage of the vehicle. We recommend that you review the TSB Procedure and verify that the system has been sealed properly per the procedure. If so use masking tape to seal the rear air extractors and surrounding areas. Start the vehicle then set the A/C to Fresh Air and the B over Speed to MAX. Close all Doors and verify that all Windows are fully closed. Next use soapy water to locate any air leaks. Pay particular attention on the following areas: Underbody Seams and Grommets Rear Wheel Well Seams Rear Tail Light Seams Rear Deck Lid Seats Side panel Glass/Seals the License Plate area Identify any leaks through the pressurized bubbles and mark these areas. Turn off the HVAC system and the vehicle then clean and dry all dent/fed areas. Use TA 2 to seal these areas then allow approximately 20 minutes to dry. Remove the masking tape from the extractors and verify proper sealing. Verify the liggate seal and contact pattern. Verify that the liggate gaskets are in place in the drag on the rear. Lastly use IDS and verify that the HVAC Module is at the latest calibration through module programming. Be sure to enter YES for the HVAC C programming question to verify that the thermostat calibration is ok and need.

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CD:REMOVED REAR BUMPER AND COULD NOT VERIFY ANY MAJOR AIR LEAKS FOUND MINOR LEAKS FROM AREAS THAT ARE UNABLE TO BE SEALED REAR HATCH HANDLE/REAR MOLDING CLIP HOLES ALL BODY PLUGS ARE IN AND NOT LEAKING AIR. REASSEMBLED AND CONDITION IS STILL PRESENT

REQUESTING FSE TO VISIT. CUSTOMER IS VERY IRATE DUE TO AGE OF VEHICLE AND MULTIPLE VISITS

RE:Peter Similar concerns can be caused by exhaust leaks at one of the Exhaust Flexible Pipes. In addition to this area inspect the repair or install new components as necessary then test the system for normal operation after the repair. The above information is found in Section 309 00 of the Online WSM Diagnosis and Testing Whites boom hum or ticking type noise no need to change as the engine warms. The noises are not accompanied by exhaust fumes. We have escalated this concern to the Technical Service/Hotline Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through the Hotline Assistance Request within 1 business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealer/Shop to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to

CA:Note on EH 2015 Explorer Exhaust Odor after Acceleration Escalated due to ISM being previously provided. Additional diagnosis informs on Exhaust from Greg Shmehock. Consultant on

CD:An outbound call was placed to the Dealer. Service had closed for the day at the time the call was placed and no Technicians or Service Advisors were available.

RE:Peter A member of the Technical Assistance Center will attempt to contact you again tomorrow 10/21/2015 to further discuss the leak tests completed. If a best contact number is available please provide that contact number. Thank you.

CA:Service had closed at the time the call was placed.

CD:An outbound call was placed to the Dealer. Peter advised that the odors had been duplicated by the Service Manager. Multiple leaks are present at the liggate and license plate area. Peter questioned how to seal the multiple leaks and how to correct the liggate leaks as the customer is not accepting of the look of the liggate when adjusted to correct the leak. The liggate position and look is comparable to the like vehicles available at the Dealer when adjusted to correct the leaks present.

RE:Peter Per our conversation the leaks present will need to be sealed. Motorcraft seam sealer TA 2 can be used to seal all seam leaks and license plate area leaks. The liggate will need to be adjusted to correct the leaks identified at the liggate. If the customer addresses further concerns with the adjustment that has to be completed to resolve the leak the customer should be referred to the customer relationship center or advise of the concerns with the repairs as this is the direct contact available to the customer.

CA:An add alert is being sent to the Dealer shop to make them aware of this customer reported concern that has been ongoing since 9/17/2015.

CD:An outbound call was placed to the Dealer. Peter advised that this vehicle is currently at the body shop to have all leaks sealed and this form will be updated with the status of the repair after the repairs are completed and the vehicle is driven.

RE:Peter Per our conversation thank you for providing the current status of this repair. If further information is required after seeing all leaks identified please indicate the concern present at that time along with all information required.

CA:This vehicle is currently at the Dealer's body shop to have all leaks sealed.

CD:VEHICLE HAS RETURNED FROM BODY SHOP CUSTOMER IS UNHAPPY WITH REAR DOOR ALIGNMENT REAR GATE IS SEALED AND CUSTOMER CONCERN OF EXHAUST ODOR IN CABIN IS STILL PRESENT. CUSTOMER IS VERY UPSET OVER THIS CONCERN DUE TO AGE AND MILES ON VEHICLE AND IS REQUESTING VEHICLE TO BE BOUGHT BACK AND PUT IN ANOTHER VEHICLE.

RE:Ray Per our conversation with all leaks sealed and the odor still present. Install muffler assembly EBSZ 5230 A to resolve any remaining odor and reset.

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CD:Installed recommended exhaust system and road tested vehicle. concern still present.

RE:Peter If the remaining leaks have not been addressed please do so per previous Technical Assistance Center and FSE recommendations. Additionally we have escalated this concern to the Technical Service Hotline Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through the Hotline Assistance Request within 1 business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealer/Shop to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer's concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail. Thank you in advance.

CA:Note on EH this contact is being re-escalated due to concern still present after previous repair attempts. Escalation was closed 10/27/2015. Customer's concern Exhaust odor in cabin after acceleration TSB 1 0130 has been performed. liggate adjusted and updated muffler has been installed. Consulted Josh Burch. Advised to address the remaining leaks and escalate.

NOTE TO FSE WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO OPEN BUYBACK REQUEST TIME DOWN AND EXHAUSTED ALL STANDARD TECHNICAL DETECTION. THIS VEHICLE IS EXHIBITING A CONCERN OF EXHAUST ODOR INSIDE OF THE VEHICLE AFTER A WOT ACCELERATION AND 5

CD:Web Form Data. Description of Vehicle Concern customer states there is an exhaust smell when accelerating to pass. Please list any diagnostics already performed. Verify Parts Replaced Tab 1 0130 was unable to duplicate issue then and still unable to duplicate issue now. vehicle on hoist inspected. no leaks evident. noted vehicle heavily strong air fresheners inside on vents. rear gate does not seal. customer's stated it happens even without the tsb. Parts Replaced Tab 1 0130. Your Question any updates for this? unable to duplicate.

RE:Joe It will be necessary to duplicate the concern in order to diagnose the vehicle. It is possible that all the air fresheners are masking the exhaust odor. Start by removing the air fresheners and reevaluate. Once the air fresheners are removed drive the vehicle in the manner that the customer was when the smell occurred. Acceptance criteria to duplicate the concern. Additionally ensure that the rear AC unit is on when doing so to duplicate the customer's issue. Once the concern has been duplicated it will be necessary to inspect the area that was repaired in the Technical Service Bulletin TSB. Look at installed rear drain valves and at the areas where the seam sealer was applied. If any problems are present re-install or repair the damaged component and reevaluate. Also inspect the vehicle's body panels and/or missing body plugs and/or missing body panels. If any are found install all new plugs. If the TSB was performed and looks to be installed properly it will be necessary to pressure test the vehicle. Use masking tape to seal off the rear extractor. Start the vehicle and set A/C to fresh air with blower speed at max. Close all doors and ensure windows are fully closed. Use soapy water in a spray bottle to locate any air leaks present. If bubbles are seen a leak has been found in that area. Look for leaks at the underbody seams rubber grommets rear.

CD: mistyped the air fresheners are on the ventor.

RE:Joe Thank you for the update and please continue with the previously mentioned diagnosis. In addition since the concern cannot be currently duplicated it will be helpful to perform a road test with the customer. Note some exhaust smell on hard acceleration may be characteristic of vehicle operation. If available a similarly equipped vehicle can also be driven for comparison. Also verify there are no leaks in the exhaust system and the all exhaust components are securely fastened. Components to inspect would be connect ng flanges and the flex pipe. If any concerns are found repair or replace as necessary.

CD:Web Form Data. Description of Vehicle Concern exhaust/fuel smell on accel. Please list any diagnostics already performed. 1 0130 has been performed and resealed and reprogrammed. Parts Replaced parts as per 1 0130. Your Question customer is still complaining and I have done what 1 0130

RE:David a href="http://www.prosewatches.com/transmissionfluid.html">http://www.prosewatches.com/transmissionfluid.html is the correct fluid for the TSB. TSB 1 0130 target blank TSB 1 0130/a has been found to correct the majority of these odor situations. Please be sure that the TSB was completed in its entirety. If the TSB has been fully completed it is important to note if the odor occurs in both recirculated or fresh air HVAC modes or if it only occurs in an individual mode only. This may help to pinpoint a root cause. If the odor only occurs in Fresh air mode it would be beneficial if not already done to thoroughly inspect under the hood or fluid leaks of any kind engine oil ATF coolant fuel and even pressurize the exhaust and check for underhood exhaust leaks as well. If nothing under the hood is found then it is recommended to use the cabin pressure leak testing process to help pinpoint the intrusion location on Using masking tape seal the rear air extractors and areas. It is not necessary to mask the rear lip molding if the rear lip molding has not been removed. Start vehicle set A/C to fresh air mode and set blower speed to max. Close all doors and ensure windows are fully closed. Use a soapy water solution in a spray bottle to help locate air leaks. Spray around the oiling areas underbody seams rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seats Side

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CD:so how does the tech get paid for the time it takes to do this. Ive been paid 2 hr

RE:David The warranty assistance center contact number should be used for warranty claims submission. That number is 1 800 233 8851. To better assist you on this warranty related question the Technical Assistance Center recommends that you refer to the dealership Warranty Administrator or the Warranty and Policy Manual or you may contact the Warranty Assistance Center for clarification.

CA:Consulted SME Greg Shmehock. He told me it is right in the ISM.

CD:Got it. so in other words spend a whole lot of time trying to isolate then get nothing for the time you spent trying to isolate what someone else has done or have not done. Then try and figure a way to get paid. Then find out your gonna get pennies for the time it takes to isolate and repair the problem if it is fixable. so in just stuck in about done. The end of the month marks 25 years working in a Ford dealer. I might not make 1 to 25 yrs. So there anything more specific that has indicated to be a problem with the explorers and edges for exhaust odor? send a feed engineer.

RE:David Some areas to check include the area that was repaired during the Technical Service Bulletin TSB the area around the AC lines to the rear HVAC unit and the seams behind the rear bumper. The area around the AC lines can be seen in workshop manual section 12 02 under removal and installation of the Auxiliary Evaporator Outlet and In-Line. The diagnostics provided in the first response will need to be done as they outline the process for determining what area the exhaust is coming from and will need to be performed. The Technical Assistance Center provides diagnostic and service information to assist technicians with repairs. The warranty areas are the best resources for pay information. We have escalated this concern to the Technical Service/Hotline Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through the Hotline Assistance Request within 1 business day to provide additional information or recommendations to assist in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealer/Shop to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer's concern through these additional steps the Hotline will alert your Field

CA:Notes to EH Escalated for dealer behavior. The technician is requesting an FSE and is clearly frustrated. Consulted HVAC SME Dev Creech and EH member Mike Bachelder. We discussed the previous contacts and we suspect that the cause is one of the items from the ISM.

CD:David Service Adviser stated. David Scott no longer works here. I am not sure who will be working on this vehicle next.

RE:David For the next technician who is working on this vehicle it is recommended to attempt to isolate the odor to the tailgate area. Mask/seal off the tailgate and reevaluate the smell. The tailgate area can also be smoke tested. Have an assistant inside the vehicle near the tailgate. Use a smoke machine and apply smoke to the exterior of the tailgate. If smoke is seen intruding into the vehicle or the odor is no longer present when the tailgate is sealed off then this is the source of the exhaust odor. It is recommended to carefully inspect/replace the liggate weatherstrip. Carefully adjust the liggate per the Workshop Manual WSM 501 03 General Procedures Liggate Alignment and 501 35 Description and Operation Body Panel/Trim/Rear Panel.

CA:Follow up 10/7/15

CD:Update

RE:David There was a phone system error occurring when attempting to call. It was not possible to reach the Dealership during multiple call attempts. Another call will be placed tomorrow 10/6/15 to review the status of this vehicle/concern. Thank you for your patience.

CA:Phone error

CD:Laurie Service Manager stated. The rear bumper was removed. Some of the sealer was not applied. We believe the TSB was not correctly performed. The tail lamps have been removed. We have applied sealer and rechecked the TSB steps. We are going to re-undercoat it as well.

RE:Laurie It is correct that when the TSB for this concern is not correctly completed there will most likely be exhaust odor still occurring inside the vehicle. It is very important to go over TSB 1 0130 and verify each step has been properly performed/completed. Seams under the tail lamp can be easily masked. Check the tailgate seal by applying a ghee even beam of grease to the seal. Shut the tailgate and re-open it. Check for an even contact over the whole seal. Smoke can also be applied to the tailgate area to check for smoke intrusion. If any faults are found it is recommended to replace the seal and adjust the liggate as previously recommended. A follow up call will be scheduled on 10/12/15 before the close of business to review the repair/restatus.

CA:Follow up on 10/12/15

CD:Laurie stated. The vehicle has been re-assembled and is going to be tested during the exhaust odor no longer occurring. The vehicle will then be resealed.

RE:Laurie Thank you for the update. A follow up call will be scheduled for tomorrow 10/12/15 to review the status of this vehicle. If it is released before then the online form can then be updated and this Escalation will then be closed.

CA:Follow up on 10/13/15

CD:Laurie stated. It was driven and has not been definitively determined that the exhaust odor is no longer present. Several other technicians are going to drive the vehicle today and evaluate the odors well. If the concern appears to be resolved the form will be updated and the vehicle will be resealed.

RE:Laurie Thank you for the update. A follow up call will be scheduled for 10/13/15. This online form is not updated.

CA:Concern/responder still be no evaluated.

CD:Web Form Data. Description of Vehicle Concern exhaust smell on accel. Please list any diagnostics already performed. verify concern per form tab 1 0130 after tsb help on hwy but from a dead stop then accel hard you could still smell it strong. Hvac was on auto the time when I switch it to max ac you could here the outside flap opening up but when on auto I did not here anything change. Is normal characteristics of the vehicle or an Explorer seem to have this problem? Parts Replaced Tab 1 0130. Your Question see above.

RE:Paul When in AUTO mode the air in the door is automatic controlled by the HVAC module based on the temperature settings and will not react the same as MAX A/C as the stragery for MAX A/C is the air in the door closes preventing outside air and admits only recirculated air. If the condition still present after completing TSB1 0130 which has been found to correct the majority of these odor situations. Please be sure that the TSB was completed in its entirety. If the TSB has been fully completed it is important to note if the odor occurs in both recirculated or fresh air HVAC modes or if it only occurs in an individual mode only. This may help to pinpoint a root cause. If the odor only occurs in Fresh air mode it would be beneficial if not already done to thoroughly inspect under the hood or fluid leaks of any kind engine oil ATF coolant fuel and even pressurize the exhaust and check for underhood exhaust leaks as well. If nothing under the hood is found then it is recommended to use the cabin pressure leak testing process to help pinpoint the intrusion location on Using masking tape seal the rear air extractors and areas. It is not necessary to mask the rear lip molding if the rear lip molding has not been removed. Start vehicle set A/C to fresh air mode and set blower speed to max. Close all doors and ensure windows are fully closed. Use a soapy water solution.

CA: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:Web Form Data Description of Vehicle Concern customer states there s a burning smell after drivng for 10 minutes Please list any diagnostics a ready performed test drove 20 miles did not smell anything burning nor exhaust but does have a strong chemical smell inside the vehicle a/l the time Parts Replaced none Your Question do you know of any issues with chemical or burning smell inside the vehicles?

RE:Ronald The chemical type smell in the vehicle can hopefully be solved by looking for missing or improperly installed body plugs or weather stripping exhaust odors either coming through the air vents or the smell of HOT components The vehicle when produced are shipped with a coat ng on the exhaust that prevents the exhaust from rusting durng shipment and storage and through vehicle use Th s chemical usual y burns off after a while and is never smel ed again but there can be some times where the chemical doesn t quite burn all the way o f due to an excessive amount pooling up on the exhaust component Visually inspect the exhaust system for any type of chemical ev dence or smells

Use the TSB 1 0130 as a guideline to making sure the cabin leaks ed properly and re evaluate
CD:RECEIVED HOTLINE COMMENTS I REMOVE EXHAUST COMPONENTS FROM THE CATALYTIC CONVERTER ALL THE WAY BACK TO CLOSELY EXAMINE FOR ANY CHEMICAL RESIDUE AND OR EVIDENCE OF EXHAUST LEAK THERE WAS NONE FOUND THEN I REINSTALLED EXHAUST PERFORMED SMOKE TEST TO CHECK FOR ANY LEAKS NONE FOUND THEN I PERFORMED TSB 1 0130 THERE WAS SEVERAL PLACES ON THE VEHICLE WHERE THERE WAS MISSING SEEN SEALER RESALEER ENTIRE REAR OF VEHICLE AS OUTLINED IN THE TSB PUT VEHICLE BACK TOGETHER REAR AND ROAD TESTED VEHICLE CHEMICAL SMELL IS STILL EVIDENT AND IS AS STRONG AS BEFORE WOULD LIKE TO ESCALATE TO FSC STATUES

RE:Ron As per our phone conversation I s recommended to remove the rear bumper cover and tail amp assemblies and tape the body vent closed Then perform the Dust and Water Leaks Tests out need n Workshop Manual Section 501 00 to locate any body leaks through which exhaust fumes can enter the vehicle I found repair the eaks using seam sealer and reevaluate the concern We have escalated this concern to the Technical Service Hotline s Escalated Handng Team for additional review A Service Engineer from his team will contact you by phone or through this Ho line Assistance Request within one 1 business day to provide additional information and/or recommendations to assist in the resolut on of the customer s concern Our team at the Hot ne will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If the Escalated Handng Team is still unable to assist you in resolving the customer s concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss a diagnosis performed and test results with the Technical Service Hotline Service Engineer in more detail Thank you n advance

CA:Note Consulted Michael Bachelder regarding escalation and technical direction

CD:Outbound call to Ronald and the dealer has had FSE involvement with this vehicle

RE:Ronald Cons dering your report of the FSE has determined that this vehicle is currently working as designed we will be closing this escalat on If the customer s still dissatisfied they can contact CRand I further technical direction s required due to any new findings this vehicle concern please update th s form at that time so we can re escalate th s 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 with the 2016 model vehicle

CD:CUSTOMER HAS RETURNED STATING THAT THEY ARE STILL GETTING AN ODOOR IN THE VEHICLE UNDER THE RIGHT CONDITIONS WE HAVE DRIVEN THE VEHICLE AND WERE ONLY ABLE TO GET AN ODOOR UNDER HARD ACCELERATION AND HITTING THE BRAKES 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 THE VEHICLE

RE:Ronald Since the vehicle has returned for the same concern perform pressure test on the vehicle by removing the right and left rear lamp assemblies then use masking tape to seal the rear air extractors and surrounding areas Do not mask the rear lip molding on Vehicles without lip molding removed Start vehicle and set A/C to fresh air mode with blower speed to max Close all doors and ensure windows are fully closed Spray soapy water around the underbody seams Underbody/rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel glass seals License plate area etc A r leaks can be identified by the presence of bubbles Mark all areas identified to have a r leaks Once the leaks have been identified clean and dry all areas marked earlier and seal using Motorcraft TA 2 seam sealer Endeavor to avoid sealant to dry and retest Also we have escalated this concern to the Technical Service Hotline s Escalated Handng Team for additional review A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within n response n response n response to provide additional information and/or recommendations to assist in the resolution of the customer s concern Our team at the Hot ne will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a

CA:Note o EH Contacts retail RO date is October 1st 2015 The concern with the chemical smell perceived under hard acceleration was previously 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 a ready Consulted SME Steve Jones who advised to re escalate the contact and recommend ISM 15 01 013

CD:Outbound call to Ron and advised that the dealer has installed the incorrect muffler for th s vehicle

RE:Ron As we discussed over the phone the incorrect muffler assembly was installed on this vehicle in order to resolve th s odor concern it would be recommended to install Muffler assembly part F85Z 5230 B and retest to ensure the odor is correct ed When components are backordered and unavailable the proper procedure to follow is Emergency order the part and contact Parts Asst stance Contact Online PACO and then contact the Customer Relation 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 Specialist who will direct you on how to proceed with the backordered parts If they cannot obtain them Please refer to the latest communication found 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 This will bring up the correct EFC and the process to follow on the parts are available or if the next level part will 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 report regarding the part s availability We will be closing this escalation at th s time as parts are on order If odor issues persist please call in by dialing 1 800 826 69 and provide contact ID 109193913

CA:parts on order

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES THAT WHEN THE VEHICLE IS UNDER A HEAVY ACCELERATION ON A HILL CUSTOMER COMPLAINS ABOUT AN EXHAUST SMELL COMING FROM THE VEHICLE CUSTOMER HAS STATED THAT IN FLORIDA THERE IS A CLASS ACTION LAW SUIT ON FORD PERTAINING TO THIS CONCERN Please list any diagnostics a ready performed PERFORMED TSB 1 0130 ON 9/ /15 VEHICLE S BACK FOR SAME CONCERN AND WE CANNOT DUPLICATE THE CONCERN UNDER ANY DRIVING CONDITION Parts Replaced VERIFIED CUSTOMERS CONCERN ON 9/ /15 REPLACED AIR EXTRACTOR INSTALLED DRAIN VALVES SEALED AND REPROGRAMMED HVAC MODULE PER TSB 1 0130 Your QUESTION IS THERE ANY OTHER AREAS THAT THE SMELL COULD BE COMING FROM DUE TO THE FACT WE CANNOT DUPLICATE AND CUSTOMER IS VERY CONCERNED ABOUT SMELL HOW DO WE PROCEED? AS STATED ABOVE CUSTOMER IS AWARE OF A LAW SUIT PENDING ON THE SAME CONCERN IN FLORIDA

RE:Jonathan BR BR Since you were able to verify the exhaust odor previously it will be necessary to consult with the customer to determine how to duplicate the odor or to have the customer duplicate the odor Th s duplication s necessary to ensure the odor is exhaust related rather than from another source If the odor is in fact exhaust related we would recommend checking for an air leak in the rear of the vehicle To determine if any seam is leaking please refer to section 501 00 of the online workshop manual Diagnosis and Testing Body System Dust and Water Leaks to pressureize the cabin Once the cabin is pressurized please use the soapy water solution to check for a leak around the underbody seams underbody rubber grommet rear wheel well seams rear tail light seams rear deck lid seals side panel glass seals and license plate area If any leaks are found please seal the areas using TA 2 seam sealer or urethane depending on if glass or a body seam is leaking Once sealed please retest for any leaks using the same procedure BR BR Please also inspect the air extractors to ensure they are sealing properly with no pressure coming out of the body opening Please also inspect the lift gate seal and the trim to ensure no air is leaking from this area of the vehicle Impact the air extractors for possible damage or

CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:VERIFIED SMELL COMING INTO CABIN OF VEHICLE ON HEAVY ACCELERATION CANNOT PINPOINT LOCATION OF WHERE SMELL IS COMING FROM NO SEAM LEAKS FOUND ON INSPECTION CAN SMELL MOSTLY COMING OUT OF VENTS REQUEST FSE OUT OF SERVICE 26 DAYS

RE:Jonathan Since the smell has been determined to be coming from the vents check or any exhaust leaks from the engine compartment that would get sucked into the HVAC filter during vehicle operation Do this by pressurizing the exhaust and then spraying soapy water on all pipes and connections If any leaks is found repair as necessary If the leak is found to be worse when in neutral mode change the HVAC mode to fresh air mode If the smell is still present proceed with the previous recommendations to try to rid the leak It has also been found that undercoating the rear underbody has resolved this concern at times In addition it may be helpful to review addl on past reports regarding the Technician Self Help Tool to find additional confirmed repairs for th s concern

CD:checked for exhaust leaks none present at this time

RE:Jonathan Thanks for the updated information We have escalated this concern to the Technical Service Hotline s Escalated Handng Team for additional review A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within n response n response to provide additional information and/or recommendations to assist in the resolution of the customer s concern Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If the Escalated Handng Team is still unable to assist you in resolving the customer s concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail Thank you n advance

CA:Note To EH this report is being escalated for an exhaust odor on access 1 0130 has been performed ISM 15 07 013 has been recommended and the exhaust system has been checked for leaks The first repair attempt was on SEPT 1 2015 to try and resolve the condition which when 1 0130 was performed and the dealer is indicating the vehicle is being down for 26 days

CD:An outbound call was placed to the Dealer Jonathan advised that soapy water has been used to check or leaks with the A/C on in fresh air mode The tail lamps were removed however Jonathan was unsure if the rear bumper cover had been removed No leaks are being identified at this time

RE:Jonathan Per our conversation continue with removal of the rear bumper cover when testing for leaks I not already completed When testing or leaks with the A/C on all doors closed a windows closed and in fresh air mode use an EVAP smoke machine to apply smoke outside of the vehicle to the liftgate seam a body seams and the area behind the tail lamps with the tail lamps removed If an area is present where air is pushing the smoke away from the vehicle a leak is present When testing also shine a light along all seams when an assistant checks or light inside the vehicle If light is able to pass through the seam and be seen inside the vehicle a leak is present Install a light layer of grease or chalk powder to the liftgate seal close the liftgate open the liftgate and check for transfer of the grease or powder If there is an area that indicates the seal is not contacting adjustment of the liftgate will be required After testing ensure the grease or chalk is cleaned from the seal and contact area

CA:A field alert is being sent to the Dealers region to make them aware of the line out of service for this repair

CD:An outbound call was placed to the Dealer Jonathan advised that a smoke machine and lights have been used with the tail lamps and bumper cover removed with no leaks found at this time

RE:Jonathan Per our conversation with no additional leaks found after completing TSB 1 0130 using soapy water to check for leaks with the A/C on in fresh air mode using a smoke machine o check for leaks and using light at the seams to check for leaks and the odor still occurring under heavy acceleration we have retested 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 within one 1 business day o discuss further recommendations If the FSE does not contact you directly please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern

CA:Opening TAR

RNOTE TO FSE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF PROGRESS THE CUSTOMER CONCERN IS AN EXHAUST ODOOR ON HEAVY ACCELERATION THE DEALER HAS COMPLETED TSB 1 0130 ALL SEAMS HAVE BEEN CHECKED FOR LEAKS WITH SOAPY WATER A SMOKE MACHINE AND LIGHT AND ALL LEAKS HAVE BEEN SEALED WITH NO CHANGE TO THE ODOOR THE TAIL LAMPS AND BUMPER COVER WERE BOTH REMOVED WHEN COMPLETING THESE INSPECTIONS PLEASE ASSIST THE DEALER IN FURTHER ISOLATING THE SOURCE OF THIS ODOOR AS THE DEALER IS UNABLE TO LOCATE ANY FURTHER LEAKS AT THIS TIME ESTIMATED NUMBER OF REPAIR ATTEMPTS 2 ESTIMATED NUMBER OF DAYS OUT OF SERVICE CE THE CUSTOMER HAS INDICATED IN FMC360 CASE 8099156 Y3G5K6 THAT THE VEHICLE HAS NOW BEEN OUT OF SERVICE 38 DAYS DURING 3 VISITS FOR THIS CONCERN

Z9:ODOMETER 11 29 CHANGED TO 11 29 KM BY BURJOTHZ

CAINBOUND CALL FROM FSE RICHARD HAMMER HE WAS AT THE DEALERSHIP WORKING WITH THE TECHNICIAN TODAY ON THIS VEHICLE HE WAS PERFORMING TSB 1 0130 AND FOUND THAT THE HVAC MODE DOOR WOULD NOT SWITCH AS IT SHOULD WHEN UNDER WOT WIDE OPEN THROTTLE RICHARD STATED THAT THE HVAC CONTROL MODULE UPDATED SUCCESSFULLY AND NO FAULTS OR ERROR MESSAGES WERE DISPLAYED DURING THE UPDATE PROCEDURE HE WONDERED IF IT WAS ACTUALLY UPDATED AND PROVIDED THE FILE AND PART NUMBER OF THE HVAC CONTROL MODULE

RE:RICHARD AS PER OUR PHONE CONVERSATION CONTACT THE PCE FOR THE EXPLORER VEHICLES TO DETERMINE WHAT PARAMETERS NEED TO BE MET IN ORDER FOR THE MODE DOOR TO BE COMMANDED TO CHANGE STATES THERE IS VERY LITTLE INFORMATION AVAILABLE ON WHAT PARAMETERS NEED TO

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES EXHAUST/LEAK STILL COMING IN VEHICLE Please list any diagnostics already performed tab 1 0130 Parts Replaced vent and sealer Your Question I performed the tab and the customer went back to his fire department and ran a carbon monoxide test and found 12 percent carbon monoxide inside of car is there any other repair available like exhaust with oxygen ps?

RE:Joe BR BR Since TSB 1 0130 has been performed it will be necessary to inspect the vehicle for any other source of a r or exhaust entering the rear of the vehicle To aid in locating the a r leak please refer to section 501 00 of the online workshop manual Diagnosis and Testing Body System Dust and Water Leaks Once the cabin is pressurized please spray the soapy water solution around the underbody seams under the underbody rubber grommet rear wheel well seams rear tail light seams rear deck lid seals side panel glass seals and license plate area If any bubbles are discovered in these areas during the test please seal the areas with TA 2 seam sealer or urethane depending on if they are a body or a glass seal BR BR Please also inspect the air extractors for possible damage or improper sealing Please replace either the left or right air extractors if any damage s found or if the seals does not close once no pressure is present in the cabin Last y please verify if the lift gate seal is operating correctly and inspect if for any damage and proper

l/contact pat em

CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD: I brought back a fan and ran ac to pressureize cab n and sprayed soapy water and could not find any bubbles This vehicle being on a a tireman and he s using a scanner that check all the chem-cats in the air I guess he is having the car sitting still and running till can detect something he would like the truck completely sealed with no fuel issues is there any other repairs for this vehicle?

RE:Joe Since there were no bubbles found at the rear of the vehicle when performing the cabin pressure test it is recommended to pressurize the exhaust and spray soapy water over the entire exhaust system to check for any leaks If any leaks are found they will need to be repaired If there are no leaks it is known that the smell is entering the vehicle from the rear A so inspect the exhaust system for any lifted or out of place rubber isolators Check with parts department for any updated parts such as the Turbine If there are no concerns with the exhaust system it is recommended to completely ype off the air extractors and re evaluate the smell If the smell is no longer present inspect the air extractors for damage or improper sealing against the body If there is no damage to the body and they seal properly replace the extractors as they are letting exhaust fumes into the cabin Also advise the customer that operating the HVAC system in fresh air mode will slightly pressurize the cabin and help prevent exhaust odor from entering the vehicle

CA:Report F92DL0

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES THE THERE IS A STRONG SMELL OF EXHAUST FUMES IN THE VEHICLE WHEN HEAVY ACCELERATION AT HIGHER SPEEDS AND MORE LOAD ON VEHICLE Please list any diagnostics already performed HAVE NOT DUPLICATED CONCERN AT THIS TIME PERFORMED TSB 1 0130 ALREADY Part s Replaced NONE Your Quest on SEEN THIS BEFORE?

RE:He to Jon Thank you for the information provided We have seen past reports that indicate a repeat exhaust odor concern when the procedure from the TSB B performed incorrectly or if a step is skipped Once the repeat exhaust odor concern has been verified on the customer s vehicle please take a moment to verify that the procedures in a href http://www.proservicecenter.com/transort?url=vid&ref=TSB_SSM0.ap&Article=asp&type=TSB id 1 0130 target blank TSB 1 0130 /a have been performed correctly Please verify the following Pressure Test Procedure A Using masking tape seal the rear air extractors and areas B It is not necessary to mask the rear lip molding for vehicle e that do not have the rear lip molding removed B Start vehicle set A/C to fresh air mode and set blower speed to max C Close all doors and ensure windows are fully closed d Use soapy water in a spray bottle to help locate a r leaks e Spray around the following areas a Underbody seams b Underbody rubber grommet c Rear wheel well seams d Rear tail light seams e Rear decklid seal f Side panel glass seals g License plate area h A r leaks can be identified by the presence of a bubble i Mark all areas identified to have air leaks j Turn off A/C k Turn off vehicle l Clean and dry all areas marked earlier m Seal using Motorcraft seam sealer TA 2 n Allow sealant to dry and retest

CA:Article ISM 1507013 SOME 2011 2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data Description of Vehicle Concern under heavy acceleration you get a sulfur odor in the vehicle. Please list any diagnostics already performed on 12/10/11. A test was done then came back on 02/26/15. Service manager did not smell and released then came back now and I verified the odor. TSB 1-130 has been done all modules have been updated. I have used other reports and done the soapy water test and corrected all the leaks. We still have a concern I do not know what else to do. Parts Repaced rear door seal the lift gate drain in the tail rear emblem program modules. Your Question need help?

RE:Steve With exhaust odor still entering the cabin please make sure that the Heat ng Ventilation Air Conditioning HVAC module is up to the latest calibration. It is unsure if the reprogramming of the module was done on the previous visit or the current visit. When performing the Soapy Water Test for pressurizing the cabin all the steps must be performed to fully ensure that all leaks are identified Masking tape should be used to seal the rear air extractors and the surrounding areas. The engine must be running with the A/C set to fresh air mode and the blower speed at max with all doors and windows completely shut. Then when spraying the vehicle with soapy water focus on the license plate rear door deck lid seals rear tail light seems rear panel glass seals side panel glass seals under grommets and seams. Any air leaks bubbling are marked on the vehicle with markers and the area of the leak cleaned and Motorcraft Seam Sealer TA 2 used to fix the leak. The sealant must sit for 20 minutes and then the testing is performed to verify the fix. In addition it has been noticed in prior repairs that missing body plugs underneath the vehicle and even in the rear liftgate have caused this concern so any plugs missing should be replaced. Also consult with the vehicle owner or the dealership to ensure that the vehicle has not suffered.
CA:Consulted SME Bradley Miller advised to reiterate the ISM at this time. Article ISM 1507013 SOME 2011-2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB1-0130 HAS BEEN COMPLETED.

CD:It has been done as stated this car has had the odor since the customer drove home the first day! no coil sions

RE:Steve Thank you for the updated information. It is necessary to ensure that all of the steps have been performed to ensure that no concerns have been overlooked. There have been concerns seen with the liftgate leaking a towing the exhaust odor to enter the vehicle. It is suggested to use the smoke machine in an area of the shop that does not have a breeze then use it to go around the liftgate seal area to see if smoke enters the cabin of the vehicle. We will aid to have someone sit in the cargo area of the vehicle to look for smoke entering while the smoke machine is used to blow smoke near the liftgate seal area. Ensure that the bottom of the liftgate is padded close attention to the bottom may leak more than the rest of the liftgate. If the liftgate is leaking it may be adjusted so that it seals tighter to resolve the concern. The liftgate should be adjusted as per the WSM section 501-03 Body Closures General Procedures Liftgate Alignment. We have escalated this concern to the Technical Service Hotline Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through the Hotline Assistance Request within response 1 (non-business days) to provide additional information on and/or recommendations to assist in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealership to resolve the concern.

CA:Note: If this contact is being escalated due to technical progress. The vehicle has had the TSB 1-0130 performed to resolve the exhaust odor in the vehicle. The ISM was so provided and the odor continues to occur. Consult Brian Graham about escalation and further technical direction.
CD:An outbound call was placed to the Dealer. Steve advised that all modules including the HVAC module were updated with 97-03. The side panel gasket has been taped off and sprayed with no leak found. The leaks identified under the body were sealed. The seals plugs (separate area tail gate seams and rear wheel well seams have been sprayed with soapy water with the windows closed doors close and A/C on in fresh air mode with no leaks present at this time. The air extractors were taped off when completing this test. The liftgate seal was replaced as it was found leaking and the liftgate adjusted. The plugs in the engine compartment were inspected with no missing plugs found. The exhaust was inspected with no leaks noted. The odor can be duplicated on heavy acceleration and seems to be from the rear of the vehicle. The tail lamps and bumper cover were removed when spraying with soapy water.

RE:Steve Per our conversation on thank you for providing the tests completed. As discussed continue with using a smoke machine around the seals and seams on the outside of the vehicle with the A/C on in fresh air mode with the air extractors taped off. The smoke will likely push away from the seam in the area the leak is present. Seal all additional leak locations found and retest.

CA:Smoke is being used to check for additional leaks as all leaks found using soapy water have been sealed with the odor still present.

CD:An outbound call was placed to the Dealer. Steve advised that two additional leaks were found at the bottom of the rear body seal. These were sealed at the vehicle was driven and the odor is still present. These leaks were found by shining light at the suspect area and finding light into the interior of the vehicle.
RE:Steve Per our conversation on thank you for providing the leak locations identified. With all leaks sealed the odor still present and the HVAC module at the latest available calibration we have reiterated this concern to the Field Service Engineer near FSE in your market area. The FSE should contact you and/or the Dealership management Service Manager or Service Director within one business day to discuss further recommendations. If the FSE does not contact you directly please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

CA:Opening TAR
NOTE: TO FSE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO TIME OUT OF SERVICE AND LACK OF PROGRESS. THE CUSTOMER CONCERN IS AN EXHAUST ODOR UNDER HEAVY ACCELERATION. THE DEALER HAS VERIFIED THIS CONCERN COMPLETED TSB 1-0130 UPDATED THE HVAC MODULE TO THE LATEST CALIBRATION AND SEALED ALL LEAKS FOUND. THE VEHICLE HAS BEEN TESTED FOR LEAKS USING SOAPY WATER WITH THE A/C ON IN FRESH AIR MODE WITH SMOKE ON THE OUTSIDE OF THE VEHICLE WITH THE A/C IN FRESH AIR MODE AND WITH LIGHT ON THE SUSPECT LEAK LOCATIONS WHILE MONITORING FOR LIGHT INSIDE THE VEHICLE. ALL LEAK LOCATIONS IDENTIFIED BY THE DEALER HAVE BEEN SEALED AND THE ODOR IS STILL PRESENT. ALL UNDER BODY SEAMS THE SIDE PANEL GLASS SEALS THE LICENSE PLATE BOLT HOLES THE LIFTGATE ALL BODY PLUGS AND ALL SEAMS BEHIND THE TAIL LAMPS AND BUMPER HAVE BEEN TESTED WITH NO LEAKS FOUND. ESTIMATED NUMBER OF REPAIR ATTEMPTS: ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 26
Z9:ODDOMETER 1675, CHANGED TO 1675. M BY BURTCHE

CD:ok I've had enough. I smoke tested and soapy water tested found air leaks between hatch back gasket and body not to the door. I removed gasket cleaned all the sealant and stuff we added to make the sealant in speaking with fse he suggested to body seal all the cracks in the lip that the seal slides on did that and let dry install new seal. If leaks removed the seal along the bottom and flatten all the press bumps in the lip flat still leaks. As I was typing this my FSE called explained all this to him he gave me the part number to the new exhaust system we will install then retest thanks.
CA:TSB HAS BEEN DOUBLE CHECKED PLUS ADDITIONAL AREA SEALED UP AND CONCERNS STILL PRESENT. DEALERSHIP HAS BEEN ADVISED TO ORDER PART NUMBER E83Z 5230 A AND CONTACT FSE WHEN IT ARRIVES.
RE:You are welcome Steve. It would be recommended to proceed with the repair of the updated exhaust component as instructed by the FSE and then continue to work with the FSE as necessary if a concern is still present.

CA:TECH CALLED THE NEW EXHAUST SYSTEM WAS INSTALLED TODAY. TECH STATES THE SMELL IS 75% BETTER. VEHICLE WILL BE RETURNED TO THE CUSTOMER FOR EVALUATION. TECH WILL CALL FSE BACK WITH THE RESULTS OF THE CUSTOMER'S TEST DRIVE.

Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED.

CD:Web Form Data Description of Vehicle Concern exhaust odor coming inside vehicle. Please list any diagnostics already performed. ok exhaust leaks none found. performed tbd1-0130. Repaced both rear air extractors. did not fix concern. read past hold re reports for concern. checked for rear sealing concerns. taped off rear air extractors. pressurized cabin. soapy tested rear of vehicle. applied sealer from tdb to open seams and body plugs in rear of vehicle. repaced rear hatch seal. resealed exhaust odor still present. Parts Repaced rear hatch seal and rear air extractors. Your Question: s there an issue with the exhaust system on this vehicle.

RE:Char es if possible use a light to check the extractor sealing. Since the TSB was performed and you have applied the recommended procedure for each after the TSB we have escalated this concern to the Technical Service Hotline Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through the Hotline Assistance Request within response 1 (non-business days) to provide additional information on and/or recommendations to assist in the resolution of the customer's concern. Our team at the Hotline will continue to work with you and your Dealer ship to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer's concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail. Thank you in advance.

CA:Note: escalation on team. Escalating the report since the concern could be safety related and all diagnostics have been exhausted. Discussed the report with Bethany Troups and advised the TSB was performed and the ISM on the exhaust odor was covered by the technician after he reviewed the self help pin with the suggested checks post TSB.

CD:Char es stated: When on hard acceleration exhaust odor is still being ingested into the vehicle. Used rags to verify there are no exhaust leaks present. The HVAC module is at the latest software level. Reviewed past reports and found several leaking points when pressure testing the body. We pressure tested and found several leak points. They were sealed and no other issues were noted. The tailgate seal was leaking and then changed. The tailgate was adjusted. There is still an exhaust odor present.

RE:Char es it is very important to verify each step of TSB 1-0130 are fully completed. Overlooking any steps can result in a repeat exhaust odor. Be sure to carefully check the seams under the rear tail lamp housings. Apply additional sealer as needed. Verify the undercoating has been properly applied. If needed re apply undercoat to ensure adequate coverage/sealing. To verify the exhaust odor is intruding through the tailgate area the tailgate can be sealed and then duplicate the conditions. If the odor is no longer present this confirms there is still a sealing issue with the tailgate. The str may be lightly taped to adjust it down. This may improve the seal when the liftgate is closed. Verify that IDS is at the latest software level 97-03 and then verify the HVAC module is so at the latest software level. Update the HVAC module if needed and re evaluate. A follow up call will be scheduled for 10/12/15 to review the test/repair results.

CA:Follow up on 10/12/15.
CD:removed tail lamps ok for any other seams or body grommets leaking none found. applied additional under coating to rear air inlets and seams under vehicle. taped off rear liftgate area hvac module is at latest update. road test concern is still present. please contact today or contact Randy Peterson tomorrow 708 388 3000 ask for service.
RE:Char es Thank you for providing the update previously stating the exhaust odor is still present after following the additional inspections and repairs. Due to the exhaust odor still being present after TSB 1-0130 and the customer's interaction with the Customer Relationship Center we have referred this concern to the Field Service Engineer FSE in your market area. The FSE should contact you and/or the Dealer ship management Service Manager or Service Director within one business day to discuss further recommendations. If the FSE does not contact you directly please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

CA:Active FMC360 Case CAS 800327. HBD6D7 states FSE directed to replace exhaust.
NOTE: TO FSE REQUESTING TECHNICAL ASSISTANCE DUE TO TECHNICAL PROGRESS. THERE IS AN EXHAUST ODOR PRESENT INSIDE THE VEHICLE. TSB 1-0130 HAS BEEN PERFORMED. THE HVAC MODULE IS AT THE LATEST SOFTWARE LEVEL. THE VEHICLE HAS BEEN REINSPECTED FOR ODOR. NTRUS ON POINTS THE LIFTGATE HAS BEEN SEALED OFF DURING TESTING AND THE ODOR IS STILL PRESENT. PLEASE ASSIST THE TECHNICIAN IN DETERMINING THE ROOT CAUSE OF THE CONCERN AND PROVIDE REPAIR DIRECTION. VEHICLE DOWN 3 DAYS AND 2 REPAIR ATTEMPTS.

Z9:ODDOMETER 5727 CHANGED TO 5727 M BY SHOPPING

CD:Web Form Data Description of Vehicle Concern BURNING SMELL COMING INTO CAB ON HARD ACCELL ALSO SMELLS MILDEW WHEN LET CAR SIT FOR AWILE THEN STARTS CAR. Please list any diagnostics already performed. ALREADY PERFORMED TSB 1-0130 ALSO REPLACED POLLEN FILTER FOUND SMALL HOLE IN EXHAUST AND LEAKING EXHAUST FROM BAND CLAMP THIS IS THIRD TIMEBACK CAN BARELY SMELL ANYTHING IF YOU SMELL IT LADY CUSTOMER IS PREGNANT AND CAN SMELL EVERYTHING. Parts Repaced PARTS FOR TSB. Your Quest on WHAT ARE YOUR SUGGESTIONS? MANAGEMENT IS REQUESTING TO SEE IF YOU CAN OPEN A TAR REPORT AND GET OUR FSE INVOLVED SEEING THE CIRCUMSTANCES I DID NOT WANT TO TEAR DOWN VEHICLE PRESSURIZE CABIN AND SPRAY WITH SOAPY WATER UNTILL HEAR FROM YOUR SUGGESTIONS.

RE:Joseph In regards to the mildew smell we recommend inspecting the HVAC case drain. If the case drain is blocked or clogged condensate will be able to be stored in the HVAC case. If the drain is restricted clean the drain with compressed air. Also inspect the cabin air filter. If the vehicle has been sprayed with desodorizer or a fresheners their scents may be attached to the cabin air filter and will continue to come from the vents until the filter is replaced. Replace the cabin air filter and re evaluate. As far as the exhaust odor smelled by the customer we recommend performing the following procedure on the vehicle. Start by taping off the rear air extractors and surrounding areas. It is not necessary to mask the rear lip molding. Next pressurize the cabin by turning the blower motor on high. All the doors and windows must be closed. Have the HVAC system set to fresh air mode. Create a soapy water solution in a spray bottle. Apply the soapy water solution to the areas sealed in the TSB 1-0130. Additionally spray the solution on the under body seams under body rubber grommets rear wheel seems rear tail light seems rear deck lid seals and license plate area. If bubbles are found this indicates a leak. The leak will be localized to the area with the most bubbles. Turn off the vehicle. Mark a list of the leaking areas. Then use the Motorcraft seam sealer TA 2. Allow

CA: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:Web Form Data Description of Vehicle Concern Customer complains of sulfur smell on hard acceleration at high speeds. Typically 60mph thenWOT accel up to 100 mph. Please list any diagnostics already performed Road tested and confirmed exhaust odor at times on hard accel 50-75mph 10/12/15 road test Parts Replaced FTU replaced on 09/20/2015 15982 miles. At this time specific drive conditions when odor occurred were not listed on RFO. Performed tsb1 0130 on 10/09/2015. Customer states odor is still present. Your Question Do you have any further repair procedures for this concern? Customer says they will not drive the car any more and are demanding a buy back. There is a Ford 360 case open on it. I had one of her Exp over a year ago with exhaust odor complaint that was not corrected by tsb procedure but customer did not return again. It was very nerve rattle on this one. What is the success rate of fixing this concern. I am not convinced that the tsb will correct it. Customer drives the vehicle with a lot of hard accelerations so the engine is frequently running rich. It seems to me the problem is more of an airflow issue around the vehicle where it is developing a low pressure area around the rear of the vehicle.

RE:Scott With there being an exhaust type odor being described by the customer. The usual WOT acceleration by the driver http://www.prosen.com/transport?url=Ad/rsmet/TSB_SSM/DisplayArticle.aspx?type=TSB d 1 0130 target blank TSB 1 0130 /a did not resolve the concern ensure that there are no additional leaking areas by pressurizing the passenger compartment. Today this set the HVAC Air Inlet Mode Door to Fresh Air and the Blower Motor to High tape off the body vents fully shut the Doors and Windows and start the vehicle. The body vents on this vehicle can be found by removing the Rear Bumper Cover. Once the body vents are located and taped off fully shut the Windows start the vehicle and fully shut the Doors the passenger compartment will now begin to pressurize. With the vehicle set up, his way spray a soapy water mix in the following areas and look for bubbles being produced which will indicate the location of a leak. Spray the soapy water mix at all of the underbody seams and rubber grommets floor pan and firewall seams grommets and plugs rear wall seams tail lamp seams. If gage seals while also confirming its proper installation to the vehicle quarter glass seals and the license plate area. If any additional leaks are found at plugs or grommets they can be resealed or replaced. If they are damaged and/or be sealed with TA 2.

CA:Note <EH consulted SME Greg Shimshock escalation due to active byback request to activate byback request. 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:Outbound call to dealer and they found one body vent may be on order for this vehicle however the technician was not in today.

RE:Scott We understand that you have ordered a vent for this vehicle and if the vent was found to be damaged or not operating correctly we would recommend to proceed with replacement at this time and retesting. If odor persists following vent replacement then please wait or further direct on from an FSE in your area. We have referred this concern to the Field Service Engineer FSE in your market area. The FSE should contact you and/or the Dealership management Service Manager or Service Director within one business day to discuss further recommendations. If the FSE does not contact you directly please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

CA:TAR created

R:NOTE TO FSE WE HAVE CREATED THIS TECHNICAL ASSISTANCE REQUEST ON BEHALF OF BARBER FORD DUE TO A REPEAT ODOR CONCERN AFTER HARD ACCELERATION THE DEALER HAS ORDERED A VENT IN AN ATTEMPT TO RESOLVE THIS ODOR THIS VEHICLE IS CURRENTLY AT THE DEALER THIS WILL BE APPROXIMATELY THE 2ND REPAIR ATTEMPT THIS VEHICLE HAS BEEN OUT OF SERVICE APPROXIMATELY 5 DAYS

CA:CONSULTED GREG SHIMSHOCK

ZB:ODOMETER 21817 CHANGED TO 21817 M BY KSHEAHAN

CD: have not pressured the passenger compartment yet because I found several items that could allow exhaust smell into vehicle after removing rear bumper cover. Wire harness grommet for right rear taillight was only 50% installed in the body looks like I was this way so not new? Sealed grommet fully. Right side vent was still original design and does not seal well. Note that tsb 1 0130 is very unclear. Repair instructions state that on the left rear vent is to be replaced but under labor operations it describes replacing vents plural which is it one or both? Also the directions/lustration or the drain valves in the If gage are not clear and technician installed them in sideways or entention instead of vertical. Note that tsb also does not specify that 2 drain valves are required. I also found that the new vent installed in the left rear quarter was distorted and had at least 1/16 gap on both bottom flaps. It was installed correctly so it appears to be a defective part. I ordered a new vent and flaps were closed tight. Installed new vent. I ordered a new style vent for the right rear. It too was distorted. Right out of the box with one cover flap having a 1/16 gap. ordered another vent. NOTE takes 23 days to get one each time. I installed 2 new drain valves in the If gage. Sealed multi-plate body seams in rear of vehicle and nutpooled. Plan is to road test.

RE:Scott Apologize for any confusion on that may have resulted from the TSB. Only the left body vent requires replacement as it has been updated. Step 6 of the TSB procedure indicates to install a new drain valve in each of the two 2 drain holes on the left and right side of the If gage. The If gage drain plugs should be installed with its opening horizontal to the tail gate. Once the vent has been replaced further assistance is needed please do not hesitate to contact the Technical Assistance Center.

CD: ended up heating and mending one of the inactive vents to get it shut. Had our in a row that were not shut out of the box. Reassembly evolved. Road tested on freeway with multiple wet accels from 5-75mph and 0-75mph. Did not get any exhaust odor. Another employee also road tested and the smell led exhaust briefly on a wet accel that topped out at 80 mph. Owner of dealership road tested and did not smell any odor. Customer came in 10/26/15 5pm and I went for a road test with her. No odor up to 75mph. Customer did several wet accels up to 115-120mph and we had a very strong exhaust odor coming out of the climate control dash vents. The odor is exhaust smell that would be characteristic of a large smell from a vehicle under hard acceleration. It does not smell like a pre-cat leak that would come from an exhaust manifold or turbo updown pipe leak. Also did not hear any exhaust leak under any running conditions from cold start up to hot. When I get a hot open I will repeat the exhaust system more closely for leaks and posts by smoke test. I suspect the odor is related to air flow around the vehicle at higher speeds. It is not due to a small gap in body or a body vent. Smell was very strong and coming from the front climate control dash vents.

RE:Scott Thanks for the update. With there being an open technical assistance referral TAR opened on this vehicle you should update your FSE with the results of your previous repairs and diagnostic direct on and continue work with them in finding a resolution or this concern.

CD: Just received a message from the customer service rep at Ford 360 that they are doing a courtesy buyback on the vehicle so at this point we are not going to pursue the odor problem any further. Thanks for your assistance up to this point.

RE:Scott Thank you for the update. If additional assistance is required for this vehicle with this concern please update this form with all additional information and diagnostics performed. Thank you.

CA:CONTACTED SM DAVID COOK HE EXPLAINED THAT THE ODOR CAN ONLY BE DUPLICATED AT HIGHER SPEEDS AND HARD ACCELERATION. TOC ADVISED THE DEALER TO RETURN THE VEHICLE TO THE CUSTOMER NO FURTHER TECHNICAL RECOMMENDATIONS CAN BE MADE DUE TO CONCERN CAN ONLY BE DUPLICATED OUTSIDE OF NORMAL DESIGN INTENDED OPERATION RANGE.

ZB:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD: Courtesy buyback request was denied by Ford. Dealership owner is now working with customer and Ford to see if they can resolve the situation. We are not attempting/pursuing further repairs right now pending outcome. I also did some research online and found many owners with this problem during high speed driving. A so found that there is a

CD:Web Form Data Description of Vehicle Concern After hard accel then let off accel erator you get an exhaust odor in cabin. Please list any diagnostics already performed checked for engine codes for leaks. Parts Replaced none yet I know TSB 1 0130 is there for hisbut I have a question. Your Question on a ter updating hvac programming to latest level I have driven vehicle many times and no longer smell any odor do you really still want me to remove the bumper and perform the rest of this tsb that never fixed the odor issue on any other vehicle we drove in lot or let I go at this time?

RE:Robert Since after reprogramming the HVAC module the exhaust odor is no longer detected to ensure that no other leaks are present. It is recommended to continue following the remainder of a href http://www.prosen.com/transport?url=Ad/rsmet/TSB_SSM/DisplayArticle.aspx?type=TSB d 1 0130 target blank TSB 1 0130 /a. Pay special attention to step 3 as it indicates that only the Left Body Vent should be replaced but this is incorrect and both the Left and Right Body Vents should be replaced for this concern.

CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD:Web Form Data Description of Vehicle Concern Customer is complaining of exhaust smell under heavy acceleration. We have performed TSB 1 0130 and customer states there has been no change in the smell. Customer wants to have the vehicle fixed and is very frustrated. Please list any diagnostics already performed TSB 1 0130. Parts Replaced seal sealer. Your Question is there anything out there additional on this problem.

RE:Mike If the customer still smells exhaust odor it is recommended to confirm the TSB was done completely and correctly. If the TSB was performed correctly and verify the following: Pressure Test the vehicle. Use masking tape seal the rear air extractors and areas. It is not necessary to mask the rear air moldings for vehicle that do not have the rear lip molding removed. 2 Start vehicle and set A/C to fresh air mode and set blower speed to max. 3 Close all doors and ensure windows are fully closed. Use soapy water in a spray bottle to locate leaks. 4 Spray around the following areas: Underbody seams. Underbody rubber grommet. Rear wheel well seams. Rear tail light seams. Rear deck lid seals. Side panel glass seals. License plate area. Air leaks can be identified by the presence of air bubbles. 5 Mark all areas identified to have air leaks. 6 Turn off A/C. 7 Turn off vehicle. 8 Clean and dry all areas marked earlier. 9 Seal using Motorcraft seam sealer TA 2. 10 Allow sealant to dry and retest. May take up to 20 minutes. 11 Remove the masking tape used in step 4 of the pressure test and inspect the air extractors for possible damage or improper sealing. Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead. If any are found to be missing they should be.

CA: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:Web Form Data Description of Vehicle Concern Vehicle has exhaust odor on acceleration. Please list any diagnostics already performed on 9/29/15 VERIFIED CONCERN INTERIOR EXHAUST TYPE ODOR IS PRESENT. TSB 1 0130 IS RELATED. REPLACED LEFT SIDE VENT AND INSTALLED TAILGATEDRAIN VALVES. SEALED ALL NEEDED AREAS PER TSB ON 10/15/15 VERIFIED CONCERN ON TEST DRIVE WITH CUSTOMER. BURNING SMELL PRESENT WHEN VEHICLE IS UNDER LOAD AT HIGHER RPM'S. INSPECTED AND FOUND RIGHT SIDE SEAL HAS FAILED AND IS DRIPPING ONTO EXHAUST. REPLACED AND CLEANED AREA. TEST DROVE AND VERIFIED REPAIR. Vehicle is now back again I do not get any exhaust odor under normal driving conditions. had to drive vehicle manually mode on freeway at above 5000RPM for longer than 30 miles to finally get a slight odor from vents. drove in normal mode for 5 miles and no odor. put back in manual between 5000RPM and no odor. 30 miles customer stated odor mainly occurs while driving. there are no areas near our dealership to duplicate conditions. service manager has asked to see escalated hot news. Parts Replaced Previously done TSB 1 0130 have also replaced eakng axle seal that dripped onto exhaust. Your Question are there any other related issues need to expedite this issue.

RE:Felipe Given TSB 1 0130 has already been performed we recommend verifying there are no additional areas on the vehicle that will cause an odor to be smelled in the cabin. We recommend pressurizing the cabin. To do so turn the blower motor on high with the recirculation door open. Then create a soapy water solution in a spray bottle. Apply the solution on underbody seams underbody rubber grommets rear wheel well seams rear taillight seams rear deck lid seals and the license plate area. Bubbles indicate a passing through a gap in the body and exiting the vehicle. This area could allow for an exhaust odor to enter the cabin. The leak is localized to the area where the most bubbles. Mark the leaking areas. Then apply Motorcraft Seam Sealer TA 2. Allow the sealant to dry and repeat the procedure stated above to ensure the sealed areas are no longer leaking. We also recommend inspecting the air extractors for damage or improper sealing. If these components are damaged replace them. Inspect the body for damage. Also confirm each body plug is sealed correctly. Body plugs can be located in the floor pan or engine compartment bulkhead. These body plugs can also be sealed using the TA 2 sealer. Verify the If gage seal is contacting the If gage correctly. Confirm the IDS used to retrieve DTCs for this vehicle is updated to software level 97.0. Then confirm the HVAC.

CA: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: Felipe stated that the smell was still present on the vehicle and no major leak areas were identified on the vehicle.

RE:Felipe Engineering has just released a revised exhaust system that is specifically designed to resolve this vehicle concern. It is recommended to install exhaust system EB5Z 6230 A in the vehicle and check for correct system operation. If the exhaust smell is still present in the vehicle after the new exhaust is installed please update this form with note in comment and the vehicle will be re-escalated. If the concern is resolved by this please fill out the attached survey and make the information present in this comment available to other technicians using the self help tool. Thank you.

CA:Page 56

CD: We have not received the Exhaust technician understood Hot news and sent the Exhaust. Should we have ordered the new Exhaust based on the part given? Please advise.

RE:Felipe Sorry for any confusion. You are correct. It is recommended for your dealer to order the updated exhaust system EB5Z 6230 A using the Parts Backorder Escalation Process should be followed. 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 FMCS60 case opened. The Parts Backorder Escalation will allow the involvement of other Ford departments to ensure customer satisfaction with the repair process. For more information on the Parts Backorder Escalation Process refer to the A href https://www.forddealer.dealerconnection.com/sites/default/files/service/pdf/Pages/FCS/PartsBackorder_Dealer_Guide.pdf target blank FCS/Parts Backorder Quick Reference Guide. A found in FMCS60. Part I at the Dealership determines this is an extensive time downward the part needed to make the repair is not available but the component can be serviced at a higher level than the next level component can be ordered to expedite the repair process. This is stated in the A href https://www.forddealer.dealerconnection.com/sites/default/files/service/warranty/Pages/0900ca9811_c55.aspx target blank Warranty and Repair Policy Manual V2 /a page 67 within the Replacement or Repair Policy section. /P

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

OC:MYDN FSE ASSISTANCE REQUESTED FOR FINAL REPAIR ATTEMPT FOR FLORIDA DEMAND CONCERN EXHAUST SMELL IN CABIN OF VEHICLE DEFINITELY MORE PREVALENT WHEN HITTING THE ACCELERATOR HEAVY

CA:FSE ONSITE 10/28 FOR REPAIR ATTEMPT CHECKED DEALERSHIP WORK THAT WAS COMPLETED WITH TSB 1 0130 DID NOT FIND ANY CONCERNS ALL STEPS HAVE BEEN PERFORMED ROAD TEST VEHICLE FOR 20 MILES AND DID NOT SMELL ANY UNUSUAL SMELLS RAN SYSTEM TEST FOUND NO DTC'S CHECKED FOR ANY SYSTEM SOFTWARE UPDATES FOUND UPDATES FOR HVAC AND PCM AND UPDATES BOTH MODULE TO LATEST SOFTWARE. VEHICLE PERFORM AS DESIGNED. FSE ADVISED DEALER TO ORDER AND INSTALL THE NEW DOWN TURN EXHAUST PIPE.

ZB:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:EXHAUST SMELL ON HARD ACCELERATION

C:PERFORM TSB FROM PREVIOUS MODEL YEAR CUSTOMER STATES ISSUE IS STILL PRESENT

CD:EXHAUST SMELL ON ACCELERATION

C:PERFORM TSB 1 0130 SMELL STILL PRESENT ALSO PERFORM CABIN LEAK TESTING PROCESS STILL PRESENT

CD:Web Form Data Description of Vehicle Concern Customer complains of abnormal or chemical smell with a/c on. Customer states it happens when accelerating moderately like when passing a car. Please list any diagnostics already performed. We are aware of tsb 1 0130 or exhaust type smell with rear a/c on. Parts Replaced We have replaced the parts needed to complete tsb 1 0130 and it is sealed all places according to tsb. I have double checked and made sure that tsb was performed properly. Your Question I have been able to duplicate customers concern. The smell is a sulfur exhaust smell and when we smell it in the vehicle we have to roll windows down to get it out of vehicle. We can duplicate the smell every time we drive the vehicle and it happens whenever the rear a/c is on or not. We only smell it after a moderate acceleration on such as passing a car or when accelerating moderately to merge with traffic. During normal town driving or constant highway driving we don't smell it. Tsb 1 0130 has been done properly we have checked rear hatch gasket and rear door gaskets and it are good. We don't find any exhaust leaks anywhere or any oil leaks on engine. We also don't think the smell is coming through the front a/c. What we don't understand is why we only smell it after a moderate acceleration. Please comment. Thank you for your help.

RE:Henry Since you have performed a final trip http://www.prosen/itech.com/transport/nu/ndrsnel/TSB_SSM/DisplayArticle.aspx?Type=TSB 1 0130 target blank TSB 1 0130 has and have verified it has been performed correctly and that the ifgate seal is intact and that the ifgate is aligned properly procedure in WSM section 501 03 the most likely reason you are able to smell the exhaust under acceleration but not on cruising or in low wind velocity is due to the way the air is moving around the vehicle and behind it. If you are able to smell the exhaust odor with or without the AC on, we recommend performing a cabin pressure test as outlined in WSM section 501 00 and spray the ifgate rear windows tail lamp assemblies wheel wells underbody body seams and underbody body plugs with soapy water. If a leak is found repair as necessary. If a leak is not found recommend completely taping the rear air extractors/body vents and then re test ng. If the concern is no longer present verify that they are installed correctly. If nothing found suspect aault with the body vents and recommend replacing.

CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE 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 exhaust in vehicle through a/c when accelerating. Please list any diagnosis ca a ready performed. We completed tsb 1 0130 per instruction. Both rear vent extractors have been replaced aong with all other instructions in tsb 1 0130. Your Quest on We did tsb per the instructions on and we repaced both the ifgate rear vent extractors and the ifgate drain valves and sealed the seams per the instructions. We have checked all door gaskets or proper it including the rear hatch door. There are no wind noises and this smell issue only occurs on heavy acceleration such as when merging with traffic or when accelerating passing a car. We have experienced the issue at dealership while test driving at times. We had customer drive vehicle for a few weeks to try to determine if the issue only happens when the rear a/c is on and they say they positively determined that the exhaust smell happens both with the rear a/c on and a so with the rear a/c off so the smell appears to be coming through the front a/c also. A so the hvac module has been reprogrammed per tsb. Please advise on further steps we should do for diagnosis and also possible repair. Customer is growing increasingly unhappy with it's concern. Thank you for your help.

RE:Henry If it has not been done so already then the vehicle cabin should be pressurized to make sure that no leaks are present that may be difficult to identify. To perform the pressure testing remove the both rear tail lamps and use masking tape to seal the rear air extractors and surrounding area. Then start the engine set the A/C to fresh air mode to spray speed to MAX and ensure all windows and doors are fully closed. Then spray a soapy water solution around vehicle seams to be able to identify any leaks. Some areas to focus on would be the rear tail light seams rear deck lid seals side panel glass seals the license plate area rear wheel wells the underbody seams underbody rubber grommets and bulkhead seams. If any air leakage is identified bubbles mark the area shut off the engine cabin and dry the area and then use Motorcraft TA 2 Seam Sealer to fix the concern. After letting the seam sealer dry 20 minutes re perform the test ng to ensure there are no other leaks. If no other leaks are identified and the concern is still present or this testing was previously performed then it is recommended to replace muffler assembly part EBSZ 5230 A and reevaluate the odor.

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

RE:Rece ved a inbound call from Mr. Cypal regarding the last recommendation of testing or leaks while pressurizing the cabin and if no leaks are found then repace the exhaust assembly EBSZ 5230 A but this part number was not listed or what was on the vehicle according to parts. His quest on was this a updated part number or a spec al part number just for his concern and should it be done.

RE:Henry Since the TSB 1 130 and the testing of pressurizing the cabin and checking for leaks has been performed and some small leaks have been found then it would be advised to fix those found leaks. If the concern is still present after the leaks have been sealed then start work per forming the exhaust replacement as discussed EBSZ 5230 A. There is also a section in PCED symptom chart no DTC chart indicate exhaust system concerns/odor in the NOTES in the explanation that there could be a sulfur type smell coming from the catalytic converter between a 5 000 10 000 miles and could be normal and install ng a new catalytic converter will actually make the symptoms worse. If the concern is still present after the exhaust assembly has been replaced via previous contact then continue on with performing Pin Point Test PPT HF located in PCED pinpoint test HF Catalytic Efficiency Monitor And Exhaust Systems. In section will go through the initial checks of the exhaust system and testing fuel pressure. This needs to be done since if there is a fuel pressure concern or exhaust back pressure concern this can cause an exhaust type smell especially when a lean or rich condition is present not allowing the catalyst to operate efficiently. If PPT HF shows no concern then refer to PPT DW step 6 located in the same section as PPT HF. This will give you the steps to perform an exhaust system leak check. If the Pin

CA:consulted with Joel Murphy on other diagnosis so that need to be performed to find the root cause of the concern and also to see if the vehicle should be escalated since the concern dates back to OCT 22 2015.

CD:An outbound call was placed to the Dealer. Spoke with the Service Manager Henry who advised that a small leak was found at the ifgate hand at the pin behind the tail lamp assemblies on both sides and at the rear Air Conditionng AC line pass through. A leak has been sealed. The Heat ng Vent lat on Air Condition ng HVAC module is at the latest calibration. Henry advised that the muffler assembly has been ordered and is expected within 1 2 days. Henry requested that the escalation request remain open at this time.

RE:Henry Per our conversation when testing the ifgate seal or leaks use an evaporative emission smoke machine on the outside of the vehicle to apply smoke up away from the seam result ng in a visual indication of the leak. When all leaks are sealed continue with installation of the muffler assembly to resolve the odor. As discussed the difference in the muffler assembly will be visually identifiable when received. As requested this escalation request will remain open at this time. If further information is required during this repair provide the concern identified along with all information requested at that time. When the repair is completed and verified please indicate the vehicle repair is complete on the survey.

CA:All leaks are being sealed and the muffler assembly referenced in ISM 15 07 013 is being installed.

CD:An outbound call was placed to the Dealer. Henry was not in at the time the call was placed. Spoke with Molly in Service who advised that a vehicle is not at the Dealer at this time. Molly requested that the Techni cal Assistance Center follow up with Henry to further discuss this repair.

RE:Henry A member of the Technical Assistance Center will attempt to contact you again by close of business today 3/18/2016 to further discuss this repair.

CA:Henry was not in at the time the call was placed. Molly requested that the Technical Assistance Center follow up with Henry.

CD:An outbound call was placed to the Dealer. Henry advised that all leaks were sealed the muffler assembly was installed and the vehicle was driven. Items with no odors duplicated. The vehicle has been returned to the customer.

CD:Web Form Data Description of Vehicle Concern EXHAUST SMELL INSIDE VEHICLE DURING HEAVY ACCELERATION. Please list any diagnostics already performed. HAVE ALREADY PERFORMED TSB. Parts Replaced REARAIR EXTRACTOR. Your Question IS THERE ANY OTHER KNOWN ISSUES PERFORMED TSB FOR EXHAUST SMELL RESEALED REAR BODY SEAMS AND APPLIED UNDERCOATING CUSTOMER STATES SAME CONCERN.

RE:Edgardo TSB 1 1030 is performed when an exhaust odor is present with the auxiliary air intake control in the On position if any diagnostics already performed a/c is recommended to be inspected or any seams that may need to be resealed and ensure the drain valves are installed on the rear ifgate. If no faults are found or if the odor is present with the rear A/C off it is recommended to inspect for any engine or transmission fluid leaks that may have occurred during operation and ensure the vehicle washed through the fresh a/c. If no fluid leaks are present it is recommended to inspect the exhaust manifold and exhaust system hangers for any signs of leaks excessive back soot around the exhaust may indicate an exhaust leak repair as necessary and reevaluate the concern.

CD:DRAIN VALVES WERE INSTALLED ONLY DOES IT WITH REAR A/C ON AND USUALLY UNDER HEAVY ACCELERATION ALL SEALS LOOKED SEALED ADDED MORE SEALER TO MAKE SURE NO EXHAUST LEAKS LOOKS CLEAN NO FLU D LEAKS EITHER ALSO PERFORMED SMOKE TEST ON EXHAUST SITS NOT SEE ANY LEAKS

RE:Edgardo If TSB 1 0130 has been performed and doubled checked to insure all the body seals have been sealed and the TSB has been completed in its entirety please perform the following test: Remove the right and left rear lamp assemblies follow ng the procedures in the workshop manual section 17 01. Seal the rear air extractors and areas using masking tape. It is not necessary to mask the rear lip molding for vehicles that do not have the rear lip molding removed. Start the vehicle and set the A/C to fresh air mode and set the fan speed to low. Close all the doors and ensure the windows are fully closed. Spray the following areas with soapy water checking for bubbles that would indicate a leak: Underbody seams underbody rubber grommets Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel glass seals and the license plate area. Mark all areas that were masked or leaks sealed with engine Cleanaircraft TA 2 seam sealer. Allow up to 20 minutes to allow the seam sealer to dry then remove the masking tape used to seal the extractors and areas. Inspect the extractors for possible damage or poor seal repair inspect for any body damage or repairs and inspect for any missing or poorly seated body plugs in the floor pan or engine compartment bulk head. Inspect the ifgate seal for any

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 upon acceleration on a strong ure/exhaust smell inside vehicle. Please list any diagnostics already performed tsb 1 0130. Part s Replaced rear extractor part tsb. Your Question any further procedure to repair vehicle.

RE:He lo Kenny Thank you for the information provided. If not done so already recommend reviewing the procedures provided in a href http://www.prosen/itech.com/transport/nu/ndrsnel/TSB_SSM/DisplayArticle.aspx?Type=TSB 1 0130 target blank TSB 1 0130 to ensure that all the steps were followed as instructed in the procedure. If a step is skipped or was not performed as directed in the TSB repair concerns may occur. If no issues were noted within the TSB procedures performed recommend also inspecting the vehicle's exhaust system for a sign of leaking or incorrect alignment. It may be necessary to loosen the exhaust system at the end and then re torque the fasteners to remove any added tension in the exhaust that may be increased while accelerating. This procedure is provided in the online WSM section 309 00 under the General Procedures Exhaust System Alignment. It is so advised to review the Symptom Chart Exhaust System found in the online WSM section 309 00 under the Diagnosis and Test ng tab. This symptom chart provides some conditions or odors that are considered normal for this vehicle.

CD:Rev iewed procedures or TSB 1 0130. Followed as instructed. Attempted to seal additional areas to repair concern and perform exhaust system alignment. But vehicle is still exhibiting an fume smell upon acceleration.

RE:Kenny The repeat exhaust odor inside this 2015 Explorer after TSB 1 0130 means that the root cause of the smell still has not been addressed. Further testing will be necessary to determine the source of the leak. Pressure test the vehicle by removing the rear lamp assemblies use ng workshop manual section 17 01. Use ng masking tape close off the air extractors. If the molding is removed mask off the molding. Start the vehicle and set A/C to fresh air and the blower mode to its highest setting. Next close all the doors and ensure that all windows are closed. Spray soapy water from a spray bottle to check for air leaks. Look for bubbles and if they are seen a leak is present in that area. Spray underbody seams underbody grommets rear wheel wells I seams tail light seams rear deck lid seals side panel glass seals and the license plate area. Mark any areas that are masked. Turn the A/C off and turn off the vehicle. Clean and dry the areas covered in soapy water and apply Motorcraft TA 2 seam sealer to seal the seams. Allow up to 20 minutes. Remove any masking tape used and check for proper operation. Additionally it may be necessary to inspect the rest of the vehicle for body damage air extractor damage or a misaligned hatch. If the hatch is not sealing it will be necessary to adjust the hatch to resolve the concern. Hatch alignment is outlined in

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CD:REPLACED MUFFLER ASSEMBLY AS DIRECTED. SMELL IS STRONGER THAN LAST ATTEMPTED REPAIR

RE:Kenny Firstly ensure that the exhaust system installed onto the vehicle matches the part number of EBSZ 5230 A. A so the replacement exhaust should only be installed after all the other potential causes of the odor intrusion due to cabin air leaks have been exhausted. Since the odor has changed after the replacement of the exhaust then there must truly be a point of entry into the vehicle that needs to be repaired. Although already touched on in the past, he following will need to be reviewed. First it is recommended to be sure that the ifgate drain hole plugs are in place and that the gate seal is intact and correctly installed. If any faults are found repair the plugs/seal and re evaluate. If no concerns are noted then use masking tape and tape off all of the rear ifgate to body gaps along the rearquarter panels roof and particularly along the bottom edge of the gate where it meets the bumper cover. Operate the vehicle and evaluate the presence of the odor. If the odor is no longer present then check the body gaps and ensure they are within the WSM 501 35/Description on and operate on Body Repairs Body Panel Margins specifications. If outside of spec then use the Li gate Alignment procedure from 501 03/General Procedures/Li gate Alignment to bring them in specification and again re evaluate the odor. If the gate was a ready within specification or if so it.

CA:Note o EH Escalating due to lack of technical progress. Exhaust odor in vehicle after TSB 1 0130. Contacts to the TAC are older. Since the OCT 27th HAR update the open FMC360 Case shows FSE contact where the exhaust system was recommended for replacement. No reference in GCCIS After apparent backorder escalate contact the exhaust was replaced and now the odor seems to be worse. Only replaced components appear to be the TSB components and the dealer. Consulted Aaron Dungee Body SME. Agreed that since the exhaust was replaced with no final correction to ensure it was the correct component and to ensure the ISM details were completed and Escalate.

CD:Outbound call to Kenny. Santi ago. Was advised he was gone for the day but would return Monday.

RE:Kenny It seems we missed you but a follow up call will be made Monday 12/7/2015 to discuss this vehicle in greater detail.

CA:Need updated on previously recommended.

CD:Outbound call to Kenny. Was advised he was busy today but a follow up tomorrow morning.

RE:Kenny A follow up call will be made tomorrow morning 12/9/2015 to discuss this vehicle in greater detail.

CA:Need updated.

CD:Outbound call to Kenny. Santi ago. Kenny stated there is an exhaust smell on heavy acceleration. He performed TSB 1 0130 which resolved the concern shortly. Vehicle returned and he replaced the rear extractors and then the muffler assembly that was recommended by an FSE. After muffler assembly replacement the smell was worse.

Performed cabin pressure test and sprayed the rear and did not indicate any leaks.

RE:Kenny It is recommended to tape off the rear body vents/extractors again and then re test. If the concern improves it is most likely a fault within the extractors/body vents. A so re perform the cabin pressure test and spray around the bulkhead and cowl area as well as the front wheel well areas or open body seams that could allow the exhaust smell to enter. A follow up call will be made later this afternoon.

CA:Needs to tape off rear body vents and perform cabin pressure test.

CD:Outbound call to Kenny. He stated he performed the cabin pressure test and did not note a leak around any door window body seams ifgate or bulkhead. Stated he had previously taped off the body vents and the smell was somewhat still not curable.

RE:Kenny It is recommended to smoke test the exhaust indicating a leak near the muffler since the smell was worse after muffler replacement. If a leak is found repair as necessary. Your region will be not id of this vehicle and the concern. A follow up call will be made tomorrow afternoon to further discuss this vehicle.

CA:Page 16 95 806 2278 cell.

CD:Outbound call to Kenny. Kenny stated ed with the body vents completely taped off and bumper removed the smell is gone. Was going to re install the bumper and then re test drive. Is leaving on vacation until next Thursday.

RE:Kenny A follow up call will be made next Friday 12/18/2015 to discuss this vehicle in greater detail after a test drive with the body vents taped off and the bumper re installed.

CA:Page 16.

CD:Outbound call to Kenny. Kenny stated he replaced both body vents again and sealed around the vents where they meet the body. He retested and the smell was gone.

CD:Web Form Data Description of Vehicle Concern There is a smell present that resembles a blow dryer mo or getting too hot. Finance manager has verified concern but techs nor service personnel have. Please list any diagnostics already performed. Anything associated with smell 1 0130. Parts Replaced TSB 1 0130. Your Quest on What is my next step? Customer does not want to drive the vehicle but cannot verify concern.

RE:Kevin It is understood that you haven't verified this concern yet but before you can isolate the source of this odor and before any additional repair attempts are made it will be necessary to verify this concern. Based on your description of the odor, it is suspected to be the condition outlined in TSB 1 0130 as an exhaust odor typically in 1 described as a hot blow dryer odor. Based on the description of the odor it is suspected to be caused by either an HVAC issue or gas being introduced by either an electric component in the vehicle. To aid in verifying this concern please have the customer create this concern test drive. he vehicle for an extended period of time test drive the vehicle on bumpy roads test drive the vehicle using all vehicle accessories test drive the HVAC on and in fresh air and recirc mode and park the vehicle for an extended period of time. Once you can verify this odor attempt to isolate the source and either/and replace the affected component as needed. If the customer requires further assistance with this matter it would be advised to have them contact the customer relations center CRC at 1 800 392 3673.

CD:Concern has been verified. The smell occurs under a very heavy acceleration and when a/c is set on max a/c. Smells like either burning oil or burning plastic. Pretty noticeable around 60 75 mph.

RE:Kevin Recommend inspecting the exhaust engine for any signs of debris. If none is present recommend a href http://www.prosen/itech.com/transport/nu/ndrsnel/TSB_SSM/DisplayArticle.aspx?Type=TSB 1 0130 target blank TSB 1 0130 or this concern.

CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD:Already completed that tsb. No change.

RE:Kevin At this point in time the following Cabin Pressure Test must be performed. Pressurize the cabin and right tail lamp assemblies. Then use masking tape to seal the rear air extractors and surrounding areas. If the vehicle is equipped with a rear lip area mask the rear lip additionally. Next turn the blower motor on high with the recirculation door open. The doors and windows all must be closed at this time. Create a soapy water solution in a spray bottle and apply the solution to allow ng areas under body seams under body rubber grommets rear wheel wells mark rear tail light seams rear deck lid seals side panel glass seals and the license plate area. Air leaks can be identified by bubbles. A leak will be local zoned to the area with the most bubbles. Air is passing through an air gap and pushing air into the soapy solution creating bubbles. If leaks are found mark the areas found. Clean all areas that were masked and apply Motorcraft Seam Sealer TA 2. Allow the TA 2 to cure. The curing process will take up to 20 minutes. After the sealant has cured per form the pressure test stated above to ensure no further leaks are found. If no further leaks are found remove the masking tape and inspect the extractors or possible damage or improper sealing. Replace air extractors as needed. Inspect the vehicle for signs of body damage or recent body repairs. Ensure all

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CD:Web Form Data Description of Vehicle Concern customer states that there is an exhaust type metallic tasting odor coming into the vehicle while driving and accelerating in traffic. Please list any diagnostics already performed performed TSB 1 0130B resealed rear vents Parts Replaced vent and silicone Your Question s there any other components that may be causing an interior concern with exhaust coming inside the vehicle most not case when the rear heater is on? We have not been able to confirm the issue but the customer s adamant that she is getting sick from this and will not drive her vehicle

RE:Anita With an exhaust smell it ll being detected after the TSN has been performed try to duplicate the concern by selecting the Fresh A HVAC mode so this will increase cabin pressures which may assist with diagnosis and can help to reduce the overall concern This can be done by parking panel mode on the HVAC control unit deselecting the recirculation mode button and increasing the blower speed Once the concern can be verified continue with determining the root cause by performing the following Pressure Test Procedure A Remove the right and left rear lamp assemblies See WSM Section 17 01 B Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding for vehicles that do not have the rear lip molding removed C Start vehicle set A/C to fresh air mode and seal blower speed to maximum D Close all doors and ensure windows are fully closed E Use soapy water in a spray bottle to help locate air leaks F Sprayaround the following areas Underbody seams Underbody rubber grommet Rear wheel well seams Rear ta light seams Rear deck lid seals Side panel glass seals License plate area G Air leaks can be identified by the presence of a bubble H Mark all areas identified to have air leaks I Turn off A/C J Turn off vehicle K Clean and dry all areas marked earlier L Seal using Motorcraft TA 2 seam sealer M Allow sealant to dry and 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 ODOR COMING FROM REAR HEATING Please list any diagnostics a ready performed INTERVIEWED CUSTOMER AS TO WHEN ODOR OCCURS AFTER DRIVING APPROX 10 MINS WITH REAR HEAT OFF TURNED REAR HEAT ON MAX HEAT AND FAN SETTING AFTER APPROX 2 MINS DRIVING COULD SMELL HOT PLASTIC CHEMICAL TYPE SMELL VERIFIED REPAIR AT FAULT BY CHANGING FRONT AND REAR FUNCTIONS COULD ONLY NOTICE SMELL WHEN REAR HEAT AND FAN ON CHECKED SLIGHTLY FOR INSPECTOR LINKS NONE FOUND Parts Replaced TSB 1 0130 HAS BEEN COMPLETED

Your Question SINCE THERE ARE NO DTCS AND NO WSM TROUBLESHOOTING FOR AN ODOR IT MAY BE NECESSARY TO INSPECT FAN CONTROLLER AND FAN FOR OVERHEATING HAS ANYONE COME ACROSS A SIMILAR CONCERN YET? IF NOTHING OBVIOUS IS FOUND WHAT S THE NEXT STEP? PLEASE ADVISE

FURTHER ACTION THANKS

RE:Shaun It will be necessary to determine whether the odor is from the Aux climate control system or related to the exhaust odor TSB 1 0130 due to the proximity of the aux system Operate the aux climate control with the engine off isolate the odor If the odor is present with the engine off inspect the aux climate control system and replace/repair as needed Refer to Online WSM Section 12 02 Auxiliary Climate Control Removal and Installation If the odor is not from the aux climate control system it is possible that the exhaust is still entering the passenger compartment If this is the case please review previous contact 108 03791 regarding the issue and the latest recommendations OASIS warranty history does not show that the muffler assembly was replaced If this is the case replace the muffler assembly with part number EBSZ 5230 A If the concern remains pressurize the cabin again and follow previous recommendations to pinpoint the source of the leak Also note that selecting Fresh Air mode on HVAC will increase cabin pressure which may help to reduce overall concern This can be done by selecting Panel mode on the HVAC deselecting the recirculation mode button and increasing the blower speed

CD:VERIFIED SMELLS IS COMING FROM REAR HVAC UNIT SMELLS LIKE HOT PLASTIC OR MELT N WIRES REMOVED LEFT INNER PANEL RAN SYSTEM STILL SMELLS FROM VENTS NO SMELL AROUND SYSTEM REMOVED FAN AND CONTROL MODULE RAN FAN ON BENCH FOR 10 MINUTES FAN DIDNT GET WARM OR SMELL CONTROL MODULE HAS NO NOISE REMOVED HEATER CORE COULDNT SMELL ANYTHING ON HEATER CORE SLIGHT SMELL IN HEATER BOX NOT AS STRONG AS WHEN OPERATING NOTICED BUBBLE IN HEATER CAVITY AT VERY END ON BOTTOM CENTRE CANT DETERMINE IF BUBBLE IN PLASTIC IS BY DESIGN OR POSSIBLE MELTING PLASTIC NO LIQUID UNIT ACCESSIBLE AT THIS TIME AT THIS POINT DO WE ATTEMPT A DEODORIZING OF THE HEATER BOX OR REPLACE? VEHICLE HAS ALREADY BEEN IN MULTIPLE TIMES FOR OFFENSIVE SMELLS CUSTOMER DOES NOT WANT IT BACK UNTIL IT S FIXED

RE:Shaun In the description provided it was indicated the burn ng plastic smell was apparent with the Aux air Climate Control Housing removed from the vehicle but not as strong Therefore the smell is originating from the housing itself and amplified when it is being circulated through the housing We suspect the heater core was misaligned in the housing This would cause the heat being dispersed from the heater to melt the plastic housing Before replacement of the Aux air Climate Control Housing inspect surrounding brackets and components used to direct airflow inside the housing or burn marks that could contribute to the odor concern If additional burnt components are not found replacement of the Aux air Climate Control Housing is recommended in order to prevent a repeat odor concern Follow the outlined removal and installation procedure for the Aux air Climate Control Housing found in Workshop Manual section 12 02 as needed

CD:Inbound call from Service Director Anita Trombey and Technician John Ba dock They stated that the blower motor was bench tested for 10 minutes in the office away from any odors and the odor is not present No odors were detected from the blower motor speed control Odor is only present when rear heat is on When heat is not commanded odor is not present The heat core has been removed and the case was inspected Only one spot showed a bubble which appears to be from the manufacturing process Anita explained that the customer has a sick child and does not want the vehicle back until the issue is resolved Customer has been in to the dealership on multiple occasions for this issue but this is the first time the concern could be verified Dealer is requesting FSE assistance

RE:Anita/John Per our conversation on the issue with the Auxiliary climate control housing is suspected since the odor cannot be duplicated during or through the blower motor bench test Recommend replacing the Aux climate control housing per Online WSM Section 12 02 Aux air Climate Control Removal and Installation On addition you have escalated this concern to the Technical Service Hotline s Escalated Handling Team and additional review A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one business day to provide additional information and/or recommendations to assist in the resolution of the customer s concern Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If the Escalated Handling Team is still unable to assist you resolving the customer s concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail Thank you in advance

CA:Note o EH This contact is being escalated due to dealership requesting FSE assistance The customer does not want the vehicle back until the issue is resolved Customer s concern Hot plastic/chemical odor from the Aux climate control unit from the Aux climate control housing The blower motors bench tested and no odors were detected Concern only present when heat is commanded John also stated the odor is not from the aux speed control Dealer is going to order and replace the aux housing and the test Dealer was informed that initial contact with EH may not be until Tuesday 1/21/16 Counselor Cain regarding escalation

CD:Inbound call from Shaun and Anita They stated there was an exhaust odor that was resolved with performing TSB 1 0130 and sealing of other seams There is now a hot plastic odor from the rear HVAC system that only seems to occur while driving at highway speeds and rear heater on h gh They have operated the blower motor outside of the perme but the smell was not present They replaced the rear HVACenum and the smell no longer seems to be present but there is a snowmelt so they have not been able to retest the concern under the same conditions

RE:Shaun/Anita It is recommended to retest for the smell under the exact same conditions that the smell was initially experienced This would then verify the repair was made A follow up call will be made tomorrow afternoon If this testing is performed prior to the follow up call update this form and you will be contacted as soon as possible

CA:Page 70 Need to update under same conditions

CD:ABLE TO TEST DRIVE TODAY SMELL NOT AS NOTICEABLE AS BEFORE REASSEMBLED AND TEST DROVE AGAIN DO NOT FIND ODOR OFFENSIVE

RE:Anita/Shaun Further research will be made regarding this vehicle s odor to determine if this is a characteristic of the system or if there is another issue with the vehicle If another issue with the vehicle is recommended to compare under the same conditions to help determine if this is supposed to be a vehicle characteristic A follow up call will be

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES VEH STILL HAS FOUL AC ODOR THRU VENTS UNDER ACCEL Please list any diagnosis ca already performed already TSB 1 0130 Parts Replaced per tsb Your Question after performing tsb and customer still complains of this issue what next?

RE:Ledian If the TSB 1 0130 has been performed and there is still a concern with the vehicle it is recommended to remove the right and left tail lamp assemblies and perform the cabin pressure test as outlined in the Work Shop Manual WSM section 501 00 Diagnostics and Testing Body System Dust and Water Leaks Spray the soapy water under the under body seams and grommets rear wheel well seams rear liftgate seal side panel glass seal and license plate area If any bubbles are found repair as necessary The liftgate can be aligned for a tighter fit if the leak is around the liftgate seal If there are no bubbles found indicating a leak it is recommended to inspect the air extractors for damage and improper sealing against the body If any damage is found replace as necessary Also ensure that the HVAC module is at the latest calibration on install the updated muffler assembly part EBSZ 5230 A

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CD:HVAC module is at the latest calibration EBSZ 5230 A asked my parts guy and was told that part number is not in catalog so that muffler is updated part or same

RE:Ledian Muffler assembly EBSZ 5230 A is an updated part of this vehicle It is recommended to compare under the same conditions to help determine if this is supposed to be a vehicle characteristic A follow up call will be

CD:Web Form Data Description of Vehicle Concern exhaust odor inside car while engine is running Please list any diagnostics already performed no dtcs Parts Replaced no parts replaced Your Question do i use tsb 1 0130 it is not for 2016 only tsb 1 0130 for this condition

RE:Terry Although TSB 1 0130 states it is only for 2011 2015 Model Year vehicles it can still be performed on this vehicle You may need to speak with a warranty administrator regarding labor time entry as the TSB cannot be claimed but still should be performed Once this TSB is performed it is recommended to perform this TSB as outlined and retest the concern If the TSB 1 0130 has been performed and there is still a concern with the vehicle it is recommended to compare under the same conditions to help determine if this is supposed to be a vehicle characteristic A follow up call will be made tomorrow afternoon If this testing is performed prior to the follow up call update this form and you will be contacted as soon as possible

CD:HVAC module is at the latest calibration EBSZ 5230 A asked my parts guy and was told that part number is not in catalog so that muffler is updated part or same

RE:Ledian Muffler assembly EBSZ 5230 A is an updated part of this vehicle It is recommended to compare under the same conditions to help determine if this is supposed to be a vehicle characteristic A follow up call will be

CD:Web Form Data Description of Vehicle Concern Exhaust smell in the vehicle driving down the highway I is so bad the customer does not want to take the vehicle out of town Please list any diagnostics already performed Have driven the car and verified the concern Parts Replaced Performed TSB 1 0130 twice Your Question What can we do to help the customer out?

RE:Mike Some 2011 2016 Explorer vehicles may exhibit a repeat exhaust odor inside the vehicle after TSB 1 0130 has been performed If this is verified ensure that TSB 1 0130 has been completed correctly and perform the following Pressure Test Procedure A Remove the right and left rear lamp assemblies See WSM Section 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 vehicle set A/C to fresh air mode and seal blower speed to maximum D Close all doors and ensure windows are fully closed E Use soapy water in a spray bottle to help locate air leaks F Spray around the following areas Underbody seams Underbody rubber grommet Rear wheel well seams Rear liftgate seal side panel glass seal and license plate area G Air leaks can be identified by the presence of air bubbles H Mark all areas identified to have air leaks I Turn off A/C J Turn off vehicle K Clean and dry all areas marked earlier L Seal using Motorcraft TA 2 seam sealer M Allow sealant 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 extractors for possible damage or improper sealing Inspect for signs of body repairs and ensure that there are no missing or poorly sealed body 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 had the customer come back in and rechecked and verified that TSB 1 0130 was performed correctly We then test drove the vehicle and could not smell any exhaust smell We have put a carbon monoxide detector in the car and it never off Customer had it in their vehicle for a week on a road trip and it never registered enough to go off Four different people have driven this vehicle and no body has smelled the exhaust smell The vehicle has a very strong smell of cigarettes in it We released the vehicle back to the customer and they are still saying they can smell exhaust Any other dealer apparently is erratic? The customer has requested Ford to buy the vehicle back and I has been denied The case number is CAS 8252350 M LTV15 I am requesting a Field Service Engineer to come out and look at the vehicle Mike Horn Service Manager

RE:Mike It is recommended to perform the Pressure Test Again The correct procedure for this test is outlined above It is necessary to complete this test again to verify there are no cabin leaks that could cause an exhaust odor to enter the vehicle Since an FSE has been requested we have escalated this concern to the Technical Service Hotline s Escalated Handling Team for additional review A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one business day to provide additional information and/or recommendations to assist in the resolution of the customer s concern Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner If the Escalated Handling Team is still unable to assist you resolving the customer s concern through these additional steps the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail Thank you in advance

CA:Consulted Nihan Beamer about further diagnosis of a concern that does not seem to be present Note to EH Customer has a complaint of exhaust odor in cabin TSB 1 013 has also been performed Vehicle came back in with the same complaint No one at the dealership is able to verify the concern A carbon dioxide detector was placed in the vehicle and detected nothing The Service Manager Mike Horn has requested and FSE

CD:Out Bound Call to Dealer spoke with Susan Letour She had indicated that Mike was on a test drive with another customer and that the walk back 20 30 minutes

RE:Mike A call was placed to discuss this concern further however you were not available at that time A follow up call will be placed for later this afternoon

CA:New follow up set FMC360 indicates the customer has requested Buy Back

CD:Out Bound Call to Mike While on the phone he indicated that they had not replaced part number EBSZ 5230 A as they did not see it in the contact He stated that he would order it right away and update the form with a projected arrival date

RE:Mike As discussed in the phone please order EBSZ 5230 A and update the contact with a projected arrival date for the part Once the update is received an appropriate follow up time will be set If an update is not received a follow up will be placed for Friday

CA:Advised to order the previously recommended part as it has not been done yet

CD:PART NUMBER EBSZ 5230 A showing none in the system The message says the supplier is past due work on ETA and root cause We have emergency ordered the part Mike

RE:Mike Thank you for the update on the part being on back order As this is the case the Parts Backorder Escalation Process should be followed As the part has a ready been ordered on Emergency ERM Status please contact the Parts Assistance Center Online PACO contacted and open a FMC360 case The Parts Backorder Escalation will allow the involvement of the Ford team to ensure customer satisfaction in the repair process For more information on the Parts Backorder Escalation Process refer to the A href https://www.ford.com/customer-support/PartsBackorderEscalation/Pages/FCSD_PartsBackorderEscalation.aspx?context=US&lang=en-us Quick Reference Guide /A found in FMCDealership If the Dealer/dealer determines this is an extensive time downward the part needed to make the repair is not available but the component can be serviced at a higher level than the next level component can be ordered to expedite the repair process This is stated in the A href https://www.ford.com/customer-support/PartsBackorderEscalation/Pages/FCSD_PartsBackorderEscalation.aspx?context=US&lang=en-us Quick Reference Guide /A page 87 with the Replacement or Repair Policy section /P As an ETA has not yet been determined the follow up or this contact will remain for Friday to review the status If further assistance is needed be sure to please update

CA:Reviewed contact update

CD:PACO was contacted this is the update sent to the Parts Manager FrankBarker We apologize for the delay and any inconvenience caused We have stock available at the packager I have contacted the location and asked them if it would be possible to fulfill your orders directly If they are able to accommodate order will be filled overnight I would send you tracking information If not order will be filled from facing location by 12/01 Regarding vana Horecka FCSD

RE:Mike Thank you for the update As the latest projected arrival for the parts is 12/01/2015 I will be setting a follow up for Wednesday 12/02/2015 If the part arrives prior to then please update this contact

CA:New follow up set

CD:Out Bound Call to Mike While on the phone he indicated that the muffler assembly had arrived today and that they would be installing it on Tuesday

RE:Mike As discussed on the phone a follow up will be set for Thursday 12/10/2015 to review the status of this vehicle

CA:Follow up set for review

CD:Web Form Data Description of Vehicle Concern BAD EXHAUST FUMES COME INTO CABIN WHILE DRIVING ON HIGHWAY ONLY HAPPENS WHEN AIR IS ON RECIRCULATE Please list any diagnostics already performed WE PERFORMED TSB 1 0130 RETURNED VEHICLE BACK TO CUSTOMER STILL COMPLAINING OF FUMES

Parts Replaced PARTS LISTED ON TSB Your Question ON AHE THERE ANY OTHER NONE CAUSES OR FIXES NOT ON OASIS? THANKS FOR TIME AND HELP

RE:John With an Exhaust odor being detected after a test drive p://www.prosever.com/transport/Vehicles/TSB5230.aspx?Article=air%20tsb%201%20130 /a has been performed it is recommended to pressurize the passenger compartment to check for additional leak ng conditions To do this set the HVAC Air in the Mode to Fresh Air and the Blower Motor to High tape off the body vents fully shut the Doors and Windows and start the vehicle The body vents on his vehicle can be found by removing the Rear Bumper Cover Once the body vents have been coated and taped off fully shut the Windows start the vehicle and fully shut the Doors the passenger compartment will now begin to pressurize Once the vehicle has been set up this way spray a soapy water mix in these areas and look for bubbles being produced the areas previously sealed during the TSB the underbody seams and grommets rear wheel well seams rear ta light seams liftgate seals rear Quarter Glass seals and the license plate area If any leaks are found check after 20 minutes with TA 2 Seam Sealer on the rear heater 20 minutes of drying time for the Seam Sealer Also ensure that the body vents are not damaged and are fully sealed in contact Verify that there are no body plugs or grommets that are damaged or poorly sealed in the Floorpan and 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:PARTS DEPT WAS UNABLE TO VERIFY PART EBSZ 5230 AS MUFFLER ASSEMBLY FOR THIS VEHICLE COULD YOU VERIFY PLEASE

RE:John BR BR The muffler assembly part number provided will not be able to be validated with a VIN The part number provided is correct and will both onto this vehicle It is an alternate updated part number and should be ordered by the part number itself rather than by VIN

CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES VEHS CLEANS AND EXHAUST SMELL IN THE VEHICLE WHILE DRIVING Please list any diagnostics already performed TEST DROVE AND VERIFIED CUSTOMER CONCERN THERE ARE NO TSB 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 Question CAN I USE THIS TSB 1 0130 FOR THIS VEHICLE? OR S THERE SOMETHING ELSE I CAN USE TO WARRANTY THIS? RE:Nick The same issue on lined in TSB 1 0130 occurs on th s model yearvehicle but with the TSB not applying I cannot be performed or claimed Instead I wou d be advised to perform the following to address this concern Begin by test ng the exhaust system for eaks using the EVAP smoke machine and repa r accordingly If exhaust systemreplacement is needed avoid repairs until the following s performed Next test the I lt gate seal for proper tens on using e ther trace powder or by c osing a p eece of paper between the I lt gate and seal and noting the amount of force required to remove e paper If insuff cient seal contact or tension is found adjust the I lt gate and/or striker to increase seal tension and reevaluate If you are unable to address this I lt gate seal tens on issue by adjust ng the I lt gate rep ace the seal and reeva luate I no I lt gate seal issu es are found refer to the body plug issue on the parts cata og and inspect or any missing or improperly installed body plugs and repair accordingly If no body plug issues are found reevaluate th s concern with the rear air extractors underneath the rear fascia marked off This odor s no longer present with the air extractors masked off suspect they are at fault and replace them as needed If you have verif ed that the air extractors are n t at fault leave them masked off pressurize the cabin with the HVAC on **CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED**

OC:MDVN FSE ASSISTANCE REQUESTED FOR FINAL REPAIR ATTEMPT FOR FLORIDA DEMAND CONCERN EXHAUST IS ENTERING THE PASSENGER CABIN WHEN ACCELERATING
CA:FSE ONSITE 11/25 FOR REPAIR ATTEMPT RECHECKED DEALERSHIP WORK THAT WAS COMPLETED WITH TSB 1 0130 DID NOT FIND ANY CONCERNS AND ALL STEPS HAD BEEN PERFORMED RAN SYSTEM TEST FOUND NO DTCS CHECKED FOR ANY SYSTEM SOFTWARE UPDATES FOUND SOFTWARE UPDATE FOR PC/MF UPDATED PCM ALL OTHER SOFTWARE WAS UP TO DATE IN THE VEHICLE INSTALLED NEW DOWNTURN EXHAUST PIPE ROAD TEST VEHICLE FOR 20 MILES DID NOT SMELL ANY UNUSUAL SMELLS VEHICLE PERFORMANCE AS DESIGNED AND OF LIKE VEHICLES
Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern vehicle has odor after decel in cab n smells like vent front and not through a/c vents Please list any diagnost cs already performed visual inspect on and test drive to verify con Parts Replaced performed t s b 1 0130 last visit at 17255m Your Question I found s s m 5053 ptu and vent hose rep acement I equi pped RE:Carlos The type of odor n the vehicle could be an indication as to what is causing this concern If the odor doesn t appear to be coming from the HVAC and if it is a musty odor this concern could be the result of water accumulation n the vehicle due to a water leak or HVAC dra n concern If this odor is only present w th the HVAC on it could be an operating characteristic of the A/C system due to the evaporator removing moisture from the air or t could be the resu lt ofHVAC hous ng/evaporator contamination If there is an exhaust odor in the veh cle it could be the result of an exhaust leak leaking body component or an exhaust leak available for this veh cle w ll need to be installed Given this informa ion the next step in d agnostics/repairs w ll be dependent on the type of odor in the vehicle **CD:THE SMELL IS AN EXHAUST SMELL COULD YOU SUPPLY THE PART NUMBER FOR THE UPDATED EXHAUST SYSTEM** RE:Carlos The Techni cal Assistance Center has limited information regarding parts issues It s recommended to contact PACO for information about an updated exhaust system If the exhaust odor s still present and more ass stance is needed please update this form with any inquiries For questions regarding parts availability or part number d s crepanc es please contact the Par s Assistance Center Online PACO through FMCDealer by completing and submitting the Catalog Inquiry form To access PACO go to www FMCDea er com and click on heParts amp Service tab at the top of the screen From the left hand menu click on the p us symbol next to Parts Department Tools to expand the select ion and then click on PACO Parts Assistance Center Online to access the PACO menu Click on Catalog Inquiry and comp ete the online form for parts ass stance PACO will respond back to you with the requested parts related informa on To view repl estion PACO click the PACO Ticket History and Ticket Reply link found to the right of the PACO Catalog Inquiry link with the PACO menu on FMCDealer **CD:PACO INDICATES PART AVAILABLE IS DBZ5230 D IS THIS THE UPDATED PART PLEASE ADVISE BEFORE WE ORDER IT THANK YOU** RE:Carlos The part number for the updated exhaust for th s vehicle s FBSZ 5230 A Since the exhaust eak is present a ter performing TSB 1 0130 it is recommended to perform a pressure test on the vehicle To perform this procedure remove the right and left rear lamp assemblies Using masking tape seal the rear air extractors Start the vehicle and set the A/C fresh air mode and set the speed to max Closest of the doors and windows and spray soapy water around these areas underbody seams underbody grommet rear wheel well seams rear tail light seams rear deck lid seals side panel glass seals and the license plate area Leaks will be shown by the presence of bubbles Mark all of the affected areas and apply TA 2 Seam Sealer once the affected areas have been cleaned and dried Allow the seals ant to dry for at least 20 minutes and remove the masking tape from the pressure test Inspect the air extractors for damage or poor sealing as well as any signs of body damage Check for missing/damaged body plugs n the foot pan or engine bulkhead Inspect the I ltgate seal for damage andproper fit/contact pattern Install the updated exhaust system and then check to make sure that there isn t an HVAC calibration update using an IDS at version 98 01 **CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR 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 inside of cabin while accelerating on to freeway speeds of 75mph then will go away Please list any diagnost cs already performed r ased vehicle and inspected for any burnt materials on exhaust underneath vehicle and inside engine compartment none found checked for tabs none found related to this concern or this veh cle Parts Replaced none Your Question any suggestion or know of th s concern w th it s same type of vehicle RE:Gabe BR BR TSB 1 0130 has been published for prev us model year vehicles but does not apply to th s vehicle because the updates shou d be present P ease review this TSB and ensure that the I ltgate drain valves are nstalled n the vehicle and fu ly sealed P ease also ensure that the air extractors are ully sealed and capable of complete y c osing with the vehicle off The air extractors should be c osed when no pressure s present n the cabin of the veh cle If these r extractors do not close please rep ace the extractor BR BR It w ll s o be help ul to bubble test the vehicle to determine if any air eaks are present in the rear of the vehicle To pressurize the cabin perform this test please refer to section 051 00 of the online workshop manual Diagnostics and Test ng Body System Dust and Water Leaks When bubble testing it will be helpful to remove the metal lamps on this vehicle to ensure these seams are also properly sealed Please spray he soapy water solut on around the underbody seams underbody rubber grommet rear wheel well seams rear tail light seams rear deck lid seals side panel glass seals and license plate area If any bubb es are found please seal the affected areas using TA 2 seam sealer BR BR If no eak ng seams are found please inspect the I ltgate seal for damage and proper fit/contact pattern Adjust ng the rear I ltgate **CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED**

CD:Web Form Data Description of Vehicle Concern exhaust fumes entering into vehicle after drive and stop at light Please list any diagnostics a ready performed road test and veri ed with sher ff of cter he has been to ocal fd and had carbon monoxide tester Parts Replaced tabs for exhaust performed sb 1 0130 Your Question while reading tab we replaced efts de a extractor vehicle calls or 2 of these s the r ght side not supposed to be replaced also ? If no any other ix or exhaust sme ll in veh cle RE:He to Mark For a concern of exhaust odor after a brief http://www.proseivcetechn.com/transport/?url=/vdrnse/TSB_SSM/DisplayArticle.aspx?type=TSB d 1 0130 target blank TSB 1 0130 /a has been completed It s advised to ensure that the TSB has been performed correctly and perform the following checks Pressure Test Procedure Remove the right and left rear amp assemblies See WSM Section 17 01 Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding on vehicle that do not have the rear lip molding removed Start vehicle set A/C to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water n a spray botle help locate air leaks Spray around the following areas Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals S de panel glass sea s License plate area Air eaks can be identified by the presence of air bubbles Mark all areas identified to have air eaks Turn off A/C Turn of vehicle C ean and dry all areas marked earlier Seal using Mo orcraft TA 2 seamsealer Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used in step a of the pressure test Inspect the air extractors for possib e damage or improper sealing Inspect for evidence of body repa rs and ensure that there are no **CD:OK** What is this muffler part number for? at the end is there an updated muffler to help with this smel l??? also to tape up extractors/wave to remove bumper cover again ?? as they are not accessible so order more wheel lip mold ng??? we charged this person to repair us ng tub now there s more parts needed? RE:Mark It s correct that there s an updated muffler assembly that will help resolve the concern Be ore any further diagnostics are completed replace the muffler using the part number previously recommended in the form If the concern s resolved no further actions necessary If rep ac ng the muffler does not resolve the concern review the components previously listed and if any item does not appear to be properly sealed seal it as necessary using Mo orcraft TA 2 If the exhaust fumes are still entering the veh cle it will be necessary to pressur ze the cabin once again and retest to determine he cause of the leak If the wheel lip moldings can be reused reinstall them after the repair s complete but hey should only be removed after careful inspection of a l other components Also although the TSB does not expl n this ensure that both extractors are rep aced only the r ght s de if the left side has already been replaced

CD:Web Form Data Description of Vehicle Concern HOPE IM IN WRIGHT PLACEFOR ISSUE CUSTOMER STATES EXHAUST SMELLOK COLD START UP AT PASSENGER SIDE NO EXHAUST NOISE HEARD Please list any diagnostics a ready performed INSPECT COIL BOOTS FOR SXHAUST NONE Parts Replaced NONE YET Your Quest on ANY KNOWN ISSUES WITH EXHAUST LEAK/SMELL RE:Joe If not already done a href=http://www.proseivcetechn.com/transport/?url=/vdrnse/TSB_SSM/DisplayArticle.aspx?type=TSB d 1 0130 target blank TSB 1 0130 /a can be completed if the exhaust smell s verif ed If the TSB does not correct the concern Follow through with these steps for the Pressure Test Procedure Remove the right and left rear amp assemblies See WSM Section 17 01 Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding onvehicle that do not have the rear lip molding removed Start vehicle set A/C to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water n a spray botle help locate air leaks Spray around the following areas Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals S de panel glass sea s License plate area Air eaks can be identif ed by the presence of a bubbles Mark all areas identif ed to have air eaks Turn off A/C Turn off vehicle Clean and dry all areas marked earlier Seal using Motorcraft TA 2 seamsealer Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used in step a of the pressure test Inspect the air extractors for possib e damage or improper sealing Inspect or evidence of body repairs and ensure that there are no missing or **CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED**

CD:Web Form Data Description of Vehicle Concern Customer states excessive exhaust fumes present in cab while driving Please list any diagnost cs a ready performed Followed procedure outlined in TSB 1 0130 Parts Replaced Replaced left side rear air extractor installed drain valves on the rear lift gate and sealed areas outliness TSB 1 0130 Your Question Besides the procedure outlined in the TSB is there any other way to prevent this issue? RE:Robert Explorer vehicles may exhibit a repeat customer concern of exhaust odor inside of the veh cle after TSB 1 0130 has been completed If th s is veri ed ensure that TSB 1 0130 has been completed correct y and perform the following Pressure Test Procedure 1 Remove the r ght and left rear lamp assemblies See WSM Section 17 012 Using masking 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 3 Start vehicle set A/C to fresh air mode and set blower speed to max C ose all doors and ensure w ndows arefu ly c osed 5 Use soapy water n a spray bottle to help locate air leaks 6 Spray around the fol ow ng 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 S de panel glass sea s g License p ate area 7 Air leaks can be ident ifed by the presence of air bubbles 8 Mark all areas ident ifed to have air eaks 9 Turn off A/C 10 Turn off veh cle 11 Clean and dry all areas marked earlier 12 Seal using Motorcraft TA 2 seam sealer 13 Allow sealant to dry and retest May take up to 20 minutes 1 Remove the masking tape used in step a of the pressure test Inspect the air extractors for possib e damage or improper sealing Inspect or evidence of body repairs and ensure that here are no **CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED** Has case n FMC360 no buyback concern yet

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 list any diagnost cs already performed VER FIED CONCERN NO TSBs Parts Replaced NONE Your Question HAS THIS CONCERN BEEN SEEN BEFORE? RE:Mike There is a href http://www.proseivcetechn.com/transport/?url=/vdrnse/TSB_SSM/DisplayArticle.aspx?type=TSB d 1 0130 target blank TSB 1 0130 /a that addresses this condition on previous model year vehicles Please use the hyper link provided to access th s TSB for review Please follow the technical direction outlined in this TSB but use regular published service labor times not the TSB for th s repair This TSB s being updated to include the current model year but s not yet available **CA:Article ISM 1512009 2016 EXPLORER EXHAUST ODOOR IN THE CABIN Article ISM 1 0130 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE** **CD:PERFORMED THE TSB EXCEPT THE HVAC REPROGRAM IS NOT AVAILABLE ACCORDING TO IDS AND THE CONCERN IS STILL PRESENT** RE:Mike Because TSB 1 0130 has been performed and he odor is still present it is possible the leak could be coming from the tail lights or the hatch area It is recommended to remove the rear tail lights asoutlined in section 17 01 of the Workshop Manual WSM Using masking tape to seal the rear air extractors and surrounding areas W th the tail lights removed start the vehicle and set the A/C to fresh air mode n th the blower motor on high make sure all the doors and w ndows are closed Use soapy water and spray around the under body seams underbody rubber grommets rear wheel well seams rear tail light seams rear deck lid seals S de panel glass sea s and the license plate area If any bubbles are found a leak is present and needs to be sealed Turn off the vehicle clean and dry the marked areas Use Motorcraft TA 2 seam sealer to seal the leaks Wait 30 minutes and retest Inspect the air extractors for damage and improper sealing Make sure there aren t any body plugs missing or damaged and the vehicle has n t had any body repairs Verify that the I ltgate seal isn t damaged and sea ed properly and that the I ltgate seals properly Th s can be done by using spray chack on he seal to verify that the I ltgate makes good even contact all the way around the seal The muff er assembly will need to be rep aced w th part number FBSZ 5230 B Because the vehicle e was built a ter **CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED**

CD:Web Form Data Description of Vehicle Concern dust complaints inside cabin while driving in h s garage after vehicle is shut off and had been driving for 30mn or more Please list any diagnost cs already performed test drove home and parked n my garage about 0 mn n driveon y not ced a slight sulfur smell from exhaust tips while engine was running nothing odd ng or driv ng Parts Replaced another tech performed tabs and dust stated this helped smell in vehicle Your Question I recommend changing fuel s alone but do you think this s normal I know exhaust can smel l e sulfur at times thanks RE:Duain If TSB 1 130 has been performed and there are not any complaints of exhaust odor inside the passenger compartment a slight sulfur smell on the fuel that is being used may also be caused by a sulfur catalyst that are still breaking n It may take 5000 to 10 000 miles for the converter to break n It is noted that the vehicle does have 10 000 mi es Other causes for sulfur odors could be caused by a stuck ng open thermostat causing the engine to run cold or due to a fuel delivery system problem causing a rich or lean cond ton Suggest review ng thePCED Section 3 Symptom Chart 21 for Exhaust odor If needed allow thePCED PFC Hf to check the fuel delivery system for faults If no faults are found suggest the owner try changing brands of fuel for 2 3 tank fulls o see if there is a difference

CD:Web Form Data Description of Vehicle Concern after tab 1 013 was performed still have exhaust smell pulling n hill Please list any diagnostics a ready performed tab 1 0130 Parts Rep aced tabs Your Question I pressured up cabin w th blower found leaks behind tail lights and under bumper cover witch means I need tab trimagain can I rep ace it or again? any smel l I need to check any new ideal on smel l concern I adjusted hatch so it c oses tighter on seal no eaks off or exhaust RE:Tom If the exhaust odor is still present af er TSB 1 013 has been performed and a r leaks have been found by performing the cab n pressure test it will first be requ red to repair the leaks with the appropriate parts trim if necessary or damaged and TA 2 seam sealer Once a l leaks have been repaired ensure that the air extractors are free of damage and provide a good sealing surface to the body Repa r or replace the air extractors as necessary S rice the rear hatch has already been adjusted for a gther seal please ensure that the HVAC module s updated to the latest calibration If the odor s still present after a l leaks have been resolved rear hatch has been adjusted and the HVAC module has been updated I would then be recommended to rep ace the muff er assembly with the updated part number FBSZ 5230 A Additionally advise the customer that operating the HVAC system n fresh air mode w ll slightly increase cabin pressure to help reduce the entry of exhaust odors in the vehicle **CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED**

CD:Web Form Data Description of Vehicle Concern exhaust smell in vehicle when accelerating Please list any diagnostics a ready performed performed tsb 1 0130 on 10 30 15 Parts Rep aced vent per tsb Your Question Customer took vehicle while we waited for seat covers They came back today and customer is still complaining of exhaust smell in vehicle when accelerating My quest on is are there any new updates to improve this condition? Yes the tsb was performed correctly
RE:Jerry This type of concern can be caused by an exhaust concern or an opening in the Body We recommend that you refer to Section 501 00 of the Online WSM Diagnosis and Testing and pressurize the vehicle by turning on the HVAC System on High Blower Speed Next use soapy water on spray bottle around the rear of the vehicle paying particular attention to the Liftgate In addition to this test the Exhaust or leaks per Section 309 00 of the Online WSM Compare any remaining odor to a like unit
CD:We have had numerous customers come back still complaining of exhaust smell after this tsb was performed That tells me the fix is not working
RE:Jerry If the concern has returned after performing TSB 1 0130 I recommend to continue testing the vehicle in order to resolve this concern As mentioned previously we recommended pressure testing the cab in an attempt to find any leaks that may allow exhaust gases to enter the vehicle Please follow the following procedure in a dispenser resolve the exhaust odor concern Remove the right and left rear lamp assemblies See WSM Section 17 01 Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding removed Start vehicle set A/C to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks Spray around the following areas A Underbody seams B Underbody rubber grommet C Rear wheel well seams D Rear tail light seams E Rear deck lid seals F Side panel glass seals G License plate area Air leaks can be identified by the presence of air bubbles mark all areas identified to have air leaks Turn off A/C and run all vehicle C scan and dry all areas marked earlier Seal using Motorcraft TA 2 seam sealer Allow sealant to dry and retest May take up to 20 minutes It is also recommended to inspect the air extractors for any signs of damage or improper sealing
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 The vehicle exhibits a strong exhaust smell after a hard acceleration The odor starts at the back of the vehicle and works its way to the front Please list any diagnostics already performed I performed TSB 1 0130 and found that this had no effect on the concern Next I contacted our area FSE Brian Reeves as to how to approach diagnosing the issue as we had never encountered a concern like this Brian advised me to start the vehicle set the HVAC mode door on fresh air and the blower motor on high to pressurize the cabin I removed the rear bumper cover and with the cabin pressurized and using soapy water I found places to be leaking I repaired those places correctly and allowed the procedure and found 2 other places leaking I again performed the same procedure and found 2 other places leaking that weren't previously I repaired these places and allowed the product to cure I performed the procedure once more and found 3 more leaks Again I repaired these I was unable to find any more leaks on the final attempt I installed the bumper cover and test drove the vehicle The concern is much better but still there after a lengthy hard acceleration Parts Replaced Rear lift gate weatherstrip due to air coming out from under the weatherstrip where it sealed onto the body seam It was not leaking where the lift gate seats against it Your
RE:Jame Please ensure that the rear air extractors body vents were masked off during the pressure test If TSB 1 0130 was performed correctly some additional areas to inspect are Underbody seals Underbody rubber grommets Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel glass seals License plate area If any additional leaks are found repair and retest TA 2 seam sealer should be used on body/seam seals The liftgate strike can be adjusted to achieve a tight fit This can be done by loosening the striker and moving it to increase the liftgate to seal pressure Also verify that the liftgate plugs are in place in the drain holes Replace the muffler assembly with part EB52 5230 A In addition note that selecting Fresh Air HVAC mode will increase cabin pressure which can help reduce overall 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 Repair assistance case in FMC360

CD:Web Form Data Description of Vehicle Concern Customer concern of rotten egg smell intermittently Please list any diagnostics already performed Road test and confirmed Performed engine knock and coast self tests no dtcs present Viewed datalogger fuel trims stable at 3% Parts Replaced None Your Question Verified with customer they fill with premium fuel from multiple gas stations. Make no difference. Any similar concerns like this noted?
RE:Kyle some 2016 Explorer vehicles may exhibit an exhaust odor in the vehicle. At this time it is recommended to use TSB 1 0130 as reference information on to test inspect and repair any leaking body seal body grommet wire harness grommet that is not sealed This TSB is in the process of being updated so until then the TSB cannot be claimed At the time there are not any updates for the 2016 HVAC module Testing for leaks should include the following Remove the right and left rear lamp assemblies See WSM Section 17 01 Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed Start vehicle set A/C to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks Spray around the underbody seams rubber grommets rear wheel well seams rear tail light seams rear deck lid seals side glass seals License plate area Leaks would be identified with the presence of bubbles Mark all the areas sound as leaking and dry the areas that were masked and leaking Use Motorcraft TA 2 Seam sealer and allow up to 20 minutes to dry Retest to verify all leaks have been inspected the air extractors or leaks or damage and replaced if needed inspect the liftgate seals for damage and

CD:Web Form Data Description of Vehicle Concern The owner has a complaint of a burnt smell when working the A/C system on the recirculate position But not all the time Please list any diagnostics already performed Performed a visual inspection and operated the system to verify the concern Parts Replaced None Your Question Has there been any reports of this nature and if so what was the repair????
RE:Andrew This concern could be related to a href http://www.proservetech.com/transport?url=/vdranset/TSB/SSM/DisplayArticle.aspx?type=TSB d1 0130 target blank TSB 1 0130 In addition point recommend duplicating the vehicle concern and if there is an exhaust type smell present recommend performing the TSB
CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD:Web Form Data Description of Vehicle Concern customer complaining of exhaust smell in car Please list any diagnostics already performed performed the tsb to correct the exhaust smell Parts Rep aced parts for the tab vents etc Your Question what should be my nextstep to correct this issue seeing as tho ve a ready done the tsb for the exhaust odor in the cabin
RE:Shakeel Please ensure that no TSB steps were inadvertently missed If the TSB was completed correctly pressurize the cabin by blocking off the rear air extractors shown in the TSB then operate the HVAC in Fresh Air Mode with blower motor on High Close all doors/windows and allow the cabin to pressurize Then use a soapy water solution in a spray bottle to inspect for leaks in the following areas Underbody seams Underbody grommets Rear wheel well seams Rear tail light seams Liftgate seals License plate area Side panel glass seals Presence of small bubbles indicates a leak Mark all areas turn off the HVAC system and clean/dry the areas previously identified Seal any body seams using TA 2 seam sealer The sealant may take up to 20 mins to dry Retest for leaks once the sealant is cured The liftgate strike can be adjusted to obtain a tighter seal/pressure Also ensure that the liftgate plugs are in place in the drain holes inspect the air extractors for proper sealing or damage Ensure the HVAC module was updated per TSB 1 0130 Replace the muffler assembly with part EB52 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 Description of Vehicle Concern EXHAUST SMELL IN CABIN WHEN ACCELERATING HARD Please list any diagnostics 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 been verified to be present with the concern being similar concerns addressed on 2011 2015 MY Explorers in a href http://www.proservetech.com/transport?url=/vdranset/TSB/SSM/DisplayArticle.aspx?type=TSB id1 0130 /a refer to the technical directions outlined in TSB 1 0130 perform necessary repairs and reevaluate the concern

CD:Web Form Data Description of Vehicle Concern Customer complaint of a faint smell while driving down the highway Please list any diagnostics already performed none Parts Replaced none Your Question We found a TSB 1 0130 that applies to 2011 2015 explorers It says reprogram the hvac module and replace the left rear air extractor Would this TSB also apply to this 2016 model? I did check and there is an update for the HVAC module but not sure if the air extractor vent also needs to be replaced
RE:Chris You are correct to perform a href http://www.proservetech.com/transport?url=/vdranset/TSB/SSM/DisplayArticle.aspx?type=TSB d1 0130 target blank TSB 1 0130 /a performing this TSB should alleviate the concern of smell odor inside the cabin After completing the TSB you will not be able to claim the labor operation codes for the repairs since this Explorer is built after the build date for the TSB
CA:Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN

CD:Web Form Data Description of Vehicle Concern BURNING SMELL FROM REAR INSIDE CABIN Please list any diagnostics already performed ROAD TEST DIAGNOSE EXHAUST ODOR HIGH WAY SPEED ON ACCELERATION Parts Replaced PERFORM TSB 1 0130 REPLACE LEFT REAR AIR EXTRACTOR INSTALL VALVES TAIL GATE SEAL UNDER BODY USE DESCRIBE ON TSB REPROGRAM HVAC MODULE CUSTOMER STEEL SMELL SAME ODOR AND RESEAL UNDER BODY AGAIN INSPECT ALL DOORS WEATHER STRIP AND AC RECIRCULATING DOOR WORKING OK ROAD TEST SEVERAL TIMES WE STEEL HAVE SAME CONCERN Your Question on I DONT KNOW AT THIS POINT WATH ELSE TO DO TO CORRECT THIS PROBLEM MAY BE OTHER REPORTS WITH SAME CONCERN THAT CAN HELP ME FIX THIS VEHICLE ALSO WAS TOLD BY OTHER TECH THAT HE INSTALL A REDISING MUFFLER ASY BY FORD AND TOOK CARE OF HIS ODOR CONCER ON A SIMILAR VEHICLE LET ME KNOW IF THAT SOME THING THAT WE CANT DO FOR THIS UNIT THANK YOU
RE:Gabriel If all the steps in the TSB have been followed and there continues to be a concern where there is a smell coming from the exhaust then the mufflers can be installed The part number that you would need is Muffler assembly part EB52 5230 A This can be installed and the concern should be resolved a ter installation
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 followed procedure for TSB and installed redesigned exhaust After various road tests the vehicle continues to present the exhaust smell This happens when RPM's are above 3500 and held steady The rear A/C has been off during testing We sealed the rear air extractor or test rig purposes but smell continues at the same conditions as previously noted Request FST or advise Thank you
RE:Gabriel After reviewing the contact it was noticed in FMC 360 the customer has made some comments of the family members getting sick on a long road trip When you have a concern alleging a fire accident injury property damage and/or burn related has occurred due to an alleged product defect pursuant to the Warranty and Policy Manual no repairs should be performed See below BR BR U U S Dealerships /JB should complete a B Dealer Fleet Request for OGC Review /JB found on FMC Dealer com Parts amp Service Tab Customer Satisfaction link BR BR U U NOTE /U /B The Technical Assistance Center will not be able to provide further assistance with this issue until the OGC review
CA:Consulted Brian Graham on EH due to FSE request and FMC 360 comments of customer daughter becoming ill 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 fumes in cabin under hard exercise Please list any diagnostics already performed tsb 1 0130 Parts Replaced tsb parts Your Question Customer isn't having same concern after tsb Was advised to replace muffler part eb52 5230 on another customer's explorer for this concern Would this part apply to this vehicle for this concern as well? Thanks Scotty
RE:Scotty It appears the replacement muffler assembly only applies to the 3.5L Ti VCT engine and will not apply to this vehicle Our Engineering Team is still investigating this concern Please continue to monitor OASIS for further updates However it is recommended to check the following areas using the procedure listed below in order to help resolve any possible sources of entry for the exhaust odor Remove the right and left rear lamp assemblies See WSM Section 17 01 Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed Start vehicle set A/C to fresh air mode and set blower speed to max Close all doors and ensure windows are fully closed Use soapy water in a spray bottle to help locate air leaks Spray around the following areas A Underbody seams B Underbody rubber grommet C Rear tail light seams D Rear deck lid seals F Side panel glass seals G License plate area Air leaks can be identified by the presence of air bubbles Mark all areas identified to have air leaks Turn off vehicle C scan and dry all areas marked earlier Seal using Motorcraft TA 2 seam sealer Allow sealant to dry and retest May take up to 20 minutes Additionally inspect the air extractors for any signs of damage or improper sealing Check 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

OC:FLORIDA LEMON LAW MYDN FINAL REPAIR ATTEMPT CUSTOMER STATES BURNING SMELL AND EXHAUST ODOR INSIDE VEHICLE
Z9:TECH ASSIST REFERRAL HAS BEEN OPENED
CA:INSPECTED VEHICLE DEALER HAS INSTALLED NEW LEVEL EXHAUST SYSTEM I VERIFIED THAT AFTER A HARD ACCELERATION AT HIGHWAY SPEEDS A MOMENTARY EXHAUST ODOR WAS PRESENT IN THE CABIN THE REAR BUMPER COVER WAS REMOVED AND ALL SEALING AREAS DESCRIBED IN THE TSB WERE CHECKED AND RESEALED INCLUDING AIR EXTRACTORS BODY SEAMS REAR A/C LINES I REMOVED THE REAR HATCH TRIM PANEL AND SEALED AROUND THE HATCH HANDLE AND ALL FOUR LICENSE PLATE ATTACHMENT AREAS THE HATCH SEAL WAS ALSO CHECKED AND FOUND TO BE POSITIONED CORRECTLY THE HVAC MODULE WAS CHECKED AND VERIFIED TO BE AT THE LATEST CALIBRATION LEVEL A POST REPAIR TEST DRIVE CONFIRMED THAT AT NO TIME UNDER ANY DRIVING CONDITION WAS ANY EXHAUST OR ABNORMAL CABIN ODOR PRESENT
Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern su phur carbon monoxide/odor ins de vehicle Please list any diagnosis as a ready performed we performed the tsb 1 0130 and still didn't fix issue Parts Replaced replaced with new parts rom tab Your Quest on what should I do next to fix sme
RE:Shakeel Please ensure that all steps of TSB 1 0130 were followed closely If all steps were completed correctly isolate the leak by pressurizing the cabin us ng the following procedure Remove the tail lamp assemblies Tape off the rear air extractors using masking tape Start the vehicle and set the AC to Fresh Air and blower on High Close all doors/windows/liftgate and allow the pressure to build for a few minutes Use soapy water in a spray bottle to pinpoint the leak Spray around the following areas Underbody seams/seals/rubber grommets Tail light seams Rear wheel well seams Liftgate seals Side panel glass seals License plate area Presence of small bubbles indicates a leak Mark the areas and reseat as needed Seams should be sealed us ng TA 2 seam sealer Allow the area to dry and re test The liftgate seal should be inspected for correct /contact pattern Adjusting the liftgate striker so that the hatch seals tighter to the liftgate seal is important inspect the air extractors for damage or improper seal ing 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 chemical or sulfur odor inside on accel at all times Please list any diagnosis as a ready performed performed tab and last time I contacted hotline I put a exhaust on Parts Replaced tabs parts and exhaust Your Question what should I do next to fix issue
RE:Shakeel If the exhaust has been replaced please ensure the rest of the diagnosis s from the previous request has been performed be one proceeding Prev ops diagnosis steps include a pressurized cabin test as outlined in sect on 501 00 to look for air leaks in the body and adjust the liftgate for a better seal When these steps have been performed and the concern is still present double check the connections for the new exhaust and verify a tight If all tanks are tight pressurize the exhaust with 5 psi of fresh air and spray soapy water on the connections to look for leaks Replace the sea s as necessary If the exhaust has been verified to have no leaks and so has the body of the car look at the quality of the fuel to ensure it is fresh and is free of contaminants Old gas can smell bad when burnt If the gas is good then check the spark plugs to ensure they are a tight If a spark plug is fouled it could cause combustion gasses to escape and cause an odor
CA:Consulted SME Sean Witkowski on technical direction
CD:RE CHECKED EVERYTHING AND EVERYTHING SEEMS OK WHAT NEXT

RE:Shakeel To further help isolate the source of the odor advise to inspect for fuel leaks in the engine compartment area Repair any concerns found Advised to verify if the concern is affected by placing the HVAC in RECIRC mode then turning the HVAC system off If the odor is affected suspect the source of the concern may be from the front of the vehicle If the odor is not affected advise to smoke eatthe fresh air door to verify that the door is closing properly If no smoke is drawn into the vehicle the door is closing properly and it is suspected that the odor is coming from the rear of the vehicle In this case advise to inspect the rear liftgate seals or concerns by performing the cabin pressuriza ion testing as out lined in workshop manual 501 00 Body System General Information Diagnosis and Testing Body System Dust and Water Leaks and repair any concerns found If no concerns are found advise to further tape off the rear vents and re inspect operation to see if the concern is affected
CA:Consulted Aaron Dungee advised to ensure that leakage checks have been performed as outlined in TSB 1 0130 To further help isolate the source of the odor advise to inspect for fluid leaks in the engine compartment area Repair any concerns found Advised to verify if the concern is affected by placing the HVAC in RECIRC mode then turning the HVAC system off If the odor is affected suspect the source of the concern may be from the rear of the vehicle If the odor is not affected advise to smoke test the rear air door to verify that the door is closing properly If no smoke is drawn into the vehicle the door is closing properly and it is suspected that the odor is coming from the rear of the vehicle In this case advise to inspect the rear liftgate seals for concerns by performing the cabin pressuriza ion testing as outlined in workshop manual 501 00 Body System General Information on Diagnosis and Testing Body System Dust and Water Leaks and repair any concerns found If no concerns are found advise to further tape off the rear vents and re inspect operation to see if the concern is affected Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD:SEALED OFF VENTS TEST DROVE VEHICLE NO SMELL DETECTED
RE:Shakeel Since sealing off the rear vents eliminated the odor rechecked rear vents and reevaluate
CD:Test drove vehicle smell still present one thing notice is when ac off the recycle light also turns off there is no way to turn that recycle light back on unless ac is in use when ac is on and recycle is on then the smell is reduced to over 75% to 90% at this time we are not able to find any other issues please advise
RE:He Shaker Thank you for the updated information provided It is not noted if the rear vents have been replaced However it is noted that when the HVAC is placed in RECIRC mode the odor is reduced 70% 90% This indicates that the odor may be entering the vehicle through the HVAC system from the front of the vehicle NOTE Chemical odors are usually constant regardless of the climate control system setting although they may be enhanced by A/C operation Most chemical odors are caused by fluid leaks or incorrectly cured adhesives Chemical odors can be eliminated by repairing the leaking component and removing any residue Additionally a Garlic/Sulfur smell may indicate Gear Lube leak At this time recommend care fully inspecting the vehicle's powertrain drivetrain and exhaust for leaks Check for fluid leaking onto the exhaust hose or incorrectly installed exhaust asteners damaged catalytic converter damaged or incorrectly installed Y pipe or any other issues
CD:dealer request field tech to come out

RE:Shakeel Since the smell is not present while the vehicle is set to recirculation mode it is recommended to inspect the engine compartment for exhaust leaks that may be drawn into the passenger compartment We have escalated this concern to the Technical Assistance Center a Escalated Handling Team for additional review A Service Engineer from this team will contact you by phone or through a hotline Assistance Request within the next business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern Our team at the Hot line will continue to work with you and your Dealership to get the concern resolved and the vehicle back to the customer in a timely manner If the Escalated Handling Team is still unable to assist you, please reassign customer's concern through these additional steps: the Hot line will alert your Field Service Engineer by opening a Technical Assistance Request Please be prepared to discuss all diagnostic tests performed and test results with the Technical Assistance Center Service Engineer in more detail Thank you in advance

CA:Consulted SME Jack Flynn who recommended checking the muffler and engine compartment for leaks as the smell is not present when the vehicle is set to recirculation mode He also recommended escalation due to time down and lack of technical progress Shakeel has been dealing with an in vehicle exhaust smell on accelerator on He has replaced the muffler and rear vents and the concern is still present

CD:Outbound call to Shakeel Shakeel stated there is an exhaust odor at highway speeds under acceleration on The TSB 1 0130 has been performed the muffler and engine compartment has been replaced and the body vents have been replaced When performing a cabin pressure test on the rear of the vehicle there was no body leak When performing an exhaust pressure test no leaks were found There does not appear to be any signs of fluid leaks from the engine or transmission on The odor is almost completely gone when placed in RECIRC
RE:Shakeel Since the odor is almost completely gone when the A/C is placed in RECIRC it is recommended to perform a cabin pressure test again spray ng soapy water along the bulkhead underbody seams and wheel well body seams to note for a body leak since no leaks were found during an exhaust pressure test and no leaks were present when inspecting the engine and transmission A follow up call will be made either tomorrow or Monday to discuss this vehicle further

CD:Web Form Data Description of Vehicle Concern Customer states there is a odor like rotten eggs in the cab during pass ng/moderate hard acceleration and heavy a/c Please list any diagnosis as already performed Customer's concern was verified last visit and TSB 1 0130 was per formed and brought odor to a minimal level
Parts Replaced As is outlined in TSB 1 0130 Your Question We have had other vehicles EdgeFlies with a nit air concern to an extent where we advised our customers that under certain conditions circumstances some exhaust smell may seep into cabin area Have other reports surfaced where customers return for same concern? and is there possibly a design change to the 2016 Explorer model that alleviated this condition?
RE:Art For concern of exhaust odor after TSB 1 0130 has been completed it is advised to ensure that the TSB has been performed correctly and afterwards perform the following checks Pressure Test Remove the right and left rear lamp assemblies 17 01 Use Masking tape to seal the rear air extractors and areas Do not mask the rear lamp or drag for vehicle Start the Vehicle set A/C to fresh air mode and set blower to max Close all doors and ensure windows are closed Use Soapy water in a spray bottle to help locate air leaks Spray around the following areas Underbody rubber grommet Rear wheel well seams Rear deck liftgate seals Side panel glass seals License plate area A leak can be identified by the presence of air bubbles in soapy water or leaks Turn off A/C Turn off vehicle Clean and dry all areas marked earlier Seal using Motorcraft TA 2 seam sealer Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used in step a of the pressure test inspect the air extractors for possible damage or improper sealing inspect or evidence of body repairs and ensure there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead inspect the liftgate seal for damage and/or proper /contact pattern Adjust ng the rear liftgate striker so that the rear hatch seals

CD:Web Form Data Description of Vehicle Concern Customer states the exhaust smell is still present sometimes Please list any diagnostics already performed None Parts Replaced None Your Question We informed the customer some exhaust smell is normal Show the TSB s in mate all exhaust smell?
RE:Brian Since TSB 1 0130 has been performed and there is still an exhaust odor coming into the cab it is recommended to perform this pressure test procedure First remove a tail lamp assembly Using masking tape seal the rear air extractors start the vehicle and set the A/C to fresh air mode and set blower speed to max Close all of the doors and windows and use soapy water to spray the following areas:underbody seams underbody rubber grommet rear wheel well seams rear tail light seams rear deck liftgate seals side panel glass seals License plate area A leak can be identified by the presence of air bubbles in soapy water or leaks Turn off A/C Turn off vehicle Clean and dry all areas marked earlier Seal using Motorcraft TA 2 seam sealer Allow sealant to dry and retest May take up to 20 minutes Remove the masking tape used in step a of the pressure test inspect the air extractors for possible damage or improper sealing Look for any body damage and ensure there are no missing or poorly seated or damaged body plugs in the floor pan or engine compartment inspect the liftgate seal for damage and a proper /contact pattern The liftgate seal is critical for this concern Adjusting the tail gate can be done by loosening the striker and moving it o increase the liftgate to seal properly Verify that the liftgate drain hoses are intact Install a muffler assembly with the part number EBZ2 5230 A and retest the exhaust odor
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 truck Please list any diagnosis as a ready performed none Parts Replaced none Your Question unable to reduce cate sme I any known concerns?
RE:Mark Consult with the customer on what conditions are needed to duplicate the concern it is important to duplicate the concern at or proper diagnostics Once the concern is duplicated call a href http://www.proservicetech.com/transport?url=/vdrsnet/TSB_SSM/D_sayArticle.asp?type=TSB id 1 0130 target blank TSB 1 0130 is in the TSB you will be going through and checking the rear vent vents by the exhaust allowing the fumes to enter the cabin of the Explorer
CA:Article ISM 1512009 2016 EXPLORER EXHAUST ODOR IN THE CABIN
CD:stab 1 0130 is for 11 15 explorer does it also apply to 16 did not come up on oasis
RE:Mark While a href http://www.proservicetech.com/transport?url=/vdrsnet/TSB_SSM/DisplayArticle.asp?type=TSB d 1 0130 target blank TSB 1 0130 does not include the 2016 Explorer export the diagnostic direction of the TSB can be followed to correct the concern The TSB procedure is in the process of being updated to include the 2016 model year so it will be available when OASIS is run for the vehicle
CD:To be clear on the procedure for a 2016 model I am just replacing the left side air extractor both wheel mold ngs and once it already has drain valves in the liftgate I am to not do any seam sealing? Thank you just want to be clear on everything since the bulletin doesn't apply to 2016 yet Thank you
RE:Mark It is recommended to follow the TSB in full and replace all the components directed to be replaced If the TSB instructed for the drainlines to be replaced and seams sealed then it is recommended to do so as well

CD:Web Form Data Description of Vehicle Concern Veh cle has an odor in vehicle Please list any diagnosis as already performed Verify concern Check for any leaks of fluids None present Odor is similar to fuel in PTU When removed engine cover odor was very strong especially around PTU vent area Haven't checked fuel level or condit on caused by mileage and necessary to remove catalytic converter to access drain and fill plugs Parts Replaced None Your Question on did not see any relevant TSBs for this concern Do you have any recommendations or additional diagnostic procedures for this concern?
RE:Gary Verify that a href http://www.proservicetech.com/transport?url=/vdrsnet/TSB_SSM/DisplayArticle.asp?type=TSB d 1 0130 target blank TSB 1 0130 does not apply to this vehicle Although the bulletin does apply to the TSB do not match the TSB is in the process of being updated and should be followed if the concerns are the same If TSB 1 0130 does not apply then it is recommended to verify PTU fuel level Verify that the vent is not plugged and is routed properly If the PTU vent is restricted the PTU is over filled or in error a damaged metal can cause fuel to be pushed out and cause a strong smell in the vehicle If the vent is restricted or damaged then replace and reuse the vehicle or the concern Verify that the vent hoses are routed properly and not causing a siphoning effect when the vehicle is being driven Repair as necessary and retest the vehicle for the concern If the fuel tank shows contamination or debris then the PTU has likely become damaged and will require replacement The PTU is 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 exhaust odor n passenger compartment Please list any diagnosis as already performed tab 1 0130 complete ed last visit Parts Replaced tab 1 0130 parts Your Question on are there any updates for a more comprehensive fix? customer is still smelling exhaust fumes any thoughts and/or ideas are appreciated thanks jmf
RE:Jeffrey With the concern still present it is recommended to review the information in the TSB and compare to the vehicle This is to make sure that all steps have been performed and no components have shied If the TSB has been confirmed complete the following information Pressure Test Procedure A Remove the right and left rear lamp assemblies See WSM Section 17 01 B Using masking tape seal the rear air extractors and areas Do not need to mask the rear lamp mold ng for vehicle that do not have the rear lip mold ng removed C Start vehicle 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 locate air leaks F Spray around the following areas Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Side panel glass seals License plate area G Air leaks can be identified by the presence of air bubbles H Mark all areas identified to have air leaks I Turn off A/C J Turn of vehicle K Clean and dry all areas marked earlier L Seal using Motorcraft TA 2 seam sealer M Allow sealant 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 extractors for possible damage or improper sealing inspect for evidence of body repairs and ensure there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead inspect the liftgate seal or damage and proper /contact pattern
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CD:Web Form Data Description of Vehicle Concern CUSTOMER STATES VEH STILL HAS EXHAUST FUMES Please list any diagnostics already performed road test vent ed clean visually inspected previous tsbok Parts Replaced performed tsb 1 0130 Your Question since tsb was already performed and exhaust odor still present what is next?
RE:Ledian Depending on the vehicle location inside a garage carport outside including weather conditions calm w ndy etc It may be possible to detect a slight exhaust odor at times A so advise the owner s Manual Important Vent lating information page192 If you stop your vehicle and leave the engine idling for long periods it is recommended to do one of the following: Open the windows at least 1 inch 2 5 centimeters Set your climate control to outside air Refer to the Owner's Tab Owner's Information Owner's Manual Page192 To verify the exhaust system control refer to WorkShop Manual WSM Section 3 Powertrain 03 Engine 09 Exhaust System Diagnosis and Testing Exhaust System Symptom Chart Exhaust System Odor described as a sulfur or rotten egg smell If no issues are detected inspect the vehicle to verify that Steps 9 12 of Technical Service Bulletin TSB 1 0130 were properly performed Next wrap the air filter in plastic and insert into the exhaust a cone from the Evaporative Emissions EVAP machine and pressurize the exhaust to 2 psi Using a soapy water mixture spraythe exhaust down especially at any connection joint we d including the exhaust on to determine if there is any exhaust leaks present If no problems are found you can refer to a href http://www.proservicetech.com/transport?url=/vdrsnet/TSB_SSM/CD d 1 concern only occurs when driving above 50 mph there is not drivability concern at this time no exhaust leaks tab was properly performed rechecked again for to be certain what procedure should I follow next
RE:Ledian If TSB 1 0130 has been correctly completed please continue diag by following this procedure Pressure Test Procedure A Remove the right and left rear lamp assemblies See WSM Section 17 01 B Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip mold ng for vehicle that do not have the rear lip mold ng removed C Start vehicle 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 locate air leaks F Spray around the following areas Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Side panel glass seals License plate area G Air leaks can be identified by the presence of air bubbles H Mark all areas identified to have air leaks I Turn off A/C J Turn of vehicle K Clean and dry all areas marked earlier L Seal using Motorcraft TA 2 seam sealer M Allow sealant 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 extractors for possible damage or improper sealing inspect for evidence of body repairs and ensure there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead inspect the liftgate seal or damage and proper /contact pattern
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 under heavy accel can smell a horrible smell like a perm Please list any diagnosis as already performed Test drove vehicle is light white f of odor under heavy accel Parts Replaced TSB 1 0130 has been performed Your Question Customer has a complaint of a bad odor on heavy accel TSB 1 0130 has been performed Inspected PTU for leaks per SSM 5053 No leaks detected The odor is very intermittent SSM 5053 says odor is only present when idling or low speed driving Is this a known concern? How can this be fixed? Thanks in advance
RE:Richard We know that this concern involving an exhaust odor after acceleration is due to the odor entering seams in the rear of the vehicle Therefore we must extensively inspect the rear of the vehicle or any leaks or improper sealing We recommend that you perform the following testing Remove the Right and Left Rear Lamp Assemblies per Section 17 01 of the Online WSM Using the masking tape seal the rear air extractors and areas Start the vehicle set the HVAC system to Fresh Air and Max Blower Speed then close all doors and ensure that the Windows are fully closed Next use a spray bottle of soapy water on the following areas Underbody seams and rubber grommets Rear Wheel Well and Tail light seams Rear deck and side panel glass seals License Plate area Mark all areas identified to have leaks through the presence of air bubbles then turn off the vehicle Clean and dry all identified leaks then seal us ng Motorcraft TA 2 Seam Sealer being sure to allow the sealant to dry and retest Next verify the TSB procedure inspecting the Air Extractors or damage and proper seal ng Look for signs of body repairs and missing or poorly seated body plugs in the Floor Pan or Engine Compartment Bulkhead inspect the liftgate seal for proper contact pattern Adjusting the rear liftgate striker so that the rear hatch seals tighter to the liftgate seal is important
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 l anomalies le du v h cule senteur de bruler dans hab tac e lorsque s uoh ou eau sur la route et semble avoir une baisse de puissance lectrique Veul lez num rer tous esad agnostics d j effectu s v r fi code duc ancv r fi courroie serpent ne ok alternateur a d j remplac dans e pass vue historique Les pil ces ont remplace alternateur dans le pass. Votre question es ce un trouble connu de votre par car vue TSB 1 0130 et SSM 5053 mais ne semble pas le mon trouble e merci

RE:Steven Les seules pub liat ons pour des probl mes d odour sont e TSB 1 0130 et SSM 5053 Si le soit pas applicable il sera n cessaire de reproduire le probl me pour en trouver la cause. Nous soup onnons que ce soit l eau ou la slush qui va bruler sur le syst med chappement Merci

CD:Web Form Data Description of Vehicle Concern SMALL GAS OR EXHAUST WHEN A C IS ON AND HEAVY ACCELERATION Please list any diagnostics a ready performed SOME OTHER TECH REPLACED THE ACTUATOR BUT PROBLEMS STILL THERE AND ITS COME TO ME I PERFORMED TSB 1 013 BUT CUSTOMER COME BACK AND HE IS SAYING STH HE CAN SMELL IT BUT SERVICE ADVISOR TOLD ME THIS CAR HAD BIN BODY SHOP THEY WORK ON THE REAR BUMPER AND ALSO DID SOME REPAIR SETH METAL SO MY QUESTION IS IS BODY SHOP WORK CAN CAS THIS PROBLEM OR NOT IF NOT SO WHAT NEXT STUP I PERFORMED NEED YOUR ADVICE THANKS Parts Rep aced PERFORMED TSB 1 013 AND ACTUATOR OUTSIDE/RECIRCULATION Your Question WHAT STUP I PERFORMED NEXT

RE:Humayun Pressur ze the cabin and perform a leak test w h either soapy water dust or with smoke as descr bed n section 100 0 of the Workshop Manual This test w ll determine if there is any body seam body seal window seal or door seal eaks If no eaks are de ected inspect the exhaust system to verify that there are no exhaust eaks present a so inspect the recirculation door for proper operation and proper seal against the cowl open ng

CA:Andrew Montgomery consulted

CD:I NEED TO UPDATE STATUS OF THIS VEHICLE THIS VEHICLE IS CURRENTLY BACK IN THE SHOP FOR THE SAME CONCERN PRESSURIZED THE CAB AND NO VISIBLE SIGNS OF LEAKS BUT THE CUSTOMERS CONCERN IS STILL PRESENT I KNOW ON SEVERAL OF THESE VEHICLES THAT THERE ARE NO EXHAUST EAKS PRESENT FOR THE UPDATED EXHAUST SYSTEM TO CORRECT TH S CONCERN CUSTOMERS CONCERN HAS BEEN VERIFIED BY AMANDA CASKEY OUR SERVICE DRIVE MANAGER EVERYONE HERE IS CONFIDENT THAT THE EXHAUST SYSTEM WILL FIX THIS VEHICLE PLEASE LET ME KNOW F I CAN GO AHEAD WITH REPLACING THE EXHAUST ON THIS VEHICLE WITH THE UPDATED PART EBZ2 5230 A IN REFERENCE TO TSB 1 0130

RE:Hi Humayun TSB 1 0130 does not outline replacement of the exhaust system If I has been determined that the exhaust system s at fault and needs to be replaced to correct the concern then replace the exhaust system as needed and reevaluate the concern

CA:Consulted SME Travis Polnasek and it was advised to in orm the technician that TSB 1 0130 does not outline replacement of the exhaust system If it is determined that the exhaust system is at fault then proceed with replacement and retest

CD:Web Form Data 1101866 6 Description of Vehicle Concern CUSTOMER CONCERN EXHAUST SMELL IN SIDE AFTER DRIVING 30MINITS Please list any diagnost cs a ready performed PERFORMED VEHICLE LEAK TEST IN SIDE PRESSURE TEST PASS SMOKE TEST PASS Parts Replaced PERFORMED TSB 1 0130 AND REPLACED EXHAUST TO Your Question ON MY QUESTION IS CAN YOU SEND SERVICE FIELD ENGINEER TO ME SO HE CAN HELP ME OUT ON THIS THANKS

RE:Humayun Since the exhaust odor s still present in the vehicle a set TSB 1 0130 was per omed and the updated exhaust was replaced it is recommended to perform the re visit steps TSB 1 0130 steps 11 and 12 to ensure a generous amount of seam sealer and rubber zel undercoating was applied as directed If steps 10 and 11 have been verified e it s recommended to ensure the HVAC module is at the latest calibration when using the latest IDS software If the HVAC module is at the latest calibration I s recommended to perform the cabin pressure test in the areas specifically called out in TSB 1 0130 to determine if a leak is present If the cabin pressure test does not reveal any leaks the vehicle should be driven with the body vents taped off to determine if the concern changes If the concern is still present whenever the body vents are taped off it is recommended to drive the vehicle with the HVAC setting set to rec reculate and fresh air position to determine if the exhaust odor is entering the vehicle from the rear either vehicle or towards the front This concern s being directed to the Techn cal Assistance Center s Escalated Handling Team for additional review An Escalated Handling Team Member w 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

CA:Note o EH Consulted Ca e Garrett recommended escalating due to mdown Recommended re visit ng steps in TSB update HVAC module to the latest calibration on tapping of body vents per om cabin pressure test in areas called out in TSB and operate the vehicle with the HVAC function in rec reculate vs fresh air

CD:An outbound call was p ced to the Dealer A vo ce message was received when attempting to contact the Service Manager and a vo ce message was left for the Service Manager indicating that the concern has been escalated A second call was p ced to the Dealer and the call continued to ring until disconnect ng when attempting to contact Humayun

RE:Humayun Verify that the exhaust was replaced with EBZ2 5230 A If the exhaust has been replaced and TSB 1 0130 completed verify the HVAC module is at the latest calibration Perform the pressure test again by removing the tail lamps removing the bumper cover taping off the air extractors start ng the vehicle and setting to fresh air mode with the blower on high Spray soapy water on the body seams aluminum grommets the seams behind the tail amps the deck lid seal the side glass seals and the license plate area Seal all leaks found with Motorcraft TA 2 seam sealer If no eaks are found use an evaporator emission smoke machine on the outside of the vehicle to apply smoke around the license seal If the smoke pushes away from the seal a leak s present While the rear bumper cover and tail lamps are removed have an assistant inspect from inside the vehicle while a flashlight is shined along all body seams behind the tail amps and bumper cover If any light passes through to the interior of the vehicle a seal the affected seam When all leaks are sealed and the muffler assembly is replaced the odor should no longer be present Further information s required during these tests or repairs provide the results to all tests and inspections completed along with a inform on required a that time If a best contact number is available please s o include that

CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:An outbound call was p ced to the Dealer A vo ce message was received when attempting to reach Service Manager e n A voice message was left for Glen providing this assistance request number along with the repair order number and advising that this request has been updated A request was also made to provide a best contact number further information is required

RE:Humayun and Glen Further information s required a request to complete ng the inspections and repair provided in the update on 5/10/2016 provide the concern present the results to a l tests and inspections completed and all repairs completed along with a inform on required at that time If a best contact number is available please s o include that contact information Thank you

CA:A voice message was left o Service Manager Glen

CD:WE FOLLOWED THE TSB REPAIR TO THE LETTER AND STILL HAS AN EXHAUST SMOEL GOOD CONTACT NUMBER FOR GLEN DUNCAN IS 713 825 0750

RE:Glen It is noted that TSB 1 0130 has been completed f the exhaust has been replaced please verify the part number that was installed If the tests outlined in the Hotline response from 5/10/2016 have not been completed please continue with these tests and sealing all leaks/identif ed If the muffler assembly has been replaced and a l leaks are sealed the odor should no longer be present

CA:FM360 only con ains comments from the Dealer br / Glen direct contact number s 713 825 0750

CD:CONFIRMED THAT EBZ2 5230 A SMOKE TEST REVEALED THAT LEFT LOWER SIDE OF REAR HATCH HAD SLIGHT LEAK FOUND DURING SMOKE TEST ADJUSTED HATCH STOPON THATT SIDE AND ELIMINATED LEAK TEST CONDUCTED BY ME SHOFFORMAN MY CONTACT IS 281 797 21 9

RE:Roland and Glen if a best time is available to contact please update th s form with the best contact time If no updates are received a member of the Techn cal Assistance Center w ll attempt to contact you again by close of business today 5/13/2016 to further discuss this repair

CD:Web Form Data Description of Vehicle Concern The vehicle has an exhaust smell while driving Please list any diagnostics already performed Test drove to verify the concern Parts Rep aced Have per omed TSB1 0130 Your Question The owner said the smell was gone for about four days and then the concern came back Has there been any other reports of this nature after performing this TSB????

RE:Andrew With the customer returning with the odor still present in the vehicle after confirming the customers concern there will need to be further inspection in the areas in question that could allow exhaust odors inside the cabin Remove the rear tail lamp assemblies to access the body vents apply tape to seal off the vents to allow the cabin to build up pressure ns de Start the vehicle with the recirculation feature off turn the A/C on high and allow the cabin to build up pressure Apply soapy water to the following areas under body seams and rubber grommets rear wheel well seams rear tail light seams rear deck lid seals side panel glass seals and the license plate area Air eaks will be shown by bubble coming showing air escaping the cabin Using a dry erase marker mark the areas where there are bubbles forming so you can perform seam repairs Turn the vehicle off clean and dry the affected areas Apply Motorcraft TA 2 seam sealer to the affected areas Allow 20 min for the sealer to dry then perform the cabin pressure test again checking the areas you have just replaced Repeat that process as needed if all seams are properly sealed and no air is escaping the cabin After verifying that all seams are properly sealed I would be advised to replace the muffler assembly EBZ2 5230 A as well as ensure that the HVAC modules up to the latest calibration

CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:IBC from Techn cian Andrew when performing the procedure outlined in the previous contact he found grommets that were not set properly Adjusted the grommets and sealed them to the vehicle and they haven t moved from that position Wondering since the customer has returned with the same concern how replacing the muffler will alleviate the concern

RE:Andrew With replacing the muffler with the part number previous y given I will correct the concern of the exhaust smell in the cabin of the Explorer This is an update ed part and is correcting the customers concern with other vehicles

CD:Web Form Data 110185833 Description of Vehicle Concern The owner is smelling exhaust while driving Please list any diagnostics a ready performed Have performed the TSB 1 0130 Then per omed it again and sealed extra areas and installed the updated exhaust system Parts Rep aced Exhaust system Your Question Do we have any other information and/or a repair for this concern

RE:Andrew Since you have performed a href http //www.proservcatch.com/transport?url=vd/rnsel/TSB SSM/Disp ayArticle.aspx type TSB d 1 0130 target blank TSB 1 0130 a several times and the concern is still present it will be important o inspect the license plate seal or damage and proper l contact patterns Adjust the rear license plate strike so that the rear hatch seals tighter to the license plate seal This should be done by loosening the striker and moving it to increase the license plate sealing pressure Also verify that the license plate plugs are in place in the drain holes and reevaluate If the concern is still present then I may be necessary to perform the cabin pressure test found in workshop manual section 501 00 diagnosis and testing Make sure that the body vents are completely taped off to ensure adequate pressure is able to build in the cab no so any a leaks may be found and repaired I you have not a ready done th s Repair any eaks found and repair the exhaust odor leak This concern is being directed to the Techn cal Assistance Center s Escalated Handling Team for additional review An Escalated Handling Team Member w 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 customer s concern We w ll continue to work with you

CA:Consulted SME Jack Flynn and I was discussed that the SM procedure listed or tightening the license plate seal was not described previously and that should be explained the time If the concern was still present after his has been completed then perform the cabin pressure test and make sure the technician understands the importance of taping ng off the body vents and reevaluate Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED Note to EH This is being escalated due to techn cal progress The technician has been try ng to resolve this exhaust odor concern since 12/21/2015 TSB 1 0130 has been performed several times and the vehicle has been cabin pressure tested and the updated exhaust parts have been installed with the concern still present

CD:Out Bound Call to Dealer Spoke with Andrew and Matt When on the phone Andrew verified that TSB 1 0130 had been performed twice The HVAC module is at the latest calibration Also the new exhaust assembly has been installed Matt verified the concern has been duplicated

RE:Andrew As discussed please perform the following procedures to try and identify any additional leaks Pressure Test Procedure 1 Remove the right and left rear lamp assemblies See Workshop Manual Sect on 17 01 2 Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding or vehicle that do not have the rear lip molding removed 3 Start vehicle set A/C to fresh air mode and set blower speed to maximum Close all doors and ensure windows are fully closed 5 Use soapy water in a spray bottle to hlocate air eaks 6 Spray around the following areas Under body seams Under body rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals side panel glass seals license plate area 7 Air eaks can be identified by the presence of a bubble 8 Mark all areas identified to have a leak 9 Turn off A/C 10 Turn off vehicle 11 Clean and dry all areas marked earlier 12 Seal using Motorcraft TA 2 seam sealer 13 Allow sealant to dry and retreat May take up to 20 minutes 14 Remove the masking tape used in step 2 of the pressure test License Plate Gate and Seam Smoke Test 1 Perform steps 1 of the Pressure Test Procedure 2 Using a smoke machine apply smoke to the outside of the vehicle at the license plate gate and vehicle seams 3 If a leak s present it should cause the smoke to move near the leak making it visible

CA:Additional Diagnostics Provided FM360 shows a repair assistance request currently open

CD:Out Bound Call to Dealer Spoke with Andy When on the phone he indicated that he would be pulling the vehicle in this morning and requested that we call back this a ternon

RE:Andy As we discussed on the phone a follow up will be p ced for this afternoon to review the results of the previous recommendations

CA:New low up set

CD:Web Form Data Description of Vehicle Concern STRONG EXHAUST SMELL COMING THROUGH VENTS ON ACCEL AND AC HAS FOUL ODOR WHEN FIRST TURNED ON AFTER SITTING Please list any diagnost cs a ready performed NA Parts Replaced NONE Your Question THIS IS RECURRING ISSUE WITH THESE VEHICLES I HAVE HAD A NUMBER OF THESE ALREADY IS FORD RECOMMENDING TO INSTALL THE UPDATED EXHAUST ON ALL EXPLORERS WITH THESE CONCERNS? IT WAS RECOMMENDED TO REPLACE THE EXHAUST ON THE ONE I DID LAST WEEK

RE:Derek For the exhaust odor I s recommended to perform a href http //www.proservcatch.com/transport?url=vd/rnsel/TSB SSM/D splayArticle.aspx type TSB d 1 0130 target blank TSB 1 0130 a Th s will reprogram the HVAC controls and seal the body vents where a leak may be present Inspect the exhaust system or any eaks that may be present If there are any cracks holes in the exhaust repair or replace the exhaust as necessary For the AC odor on start up I s recommended to determine that the odor is coming from the HVAC case If the odor is coming from the HVAC case then I s recommended to perform the AC Odor Treatment procedure found in worksheet 12 00A under general procedures Th s will help neutralize any odors that may be occurring Ensure that the HVAC case vent is functioning correctly so that there is not any excessive fluid trapped in the HVAC case

CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOOR IN VEHICLE

CD:Web Form Data Description of Vehicle Concern Exhaust smell inside cabin Please list any diagnostics already performed verified concern checked history and found tab 1 0130 has already been performed removed rear bumper and pressurized interior by turning fans on high and sprayed seams with soapy water I found no bubbles forming I asked to another tech that dealt with this same concern previous y Parts Replaced TSB1 0130 parts Your Question The other tech had exhaust smell s after performing the test and he led by replacing the exhaust with an updated exhaust system Is this he recommended repair when exhaust odors are still present after performing TSB? Is there anything else I should try?

RE:David Ensure that when the dust and water leak test was performed on the vehicle the soapy water was sprayed around the under body and Insulbrubber grommets rear wheel well seams Rear tail light with tail light assembly uninstalled seams rear deck lid seals side panel glass seals license plate area If all areas called out don t exhibit any signs of air leak identify the presence of bubbles inspect all bulkhead rubber grommets inspect the license plate grommet and re adjust the license air ker so that the license seals tighter to the license rear strike Using the IDS update the HVAC module to the latest calibration Also replace the muffler assembly with part number EBZ2 5230 A then re evaluate the concern

CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:THE PART NUMBER YOU HAD ME ORDER FOR THE UPDATED EXHAUST IS FOR A NON TURBO VEHICLE IS THERE AN UPDATED EXHAUST FOR AN ECOBOOST MOTOR?

RE:David In the parts catalog 5230 is the correct base part number The correct VCT part on but 05K Exhaust system catalog number 5230 s the correct number or this vehicle

CD:THE 3 S ECOBOOST HAS TWO PIPES RUNNING FROM THE FRONT OF THE VEHICLE TO THE BACK WITH TWO FLEX PIPES HOW AM I SUPPOSED TO PUT THIS EXHAUST IN WHEN THERE IS ONLY ONE PIPE FROM THE FRONT TO BACK? ARE YOU SURE THIS EXHAUST IS FOR THIS VEHICLE?

RE:David Sorry or the confusion the updated exhaust system s on y available or the non turbo Explorer s there is not an update for the exhaust required on a GTDI Explorer If there is still an exhaust odors present a thorough cabin pressure test should be performed in the areas that were mentioned n the previous contact This includes the under body seams and rubber grommets rear wheel well seams rear tail light seams rear deck lid seals side panel glass seals and license plate area A so verify that the HVAC module is at the latest software level

CD:VEHICLE IS FINALLY IN THE SHOP THE PREVIOUS TECH ONLY REPLACED THE LEFT AIR EXTRACTOR ANOTHER TECH THAT HAS DEALT WITH EXHAUST ODOORS AFTER TSB WAS PERFORMED SAID HE REPLACED BOTH IS IT RECOMMENDED TO REPLACE THE RIGHT SIDE AIR EXTRACTOR? OR IS THE ON EFFICIENT ENOUGH AT REMOVING THE ODOOR?

RE:David With the vehicle still experiencing the odor it would be advised to perform the pressure test to see if the vents are functioning properly The right one may need replace or pass by the both of them need to be re sealed to the vehicle On y by performing the cabin pressure test out in the previous y will be able to point out where the additional concerns are allowing the exhaust air in to the cabin of the Explorer We ap o give for any confusion th s has made for agrossing the customer concern

CD:Web Form Data Description of Vehicle Concern Customer states exhaustfumes enter AC system when accelerating Please list any diagnosticalready performed inspect amp rear red vehicle per TSB1 0130 Customer states veh cle still smells even after repair Havng reviewed Hofr ne self help reports indicate the Parts Replaced none
Yr Question What else can be done or this concern? Having reviewed Hofr ne self help reports indicate there may be a new or later HVAC calibration update to be p or correct the concern? The PCM may have to be updated I rnf Reports also indicated to check all poss ble sources of a leaks on veh cle including air extractors previously installed per TSB 1 0130 According to TSB Step 3 Repair the left side air extractor I only replaced the right side per TSB should the left side be replaced as well according to reports? Otherthan possibly a leaks are there any other known repa rns for this concern? Seems to be a lot of veh cles have the same issue after TSB has been performed Any further information would be appreciated Thank you
RE:Michael The reason for LH extractor replacement is recommended in TSB1 0130 is because of the Auxiliary Climate Control housing cut on If the RH side air extractor is not operating correctly eskng it should also be replaced and resea ed Please ensure that all steps of the TSB were completed correctly If the HVAC module was reprogrammed when the TSB was performed 09/15/2015 It is not necessary to reprogram the HVAC module again If all TSB steps were completed correctly y pressure test the vehicle by tap ng of the a extractors and turn ng the climate control blower on High with the system in Fresh Air mode A low the cabin to before pressurized for a few minutes and then spray soapy water solution to find the eaks Spraythe liftgate seal cense plate area rear quarter window seals tailight area underbody seams/grommets e o If any issues are identified repair as needed and re test The liftgate air ker can be adjust ed to obtain a tighter fit on he liftgate seal A so ensure that the liftgate plugs are present n the drain hoses The muffler assembly should be replaced with part EBSZ 5230 A
CD:we re requested a steps in tab 1 0130 and install ed new muffler assembly cut still complaining of odor while driving on hard accel
RE:Michael Since the steps in a href http://www.proservicetechn.com/transport?url=vdvrsnr/TSB SSM:DisplayArticle.aspx?type TSB id 1 0130 target b ank TSB 1 0130 a have been re ewed the new muffler assembly has been ins alled and the odor concern is still present in the vehicle then perform the in cabin pressure test It is possible that there is still a leaky seal or area that may be causing the odor to enter the vehicle Per om the following steps a Remove the right and left rear amp assemblies See WSM Section 17 01 b Using masking tape seal the rear air extractors and areas Do not need to mask the rear lip molding for which a that do not have the rear lip molding removed c Start vehicle set A/C to fresh air mode and set to over speed to max d Close all doors and ensure windows are fully closed e Use soapy water n a spray bottle to help locate air leaks f Spray around the lot of low areas 1 Under body seams 2 Underbody rubber grommets 3 Rear wheel well seams Rear tail light seams 5 Rear deck lid seals 6 Start panel glass seals 7 L cense plate area g Air leaks can be identified by the presence of air bubbles h Mark all areas identified to have air leaks i Turn off A/C j Turn off vehicle k Clean and dry all areas marked earler l Seal us ng Motorcraft TA 2 seam sea er m Allow sea ant to dry and retest May take up to 20 minutes n
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 SILLFER/EXHAUST/FUEL ODOR INSIDE CABIN WITH VEHICLE RUNNING/DRIVING AND/HEAT ON Please list any diagnost cs already performed VERIFIED CONCERN AND PERFORMED TSB 1 0130 2X5 Parts Replaced EBSZ 61280862 B Dual Rate Air Extractor BBSZ 782916 AA BBSZ 782916 AA Wheel Lip Moulding Right Hand BBSZ 7829165 AA BBSZ 7829165 AA Wheel Lip Moulding Left Hand M2 5 280862 A M2 5 280862 A Valve Assembly Auto Drain TA 2 TA 2 Motorcraft Seam Sealer Your Question TSB HAS NOT SEEMED TO BE A EFFECTIVE REPAIR AS ON 3 SEPARATE VEHICLES THE CONCERN IS STILL PRESENT THIS CUSTOMERHAS RETURNED BACK TO DEALERSHIP TODAY DEMANDING A NEW VEHICLE AS THEY DO NOT FEEL SAFE IN THIS ONE DEALER IS REQUESTING TECH ASSISTANCE ASAP AS CUSTOMER IS STATING THEY FEEL FOR THERE LIFE BECAUSE OF EXHAUST FUMES HAVING AN EFFECT ON THEIR HEALTH AND FUEL SMELL THEY AREAFRAID OF IT CATHING ON FIRE AND EXPLOSION CASUSING DEATH HOTLINE RECOMMENDATIONS??? HAS THERE BEEN ANY UPDATE AS TO REPAIR PROCEDURE? CAN WE GET TECH ASSISTANCE?
RE:Eric Please ensure that all steps of TSB 1 0130 were completed correctly including HVAC module reprogramming since the TSB has been updated in the past If all steps of the TSB were to lowest correctly pressurize the cabin by tap ng of the rear air extractors turning the blower motor on High and setting the climate control to Fresh Air Mode Close all doors/windows and all on the pressure to build in the cabin Then spray soapy water solution on all underbody seams/rubber grommets rear wheel well seams bulkhead seams/grommets tail light seams license plate area s de panel glass sea s and liftgate seal Presence of small bubbles indicates a leak If any issues are found repair as needed TA 2 seam sea er should be used on the seams If eaks are found on the liftgate seal the str ker can be adjusted toobtain a tighter seal/contact pat em The muffler assembly should be replaced with the updated part EBSZ 5230 A This concern is being directed to the Technical Assistance Center s Escalated Handling Team for additional review An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request with one 1 business day to provide additional information and/or recommendations to assist n the resolution of the customer s concern We will continue to work with you and your Dealership s Service Management Team o helpget the concern
CA:Note o EH This contact is being escalated due to customer requestingbuy back per dealership No case in FMC 360 at this time Customer s concern Exhaust odor in cabin Customer does not feel safe driving the vehicle and wants to trade for a new unit TSB 1 0130 has been performed twice Consuted Aaron Dack regarding escalation
ArticleISM 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 proceed with recommended repair however TSB 1 0130 does not mention replacing the muffler assembly Can you advise what changed?
RE:Eric The difference at the rear of the muffler assembly will be visually evident when the muffler assembly is referenced in the form is received In addition to installation of this muffler assembly all body leaks should be sealed While it is noted that TSB 1 0130 has been completed verify that all leaks have been sealed by tap ng of the a extractors setting the HVAC to fresh air mode with the blowermotor on high closing all doors and windows and using soapy water at all seams to check for leaks Verify that the underbody seams body plugs rear tail amp seams liftgate seals side panel glass seats and cense plate area are checked for leaks When completing the eakests verify that the rear bumper cover and tail lamps are removed for access to all body seams Dur ng the leak test an evaporative emission smoke machine can be used at the liftgate seal on the outside of the vehicle to check for a eak i A leak is present thesmoke will push away from the vehicle at the location of the leak When the rear bumper cover is removed and the tail lamp assemblies are removed a flashlight can also be used to shine along all body seams while an assistant checks for light inside the vehicle If light is passing through a body seam the seam should be sealed Though i was completed previously verify the Hearing Ven list on Air Condition ng HVAC module is at the latest
CA:A voice message was received when attempting to reach Eric
CD:An outbound call was placed to the Dealer Eric was not able to be located and a voice message was received A voice message was left indicating that this form had been updated and to update this form if further information s required
RE:Eric If further information is required provide the results to the lead leads completed and identify the concern present after seeing all leads and installing the updated muffler assembly along with a format on required at that time
CA:A voice message was left or Eric indicating that this form had been updated
CD:PARTS ORDERED INSTALLED AND RECHECK AND SEEMS TO BE CORRECTED AT THISTIME DEALER LOOKING FOR HOW TO CLAIM NEW PIECES INCLUDING CABIN PRESSURE TEST SOAPY WATER TEST AND SEAL SEAM INCLUDING WEATHER STRIPS WHICH ALL ADDITIONAL WERE NOT PART OF TSB!!!
RE:Eric To better assist you on these warranty related questions the Technical Assistance Center recommends that you refer to the dealership Warranty Administrator the Warranty and Policy Manual or you may contact the Warranty Assistance Center for clarification The Hotline reference number attached to this form and information indicating where the recommended procedures were provided can also be provided to the warranty assistance center if contacted
CA:The exhaust odor has been corrected The Dealers remaining questions are for warranty claim submissions and the Dealer has been directed to the Warranty Administrator the Warranty and Policy Manual and the Warranty Assistance Center for warranty claim assistance

CD:Web Form Data Description of Vehicle Concern exhaust odor n vehicle Please list any diagnostic cs already performed tab 1 0130 Parts Replaced tab 1 0130 already done by another dealer still complaining Your Question any other repairs for this complaint?
RE:Greg When there is an exhaust odor in the cabin after performing TSB 1 0130 then remove the rear tail light and use masking tape to sealthe rear air extractor Start the vehicle turn the blower motor on high speed and set the HVAC system to Fresh Air Close all doors and windows to pressurize the cabin Then spray soapy water on the following locations to look for air eaks Spray the under body seams under body rubber grommet rear wheel well seams rear tail light seams rear deck lid seals side panel glass seats and cense plate area Look or bubbles which would indicate an air eak and marking leaking areas Turn off the vehicle then clean and dry all marked areas Use Motorcraft seam sealer TA 2 to seal the eaks Allow the sea er to dry or 20 minutes then retest the vehicle to verify the leaks have been sealed Remove the masking tape and inspect the air extractors for damage and improper sealing Verify there is not any missing body plugs A to verify the liftgate has proper sealing and if Verify the liftgate drain plugs are properly installed Verify the HVAC module has the latest calibration Then replace the muffler with part EBSZ 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:removed tail light s but don t see any air extractors
RE:Greg Sorry or the confusion The air extractor is located behind the rear bumper as the image s shown in TSB 1 0130

CD:Web Form Data Description of Vehicle Concern Customer states exhaustfumes n emittently entering vehicle with al on recirculate mode dur ng hard acceleration Please list any diagnostics already performed road tested several miles performed tab 1 0130 on 2 separate occasions replacing both vents n the rear of the vehicle have been updated o successfully duplicate the concern Parts Replaced parts replaced dur ng tab 1 0130 vehicle updated hvac to al on recirculate mode still complaining Your Question was told to send a hotline request to receive further assistance by case CAS 8987790 G7C7H4
RE:Aaron In order to ensure a complete and correct repair the odor will have to be duplicated and it may be beneficial to ask the customer about any further specific conditions when the odor occurs Ensure that the vehicle s test driven with the HVAC in a recirculated air mode and make fairly frequent hard accelerations The occurrences of the acceleration may be what could be most beneficial to obtain additional info from the customer about regarding accelerations at such as making a pass on the highway or interstate on/off ramps etc Also regardless of the duplication if the TSB repair has already been verified to be complete and correct be sure that the liftgate is n correct alignment per the gap and flush measurements in WSM 501 35:Door/plonard Operat on/body Repairs If the gate is outside of alignment then adjust n correctly and re evaluate by the customer if absolutely necessary If the gate is s ready within specification then it s recommended to use the Cabin Pressure Leak Testing procedure from WSM 501 30:Diag and Testing/body System under the Dust and Water Leaks heading The test pressurizes the cabin in order to find air leaks When the HVAC s n recirculated air mode the cabin pressure s low however if air can leak into the vehicle it should be able to eak out as well Since odors tend to
CA:Note o EH Escalating due to open Buyback n FMC360 Vehicle shows an exhaust odor with the HVAC n recirculate mode after hard acceleration TSB 1 0130 performed 2x No resolution Dealer appears to be unable to duplicate the odor Attempted to give diagnostics similar to the previous ISM for the concern 13 07 010 though it s inactive currently as well as recommend a email ng to discuss more specifics with the customer Tried to not include diagnostics that would be completely inconclusive without being able to duplicate the odor regularly Consulted Stan Wilkowski SME on the escalation and s recommended to give the typical Post TSB Diag for this situation
CD:Outbound Call An outbound call was placed to the dealer and the technician Aaron stated that the vehicle s not currently y at the dealership but the TSB 1 0130 has been performed twice and the customer states the concern continues to happen only on hard acceleration with the A/C n recirculate on when the weather s warm The service advisor Mark was then contacted who stated that the customer just informed the dealer that they will be trading the vehicle in Mark s not certain when or what dealer the vehicle will be traded in at
RE:Aaron and Mark Thank you for the update on the vehicle status and that the vehicle s going to be traded in Since the vehicle is not currently y at the dealership and it is not currently in when the vehicle will be traded in this escalation is going to be closed Once the vehicle returns and the odor can be duplicated please update this form to continue to resolve the vehicle exhaust odor
CA:Service Manager Stan Service Advisor Mark

CD:Web Form Data Description of Vehicle Concern EXHAUST SMELL ON START UP Please list any diagnostics already performed CHECKED TO MAKE SURE BODY WAS SEALED NO LEAKS WERE FOUND CHECKED TO MAKE SURE HVAC MODULE WAS UP TO LATEST CAL BRATION WHICH IT IS TSB 1 0130 HAS ALREADY BEEN PERFORMED IN AN EARLIER VISIT Parts Replaced NONE Your Question ANY HELP WOULD BE GREATLY APPRECIATED
RE:Josh If concerns of exhaust type odors are still present and after verifying Tech cal Service Bulletin in TSB 1 0130 has been completed correctly please perform the following Pressure Test Procedure Using masking tape seal the rear air extractors and extractor areas It is not necessary to mask the rear lip molding for vehicles that do not have the rear lip molding removed Start the vehicle and set A/C to Fresh Air mode and set blower speed to max closing all doors and ensuring the windows are up and fully sealed With the use of soapy water in a spray bottle to help locate air eaks spray around the lot of low areas using the presence of air bubbles to identify A Leaks Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals side panel glass seats L cense plate area Mark all areas identified to have air leaks Turn off A/C then turn off vehicle Clean and dry all areas marked earler and Seal using Motorcraft Seam Sealer TA 2 Allow sea ant to dry and retest May take up to 20 minutes Remove the masking tape used in the first step of the procedure of the pressure test and inspect the air extractor for possible damage or improper sealing Inspect for evidence of body repair n and ensure that there are no missing or poorly seated body plugs n the floor pan or engine compartment bulkhead If any are found to
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 exhaustfumes getting into vehicle on take off or under load Please list any diagnostic cs a ready performed Road tested vehicle and verified a slight smell of exhaust Reviewed vehicle repair history and found service procedure rom TSB 1 0130 had been performed at a previous repair date Performed continuous memory self test no dtps present Checked to see if all modules at the latest calibration level all modu es latest calibration level at this time Parts Replaced none Your Question After performing all of the preliminary checks and verifying the smell found the service procedure from TSB 1 0130 was a ready performed All modules passed self tests and are at the latest calibration levels Are there any further diagnostic cs that should be performed for this concern? I was also informed that there is an updated muffler available to correct the concern It appears that it has not been done on the vehicle yet Would it be advisable to replace currently installed muffler with the updated muffler and are there any pr or approval codes required for this?
RE:Kyle It is necessary to proceed with T 0130 and verify the TSB was performed correctly Once it is verified his has been performed correctly be ng by removing both rear amp assemblies The procedure for removing the lamps is listed in section 17 01 of the Workshop Manual Seal the rear extractors and areas using masking tape Note It is not necessary to mask the rear lip molding on vehicles that don t have the rear lip molding removed Start the vehicle and set A/C to fresh air mode and set blower speed to MAX on A/C and fresh air mode Verify all doors and windows are closed This will pressurize the interior Using 50/50 mix of Soap and Water spray it along the under body seams under body rubber grommet rear wheel well seams rear tail light seams rear deck lid seals side panel glass seats and the cense plate area Mark all areas identified to have air leaks Turn off A/C then turn off vehicle Clean and dry all areas marked earler and Seal using Motorcraft Seam Sealer TA 2 Allow sea ant to dry and retest May take up to 20 minutes Remove the masking tape used in the first step of the procedure of the pressure test and inspect the air extractors for damage or improper sealing evidence of body repairs no missing or poorly seated body plugs in
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 Article s TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE
CD:After having the muffler assembly ordered and installing the part found the muffler assembly different than the one on the vehicle The part received is a single pipe that goes into y towards the mufflers The existing muffler assembly on the vehicle s a dual pipe assembly that the individual pipes run to the r respectivelymufflers found part DBS3 5E292 AF on existing muffler assembly Is there an updated number for this assembly or does this part number remain the same and the part itself updated?
RE:Kyle There were no updated parts for the exhaust on this vehicle in the TSB/GSB/SSM in PTS 1 s recommended to check PACO to verify the correct parts are being provided Per WSM in Section 309 Exhaust System under Removal and Installation s shows the exhaust this vehicle should be equipped with i appears that the 2 DL GTDI and 3 5L TVCT come with the exhaust you received but the Turbo Charged 3 5L and 3 7L both come with dual pipe assembly

CD:Web Form Data Description of Vehicle Concern customer states vehicle's still getting exhaustumes in passenger compartment some improvement was noted with ear repairs however driving habits and work route has changed and she has been driving more highway Th has seemed to increase the exhaust odor in vehicle and at times the smell is worse then before Customer states smell is worse right afterleaving off throttle from an acceleration For example accelerating /pass or enter or exit highway Please list any diagnostics already performed tsb 1 130 no acid exhaust system EB52 5230 A checked all seals per hot line instructions including rear hatch repaced bolt/water assys BB52 61280B62 B replace cabin Filter Parts Replaced EB52 5230 A BB52 61280B62 B Your Question what is the next step n resolving th s concern Customer is extremely frustrated previous HAR 109317591 Th was escalated to Tech Serv Handl ng team There was also an FMC360 case opened on this

RE:Rn It looks like the problem is likely being caused by an exhaust leak fatigue n an ignition or by an external air eak n the body orlgas Start by duct taping the concern Verify that the exhaust odor is still present If the concern cannot be duplicated try test driving the vehicle n the vehicle If the concern can be smelled but is faint be aware that some exhaust odors n normal This can be seen by driving off 2015 Ford Explorer with the concern as it is normally bad compared to a like vehicle that is operating normally perform the litgate n ignition and reset This can be found in section 501 03 under General Procedures Be sure to inspect the seal for the litgate when doing so To ensure that the seal is working properly use spray chalk on the seal Close the litgate and reopen I The chalk should be evenly distributed on the door If it is not adjust the seal If the seal cannot be made to properly replace the seal and reset If the alignment or replacement of the seal does not repair the concern perform the pressure test on the vehicle again as outlined previously Remove both lamp assemblies Mask off the extractors set the A/C o fresh air mode andblower to MAX close all doors and windows Use soapy water in a spraybottle to locate air eaks Spray underbody seams rubber grommets rear wheel well seams rear

CA:EH member Brad Sh ck was consulted He stated that n case the concern was prev ouly escalated for the same concern this contact should be escalated He nstructed to check for exhaust leaks check litgate n ignition and pressure test the cabin again looking for leaks The concern was previously escalated for lemon law/ buyback

CD:Outbound call p aced o L and L Ford Spoke to Service Manager Ron McCreary During the call Ron indicated the vehicle is not currently at the dealership However the vehicle is attempting to be scheduled the week of 3/28/16 Ron confirmed the previous repairs did reduce the exhaust odor in the vehicle however according to the customer the exhaust odor has never completely nished The customer did note that due to changed driving habits more n highway drevuey has recently been performed When exiting o the throttle from acceleration the customer stated the exhaust odor s worse than ever Ron confirmed the customer has been very cooperative w th this concern and has been glad to work w th the dealership

RE:Rn When the vehicle returns to the dealership p please refer back to TSB 1 0130 Ensure the steps are reviewed to ensure the drain valves are as it installed and ensure the seams out lined n the TSB nstructions are as it sealed Addit onally ensure the perimeter around the air extractors is inspected for damage The perimeter of the air extractors to the body can also be taped off to determine if the odor is eliminated If the odor is still present also ensure the litgate is come y a gnat according to section 501 03 Body Closures General Procedures of the online workshop manual T given then tgate within specif call on if possible to determine f the odor canbe reduced This escalation will be closed at this time as the vehicles not at the dealership Please update the web form w th the results of further diagnosis ic when the vehicle returns to the dealership

CA:Previous FMC 360 case related o this concern however the case s nclosed The customer has been very cooperative related to this concern

CD:vehicle brought back to dealer concern of exhaust smell in vehicle duplicated rechecked a repairs performed at last visit Also smoke tested and bubble a seals and seams still cannot find where exhausts penetrat ng passenger area A so no od smell has an ammonia smell to 1 and n rates and burning sensation to nose and throat

RE:Rn If not a ready done please ensure that the tail lamp assemblies and rear bumper cover were removed during esk/pressure test ng If this was done please he vehicle in a dark area of the shop and have an assistant sh ne a bright light from the interior while you look forthe light from the outside n addition this concern is being directed to the Technical Assistance Center s Escalated Handling Team Member will contact you by phone or through this Hot line Assistance Request with n one 1 business day to provide additional information and/or recommendations to assist n the resolution of the customer s concern We will continue to work with you and your Dealership s Service Management Team o help get the concern resolved and he vehicle back to the customer n a timely manner

CA:Note o EH This contact is being re escalated since the customer has returned to the dealership Ongoing concern since 07/2015 Resolved buyback case in FMC360 Customer s concern Exhaust odor n cab n after acceleration Contact was previously escalated but escalated on was closed since the vehicle was not at the dealership Techn can sates that there s a slight ammonia odor with burning sensation/irritat on to the throat/nose Techn can to pressure/smoke test with tail amps/bumper cover removed and use a light to help and the leak Muffler has also been replaced previously Consued Josh Burthch regarding escalation

CD:Outbound call p aced o L and L Ford Spoke with service manager Ron McCreary During the call Ron confirmed the vehicle has been brought back to the dealership for the exhaust odor inside the cabin The odor can be duplicated by he dealership p and was also verified on a road test with the customer The cabin has been pressure tested and smoke tested and a leak into the vehicle e cab n cannot be iden fied TSB 1 0130 was previously performed and the steps out lined in th s TSB were rechecked when the vehicle was brought into the dealership The updated muffler assembly has been nstaled on this vehicle The odor will also have a slight ammonia odor and at imes/the windows must be lowered to remove the smell The odor cannot be smelled in the engine bay W th a passenger riding n the rear of the vehicle the odor appears to be developing towards the rear and moves forward The odor in the cab n cannot be duplicated w th the vehicle at a standstill In total 1 is estimated the customer has been out of there vehicle for approximately 0 days related to th s concern

RE:Rn To further ass at n dentifying the odor inside the cabin please start by taping off the air extractors behind the rear bumper Tape around the edges of the extractors to the body and re evaluate the concern I the odor is still present the extract or itself can be taped off w th a small area left exposed to determine if the odor s reduced Add itionally ensure the rear lamp assembly s removed/pressure testing A to verify there are no underbody seams behind heatshieling beneath the vehicle which may be improperly sealed or allowing odor to enter the cabin If there is still an adjustment margin on the litgate also adjust the litgate to seal tighter to determine if theodor can be reduced We have referred this concern to the Field Service Engineer FSE in your market area The FSE should contact youand/or the Dealership management Service Manager or Service Director with n one 1 business day to discuss further recommendations If the FSE does not contact you directly please consult with your Dealershipmanagement o discuss further recommendations and steps to ass at n the resolution of th s vehicle concern

CA:TA R has been opened as the service manager indicates the total time out of service s approximately 0 days related to th s concern Additionally the dealership has been given TSB and ISM direction however the odor s at it prevalent inside the vehicle

RE:NOTE TO FSE WE ARE REQUESTING TECHNICAL ASSISTANCE ON THIS VEHICLE DUE TO TIME OUT OF SERVICE AND REPEAT REPAIR ATTEMPTS THIS VEHICLE HAS AN EXHAUST ODOOR INSIDE THE CABIN THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR TH S CONCERN TSB 1 0130 HAS BEEN PERFORMED AND THE CONDITIONS OUTLINED BY THE TSB HAVE BEEN REVIEWED UNSUBSEQUENT VISITS THE UPDATED MUFFLER ASSEMBLY AND AIR EXTRACTORS HAVEBEEN REPLACED AT TIMES THE ODOOR S VERY STRONG WITH A SLIGHT AMMONIA ODOOR PRESENT THE WINDOWS MUST BE LOWERED TO REDUCE THE ODOOR ON THIS CONCERN DEALERSHIP VISIT A LEAK INTO THE CABIN COULD NOT BE IDENTIFIED THROUGH CABIN PRESSURE TESTING OR SMOKE TESTING THE ODOOR CANNOT BE DUPLICATED AT A STANDST LL OR SMELLED INSIDE THE ENGINE BAY AFTER RETURNING FROM A ROAD TEST IT WAS SUGGESTED TO TAPE OFF THE AIR EXTRACTORS INSPECT THE UNDERBODY BEHIND HEAT SHIELDING REMOVE THE TAILLIGHTS FOR PRESSURE TESTING AND TO TIGHTEN THE LIFTGATE IF POSSIBLE THE VEHICLE S AT THE DEALERSHIP ESTIMATED NUMBER OF REPAIRATTEMPTS 3 ESTIMATED NUMBER OF DAYS OUT OF SERVICE 0

Z9:TECH ASSIST REFERRAL HAS BEEN OPENED

CD:Web Form Data Description of Vehicle Concern vehicle came in w th a sulfur smell under hard acceleration or driv ng at highway speed Please list any diagnost cs already performed had a h e low tech on my team perform tsb 1 0130 Parts Replaced parts l n tsb1 0130 Your Quest on vehicle returned today with same concern lam not sure where to go from here on this vehicle should we possibly redo a part of it to make sure vehicle is working properly any further assistance would be great thanks in advance for your help in this concern

RE:Lary Since TSB 1 0130 has been performed on a previous visit it is recommended to review al steps with n the TSB and ensure that t was followed closely and performed correctly Addit onal test ng that can be done is a Pressure test on the cabin of the vehicle following a specifc procedure Remove the tail light assemblies and use masking tape to seal he rear a extractors and surrounding areas The rear lip molding does not need to be masked or removed Start the vehicle and set the A/C to fresh air with the blower speed on max with al doors and w ndows closed Use soapy water in a spray bottle to help ooe air leaks pay ng close attention on the under body seams under rubber grommets rear wheel well beams rear tail light seams rear deck lid seals saddle panel glass seals and the license plate area If there are any bubbles noted mark he area and turn the vehicle off Clean and dry the marked areas and seal using Motecraft TA 2 seam sealer Allow the sealant to dry and reset the vehicle of any addit onal leaks The air extractors should also be inspected for any damage or improper sealing A to inspect the vehicle for any evidence of body repairs and ensure there are no missing body plugs with n the subhead or under body Inspect the litgate or any seal damage and correct /contact pattern and adjust the striker so the rear hatch closes tighter

CA:Article ISM 1507013 SOME 2011 2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOOR INSIDE THE VEHICLE AFTER TSB 1 0130 HAS BEEN COMPLETED

CD:Web Form Data 110139707 Descrip on of Vehicle Concern 38FOZ EXHAUST SYSTEM GUEST STATES GUEST STATES EXHAUST ODORS GETTING INTO THE CAB STILL HISTORY CASE OPEN Please list any diagnostics a ready performed PRESSURIZED CABIN AND CHECKED FOR ANY AIR LEAKS NONE FOUND VEHICLE HAS UPDATED MUFFLER ASSEMBLY INSTALLED Part s Replaced AIR EXTRACTORS MUFFLER ASSEMBLY Your Quest on ANY FURTHER ASSISTANCE OR POSSIBLE FSE ASSISTANCE OR IS THE REPAIRS COMPLETED THE MAXIMUM REPAIR LEVEL FOR THIS CONCERN

RE:Lary Th s concern s being directed o the Technical Assistance Center s Escalated Handling Team for additional review An Escalated Handling Team Member will contact you by phone or through this Hot neAssisance Request with n one 1 business day to provide additional information and/or recommendations to assist n the resolution of the customer s concern We will continue to work with you and your Dealership s Service Management Team to help get the concern resolved and the vehicle back to the customer n a timely manner

CA:Consulted w th Steven Hopping who advised EH due to the repeat concern No technical is recommended as there s no additional technical call center info available

CD:OBC was placed to dealer Spoke with service manager Joe who stated he was aware of the vehicle Spoke with techn can Lary who stated he has pressure tested the cab with soapy water on all possible leak ports and no bubbles were found The HVAC module has been upda ed to the latest and greatest as well as the updated muffler assembly has been instal ed

RE:Lary We have referred this concern to the Field Service Engineer FSE in your market area The FSE should contact youand/or the Dealership management Service Manager or Service Director with n one 1 business day to discuss further recommendations If he 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 vehicle concern

CA:TA R is being opened

RE:NOTE TO FSE THIS TECHNICAL ASSISTANCE REQUEST IS BEING OPENED DUE TO LACK OF FURTHER D AGNOSTIC DIRECTION ON AN EXHAUST SMELL IN CAB THE TSB HAS BEEN PERFORMED AS WELL AS THE UPDATE TO THE HVAC MODULE UPDATED MUFFLER ASSEMBLY AND MULTIPLE PRESSURE TESTS OF THE CAB UNSUCCESSFUL WATER THE VEHICLE HAS BEEN TO THE DEALER MULTIPLE TIMES FOR TH S CONCERN

Z9:TECH ASSIST REFERRAL HAS BEEN OPENED

CA:VISITED THE DEALER AND THEY COULD NOT FIND THE KEYS TO THE VEHICLE WHEN THEY GET THE NEW KEYS I ADVISED THE TECH TO RECORD THE FRESH AIR/RECIRC PID IN THE HVAC TO VERIFY THE CALIBRATION IS WORKING IF IT IS I ADVISED THE SERVICE ADVISOR AND THE TECH TO INFORM THE CUSTOMER THAT NOT 100% OF OUTSIDE SMELL CAN BE ELIMINATED BUT ONCE THE VEHICLE COOL IT HELPS TO SWITCH TO OUTSIDE AIR AS THE AIR IS ALWAYS EXCHANGED IN THE CABIN AS IT IS PULLED THROUGH THE COWL AND GOES OUT THE REAR CABIN VENTS

Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Description of Vehicle Concern repair exhaust systems for entering into rear of vehicle found many body seams and the flaps needed to be replaced per tsb 1 0130 he exhaust smell is now cured customer came back in today and now when accel there is strong smell that smells like a fresh permanent hair do we rode with customer to verify and it s coming through the ac vents only Please list any diagnostics already performed tsb 1 0130 Parts Replaced per tsb and cab n air filter and deodorizant this vis 1 Your Quest on repaired exhaust system smell for entering into rear of vehicle found many body seams and the flaps needed to be replaced per tsb 1 0130 the exhaust smell is now cured customer came back n today and now when accel there s strong smell that smells like a fresh permanent hair do we rode with customer to verify and it s coming through the ac vents only any known concerns or anything ng look for th s only happens when accel hard

RE:HO We if a permanent hair treatment has a popcorn odor or no sure what the smell is I suggest referring to a href http://www.proseventest.com/transpor/ut/vdntsr/TSB_SSM/DisplayArt.csp?cotype=SM 1 0563 target blank SSM 0563 a and check for the same odor at the PTU or its vent Inspect the exhaust for anything that may have melted o it Check the fuel for any additives or abnormal color/odor Ensure he spark plugs are tight Attempt to trace the odor if found under the hood and verify the cabin filter has no similar odor

CA:Article SSM 5053 Some 2013 2015 MKZ veh cles ed upped w th a 3 7L 2007 2011 Edge 2007 2015 MKX

CD:Thanks for the vido We have checked for any leaks from the PTU and its vent inspected the exhaust for anything melted I inspected the fuel and sparkplugs We are not seeing any gns of leaks or concerns from any of these components We do not know where to go from here we are requesting tech assistance Thank you

RE:HO This concern is being directed to the Technical Assistance Center s Escalated Handling Team or additional review An Escalated Handling Team Member will contact you by phone or through this Hot neAssistance Request within one 1 business day to provide additional information and/or recommendations to assist at n the resolution of the customer s concern We will continue to work with you and your Dealership s Service Management Team o help get the concern resolved and the vehicle back to the customer n a timely manner

CA:Note o EH This has been escalated due o an ongoing odor concern time down and at the request of the techn can An exhaust odor concern was originally repaired by performing TSB 1 0130 The customer then indicated that there is a fresh permanent hair do odor from heA/C vents The PTU exhaust and spark plugs have been checked The HVAC system and the cabin filter was replaced Consulted Will Hamlin Contact ID 109812216

CD:im manual has been out and don t know if you tried to contact h m butnothing on the hot line contact as of yet any news please update contact customer is still n loaner and please assist thank you Hob Radn a service manager

RE:Jimmy It would be recommended to inspect the fuel id n the PTU for being the cause of the smell To do this dr ve the vehicle u ntil the PTU is at operating temperature and hot then retrieve a lid sample by using a zip tie or anything possible to wick some flu d from the fill port Once this is done the customer can smell the flu d and see if that matches the smell Also it would be recommended to continue boty and find a like un t to compare to as this may be an operating characteristic c of the vehicle A lo low call s set for Thursday follow up on the diagnosis

CA:Wait ng on check for PTU fuel follow up Thursday

CD:OBC was placed to Jimmy Jimmy stated that the PTU was checked for be ng the smell and it was determined that it was not the smell that the customer was smelling It is not suspected that it is coo ant as it does not smell underneath the hood and does not have a coolant smell

RE:Jimmy It would be recommended to order the updated exhaust components for the exhaust smell n the cab of the vehicle The part number for this s EB52 5230 A We have referred th s concern o the Field Service Engineer FSE in your market area The FSE should contact youand/or the Dealership management Service Manager or Service Director within one 1 business day to discuss further recommendations If theFSE does not contact you directly please consult with your Dealershipmanagement to discuss further recommendations and steps to ass at n the resolut on of this vehicle concern

CA:TA R is being opened

RE:NOTE TO FSE THIS TECHNICAL ASSISTANCE REQUEST IS BEING OPENED DUE TO TECHNICAL PROGRESS ON A PERM SMOEL COMING FROM VENTS AFTER A WOT EVENT THE PTU HAS BEEN CHECKED AND IS NOT THE SMELL AND THE HVAC MODULE IS AT THE LATEST AND GREATEST THE EXHAUST SMELL TSB HAS BEEN PERFORMED AND IS NOT THE ODOOR THAT IS COMING IN THE VEHICLE IT IS NOTSUSPECTED AS COOLANT DUE TO THE SMELL NOT BEING SIMILAR TO COOLANT ANDTHE SMELL CANNOT BE SMELLED UNDER THE HOOD IT HAS BEEN RECOMMENDED TOORDER THE UPDATED EXHAUST SYSTEM FOR A 2015 EXPLORER

Z9:TECH ASSIST REFERRAL HAS BEEN OPENED

CA:ADVISED THE SM AND SHOP FOREMAN TO HOOK IDS UP AND GO INTO THE HVAC MODULE AND PULL UP THE RECIRC DPOS PID AND CHANGE THE PID TO A BAR GRAPH AND WITH THE SETTING IN MAX AC OR REC RC DRIVE THE VEHICLE AND PERFORM A WOT TO SEE IF THE DOOR MOVES TO FRESH AIR FROM RECIRC WITHIN2 SECONDS OF A WOT IF THE DOOR DOES NOT CHANGE THEN EVEN THOUGH THE SOFTWARE IS UP TO DATE THE SOFTWARE IS NOT WORKING CORRECTLY AS I JUSTRAIN INTO THIS FOR THE 2ND TIME TODAY ON A FRA I HAD AT ANOTHER DEALER PLEASE REFER TO REPORT FQ2E2007 FOR DETAILS AS THIS VEHICLELIKELY HAS THE SAME SOFTWARE I DID MAKE THE EXPLORER FCE AWARE AND SENT HIM THE REPORT TO FORWARD TO ENGINEERING FOR THEIR INPUT

CD:received the exhaust that you have recommended and it will not fit this vehicle please advise being you stated that this is an updated part

RE:Jimmy It appears that your FSE s now no ved and it is recommended to continue to work with that individual to resolve the concern If the exhaust is not the correct part number though then a PACO request can be submitted to receive the correct part number and component Please contact the Parts Ass stance Center Online PACO through FMCDealer by completing and submit ng the Catalog Inquiry orm To access PACO go to www.FMCDealer.com and click on the Parts Ass pvice Center link at the top of the screen From the left hand menu click onthe plus symbol next to Parts Department Tools to expand the selection and then click on PACO Parts Assistance Center On ne toaccess the PACO menu Click on Catalog Inquiry orm or parts assistance PACO will respond back to you with the requested parts related information To review rep-ies from PACO select the PACO Ticket History and Ticket Reply link found to the right of the PACO Catalog Inquiry link with n the PACO menu on FMCDeer

CA:Initial Contact Date 31 Mar 2016 Person Contacted Hob Radn/Dea ersh p Vis 1 Not Planned

Z9:TECH ASSIST REFERRAL HAS BEEN CLOSED

CD:Web Form Data Which Field Service Action are you attempting to perform? 1 0130 Which portion of the FSA technical instructions are you seeking clarification or assistance with? Please provide the exact procedure/step PERFORMED TSB AND CHECKED FOR LEAKS IN ALL AREAS DROVE CAR STILL HAD EXHAUST ODOR DOUBLE CHECKED FOR LEAKS CHECKED ALL DOOR AND HATCH WEATHERSTRIPS. Please describe what concern you are having with the portion mentioned above. ANOTHER TECH IN MY SHOP HAD ASIMILAR CONCERN HE PUT A REVISED EXHAUST SYSTEM ON THAT WAS RECOMMENDED BY HOT LINE CONCERN WAS FIXED I WOULD LIKE TO TRY ONE ON THIS CAR. Please provide any additional details that you believe may assist us in helping you with this request. CUSTOMER IS PRETTY UPSET BECAUSE OF KIDS RIDING IN CAR
RE:Harvey With an Exhaust type odor being detected after a href http://www.proservetech.com/transport?url=/vdrnsel/TSB/SSMD/DisplayArticle.aspx?type=TSB id 1 0130 target=blank TSB 1 0130/a has been performed it is recommended to pressurize the passenger compartment and check for leaking conditions in some additional areas as well as the areas from the TSB. To pressurize the passenger compartment set the HVAC Air Inlet Mode to Fresh Air and the Blower Motor to High speed off the Body Vents fully shut the Doors and Windows and start the vehicle. Once setup this way the passenger compartment will begin to pressurize. Spray a soapy water mix at underbody seams and grommets rear wheel well seams tail lamp seam liftgate seals rear quarter glass seals and license plate area. Also ensure to refer back to the TSB procedure to verify that those areas have been sealed properly as well. If bubbles are seen in any of these areas clean and dry them and seal them with TA 2 Seam Sealer. Allow for at least 20 minutes of Seam Seal to dry and time prior to retest. In addition ensure that the Body Vents are not damaged and sealed properly and any grommets in the frowel including the Steering Column Shaft Seal/Boot are fully sealed and free from damage. Also verify that the Liftgate contact pattern/fit is correct and that the Liftgate Plugs are in place at the
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 1101 8580 Description of Vehicle Concern CUSTOMER STATES GETTING AN ON GOING EXHAUST ODOR INSIDE CABIN OF VEHICLE AFTER HEAVY ACCELERATION HEAVY LOAD STEEP HILL/INCLINE. Please list any diagnostics a ready performed RESEARCHED OASIS FOUND TSB 1 0130 CHECKED VEHICLE SERVICE HISTORY FOUND TSB WAS PERFORMED BY ANOTHER TECH FROM OUR DEALERSHIP SELF TESTED FOR CMD/TC S NONE FOUND RAN NETWORK TEST ALL EQUIPPED MODULES COMMUNICATING FOUND HVAC MODULE HAS NO FURTHER CALIBRATIONS IS UP TO LATEST CALIBRATION TEST DROVE VEHICLE UNDER PERMETERS CUSTOMER STATES CONCERN OCCURS LOCATED SOURCE OF ODOR REMOVED DRIVER REAR WHEEL REMOVED INNER SPLASH SHIELD AIR EXTRACTOR APPEARS TO BE CLOSED. Parts Replaced NONE. Your Question WHAT IS THE DESCRIPTION AND OPERATION FOR THEREAR AIR EXTRACTORS WHEN ARE THEY COMMANDED TO BE OPEN/CLOSED? SINCE TSB WAS ALREADY PERFORMED WHAT SHOULD FURTHER ACTION BE TO SATISFY CUSTOMER? ANY KNOWN CONCERNS AFTER TSB HAS BEEN PERFORMED?
RE:Cody The exhaust odor in the cab can be the result of a few different inter or cab n seals eak ng Please respect the air extractors for damage or improper installation/seal ng Look for poorly seated body plugs in the floor pan or engine compartment also look for evidence of any hidden body repair s. If the lift gate seal is damaged or has a poor contact pattern adjust the lift gate striker some hatch seal a tighter to the lift gate seals. Ensure the lift gate drain hose and plugs are in place and installed correctly. You have already checked and ins added the latest HVAC module calibration. 1 Remove the right and left rear lamp assemblies. See WSM Section 17 01 2 Using masking tape seal the rear air extractors and areas. It is not necessary to mask the rear lip molding for vehicles that do not have the rear lip molding removed. 5 Start vehicle seal A/C to fresh air mode and set blower speed to max. 6 Close all doors and secure windows are fully closed. 5 Use soapy water in a spray bottle to help locate air leaks. 6 Spray around the following areas: 7 Underbody seams 8 Underbody rubber grommet 9 Rear wheel well seams 10 Rear tail light seals 11 Rear deck id seals 12 Side panel glass seals 13 License plate area 1 4 Rear seals can be identified by the presence of a rubber bubble 15 Mark all areas identified to have air leaks 16 Turn off A/C Turn off vehicle
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 109860165 Description of Vehicle Concern customer's exhaust odor. Please list any diagnostics already performed did not detect exhaust smell in passenger compartment. Sulfur like smell from tail pipe very noticeable at road test did not seem to enter cabin while driving. On Hoist no smell in engine compartment and no leaks from PTU. Parts Replaced none. Your Question what would cause the sulfur like smell in the exhaust? what would be the best course of action?
RE:Chris There is a TSB to address this concern prior to carrying out the procedure outlined be sure to inspect for exhaust leaks. If no leaks are found follow the procedure outlined in a href http://www.proservetech.com/transport?url=/vdrnsel/TSB/SSM/DisplayArticle.aspx?type=TSB id 1 0130 target=blank TSB 1 0130 a involves both a visual inspection of areas on the body along with a reprogramming of the HVAC module.
CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD:1 This tab did not come up when the vin was ran for odor issues. Does it apply? 2 Is it normal for the exhaust to smell like sulfur then? If not how do you alleviate this issue?
RE:Chris It is unusual as to why TSB 1 0130 did not show up when using the symptom coding. The same symptom coding as the Help Assistance Request WAR form was used under the Vehicle ID tab on the PTS website and TSB 1 0130 was the only TSB to pop up under the OASIS tab near the bottom. The TSB is applicable for the vehicles as it covers all Explorers from 2011 2015. As a newer vehicle class or something have a burning or sulfur like odor for around 10000 miles until all of the exhaust components are worn in. It would be advisable to continue to work with performing TSB 1 0130 and reevaluating the concern.
CD:for what its worth I attached a screen print of the oasis I will advise the customer as to your recommendation and am ordering the components needed to per form tpb. The tpb does not state why we need wheel lip moldings. do they break during removal?
RE:Chris Engineering is looking at revising the replacement of the wheel lip molding as a result of a gap that may be contributing to exhaust odor. Please continue to complete the TSB as advised.
CA:Consulted SME Travis Polasek

CD:customer has returned with 10 miles and continues to have frequent but not constant issues with excessive exhaust smell. When the customer exits the vehicle or opens the windows the smell has not lessened in the last 1000 miles and the customer would like to know why his vehicle smells so bad and what course of action to take
RE:Chris If the exhaust odor in the passenger compartment occurs a ter performing TSB 1 0130 recommend to perform the following pressure test procedure. Remove the right and left rear lamp assemblies. Using masking tape seal the rear air extractors. Start vehicle seal A/C to fresh air mode and set blower speed to max. Close all doors and ensure windows are fully closed. Use soapy water in a spray bottle to help locate air leaks. Spray around the following areas: Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seals Rear deck id seals Side panel glass seals License plate area. Rear leaks can be identified by the presence of air bubbles. Mark all areas identified to have air leaks. Turn off A/C and turn off vehicle. Clean and dry all areas marked earlier. Thermostat in Motorcraft TA 2 seam sealer. Allow sealant to dry and retract may take up to 20 minutes. Remove the masking tape. Inspect the air extractors for possible damage or improper sealing. Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead. Inspect the lift gate seal for damage and proper fit/contact/pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to.
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:1 seems as if you are not understanding the issue. The customer states the exhaust smells not inside the vehicle but the exhaust itself smells like the customer feels the exhaust should not smell as it does. Hotline keeps referring me to seal the passenger compartment but that is NOT the customer's issue! the customer wants to know why the exhaust smells when he exits the vehicle when he rolls the window down or when he is following in another vehicle.
RE:Chris The Ford Technical Assistance Center apologes as for any confusion that this is a odor from the tail pipe smelled outside of the vehicle or a vehicle window has to be opened. Unleaded fuel contains sulfur compounds some present from the oil refinery process and some from sulfur based lubrication additives due to tetraethyl lead is no longer used for valve lubrication. The sulfur present in the fuel after combustion can deposit inside of the aluminum exhaust pipes and can break free after aggressive acceleration and cause the odor from the tailpipes. A different brand of fuel can be tried with lower sulfur content but usually the fuel source in the local area is from the same oil refinery.

CD:Web Form Data 110078979 Description of Vehicle Concern Exhaust odor evident in vehicle when accelerating to and when driving at highway speed. Measured CO levels between 38 and 52 PPM. Local Fire Department tested vehicle with Dräger Xam 2500 measured CO levels of 28.38 PPM AC on and AC off. Multiple drive cycles. Level reduces to 0 within 1 minute of opening windows. Reference customer assistance case CAS 9228786. This is the third repair attempt. Please list any diagnostics already performed. Performed TSB 1 0130. Replaced vents sealed body open rings and updated air control system to latest software level. Parts Replaced Rear vent pursuant to TSB 1 0130. Your Question Are there any other repair procedures available that will aid in resolving his concern?
RE:Steve With TSB 1 0130 having already been performed verified that the air extractors are free from damage/deformities and are sealed correctly and if the body vents are found to be damaged/deformed replace the vents using silicone seal the outside edges of the vent to the body then reevaluate the odor. If the body vents are free from damage/deformities and are sealed correctly to the body perform a bubble test to inspect the following areas: potential leaks by using masking tape seal the rear air extractors body vents however it is not necessary to mask the rear lip molding for removed. Once the rear air extractors are sealed off a soapy water seal A/C to fresh air mode and set blower speed to max. Close all doors and making sure that all of the windows are fully closed then use soapy water in a spray bottle then spray the underbody seams underbody rubber grommets and rear wheel well seams. A retesting the recommended areas continue bubble test at the rear tail light seams rear deck id seals sliding panel glass seals license plate area then mark any areas where bubbles are found. When all of the recommended areas have been tested turn off A/C and the vehicle then clean and dry all areas marked earlier then using Motorcraft seam sealer TA 2 seal the suspected areas and allow sealant to dry which may.
CA:Consulted to Cate Garrett who advised to escalate the report for dealer behavior. Note to EH This report is being escalated to an exhaust odor in the vehicle TSB 1 0130 has been performed and in FM360 report CAS 9228786 D6T2X9 the dealer to the customer don't bother wasting my time bringing it in and do just call Ford because there is no fix for it at this time and that there are others who have so had this issue and that Ford has a buyback program that might help.
CD:Outbound call to service manager Steve. Steve stated this is the 3rd visit to the dealer. A repair an exhaust odor under hard acceleration on a highway speeds. TSB 1 0130 has been performed but the customer indicates it is still present. The customer obtained carbon monoxide CO detector and took to a local fire department to verify the exhaust fumes inside the vehicle. As of this morning they pulled down the fender wheel wells to gain access to body seams and they found on the exhaust pipe forward of the y pipe there is a water dripping out on cold start. They also found on the exhaust pipe where the front manifold goes to the rear manifold the clamp there with the flex pipes not sealed properly and this is directly below the bumper head. They have ordered this component. They replaced both left and right body vents and used silicone to seal them in place. They also noticed that when parking off the liftgate panel there is a light coming through the liftgate handle. They have not gotten to this repair yet. The vehicle has been at the dealer roughly 18 days in between visits.
RE:Steve Continue with replacing the exhaust pipe due to the clamp/pipe issue. Regards to the liftgate handle where light is seen through it may help to compare to a known good like unit to verify if a vapor barrier is supposed to be present or if there is an issue with the handle itself. A follow up call will be scheduled for Monday to discuss this vehicle further.

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:Outbound call to Steve. Steve stated the exhaust came in this afternoon so he said they would be hopefully getting that installed later this afternoon or tomorrow. He also stated there is no vapor barrier on any other unit. They resealed the liftgate handle and they cannot see light coming through. He was wondering what the towable CO inside the vehicle would be.
RE:Steve There is no published information on the WSM on the allowable tolerances for CO inside of the vehicle. Recommend continuing with replacement of the exhaust and reevaluate the odor. A follow up call will be scheduled for Wednesday to discuss this vehicle further.
CA:Needs to replace exhaust.
CD:Outbound call to Steve. Steve stated they replaced the exhaust and drove the vehicle and could not smell an odor. They drove with the customer and did smell an odor. The customer drives very aggressively. The CO detector did pick up CO inside of the vehicle.
RE:Steve Since the odor is still present after the exhaust replacement perform a cabin pressure test as outlined in WSM section 501 00 allowing the cabin to build pressure for 10 minutes. Verify if a leak is present from the rear of the vehicle. If a leak is not present leave the rear body vents completely taped off and then drive the vehicle. I may be the body vents are not sealing appropriately causing odor to enter the vehicle. A follow up call will be scheduled for tomorrow to discuss this vehicle further.
CA:Needs to perform cabin pressure test.
CD:Outbound call to Steve. Steve stated they have not had a chance to perform any further testing yet but hopefully they will be tomorrow.
RE:Steve A follow up call will be scheduled for tomorrow to discuss this vehicle in greater detail.
CD:Outbound call to Steve. Steve stated they have performed the cabin pressure test letting the vehicle build pressure for 30 minutes and are not getting any bubbles from anywhere. They have not driven the vehicle with the body vents taped off.
RE:Steve Recommend driving the vehicle with the body vents still taped off and bumper installed and reevaluate. A follow up call will be scheduled for Tuesday to discuss this vehicle further.
CA:Needs to drive with body vents taped off.
CD:Outbound call to Steve. Steve stated they drove the vehicle with the body vents taped off and the odor was not present. They did some more undercoating and are going to be removing the tape from the body vent sand reevaluate using the odor with the new undercoat.
RE:Steve If the odor is not present within the new undercoating and body vents are taped then it is suspected there was a leak that was sealed with the undercoat ng. If the leak is still present recommend seal around the body vents and then reevaluate. A follow up call will be scheduled for tomorrow afternoon to discuss this vehicle further.
CA:Needs to verify undercoating repair.
CD:Outbound call to Steve. Steve stated they had sealed the body vents replace they just have not driven the vehicle after the additional undercoating. They should be tomorrow morning.
RE:Steve A follow up call will be scheduled for tomorrow late morning to discuss this vehicle further.
CA:Needs to test with new undercoating.
CD:Outbound call to Steve. Steve stated they have not been able to drive the vehicle yet but should be after lunch. He asked for a follow up around 3.

CD:Web Form Data 110073162 Description of Vehicle Concern C/S STATERE IS AN EXHAUST SMOEL INSIDE THE VEHICLE. Please list any diagnostics a ready performed INSPECT AND VERIFY CUST CONCERN CANT DUPLICATED BUT CUST SAY THERE WAS SMELL FROM EXHAUST IN THE CABIN TSB 1 0130 WAS DONE IN JANUARY 2016 AND 10 95 MILES AND INSPECT EXHAUST FOR DAMAGE OR LEAK AND NO PHYSICAL DAMAGE INSPECT ENGINE FOR OIL LEAK AND FLUID LEAK NO LEAK FOUND. Parts Replaced TSB 1 0130 WAS DONE. Your Question I SEE HISTORY FROM OTHER VEHICLE DO THAT HAS PROBLEM WITH EXHAUST ASSEMBLY PLS LET ME KNOW THANK.
RE:Gerardo With the customer stating that there is still an Exhaust type odor being detected after a href http://www.proservetech.com/transport?url=/vdrnsel/TSB/SSM/DisplayArticle.aspx?type=TSB id 1 0130 target=blank TSB 1 0130/a has been performed it is recommended to inspect some additional areas with the passenger compartment pressurized. To pressurize the passenger compartment set the HVAC Air Inlet Mode to Fresh Air and the Blower Motor to High speed off the Body Vents fully shut the Doors and Windows and start the vehicle. The Body Vents can be located on both sides of the vehicle in the local on from figure 1 of the TSB. Once the Body Vents have been located and taped off fully shut the Windows start the vehicle and fully shut the Doors the passenger compartment will now begin to pressurize. Spray a soapy water mix on all of the underbody seams and rubber grommets tail lamp/seam liftgate seals rear quarter window seals and license plate area. Also spray any grommets/seams/seals at the frowel such as the Steering Shaft Boot/Seal confirm that the Liftgate Plugs are in place in the Liftgate Drain Hose and that there is a proper fit/contact pattern of the Liftgate to the body of the vehicle. In addition it is recommended to recheck the areas previously addressed in the TSB. If any bubbles are detected this is an indication of a leaking condition. If at
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 110076266 Description of Vehicle Concern The customer states there is a sulfur smell with the A/C on and a hard accel Please list any diagnosis already performed Visual Inspection road test Parts Repaced TSB 1 0130 was already performed Your Question This vehicle has already had TSB 1 0130 performed for the exact concern I have a really respected and well-titled TSB was performed correctly What would be our next step? Thank you for your time
RE:Chuck It appears that the TSB process was performed roughly 1 year and 10,000 miles ago. If on this most recent visit the TSB process was looked over to be sure there are no missing signs of seam seal or otherwise applied end the liftgate drain plugs are still present and intact. Due to the timing of when the process was previously completed please connect an IDS at the most up to date software level of 99.05 and ensure that another newer HVAC module calibration is not available. If there is an update available please install the newer HVAC update. The odor will need to be duplicated to assist with determining continuing root causes as the TSB procedure has been found to correct most cases of this odor when fully and correctly completed. Since a year and 10,000 miles appear to have passed without additional odor complaints, it would appear that the odor only occurs when the HVAC is in the fresh air setting since the vehicle is equipped with the x option. Carefully inspect the PTU for any leaks and refer to a href http://www.proservcech.com/transport?url=/vdirect/TSB_SSM/DisplayArticle.aspx?type=TSB 1 0130 target blank SSM 5053 for additional information. A so which is inspected ng the PTU I would be beneficial to inspect for other coolant of transaxion fluid.
CA:Article SSM 5053 Some 2013 2015 MKZ vehicles equipped with a 3.7L 2007 201 Edge 2007 2015 MKX 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 performed the above diagnostics outlined without locating access for the concern. It is my understanding that we have a repair recommended for the last month or so by replacing the exhaust with a revised muffler. Would that be a logical next step?
RE:Chuck You are correct since all the above diagnostics have been performed and no leaks were detected and the concern is still present. I am recommending to replace the muffler assembly. Use the updated part EB52 5230 A for the new muffler assembly. Additionally refer to section 309.00 in the workshop manual for removal and installation procedures for the muffler.
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 110099766 Description of Vehicle Concern CUSTOMER STATES VEHICLE STILL HAS AN EXHAUST ODOR Please list any diagnosis already performed INSPECTED EXHAUST SYSTEM FOR LEAKS NONE FOUND Parts Replaced ALREADY PERFORMED TSB 1 0130 ON 2/19/16 Your Question IS THERE ANYTHING ELSE THAT CAN BE DONE FOR EXHAUST ODORS COMING INTO THE VEHICLE THROUGH THE AC SYSTEM? IT HAS ONLY A SLIGHT EXHAUST ODOR AFTER GOING WOT ALL OTHER TIMES ITS FINE PERSONALLY THINK THIS IS NORMAL CHARACTERISTIC AS EVERY SUV FORD MAKES HAS AN EXHAUST ODOR AFTER GOING WOT
RE:Jeffrey Since the exhaust leak has returned with the exhaust odor still present, it will be necessary to install the updated muffler assembly to resolve the concern. Refer to the parts catalog for the muffler assembly part number and contact PACO to ensure the part number shown in the parts catalog is the updated part for the vehicle. Additionally ensure there is not an exhaust leak in the front of the vehicle exhaust system that would cause exhaust to enter through the HVAC system. Inspect all exhaust manifolds and connect ons. For questions regarding part availability or part number discrepancies please contact the Parts Assistance Center Online PACO through FMCDealer by completing and submitting the Catalog Inquiry form. To access PACO go to www.FMCDealer.com and click on the Parts and Service tab at the top of the screen. From the left-hand menu, click on the plus symbol next to the Parts Department Tools to expand the section and then click on PACO Parts Assistance Center Online to access the PACO menu. Click on Catalog Inquiry and complete the online form or access assistance PACO will respond back to you with the requested parts related information. To review repairs from PACO select the PACO Ticket History and Ticket Reply Inquiry link within the PACO Catalog Inquiry link within the PACO menu on FMCDeaer.
CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE

CD:Web Form Data 110099 21 Description of Vehicle Concern on accel to be exhaust smell threw the a/c Please list any diagnosis already performed tsb 1 0130 Parts Replaced parts list on the tab Your Question we did the did the tsb for the smell on accel this is the second visit we resealed under the car and with soapy water we looking for leaks none were found we will like to replace the exhaust with the updated one
RE:Joseph Please verify that a href http://www.proservcech.com/transport?url=/vdirect/TSB_SSM/DisplayArticle.aspx?type=TSB 1 0130 target blank TSB 1 0130 /a has already been properly performed and all steps to be followed. Any missed step may continue to allow the odor in the vehicle. If the steps in the TSB were properly followed then continue with an in-cabin pressure test. Per the current following steps: 1. Remove the right and left rear lamp assemblies. See WSM Section 17 01 b. Using masking tape seal the rear air extractors and areas. Do not need to mask the rear lip molding or vehicle that do not have the rear lip molding removed. c. Start vehicle set A/C to fresh air mode and set blower speed to max. d. Close all doors and ensure all windows are fully closed. e. Use soapy water in a spray bottle to help locate air leaks. f. Underbody rubber grommings. g. Rear wheel well seams. h. Rear wheel well seams. i. Rear wheel well seams. j. Rear wheel well seams. k. License plate area. l. License plate area. m. A low sealant to dry and retest may take up to 20 minutes. n. Remove the masking tape used in step a of the test.
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 110106338 Description of Vehicle Concern BURNING SMELL COMING FROM FRONT OF VEHICLE WHEN ACCELERATING ABOVE 2000 RPM Please list any diagnostics already performed VISUAL INSPECTION OF ENGINE TRANS EXHAUST AND PTU NO OIL OR SIGNS OF BURNING ON ANY OF THEM Parts Replaced PERFORMED TSB 1 0130 Your Question AFTER TSB CUSTOMER STATES THAT SMELL VENTILATES BETTER THAN BEFORE BUT SMELL IS STILL PRESENT IS THERE ANYWHERE I SHOULD BE LOOKING THAT I HAVE MISSED
RE:John Since you have inspected the engine transmission and exhaust system with no issues being observed with the concern improving after TSB 1 0130 is completed, I would be recommended to review steps 9 13 of the href http://www.proservcech.com/transport?url=/vdirect/TSB_SSM/DisplayArticle.aspx?type=TSB 1 0130 target blank TSB 1 0130 /a to ensure that enough sealer was noted and that enough rubber seal undercoating was applied around the usual air leaks. If no concerns are found after reviewing steps 9 13 of the TSB then it will be necessary to determine how the odor is entering the vehicle cabin. Duplicate the concern with the HVAC system on or off and cycle the fresh air mode door along with the recirculation door to determine the odor is present under certain HVAC settings. Inspect the cabin for leaks by performing the dust and water leak test found in workshop manual section on 501 00 diagnostics and testing. Pressurizing the cabin according to the procedure listed in the workshop manual may help identify any other air leaks where an odor may enter. Repair any issues found and reevaluate the concern.
CD: HAVE RESPRAYED THE TSB LOCATIONS WITH MORE UNDERCOATING AND SEALED IT AGAIN. THE SMELL IS ONLY PRESENT WITH THE HVAC SYSTEM OFF. WHEN THE AC IS ON NO SMELL IS FOUND. SMELL IS ONLY PRESENT UNDER HEAVY ACCELERATION NOW.
RE:John The information provided appears to indicate that the odor may be originating from the front of the vehicle. In this case, we recommend that you monitor the position of the Fresh Air Intake Door to determine if the position of this Door affects the concern. Also determine if the Door changes to Fresh Air Mode under Heavy acceleration on its own. If so, complete this aspect of system behavior as a Ke unit to determine if a Software/Module fault is present. If the concern is unaffected by Fresh Air or Recirculated Air Mode and HVACs are found then we know that this concern is due to the odor entering the Cabin through openings in the rear. In this case, we recommend that you remove the rear left and right lamp assemblies then use masking tape to seal the rear Air Extractors and areas. Next, pressurize the interior of the vehicle by setting the Blower to High Speed and the HVACs to Fresh Air Mode. Close all Doors and Windows, then use Soapy Water in the following areas to identify any leaks: Underbody Seams and Rubber Grommets Rear Wheel Well and Tail Light Seams Rear Deck Tail and side panel glass seals. The License Plate area Seal any areas identified to have air leaks using Motorcraft TA 2 Sealer Sealant or up to 20 minutes to dry then retest. If not already performed, inspect the liftgate seal for damage and proper contact per term. Note that the rear liftgate.
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 110105603 Description of Vehicle Concern CHEMICAL/EXHAUST ODOR WHEN VEHICLE REACHES 2000 3500 RPM Please list any diagnostics already performed PERFORMED TSB 1 0130 LAST VISIT Parts Replaced NONE Your Question I ROAD WITH THE CUSTOMER AND VERIFIED THE CONCERN SMELLED LIKE TO ME WHEN NEW EXHAUST IS BURNING OFF. I HAVE SMELLED THAT ODOR BEFORE WHEN DOING PRE DELIVERY VEHICLES. COULD THIS BE AND ISSUE WITH THE CONVERTERS OR EXHAUST
RE:Robert A chemical or exhaust smell on acceleration would indicate that there is a leak in the body of the vehicle that is allowing exhaust or combustion on gasses to enter the vehicle. It is recommended to pressurize the cabin of the vehicle by performing the steps outlined in WSM section 501 00 under diagnosis and testing for dust and water leaks. This is done by setting the blower motor to high within a selection on fresh and tapping off the rear body vents. This will begin to pressurize the interior of the vehicle. When the cabin is sufficiently pressurized, spray soapy water along the liftgate seams and the underbody seams. Inspect the seams noted in a href http://www.proservcech.com/transport?url=/vdirect/TSB_SSM/DisplayArticle.aspx?type=TSB 1 0130 target blank TSB 1 0130 /a for leaks as well. It is possible that the leak may be coming from another component of the body system. Inspect the bulkhead and the rest of the underbody for any leaks that may be present. If a body leak has been identified then it is recommended to repair the body leak. If a door weather stripping has been identified as faulty, adjust the door and replace the weather stripping as required. If a body seam has been identified as leaky, use Motorcraft TA 2 Sealer Sealant and seal the body seam in question. Once the repairs have been completed.
CA:Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE
CD:COMPLETED DIAGNOSTICS AS DIRECTED. IT IS MISSING THE REAR TWO UNDER BODY PLUGS BY THE EXHAUST. HAD TO ORDER THEM. WILL UPDATE AFTER INSTALLING AND DRIVING
RE:Robert Once the two underbody plugs are installed, test the vehicle to determine if the exhaust odor is still present.
CA:Survey Completed
CD:ROAD TESTED THE BODY PLUGS AFTER THE BODY PLUGS WERE INSTALLED. DID NOT SMELL EXHAUST ODOR. CUSTOMER PICKED VEHICLE UP AND CALLED BACK 1 WEEK LATER AND SAID SHE STILL WAS HAVING THE SAME ISSUE. THE VEHICLE IS BACK IN PLEASE CONTACT ME AT THE DEALERSHIP
RE:Robert Inspect the two body plugs that were installed and verify they are seated properly and installed next to each other to duplicate this concern and once the concern is present, take note if the Recirculation Door is open or if it is closed. This vehicle is equipped with a DTC system and the HVAC will automatically open and close the Recirculation Door as needed to maintain the selected temperature and control humidity. If this concern is present with the Recirculation Door open, allowing fresh air into the cabin then it is possible that there is an exhaust leak and the vehicle exhaust system should be inspected and repaired as needed. This concern is being directed to the Technical Assistance Center's Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request with none business days. o provide additional information and/or recommendations o assist in the resolution of the customer's concern. We will continue to work with you and your Dealership Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.
CA:Consulted SME Andrew Montgomery. SME agrees that due to comments in FMC 360 this contact should be escalated due to threat of Legal Action for Lemon Law. NOTE TO EH: This contact is being escalated because the customer is threatening Legal Action for Lemon Law because of this concern in FMC 360 Article TSB 1 0130 2011 2015 EXPLORER EXHAUST ODOR IN VEHICLE 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 110111907 Description of Vehicle Concern PLEASE CHECK AND ADVISE CUSTOMER STATES THERE IS A BURNING SMELL FROM THE VENTS WHEN ACCELERATING ONTO THE FREEWAY Please list any diagnostics already performed HAVE BEEN ABLE TO DUPLICATE THE CUSTOMER'S CONCERN TWICE OF A BURNING SMELL ON A HARD ACCELERATION I NEGLECTED TO MENTION WHEN YOU LEFT OFF THE GAS PEDAL. CHECKED FOR TSB'S AND SSM'S AND FOUND TSB 1 0130 CHECKED HISTORY AND FOUND TSB TO HAVE ALREADY BEEN PERFORMED Parts Replaced NONE Your Question ANY KNOWNS FOR THIS ISSUE HAVE HAD SIMILAR ISSUE BEFORE BUT DO NOT REMEMBER WHAT THE REPAIR WAS FOR THAT VEHICLE FURTHER ASSISTANCE IS REQUIRED THANKS
RE:Cesar According to the WSM section 12 00A a burning type smell can be caused by oil transmission fluid or an exhaust concern. It is recommended to pressurize the cabin of the vehicle by performing the dust and water leak test found in workshop manual section on 501 00 diagnostics and testing. Pressurizing the cabin according to the procedure listed in the workshop manual may help identify any other air leaks where an odor may enter. Repair any issues found and reevaluate the concern.
CD:PERFORMED TEST DRIVE AND FOUND THE SMELL TO BE MOST PRESENT IN RECIRCULATE WITH THE A/C ON LOW TRIED WITH WITH THE RECIRCULATE OFF AND WAS UNABLE TO GET THE SMELL TO BE PRESENT GOING TO MAKE SURE THE HVAC IS AT THE MOST CURRENT LEVEL AND LOOK OVER THE PREVIOUS REPAIR FOR TSB 1 0130
RE:Cesar Thank you for the update. I updated the HVAC to the latest level resolves this concern please submit a survey stating the verified fix. The surveys are used for the Self Help tool this will assist other technicians diagnosis and resolve similar concerns.
CD:OVERLOOKED THE VEHICLE AND INSPECTED AND FOUND ONLY HALF OF THE SEAM SEAL TO BE PERFORMED RIGHT SIDE NO SIGNS OF SEAM SEALER TO BE PRESENT ALSO FOUND THE HVAC TO NOT BE AT THE LATEST CALIBRATION ALSO FOUND ON OF THE REAR LIFT GATE LATCH DRAIN SEALS TO BE MISSING AT THIS POINT SHOULD I JUST REPERFORM THE TSB TO MAKE SURE IT WAS DONE CORRECTLY?
RE:Cesar With missing seam sealer and drain tubes, it would be recommended to perform the repair on this vehicle using the TSB 1 0130 as a guide to resolve the concern with this vehicle. With the labor operation already claimed on this vehicle, I cannot be claimed again. To better assist you on this warranty-related question and determine the appropriate labor operation on the Technical Assistance Center, I recommend that you refer to the dealership Warranty Administrator and the Warranty and Policy Manual or you may contact the Customer Service Center or your certification.
CD:PERFORMED REPAIR AS PER TSB 1 0130 AS OUTLINED. TEST DROVE THE VEHICLE AND RECHECKED AND WAS UNABLE TO SMELL THE SMELL. AT THIS TIME, CUSTOMER TOOK VEHICLE AND BROUGHT THE VEHICLE BACK SAYING THE SMELL IS STILL PRESENT. TEST DROVE THE VEHICLE WITH THE HVAC IN THE RECIRCULATE AND FOUND THE CONCERN TO BE PRESENT WHEN GOING WOT. ALSO PRESENT SOMETIMES WHEN YOU GET OFF WOT. PERFORMED VISUAL INSPECTION AND FOUND THE VEHICLE TO HAVE NO LEAKS AT THIS TIME. FURTHER ASSISTANCE IS REQUIRED.
RE:Cesar Since the concern is still present after correctly performing the procedure in TSB 1 0130 then it is recommended to perform a cabin pressure test and verify that no other leaks are present. Perform the following procedure: a. Remove the right and left rear lamp assemblies. See WSM Section 17 01 b. Using masking tape seal the rear air extractors and areas. Do not need to mask the rear lip molding or vehicle that do not have the rear lip molding removed. c. Start vehicle set A/C to fresh air mode and set blower speed to max. d. Close all doors and ensure all windows are fully closed. e. Use soapy water in a spray bottle to help locate air leaks. f. Spray around the following areas: 1. Underbody rubber grommings. 2. Underbody rubber grommings. 3. Rear wheel well seams. 4. Rear wheel well seams. 5. Rear wheel well seams. 6. Side panel glass seals. 7. License plate area seal. 8. License plate area seal. 9. Rear wheel well seams. 10. Rear wheel well seams. 11. Rear wheel well seams. 12. Rear wheel well seams. 13. Rear wheel well seams. 14. Rear wheel well seams. 15. Rear wheel well seams. 16. Rear wheel well seams. 17. Rear wheel well seams. 18. Rear wheel well seams. 19. Rear wheel well seams. 20. Rear wheel well seams. 21. Rear wheel well seams. 22. Rear wheel well seams. 23. Rear wheel well seams. 24. Rear wheel well seams. 25. Rear wheel well seams. 26. Rear wheel well seams. 27. Rear wheel well seams. 28. Rear wheel well seams. 29. Rear wheel well seams. 30. Rear wheel well seams. 31. Rear wheel well seams. 32. Rear wheel well seams. 33. Rear wheel well seams. 34. Rear wheel well seams. 35. Rear wheel well seams. 36. Rear wheel well seams. 37. Rear wheel well seams. 38. Rear wheel well seams. 39. Rear wheel well seams. 40. Rear wheel well seams. 41. Rear wheel well seams. 42. Rear wheel well seams. 43. Rear wheel well seams. 44. Rear wheel well seams. 45. Rear wheel well seams. 46. Rear wheel well seams. 47. Rear wheel well seams. 48. 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CD:Web Form Data 11011 232 Describe ion of Vehicle Concern Customer complaint that there is an exhaust smell n the vehicle through the vents when driving Worse with A/C on worst sitting n 3rd row seats goes away with recirculat on on notices same smell outs de car when they park in garage Please list any diagnostics a ready performed Tech drove could not verify Tech drove home and back couldnt verify test drove again with two other techs one in the 3rd row seat no one is found Confirmed TSB 1 0130 has been performed n February Parts Replaced None Your Question s there anything e se that we can perform or anything that others know? Thanks
RE:Adam The customer indicating that they are detecting an Exhaust type odor after a hrel h tp /www.proservetech.com/transport/?url=/vdnsnet/TSB/SSM/DispArticle.aspx type TSB id 1 0130 target blank TSB 1 0130 /a has been performed there are some additional areas that can be checked To do this pressur e the passenger compartment by setting the HVAC Air Inlet Mode to Fresh Air and the B-ower Motor to High tape off the Body Vents fully shut the Doors and W ndows and start the vehicle The Body Vents on th s vehicle are found on bothsides of the vehicle as indicated in figure 1 of the TSB Once the Body Vents have been oca ed and taped off fully shut the W ndows start the vehicle and fully shut the Doors the passenger compartment will now beg n to pressurize First spray all of the areas previouslyaddressed n the TSB with a soapy water mix and look for bubbles being produced when ch w will indicate the location of leaks and confirm that the repa rs have h e up It may be necessary to remove interior trim and components to locate the corresponding interior leak If the TSB repair areas need to be addressed allow for at least 20 minutes of dry time prior to con firming the repair If the TSB areas are OK or in additi on to these areas it is recommended to spray all undrbody seams and grommets rear wheel well seams tail lamp seams liftgate/liftgate g ass
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 110121956 Describe ion of Vehicle Concern VEH IS GETTING EXHAUST FUMES WHEN DRIVING AND WHEN COME PERFORMED TSB S TO ASTOP Please list any diagnostics already performed PERFORMED TSB 1 0130 Parts Replaced PARTS ON TSB Your Question WHAT SHOULD I CHECK EXHAUST AND NO LEAKS IN THE EXHAUST
RE:Corey W n completing the TSB and the concern is still present there is the possibility of additional location allowing exhaust odors n the cab n I would be advised to perform the Duct and Water Leak test ng from WSM sect on 501 00 n the Diagnosis and Testing section Pr or pressurizing the cabin remove the ta lamps from the Explorer and focus your attention from the back doors to the liftgate assembly Using the spray bottle with soapy water n it beg n testing the area surrounding the third glass in the rear of the car as well as the body seams/seals in the rear end Be sure to cover the back end around the license plate area as well as the body extractor vents in the vehic e Repa r/replace any damages grommets and sea s that are leaking If there are seams follow the procedure to repair the seams with correct seam sealer Once repa rs have been made perform the pressure test again to ensure that a ll repairs are operat ng correctly once the repa rs are conf rmed replace the muffler assembly w th part number EBSZ 5230 A Once the mu fler is replaced verify that the odor has been removed rom the cab n
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:WHAT ABOUT THE OTHER VENT ON THE RIGHTS SIDE I ONLY REPLACED THE LEFT SIDE
RE:Corey It is only necessary to repa r or replace the parts listed on TSB 1 130 as hose parts were dent led to be the source of the problem Ensure that steps 11 12 were performed properly and enough seam sealer and undercoat ng were used If no problems are found then it would be advised to proceed with the recommendations listed in the previous response to find any other leaks allowing exhaust to enter the vehicle by pressure testing the cab n and using soapy water on various parts of the vehicle to isolate he cause of the concern Repair any leaks found and reevaluate the exhaust odor

CD:Web Form Data 110123 91 Describe ion of Vehicle Concern exhaust odor in cab n Please list any diagnostics already performed performed tab 1 0130 on last visit Parts Replaced none this visit Your Question I have already performed tab 1 0130 everything s sealed on the back of the vehicle s there anything e se that can be done to stop the fumes?
RE:Matt Remove the rear lamp assemblies and use masking tape to seal threar air extractors and surrounding areas Start the vehicle and set the HVAC to high fan on the fresh a mode not recirc Close all the doors and w ndows and use soapy water to spray around suspect leak points Spray around any grommets and body seams Rear wheel well seams tail amp and decklid seams and around the license plate area Mark any leaks found and dry the area and use TA 2 o seal any leaks Look for body repairs and/or damage o the air extractors inspect theback seats for any concerns and use masking compound to check the seal ng and adjust as needed Check for any ava lab e updates to the HVAC module that may be ready to install Replace the muffler assembly w th part number EBSZ 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:Will do thank you
RE:Matt You welcome If further information is needed on test ng then refer to Workshop Manual WSM Section 501 00 D agnosis and Testing Body Sys em to help with identfy a leak allowing exhaust odor n the cabin

CD:Web Form Data 11012 87 Describe ion of Vehicle Concern when on hard acceleration on freeway and n passing gear to pass cars exhaust odor coming from vehicle Please list any diagnostics already performed performed tab 1 0130 Parts Replaced eft s de aire extractor and rear side moldings Your Question Ive performed tab1 0130 and smell came back where should I begin testing?
RE:Shane With a hel htp /www.proservetech.com/transport/?url=/vdnsnet/TSB/SSM/DispArticle.aspx?type TSB id 1 0130 target blank TSB 1 0130 /a having already been performed it is recommended to perform a bubble test to inspect the following areas for potential leaks by using masking tape to seal the rear air extractors body vents which will increase the cabin pressure when the b-ower motor is turned on Once the rear air extractors are sealed off start vehicle set A/C to fresh air mode and set blower speed to max close all doors making sure that a l of the w ndows are fully closed then spray the under body seams under body rubber grommets and rear wheel well seams After testing the recommended areas and if no bubbles are found and/or any leaks have been repaired continue bubble test at the rear tail light seams rear deck lid seals sitting panel glass sea s license plate area then mark any area s where bubbles are found When a l of the recommended areas have been tested turn off A/C and the vehicle then clean and dry a ll areas marked as well then us ng Motorcraft seam sealer TA 2 seal the previously marked areas at ow sea ant to dry which may take up to 20 minutes then test for bubble s again Once all of the suspected areas are sea ed verified that the air extractors are free from damage and are sealing correctly
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 performed the seal o f extractors and checked all seams and everything appeared to proven out pulled muffler with part number g ven and retested the smell s still there any ideas on how he smell could still be getting into cab??
RE:Shane If not already performed inspect the adjustment of the liftgate to determine if the liftgate can be replaced into the body moreand n additional adjustment is found adjust the liftgate n then reevaluate the odor Additionally his concern is being directed to the Technical Assistance Center s Escalated Handling Team for additional review An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one 1 business day to provide additional information and/or recommendations to assist in the resolution of the customer s concern We will continue to work with you and your Dealership s Service Management Team to help get the concern resolved and the vehicle back to the customer n a timely manner

CA:Consulted Kent Williams who advised to escalate the report for technical d rection Note to EH This report s being escalated for an ongoing exhaust odor concern on ac e l where TSB 1 0130 and ISM 15 07 013 have been inc uded with the updated mufflers
CD:looked for any adjustment on liftgate unable to find any adjustments to do to be made
RE:Shane Refer to the liftgate alignment procedure outlined in sect on 501 03 to ensure the liftgate s properly aligned It may as o be necessary to clean the sea ing surfaces of the liftgate and spray the seal with spray ch ck Close the liftgate and reopen The ch ck on the seal will rub off showing the contact area of the seal Th s will verify if he seal is completely sea ing and show the areas that may be allowing exhaust to enter the vehicle
CA:Consulted th Cale Garrettesca e con act again provide alignment procedure n WSM
CD:performed liftgate alignment al okay checked for correct sealing of liftgate tested okay
RE:Julian Since the odor s still present recommend to perform ng TSB 1 0130 apply ng ample amount of seam sealer TA 2 B in the areas cal ed out n the TSB Afterwards perform a cabin pressure test allowing the cabin to buil d pressure for 10 m nutes and then spray soapy water n the areas that are outlined in the TSB to note or any leaks If no leaks are found tape off the body vents completely and then drive the vehicle to note if the smell returns then this esting has been performed update this form and you will be contacted as soonas possible Otherw se a follow up call will be scheduled for Tuesdayto discuss th s vehicle s further
CA:505 275 50 Julian direct 505 991 3296 Julian cell 505 991 1368 Crystal Production cel 505 991 1 1 Paul service director cell
CD:seeing you want me to e do the tab s and the 3rd time the rear bumper cover will come off I will need to replace the rear fender moldings do tabs all ng from pulling off do I have acceptance to rep ea se moldings to reperform tab?
RE:Shane Since the trim pieces are on y for looks and not for sealing of body seams save the trim pieces off that would need re spaced until the repair has been made Continue with performing the cabin pressure test as previously recommended spray ng in the areas outlined n the TSB If a body leak is noticed repa r w th TA 2 B as necessary apply ng ample amount n the areas If no leak is noticed leave the body vents completely taped off reins all the bumper and then drive the vehicle to note if the odor is still present
CA:505 316 9601 Shane cell
CD:Outbound call to Shane Shane stated he was currently spraying down the vehicle with soapy water and did not not ce any leaks yet
RE:Shane If no leaks are noticed from using soapy water keep the vehicle pressurized and use a smoke machine on the outs de of the vehicle going around the liftgate and the ta lamp assemblies to note for any air movement If none found smoke test the exhaust and note for any leaks If none ound leave the body vents completely taped off and then drive the vehicle under the exact same conditions as when the odor is present When this testing is performed update this form and you will be contacted as soon as possible
CA:Needs to note for any leaks
CD:no leaks found while using smoke mach ne how ever when going on test drive w th vents taped off the smell was no longer present
RE:Shane Since the odor was not present when the body vents were taped off recommend only taping off around the body vents where it indicates the body seams the vents themselves open and free to move and then drive the vehicle e If the odor s still present use TA 2 B sea erand seal around the body vents What is most likely happening s there is not good contact to the body w th the vents If the odor is still present when the body vents are taped off around them then this indicates another issue w th the body vents or the bumper Carefully inspect the body vents s and the spr ng that attaches to them to note for any damage or mis installation If none found recommend repacing the body vents again and reevaluate Once this has been performed update this form and you will be contacted as soon as possible
CA:Needs to tape off around body vents
CD:concern still present have parts on order requesting FSE
RE:Shane Continue with replac ng the body vents and reevaluate the odor if it is still observed recommend swap ng the rear bumper off a known good l ke unit and reevaluate At this time an FSE will not be dispatched until the test ng from this recommendation has been performed depending on the results A follow up call will be scheduled for tomorrow afternoon to discuss this vehicle further

CD:Web Form Data 110136056 Describe ion of Vehicle Concern customer states there is another strong exhaust odor coming into the car Please list any diagnostics already performed Reprogram the Heating Ventilation Air Conditioning HVAC module to the latest calibration using IDS release 91 02 or higher and also did the TSB 1 0130 Parts Replaced TSB 1 0130 PART NUMBER PART NAME EBSZ 6128082 B BBSZ 6128082 B Dual Rate A Extractor BBSZ 782916 AA BBSZ 782916 AA Wheel Lip Mould ng Right Hand BBSZ 7829165 AA BBSZ 7829165 AA Wheel ip Moulding Left Hand MZ 5 280862 A MZ 5 280862 A Valve Assembly Auto Drain TA 2 TA 2 Motorcraft I Seam Sealer Your Question on th s is the h r of time thave have an issue with this car and I would like to know what I can do to reso e the issue thank you or your line
RE:Darnell Inspect o ensure that TSB 1 0130 was properly performed I n concerns can be found it w ll be necessary to perform a pressurized cabin leak test Th s is done by locating the body vents on the vehicle taping them closed turning the HVAC to fresh air and setting the fan to the highest setting Use a spray bottle filled w soapy water and spray around the rear of the vehicle and under the vehicle on seams to ensure there s not an air leak that would allow exhaust to enter the vehicle Leaks will show up as bubbles coming thro eaks can be located n the updated exhaust part number EBSZ 5230 A and retest the vehicle for the exhaust odor concern
CA:Referenced contact ID 109851985

CD:Web Form Data 1101806 6 Describe ion of Vehicle Concern intermittent odor seems to be from HVAC after pulling h ls when A/C s on Please list any diagnostic as a ready performed Previous y on10/12/2015 performed TSB 1 0130 We have duplicated customer concern Inspected previous repair verified HVAC at latest calibration inspected exhaust system for leak inspected for body g ng be ng miss ng or oose checked o DTC none present Inspected P/TU or possible cause reference SSM 5053 Inspected for oil leak Parts Replaced None yet Your Question Having looked at the previous contacts to tech hotline for th s issue and reading the most recent ones The one dated 2/16/2016 advised the tech to replace he tail pipe All of the contacts advised the repairing tech that engineer ng was still investigating the concern What t the latest information oassist with root cause and repa r?
RE:Jim If there s an exhaust odor and TSB 1 0130 has been performed please follow the ollowing procedures Remove the right and left rear lamp assemblies following the procedures in the workshop manual section 17 01 then use masking tape to seal the rear air extractor areas If the rear lip molding s not removed it w ll not be necessary to mask the lip molding Start the engine and set the A/C to fresh air mode and the b-ower motor to MAX then close all the doors and w ndows then spray the follow ng areas with soapy water checking for bubbles The bubbles would indicate a leak Under body seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel g ass sea s License plate area Mark any areas with a leak then turn off the A/C and the engine then clean and dry any areas marked with a leak and seal the area with Motorcraft TA 2 seam sea er and allow up to 20 minu es for the sealer to dry then remove the masking tape from the extractors Inspect the air extractors for damage or incorrect sea ing Inspect the body for signs of body repairs miss ng ng or incorrectly sealing ng body p ugs on the roof pan and bulk head Inspect the liftgate seal for a good sealing/alignment hen adjust the liftgate n tighter by adjusting the liftgate latch n Th s is the most common cause When verifying the HVAC module s at the latest level verify the
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:Ordered received and installed new muffler assembly Part Number EBSZ 5230 A Do you see in the attached pictures the tips of the muffler seal to far outward? Do I repair or order another replacement?
RE:Jim According to the parts catalog advantage the muffler assembly that shou d be present s P/N BBSZ 5230 DE ng DBS3 5G213 AB Before attempting to repair the current muffler assembly I s recommended to contact the parts assistance center on ne PACO PACO can be contacted through FMCDealer by compl ng and submitting the Catalog Inquiry form To access PACO go to www.FMCDea er.com and click on heParts amp Service tab at the top of the screen From the left hand menu click on the plus symbol next to Parts Department Tools to expand the selection and then click on PACO Parts Assistance Center Online to access the PACO menu Click on Catalog Inquiry and complete the online form or parts assistance PACO will respond back to you with the requested parts related information To review repl es from PACO select the PACO Ticket History and Ticket Reply link found on the r ght of the PACO Catalog Inquiry link within the PACO menu on FMCDea er
CD:OK now I m really confused The mu fler assembly part number we ordered was provided by th s ho line contact P/N EBSZ 5230 A which was provided on May 03 2016 11 02 2 by your group So is the r ght one or do I contact PACO
RE:Jim Thank you for the update of the Muffler assembly concern regarding f fment issues The previous number was provided for comparison and to em nate any possible incorrectly assembled or mis assembled parts/components as a possible cause for a f fment concern Since the correct component and part number have been ordered to the Vehicle application and still does not f f conc sy it s recommended to refer to PACO For quest ons regarding parts availability or part number s compare es please contact the Par s Assistance Center Online PACO through FMCDealer by completing and submitting the Catalog Inquiry form To access PACO go to www.FMCDea er.com and click on the Vehicle amp Service tab at the top of the screen From the left hand menu click on the plus symbol next to Parts Department Tools to expand the selection and then click on PACO Parts Assistance Center Online to access the PACO menu Click on Catalog Inquiry and complete the online form or parts assistance PACO will respond back to you with the requested parts related information To review repl es from PACO select the PACO Ticket History and Ticket Reply link found on the right of the PACO Catalog Inquiry link within the PACO menu on FMCDea er
CD:Per PACO response reference attached PDF they cannot answer my original question They say he part number s correct for the application Per original photos the tips of the muffler set too far outward and do not line up w th rear bumper cover cut outs Do we order a replacement or do we repair this one to line up in the center of he cut outs?
RE:Jim The Ford Techn cal Support Assistance Center representatives reviewed your request and has determined that it s necessary to discuss this matter verbally over the telephone You will be contacted shortly by a Ford Techn cal Assistance Center representative
CA:Consulted David Pratt on outbound phone call
CD:Outbound call made to Jim Called to discuss the exhaust not f fting correctly and may be able to be adjusted to f f n place All cabin pressure testing has been performed and the f f adjustment is completed
RE:Jim Thank you for the update that PACO can rims the part number given is correct for the vehicle If the exhaust cannot be physically adjusted to f f n the correct positions on the vehicle ordering a new mu fler system would be recommended
CA:Jim said Customer made talk of saw a i f odor concern was not Jim on though

CD:Web Form Data 110152081 Description of Vehicle Concern rotten eggsmell most noticeable when getting on the gas as I coming onto the highway on ramp or passing someone Please list any diagnostics a ready performed 3 road tests trying to confirm Parts Replaced none Your Question his vehicle was here back on 1/15/16 for this concern and tsb 1 0130 was performed since repair was done she did not smell anything until 2 weeks ago and I happened times she says rotten egg sulfur smell any ideas where to go next?

RE:Paul if a sulfur odor can be verified in the passenger compartment after performing TSB 1 0130 has been completed please perform the following pressure test procedure Remove the right and left rear tail lamp assemblies use masking tape to seal the rear air extractors and areas Start the vehicle set the A/C to fresh air mode set the blower to maximum speed Close all doors and windows Use a spray bottle with soapy water to spray the following areas Underbody seams Underbody rubber grommet Rear wheel well seams Rear tail light seams Rear deck lid seals Side panel glass seals License plate area If leaks can be detected by bubbles being seen mark the areas that have leaks Clean and dry the areas and use Motorcraft TA 2 Seam sealer a low to dry for 20 minutes Remove the masking tape inspect the extractors for damage or leaks and if needed replace them Inspect the body for missing grommets unsealed wire harness or openings Inspect the tailgate seal for damage and proper fit also make sure the tailgate plugs are in place in the drain holes

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 110159668 Description of Vehicle Concern CUSTOMER STATES WHEN MAX A/C IS ON SMELLS FUEL ODOR COMING THROUGH VENTS Please list any diagnostics a ready performed ON 8/20/2015 WE PERFORMED TSB 1 0130 CUSTOMER RETURNED SAME COMPLAINT NO DTCS COULD NOT VERIFY CONCERN CUSTOMER UNHAPPY Parts Replaced NONE Your Question HAVE YOU HEARD OF ANY OTHER RELATED ISSUES FOR THIS CONCERN? THANK YOU

RE:Dot The odor itself should be verified to be truly a raw fuel odor or an exhaust odor as discussed in the TSB 1 0130 already done as the difference between the 2 may be a different diagnostic direction The odor will need to be duplicated by a technician so that when corrective measures are taken the corrections can also be verified Typically this odor appears after hard accelerations such as from a stop sign or freeway on/off ramps or passing other vehicles If the odor is related to unburnt fuel even if it only occurs in recirculated air modes the evaporative emissions system should be checked for the presence of wet fuel and possibly for any purge system concerns However if the odor is still of the exhaust related nature of the TSB proceed as follows First perform a thorough inspection of the rear tailgate seals ensure the TSB plugs are still present Also ensure that it meets the gap and flush specifications from WSM 501 35>Description and Operation/Body Repairs in the Body Panel Margins section If the gate is out of alignment use the process from WSM 501 03/General Procedures to correct the alignment and re-evaluate If the gate is already within specification the striker may need to be adjusted to close the gate's light lighter If there is still a concern perform the following Remove the tail light lenses and then seal off the air extractors using masking tape

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

From: Krawczyk, Kevin (R.)
Sent: Thursday, June 18, 2015 11:20 AM
To: Setti, Lokesh (L.)
Cc: Pilgrim, Dave (D.A.); Kummer, Lawrence (L.J.)
Subject: RE: VIN 1FM5K8B87E [REDACTED]

Already done.

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

From: Setti, Lokesh (L.)
Sent: Wednesday, June 17, 2015 5:25 PM
To: Krawczyk, Kevin (R.)
Cc: Pilgrim, Dave (D.A.); Kummer, Lawrence (L.J.)
Subject: RE: VIN 1FM5K8B87E [REDACTED]

Kevin, Pls. provide the updated software availability date for this 2014MY Explorer repair.
Thanks

Lokesh Setti
Supervisor, CX482 Vehicle Integration
(313) 805-6007

From: Pilgrim, Dave (D.A.)
Sent: Wednesday, June 17, 2015 3:20 PM
To: Kummer, Lawrence (L.J.); Setti, Lokesh (L.)
Cc: Krawczyk, Kevin (R.)
Subject: FW: VIN 1FM5K8B87E [REDACTED]

Here is a 2014 Explorer (1FM5K8B87E [REDACTED]) with ongoing complaints of Exhaust odor after TSB. I see the ISM is still in the system and found in AEQ that software is being developed. What is currently the status on this?

This will definitely be a legal and an RAV if we don't do something.

Thanks!

Dave Pilgrim

From: Christopher Geib [<mailto:cgeib@hondruauto.com>]
Sent: Wednesday, June 17, 2015 2:44 PM
To: Reed, Tia (T.); Pilgrim, Dave (D.A.)
Subject: VIN 1FM5K8B87E [REDACTED]

Hi Tia,

I will be opening a case for this customer. He has been complaining since new about an exhaust odor . The odor is very intermittent but we did verify it recently on a road test with the customer. We made a repair procedure last year based on a tsb, but to no avail... the hotline has no additional information for us. Could I discuss with you and the would you please call this guy....

He says his wife gets sick from the odor...

I have copied my FSE on the email, because our owner Pete Hondru would like Ford to be aware of his concern and the hotline has shut me done. I realize I need to provide alot more information on the matter , but I would like to get someones attention and discuss with them. I have had another owner complain of the same odor.

Sincerely,
Chris Geib
Hondru Ford

From: Krawczyk, Kevin (R.)
Sent: Tuesday, July 15, 2014 4:53 PM
To: Hunt, Laurie (L.A.)
Cc: Klump, Robert (R.F.)
Subject: RE: Work Notification: 076-2014-1509: 2011-2015 - Explorer Exhaust Odor In Vehicle

Laurie,
This part of the process was approved on the previous level TSB release (TSB 12-12-04). That part of the repair is simply carry-over and is what we are currently doing.

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

From: Hunt, Laurie (L.A.)
Sent: Tuesday, July 15, 2014 12:50 PM
To: Krawczyk, Kevin (R.)
Cc: Klump, Robert (R.F.)
Subject: FW: Work Notification: 076-2014-1509: 2011-2015 - Explorer Exhaust Odor In Vehicle

Kevin,
Who approved the use of the undercoating product?
3M™ Rubberized Undercoating part number 08882

Thanks.

Regards,
Laurie Hunt
FCSD, Service Engineering Operations (SEO), Service Chemicals
Phone: (313) 84-54173

[View our product catalog online @
http://www.fcscchemicalsandlubricants.com/dealer/](http://www.fcscchemicalsandlubricants.com/dealer/)

Please Ask Us First !

From: gsiplus@marketingassociates.com [<mailto:gsiplus@marketingassociates.com>]
Sent: Tuesday, July 15, 2014 11:56 AM
To: Hunt, Laurie (L.A.)
Subject: Work Notification: 076-2014-1509: 2011-2015 - Explorer Exhaust Odor In Vehicle

Work Notification

***** NOTE: The system generated the email. Do not reply to this email *****

You have some work to complete in the Technical Web Authoring System. Please review this information and complete the required work in your TWAS workbook as soon as possible.

Title: 2011-2015 - Explorer Exhaust Odor In Vehicle

Last act and comments by:

RKLUMPas of 7/15/2014 3:56:19 PM GMT

Last action:

Accept/Submit to approvers

Comment:

Select this URL to access this instance of work:

<http://prodcmsweb01.ford.com/modules/TWASBCMWeb/EditTSBSSM/Default.aspx?idItem=aaf5f756-b0ed-4f26-bd35-6beac1581d33&idWorkboxEntry=008ed6f0-e989-4d0b-ba45-854dade911f1>

Select this URL to access your Workbox:

<http://prodcmsweb01.ford.com/modules/TWASBCMWeb/Admin/ViewWorkbox.aspx>

(End automated email)

From: Lance Tagliapietra <Lance.Tagliapietra@zf.com>
Sent: Tuesday, October 20, 2015 7:21 PM
To: Krawczyk, Kevin (R.)
Cc: David Chandler; Kevin Carlson
Subject: RE:
Attachments: IMG_1470.jpg; IMG_1469.jpg

Kevin,

The part numbers do look correct for a MY2015 U502 which was field updated per DCR 34. A WOT event would be the accelerator pedal position received at 90% or better for at least 2 seconds, this may take slightly more than two seconds, depending on message arrival at the RCCM. The strategy was changed so that the rear system is ignored (not required for a WOT event recognition). The pedal position is read off bus data. Note that if the vehicle engine is overheating (i.e. the Forced Recirculation is active) then a WOT cycle to outside air will not occur. But I'm assuming that is not the case with your technician. The technician seems to claim that the RCCM will not recognize a WOT event in any case? That does seem strange.

--Lance

From: Krawczyk, Kevin (R.) [<mailto:kkrawczy@ford.com>]
Sent: Tuesday, October 20, 2015 1:54 PM
To: Lance Tagliapietra
Subject: FW:

Lance,

Need a little help. I have a Ford Field Service Engineer, who is working on a MY15 Explorer. The vehicle has the latest RCCM level. He is dealing with exhaust odor. He is claiming that the fresh air door is not opening under a WOT event held for a minimum of 2 seconds. He claims he can actively command the fresh air door to open, but it will not open under a WOT. He attached some screen shots showing the part number and software numbers. Can you please take a look and let me know if we have a part # issue?

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

From: 3138058679@vzwpix.com [<mailto:3138058679@vzwpix.com>]
Sent: Tuesday, October 20, 2015 2:48 PM
To: Krawczyk, Kevin (R.)
Subject:

Hold (saves recordings).

Complete (deletes recordings).

Delete (deletes session).

Vehicle: Explorer

Engine Type: TiVCT

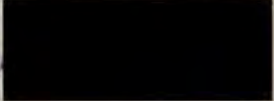
Capacity: 3.5L

Transmission: Automatic

Fuel Type: Gasoline

Emission level: Federal Emission

Odometer: 11450.0mi

(VIN): 1FM5K7D87FG 

Standard Equipment Modules - Pass - (FLM)
Optional equipment Modules - Fail - (GFM)
(GPSM) Part Number = DE8T-19H463-AD
(GPSM)_FILENAME = DE8T-14F055-AD
(GPSM)_HARDWARE_NUM = DE8T-14F206-AA
Optional equipment Modules - Pass - (GPSM)
Optional equipment Modules - Fail - (HSWM)
Optional equipment Modules - Fail - (HUD)
(HVAC) Part Number = EB5T-18C612-BD
(HVAC)_FILENAME = FB5T-18D619-AB
(HVAC) Software Part 1 (F124) = FB5T-18D620-BB
(HVAC) Software Part 2 (F10A) = BB5T-14C651-BA
(HVAC) Software Part 3 (F188) = FB5T-18D619-AB
(HVAC)_HARDWARE_NUM = EB5T-14F165-BB
(HVAC)_CONFIGURATION_FILENAME = BB5T-14C651-BA
(HVAC)_CALIBRATION_FILENAME = FB5T-18D620-BB
Optional equipment Modules - Pass - (HVAC)
(IPC) Part Number = EB5T-10849-GK

Complete

From: Krawczyk, Kevin (R.)
Sent: Wednesday, August 13, 2014 4:37 PM
To: Buelow, Steve (S.E.)
Subject: Repeat Exhaust Odor

Steve,

I went and spoke to the hotline engineer. He is going to TAR this one. When he does I am contact the FSE directly. I will have him verify the TSB has been completed and then go from there.

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

From: Krawczyk, Kevin (R.)
Sent: Wednesday, August 13, 2014 11:39 AM
To: Krawczyk, Kevin (R.)
Subject: Report Summary for the CQIS Report#EGXOV005

Attachments : 0

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

Hotliner: JFERRAIU

Phone: --2482921

Regn Cd: C3 Memphis

Engineering:

Phone:

TAR:

Dir Contact:

Phone:

Title Cde: T

DTCs:

KOEO:

KOEC:

KOER:

Comments :

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

WEB FORM DATA - CONCERN: CUSTOMER STILL GETTING CARBON MONOXIDE IN REAR A/C ON ACCEL...CUSTOMER HAS CARBON MONOXIDE METER AND STATES EXCESSIVE AMOUNTS OF CARBON MONOXIDE IS ENTERING VEHICLE. DIAGNOSTICS: PERFORMED BOTH TSB'S 13-09018 AND 14-0130 PARTS REPLACED: TSB PARTS TECH QUESTION: LOOKED OVER ALL TSB REPAIRS ,ALL LOOK GOOD, ANY OTHER KNOWN FIXES FOR CONCERN.

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

STEPHEN, [TSB 14-0130](#) WAS RELEASED TO FULLY RESOLVE THE ISSUE IN QUESTION. SINCE THE TSB WAS PERFORMED AND THE CONCERN IS STILL PRESENT THEN THIS INDICATES THAT THERE IS STILL AN AREA IN THE REAR OF THE VEHICLE THAT IS NOT SEALED FULLY AND ALLOWING EXHAUST FUMES TO ENTER THE VEHICLE. IF ALL STEPS OF THE TSB WERE PERFORMED THEN THE NEXT STEP IN ISOLATING THE SOURCE OF THE CONCERN WOULD BE TO PRESSURIZE THE VEHICLES CABIN AND USE A SOLUTION OF SOAP AND WATER TO DETERMINE WHERE THE EXHAUST FUMES ARE ENTERING THE VEHICLE. FOR INSTRUCTIONS REGARDING PRESSURIZING THE VEHICLES CABIN, REFER TO SECTION 501-00 UNDER DIAGNOSIS AND TESTING AND REFERENCE THE PRELIMINARY INSPECTION SECTION. ONCE THE VEHICLES CABIN IS PRESSURIZED THEN USE TH SOLUTION OF SOAP AND WATER TO ISOLATE THE AREA WHERE THE EXHAUST FUMES ARE ENTERING THE VEHICLE. ONCE THE SOURCE IS ISOLATED THEN REPAIR AS NEEDED, USING THE TSB AS REFERENCE TO RESOLVE THE ISSUE. -----
----- TSB 14-0130 2011-2015 - EXPLORER EXHAUST ODOR IN VEHICLE

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

From: Perez, Bryan (B.)
Sent: Thursday, October 22, 2015 7:37 AM
To: barry boss (barry.boss@hotmail.com)
Cc: Rodney Phillips; bwiley1@pacbell.net
Subject: TAR Closure Summary - 2014 Explorer 1FM5K8D85EG [REDACTED]

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

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

TAR assigned: 9/17/2015

Q2 - Days Until Contacted -

SAME DAY (9/17/2015- Barry via phone)

Q4 - Days Until Visit -

FOUR DAYS (9/23/2015 onsite in 4 BUSINESS Days)

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

Additional Comments

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

Request Details

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

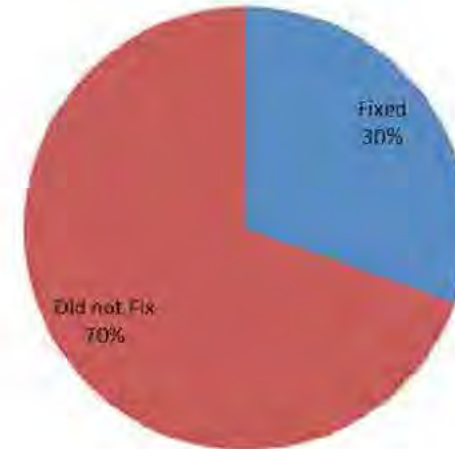
Status	Closed
Currently assigned to	BPEREZ7
Request Type	Repair Assistance (TAR); Document in GCQIS
Request Source	Technical Hotline
Primary contact	Barry Boss
Technician Name	Marc Allaire
Dealership Name	COLORADO RIVER FORD LINCOLN OF KINGMAN
P&A Code	01599
VIN	1FM5K8D85EG [REDACTED]
Vehicle year/model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

Visit date, if planned	23-Sep-2015
Did Visit Occur?	Yes
Concern Summary for Technical Assistance Contact Report	Chemical type smell from AC vents on hard accel
Inspection Comments for Technical Assistance Contact Report	FSE contacted dlr 9/17, visit planned for 9/23. Known issue that engineering has been working on, FSE onsite and confirmed that vehicle has latest HVAC calibration. Drove vehicle with tech and unable to smell anything on hard accel, confirmed that recirc door is cycling properly to fresh air mode. FSE advised dlr to order new 90 deg exhaust tips EB5Z-5230-A. Slight modification made to recirc door to allow slight cabin pressure even when in recirc mode. --- Updated By---BPEREZ7--09/24/2015 11:50:32 PM--
Primary Root cause for Technical Assistance Contact Report	12.17) Product issue/Engineering issue/no repair available currently
Recommendation for Technical Assistance Contact Report	dlr will drive with customer and see if customer still smells anything. fse will await arrival of exhaust tips. ---Updated By---BPEREZ7--09/24/2015 11:50:32 PM-- Exhaust tips installed 10/8, customer has not returned. ---Updated By--BPEREZ7--10/22/2015 00:27:01 AM--
This e-mail notification has been generated by: BPEREZ7 Thank you..	

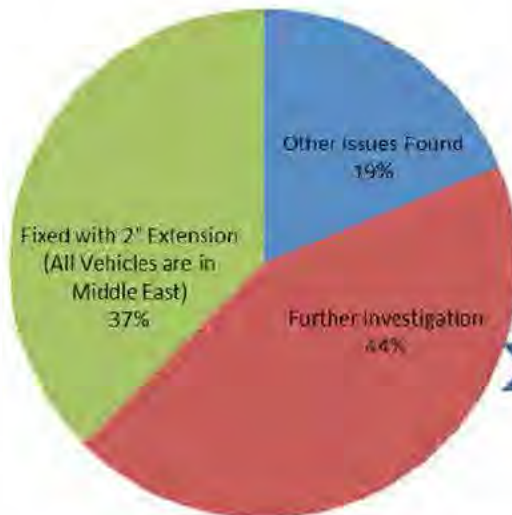
TSB Success Evaluation – CQIS Data Only

- All data provided by FCSD and is based on CQIS reports.
- According to CQIS reports provided – 23 Vehicles had the TSB actions.
- 7 vehicles showed elimination of the odor after the TSB actions were performed.
- 6 vehicles had the odor eliminated after extending the tail pipes 2". All 6 of these vehicles were located in the Middle East.

TSB Success Rate from FCSD Document 23 Claims for TSB



Breakdown of Vehicles Not Fixed with TSB Based on FCSD Document

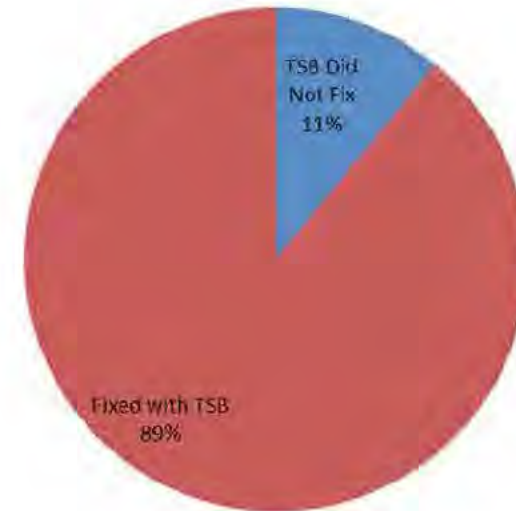


- 6 - AWS indicates fix; but CQIS indicates it's still an issue
 - 3 vehicles from Middle East
 - 1 vehicle may have PTU leak but is under investigation. Odor on this vehicle is from vents and not from rear of vehicle.
 - 2 vehicle awaiting tech to verify TSB application.
- 1 - FSE cannot replicate the issue and customer insists it is still an issue. Complaint indicates that odor is much worse than typical.

TSB Success Evaluation – All Vehicles with TSB Actions AWS and CQIS

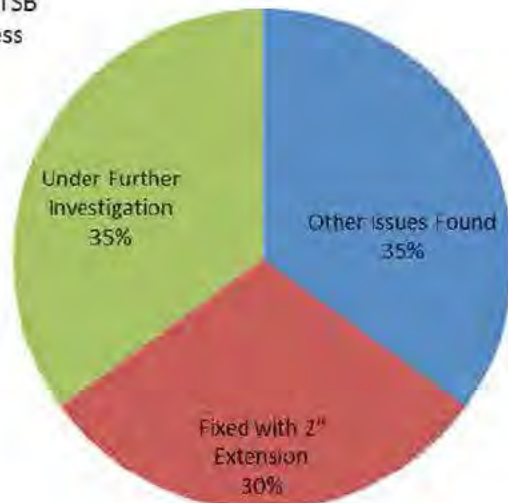
- AWS reports were run and these vehicles were added to those that were reported by FCSD.
- Duplicate VINS were removed.
- Overall – 183 vehicles had the TSB actions performed.
- 163 vehicles had odor eliminated after first attempt of TSB actions.
- Of the 20 remaining vehicles, 7 were found to have other issues that caused the odor. – Breakdown on next slide.

**All Vehicles with TSB Performed
AWS/CQIS**



**Breakdown of All Vehicles Not Fixed With TSB
AWS/CQIS**

13 out of 183 = 7.1% TSB
Failure = 92.9% Success
Rate



Overall TSB Success Rate

92.9%

Issues Identified After TSB Actions

- 2 vehicles were found to have leaky PCV valves that were allowing oil to leak onto the air filter housing.
- 2 vehicles were found to have poor application of the sealant that allowed leaks in the area of the A/C drains.
- 1 vehicle was found to have the new air extractor stuck wide open. When closed and operating properly, the odor was eliminated.
- 1 vehicle was found to have a leaky fuel pump. Odor complaint after the TSB was related to fuel and not exhaust.
- 1 vehicle was found to have a PTU leak.

From: Baldwin, Mark (M.E.)
Sent: Thursday, December 05, 2013 5:55 PM
To: Keese, William (W.); Buelow, Steve (S.E.)
Cc: Keinath, Wayne (W.)
Subject: U502 Dual Rate Air Extractors

Bill or Steve,

For the U502 exhaust odor TSB, they use a dual rate air extractor on the left side which is different than production (spring loaded I think). We are currently looking at implementing this and other additional actions at the plant level to help address this.

Could you please assist by 1) finding out the cost difference between the production and service part (BB5Z-61280B62-A), and 2) the availability of using this part in production (supplier capability).

I will be setting a meeting up for Monday to discuss all the actions.

Thanks,

Mark Baldwin
PVT - Vehicle Engineering
Chicago Assembly Plant
Ford Motor Company
313.805.7808

From: Krawczyk, Kevin (R.)
Sent: Friday, January 09, 2015 8:02 AM
To: Setti, Lokesh (L.)
Subject: U502 exhaust info
Attachments: Copy of Buybacks in Process 12-21-14 (New).xls

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

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

PRIVILEGED AND CONFIDENTIAL

Buybacks in Process Week Ending 12-21-14

Please keep in mind that this report is utilized by many departments within the company. All vehicles in this report may or may not be

Upload Date	VIN	Model Year	Make	Description	6.0L Indicator(Y/N)	6.4L Indicator(Y/N)	Mileage	Region	Processing Dealer R	State	Dealer Parts Code	Processing Dealer Name	Processing Sales Code	Symptom Code1 - Descr
12/16/2014	1FM5K8GT6E3	2014	Explorer	EXPLORER AWD SPORT	N	N	8,901	Houston	C2	TX	04402	Joe Myers Ford Inc	52023	889539-Safe & Secure Smoke/Odor Exhaust Intermitt

PRIVILEGED AND CONFIDENTIAL

Symptom Code1 # of Repairs	Symptom Code2 - Descr	Symptom Code2 # of Repairs	Symptom Code3 - Descr	Symptom Code3 # of Repairs	Symptom Code4 - Descr	Symptom Code4 # of Repairs	Primary Reason	CQIS Number
3							Repair Not Acceptable to Customer	EHSE1006

From: Baldwin, Mark (M.E.)
Sent: Thursday, December 05, 2013 5:42 PM
To: Anderson, Benjamin (B.A.); Williams, Anthony (A.J.); Scheldberg, Gary (G.D.)
Cc: Yu, Eric (E.); Evans, Kayekethia (K.); Keinath, Wayne (W.); Keese, William (W.)
Subject: U502 Exhaust Odor - Body Sealer
Attachments: tsb12-12-04 exhaust order.pdf

Body team,

As you may or may not be aware, there has been an ongoing exhaust odor issue on Explorer which to date has been addressed in service by a TSB (see attached). We are currently looking at implementing these and additional actions at the plant level.

Figures 3 and 5 are at the rear of the vehicle by the muffler on opposite sides and the sealer is being added to the areas identified by the white line. I would think the best method we'd have to do this at the plant would be to increase the structural adhesive used in these areas. Is it possible to increase the amount the robot applies? Is it doable in the cycle time? Will this cause other issues elsewhere (e.g. paint)? If you have any other ideas that would work or be better, we are all ears.

Lastly, figure 4 appears to be the driver's side rear wheel molding. The same questions apply here too.

Please let me know if you have any questions and thanks for your help

Mark Baldwin
PVT - Vehicle Engineering
Chicago Assembly Plant
Ford Motor Company
313.805.7808

FORD:

2011-2013 Explorer

ISSUE

Some 2011-2013 Explorer vehicles may exhibit an exhaust odor in the vehicle with the auxiliary climate control system on. Customers may indicate the odor smells like sulfur.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Remove the rear bumper cover. Refer to Workshop Manual (WSM), Section 501-19.
2. Replace the left side rear air extractor. (Figure 1)



Figure 1 - Article 12-12-4

3. Open the liftgate and install a new drain valve in each of the two (2) drain holes on the left and right side of the liftgate. (Figure 2)

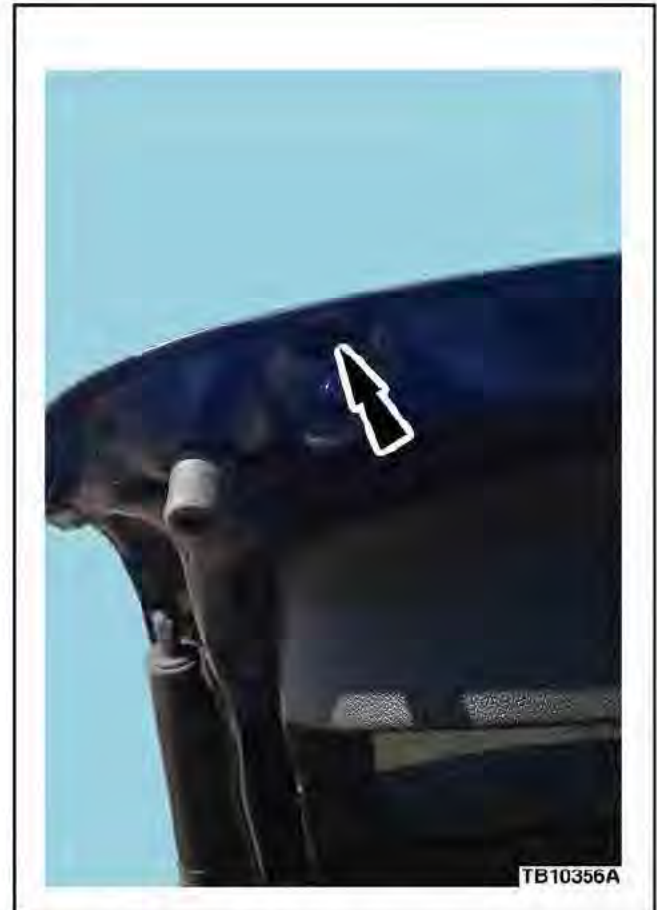


Figure 2 - Article 12-12-4

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

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

TSB 12-12-4 (Continued)

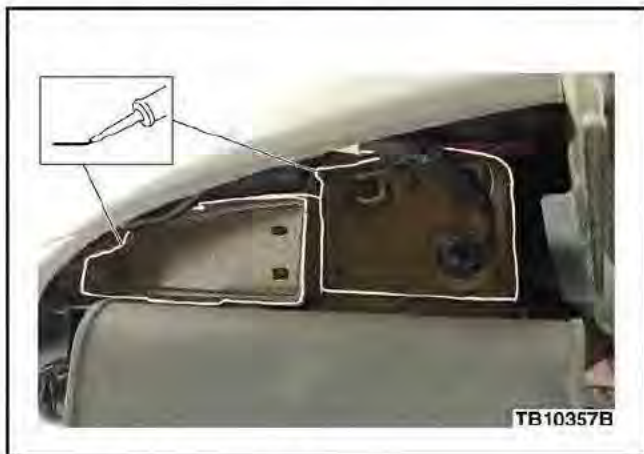


Figure 3 - Article 12-12-4



Figure 4 - Article 12-12-4



Figure 5 - Article 12-12-4

7. Cover exhaust system and auxiliary climate control drain.
8. Apply generous amount of Motorcraft® Seam Sealer to rear horizontal sheet metal lap joints on left and right sides of the vehicle, and the rear sheet metal overlap flange across the rear of the vehicle. (Figures 3-5)

9. Spray generous amount of 3M™ Rubberized Undercoating around auxiliary air conditioning lines and seam sealer areas. (Figure 6)



Figure 6 - Article 12-12-4

10. Install the rear exhaust system.
11. Install rear bumper cover. Refer to WSM, Section 501-19
12. Install the left hand and right hand rear fender mouldings. Refer to WSM, Section 501-08.
 - a. Apply masking tape around the outer edge of the rear fender mouldings to protect the vehicle from damage.

Obtain Parts Locally	
Part Number	Part Name
08882	3M™ Rubberized Undercoating™

PART NUMBER	PART NAME
BB5Z-61280B62-A	Dual Rate Air Extractor
BB5Z-7829164-AA	Wheel Lip Moulding Right Hand
BB5Z-7829165-AA	Wheel Lip Moulding Left Hand
4M8Z-54280B62-A	Valve Assembly Auto Drain
TA-2	Motorcraft® Seam sealer

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
 Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB.
 Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

TSB 12-12-4 (Continued)

OPERATION	DESCRIPTION	TIME
121204A	2011-2013 Explorer: Seal Body Includes Time To Replace Air Extractor Both Rear Fender Mouldings Install Liftgate Drain Valves (Do Not Use With Any Other Labor Operations)	1.9 Hrs.

DEALER CODING

BASIC PART NO.	CONDITION CODE
54280B62	07



Explorer- Odor Production Countermeasures



Explorer – Production Countermeasures

Action	Implementation	Carry Over to 2016MY?
Rear underbody sealer skips	Jun-14	Yes
Rear floor pan sealer bead	Jun-14	Yes
Rear Aux AC line foam	Jun-14	Yes
Rear Wheel Lip mldg sealing	Jun-14	Yes
Downturned exhaust tips	J1 2016	-
Rear fascia attachment sealing	J1 2016	-
L/G e-coat drain plugs	J1 2016	-
L/G Spoiler sealing quality control	Post J1 2016	-
L/G Spoiler sealing improvements	Jan-16	-
Climate Fresh Air strategy	Apr-14	Not for GCC

Explorer – Service (US/Canada)

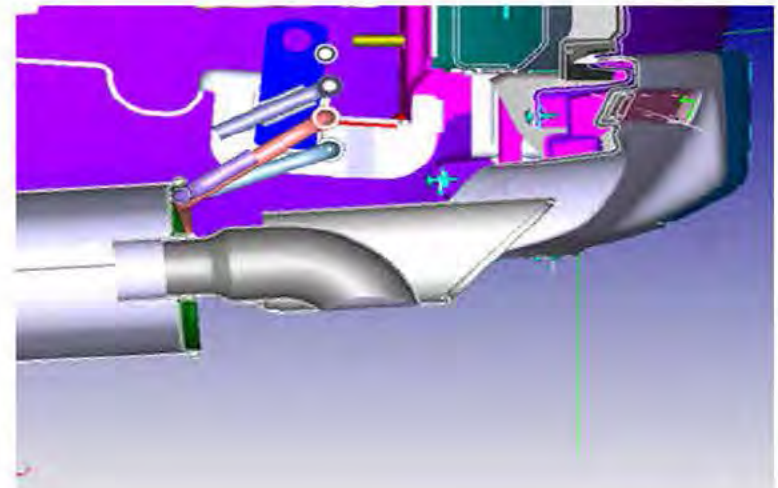
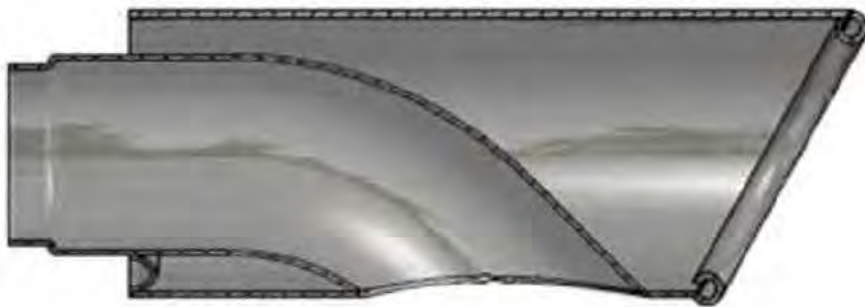
- 2011MY Job1: Nov. 2010
- First exhaust odor under WOT acceleration in CQIS report: June 2011
- TSB 12-12-4 release: Oct 2012
 - TSB Actions:
 - Rear underbody sealer spray/epoxy application
 - Replace rear air extractor with dual rate extractor
 - Replace rear wheel lip molding with re-designed molding
 - Plug both the lift gate e-coat drain holes
 - Service effectiveness (as of Oct. 2013): 86% success rate
- TSB 14-0130 release: July 2014
 - TSB Actions:
 - Climate calibration update to open fresh air door during WOT (only with rear aux ON)
 - Service effectiveness (as of Dec. 2014): 95% success rate
- Next TSB release: Mar 2015
 - TSB Actions:
 - Climate calibration update to reduce recirc. door trigger time from 5 to 2sec during WOT
 - Climate calibration update to remove rear Aux ON as a criteria to command fresh air.

TSB actions go well beyond feasible sealing actions in production.

- Service TSB 12-12-4 release: Oct. 2012
 - TSB Actions:
 - Rear underbody sealer spray/epoxy application
 - Replace rear air extractor with dual rate extractor
 - Replace rear wheel lip molding with re-designed molding
 - Plug both the lift gate e-coat drain holes

- Service TSB 14-16-NA release: Oct. 2014
 - TSB Actions:
 - Involves cut/weld local sourced downturn exhaust tip

- Next TSB release: May 2015
 - TSB Actions:
 - Involves cut/weld Tier1 sourced downturn exhaust tip



Explorer- Production

- Production fixes
 - Body sealing actions at CAP: (June 2014)
 - Improved rear body sealing with elimination of sealer skips
 - Increased sealer bead on rear lower panel floor pan to eliminate divergent radii and mating surface gaps
 - Added foam to rear Aux A/C lines seal system
 - Released a revised foam donut on rear wheel lip molding
 - Climate re-circ. strategy (non-hot markets)
 - 2014MY running change: April 2014
 - Released for 2015MY and 2016MY
 - Downturn exhaust tips - (hot markets)
 - Released for 2016MY.

From: Fass, Alan (A.L.)
Sent: Friday, July 24, 2015 3:50 PM
To: Krawczyk, Kevin (R.)
Subject: Vents and Exhaust tips
Attachments: IMG_0232.jpg; IMG_0233.jpg; IMG_0227.jpg; IMG_0226.jpg; IMG_0228.jpg; IMG_0231.jpg; IMG_0262.jpg; IMG_0266.jpg

Hi Kevin, Per our meeting here are pics of Vents and Exhaust TIPS with welds not completed. On the tip welds, they would throw exhaust up under the bumper fascia and push it into the vent area.

Alan Fass

Ford Motor Company

Field Service Engineer

Cell: 214-531-1809

Fax: 866-416-0290



ROTUNDA

Coming Together is a Beginning

Keeping Together is Progress

Working Together is SUCCESS

Henry Ford

















From: O'Reilly, Michael (M.J.)
Sent: Monday, May 11, 2015 1:23 PM
To: Setti, Lokesh (L.); Risch, John (J.J.); Tuneff, Mark (M.S.)
Cc: Zacharski, Jessica (J.L.)
Subject: FW: Carbon Monoxide Testers

REDACTED FOR PRIVILEGE

PRIVILEGED AND CONFIDENTIAL This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.

Michael J. O'Reilly
Counsel-Litigation, Ford Motor Company WHQ
One American Road, Suite 431-A3
Dearborn, MI 48126-2701
(313) 845-5263; fax-(866) 450-5642; moreilly@ford.com

From: Paul Holt [<mailto:paulh@isnweb.com>]
Sent: Tuesday, February 10, 2015 3:14 PM
To: Ryan, Curt (C.A.)
Subject: RE: Carbon Monoxide Testers

Curt,

I haven't forgotten. I just have been having difficulties finding one in that price range. Most of ours are more money.

I have our supplier working to get as close as he can on the following:

<http://www.ueitest.com/products/carbon-monoxide-detectors/co71a>

If you can give me until tomorrow, I should be able to give you pricing and availability on those quantities.

Paul C. Holt
paulh@isnweb.com
National Accounts, Account Manager
Integrated Supply Network
(888) 296-8665 ext 1686
fax (800) 853-5030

From: Ryan, Curt (C.A.) [<mailto:cryan9@ford.com>]
Sent: Tuesday, February 10, 2015 12:53 PM
To: Paul Holt
Subject: RE: Carbon Monoxide Testers

Hello Paul,

Any news on the CO testers?

Regards,

Curt Ryan

Field Training Operations Coordinator
Ford Motor Company
SEO, FCSD
Ph: (313) 322-3983
Fax: (888) 847-4306



From: Ryan, Curt (C.A.)
Sent: Wednesday, January 21, 2015 12:29 PM
To: 'Paul Holt'
Subject: RE: Carbon Monoxide Testers

Thanks, Paul.

Regards,

Curt Ryan

Field Training Operations Coordinator
Ford Motor Company
SEO, FCSD
Ph: (313) 322-3983
Fax: (888) 847-4306



From: Paul Holt [<mailto:paulh@isnweb.com>]
Sent: Wednesday, January 21, 2015 11:50 AM
To: Ryan, Curt (C.A.)
Subject: RE: Carbon Monoxide Testers

Curt,

We're working on it....

Paul C. Holt

paulh@isnweb.com

National Accounts, Account Manager

Integrated Supply Network

(888) 296-8665 ext 1686

fax (800) 853-5030

From: Ryan, Curt (C.A.) [<mailto:cryan9@ford.com>]
Sent: Tuesday, January 20, 2015 9:02 AM
To: Paul Holt
Subject: FW: Carbon Monoxide Testers

Hello Paul,

Do you have a CO tester comparable to the one in the link at the bottom of this message string? If so, could you please quote me a price for both 34 and 110 of them?

Regards,

Curt Ryan
Field Training Operations Coordinator
Ford Motor Company
SEO, FCSD
Ph: (313) 322-3983
Fax: (888) 847-4306



From: Carpenter, Joe (J.A.)
Sent: Wednesday, January 14, 2015 1:14 PM
To: Ryan, Curt (C.A.)
Cc: Barrett, Malcolm (M.C.); Kyle, Steven (S.)
Subject: FW: Carbon Monoxide Testers

I don't know if we have any budget for tools, but here is one that would be good to add to the FSE tool kit or maybe enough for each training center. We are getting a large number of TAR's and legal inspections for exhaust odor, mostly in Explorers, but also in with Edge, MKX and Flex. This could be handy to have, particularly if the customer thinks they are getting headaches from CO entering the vehicle.

Steve has a link below and also the name of who provided him one for a legal inspection.

Thanks,

Joe Carpenter

TOC Dallas & Houston
jcarpe10@ford.com
214-289-8225
FAX 866-416-0229

From: Kyle, Steven (S.)
Sent: Wednesday, January 14, 2015 12:05 PM
To: Carpenter, Joe (J.A.)
Subject: RE: Carbon Monoxide Testers

Thanks Joe! The gentleman was Jim Engle.

Jim Engle

Design Analysis
Ford Motor Company
One American Road, Cube 116-A5
Dearborn, MI 48126
Desk: 313 323-1084 Cell: [REDACTED]

Steve Kyle

Field Service Engineer
Ford Motor Company
Houston Region
Skyle4@ford.com
(832)286-8883
Fax: 866-984-9548



From: Carpenter, Joe (J.A.)
Sent: Wednesday, January 14, 2015 12:02 PM
To: Kyle, Steven (S.)
Subject: RE: Carbon Monoxide Testers

I will check into it, who provided the one you used to you?

From: Kyle, Steven (S.)
Sent: Wednesday, January 14, 2015 11:58 AM
To: Carpenter, Joe (J.A.)
Cc: Barrett, Malcolm (M.C.)
Subject: Carbon Monoxide Testers

Joe,

I researched the carbon monoxide tester that was provided to me for a legal inspection. I brought this tool up in our last meeting as something to have in the training centers to help diagnose exhaust odor vehicles. The tool costs about \$100-\$120 and can be cheaper if bought in bulk. The tool can last up to 2 years without requiring calibration depending on usage. The nice thing about this tool is that it produces instant readings where other testers have sample rates as high as 15 minutes. Below is a link for more information. Any questions feel free to reach out.

<http://sensorcon.com/portable-carbon-monoxide-detector-meter?gclid=COeD-PGFIMMCFQiEaQodUDIAuw>

Thank you,

Steve Kyle

Field Service Engineer
Ford Motor Company
Houston Region
Skyle4@ford.com
(832)286-8883
Fax: 866-984-9548



From: Setti, Lokesh (L.)
Sent: Thursday, April 02, 2015 3:57 PM
To: Kummer, Lawrence (L.J.)
Subject: FW: Closure Paper Review: 2011-13 Explorer Exhaust CO Allegations
Sensitivity: Private

Larry, Pls. print and sign this in blue ink. I will pick it up later this afternoon.
Thanks

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

From: Parrish, Will (W.F.)
Sent: Monday, March 23, 2015 10:23 AM
To: Setti, Lokesh (L.)
Cc: Tuneff, Mark (M.S.); Lampe, Douglass (D.B.); Newlin, Andrea (A.M.)
Subject: RE: Closure Paper Review: 2011-13 Explorer Exhaust CO Allegations
Sensitivity: Private

Lokesh,

Attached is the updated paper from today's meeting. Please review one last time, add the attachments and have Larry sign (in blue ink) once he is back in the office. Once complete, please forward the signed copy with attachments back so I can forward to ASO to file. Thanks.



CCRG
Closure_Explorer...

Will Parrish

Critical Concern Engineer
Desk: 313-594-2075 / Mobile: [REDACTED]
PDC GC-D26A / Mail Drop #327
E-Mail: wparris1@ford.com

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From: Tuneff, Mark (M.S.)
Sent: Monday, March 02, 2015 3:32 PM
To: Setti, Lokesh (L.); Parrish, Will (W.F.); Adamo, Tony (T.); Ott, David (D.J.); Wickenheiser, Francis (F.J.); Lam, Julie