

NHTSA Consumer Complaints as of July 26, 2017

3 11005080 2016 FORD EXPLORER Unknown/Other MY STOCK
(UNALTERED) 2016 FORD EXPLORER SPORT WITH ECOBOOST ENGINE EMITS A
ROTTEN EGG, SULFUR-LIKE ODOR INTO THE PASSENGER CABIN UPON FULL
THROTTLE ACCELERATION. THIS CONDITION DOES NOT OCCUR DURING
NORMAL (LESS THAN FULL THROTTLE ACCELERATION) DRIVING. THIS
CONDITION OCCURS ONLY DURING FULL THROTTLE ACCELERATION AND IS
REPLICABLE. THIS CONDITION HAS OCCURRED SINCE ORIGINAL PURCHASE
IN 04/2016 AND CONTINUES TODAY. WEST DES MOINES IA

Failure Date: 07/13/2017

3 11005164 2016 FORD EXPLORER Unknown/Other EVERY TIME I
STEP ON THE GAS TO ACCELERATE QUICKLY, THE INSIDE OF MY CAR STARTS
TO SMELL LIKE SMOKE OR SOMETHING IS BURNING. I HAVE TO LOWER MY
WINDOWS FOR ABOUT A MINUTE TO CLEAR THE AIR OUT. IT HAS BEEN GOING
ON FOR MONTHS. COVINA CA Failure Date: 07/12/2017

3 11005604 2016 FORD EXPLORER Unknown/Other CONSISTENT
ENGINE EXHAUST ODORS IN THE CABIN AFTER ACCELERATION.
MANVEL TX Failure Date: 07/03/2017

3 10990796 2016 FORD EXPLORER Unknown/Other WHENEVER YOU
ACCELERATE QUICKLY OR PUT THE ENGINE UNDER STRAIN (SUCH AS GOING
UP A HILL) AND THE AIR CONDITIONING IS ON AND RECYCLE MODE IS
ENGAGED YOU GET A STRONG EXHAUST ODOR INTO THE CABIN. THE
VEHICLE HAS BEEN BACK TO THE DEALERSHIP TO FIX THIS PROBLEM BUT THE
FIX HAS NOT WORKED. CROSSVILLE TN Failure Date: 05/20/2017

3 11010426 2016 FORD EXPLORER Unknown/Other THE CAR
PRODUCES A ROTTEN EGG SULFUR SMELL IN THE PASSENGER CABIN WHILE
ACCELERATING THE ENGINE UNDER MODERATE TO HEAVY LOAD. THE
FUMES ARE DANGEROUS AND YOU HAVE TO OPEN ALL THE WINDOWS TO
VENT THE SMELL FROM THE PASSENGER CABIN OR I BECOME DIZZY AND
LIGHTHEADED FROM THE FUMES. THERE IS DEFINITELY AN EXHAUST LEAK

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THAT IS COMING INTO THE PASSENGER CABIN WHEN THE CAR ACCELERATES UNDER LOAD. CHESHIRE CT Failure Date: 04/20/2017

3 10979232 2016 FORD EXPLORER Unknown/Other EXHAUST FUMES WHILE IN MOTION - EGG SMELL LIKE- BURNED HAIR - MOSTLY WHEN ACCELERATING I HAVE NOTICED SINCE W PURCHASED DEALER HAD ME CHANGE ALL OF THE FILLTERS GOING IN FOR A SECOND TRY ON APRIL 25TH MIAMIFL Failure Date: 04/19/2017

3 10985070 2016 FORD EXPLORER Unknown/Other THE SEAL AROUND MY WINDSHIELD FLAPS WHEN IT IS WARM OUTSIDE. IT CAUSES A HORRIBLY LOUD NOISE/VIBRATION. PIERCETON IN Failure Date: 04/03/2017

3 10981464 2016 FORD EXPLORER Unknown/Other ALONG WITH MANY OTHER EXPLORER OWNERS I AM HAVING AN ISSUE WITH SMELLS IN MY 2016 EXPLORER. WHEN ACCELERATING I GET THE OCCASIONAL ROTTEN EGG/ SULFUR SMELL COMING FROM THE VENTS. I ALSO GET ON OCCASION A SMELL OF BURNT EXHAUST IN THE CAR WHEN IDLING OR PARKED FOR A SHORT PERIOD OF TIME. I ALSO GET A STRONG ANTIFREEZE SMELL AFTER DRIVING FOR A WHILE (NO VISIBLE LEAKS). THE DEALERSHIP HAD THE CAR FOR AN ENTIRE DAY AND (AS USUAL) COULD NOT DUPLICATE THE PROBLEMS. FORD NEEDS TO ADMIT THEY HAVE A PROBLEM THAT IS WIDESPREAD AND IT NEEDS TO BE FIGURED OUT NOW. THIS IS MY FIRST FORD SINCE 1993 AND I'M NOT VERY PLEASED WITH MY PURCHASE. CANFIELD OH Failure Date: 04/02/2017

3 10967113 2016 FORD EXPLORER Unknown/Other STRONG EXHAUST FUME SMELL IN CABIN AFTER SHORT, RAPID, ACCELERATION OR WHEN THE CAR DRIVES UP AN INCLINE. BROOMFIELD CO Failure Date: 03/19/2017

3 10967057 2016 FORD EXPLORER Unknown/Other RECENTLY WHILE TRAVELING ON THE HIGHWAY WE EXPERIENCED THE SMELL OF EXHAUST

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INSIDE THE VEHICLE. THE WINDOWS WERE CLOSED, AC WAS ON AND RECIRCULATING INSIDE THE VEHICLE. THERE WERE NO OTHER VEHICLES AROUND US WHEN WE SMELLED THE EXHAUST FUMES. ALSO, MY WIFE HAS COMPLAINED OF FEELING NAUSEOUS WHILE RIDING IN THIS VEHICLE. WE HAVE NOT TAKEN VEHICLE YET TO THE FORD DEALER BUT BASED ON WHAT WE HAVE READ ABOUT THE EXPLORER, THIS IS HAPPENING TO A LOT OF PEOPLE AND FORD IS UNABLE TO RECTIFY THE ISSUE. DELRAY BEACH FL Failure Date: 03/17/2017

3 10967237 2016 FORD EXPLORER Unknown/Other ON MONDAY, MARCH 13, 2017, WHILE IN MY SON'S DRIVEWAY (20225 WOODBINE, DETROIT, MI 48219); I STARTED THE IGNITION AND JUST AS THE ENGINE LEVELED OUT, THE REAR LIFT GATE GLASS "EXPLODED." NO FOREIGN OBJECTS WERE FOUND IN OR AROUND THE VEHICLE. BEING PARKED BETWEEN TWO HOMES, I FOUND IT ODD THAT SUCH AN EVENT WOULD OCCUR. I TOOK MY VEHICLE TO BILL BROWN FORD FOR REPAIR, AND ADVISE THEM OF THE SITUATION. ONCE I WAS HOME, I CONTACTED FORD MOTOR COMPANY, AND SPOKE WITH A PERSON NAMED "MAGGIE," WHO GAVE ME A REFERENCE NUMBER (CAS11880598) AND SAID THAT THE DEALERSHIP WOULD DO AN INVESTIGATION AS TO WHAT OCCURRED. ON MARCH 15, 2017, I PICKED UP MY VEHICLE. HOWEVER, PRIOR TO LEAVING I ADVISED MARY OF THE BODY SHOP THAT FORD ISSUED ME THE ABOVE REFERENCE NUMBER, AND THAT THEY (DEALERSHIP) WOULD DO AN INVESTIGATION AS TO WHAT HAPPEN. ON MONDAY, MARCH 20, 2017, BILL BROWN FORD STATED THAT THE FORD MOTOR COMPANY WOULD NOT REIMBURSE MY EXPENDITURE AND CONSIDERED THE MATTER CLOSED. I HAVE READ THAT THIS HAS HAPPEN BEF ORE ON THE 2016 MODELS. I WOULD HATE FOR THIS TO HAPPEN ON ANY OTHER WINDOW ON MY VEHICLE WHILE IN OPERATION ON ANY PUBLIC ROADWAY. I WAS FORTUNATE IT HAPPEN IN A DRIVEWAY. PLEASE VIEW THIS MATTER AS A "SAFETY CONCERN." REDFORD TOWNSHIP MI Failure Date: 03/13/2017

3 10965736 2016 FORD EXPLORER Unknown/Other NOTICED A MONTH AFTER PURCHASE OF NEW CAR, CABIN FILLED UP WITH GAS SMELL

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ENTERING FREEWAY. SPOKE TO CAR SALESMAN.(HAD JUST FILLED CAR WITH GAS & W/CAPLESS SYSTEM I CONNECTED THE DOTS, THOUGHT THAT'S WHY IT HAPPENED & SPOKE TO SALESMAN. THEN NEXT TIME I HAD TO REV THE ENGINE TO ACCELERATE/PASS, IT HAPPENED WITH 1/4 TANK GAS. SENT A PS TO SALESMAN 11/29/16 THRU EMAIL. HE SAID IT TAKES THE CAR 3K-5K MI. TO BREAK IN. I JUST TRIED NOT TO GET ON FREEWAY, ONLY DROVE IT AROUND TOWN. WE USED MY HUBBY'S TRUCK FOR FREEWAY. THIS WEEKEND, WENT TO NEPHEW'S BB GAME ON 2 LANE 42 MILE RD. HAD TO PASS SLOW CAR IN FRONT OF ME--CAR HAD SUCH A GAS SMELL, I GOT A SORE THROAT FROM IT AND HAD TO ROLL DOWN WINDOWS TO BREATHE. I WAS SHOCKED IT HAPPENED AGAIN. LOOKED UP ON INTERNET WHAT I COULD FIND AND WAS HORRIFIED AT THE PGS. AND PGS. OF COMMENTS REGARDING THIS ISSUE AND CLASS ACTION LAWSUIT AS WELL FOR 2011-2015'S. I HAVE A NEW 2016 WITH 4200 MI. MY HEART ACHES FOR ALL THESE HUNDREDS OF FAMILIES WITH SM. KIDS WHILE CO AND CARCINOGENIC GASES ARE COMING THRU THE VENTS AND NO ONE IS DOING ANYTHING ABOUT IT. I SAVED FOR A LONG TIME TO BUY THIS VEHICLE. MY EX AND I HAVE BOUGHT 10 FORD'S. I'M DEVASTATED THAT THIS EXPENSIVE CAR (FOR ME) IS SLOWLY KILLING ME. LOOK AT THE CLASSACTION.ORG, TONS OF COMMENTS. LOOK AT CARPROBLEMSZOO.COM, TONS OF COMMENTS. THEY HAD SO MANY THEY NEEDED A PART 1 AND PART 2. IF YOU GO TO 2016 FORD OWNER COMMENTS, THEY ARE THERE TOO. I DOWNLOADED APPROX. 50 PAGES OF OWNERS' COMMENTS WITH THE SAME PROB. THE VAST MAJORITY HAD NO RESOLUTION. I'M SO SAD. SOMEBODY NEEDS TO TAKE CARE OF THESE PROBLEMS. I DON'T UNDERSTAND WHY THERE HASN'T BEEN A RECALL. SOMEONE IS DROPPING THE BALL. I GUY STARTED TO PASS OUT WHILE HE WAS DRIVING BUT MANAGED TO PULL OVER. SERVICE MGR. CALLED-- SCHEDULING MY CAR TOMORROW-6 PGS. OF TSB TO GO THRU. WE'LL SEE. LEAGUE CITY TX Failure Date: 03/10/2017

3 10958536 2016 FORD EXPLORER Unknown/Other WHILE DRIVING AT 30 MPH ON A CITY STREET A CARBON MONOXIDE DETECTOR THAT I HAVE PLACED IN THE THIRD ROW SOUNDED. I INSTALLED THE DETECTOR AFTER

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LEARNING THAT FORD WAS HAVING PROBLEMS WITH THE EXPLORER. I OPENED MY WINDOWS, PARKED, AND CHECKED THE DETECTOR WHICH WAS WORKING. I RETURNED HOME AND CALLED THE FORD DEALER AND SCHEDULED AN APPOINTMENT FOR NEXT TUESDAY MORNING.

SANTA FE NM Failure Date: 03/03/2017

3 10957868 2016 FORD EXPLORER Unknown/Other CARBON MONOXIDE LEAKING INTO THE CAR CABIN: THE CAR WAS BEING DRIVEN AT 75MPH ON A HIGHWAY, CLIMATE IN THE CAR 71 DEGREES, AND RECIRCULATING AIR WAS ON. CAR WAS DRIVEN FOR ABOUT 2-3 MINUTES BEFORE CARBON MONOXIDE DETECTOR STARTED SENSING CARBON MONOXIDE. DIGITAL CARBON MONOXIDE DETECTOR ALARM SOUNDED WHEN IT HIT 35PPM, THEN THE LEVELS CLIMBED ALL THE WAY TO 49 PPM. NO SMELL WAS PRESENT AT THE TIME OF THE TEST. NO CARS SURROUNDING THE VEHICLE. AT THIS TIME, WHEN LEVELS HIT 49PPM THE WINDOWS WERE ROLLED DOWN FOR FRESH AIR TO GAIN SAFETY FOR THE DRIVER. WE WERE ABLE TO DOCUMENT VIDEO AND IMAGES OF THIS EVENT. FORD FIELD SERVICE ENGINEER STATES TO HIS KNOWLEDGE THE 2016 EXPLORER HAS BEEN REDESIGNED AND THE CONCERN HAD ONLY BEEN DOCUMENTED ON THE EARLIER MODELS. RANCHO SANTA MARGARITA CA Failure Date: 03/01/2017

3 10957642 2016 FORD EXPLORER Unknown/Other CARBON MONOXIDE: I HAVE BEEN SMELLING AN EXHAUST LIKE SMELL IN MY CAR SINCE I PURCHASED IT BRAND NEW. FOR AWHILE, I ASSUMED IT WAS NEW CAR CHEMICALS BURNING OFF FROM THE ENGINE ETC. HOWEVER, OVER TIME I STILL WAS PRESENTED WITH THIS ODOR. MY HUSBAND AND I BOUGHT A CARBON MONOXIDE DETECTOR TO SEE IF ANY DANGEROUS FUMES WERE PRESENTING INSIDE THE CAR. UPON MY QUICK 6-7 MINUTE DRIVE TO CHURCH THE CARBON MONOXIDE LEVELS READ 6PPM. WHEN DRIVEN LATER BY MY HUSBAND FOR ABOUT 15 MINUTES AT A SLIGHTLY FASTER SPEED, IT CLIMBED TO 12PPM! WE HAD THE AIR CONDITIONER ON AND THE RECIRCULATING AIR ON. WHEN WE HELD THE CARBON MONOXIDE DETECTOR UP TO THE AIR

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CONDITIONER, THE NUMBERS CLIMBED FASTER. I HAVE A PHOTO OF THE 6PPM, BUT MY HUSBAND DIDN'T HAVE HIS PHONE AND COULDN'T TAKE A PICTURE OF THE 12PPM AT THE TIME. HE WILL TRY TO GET A ONE SOON. THIS CAR IS THE PRIMARY VEHICLE FOR MY THREE AND ONE YEAR OLD CHILDREN. WE WILL NO LONGER BE USING THIS VEHICLE RISKING THEIR SAFETY.

RANCHO SANTA MARGARITA CA Failure Date: 02/27/2017

3 10955752 2016 FORD EXPLORER Unknown/Other WHEN ACCELERATING, MY CABIN FILLS UP WITH EXHAUST FUMES. IT DOESN'T DO IT AS BAD WHEN IT IS COLD OUTSIDE BUT WHEN IT IS HOT, IT IS REALLY BAD. IT HAS BEEN TO FORD SEVERAL TIMES AND THEY PERFORMED THE TECHNICAL BULLETINS ON THE CAR. IT DIDN'T HELP. SNEADS FERRY NC

Failure Date: 02/21/2017

3 10955762 2016 FORD EXPLORER Unknown/Other I ALREADY SUBMITTED ONE COMPLAINT TODAY ABOUT THE CABIN FILLING WITH EXHAUST FUMES WHILE ACCELERATING BUT THEN I WAS READING OTHER ISSUES PEOPLE WERE HAVING AND WANTED TO ENSURE YOU WERE AWARE OF MINE AS WELL. I HAD TO HAVE THE COOLING FANS REPLACED BECAUSE THEY WOULD COME TO A SCREECHING HALT WHEN YOU WOULD SHUT THE MOTOR OFF. I HAD TO HAVE THE INSIDE OF THE POWER LIFT GATE REPAINTED WHERE THE MOTOR AND SHOCK ARE LOCATED BECAUSE THE PAINT WAS CRACKING. THE CENTER CAPS ON THE WHEELS ARE FALLING IN SO THOSE ARE GOING TO BE REPLACED. IT IS NOW RUSTING ON THE BACK OF MY CAR BY THE REAR TAIL LIGHT. THE HOOD VIBRATES REALLY BAD WHEN GOING OVER 65 MPH. I HAVEN'T TAKEN IT IN FOR THAT YET BECAUSE I CAN'T GET IT TO DO IT ALL OF THE TIME. IT HAS TO BE WINDY FOR IT TO HAPPEN TO ME. THE FRONT DOOR BLACK TRIM PIECES ON THE OUTSIDE STARTED TO BUBBLE SO THOSE HAD TO BE REPLACED. THE ONLY SAFETY CONCERN IS THE HOOD VIBRATING. THE REST ARE JUST FYI'S AS THEY SEEM TO BE COMMON PROBLEMS. I BOUGHT THIS CAR BRAND NEW IN NOVEMBE R 2015 AND IT HAS HAD PROBLEMS SINCE THE 1ST MONTH. SNEADS FERRY NC

Failure Date: 02/21/2017

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3 10956050 2016 FORD EXPLORER Unknown/Other EXHAUST SMELL WHEN RUNNING THE REAR AIR CONDITIONING SYSTEM. SEEMS TO OCCUR WHEN AT HIGHER RATES OF SPEED, 60+ MPH WITH RPM 3K+. EXHAUST SMELL IS ISOLATED TO THE REAR AC SYSTEM WHEN RECYCLED AIR IS TURNED ON. THE LAST TEST WE DID WAS ON A HIGHWAY, GOING UPHILL. COSTA MESA CA Failure Date: 02/21/2017

3 10955658 2016 FORD EXPLORER Unknown/Other I RECENTLY HAD A 2015 FORD EXPLORER AND EXPERIENCED THE ODOR EMITTING INTO THE CABIN ON ACCELERATION. AFTER NUMEROUS ATTEMPTS TO CORRECT THE ISSUE, WITH FORD, I WAS FORCED TO LET THE VEHICLE GO BACK TO THE BANK OUT OF FEAR THE ISSUE WAS MAKING ME SICK. AFTER LOOKING FOR A NEW VEHICLE, I REALIZED THAT THE FORD EXPLORER WAS THE BEST VEHICLE FOR MY NEEDS. I PURCHASED A 2016 EXPLORER SINCE IT WAS NOT INCLUDED IN THE COMPLAINTS OF THIS ISSUE. UNFORTUNATELY, I HAVE FOUND THAT 2016 FORD EXPLORERS SHOULD BE INCLUDED. I AM HAVING THE SAME ISSUE WITH THE HORRIBLE SMELL OF EXHAUST COMING INTO THE CABIN EVEN ON SMALL ACCELERATION. I FEEL THERE IS NO POINT IN TAKING IT INTO A FORD DEALER SINCE I'VE ALREADY BEEN DOWN THAT ROAD AND CAME TO NO REMEDY FOR THE PROBLEM. I DID WANT TO GET MY 2016 VEHICLE ON THIS LIST SO OTHERS WOULD BE AWARE THAT THE PROBLEM EXISTS IN 2016 EXPLORERS AS WELL. SAN ANTONIO TX Failure Date: 02/20/2017

3 10955048 2016 FORD EXPLORER Unknown/Other EVERY TIME I ACCELERATE AND THE AIR CONDITIONER IS ON RECYCLED AIR, THERE IS A HEAVY ROTTEN EGG/SULFUR SMELL...LIKE EXHAUST. BELIEVE THAT THE EXHAUST (CARBON MONOXIDE) IS COMING INTO THE VEHICLE. I UNDERSTAND I AM NOT THE ONLY ONE THAT HAS THIS PROBLEM. I PURCHASED THIS VEHICLE BRAND NEW IN MAY 2016, AND HAVE COMPLAINED TO THE DEALERSHIP, BUT THEY DON'T FIND A PROBLEM. IT HAS HAPPENED EVER SINCE I PURCHASED THE VEHICLE. I AM BEGINNING TO WONDER IF THIS IS CAUSING ME TO HAVE A HARD TIME BREATHING AT TIMES. HOPING THIS WILL

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FALL UNDER A RECALL SOON AND IT CAN GET FIXED. BURLESON

TX Failure Date: 02/16/2017

3 10955433 2016 FORD EXPLORER Unknown/Other STRONG ODOR
OF GAS/EXHAUST IN CAR DURING DRIVING AND AFTER START CONTINUES
WHILE DRIVING. UPDATED 06/06/17*LJ WEST HOLLYWOOD

CA Failure Date: 02/15/2017

3 10950398 2016 FORD EXPLORER Unknown/Other WE TOOK OUR
2016 EXPLORER LIMITED BACK TO THE SHOP FOR THE SECOND TIME AFTER
SMELLING EXHAUST IN THE CABIN AGAIN WHILE IN OPERATION. DURING THE
FIRST VISIT THE DEALER BEGAN DISCUSSING THE FORD REPAIR BULLETIN
THAT CAME OUT 30 DAYS OR SO AGO THAT WAS TO FIX THE EXHAUST LEAK.
HOWEVER, AFTER A COUPLE OF HOURS LATER WE RECEIVED A CALL THAT
THE BULLETIN HE REFERENCED WAS SPECIFICALLY FOR 2011 THRU 2015". WE
WERE TOLD THAT PER THE BULLETIN THE EXHAUST SYSTEM FROM THE
ENGINE MANIFOLD TO THE TAIL PIPE GETS REPLACED, A FRESH AIR VENT
NEAR THE REAR OF THE VEHICLE GETS "RE-ROUTED" AND THE BUMPER
COMES OFF TO GAIN ACCESS TO SOME METAL SEAMS NEEDED TO BE FILLED.
OUR SERVICE REPRESENTATIVE STATED HIS HANDS WERE TIED AND COULD
NOT DO ANYTHING MORE THAN TAKE IT IN A CHECK IT OUT. THEY CALLED A
FOUND THE EXHAUST OUTLETS WERE RECESSED TOO FAR INTO THE BUMPER
AND RESET THEM TO THE ORIGINAL POSITION. WE PICKED IT UP MONDAY AND
THEN DRIVING IT TUESDAY THIS WEEK A HORRIBLE SMELL CAME TOR THE
CABIN AND TOOK MY BREATH AWAY. BLACK S MOKE WAS COMING OUT OF
THE EXHAUST PIPE. WE TOOK IT BACK TO THE DEALER YESTERDAY.

BOISE ID Failure Date: 02/07/2017

3 11006089 2016 FORD EXPLORER Unknown/Other WHEN I
ACCELERATE MY FORD EXPLORER THE EXHAUST FUMES ARE FILLING THE
CABIN, WE ARE EXPERIENCING A ROTTEN EGG ODOR THAT BASICALLY MAKES
YOU SICK. I HAVE TAKEN THE VEHICLE TO THE FORD DEALERSHIP 3 TIMES,
THEY ATTEMPTED TO CORRECT THE PROBLEM BUT THEY WERE NOT
SUCCESSFUL. WE CANNOT USE THE VEHICLE FOR LONG TRIPS LAST TIME

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WE TRY IT WAS VERY UNCOMFORTABLE, I GOT SICK WITH THE FUMES.

HOUSTON TX Failure Date: 02/07/2017

3 10956121 2016 FORD EXPLORER Unknown/Other WHILE DRIVING THE CAR ON THE FREEWAY AND UNDER ACCELERATION THERE IS A HORRIBLE EXHAUST SMELL THAT MAKES MY KIDS AND MYSELF NAUTIOUS. IT ALSO GIVES ME CONSTANT HEADACHES. I DIDN'T REALIZE WHAT WAS HAPPENING UNTIL MY HUSBAND GOT IN THE CAR FOR THE FIRST TIME AND NOTICED THE EXHAUST SMELL CANYON COUNTRY CA Failure Date: 02/03/2017

3 10954267 2016 FORD EXPLORER Unknown/Other BAD SMELL IN CABIN, AFTER WATCHING REPORT ON CBS NEWS WORRIED ABOUT EXHAUST LEAK. HAVE TAKEN IT TO FORD DEALERSHIP AND WE ARE UNABLE TO FIND OR RECREATE THE PROBLEM BUT COME BACK HOME AND THE SMELL/ORDER IS STILL IN CAR. WE NOTICE THE SMELL IN CLOSED AREAS AND AFTER WE PARK THE CAR ON CITY DRIVING. WOULD LIKE TO BE PART OF YOUR INVESTIGATION REGARDING THIS ISSUE EDMOND OK Failure Date: 02/01/2017

3 10950404 2016 FORD EXPLORER Unknown/Other WHILE DRIVING OUT OF THE SUBDIVISION THE CAR STALLED. THE WRENCH LIGHT CAME ON. WE PARKED IT AND TOOK ANOTHER CAR WE HAD AT THE TIME. WE WILL MAKE MENTION OF IT TOMORROW WHEN I CALL THE DEALER AND ADD IT THE SERVICE TICKET REGARDING THE EXHAUST PROBLEM.

BOISE ID Failure Date: 01/19/2017

3 10945880 2016 FORD EXPLORER Unknown/Other WHEN ACCELERATING EXHAUST FUMES ENTER CABIN. THIS HAPPENS NO MATTER IF THE AC IS ON OR OFF AND NO MATTER IF THE VENT IS ON OR OFF. VEHICLE HAS BEEN TO FORD DEALERSHIP TWICE RESULTING IN THEM KEEPING IT 43 WORKING DAYS. THE VEHICLE HAS BEEN DOING THIS SINCE PURCHASED. WE PURCHASED THIS EXPLORER NEW HOWEVER IT HAD APPROXIMATELY 160 MILES ON IT. WE ORIGINALLY THOUGHT THE SMELL WAS JUST THE NEW WEARING OR THE ENGINE BREAKING IN, BUT AFTER A FEW THOUSAND MILES

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IT WAS EVIDENT SOMETHING IS NOT RIGHT. I KNOW ALL EXPLORERS DON'T HAVE THIS PROBLEM BECAUSE I PREVIOUSLY HAD A 2013 EXPLORER AS A COMPANY VEHICLE IDENTICAL TO THIS ONE AND IT NEVER HAD THIS PROBLEM. THE DEALERSHIP FINALLY TOLD ME TO COME GET THE VEHICLE BECAUSE THEY HAVE DONE EVERYTHING FORD TOLD THEM TO DO TO FIX IT. THEY SAID I WILL HAVE TO TAKE IT UP WITH FORD CUSTOMER SERVICE. I'M NOT SURE IF CARBON MONOXIDE IS ENTERING THE VEHICLE BUT YOU CAN STAND AT THE REAR OF THE VEHICLE WHILE IT IS RUNNING AND THE SMELL COMING FROM THE EXHAUST IS THE SAME SMELL THAT ENTERS THE VEHICLE WHEN ACCELERATING. THE SMELL IS VERY HARSH SMELLS LIKE BURNT HAIR OR SULFUR. ON LONG TRIPS MY WIFE HAS HAD SEVERE HEADACHES. THIS EXPLORER IS THE VEHICLE MY WIFE AND KIDS (AGES 14, 5, & 2) USE TO GET TO WORK AND SCHOOL; I NEED TO GET THIS VEHICLE REPAIRED OR REPLACED. PLEASE HELP!! BRANDON MS Failure Date: 01/17/2017

3 10940043 2016 FORD EXPLORER Unknown/Other I JUST GOT BACK MY VEHICLE FROM THE DEALERSHIPS SERVICE CENTER AND ACCORDING TO THEIR FINDING THEIR WAS AN ISSUE WITH THE VEHICLES STARTER. I DROVE HOME PARKED THE CAR IN THE GARAGE THEN TURNED OFF THE IGNITION. THE VEHICLE WOULD TURN OFF, SO I PUSHED THE START BUTTON AGAIN BUT STILL DID NOT TURN OFF THEN SECONDS LATER I SMELL SMOKE. I IMMEDIATELY BACKED UP TO HAVE THE CAR OUTSIDE THE GARAGE . I HIT THE START BUTTON AGAIN TO TURN OFF AND THIS TIME THE ENGINE SHUT DOWN. HEAVY SMOKE WAS COMING OUT OF THE ENGINE COMPARTMENT SO I JUST STOOD AT A DISTANCE . 10-30 MINUTES LATER AS THE SMOKE SUBSIDED I DECIDED TO POP THE HOOD OPEN AND STILL THERE'S SMOKE FROM THE ENGINE COMPARTMENT. I HAVE A VIDEO BUT CANNOT ATTACH.

FONTANA CA Failure Date: 01/05/2017

3 10939631 2016 FORD EXPLORER Unknown/Other FORD EXPLORER - I KNOW THERE WAS A CLASS ACTION LAWSUIT FOR 2011-2015 EXPLORERS HAVING AN EXHAUST FUME LEAK THROUGH THE AC. HAS THE ISSUE BEEN

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FIXED ON THE 2016 MODEL? WHAT HAS BEEN DONE DIFFERENTLY IN THE 2016
MODEL TO ENSURE THIS ISSUE DOES NOT EXIST? ATLANTA

GA Failure Date: 01/04/2017

3 11003639 2016 FORD EXPLORER Unknown/Other UNDER
ACCELERATION, A VERY STRONG "ROTTEN EGG" ODOR ENTERS THE
VEHICLE'S CABIN. THE ODOR IS SO FOUL THAT IT HAS AT TIMES CAUSED
HEADACHE AND/OR A QUEASY FEELING. THIS HAPPENS CONTINUOUSLY ON
AND OFF THE HIGHWAY, ONLY UNDER ACCELERATION. PALM

COAST FL Failure Date: 01/01/2017

3 10939890 2016 FORD EXPLORER Unknown/Other WHILE MY 2016
FORD EXPLORER IS RUNNING AND STOPPED/PARKED THE CABIN FILLS UP
WITH EXHAUST. THIS ONLY OCCURS WHILE AC/HEATER FAN IS RUNNING AT
THE SAME TIME. I TOOK IT TO A FORD DEALERSHIP AND THEY DID NOT FIND
AN EXHAUST LEAK. I WOULD DISAGREE WITH THIS. I PLACED A CO2
DETECTOR IN THE CAR WHILE PARKED AND THE DETECTOR WENT OFF. I HAVE
READ NUMEROUS COMPLAINTS ABOUT THE EXHAUST LEAKING INTO THE
CABIN OF FORD EXPLORERS. SLINGER WI Failure Date: 12/27/2016

3 10948761 2016 FORD EXPLORER Unknown/Other WE PURCHASED
A CERTIFIED USED 2016 EXPLORER FROM LITHIA FORD DECEMBER 2016. UPON
DRIVING HOME THERE WAS AN EXHAUST SMELL AND WE THOUGHT IT MAY
HAVE BEEN A VEHICLE IN FRONT OF US. BUT THAT PROVED FALSE, AND IT IS A
SERIOUS DISTRACTION AND I NOW AM GETTING HEADACHES WHEN I RIDE IN
MY NEW CAR. TODAY I STARTED THE CAR AND A VERY STRONG EXHAUST
SMELL FILLED THE CABIN. MUCH LIKE A VERY OLD CAR. THE EXHAUST SMELL
LINGERED IN THE CABIN FOR A LONG TIME. WE FEEL THE CARBON MONOXIDE
INFILTRATION THREAT IS VERY WORRISOME AND NEED IMMEDIATE ATTENTION.
AND SINCE OUR TERRIBLE WINTER WEATHER I HAVEN'T BEEN ABLE PUT VERY
MANY MILES ON IT. WE ARE GOING TO TRY TO GET IN ON A CLASS ACTION
SUIT SINCE WE ARE READING MANY SIMILAR COMPLAINTS WITH THIS 2016
MODEL JUST LIKE THE PREVIOUS MODEL YEARS 2011 - 2015 ALREADY NOTED
IN A SUIT. IT WOULD APPEAR THAT FORD IS NOT CONCERNED ENOUGH YET TO

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THINK THE PROBLEM IS EXTENDING INTO THE NEWER MODELS.

BOISE ID Failure Date: 12/27/2016

3 10954417 2016 FORD EXPLORER Unknown/Other WIFE WAS DRIVING VEHICLE IN STOP AND GO TRAFFIC AND NOTICED A BURNING SMELL TO THE POINT WHERE SHE ROLLED DOWN WINDOWS TO AIR THE VEHICLE OUT. TOOK TO LOCAL FORD STORE KISSEE IN CLAREMORE OK IMMEDIATELY. THEY COULD NOT PINPOINT THE ISSUE BUT TOLD US OF SIMILAR ISSUE WITH EXHAUST ON 2012-2014 AND 15 MODELS BUT THAT FORD HAD NOT MENTIONED ANYTHING ABOUT 2016. PLANNED TO TAKE VEHICLE BACK A WEEK LATER BUT IT DID NOT REOCCUR SO WE DECIDED IT MUST HAVE BEEN BECAUSE IT WAS NEW AND SOMETHING BURNED OFF LIKE AN OIL. SINCE THAT TIME I HAVE NOTICED MAYBE 1 OR 2 TIMES WHERE THERE WAS A SLIGHT SMELL BUT NOTHING ALARMING. THE EXPLORER WAS PURCHASED IN NOV 2016. AT THE TIME OF TAKING TO FORD STORE, AROUND 3K MILES. I AM WRITING NOW BECAUSE THIS APPEARS TO BE SIMILAR TO OTHERS MENTIONED IN A NEWS STORY. CLAREMORE OK Failure Date: 12/22/2016

3 10957718 2016 FORD EXPLORER Unknown/Other EXHAUST/ODOR IN CABIN. AFTER VEHICLE IS WARM, NOT NECESSARILY AT HIGH RATE OF EXCELLERATION OR SPEED. CONCENTRATION IS HIGH ENOUGH FOR HEADACHE, WATERY EYES AND URGENCY TO SEEK FRESH AIR. ODOR IS VERY NOTICEABLE FROM THE EXTERIOR AS WELL DURING EPISODE.

LADERA RANCH CA Failure Date: 12/15/2016

3 10954841 2016 FORD EXPLORER Unknown/Other VEHICLE HAS AN INTERMITTENT "SULFUR" EXHAUST SMELL IN THE CABIN. IT IS SO STRONG IT IS HARD TO BREATHE. SEEMS TO BE THE WORST WHEN THE VEHICLE IS PARKED OR AT SLOW MOVEMENT. WE HAVE HAD IT IN 2 DIFFERENT DEALERSHIPS & THE SECOND DEALERSHIP IS HELPING US WITH THE ISSUE. ITS BEEN THERE 2 MONTHS & EVERYTHING THEY HAVE TRIED HAS NOT WORKED, BUT THEY ARE STILL CURRENTLY WORKING ON THE ISSUE.

VEHICLE HAS 13,500 MILES. HAGERSTOWN MD Failure Date: 12/01/2016

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3 10955418 2016 FORD EXPLORER Unknown/Other WHEN
ECCELERATING IT OFTEN HAS THE SMELL OF FUMES THAT LINGER IN THE
CABIN OF THE VEHICLE, SOMETIMES CAUSING ME TO FEEL SICK. NORMAL
DRIVING IT'S FINE, JUST WHEN YOU NEED TO PICK UP SPEED IT PRODUCES
THIS SMELL. KAUFMAN TX Failure Date: 11/30/2016

3 10954484 2016 FORD EXPLORER Unknown/Other THERE IS A
HEAVY SMELL OF TRASH/ROTTEN EGGS THAT STARTED IN NOVEMBER 2016 IN
MY 2016 EXPLORER WITH 35,XXX MILES ON IT. THE LOCAL DEALERSHIP TOLD
ME I NEEDED TO PAY OUT OF POCKET (\$140.00/HOUR) FOR THEM TO SEARCH
FOR A "DEAD ANIMAL". EVEN THOUGH IT THERE WAS ABSOLUTELY NO SIGNS
OF ANIMAL DROPPINGS OR CHEWING. THEY ASKED THAT I RETURN THE
RENTAL CAR. MY EXPLORER WAS RETURNED TO ME WITH NO ODOR (CAR WAS
NOT RUNNING FOR DAYS). THAT WOULD TELL YOU RIGHT THERE THAT IT ISN'T
AN ANIMAL. WHY WOULD THE SMELL GO AWAY COMPLETELY IF THE DEAD
ANIMAL WAS JUST IN THERE 24-HOURS BEFORE? THE MINUTE THE AIR
CONDITIONING WAS TURNED ON THE ODOR WAS BACK. OVER THE WINTER
THERE WAS ONLY AN ODOR WHEN USING THE AUTOMATIC START (DEFAULT TO
TURN ON DEFROST). NOW THAT WE ARE HAVING WARMER WEATHER THE
SMELL IS BACK IN FULL FORCE WITH THE AIR CONDITIONING. I HAVE AN
APPOINTMENT AT ANOTHER DEALER FOR MARCH. IT IS NOW OUT OF THE
MANUFACTURER WARRANTY (40,XXX MILES). SUCH A DISAPPOINTMENT. I
SENT AN EMAIL TO FORD DIRECTLY WITH ABSOLUTELY NO RESPONSE IN
NOVEMBER. IMPERIAL MO Failure Date: 11/11/2016

3 10971189 2016 FORD EXPLORER Unknown/Other EXHAUST FUMES
FILL THE CABIN WHEN ACCELERATING AND RPMS ARE ABOVE 3000. IT IS
WORSE IN THE BACK OF THE VEHICLE. ONE FORD DEALERSHIP HAS ALREADY
TOLD ME THEY CANT FIX THE PROBLEM AFTER MULTIPLE ATTEMPTS. FORD
MOTOR COMPANY HAS NOW TOLD ME I NEED TO TAKE IT TO ANOTHER
DEALERSHIP AND SEE IF THEY CAN FIX THE ISSUE. THE ISSUE FIRST
APPEARED AFTER THE VEHICLE HAD ABOUT 13-15K MILES AND IS STILL AN

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ONGOING ISSUE AT 20K MILES. ARLINGTON TN Failure Date:
11/01/2016

3 10927598 2016 FORD EXPLORER Unknown/Other EXCELLERATION
ON AN INCLINE, HILL OR PASSING OTHER VEHICLES, CAB FILLS WITH
NAUSEOUS FUMES. SMELLS LIKE A BAD CAT CONVERTER. THE FUMES CAN BE
OVERPOWERING. TOOK THE VEHICLE BACK TO LAKE HAVASU CITY BRADLEY
FORD DEALERSHIP. CAR WAS RETURNED TO US WITH ASSURANCE THE
PROBLEM HAD BEEN RESOLVED, IT HASN'T, THE PROBLEM CONTINUES. WE
TRANSPORT OUR 3 GRANDCHILDREN 60 MILES IN THIS VEHICLE ON A
HIGHWAY THAT HAS STEEP INCLINES AND NOW FEAR ENDANGERING THEIR
HEALTH AS WELL AS OUR OWN, WE ARE SENIORS. WAS INFORMED THAT THE
ENGINEERS AT FORD ARE WORKING ON THE PROBLEM, BUT THE TSB HAD
BEEN PERFORMED THAT CUTS THE AC RECYCLE FEATURE OFF UPON ENGINE
LOAD, BUT WE ARE STILL GETTING THAT SMELL. I CAN'T EXPRESS MORE
CONCERN ABOUT HOW UNSAFE THIS CO PROBLEM IS. I CAN'T RISK THE
HEALTH OF MY GRANDCHILDREN OR OURSELVES. FORD EITHER NEEDS TO
REFUND MY MONEY OR OFFER A PERMANENT FIX TO THE PROBLEM. THESE
ARE ROLLING GAS CHAMBERS. MAY TRY TO UNDO THE DEAL ON THIS CAR.
THEY HAVE HAD TO DO THIS ON ANOTHER CUSTOMERS VEHICLE BECAUSE OF
THIS PROBLEM LAKE HAVASU CITY AZ Failure Date: 10/20/2016

3 10954396 2016 FORD EXPLORER Unknown/Other EXHAUST FUMES
(CARBON MONOXIDE) IS COMING INTO THE CABIN UNDER HEAVY
ACCELERATION. IT DOESN'T MATTER WHETHER THE AC IS ON OR OFF.
USUALLY HAPPENS WHEN MERGING ONTO THE FREEWAY. CAUSING HEALTH
PROBLEMS, AND HAVE A NEWBORN. SAN FERNANDO CA Failure Date:
10/15/2016

3 10918584 2016 FORD EXPLORER Unknown/Other I SMELL EXHAUST
WHEN PASSING SOMEONE ON OPEN ROAD, OR ENTERING A FREEWAY. I HAVE
CALLED FORD MULTIPLE TIMES, AND HAVE AN OPEN CASE. THEY DO NOT
RETURN MY CALLS, I HAVE TAKEN MY CAR TO THE DEALER TWICE WHERE
THEY TELL ME ITS FIXED IT LASTS ABOUT A WEEK AND THE SMELL RETURNS. I

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RECENTLY HAD IT IN THE SHOP A SECOND TIME AND I SMELL THE EXHAUST AGAIN. I AM NOW CALLING THEM A THIRD TIME DUE TO THIS SMELL, BUT I AM GETTING NO WHERE. THIS CAN NOT BE SAFE FOR ME TO KEEP SMELLING THIS EXHAUST. THIS VEHICLE WAS PURCHASED BRAND NEW, IT WAS NOT A USED VEHICLE. CHANDLER AZ Failure Date: 10/14/2016

3 10943721 2016 FORD EXPLORER Unknown/Other SINCE EARLY OCTOBER 2016, I'VE HAD A NEAR-CONSTANT EXHAUST SMELL, SIMILAR TO WHAT NATURAL GAS OR SULFUR SMELLS LIKE, IN THE CABIN OF MY VEHICLE THAT IS RESULTING IN HEADACHES (LITERALLY) FOR MY ENTIRE FAMILY. DEALERSHIP HAS MADE MULTIPLE ATTEMPTS TO REPAIR AND HAS BEEN UNSUCCESSFUL. THE EXHAUST FUMES ARE COMING INTO THE CABIN WHEN THE ENGINE IS STARTED AND VEHICLE IS PARKED OR MOVING. IN MY ONLINE RESEARCH, I'VE FOUND THAT FORD IS UNDER INVESTIGATION BY NHTSA FOR THIS ISSUE FOR 2010-15 MODELS, BUT I BELIEVE MY 2016 MODEL IS AFFECTED AS WELL. MOUNT HOREB WI Failure Date: 10/03/2016

3 10913566 2016 FORD EXPLORER Unknown/Other ELECTRONIC THROTTLE RECALL (16B32)---WAS DRIVING ON THE 5 NORTH FREEWAY, AND HAD JUST MERGED ONTO THE 55 NORTH WHEN THE CAR LOST POWER. (I PUSHED THE GAS, BUT THE CAR COULD NO LONGER ACCELERATE)--ALL POWER WAS GONE. I WAS, THANKFULLY, ABLE TO MOVE OVER TO THE RIGHT SIDE OF THE FREEWAY. I CALLED AAA, AND WAS EVENTUALLY TOWED OUT OF THERE (TO FORD DEALERSHIP WHERE I ORIGINALLY PURCHASED THE 2016 FORD EXPLORER.) FORD DEALERSHIP TOLD ME THERE WAS "NEW" RECALL REGARDING MY VEHICLE (ELECTRONIC THROTTLE BODY REPAIR)---LEFT CAR ON SATURDAY. (SAID I COULD NOT GET A RENTAL SINCE IT WAS 2:58PM.) WENT TO GET A RENTAL CAR AT DEALERSHIP TODAY (MONDAY AFTER 2:30PM), BUT WAS TOLD THE CAR WAS READY TO GO HOME. I WAS INVOICED AT 3:14PM TODAY. PLEASE LOOK AT PAGE 1 --IT SAYS THAT WORK: "BEGAN:10-1-16 DONE:10-1-16", CAUSE: RECALL CORRECTION: REPROGRAM PCM"-----)*****TECHNICIAN TIME SPENT: 15:23 TO 15:43***** DID NOT REPLACE THE PART (ELECTRONIC THROTTLE BODY REPAIR*****THIS IS

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VERY DANGEROUS----PEOPLE CAN GET KILLED ON THE FREEWAY BY GETTING HIT BY OTHER CARS (IF THEIR CAR WERE TO SUDDENLY LOSE POWER IN THE PASSING LANE-----OR ON ANY LANE ON THE HIGHWAY FOR THAT MATTER). DEALERSHIP KNOWS ABOUT THE RECALL AND THEY STILL DID NOT REPLACE THE ELECTRONIC THROTTLE. IRVINE CA
Failure Date: 10/01/2016

3 10955557 2016 FORD EXPLORER Unknown/Other COMPLAINT #1 - PAINT FACTORY PAINT FINISH ON VEHICLE IS VERY POOR. THIN PAINT AND PRIMER CLEARLY VISIBLE IN SEVERAL AREAS (SEE PICTURES ATTACHED). I BELIEVE THIS DOES NOT MEET SPECIFIED PAINT DENSITY REGULATIONS. COMPLAINT #2- EXHAUST LEAK UNDER HEAVIER ACCELERATION (3K RPM AND UP) A POTENT SMELL OF SULFUR/ROTTEN EGGS IS PRESENT IN CABIN. THIS HAPPENS FREQUENTLY WHEN FAN/AC IS TURNED ON.
CHICAGO IL Failure Date: 10/01/2016

3 10968428 2016 FORD EXPLORER Unknown/Other EXHAUST LEAKS WHICH CONTAINS CARBON MONOXIDE, LEAKING INTO THE CABIN OF FORD EXPLORERS, LIKELY THROUGH UNSEALED SEAMS IN THE REAR OF THE SUV. COLORADO SPRINGS CO Failure Date: 09/29/2016

3 10908656 2016 FORD EXPLORER Unknown/Other WHEN ACCELERATING BEYOND 3000 RPM, EXHAUST GASES ARE ALLOWED INTO VEHICLE CABIN. NO FIX FROM FORD AS OF YET. AUGUSTA GA
Failure Date: 09/17/2016

3 10954623 2016 FORD EXPLORER Unknown/Other ABOVE 60 MPH, WHEN ACCELERATING TO PASS ANOTHER VEHICLE OR CLIMBING UP A GRADE, IF THE ENGINE DOWNSHIFTS TO A LOWER GEAR, A STRONG EXHAUST ODOR ENTERS THE CABIN. WHEN THE VEHICLE'S OPERATION RETURNS TO NORMAL, THE ODOR DISSIPATES WITHIN ABOUT 15 SECONDS. THE ENTIRE EVENT IS OVER WITHIN A MINUTE. SAGINAW MI Failure Date: 09/08/2016

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3 10926049 2016 FORD EXPLORER Unknown/Other I HAVE OWNED A 2016 FORD EXPLORER XLT FOR APPROXIMATELY 10 MONTHS... DURING THIS TIME EVERY TIME I EXCELERATE THERE IS A VERY STRONG BURNING SMELL. OF COARSE BRINGING IT TO THE DEALER DID NOTHING. THEY TOLD ME MAY BE A STICKER ON ENGINE BURNING.... AFTER 10 MONTHS THE SMELL IS STILL AS STRONG AS THE FIRST WEEK.. I WAS EVEN ASKED BY A POLICE OFFICER WHO HAD PULLED ME OVER FOR A LISENCE PLATE COVER, THAT MY CAR SMELLED OF MARIJUANA! THIS ALL WHILE HAVING CHILDREN AND GRAND PARENTS IN THE CAR! CANTON GA Failure Date: 09/01/2016

3 10954858 2016 FORD EXPLORER Unknown/Other CARBON MONOXIDE SMELL IS PREVALENT IN THE CABIN ESPECIALLY WHILE AC UNIT IS CIRCULATING. SMELLS SOUR OR LIKE ROTTEN EGGS. I'VE OWNED THE CAR LESS THAN 6 MONTHS AND USE IT FOR BUSINESS TRAVEL, SPENDING MANY HOURS AT A TIME IN THE CAR. AFTER CONDUCTING RESEARCH I SEE THAT THIS IS A COMMON COMPLAINT AND PEOPLE HAVE LOST CONSCIOUSNESS. VERY SERIOUS ISSUE WHICH FORD HAS NOT ADDRESSED. MILLIKEN CO Failure Date: 08/24/2016

3 10955423 2016 FORD EXPLORER Unknown/Other SINCE THE PURCHASE OF THE VEHICLE APPROXIMATELY 7 MONTHS AGO WE HAVE NOTICED FROM TIME TO TIME THE SMELL OF EXHAUST INSIDE THE CABIN UPON EXCELERATION. SINCE THE A/C WAS IN USE, I'M UNSURE IF IT'S COMING IN THRU THE VENTS OR SOMEWHERE FROM THE BACK OF THE VEHICLE THRU DRAFT FROM A LEAKING SEAL. NEVERTHELESS I AM CONCERNED FOR MY FAMILY AS THE VEHICLE IS PRIMARILY USED BY MY WIFE , MY 5 YEAR OLD SON, AND 6 MONTH OLD DAUGHTER. I DO KNOW AND ALSO HAVE MEDICAL RECORDS SHOWING THAT MY SON HAS HAD AN INCREASED SENSITIVITY WITH HIS PULMONARY SYSTEM AND HAS RECENTLY VISITED A PULMONARY SPECIALIST RESULTING IN THE DAILY USE OF AN INHALER. MY WIFE HAS ALSO BEEN EXPERIENCING FREQUENT MIGRAINES THAT SEEM TO HAVE NO NOTICEABLE TRIGGER EXCEPT POSSIBLY THE ODOR WHILE DRIVING. AS FAR AS MY DAUGHTER, SHE HAS HAD PROBLEMS FREQUENTLY WITH HER SINUSES

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INCLUDING CONGESTION. I WOULD LIKE TO SEE SOME TYPE OF AFFIRMATIVE ACTION SEEING AS HOW THIS PROBLEM COULD CAUSE SERIOUS HEALTH PROBLEMS AND POSSIBLE DEATH. MONROE GA Failure Date: 07/31/2016

3 10889152 2016 FORD EXPLORER Unknown/Other SHORTLY AFTER PURCHASING A NEW 2016 FORD EXPLORER WE BEGAN TO SMELL EXHAUST FUMES ON MY, MY WIFE AND YEAR AND A HALF OLD DAUGHTERS CLOTHING AFTER HAVING BEEN IN THE CABIN WITH THE REAR A/C TURNED ON. UNSURE OF WHERE THE SMELL WAS COMING FROM, WE EZLIMINATED THE POSSIBILITY OF THE ODOR BEING CAUSED FROM LOADING THE BABY IN WHILE HAVING THE VEHICLE RUNNING BY NOT STARTING THE VEHICLE UNTIL WE WERE ALL IN. AFTER A FEW SHORT MINUTES OF DRIVING WE WOULD HAVE THE SAME EXHAUST SMELL ON ALL OF OUR CLOTHING. IN ADDITION THERE WERE PLUMES OF BLACK SMOKE COMING OUT OF THE EXHAUST EVERY TIME I ACCELERATED FROM A STOP. ALTHOUGH THE TWO ITEMS MAY NOT BE LINKED, THE FACT WE ARE EXPERIENCING THIS AT LESS THAN 5K MILES IS MORE THAN UNSETTLING, NOT TO MENTION A POSSIBLE EXPOSURE TO CARBON MONOXIDE. I FEAR FOR THE HEALTH OF MY FAMILY AND ANY OTHER FAMILIES WHERE THIS SITUATION IS OCCURRING. FORD IS CLUELESS, AND CURRENTLY IS OFFERING NO MEANS OF TESTING THE CABIN FOR EXHAUST EMISSIONS. OUR DEALERSHIP HAS HAD THE VEHICLE FOR A WEEK AND HAVE OFFERED NOTHING MORE THAN A SHOT IN THE DARK FIX TO THE ISSUE, WITH NO DIRECTION OR PROMISE OF A FIX. SAN ANTONIO TX Failure Date: 07/21/2016

3 10885312 2016 FORD EXPLORER Unknown/Other HUSBAND WAS DRIVING THE VEHICLE WAS ABOUT TO ACCELERATE TO GET UP A HILL ON A CITY STREET AND ENGINE SOUNDED LIKE TRANSMISSION OR OTHER MAJOR PART JUST "DROPPED". STEERING WHEEL FROZE, CAR IDLED VIOLENTLY, COULD NOT MOVE VEHICLE, STARTED TO ROLL BACKWARDS UNTIL EMERGENCY BRAKE WAS APPLIED.ACCELERATION WENT TO LITERALLY ZERO,SUV WOULD NOT MOVE. ORANGE WRENCH LIGHT CAME ON, STATED TO

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SEE MANUAL. PLACED CAR IN PARK SHUT OFF ENGINE AND WAITED AND STARTED AT BACK UP AGAIN. SCARY STUFF, 2 CHILDREN 2 AND YOUNGER IN VEHICLE. WON'T LET ME INPUT ON NEXT PAGE, APPROXIMATELY 25-30 MILES AN HOUR, SUV HAS 5,500 MILES ON IT REDONDO BEACH CA

Failure Date: 07/16/2016

3 10885555 2016 FORD EXPLORER Unknown/Other I HAVE A 2015 FORD EXPLORER THAT I BOUGHT NEW. I HAVE HAD IT IN THE SHOP THREE TIMES NOW, FOR EXHAUST FUMES IN THE CABIN. I JUST RECENTLY PICKED IT UP THURSDAY. THEY REPLACED THE EXHAUST MUFFLERS WITH TURN DOWN EXHAUST. WE ASK THE SERVICE MANAGER IF HE DROVE IT. TO SEE IF THAT FIXED THE PROBLEM. HE SAID NO, BUT HE HAD ALL THE CONFIDENCE THAT THIS WILL WORK. WELL GUESS WHAT, IT DIDN'T! NOW I HAVE ANOTHER CALL INTO THE SERVICE DEPARTMENT. I HAVE A VACATION TRIP PLANNED WITH MY GRANDKIDS COMING UP. THIS IS SO ANNOYING TO PAY SO MUCH FOR A CAR THAT STAYS IN THE SHOP MORE THAN ON THE ROAD. I LOVE MY EXPLORER, BUT I CAN'T KEEP DEALING WITH THIS PROBLEM. PLUS NOT HAVING A CAR TO DRIVE, BUT STILL MAKING THE PAYMENTS. THIS IS A FORD PROBLEM THAT SHOULD BE FIXED, PLUS GIVE THE CUSTOMER ANOTHER CAR TO DRIVE.

DORAAL Failure Date: 07/15/2016

3 10969528 2016 FORD EXPLORER Unknown/Other THERE IS AN EXHAUST SMELL THAT COMES INTO THE VEHICLE SOMETIMES. I HAVE 2 CHILDREN AND DO NOT WANT THEM GETTING SICK FROM IT. IT STARTED WHEN I BOUGHT THE VEHICLE NEW. I EMAILED THE SALESMAN AND HE SAID ITS PROBABLY JUST THE MOTOR BECAUSE IT WAS A NEW VEHICLE AND ONCE I GOT MORE MILE ON IT THE SMELL WOULD FADE. IT DID GET BETTER BUT IT STILL DOES IT. FAYETTEVILLE TX Failure Date: 07/15/2016

3 11000679 2016 FORD EXPLORER Unknown/Other I HAVE BEEN TAKING THIS VEHICLE INTO THE DEALERSHIP MANY TIMES SINCE JULY 2016 FOR AN EXHAUST SMELL IN THE CABIN WHEN ACCELERATING AND AT HIGH SPEEDS AND CONSTANTLY FEEL DIZZY AND NAUSEOUS WHEN DRIVING THE VEHICLE. I HAVE TRIED MULTIPLE DEALERSHIPS TO FIX AND THEY HAVE TRIED

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ALL THE TSB'S THAT APPLY TO THE 2011-15'S, BUT SEEM TO NOT WORK ON THE 2016. THEY HAVE RESEALED THE VEHICLE AT LEAST 3 TIMES, REPLACED THE EXHAUST SYSTEM, AND OTHER PARTS, AND WHO KNOWS WHAT ELSE THEY'VE TRIED, BUT STILL WITH NO RESOLUTION. I'M TAKING IT BACK TO THE DEALERSHIP YET AGAIN TOMORROW, BUT REFUSE TO TAKE THIS VEHICLE BACK HOME UNTIL THE SMELL IS COMPLETELY GONE, WHICH SEEMS TO BE AN IMPOSSIBLE FEAT AT THIS POINT. I HAVE A CASE OPEN WITH FORD, BUT HAVE NOT NOT MADE ANY PROGRESS WITH THEM EITHER (OVER 6 WEEKS). PLEASE DO WHAT YOU CAN TO GET THEM TO MAKE A RECALL ASAP BEFORE I BECOME ONE OF THOSE SOCCER MOMS THAT PASSES OUT BEHIND THE WHEEL WITH HER KIDS AND DOGS IN THE CAR AND THEY MAKE A LIFETIME MOVIE ABOUT HOW MY HUSBAND CAN NO LONGER LIVE WITHOUT US :)

HUTTO TX Failure Date: 07/15/2016

3 10885088 2016 FORD EXPLORER Unknown/Other WITH ONLY 3.9 K MILES THE VEHICLE STOPPED ACCELERATION AND TURNED OFF. I WAS ABLE TO TURN THE CAR ON, HOWEVER, THE VEHICLE WOULD ONLY MOVE AT IDLE SPEED WHILE IN DRIVE. FORTUNATELY I HAD ENOUGH TO IDLE MY WAY TO THE SIDE OF THE ROAD. THE PART THAT WENT OUT WAS THE THROTTLE BODY. ALTHOUGH THE MANUFACTURER REPLACED THE PART ON THE VEHICLE, I FEEL THAT THEY HAVE BEEN VERY IRRESPONSIBLE IN NOT RECALLING THIS PART AND ADVISING BUYERS THAT THE CAR HAS A "FAULTY" THROTTLE BODY. EVERYONE AT FORD THAT I HAVE SPOKE TO ALMOST IMMEDIATELY KNEW WHAT THE ISSUE LEADING ME TO BELIEVE THAT I AM NOT THE ONLY PERSON THAT HAS HAD THIS ISSUE. THIS ISSUE COULD HAVE CAUSED A SEVERE ACCIDENT IF THE CAR WOULD HAVE SHUT OFF OR DE-CCELERATED WHILE DRIVING AT A HIGH RATE OF SPEED. MIAMIFL Failure Date: 07/14/2016

3 10883791 2016 FORD EXPLORER Unknown/Other I WAS DRIVING CLOSE TO MY HOUSE AND ALMOST CAUSED A BIG ACCIDENT WHILE I HAD MY CHILDREN ON BOARD. THE CAR STOPPED COMPLETELY (SUDDENLY STOPPED) AND LOST POWER, I WAS LUCKY THAT NOT ACCIDENT OCCURRED (CAN U IMAGINE IF I WAS IN THE MIAMI EXPRESSWAY AND THAT HAPPENED).

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I'M ATTACHING A PIC SHOWING THE CHECK ENGINE, WRENCH LIGHT THAT CAME ON WHILE I WAS DRIVING. I DID SOME RESEARCH ONLINE AND FOUND OUT THAT MANY AMERICANS ARE HAVING THE SAME ISSUES, IT IS A DEFECTIVE THROTTLE BODY THAT CAUSES THE VEHICLE TO SLOW DOWN AND SHUTDOWN AT ANY TIME. FORD IS ALREADY AWARE OF THE PROBLEM AND YOU GUYS MORE LIKELY ARE AWARE TOO. WHAT ARE YOU GUYS WAITING TO ISSUE A RECALL?? WAITING FOR SOMEONE TO DIE? MIAMI FL

Failure Date: 07/09/2016

3 10883695 2016 FORD EXPLORER Unknown/Other EXHAUST OR BURNING SMELL INSIDE INTERIOR CABIN WHEN ACCELERATING. LA VILLA TX Failure Date: 07/08/2016

3 10882832 2016 FORD EXPLORER Unknown/Other WHEN A STRAIN IS PUT ON THE ENGINE, SUCH AS IN PASSING GEAR, A BURNING RUBBER SMELL IS EMITTED IN THE INTERIOR, EVEN WITH THE AIR CONDITIONING IN RECIRCULATE AIR IN VEHICLE MODE. IN 2013 I DIALOGUED WITH FORD HEADQUARTERS ABOUT THIS SAME ISSUE WITH A 2012 EXPLORER LIMITED THAT I OWNED. IN 2013 THEY SENT ME TO ROYAL OAK FORD IN ROYAL OAK. MI AND THE SERVICE MANAGER RODE WITH ME TO OBSERVE THE SMELL. THEY NEVER OFFERED ANY TYPE OF REPAIR. I WAS HOPING THEY WOULD HAVE SOLVED THIS BY 2016, HOWEVER NOW WITH THE WARM SUMMER WEATHER THIS 2016 EXPLORER EMITS THE PUTRID SMELL JUST AS BADLY. IT SMELL LIKE THE RUBBER PADDING ON TOP OF THE ENGINE IS BURNING. VEHICLE HAS 8,900 MILES, PURCHASED BRAND NEW 10/25/15. BERKLEY MI

Failure Date: 07/04/2016

3 10910959 2016 FORD EXPLORER Unknown/Other (I AM EXPERIENCING WITH MY 2016 FORD) I BEGAN HAVING TROUBLE WITH EXHAUST LEAK IN AIR CONDITION HOWEVER DEALER WAS NOT ABLE TO REPAIR DUE TO FORD HAS NOT ISSUED ANY MANUALS HOW TO FIX THIS PARTICULAR PROBLEM AND DEALER ADVISED THERE IS NOTHING THEY CAN DO. THIS PROBLEM CREATES A SERIOUS SAFETY HAZARD.

HOUSTON TX Failure Date: 07/01/2016

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3 10891892 2016 FORD EXPLORER Unknown/Other I HAVE TO MAJOR COMPLAINTS WITH THE FORD EXPLORER 2016. THE TRUCK WAS PURCHASED BRAND NEW. THE FIRST OCCURRED WHEN I WAS ON MY WAY TO WORK ABOUT 7:30AM. I WAS DRIVING ABOUT 60 MILES PER ON HOUR ON A CITY STREET AND ALL OF A SUDDEN A WRENCH SYMBOL SHOWS AND THE CAR WILL NOT ACCELERATE ANYMORE. I HAD NEVER SEEN THIS SYMBOL BEFORE SO I WASN'T SURE WHAT WAS GOING ON AND COULD NOT FIND IT IN THE MANUAL. BEFORE THIS I ONLY COULD GO ABOUT 5 MILES PER HOUR MAX SPEED. WHEN I GOOGLED THE WRENCH MANY OTHERS HAD THE SAME ISSUE. I AM SURE FORD IS AWARE OF THIS AND SHOULD HAD SAID SOMETHING ABOUT THIS BEFORE WE PURCHASED IT. I HAD TO END UP LEAVING THE EXPLORER UP AT FORD FOR 2 AND A HALF WEEKS. WHEN I GOOGLED THE ISSUE IT SAID THESE EXPLORERS HAVE A FAULTY THROTTLE BODY THAT HAS TO BE REPLACED AND MY VEHICLE WAS NO DIFFERENT. ME AND MY WIFE SHOULDN'T HAVE TO MAKE MONTHLY PAYMENTS ON A BRAND NEW VEHICLE THAT HAS A KNOWN ISSUE. SECONDLY, ONCE WE HIT ABOUT 8,000 MILES THE HOOD MAKES A LOUD BUZZING/HUMMING SOUND ONCE YOU HIT ABOUT 60 MILES PER HOUR THAT DOES NOT STOP!!! MANY OTHER PEOPLE WITH THIS VEHICLE HAVE THE SAME PROBLEM ONCE I GOOGLED THIS! THIS IS ABSOLUTELY RIDICULOUS. THIS VEHICLE SHOULD BE RECALLED AND NOT SOLD! OUR ENTIRE TRIP THIS VEHICLE MADE THE SOUND NONSTOP. A PERSON SHOULD NOT HAVE TO HEAR THIS THE ENTIRE TIME ON A BRAND NEW VEHICLE THAT YOU MAKE MONTHLY PAYMENTS ON. SOMETHING SHOULD BE DONE ABOUT THIS. SINCE FORD DOES NOT WANT TO VOLUNTARILY ISSUE A RECALL LIKE THEY SHOULD, AN INVOLUNTARY RECALL SHOULD BE ISSUED. WHEN I GOOGLED THIS, IT IS SAID THAT THE SOUND COMES FROM THE THIN PART OF THE HOOD IN THE CENTER THAT IS BETWEEN TWO THICKER PIECES THAT CAUSES IT TO VIBRATE. HORRIBLE DESIGN AND SHOULD HAVE BEEN TESTED BETTER. MIDWAY FL Failure Date: 06/13/2016

3 10874103 2016 FORD EXPLORER Unknown/Other I WAS DRIVING DOWN THE ROAD AT 60 MPH AND MY CAR JUST LOST ALL POWER. A WRENCH CAME ON AND SAID SEE OWNERS MANUAL. IT HAPPENED 3 MORE TIMES

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WITHIN THE DAY. SO SCARY FOR YOUR CAR TO JUST LOSE POWER WHILE DRIVING DOWN THE ROAD. I HAD IT TOWED TO THE SHOP AND IT WAS A THROTTLE BODY MALFUNCTION, WHICH APPARENTLY, FORD IS AWARE OF. WHY ISN'T THERE A RECALL?! ARE THEY WAITING FOR SOMEONE TO DIE?
TUTTLE OK Failure Date: 06/11/2016

3 10882823 2016 FORD EXPLORER Unknown/Other BURNING EXHAUST SMELL ENTERING INTO CABIN OF CAR WHEN CAR IS UNDER HARD ACCELERATION/FULL THROTTLE. ESPECIALLY NOTICEABLE WHEN ACCELERATING ONTO A HIGHWAY OR CLIMBING STEEP HILLS. THIS BURNING EXHAUST SMELL MAKES ALL PASSENGERS FEEL SICK BY AFFECTING YOUR RESPIRATORY PASSAGEWAYS LEAVING A LUMP IN YOUR THROAT, BURNING YOUR EYES, GIVING YOU A HEADACHE, AND MAKING YOU FEEL NAUSEOUS. THE RECENT NHTSA INVESTIGATION INTO 2011-2015 MODELS, SHOULD ALSO INCLUDE 2016 MODELS AS WELL. FORD HAS FAILED TO RECOGNIZE THIS PROBLEM AND HAS TRIED MULTIPLE TIMES TO "FIX" MY 2016 FORD EXPLORER. NO RESOLUTION HAS BEEN FOUND AND THEY HAVE REFUSED SO FAR TO TAKE THE CAR BACK.
LONG VALLEY NJ Failure Date: 06/07/2016

3 10882822 2016 FORD EXPLORER Unknown/Other THROTTLE BODY FAILED ON VEHICLE AT HIGHWAY SPEED. LOST ALL POWER IN THE MIDDLE OF RUSH HOUR TRAFFIC BARELY MISSED A REAR END COLLISION FROM ANOTHER VEHICLE BECAUSE I COULD NOT ACCELERATE.
WASHINGTON DC Failure Date: 06/02/2016

3 10954621 2016 FORD EXPLORER Unknown/Other SEVERAL TIMES WHEN DRIVING TWO OF MY CHILDREN AGES 2 AND 10 COMPLAINED OF A BAD SMELL COMING FROM THE THIRD ROW SEATING. THEY BOTH BECAME STRANGELY ILL, BUT ONLY MY 2YO BEGAN VOMITING. MY 10 TO COMPLAINED OF BEING LIGHT HEADED DURING SEVERAL LONG TRIPS. I NOTICED ON MANY OCCASIONS THAT DURING HIGH ACCELERATION ANYONE THAT SITS IN THE THIRD ROW COMPLAINS OF STOMACH ACHES AFTER A LENGTHY TIME IN THE VEHICLE. I CHALKED IT UP TO CAR SICKNESS, BUT REMEMBERED THIS ONLY BECAME RELEVANT WHEN LEASING THIS FORD. PLEASE HELP US. I HAVE

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THREE KIDS AND NO OTHER VEHICLE. THIS ALL STARTED THIS PAST SUMMER. STRABANE PA Failure Date: 06/02/2016

3 10870814 2016 FORD EXPLORER Unknown/Other THE REAR SUNROOF EXPLODED, I WAS DRIVING DOWN TOLLWAY 99 OUT SIDE OF HOUSTON TEXAS, AT ABOUT 60 MPH. THE ROADWAY IS FLAT AND STRAIGHT THE 4+ LANES ARE 150 YARD APART, NO OVERPASSES. THERE WERE NO OTHER CARS OR TRUCKS WITHIN 100 YARDS OR MORE. AND A VERY LOUD NOISE, LIKE A GUN SHOT " BLEW OUT" THE REAR GLASS (THE FRONT CAN MOVE, THE REAR CANNOT) IN THE SUNROOF. I ONLY HAVE ABOUT 8000 MILE ON THE SUV. FORD DOES NOT SEEM TO UNDERSTAND THE PROBLEM AND KEEPS SAYING IT MUST HAVE BEEN A ROCK. I CAN'T PROVE THEY ARE WRONG AND THEY CAN'T PROVE THAT I AM CORRECT. SO MY INSURANCE PAYS, WHICH MEANS WE ALL LOSE. SUGAR LAND TX Failure Date: 05/20/2016

3 10954797 2016 FORD EXPLORER Unknown/Other AS WITH OTHER FORD EXPLORER VEHICLES, THERE IS A STRONG SMELL WHILE ACCELERATING, LIKE BAD EXHAUST FUMES OR SOMETHING LIKE THAT. ENTERPRISE AL Failure Date: 05/15/2016

3 11001754 2016 FORD EXPLORER Unknown/Other PURCHASED 2016 FORD EXPLORER IN APRIL OF 2016. INITIALLY, SHORTLY AFTER THE PURCHASE, I CONTINUALLY NOTICED THE SMELL OF BURNING PLASTIC FROM THE ENGINE AREA AFTER A LOT OF CITY DRIVING. I ASSUMED IT WAS THE FACT THE VEHICLE WAS NEW AND WAS STILL BREAKING IN. SEVERAL MONTHS WENT BY AND I SIMPLY BECAME ACCUSTOMED TO IT. READ ONLINE ABOUT PLASTIC BAGS MAKING THAT SMELL SOMETIMES WHEN STUCK ON THE HOT EXHAUST PIPES AND THOUGHT IT COULD BE THAT. DIDN'T THINK ABOUT IT MUCH BECAUSE IT WAS NOT OVERBEARING IN THE CABIN. HOWEVER, AS OF SEVERAL WEEKS AGO, SMELL WAS GETTING WORSE SO I MENTIONED TO DEALER. THEY TOLD ME IT'S AN EXHAUST LEAK. IT'S TAKEN TWO WEEKS TO ORDER THE PARTS AND GET ME RESCHEDULED FOR SERVICE AND THE SMELL HAS BECOME MUCH WORSE SINCE THAT VISIT. WONDERING IF TECH

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LOOSENED EXHAUST SYSTEM. VERY HARD TO DRIVE WITH THE WINDOWS UP - NEEDS CONSTANT FLOW OF FRESH AIR. SMELLS MORE LIKE "TYPICAL" EXHAUST SMELL NOW - INSIDE AND OUTSIDE THE VEHICLE. I DRIVE 30-50 MILES IN THE CITY EACH DAY, SO IT'S A CONSTANT SMELL. CAN'T PARK IN THE GARAGE BECAUSE ODOR GETS INTO THE HOUSE. JUST LEARNING THAT IT'S AN EXHAUST LEAK HAS ME WORRIED BECAUSE I HAVE TOLERATED THIS FOR OVER A YEAR. DELLSLOW WV Failure Date: 05/01/2016

3 10859813 2016 FORD EXPLORER Unknown/Other I AM THE OWNER OF A 2016 FORD EXPLORER XLT WITH THE FOOT ACTIVATION LIFTGATE FEATURE. WHILE LOADING A LARGE ITEM IN THE REAR CARGO AREA OF THE PARKED VEHICLE, THE FOOT ACTIVATED CLOSURE FUNCTION WAS UNEXPECTEDLY TRIGGERED AND THE LIFTGATE PROCEEDED TO CLOSE ON ME. THE LIFTGATE DID NOT STOP ONCE IT HIT ME. I HAD TO APPLY EXTREME CROSS FORCE PRESSURE TO STOP THE CLOSING PROCESS AND TRIGGER THE SAFETY STOP MECHANISM. HAD THIS MALFUNCTION OCCURRED WHILE MY 4 YEAR OLD CHILD WAS RETRIEVING OR PLACING AN ITEM IN THE VEHICLE, HER HEAD OR NECK WOULD HAVE BEEN CRUSHED. FURTHER TESTING AND TRYING TO SHUT THE LIFTGATE ON MYSELF VIA THE KEY FOB OR THE TAILGATE BUTTON DID NOT PRODUCE THE SAME RESULT. THE SAFETY STOP DETECTED MY PRESENCE UPON INITIAL IMPACT, AND RE-OPENED, AS EXPECTED. I AM FURIOUS THAT THIS UNEXPECTED CLOSING VIA ACCIDENTAL ACTIVATION VIA THE FOOT SENSOR ISSUE HAS NOT BEEN ADDRESSED, EVEN THOUGH A QUICK INTERNET SEARCH PULLS BACK MANY OWNER COMPLAINTS OF THIS SAME ISSUE. THE COMPLAINTS GO BACK SEVERAL MODEL YEARS. THIS FEATURE IS COMMONLY INSTALLED ON ALL DEALER STOCK VEHICLES, SO FORD SHOULD ADDRESS THE INCONSISTENCY OF THE FOOT ACTIVATION SENSOR, OR AT LEAST INCORPORATE A SETTING THAT ALLOWS THE OWNER TO DISABLE THIS FUNCTION VIA THE VEHICLE SETTINGS. SAFETY NEEDS TO EXCEED ANY VALUE OF A CONVENIENCE FEATURE. CROWN POINT IN Failure Date: 04/15/2016

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3 11005076 2016 FORD EXPLORER Unknown/Other THERE ARE EXHAUST FUMES COMING INTO THE CABIN OF THIS 2016 FORD EXPLORER. THE SMELL STINKS AND THE GASES HAVE MADE THE OCCUPANTS OF THE EXPLORER SICK. THE DEALERSHIP HAS ACKNOWLEDGED THE SMELL. IT HAS HAD AT LEAST NINE OPPORTUNITIES TO FIX THE PROBLEM, BUT IT HAS BEEN UNSUCCESSFUL. FORD IS AWARE OF THE PROBLEM. THE EXHAUST FUMES COME INTO THE CABIN AT VARIOUS TIMES. THE PROBLEM USUALLY OCCURS WHEN THE REAR A/C RE-CIRCULATION IS ON AND WHEN THERE IS HEAVY ACCELERATION OR GOING UPHILL. THERE HAVE NOT BEEN ANY ALTERATIONS TO THE EXPLORER EXCEPT FOR THE REPAIRS ATTEMPTED BY THE DEALERSHIP. IN MAY 2017, THE DEALERSHIP USED TSB 17-0044 TO TRY TO STOP THE FUMES FROM COMING INTO THE CABIN. AGAIN, IT WAS UNSUCCESSFUL. IT APPEARS THE FORD TOLD THE DEALERSHIP TO ALSO TRY TSB 14-0130. THAT REPAIR DID NOT WORK EITHER. N.
CHARLESTON SC Failure Date: 04/07/2016

3 10927211 2016 FORD EXPLORER Unknown/Other EXHAUST IS SEEPING INTO THE CABIN WITH THE AC RECIRC BUTTON ENGAGED. THIS IS THE SAME PROBLEM THAT IS OCCURRING TO THE 2015 AND PRIOR MODEL YEARS. FLEMING ISLAND FL Failure Date: 04/01/2016

3 10954154 2016 FORD EXPLORER Unknown/Other VEHICLE LEAKS EXHAUST FUMES IN TO THE CABIN DURING ACCELERATION. TWIN CITY GA Failure Date: 04/01/2016

3 10983339 2016 FORD EXPLORER Unknown/Other EXHAUST FUMES ENTER CABIN THRU AIR VENTS WHEN THE CAR IS IN HEAVY ACCELERATION AND AIR IS ON RECIRCULATE. MILTON FL Failure Date: 03/15/2016

3 10883161 2016 FORD EXPLORER Unknown/Other THE 2016 MODEL ALSO HAS THE ODOR FROM THE VENTILATION WHICH IS INVESTIGATED NOW. THE ODOR OCCURS DURING DRIVING AT REGULAR METHODS AFTER THE ENGINE CAN HEAT UP FOR A FEW MILES. THIS "NEW CAR" SMELL WAS CALLED REGULAR HEATING OF NEW PARTS BY THE SALESMAN BUT NOW IT HAS BEEN

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3000 MILES AND HE ODOR IS STILL HAPPENING. I JUST WANT THE 2016 TO BE CHECKED OUT FOR EMISSION TROUBLES TO MAINTAIN A SAFE RIDE FOR FAMILY MEMBERS. NEWTON IA Failure Date: 03/05/2016

3 10840008 2016 FORD EXPLORER Unknown/Other CABIN FILLS WITH CARBON MONOXIDE DURING UPHILL GRADE THROUGH AC UNIT. OR ENGINE UNDER LOAD. 3000-4000 RPM CREATES SULFUR ROTTEN EGG SMELL IN CABIN. FORD IS GIVING ME THE RUN AROUND. NORTHRIDGE CA
Failure Date: 03/01/2016

3 10870184 2016 FORD EXPLORER Unknown/Other VEHICLE LEAKS CARBON MONOXIDE AT TOXIC LEVELS INTO PASSENGER CABIN. I PURCHASED A DIGITAL CO METER AND PRODUCED VIDEO AND PICS OF TOXIC LEVELS. DEALER STILL HAD NO ANSWER AND FORD HAS TURNED DOWN BUY BACK REQUEST. OWNER OF DEALERSHIP PLEADED WITH FORD TO SAVE THEIR CUSTOMER AND WAS TURNED DOWN AGAIN. FORD REP AT DEALER CONSPIRED WITH MANAGERS TO TURN ME AWAY BECAUSE I LEASED A VOLVO XC90. WIFE AND KIDS REFUSE TO SIT IN A GAS CHAMBER. THE EXPLORER IS PARKED WHILE I DETERMINE WHETHER TO FILE SUIT. THINKING OF HIRING AN INDEPENDENT TEST LAB TO DRIVE AND DOCUMENT CO LEAK.
NORTHRIDGE CA Failure Date: 02/20/2016

3 10906761 2016 FORD EXPLORER Unknown/Other I HAVE A 2016 FORD EXPLORER ,WHEN I EXCEED 3000 RPM THERE WILL BE STRONG EXHAUST SMELL COMING THROUGH THE A/C VENTILATION SYSTEM,I WENT TO THE DEALERSHIP THREE TIMES THEY DIDN'T FIX IT,I HAVE FOUR KIDS AGES 5 MONTHS TO 12 YEARS. DECATUR GA Failure Date: 02/18/2016

3 10824409 2016 FORD EXPLORER Unknown/Other 1,400 MILES 1.1 MONTHS, AND GOT A EXTREMELY SOON PROBLEM WHIT THE RADIATOR FAN, NOISE ON BEARINGS DON'T STOP. POSSIBLY THE FAN CAN STOP WORKING SOON AFFECTING TEMPERATURE OF ENGINE HTTPS://
WWW.EXPLORERFORUM.COM/FORUMS/SHOWTHREAD.PHP?T=438269
DUNCANVILLE TX Failure Date: 02/02/2016

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3 10883515 2016 FORD EXPLORER Unknown/Other ON MY 2016 EXPLORER LIMITED 3.5 N/A V6 - UNDER HARD (GETTING ON FWY) OR EXTENDED ACCELERATION (UPHILL CLIMB) EXHAUST FUMES CAN BE NOTICED BY THE PASSENGERS IN THE VEHICLE. I KNOW THERE IS AN OPEN INVESTIGATION ON THE 11-15 YEARS BUT THE 16 SHOULD BE INCLUDED AS WELL. THIS HAS BEEN THE CASE FROM NEW TO CURRENT 11K MILES. THIS HAPPENED ON MY PREVIOUS 2013 MODEL AS WELL. AVONDALE AZ Failure Date: 12/01/2015

3 10954951 2016 FORD EXPLORER Unknown/Other SMELL EXHAUST FUMES INSIDE CABIN OF VEHICLE. EXPOSURE TO CARBON MONOXIDE CONCERN. HAPPENS DURING FULL ACCELERATION AND DRIVING UPHILL AND WITH A/C UNIT ON. NOTICED UPON LEASE RECEPTION. FORD REPLACED EXHAUST SYSTEM BUT NOT HELPED, ACTUALLY NOW WORSE. ONGOING ISSUE UNRESOLVED. SUWANEE GA Failure Date: 10/27/2015

3 10915335 2016 FORD EXPLORER Unknown/Other WHEN ACCELERATING OVER 3500 RPM SMOKE GASES COME INSIDE THE CABIN IT STARTED WHEN I ACQUIRED THE VEHICLE AND HASN'T STOPPED EVER SINCE MIAMI FL Failure Date: 10/12/2015

3 10882646 2016 FORD EXPLORER Unknown/Other MY VEHICLE EMITS EXHAUST IN THE CABIN WHILE DRIVING. UPON ACCELERATION AND DECELERATION, THE EXHAUST SMELL IS SO POTENT, ME AND MY PASSENGERS HAVE TO ROLL DOWN THE WINDOWS. I RETURNED THE VEHICLE THE DAY AFTER PURCHASING TO THE FORD DEALERSHIP FOR REPAIRS AND HAVE RETURNED IT FOR REPAIRS MANY TIMES SINCE. THEY HAVE SEALED ALL OPENINGS UNDER THE VEHICLE, REPLACED THE EXHAUST SYSTEM, AND REPLACED THE VENTS IN THE BUMPER. FORD HAS ACKNOWLEDGED THERE IS AN ISSUE WITH MY EXPLORER, HOWEVER, THEY ARE UNABLE TO FIX IT. MY LAST REPAIR VISIT IN JUNE 2016, I WAS NOTIFIED THAT I NEED TO COME PICK UP MY VEHICLE BECAUSE THEY COULD DO NOTHING ELSE FOR IT. THEY HAVE TRIED TO REPAIR IT AND THEY ARE UNABLE TO REPAIR THE ISSUE. THIS HAS CAUSED VARIOUS HEALTH ISSUES FOR ME, WHICH INCLUDE, HEADACHES AND

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NAUSEA. FORD HAS IGNORED ALL OF MY REQUEST TO RESOLVE THIS ISSUE. I AM CONCERNED I AM BEING POISONED BY EXHAUST. KEMP TX

Failure Date: 09/21/2015

3 10898149 2016 FORD EXPLORER Unknown/Other FUMES ENTERING THE PASSENGER COMPARTMENT. DURING ACCELERATION AND ENGINE RPMS ABOVE 3K. DOCUMENTED AT THE FORD DEALER TRYING TO FIX THE PROBLEM. THIS IS AN EVERY DAY OCCURRENCE. CULPEPER VA Failure Date: 08/31/2015

3 10917420 2016 FORD EXPLORER Unknown/Other PURCHASED THE 2016 FORD EXPLORER AND NOTICED STRONG EXHAUST FUMES IN THE CABIN. CONCERNED ABOUT OUR HEALTH, WENT TO THE DEALERSHIP AND WAS TOLD THAT FORD WOULD NOT DO ANYTHING UNTIL THE VEHICLE HAD 3,000 MILES ON IT. RESEARCHED øEXHAUST FUMES IN FORD EXPLORERSø AND DISCOVERED THAT øFORD NAMED IN CLASS ACTION LAWSUIT OVER LEAK OF CARBON MONOXIDE IN PASSENGER COMPARTMENTS OF EXPLORER VEHICLESø, ANGELA SANCHEZ-KNUTSON VS. FORD MOTOR COMPANY. THE LAWSUIT INCLUDES 2011-15 FORD EXPLORERS. THEN WENT TO THE MANAGEMENT WITH THIS INFORMATION, WAS TOLD THAT ONLY 'SOME' EXPLORERS WERE AFFECTED SO WE ASKED THEM TO REPLACE THE EXPLORER WITH ONE THAT 'DID NOT' HAVE THE EXHAUST FUMES PROBLEM. WAS TOLD IT WAS NOT POSSIBLE BECAUSE THE VEHICLE HAD BEEN TITLED. DEMANDED THAT THE VEHICLE BE REPAIRED BUT AFTER 6 ATTEMPTS OF WHICH 2 WERE WITH THE FIELD SERVICE ENGINEER, WE WERE TOLD THAT THERE IS "NO FIX". GOOD LUCK TO US. AFTER 6TH ATTEMPT, THE FUMES ARE WORSE THAN EVER. LAKE ALFRED FL Failure Date: 08/28/2015

3 10817212 2016 FORD EXPLORER Unknown/Other PURCHASED 2016 FORD EXPLORER NEW. HAS 4567 MILES ON IT. STARTING NOTICING A POPPING SOUND UNDER FOOT FLOOR BOARD DRIVER SIDE WHENEVER I FIRST START THE VEHICLE AND MOVE FORWARD TO ABOUT 7 MILES PER HOUR ABOUT TWO MONTHS AFTER PURCHASE. NOISE DOES NOT HAPPEN ANYTIME AFTER THE FIRST POP WHILE DRIVING, ONLY WHEN YOU FIRST START THE VEHICLE AND

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MOVE FORWARD AT ABOUT 7 MPH. TOOK TO FORD DEALER TO HAVE THE NOISE CHECKED OUT THEY ADJUSTED THE FRONT BRIDGE LINK BOLT AS PER TSB 15-0186 AND SAID THE NOISE WAS GONE. I WENT TO PICK UP THE VEHICLE AND AS SOON AS I MOVED FORWARD AT ABOUT 7MPH THE POPPING NOISE CAME BACK. TALKED TO SERVICE WRITER AND HE TALKED TO SOMEONE ELSE AND THEY SAID THAT THIS WAS A NORMAL NOISE AND ALL 2106 EXPLORERS DID THIS. THEY GOT ANOTHER 2016 EXPLORER LIKE MINE FROM THE LOT AND SURE ENOUGH IT MADE THE SAME POPPING NOISE RIGHT AROUND 7 MPH. I GUESS FORD DOES NOT BUILD QUALITY PRODUCTS LIKE ADVERTISED. HARD TO BELIEVE A \$35,000.00 VEHICLE WOULD MAKE POPPING NOISES WHEN NEW. MY ADVICE IS "DO NOT " BUT ANY FORD PRODUCTS ESPECIALLY THE EXPLORER. IVOQ V WILMINGTON OH 20151229