PE16-008
FORD
8/24/2016
Appendix G
Field Communications
Non Conf - Field Communications

From: Krawczyk, Kevin (R.)
Sent: Monday, July 20, 2015 4:12 PM
To: Kelly, Jim (J.)
Subject: Additional Sealing
Attachments: TSB14-16-NA.pdf

Jim,
After you update the HVAC to the latest level, follow the sealing procedure outlined in this non-North American TSB. This shows the exhaust tip that we are working on releasing. The North American tip will be a complete exhaust system, not just a tip.

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

EXPLORER EXHAUST ODOR IN VEHICLE	TSB 14-16-NA

FORD:
2011-2015 Explorer

This article supersedes TSB 14-04-NA and 14-14-NA to update the service procedure and parts.

ISSUE:
Some 2011-2015 Explorer vehicles may exhibit an exhaust odor in the vehicle while the climate control system is in auto or recirculation mode. This may be more pronounced after hard acceleration, driving in hilly conditions and/or towing a trailer. Customers may indicate the odor smells like sulfur.

NOTE: This procedure should be used only for vehicles which involve a customer complaint of exhaust odor and/or exhaust odor verified through a road test by a Ford trained technician. The odor concern is affected by many factors, including road conditions, driving style, climate, HVAC settings, trailer towing, and the particular customer's sensitivity to odor. Most customers have not complained of this exhaust odor problem. There are trade-offs associated with this TSB procedure, and those trade-offs could lead to complaints of increased noise from exhaust air rush.

ACTION
Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE
1. Remove the rear lip moldings (vehicles built prior to February 1, 2013 only) and remove bumper cover. Refer to Workshop Manual (WSM), Section 501-19.

2. Replace the left side rear air extractor. (Figure 1)

Figure 1 - Article 14-16-NA

Online Publication Date October 31, 2014

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. Apply a slight amount of sealant on the drain valves used in the liftgate drain holes to keep them from coming loose. (Figure 2)

Figure 2 – Article 14-16-NA

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 below)

Figure 3 – Article 14-16-NA

Figure 4 Article – 14-16-NA

Figure 5 – Article 14-16-NA

7. Cover the exhaust system and auxiliary climate control drain to prevent the seam sealer from getting on these parts or clogging the drain during sealer application.

8. Apply a generous amount of Motorcraft Seam Sealer to rear horizontal sheet metal lap joints on left and right sides of the vehicle, and the rear sheet metal overlap flange across the rear of the vehicle. Make sure the sealant has sealed the openings and remove if any excessive sealant applied. (Figures 3-5 above)

9. Spray generous amount of 3M Rubberized Undercoating around auxiliary air conditioning lines and seam sealer areas. (Figure 6)

Figure 6 – Article 14-16-NA

10. Allow seam sealer to dry. (May take up to 20 minutes)

11. Perform a pressure test and confirm there is no leak in the rear side of the vehicle.

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

e. Spray around the following areas:
   - ❖ Under body seams
   - ❖ Underbody rubber grommet (Figure 10)
   - ❖ Rear wheel well seams
   - ❖ Rear tail light seams
   - ❖ Rear deck lid seals
   - ❖ Side panel glass seals
   - ❖ License plate area

f. Air leaks can be identified by the presence of air bubbles.

g. Mark all areas identified to have air leaks. Common areas shown below. (Figure 9-12)

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

h. Turn off A/C

i. Turn off vehicle

j. Clean and dry all areas marked earlier

k. Seal using Motorcraft seam sealer

l. Allow sealant to dry and retest (May take up to 20 minutes)

m. Remove the masking tape used in step (a) of the pressure test

12. Spray Wurth Gravel Throw And Underbody Protection over the sealant applied areas for better appearance. (underbody only)

13. Install rear bumper cover. Refer to WSM, Section 501-19.

14. Install the left hand and right hand rear lip moldings. Refer to WSM, Section 501-08. Vehicles built prior to February 1, 2013 replace the wheel lip molding with revised part.

15. Using a suitable exhaust cutting tool, remove the existing tailpipe/tip 5mm (.19 inches) to the rear of the factory weld as shown. Be careful not to cut or damage the exhaust hanger bracket. (Figure 13-14)

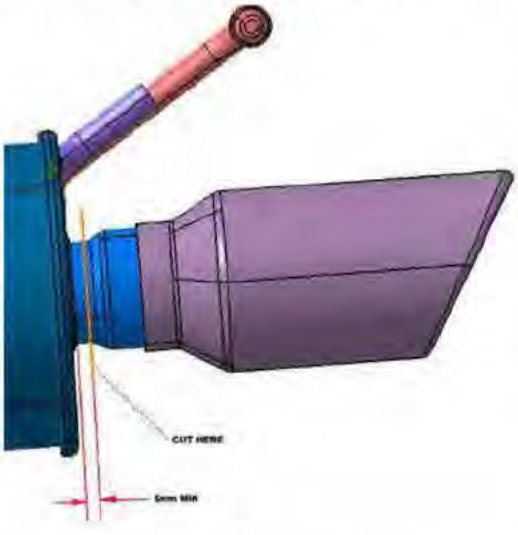


Figure 13 – Article 14-16-NA

Figure 14 – Article 14-16-NA

16. Remove the existing exhaust tip. Grind down enough of the original weld to remove the rest of the exhaust tip that was left over in the muffler. Remove any remaining sharp edges and/or burrs produced during the cutting process. (Figure 15-16).

Figure 15- Article 14-16-NA

Figure 16 – Article 14-16-NA

17. Reinstall the rear exhaust system.

18. Visually inspect the new tip's relative relationship with the rear bumper fascia to resemble the current product. Make sure to check symmetry between the two tips and bumper before tack welding.

19. Install the new exhaust tip, butt up against the muffler, and tack weld into place. (Figure 17-18)

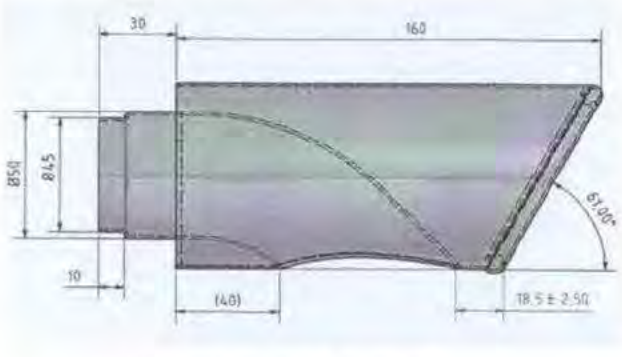


Figure 17 - Article 14-16-NA

Figure 18 – Article 14-16-NA

20. Once the tips are located properly, finish welding around the entire exhaust-tip joint, and grind smooth the weld. **NOTE:** It will be necessary to drop the exhaust hanger on each side to completely weld the entire diameter. Reinstall back the rear exhaust system. (Figures 19-22)

Figure 19 – Article 14-16-NA

Figure 20 – Article 14-16-NA

Figure 21 – Article 14-16-NA

Figure 22 – Article 14-16-NA

Obtain Parts Locally	
Part Number	**Part Name**
08882	3M Rubberized Undercoating
Wurth 0892 075 250	Wurth Gravel Throw And Underbody Protection

PART NUMBER	PART NAME
Obtain locally sourced part	Exhaust Tip (2 required)
BB5Z-61280B62-B	Dual Rate Air Extractor (1 required)
BB5Z-7829164-AA	Wheel Lip Molding Right Hand (Vehicles built prior to February 1, 2013 only)
BB5Z-7829165-AA	Wheel Lip Molding Left Hand (Vehicles built prior to February 1, 2013 only)
4M8Z-54280B62-A	Valve Assembly Auto Drain
TA-2	Motorcraft Seam sealer

OPERATION	DESCRIPTION	TIME
	2011-2015 Explorer: Seal Body Includes Time To Replace Air Extractors, Replace Both Rear Fender Moldings, and Install Liftgate Drain Valves (Do Not Use With Any Other Labor Operations)	1.9 Hrs.
	2011-2015 Explorer: Perform Pressure Test To Identify And Mark Any Further Leak Areas	0.7 Hrs.
	2011-2015 Explorer: Seal Additional Identified Leak Areas (If Any)	0.2 Hrs.
	2011-2015 Explorer: Install New Exhaust Tip	1.8 Hrs.

Dealer Coding

BASIC PART NO.	CONDITION CODE
54280B62	07

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.

From: Steward, Gene (E.A.)
Sent: Wednesday, September 30, 2015 8:40 PM
To: Krawczyk, Kevin (R.)
Subject: Body Sealing Testing and Inspection (Explorer)

Hi Kevin… Below is a job aid reference from the info provided. Also… I'll let you know how we made out with the Explorer at Holman.

Body Sealing Testing and Inspection (Explorer)

Wednesday, September 30, 2015
4:30 PM

Some 2011-2016 Explorer vehicles may exhibit a repeat customer concern of odor inside the vehicle after TSB 14-0130 has been completed. If this is verified, ensure that TSB 14-0130 has been completed correctly, and verify the following:

- Pressure Test Procedure
  1. 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
  2. Start vehicle, set A/C to fresh air mode and set blower speed to max to pressurize the interior.
  3. Close all doors and ensure windows are fully closed.
  4. Use the smoke machine with the open diffusor to deliver smoke to the body seams and seals.
     i. If there is an air leak… the smoke will be disturbed.
     ii. See video for example - **http://www.youtube.com/watch?v=p0dS9deP2kQ**. Start at the 1 minute mark.
     iii. Soapy water in a spray bottle is an alternative, but may not be as effective
  5. Introduce diffused smoke around the following areas:
     i. v Under body seams
     ii. v Underbody rubber grommet
     iii. v Rear wheel well seams
     iv. v Rear tail light seams
     v. v Rear deck lid seals
     vi. v Side panel glass seals
     vii. v License plate area
  6. Air leaks can be identified by localized movement of smoke or the presence of air bubbles if testing with soapy water.
  7. Mark all areas identified to have air leaks.
  8. Turn off A/C
  9. Turn off vehicle
  10. Clean and dry all areas marked earlier
  11. Seal using Motorcraft seam sealer
  12. Allow sealant to dry and retest (May take up to 20 minutes)
  13. Remove the masking tape used in step (a) of the pressure test
- Inspect the air extractors for possible damage or improper sealing.

- Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the opening seal. Ensure that the lift gate plugs are in place in the drain holes.
- Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15. Calibration files may also be obtained at www.motorcraftservice.com.
- Remove the third row seat area interior quarter trim panel pieces. Using tape, proceed to tape over all body holes. Locating holes and push-pin holes can be covered but must be cut to allow penetration by the locating pin or push-pin. Gaffer's tape is recommended. It is not recommended to use electrical tape because the adhesion of this type of tape is not sufficient. Do not seal up air extractor holes. Photos attached.
- Also in the area under the third row seat interior quarter trim panels, seal up any body seams using TA-2 Motorcraft sealant.
-

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

Areas to seal if Pressure Testing, and not having success.

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to m the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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.

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

From: Krawczyk, Kevin (R.)
Sent: Thursday, October 22, 2015 6:53 PM
To: Heater, Robert (R.L.)
Subject: Explorer
Attachments: CheckingForLeaksOnU502.JPG; ISM for repeat exhaust odor after 14-0130_2.docx; OtherCommonLeakAreasOnU502.JPG

Rob,
Take a look at this and let me know if you have any questions.

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

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

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

- **Pressure Test Procedure**
  a) Remove the right and left rear lamp assemblies. See WSM Section 417-01
  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. ❖ 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
  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 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 that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to increase the lift gate to sealing pressure. Also, ensure that the lift gate plugs are in place in the drain holes.
- Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15 on MY11-15 vehicles. No later calibration is currently available for MY16. Calibration files may also be obtained at www.motorcraftservice.com.
- For MY11-15 vehicles install Muffler assembly part # EB5Z-5230-A
- For MY16 vehicles install Muffler assembly part # FB5Z-5230-A

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

From: Krawczyk, Kevin (R.)
Sent: Thursday, October 22, 2015 7:34 PM
To: Murray, Scott (D.)
Subject: Explorer
Attachments: CheckingForLeaksOnU502.JPG; ISM for repeat exhaust odor after 14-0130_2.docx; OtherCommonLeakAreasOnU502.JPG

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

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

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

- **Pressure Test Procedure**
  a) Remove the right and left rear lamp assemblies. See WSM Section 417-01
  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. ❖ 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
  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 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 that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to increase the lift gate to sealing pressure. Also, ensure that the lift gate plugs are in place in the drain holes.
- Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15 on MY11-15 vehicles. No later calibration is currently available for MY16. Calibration files may also be obtained at www.motorcraftservice.com.
- For MY11-15 vehicles install Muffler assembly part # EB5Z-5230-A
- For MY16 vehicles install Muffler assembly part # FB5Z-5230-A

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

From: Krawczyk, Kevin (R.)
Sent: Wednesday, November 04, 2015 2:53 PM
To: Kunze, Erik (E.)
Subject: Explorer
Attachments: ISM for repeat exhaust odor after 14-0130_2.docx; CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG

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

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

- **Pressure Test Procedure**
  a) Remove the right and left rear lamp assemblies. See WSM Section 417-01
  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. ❖ 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
  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 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 that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to increase the lift gate to sealing pressure. Also, ensure that the lift gate plugs are in place in the drain holes.
- Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15 on MY11-15 vehicles. No later calibration is currently available for MY16. Calibration files may also be obtained at www.motorcraftservice.com.
- For MY11-15 vehicles install Muffler assembly part # EB5Z-5230-A
- For MY16 vehicles install Muffler assembly part # FB5Z-5230-B

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

From: Krawczyk, Kevin (R.)
Sent: Thursday, November 05, 2015 6:57 PM
To: Kuffel, Adam (A.B.)
Subject: Explorer
Attachments: CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG; ISM for repeat exhaust odor after 14-0130_2.docx

This ISM is pretty detailed and should be followed closely.

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

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

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

- **Pressure Test Procedure**
  a) Remove the right and left rear lamp assemblies. See WSM Section 417-01
  b) Using masking tape, seal the rear air extractors and areas. You 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. ❖ 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
  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 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 that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to increase the lift gate to sealing pressure. Also, ensure that the lift gate plugs are in place in the drain holes.
- Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15 on MY11-15 vehicles. No later calibration is currently available for MY16. Calibration files may also be obtained at www.motorcraftservice.com.
- For 3.5L TiVCT ONLY MY11-15 vehicles install Muffler assembly part # EB5Z-5230-A
- For 3.5L TiVCT ONLY MY16 vehicles install Muffler assembly part # FB5Z-5230-B

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

From: Krawczyk, Kevin (R.)
Sent: Tuesday, January 26, 2016 5:45 PM
To: Hochgraber, Brent (B.)
Subject: Explorer
Attachments: ISM for repeat exhaust odor after 14-0130_2.docx; Explorer exhaust leak areas.docx; CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG

Bret,
Take a look the attachments and contact me if you have any questions. Make sure the liftgate is as tight as you can make it, check behind the tail lights, and around the wheel lips. Also, make sure the fresh air door is opening when you go to WOT (and hold for 2 seconds). You can usually hear it open, but you can also check the PID with the IDS.

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

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

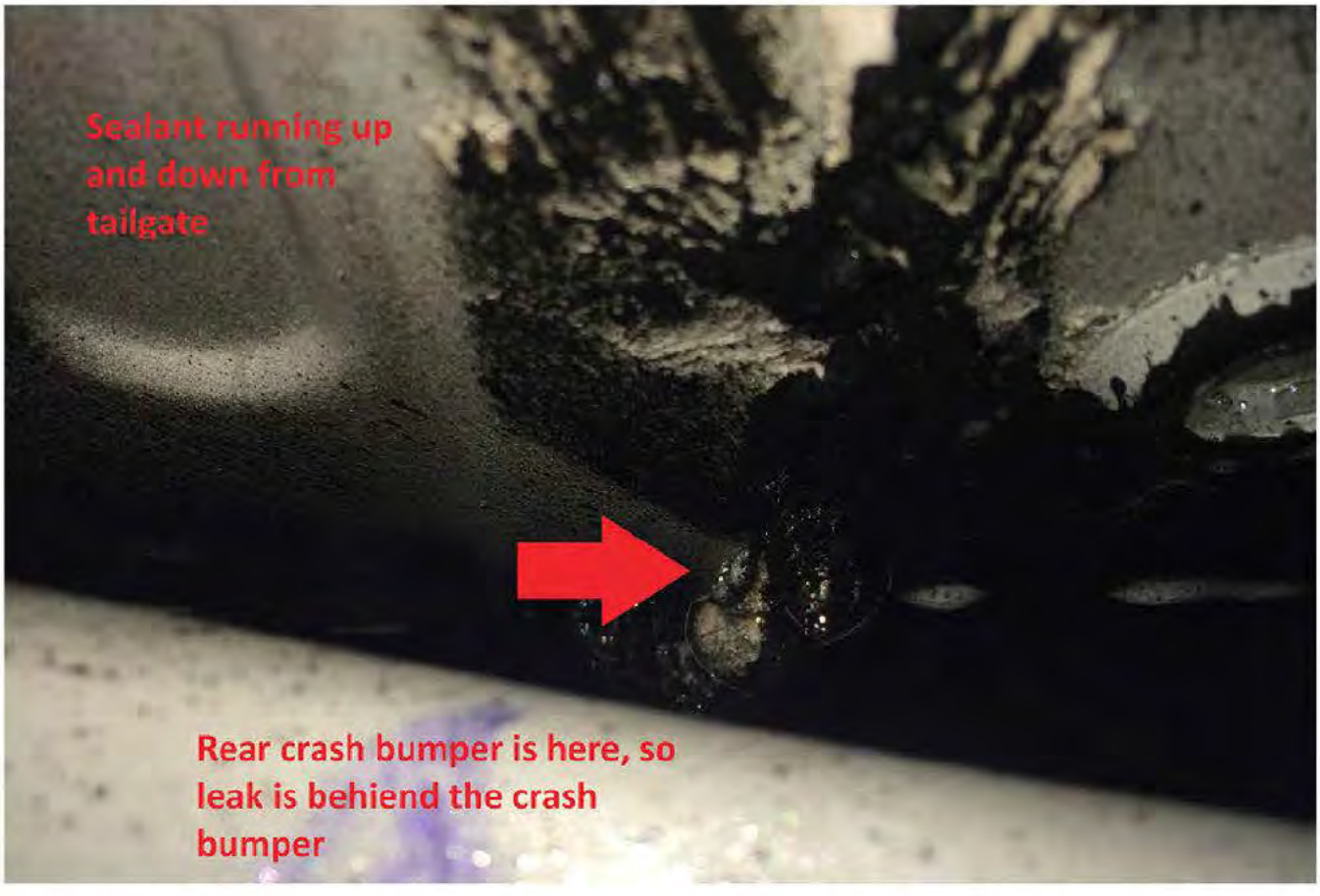
- **Pressure Test Procedure**
  a) Remove the right and left rear lamp assemblies. See WSM Section 417-01
  b) Using masking tape, seal the rear air extractors and areas. You do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed
  c) Start vehicle, set A/C 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. ❖ 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
  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 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 that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to increase the lift gate to sealing pressure. Also, ensure that the lift gate plugs are in place in the drain holes.
- Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15 on MY11-15 vehicles. No later calibration is currently available for MY16. Calibration files may also be obtained at www.motorcraftservice.com.
- For 3.5L TiVCT ONLY MY11-15 vehicles install Muffler assembly part # EB5Z-5230-A
- For 3.5L TiVCT ONLY MY16 vehicles install Muffler assembly part # FB5Z-5230-B

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

Pic 527


Bottom of liftgate seal
Sealant raised too high, causing seal not to sit flush against body and leak

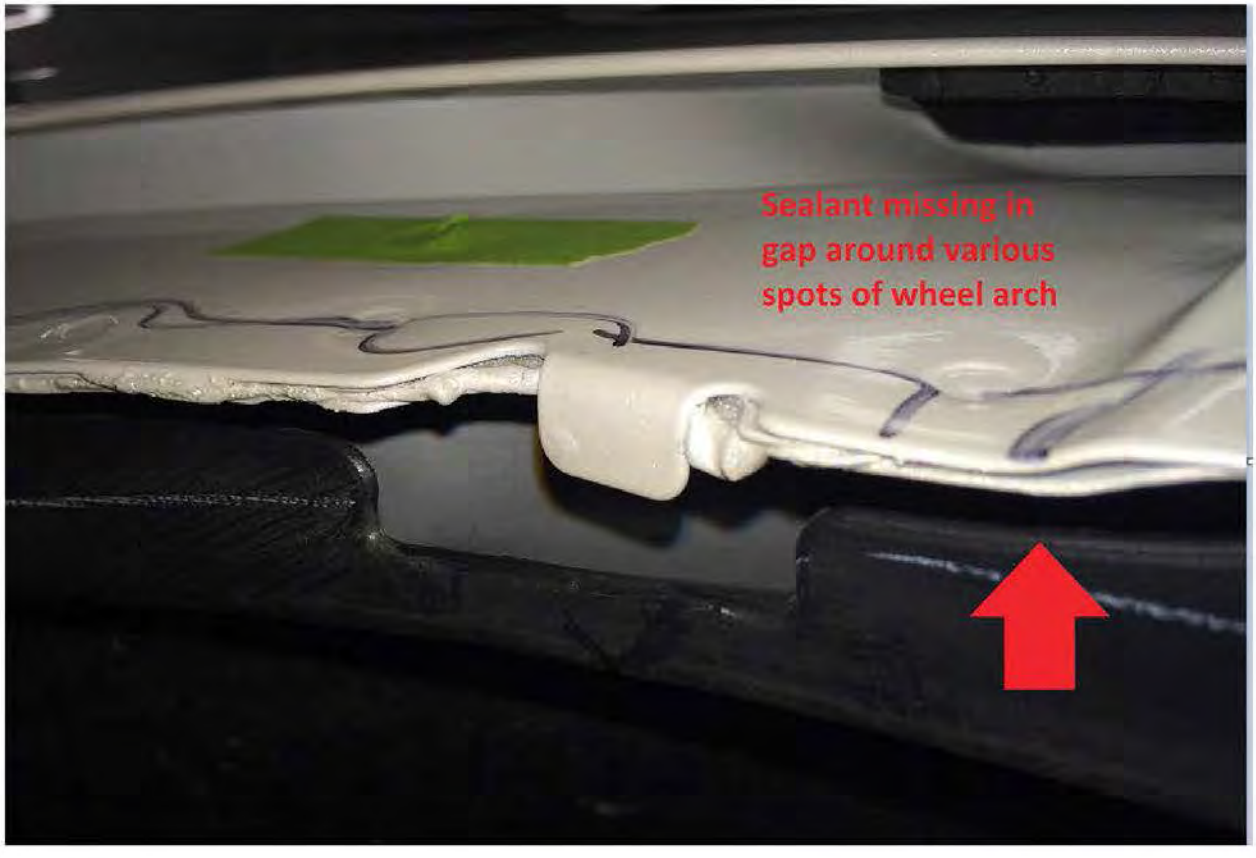
Pic 525


Sealant running up and down from tailgate
Rear crash bumper is here, so leak is behiend the crash bumper

Pic 526

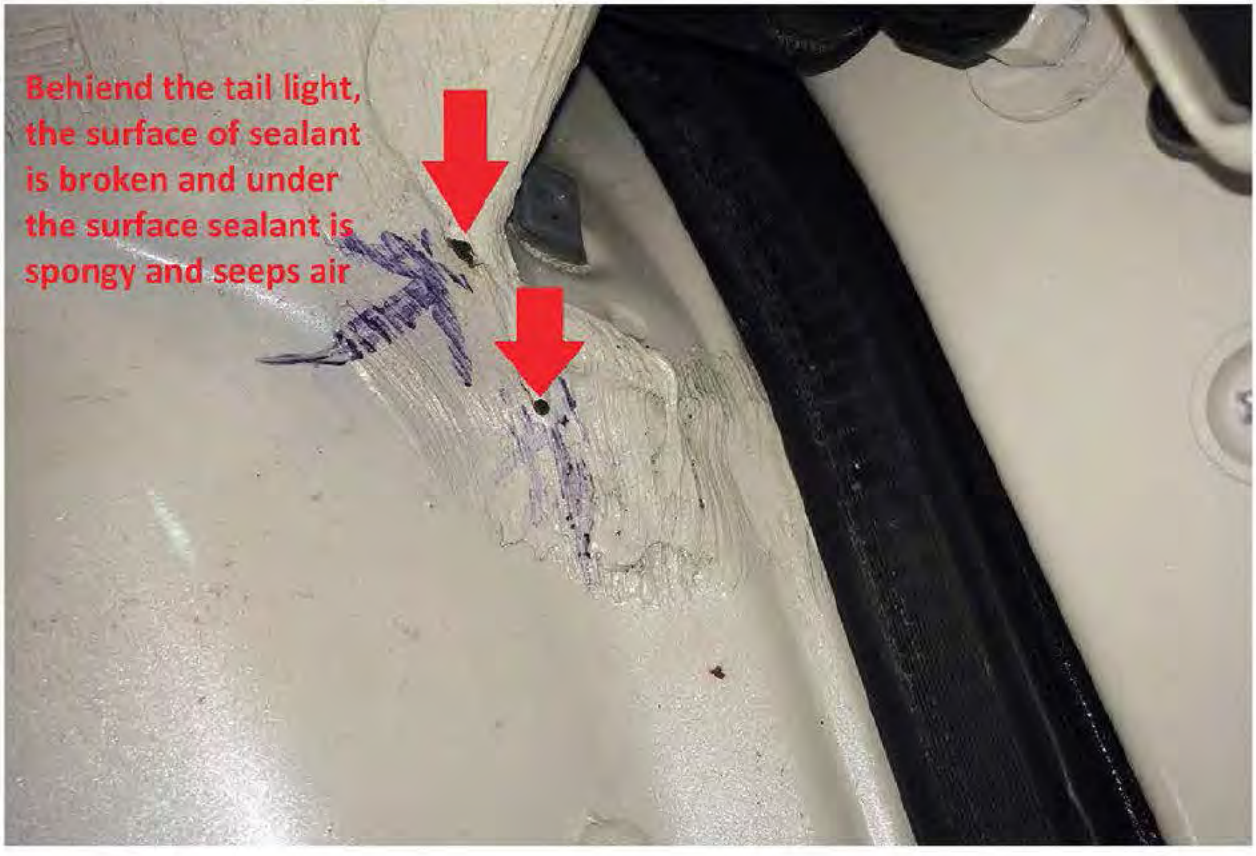

Plugs under tailgate leaking, there are two of these
Rear crash bumper

Rear wheel lip gap is missing sealant in various spots


Sealant missing in
gap around various
spots of wheel arch

Clip that holds the tail light

Leak under plastic bar that holds the bumper


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

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

From: Krawczyk, Kevin (R.)
Sent: Friday, October 02, 2015 1:46 PM
To: Arthurs, Kevin (K.M.)
Subject: Explorer Concern
Attachments: CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG; ISM for repeat exhaust odor after 14-0130 W_Interior Seal.docx; LargeAdditionalInteriorSealingActions.jpg

Kevin,
FYI on the info we talked about.

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

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

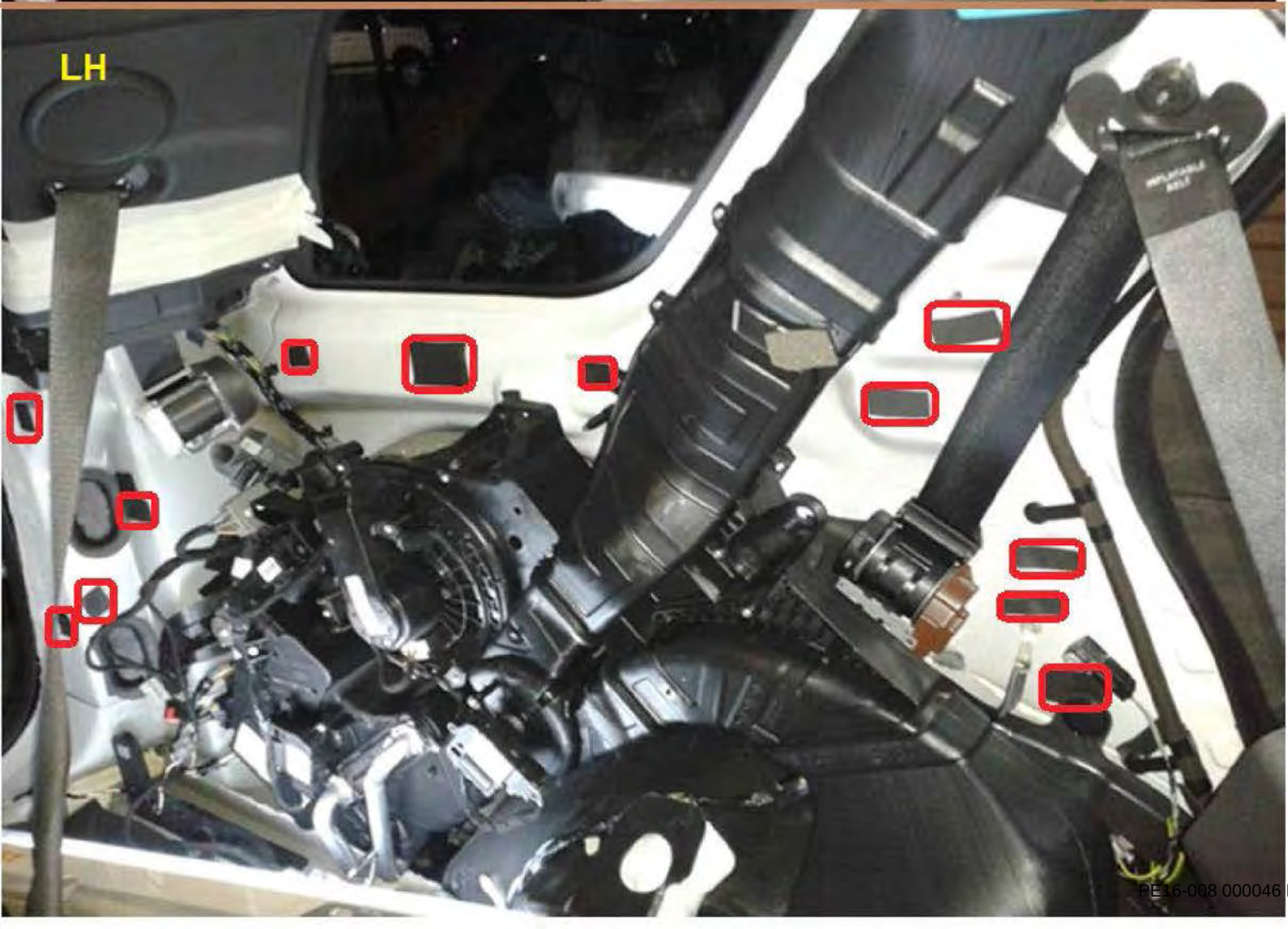
Figure 12 – Article 14-16-NA

Some 2011-2016 Explorer vehicles may exhibit a repeat customer concern of exhaust odor inside the vehicle after TSB 14-0130 has been completed. If this is verified, ensure that TSB 14-0130 has been completed correctly, and verify the following:

- **Pressure Test Procedure**
  a) 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
  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 air leaks.
  e) 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
  f) Air leaks can be identified by the presence of air bubbles.
  g) Mark all areas identified to have air leaks.
  h) Turn off A/C
  i) Turn off vehicle
  j) Clean and dry all areas marked earlier
  k) Seal using Motorcraft seam sealer
  l) Allow sealant to dry and retest (May take up to 20 minutes)
  m) Remove the masking tape used in step (a) of the pressure test
- Inspect the air extractors for possible damage or improper sealing.
- Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. Ensure that the lift gate plugs are in place in the drain holes.
- Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15. Calibration files may also be obtained at www.motorcraftservice.com.
- Remove the third row seat area interior quarter trim panel pieces. Using tape, proceed to tape over all body holes. Locating holes and push-pin holes can be covered but must be cut to allow penetration by the locating pin or push-pin. Gaffer's tape is recommended. It is not recommended to use electrical tape because the adhesion of this type of tape is not sufficient. Do not seal up air extractor holes. Photos attached.
- Also in the area under the third row seat interior quarter trim panels, seal up any body seams using TA-2 Motorcraft sealant.

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.


RH


LH

From: Green, David (D.M.)
Sent: Friday, October 16, 2015 6:06 PM
To: Bartos, Greg (GB.); Carpenter, Joe (J.A.); Castleberry, Brett (B.A.) (bcastleb@ford.com); Fass, Alan (A.L.); Green, David (D.M.); Hochgraber, Brent (B.); Jay, Brian (B.L.); Kindler, Kurt (K.); Kujawa, Brian (B.K.); Kyle, Steven (S.); Latour, Zachary (Z.)
Cc: Barrett, Malcolm (M.C.); Carpenter, Joe (J.A.)
Subject: Explorer exhaust odor info
Attachments: CheckingForLeaksOnU502.JPG; ISM for repeat exhaust odor after 14-0130_2.docx; OtherCommonLeakAreasOnU502.JPG

Team,

Just received this info and figured I would share as I am sure some of you are still dealing with this.

David Green
Ford Motor Company
Field Service Engineer -Dallas Region
Cell (214) 471-4408
Fax (855) 528-6877
Dgree247@ford.com

From: Krawczyk, Kevin (R.)
Sent: Friday, October 16, 2015 12:57 PM
To: Green, David (D.M.)
Cc: Buelow, Steve (S.E.)
Subject: RE: 20158775-Request Saved

David,
Thanks for the information. Attached is some additional information for sealing up the rear on Explorer's. You can call me if you have any questions.
As for the rear air extractors, there is some slight build variation, but these minor variations are not signification.
If you have performed all of the attached and still have an issue, the muffler assembly is in the word doc.

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

From: Green, David (D.M.)
Sent: Friday, October 16, 2015 12:52 PM
To: Buelow, Steve (S.E.); Krawczyk, Kevin (R.)
Subject: FW: 20158775-Request Saved

Steve/Kevin,

Inspected this vehicle yesterday and the request stated to update the two of you with my findings. The TSB had been performed correctly and no body air leaks were found. Updated the passenger side air extractor/vent and used heat to flatten the updated driver's side vent, and verified PCM and HVAC at latest level. The vehicle still had the bumper removed, so a test drive was not performed. The dealer was directed to restore the vehicle and retest to determine if repairs were successful. Do we have any update on the new muffler assembly? Also, are you aware of the parts issues with the updated vents and is anything being done about it?

David Green
Ford Motor Company
Field Service Engineer -Dallas Region
Cell (214) 471-4408
Fax (855) 528-6877
Dgree247@ford.com

From: Fosys, T (T.)
Sent: Friday, October 16, 2015 11:43 AM
To: Green, David (D.M.); Mccarthy, Michael (M.)
Subject: 20158775-Request Saved

This is an auto generated e-mail from Technical Field Operations Assignment Management System, Please do not reply.

Please click **here** to access this request

Additional Comments

Request Details

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

Tracking Number	20158775
Status	Assigned
Currently assigned to	DGREE247
Request Type	Repair Assistance (TAR); Document in GCQIS
Request Source	CRC Technical SME
If Other request source, please explain	
Primary contact	Wendy Grissom-Eisenhauer CSM
Primary contact's phone number	866-631-3788 EXT77748
Primary contact's email address	WGRISSO2@FORD.COM
Technician Name	
Technician certified in relevant speciality	
Dealership Name	TOWN EAST FORD
P&A Code	06192
Facing Region (SDR separate from Contact Regions)	C1 - DALLAS
Geographic Region (SDR combined with Contact Region)	C1 - DALLAS

FCSD Sales Zone	A01
FCSD Technical Zone	T01
VIN	1FM5K7D89FG[redacted]
Vehicle year/model	2015,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV
Vehicle mileage	16,235
Repair Order (R.O) #	302225
Customer Name	[redacted]
Vehicle Down?	No
GCQIS Report #	FQLCY004
TAR Open?	No
CuDL Case #	CAS-7928300-F3D9Z3
Priority	Medium
Request description	4 47 1 39,ENGINE,ODOR,CHEMICAL,INTERMITTENT SMELL. AFTER 14-0130 CRC has received a customer contact for a repeat repair concern with Explorer exhaust odor in the vehicle. Dealer has performed TSB 14-0130 at least once but customer/Dealer states issue still exists. PVT (Buelow, Steve (S.E.) (sbuelow@ford.com)) /CMT (Krawczyk, Kevin (R.) kkrawczy@ford.com) has requested TFOAMS be issued for repeat repair customers to have them contacted for next steps once it has been confirmed that the following items have been followed. Please review TSB 14-0130 with dealer technician to ensure that all steps of TSB have been followed including insuring that HVAC has been calibrated to latest level currently available, both left and right dual rate extractors and lift gate auto drain valves are replaced with latest level parts, ensure that areas where seam sealer is to be applied are cleaned and exhaust and climate control drain are covered, that seam sealer was applied to the horizontal sheet metal lap joints on both left and right side of vehicle and the rear sheet metal overlap flange, and that 3M rubberized undercoating was applied to the areas where seam sealer was applied and the auxiliary a/c lines. Please make sure if the TSB was not followed to note the information in the GCQIS report. Mike McCarthy mmccar80@ford.com ---Updated By--- MMCCAR80--10/15/2015 11:57:13 AM--
GCQIS Comments	10/12/2015 09:27AM EVAN HUGHES MSS - FCSD - TECH SVC HOTLINE; 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 14-0130 ALSO REPLACED POLLEN FILTER FOUND SMALL HOLE IN EXHAUST AND LEAKING EXHAUST FROM BAND CLAMP THIS IS THIRD TIME BACK CAN BARELY SMELL ANYTHING IF YOU SMELL IT LADY CUSTOMER IS PREGNANT AND CAN SMELL EVERYTHING

Parts Replaced: PARTS FOR
TSB

Your Question: 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 TO PRESSURIZE CABIN AND SPRAY WITH SOAPY WATER UNTILL HEAR FROM YOUR SUGGESTIONS

10/12/2015 09:27AM EVAN HUGHES MSS - FCSD - TECH SVC HOTLINE;
Joseph, In regards of the mildew smell, we recommend inspecting the
HVAC case drain. If the case drain is kinked or contained condensation
will be able to be stored in the HVAC case. If the drain is
restricted, clear the drain with compressed air. Also, inspect the
cabin air filter. If the vehicle has been sprayed with deodorizer or
air fresheners, their scents may 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-14-0130. 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 all of the leaking areas.
Then use the Motorcraft seam sealer TA-2. Allow the sealant to dry and
then repeat the procedure above to confirm the leaks are no longer
presence. Remove the masking tape. Inspect the air extractors for
possible damage or improper sealing. Additionally, inspect for body
damage or repairs that can contribute to a leak. 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. Confirm the liftgate seal is free of
damage and has a proper contact patter. This can be confirmed by using
spray chalk. Lastly, confirm the HVAC module is at its latest
calibration and re-evaluate the concern.

10/12/2015 09:27AM EVAN HUGHES MSS - FCSD - TECH SVC HOTLINE;
Article ISM 1507013 SOME 2011-2015 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.

10/16/2015 12:42PM DAVID GREEN (FSE) MSS - FCSD - REG DALLAS-HOUST;
Initial Contact Date : 15-Oct-2015
Person Contacted : Anthony Dimola
Dealership Visit Planned on : 15-Oct-2015

FSE Comments	Visited dealer 10/15 to inspect the vehicle. Repairs were advised. ---Updated By---DGREE247--10/16/2015 11:43:19 AM--
Initial Contact Date	15-Oct-2015
Person Contacted	Anthony Dimola
Dealership visit planned?	Yes
Visit date, if planned	15-Oct-2015
Did Visit Occur?	Yes
Concern Summary for Technical Assistance Contact Report	
Inspection Comments for Technical Assistance Contact Report	
Primary Root cause for Technical Assistance Contact Report	
Other Root Causes	
Please explain if "Other" is root cause	
Recommendation for Technical Assistance Contact Report	
Missing tools/equipment(if identified)	
Missing tools/equipment ordered during visit?	
Total hours spent on request	4.0
Created by	MMCCAR80
Created date	15-Oct-2015 11:57:14 AM EST
Last Revised by	DGREE247
Last revised date	16-Oct-2015 00:43:19 PM EST

This e-mail notification has been generated by: DGREE247
Thank you..

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

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

- **Pressure Test Procedure**
  a) Remove the right and left rear lamp assemblies. See WSM Section 417-01
  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. ❖ 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
  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 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 that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to increase the lift gate to sealing pressure. Also, ensure that the lift gate plugs are in place in the drain holes.
- Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15 on MY11-15 vehicles. No later calibration is currently available for MY16. Calibration files may also be obtained at www.motorcraftservice.com.
- For MY11-15 vehicles install Muffler assembly part # EB5Z-5230-A
- For MY16 vehicles install Muffler assembly part # FB5Z-5230-A

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

From: Green, David (D.M.)
Sent: Thursday, September 24, 2015 9:45 PM
To: Krawczyk, Kevin (R.)
Subject: Explorer exhaust odor

Kevin,

Back in July you hosted a WebEx meeting to update us on the exhaust odor issue. You had said that there was an updated muffler/tip assembly to be released in the future. Just wondering if there is any time frame on that part yet, or if you have a part number.

Thanks,

David Green
Ford Motor Company
Field Service Engineer -Dallas Region
Cell [redacted]
Fax (855) 528-6877
Dgree247@ford.com

From: Krawczyk, Kevin (R.)
Sent: Friday, August 21, 2015 7:08 PM
To: West, Devin (D.)
Subject: Explorer info
Attachments: ISM for repeat exhaust odor after 14-0130.docx; CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG

Devin,
Please see attached.

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

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

- **Pressure Test Procedure**
  a) 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
  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 air leaks.
  e) 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
  f) Air leaks can be identified by the presence of air bubbles.
  g) Mark all areas identified to have air leaks.
  h) Turn off A/C
  i) Turn off vehicle
  j) Clean and dry all areas marked earlier
  k) Seal using Motorcraft seam sealer
  l) Allow sealant to dry and retest (May take up to 20 minutes)
  m) Remove the masking tape used in step (a) of the pressure test
- Inspect the air extractors for possible damage or improper sealing.
- Inspect for evidence of body repairs and ensure that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- 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.
- Using the IDS service tool enter Module Programming and attempt to reflash the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available may be available if TSB 14-0130 was completed before 7/7/15. Calibration files may also be obtained at www.motorcraftservice.com.

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

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

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

From: Krawczyk, Kevin (R.)
Sent: Thursday, February 26, 2015 9:13 PM
To: Beran, Brian (B.L.)
Subject: Explorer Odor
Attachments: CheckingForLeaksOnU502.JPG; OtherCommonLeakAreasOnU502.JPG; tsb14-0130.pdf

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

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

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

Contact me if you need any additional help.

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

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

EXHAUST ODOR IN VEHICLE	TSB 14-0130

FORD:

2011-2015 Explorer

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

ISSUE

Some 2011-2015 Explorer vehicles may exhibit an exhaust odor in the vehicle with the auxiliary climate control system on. Customers may indicate the odor smells like sulfur.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

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

Figure 1 - Article 14-0130

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

Figure 2 - Article 14-0130

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

Figure 3 - Article 14-0130

Figure 4 - Article 14-0130

Figure 5 - Article 14-0130

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

Figure 6 - Article 14-0130

13. Install the rear exhaust system.

Obtain Parts Locally	
Part Number	Part Description

(Continued)

08882	3M™ Rubberized Undercoating

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

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

WARRANTY STATUS:
Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
61280B62	07

From: Krawczyk, Kevin (R.)
Sent: Wednesday, October 21, 2015 12:10 PM
To: Christoff, Donald (D.A.)
Subject: Explorer
Attachments: CheckingForLeaksOnU502.JPG; ISM for repeat exhaust odor after 14-0130_2.docx; OtherCommonLeakAreasOnU502.JPG

Take a look at this and call me if you have any questions.

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

Pressure Test Procedure

a. Using masking tape, seal the rear air extractors and areas marked in red. Do not need to mask the rear lip molding for vehicle that do not have the rear lip molding removed (Figure 7-8)

Figure 7 – Article 14-16-NA

Figure 8 – Article 14-16-NA

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 air leaks.

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

- **Pressure Test Procedure**
  a) Remove the right and left rear lamp assemblies. See WSM Section 417-01
  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. ❖ 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
  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 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 that there are no missing or poorly seated body plugs in the floor pan or engine compartment bulkhead.
- Inspect the lift gate seal for damage and proper fit/contact pattern. Adjusting the rear lift gate striker so that the rear hatch seals tighter to the lift gate seal is important. This can be done by loosening the striker and moving it to increase the lift gate to sealing pressure. Also, ensure that the lift gate plugs are in place in the drain holes.
- Using the IDS service tool enter Module Programming and attempt to reprogram the HVAC module to the latest calibration, making sure that the IDS is connected to the internet. A later HVAC calibration may be available if TSB 14-0130 was completed before 7/7/15 on MY11-15 vehicles. No later calibration is currently available for MY16. Calibration files may also be obtained at www.motorcraftservice.com.
- For MY11-15 vehicles install Muffler assembly part # EB5Z-5230-A
- For MY16 vehicles install Muffler assembly part # FB5Z-5230-A

Note: Selecting Fresh Air HVAC mode will increase cabin pressures which may assist with diagnostics and can help to reduce the overall concern. This can be done by picking panel mode on the HVAC control unit, deselecting the recirculation mode button, and increasing the blower speed.

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

From: Yurowski, Daniel (D.E.)
Sent: Thursday, February 19, 2015 4:57 PM
To: Krawczyk, Kevin (R.)
Cc: Johnson, Jim (J.S.); Hernandez-Bright, Erika (E.)
Subject: FW: 20139560-Request has been assigned to DYUROWSK
Attachments: weislederexplorerrearacleaks 001.JPG; weislederexplorerrearacleaks 002.JPG; OtherCommonLeakAreasOnU502.JPG; OtherCommonLeakAreasOnU502.JPG; tgateweisleder021915 001.JPG

Kevin,

We sealed up the blow out vents and found air leaking out of the rear a/c through the floor. We then found air coming from the rear frame rails. The biggest air leak we found was from the t/gate. We will seal the rear frame rails for leaks and have the t/gate adjusted inward. Currently the t/gate does not pass the paper test.

Jim,

Please let me know if you and your team has any other advice to give me for this concern.

Dan Yurowski
Field Service Engineer
New York Region
Ford Customer Service Division
1 International Blvd., Suite 1101
Mahwah, N.J. 07495
(732)685-1323 dyurowsk@ford.com
Toll Free Mailfax (866)753-4366

From: tfosys@ford.com [mailto:tfosys@ford.com]
Sent: Tuesday, February 17, 2015 6:32 PM
To: Todisco, Ronald (R.J.); Mitchell, Patrick (P.J.); Yurowski, Daniel (D.E.)
Subject: 20139560-Request has been assigned to DYUROWSK

This is an auto generated e-mail from Technical Field Operations Assignment Management System, Please do not reply

Please click **here** to access this request

Additional Comments

Request Details

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

Tracking Number	20139560

Status	Assigned
Currently assigned to	DYUROWSK
Request Type	Repair Assistance (TAR); Document in GCQIS
Request Source	CRC Technical SME
If Other request source, please explain	
Primary contact	ROBERT BOROZNY
Primary contact's phone number	000-000-0000
Primary contact's email address	
Technician Name	
Technician certified in relevant speciality	N/A
Dealership Name	WEISLEDER FORD
P&A Code	10432
Facing Region (SDR separate from Contact Regions)	N1 - NEW YORK
Geographic Region (SDR combined with Contact Region)	N1 - NEW YORK
FCSD Sales Zone	A06
FCSD Technical Zone	T02
VIN	1FM5K8D84FG[redacted]
Vehicle year/model	2015 Explorer
Vehicle mileage	4,600
Repair Order (R.O) #	29043
Customer Name	[redacted]
Vehicle Down?	No
GCQIS Report #	FABAP017
TAR Open?	No
CuDL Case #	CAS-5836930-T8Z8C8
Priority	Medium
Request description	Field assistance request being opened for on going exhau Concern can be duplicated outside of the criteria for TSB TSB has been performed twice (2nd time per Hotline rec and still have the concenr. Can be smelled even on fresh fan on higher speed setting. Dealer can easily duplicate t requested to get to EH team at Hotline but is unclear why handled by them. This is the 4th time in for this concern dealers. Reason for escalation is for exhaust odor concer criteria. Vehicle is at dealer currently. 4 47 1 02,ENGINE,ODOR,CHEMICAL,ALWAYS Exhaust Oc --PMITCH22--02/17/2015 05:09:33 PM--
GCQIS Comments	01/02/2015 4:46PM BRIAN BREISACHER MSS - FCS HOTLINE; Web Form Data - Concern: exhaust type odor detected when accelerating. sometimes detected when slowing down as well. Diagnostics: tsb 14-0130 already performed. customer st no change experienced one repair was made. Parts replaced: parts listed in tsb 14-0130. rear air extractors. wheel lip moldi drains installed and hvac module reprogrammed.

Tech Question: Any
further concerns seen with these vehicles that the above t
correcting?

01/02/2015 4:46PM BRIAN BREISACHER MSS - FCS
HOTLINE;
Robert, When an exhaust odor concern remains after per
14-0130, it is recommended to review the TSB and inspe
to ensure all steps of the TSB have been performed corre
TSB has been performed correctly, please inspect the fol
-Verify proper body sealing per section 501-00 of the onl
manual. -Inspect the air extractors for damage and impro
-Inspect the steering column shaft boot seal. -Inspect for
body repairs and ensure that there are no missing or poor
body plugs in the floor pan or bulkhead. -Inspect the liftg
for damage and proper fit/contact pattern, and ensure the
plugs are in place in the drain holes. -Use the Rotunda 13
Detector (or equivalent) to locate leak points and seal op
Please note that setting the HVAC to fresh air mode will
the interior of the vehicle which can aid with diagnostics
reduce the overall concern. If the TSB has been performe
and no issues have been identified with the recommended
no further repairs are recommended at this time as this co
currently under investigation. Please monitor OASIS for

01/02/2015 4:46PM BRIAN BREISACHER MSS - FCS
HOTLINE;
Article ISM 1307010 2011-2015 EXPLORER - EXHAU
VEHICLE AFTER
TSB 14-0130

01/02/2015 4:49PM T ECHHOT MSS - FCSD - QSFS;
if all of the above items check out and pass inspection, is
release vehicle to customer who has a concern about the
he is detecting inside vehicle and is also claiming that it
feel ill?

01/02/2015 5:09PM SIDHARTHA RAINA MSS - FCSD
HOTLINE;
Robert, Thank you for the additional information. It is re
perform the checks outlined in previous Hotline recomm
(you/service manager/shop foreman) test drive the vehicl
customer to determine whether the concern has been alle
customer still feels ill. If the concern is resolved, release
vehicle. If the concern is still present, it will be necessary
contact the office of general council (OGC) so the case c
reviewed. U.S. Dealerships should complete a dealer/f
OGC review found on fmcdealer.com > parts & serv
customer
satisfaction link. Note: The Technical Service Hotline wi
able to provide further assistance with this issue until afte

OGC/product liability department review.

01/02/2015 5:09PM SIDHARTHA RAINA MSS - FCSD
HOTLINE;
Article ISM 1207003 REPORTED FIRE, ACCIDENT, I
PROPERTY DAMAGE
&/OR BURN HAS OCCURRED DUE TO AN ALLEGI
DEFECT Consulted
Kevin Martin. He advised to perform checks then drive t
the customer. If the concern is still present, contact OGC

01/05/2015 10:18AM DAN YUROWSKI (FSE) MSS - F
BOSTON;
I SPOKE TO ENGINEERING ON THIS CONCERN AN
FOUND OUT THAT A
HVAC REFLASH WILL BE COMMING OUT IN LAT
UNTIL THIS REFLASH
IS RELEASED THERE IS NO OTHER REPAIRS AVA
THE DEALERSHIP
CAN PERFORM AT THIS TIME.

01/09/2015 09:34AM BRIAN BREISACHER MSS - FC
HOTLINE;
OUTBOUND CALL TO ROBERT BOROZNY. INFOR
TO NOT PERFORM ANY
ADDITIONAL REPAIRS FOR THE EXHAUST ODOR
NO ISSUES HAVE BEEN
IDENTIFIED WITH THE PREVIOUS HOTLINE
RECOMMENDATIONS. ADVISED THAT
THERE IS AN HVAC MODULE UPDATE TO ADDRE
ODOR CONCERNS THAT
IS GOING TO BE RELEASED WITHIN SEVERAL M

01/09/2015 09:34AM BRIAN BREISACHER MSS - FC
HOTLINE;
ODOMETER 3740 CHANGED TO 3740 M BY BBREI

02/11/2015 1:49PM STEPHEN MASSEY MSS - FCSD
HOTLINE;
Web Form Data
Description of Vehicle Concern: While driving, vehicle
is filling with hydro carbons and intermittanly there will
cat exhaust smell that fills the entire car. While driving w
odor, cutomer and technician both get a bad taste in their
headaches.

Please list any diagnostics already performed: Test
drive vehicle with a borrowed hydro carbon detector. Fou
rises to dangerous level and the CO detector will begin to
levels are dangerous. The detector rises to over 100 parts
million.

Parts Replaced: TSB # 14-0130 has been performed at another dealer.

Your Question: I borrowed a CO detector from a volunteer first aid squad to confirm condition. Customer access to CO detector at his work. We have both verifed He has a video and I have seen it personally. I went for a test drive with customer and the smell occured a few tim began to get a bad taste in my mouth and a headache eve was no smell. This condition occurs on all types of raods without traffic infront of vehicle, with the HVAC on and some type of fumes entering the vehicle. Vehicle has nev accident and there are no aftermarket accessories on vehi the second dealer the customer is trying and has been at t dealer numerous times for the same concern. When comp identical Explorer, these concerns do not happen. I need I should do with the vehicle at this time.

02/11/2015 1:49PM STEPHEN MASSEY MSS - FCSD HOTLINE;
Jason, When you have a concern alleging injury has occu alleged product defect, pursuant to the Warranty and Poli repairs should be performed. See below:

-**U.S.**
Dealerships should complete a **Dealer/Fleet Request fo Review** found on FMCDealer.com - Parts & Service Tab Satisfaction link.

NOTE: The Technical Service
Hotline will not be able to provide further assistance with until after the OGC review.

02/11/2015 1:49PM STEPHEN MASSEY MSS - FCSD HOTLINE;
Consulted EH Team Member Tyler Shomaker

02/11/2015 3:50PM T ECHHOT MSS - FCSD - QSFS;
This is the Service Director, Ted Nagel. I am reviewing t form. There is no alleged incident involved here. There is accident, fire, injury or medical attention being sought at point. So, how would you like this part of the OGC reque There is no police report nor is there any Insurance info i are simply looking for assistance with a problem in the ca are able to confirm. How would you like me to proceed? was referred to us by CSM Erika Hernandez with Ford at dealer was unable to confirm the concern. Thank you.

02/12/2015 08:55AM BRADLEY SHICK MSS - FCSD HOTLINE;

Jason, As the customer has alleged that they are having h
to the concern, this would indicate that an injury has occu
filling out the OGC Request form, mark injury and then
details that were described in the first contact to the Ford
Assistance Center. Mark any other questions as necessary
Review for this concern has been completed, the Ford Te
Assistance Center will not be able to provide diagnostics
review has been completed and you have indicated that C
diagnostics on the vehicle, we will then be able to provid
diagnostics needed to resolve the concern.

02/12/2015 09:15AM T ECHHOT MSS - FCSD - QSFS
I contacted Erika Hernandez with Ford again. That vehic
to OGC during a previous visit to another dealer for the s
At that time, OGC referred it back to Hotline. The contac
time was Fred with Seabreeze Ford. It is the same concer
time. Can you please review the previous contacts for thi
really am not looking to re-do what has already been don
to be short, but this debate is not progressing the problem
review previous contacts and advise. I will forward all of
to CSM Erika Hernandez. As I stated previously, no med
has been sought. Not this time nor at the previous visit to
dealer. Perhaps that is why OGC bounced it before?

02/12/2015 10:40AM WILLIAM NEWTON MSS - FCS
HOTLINE;
Ted, The Ford Technical Support Center has reviewed yo
has determined that it is necessary to discuss this matter
over the telephone. You will be contacted shortly by a re
Thank you for your patience.

02/12/2015 11:34AM WILLIAM NEWTON MSS - FCS
HOTLINE;
Made OBC to the dealer and spoke with Ted Nagel abou
concern with this vehicle. He stated that this vehicle seem
than others with similar odors and you get an actual bad t
mouth after being in the vehicle.

Ted also stated they are very
familiar with this type of issue with the Explorer's and th
yet actually began inspecting the vehicle. They wanted to
Hotline before getting going with it.

02/12/2015 11:34AM WILLIAM NEWTON MSS - FCS
HOTLINE;
Ted, It is important to determine if the odor is strictly con
the exhaust or if there are any fluid leaks from the power
are contributing to the odor. Therefore, it is recommende
for any fuel, oil or PTU leaks and repair any found. A lea
power train can allow odors to be pulled through the fres
when it is cycled open for fresh air mode. If no fluid leak

found, please then refer back to <a
href='http://www.fordtechservice.dealerconnection.com/
/frames.asp?content=DisplayTSB.aspx&tsb=14-
0130&market=US&language=EN&
VIN=&LINKSOURCE=OASISRESULT' target='_blank
and
verify that all steps were correctly completed. The HVA
confirmed to be up to date by starting a vehicle session, s
Module programming from the toolbox menu and then se
module from the module reprogramming list. If there is a
available, the IDS will show that there is an updated calib
no updates are available, the IDS will then state that no fi
updates are available. If the HVAC module is up to the la
level, when checked with an IDS at the latest level (94.0
then recommended to move on to the other steps of the T
the body vent was replaced and all seam sealer applied in
locations. If any issues are found with how the seam seal
applied, it is recommended to apply the seam sealer again
and then continue to re-evaluate. Please also note that it i
important to have the rear HVAC system turned on in ord
updated HVAC module strategy to be in effect and help r
exhaust odor. If the vehicle owner still feels un-satisfied
vehicle, please advise them that Engineering is still looki
this vehicle concern, but at this time there is no ETA for
updates. Also, if the vehicle owner is not satified with the
at that point, it is recommended to refer them back to the
is because perfroming the current TSB is the only availab
information at this time.

02/16/2015 1:29PM T ECHHOT MSS - FCSD - QSFS;
Performed TSB #14-0130 again. It appears that it was do
but I performed it again. All areas where throughly sealed
areas where properly sprayed with the suggested underbo
fender body pieces where installed. New drain valves wh
I ensured the HVAC module was at the latest version wh
HVAC was turned on. No fluid leaks where found anywh
vehicle or in the engine compartment. Close inspection o
no signs of leaks. I drove the vehicle and it still has an in
smell t. I did not have a CO tester with me at this time bu
by the way I felt on an extended test drive, there is still ex
CO present. I will release the vehicle and supply the cust
information given as whom to contact if he is still unsatis

02/16/2015 1:54PM JEFFREY KERN MSS - FCSD - TE
HOTLINE;
Jason, Thank you for the update that there were no PTU
If the exhaust has also been pressure testing using regula
(5 PSI) at the tail pipe and spraying the suspected areas w
water, it is recommended to continue to monitor OASIS
an update to resolve this concern coming out shortly.

FSE Comments	
Initial Contact Date	
Person Contacted	
Dealership visit planned?	
Visit date, if planned	
Did Visit Occur?	
Concern Summary for Technical Assistance Contact Report	
Inspection Comments for Technical Assistance Contact Report	
Primary Root cause for Technical Assistance Contact Report	
Other Root Causes	
Please explain if "Other" is root cause	
Recommendation for Technical Assistance Contact Report	
Missing tools/equipment(if identified)	
Missing tools/equipment ordered during visit?	
Total hours spent on request	0.0
Created by	PMITCH22
Created date	02/17/2015 05:09:33 PM EST
Last Revised by	RTODISCO
Last revised date	02/17/2015 06:31:39 PM EST

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

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

Figure 9 – Article 14-16-NA

Figure 10 – Article 14-16-NA

Figure 11 – Article 14-16-NA

Figure 12 – Article 14-16-NA

From: Keinath, Wayne (W.)
Sent: Monday, June 27, 2016 1:59 PM
To: Taylor, James (J.D.)
Subject: FW: Ford Explorer 2015 XLT
Attachments: tsb14-0130 Exhaust odor.pdf

Hi Jim,

Attached is the latest TSB for exhaust odor. I would ask your caretaker if the dealer reprogramed their climate control system. Looking at the claim report (below), I can't tell if that was done or not.

Note: All costs are in US dollars
Model Year = 2015; **Claim Key** = 5541413

Vehicle Information

Model Year: 2015
Market Derived: F - FORD
Body/Cab Type: T/WD - 4 DOOR WAGON
Version/Series: T/EF-FORD SERIES
Drive Type: T/F-4 WHL L/H FULL TIME DRIVE
Vehicle Line: T/UB-EXPLORER [11-17]
Warranty Start Date: 15-JUL-2015
Production Date: 21-NOV-2014
VIN: 1FM5K8D8XFG[redacted]

Claim Information

Document Number: 319366A
Repair Date: 03-JUN-2016
Distance: 10105
TIS: 11
FCC Auth: 1
AWS Load Date: 15-JUN-2016

Dealer Information

Dealer Name: BRONDES FORD LINCOLN
Dealer Code: 04331 - *
Address: 1511 REYNOLDS ROAD
City: MAUMEE
State: OH Zip Code:43537
Country: USA Region Code: NA
Phone: (419)887-1511

Expense Information

Customer Paid Amount:	.00
Deductible Amount:	.00
Dealer Paid Amount:	.00
Labor Cost:	181.74
Misc. Expense Amount:	.00
Part Markup Amount:	66.37
Material Cost:	232.27
Total Cost Gross:	414.01

Cust. Concern Code: R30 - OTHER WIND NOISE TROUBLES (TURBULENCE)
Condition Code: 07 - IMPROPERLY ADJUSTED/FITS POORLY
Technician Comment: PERFORMED CHECK OUT COULD NOT DUPLICATE CONCERN ON TEST DRIV E, RAN TSB`S FOUND APPLICABLE TSB FOR INSTALLING VALVES AND A NEW VENT. CUSTOMER RETURNED ON 6/10 TO INSTALL ordered parts and we nstalled all parts except one deck;id v ent because it did not come in. customer returned on 6/15 to install remaiuning vent and then went on test drive with cu stomer and could