

NHTSA Consumer Complaints as of October 13, 2017

9 11030807 2014 FORD EXPLORER Engine & Engine Cooling FORD EXPLORER EXHAUST-LEAK. MY 2014 FORD EXPLORER FIRST EXHIBITED A STRONG EXHAUST LEAK SMELLS IN THE CABIN ABOUT 18 MONTHS AGO WITH APPROXIMATELY 18-20,000 MILES. THE SMELL WAS MOST NOTICEABLE AFTER COMING TO A STOP WITH THE CAR AT FULL OPERATING TEMPERATURE. AROUND TOWN IT NEVER SEEMS TO BE PRESENT. I TOOK IT TO LOVELAND FORD AND THEY INSTALLED A "KIT" WHICH SEEMED TO STOP THE PROBLEM, HOWEVER IT HAS RECENTLY COME BACK STRONGER THAN EVER. YESTERDAY, I DROVE FROM DENVER UP INTO THE ROCKIES AND THE PROBLEM WAS PARTICULARLY BAD ON THE RETURN TRIP IN STOP AND GO TRAFFIC TO THE POINT I WAS FEELING SICK BY THE TIME I GOT HOME. I HAVE HAD THIS BEFORE BUT THE CIRCUMSTANCES MADE THIS PARTICULARLY UNPLEASANT. SO THE CIRCUMSTANCE WHEN IT MOST OFTEN EXHIBITS THE STRONG "ROTTEN EGG" SMELL MIXED WITH EXHAUST IS WHEN THE VEHICLE IS AT FULL TEMPERATURE AND COMES TO A STOP. DENVER CO Failure Date: 10/01/2017

9 11022864 2014 FORD EXPLORER Engine & Engine Cooling I HAVE A 2014 FORD EXPLORER WITH 89K MILES. I RECENTLY BROUGHT IT TO THE DEALER FOR AN THE SMELL OF EXHAUST FUMES INSIDE THE VEHICLE. THE SMELL COMES AT HIGHER SPEEDS (ABOVE 50 MPH) AND WHEN THE VEHICLE COMES TO A FULL STOP. THE VEHICLE MUST BE AT FULL OPERATING TEMPERATURE BEFORE YOU CAN SMELL THE EXHAUST FUMES. CURRENTLY THE SOLUTION I RECEIVED FROM THE DEALER IS TO REPLACE THE MUFFLER AND THE DUAL AIR EXTRACTOR. PRINCE FREDERICK MD Failure Date: 09/12/2017

9 11022728 2014 FORD EXPLORER Engine & Engine Cooling WHEN I ACCELERATE UP HILL OR TO PASS ANYONE THE EXHAUST SMELL COMES THROUGH MY AIR CONDITIONER. IT SMELLS LIKE ROTTEN EGGS. WHEN I FIRST GOT THE CAR I CALLED THE DEALER AND THEY TOLD ME IT WAS JUST BECAUSE THE CAR WAS NEW AND NOT TO WORRY ABOUT IT. BUT IT MAKES ME

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SICK AND DIZZY SOMETIMES WHILE DRIVING.

BROKEN BOW

OK Failure Date: 09/11/2017

9 11020387 2014 FORD EXPLORER Engine & Engine Cooling PISTON ROD BROKE AND VEHICLE COMES TO AN ABRUPT STOP AND LOSES POWER. THIS HAPPENED WHILE DRIVING ON A HIGHWAY. SAN DIEGO CA

Failure Date: 08/28/2017

9 11018979 2014 FORD EXPLORER Engine & Engine Cooling VEHICLE UNDER HARD ACCELERATION AND THE AIR IS ON RECIRCULATE, THE CABIN FILLS UP WITH EXHAUST. GOODYEAR AZ Failure Date: 08/22/2017

9 11019920 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST ODOR ENTERS THE CABIN WHEN UNDER HIGH ACCELERATION WHEN MERGING ONTO A FREEWAY OR UNDER SUSTAINED, HIGH RPM (ABOVE APPROXIMATELY 3,000 RPM) WHEN TRAVELING IN MOUNTAINOUS FREEWAYS WITH SUSTAINED, UPHILL GRADE. I HAVE NOTICED THIS OCCURRENCE MORE THAN SIX TIMES SINCE I PURCHASED THE VEHICLE 5 MONTHS AGO (AT THE END OF MARCH 2017 WITH 25,000 MILES). THE ODOR SMELLS LIKE SULFUR AND FILLS THE CABIN TO THE EXTENT THAT PERSONS SITTING IN THE REAR SEATS CAN SMELL THE ODOR. THE AIR CONDITIONING SYSTEM IS USUALLY ON AND IN RECIRCULATION MODE. CURRENTLY, THE VEHICLE HAS 30,000 MILES (AUGUST 26, 2017), HAS NEVER BEEN IN AN ACCIDENT, AND IS IN EXCELLENT CONDITION (EXCEPT FOR THE EXHAUST ODOR!) AND HAS NO MECHANICAL MODIFICATIONS. EL CENTRO CA Failure Date: 08/22/2017

9 11013125 2014 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING, A STRONG ODOR COMES FROM THE AIR VENTS. THE ODOR LINGERS AND SMELLS VERY STRONG, I BELIEVE THIS MAY BE EXHAUST FUMES, AS IT ONLY HAPPENS DURING ACCELERATION. ABILENE

TX Failure Date: 08/01/2017

9 11011988 2014 FORD EXPLORER Engine & Engine Cooling THERE IS AN EXHAUST SMELL OF ROTTEN EGGS, BURNT RUBBER, AND SULFUR THAT

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PROTRUDES FROM THE AIR VENTS INTO THE CABIN OF THE VEHICLE UPON ACCELERATION AND A SMALLER AMOUNT OF EXHAUST PROTRUSION UPON IDLE. BOTH CITY AND HIGHWAY DRIVING ARE AFFECTED. THE EXHAUST SMELL HAS CAUSED SOME PASSENGER NAUSEA. SOMERSET PA Failure Date: 07/31/2017

9 11011430 2014 FORD EXPLORER Engine & Engine Cooling WHEN THE VEHICLE IS RUNNING THE EXHAUST CAN BE SMELLED INSIDE THE CABIN. THIS HAPPENS TO A NOTICEABLE LEVEL WHEN THE VEHICLE IS EXCELERATED AT A FASTER PACE BY PRESSING THE GAS PEDAL QUICKLY TO EXCELERATE QUICKLY. THIS HAS OCCURRED MULTIPLE TIMES AND CAN BE REPRODUCED BY FAST EXCELERATION. NEW PORT RICHEY FL Failure Date: 07/29/2017

9 11011401 2014 FORD EXPLORER Engine & Engine Cooling NAUSEA, HEADACHE. PROBLEMS MAY BE RELATED TO CARBON MONOXIDE ISSUE'S WITH VEHICLE'S ON-GOING INVESTIGATION. VIROQUA WI Failure Date: 07/28/2017

9 11012738 2014 FORD EXPLORER Engine & Engine Cooling CARBON MINOXIDE ENTERING THE CABIN. EXHAUST FUMES ARE ENTERING THE CABIN. KATY TX Failure Date: 07/24/2017

9 11011304 2014 FORD EXPLORER Engine & Engine Cooling FIRST LONG TRIP IN MY SUV. MOST OF MY DRIVING IS CITY DRIVING TO AND FROM WORK. WHILE TRAVELING WITH THE FAMILY ON OUR VACATION, WE ALL NOTICED AFTER ACCELERATION (PASSING CARS OR UP INCLINES) THE CAR SMELLED LIKE SULFUR OR A WASTE TREATMENT PLANT (OTHER CLEVER WORDS USED BY MY DAUGHTERS). THIS WAS ALL HIGHWAY (TWO LANE UP TO FOUR LANE) TRAVEL. APPROXIMATELY 600 MILES EACH WAY. WITH THE FREQUENCY OF THE PROBLEM ON THIS TRIP, I REALIZED I'VE SMELLED IT BEFORE BUT JUST ASSUMED I WAS DRIVING PAST A SEWAGE PROBLEM OR TREATMENT FACILITY. I NEVER THOUGHT ABOUT AN ISSUE WITH MY CAR THAT WOULD CAUSE A SMELL LIKE THAT. UPON GOOGLING WHAT MIGHT CAUSE THE PROBLEM, I

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FOUND A LOT OF INFO ON THE ISSUE, INCLUDING A FORD SERVICE BULLETIN (ATTACHED), LAWSUITS AND YOUR ORGANIZATION'S INVESTIGATION OF THE ISSUE. BASED ON WHAT I READ, I FELT I SHOULD LET YOU KNOW I HAVE THE SAME ISSUE. I'VE CONTACTED THE LOCAL FORD DEALERSHIP FROM WHOM I BOUGHT THE CAR AND WHO SERVICES THE CAR AND THEY EVENTUALLY FOUND A BULLETIN THAT COVERS THE ISSUE BUT BECAUSE MY CAR IS RECENTLY OUT OF WARRANTY, SAID I NEED TO PAY FOR THE INVESTIGATION AND POSSIBLE FIX(ES). I AM NOT HAPPY ABOUT THAT EITHER AND AM NOW CONCERNED WHETHER THERE IS ACTUALLY A FIX. GIVEN THE KNOWLEDGE FORD HAS ABOUT THIS ISSUE, I WOULD EXPECT FORD TO FIX THIS AT THEIR COST . . . ASSUMING THERE IS A FIX. I'M GOING TO FOLLOW THIS WITH A CALL TO FORD MOTOR COMPANY'S CUSTOMER SERVICE DEPARTMENT TO MAKE THEM AWARE. COLUMBUS OH Failure Date: 07/14/2017

9 11011596 2014 FORDEXPLOER Engine & Engine Cooling

PURCHASED A 2014 FORD EXPLORER IN FEBRUARY 2014, AND WITHIN WEEKS OF OWNING THE VEHICLE I STARTED TO NOTICE A FOUL SMELL ENTERING THE CABIN IMMEDIATELY AFTER ACCELERATION. IF ACCELERATION OCCURS QUICKLY, WITH A HIGHER THEN NORMAL RPM OCCURRING, THE SMELL BECOMES WORSE. ON THREE SEPARATE OCCASIONS, I HAVE TAKEN THE VEHICLE TO MAC HAIK FORD IN HOUSTON FOR REPAIR. THE FIRST TWO VISITS WERE WERE NON-PRODUCTIVE, AS THE DEALERSHIP CLAIMED THEY COULD NOT REPRODUCE THE ISSUE. ON THE THIRD VISIT, I ASKED THAT THEY TECHNICIAN GO ON A TEST DRIVE WITH ME IN THE CAR. THIS VISIT FINALLY RESULTED IN AN ADMISSION FROM THE TECHNICIAN THAT HE COULD ALSO SMELL THE ODOR, AND THEY AGREED TO KEEP THE VEHICLE AND IDENTIFY THE SOURCE OF THE ISSUE. AFTER A FEW DAYS, I WAS TOLD THAT THE ISSUE HAD BEEN CORRECTED BY ADDING AN ADDITIONAL VENT LINE TOWARDS THE REAR OF THE VEHICLE. WITHIN HOURS OF HAVING THE VEHICLE BACK, IT HAD BECOME OBVIOUS THAT A PERMANENT FIX WAS NOT INSTALLED, AND THE ODOR INSIDE THE CABIN HAS CONTINUED TO OCCUR REGULARLY OVER THE PAST THREE YEARS. HOUSTON TX Failure Date: 07/01/2017

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9 11018630 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES ODOR WHILE DRIVING IS CAUSING NAUSEA AND HEADACHES TO ME AND MY WIFE MAKING IT UNBEARABLE AND UNSAFE TO DRIVE. IT STARTED OUT ONLY WHEN WE WOULD TURN ON A/C BUT NOW ITS ALL THE TIME.

ONTARIO CA Failure Date: 06/15/2017

9 10994370 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES IN INTERIOR. TONKAWA OK Failure Date: 06/09/2017

9 11012361 2014 FORD EXPLORER Engine & Engine Cooling SMELL OF EXHAUST FUMES PRESENT IN THE CABIN. ALL PASSENGERS COMPLAIN OF HEADACHES, DIZZINESS, NAUSEA, AND LETHARGY. THIS OCCURS AFTER DRIVING WITH THE WINDOWS UP. SECOND OWNER OF VEHICLE. PROBLEM HAS EXISTED SINCE AT LEAST JUNE 7TH. BRIDGEPORT CT

Failure Date: 06/07/2017

9 11011935 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES ENTER THE VEHICLE WHEN CAR ACCELERATES. HAPPENS MORE WITH HARDER ACCELERATION. IT HAPPENS REGULARLY AND

SELMA TX Failure Date: 06/05/2017

9 11022371 2014 FORD EXPLORER Engine & Engine Cooling FUMES IN THE CAR AND EVEN AFTER TAKING IT TO THE DEALERSHIP IT STILL HAS NOT FIXXED THE ISSUE THEY HAVE PUT NEW REAR VENTS IN AND ADDED MORE UNDER COATING ROSEBURG OR Failure Date: 05/01/2017

9 10978786 2014 FORD EXPLORER Engine & Engine Cooling WHEN THERE IS A HEAVY RAIN THE SERPENTINE BELT SQUEALS AT VARIOUS MOMENTS, FOR SHORT PERIODS OF TIME. THIS HAS BEEN GOING ON SINCE I PURCHASED THE VEHICLE IN 2014 , BUT DEALERSHIP SAID IT WAS A KNOWN ISSUE AND THERE WAS NOTHING THEY COULD DO ABOUT IT. THEY SAID IT WAS DUE TO THE BELT GETTING WET AND FORD DIDN'T KNOW HOW TO PREVENT IT FROM HAPPENING, AND THAT IT OCCURS ON OTHER FORD TRUCKS TOO. MY OTHER ISSUE HAS STARTED RECENTLY HAPPENING TO

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WHEN IT RAINS HEAVILY, THE "LOW BATTERY FEATURES TEMPOR. TURNED OFF" NOTIFICATION COMES ON AND MY STEERING WHEEL LOCKS UP BRIEFLY WHILE DRIVING. I CHECKED MY BATTERY CONNECTS AS THE MANUAL SAYS TO DO AND THEY ARE FINE. THIS ONLY OCCURS DURING HEAVY RAIN AND IT HAPPENS AT VARIOUS TIMES DURING DRIVING. IT NEVER JUST STAYS ON, BUT WILL TURN ON AND GO OFF AT DIFFERENT TIMES DURING THE DRIVE IN THE HEAVY RAIN. SEEMS LIKE SOMETHING IS GETTING WET CAUSING A SHORTAGE, BUT EITHER WAY ITS DANGEROUS WHEN MY STEERING WHEEL LOCKS UP. AIRWAY HEIGHTS WA Failure Date: 04/17/2017

9 10978942 2014 FORD EXPLORER Engine & Engine Cooling WHEN QUICKLY ACCELERATING TO HIGHWAY SPEEDS THERE IS AN BURNING/ EXHAUST SMELL IN THE CABIN. DOES NOT MATTER IF THE A/C IS ON OF OFF OR WHETHER ITS ON OUTSIDE AIR OR RECIRCULATION. ABILENE TX Failure Date: 04/17/2017

9 10971533 2014 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING VEHICLE, I NOTICED A VERY STRONG SMELL OF PROPANE OR NATURAL GAS. WHEN VEHICLE WAS STOPPED AND IDLING, THE SAME SMELL WAS DETECTED OUTSIDE THE CAR. THE NEXT DAY, THE VEHICLE SMELLED AGAIN WHILE DRIVING, ONLY THIS TIME IT SMELLED LIKE ROTTEN EGGS. DRUMS PA Failure Date: 04/07/2017

9 11018989 2014 FORD EXPLORER Engine & Engine Cooling WE ARE GETTING EXHAUST FUMES COMING THRU AC DUCTS WHILE DRIVING SAN ANTONIO TX Failure Date: 04/03/2017

9 10972002 2014 FORD EXPLORER Engine & Engine Cooling STRONG SMELL OF EXHAUST FUMES INSIDE PASSENGER COMPARTMENT GEORGETOWN TX Failure Date: 04/01/2017

9 11031501 2014 FORD EXPLORER Engine & Engine Cooling EXPERIENCING STRONG EXHAUST FUMES INSIDE CABIN WHEN RUNNING HEAT OR AC. THE SMELL IS MORE PROMINENT WHEN VEHICLE IS

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SITTING STATIONARY WITH ENGINE RUNNING. DURHAM NC

Failure Date: 03/30/2017

9 10959757 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES LEAKING INTO CABIN CAUSING FAMILY TO BREATHE IN FUMES. IT HAS HAPPENED SINCE WE BOUGHT THE CAR NEW. IF THE VEHICLE AC IS IN RECIRCULATING MODE AND YOU ACCELERATE, FUMES FILL THE CABIN FOR A SHORT PERIOD OF TIME. WE ALWAYS HAVE TO ROLL DOWN THE WINDOWS TO LET THE FUMES OUT. IT HAPPENS ESSENTIALLY EVERY TIME YOU DRIVE THE CAR. I CALLED FORD DEALER AND THEY SAID THAT THERE ARE NO COMPLAINTS THEY HAVE SEEN. CAUSES HEADACHES AND NAUSEA.

SPICEWOOD TX Failure Date: 03/08/2017

9 10968849 2014 FORD EXPLORER Engine & Engine Cooling WHENEVER I MAKE A HARD ACCELERATION, THERE IS A FOUL SMELL IN THE CABIN. SMELL IS SIMILAR TO ROTTEN EGG OR BAD CATALYTIC CONVERTER. I NORMALLY ALWAYS HAVE THE A/C ON AND IN RECIRCULATE. I HAVE NOTICED THIS EVER SINCE I BOUGHT THE CAR NEW. TWO DEALERSHIPS HAD NO ANSWER AND SAID THEY HAD NOT HEARD OF ANY COMPLAINTS. CALEDONIA

MS Failure Date: 03/01/2017

9 10990639 2014 FORD EXPLORER Engine & Engine Cooling EXPERIENCING EXHAUST FUMES ENTERING PASSENGER COMPARTMENT. KILDEER IL Failure Date: 03/01/2017

9 10968839 2014 FORD EXPLORER Engine & Engine Cooling MY CAR STARTED OFF WITH A PROPANE GAS SMELL WHICH WOULD COME AND GO. THEN IT TURNED INTO THIS SULFUR ODOR. WHICH HAD GOTTEN SO BAD THAT YOU COULD ONLY DRIVE THE CAR IF ALL THE WINDOWS WERE DOWN BECAUSE THE ODOR WOULD MAKE YOU SICK. THE CAR WAS IN MOTION AT ALL TIMES. YOU COULD SMELL THE ODOR WITH OR WITHOUT THE HEAT ON. THEN AT WHICH POINT THE ODOR NEVER ACTUALLY LEFT THE CABIN OF THE VEHICLE. AT WHICH I WOULD JUST LEAVE THE WINDOWS OPEN, IN HOPES

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THAT THE CAR WOULD EVENTUALLY AIR OUT. ELMA NY Failure Date:
02/24/2017

9 10969076 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST
SMELL INSIDE CABIN. I NOTICE A BAD EXHAUST ODOR IN THE CABIN IF I
ACCELERATE OVER 3,000 RPM. MIAMI FL Failure Date: 02/23/2017

9 10970767 2014 FORD EXPLORER Engine & Engine Cooling MY FORD
EXPLORER HAS A BAD EXHAUST ODOR IN THE CABIN WHEN HARD
ACCELERATING AND ON COLD MORNING EVEN AT IDLE IT IS IMPOSSIBLE TO
NOTICE THE SMELL AND IT LINGERS IN THE CABIN IN TELL YOU OPEN A
WINDOW. I CAN SMELL IT ANYTIME I GET ON THE HIGH WAY BUT THERE ARE
TIMES WHEN I CAN SMELL A CHEMICAL TYPE SMELL WHEN STOPPED A
LIGHTS. KEARNEY MO Failure Date: 02/22/2017

9 10957501 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST
SMELL IN CABIN WHILE HVAC ON AND WINDOWS UP. THIS IS MOST
NOTICEABLE WHILE ACCELERATING AND AFTER COMING TO A STOP.
ANKENY IA Failure Date: 02/20/2017

9 10954849 2014 FORD EXPLORER Engine & Engine Cooling ANYTIME
THE FORD EXPLORER GOES OVER 3000 RPMS THERE'S A STRONG EXHAUST
SMELL IN THE CABIN OF THE CAR. PAID TO LOOK AT OUT OF POCKET AT THE
DEALERSHIP AND WAS TOLD THE PROBLEM COULD NOT BE
REPRODUCED. BATON ROUGE LA Failure Date: 02/15/2017

9 10954146 2014 FORD EXPLORER Engine & Engine Cooling HAD TO
REPLACE ALL 4 O2 SENSORS AT 48,000 MILES. CHESWICK PA
Failure Date: 02/06/2017

9 11013341 2014 FORD EXPLORER Engine & Engine Cooling TL* THE
CONTACT OWNS A 2014 FORD EXPLORER. THE CONTACT STATED THAT WHILE
THE VEHICLE WAS BEING DRIVEN ON SEVERAL OCCASIONS, EXHAUST FUMES
ENTERED THE CABIN OF THE VEHICLE. THE CONTACT STATED THAT THE
FAILURE OCCURRED WHEN THE ACCELERATOR PEDAL WAS DEPRESSED WITH

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THE RPM'S ABOVE 3500. THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 40,000. MANALAPAN NJ Failure Date: 02/03/2017

9 10955082 2014 FORD EXPLORER Engine & Engine Cooling STRONG "NATURAL GAS" SMELL INSIDE CAR WHILE DRIVING AND VERY NOTICEABLE OUTSIDE OF CAR UPON EXITING INTERIOR. CAN SMELL FROM INSIDE MY HOUSE WHEN PARKED IN GARAGE. STARTED 1/26/17 WITH 63,200 MILES ON MY SUV. TOOK TO FORD FOR SERVICE ON 1/30/17 AND WAS TOLD THERE WERE NO EMISSION PROBLEMS AND THAT IT WAS DUE TO MY PTU WHICH NEEDED TO BE REPLACED ALONG WITH PTU VENT VALVE.

BRYANT AR Failure Date: 01/26/2017

9 10944200 2014 FORD EXPLORER Engine & Engine Cooling WHEN THE EXPLORER IS STOPPED OR IN PARK WITH THE ENGINE ON AND THE HEAT ON YOU CAN SMELL A SULFUR/ROTTEN EGG SMELL INSIDE THE CABIN. LOOKS TO BE A EXHAUST LEAK. I KNOW THIS ISSUE IS ALREADY BEING INVESTIGATED AND HAVE READ UP ABOUT THE TECHNICAL BULLETINS RELATED TO THIS ISSUE AND MOST REVIEWS COME BACK TO SAY THE BULLETINS DID NOT FIX THE ISSUE. THIS IS A SERIOUS PROBLEM CONCERNING THE SAFETY AND HEALTH OF MY FAMILY OF NOT KNOWING WHAT KIND OF GAS WE ARE BREATHING IN. COULD BE CARBON MONOXIDE OR SOMETHING ELSE. A RECALL NEEDS TO HAPPEN FOR THESE VEHICLES.

TAYLORSVILLE KY Failure Date: 01/09/2017

9 10950176 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHILE DRIVING 70 MPH, EXHAUST FUMES ENTERED INTO THE CABIN OF THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 42,000. TENECULA CA

Failure Date: 12/26/2016

9 10992455 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHEN THE ACCELERATOR PEDAL

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WAS DEPRESSED, THERE WAS AN ABNORMAL EXHAUST ODOR IN THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER (AUTO-NATION FORD IN DEL RAY BEACH) ON FOUR OCCASIONS TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THERE WAS A TSB WARRANTY REPAIR TO REMEDY THE VEHICLE. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 9,999. BOYNTON BEACH FL Failure Date: 12/15/2016

9 10926707 2014 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST ODOR UNDER HEAVY ACCELERATION. AUBURN WA Failure Date: 11/11/2016

9 10939495 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHEN THE ENGINE WAS RUNNING, AN EXHAUST ODOR WAS PRESENT INSIDE THE VEHICLE. THE CONTACT SUGGESTED THAT THE VEHICLE MAY BE INCLUDED IN NHTSA ACTION NUMBER PE16008. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THERE WAS AN EXHAUST LEAK. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 27,000. SUWANEE GA Failure Date: 11/07/2016

9 10972121 2014 FORD EXPLORER Engine & Engine Cooling AN EXHAUST SMELL ENTERS THE CABIN OF THE VEHICLE. I FIRST STARTED TO NOTICE IT WHEN THE CAR WAS IDLING AND I THOUGHT IT WAS COMING FROM THE CAR AHEAD OF ME. THIS CONTINUED ON AND OFF FOR MONTHS UNTIL MORE RECENTLY WHEN THE SMELL WAS PRESENT EVEN AS I DROVE THE CAR. I HAVE HAD HEADACHES, DIZZINESS AND STOMACH UPSETS FOR MONTHS REALIZING THAT MY VEHICLE WAS PERHAPS NO LONGER SAFE FOR ME TO DRIVE. I BROUGHT IT IN TO MY DEALERSHIP AND THEY IMMEDIATELY ACKNOWLEDGED THE SMELL AND GAVE ME A LOANER. THEY HAVE FILED A COMPLAINT WITH FORD AND ARE CURRENTLY WAITING FOR THE REPAIR PARTS BUT THEY ARE ON BACKORDER. I WAS TOLD THAT POLICE

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DEPARTMENTS HAVE BEEN COMPLAINING ABOUT THE SAME THING. I JUST RECEIVED A CLASS ACTION LAWSUIT NOTICE SO I IMAGINE THIS WILL EVENTUALLY BE A RECALL. IN THE MEANTIME I CANNOT DRIVE MY OWN VEHICLE WITHOUT RISKING MY HEALTH. THE CAUSE TO ME IS UNKNOWN, I HAVE READ THAT IT IS A DEFECT IN THE ENGINEERING OF THE EXHAUST SYSTEM. BUFFALO GROVE IL Failure Date: 11/01/2016

9 10919155 2014 FORD EXPLORER Engine & Engine Cooling WHEN THE VEHICLE IS ACCELERATED, A VERY STRONG ODOR OF EXHAUST COMES FROM THE AIR CONDITIONER. I HAD A REPRESENTATIVE WITH ME AND THEY NOTICED THE ODOR TOO. THIS HAPPENS NO MATTER WHAT ROAD YOU ARE DRIVING ON. *TR SAINT MARYS GA Failure Date: 10/24/2016

9 10916462 2014 FORD EXPLORER Engine & Engine Cooling IN JUNE 6/2016, MY WAS WAS GOING 35MPH, APPROACHING AN INTERSECTION WHEN THE WRENCH LIGHT FOLLOWED BY THE "TERRAIN MANAGEMENT FAULT" WARNING CAME ON. THE VEHICLE LOST ALL POWER. TRAFFIC COMING FROM HER RIGHT RECEIVED THE GREEN LIGHT AND SHE WAS NEARLY KILLED BY A DRIVER WHO DROVE THROUGH THE LIGHT, TIMING IT FOR WHEN IT TURNED GREEN. THE VEHICLE SPENT 14.5 DAYS AT THE PALM BAY FORD DEALERSHIP IN PALM BAY FLORIDA WHERE IT WAS PURCHASED NEW. FORD DIAGNOSED THE PROBLEM AS A DEFECTIVE THROTTLE BODY. I WENT ONLINE AND SAW THE NUMBER OF THESE THROTTLE BODY FAILURES AND CONTACTED THE FORD CUSTOMER SERVICE HOTLINE. I EXPLAINED TO THEM I FELT THE VEHICLE WAS UNSAFE, THAT I HAD NO CONFIDENCE IN THE VEHICLE, AND THAT IF THERE HAD BEEN NO DESIGN CHANGE TO THE THROTTLE BODY IT WOULD HAPPEN AGAIN. I WAS GIVEN A CASE NUMBER (WHICH HAS NOW BEEN CLOSED), AND NOTES OF MY CONCERNS WERE MADE ON THE CASE. ON 10/11/2016 I AT 1530 EDT, I WAS PULLING OUT OF A GAS STATION TURNING RIGHT, WITH TRAFFIC APPROACHING FROM MY LEFT. THE WRENCH LIGHT CAME ON FOLLOWED BY THE "TERRAIN MANAGEMENT SYSTEM FAULT" ALERT. THE VEHICLE LOST ALL POWER (THROTTLE RESPONSE) AND THE APPROACHING TRAFFIC HAD TO LOCK UP THEIR BRAKES TO AVOID A BROADSIDE COLLISION!. I HAD MY WIFE,

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10YR OLD DAUGHTER AND 12YR OLD SON IN THE VEHICLE WITH ME. HAD A COLLISION OCCURRED MY SON WOULD HAVE BEEN SERIOUSLY INJURED. THE VEHICLE WENT BACK TO THE PALM BAY FORD SERVICE DEPARTMENT 10/12/2016 AT 0900 EDT. THE THROTTLE BODY HAD FAILED AGAIN AS PREDICTED, THE VEHICLE IS STILL THERE. I HAVE CONTACTED THE FORD CUSTOMER SERVICE HOTLINE AND RECEIVED TWO CASE NUMBERS NOW. 1: CAS-10814941-Q8T7Z5, 2: CAS-10830198. I TRIED TO GET FORD TO TAKE THE CAR BACK AND TRADE IN ON A NEW ONE AS THIS IS AN "UNSAFE"VEHICLE. THEY WILL NOT HELP US AND THIS THROTTLE BODY ISSUE IS AN EPIDEMIC! I AM SURE THERE HAS BEEN LOSE OF LIFE FROM THESE "UNSAFE" VEHICLES? WEST MELBOURNE FL Failure Date: 10/11/2016

9 10940085 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. THE CONTACT STATED THAT THE VEHICLE FAILED TO START AND STALLED INTERMITTENTLY. THE VEHICLE STARTED ONLY AFTER THE BATTERY WAS CHARGED. THE CONTACT ALSO STATED THAT THE HEATING SYSTEM BECAME INOPERABLE AND THE CHECK ENGINE, SERVICE TRACTION, AND BATTERY WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, BUT WAS UNABLE TO BE STARTED OR DIAGNOSED. THE DEALER DIAGNOSED THAT THE BATTERY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY FAILED. THE THROTTLE BODY WAS REPLACED AND REPROGRAMMED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 47,412. BELLWOOD IL Failure Date: 09/30/2016

9 10910224 2014 FORD EXPLORER Engine & Engine Cooling THERE IS AN OVERBEARING ALMOST INTOXICATING SULFUR/ROTTEN EGG SMELL COMING IN THE CABIN OF THE CAR ANY TIME ACCELERATING. I GOT THIS VEHICLE NEW IN 2014 AND IT HAS BEEN DOING IT SINCE DAY ONE. AT FIRST I WROTE IT OFF AS NEW CAR OR POSSIBLY THE TURBO. BUT NOW AFTER

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READING THE THOUSANDS OTHERS WITH SAME PROBLEM I AM EXTREMELY CONCERNED FOR MY FAMILY'S WELL BEING. I HAVE BEEN DRIVING MY INFANT IN THIS CAR FOR TWO YEARS AND I AM VERY UPSET THAT I COULD HAVE PUT HER HEALTH AT RISK. BELLEVUE WA Failure Date: 09/28/2016

9 10920073 2014 FORD EXPLORER Engine & Engine Cooling UNSAFE CO2 LEVELS IN CABIN ,BAD ODORS,WHILE DRIVING VEHICLE WHILE A/C ON. *TR CLINTON LA Failure Date: 09/15/2016

9 10934062 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. THE CONTACT STATED THAT THE VEHICLE CONTINUED TO RUN AFTER THE IGNITION WAS TURNED OFF. THE FAILURE RECURRED AND DRAINED THE BATTERY. THE FAILURE WAS NOT DIAGNOSED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 37,000. BAY MINETTE AL Failure Date: 08/15/2016

9 10888647 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THE STEERING BECAME DIFFICULT TO OPERATE. THERE WERE NO WARNING INDICATORS ILLUMINATED. IN ADDITION, THERE WERE EXHAUST FUMES INSIDE THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 81,590. ELKVIEW WV Failure Date: 07/25/2016

9 10889250 2014 FORD EXPLORER Engine & Engine Cooling WE HAVE A 2014 FORD EXPLORER THAT HAS A SMELL INSIDE WHILE ACCELERATING. WE HAVE TAKEN IT TO THE DEALER TO HAVE THE PROBLEM CORRECTED. OUR CONCERN IS THAT EXHAUST HAS BEEN COMING INTO THE VEHICLE. WE AREN'T SURE IF THE CURRENT SOLUTIONS IN PLACE TO FIX THE VEHICLE ARE ENOUGH. WELL KNOWING AND OUR FAMILY IS GETTING SICK FROM THIS CURRENT ISSUE WE JUST AREN'T SURE WHAT WE'RE BREATHING INSIDE THE VEHICLE IS SAFE. THE SMELL COMES WHEN YOU ACCELERATE HARD EITHER

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TOWING OR MERGING ONTO THE HIGHWAY OR EVEN FROM A RED LIGHT. THE SMELL IS A SULFUR SMELL OR ROTTEN EGG SMELL THAT SEEMS TO DISSIPATE QUICKLY BUT IS NOTICEABLE. JOLIET IL Failure Date: 07/18/2016

9 10883821 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL IN MAIN CABIN WHEN RPMS EXCEED 3200. HAPPENS MOST COMMONLY WHEN CLIMBING A STEEP GRADE OR ACCELERATING ONTO A FREEWAY TO MERGE WITH TRAFFIC. THIS HAS BEEN OCCURRING FOR PAST TWO YEARS OR SO, IT CAN SMELL LIKE EXHAUST, BURNING HAIR, ETC. COMPLAINTS TO DEALER ARE GIVEN A CURSORY EXPLANATION OF EXCESS FUEL, IT IS NORMAL AND NOTHING CAN BE DONE. I'VE OWNED MANY VEHICLES OVER THE YEARS AND NEVER EXPERIENCED THIS. THIS HAPPENS EVERY TIME THERE IS A HIGHER LEVEL OF ACCELERATION OR RPMS EXCEEDING 3200. PHOENIX AZ Failure Date: 07/08/2016

9 10882796 2014 FORD EXPLORER Engine & Engine Cooling EVERY TIME YOU STEP ON THE GAS A LITTLE MORE THAN NORMAL, IE GOING UP A HILL AND GETTING UP TO SPEED, THE INTERIOR OF THE CAR FILLS UP WITH EXHAUST/ BURNING OIL SMELL AND IS QUITE DISORIENTING. I DONT KNOW IF THERE IS AN AREA THAT DOES NOT HAVE A FILTER OR IF IT SO POTENT THAT THE CABIN AIR FILTER CANT FILTER IT ALL OUT. COSTA MESA CA Failure Date: 07/05/2016

9 10945660 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. THE CONTACT STATED THAT THERE WAS AN ABNORMAL EXHAUST ODOR IN THE CABIN OF THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT WAS CONCERNED THAT THE VEHICLE WAS UNSAFE TO DRIVE THE CONTACT REFERENCED NHTSA ACTION NUMBER: PE16008 (ENGINE AND ENGINE COOLING, STRUCTURE). THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 37,000. UPDATED 05/02/17*LJ KENNETT SQUARE PA Failure Date: 07/01/2016

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9 10929575 2014 FORD EXPLORER Engine & Engine Cooling I BOUGHT MY 2014 FORD EXPLORER IN NOVEMBER OF 2015. I NOTICED A ROTTEN EGG/ EXHAUST SMELL AS THE WEATHER BECAME WARMER. ANYTIME I WOULD ACCELERATE UP A HILL OR ACCELERATE ON A FLAT STRETCH OF ROAD DURING THE SUMMER MONTHS WAS WHEN THE SMELL IS THE WORST. I HAVE TO ROLL DOWN ALL OF THE WINDOWS. I NO LONGER ALLOW MY CHILDREN TO RIDE IN THE THIRD ROW BECAUSE THEY WOULD COMPLAIN ON THE LONGER CAR RIDES OF HAVING A HEADACHE. I HAVE TAKEN THIS TO THE DEALERSHIP ON 3 OCCASIONS NOW. THEY HAVE TOLD ME THEY HAVE TRIED TO REPRODUCE MY COMPLAINT, AND HAVE FAILED TO DO SO. I AM CURRENTLY GOING TO THAT THE SERVICE MANAGER ON A RIDE TOMORROW TO REPRODUCE THIS SMELL. THE SMELL HAS BEEN SO BAD AT TIMES THAT I PERSONALLY HAVE FELT LIKE I WAS GOING TO BE SICK. THERE IS SOMETHING SERIOUSLY WRONG WITH THE EXPLORERS HAVING THIS SMELL. SOMETHING NEEDS TO BE DONE. I AM AT THE POINT THAT I DO NOT PUT MY KIDS IN MY CAR ANYMORE THEN I HAVE TO. I HAVE HAD TO APOLOGIZE ON SEVERAL OCCASIONS TO MY FRIENDS ABOUT THE SMELL. FORD NEEDS TO FIGURE THIS OUT!! *TR GUILFORD ME Failure Date: 06/13/2016

9 10882788 2014 FORD EXPLORER Engine & Engine Cooling I MAY HAVE ALREADY COMPLAINED, BUT THIS CAN UPDATE THAT. WHEN PULLING A LONG GRADE AND THE VEHICLE HAS DOWNSHIFTED, 3500 OR MORE RPM AND ABOUT 65 MPH UNDER LOAD, I SMELL SULFUR IN THE CABIN. IT SEEMS TO BE WORSE WHEN THE COVERS FOR MY MOON ROOF AND SUN ROOF ARE RETRACTED. IT HAS BEEN IN TO A DEALER 4 TIMES NOW, SO I HAVE LOST A MONTH OF USE. THE LAST RETURN WAS ON FRIDAY 1 JULY. I HAVE NOT HAD A CHANCE TO TAKE IT TO A LOCAL MOUNTAIN THAT MAKES IT SMELL. FORD KEEPS WORKING ON THE BACK END, THE EXHAUST THERE HAS ALMOST NO SMELL. I TOLD THE DEALER THE SULFUR SMELL COMES FROM EXHAUST THAT IS ESCAPING FROM THE ENGINE UP TO THE BACK OF THE CATALYTIC CONVERTERS. THERE ARE TWO TURBOS ON THIS VEHICLE AND I BELIEVE TWO SEPARATE EXHAUST PATHS. SOMEWHERE UP FRONT THERE IS A LEAK

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THAT STINKS. THANK YOU *TR CHARLOTTESVILLE VA
Failure Date: 06/10/2016

9 10916483 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHILE DRIVING 10 MPH, THE VEHICLE FAILED TO ACCELERATE AND THE SERVICE ENGINE AND TERRAIN MANAGEMENT SYSTEM FAULT WARNING INDICATORS ILLUMINATED. IN ADDITION, THE CONTACT STATED THAT THE VEHICLE HESITATED TO SHIFT PROPERLY. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 41,000. ..UPDATED 11/17/16 *BF WEST MELBOURNE FL Failure Date: 06/09/2016

9 10882568 2014 FORD EXPLORER Engine & Engine Cooling WE SMELL EXHAUST GAS WHEN THE CAR IS IN FULL THROTTLE, LIKE WHEN CLIMBING A STEEP ROAD OR MERGING INTO FREEWAY RAMPS, OR JUST ANY SORT OF HARD(ISH) ACCELERATION. ODOR IS ALSO DETECTED WHEN THE AIR CONDITIONER WAS IN RECIRCULATION MODE. THIS HAS BEEN GOING ON SINCE WE BOUGHT THE VEHICLE. DICKINSON TX Failure Date: 06/03/2016

9 10993676 2014 FORD EXPLORER Engine & Engine Cooling ON ACCELERATION LARGE AMOUNT OF EXHAUST FUMES IN THE CAB OF THE VEHICLE. MIDDLEBURG FL Failure Date: 06/01/2016

9 10883531 2014 FORD EXPLORER Engine & Engine Cooling I HAVE FREQUENTLY EXPERIENCED A STRONG SMELL OF EXHAUST AND/OR BURNING OIL IN THE PASSENGER COMPARTMENT. THIS OFTEN OCCURS WHEN THE A/C IS RUNNING AND/OR UNDER HEAVY ACCELERATION OR CLIMBING STEEP GRADES. I HAD MENTIONED THIS A FEW TIMES TO 2 LOCAL FORD DEALERSHIPS AND WAS ADVISED BY ONE THAT THEY ARE AWARE OF POSSIBLE ISSUES INVOLVING A CHEMICAL OR "PROPANE" SMELL, BUT NOT

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EXHAUST FUMES. THE OTHER HAD NO KNOWLEDGE THAT THIS WAS A FREQUENT OCCURRENCE. AURORA IL Failure Date: 05/27/2016

9 10882949 2014 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING OUR 2014 FORD EXPLORER XLT, WE HAVE NOTICED A STRONG GAS ODOR INSIDE THE VEHICLE. THIS OCCURS WHEN THE AIR CONDITIONING IS IN RECIRCULATION MODE WHILE DRIVING AND IDLING AT A STOPLIGHT. THIS HAS HAPPENED INTERMITTENTLY DURING THE PAST YEAR. ALPINE CA Failure Date: 05/24/2016

9 10971349 2014 FORD EXPLORER Engine & Engine Cooling 2014 FORD EXPLORER. CONSUMER WRITES IN REGARDS TO EXHAUST FUMES INSIDE OF VEHICLE WHILE DRIVING. *LD THE CONSUMER STATED THE VEHICLE SEEMED TO PULL EXHAUST FUMES INSIDE THE VEHICLE. SEVERAL ATTEMPTS HAVE BEEN MADE TO REPAIR THE VEHICLE AT THE OWNER'S EXPENSE. THE TAIL END OF THE EXHAUST APPARATUS WAS REPLACED IN ORDER TO FORCE GAS DOWN AND AWAY FROM THE VEHICLE. THIS SEEMED TO SUCCESSFULLY REPAIR THE VEHICLE. THE CONSUMER WOULD LIKE TO BE ADVISED ON THE PROGRESS OF THE INVESTIGATION AND IF THE VEHICLE IS SAFE. UPDATED 06/19/2017*JS HOLTSVILLENY Failure Date: 01/01/2016

9 10787074 2014 FORD EXPLORER Engine & Engine Cooling EXPERIENCING VERY STRONG EXHAUST / SULFUR SMELL IN CABIN AREA UPON MEDIUM TO HARD ACCELERATION. BOUGHT CAR IN SPRING OF 2014 AND NOTICED IT WITHIN THE FIRST MONTH OR TWO. AT FIRST I THOUGHT IT MIGHT HAVE BEEN A CAR IN FRONT OF ME, BUT THAT IS NOT THE CASE AS I HAVE EXPERIENCED THIS NUMEROUS TIMES THIS WITH NO ONE ELSE ON THE ROAD. IT OCCURS WHEN YOU PASS SOMEONE OR GO UP A STEEP INCLINE. WHEN TOWING MY BOAT THE SMELL IS UNBEARABLE AND YOU HAVE TO HAVE THE WINDOWS ROLLED DOWN, BUT EVEN WITH THAT IT TAKES A LONG TIME TO GET THE SMELL OUT OF THE CABIN. SITUATION OCCURS WITH THE FRESH AIR VENTS ON AND/OR THE RECIRC AIR ON ø VENT SETTING DOESNøT MATTER. IøVE BEEN PUTTING OFF GETTING THIS LOOKED AT SINCE IT SOUNDS LIKE THERE IS NO DEFINITIVE FIX, BUT SINCE THE CAR NOW HAS

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29,000 MILES ON IT, I WANT IT TO GET CHECKED OUT BEFORE WARRANTY IS UP. IT IS ALARMING THAT WITH ALL THE COMPLAINTS FOR THIS HAZARDOUS/ DEADLY SITUATION THAT THERE HAS NOT BEEN A RECALL FOR A BETTER FIX THAN THE TSB. WADSWORTH IL Failure Date: 10/29/2015

9 10906151 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHEN THE AIR CONDITIONER CIRCULATION MODE WAS ACTIVATED OR WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, EXHAUST FUMES EMITTED INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 39,900. THE VIN WAS NOT AVAILABLE. UNION MO Failure Date: 09/13/2015

9 11024766 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. THE CONTACT STATED WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THERE WAS AN ABNORMAL EXHAUST ODOR IN THE VEHICLE. THE VEHICLE WAS TAKEN TO BRUCE WALTERS FORD LOCATED AT 302 S MAYO TRAIL, PIKEVILLE, KY WHERE IT WAS DIAGNOSED THAT THE VEHICLE EMITTED EXHAUST FUMES INTO THE CABIN. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 45,000. CANADA KY Failure Date: 09/01/2015

9 10761325 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHILE DRIVING 75 MPH, THE VEHICLE STALLED AND THE LOW OIL PRESSURE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS RESTARTED SEVERAL TIMES AND THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE AIR FLOW SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 15,000. MA 10/6 UPDATED 12/21/15.

*JB MISSOULA MT Failure Date: 08/29/2015

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9 11013108 2014 FORD EXPLORER Engine & Engine Cooling MY FORD EXPLORER HAS SIGNIFICANT EXHAUST SMELL IN THE VEHICLE AT TIMES, USUALLY AFTER I HAVE KICKED IT DOWN INTO PASSING GEAR, SUCH AS IN CLIMBING HILLS. WHEN I HAD IT IN FOR SERVICE, I ASKED THE DEALER I BOUGHT IT FROM TO TRY TO IDENTIFY WHAT IS CAUSING IT AND THEY CLAIMED THEY COULD NOT DISCERN ANY ODOR. I HAVE SINCE LEARNED OF THE TECHNICAL SERVICE BULLETINS THAT HAVE BEEN PUSHED OUT BY FORD FOR MY VERY PROBLEM AND HAVE ALSO LEARNED THAT THERE IS NO INDICATION ANY OF THEIR EFFORTS TO FIX THE PROBLEM ARE ACTUALLY WORKING. I CANNOT AFFORD TO PAY FORD FOR EASTER EGG HUNTS, SO I AND MY FAMILY ARE WAITING FOR A RECALL. IN THE MEANWHILE, WE ARE DRIVING THE VEHICLE WITH THE WINDOWS DOWN. WE HAVE BEEN CONTACTED BY ONE LAW FIRM SO FAR THAT IS INVOLVED IN A CLASS ACTION LAWSUIT OVER THIS ISSUE. WE WOULD RATHER HAVE FORD FIX THE PROBLEM. THE PROBLEM WAS INITIALLY NOTICED JUST AFTER WE BOUGHT IT, BUT WE THOUGHT IT WAS DUE TO SOMETHING ON THE ENGINE THAT WOULD BURN OFF IN TIME. THE PROBLEM HAS CONTINUED THE ENTIRE TIME WE HAVE HAD THE VEHICLE. THE PROBLEM DOESN'T SEEM DIRECTLY RELATED TO SPEED OF TRAVEL. HOUSTON MO Failure Date: 08/26/2015

9 10968833 2014 FORD EXPLORER Engine & Engine Cooling 2014 FORD EXPLORER SPORT, STRONG SMELL OF ENGINE EXHAUST FUMES ENTERING PASSENGER CABIN. MUST DRIVE WITH WINDOWS OPEN TO VENT OUT PASSENGER CABIN. MY SAFETY AS WELL AS MY FAMILY'S SAFETY IS AT RISK FOR CARBON MONOXIDE POISONING, RESPIRATORY DISTRESS, ASTHMA AND POSSIBLE UNCONSCIOUSNESS WHILE DRIVING. THE OVERWHELMING ENGINE EXHAUST FUMES WITHIN THE PASSENGER CABIN AT TIMES IS UNBEARABLE. CROMWELL CT Failure Date: 08/17/2015

9 10820978 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHILE DRIVING 35 MPH, AN EXHAUST ODOR EMITTED INTO THE VEHICLE THROUGH THE FRONT AND REAR AIR VENTS DURING ACCELERATION. THE VEHICLE WAS TAKEN TO THE DEALER

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WHERE THE MUFFLER WAS REPLACED. THE VEHICLE WAS REPAIRED;
HOWEVER, THE FAILURE RECURRED. IN ADDITION, THE INSTRUMENT PANEL
FAILED TO ILLUMINATE WHILE DRIVING 20 MPH. THE CONTACT COASTED THE
VEHICLE TO THE SIDE OF THE ROAD AND THE GEAR SHIFTER SEIZED. THE
CONTACT RESTARTED THE VEHICLE AND DROVE HOME. ONCE THE CONTACT
ARRIVED AT HOME, THE VEHICLE LOST POWER, THE ALARM AND HORN
SOUNDED, AND THE TAILGATE OPENED. THE VEHICLE WAS TAKEN TO THE
DEALER WHERE THE GEAR SHIFTER WAS REPLACED. THE MANUFACTURER
WAS NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS
24,191. UPDATED 05/03/16*LJ OBIEN FL Failure Date: 07/09/2015

9 10960408 2014 FORD EXPLORER Engine & Engine Cooling I BOUGHT A
BRAND NEW 2014 FORD EXPLORER AND THE EXTENDED WARRANTY AT THE
TIME OF PURCHASE. THE EXHAUST FUMES COMING INTO THE VEHICLE
DURING ACCELERATION AT HIGHWAY SPEEDS. I TOOK THE TRUCK IN TO
WHILE IT WAS UNDER THE BUMPER TO BUMPER TO BE FIXED AND WHAT WAS
DONE AT THE TIME WAS REPROGRAMMING EXHAUST AND AC INTAKE. THIS
DID NOT FIX THE EXHAUST PROBLEM BUT DID IMPROVE THE SMELL AND HOW
OFTEN IT OCCURRED . I RECENTLY TOOK MY TRUCK INTO GET THE EXHAUST
FIXED AND THEY WILL NOT FIX IT BECAUSE IT IS PASSED THE BUMPER TO
BUMPER BUT THIS IS THE SAME PROBLEM TOOK IN TO BE FIX PRIOR.
LIBERTY HILL TX Failure Date: 07/01/2015

9 10746671 2014 FORD EXPLORER Engine & Engine Cooling WHEN
APPLYING FULL BRAKING AT A STOP SIGN OR RED LIGHT THE VEHICLE STOPS
BUT THE ENGINE AND TRANSMISSION CONTINUE TO RACE AT FULL SPEED.
THE BRAKE PULSATES LIKE THE ANTI LOCK BRAKING SYSTEM IS ENGAGED. IN
ORDER TO GET THE VEHICLE BACK TO NORMAL THE ENGINE MUST BE SHUT
OFF OR THE TRANSMISSION DISENGAGED. IT WILL THEN START UP NORMALLY.
WE HAVE HAD 11 OCCASIONS WITHIN THE PAST 2 MONTHS WHERE THIS HAS
OCCURRED, THIS HAS OCCURRED WHEN COMING DOWN FROM HIGHWAY
LONG DISTANCE DRIVING AND IT HAS ALSO HAPPENED ON A PARKING LOT
VERY LOW SPEED. IT IS ALL I COULD DO TO PRESS HARD ENOUGH ON THE

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BRAKES TO STOP. THE VEHICLE HAS BEEN RETURNED TO THE DEALERSHIP, THEIR DIAGNOSTICS SHOW NOTHING AND THE DEALERSHIP STATES THEY MUST BE ABLE TO EXPERIENCE THE PROBLEM FIRST (DUPLICATE IT). FORD MOTOR COMPANY HAS BEEN CALLED THE REGIONAL SALES MANAGER TOLD ME TO TAKE THE VEHICLE TO ANOTHER FORD DEALERSHIP TO HAVE THEM LOOK AT IT. MR. MCHALE THE MANAGER AT FMC (866-631-3788 EXT. 77713) ASSIGNED A CASE NUMBER 7644437 TO THE PROBLEM BUT HE ALSO STATED THAT THEY WOULD HAVE TO DUPLICATE THE PROBLEM BEFORE IT COULD BE RESOLVED. I TOLD HIM IF I MISJUDGE OR AM UNABLE TO BRING THE VEHICLE TO A STOP THAT I MAY BE PUSHING UP DAISIES. THEY DO NOT SEEM TO UNDERSTAND THE SEVERITY OF THE PROBLEM. IT WOULD SEEM TO ME THAT A MECHANIC WOULD LOOK FOR A SENSOR OR SWITCH THAT WOULD DISENGAGE THE TRANSMISSION WHEN THE BRAKE WAS APPLIED OR A SENSOR OR CONTROL THAT SLOWS THE ENGINE. I AM GETTING TO THE POINT I FEAR FOR MY LIFE DRIVING THIS VEHICLE UNTIL IT IS REPAIRED. I ALSO MENTIONED THAT WHEN I TURN THE VEHICLE OFF DURING THE INCIDENT THERE IS A LOT OF CLUNKING FROM THE ENGINE AND TRANSMISSION, I AM SURE DAMAGE HAS BEEN DONE TO THEM. CHURCH HILL MD Failure Date: 06/17/2015

9 11011650 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL IN CABIN. WE EXPERIENCE A STRONG ODOR IN THE CABIN WHEN ACCELERATING, TYPICALLY WHILE GETTING ONTO A HIGHWAY OR PASSING. IT MAKES NO DIFFERENCE IF THE WINDOWS ARE OPEN OR THE AC IS ON. WE DON'T DRIVE THIS VEHICLE VERY MUCH TO DATE WE HAVE 28000 MILES ON IT. ASHEVILLE NC Failure Date: 03/15/2015

9 10898110 2014 FORD EXPLORER Engine & Engine Cooling PROBLEM WITH GAS LEAK GO TO THE INTERIOR OF THE CABIN. JUNCOS PR Failure Date: 03/10/2015

9 11024512 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THERE WAS AN ODOR OF EXHAUST FUMES/CARBON MONOXIDE COMING

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THROUGH THE VENTS IN THE VEHICLE. THE DRIVER BECAME DROWSY WHILE DRIVING. MEDICAL ATTENTION WAS REQUIRED. THE CONTACT STATED THAT THE EXHAUST ODOR REMAINED PERMANENTLY IN THE VEHICLE. THE VEHICLE WAS TAKEN TO ALL STAR FORD (3800 CENTURY WAY, PITTSBURG, CA 94565) WHERE IT WAS DIAGNOSED THAT THERE WAS AN EXHAUST LEAK IN THE CABIN THAT NEEDED TO BE REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS NOT UNDER WARRANTY. THE CONTACT CALLED THE MANUFACTURER AND WAS INFORMED THAT THEY WOULD GET BACK WITH HIM WITHIN TWO BUSINESS DAYS. THE APPROXIMATE FAILURE MILEAGE WAS 16,000. DISCOVERY BAY CA Failure Date: 02/11/2015

9 10882719 2014 FORD EXPLORER Engine & Engine Cooling I RECENTLY READ AN ARTICLE IN THE SFGATE.COM REGARDING COMPLAINTS TO THE NHTSA ASSOCIATED TO THE FORD EXPLORER AND FUME SMELLS COMING FROM THE ENGINE AND/OR EXHAUST INTO THE CAB OF THE CAR CREATING A HAZARD TYPE SITUATION FOR THE DRIVERS. I WOULD ALSO LIKE TO FILE A COMPLAINT TO BE ADDED TO THE OTHER EXISTING COMPLAINTS WITH THE NHSTA REGARDING THIS ISSUE. I PURCHASED A NEW 2014 FORD EXPLORER FROM THE HANSEL FORD DEALERSHIP IN PETALUMA. WITHIN A FEW MONTHS I BECAME AWARE OF A FUME TYPE ODOR WITHIN THE CAB IF THE VEHICLE. I CONTACTED THE DEALERSHIP AND STARTED TRYING TO IDENTIFY AND RESOLVE THE ISSUE. THE FUMES WERE CAUSING DIZZINESS AND NAUSEA ON LONG DRIVES. PASSENGERS ALSO COMPLAINED OF THE FUME ODOR. AFTER SEVERAL ATTEMPTS TO THE SERVICE DEPARTMENT WITH THE CAR OUT OF SERVICE AND MANY MONTHS THERE WAS NO SOLUTION. UNSATISFIED I DECIDED TO FILE A COMPLAINT WITH THE BETTER BUSINESS BUREAU IN 2014 FOR THE FUME SMELL ALONG WITH SOME UNRELATED ISSUES. I WAS FORWARDED TO ARBITRATION WHERE IT WAS JUDGED BY THE ARBITRATOR THAT NO ACTION WAS TO BE TAKEN. I CURRENTLY STILL OWN THE FORD EXPLORER AND EXPERIENCE FUME SMELLS. AS MENTIONED ABOVE I WOULD ALSO LIKE TO FILE A COMPLAINT IN REGARD TO THIS FUME ISSUE. I CAN PROVIDED SUPPORTING DOCUMENTATION IF NEEDED. PLEASE CONTACT ME DIRECTLY. THANK YOU. PETALUMA CA Failure Date: 01/01/2015

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9 10946486 2014 FORD EXPLORER Engine & Engine Cooling UPON ACCELERATION, THE INTERIOR OF THE VEHICLE BEGINS TO SMELL LIKE ROTTEN EGG. I HAVE NOTICED IT FOR AWHILE AND ASSUMED IT WAS A SMELL COMING FROM OUTSIDE. I BEGIN TO TAKE NOTE OF IT ONLY HAPPENING UPON ACCELERATION. I HAVE INFORMED THE DEALERSHIP WHERE PURCHASED AND THEY INFORMED ME THAT FORD IS AWARE OF THE PROBLEM BUT THAT THERE IS NO REPAIR/FIX FOR IT. UPON FURTHER RESEARCH, OTHER PEOPLE HAVE THE SAME COMPLAINT AND THAT IT IS CARBON MONOXIDE, WHICH IS TOXIC. I HAVE GRANDCHILDREN THAT I PICK UP FROM SCHOOL EVERY DAY AND DO NOT FEEL COMFORTABLE WITH THIS HAPPENING. THERE HAS BEEN NO FORMAL RECALL. WHAT INFORMATION CAN YOU GIVE ME? THANK YOU IN ADVANCE *TR RICHMOND TX Failure Date: 01/01/2015

9 10882892 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS OR WHEN THE AIR CONDITIONER WAS ACTIVATED IN RECIRCULATION MODE, THE CONTACT NOTICED EXHAUST FUMES 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 VIN WAS INVALID. THE FAILURE MILEAGE WAS 16,000. WINTER HAVEN FL Failure Date: 12/03/2014

9 10653747 2014 FORD EXPLORER Engine & Engine Cooling TWICE WHILE DRIVING (ONCE ACCELERATING TO PULL INTO TRAFFIC AND ONCE GOING UP A MOUNTAIN) AN EXHAUST SMELL ENTERED THE CABIN THROUGH THE AC SYSTEM AND RECIRCULATING MODE DID NOT IMPROVE IT. THE VEHICLE WAS ACCELERATING OVER 3500 RPMS. I HAVE TESTED THIS AGAIN AND AGAIN AND IT HAPPENS EVERY TIME UNDER THESE CONDITIONS. I AM VERY CONCERNED AS WE JUST BOUGHT THIS VEHICLE A COUPLE OF MONTHS AGO AND HAVE TWO YOUNG DAUGHTERS. I WILL BE TAKING IT TO OUR LOCAL DEALERSHIP BUT BASED ON THESE COMPLAINTS I AM NOT HOPEFULL THIS WILL BE RESOLVED. *TR TUCSON AZ Failure Date: 10/16/2014

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9 10911219 2014 FORD EXPLORER Engine & Engine Cooling STRONG ODOR OF EXHAUST FUMES ENTERING THE CABIN WHEN ACCELERATING. VERY CONCERNED WITH DRIVER AND PASSENGERS SAFETY. THIS HAS BEEN OCCURRING SINCE IT WAS NEW. I TOOK IT TO THE DEALER OVER A YEAR AGO AND THEY PERFORMED A REPAIR THAT DID NOT RESOLVE THE ISSUE. THEY THEN TOLD ME FORD WAS WORKING ON A FIX AND SOMEONE WOULD CONTACT ME. I HAVE YET TO BE CONTACT AND VERY CONCERNED WITH CONSTANT EXPOSURE TO THE EXHAUST FUMES. THE NEED TO TAKE THIS SERIOUSLY AND GIVE IT A PRIORITY TO FIX THIS PROBLEM AS I SEE THERE IS A LOT OF PEOPLE COMPLAINING OF THE SAME ISSUE. MIRAMAR FL Failure Date: 10/15/2014

9 10659295 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHILE DRIVING 35 MPH, THE CONTACT SMELLED AN ABNORMAL SCENT INSIDE THE VEHICLE FROM THE EXHAUST. THE ENGINE RPMS REACHED 3,500. THE FAILURE OCCURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER TWICE. DURING THE FIRST REPAIR, THE ENTIRE SEAL ON THE REAR HATCH DOOR AND DRAIN WAS REPAIRED. DURING THE SECOND REPAIR, THE VEHICLE WAS NOT DIAGNOSED. THE CONTACT STATED HE NOW SUFFERS FROM HEADACHES CONTRIBUTED FROM FUMES INHALED. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 450. DEERFIELD BEACH FL Failure Date: 10/03/2014

9 10758647 2014 FORD EXPLORER Engine & Engine Cooling A FEW MONTHS AFTER PURCHASING OUR 2014 EXPLORER, WE NOTICED AN EXHAUST/SULFUR ODOR IN THE PASSENGER COMPARTMENT FOLLOWING A MEDIUM ACCELERATION ENTERING AN INTERSTATE HIGHWAY. WE REPORTED THE ODOR TO THE DEALERSHIP AND TURNED THE VEHICLE IN FOR REPAIR. DEALERSHIP WAS UNABLE TO RECREATE THE ODOR SO NOTHING WAS DONE. A FEW MONTHS LATER, UNDER SIMILAR CIRCUMSTANCES, THE ODOR RETURNED. ONCE AGAIN, WE TURNED THE VEHICLE IN FOR REPAIR. THE DEALER PERFORMED A REPAIR BASED ON A TSB. A FEW MONTHS LATER, THE

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ODOR RETURNED AND ONCE AGAIN TURNED THE VEHICLE IN FOR REPAIR. THE DEALER PERFORMED A CONTINUATION OF THE SAME TSB. A FEW MONTHS LATER, WHILE PULLING A BOAT, THE ODOR RETURNED. ONCE AGAIN, WE TURNED THE VEHICLE IN FOR REPAIR. THE DEALER OWNER AND THE SERVICE TECH DROVE THE VEHICLE FOR SEVERAL DAYS AND WERE UNABLE TO DETECT THE SMELL. THE VERY NEXT DAY WHILE PULLING THE BOAT, THE ODOR RETURNED. THE DEALER NOW SAYS THEY DON'T WANT TO PERFORM THE LAST PART OF THE TSB BECAUSE IF THEY SEND FORD A PART THAT'S NOT DEFECTIVE, FORD WILL CHARGE THEM BACK FOR THE PART....MEANWHILE I'M STUCK DRIVING A VEHICLE THAT MAY BE PUTTING SULFUR AND/OR CARBON MONOXIDE INTO THE PASSENGER COMPARTMENT. THE DEALER WANTS ME TO BRING MY BOAT AND VEHICLE IN SO THEY CAN TEST IT WHICH ISN'T GOING TO HAPPEN BECAUSE IF THEY WRECK THE VEHICLE WITH THE BOAT, MY INSURANCE HAS TO COVER IT THROUGH THE PERMISSIVE USE CLAUSE AND MY RATES WILL GO UP. COVINGTON

IN Failure Date: 10/01/2014

9 10633076 2014 FORD EXPLORER Engine & Engine Cooling TEST DROVE BRAND NEW 2014 EXPLORER WITH 3.5L ECOBOOST TURBO ENGINE. UPON HARD ACCELERATION, THE VEHICLE CABIN EXPERIENCES A STRONG EXHAUST SMELL THAT IS IRRITATING TO THE EYES AND LUNGS. I DECIDED AGAINST PURCHASING THE VEHICLE FOR THIS REASON. *TR

ORLANDO FL Failure Date: 09/13/2014

9 10633380 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL IN VEHICLE WHEN ACCELERATING AT SPEEDS ABOVE 70MPH. *TR

HOUSTON TX Failure Date: 09/08/2014

9 10631312 2014 FORD EXPLORER Engine & Engine Cooling AFTER PURCHASING A NEW 2014 FORD EXPLORER LIMITED. 3.5L 4WD LESS THAN 2 HOURS PRIOR, MY WIFE AND 2 CHILDREN WERE DRIVING HOME DOWN THE FREEWAY. AFTER A HARD ACCELERATION AN AWFUL SMELL FILLED THE CABIN. MY WIFE STARTED COUGHING AND I INSTANTLY FELT NAUSEOUS. I PULLED OVER THINKING SOMETHING WAS BURNING, MY WIFE THOUGHT IT WAS

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BURNING WIRES. I CHECKED OF THE VEHICLE BUT FOUND NOTHING BURNING. I DID HOWEVER WALK TO THE REAR OF THE VEHICLE AND WAS OVERPOWERED BY THE SAME SMELL. I NARROWED IN DOWN TO THE EXHAUST PIPE. AFTER GETTING HOME I DID A QUICK GOOGLE SEARCH AND WAS SHOCKED TO FIND MANY OTHER PEOPLE HAVE HAD THIS PROBLEM AND THERE IS EVEN A LAWSUIT FILED AGAINST FORD OVER IT. THE DEALER MUST HAVE KNOWN ABOUT IT... I WANT TO RETURN THIS VEHICLE , FORD HAS TO HAVE KNOWN ABOUT THIS OR SHOULD HAVE. THEY PUT MY CHILDREN AT RISK AND I AM NOT HAPPY. I HAVE OWNED THIS VEHICLE FOR LESS THAN 3 HOURS AT THE TIME OF THIS WRITING. WHAT CAN I DO? *TR DAVISCA

Failure Date: 09/07/2014

9 11018812 2014 FORD EXPLORER Engine & Engine Cooling THERE IS A STRONG EXHAUST ODOR COMING INSIDE THE VEHICLE WITH ALL OF ITS WINDOWS UP EVERY TIME AFTER A HEAVY ACCELERATION, REGARDLESS OF WHETHER OR NOT THE A/C VENTILATION IS ON OR NOT. THE STRONG EXHAUST ODOR IS INESCAPABLE AFTERWARD WHILE STILL IN MOTION ON A CITY STREET OR HIGHWAY OR WHILE STOPPING AFTER THE ACCELERATION. THIS HAS BEEN A CONSISTENTLY REPEATABLE ISSUE WITH MY VEHICLE SINCE PURCHASING IT AS BRAND NEW. MY DEALERSHIP DID NOT FIND A TSB AND OFFERED NO RESOLUTION FOR THE PROBLEM. PERRY HALL

MD Failure Date: 09/06/2014

9 10637147 2014 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING ON THE FREEWAY I NEEDED TO ACCELERATE TO PASS A VEHICLE AND WHEN I DID A EXHAUST SMELL ENTERED THE CAB IT TOOK ABOUT 5-10 SECONDS AFTER ACCELERATING OVER 3500 RPMS. I HAVE TESTED THIS AGAIN AND AGAIN AND IT HAPPENS EVERY TIME UNDER THESE CONDITIONS. SITTING STILL THERE IS NO EFFECT AT ALL. FIVE STAR FORD OF PLANO TEXAS HAS TRIED A "TSB" THAT WAS ISSUED TO INSTALL A VENT ADJUSTMENT. THEY ALSO CHANGED OUT THE CABIN FILTER. STILL NO LUCK. THANK YOU

*TR RICHARDSON TX Failure Date: 08/30/2014

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9 10633074 2014 FORD EXPLORER Engine & Engine Cooling I RENTED A NEARLY NEW FORD EXPLORER LIMITED AWD IN MILWAUKEE, WI. I HAD BEEN CONSIDERING PURCHASING THIS MODEL SO I WAS PLEASED TO BE ABLE TO DRIVE ONE FOR A FEW DAYS. EVERY TIME I ACCELERATED HARD (WOT) THE CABIN WOULD FILL WITH EXHAUST FUMES. THIS OCCURRED EVEN WITH THE AC IN RECIRCULATE MODE AND WITHOUT ANY OTHER VEHICLES NEARBY THAT WOULD HAVE PRODUCED THE ODOR. IT WAS STRONG ENOUGH THAT WE OPENED THE WINDOWS TO GET FRESH AIR. AFTER THE 2ND TIME OF THIS OCCURRING, I DID NOT ACCELERATE HARD AGAIN AS TO AVOID THE PROBLEM. I ALSO TEST DROVE A BRAND NEW 2014 ECOBOOST AWD MODEL THIS WEEKEND AND IT DID THE SAME THING. I WILL NOT BE PURCHASING THIS MODEL BUT WANTED TO ADD MY EXPERIENCE TO THE DATABASE AS I FEEL THAT FORD NEEDS TO FIX THIS PROBLEM FOR OWNERS OF THESE VEHICLES. IT IS A SHAME, IT WAS A NICE VEHICLE OTHERWISE. *TR

ORLANDO FL Failure Date: 08/15/2014

9 10618520 2014 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST ODOR ON ACCELERATION. *TR WASHINGTON MO

Failure Date: 08/03/2014

9 11031480 2014 FORD EXPLORER Engine & Engine Cooling I HAVE THIS CAR FROM 2014 AND IS AN EXHAUST FUMES AND CARBON MONOXIDE WAFTING INTO THE CABIN, THE DEALER TRIED TO REPAIR IT SEVERAL TIMES, SEALING THE REAR END, REPLACING THE EXHAUST BUT THE PROBLEM PERSIST, THEY ARE CURRENTLY WORKING ON ANOTHER SOLUTION, I DO NOT KNOW WHAT TO DO NEXT, THEY ALWAYS TRY TO AVOID THE PROBLEM THANKS RODRIGO DIAZ RICHMOND TX Failure Date: 07/31/2014

9 10617546 2014 FORD EXPLORER Engine & Engine Cooling BAD ODOR IN VEHICLE DURING ACCELERATION. SMELLS LIKE ROTTEN EGGS. THIS IS A BRAND NEW AUTO. VERY DISAPPOINTED. SMELLED IT DURING TEST DRIVE BUT SALESMAN SAID THAT IT WAS CATALYTIC CONVERTER AND THE SMELL WOULD GO AWAY. IT HAS NOT. *TR PURCELL OK Failure Date:

07/29/2014

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9 10629572 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES ARE ENTERING THE VEHICLE WHEN THE CLIMATE CONTROL SYSTEM IS OPERATING. THESE FUMES ARE COMING FROM THE VEHICLE ITSELF AND NOT FROM OUTSIDE SOURCES. THE FUMES ARE WORSE WHEN THE RECIRCULATE OPTION IS OPERATING. HIGHWAY SPEEDS AND/OR MEDIUM ACCELERATION PRODUCE THE STRONGEST FUMES. HEADACHES AND NAUSEA INFLICTED ON VEHICLE OCCUPANTS. VEHICLE WAS SERVICED BY FORD, PRESENTED AS REPAIRED AND STATED TO HAVE PASSED A TEST FOR EXHAUST FUMES. VEHICLE STILL PRESENTS EXHAUST FUMES INSIDE THE VEHICLE. AFTER RESEARCHING THIS ISSUE, IT BECAME APPARENT THAT FORD AND THE NHTSA HAVE KNOWN OF THIS PROBLEM: CARBON MONOXIDE EXPOSURE AND HEALTH ISSUES SHOULD NOT BE REGULATED TO SECONDARY STATUS BY FORD NOR THE NHTSA. *TR SAN ANTONIO TX Failure Date: 07/07/2014

9 10608498 2014 FORD EXPLORER Engine & Engine Cooling ON A RECENT VACATION TO THE NORTHWOODS OF WISCONSIN, OUR 2014 EXPLORER XLT (4X4 V6) WAS RELEASING A NAUSEATING SMELL INTO THE CABIN UNDER HEAVY LOADS, HIGH RPMS, OR RAPID ACCELERATIONS. THE TRIP WAS ABOUT 6 HOURS OF SOLID DRIVING, AND BY THE 3RD HOUR MY WIFE AND I HAD POUNDING HEADACHES AND FELT UNWELL. WE IMMEDIATELY TURNED OFF THE AC AND OPENED THE WINDOWS AS I WAS ABLE TO DUPLICATE THE SMELL ON THE OPEN HIGHWAY. WE SPENT THE REMAINDER OF THE VACATION WITH LIMITED AC, OPEN WINDOWS, AND ?CAUTIOUS? DRIVING TO ENSURE THE SMELL WOULD NOT OCCUR AGAIN. WE WERE TRAVELING WITH OUR 8 MONTH OLD SON AND OLD ENGLISH BULLDOG AT THE TIME AND WANTED TO ENSURE THEY DID NOT FALL ILL. I WILL BE CONTACTING MY FORD DEALER TO ADDRESS THE ISSUE. *JS LAKE IN THE HILLS IL Failure Date: 07/05/2014

9 10626537 2014 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST ODOR ON ACCELERATION. *TR HUMBLE TX Failure Date: 07/04/2014

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9 10608175 2014 FORD EXPLORER Engine & Engine Cooling MY TRANSMISSION WOULD NOT SHIFT GEARS. THIS IS THE FOURTH TIME THIS HAS HAPPENED. AS SOON AS I PUT IN DRIVE THE VEHICLE DID RUN BUT WOULD NOT SHIFT...I WAS STUCK ON A MOUNTAIN ROAD UNABLE TO PULL OVER AND MY RPM'S WERE PEGGING WITHOUT MY TRANSMISSION SHIFTING INTO 2ND GEAR. I ALMOST GOT REAR ENDED. I WAS ONLY ABLE TO GO LIKE 15 MILES PER HOUR, MY CAR STARTED SMELLING LIKE IT WAS BURNING AND THE ENGINE WAS STRESSED. WHEN I WAS ABLE TO FINALLY PULL OVER I HAD TO PUT THE CAR IN PARK TURN IT OFF, TURN IT BACK ON AND THEN IT WORKED FINE. AGAIN THIS IS THE FOURTH TIME THIS HAS HAPPENED. I CALLED THE FORD DEALER, FOR THE FOURTH TIME AND THEY SAID I COULD BRING IT IN BUT IF IT DIDN'T ACT THE SAME WAY WITH THEM THERE ISN'T MUCH THEY CAN DO. NOT THE ANSWER I WANTED. I HAVE A NEIGHBOR WHO HAS THE SAME VEHICLE AND IT HAS ALSO HAPPENED TO HER. THERE IS OBVIOUSLY A SYSTEMIC PROBLEM HERE. *TR TIJERAS NM

Failure Date: 07/03/2014

9 10610144 2014 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST SMELL ANYTIME ENGINE ACCELERATES, SUCH AS DOWNSHIFTING WHEN GOING OVER AN OVERPASS ON AN INTERSTATE HIGHWAY. NOT "HARD" ACCELERATION REALLY. I HAVE RESEARCHED, AND KNOW THIS A COMMON PROBLEM, AND HAS BEEN SINCE THE "5TH GEN" EXPLORERS CAME OUT. I KNOW IT HAS BEEN BROUGHT TO THE ATTENTION OF NHTSA, AND I AM JUST REGISTERING MY COMPLAINT HOPING YOU CAN GET THE PROBLEM RESOLVED. THANK YOU. *TR GOLIAD TX Failure Date: 07/01/2014

9 10618575 2014 FORD EXPLORER Engine & Engine Cooling WHEN I LET OFF THE ACCELERATOR, AN EXHAUST SMELL FILLS THE CABIN. *TR TERRELL TX Failure Date: 07/01/2014

9 10628773 2014 FORD EXPLORER Engine & Engine Cooling AT FIRST THE ONLY TIME WE WOULD NOTICE EXHAUST ENTERING THE CABIN WAS AFTER HARD ACCELERATION. NOW IT SEEMS THAT A LOWER SPEEDS

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EXHAUST IS ENTERING REGARDLESS OF ACCELERATION LEVELS ON AN INTERMITTENT BASIS. *TR FREDONIA KS Failure Date: 07/01/2014

9 10671159 2014 FORD EXPLORER Engine & Engine Cooling UPON ACCELERATION EXHAUST ENTERS THE VEHICLE CABIN. SOMETIMES EXHAUST ENTERS THE VEHICLE CABIN WITHOUT ACCELERATION. I THOUGHT I HAD REPORTED THIS BEFORE. *TR FREDONIA KS Failure Date: 07/01/2014

9 10618335 2014 FORD EXPLORER Engine & Engine Cooling MY FAMILY HAS A 2013 AND 2014 FORD EXPLORER. BOTH OF THEM DELIVER A NOXIOUS ODOR INTO THE CABIN ON MEDIUM TO HARD ACCELERATION. THIS SEEMS TO BE A COMMON COMPLAINT WHEN I'VE SEARCHED FOR THE ISSUE ON THE INTERNET. *TR WILLIAMSPORT PA Failure Date: 06/24/2014

9 10605189 2014 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING THE CABIN OF MY FORD EXPLORER FILLS UP WITH EXHAUST. *TR GILBERT AZ Failure Date: 06/20/2014

9 10605966 2014 FORD EXPLORER Engine & Engine Cooling THE CAR REPEATEDLY FILLS WITH EXHAUST FUMES FOLLOWING HIGHER RPM'S JUST RETURNED FROM COLORADO MOUNTAINS. CLIMBING MOUNTAINS CAUSES HIGHER RPM'S AND IN THE PROCESS CAUSED THE CABIN TO FILL WITH EXHAUST FUMES. *TR GUTHRIE OK Failure Date: 06/16/2014

9 10605376 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES ENTER THE CABIN AREA REGULARLY WHEN THE SIR CONDITIONER IS IN RE-CIRCULATION MODE. THIS IS A SAFETY HAZARD FOR OUR BABY WHO WAS BORN PREMATURELY BUT HAS HAD TO BREATHE IN EXHAUST FUMES WHEN RIDING WITH US IN OUR BRAND NEW FORD EXPLORER. *TR SAN DIEGO CA Failure Date: 06/15/2014

9 10610102 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES ENTER THE CABIN THROUGH THE A/C VENTS INTERMITTENTLY. THE A/C CONTROLS MUST BE TURNED ON AND THE VEHICLE MUST BE

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ACCELERATING OR CLIMBING A HILL. IT LOADS THE CABIN HEAVILY AT TIMES WITH EXHAUST FUMES, BUT APPEARS TO CLEAR QUICKLY WHEN NORMAL OPERATION RESUMES. *TR WINKELMAN AZ Failure Date: 06/10/2014

9 10604940 2014 FORD EXPLORER Engine & Engine Cooling EVERY TIME THE SUV IS ACCELERATING OVER 3.4K RPMS FOR A DURATION OF GREATER THAN 3-5 SECONDS, THE AC SYSTEM FILLS THE CABIN WITH NAUSEATING GAS. THE SMELL HAS CHANGED OVER THE COURSE OF OWNERSHIP FROM BURNT HAIR SMELL, NOW TO A EXHAUST, ROTTEN EGG/ CARBON SMELL. OCCURS WITH AC SYSTEM OFF, OR ON INDEPENDENT OF FRESH AIR OR RECIRCULATE MODE. SMELL LINGERS FOR MINUTES AFTERWARDS. TAKEN TO DEALER BUT UNABLE TO REPLICATE PROBLEM. ALSO, THEY SAID THAT THE TSB FOR THE ISSUE DID NOT APPLY TO 2014 MODELS. I AM VERY CONCERNED THAT EXHAUST (CO) IS ENTERING THE VEHICLE AT HAZARDOUS LEVELS. *TR TAMPA FL Failure Date: 06/09/2014

9 10883142 2014 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING TO PASS ANOTHER VEHICLE, THE CAB OF MY VEHICLE FILLS WITH EXHAUST FUMES. THIS VEHICLE HAS BEEN BROUGHT TO THE DEALERSHIP FOR SERVICE REGARDING THIS ISSUE. THE DEALERSHIP WAS UNABLE TO SOLVE THE PROBLEM. THEY ALSO CLAIM THAT FORD DOES NOT KNOW HOW TO SOLVE THIS PROBLEM. I WAS ONLY TOLD TO KEEP CHECKING BACK WITH THEM TO SEE IF A SOLUTION TO THIS ISSUE HAS BECOME AVAILABLE. JEANERETTE LA Failure Date: 06/07/2014

9 10605403 2014 FORD EXPLORER Engine & Engine Cooling UPON CONSISTENT MODERATE TO HEAVY THROTTLE, THE CABIN FILLS WITH FUMES/ ODOR WHICH SMELLS LIKE A MIX OF EXHAUST AND BURNING/SMOLDERING PLASTIC OR EPOXY. IT IS STRONG, EASILY REPEATABLE AND HAPPENS ALL THE TIME WHILE TRAVELING UP LONG CONSISTENT GRADES ETC. DOES NOT HAPPEN IN EASY CITY DRIVING, MERGING ONTO AN EXPRESS WAY, IT

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HAPPENS NEARLY 100% OF THE TIME. *TR EMERYVILLE CA
Failure Date: 06/02/2014

9 10669298 2014 FORD EXPLORER Engine & Engine Cooling UPON
HARD ACCELERATION MY 2014 FORD EXPLORER HAS EXHAUST FUMES ENTER
INTO THE VEHICLE. I TESTED WITH BOTH THE AC ON RECIRC AND RECIRC OFF
AND IT HAPPENS EITHER WAY. I HAVE ALREADY HAD THE VEHICLE IN THE
FORD SHOP WITH THIS PROBLEM AND A TSB WAS PERFORMED WITH NO
IMPROVEMENTS. *JS DENTON TX Failure Date: 05/01/2014

9 10585780 2014 FORD EXPLORER Engine & Engine Cooling IT WAS
RAINING QUITE HEAVILY ALL DAY AND WAS RAINING WHEN THE MISFIRE
OCCURRED. THE VEHICLE WOULD BUCK AND JERK WHEN I TRIED TO
ACCELERATE. I HAD TO PULL OVER AND RESTART THE CAR AND THEN
FINALLY THE BLINKING ENGINE WENT AWAY. THE ENGINE ON THIS CAR IS A
TWIN TURBO 3.5L ECOBOOST. *JS DELRAN NJ Failure Date:
04/30/2014

9 10639579 2014 FORD EXPLORER Engine & Engine Cooling I GET A
FOUL ODOR IN THE CABIN ON HARD ACCELERATION. I TOOK IT TO THE DEALER
AND THEY DID A FIX BUT IT DID NOT HELP.THEY SAY THEY DON'T KNOW WHAT
TO DO, IT SMELLS LIKE EXHAUST IS ENTERING THE CABIN. HELP! MAKE FORD
FIX THIS .CAR WAS PURCHASE NEW AND I NOTICE THE PROBLEM ON THE WAY
HOME FROM THE DEALER. *TR ROBBINSVILLE NC Failure Date:
04/30/2014

9 10954594 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST
FUMES IN CABIN. ROBBINSVILLE NC Failure Date: 04/30/2014

9 10632986 2014 FORD EXPLORER Engine & Engine Cooling WHEN
ACCELERATING OR DOING FREEWAY SPEEDS THE SMELL OF EXHAUST
CIRCULATES THROUGHOUT THE CAR. IT IS SO BAD THAT WE HAVE TO ROLL
DOWN ALL THE WINDOWS. THIS HAS CAUSED DROWSINESS, HEADACHES AND
OUR YOUNG GRANDDAUGHTER TO HAVE AN ASTHMA ATTACK. THE VEHICLE

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HAS BEEN TAKEN TO 2 DIFFERENT DEALERSHIPS NUMEROUS TIMES AND THEY BOTH SAY THAT THERE IS NOTHING WRONG WITH THE VEHICLE AND THAT THE SMELL IS NOT ABNORMAL. THEY CLAIM THAT THE CAR IS NOT BROKEN IN YET AND THAT THE CATALYTIC CONVERTER NEEDS TO BURN OFF.

*TR ARCADIA CA Failure Date: 04/11/2014

9 10641511 2014 FORD EXPLORER Engine & Engine Cooling SINCE I'VE OWNED MY 2014 FORD EXPLORER FOR THE PAST SIX MONTHS I GET SULFUR SMELLING EXHAUST FUMES COMING FROM THE A/C VENTS WHEN QUICKLY ACCELERATING EVEN IF THE A/C IS IN RECIRC MODE AND EVEN WHEN THE FUEL TANK IS NOT FULL. IT IS DEFINITELY EXHAUST ODORS AND NOT FUEL ODORS. *TR AUSTIN TX Failure Date: 04/07/2014

9 10576912 2014 FORD EXPLORER Engine & Engine Cooling I AM PASTING FROM A PARTS OF A POST THAT I MADE ON 4/2/2014 @ 11:06AM AT WWW.BLUEOVALFORUMS.COM WITH THE TOPIC BEING: "MAJOR CONCERN/ ISSUE WITH 2014 FORD EXPLORER SPORT": THIS FOR THE 2014 FORD EXPLORER SPORT WITH V6 3.5L ECOBOOST (TWIN TURBO) MOTOR. ABOUT A MONTH AFTER OWNING IT, I WAS TRAVELING ON THE HIGHWAY....I WAS TRAVELING ABOUT 60MPHI SIGNALLED TO GET OVER AND GAVE IT GAS TO SPEED UP MODERATELY TO ABOUT 75MPH OR SO. WHEN I PRESSED ON THE GAS THE CAR BASICALLY ALMOST STALLED ON ME...IT WASN'T A TRANSMISSION TRYING TO THINK WHICH GEAR TO SHIFT INTO ISSUE, IT WAS A STRAIGHT CHOKING OF THE GAS AND STUTTERING/HESITATING UNTIL I LET OFF THE GAS 2 TIMES OR SO AND THEN PRESS DOWN ON THE GAS AGAIN AND IT TAKES OFF, BUT IT A NOTICEABLE LOSE OF POWER.THIS HAS HAPPENED NOW 4 TIMES WITH THIS PAST WEEKEND 3/30/2014 BEING THE MOST RECENT. HOWEVER THE HIGHWAY SPEED WAS THE ONLY HIGH SPEED INCIDENT. THE OTHER 3 TIMES THAT IT OCCURRED WERE ALL IN TOWN, ON ONE OF THEM I WAS MAKING A SIMPLE U-TURN FROM A STOP AND WHEN I PRESSED THE GAS (NOT HEAVILY) TO GET UP AND OUT OF THE TURN IT STALLED. THE OTHER TIME WAS PASSING TO ANOTHER LANE AND GIVING IT SOME GAS TO SPEED UP. THIS PAST SUNDAY I WAS TRAVELING ON A 2 LANE ROAD THEN CHANGES

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TO A 1 LANE ROAD APPROX. 100 YARDS AFTER THE STOP LIGHTS. I WAS STOPPED BEHIND A VEHICLE AND WHEN WE STARTED MOVING THE VEHICLE IN FRONT WAS ONLY GOING ABOUT 20-25MPH IN A 45MPH ZONE. SO I SIGNALLED AND SAW A VAN IN THE LANE ABOUT 100 YARDS BACK SO I PRESSED ON THE GAS TO GET SOME SPEED TO PASS HIM BEFORE THE LANE ENDED AND AGAIN NOTHING CRAZY JUST TO GET UP TO 45-50MPH OR SO AND THE DARN THING STALLED ON ME AGAIN! THE BIG CONCERN I HAVE NOW IS THAT THE FAMILY AND I ARE PLANNING ON A CROSS-COUNTRY ROAD TRIP THIS SUMMER FROM MAY 24-JUNE 10, 2014. *TR MANTECA CA Failure Date: 03/30/2014

9 11012002 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES CAN BE SMELLED WHEN WE START VEH. AND WHEN WE HAVE RAPID ACCELERATION. MENTIONED TO DEALER SEVERAL TIMES, WAS TOLD VERY FEW OTHERS HAVE HAD ISSUES AND NO RECALL FOR ITEM AS OF YET... THAT WAS LAST YEAR IN 2016. DATE BELOW ON WHEN IT HAPPENED WAS WHEN WE PURCHASED FROM DEALERSHIP NEW. COLLINSVILLE OK
Failure Date: 03/03/2014

9 10606369 2014 FORD EXPLORER Engine & Engine Cooling UNDER HARD ACCELERATION, WHEN TRYING TO MERGE WITH INTERSTATE TRAFFIC FOR EXAMPLE, THE CABIN IS FILLED WITH A SMELL OF BURNING OIL AND/OR EXHAUST. THIS HAS BEEN NOTICEABLE SINCE THE VEHICLE WAS PURCHASED NEW (PICKED UP WITH < 50 MILES ON THE ODOMETER) AND HAS NOT GOTTEN BETTER AFTER 4900 MILES. *TR POWELL TN Failure Date: 03/01/2014

9 10655265 2014 FORD EXPLORER Engine & Engine Cooling MY 2014 FORD EXPLORER WAS PURCHASED OFF THE SHOW ROOM FLOOR WITH NO TEST DRIVE. MY NORMAL DAILY DRIVE CONSIST OF 2 LANE SIDE ROADS. ON THE WEEKEND MY FAMILY AND I WILL TAKE THE INTERSTATE ROUTES. IN EARLY MARCH AS WE BEGAN OUR TRIP AND I ACCELERATED ONTO THE INTERSTATE THERE WAS A VERY HEAVY EXHAUST ODOR. THE ODOR WAS THICK ENOUGH THAT WE HAD TO LOWER EACH OF OUR WINDOWS. WE

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THOUGHT IT WAS STRANGE BUT PERHAPS JUST A ONE TIME OCCURRENCE BUT THAT WASN'T THE CASE. THE PROBLEM IS OCCURRING DURING HEAVY ACCELERATION ONLY, WITH NO AIR, WITH THE AIR CONDITIONING OR WITH THE HEAT ON. I HAVE TAKEN MY VEHICLE TO FORD 3 TIMES SINCE AUGUST 2014 FOR A TOTAL OF 26 DAYS IN THE SHOP IN HOPES OF GETTING THIS REPAIRED WITH NO LUCK. I DID HAVE A CASE OPEN WITH FORD CASE# [XXX] AND WAS TOLD LAST WEEK (11/13/14) BY CUSTOMER SERVICE PERSON "[XXX]" THAT MY CASE HAD BEEN CLOSED, REASON; "THE ODOR I AM EXPERIENCING IS NORMAL" I WAS NOT NOTIFIED BY FORD THAT THE CASE WAS BEING CLOSED NOR WAS THE DEALER WHERE I PURCHASED THE VEHICLE. I PLACED A CARBON MONOXIDE DETECTOR IN MY VEHICLE AND AFTER 3 TO 4 DAYS ON 11/01/14 RECEIVED A WARNING TO MOVE TO CLEAN AIR! MY VEHICLE IS UNDER FULL WARRANTY HOWEVER THAT IS USELESS AT THIS POINT. ON 11/15/14 I HAD TO TAKE A 6 HOUR ROUND TRIP WITH MY MOTHER, STEP FATHER AND MOTHER-IN-LAW WE HAD TO LOWER WITH WINDOW NO LESS THAN 8 TIMES DURING THE TRAVEL AND MY MOTHER HAD A VERY SICK HEADACHE AFTER THE TRIP. THIS PROBLEM IS REAL AND I HOPE YOU WILL GIVE IT THE TIME AND ATTENTION NEEDED TO MAKE SURE OTHER PEOPLE LIKE MYSELF AREN'T JUST BRUSHED OFF BY FORD. FORD HAS MY MONEY PAID IN FULL FOR A VEHICLE I AM FORCED TO DRIVE DAILY BECAUSE I HAVE NO OTHER TRANSPORTATION. AND YOU ASK DO I ALSO HAVE HEADACHES YES AND THEY ARE VERY REAL. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR

HARTFORD TN Failure Date: 03/01/2014

9 10595494 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST GAS IS GETTING INTO THE CABIN WHEN THE CAR ACCELERATES OVER 3200 TO 3500 RPM. FORD SAYS THAT THE GAS IS NOT EXHAUST GAS, BUT A STRONG ORDER THAT IS NOT HARMFUL. THEY WILL NOT TELL US WHAT CHEMICAL THE ORDER IS. WHEN I DROVE THE CAR I WAS EXPERIENCING ASTHMA AND HEART PALPITATIONS. THE DEALERSHIP FOUND THAT IT HAD THE 2013 EXPLORER PARTS IN IT AND CHANGED THEM OUT PER THE TSB 12-12-4. IT STILL DID NOT HELP. ANOTHER POST SAID THAT THEY DID USE A

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MONITOR IN THEIR CAR AND IT WAS EXHAUST. WHEN WE PASS A CAR OR FARM MACHINERY OR ENTER ONTO A FREEWAY, THE EXHAUST SMELL IS SUFFOCATING WHEN IT ENTERS THE CAR CABIN. MY FEAR IS THAT THE EXHAUST COULD BE COMING INTO THE CABIN ALL THE TIME, BUT WE CAN'T SMELL IT UNTIL IT GETS TO A CONCENTRATED LEVEL. FORD SAID THAT THE ENGINEERS ARE WORKING ON IT. SO I HAVE PURCHASED A \$45,000 VEHICLE THAT I CAN'T DRIVE. *TR PALACIOS TX Failure Date: 02/05/2014

9 11011168 2014 FORD EXPLORER Engine & Engine Cooling MY WIFE AND SON HAVE HAD FREQUENT HEADACHES AFTER DRIVING IN OUR VEHICLE FOR LONG PERIODS OF TIME. THIS HAS BEEN AN ISSUE FOR WELL OVER TWO YEARS. WE INITIALLY THOUGHT THEY WERE GETTING MOTION SICKNESS BUT AFTER FINDING OUT THAT THERE ARE SIGNIFICANT ISSUES WITH EXPLORERS AND EXHAUST FUMES THE PROBLEM IS LIKELY A RESULT OF EXHAUST FUMES IN THE VEHICLE. WE HAVE CONTINUOUSLY HAD A ROTTEN EGG SMELL COMING FROM THE VENT WHICH I ASSUMED THE A/C FILTERS NEEDED CHANGED. THE SMELL IS INSTANT UPON RUNNING THE A/C AND CONTINUOUS WHILE DRIVING THE VEHICLE. THE ODOR IS STRONGER AT THE BEGINNING BUT THIS COULD BE DUE TO ACCLIMATING TO THE SMELL WHILE DRIVING. I CHANGED ALL THE FILTERS IN THE VEHICLE AND SPRAYED THE VENT SYSTEM WITH AN ODOR TREATMENT BUT THE SMELL DIDN'T GO AWAY.

GUYTON GA Failure Date: 02/02/2014

9 10565379 2014 FORD EXPLORER Engine & Engine Cooling THE EXPLORER SPORT (V6 TWIN TURBO ECOBOOST) STARTED LEAKING SULFUROUS SMELLING VEHICLE EXHAUST FUMES (POSSIBLY CYANOTIC) INTO THE CAR WHICH MADE THE OCCUPANTS FEEL UNWELL . FORD HAVE A FIX THAT THEY DO NOT ADVISE CUSTOMERS ABOUT SO THE FUME ISSUE IS KNOWN TO THEM (TSB 12-12-4). THIS FIX HAS BEEN PERFORMED YET THE ODOR PERSISTS IN CERTAIN CIRCUMSTANCES. WE HAVE LITTLE CONFIDENCE THAT THE PROBLEM HAS BEEN PROPERLY RESOLVED AND WE HAVE LITTLE CONFIDENCE IN DRIVING A CAR WITH THIS TYPE OF FAULT. IT IS DISTURBING THAT OXIDES OF SULFUR AND HYDROGEN SULFIDE CAN ONLY BE SMELLED

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WITHIN CERTAIN CONCENTRATION LIMITS AND THAT THE "NOSE" BECOMES INSENSITIVE TO THEM AT HIGHER CONCENTRATIONS. OTHER PEOPLE ARE SUFFERING THE SAME PROBLEM AND I THINK IT S ONLY A MATTER OF TIME BEFORE A DRIVER BECOMES INCAPACITATED AND HAS A SERIOUS ACCIDENT. IF THIS HAS NOT ALREADY HAPPENED. MANY OTHER REPORTS OF THIS PROBLEM ON VARIOUS WEBSITES. *TR SUMAS WA Failure Date: 02/01/2014

9 10632709 2014 FORD EXPLORER Engine & Engine Cooling UPON HEAVY ACCELERATION (TO ENTER THE FREEWAY, FOR EXAMPLE) A STRONG ODOR OF EXHAUST FUMES ENTERS THE CABIN. IT IS NECESSARY TO OPEN A WINDOW IN ORDER TO BREATHE AGAIN! THIS OCCURS EVERY TIME UPON ENTERING THE FREEWAY, AND IF/WHEN PASSING ANOTHER VEHICLE ON THE HIGHWAY. *TR TULSA OK Failure Date: 01/08/2014

9 10680410 2014 FORD EXPLORER Engine & Engine Cooling A SULFUR SMELLING STENCH COMING THROUGH THE VENTILATION SYSTEM WHEN DRIVING OVER A HIGH RPM RATE. THE SMELL ENTERS THE CABIN EVEN WITH THE AC TURNED ON AND ALSO WHEN RECIRCULATION IS TURNED ON. I HAVE REPORTED TO THE DEALER AND THEY FOUND NOTHING WRONG. *TR SANTA ROSA CA Failure Date: 01/05/2014

9 11011261 2014 FORD EXPLORER Engine & Engine Cooling OUR '14 EXPLORER HAS CONSISTENTLY ALLOWED EXHAUST GAS TO ENTER THE PASSENGER COMPARTMENT UPON 1/2 TO FULL THROTTLE ACCELERATION. STILL UNDER WARRANTY, THE DEALERSHIP SAID THEY WOULD FIX IT FOR ABOUT \$800! THEY SAID IT WAS COMING FROM EXHAUST ENTERING THE REAR AC. AC ON OR OFF MAKES NO DIFFERENCE. FREDERICKSBURG TX Failure Date: 01/01/2014

9 10648221 2014 FORD EXPLORER Engine & Engine Cooling DURING HARD ACCELERATION, A "SMELL" ENTERS THE INTERIOR OF THE CAR. THE "SMELL" IS OF SULFUR OR ROTTEN EGGS. THE SMELL IS DEFINITELY COMING FROM THE EXHAUST. FORD ACKNOWLEDGED THE PROBLEM AND

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PERFORMED A TSB TO FIX. THE TSB DID NOT FIX THE PROBLEM, AND THE DEALERSHIP SAYS THEY HAVE TO WAIT FOR AN ENGINEER. SERVICE MANAGER SAYS THERE IS ONLY 1 FORD ENGINEER FOR ALL OF SOUTH TEXAS.

*TR SUGAR LAND TX Failure Date: 12/31/2013

9 10551743 2014 FORDEXPLOER Engine & Engine Cooling WITHIN 24 HRS. OF PURCHASE, DRIVING ON EVEN ROAD DRY CONDITIONS APPROX. 40 MPH ENGINE SHUT OFF WHILE IN MOTION NO HESITATION NO BUCKING JUST SHUT OFF. PULLED OFF SIDE OF ROAD RESTARTED OK TOOK TO DEALER (JACK BYRNE FORD) NO CODE NO IDEA WHAT CAUSED IT, COULD NOT GET TO REPEAT . THIS VEHICLE IS PRIMARILY DRIVEN ON THE HIGHWAY WE ARE DEATHLY AFRAID THAT THIS WILL HAPPEN AGAIN AT A HIGHER SPEED AND WILL RESULT IN A REAR END COLLISION. SPOKE TO THE SR. REGIONAL CUSTOMER SERVICE MANAGER FOR NY/NJ. SHE STATES THAT THE DEALER LOOKED VEHICLE OVER AND COULD NOT FIND PROBLEM NOR COULD THEY REPEAT IT NO CODE SHE COULD NOT STATE THE VEHICLE IS SAFE TO DRIVE JUST THAT THE DEALER COULDN'T FIND ANYTHING AND ITS READY TO BE PICKED UP AT DEALERSHIP. *TR MALTA NY Failure Date: 11/05/2013

9 10643273 2014 FORDEXPLOER Engine & Engine Cooling WHEN ACCELERATING TO PASS A DANGEROUS TRUCK (58 MPH) STRONG FUMES COMES INSIDE THE CABIN, ACCELERATION TOOK 8 SECONDS, INSTANTLY WE START COUGHING AND GET WATERY EYES, OUR YEAR OLD BABY START CRYING SHOWING SYMPTOMS OF DISTRESS, WE TELL THIS TO SALES PERSON, WHICH QUICKLY TOLD US THE STORY THAT THIS HAPPENS WITH NEW CARS.. SUPPOSEDLY NEW ENGINES SHOULD NOT BE HIGHLY ACCELERATED. NAIVELY WE BELIEVE THIS AND DECIDE TO GIVE IT A FEW DAYS->¶ DAY BECOME MONTHS AND PROBLEM GOT WORST, AFTER FEW MONTHS WE DECIDE TO TAKE THE CAR IN FOR SERVICE, UNFORTUNATELY FORD FROM FIRST DAY TREAT US LIKE IF WE WERE INVENTING THE MATTER, AND MAKE MY WIFE LOOK LIKE IF SHE WERE CRAZY, THE WORST PART IS THAT THEY KNOW THAT CAR HAS THE DEFECT AS PREVIOUS GENERATIONS

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HAS THE SAME PROBLEM(FORDTECHNICAL BULLETIN CONFIRM THIS).WE CONTINUE TO FOLLOW THE REGULAR PROCEDURE AND WENT TO THE DEALERSHIP ASKING THEM TO FIX THE PROBLEM,THEY ONLY SHOW THEY WERE CLUELESS ABOUT IT AND AFTER MORE THAN SEVEN TIMES LEAVING THE CAR THERE THEY SAY THERE -??S NOTHING THEY CAN DO ABOUT IT. WE CONTACT FORD MANUFACTURER DIRECTLY,WHICH MAKE US GO THROUGH A LONG PROCESS OF VERIFYING BACK AND FORWARD, AND AT THE END AN -??ENGINEER-?? SEND ESPECIALLY DIRECTLY FROM FORD TO THE DEALERSHIP TELL US PRACTICALLY THAT JUST DON-??T ACCELERATE TO AVOID THIS !!!!!.WE TOOK THE CAR TO SPECIALIST THAT MEASURED CO WITH A PROFESSIONAL TOOL THAT SHOW MORE THAN 140 PART PER MILLION!!!!.THIS IS SERIOUS PROBLEM THAT FORD SHOULD BE RESPONSIBLE FOR IT, MY FAMILY HAS BEEN SICK WITH FLUE LIKE SYMPTOMS FOR A LONG TIME, MY WIFE EXPERIENCED A VERY LONG LASTING COUGH THAT ONLY START GETTING BETTER AFTER FORCEFULLY I HAVE TO GET HER ANOTHER CAR AS I COULD NO LONGER EXPOSE MY FAMILY TO MORE OF THIS DANGERS. I REQUEST TO FORD TO REPLACE THE CAR AND THEY DENIED MY REQUEST I BELIEVE NHTSA SHOULD STEP UP ON TO THIS AND PROTECT THE CONSUMERS, THANKS *TR HIALEAH FL Failure Date: 10/31/2013

9 10653896 2014 FORD EXPLORER Engine & Engine Cooling I HAVE EXPERIENCED A BURNING SMELL ENTERING THE CABIN AREA WHEN ACCELERATING TO PASS A VEHICLE AND WHEN CLIMBING A HILL. ALSO HAVE HAD A "SOUR" SMELL LIKE SOURED CLOTHING FROM AC WHEN I START MY VEHICLE. I DID ASK A SERVICE MANAGER ABOUT THE "SOUR" SMELL AND HE SAID HE NEVER HEARD OF IT, NOT A BIG HELP. *TR MAGNOLIA TX Failure Date: 10/19/2013

9 10608596 2014 FORD EXPLORER Engine & Engine Cooling WHEN DRIVING MY 2014 FORD EXPLORER AT ANY SPEED AND ON ANY TERRAIN, THE EXHAUST FUMES ENTER INTO THE CABIN OF THE VEHICLE. THE ODOR IS EXTREME, CAUSES HEADACHES, NAUSEA, AND TENDS TO BURN MY EYES AS WELL AS MY GRANDDAUGHTER, WHO IS WITH ME MOST OF THE TIME.

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BECAUSE THERE HAVE NOT BEEN ENOUGH PEOPLE COMPLAIN OF THIS PROBLEM, AND BECAUSE FORD HAS NOT RECOGNIZED THAT THERE IS A PROBLEM, MY DEALER WAS NOT GOING TO ATTEMPT TO FIX THE PROBLEM. FINALLY THEY HAVE AGREED TO SPRAY THE UNDER PART OF THE EXHAUST WITH A RUBBERIZED SEALANT THAT WAS USED ON THE 2013 MODELS FOR THE SAME PROBLEM. IF THIS DOES NOT WORK, WHICH I HAVE READ WAS NOT SUCCESSFUL ON THE 2013 , I DON'T KNOW WHAT TO DO. THE EXHAUST ORDER IS HORRID AND I FEAR THE HEALTH IMPLICATIONS THAT MAY ARISE.

*JS GILBERT WV Failure Date: 10/15/2013

9 10712975 2014 FORD EXPLORER Engine & Engine Cooling THE EXHAUST SEEMS TO BE ENTERING THE CABIN THROUGH THE AC VENTS. WE TOOK THIS BACK TO FORD AS WE BOUGHT IT NEW AND THEY STATED AT FIRST IT WAS JUST STICKERS BURNING OFF. THEN I TOOK IT BACK AGAIN AND MADE A MANAGER TO RIDE WITH ME. HE STATED IT WAS NOT NORMAL AND WE LEFT IT THERE. THEY STATED THEY REPLACED SOME PARTS A REROUTED SOMETHING. SEEMED TO BE VERY CONFUSED ON WHAT THEY DID. THE SMELL NEVER REALLY WENT AWAY AND NOT THAT IT HAS 20,000 MILES SEEMS TO BE GETTING WORST. MY WIFE IS PREGNANT NOW AND ITS HER DAILY DRIVER. I WOULD JUST TAKE IT BACK AND TRADE IT IN BUT I WILL LOSE SO MUCH IN TRADE!! I JUST THINK THIS IS VERY DANGEROUS AND I AM WORRIED FOR MY WIFE AND FUTURE BABY. *TR AMARILLO TX Failure Date: 10/01/2013

9 10605459 2014 FORD EXPLORER Engine & Engine Cooling WAS ACCELERATING ON THE INTERSTATE AND A VERY FOUL ODOR, LIKE EXHAUST ENTERED THE CABIN OF THE VEHICLE. THIS HAS HAPPENED ON MANY OCCASIONS, WITH THE WINDOWS UP AND DOWN, AC OFF AND ON, HEAT OFF AND ON, GOING 10MPH AND GOING 60MPH, DURING HARD ACCELERATION AND DURING MODERATE ACCELERATION. *TR BOISE ID Failure Date: 09/30/2013

9 10617594 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. WHILE DRIVING 70 MPH, EXHAUST

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FUMES ENTERED THE CABIN OF THE VEHICLE THROUGH THE AIR CONDITIONING VENTS. THE EXHAUST FUMES WERE THE STRONGEST AT 60 MPH OR HIGHER. THE CONTACT HAD TO REDUCE THE VEHICLE'S SPEED AND OPEN ALL OF THE WINDOWS IN ORDER TO RELEASE THE FUMES. THE FAILURE OCCURRED CONSTANTLY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 600.

UPDATED 10/03/14*LJ UPDATED 3/10/15 *JS QUBA AL Failure Date:
09/12/2013

9 10954610 2014 FORD EXPLORER Engine & Engine Cooling UPON
EXCELERATION, A ROTTEN EGG TYPE ORDOR IS EVIDENT.
 NAPLES FL Failure Date: 08/15/2013

9 10536610 2014 FORD EXPLORER Engine & Engine Cooling EXHAUST
SMELL COMING OUT FROM AIR CONDITIONER SYSTEM AT HIGH RPMS (ABOUT
3500). *TR BROOKLYN NY Failure Date: 08/10/2013

9 10533188 2014 FORD EXPLORER Engine & Engine Cooling I BOUGHT
MY FORD EXPLORER 2014 ON JULY 1ST 2013. ON AUGUST 1ST, 2013, MY CAR
DID NOT MOVE FORWARD WHILE I STARTED THE CAR AND PUT IT TO 'D' (DRIVE)
IN A PARKING LOT. INSTEAD, THE CAR WENT BACKWARDS WHILE I STEPPED
ON GAS. I WAS VERY CONFUSED, AND THOUGHT IT WAS MY ILLUSION. SO I
STEPPED ON BRAKE AND CHECKED THE DRIVE PANEL, THE LIGHT FOR 'D' IS
ON. THEN I SWITCH TO 'P' AND AFTER A FEW SECONDS PUT TO 'D' AGAIN.
HOWEVER, MY CAR STILL WENT BACKWARD AND MY REAR BUMP HIT THE
FRONT BUMPER OF ANOTHER CAR WHICH PARK BEHIND MINE. THEN I GOT
CONFIRMED THAT MY CAR WAS MALFUNCTIONING. I WAS 100% SURE THAT
THE GEAR OF MY CAR WAS IN 'D', SINCE I DID NOT SEE THE BACK UP MIRROR
ON FROM THE LCD DISPLAY, AND THE INDICATING LIGHT OF THE GEAR WAS 'D'.
AND MY CORPORATE PARKING LOT IS VERY FLAT. AFTER THAT, I TURNED
OFF MY EXPLORER, AND WENT OUT TO CHECK IF THERE IS DAMAGE TO THE
CAR THAT I HIT. THEN I RESTART MY EXPLORER, PUT GEAR SHIFT IN 'D' AND IT
WENT BACK TO NORMAL. I COULD NOT BELIEVE IT HAPPENED TO MY NEW
C AR PURCHASED ONLY ABOUT A MONTH. THIS PROBLEM MADE ME

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PANIC. WHAT IF THE PROBLEM HAPPENED AGAIN IN A BUSY STREET? WHAT IF THERE ARE PEDESTRIANS IN THE PARKING LOT WHEN MY CAR WAS MOVING BACKWARD BUT IT SUPPOSES TO GO FORWARD? I HOPE SOME AUTHORITIES COULD HELP INVESTIGATE THE PROBLEM, AND ALERT THE MANUFACTURE AND OTHER OWNERS FOR SIMILAR QUESTIONS. *TR

LIVINGSTON NJ Failure Date: 08/01/2013

9 10990543 2014 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2014 FORD EXPLORER. THE CONTACT STATED THAT THE EXHAUST SYSTEM FAILED CAUSING THE FUMES TO PENETRATE THROUGH THE VENTS WHILE THE DEFROST SYSTEM OR THE HEATHER WAS ACTIVATED. THE VEHICLE WAS TAKEN TO THE DEALER TO HAVE A DIAGNOSTIC PERFORMED. THE DEALER ADVISED THAT THE EXHAUST SYSTEM LINING AND VALVE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 26,000. KITTERY ME

Failure Date: 08/01/2013

9 10954566 2014 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING VEHICLE WITH THE AC ON, AND IN INTERNAL AIR MODE, THERE IS A SMELL LIKE BURNT RUBBER, OR FUMES THAT FILL THE ENTIRE CAR. I HAVE TO AVOID ACCELERATING TOO FAST, OR TURN OFF THE AC BEFORE HAND TO PREVENT FUMES FROM ENTERING CAR. THIS HAS BEEN HAPPENING SINCE I PURCHASED THE CAR IN 2013. I THOUGHT IT WAS JUST CAUSE IT WAS NEW, BUT AS IT'S STILL HAPPENING, AND OTHERS ARE HAVING THIS SAME PROBLEM, I AM REPORTING IT. MARICOPA AZ Failure Date: 07/15/2013