

From: Harrison, Craig (C.A.) <CHARRI19@ford.com>
Sent: Tuesday, April 7, 2015 9:59 AM
To: Harrison, Craig (C.A.) <charri19@ford.com>
Subject: Conklin Explorer Exhaust Inspect CQIS Report#DHED5004

Attachments : 0

Report# : DHED5004 NHL Received:08/05/2013
CCRG/EPRC: Reviewed Status: Date:
Vehicle: 2013,EXPLORER 4X4 (U502) ,LIMITED,4 DOOR ,MPV ,1FM5K8F87DGB [REDACTED] Build Date:
08/19/2012
Odometer : 22,487 M Engine: 3.5L CYCLO Calibration: DUB1SN0A
Transmission: 6F55 Axle: A/C: YES
Dealer: USA 05093 Conklin Cars Newton Phone#: 316-283-3450
City: Newton State: Kansas Country : USA
Originator: BOB ZIEGLER
Symptom: 8 89 5 39 SAFE/SEC,SMOKE/ODOR,EXHAUST,INTERMITTENT
Status:
VFG: V99 ALL OTHER
Additional Symptom: EXHAUST ODOR IN VEHICLE
Fix: Causal Component :
Condition Code:

Hotliner: DRIDOLF2 Phone: Regn Cd: M4 Central

Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T

DTCs:
KOEO:
KOEC:
KOER:

Comments :

REPAIR 08/05/2013 01:20PM

WEB FORM DATA - CONCERN: EXHAUST SMELL IN THE VEHICLE DURING HARD ACCERLERATION. DIAGNOSTICS: CHECKED EXHAUST SYSTEM FOR LEAKS. FIXED OPS DIRECTOR RODE WITH CUSTOMER AND COULD SMELL A HEAT SMELL THROUGH THE A/C VENTS WHEN ON NORMAL A/C. SWITCHED TO MAX A/C AND WAS UNABLE TO SMELL IT. PARTS REPLACED: NONE TECH QUESTION: ANY KNOWN CONCERNS FOR THIS ISSUE.

RECOMM 08/05/2013 01:20PM

BOB, LOOKING AT THE WARRANTY HISTORY FOR THE VEHICLE, IT DOES NOT APPEAR THAT TSB 12-12-4 <HTTP://WWW.FORDTECHSERVICE.DEALERCONNECTION.COM/VDIRS/SPUBS/ANUM Q.ASP? FLAVOR=DEALERS&SZARTICLE=12-12-4> HAS BEEN PERFORMED. RECOMMEND PERFORMING THIS TSB TO RESOLVE THE CONCERN. TSB 12-12-04 2011-2013 - EXPLORER EXHAUST ODOR IN VEHICLE REPAIR 08/21/2013 05:37PM DAVID ROWE MSS - FCSD - TECH SVC HOTLINE

HAVE PERFORMED THIS TSB 12-12-4 AND HAS HAD NO EFFECT ON EXHAUST ODOR THAT SMELLS LIKE CATALYTIC CONVERTER SULFER SMELL. NO DRIVABILITY CONCERNS ARE PRESENT AND FUEL SYSTEM IS OPERATING NORMAL. CAN THE CONVERTERS BE CAUSING THIS CONCERN AND WE NEED TO KNOW IF ANYTHING ELSE NEEDS TO BE DONE BEFORE ATTEMPTING CATALYTIC

CONVERTER REPLACEMENT?

RECOMM 08/21/2013 05:37PM DAVID ROWE MSS - FCSD - TECH SVC HOTLINE

BOB, IT APPEARS THAT THE CATALYTIC CONVERTER WAS REPLACED WHEN THE TSB WAS PERFORMED. PLEASE NOTE THAT DUE TO THE HIGHLY ACTIVE STATE OF A NEW CATALYTIC CONVERTER, THEY ARE LIKELY TO HAVE A SULFUR SMELL FOR THE FIRST 5000-10000 MILES. IF THE CAT WAS REPLACED, IT IS NOT RECOMMENDED TO REPLACE IT AGAIN AS THIS MAY MAKE THE CONCERN WORSE. IT IS NOTED THAT THE EXHAUST WAS CHECKED FOR LEAKS, HOWEVER, IF NOT ALREADY DONE SO, RECOMMEND SMOKE TESTING THE EXHAUST TO ENSURE A LEAK IS NOT PRESENT. ALSO, THE EXHAUST CAN BE PRESSURIZED AND SOAPY WATER SPRAYED IN AN ATTEMPT TO FIND A LEAK. IF A LEAK IS NOT PRESENT, VERIFY THAT ALL BODY PLUGS ARE SECURED PROPERLY. RECOMMEND INSPECTING THE EVAP CHARCOAL CANISTER FOR RAW FUEL. IF FUEL IS PRESENT, THE CANISTER SHOULD BE REPLACED AS WELL AS THE EVAP LINES CLEARED OF CONTAMINATION. IF THE EVAP SYSTEM IS NOT CONTAMINATED, RECOMMEND VERIFYING THE SPARKPLUGS ARE PROPERLY TORQUED. IF A CONCERN IS NOT PRESENT, VERIFY THAT THE CUSTOMER IS FUELING AT A REPUTABLE GAS STATION. IF NOT, PLEASE INFORM THE CUSTOMER THAT POOR FUEL QUALITY CAN RESULT IN A SULFUR SMELL.

ADD-ON09/16/2013 10:19AM CRAIG HARRISON (FSE) MSS - FCSD - REG MEMPHIS - KC

WILL INSPECT THIS VEHICLE ON 9/24/2013 PER EXECUTIVE REFERRAL.

ADD-ON09/27/2013 03:52PM CRAIG HARRISON (FSE) MSS - FCSD - REG MEMPHIS - KC

INSPECTED THIS VEHICLE ON 9/24/2013 FOR EXHAUST SMELL IN THE CABIN AFTER A WIDE OPEN THROTTLE ACCELERATION. THERE WAS A "NEW CAR SCENT" AIR FRESHENER IN THE CUP HOLDER THAT WAS VERY STRONG AND CAUSED IRRITATION OF MY SINUSES ALMOST IMMEDIATELY. I REMOVED IT AND DROVE THE UNIT TO ATTEMPT TO VERIFY THE CUSTOMERS ALLEGED CONCERN. THE MILES AT THE BEGINNING OF THE INSPECTION WERE 25,354 AND AT THE END 25,419. APPROXIMATELY 45 TO 50 HEAVY, OR WIDE OPEN THROTTLE ACCELERATIONS WERE MADE. MOST WERE DONE AT HIGHWAY SPEED, BUT A FEW WERE DONE FROM A STANDING START. THERE WERE NEVER ANY EXHAUST FUMES NOTED ON ANY OF THESE TESTS. THE TESTS WERE DONE WITH THE FRONT CLIMATE CONTROL SET TO THE RECIRCULATE POSITION IN ALL BUT 2 OR 3 OF THE TESTS AND THE REAR CLIMATE CONTROL FAN SPEED ON MAX WITH THE ROOF VENTS POINTED FORWARD. THESE SETTINGS WOULD HAVE BEEN THE BEST TO EXPERIENCE THE CONDITION. A VISUAL INSPECTION OF THE REPAIRS DONE PER TSB 12-12-4 WAS PERFORMED. THE TSB WAS PERFORMED SATISFACTORILY. THE AIR EXTRACTOR THAT WAS INSTALLED PER THE TSB HAD A LOOSE CORNER ON THE TOP "FLAP". BOTH OF THE TOP FLAPS WERE SEALED WITH SILICONE SEALER. THERE WERE NO OTHER CONCERNS FOUND WITH THE VEHICLE. AGAIN, THERE WAS NEVER ANY TRACE OF EXHAUST FUMES INSIDE THE CAR DURING THE ENTIRE INSPECTION.

Produced by Ford in [REDACTED] n v. Ford

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