

NHTSA Consumer Complaints as of July 26, 2017

6 10995288 2015 FORD EXPLORER Fuel System STRONG BURNING/  
EXHAUST SMELL WHEN THE CAR ACCELERATES. GAINESVILLE  
VA Failure Date: 05/01/2017

6 10967061 2015 FORD EXPLORER Fuel System I WAS DRIVING HOME  
FROM WORK (DOING ABOUT 45MPH WITH THE HEAT ON) AND INSTANTLY  
NOTICED WHAT SMELLED LIKE NATURAL GAS. I ROLLED MY WINDOWS DOWN  
TO SEE IF IT WAS OUTSIDE AND IT WASN'T. I THEN TURNED MY HEAT OFF AND  
THE SMELL LIGHTENED. WHEN I GOT HOME I JUST THOUGHT MAYBE IT WAS A  
FLUKE. THE NEXT DAY ME AND MY DAUGHTER 12YRS OLD GOT IN THE  
EXPLORER TO GO SHOPPING. NOT 10 MINUTES INTO OUR DRIVE (DOING 25  
MPH WITH THE HEAT ON) MY DAUGHTER FRANTICALLY SAYS "I SMELL GAS." I  
TURNED AROUND WENT HOME. I SAT IN THE VEHICLE TO RUN A DIAGNOSTICS  
REPORT AND STARTED FEELING SLIGHTLY LIGHT HEADED. SO I GOT OUT OF  
THE VEHICLE AND TOLD MY HUSBAND. THEN I BEGAN TO HAVE A HEADACHE  
OUT OF NOWHERE. I THEN CONTACTED A FORD DEALER (BECAUSE OUR  
VEHICLE IS UNDER WARRANTY WITH FORD) AND AS I EXPLAINED WHAT WAS  
GOING ON AND I MENTIONED THE ARTICLES I READ ABOUT THESE VEHICLES  
THE PERSON ON THE PHONE HAD NO RESPONSE OTHER THAN WHEN THEY  
HAD THEIR NEXT OPEN APPOINTMENT. SO I AM TAKING MY VEHICLE IN NEXT  
WEEK. THE NEXT DAY I STARTED MY VEHICLE WITHOUT THE HEAT ON  
AND THE SMELL WAS MINIMAL IN THE VEHICLE BUT WHEN I TURNED THE  
VEHICLE OFF AND GOT OUT I SMELLED A VERY STRONG GAS LIKE SMELL  
COMING FROM THE FRONT OF MY VEHICLE! TWIN LAKES WI  
Failure Date: 03/17/2017

6 10950068 2015 FORD EXPLORER Fuel System THERE IS A GAS/  
PROPANE SMELL INSIDE OF MY VEHICLE WHICH REQUIRES THE OCCUPANTS  
TO ROLL DOWN THE WINDOWS BECAUSE OF SAFETY CONCERNS. THE SMELL  
IS MORE PREVALENT WHEN ACCELERATING AND USING THE AIR  
CONDITIONING SYSTEM. THERE IS A STRONG EXHAUST/GAS SMELL PRESENT  
IN THE VEHICLE CAUSING SICK CONDITIONS OF ALL PASSENGERS.  
MELBOURNE FL Failure Date: 02/04/2017

NHTSA Consumer Complaints as of July 26, 2017

6 10956203 2015 FORD EXPLORER Fuel System EXHAUST ODOR, CARBON MONOXIDE PRESENT IN CABIN. CHECK ENGINE LIGHT. CAPE CORAL FL Failure Date: 02/02/2017

6 10935486 2015 FORD EXPLORER Fuel System TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT A FUEL ODOR EMITTED FROM THE VEHICLE WHEN THE HEATER WAS ACTIVATED THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE FAILURE WAS UNABLE TO BE DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 19,000. UPDATED 02/03/17\*LJ PORTSMOUTH RI Failure Date: 12/12/2016

6 10897827 2015 FORD EXPLORER Fuel System I SMELL GASOLINE INSIDE THE CABIN OF MY VEHICLE AND IT HAS MADE ME SICK ON SEVERAL OCCASSIONS. AURORA CO Failure Date: 08/20/2016

6 10884331 2015 FORD EXPLORER Fuel System TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING 30 MPH, A FUEL ODOR EMITTED FROM THE AIR VENTS IN THE VEHICLE. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 18,900. PERTH AMBOY NJ Failure Date: 07/04/2016

6 10882901 2015 FORD EXPLORER Fuel System AFTER HEAVY ACCELERATION, THE CABIN HAS A STRONG FOUL SULFUR ODOR THAT IS UNBEARABLE. WE HAVE HAD IT IN TO A FORD DEALERSHIP TO HAVE BOTH TSB'S PERFORMED - THE SECOND TOOK 5 DAYS! - AND IT STILL HAS NOT CHANGED. DISGUSTING SMELL. THIS HAPPENS WHEN WE ACCELERATE AS ON TO THE HIGHWAY OR TO PASS IN CHALLENGING SITUATIONS. I ONLY HAVE TO PRESS THE GAS PEDAL ABOUT HALF WAY DOWN FOR 4-5 SECONDS AND THE SMELL IS OVERWHELMING. ACTIVATING THE TURBO CHARGERS FOR ANY LENGTH OF TIME BRINGS THIS SMELL INTO THE CABIN. THEN ALL OF THE WINDOWS HAVE TO GO DOWN TO CLEAR THE SMELL. MY MOTHER CAN'T TAKE THIS ANYMORE AND MY WIFE COMPLAINS OF HEADACHES. THIS HAS BEEN AN

NHTSA Consumer Complaints as of July 26, 2017

ONGOING PROBLEM FOR A YEAR AND A HALF.

JUNO BEACH

FL Failure Date: 07/03/2016

6 10882655 2015 FORD EXPLORER Fuel System WHEN MY 2015 FORD EXPLORER IS UNDER HEAVY ACCELERATION SUCH AS TOWING OR PASSING, I CAN SMELL A VERY STRONG ODOR OF SULPHUR OR CONVERTOR FUMES IN THE CABIN. IT IS WORSE WITH THE FRESH AIR VENT AND IS LESS WITH THE RECIRCULATION. THE REAR A/C IS OFF AND I HAVE 4400 MILES ON THE VEHICLE. I CALLED MY LOCAL FORD DEALER AND THEY HAVE NO PAST COMPLAINTS OF THIS NATURE AND DO NOT KNOW WHAT IT MAY BE. I ALSO HAD A PROBLEM WHEN I WAS MAKING THE HIGH ACCELERATION TO DUPLICATE THE PROBLEM AND NOTICED THE STEERING WHEEL JERKING UNDER TORQUE. I DRIVE FRONT WHEEL DRIVE POLICE VEHICLES FOR A LIVING AND NEVER HAD THIS HAPPEN WHERE YOU BETTER BE HANGING ON WITH BOTH HANDS. PORTER TX Failure Date: 07/01/2016

6 10896012 2015 FORD EXPLORER Fuel System 3.5L ECOBOOST, 24K MILES. UPON ATTEMPTED ACCELERATION, ENGINE DOES NOT PRODUCE FULL POWER. ENGINE LAGS SIGNIFICANTLY THEN SURGES IN BOTH RPM AND ACCELERATION. ISSUES HAS PERSISTED FOR APPROXIMATELY 3K MILES. ISSUE OCCURS DURING ALL ENVIRONMENTAL CONDITIONS. CHECK ENGINE LIGHT HAS NOT COME ON. NO CODES HAVE BEEN FOUND. VEHICLE HAS BEEN EXAMINED BY HUDSON FORD IN WISCONSIN. NO RESOLUTION PROVIDED, ISSUE CONTINUES TO EXHIBIT ITSELF. APPLE VALLEY MN Failure Date: 06/12/2016

6 10913868 2015 FORD EXPLORER Fuel System I HAVE BEEN SMELLING GAS INSIDE THE CABIN OF MY EXPLORER AND IT HAS MADE ME SICK ON SEVERAL OCCASSIONS IT WAS SO STRONG. IT IS STRONG WHEN PARKED AND IN MOTION. AURORA CO Failure Date: 05/01/2016

6 10906985 2015 FORD EXPLORER Fuel System BURNING PLASTIC / EXHAUST SMELL INSIDE THE CAB ANY TIME WHEN ACCELERATING PALATKA FL Failure Date: 02/01/2016

NHTSA Consumer Complaints as of July 26, 2017

6 10836205 2015 FORD EXPLORER Fuel System CPSC: I15C0225A: 2015 FORD EXPLORER: CONSUMER STATED THE FUEL LINE WAS CRACKED. \*SS THE CONSUMER WAS INFORMED A ROCK MAY HAVE HIT THE FUEL LINE.

\*JB SEGUIN TX Failure Date: 12/01/2015

6 10955600 2015 FORD EXPLORER Fuel System WE HAVE TAKEN THE EXPLORER INTO DEALERSHIP A FEW TIMES FOR THE SULPHUR SMELL AND WAS TOLD THERE WAS NOTHING TO FIX THIS. NOW ACCORDING TO THE NEWS REPORTS THERE IS A LEGITIMATE PROBLEM ON FORD BEHALF. YES WE SMELL THE SULPHUR WHEN DRIVING THE VEHICLE ANY DISTANCE ON THE ROAD. WE WANT FORD TO CORRECT THIS ISSUE. I HAVE BEEN DIAGNOSED WITH ASTHMA WHICH I AM CONCERNED ABOUT MY HEALTH AS WELL.

SAGINAW MI Failure Date: 11/15/2015

6 10882879 2015 FORD EXPLORER Fuel System TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE ACCELERATING, EXHAUST FUMES ENTERED THE VEHICLE THROUGH THE FRONT VENTS. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THERE WAS BUILD UP FROM THE FUEL INJECTORS, WHICH NEEDED TO BE CLEANED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS APPROXIMATELY 10,000. UPDATED 09/06/16\*LJ THE CONSUMER STATED AFTER THE VEHICLE WAS SERVICED AT THE DEALER, UPON ACCELERATION, THE AIR CONDITION/HEAT FAN CUTS OFF OR SLOWS DOWN, AND THE EXHAUST SMELL CONTINUED TO ENTER THE VEHICLE.

UPDATED 10/18/16. \*JB FLUSHING MI Failure Date: 11/06/2015

6 10916309 2015 FORD EXPLORER Fuel System UPDATE TO NHTSA COMPLAINT #10914850 VEHICLE STILL IN SERVICE SINCE 9/26/16. TOTAL DAYS AT DEALER FOR SERVICE DUE TO EXHAUST FUMES / CHEMICAL SMELL IN PASSENGER COMPARTMENT: 26 AS OF 10/16/16. HAVE BEEN TOLD FORD'S ENGINEERING REP (DURING FORD'S "FINAL REPAIR ATTEMPT" UNDER LEMON LAW) ALSO SMELLED FUMES IN CABIN UNDER WOT AND WHEN ENGINE UNDER LOAD. WAS TOLD THAT IT COULD NOT BE CARBON MONOXIDE IN CABIN

NHTSA Consumer Complaints as of July 26, 2017

MAKING ME DIZZY AND SICK FEELING BECAUSE "CATALYTIC CONVERTER CHANGES CARBON MONOXIDE TO CARBON DIOXIDE, WHICH IS WHY DEALER USES CO2 METER NOT CO METER". WAS INFORMED THAT REGIONAL ENGINEER INSTRUCTED DEALER TO REPEAT TSB 14-0130 EVEN THOUGH THEY WERE THEN TELLING ME THAT THE SMELL IS FROM "MILDEW ON THE A/C EVAPORATOR CORE", WHICH CONTRADICTS THEIR PERFORMING THE TSB TO SEAL THE VEHICLE FROM EXHAUST FUMES A SECOND TIME (PERFORMED PREVIOUSLY WITHOUT EFFECT IN 10/2015). HAVE BEEN TOLD MANY DIFFERENT "REASONS" FOR THE FUMES IN CABIN, NONE OF WHICH MAKE MUCH SENSE. MILDEW DOES NOT SMELL LIKE SULFUR OR EXHAUST FUMES. TO MAKE THINGS WORSE, I WAS TOLD THAT I "DO NOT DRIVE ENOUGH MILES" DURING MY TRIPS TO "DRY OUT THE EVAPORATOR CORE" SO I AM TOLD MY DRIVING HABITS, NOT FORD'S DESIGN FLAWS ALLOWING EXHAUST INTO CABIN, ARE THE REASON FOR THE FUMES. SERVICE MANAGER HAS BEEN DILIGENT AND PROFESSIONAL AND IS A GENUINELY NICE PERSON, THOUGH FORD IS TRYING TO SERVE UP A "RED HERRING" BY TRYING TO DIVERT ATTENTION TO THE A/C SYSTEM RATHER THAN ADMIT TO EXHAUST FUMES IN PASSENGER CABIN. FORD REPLACED THE EVAP CORE WHICH RESULTED IN NEARLY NO A/C UPON BEING TOLD VEHICLE READY FOR PICK-UP ON 10/15/16, SO IT IS STILL IN SERVICE..NOW TO REPAIR WHAT THEY BROKE DURING "FINAL REPAIR ATTEMPT". TO CONSUMER, APPEARS FORD HAS PROPPED OPEN FRESH AIR VENTS REGARDLESS OF "RECIRCULATE" BUTTON LIGHT, RESULTING IN WARM A/C. FORD SHOULD RE-PURCHASE THIS HAZARDOUS VEHICLE. \*TR LAND O LAKES FL Failure Date: 10/19/2015

6 10788290 2015 FORD EXPLORER Fuel System EXHAUST FUMES ARE ENTERING THE PASSENGER CABIN OF THE VEHICLE WHILE DRIVING. THE EXHAUST IS MOST NOTICEABLE DURING ACCELERATION AT HIGHWAY SPEEDS. I HAVE TAKEN THE EXPLORER TO THE DEALER TWICE WHERE IT IS STILL AT SINCE OCT 5TH, TODAY IS NOV 4TH. THE FORD DEALER HAS PERFORMED A TSB TO CORRECT THE KNOWN ISSUE OF EXHAUST ENTERING THE PASSENGER CABIN. THIS FIX DID NOT CORRECT THE PROBLEM OR LESSEN IT TO ANY DEGREE. USING AN ALTAIR 4X GAS MONITOR INSIDE THE VEHICLE I

NHTSA Consumer Complaints as of July 26, 2017

OBSERVED CARBON MONOXIDE LEVELS UP TO 13PPM WHILE DRIVING THE  
VEHICLE. CLERMONT FL Failure Date: 09/29/2015

6 10785395 2015 FORD EXPLORER Fuel System ON AUGUST 22, 2015 I  
STOPPED AT A SHELL STATION NEAR BONHAM, TEXAS. AFTER REFUELING I  
WAS UNABLE TO REMOVE THE FUEL NOZZLE FROM MY VEHICLE. I MOVED IT  
AROUND, PUSHED, AND PULLED ON THE NOZZLE TO NO AVAIL. THE VEHICLE  
WAS OBVIOUSLY STATIONARY AT THIS TIME. AFTER ABOUT FIFTEEN MINUTES  
AND WITH THE HELP OF OTHER PEOPLE I WAS UNABLE TO GET THE NOZZLE  
OUT OF MY VEHICLE. I TOLD THE GAS STATION ATTENDANT WHO WAS ABLE TO  
PUSH AND PULL THE NOZZLE ENOUGH TO GET IT DISLODGED FROM MY  
VEHICLE. I TOOK THE VEHICLE TO THE DEALER I BOUGHT IT FROM AUTO  
NATION FRISCO, TEXAS. MY VEHICLE HAD LESS THAN FIVE THOUSAND MILES  
ON IT AT THE TIME OF THE INCIDENT. THE DEALER REFUSED TO REPLACE THE  
CAPLESS FUEL SYSTEM COMPONENT SAYING IT WAS NOT BROKE IT WAS A  
GAS STATION ISSUE- FAULTY FUEL NOZZLE?? I SPOKE TO THE SERVICE  
MANAGER WHO REFUSED TO REPLACE THE COMPONENT. I WROTE A LETTER  
TO THE GM OF THE DEALERSHIP AS WELL AS THE VP OF CUSTOMER SERVICE  
FOR AUTO NATION EXPLAINING THE PROBLEM AND ASKING TO BE  
CONTACTED. AS OF THIS WRITING I HAVE HAD NO RESPONSE. I FILLED A  
COMPLAINT WITH FORD MOTOR CO. CASE# 7943196. ON 10-8-2015 I WAS  
ADVISED THAT THE CASE WAS CLOSED. I WAS NEVER ABLE TO TALK TO THEM  
SO I LEFT A VOICE MAIL AND SENT A E-MAIL ASKING TO BE CONTACTED. AS OF  
THIS WRITING I HAVE HAD NO RESPONSE. I WAS TOLD BY THE DEALER AFTER  
THE INCIDENT THAT THERE WAS A BULLETIN EXPLAINING WHAT NOZZLES TO  
AVOID. SEEMS LIKE GOOD INFORMATION TO HAVE PRIOR TO AN INCIDENT NOT  
AFTER!! I BELIEVE THIS TO BE A REAL PROBLEM AND DO NOT FEEL  
COMFORTABLE USING MY VEHICLE UNTIL THE COMPONENT IS REPLACED.  
HAVING TO PULL, PUSH, AND PRY TO GET A FUEL NOZZLE OUT OF YOUR  
VEHICLE SURE SEEMS LIKE A OBVIOUS SAFETY ISSUE. THE CAR DEALER AND  
FORD MOTOR CO. SAYS ITS NOT THEIR PROBLEM. THE GAS STATION  
ATTENDANT SAID IT WAS A FORD PROBLEM. CONSUMER STUCK IN THE  
MIDDLE!! MCKINNEY TX Failure Date: 08/22/2015

NHTSA Consumer Complaints as of July 26, 2017

6 10818426 2015 FORD EXPLORER Fuel System TL\* THE CONTACT LEASED A 2015 FORD EXPLORER. THE CONTACT STATED THAT THERE WAS A FAILURE WITH THE TPMS NOT FUNCTIONING PROPERLY. THE DEALER SENT A MECHANIC TO THE CONTACT'S LOCATION WHO TOOK THE VEHICLE TO THE DEALER AND REPLACED THE FRONT DRIVER SIDE WHEEL SENSOR. THE CONTACT NOTICED THAT AS THE MILEAGE INCREASED, THERE WAS A STRONG ODOR EMITTING INTO THE INTERIOR OF THE VEHICLE. THE ODOR CAUSED THE CONTACT AND OTHER OCCUPANTS TO HAVE MIGRAINE HEADACHES THAT REQUIRED MEDICAL TREATMENT. THE CONTACT WAS TO CHECK WITH AN INDEPENDENT SOURCE AND THE MANUFACTURER FOR ODOR TESTING. THE DEALER WAS NOTIFIED OF THE STRONG FUMES AND INDICATED THAT THEY WERE NOT ABLE TO REPLICATE THE CONDITION TO PROVIDE A PERMANENT REMEDY. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 500. UPDATED 05/11/16\*LJ BARNEGAT NJ Failure Date: 08/15/2015

6 10735901 2015 FORD EXPLORER Fuel System A FOLLOW UP ON A CO PROBLEM, THAT HAPPENED ON 7/7/15. DEALER TOOK THE EXPLORER IN ON THE CO ISSUE ALONG WITH FORD KNOWING OF IT. GAVE US A RENTAL FOR A WEEK, AND CAME UP WITH NO CO LEVELS AFTER A WEEK. WENT TO THE DEALERSHIP TO TAKE A RIDE WITH THE SERVICE MANAGER, EXHAUST WAS PRESENT BUT HE SAID IT WAS A HOT ENGINE SMELL. NO LEVELS WERE FOUND BUT SYMPTOMS IN MY BODY OF CO WERE INDICATED WHILE THE SERVICE MANAGER WAS IN THE VEHICLE. LEFT THE VEHICLE FOR THE DAY AND WAS TOLD BY FORD THE SERVICE MANAGER FOUND NOTHING WRONG AND TO COME GET THE VEHICLE. UPON THE RIDE HOME MY CO DETECTOR INDICATED LEVELS AT 534PPM. WITH THE WINDOWS DOWN AND THE SUN ROOF OPEN AT 70MPH. ALONG THE WAY I STOPPED IN THE LOCAL HOSPITAL, WAITED AN HOUR IN A HALF FOR BLOOD WORK THEN WALKED OUT. HAD TO GET BACK TO WORK. ONLY 15 MINUTES BACK HOME THE LEVELS WENT UP TO 871PPM. CALLING THE DEALERSHIP AND FORD IN THE AM TO GET THIS PROBLEM SOLVED ASAP BEFORE SOME DIES. 2015 WITH ONLY 4,500 MILES.

NHTSA Consumer Complaints as of July 26, 2017

FORD HAS KNOWN OF THIS PROBLEM SINCE 2011.

LISBON

NH Failure Date: 07/22/2015

6 10732799 2015 FORD EXPLORER Fuel System TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 30 MPH, A CHEMICAL SMELL EMITTED FROM THE EXHAUST INTO THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER, WHO ADVISED THAT THE SMELL WAS NORMAL. DUE TO THE SMELL, THE CONTACT SUFFERED SERIOUS HEADACHES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND ADVISED THE CONTACT TO TAKE THE VEHICLE TO THE DEALER FOR FURTHER DIAGNOSTIC TESTING. THE FAILURE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 1,000. REDWOOD CITY CA Failure Date: 06/21/2015

6 10725238 2015 FORD EXPLORER Fuel System DURING AND AFTER ACCELERATION AT ANY SPEED THERE IS A VERY STRONG SULPHUR SMELL IN THE CABIN OF THE VEHICLE. IT APPEARS TO ENTER FROM THE REAR OF THE VEHICLE AND IT MUST BE EXHAUSTED BY OPENING THE WINDOWS EVERY SINGLE TIME. THE FUMES CONTAIN CO2 AND ARE VERY DANGEROUS TO ALL WITHIN THE VEHICLE. ALL PASSENGERS COMPLAIN OF A LIGHT HEADACHE AND NAUSEA. GARLAND TX Failure Date: 06/14/2015

6 10864888 2015 FORD EXPLORER Fuel System I LOOSE POWER WHILE DRIVING. HAPPENS ALL THE TIME. IT IS VERY NOTICEABLE WHE CAR SHIFT INTO 3RD GEAR. MY RPM'S GO FROM 4000 TO BELOW 3000 ( NORMAL ACCELERATION). WHEN I GIVE IT A LOT OF GAS I START TO SMELL THE TURBOS BURNING. PROBABLY CAUSE BY THE FACT THE ETANOL GAS IS NOT COMPATIBLE WITH THIS TWIN TURBO SET UP. NOT TO MENTION THE TRANSMISSION LEAKS AS WELL AS THE BOTTOM SIDE OF THE THROTTLE BODY. I LOVE FORD (AMERICAN MADE). BUT AS AN AMERICAN I FEEL THAT THEY FELLED ME. BREAKS MY HEART. ANYONE KNOW WHERE TO BUY A GOOD CHEVY FROM. DALLAS GA Failure Date: 06/10/2015

6 10760886 2015 FORD EXPLORER Fuel System DURING ACCELERATION (GETTING ON HIGHWAY, PASSING, ETC.) THE CAB FILLS WITH EXHAUST SMELL.

NHTSA Consumer Complaints as of July 26, 2017

WE IMMEDIATELY HAVE TO ROLL THE WINDOWS DOWN TO GET THE SMELL OUT OF THE VEHICLE. FREQUENT PASSENGERS AND DRIVER WITH ASTHMA. WE HAVE TAKEN EXPLORER TO DEALER SEVERAL TIMES BUT ONLY LEFT IT TWICE AS THEY SAID THEY ONLY HAD 2 TECHNICAL BULLETIN'S FROM FORD ON SUGGESTED FIXES. STILL SMELLS. DURING A GOOGLE SEARCH WE FOUND THIS HAS BEEN GOING ON SINCE 2011. HAD WE HAVE KNOWN WE WOULD NOT HAVE BOUGHT THIS FORD EXPLORER. ROUND ROCK TX Failure Date: 06/01/2015

6 10760659 2015 FORD EXPLORER Fuel System TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING AT APPROXIMATELY 55 MPH, THE VEHICLE BEGAN LEAKING EXHAUST FUMES FROM THE CABIN. THE CONTACT STATED THAT THIS WAS A RECURRING FAILURE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN STATED THAT THE FAILURE WAS A DESIGN ISSUE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 850. MA 10/19/2015 MISSOURI CITY TX Failure Date: 04/30/2015

6 10979736 2015 FORD EXPLORER Fuel System WE BOUGHT A 2015 FORD EXPLORER IN APRIL OF 2015. ONE WEEK AFTER WE HAD THE TRUCK WE WERE NOTICING A NASTY ROTTEN EGG SMELL EVERY TIME WE WOULD DRIVE IT. WE WENT BACK TO THE DEALERSHIP TO HAVE THEM CHECK IT. THE SERVICE MANAGER DROVE THE TRUCK AND SAID THAT IT WAS THE NEW SMELL BURNING OFF THE EXHAUST. HERE WE ARE 2 YEARS LATER AND WE ARE STILL SMELLING THE SAME NASTY SMELL. WE DON'T DRIVE VERY FAR IN THE TRUCK BECAUSE WE LIVE VERY CLOSE TO EVERYTHING. SO WE TOOK THE VEHICLE ON A LONG OUT OF STATE TRIP AND COULD NOT STAY AWAKE AND HAD SEVERE HEADACHES. AT ONE POINT ON THE TRIP WE THOUGHT OUR 18 YEAR OLD CAT HAD DIED BECAUSE WE COULD NOT WAKE HER UP. NOW I AM FINDING OUT THAT THE CARBON MONOXIDE FUMES COULD BE LEAKING INTO THE CABIN OF THE VEHICLE WHICH WOULD EXPLAIN THE SYMPTOMS WE WERE ALL HAVING. I NOW FIND OUT THAT THERE HAVE BEEN SEVERAL TSB

NHTSA Consumer Complaints as of July 26, 2017

ISSUED REGARDING THESE SAME PROBLEMS. I AM SO FRUSTRATED!

LAFAYETTE LA Failure Date: 04/30/2015

6 10809869 2015 FORDE EXPLORER Fuel System WHEN ACCELERATE QUICKLY EXHAUST FUMES ENTER INTO CABIN OF VEHICLE.

QUITMAN LA Failure Date: 04/29/2015

6 10735964 2015 FORDE EXPLORER Fuel System I PURCHASED A BRAND NEW 2015 FORD EXPLORER XLT, 3.5 V6, IN NOVEMBER 2014. AT APPROXIMATELY 7,000 MILES (BEGINNING IN APRIL 2015) I STARTED TO NOTICE A ROTTEN EGG ODOR INSIDE THE VEHICLE DURING ACCELERATION, WHILE ENTERING THE FREEWAY. THE SMELL WOULD OCCUR ESPECIALLY DURING A HARD ACCELERATION. THE SMELL WAS NOTICEABLE WHILE THE A/C SYSTEM WAS ON "VENT" AND "RECIRCULATE" MODE. ON 7/6/2015 I TOOK THE EXPLORER TO MY FORD DEALERSHIP AND THEY ACKNOWLEDGED THE COMPLAINT AND STATED THERE WAS A SERVICE BULLETIN 14-130 TO CORRECT THE PROBLEM. THEIR DESCRIPTION ON THE FIX, WAS THAT A SPECIAL AIR-FILTER LOCATED INSIDE THE REAR BUMPER AREA NEEDED TO BE REPLACE. THEY STATED THAT THE SMELL IS COMING FROM MY EVAP-CANISTER. I LEFT THE EXPLORER THERE FOR THE REPAIR AND IT TOOK THEM ALMOST TWO DAYS. THEY SAID, IT WAS AT LEAST A FULL DAYS LABOR TO FIX THE PROBLEM BECAUSE THEY HAD TO REMOVE THE WHOLE REAR BUMPER AND OTHER PARTS, ETC. AFTER THE REPAIR WAS MADE, A WEEK LATER, I WAS ABLE TO TAKE THE EXPLORER ON THE FREEWAY AND STILL NOTICED THE ROTTEN EGG ODOR DURING ACCELERATION. THIS TIME THE ODOR IS ONLY NOTICEABLE DURING "VENT" MODE WHEN THE A/C IS TURNED ON. I AM CONTACTING MY DEALER TODAY ABOUT THIS. I AM VERY CONCERNED ABOUT THIS ISSUE WITH OTHER FORD OWNERS BECAUSE THESE "FUMES" IN THE CABIN AREA MOST LIKELY ARE AFFECTING YOUR HEALTH AND OTHER PASSENGERS. TORRANCE CA Failure Date: 04/14/2015

6 10955524 2015 FORDE EXPLORER Fuel System BOUGHT VEHICLE BRAND NEW AT THE END OF MARCH 2015 AND IT SMELLS LIKE ROTTEN EGGS

NHTSA Consumer Complaints as of July 26, 2017

WHEN ACCELERATING OR CLIMBING A HILL AND HAS SINCE I BOUGHT IT.

AZLE TX Failure Date: 04/01/2015

6 10678149 2015 FORD EXPLORER Fuel System BOUGHT VEHICLE, LEFT DEALERSHIP, DROVE APPROX 13 MILES, PARKED TRUCK WHILE RUNNING, AS MY SON AND I WAITED FOR MY WIFE OUTSIDE OF A STORE... WE NOTICED A BAD FUME SMELL. MY WIFE GOT IN THE CAR AND ASK WHAT'S THAT SMELL? I PASSED OFF AS MAYBE PROTECTIVE OILS BURNING OFF NEW PARTS. NEXT DAY I CAME HOME FROM WORK 12 MILES AWAY. AGAIN VEHICLE IN PARK WAITING FOR MY WIFE TO MEET ME OUTSIDE AS WE WERE GOING STRAIGHT TO THE STORE.... THE SMELL RETURNED! WE DROVE TO GET LUNCH MEAT 2 MILES. IT GOT WORSE AS I DROVE. I NOTICE AS SOON AS I TURNED THE HEAT DOWN A BIT... THE SMELL GOT WORSE. MAYBE BECAUSE THIS ALLOWS MORE OUTSIDE AIR TO BLEND? AFTER THIS I WAS SURE THIS WAS A BIG PROBLEM. I SEARCHED THE WEB FOR FORD EXPLORER FUMES AND WAS SHOCKED TO SEE ALL OF THE COMPLAINTS LAWSUITS AND MEDIA THIS HAS GOTTEN! HOW COULD I NOT HAVE HEARD ABOUT THIS? I'M QUITE SURE THERE ARE PLENTY OF PEOPLE WHO HAVEN'T COMPLAINED ! I DON'T WANT TO BELIEVE THE TRUCK I FELL IN LOVE WITH HAS THIS HUGE PROBLEM! I'M RETURNING IT! NO REPAIRS! D ON'T WANT IT! SOMETHING NEEDS TO BE DONE! I FELT SICK AND DIZZY AFTER A SHORT DRIVE! PLEASE BELIEVE ME! THIS IS BAD! \*TR

RUNNEMEDE NJ Failure Date: 01/21/2015

6 10883204 2015 FORD EXPLORER Fuel System WHEN ACCELERATING THE EXHAUST ODOR COMES INSIDE THE VEHICLE. AT A STOP SIGN THE SMELL IS ALSO THERE BUT NOT AS BAD AS WHEN ACCELERATING. WE HAVE TAKEN THE VEHICLE TO A DEALER IN MINNESOTA AND ONE IN FLORIDA AND BOTH TOLD US "THAT IS THE WAY IT IS" AND NOTHING CAN BE DONE. WE HAVE BEEN UNHAPPY SINCE WE BOUGHT THE VEHICLE ON 12/31/2014 AND CONTINUE TO BE UNHAPPY. IS THERE ANYTHING THAT CAN BE DONE?

BONITA SPRINGS FL Failure Date: 01/01/2015

6 10882590 2015 FORD EXPLORER Fuel System UNDER HARD ACCELERATION THERE IS AN EXHAUST SMELL INSIDE THE CABIN. DEALER

NHTSA Consumer Complaints as of July 26, 2017

CLAIMS THAT THIS DOES NOT HAPPEN AND NO ONE ELSE HAS COMPLAINED ABOUT THE SMELL. DEALER IS WRONG THERE IS A SMELL WHEN ACCELERATING FULL THROTTLE. LAPEER MI Failure Date: 12/31/2014

6 10906115 2015 FORD EXPLORER Fuel System WHEN UNDER LOAD (I.E. CLIMBING HILL) OR FAST ACCELERATION (PASSING A VEHICLE) THERE IS A STRONG ODOR OF EXHAUST IN THE PASSENGER CABIN. THE ODOR IS COMING FROM THE AIR VENTS THROUGHOUT THE VEHICLE. WINDOWS MUST BE OPENED TO GET RID OF THE SMELL. THIS OCCURS PRIMARILY WHEN AIR CONDITIONER IS ON, BUT HAS ALSO HAPPENED WHEN AC OFF. VEHICLE WAS RETURNED TO DEALER FOR THIS PROBLEM AND TSB-14-0130 PERFORMED, HOWEVER, PROBLEM STILL OCCURS ALTHOUGH LESS FREQUENTLY AND ODOR NOT AS STRONG. LINDEN CA Failure Date: 12/01/2014

6 10692003 2015 FORD EXPLORER Fuel System HORRIBLE ROTTEN EGG, BURNING SMELL WHEN ACCELERATING IN THE CABIN. HAVE TAKEN IT IN 3 TIMES AND THEY TELL ME IT WILL BURN OFF BETWEEN 10-15000 MILES. I CAN'T IMAGINE THAT THE FUMES IN THE CABIN ARE GOOD FOR ME AND MY FAMILY AND THE LACK OF CONCERN FROM FORD IS LAUGHABLE. WE HAVE CONTACTED FORD WITH MINIMAL, UNHELPFUL RESPONSES FROM THEM. ALONG WITH HEALTH CONCERNS, THE SMELL COMING OUT OF THE EXHAUST IS AWFUL AND PROBABLY SHOULD BE BROUGHT TO THE EPA. I ATTEMPTED TO DRIVE 2 NEW 2015 STRAIGHT OF THE TRAIN AND THEY BOTH WERE JUST AS BAD. THIS IS NOT AN ISOLATED PROBLEM. \*TR MOUND MN Failure Date: 11/13/2014

6 10884351 2015 FORD EXPLORER Fuel System I CAN SMELL GAS FUMES IN THE INTERIOR OF THE CAR WHEN DRIVING. SOMETIMES THE ODOR IS MORE WHEN I ACCELERATE. THE SMELL ISN'T THERE ALL THE TIME, BUT IS PRETTY STRONG WHEN IT IS PRESENT. THIS HAS HAPPENED SEVERAL TIMES -- EVER SINCE WE BOUGHT THE CAR. WE BOUGHT THE CAR IN 2014. COLON NE Failure Date: 10/22/2014

NHTSA Consumer Complaints as of July 26, 2017

6 10914850 2015 FORD EXPLORER Fuel System SMELL OF EXHAUST FUMES AND/OR SULFUR-TYPE ODORS COMING THROUGH AIR CONDITIONING SYSTEM UNDER HEAVY ACCELERATION, PASSING ON HIGHWAY, OR WHEN ENGINE IS UNDER A LOAD. FUMES/SMELL GET SO BAD THAT I HAVE TO ROLL DOWN ALL WINDOWS AND OPEN SUNROOF TO VENTILATE THE PASSENGER COMPARTMENT. TOLERATED THE HEADACHES, NAUSEA, AND LIGHT-HEADEDNESS WHILE DRIVING UNTIL SITUATION BECAME INTOLERABLE AND HAD BEGUN TO AVOID DRIVING THE EXPLORER. FIRST SERVICED IN 10/2015, DEALER HAD VEHICLE FOR 4 OR 5 DAYS. I WAS TOLD THAT A TSB WAS PERFORMED WHICH INCLUDED REMOVING THE REAR BUMPER AND USING SEALANT, BUT THAT DID NOT CORRECT THE PROBLEM. FUMES IN PASSENGER COMPARTMENT PERSISTED. ON 9/26/2016 TOOK VEHICLE BACK TO DEALER FOR FURTHER DIAGNOSTICS AND REPAIR ATTEMPTS FOR SAME PROBLEM. DEALER HAD VEHICLE THROUGH 10/4/16, AND CALLED TO TELL ME TO COME PICK-UP VEHICLE AS IT WAS "FIXED" BY CLEANING A/C EVAPORATOR, AND ALSO "SPEAKING WITH FORD ENGINEERS". WENT FOR TEST DRIVE WITH SERVICE MANAGER. AFTER APPROX. 4-5 MILES ON HIGHWAY, UNDER VARYING ACCELERATION CONDITIONS, CABIN BEGAN TO SMELL LIKE FUMES AGAIN, COMING THROUGH THE A/C VENTS. THEN I BEGAN TO FEEL LIGHT-HEADED AND INFORMED SERVICE MANAGER OF SAME. COULD NOT VENTILLATE VEHICLE DUE TO HEAVY RAINS, BUT TAKING A/C OFF OF "RECIRCULATE AIR" HELPED ONLY A LITTLE, AND CHANGED NATURE OF ODOR SLIGHTLY. DEALERSHIP WAS USING A METER TO MEASURE WHAT WAS SUPPOSED TO BE CARBON MONOXIDE. WAS CONSISTENTLY TOLD THROUGHOUT THAT MEASUREMENTS WERE "LOW" AT 900PPM TO MAX 1500PPM. WHEN DRIVING WITH SAME METER, IT ALARMED MULTIPLE TIMES, BUT I WAS TOLD IT WAS BECAUSE METER RESPONDS TO BREATHING IN THE CAR. I DETERMINED THAT METER WAS FOR CARBON DIOXIDE NOT CARBON MONOXIDE. RETURNED VEHICLE TO SERVICE, WAS TOLD FORD IS HAVING REGIONAL REP EXAMINE VEHICLE ON 10/11/16. I HAVE FILED A LEMON LAW COMPLAINT WITH BBB. LAND O LAKES FL Failure Date: 10/18/2014