

Deidre Stelly, MD
1821 Rees Street
Breaux Bridge LA 70517-4209
Phone: 337-332-0661
Fax: 337-332-0651

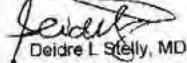
October 11, 2016

RE [REDACTED]

To Whom It may Concern:

I serve as Family Physician for Ms. [REDACTED]. It is apparent to me that the symptoms she experiences, including headaches, burning eyes and fatigue are the result of toxic exposures when driving her vehicle. These symptoms are consistent with carbon monoxide poisoning. If you need further information please feel free to contact me directly.

Sincerely:


Deidre L. Stelly, MD

RECEIVED

MAR 24 2017

Boutin & Boutin

Attorneys at Law

537-332-4560

Fax 537-332-4562

April 25, 2017

BY 29 West Bridge Street

Post Office Box 344

Breaux Bridge, Louisiana 70517

Via Certified Mail R.R.R.
7016 0910 00001 4710 9428

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Via Certified Mail R.R.R.
7016 0910 00001 4710 9435

Courtesy Ford Lincoln
Don P. Hargroder
2022 Rees Street
Breaux Bridge, LA 70517

Via Fax 888-683-9898
Ford Motor Company
Product Claims Department
P.O. Box
Dearborn, Michigan 48121-0070

Re: [REDACTED]
Purchase of 2016 Ford Explorer
VIN 1FMSK7D8XF [REDACTED]

Dear Gentlemen:

Please be advised that this office represents [REDACTED] regarding a 2015 Ford Explorer which she purchased that is defective and cannot be repaired. The vehicle continues to have exhaust odor in the passenger compartment despite the fact that my client has returned the Ford Explorer to the dealership on numerous occasions. The service department has failed and refused to properly repair the exhaust odor problem. Therefore, there continues to be a problem with the Ford Explorer making the vehicle useless for the purpose that it was intended.

My client has returned the vehicle to the dealership on several occasions and continues to have the same problem as on the first visit. We enclose, herewith and make a part hereof, the service receipts showing the multiple visits my client has made to Courtesy Ford Service Department.

**COURTESY
FORD LINCOLN**

2022 Rose St - P.O. Box 160
Breaux Bridge, LA 70517
1337 332-2145 - Fax: (337) 332-5874

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	6/09/16
R/O Close Date	6/17/16
Station	Reprint
Mileage In	13022
Mileage Out	13022
Service Advisor / Tag #	Paul Bergeron/3660
Vehicle Identification Number	1FMSK7D8XP
Delivery Date	3/30/15
Color	TUXEDO BLA
License Number	3/30/15

Work Order	
Customer Name	BREAUX BRIDGE, LA
Year	2015
Make	FORD
Model	EXPLORER
Body	FWD 4DR XLT
Color	TUXEDO BLA
License Number	
Easy Care Exp	100000 or 3/30/17 Ded: 100

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - MR MB1: MOUNT AND BALANCE ONE TIRE REPLACE LEFT REAR TIRE SPECIAL ORDER TIRE IN Work performed by Ja'Cerle Johnson(691) MB1</p>	Serv Contr
<p>#2 - MR D50: OTHER ENGINE CONCERNS CUSTOMER STATES SMELLING A BURNT SMELL FROM THE EN GINE COMPARTMENT, NOT SURE WHAT IT SMELLS LIKE Corrected by 140130B: Work performed by Cody Tauzin(549) Installed BB5Z 61280B62 B (FP):GRILLE ASY - VENT A Qty: 1 Installed FB5Z 7829164 AA :MOULDING Qty: 1 Installed F5BZ7829165AA :MOULDING Qty: 1 Installed 4M8Z 54280B62 A :VALVE ASY - AUTO DRAIN Qty: 2 Installed TA 2 B :ADHESIVE Qty: 1 ROAD TESTED VEH AND VERIFIED CONCERN,CHECKED OASIS FOR TSB.FOUND TSB 14-0130. VEH HAD A EXHAUST/SULF AR ODOR COMING INSIDE THE VEH.REPROGRAMED THE HVAC MODULE AND REPLACED THE AIR EXTRACTOR AND BOTH RE AR FENDER MOLDING.SEALED THE BODY UNDERNEATH WITH SEAM SEALER AND INSTALLED LIFTGATE DRAIN VALVES.PO ST ROAD TEST WAS GOOD.</p>	Warranty Warranty Warranty Warranty Warranty
<p>#3 - MR D50: OTHER ENGINE CONCERNS Sub Total: Labor: .00 Parts: .00 Total: .00 CUSTOMER STATES AT TIMES WHEN PUTTING VEHICLE IN D</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work described to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicles or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, written or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLES	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

**COURTESY
FORD | LINCOLN**

2023 Ross St - P.O. Box 180
Breaux Bridge, LA 70517
(337) 332-2145 - Fax: (337) 332-5874

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

Print Date	7/11/16	DOC Number	1
Print Date	7/13/16	Status	Pre-Invoice
Invoice #	13484	Message Out	13494
Service Advisor	Paul Bergeron/5408		
Vehicle Identification Number	1FMSK7D8X1		
Doc # / LHM	3/30/15	In-Service Date	3/30/15
Color	TUXEDO BLA		
License Number			

Year	2015	Make	FORD	Model	EXPLORER	Body	FWD 4DR XLT	Color	TUXEDO BLA	License Number	
------	------	------	------	-------	----------	------	-------------	-------	------------	----------------	--

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - D50: OTHER ENGINE CONCERNS CUSTOMER STATES WHEN DRIVING ARE SITTING IDLE, SMEL LING A ROTTEN EGG/SULPHUR SMELL (EXHAUST) IN THE C ABIN OF VEHICLE Work performed by Cody Tauzin (549) Installed TA 2 B :ADHESIVE Qty: 1 Installed 08882 :3M UNDERCOAT Qty: 1 ROAD TESTED VEH AND VERIFIED CONCERN. FOUND THE SE AM SEALER WHICH WAS APPLIED ON PREVIOUS REPAIR DID NOT HOLD TO VEH. REAPPLIED SEAM SEALER AND SPARYED UNDERCOATING OVER SEALER. POST ROAD TEST WAS GOOD.	Warranty Warranty Warranty
#2 - 99E: PERFORM MULTI POINT INSPECTION CUSTOMER IS IN LOANER VEHICLE ***** * All Ford and Motorcraft parts installed by Courtesy Ford * * are covered for 24 months/Unlimited miles at any Ford * * service center. The best warranty in the industry. See * * your advisor for details. * *****	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereunder to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. All repairs hereunder's labor is hereby acknowledged on above vehicle to secure the amount of repairs shown.	LABOR	.00
DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability, or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it in any capacity in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00

COURTESY
FORD | LINCOLN

2022 Rees St - P.O. Box 100
Breaux Bridge, LA 70517
(337) 332-2145 - Fax: (337) 332-5674

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Date	7/11/16	MR. Customer	1
R/O Case Title	7/21/16	Reprint	
Mileage In	13484	Mileage Out	13494
Service Advisor (Last)	Paul Bergeron/5408		
Vehicle Identification Number	1FMSK7D8XF		
Delivery Date	3/30/15	Warranty End	3/30/15
Color	TUXEDO BLA		
Invoice Number			

BREAUX BRIDGE, LA			
Year	Make	Model	Body
2015	FORD	EXPLORER	FWD 4DR XLT
			TUXEDO BLA

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
Cell			
#1 - MR D50: OTHER ENGINE CONCERNS CUSTOMER STATES WHEN DRIVING ARE SITTING IDLE, SMEL LING A ROTTEN EGG/SULPHUR SMELL (EXHAUST) IN THE C ABIN OF VEHICLE Caused by CP: 61280B62 Corrected by MT61280B62: (D50) (Work performed by Cody Tauzin(549) Installed TA 2 B :ADHESIVE Qty: 1 Installed 08802 :3M UNDERCOAT Qty: 1 ROAD TESTED VEH AND VERIFIED CONCERN. FOUND THE SE AM SEALER WHICH WAS APPLIED ON PREVIOUS REPAIR DID NOT HOLD TO VEH.REAPPLIED SEAM SEALER AND SPARYED UNDERCOATING OVER SEALER.POST ROAD TEST WAS GOOD.			Warranty Warranty Warranty
#2 - MR 99P: PERFORM MULTI POINT INSPECTION CUSTOMER IS IN LOANER VEHICLE ***** * All Ford and Motorcraft parts installed by Courtesy Ford * * are covered for 24 months/Unlimited miles at any Ford * * service center. The best warranty in the industry. See * * your advisor for details. * *****			
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the dealer with transporter to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to inspect the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged in accordance to secure the amount of repair thereon.			
DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller hereby disclaims for authorized any other person to assume for it any liability in connection with the sale of this product. Any limitation contained herein does not apply where prohibited by law.			
LABOR			- .01
PARTS			- .01
DEDUCTIBLE			- .01
SUBLET			- .01
SHOP SUPPLIES			- .01
HAZARDOUS MATERIALS			- .01
SALES TAX OR TAX I.D.			- .01
SPECIAL ORDER DEPOSIT			- .01
DISCOUNTS			- .01
TOTAL DUE			- .01

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS



X
#10/5002

04/25/2017 10:10:55 FAX 3373322145 3322145 5011000 LAW 05140

*****Note to Dealer*****

*****DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE UP TO 90 DAYS*****

From: DCPFORM, FMCDdealer (.)
Sent: Monday, August 22, 2016 10:16:13 AM (UTC-05:00) Eastern Time (US & Canada)
To: Ordcamp, F (F.); Taylor, Alma (A.)
Cc: pcourville@courtesyautomotive.com
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review
DEALER INFORMATION:
Dealership Fleet Name: Courtesy Ford
Requesting Dealer Fleet: Courtesy Ford

PA Code: 08686
Contact Person: Paul Courville
Title: Service Manager
Phone Number: 3373322145
Fax Number: 3373325874
Email: pcourville@courtesyautomotive.com
Region: Memphis
Address: 2022T Rees Street
City: Breaux Bridge
State: Louisiana
Zip Code: 70517

CUSTOMER VEHICLE INFORMATION:

Warranty Start Date: 03/30/2015
Vehicle Year: 2015
Vehicle Model: Explorer
Vehicle VIN: 1FM5K7D8XFC [REDACTED]
Mileage: 13796
customer Fleet Name: [REDACTED]
Street Address: [REDACTED]
City : Breaux Bridge
State : Louisiana
Zip Code : [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: Memphis

DETAILS OF INCIDENT:

Injury:

Date of Incident: 2016-08-17

County incident occurred: Saint Martin Parish

Is customer alleging a component defect CAUSED the incident? YES

Details: Customer states there is an odor in the vehicle. Customer states this odor is causing headaches, eyes burning and nausea while driving for period of time

Was a police report filed? NO

Details :

Has the insurance company been contacted? NO

Insurance company advised:

Insurance company contact information: N/A

Coach builder:

City :

State :

Zip Code :

Vehicle Location: Courtesy Ford

Attorney information:

CVO Contact:

Resolution Customer is seeking: Customer is seeking vehicle buy back for issue with vehicle not being resolved. See previous FMC360 case [REDACTED]

Comments: Test drove vehicle with customer after 3 repair attempts from techline. Previous techline case attached with previous repair attempts for odor getting into vehicle. Customer was supplied with loaner vehicle from dealer. Unaware that the customer would need to stay in vehicle with illness noted for smell. Customers vehicle is in for odor related repair at this time. Previous techline cases related to vehicle [REDACTED]

WARRANTY REPAIR ORDER

BREAUX BRIDGE, LA		FWD 4DR XLT		R/O Open Date	R/O Number
				8/17/16	
				R/O Close Date	
				Mileage In	Mileage Out
				13796	13929
Year	Make	Model	License Number	Service Advisor	
2015	FORD	EXPLORER		Paul Bergeron 3990	
Vehicle Identification Number		Color		Delivery Date	In-Service Date
1FM5K7D8XP		TUXEDO BLA		3/30/15	3/30/15

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
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Cell: [REDACTED]

#1 = D50: OTHER ENGINE CONCERNS
 CUSTOMER CHOOSING TO LEAVE VEHICLE AT THIS TIME. CUSTOMER STATES THERE IS AN ODOR IN THE VEHICLE. CUSTOMER STATES THIS ODOR IS CAUSING HEADACHES, EYES BURNING AND NAUSEA WHILE DRIVING FOR PERIOD OF TIME

Part: 5F9Z 7411B24 AA:PLUG - RUBBER	2	9.24	12.94
Part: W714996 S300:BUMPER	2	1.38	1.94
Part: PB5Z 7829164 AA:MOULDING	1	52.57	73.60
Part: PB5Z 7829165 AA:MOULDING	1	52.43	73.40

ROAD TESTED VEHICLE WITH SERVICE MANAGER AND VERIFIED CONCERN. CONTACTED FSE FOR CONCERN AND REQUESTED HIM TO COME OUT AND HELP WITH DIAG. FSE CAME OUT AND ROAD TESTED VEHICLE WITH THE SERVICE MANAGER. CONCERN WOULD ONLY HAPPEN ON WIDE OPEN THROTTLE. INSPECTED FOR ANY BODY SEAM WHICH WOULD ALLOW THE EXHAUST TO ENTER THE INSIDE OF VEHICLE. ON INSPECTION FOUND TO RUBBER PLUGS WHICH ARE LOCATED ABOVE THE EXHAUST NEAR THE REAR BUMPER. PLUGS WERE BRITTLE AND HAD A HOLE IN THEM CAUSING EXHAUST TO ENTER INSIDE VEHICLE. REMOVED AND REPLACED THE TWO RUBBER PLUGS AND APPLIED SEAM SEALER TO HOLES WHICH THE PLUGS COVER. SERVICE MANAGER PERFORMED POST ROAD TEST AND COULD NOT DUPLICATE CONCERN.

Sub-Total Parts: 115.62 161.88

Line	1	9/07/16	Tech 549	Start 9:05	End 10:10	Hours	1.10
Line	1	9/08/16	Tech 549	Start 15:15	End 15:15	Hours	.00

ON BEHALF OF SERVICE'S DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE'S DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNATURE)	DEALER GENERAL MANAGER/DICA AUTHORIZED PERSON	DATE		
ACCOUNT #	LABOR			.00
	PARTS	115.62		161.88
METHOD	SUBLET			.00
	SHOP SUPPLIES			.00
	SALES TAX OR TAX I.D.			.00
RECEIPT #	DEDUCTIBLE			.00
	TOTAL DUE	115.62		161.88

SIGNATURE **X** _____

Report# : [REDACTED]
CCRG/EPRC:S [REDACTED] **Reviewed Status:**
Vehicle: 2015,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D8XFC [REDACTED]
Odometer : 13,796 M **Engine:** 3.5L CYCLO
Transmission: 6F50 **Axle:**
Dealer: USA 08686 Courtesy Ford
City: Breaux Bridge **State:** Louisiana **Country :** USA
Originator: paul courville
Symptom: 4 47 1 02 ST/RN/MV,ODOR,CHEMICAL,ALWAYS
Status:
VFG: V53 EXHAUST SYSTEM FUNCTION
Additional Symptom: AMMONIA ODOR IN CABIN
Fix: **Causal Component :**
Condition Code:
Hotliner: TROMANO7 **Phone:** 001-313-3379132 **Regn Cd:** C3 Memphis
Engineering: **Phone:** **TAR:**
Dlr Contact: paul courville **Phone:** **Title Cde:** SM

CONCER 08/20/2016 11:30AM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

Web Form Data (110688305) Description of Vehicle Concern: This message is from the service manager Paul Courville. Customer contacted our service department early part of last week stating that there is still an odor in the vehicle under acceleration. Explained to customer to drive vehicle and they would need to be able to duplicate the smell/odor from the vehicle. Customer arrived on 8.17.16, I rode with the customer. There is a smell in the vehicle that happens on acceleration, heavier acceleration. I was riding with the customer, the customer stated that while driving the vehicle and the smell is present, the customer also complained about being light headed or dizziness, headaches, nausea and also eyes burning and watery. I started to have the same effects that the customer was complaining of with burning eyes and nausea. I did smell the odor and can reproduce the smell. Smell is like a type of ammonia smell. Not sure if related to exhaust. Customer is choosing to leave the vehicle until it is fixed. I would like to request an FSE for issue. Customer has already contacted CRC for possible buy back and was denied. CRM involved in repairs at this time. Vehicle has been in for repairs 3 times already and vehicle is still experiencing the same issue as original complaint. Vehicle is still not fixed right. Please contact service manager at 337-351-2612. [p-courvi][WEB] Please list any diagnostics already performed: see history Parts Replaced: see history Your Question: This message is from the service manager Paul Courville. Customer contacted our service department early part of last week stating that there is still an odor in the vehicle under acceleration. Explained to customer to drive vehicle and they would need to be able to duplicate the smell/odor from the vehicle. Customer arrived on 8.17.16, I rode with the customer. There is a smell in the vehicle that happens on acceleration, heavier acceleration. I was riding with the customer, the customer

stated that while driving the vehicle and the smell is present, the customer also complained about being light headed or dizziness, headaches, nausea and also eyes burning and watery. I started to have the same effects that the customer was complaining of with burning eyes and nausea. I did smell the odor and can reproduce the smell. Smell is like a type of ammonia smell. Not sure if related to exhaust. Customer is choosing to leave the vehicle until it is fixed. I would like to request an FSE for issue. Customer has already contacted CRC for possible buy back and was denied. CRM involved in repairs at this time. Vehicle has been in for repairs 3 times already and vehicle is still experiencing the same issue as original complaint. Vehicle is still not fixed right. Please contact service manager at 337-351-2612. [p-courvi][WEB]

RECOMM 08/20/2016 11:30AM TONY ROMANO MSS - FCSD - TECH SVC HOTLINE

Paul, When you have a concern alleging a fire, accident, injury, property damage and/or burn has occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:

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

NOTE: The Technical Assistance Center will not be able to provide further assistance with this issue until after the OGC review.

Requester: ATAYLO29

Report Summary

Server: FCVWS962

Ford Proprietary, Private

Copyright ©2013 Ford Motor Company | All rights reserved.

23-Aug-2016

Retention: None

Report# : [REDACTED] **Received:** 08/10/2016
CCRG/EPRC: [REDACTED] **Reviewed Status:** [REDACTED] **Date:** [REDACTED]
Vehicle: 2015,EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D8XFG [REDACTED] **Build Date:** 03/02/2015
Odometer : 14,503 M **Engine:** 3.5L CYCLO **Calibration:** EUB1SN0A
Transmission: 6F50 **Axle:** [REDACTED] **A/C:** YES
Dealer: USA 08686 Courtesy Ford **Phone#:** 337-332-2145
City: Breaux Bridge **State:** Louisiana **Country :** USA
Originator: [REDACTED]
Symptom: 8 89 5 00 SAFE/SEC,SMOKE/ODOR,EXHAUST,UNKNOWN
Status: [REDACTED]
VFG: V99 ALL OTHER
Additional Symptom: [REDACTED]
Fix: Causal Component : [REDACTED]
Condition Code: [REDACTED]
Cust: [REDACTED] **Home Phone:** () [REDACTED]
Work Phone: () [REDACTED] **Region:** C3 Memphis
Case Status: [REDACTED] **Date:** 00 / 00 / 0000 **Vehicle Paint:** TUXEDO BLACK METALLI

OWNREL 08/09/2016 04:32PM

BEST CONTACT: CUSTOMER SAYS: Cust is trying to see if ford will buy back her vehicle so she can get another one because she has brought her vehicle to the dealer three times for a exhaust leak into the vehicle. makes her dizzy, her head hurt, the dr diagnosed it to be a exhaust leak. but after three attempts they still have not fixed it. PER CUST, DLR ADVISED: N/A CRC ADVISED: I will escalate your case/request to our Ford Regional Customer Service Manager who works daily with your dealerships management team. The Ford Regional Customer Service Manager has access to all Ford resources and will use these resources to assist you and your dealership regarding your situation. The Ford Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within 1 business day. The case number that I have established for you today is [REDACTED]

OWNREL 08/10/2016 11:58AM

Email Created On: 8/9/2016 12:35:38 PM From: FMC360 Email SubscriptionTo: [REDACTED] Subject: Contact to Ford Motor Company RE: [REDACTED]
 1FM5K7D8XFG [REDACTED] Dear [REDACTED] this email is to confirm your recent contact to Ford Motor Company regarding your 2015EXPLORER. You will receive contact from our regional Customer Service Manager (CSM) within 1 business day to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer Service Manager is listed below. Case Number: [REDACTED]
 CSM Name: Judy Rizzo CSM Phone: 866-631-3788 x77753 CSM Email: jrizzo17@ford.com Sincerely, Ford Motor Company Customer Care Team

OWNREL 08/10/2016 12:01PM

Email Created On: 8/9/2016 12:35:38 PM From: FMC360 Email Subscription To: [REDACTED] Subject: Contact to Ford Motor Company RE: 1FM5K7D8XFC [REDACTED] Dear [REDACTED] This email is to confirm your recent contact to Ford Motor Company regarding your 2015 EXPLORER. You will receive contact from our regional Customer Service Manager (CSM) within 1 business day to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer Service Manager is listed below, Case Number: [REDACTED] CSM Name: Judy Rizzo CSM Phone: 866-631-3788 x77753 CSM Email: jrizzo17@ford.com Sincerely, Ford Motor Company Customer Care Team

OWNREL 08/10/2016 12:55PM

2015 Explorer Customer: [REDACTED] Business phone: [REDACTED] Home phone: [REDACTED] phone: 337 [REDACTED] Score: [REDACTED] 87 Original Owner confirmed Navis: YES Original selling dealer: [REDACTED] Dealer name: Courtesy Ford Dealer P&A: 08686 Dealer phone: (337) 332-2145 VIN: 1FM5K7D8XFC [REDACTED] Year: 2015 Make: FORD Model: EXPLORER Mileage: 14503 Warranty Start Date: 3/30/2015 Engines Specification: 3.5L V6 CYCLONE TIVCT Open Recall/FSA: NONETSB 14-0130 DTD July 22 2014 Exhaust Odor in Vehicle ESP: NONE Hotline Contact: Warranty History: Rattle in Dash Oct 2015 @ 6416 miles clicking from steering Nov 2015 @ 7804 miles noise in front when steering Dec 2015 @ 8037 miles vibrating at idle Mar 2016 @ 9712 miles burning odor from engine Jun 2016 @ 13022 miles odor interior while idle Jul 2016 @ 13484 miles 2 related repairs that were dated after the one year Louisiana State presumption period. Vehicle does not qualify for BB. Milestone activity documented.

OWNREL 08/10/2016 12:57PM

TSB for odor #14-0130 performed on vehicle Jun 2016 ... Customer states did not correct. In July 2016 vehicle brought back for odor and they resprayed seam sealer again as the first attempt did not hold. DLR stated road test good.

OWNREL 08/10/2016 01:01PM

Email Created On: 8/10/2016 9:01:16 AM From: Judy Rizzo To: [REDACTED] Subject: Marlene Courville 2015 Explorer ODOR CONCERN [REDACTED] 2015 Explorer VIN: 1FM5K7D8XFC [REDACTED] Explorer has it been in since the last repair July 11 She has called the Customer Relationship Center asking for a buyback. Her vehicle will not qualify under Louisiana's strict Lemon Law time / miles limitations. We must move forward with another repair. Can you confirm there is an odor in the vehicle still Ford Motor Company (r) Judy Rizzo | Customer Service Manager | FCSD1-866-631-3788 ex 77753 Fax 1-866-432-2877 jrizzo17@ford.com | www.ford.com

OWNREL 08/10/2016 03:42PM

obc to [REDACTED] called me back, since beginning there was the TSB. After that, tech contacted hotline... resealed, replaced vents. Last time was in tech hotline again part # was given for extended exhaust and turn downs, drain valve, adjust gate striker, etc.... they didnt smell anything. She is telling s/a that it is still smelling, she called in today to service. July 18 to Aug 2 or 3. At this point she needs to bring it to them when it is actually having the odor.

OWNREL 08/10/2016 03:53PM

Obc to [REDACTED] CSM explains role, contact info. CSM explaining that for a repair, you will need to bring it to the dealer when the vehicle has the odor. I apologized, because she is going to have to figure out when its most prevalent.

But the DLR must experience the condition or the warranty department wont move forward with another repair. Customer is saying they changed the muffler and changed the vent 3 times what are they going to do CSM says I know you called for a buyback, the vehicle will not qualify. She starts yelling and she says she will just called a lawyer because she is paying too much money for this truck, and she isnt putting up with it anymore. She says she is calling lawyer right now, she disconnects the call.

OWNREL 08/10/2016 03:54PM

CSM closing case, Customer may or may not be bringing the vehicle back for any repair.

OWNREL 08/10/2016 03:55PM

Ms. Marlene Courville was reached at the following phone number: (337) 298-9431

Requester: ATAYLO29

Report Summary

Server: FCVWS962

Ford Proprietary, Private

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23-Aug-2016

Retention: None

Report# : [REDACTED] **Received:** 07/22/2016
CCRG/EPRC:S [REDACTED] **Reviewed Status:** **Date:**
Vehicle: 2015, EXPLORER 4X2 (U502) ,XLT ,4 DOOR ,MPV ,1FM5K7D8XFC [REDACTED] **Build Date:** 03/02/2015
Odometer : 14,503 M **Engine:** 3.5L CYCLO **Calibration:** EUB1SN0A
Transmission: 6F50 **Axle:** **A/C:** YES
Dealer: USA 08686 Courtesy Ford **Phone#:** 337-332-2145
City: Breaux Bridge **State:** Louisiana **Country :** USA
Originator: Cody Tauzin
Symptom: 1 14 2 39 COMF/ENT, INTERIOR ODOR ,CHEMICAL, INTERMITTENT
Status:
VFG: V74 HARD TRIM/SOFT TRIM/OVERHEAD S
Additional Symptom: EXHAUST ODOR POST TSBS
Fix: **Causal Component :**
Condition Code:
Hotliner: JKERR48 **Phone:** **Regn Cd:** C3 Memphis
Engineering: **Phone:** **TAR:**
Dir Contact: Cody Tauzin **Phone:** **Title Cde:** T

CONCER 07/22/2016 01:40PM JUSTIN KERR MSS - FCSD - TECH SVC HOTLINE

Web Form Data (110540128) Description of Vehicle Concern: Customer states smells a exhaust odor inside vehicle. Please list any diagnostics already performed: Road tested on previous repair and verified concern. Checked oasis and found TSB 14-0130. Performed TSB and retest. Customer brings vehicle back a week later with same concern. Found some of the seam sealer not sticking. Reapplied seam sealer and applied undercoating over the seam sealer. Road test was good. Customer is returning again for the 3rd time with same concern. Parts Replaced: Replaced the left side air extractor. Installed lift gate drain valves. Installed seam sealer as instructed on TSB. Reprogrammed HVAC module. Your Question: After performing the TSB have anybody come back with addition repairs which are not listed in TSB?

RECOMM 07/22/2016 01:40PM JUSTIN KERR MSS - FCSD - TECH SVC HOTLINE

Cody, Testing the cabin pressure is one way to verify the TSB corrected the issue. To test the cabin pressure, refer to WSM 417-01 for removal of the right and left rear lamp assemblies. With masking tape, seal the area around the rear air extractors and the extractors themselves. Once this has been done start the engine and set the A/C to MAX with the fresh air mode selected (with fresh air selected, cabin pressures can increase). With increased cabin pressures and all doors and windows fully closed, apply soapy water from a spray bottle on all underbody seams and rubber grommets (make sure the grommets are seated correctly and not missing), seams in the rear wheel wells and tail light area seams. Seals around the rear glass panels and the license plate area also need to have soapy water applied. If there are any leaks they will be identified by the presence of air bubbles. If there are any air bubbles, mark the identified areas.

Once the areas have been identified and marked, turn the engine and the A/C off then clean and dry all areas identified as leaks. Motorcraft TA-2 seam sealer can be used to seal the leaky areas (at least 20 minutes may be needed for the seam sealer to dry completely). After the sealant is dry retest, if it passes, remove the masking tape and proceed as necessary. Because it was mentioned that liftgate drain valves were installed, make sure the valves are working properly or that the liftgate plugs are installed. If the liftgate is not sealing as tightly as possible the liftgate striker can be adjusted so that the rear hatch seals tighter. The muffler assembly part EB5Z-5230-A can be installed to help eliminate the exhaust odor inside the vehicle.

- ADD-ON 07/22/2016 01:40PM JUSTIN KERR MSS - FCSD - TECH SVC HOTLINE**
Article ISM 1507013 SOME 2011-2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.
- CONCER 08/02/2016 10:14AM**
Cabin pressure tested seen no leak. Did notice the extractors no fully seated. Replaced the extractors and retested. Smell is still present. Can duplicate concern on hard acceleration. The last sentence states the muffler can eliminate this concern. Would that be the next step?
- RECOMM 08/02/2016 11:23AM JAYSON VORE MSS - FCSD - TECH SVC HOTLINE**
Cody, If you have already replaced the rear air extractors and no change in the concern was noticed, as well as no leaks being found during the leak test, then first focus on verifying proper lift gate adjustment. It appears you have already confirmed that the lift gate plugs are installed in the drain holes. The seal can be checked by taping off the liftgate perimeter and driving the vehicle. If the odor is no longer present, this indicates the seal may be leaking. Inspect the liftgate seal for damage and repair as necessary. If no concerns can be found with the seal, then ensure it is contacting the liftgate tightly using contact chalk. If additional sealing pressure is needed, adjust the striker toward the front of the vehicle to tighten the lift gate seal. If none of the above recommendations resolves the concern, then ensure the HVAC Module is still at its most current calibration and there is no evidence of body repairs that could cause this exhaust leak. If everything is ok, then replace the muffler assembly with part EB5Z-5230-A and re-evaluate the concern.
- ADD-ON 08/02/2016 11:23AM JAYSON VORE MSS - FCSD - TECH SVC HOTLINE**
Article ISM 1507013 SOME 2011-2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED. No SME's available for escalation consultation. If the recommended repairs do not resolve the concern, consider escalation due to lack of technical progress.
- CONCER 08/02/2016 04:59PM**
Taped up the lift gate and smell was still present. Adjusted the lift gate striker inward also. When road testing the vehicle I was first to smell the odor. There was a passenger in the 2nd row seat not smelling the odor until he leaned forward towards the front of vehicle. Could the smell start from the front?
- RECOMM 08/03/2016 11:17AM KADEN BOHN MSS - FCSD - TECH SVC HOTLINE**
Cody, The smell could be coming from the front of the vehicle through a leak or through the air intake for the HVAC system. To rule out the possibility of the muffler assembly being the cause of the odor replace with the updated muffler assembly part EB5Z-5230-A. Also verify that the HVAC module has been updated to the current version using an IDS with the most current calibration. If the smell is still present then monitor the vehicle for any drivability concerns, for example if

the vehicle is running rich it will produce a more potent smell from the exhaust. Other things that can be checked under the hood and on the vehicle are fluid leaks, exhaust system leak, EVAP system, spark plug sealing, and the PCV system. If any faults are found within these systems repair or replace as necessary. To aid in testing for the proper exhaust system pressure perform PPT DW step 6 in the PC/ED. If any exhaust leaks are found repair or replace as necessary. To determine if this vehicle is running rich or to detect any drivability concerns monitor the fuel trims for any evidence that the vehicle is having to add fuel. This concern is being directed to the Technical Assistance Center's Escalated Handling Team for additional review. We will continue to work with you and your Dealership's Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner. To expedite this process, please update this form with the additional information listed below.

1. Direct contact phone number for the Service Manager.
2. Contact number for individual working on vehicle.
3. Number of days the vehicle has been in for service.
4. Number of repair attempts.
5. Parts that have been replaced
6. Is the vehicle currently at the dealership?
 - o If not, please provide the expected return date

An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern.

ADD-ON 08/03/2016 11:17AM KADEN BOHN MSS - FCSD - TECH SVC HOTLINE
 Note to EH: I consulted SME Joel Murphy he agreed that this should be escalated due to technical progress. He also recommended checking for any drivability concerns, exhaust system pressures, PCV faults EVAP faults, spark plug torque, and the fuel trims explaining how these concerns can also create the exhaust smell. The first contact the technician indicated that TSB 14-0130 has been performed 3 times and we have referred them to the procedures in the ISM. The only thing that was not done from the ISM was replacement of the muffler assembly. The technician indicated that the exhaust smell is originating from the front inside the vehicle.

ADD-ON 08/03/2016 11:17AM KADEN BOHN MSS - FCSD - TECH SVC HOTLINE
 Reason For Escalation: Technical Progress

CONCER 08/03/2016 11:17AM KADEN BOHN MSS - FCSD - TECH SVC HOTLINE
 Service Manager [REDACTED] Tech Cody Tauzin (337) 332-2145
 Vehicle has been in service since 7/18/16 This is the 3rd attempt Air Extractors have been replaced twice, seam sealed body panels near the rear of vehicle, lift gate drain valves, and updated the HVAC module to latest calibration. Yes vehicle is present at dealership.

CONCER 08/05/2016 10:12AM
 Replaced the exhaust and test driven and no exhaust smell present. Even had service manager test drive vehicle and could not smell exhaust odor

CONCER 08/05/2016 03:18PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE
 Outbound call to Courtesy Ford: Spoke with Service Advisor Paul and Technician

Cody: When the vehicle arrived for service, exhaust odor could be duplicated after hard acceleration. The exhaust odor is no longer present after muffler replacement. The service manager and another technician have also verified the repair. Vehicle is being released back to the customer. A voicemail was also left for Service Manager Paul on his office line.

RECOMM 08/05/2016 03:18PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

Cody, Per our conversation, since the concern has been resolved and vehicle is being released to the customer, the escalation will be closed. When time allows, please take a moment to complete the survey with the fix information. This may assist other technicians in the future when diagnosing similar concerns.

ADD-ON 08/05/2016 03:18PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

No related CRC case or TFOAMS activity. No additional information in GCQIS. Service Manager: Paul Courville Service Advisor: Paul Bergeron Phone Number: 337-332-2145 Technician: Cody Tauzin Phone Number: 337-290-0348 (Cell) Days Down: 23 Total days including previous visit per SA Paul B. Follow-Up Expectation: None - Closed Number of Repair Attempts: 3 Parts Replaced: Updated muffler, TSB 14-0130.

ADD-ON 08/05/2016 03:18PM SIDHARTHA RAINA MSS - FCSD - TECH SVC HOTLINE

Escalation closed- Vehicle repaired and being released to the customer.

CONCER 08/17/2016 03:59PM

This message is from the service manager Paul Courville. Customer contacted our service department early part of last week stating that there is still an odor in the vehicle under acceleration. Explained to customer to drive vehicle and they would need to be able to duplicate the smell/odor from the vehicle. Customer arrived on 8.17.16, I rode with the customer. There is a smell in the vehicle that happens on acceleration, heavier acceleration. I was riding with the customer, the customer stated that while driving the vehicle and the smell is present, the customer also complained about being light headed or dizziness, headaches, nausea and also eyes burning and watery. I started to have the same effects that the customer was complaining of with burning eyes and nausea. I did smell the odor and can reproduce the smell. Smell is like a type of ammonia smell. Not sure if related to exhaust. Customer is choosing to leave the vehicle until it is fixed. I would like to request an FSE for issue. Customer has already contacted CRC for possible buy back and was denied. CRM involved in repairs at this time. Vehicle has been in for repairs 3 times already and vehicle is still experiencing the same issue as original complaint. Vehicle is still not fixed right. Please contact service manager at 337-351-2612.

CONCER 08/22/2016 04:34PM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE

Outbound call to service manager Paul. Spoke to Mildred in service who stated he was not available. Attempted to speak to technician Cody T. and service advisor Paul B. but advised they were not available either.

RECOMM 08/22/2016 04:34PM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE

Paul, A follow-up call will be scheduled for tomorrow morning to discuss this vehicle further.

ADD-ON 08/22/2016 04:34PM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE

FMC case resolved for buyback. Exhaust odor. Customer getting dizzy, nauseated, eyes burning. No TFOAMS.

ADD-ON 08/22/2016 04:34PM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE

Need updated.

CONCER **08/23/2016 10:24AM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE**
Outbound call to service manager Paul. Paul stated he had updated this form and hadn't heard anything back so he submitted hotline contact [REDACTED] where it was then referred to OGC. Paul did submit to OGC because the customer and customer's daughter both state the odor is still present and that they get headaches, dizzy, nauseated, and eyes water/burn. Paul also did experience this after all the repairs were made. He has heard back from OGC but only the confirmation email. He wanted an FSE to come inspect the vehicle.

RECOMM **08/23/2016 10:24AM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE**
Paul, At this time, it recommended to continue with OGC due to the safety issue this concern has present to the customer's health. No further repairs or recommended testing can be made until OGC reviews and clears the issue. If needed, OGC can get the FSE involved to perform a safety inspection. Because OGC is now involved, we will be closing this escalation. If OGC does clear issue and further assistance is needed, update this form and you will be contacted as soon as possible. We do apologize for the delayed response from your update on 8/17 as now with the hotline form if the contact was in escalation and the escalation was closed, if you update the form again it will go directly back into escalation.

ADD-ON **08/23/2016 10:24AM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE**
No FMC updates. No TFOAMS.

ADD-ON **08/23/2016 10:24AM CALE GARRETT MSS - FCSD - TECH SVC HOTLINE**
OGC needed and has been contacted.

Requester: ATAYLO29
Report Summary
Server: FCVWS962

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23-Aug-2016
Retention: None



Krohn & Moss, Ltd.

Main Office
10 N. Dearborn St, 3rd Floor
Chicago, IL 60602
www.krohnandmoss.com

MM TX

Writer's Direct Number
(312) 578-9428 Ext. 284
Writer's Direct Facsimile
(866)-289-0898
Writer's Direct E-Mail
amoss@consumerslawcenter.com
www.krohnandmoss.com

Licensed to practice only in:
Texas

September 1, 2016

SENT VIA CERTIFIED MAIL
Receipt No.: 7015 1660 0000 5513 7724

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
PO Box 6248
Dearborn, MI 48121

RECEIVED

SEP 06 2016

16 SEP -6 AM 1:44

CONSUMER AFFAIRS
SECTION

RE: [REDACTED] v. Ford Motor Company
Vehicle: 2015 Ford Explorer
VIN: 1FM5K7D88FG [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There is a defect present in my client's vehicle for which relief is sought and numerous attempts to repair the vehicle have been unsuccessful. This defect includes, but is not limited to:

1. Defective HVAC as evidenced by gas/fume smell when turning on the A/C in circulation mode and when accelerating; and
2. Any additional defects, whether or not they are contained on any dealer repair orders.

Because of the defect, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, “That’s all,” and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

Based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3), my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the vehicle and use it to the extent necessary to preserve it, to protect the security interest and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the vehicle will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days

September 1, 2016

and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client requests the return of fifty (50) percent of the purchase price of the vehicle as compensation for its diminished value due to its defects and payment of our attorneys' fees pursuant to the fee-shifting provisions of the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort will be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Andrew Ross
Attorney at Law

AR/jc
cc [REDACTED]



General

Profile

Full Name

Salutation

First Name

Middle Name

Suffix

Last Name

Father's Last Name

Mother's Last Name

Preferred Name

Relationship Type

Individual

Type

Job Title

Company

Preferred Language

Unknown

Client Database

No

Concierge Date

Contact Information

Best Contact Method

Best Daytime Phone

Home Phone

Mobile Phone

Business Phone

Fax

E-mail Address 1

Customer Agreed to FoC Marketing Email

Updated By

Updated On

E-mail Address 2

E-mail Address 3

Time Zone

Additional Contact Information

Address

Address Type [REDACTED] City HOUSTON

Street 1 [REDACTED] State/Province TX

Street 2 [REDACTED] ZIP/Postal Code [REDACTED]

Street 3 [REDACTED] Country USA

County

Social Media Information

<input type="checkbox"/>	Contact	Social Media Ty...	Handle	Historic Message Boa...	Message Board Name...	Creat
Loading Social Media Attribute records...						
0 - 0 of 0 (0 selected)						Page 1

Cases

<input type="checkbox"/>	Cases					
<input type="checkbox"/>	Case Number	VIN	Customer	Status	Case Classification Full Path	
Loading Case records...						
0 - 0 of 0 (0 selected)						Page 1

Marketing Scores



Navigation to the webpage was canceled

What you can try:

- Refresh the page.

Preferences

E-Mail	Allow
Phone	Allow
Mail	Allow

Email Subscription

Ford or Dealer Personnel

No Notifications (Default) Yes

Daily Notification of ALL Active Cases No

Daily Notification of Active Cases Opened/Updated Previous Day No

Two Notifications a Day (All cases created or updated since last Run) No

Preferred Case Type


Preferred Email





Employee Information

Ford or Dealer Personnel

Position	WSLx ID
CKS Customer #	IncrementalTag
CDS ID	Salary Grade
ETag1	ETag2
LTag1	LTag2
STag1	STag2

Marketing Dealer

New Assigned Dealer		Used Assigned Dealer	
Ford	Effective Date	Ford	Effective Date
 AutoNation Ford Katy	2/2/2015		

Lincoln	Effective Date	Lincoln	Effective Date
 West Point Lincoln	4/13/2015	Mercury	Effective Date
Mercury	Effective Date		
Notes			
Admin Info			
Owner	 ford prload1		
Created By	 ford prload1	Modified By	 ford prload1
Created On	2/4/2015 1:41 AM	Modified On	6/16/2016 1:04 AM
<hr/>			
Status	Active		



Friday, September 09, 201

Refres

Error retrieving Full Recall
The given key was not present in the dictionary.

Full Recall

Case



General Info

Overview

Case Number	[Redacted]	Status	Resolved
Priority	Urgent	Owner	Tier 2 CCT
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Web Portal		

Close Case

Close Case Info

Resolution Type	Duplicate	Comments - Close Case	Closing as duplicate of [Redacted]
Closure Type	Addressed		

Customer Info

Advanced Search

Search On	Contact	Search By	
-----------	---------	-----------	--

Customer Name	GENERIC - PACO CONTACT	Caller Type	
Best Contact Method		Use for Reply-To	
Best Daytime Phone		Customer Delegate	
Customer Home Phone		Customer Delegate Phone	
Customer Business Phone		Relationship	
Customer Mobile Phone			
Vehicle Purchase Status			

Current LTV Score

Customer Scores

Loyalty Score	Defector Score
LTV Score	Dissat Score
In-Market	ESP Score
Likelihood to Service	Service Segments
Loyalty Segment - Mexico	

Dealer Info

Dealer Info


Dealer Name	AutoNation Ford Katy	
Dealer PA Code	Dealer Service Manager	
Dealer Phone Number	More than one Service Manager	No
Dealer Contact	Service Mgr Phone	
Ford CSM	Portal Status	No New Message
FMCC Branch Code		



Vehicle Info



Vehicle Info


VIN	1FMSK7D88F [REDACTED]	Mileage	
Warranty Start Date		Mileage Units	Miles
Vehicle Modifications	No	Hours in Service	
Original Selling Dealer		Converted Mileage	
Original Selling PA		Days Out of Service	
		Number of Repairs	


Vehicle Specification

Vehicle Specification  2015 > FORD > EXPLORER > K7D - EXPLORER XLT FWD 4-DR
Full Path

Model Year  2015 **Engines Specification**  3.5L V6 CYCLONE TIVCT

Make  FORD **Transmissions Specification**  6 SPD AUTO TRANS 6F

Model / Vehicle Line  EXPLORER

Body Style  K7D - EXPLORER XLT FWD 4-DR

Equipment and Software

SYNC Version


Modem / TCU?


Installed SYNC Software Version

Installed Date


Case Classification

Classification

Responsible Team  Tier 2 CCT

Case Classification Full Path  Vehicle Concern > Parts Issue > Unit Down (not drivable)

Case Classification Level 1  Vehicle Concern

Case Classification Level 2  Parts Issue

Case Classification Level 3  Unit Down (not drivable)

Case Classification Level 4

Classification

Initial Contact Target 6/8/2016 10:00 AM

Initial Contacted No

Case Closure Target 7/21/2016 5:00 PM

Initial Contact Date

Symptom Code

Symptom Code

Level 1

Level 2

Level 3

Level 4

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code



Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

Subject	Activity Type	Activity Status	Priority	Date Created
Case Resolution	Case Resolution	Completed	Normal	6/8/2016 7:14...
Close Case	Close Case	Completed	Normal	6/8/2016 7:09...
Transfer / Escalate	Transfer/Escalation	Completed	Normal	6/8/2016 3:33...

1 - 3 of 3 (0 selected)

Page 1

Notes & Article

Notes

Title: Note created on 06/08/2016 07:08 AM by Wendy Grissom-Eisenhauer, Default Team: Tier 2 CCT
Closing as duplicate of 5
Wendy Grissom-Eisenhauer 6/8/2016 7:08 AM

Title:



[PACO Problem Number] : [REDACTED] [Requestedid] :Fonsecar@AutoNation.com [Dealerpacode] :04617 [DOR#] :50616
 [ServicePart] : [REDACTED] [VIN] :1FMSK7D88FGB [REDACTED] [Model] :UB EXPLORER [ModelYear] :2015 [Make] :
 [DatesubmittedinPACO]:26-MAY-16 [DateOfAnswerinPACO] :07-JUN-16 [ProblemDescription] :Can you please give me a status on
 the order. Thank you. Is there any updates on this. We have to vehicles down in shop waiting on this order.
 (FONSECAR@AUTONATION.COM) (06-Jun-2016 16:54 PM) [Answer] :Raymond, I apologize however; there isn't any new information
 to report at this time. The supplier has not identified an eta. Thanks for your continued patience.
 [EstimatedDate/ExpectedShipDate] :TBD [UnitDown] :Y
 ford prload1 6/8/2016 3:33 AM

Article

Article

Admin Info

Admin Info

Created By	 ford prload1	Modified By	 Jim Zorzit
Created On	6/8/2016 3:33 AM	Modified On	6/30/2016 10:14 PM
Begin Date	6/8/2016	Case Type	
Title	[REDACTED]	Source Created By	

Case



General Info

Overview

Case Number	[Redacted]	Status	Resolved
Priority	Urgent	Owner	Tier 2 CCT
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Web Portal		

Close Case

Close Case Info

Resolution Type	Duplicate	Comments - Close Case	Closing as duplicate of [Redacted]
Closure Type	Addressed		

Customer Info

Advanced Search

Search On	Contact	Search By	
-----------	---------	-----------	--

Customer Name	[Redacted]	Caller Type	
Best Contact Method	Phone	Use for Reply-To	
Best Daytime Phone	Mobile Phone	Customer Delegate	
Customer Home Phone	[Redacted]	Customer Delegate Phone	
Customer Business Phone	[Redacted]	Relationship	
Customer Mobile Phone	[Redacted]		
Vehicle Purchase Status	[Redacted]		


Current LTV Score 62

Customer Scores

Loyalty Score		Defector Score	
LTV Score	62	Dissat Score	
In-Market		ESP Score	
Likelihood to Service		Service Segments	
Loyalty Segment - Mexico			

Dealer Info

Dealer Info




Dealer Name	 AutoNation Ford Katy		
Dealer PA Code		Dealer Service Manager	
Dealer Phone Number		More than one Service Manager	No
Dealer Contact		Service Mgr Phone	
Ford CSM		Portal Status	No New Message
FMCC Branch Code			

Vehicle Info

Vehicle Info

VIN	 1FM5K7D88FG 	Mileage	1
Warranty Start Date		Mileage Units	Miles
Vehicle Modifications	No	Hours in Service	
Original Selling Dealer		Converted Mileage	
Original Selling PA		Days Out of Service	
		Number of Repairs	

Vehicle Specification

Vehicle Specification  2015 > FORD > EXPLORER > K7D - EXPLORER XLT FWD 4-DR
Full Path
Model Year  2015 **Engines Specification**  3.5L V6 CYCLONE TIVCT
Make  FORD **Transmissions Specification**  6 SPD AUTO TRANS 6F
Model / Vehicle Line  EXPLORER
Body Style  K7D - EXPLORER XLT FWD 4-DR

Equipment and Software

SYNC Version

Modem / TCU?


Installed SYNC
Software Version

Installed Date


Case Classification

Classification

Responsible Team  Tier 2 CCT

Case Classification Full Path  Vehicle Concern > Parts Issue > Unit Down (not drivable)

Case Classification Level 1  Vehicle Concern

Case Classification Level 2  Parts Issue

Case Classification Level 3  Unit Down (not drivable)

Case Classification Level 4

Classification

Initial Contact Target 5/31/2016 10:00 AM

Initial Contacted No

Case Closure Target 7/13/2016 5:00 PM

Initial Contact Date

Symptom Code

Symptom Code

Level 1

Level 2

Level 3

Level 4

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0007766625

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP

No

Activities

All Activities

Subject	Activity Type	Activity Status	Priority	Date Created
<input checked="" type="checkbox"/> Case Resolution	Case Resolution	Completed	Normal	6/8/2016 7:19...
<input type="checkbox"/> Close Case	Close Case	Completed	Normal	6/8/2016 7:19...
<input type="checkbox"/> bo part pacocase	Schedule Follow-Up	Completed	Normal	5/31/2016 10:3...
<input type="checkbox"/> Parts SME Assistance Requ...	E-mail	Completed	Normal	5/31/2016 10:3...
<input type="checkbox"/> Ford/Lincoln Loyalty Reme...	Ford/Lincoln Loyalty Req...	Completed	Normal	5/31/2016 10:3...
<input type="checkbox"/> Parts SME Assistance Requ...	Parts SME Assistance Req...	Completed	Normal	5/31/2016 10:3...
<input type="checkbox"/> CALL To - 66308	Phone Call	Completed	Normal	5/31/2016 10:3...
<input type="checkbox"/> Transfer / Escalate	Transfer/Escalation	Completed	Normal	5/28/2016 3:26...

1 - 8 of 8 (0 selected)

Page 1

Notes & Article

Notes

Title: Requestor/Approver Comments
rental

SYSTEM 6/8/2016 7:18 AM

Title: Note created on 6/8/2016 07:16 AM by Wendy Grissom-Eisenhauer, Default Team: Tier 2 CCT
Closing as duplicate of CAS [REDACTED]

Wendy Grissom-Eisenhauer 6/8/2016 7:16 AM

Title: Note created on 06/06/2016 03:33 PM by Teresa Wesley, Default Team: Correspondence

NOTE: CUSTOMER HAS COMPLETED A CVP SURVEY, SEEKING HELP FOR ONGOING CONCERN WITH BURNING SMELL AND NOISE CONCERN. SEE CORRESPONDENCE [REDACTED] [REDACTED]. A LETTER HAS BEEN SENT TO THE CUSTOMER TO ADVISE THAT HER CASE IS BEING ESCALATED TO CCT.

Teresa Wesley 6/6/2016 3:33 PM

Title: Note created on 06/02/2016 02:09 PM by Deborah Estes, Default Team: Tier 2 CCT
monitor for parts

Deborah Estes 6/2/2016 2:09 PM

Title: Note created on 5/31/2016 10:43 AM by Christopher Klingmann, Default Team: SME
Estimated ship date is TBD

Christopher Klingmann 5/31/2016 10:43 AM

Title: Note created on 05/31/2016 10:37 AM by Deborah Estes, Default Team: Tier 2 CCT

Ticket Number [REDACTED] [REDACTED] Customer: GENERIC - PACO CONTACT Business phone: null Home phone: null Mobile phone: null LTV Score: null Vehicle Purchase Status: null Dealer name: AutoNation Ford Katy Dealer P&A: null Dealer phone: null VIN: 1FMSK7D88FG [REDACTED] Year: 2015 Make: FORD Model: EXPLORER Mileage: null Warranty Start Date: null 2/2/15 Engines Specification: 3.5L V6 CYCLONE TIVCT Open Recall/FSA: none ESP: none Hotline Contact: G2IBW008 NHL 2/9/16 Warranty History: 3 20106 3/14/16 exhaust smell 17328 1/21/16 exhaust smell 7282 7/9/15 ex [REDACTED] EN PHA [REDACTED] 106 BARKERS CROSSING AVE houston tx 77084 [REDACTED] cases [REDACTED] 4/30/15 case [REDACTED] Raymond, The system indicates your order being on emergency backorder. At this time supplier, packager, Canada nor production has a part to ship dealer direct. A firm ETA hasn't been established for when supplier will ship. I apologize for the inconvenience and the delay.

Deborah Estes 5/31/2016 10:37 AM

Title:



[PACO Problem Number] : [REDACTED] [Requestedid] :Fonsecar@AutoNation.com [Dealerpacode] :04617 [DOR#] :50616 [ServicePart] :FB5Z78442K03B [VIN] :1FMSK7D88FG [REDACTED] [Model] :UB EXPLORER [ModelYear] :2015 [Make] [DatesubmittedinPACO]:26-MAY-16 [DateOfAnswerinPACO] :26-MAY-16 [ProblemDescription] :Can you please give me a status on the order. Thank you. [Answer] :Raymond, The system indicates your order being on emergency backorder. At this time supplier, packager, Canada nor production has a part to ship dealer direct. A firm ETA hasn't been established for when supplier will ship. I apologize for the inconvenience and the delay. [EstimatedDate/ExpectedShipDate] :TBD [UnitDown] :Y ford prdload1 5/28/2016 3:26 AM

Article

Article

Admin Info

Admin Info

Created By	 ford prdload1	Modified By	 Wendy Grissom-Eisenhauer
Created On	5/28/2016 3:26 AM	Modified On	6/8/2016 7:19 AM
Begin Date	5/28/2016	Case Type	
Title	[REDACTED]	Source Created By	



Case



General Info

Overview

Case Number	[Redacted]	Status	Resolved
Priority	Medium	Owner	Tier 2 CCT
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Survey		

Close Case

Close Case Info

Resolution Type	Addressed	Comments - Close Case	
Closure Type	Addressed		

Customer Info

Advanced Search

Search On	Contact	Search By	
-----------	---------	-----------	--

Customer Name	[Redacted]	Caller Type	
Best Contact Method	Phone	Use for Reply-To	
Best Daytime Phone	Mobile Phone	Customer Delegate	
Customer Home Phone	[Redacted]	Customer Delegate Phone	
Customer Business Phone	[Redacted]	Relationship	
Customer Mobile Phone	[Redacted]		
Vehicle Purchase Status			



Current LTV Score 60

Customer Scores

Loyalty Score		Defector Score	
LTV Score	63	Dissat Score	
In-Market		ESP Score	
Likelihood to Service		Service Segments	
Loyalty Segment - Mexico			

Dealer Info

Dealer Info


Dealer Name	 AutoNation Ford Katy		
Dealer PA Code	04617	Dealer Service Manager	
Dealer Phone Number	(281) 675-4700	More than one Service Manager	Yes
Dealer Contact		Service Mgr Phone	
Ford CSM	 Deborah Estes	Portal Status	No New Message
FMCC Branch Code			


Vehicle Info


Vehicle Info


VIN	 1FM5K7D88FG [REDACTED]	Mileage	20,000
Warranty Start Date		Mileage Units	Miles
Vehicle Modifications	No	Hours in Service	
Original Selling Dealer		Converted Mileage	
Original Selling PA		Days Out of Service	
		Number of Repairs	


Vehicle Specification

Vehicle Specification  2015 > FORD > EXPLORER > K7D - EXPLORER XLT FWD 4-DR
 Full Path

Model Year  2015 Engines Specification  3.5L V6 CYCLONE TIVCT

Make  FORD Transmissions Specification  6 SPD AUTO TRANS 6F

Model / Vehicle Line  EXPLORER

Body Style  K7D - EXPLORER XLT FWD 4-DR

Equipment and Software

SYNC Version

Modem / TCU?


Installed SYNC
Software Version


Installed Date

Case Classification

Classification

Responsible Team  Correspondence

Case Classification  Vehicle Concern > Repair Assistance > CLP / Lincoln Loyalty Criteria
 Full Path

Case Classification  Vehicle Concern
 Level 1

Case Classification  Repair Assistance
 Level 2

Case Classification  CLP / Lincoln Loyalty Criteria
 Level 3

Case Classification
 Level 4

Classification

Initial Contact Target 5/3/2016 5:00 PM Initial Contacted Yes

Case Closure Target Initial Contact Date 6/6/2016 3:20 PM

Symptom Code

Symptom Code  Start/Run/Move > Odor > Chemical > Intermittent

Level 1  Start/Run/Move

Level 2  Odor

Level 3  Chemical
 Level 4  Intermittent

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0007536813

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #











Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

<input type="checkbox"/>	Subject	Activity Type	Activity Status	Priority	Date Created
<input type="checkbox"/>	 Case Resolution	Case Resolution	Completed	Normal	7/21/2016 3:23...
<input type="checkbox"/>	 Close Case	Close Case	Completed	Normal	7/21/2016 3:23...
<input type="checkbox"/>	 CA [Redacted]	Phone Call	Completed	Normal	7/18/2016 3:41...
<input type="checkbox"/>	 Po [Redacted]	Portal Message	Completed	Normal	7/14/2016 7:54...
<input type="checkbox"/>	 Po [Redacted]	Portal Message	Completed	Normal	7/5/2016 10:49...
<input type="checkbox"/>	 RA [Redacted]	RAV Processing	Completed	Normal	6/17/2016 4:02...
<input type="checkbox"/>	 CA [Redacted]	Phone Call	Completed	Normal	6/17/2016 3:55...
<input type="checkbox"/>	 CA [Redacted]	Phone Call	Completed	Normal	6/17/2016 3:49...
<input type="checkbox"/>	 CA [Redacted]	Appointment	Completed	Normal	6/8/2016 10:05...
<input type="checkbox"/>	 dg [Redacted]	Schedule Follow-Up	Completed	Normal	6/8/2016 10:05...

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Page 1

Notes & Article

Notes

Title: Note created on 07/21/2016 03:21 PM by Deborah Estes, Default Team: Tier 2 CCT

ibc sm amanda - fse has done all he can - dlr is pursuing rav thru zm - does not qualify for rav thru crc - closing case - cust in loaner not rental

Deborah Estes 7/21/2016 3:23 PM

Title: Note from Portal Message

what does brian jay say = i thought brian jay said it was acceptable under normal driving conditions

Deborah Estes 7/14/2016 7:55 AM

Title:

"By AMANDA CASKEY" - per Glen, exhaust still is not acceptable level.

CRM Admin Team 7/13/2016 3:35 PM

Title: Note created on 07/11/2016 08:59 AM by Deborah Estes, Default Team: Tier 2 CCT

obc sm amanda 3180 - fse brian jay was out last week - feels smell 99% better if not gone entirely - sd glenn is driving veh - to determine

Deborah Estes 7/11/2016 9:00 AM

Title: Note created on 07/05/2016 10:49 AM by Deborah Estes, Default Team: Tier 2 CCT

FB5Z78442K03B [REDACTED] 05/26 1A REFD/DIRECT SHIP S 07/01 534427 FDE

Deborah Estes 7/5/2016 10:50 AM

Title: Note created on 06/27/2016 02:36 PM by Deborah Estes, Default Team: Tier 2 CCT

FB5Z78442K03B [REDACTED] 6/27 V bo hold pham MDSR. HANDLING per does ii 6/27

Deborah Estes 6/27/2016 2:37 PM

Title: Note created on 06/17/2016 04:03 PM by Deborah Estes, Default Team: Tier 2 CCT

fb5z78442k03b [REDACTED] 05/26 MDSR. HANDLING ibc cust - has a bad smell coming in her car whenever drives veh - cust is in a loaner vhe KIT - REAR SPOILER REPAIR veh will not qualify for rav - will need trade if no longer wants veh

Deborah Estes 6/17/2016 4:03 PM

Title: Note created on 06/15/2016 02:02 PM by Deborah Estes, Default Team: Tier 2 CCT

FB5Z78442K03B [REDACTED] /16 bo hold pham MDSR. HANDLING per does ii 6/15

Deborah Estes 6/15/2016 2:02 PM

Title: Note created on 06/09/2016 12:50 PM by Deborah Estes, Default Team: Tier 2 CCT

obc sm amanda 3180 - bp parts should be avail again

Deborah Estes 6/9/2016 12:50 PM

Title: Note created on 6/8/2016 10:10 AM by Autumn Lewis, Default Team: Tier 2 CCT

Estimated ship date is TBD at this time No next level asy available and previous level not an option 0 dlrs show on hand VIA D2D Paco indicates Due to ongoing component shortage supplier stating about a 30 day lead time on EMR orders. Do you know your release and or DOR # so I can determine where in the queue your order is?

Autumn Lewis 6/8/2016 10:10 AM

Title: Update, Default Team: Tier 2 CCT

CSM Leon, ext. 70054, assisting CSM Deb, ext. 77795 OBC to dealer at 281-675-4700. CSM left VM for Amanda Mackley requesting she update case notes in FMC360 with current status of customer's vehicle. OBC to customer at 832-607-5206. CSM left VM for [REDACTED] introducing myself, advising I am filling in for CSM Debbie, providing contact information and advising of third attempt follow-up for EOB 6/9/16. NEXT STEPS: CSM to make 3rd and final customer contact attempt to discuss case by EOB 6/9/16. Leon Merrow III 6/8/2016 10:04 AM

Title: Note created on 06/08/2016 07:21 AM by Wendy Grissom-Eisenhauer, Default Team: Tier 2 CCT

[PACO Problem Number] :5394666 [Requestedid] :Fonsecar@AutoNation.com [Dealerpacode] :04617 [DOR#] :50616

[ServicePart] :FB5Z78442K03B [VIN] :1FM5K7D88FGB [Model] :UB EXPLORER [ModelYear] :2015 [Make] :

[DateSubmittedinPACO]:26-MAY-16 [DateOfAnswerinPACO]:26-MAY-16 [ProblemDescription] :Can you please give me a status on the order. Thank you. [Answer] :Raymond, The system indicates your order being on emergency backorder. At this time supplier, packager, Canada nor production has a part to ship dealer direct. A firm ETA hasn't been established for when supplier will ship. I apologize for the inconvenience and the delay. [EstimatedDate/ExpectedShipDate] :TBD

Wendy Grissom-Eisenhauer 6/8/2016 7:21 AM

Title: Note created on 6/7/2016 5:43 PM by Dawn Michel, Default Team: Tier 2 CCT

CSM Shelley x77775 assisting CSM Deb x77795 OBC to CUST (832-607-5206) Left VM. CSM advised CUST of role, provided contact info and CAS#. CSM will F/U 6/8

Dawn Michel 6/7/2016 5:43 PM

Title: Note created on 6/7/2016 5:41 PM by Dawn Michel, Default Team: Tier 2 CCT

CSM Shelley x77775 assisting CSM Deb x77795 OBC to CUST ([REDACTED]) The number you have dialed is not allocated. CSM will try alternate number.

Dawn Michel 6/7/2016 5:41 PM

Title: Note created on 6/7/2016 5:39 PM by Dawn Michel, Default Team: Tier 2 CCT

CSM Shelley x77775 assisting CSM Deb x77795 PM to DLR Please provide me with more information regarding this concern. When was the vehicle last there? What tests were run? What were the results? Were there any repairs made? If so, please provide repair information. Were any parts ordered? Was the part on backorder? If so, please provide the part number, original order date, COR# and PACO in order to escalate the part for the customer. Any information you can provide would be greatly appreciated. Thank you! CSM will contact CUST.

Dawn Michel 6/7/2016 5:40 PM

Title: Note from Portal Message

Please provide me with more information regarding this concern. When was the vehicle last there? What tests were run? What were the results? Were there any repairs made? If so, please provide repair information. Were any parts ordered? Was the part on backorder? If so, please provide the part number, original order date, COR# and PACO in order to escalate the part for the customer. Any information you can provide would be greatly appreciated. Thank you!


Dawn Michel 6/7/2016 5:39 PM

Title: Note created on 6/7/2016 5:34 PM by Dawn Michel, Default Team: Tier 2 CCT

Ticket Number: [REDACTED] Customer: [REDACTED] Business p [REDACTED] Home phone: ([REDACTED])
 Mobile phone: 2818486770 LTV Score: 63 Vehicle Purchase Status: Original Owner Dealer name: AutoNation Ford Katy Dealer P&A: 04617 Dealer phone: (281) 675-4700 VIN: 1FM5K7D88FG [REDACTED] Year : 2015 Make: FORD Model: EXPLORER Mileage: 20000 Warranty Start Date: 2/2/2015 Engines Specification: 3.5L V6 CYCLONE TIVCT Open Recall/FSA: N/A ESP: N/A Hotline Contact: Yes: 2/9/2016: 21,663: G2IBW008 Warranty History: 7/9/2015: 7282: smells outside air: replaced open circuit air inlet a/c actuator 1/21/2016: 17,328: smell of gas turning on the a/c: reprogrammed HVAC, replaced air extractors 3/14/2016: 20,106: exhaust smell in cab: replaced exhaust asy

Dawn Michel 6/7/2016 5:34 PM

Title: File Attachment, Default Team: Correspondence

 PHAM.xml

Teresa Wesley 6/6/2016 3:42 PM

Title: Note created on 06/06/2016 03:34 PM by Teresa Wesley, Default Team: Correspondence

SURVEY PREDATES OPEN TIER 2 [REDACTED]; HOWEVER IT IS A DEALER ONLY CASE AND THERE HAS BEEN NO CONTACT WITH THE CUSTOMER CUSTOMER SAYS: WTY SURVEY 4/22/16 CONCERN: BURNING SMELL INSIDE CAR AT ACCELERATION/HIGH SPEED AND RINGING NOISE AT IDLE RETURNED TO DEALER 5 TIMES - ASKING FOR HELP TO RESOLVE THE ISSUE CRC ADVISED: SENT LETTER TO CUSTOMER - CONCERNS ESCALATED TO CCT

Teresa Wesley 6/6/2016 3:34 PM

Title:

"By GLEN DUNCAN" - Brian States there is no new updates regarding exhaust smell.

CRM Admin Team 4/30/2016 4:03 PM

Title:

"By GLEN DUNCAN" - TALKED TO Brian Jay FSE with Ford to see if there any new info regarding exhaust smell on customers vehicle. We have Installed new Design Muffler on vehicle 03/21/16. Customer called 04/30/16 advised us that her older brother borrowed the vehicle and fell asleep. Customer states carbon dioxide is coming in the vehicle, Customer is coming in Monday 05/02/16 for inspection.

CRM Admin Team 4/30/2016 4:01 PM

Article

Article

Admin Info

Admin Info

Created By	 ford prload1	Modified By	 Deborah Estes
Created On	4/28/2016 5:59 AM	Modified On	7/21/2016 3:23 PM
Begin Date	4/28/2016	Case Type	

Title		Source Created By
<hr/>		



GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number: [input] File Report To This Folder File Report To A Folder Exists in Folder(s)

Add Comments Previous Next Save Mail Report

Download Options

Report Detail Section : View Details Attachments: 1

Report# : [redacted] Received: 02/09/2016
 CCRG/EPRC: S Reviewed Status: Date:
 Vehicle: 2015,EXPLORER 4X2 (U502),XLT,4 DOOR,MPV,1FM5K7D88FG [redacted] Build Date: 12/14/2014
 Odometer : 21,663 M Engine: 3.5L CYCLO Calibration: EUB1SN0A
 Transmission: 6F50 Axle: A/C: YES
 Dealer: USA 04617 AutoNation Ford Katy Phone#: 281-579-9100
 City: Katy State: Texas Country : USA
 Originator: HUMAYUN HABIB
 Symptom: 1 14 1 02 COMF/ENT,INTERIOR ODOR ,MUSTY/ORGANIC,ALWAYS
 Status:
 VFG: V79 CLIMATE CONTROL FUNCTION
 Additional Symptom: EXHAUST ODOR IN VEHICLE
 Fix: Causal Component : ODOR A/C TRTMT KIT -- NOA
 Condition Code:
 Hotliner: RSTANL47 Phone: Regn Cd: C2 Houston
 Engineering: Phone: TAR: CLD
 Dlr Contact: HUMAYUN HABIB Phone: Title Cde: T

Comments:**CONCER 02/09/2016 11:42AM**

Web Form Data Description of Vehicle Concern: SMELL GAS OR EXHAUST WHEN A/C IS ON AND HEAVY ACCELERATION Please list any diagnostics already performed: SOME OTHER TECH REPLACED THE ACTUATOR , BUT PROBLEM IS STILL THERE , AND ITS COME TO ME I PERFORMED TSB 14-013, BUT CUSTOMER COME BACK AND HE IS SAYING STII HE CAN SMELL IT , BUT SERVICE ADVISOR TOLD ME THIS CAR HAD BIN BODY SHOP THEY WORK ON THE REAR BUMPER AND ALSO DID SOME REPAIR SHEAT MATAL , SO MY QUESTION IS IS BODY SHOP WORK CAN CAS THIS PROBLEM OR NOT , IF NOT SO WHAT NEXT STUP I PERFORMED , NEED YOUR ADVICE THANKS Parts Replaced: PERFORMED TSB 14-013, AND ACTUATOR OUTSIDE/RECIRCULATION, Your Question: WHAT STUP I PERFORMED NEXT

RECOMM 02/09/2016 11:42AM

Humayun, Pressurize the cabin and preform a leak test with either soapy water, dust, or with smoke as described in section 100-04 of the Workshop Manual. This test will determine if there is any body seam, body seal, window seal, or door seal leaks. If no leaks are detected inspect the exhaust system to verify that there are no exhaust leaks present, also inspect the recirculation door for proper operation and proper seal against the cowl opening.

ADD-ON 02/09/2016 11:42AM

Andrew Montgomery consulted

CONCER 03/17/2016 12:07PM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

I NEED TO UPDATE STATUS OF THIS VEHICLE. THIS VEHICLE IS CURRENTLY BACK IN THE SHOP FOR THE SAME CONCERN. PRESSURIZED THE CAB AND NO VISIBLE SIGNS OF LEAKS BUT THE CUSTOMERS CONCERN IS STILL PRESENT. I KNOW ON SEVERAL OF THESE VEHICLES WE HAVE GOTTEN APPROVAL FOR THE UPDATED EXHAUST SYSTEM TO CORRECT THIS CONCERN. CUSTOMERS CONCERN HAS BEEN VERIFIED BY AMANDA CASKEY OUR SERVICE DRIVE MANAGER. EVERYONE HERE IS CONFIDENT THAT THE EXHAUST SYSTEM WILL FIX THIS VEHICLE PLEASE LET ME KNOW IF I CAN GO AHEAD WITH REPLACING THE EXHAUST ON THIS VEHICLE WITH THE UPDATED PART # EB5Z-5230-A IN REFERENCE TO TSB 14-0130.

RECOMM 03/17/2016 12:33PM ANDY SHANK MSS - FCSD - TECH SVC HOTLINE

Hi Humayun, TSB 14-0130 does not outline replacement of the exhaust system. If it has been determined that the exhaust system is at fault and needs to be replaced to correct the concern then replace the exhaust system as needed and reevaluate the concern.

ADD-ON 03/17/2016 12:33PM ANDY SHANK MSS - FCSD - TECH SVC HOTLINE

Consulted SME Travis Polnasek and it was advised to inform the technician that TSB 14-0130 does not outline replacement of the exhaust system. If it determined that the exhaust system is at fault then proceed with replacement and retest.

CONCER 05/04/2016 11:59AM PETER KRAHULEC MSS - FCSD - TECH SVC HOTLINE

Web Form Data (110186645) Description of Vehicle Concern: CUSTOMER CONCERN, EXHAUST SMELL IN SIDE AFTER DRIVING 30MINTS Please list any diagnostics already performed: PERFORMED VEHICLE LEAK TEST, IN SIDE PRESSURE TEST PASS , SMOKE TEST PASS Parts Replaced: PERFORMED TSB 14-0130, AND REPLACED EXHAUST TO Your Question: MY QUESTION IS CAN YOU SEND SERVICE FIELD ENGINEER TO ME , SO HE CAN HELP ME OUT ON THIS THANKS

RECOMM 05/04/2016 11:59AM PETER KRAHULEC MSS - FCSD - TECH SVC HOTLINE

Humayun, Since the exhaust odor is still present in the vehicle after TSB 14-0130 was performed and the updated exhaust was replaced it is recommended to re-visit steps the TSB 14-0130 steps 11 and 12 to ensure a generous amount of seam sealer and rubberized undercoating was applied as directed. If steps 10 and 11 have been verified it is recommended to ensure the HVAC module is at the latest calibration when using the latest IDS software. If the HVAC module is at the latest calibration it is recommended to perform the cabin pressure test in the areas specifically called out in TSB 14-0130 to determine if a leak is present. If the cabin pressure test does not reveal any leaks the vehicle should be driven with the body vents taped off to determine if the concern changes. If the concern is still present when the body vents are taped off it is recommended to drive the vehicle with the HVAC setting set to recirculate and fresh air position to determine if the exhaust odor is entering the vehicle from the rear of the vehicle or towards the front. This concern is being directed to the Technical Assistance Center's Escalated Handling Team for additional review. An Escalated Handling Team Member will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer's concern. We will continue to work with you and your Dealership's Service Management Team to help get the concern resolved and the vehicle back to the customer in a timely manner.

ADD-ON 05/04/2016 11:59AM PETER KRAHULEC MSS - FCSD - TECH SVC HOTLINE

Note to EH: Consulted Cale Garrett, recommended escalating due to time down. Recommended re-visiting steps in TSB, update HVAC module to the latest calibration, taping off body vents, perform cabin pressure test in areas called out in TSB, and operate the vehicle with the HVAC function in recirculate vs fresh air.

ADD-ON 05/04/2016 11:59AM PETER KRAHULEC MSS - FCSD - TECH SVC HOTLINE

Reason For Escalation: Time Down

CONCER 05/10/2016 03:23PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to the Dealer. A voice message was received when attempting to contact the Service Manager and a voice message was left for the Service Manager indicating that this request has been escalated. A second call was placed to the Dealer and the call continued to ring until disconnecting when attempting to contact Humayun.

RECOMM 05/10/2016 03:23PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Humayun, Verify that the exhaust was replaced with EB5Z-5230- A. If the exhaust has been replaced and TSB 14-0130 completed, verify the HVAC module is at the latest calibration. Perform the pressure test again by removing the tail lamps, removing the bumper cover, taping off the air extractors, starting the vehicle and setting to fresh air mode with the blower on high. Spray soapy water at the body seams, all rubber grommets, the seams behind the tail lamps, the deck lid seal, the side glass seals and the license plate area. Seal all leaks found with Motorcraft TA-2 seam sealer. If no leaks are found, use an evaporative emission smoke machine (on the outside of the vehicle) to apply smoke around the liftgate seal. If the smoke pushes away from the seal, a leak is present. While the rear bumper cover and tail lamps are removed, have an assistant inspect from inside the vehicle while a flashlight is shined along all body seams behind the tail lamps and bumper cover. If any light passes through to the interior of the vehicle, seal the affected seam. When all leaks are sealed and the muffler assembly is replaced, the odor should no longer be present. If further information is require during these tests or repairs, provide the results to all tests and inspections completed along with all information required a that time. If a best contact number is available, please also include that contact information. When the repair is completed and verified, include the verified repair information on the survey. Thank you.

ADD-ON 05/10/2016 03:23PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Article ISM 1507013 SOME 2011-2016 EXPLORER VEHICLES MAY EXHIBIT A REPEAT CUSTOMER CONCERN OF EXHAUST ODOR INSIDE THE VEHICLE AFTER TSB 14-0130 HAS BEEN COMPLETED.

ADD-ON 05/10/2016 03:23PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Calling to verify the procedures in ISM 1507013 have been completed.

CONCER 05/11/2016 11:04AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to the Dealer. A voice message was received when attempting to reach Service Manager Glen. A voice message was left for Glen providing this assistance request number along with the repair order number and

advising that this request has been updated. A request was also made to provide a best contact number if further information is required.

RECOMM 05/11/2016 11:04AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Humayun and Glen, If further information is required after completing the inspections and repairs provided in the update on 5/10/2016, provide the concern present, the results to all tests and inspections completed and all repairs completed along with all information required at that time. If a best contact number is available, please also include that contact information. Thank you.

ADD-ON 05/11/2016 11:04AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

A voice message was left for Service Manager Glen.

CONCER 05/12/2016 11:50AM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

WE FOLLOWED THE TSB REPAIR TO THE LETTER AND STILL HAS AN EXHAUST SMEEL GOOD CONTACT NUMBER FOR GLEN DUNCAN IS 713-825-0750

CONCER 05/12/2016 02:07PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to the contact number provided by Glen and a voice message was received. A voice message was left acknowledging that the TSB has been completed and requesting to verify the muffler assembly installed and verify the steps provided on 5/10/2016 have been completed.

RECOMM 05/12/2016 02:07PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Glen, It is noted that TSB 14-0130 has been completed. If the exhaust has been replaced, please verify the part number that was installed. If the tests outlined in the Hotline response from 5/10/2016 have not been completed, please continue with these tests and sealing all leaks identified. If the muffler assembly has been replaced and all leaks are sealed, the odor should no longer be present.

ADD-ON 05/12/2016 02:07PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

FMC360 only contains comments from the Dealer.
Glens direct contact number is 713-825-0750.

CONCER 05/12/2016 03:29PM T ECHHOT MSS - FCSD - TECH SVC HOTLINE

CONFIRMED THAT EB5Z-5230-A SMOKE TEST REVEILED THAT LEFT LOWER SIDE OF REAR HATCH HAD SLIGHT LEAK FOUND DURING SMOKE TEST ADJUSTED HATCH STOP ON THATT SIDE AND ELIMINATED LEAK TEST CONDUCTED BY ME SHOPFORMAN MY CONTACT #IS 281-797-2149

CONCER 05/13/2016 12:29PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to Roland at the direct contact number provided and a voice message was received. An outbound call was placed to the direct contact number provided by Glen and a voice message was received. A voice message was

left for both Roland and Glen advising to update this form with the best time to contact.

RECOMM 05/13/2016 12:29PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Roland and Glen, If a best time is available to contact, please update this form with the best contact time. If no updates are received, a member of the Technical Assistance Center will attempt to contact you again by close of business today 5/13/2016 to further discuss this repair.

ADD-ON 05/13/2016 12:29PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Service Manager Glens contact number is 713-825-0750.

Shop Foreman Rolands contact number is 281-797-2149.

The muffler assembly has been replaced and the leaks found sealed. Calling to determine if the odor is still present after resolving the leak identified at the liftgate seal.

FMC360 comments are from the Dealer only.

The down time this visit is 12 days per the repair order date and the Dealer has not been reached to verify this down time at this time.

TSB 14-0130 was completed in January 2016.

The muffler assembly was replaced in March 2016.

CONCER 05/13/2016 06:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to Glen and a voice message was received. A voice message was left for Glen requesting to provide the best time to call.

RECOMM 05/13/2016 06:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Glen, If a best time of day is present to call, please update with that time. A member of the Technical Assistance Center will contact you again Monday 5/16/2016.

ADD-ON 05/13/2016 06:15PM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

A voice message was received when attempting to contact Service Manager Glen.

CONCER 05/16/2016 11:18AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

An outbound call was placed to Roland. Roland advised that the odor is still present after the liftgate seal leak was corrected. The customer had the vehicle and reported that the kids in the back seat noted the odor. The Dealer has verified this odor. All leaks found have been sealed. TSB 14-0130 was completed on the first visit, the

muffler assembly EB5Z-5230- A was replaced on the second visit and the liftgate seal leak was repaired on the third visit. No other concerns are present. The odor is originating from the rear of the vehicle. The HVAC module is at the latest level. This vehicle is at the Dealer at this time and the pressure test is being completed again to check for any additional leaks.

RECOMM 05/16/2016 11:18AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Roland, Per our conversation, continue with the pressure test with the blower on high with all doors and windows closed. When taping off the air extractors, tape off only the extractor and not the seam between the extractor and the body. When inspecting for leaks, inspect around the extractor. Verify that all seams under the vehicle, behind the bumper cover and behind the tail lamps are checked. Seal all leaks found and retest. Due to the repairs completed with the odor still present, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 05/16/2016 11:18AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

Days out of service: 15 during the current visit with 2 prior visits.

Number of repair attempts: 3

Repairs completed: TSB 14-0130, muffler assembly (EB5Z-5230- A) and adjustment of the liftgate for a leak at the liftgate seal. The HVAC module is also currently at the latest level.

Best direct contact: Shop Foreman Roland at 281-797-2149.

FMC360 comments are from the Dealer only.

No field alerts are open for this VIN at this time.

TAR 05/16/2016 11:26AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE

NOTE TO FSE. REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF PROGRESS. THE CUSTOMER CONCERN IS AN EXHAUST ODOR. TSB 14-0130 HAS BEEN COMPLETED AND THE MUFFLER ASSEMBLY (EB5Z-5230- A) HAS BEEN INSTALLED. ALL LEAKS FOUND HAVE BEEN SEALED. THE HVAC MODULE IS AT THE LATEST LEVEL. THE ODOR IS STILL PRESENT. THE DEALER IS CURRENTLY

COMPLETING THE PRESSURE TEST AGAIN TO CHECK FOR LEAKS AGAIN. PLEASE ASSIST THE DEALER IN FURTHER ISOLATING AND REPAIRING THE CAUSE OF THE EXHAUST ODOR AFTER THE REPAIRS COMPLETED. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 15 DAYS DURING THE CURRENT VISIT WITH 2 PREVIOUS VISITS FOR THIS CONCERN.

AUDIT 05/16/2016 11:26AM JOSHUA BURTCH MSS - FCSD - TECH SVC HOTLINE
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 05/17/2016 10:27PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
I TEST DROVE THIS VEHICLE WITH SD GLEN DUNCAN ON 5/11 AND A FOUL EXHAUST TYPE ODOR WAS DEFINITELY PRESENT INSIDE THE CABIN EVEN AFTER TSB 14-0130 & ISM 15-07-013 WERE BOTH DONE (LATEST HVAC SOFTWARE AND UPDATED MUFFLER ASSY HAVE BOTH ALREADY BEEN INSTALLED).

ADD-ON 05/17/2016 10:33PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
TODAY I OBSERVED SF ROLAND, AND TECHS MOHAMMED AND HABIB WORKING BEHIND THE REAR BUMPER AND LIFTGATE AREA. THEY TAPED OFF THE BODY VENTS WHILE I TURNED ON THE HVAC FRESH AIR MODE AND THEN THEY METICULOUSLY INSPECTED ALL POSSIBLE BODY SEAMS, INCLUDING FINDING VERY SMALL LEAKS ALONG THE SPLIT LINE BETWEEN THE INNER AND OUTER QUARTER PANELS IN THE REAR OF THE REAR WHEEL ARCH AREA, THROUGH VARIOUS ROUGH SPOT WELDS BELOW THE REAR BODY FLANGE BELOW THE LIFGATE OPENING, AROUND THE SQUARE PLASTIC PLUGS THE BUMPER FASTENERS POP INTO, AROUND MULTIPLE GROMMETS AND SEAMS, AROUND THE BUMPER REINFORCEMENT BEAM, BEHIND THE PLASTIC BUMPER ATTACHMENT BRACKET (LH SIDE ONLY), AROUND THE RUBBER GROMMET AT THE BOTTOM OF THE SPARE TIRE WELL, AND AROUND THE FOIL PLUGS AT THE REAR OF THE BODY BEHIND THE REAR BUMPER. ROLAND WAS IN THE PROCESS OF APPLYING ADDITIONAL SEALER AND UNDERCOATING. ONCE THE SEALER HAS BEEN ALLOWED TO DRY GLEN AND I WILL MAKE AN ADDITIONAL TEST DRIVE BEFORE DETERMINING IF THE FOUL ODOR IS STILL PRESENT. BJAY1 281-788-0870.

ADD-ON 05/20/2016 09:36AM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
CHECKED WITH ROLAND, VEHICLE NOT READY TO TEST DRIVE YET. WILL FOLLOW UP MONDAY 5/23

ADD-ON 05/23/2016 12:18PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

ALL BODY SEAM AREAS LISTED ABOVE THAT WERE VERIFIED TO HAVE VERY SMALL AIR LEAKS HAVE BEEN SEALED WITH TA-2 AND RUBBERIZED UNDERCOATING. THE HVAC HAS BEEN UPDATED, I CONFIRMED THERE ARE NO FURTHER HVAC UPDATES IN IDS (100.3). TEST DROVE VEHICLE IN RECIRC MODE AND THE EXHAUST ODOR

AFTER A RAPID ACCELERATION IS STILL PRESENT. TSB 14-0130 HAS BEEN PERFORMED, VERIFIED WHICH ADDITIONAL SEAMS WERE LEAKING AND PERFORMED A SECOND TIME, AND THE UPDATED MUFFLER ASSEMBLY EB5Z-5230-A (PER ISM 15-07-013) ALSO HAS BEEN INSTALLED, BUT THE ODOR STILL REMAINS. CURRENTLY RESEARCHING IF OTHER POSSIBLE PENDING OR FUTURE REPAIR PROCEDURES ARE OR MAY BECOME AVAILABLE TO ELIMINATE EXHAUST ODOR ON HEAVY ACCEL. BJAY1 281-788-0870.

ADD-ON 05/24/2016 11:35AM KEVIN BLACK (PCE) MSS - FCSD - VSP C/P SVC ENG

SEE IF THE FOLLOWING SSM 45053 APPLIES TO THIS VEH - 2007-2015 VARIOUS VEHICLES EQUIPPED WITH ALL WHEEL DRIVE - PROPANE, OR NATURAL GAS ODOR DURING IDLE OR LOW SPEED DRIVING.

ADD-ON 05/24/2016 01:52PM KEVIN BLACK (PCE) MSS - FCSD - VSP C/P SVC ENG

SSM LISTED ABOVE WONT APPLY TO 2WD. I MISSED THAT. I CONTACTED EXPLORER PVT ENGINEERING AND THEY PROVIDED THE FOLLOWING RECOMMENDATIONS: 1.VERIFY THAT THERE ARE NO PTU FLUID LEAKS. (IF APPLICABLE) 2.CONFIRM THAT ODOR IS ASSOCIATED WITH HARD ACCELERATION EVENT. 3.VERIFY THAT THE LIFT GATE PRIMARY SEAL IS FULLY SEATED AROUND THE FULL PERIMETER OF THE OPENING, AND IS MAKING CONTACT WITH THE LIFT GATE WHEN CLOSED. PAY SPECIAL ATTENTION TO THE AREA NEAR THE TAIL LAMPS AND AT THE LATCH. 4. ENSURE THAT THE 3 DRAIN PLUGS ARE PROPERLY INSTALLED IN THE BOTTOM OF THE LIFT GATE. 5.VERIFY THAT ALL UNDERBODY PLUGS ARE PROPERLY INSTALLED. IF NO LEAKS WERE FOUND IN 1-3, THEN 6. REMOVE AND REINSTALL THE LIFT GATE HANDLE APPLIQUE/PULL CUP, ENSURING THAT THE RETENTION CLIPS ARE ENGAGED AND THE SEAL MAKES FULL CONTACT WITH SHEET METAL. 7. REMOVE THE LIFT GATE SPOILER (WSM SECTION 501-08 EXTERIOR TRIM & ORNAMENTATION). REPLACE ALL FOAM SEALS. REINSTALL THE SPOILER. 8.PERFORM THE PRESSURE TEST AS OUTLINED IN THE ISM FOR 2011-2015 VEHICLES.

ADD-ON 05/25/2016 06:39PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

THE FOAM SEAL KIT TO REPLACE *ALL* FOAM SEALS UNDER THE REAR SPOILER IS FB5Z-78442K03-B. DEALER WAS ADVISED TO ORDER. CURRENTLY THERE IS ZERO PRICING OR INVENTORY INFO.

ADD-ON 06/07/2016 01:30PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

WORKING WITH PACO / AND ETRACKER STAFF TO TRY TO GET SUPPLIER TO DIRECT SHIP THE FB5Z-78442K03-B REAR SPOILER SEAL KIT TO THIS DEALER.

ADD-ON 06/17/2016 01:57PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST

SUPPLIER IS GIVING A PROMISE DATE OF 6/22 FOR SHIPPING OUT THE REAR

SPOILER SEALING KITS.

ADD-ON 06/27/2016 02:18PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
CONFIRMED 3 KITS ARE IN TRANSIT TO PACKAGER, ONLY OPEN ORDERS AT THIS TIME ARE 2 PCS FOR THIS DEALER.

ADD-ON 07/01/2016 05:26PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
UPDATED MMP COMMENTS INDICATE THE REAR SPOILER SEALING KITS ARE ON THEIR WAY FROM THE PACKAGER. STILL HAVE NOT ARRIVED AT DEALER YET.

ADD-ON 07/07/2016 01:23PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
REAR SPOILER SEALING KIT HAS ARRIVED, AND WAS INSTALLED BY TECH MIKE MARION. I TEST DROVE THE VEHICLE IMMEDIATELY AFTERWARDS AND NO ODOR WAS DETECTED. I ALSO RETURNED AND TEST DROVE WITH SD GLEN DUNCAN (WHO HAS EXPERIENCED THE ODOR THE MOST) AND WHEN GLEN DRIVING THE ODOR WAS NOT DETECTED. GLEN WANTS TO TAKE MORE TIME AFTER TODAY TO DRIVE THE VEHICLE ON A LONGER TRIP AND HE WILL UPDATE WITH MORE RESULTS.

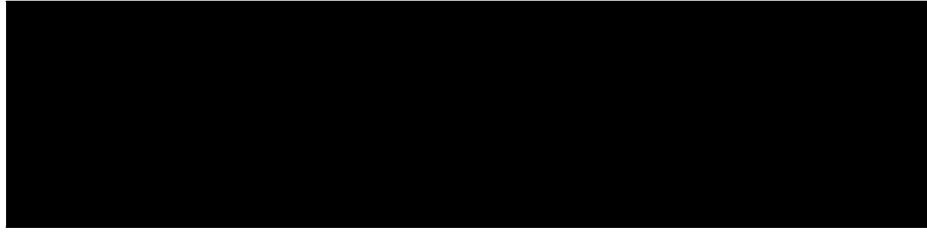
ADD-ON 07/11/2016 05:19PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
SERVICE DIRECTOR GLEN DUNCAN HAS FURTHER DETERMINED THAT IF THE APP PEDAL IS HELD JUST SHORT OF WOT THE RECIRC MODE DOES NOT CHANGE AND AN ODOR CAN STILL BE DETECTED. AWAITING MORE INFORMATION ON UPDATES IF POSSIBLE FUTURE HVAC SOFTWARE UPDATES WILL APPLY TO 15MY BACK, OR JUST 16MY+.

Download Options

ADD-ON 07/14/2016 11:08AM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
SENT FINAL EMAIL TO PCE ASKING FOR CLARIFICATION ON IF/WHEN/WHAT FUTURE HVAC UPDATES ARE PLANNED FOR 15MY BACK SINCE BODY SEALING ALONE DID NOT FULLY ADDRESS THIS CUSTOMER'S EXHAUST ODOR. AWAITING RESPONSE.

ADD-ON 07/25/2016 12:39PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
TRIED FLASHING HVAC WITH IDS VERSION 101.03 BUT FLASH DID NOT OCCUR AS NO FURTHER IDS SOFTWARE UPDATES ARE AVAILABLE AT THIS TIME. HVAC P/N CURRENTLY AT: (HVAC) PART NUMBER = FB5T-18C612-BA (HVAC)_FILENAME = FB5T-18D619-AB (HVAC) SOFTWARE PART 1 (F124) = FB5T-18D620-BB (HVAC) SOFTWARE PART 2 (F10A) = BB5T-14C651-BA (HVAC) SOFTWARE PART 3 (F188) = FB5T-18D619-AB (HVAC)_HARDWARE_NUM = EB5T-14F165-BB (HVAC)_CALIBRATION_FILENAME = FB5T-18D620-BB

ADD-ON 08/09/2016 02:05PM BRIAN JAY (FSE) MSS - FCSD - REG DALLAS-HOUST
NO FURTHER REPAIRS ARE RECOMMENDED AT THIS TIME.





**Service of Process
Transmittal**

11/18/2016
CT Log Number [REDACTED]

TO: Chris Dzbanski
Ford Motor Company
1 American Rd, Whq 421-E6
Dearborn, MI 48126-2798

RE: **Process Served in Arizona**

FOR: Ford Motor Company (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] Pltfs. vs. Ford Motor Company, Dft.

DOCUMENT(S) SERVED: Summons, Complaint, Exhibit(s)

COURT/AGENCY: Maricopa County Superior Court, AZ
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Manufacturing Defect - 2015 Ford Explorer, VIN: 1FMSK8GT5FG [REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Phoenix, AZ

DATE AND HOUR OF SERVICE: By Process Server on 11/18/2016 at 10:50

JURISDICTION SERVED : Arizona

APPEARANCE OR ANSWER DUE: Within 20 days after service, not counting the day of receipt

ATTORNEY(S) / SENDER(S): Carlo N. Mercaldo
The Mercaldo Law Firm
1853 North Kolb Road
Tucson, AZ 85715
520-624-1400

ACTION ITEMS: CT has retained the current log, Retain Date: 11/18/2016, Expected Purge Date: 11/23/2016
Image SOP
Email Notification, Chris Dzbanski cdzbansk@ford.com
Email Notification, Mary Ann MacKinnon mmackin1@ford.com

SIGNED: C T Corporation System
ADDRESS: 3800 N Central Avenue
Suite 460
Phoenix, AZ 85012
TELEPHONE: 602-248-1145

11-18-16
10:50 AM

Name of Person Filing: Carlo N. Mercado
Your Address: 1853 North Kolb Road
Your City, State, Zip Code: Tucson, AZ 85715
Your Telephone Number: 520-624-1400
Attorney Bar Number (if applicable): 023361
Representing Self (Without an Attorney) or Plaintiff or Defendant

**SUPERIOR COURT OF ARIZONA
MARICOPA COUNTY**

Name of Plaintiff: [Redacted] Case No.: [Redacted]

FORD MOTOR COMPANY

Name of Defendant

If you would like legal advice from a lawyer,
contact the Lawyer Referral Service at
602-257-4434

SUMMONS

**WARNING: This is an official document from the court that affects your rights. Read this carefully.
If you do not understand it, contact a lawyer for help.**

Sponsored by the

Maricopa County Bar Association
Ford Motor Company, c/o CT Corporation System

FROM THE STATE OF ARIZONA TO 3800 N Central Ave, Ste.460,Phoenix,AZ 85012
Name of Defendant

1. A lawsuit has been filed against you. A copy of the lawsuit and other court papers are served on you with this "Summons".
2. If you do not want a judgment or order taken against you without your input, you must file an "Answer" or a "Response" in writing with the court, and pay the filing fee. If you do not file an "Answer" or "Response" the other party may be given the relief requested in his/her Petition or Complaint. To file your "Answer" or "Response" take, or send, the "Answer" or "Response" to the Office of the Clerk of the Superior Court, 201 West Jefferson Street, Phoenix, Arizona 85003-2205 or the Office of the Clerk of the Superior Court, 222 East Javelina Drive, Mesa, Arizona 85210-6201 or Office of the Clerk of Superior Court, 14264 W. Tierra Buena Lane, Surprise, Arizona 85374. Mail a copy of your "Response" or "Answer" to the other party at the address listed on the top of this Summons.
3. If this "Summons" and the other court papers were served on you by a registered process server or the Sheriff, within the State of Arizona, your "Response" or "Answer" must be filed within TWENTY (20) CALENDAR DAYS from the date you were served, not counting the day you were served. If this "Summons" and the other papers were served on you by a registered process server or the Sheriff outside the State of Arizona, your Response must be filed within THIRTY (30) CALENDAR DAYS from the date you were served, not counting the day you were served. Service by a registered process server or the Sheriff is complete when made. Service by Publication is complete thirty (30) days after the date of the first publication.
4. You can get a copy of the court papers filed in this case from the Plaintiff/Attorney listed at the address at the top of this paper, or from the Clerk of the Superior Court's Customer Service Center at 601 W. Jackson, Phoenix, Arizona 85003 or at 222 E. Javelina Drive, Mesa, Arizona 85210.

5. Requests for reasonable accommodation for persons with disabilities must be made to the office of the judge or commissioner assigned to the case, at least five (5) days before your scheduled court date.

SIGNED AND SEALED this date

MICHAEL K. JEANES, CLERK OF COURT

By _____
Deputy Clerk

COPY

OCT 31 2016



MICHAEL K. JEANES, CLERK
Y. BARRAZA
DEPUTY CLERK

1
2 Carlo N. Mercado, Bar Number 023361
3 **The Mercado Law Firm**
4 **1853 North Kolb Road**
5 **Tucson, AZ 85715**
6 **520-624-1400**
7 **520-624-1955 (Fax)**
8 **Attorney for Plaintiffs**

COPY

OCT 31 2016



MICHAEL K. JEANES, CLERK
Y. BARRAZA
DEPUTY CLERK

9
10
11 **IN THE SUPERIOR COURT OF ARIZONA**
12 **IN AND FOR THE COUNTY OF MARICOPA**

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[Redacted]) Case No [Redacted]
[Redacted])
[Redacted]) COMP [Redacted]
[Redacted])
Plaintiffs,)
vs.)
FORD MOTOR COMPANY,)
Defendant.)

1. This Court has jurisdiction to hear this matter. Venue is proper as all or part of Plaintiffs' claims arose in Maricopa County. A.R.S. Const. Art. 6 §14.

2. Plaintiffs, [Redacted] and [Redacted] ER ("Plaintiffs"), are individuals who were at all times relevant hereto residing in the State of Arizona and the County of Maricopa.

3. Defendant, FORD MOTOR COMPANY ("Defendant"), is a foreign corporation authorized to do business in the State of Arizona, County of Maricopa and is engaged in the manufacture, sale, supply and distribution of motor vehicles and related equipment and services, such as written warranties. Defendant supplies its products and services to the public at large through a system of authorized dealerships.

1 4. On or about September 1, 2014, Plaintiffs purchased a 2015 Ford Explorer
2 ("Explorer") manufactured and supplied by Defendant, Vehicle Identification No.
3 1FMSK8GT5FGA [REDACTED] for \$47,476.73. See copy of Retail Installment Contract, attached
4 hereto as Exhibit "A."

5
6 5. In connection with Plaintiffs' purchase of the Explorer, Defendant issued and
7 supplied to Plaintiffs its written warranty which included three (3) year or thirty-six thousand
8 (36,000) mile bumper to bumper coverage as well as other warranties fully outlined in
9 Defendant's New Vehicle Warranty booklet. Defendant intended Plaintiffs to view the fact the
10 Explorer was "warranted" as an assurance of the Explorer's quality, thereby inducing Plaintiffs'
11 purchase.

12
13 6. After Plaintiffs' purchase of the Explorer, Defendant completely disclosed the
14 terms of its warranty; said warranty terms were not assurances of quality but rather attempts to
15 limit warranty obligations to repair or replacement of parts defective in material and
16 workmanship. Said warranty documents also contained various other terms not previously
17 disclosed, negotiated or agreed to, including but not limited to limitations on damages for breach
18 of warranty.

19
20 7. By inducing Plaintiffs' purchase with warranties attempting to limit warranty
21 obligations to nothing but repair or replacement of parts defective in material and workmanship
22 Defendant was required by common law and statute to perform adequate and competent repairs
23 or replacements within a reasonable opportunity and time, as competent repairs within a
24 reasonable opportunity/amount of time is the essential purpose of warranties restricted to repair
25 or replacement of defective parts.
26
27
28

1 8. On or about the aforementioned date, Plaintiffs took possession of the Explorer
2 and sometime thereafter experienced the defects/non-conformities listed below within the same
3 that diminished its value and/or substantially impaired its use, value and/or safety to Plaintiffs.
4

5 The defects/non-conformities includes, but is not limited to the following:

- 6 1. Defective engine/electrical system as evidenced by exhaust odor when
7 accelerating and the intermittent illumination of the check engine light;
- 8 2. Defective body/trim as evidenced by power fold mirror being noisy/shudders and
9 moves slow, glove box change panel is spotted and loose, passenger side rear door
10 quarter glass rubber molding coming loose, 2nd row seat hard to recline back to normal,
11 driver's side sun visors fold back down when folded forward and R/R quarter glass
12 molding coming loose;
- 13 3. Defective steering system as evidenced by wheel shaking when accelerating and
14 drone sound from left side of vehicle;
- 15 4. Defective transmission as evidenced by no throttle response when making right
16 turns and go to accelerate; and
- 17 b. Any additional defects/non-conformities, whether or not contained in the
18 manufacturer's invoices or otherwise.

19 9. For any defect/nonconformity that was repairable, Plaintiffs provided Defendant,
20 through its authorized dealership network, a sufficient opportunity to repair the defects/non-
21 conformities within the Explorer.

22 10. Despite being given more than a reasonable number of attempts/reasonable
23 opportunity to cure said defects/non-conformities, Defendant failed to do so and thus the
24 warranty failed of its essential purpose.

25 11. Defendant's failure to correct said defects/non-conformities violates Defendant's
26 statutory and common law duties to Plaintiffs and the expectations created by Defendant's
27 warranty.

28 12. Plaintiffs aver that as a result of the ineffective repair attempts made by
Defendant, through its authorized dealership network, the Explorer cannot be utilized as intended

1 by Plaintiffs at the time of acquisition and that the use, value and/or safety of the Explorer has
2 been diminished and/or substantially impaired to Plaintiffs.

3 13. Plaintiffs provided Defendant written notification of the defects/non-conformities
4 within the Explorer, an offer for a final opportunity to cure, and Plaintiffs' demand for
5 compensation on August 31, 2016. See Notice Letter, attached hereto as Exhibit "B."
6

7 14. Defendant refused Plaintiffs' demand for compensation and has refused to
8 provide Plaintiffs with the remedies to which Plaintiffs are entitled.

9 15. Plaintiffs have been and will continue to be financially damaged due to
10 Defendant's failure to comply with Defendant's statutory duty to Plaintiffs and the provisions of
11 its written warranty.
12

13 16. Plaintiffs have met all obligations and preconditions as provided in Defendant's
14 warranty and by statute(s).
15

16 17. As a direct and proximate result of Defendant's failure to comply with its
17 statutory written warranties, statutory obligations, and common law duties, Plaintiffs have
18 suffered damages and in accordance with A.R.S. § 44-1263 *et. seq.*, Plaintiffs are entitled to
19 bring suit for such damages and other legal and equitable relief.
20

21 **COUNT I—VIOLATION OF THE ARIZONA MOTOR VEHICLE**
22 **WARRANTIES ACT**

23 18. Plaintiffs reincorporate by reference all the preceding paragraphs.

24 19. WHEREFORE, pursuant to A.R.S. 44-1261 *et. seq.*, Plaintiffs pray for relief
25 against Defendant in the form of a replacement vehicle or full refund (at Plaintiffs' choice), all
26 attorneys' fees, expert fees and court costs incurred during the commencement and prosecution
27 of this matter, and all other relief deemed just and appropriate by this Court.
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Respectfully submitted this 28th day of October, 2016.

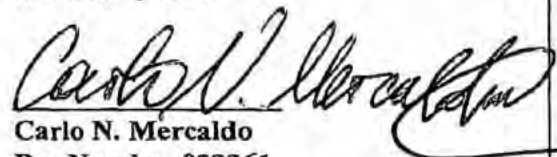
By: 
Carlo N. Mercado
Bar Number 023361
The Mercado Law Firm
1853 North Kolb Road
Tucson, AZ 85715
520-624-1400
520-624-1955 (Fax)
Attorney for Plaintiffs

EXHIBIT A

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(WITH ARBITRATION PROVISION)

Buyer Name and Address: [REDACTED] MARIETTA, GA 30067
 Seller Name and Address: DON SANDERSON, INC. 690 N. 51ST AVENUE, ENOLA, AZ 85301

Dealer Number: [REDACTED]

Year	Model	Make	Vehicle Identification Number
2015	EXPLORER	FORD	1FMSK8G55EFA000000

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreement on the front and back of this contract. You agree to pay the Seller-Creditor (hereinafter "Seller") the amount of the purchase price and finance charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The table in the financing schedule below is part of this contract.

ANNUAL PERCENTAGE CHARGE	FINANCE CHARGE	AMOUNT OF FINANCING	MONTHLY PAYMENTS	NUMBER OF PAYMENTS
2.74%	\$2557.34	\$35309.86	\$766.72	48

Your Payment Schedule Will Be:

Amount of First Payment	Amount of Each Payment	Number of Payments
\$31,124.18	\$766.72	48

Additional information: See the contract for more information including information about nonpayment, security interest, and giving a receipt for the vehicle being purchased. Payment of all your debt early, you will not have to pay a penalty. 5% of the part of the payment that is late. Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of \$10.00 per day. If you do not pay the late charge, the Seller-Creditor may sue you for the amount of the late charge and may also sue you for the amount of the late charge plus attorney's fees and costs. If you do not pay the late charge, the Seller-Creditor may also sue you for the amount of the late charge plus attorney's fees and costs. If you do not pay the late charge, the Seller-Creditor may also sue you for the amount of the late charge plus attorney's fees and costs. If you do not pay the late charge, the Seller-Creditor may also sue you for the amount of the late charge plus attorney's fees and costs.

TERMINATION OF AMOUNT FINANCED

1. Cash Price: \$41,765.73
 2. Sales Tax: \$1,989.02
 3. Fee Credit (if large balance paid): \$1,989.02
 4. Dealer Documentary Fees: \$249.00
 5. Other: \$0.00
 6. Total: \$41,765.73

7. Total Cash Price (A through H): \$41,765.73
 8. Other: \$0.00
 9. Total: \$41,765.73

10. Total: \$41,765.73

11. Total: \$41,765.73

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99. Total: \$41,765.73

100. Total: \$41,765.73

to FORD ESP	to PREMIUM MAINTENAN	1615.00
to N/A	to N/A	N/A
to N/A	to N/A	N/A
to N/A	to N/A	N/A
to N/A	to N/A	N/A
to N/A	to N/A	N/A
to N/A	to N/A	N/A
to N/A	to N/A	N/A
to N/A	to N/A	N/A
to N/A	to N/A	N/A
Total Other Charges and Additions (Paid to Others on Your Behalf)		5178.11
5. Amount Financed (B-4)		35309.86

on the terms and conditions provided in a part of this contract.
 I want to buy a gap contract.
 Buyer Signs: N/A
 Agreement to Arbitrate: By signing below, you agree that any dispute arising out of this contract shall be resolved by arbitration.

OPTION: You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A

FOR USED VEHICLES ONLY
 The Seller hereby warrants that this vehicle will be fit for the ordinary purposes for which the vehicle is used for 15 days or 500 miles after delivery, whichever is earlier, except with regard to particular defects disclosed on the first page of this agreement. You (the purchaser) will have to pay up to \$25.00 for each of the first two repairs if the warranty is violated.

ATTENTION PURCHASER: SIGN HERE ONLY IF THE DEALER TOLD YOU THAT THIS VEHICLE HAS THE FOLLOWING PROBLEM(S) AND THAT YOU AGREE TO BUY THE VEHICLE ON THOSE TERMS.
 ATENCIÓN COMPRADOR: FIRME AQUÍ SOLAMENTE SI EL VENDEDOR LE HA DICHO QUE EL VEHÍCULO TIENE EL/LÓS SIGUIENTE(S) PROBLEMA(S) Y QUE USTED ESTÁ DE ACUERDO EN COMPRAR EL VEHÍCULO BAJO ESTOS TÉRMINOS:

1. N/A 2. N/A 3. N/A
 X N/A N/A X N/A
 Buyer Signs (Date) Co-Buyer Signs (Date)

WARRANTIES
 Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties on the vehicle, except as described above for used vehicles. Making no warranties means that the Seller is selling the vehicle as is - not expressly warranted or guaranteed and without any implied warranties of merchantability (except as described above) or of fitness for a particular purpose. This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

IF THE BOX IS CHECKED, THIS CONTRACT IS SUBJECT TO A BROKER FEE PAID BY THE SELLER TO N/A

NO COOLING OFF PERIOD
 State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

You acknowledge an express intent to grant a security interest in the vehicle and hereby waive and abandon all personal property exemptions granted upon the vehicle, which is the subject of this contract. NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE, YOU WAIVE ALL RIGHTS PROVIDED BY ARIZONA LAW.

HOW THIS CONTRACT CAN BE CHANGED: This contract contains the terms and conditions of the sale. No oral changes are binding. Buyer Signs: N/A
 If any part of this contract is not valid, all other parts stay valid. We may extend the time for making some payments without extending the time for making others.

NOTICE TO THE BUYER: (1) Do not sign this contract before you read it or if it contains any blank spaces. (2) You are entitled to an exact copy of the contract you sign.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW.

You agree to the terms of this contract. ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE LIABILITY, COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS. The Arizona Department of Financial Institutions regulates the Seller and can be contacted at 2910 North 44th Street, Suite 310, Phoenix, Arizona 85018, (602) 255-4421. If you have any complaints concerning this contract.

09/01/2014 DON SANDERSON FORD INC 09/01/2014
 Date Seller Signs Date
 09/01/2014 X Title

SEE BACK FOR OTHER IMPORTANT TERMS AND AGREEMENTS

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.
 Other owner signs here X N/A Date N/A Address N/A

Seller assigns its interest in this contract to BMO HARRIS BANK NA (Assigned) under the terms of Seller's agreement(s) with Assignee.
 Assigned with recourse Assigned without recourse Assigned with limited recourse
 DON SANDERSON FORD INC By Title

EXHIBIT B

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Krohn & Moss, Ltd.

Main Office
10 N. Dearborn St, 3rd Floor
Chicago, IL 60602
www.krohnandmoss.com

Writer's Direct Number
(312) 578-9428 Ext. 216
Writer's Direct Facsimile
(866)-309-9458
Writer's Direct E-Mail
gmoss@consumerlawcenter.com
www.krohnandmoss.com

Licensed to practice only in:
Illinois
Wisconsin

August 31, 2016

SENT VIA CERTIFIED MAIL

Return Receipt No.: 7016 0600 0000 4022 2718

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

RE: C [REDACTED] v. Ford Motor Company
Vehicle: 2015 Ford Explorer
VIN: 1FMSK8GT5FC [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are defects/nonconformities present in my clients' vehicle for which relief is sought and numerous attempts to repair the vehicle have been unsuccessful. These defects/nonconformities include, but are not limited to:

1. Defective engine/electrical system as evidenced by exhaust odor when accelerating and the intermittent illumination of the check engine light;

2. Defective body/trim as evidenced by power fold mirror being noisy/shudders and moves slow, glove box change panel is spotted and loose, passenger side rear door quarter glass rubber molding coming loose, 2nd row seat hard to recline back to normal, driver's side sun visors fold back down when folded forward and R/R quarter glass molding coming loose;
3. Defective steering system as evidenced by wheel shaking when accelerating and drone sound from left side of vehicle;
4. Defective transmission as evidenced by no throttle response when making right turns and go to accelerate; and
5. Any additional defects/nonconformities, whether or not they are contained on any dealer repair orders.

Because of the defects/nonconformities, my clients have justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

Based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle as the defects/nonconformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Should you elect to make a final attempt to repair the defects/nonconformities, please contact me directly. If I do not hear from you, you waive your right to a final repair attempt. My client has directed me to demand the cancellation of the

contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.


Please be advised that pursuant to Uniform Commercial Code § 2-711(3), my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the vehicle and use it to the extent necessary to preserve it, to protect the security interest and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the vehicle will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client requests a refund for the defective vehicle plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort will be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Gregory H. Moss

GHM/jc

cc:



Case



General Info

Overview

Case Number	[Redacted]	Status	Resolved
Priority	[Redacted]	Owner	[Redacted]
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Comments - Close Case
Closure Type	

Customer Info

Advanced Search

Search On	Contact	Search By
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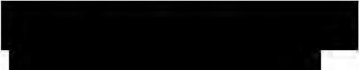
Customer Name	Don Sanderson Ford	Caller Type
Best Contact Method		Use for Reply-To
Best Daytime Phone		Customer Delegate
Customer Home Phone		Customer Delegate Phone
Customer Business Phone		Relationship
Customer Mobile Phone		
Vehicle Purchase Status		

Article

Article

Admin Info

Admin Info

Created By	 GADDE (SGADDE) SRINIVASA	Modified By	 GADDE (SGADDE) SRINIVASA
Created On	11/14/2015 9:02 PM	Modified On	11/14/2015 9:51 PM
Begin Date	11/14/2015	Case Type	
Title		Source Created By	

Current LTV Score

Customer Scores

Loyalty Score	Defector Score
LTV Score	Dissat Score
In-Market	ESP Score
Likelihood to Service	Service Segments
Loyalty Segment - Mexico	

Dealer Info

Dealer Info


Dealer Name	
Dealer PA Code	Dealer Service Manager
Dealer Phone Number	More than one Service Manager No
Dealer Contact	Service Mgr Phone
Ford CSM	Portal Status No New Message
FMCC Branch Code	

Vehicle Info


Vehicle Info

VIN	1FMSK8GT5FC [REDACTED]	Mileage
Warranty Start Date		Mileage Units Miles
Vehicle Modifications	No	Hours in Service
Original Selling Dealer		Converted Mileage
Original Selling PA		Days Out of Service
		Number of Repairs


Vehicle Specification

Vehicle Specification  2015 > FORD > EXPLORER > K8G - EXPLORER SPORT 4WD 4-DR
Full Path

Model Year  2015

Engines Specification  3.5L-4V DOHC T/C V6 GAS 350HP

Make  FORD

Transmissions Specification  6 SPD AUTO TRANS 6F55

Model / Vehicle Line  EXPLORER

Body Style  K8G - EXPLORER SPORT 4WD
4-DR

Equipment and Software

SYNC Version


Modem / TCU?


Installed SYNC
Software Version

Installed Date

Case Classification

Classification

Responsible Team  Maritz

Case Classification  Vehicle Concern > CVP Quick Touch > CRC Quick Touch
Full Path

Case Classification  Vehicle Concern
Level 1

Case Classification  CVP Quick Touch
Level 2

Case Classification  CRC Quick Touch
Level 3

Case Classification
Level 4

Classification

Initial Contact Target	11/16/2015 5:15 PM	Initial Contacted	No
Case Closure Target	12/29/2015 5:00 PM	Initial Contact Date	

Symptom Code

Symptom Code

Level 1

Level 2

Level 3

Level 4

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization 0006400106

Code

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order

Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP

No

Activities

All Activities

<input type="checkbox"/>	Subject	Activity Type	Activity Status	Priority	Date Created
<input checked="" type="checkbox"/>	Case Resolution	Case Resolution	Completed	Normal	11/13/2015 2:1...
<input checked="" type="checkbox"/>		Close Case	Completed	Normal	11/13/2015 2:1...

1 - 2 of 2 (0 selected)

Page 1

Notes & Article

Notes

Title:

Service Hot Alert - Dealer Action Taken: CONTACTED [REDACTED] AND WAS ADVISED THAT HE IS SATIFIED WITH THE SERVICE AT SANDERSON FORD, BUT NOT HAPPY WITH THE VEHICLE. WILL CONTINUE TO RETURN FOR SERVICE AND REPAIRS TO SANDERSON FORD.

ford prdload1 11/13/2015 2:22 AM

Title:





Service Hot Alert - Closed In Quick Touch System; Our vehicle was in your shop for five weeks and we still have an issue with the exhaust problem and, we aren't sure about the "drone sound" yet. As for those that we communicated with, they were great.
ford prdload1 11/13/2015 2:15 AM

Article

Article

Admin Info

Admin Info

Created By	 ford prdload1	Modified By	 ford prdload1
Created On	11/13/2015 2:15 AM	Modified On	11/13/2015 2:15 AM
Begin Date	11/13/2015	Case Type	
Title		Source Created By	 CUDLHELP

Case



General Info

Overview

Case Number	[Redacted]	Status	Resolved
Priority	High	Owner	Tier 2 CCT
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Email		

Close Case

Close Case Info

Resolution Type	Addressed	Comments - Close Case
Closure Type	Addressed	

Customer Info

Advanced Search

Search On	Contact	Search By
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Customer Name	[Redacted]	Caller Type
Best Contact Method		Use for Reply-To
Best Daytime Phone		Customer Delegate
Customer Home Phone		Customer Delegate Phone
Customer Business Phone		Relationship
Customer Mobile Phone		
Vehicle Purchase Status	Original Owner	

Current LTV Score 74

Customer Scores

Loyalty Score 92

Defector Score

LTV Score 75

Dissat Score

In-Market 84

ESP Score

Likelihood to Service

Service Segments

Loyalty Segment - Mexico

Dealer Info

Dealer Info

Dealer Name  Don Sanderson Ford

Dealer PA Code 20301

Dealer Service Manager

Dealer Phone Number (623) 842-8600

More than one Service Manager Yes

Dealer Contact

Service Mgr Phone



Ford CSM

Portal Status No New Message

FMCC Branch Code

Vehicle Info

Vehicle Info

VIN  1FMSK8GT5FG  Mileage 10,350

Warranty Start Date  Mileage Units Miles


Vehicle Modifications No Hours in Service

Original Selling Dealer Don Sanderson Ford Converted Mileage


Original Selling PA 20301 Days Out of Service

Number of Repairs


Vehicle Specification

Vehicle Specification  2015 > FORD > EXPLORER > K8G - EXPLORER SPORT 4WD 4-DR
Full Path

Model Year  2015 **Engines Specification**  3.5L-4V DOHC T/C V6 GAS 350HP

Make  FORD **Transmissions Specification**  6 SPD AUTO TRANS 6F55

Model / Vehicle Line  EXPLORER

Body Style  K8G - EXPLORER SPORT 4WD
4-DR

Equipment and Software

SYNC Version

Modem / TCU?


Installed SYNC
Software Version

Installed Date

Case Classification


Classification

Responsible Team  Tier 1 Email

Case Classification Full Path  Vehicle Concern > Repair Assistance > CCT Criteria

Case Classification Level 1  Vehicle Concern

Case Classification Level 2  Repair Assistance

Case Classification Level 3  CCT Criteria


Case Classification Level 4

Classification

Initial Contact Target **Initial Contacted** Yes

Case Closure Target **Initial Contact Date** 7/17/2015 12:56 PM

Symptom Code

Symptom Code  Fit/Finish/Body > Interior Trim > Glove Box > OTHER

Level 1  Fit/Finish/Body

Level 2  Interior Trim

Level 3  Glove Box

Level 4  OTHER

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0005725055

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

Subject	Activity Type	Activity Status	Priority	Date Created
 FW: Ford Motor Company...	E-mail	Completed	High	10/12/2015 1:0...
 Case Resolution	Case Resolution	Completed	Normal	7/24/2015 10:4...
 Close Case	Close Case	Completed	Normal	7/24/2015 10:4...
 RE: Ford Motor Company...	E-mail	Completed	Normal	7/21/2015 7:15...
 IF NO EMAIL BACK ...THEN...	Schedule Follow-Up	Completed	Normal	7/21/2015 6:33...
 CALL From [REDACTED]	Phone Call	Completed	Normal	7/21/2015 2:39...
 HIGH [REDACTED]	Appointment	Completed	Normal	7/20/2015 2:41...
 Schedule Follow-Up	Schedule Follow-Up	Completed	Normal	7/20/2015 2:41...
 Transfer / Escalation	Transfer/Escalation	Completed	Normal	7/17/2015 1:02...
 Ford Motor Company CAS...	E-mail	Completed	Normal	7/17/2015 12:5...

1 - 10 of 11 (0 selected)

Page 1

Notes & Article

Notes

Title: Note created on 07/24/2015 10:41 AM by Leroy Smith, Default Team: Tier 2 CCT
no further actions ...csm closing case.

Leroy Smith 7/24/2015 10:41 AM

Title: Note created on 07/24/2015 10:40 AM by Leroy Smith, Default Team: Tier 2 CCT

OBE TO CUST: My apologies, Mr. W. [REDACTED] resolution is the same. Any concern becomes reviewed/inspected by a Ford dealership. If an issue is found to be a "normal operating characteristic" or "non-warrantable", there isn't anything I can do to reverse that determination. Any avenue you feel necessary is certainly available to you to proceed. Again, apologies for the inconvenience. Regards,

Leroy Smith 7/24/2015 10:40 AM

Title: Note created on 07/24/2015 10:32 AM by Leroy Smith, Default Team: Tier 2 CCT

IBE FROM CUSTOMER (REPLY): Dear Mr. Smith, This and other issues with this vehicle will either be fixed to our satisfaction or my attorney will file a "lemon law" suit against Sanderson Ford and the Ford Motor Company. This action will be in accordance with the laws of the State of Arizona. We are tired of having this vehicle in Sanderson for weeks at time just to hear Ford saying it's not their fault. You have four issues to address. Regards, [REDACTED]

Leroy Smith 7/24/2015 10:32 AM

Title: Note created on 7/21/2015 6:31 PM by Leroy Smith, Default Team: Tier 2 CCT

OBE TO CUSTOMER.: Good Morning Mr. W. [REDACTED] my name is Leroy and I am the Regional Customer Service Manager for Don Sanderson Ford. I received your case today and would first like to apologize on behalf of Ford Motor Company for the concerns that you are experiencing with you 2015 Explorer. Your dealership is in the best position to assess your vehicle to determine the root cause of the failure. Your local Ford/Lincoln dealership has factory trained technicians, the most current engineering service information, and the specialized equipment required to resolve your concerns. There are also resources provided for them to utilize in sometimes difficult to diagnose concerns. I have spoken to Parts & Service Director Dan Zeh and he is aware of the issue. He advised me that via all the resources used to facilitate a warranty inspection, the issue is not warrantable. Unfortunately, through my programs or role, I am unable to reverse the warranty decision. If you require further explanation or the condition changes, please speak with your Service Manager. If you have any questions please contact me either by responding to this email or call the phone number listed below. My office hours are Monday through Friday, 9:30 AM to 6:00 PM EST. Thank you,

Leroy Smith 7/21/2015 6:31 PM

Title: Note created on 07/20/2015 02:59 PM by Leroy Smith, Default Team: Tier 2 CCT

obc to dlr - SA MIKE @ DON SANDERSON FORD (623) 842-8600 --service advisor: MIKE --RO # ; 1 [REDACTED] -veh is down at shop now for trim

Leroy Smith 7/20/2015 2:59 PM

Title: Note created on 07/20/2015 02:58 PM by Leroy Smith, Default Team: Tier 2 CCT

CASE Number: CAS-[REDACTED] Customer [REDACTED] LP LTV: 75 Dealer name: Don Sanderson Ford Dealer P&A: 20301 Dealer phone: (623) 842-8600 WSD: 01-SEPTEMBER-2014 VIN: 1FMSK8GT5F0 [REDACTED] Year: 2015 Make: FORD Model: EXPLORER Mileage: 10350 PREVIOUS CASE: YES, CLP FOR MIRROR COVERAGE - P11 ESP 1: - USA 2014 NEW 84/125000 PREMIUMCARE W/ROADSIDE ESP 2: 0968 - USA 2014 NEW 84/100K PREM MAINT(M&W) 7.5K INTERVAL AWS: NO RELATED REPAIRS

Leroy Smith 7/20/2015 2:58 PM

Title: Ford Motor Company CAS-[REDACTED] CRM:[REDACTED]

Email Created On: 7/17/2015 12:52:08 PM From: Tier 1 Email - CRFCMC To: [REDACTED] Subject: Ford Motor Company CAS-[REDACTED] CRM: [REDACTED] Hello [REDACTED] My name is Irene, I am from Ford's Customer Relationship Center (CRC). I have reviewed your email regarding the concerns on your 2015 Ford Explorer. I apologize for any inconvenience this has caused. To assist you, I have escalated your case to our Ford Regional Customer Service Manager (CSM) who works daily with your dealership's management team. The Ford Regional CSM has access to all Ford resources and will use these to assist you and your dealership with your situation. Our CSM will contact you within 1 business day. Thank you for contacting Ford Motor Company. Sincerely, Irene Customer Relationship Center Ford Motor Company Should you feel that we have not adequately addressed your concern(s), we may require additional information, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) / 9:00 a.m. - 5:30 p.m. EST (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is [REDACTED] -D7N2D1. In addition, you can try online support at www.owner.ford.com. Here you can find answers to frequently asked questions (FAQs) and links to other key product and service information. Ford Confidentiality: ----- For security reasons, please DO NOT submit any sensitive personally identifiable information (PII), such as credit card numbers, driver license number, SSN, DOB, etc. Thank you. ----- Original Message ----- From: [REDACTED] received: 7/17/2015 10:34 AM To: Tier 1 Email - CRFCMC Subject: Vehicle Service Issues WHAT IS YOUR VEHICLE SALES OR SERVICE ISSUE?:Trim piece above glove box door is defective (has a mark on it) and it's loose fitting. Right side rear door rubber molding distorted. The engine cooling fans are extremely noisy on a road trip. WHAT ACTION HAS YOUR DEALER TAKEN TO ADDRESS THE ISSUE?:This less than a year old 2015 Explorer Sport which costs almost \$50K has spent 3 weeks in the dealer service shop. However, that's not their fault! The fault lies with those from Ford that approve or dis-approve a resolution and, I

find them irresponsible. It's their irresponsibility that has caused our car to be in the shop so long. WHAT ASSISTANCE ARE YOU SEEKING FROM FORD MOTOR COMPANY? I want this vehicle repaired correctly and to my satisfaction or I will invoke Arizona's "lemon law" and return this car to Sanderson Ford. It has been in for the same issue twice so one more time and it's done. I have owned Ford's since 1958 including a 1994 Ford Nascar Cup race car. Are you the owner of the vehicle :Yes VIN : 1FM5K8GT5FC [REDACTED] MILEAGE : 10,350 WHERE IS YOUR VEHICLE NOW : In Possession HAVE YOU CONTACTED THE DEALER :Yes DEALER NAME : Sanderson Ford, Glendale, AZ. Contact Information First Name : [REDACTED] Last Name : Webster Address : [REDACTED] City : Glendale, State : AZ, country : USA, Zip : [REDACTED] Email Address : [REDACTED] Phone Number : [REDACTED]



Link: CRMAppUserAccount CRM 7/17/2015 1:01 PM

Article

Article

Admin Info

Admin Info

Created By	 crmappool DJ	Modified By	 Leroy Smith
Created On	7/17/2015 10:34 AM	Modified On	7/24/2015 10:41 AM
Begin Date	7/17/2015	Case Type	
Title	[REDACTED]	Source Created By	

Case



General Info

Overview

Case Number	[Redacted]	Status	Resolved
Priority	[Redacted]	Owner	Tier 1 Email
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Email		

Close Case

Close Case Info

Resolution Type	Close Issue	Comments - Close Case
Closure Type	Resolved	

Customer Info

Advanced Search

Search On	Contact	Search By
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Customer Name	[Redacted]	Caller Type
Best Contact Method	[Redacted]	Use for Reply-To
Best Daytime Phone		Customer Delegate
Customer Home Phone		Customer Delegate Phone
Customer Business Phone		Relationship
Customer Mobile Phone		
Vehicle Purchase Status		

Current LTV Score 77

Customer Scores

Loyalty Score 93

Defector Score

LTV Score 77

Dissat Score

In-Market 84

ESP Score

Likelihood to Service

Service Segments

Loyalty Segment - Mexico

Dealer Info

Dealer Info

Dealer Name  Don Sanderson Ford

Dealer PA Code 20301

Dealer Service Manager

Dealer Phone Number (623) 842-8600

More than one Service Manager Yes

Dealer Contact

Service Mgr Phone

Ford CSM

Portal Status No New Message

FMCC Branch Code

Vehicle Info

Vehicle Info

VIN  1FM5K8GT5P [REDACTED] Mileage 6,030

Warranty Start Date

Mileage Units Miles

Vehicle Modifications No

Hours in Service

Original Selling Dealer

Converted Mileage

Original Selling PA

Days Out of Service

Number of Repairs

Vehicle Specification

Vehicle Specification  2015 > FORD > EXPLORER > K8G - EXPLORER SPORT 4WD 4-DR
Full Path

Model Year  2015 **Engines Specification**  3.5L-4V DOHC T/C V6 GAS 350HP

Make  FORD **Transmissions Specification**  6 SPD AUTO TRANS 6F55

Model / Vehicle Line  EXPLORER

Body Style  K8G - EXPLORER SPORT 4WD
4-DR

Equipment and Software

SYNC Version

Modem / TCU?

Installed SYNC
Software Version


Installed Date

Case Classification

Classification

Responsible Team  Tier 1 Email

Case Classification Full Path  General Inquiry > General/Other

Case Classification Level 1  General Inquiry

Case Classification Level 2  General/Other

Case Classification Level 3

Case Classification Level 4

Classification

Initial Contact Target 4/10/2015 5:00 PM

Initial Contacted No

Case Closure Target

Initial Contact Date

Symptom Code

Symptom Code

Level 1

Level 2

Level 3

Level 4

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0004506206

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

Subject	Activity Type	Activity Status	Priority	Date Created
Case Resolution	Case Resolution	Completed	Normal	4/9/2015 12:23...
Close Case	Close Case	Completed	Normal	4/9/2015 12:23...
RE: Vehicle Service Issues	E-mail	Completed	Normal	4/9/2015 12:12...
FORD MOTOR COMPANY...	E-mail	Completed	Normal	4/9/2015 12:08...
Transfer / Escalate	Transfer/Escalation	Completed	Normal	4/9/2015 12:04...
Transfer / Escalation	Transfer/Escalation	Completed	Normal	4/9/2015 11:56...
Vehicle Service Issues	E-mail	Completed	Normal	4/9/2015 11:08...

1 - 7 of 7 (0 selected)

Page 1

Notes & Article

Notes

Title: RE: Vehicle Service Issues

Email Created On: 4/9/2015 12:12:31 PM From: Aaron Sobotor To: GARY WEBSTER Subject: RE: Vehicle Service Issues -----
-- Original Message ----- From GARY WEBSTER Received 4/9/2015 11:08 AM To Tier 1 Email - CRCFMC Subject Vehicle
Service Issues: WHAT IS YOUR VEHICLE SALES OR SERVICE ISSUE? Case # CAS- [REDACTED] WHAT ACTION HAS YOUR DEALER
TAKEN TO ADDRESS THE ISSUE? Contacted all they could at Ford WHAT ASSISTANCE ARE YOU SEEKING FROM FORD MOTOR
COMPANY? I want this \$50K Explorer fixed today and the car back to my wife. Other than that, I will pass this issue along to my local
TV station for resolution as well as sending it over Facebook and other sites so anyone can see the lack of service Ford offers! Are
you the owner of the vehicle :Yes VIN : 1FM5K8GT5F [REDACTED] E : 6030 WHERE IS YOUR VEHICLE NOW : At Dealership HAVE
YOU CONTACTED THE DEALER : Yes DEALER NAME : Sanderson Ford Contact Information First Name : Gary Last Name : Webster
Address : [REDACTED] City : Glendale, State : AZ, country : USA, Zip : [REDACTED] Email Address : [REDACTED]

FordCRMAppUserAccount CRM 4/9/2015 12:23 PM

Title: Note created on 04/09/2015 12:23 PM by Pam Arvik, Default Team: Tier 1 Inbound

PLEASE REFERENCE C [REDACTED]

Created By 4/9/2015 12:23 PM [REDACTED] Modified By Pam Arvik

Title: FORD MOTOR COMPANY CRM-01 [REDACTED]

Email Created On: 4/9/2015 12:08:24 PM From: Tier 1 Email - CRCFMC To: GARY WEBSTER Subject: FORD MOTOR COMPANY
CRM-01 [REDACTED] Hello [REDACTED] My name is Pam, I am from Ford's Customer Relationship Center (CRC). I have reviewed your email
regarding the concerns on your 2015 Ford Explorer. I apologize for any inconvenience this has caused. Leroy, your Regional Ford
Manager, has called you on 4/9/2015 at 11:25. He left a voice mail and he will try back again tomorrow, April 10th. Thank you
for contacting Ford Motor Company. Sincerely, Pam Customer Relationship Center Ford Motor Company Should you feel that we
have not adequately addressed your concern(s), we may require additional information, please feel free to contact us via telephone
at (800) 392-3923 (Monday - Friday) 9 a.m. - 8:00 p.m. EST (Monday - Friday) 9 a.m. - 5:30 p.m. EST (Saturday). Hearing-
impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is CAS [REDACTED] In addition, you
can try online support at www.owner.ford.com. Here you can find answers to frequently asked questions (FAQs) and links to other
key product and service information. Ford Confidentiality: ----- For security reasons, please DO NOT submit any
sensitive personally identifiable information (PII), such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.
----- Original Message ----- From [REDACTED] received: 4/9/2015 11:08 AM To: Tier 1 Email - CRCFMC

Case



General Info

Overview

Case Number	CAS [REDACTED]	Status	Resolved
Priority	High	Owner	Tier 2 CCT
Expected Resolution Date		Status Reason	Resolved Closed
Input Channel	Phone		

Close Case

Close Case Info

Resolution Type	Addressed	Comments - Close Case
Closure Type	Addressed	

Customer Info

Advanced Search

Search On	Contact	Search By
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Customer Name	[REDACTED]	Caller Type
Best Contact Method		Use for Reply-To
Best Daytime Phone		Customer Delegate
Customer Home Phone	[REDACTED]	Customer Delegate Phone
Customer Business Phone	[REDACTED]	Relationship
Customer Mobile Phone		
Vehicle Purchase Status	Original Owner	

Current LTV Score 76

Customer Scores

Loyalty Score	93	Defector Score
LTV Score	77	Dissat Score
In-Market	84	ESP Score
Likelihood to Service		Service Segments
Loyalty Segment - Mexico		

Dealer Info

Dealer Info


Dealer Name	 Don Sanderson Ford		
Dealer PA Code	20301	Dealer Service Manager	
Dealer Phone Number	(623) 842-8600	More than one Service Manager	Yes
Dealer Contact		Service Mgr Phone	
Ford CSM		Portal Status	No New Message
FMCC Branch Code			

Vehicle Info


Vehicle Info

VIN	 1FMSK8GT5FC [REDACTED]	Mileage	6,044
Warranty Start Date		Mileage Units	Miles
Vehicle Modifications	No	Hours in Service	
Original Selling Dealer	Don Sanderson Ford	Converted Mileage	
Original Selling PA	20301	Days Out of Service	
		Number of Repairs	


Vehicle Specification

Vehicle Specification  2015 > FORD > EXPLORER > K8G - EXPLORER SPORT 4WD 4-DR
Full Path

Model Year  2015

Engines Specification  3.5L-4V DOHC T/C V6 GAS 350HP

Make  FORD

Transmissions Specification  6 SPD AUTO TRANS 6F55

Model / Vehicle Line  EXPLORER

Body Style  K8G - EXPLORER SPORT 4WD
4-DR

Equipment and Software

SYNC Version

Modem / TCU?


Installed SYNC
Software Version

Installed Date

Case Classification

Classification

Responsible Team  Tier 1 Inbound

Case Classification  Vehicle Concern > Parts Issue > Delay Within CCT/CLP Criteria
Full Path

Case Classification  Vehicle Concern
Level 1

Case Classification  Parts Issue
Level 2

Case Classification  Delay Within CCT/CLP Criteria
Level 3

Case Classification
Level 4

Classification

Initial Contact
Target

Initial Contacted No

Case Closure Target 5/20/2015 5:00 PM

Initial Contact Date

Symptom Code

Symptom Code

Level 1  Lighting/Glass/Vision

Level 2  Mirrors

Level 3  Rear View

Level 4

Miscellaneous Info

Miscellaneous Info

Master Case

Caller Authorization Code 0004498282

Stars ID

Tech Hotline No

FSA Number

Campaign Number

Repair Order Number

Chat UID

Contract Info

Ford Credit Contract #

Form Letter Code

ESP Contract #

Non-Ford ESP No

Activities

All Activities

<input type="checkbox"/>	Subject	Activity Type	Activity Status	Priority	Date Created
<input type="checkbox"/>	 Case Resolution	Case Resolution	Completed	Normal	4/20/2015 10:5...
<input type="checkbox"/>	 Close Case	Close Case	Completed	Normal	4/20/2015 10:5...
<input type="checkbox"/>	 CALL To - 51400	Phone Call	Completed	Normal	4/20/2015 10:5...
<input type="checkbox"/>	 CALL To - 51400	Phone Call	Completed	Normal	4/20/2015 10:4...
<input type="checkbox"/>	 IF NO CALL THEN CLOSE	Schedule Follow-Up	Completed	Normal	4/15/2015 12:2...
<input type="checkbox"/>	 CALL To - [REDACTED]	Phone Call	Completed	Normal	4/15/2015 11:5...
<input type="checkbox"/>	 Schedule Follow-Up	Schedule Follow-Up	Completed	Normal	4/9/2015 11:16...
<input type="checkbox"/>	 Document Customer Re-c...	E-mail	Completed	Normal	4/9/2015 10:58...
<input type="checkbox"/>	 Document Customer Re-c...	E-mail	Completed	Normal	4/9/2015 10:58...
<input type="checkbox"/>	 MIRROR SHUDDER	Ford/Lincoln Loyalty Req...	Completed	Normal	4/9/2015 10:57...

1 - 10 of 14 (0 selected)

Page 1

Notes & Article

Notes

Title: Note created on 07/20/2015 02:54 PM by Leroy Smith, Default Team: Tier 2 CCT

CASE Number: [REDACTED]-D7N2D1 Customer: GARY WEBSTER CLP LTV: 75 Dealer name: Don Sanderson Ford Dealer P&A: 20301 Dealer phone: [REDACTED] D: 01-SEPTEMBER-2014 VIN: 1FM5K8GT5FC [REDACTED] Year: 2015 Make: FORD Model: EXPLORER Mileage: 10350 PREVIOUS CASE: YES, CLP FOR MIRROR COVERAGE - P11 ESP 1: - USA 2014 NEW 84/125000 PREMIUMCARE W/ROADSIDE ESP 2: 0968 - USA 2014 NEW 84/100K PREM MAINT(M&W) 7.5K INTERVAL AWS: NO RELATED REPAIRS.

Leroy Smith 7/20/2015 2:54 PM

Title: Note created on 04/20/2015 10:52 AM by Leroy Smith, Default Team: Tier 2 CCT

NO RETURN CALL FROM CUSTOMER. CSM CLOSING CASE.

Leroy Smith 4/20/2015 10:52 AM

Title: Note created on 04/15/2015 11:53 AM by Leroy Smith, Default Team: Tier 2 CCT

OBC TO CUST - [REDACTED] left vmail - stating name, position, and reason for call (MIRROR COVERAGE & CONFIRM SATISF) 2, provided case number and contact ph number for future reference

Leroy Smith 4/15/2015 11:52 AM

Title: Note created on 04/15/2015 11:47 AM by Leroy Smith, Default Team: Tier 2 CCT

MIRROR REPAIR ASSISTANCE PA 20301 RO 152149 LINE 01 AMT: \$487 PGRM: P11 CODE: M054S

Leroy Smith 4/15/2015 11:47 AM

Title: Note created on 04/15/2015 11:44 AM by Leroy Smith, Default Team: Tier 2 CCT

INBOUND EMAIL FROM DLR - ASM DANIEL ZEH @ DON SANDERSON FORD GOOD MORNING LEROY [REDACTED] [REDACTED] PICKED UP HIS VEHICLE LAST NIGHT, CASE# [REDACTED] [REDACTED] THANK YOU FOR THE HELP IS WAS VERY UPSET THAT DIG IMAGE HAD CALLED US BACK AND WANTED TO DELAY REPAIRS WITH A BACK ORDERED PART, BUT WAS HAPPY THAT YOU HAD AUTHORIZED TO HAVE VEHICLE REPAIRED LIKE ORIGINALLY STATED BY DIG IMAGE, PART COST---\$455.38 LABOR COST---\$31.10

Leroy Smith 4/15/2015 11:43 AM

Title: Note created on 04/09/2015 11:21 AM by Leroy Smith, Default Team: Tier 2 CCT

OBC TO CUST - [REDACTED] left vmail - stating name, position, and reason for call (MIRROR COVERAGE) 2, provided case number and contact ph number 3, will f/u on FRI APR 10

Leroy Smith 4/9/2015 11:21 AM

Title: Note created on 04/09/2015 11:20 AM by Leroy Smith, Default Team: Tier 2 CCT

obc to dlr - ASM DANIEL ZEH @ DON SANDERSON FORD 623-842-8691 --IF CSM WILL P11 THE MIRROR, ASM DAN WILL GET THE EXACT WARR PRICING ON THE MIRROR REPAIR --CUST IS AT DLRSHIP NOW --DLRSHIP WILL COORDINATE THE REPAIR AND WARRANTY

Leroy Smith 4/9/2015 11:20 AM

Title: Document Customer Re-contact activity Completed, CaseNumber: [REDACTED] CRM: [REDACTED]

Email Created On: 4/9/2015 10:58:12 AM From: FMC360 Email Subscription To: Leonard Hendricks, Leroy Smith Subject: Document Customer Re-contact activity Completed, CaseNumber: [REDACTED] CRM:0813100007447 Document Customer Re-contact activity Completed

To: d\CRMAppUser\Account\ CRM 4/9/2015 10:58 AM

Title: Requestor/Approver Comments

DRIVERS OUTER MIRROR SHUDDERS WHEN FOLDING IN CUSTOMER WAS ADVISED THAT MIRROR REPLACEMENT WAS ORIGINALLY AUTHORIZED BY DIG IMAGE BUT WHEN CUSTOMER ARRIVED DIG IMAGE CALLED BACK AND STATED NOT TO REPLACE MIRROR ASSEMBLY AND TO PERFORM TSB AND INSTALL A WEDGE THAT IS NOW ON BACK ORDER.

SYSTEM 4/9/2015 10:57 AM

Title: Note created on 04/09/2015 10:56 AM by Jackie Nieves, Default Team: Tier 1 Inbound

CUST SAYS: Customer called back and is upset because he does not want to wait for more parts and wants his vehicle. Customer said he is pulling the plug with Ford in 8 hours if this is not handled, Per Cust, DLR SAYS: n/a CRC ADVISED. Advised the Regional CSM has until the end of the business day today to contact you. Advised he is looking into the case and you will receive a call. Explained it is not 24 hours but the end of business day for the Regional CSM to contact him.

Jackie Nieves 4/9/2015 10:56 AM

Title: Note created on 04/09/2015 10:45 AM by Leroy Smith, Default Team: Tier 2 CCT

CASE Number: CAS-[REDACTED] Customer: [REDACTED] Business phone: [REDACTED] Home phone: [REDACTED] CLP LTV: 77 Dealer name: Don Sanderson Ford Dealer P&A: 20301 Dealer phone: (623) 842-8600 VIN: 1FM5K8GT5FC [REDACTED] WSD: 01-SEPTEMBER-2014 Year: 2015 Make: FORD Model: EXPLORER Mileage: 6306 ESP 1: 0968 - USA 2014 NEW 84/125000 PREMIUMCARE W/ROADSIDE ESP 2: 68 - USA 2014 NEW 84/100K PREM MAINT(M&W) 7.5K INTERVAL

Leroy Smith 4/9/2015 10:45 AM

Title: Note created on 04/09/2015 10:42 AM by Leroy Smith, Default Team: Tier 2 CCT

CCT NOTE: THIS CASE DID NOT HAVE OFFICIAL TRANSFER/ESCLATE TO CSM.

Leroy Smith 4/9/2015 10:42 AM

Title: Note created on 04/08/2015 12:42 PM by Sarah Mankowski, Default Team: Tier 1 Inbound

additional notes: please call cust back at home # [REDACTED]

Sarah Mankowski 4/8/2015 12:42 PM

Title: Note created on 04/08/2015 12:37 PM by Sarah Mankowski, Default Team: Tier 1 Inbound

CUST SAYS: tok his new veh to dlr because there was an issue that the drivers side rearview mirror needed to be replaced, and they did not have the part. cust tok his veh back and then had to go to the dlr again; veh been there since monday becasue they hhad to order a kit, and now the kit has come in, and it's the wrong one. cust is extremely irritated. PER CUST DLR SAYS: they have ordered another kit, but this one wont be in till 4/15/15 CRC AVD: I have escalated your case to a ford regional customer manager, who will be calling you back within 1 business day



Sarah Mankowski 4/8/2015 12:37 PM

Article

Article

Admin Info

Admin Info

Created By	 Sarah Mankowski	Modified By	 Leroy Smith
Created On	4/8/2015 12:33 PM	Modified On	4/20/2015 10:53 AM
Begin Date	4/8/2015	Case Type	
Title	[REDACTED]	Source Created By	

GCQIS Report Analysis

Report Summary

Report 1 of 3

Query Name: REPORT RETRIEVAL

Folder Number: **File Report To This Folder** **File Report To A Folder** **Exists in Folder(s)**

Add Comments **Previous** **Next** **Save** **Mail Report**

Download Options

Report Detail Section : Attachments: 0

Report# :	<input type="text" value="REDACTED"/>	Received:	07/06/2015
CCRG/EPRC:	<input type="text" value="REDACTED"/>	Date:	
Vehicle:	2015,EXPLORER 4X4 (U502) ,SPORT ,4 DOOR ,MPV ,1FM5K8GT5FG, <input type="text" value="REDACTED"/>	Build Date:	07/22/2014
Odometer :	14,728 M	Engine:	3.5L-GTDI
Transmission:	6F55	Axle:	
Dealer:	USA 20301 Don Sanderson Ford	A/C:	YES
City:	Glendale	Phone#:	623-842-8685
Originator:	CHARLIE BLOXOM	State:	Arizona
Symptom:	4 47 1 02 ST/RN/MV,ODOR,CHEMICAL,ALWAYS	Country :	USA
Status:			
VFG:	V53 EXHAUST SYSTEM FUNCTION		
Additional Symptom:	ODOR AFTER 14-0130		
Fix:	Causal Component :		
Condition Code:			

Hotliner: SPERRY56	Phone:	Regn Cd: W3 Phoenix
Engineering:	Phone:	TAR:
Dlr Contact: CHARLIE BLOXOM	Phone:	Title Cde: SM

Comments:**CONCER 07/06/2015 03:51PM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE**

Web Form Data Description of Vehicle Concern: CUSTOMER STATES BADFUME SMWLL THAT COMES INTO THE CAB UNDER HARD ACCELERATION CONCERN IS VERY CONSISTANT, ALSO CUSTOMER STATES THERE IS A DRONE SOUND AT HIGHWAY SPEEDS IN HOT WEATHER THAT IS NOTICABLE INSIDE CAB AREA Please list any diagnostics already performed: TSB-0130 ON02/17/2015 DID NOT HELP WITH THE SMELL Parts Replaced: TSB 14-0130 Your Question: any concerns with the noise concern , also with the smell concern that is there under hard acceleration

RECOMM 07/06/2015 03:51PM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE

Charlie, With an exhaust-type odor being detected when the vehicle is accelerated on the highway, and performing TSB 14-0130 did not resolve the concern, ensure that there are no additional leaks in the body sealing system. This can be confirmed by pressurizing the passenger compartment. To do this, set the HVAC Air Inlet Mode to Fresh Air and the Blower Motor to High, tape off the body vents, fully shut the doors and windows, and start the vehicle. The body vents on this vehicle can be found by removing the Rear Bumper Cover and are the louvered openings with movable flaps. Once the body vents are located and taped off, fully shut the windows, start the vehicle and fully shut the doors the passenger compartment will now begin to pressurize. Spray all exterior seams and seals with a soapy water mix and look for bubbles being produced, which will indicate the location of a leak. Ensure to spray around all of the sealed areas in the TSB. It may be necessary to remove interior trim and components to locate the corresponding interior leak. Repair any leaking areas/components as necessary and re-evaluate the concern. Ensure to inspect the Steering Column Shaft Seal/Boot. If this component is poorly seated or damaged, any odors produced in the engine compartment can be transmitted into the passenger compartment. Inspect for similar conditions at the other bulkhead and floorpan plugs as well. Verify that the Liftgate Seal has a good contact pattern/fit, and that the Liftgate Plugs are in place in the drain holes. Confirm that there are exhaust leaks that are contributing to this odor as well. This can be confirmed in a similar manner to pressurizing the passenger compartment. Block off one exhaust channel/tailpipe and supply 5 psi of regulated shop air to the other exhaust channel/tailpipe. Spray all of the welds and joints with a soapy water mix, and look for bubbles being produced. Replace/repair as necessary and re-evaluate the concern. In regards to the droning noise being heard, confirm if it is engine or vehicle speed related. This can be confirmed by operating the vehicle under the fault conditions to duplicate the concern, and once the noise can be

duplicated, to place the Transmission in Neutral. If the noise can still be heard and diminishes as the vehicle slows down, it is likely due to a concern with the Driveline, such as Wheel and Axle Bearings, CV Joints, Transmission, etc. If the noise is no longer present and/or is affected by engine rpm, the concern is likely with the engine itself. This test, as well as others that will aid in isolating the source of the noise can be found in Workshop Manual (WSM) 100-04>Diagnosis and Testing>NVH. In addition, if the noise can be isolated to the Driveline, using ChassisEars on or near rotating components/bearings will greatly aid in determining if the noise is originating from that component. Once a component is identified, replace/repair as necessary and re-evaluate the concern.

ADD-ON 07/06/2015 03:51PM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE

Article ISM 1307010 2011-2015 EXPLORER - EXHAUST ODOR IN VEHICLE AFTER TSB 14-0130

CONCER 10/09/2015 09:46AM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE

Web Form Data Description of Vehicle Concern: CUSTOMER STATES THERE IS A BAD BURNING ODOR THAT COMES INTO CAB UNDER HARD ACCELERATION Please list any diagnostics already performed: TSB-14-0130,HOT LINE CONTACT WAS TOLD TO-REMOVE REAR BUMPER AND COVER VENTS AND SPRAY SEALS PER HOTLINE NO LEAK-CHECK FIREWALL SEALS OK,NO EXHAUST LEAK-SEALED REAR BODY PANEL THAT HAD GAPS NOT DESCRIBED IN TSB PERFORMED ANOTHER UPDATE ON HVAC MODULE.ADJUSED DECKLID TO FIT TIGHTER ROAD TEST NO SMELL FOUND, NOW CUSTOMER BACK ,ROAD TEST CAN SMELL DOSE HAVE ODOR AFTER LONG ROAD TEST WITH HARD ACCELERATION Parts Replaced: NONE Your Question: NEED TO KNOW IF THERE IS ANY NEW REPAIRS FOR THIS CONCERN,CUSTOMER UNHAPPY THAT THIS HAS RETURNED WITH THIS ODOR AGINE. UNABLE TO VERIFY HOW ODOR IS GETTING INTO CAB AREA

RECOMM 10/09/2015 09:46AM STEVEN PERRY MSS - FCSD - TECH SVC HOTLINE

Charlie, With there still being an odor being detected after performing [TSB 14-0130](#), updating the HVAC module again, and adjusting the Liftgate for a closer fit, it is recommended to make some additional cabin pressurization inspections. To setup the vehicle to make these inspections, set the HVAC Air Inlet Mode Door to Fresh Air and the Blower Motor to High, tape off the body vents (found by removing the Rear Bumper Cover), fully shut the Doors and Windows, and start the vehicle. After the vehicle has been setup this way and is running, spray the additional following areas with a soapy water mix and look for bubbles being produced. Spray all of the underbody seams and rubber grommets, firewall and floorpan grommets and plugs, rear wheel well seams, tail lamp seams, liftgate seals, quarter glass seals and license plate area. If any additional leaks are found, seal them with TA-2 Seam Sealer and

allow it to dry for at least 20 minutes prior to re-pressurizing the cabin to verify the repair(s). If a grommet or plug is leaking, if it is not damaged, it can be sealed, but if it is damaged/poorly seated, it should be replaced. Also, operating the HVAC system on Fresh Air rather than Recirculation will keep air flowing through the passenger compartment, and aid in keeping any odors from being drawn in. Replace/repair any additional leaking areas as necessary and re-evaluate the concern. For any payment related questions you may have, please contact the Warranty Assistance Center at 800.423.8851 for additional assistance.

ADD-ON 10/09/2015 09:46AM STEVEN PERRY 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. [Download Options](#)

AUDIT 08/29/2016 09:33AM

CBVDI_ODMTR_UNIT_C BLANK CHANGED TO M BY CS0115VI

Folder Number: [File Report To This Folder](#) [File Report To A Folder](#) [Exists in Folder\(s\)](#)

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Requester: DWASHI49
Report Summary
Server: ECCVWS962

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12-Sep-2016
Retention: None

GCQIS Report Analysis

Report Summary

Report 2 of 3

Query Name: REPORT RETRIEVAL

Folder Number: File Report To This Folder File Report To A Folder

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Report Detail Section : View Details

Attachments: 4

Report# :	[REDACTED]	Received:	02/18/2016
CCRG/EPRC:	S	Reviewed Status:	Date:
Vehicle:	2015,EXPLORER 4X4 (U502) ,SPORT ,4 DOOR ,MPV ,1FM5K8GT5FG [REDACTED]	Build Date:	07/22/2014
Odometer :	21,487 M	Engine:	3.5L-GTDI
Transmission:	6F55	Axle:	Calibration: EUB1GT0A
Dealer:	USA 20301 Don Sanderson Ford	A/C:	YES
City:	Glendale	State:	Arizona
Originator:	RANDY HANSEN	Phone#:	623-842-8685
Symptom:	4 47 1 39 ST/RN/MV,ODOR,CHEMICAL,INTERMITTENT		
Status:			
VFG:	V53 EXHAUST SYSTEM FUNCTION		
Additional Symptom:	EXHAUST ODOR IN CABIN		
Fix:	Causal Component :	TECH COMMENTS -- OTH	
Condition Code:			
Hotliner:	PJACOB45	Phone:	Regn Cd: W3 Phoenix
Engineering:		Phone:	TAR: CLD
Dlr Contact:	RANDY HANSEN	Phone:	Title Cde: SF