

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 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 SULFUR 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-ON 09/16/2013 10:19AM CRAIG HARRISON (FSE) MSS - FCSD - REG MEMPHIS -  
KC**

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

**ADD-ON 09/27/2013 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