

THE FORD  
TECHNICAL HOTLINE REGARDING THE CONCERN, WHICH THE DEALER'S  
TECHNICIAN  
HAD ALREADY DONE. THE TECHNICIAN WAS ADVISED TO CHECK FOR  
LOOSE SPARK  
PLUGS AND ALSO ADVISED THAT SOME SULFUR ODOR COMING FROM THE  
NEW  
CATALYST IS NORMAL FOR THE FIRST 5,000-10,000 MILES, DUE TO THE  
HIGHLY  
ACTIVE STATE OF THE NEW CATALYST AND NOT TO REPLACE THE  
CATALYST FOR  
THIS CONDITION. THE SPARK PLUGS WERE TIGHT AND NO PARTS WERE  
REPLACED.  
THE FSE CONTACTED THE PVT (PLANT VEHICLE TEAM) AND WAS TOLD  
THIS  
CONCERN IS UNDER INVESTIGATION STILL AND TO ADVISE THE  
CUSTOMER IF  
THEY PUT THE SYSTEM IN REGULAR AC INSTEAD OF MAX AC IT WILL NOT  
LIKELY  
HAVE ANY SMELL BECAUSE THE VEHICLE IS PRESSURIZED USING  
OUTSIDE AIR  
AND NO EXHAUST SMELL COULD ENTER THE VEHICLE. IF THE SYSTEM IS  
USED IN  
MAX AC THEN OUTSIDE AIR IS SHUT OFF CAUSING THE SAME PRESSURE  
INSIDE  
AND OUT AND THE AIR INSIDE THE VEHICLE CAN BE DRAWN IN FROM THE  
OUTSIDE THROUGH THE CABIN REAR VENTS OR ANY AIR LEAKS IN THE  
BODY  
SEAMS. [REDACTED] DOES NOT LIKE TO OPERATE THE SYSTEM IN ANY  
OTHER  
MODE OTHER THAN MAX AC BECAUSE IT DRAWS AIR IN FROM THE  
OUTSIDE AND  
CAN DRAW EXHAUST IN FROM OTHER VEHICLES LIKE BUSES WHICH ARE  
ALSO  
UNPLEASANT. THE FSE ROAD TESTED THE VEHICLE WITH MRS. RILES ON  
FRIDAY,  
MAY 4TH AT 4:30 PM WITH A MILEAGE OF 6,453 MILES AND DID VERIFY  
THE  
CONCERN UNDER A WIDE OPEN THROTTLE EVENT WITH A 1-2-3 SHIFT AND  
THEN  
SLOWING DOWN SOME BURNING SMELL COULD BE DETECTED. THE FSE  
ASKED MRS.  
[REDACTED] IF SHE WOULD MIND IF THEY TEST DROVE A LIKE VEHICLE AND  
SHE  
AGREED AND UNDER THE SAME EVENT THE SAME SMELL WAS DETECTED.