

NHTSA Consumer Complaints as of October 13, 2017

7 11025177 2015 FORD EXPLORER Fuel System 10AUG2017 - WHEN GETTING IN MY CAR AFTER WORK IT WAS EXTREMELY HOT. MY CAR HAD BEEN PARKED IN THE PARKING LOT ALL DAY WITHOUT ANY SHADE - SO THE TEMPERATURE INSIDE THE CAR WAS SOARING. I TURNED THE AIR CONDITIONING ON TO FULL BLAST TO KEEP FROM SWEATING AND LEFT THE PARKING LOT. WHILE DRIVING THE 7 MILES FROM MY OFFICE TO THE PALM BAY FORD DEALERSHIP I OPENED THE SUNROOF IN HOPES THAT THE CAR WOULD COOL DOWN QUICKER. IMMEDIATELY I BEGAN FEELING LIGHT HEADED. MY HEAD BEGAN SPINNING AND I STARTED FEELING SICK TO MY STOMACH. IN ONLY A FEW SHORT MINUTES I STARTED LOSING VISION IN MY RIGHT EYE. I NEVER SMELLED ANYTHING THROUGH THE VENTILATION SYSTEM SO I OPENED THE WINDOW TO TRY AND GET MORE AIR THINKING IT WOULD HELP CALM ME. IT MADE IT EVEN WORSE. I WAS TERRIFIED - I COULDN'T SEE TO PULL OVER BUT WASN'T SURE IF I SHOULD KEEP DRIVING. I COULD ONLY MAKE OUT THE CAR IN FRONT OF ME - IT WAS RUSH HOUR TRAFFIC WITH BUMPER TO BUMPER CARS. I THOUGHT IF I PULLED OVER IT WOULD TAKE LONGER FOR SOMEONE TO GET TO ME IN A PARKING LOT THAN IF I CONTINUED DRIVING - I WAS ABOUT 3 MILES FROM THE DEALERSHIP. BY THE TIME I PULLED IN TO THE DEALERSHIP IT WAS ALL I COULD NOT TO THROW UP. AFTER BEING AT THE DEALERSHIP FOR 30 MINUTES I STARTED FEELING BETTER. WE SPOKE TO THE SERVICE REP, ROSE, AND SHE DOCUMENTED THE INCIDENT IN THE SERVICE RECORD. WE TALKED ABOUT THE NEWS REPORTS REGARDING THE ISSUES PLAGUING THE EXPLORERS. SHE CHECKED THE ONLINE SERVICE REPORTS FOR MY CAR AND SHE SAID IT SHOWED GREEN (NO RECALLS OR TSBS). I WAS SHOCKED AND COULDN'T BELIEVE MY CAR HAD NOT BEEN NOTED AS NEEDING THE EXHAUST REPLACED AFTER ALL THE REPORTED ISSUES WITH THE 2015 EXPLORER. SHE SAID IT WOULD BE A WEEK BEFORE THE CAR WAS FIXED SO WE LEFT IN MY HUSBAND'S TRUCK. THIS WOULD BE THE SECOND TIME I'VE HAD THE CAR INTO THE SHOP FOR EXHAUST LEAKS/ISSUES COCOA FL Failure Date: 08/10/2017

NHTSA Consumer Complaints as of October 13, 2017

7 11025199 2015 FORD EXPLORER Fuel System I HAVE BEEN EXPERIENCING PROBLEMS WITH THE EXHAUST ON MY 2015 FORD EXPLORER. EVER SINCE I BOUGHT THE CAR THERE'S A STRONG EXHAUST SMELL IN THE CAB OF THE CAR WHEN YOU ACCELERATE ENOUGH TO MAKE THE CAR DOWNSHIFT TO PICK UP SPEED. WE TOOK THE CAR INTO THE DEALERSHIP SHORTLY AFTER BUYING THE CAR AND IT SEEMED TO BE OK. WHEN TAKING THE CAR ON VACATION IN AUG 2017 TO THE MOUNTAINS WE ONCE AGAIN BEGAN SMELLING THE EXHAUST FUMES AGAIN. AS THE MAIN DRIVER, I HAVE BEEN EXPERIENCING TERRIBLE HEADACHES WHEN DRIVING THE CAR - FINE BEFORE I GET IN, HEADACHE WITHIN MINUTES, AND THEN FINE AFTER BEING OUT OF THE VEHICLE FOR ABOUT 30 MINUTES OR MORE. WE TOOK THE CAR TO A DIFFERENT DEALERSHIP WHO KEPT IT FOR A WEEK STATING THEY INSTALLED A COMPLETELY NEW EXHAUST SYSTEM FROM THE CATALYTIC CONVERTER TO THE BACK OF THE VEHICLE (AS DESCRIBED IN THE TSB). ON THE WAY TO THE DEALERSHIP IN AUG 2017 I EXPERIENCED A PARTIAL BLACKOUT ON THE WAY TO THE DEALERSHIP. IT WAS A VERY HOT DAY, I WAS DRIVING IN HEAVY CITY TRAFFIC GOING FROM LIGHT TO LIGHT, I HAD THE AIR BLASTING IN MY FACE, I OPENED THE SUN ROOF AND IMMEDIATELY STARTED TO FEEL AS I WAS BEING DRUGGED. EXTREMELY DIZZY, SICK TO MY STOMACH, AND BEGAN LOSING VISION IN MY RIGHT EYE. THANK GOODNESS THE DEALERSHIP WAS WITHIN 7 MILES - BUT I BARELY MADE IT WITHOUT PASSING OUT. I ENDED UP IN THE EMERGENCY THE FOLLOWING DAY FOR EXTREME HEADACHES AND GROGGINESS. NOW WE ARE AGAIN EXPERIENCING VERY STRONG EXHAUST FUMES WHEN THE CAR DOWNSHIFTS. THIS IS THE SAME ISSUE REPORTED BY THE SHERIFF DEPUTIES AS MY INCIDENT IS VERY SIMILAR TO WHEN THE DEPUTY BLACKED OUT AT THE WHEEL AND CRASHED THIS SUMMER. IT DOESN'T SEEM FORD KNOWS HOW TO FIX THE PROBLEM AND THEY ARE NOT ACKNOWLEDGING THIS IS A 'CONSUMER' PROBLEM. NOT JUST A PROBLEM WITH DEPUTY VEHICLES. COCOA FL Failure Date: 08/10/2017

7 11011952 2015 FORD EXPLORER Fuel System EXHAUST FUMES FILL CABIN UNDER HARD ACCELERATION. IT HAS HAPPENED MANY TIMES OVER

NHTSA Consumer Complaints as of October 13, 2017

THE PAST FEW YEARS, WE PURCHASED CAR NEW IN ~ MAY 2015. TYPICALLY WE CAN LIMIT BY ACCELERATING SLOWER THAN DESIRED, WHICH CAN BE UNSAFE WHEN ENTERING THE HIGHWAY. AFTER HARD ACCELERATION HAS ENDED AND YOU MAINTAIN STEADY SPEED THE FUMES NO LONGER SEEM TO ENTER THE CABIN. FUMES CAN BE VERY STRONG AND ROLLING DOWN WINDOWS IS THE ONLY WAY TO CLEAR. IT SEEMS TO MOSTLY HAPPEN WITH REAR AIR CONDITIONING IN TURNED ON, BUT NOT SURE. I PUT TODAYS DATE BELOW, BUT THIS HAPPENS OFTEN. I HAVE READ ONLINE AND SPOKEN TO DEALERS IN THE PAST AND NO FIX SEEMS TO BE AVAILABLE SO WE HAVE DONE ARE BEST TO AVOID WITH SLOW ACCELERATION, BUT WE CAN NOT BE CERTAIN THAT NO FUMES ARE ENTERING CAR. BOTH MY WIFE AND I SEEM TO GET MORE HEAD ACHES THAN IN THE PAST AND THIS COULD BE THE CAUSE. WAXAHACHIE TX Failure Date: 08/01/2017

7 11012013 2015 FORD EXPLORER Fuel System WHEN THE THROTTLE IS DEPRESSED FULLY DURING PASSING OR INCREASING SPEED THERE IS A ODOR INSIDE THE CABIN OF VEHICLE. IT HAPPENS EVERY TIME THE THROTTLE IS FULLY DEPRESSED. SEALE AL Failure Date: 08/01/2017

7 11011453 2015 FORD EXPLORER Fuel System 7/25/2017 DRIVING ON HIGHWAY AT 55 MPH, PASSED A VEHICLE ACCELERATING TO APPROXIMATELY 70 MPH. WITHIN SECONDS OF SLOWING BACK TO 55 MPH PASSENGER CABIN FILLED WITH FUMES (SMELLS LIKE BURNING HAIR) OPENED ALL WINDOWS BUT BREATHING VERY DIFFICULT, HAD TO PULL OFF ROAD AND EXIT VEHICLE UNTIL CLEAR. AIR CONDITIONER WAS NOT SET ON RECIRCULATE AT THE TIME. THIS HAS BEEN A RECURRING PROBLEM AND DEALER SUPPOSEDLY "FIXED" IN JUNE 2016. HOWEVER, THIS INCIDENT WAS THE FIRST TIME I HAD TO GET OUT OF THE VEHICLE. PROBLEM SEEMS TO OCCUR MORE OFTEN WHEN AIR CONDITIONER ON OR SET TO RECIRCULATE, BUT DOES OCCUR WHEN A/C NOT IN USE. DEVELOPED A HEADACHE SHORTLY AFTER INCIDENT. LINDEN CA Failure Date: 07/25/2017

NHTSA Consumer Complaints as of October 13, 2017

7 11015098 2015 FORD EXPLORER Fuel System EXHAUST SMELL
ENTERS CABIN OF VEHICLE AFTER HARD ACCELERATION.
GREENWOOD IN Failure Date: 07/18/2017

7 11030714 2015 FORD EXPLORER Fuel System CARBON MONOXIDE
LIKE LEAK INTO THE CABIN FORD DID NOT FIX WHEN WE WENT TO THE
DEALERSHIP JORDAN MN Failure Date: 07/03/2017

7 11011266 2015 FORD EXPLORER Fuel System TL* THE CONTACT
OWNS A 2015 FORD EXPLORER. WHILE THE VEHICLE WAS STATIONARY, IT
WOULD NOT START WHEN PROMPTED. THE VEHICLE WAS TOWED TO MIKE
REICHENBACH FORD IN FLORENCE, SOUTH CAROLINA WHERE A DIAGNOSTIC
TEST WAS PERFORMED. THE DEALER DETERMINED THAT THE WIRES WITHIN
THE FUEL PUMP NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED, BUT
THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO DUVAL FORD IN
JACKSONVILLE, FLORIDA WHERE THE FUEL PUMP WAS REPLACED. THE
MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE
MILEAGE WAS 40,000. JACKSONVILLE FL Failure Date: 06/30/2017

7 10995288 2015 FORD EXPLORER Fuel System STRONG BURNING/
EXHAUST SMELL WHEN THE CAR ACCELERATES. GAINESVILLE
VA Failure Date: 05/01/2017

7 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

NHTSA Consumer Complaints as of October 13, 2017

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

7 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

7 10956203 2015 FORD EXPLORER Fuel System EXHAUST ODOR, CARBON MONOXIDE PRESENT IN CABIN. CHECK ENGINE LIGHT. CAPE CORAL FL Failure Date: 02/02/2017

7 10940382 2015 FORD EXPLORER Fuel System VERY STRONG SMELL OF GAS INSIDE OF CABIN WHILE DRIVING WITH HEAT ON. *TR

LINDENHURST NY Failure Date: 01/08/2017

7 11013782 2015 FORD EXPLORER Fuel System EXHAUST ODOR ENTERS THE VEHICLE WHEN ACCELERATING. THE FUMES SEEM TO BE GETTING WORSE. ALSO THE LEFT FRONT DOOR PANEL IS WARPED AND COMING APART. FORD HAS NOT FIXED EITHER PROBLEM. SERVICE DEPARTMENT BLOWS THESE COMPLAINTS OFF IN HOPING I DON'T KEEP CALLING. WPB FL Failure Date: 12/30/2016

NHTSA Consumer Complaints as of October 13, 2017

7 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

7 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

7 11012782 2015 FORD EXPLORER Fuel System INTENSE EXHAUST ODOR, ESPECIALLY WHEN ACCELERATING. WINDOWS MUST BE ROLLED DOWN TO BE ABLE TO BREATHE. MARBLEHEAD MA Failure Date: 08/01/2016

7 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

7 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

NHTSA Consumer Complaints as of October 13, 2017

THIS ANYMORE AND MY WIFE COMPLAINS OF HEADACHES. THIS HAS BEEN AN ONGOING PROBLEM FOR A YEAR AND A HALF. JUNO BEACH

FL Failure Date: 07/03/2016

7 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

7 11012304 2015 FORD EXPLORER Fuel System TAKATA RECALL - I FREQUENTLY COME CLOSE TO BLACKING OUT WHILE DRIVING THE VEHICLE. ON A NUMBER OF OCCASIONS, I HAVE ALMOST CRASHED THE VEHICLE WHILE DRIVING ON THE HIGHWAY. I WORK IN A CONGESTED DOWNTOWN AREA AND SIT IN STAND STILL TRAFFIC FOR CLOSE TO 30 MINUTES TWICE A DAY, 5 DAYS A WEEK. I HAVE BEEN TO A SPECIALIST TRYING TO FIGURE OUT WHY I AM HAVING EPISODES OF WHAT I THOUGHT WERE "EXTREME SLEEPINESS". IT NEVER OCCURRED TO ME THAT THE SUDDEN ONSET OF TIREDNESS COULD BE LINKED TO THE AIR IN MY VEHICLE, HOWEVER, NOW THAT I AM AWARE OF THE SITUATION, MY SYMPTOMS MAKE PERFECT SENSE. I AM ALSO HAVING FREQUENT HEADACHES AND DIFFICULTY CONCENTRATING AND FOCUSING WHILE WORKING. I AM THE CFO OF A REAL ESTATE COMPANY AND I HAVE NOTICED MY ABILITY TO FOCUS HAS CLEARLY DIMINISHED. THE CONCENTRATION LEVEL AND WORK ETHIC THAT BROUGHT ME TO MY POSITION IS BEING COMPROMISED AND DESPITE HEALTHY CHANGES TO MY DIET AND EXERCISE I CANNOT MAINTAIN THE SAME LEVEL OF PRODUCTIVITY I

NHTSA Consumer Complaints as of October 13, 2017

ONCE HAD. I WOULD LIKE THE INTERIOR OF MY VEHICLE TESTED FOR CARBON MONOXIDE BECAUSE I AM CERTAIN THAT IT EXISTS AND I WOULD LIKE TO UNDERSTAND THE LEVEL OF POISONOUS GAS THAT I HAVE BEEN EXPOSED TO. SEVEN HILLS OH Failure Date: 06/29/2016

7 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

7 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

7 10906985 2015 FORD EXPLORER Fuel System BURNING PLASTIC / EXHAUST SMELL INSIDE THE CAB ANY TIME WHEN ACCELERATING
PALATKA FL Failure Date: 02/01/2016

7 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

7 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

NHTSA Consumer Complaints as of October 13, 2017

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

7 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

7 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 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

NHTSA Consumer Complaints as of October 13, 2017

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

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

7 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

NHTSA Consumer Complaints as of October 13, 2017

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

7 11012554 2015 FORD EXPLORER Fuel System WE WOULD GET EXTREME HEADACHES AND NAUSEA WHILE DRIVING THIS VEHICLE. AS SOON AS WE WOULD GET OUT FOR A PERIOD OF TIME ALL SYMPTOMS WOULD GO AWAY. WE TOOK IT BACK TO THE DEALER SEVERAL TIMES AND IT WAS IN THE SHOP LONGER THEN WE ACTUALLY HAD THE CAR AND THE FORD DEALERSHIP NEVER BELIEVED US ABOUT THE PROBLEM.

BARTLESVILLE OK Failure Date: 08/19/2015

NHTSA Consumer Complaints as of October 13, 2017

7 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

7 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 October 13, 2017

FORD HAS KNOWN OF THIS PROBLEM SINCE 2011.

LISBON

NH Failure Date: 07/22/2015

7 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

7 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

7 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

7 10760886 2015 FORD EXPLORER Fuel System DURING ACCELERATION (GETTING ON HIGHWAY, PASSING, ETC.) THE CAB FILLS WITH EXHAUST SMELL.

NHTSA Consumer Complaints as of October 13, 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

7 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

7 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 October 13, 2017

ISSUED REGARDING THESE SAME PROBLEMS. I AM SO FRUSTRATED!

LAFAYETTE LA Failure Date: 04/30/2015

7 10809869 2015 FORD EXPLORER Fuel System WHEN ACCELERATE QUICKLY EXHAUST FUMES ENTER INTO CABIN OF VEHICLE.

QUITMAN LA Failure Date: 04/29/2015

7 11030755 2015 FORD EXPLORER Fuel System OCTOBER 1, 2017.

HERE WE GO AGAIN! HOW MANY FORD CUSTOMERS HAVE TO CONTINUE TO MAKE COMPLAINTS ON THE NHTSA WEBSITE BEFORE THE NHTSA FORCES FORD TO RECALL THE FORD EXPLORERS THAT OBVIOUSLY CANNOT BE FIXED! WHAT ARE YALL DOING? WHY IS THERE NO RECALL FOR THIS TRASH VEHICLE THAT FORD IS CONTINUING TO BUILD AND SELL TO UNKNOWINGLY INNOCENT VICTIMS. AND I SAY VICTIMS BECAUSE THEY ARE COMMITTING FRAUD BY SELLING THIS TRASH! AND YES I AM PISSED! YOU SAY YOU HAVE NO MEDICAL EVIDENCE TO SUPPORT THE CARBON MONOXIDE CLAIMS. THAT IS A LIE! WHAT ABOUT THE HENDERSON, LA POLICE OFFICER THAT SUBMITTED THE BLOOD TEST RESULTS TO CBS NEWS AND SHE IS NOT THE ONLY ONE. . REALLY PEOPLE, ALOT OF GOOD IT IS DOING TO MAKE ALL THESE COMPLAINTS. DO YOUR JOB, RECALL THIS VEHICLE AND HOLD FORD ACCOUNTABLE FOR THIS S---! MAYBE NEXT TIME THEY WON'T BE SO QUICK TO SELL THIS TRASH AND TAKE PEOPLE'S MONEY. I AM BEYOND PISSED I AM FURIOUS! WOULD YOU WANT YOUR FAMILY IN A FORD EXPLORER. THIS IS NOT JUST POLICE INTERCEPTOR MODELS! I AM SO TIRED OF HEARING ALL OF FORDS LIES AND BS! LOOKS LIKE THE NHTSA IS NOT WORKING FOR THE CONSUMERS BUT FOR FORD. AND YOU CAN TAKE MY COMMENT HOWEVER YOU WANT TO. I AM SURE I AM NOT THE ONLY ONE THAT IS FURIOUS! LETS SEE HOW MUCH LONGER THIS WILL CONTINUE TO GET IGNORED. YOU SHOULD BE ASHAMED OF YOUR ACTIONS OR LACK OF. MAYBE YOU ALL SHOULD BUY THEM AND DRIVE THEM. LAFAYETTE LA Failure Date: 04/22/2015

7 10735964 2015 FORD 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

NHTSA Consumer Complaints as of October 13, 2017

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

7 10955524 2015 FORD EXPLORER Fuel System BOUGHT VEHICLE BRAND NEW AT THE END OF MARCH 2015 AND IT SMELLS LIKE ROTTEN EGGS WHEN ACCELERATING OR CLIMBING A HILL AND HAS SINCE I BOUGHT IT. AZLE TX Failure Date: 04/01/2015

7 11012995 2015 FORD EXPLORER Fuel System YOU CAN SMELL THE EXHAUST INSIDE THE CABIN WHILE DRIVING. IT IS NOTICEABLE WHEN YOU HAVE TO HIT THE GAS TO SPEED UP TO GO AROUND A VEHICLE OR GETTING ONTO THE INTERSTATE. AFTER HEARING ON THE NEWS ABOUT THE POLICE HAVING THE SAME ISSUE, I WANTED TO MAKE SURE THAT MY COMPLAINT HAS BEEN NOTED. I WILL BE PURCHASING A CO2 DETECTOR AND PLACING IT

NHTSA Consumer Complaints as of October 13, 2017

INSIDE MY VEHICLE WHERE MY 3 YEAR OLD AND 7 MONTH OLD SIT. THERE SAFETY IS TOP PRIORITY AND HOPE A RECALL IS COMING SOON. I NOTICED THE SMELL WHEN I PURCHASED THE VEHICLE NEW IN MARCH OF 2015

BRADENTON FL Failure Date: 03/27/2015

7 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

7 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

NHTSA Consumer Complaints as of October 13, 2017

7 10882590 2015 FORD EXPLORER Fuel System UNDER HARD ACCELERATION THERE IS AN EXHAUST SMELL INSIDE THE CABIN. DEALER 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

7 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

7 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

7 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

NHTSA Consumer Complaints as of October 13, 2017

-- EVER SINCE WE BOUGHT THE CAR. WE BOUGHT THE CAR IN 2014.

COLON NE Failure Date: 10/22/2014

7 10914850 2015 FORDE 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

NHTSA Consumer Complaints as of October 13, 2017

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

7 11011193 2015 FORDE EXPLORER Fuel System STRONG SMELL OF ROTTEN EGGS ON HEAVY ACCELERATION. IF THIS OCCURS ON HEAVY ACCELERATION, THEN THE CARBON MONOXIDE INFILTRATION IS CONSTANT, BUT SINCE NO ODOR ASSOCIATED WITH CO, THAT IS UNDETECTABLE!

BELLEVILLE MI Failure Date: 09/15/2014