

ADVISORS TO HELP IMPROVE THEIR FIRTFT SCORES AND WAS ASKED ABOUT THIS VEHICLE. I DID ADVISE THE DEALER BOTH OF THESE CONCERNS (FOUL ODOR INSIDE OR OUTSIDE VEHICLE AND SULFUR/EXHAUST SMELL AFTER WOT EVENT) ARE BOTH UNDER INVESTIGATION AND FOR THEM TO TELL THE CUSTOMER FOR THE SULFUR SMELL AT WOT IT CAN BE MINIMIZED BY PUTTING THE A/C SYSTEM ON FRESH AIR AND ONLY WILL OCCUR FOR A MOMENT AFTER A WOT EVENT. FOR THE FOUL SMELL THE DEALER USED AN IONIZER AND THE SMELL IS GONE FOR THE TIME BEING. ACCORDING TO CUDL THE A PREVIOUS DEALER USED LYSOL TO DEODERIZE THE VEHICLE 7 DIFFERENT TIMES BEFORE BEING TRANSFERRED TO THE PRESENT DEALER. I ALSO ADVISED THE DEALER TO RETURN THE VEHICLE TO SERVICE.

ADD-ON 05/11/2012 10:22AM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
OPENING TAR TO DOCUMENT MY PAST INVOLVEMENT WITH THIS VEHICLE FOR COMPLAINTS OF DIFFERENT ODORS INSIDE THE VEHICLE.

AUDIT 05/11/2012 10:22AM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 05/11/2012 10:23AM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO
FSE (FIELD SERVICE ENGINEER), CHRIS HALL MET WITH [Redacted for P] TO VERIFY AND DISCUSS HERE CONCERNS OF VARIOUS DISPLEASING SMELLS WITH HER 2012 FORD EXPLORER. [Redacted for P] STATED THE VEHICLE HAS A MUSTY SMELL COMING FROM THE AC VENTS AFTER STARTING THE VEHICLE FOR THE FIRST 5 MINUTES AND IT WAS MUCH WORSE AFTER A RECENT RAIN. THE OTHER ONGOING CONCERN WITH THE VEHICLE IS A BURNING SMELL AFTER PERFORMING A HEAVY THROTTLE EVENT WHEN MERGING ONTO A FREEWAY OR PULLING OUT IN TRAFFIC. THE FSE HAD PREVIOUSLY BEEN MADE AWARE OF THE COMPLAINTS BY WALKER FORD'S SERVICE MANAGER, VINCE ROMANO AND HE SUGGESTED HE CONTACT