

NHTSA Consumer Complaints as of April 27, 2018

7 11085078 2017 FORD EXPLORER Engine & Engine Cooling STRONG BURNING SMELL INSIDE OF VEHICLE WHEN ACCELERATING. THE SMELL IS SO STRONG IT WILL MAKE YOU NAUSEOUS, REQUIRING ME TO PULL OVER AND EXIT THE VEHICLE. I REPORTED THE PROBLEM TO THE DEALERSHIP AND WAS ADVISED IT WAS THE UNDERCARRIAGE COATING BURNING OFF. I AM NOW AT 5500 MILES ON MY VEHICLE AND THE SMELL CONTINUES TO PERSIST. THE DEALERSHIP AND FORD MOTOR HAVE NOT BEEN HELPFUL IN RECTIFYING THIS PROBLEM OR FINDING THE CAUSE OF THE SMELL. THE PROBLEM OCCURS EVERY TIME I HAVE TO ACCELERATE, ON A DAILY BASIS.

ROSSVILLE GA Failure Date: 04/14/2018

7 11084028 2017 FORD EXPLORER Engine & Engine Cooling VEHICLE SURGE ON FIRST ACCELERATION AFTER STARTING THE ENGINE. SURGE - THE VEHICLE EXPERIENCES AN ACCELERATING LUNGE FORWARD AND THEN STOPS FOR ABOUT TWO OR THREE CYCLES (STOP/START, STOP/START ETC.) IT IS UNEXPECTED AND UNCONTROLLABLE UNTIL IT SUBSIDES WITHIN 20 TO 30 FEET. THE DEGREE OF THE UNEXPECTED ACCELERATION IS EXCESSIVE WHEN COMPARED TO THE SLIGHT APPLICATION OF THE GAS PEDAL CONDITIONS - HAPPENS ONLY AFTER THE FIRST STARTUP OF THE ENGINE, IN WARMER WEATHER WHEN THE "CHOKE" IS NOT REQUIRED. EXAMPLE: START ENGINE, BACK OUT OF GARAGE, PLACE IN FIRST GEAR, ACCELERATE SLOWLY FOR THE FIRST TIME. THIS IS WHEN THE SURGE IS EXPERIENCE. IT DOES NOT HAPPEN WITH EVERY STOP/START CYCLE DURING NORMAL DRIVING, LIKE STOPPING AT A TRAFFIC LIGHT. IT HAPPENS ONLY AFTER STARTING THE ENGINE, AND GOING FORWARD FOR THE FIRST TIME. THE PRIMARY PROBLEM IS THE DEGREE OF THE UNCONTROLLED, OSCILLATING ACCELERATION RELATIVE TO THE SLIGHT AMOUNT THAT THE GAS PEDAL IS APPLIED. IT IS NOT ABOUT AN OVERLY SENSITIVE ACCELERATOR PEDAL. IT ABOUT THE ENGINE SURGING, THEN DYING OFF, THEN SURGING AGAIN.

HONOR MI Failure Date: 03/23/2018

7 11062345 2017 FORD EXPLORER Engine & Engine Cooling THERE'S EXHAUST FUME IN THE CABIN MY WIFE HAS SUFFERED SEVERE HEADACHE

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AFTER 60 MINS OF DRIVING INCLUDED MY 20MONTHS OLD BABY. MY CAR HAS ALREADY BEEN REPAIRED ONCE AND IS IN THE SHOP AGAIN BECAUSE I LEFT A CO2 SENORS IN BACK SEAT AND HAS GONE OFF MULTIPLE TIMES. FORD IS NOT BEING VERY HELPFUL BECAUSE I DONØT WANT THE CAR ANYMORE. IT IS A HUGE SAFETY CONCERN AND I DONØT WANT MY WIFE AND TODDLER IN THE VEHICLE AT ALL. WHITE PLAINS NY Failure Date: 01/12/2018

7 11065604 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING AT ANY SPEED, THE CONTACT FELT NAUSEATED, ESPECIALLY WHEN THE HEATER WAS ACTIVATED. THE CONTACT DID NOT PERCEIVE AN ODOR INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO MATTHEW'S FORD NEWARK (500 HEBRON RD, NEWARK, OH 43056) AND THE HEATER SOFTWARE WAS REPROGRAMMED. THE FAILURE RECURRED AND WAS NOT REMEDIED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 250. NEWARK OH Failure Date: 01/02/2018

7 11062111 2017 FORD EXPLORER Engine & Engine Cooling FAILED TO ACCELERATE FROM STOP. TUPELO MS Failure Date: 12/29/2017

7 11057272 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING AT 30 MPH, THERE WAS A STRONG ODOR COMING FROM INSIDE THE VEHICLE. THE FAILURE OCCURRED WITHOUT WARNING. THE FAILURE CAUSED THE CONTACT TO SUSTAIN A HEADACHE, DIZZINESS, EYES WATERED, LIPS DRIED AND HAD CHEST PAIN THAT REQUIRED NO MEDICAL ATTENTION. THE VEHICLE WAS TAKEN TO THE LASCO FORD DEALER LOCATED AT 2525 OWEN RD, FENTON, MI 48430 WHERE IT WAS DIAGNOSED THAT THE INSULATE 05 AND THE VALVE A009 NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT CONTACTED AND WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2,000. FLINT MI Failure Date: 12/21/2017

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7 11062222 2017 FORD EXPLORER Engine & Engine Cooling MY WIFE WAS INVOLVED IN AN ACCIDENT ON ICY ROADS ON DECEMBER 5. SHE WAS DRIVING OUR 2017 FORD EXPLORER WHICH WE HAD PURCHASED ON MAY 31, 2017. SHE WAS STOPPED AT A RED LIGHT ON A COUNTRY HIGHWAY AND HEADED NORTH. THE LIGHT TURNED GREEN AND SHE HAD JUST GOTTEN THROUGH THE INTERSECTION WHEN A VEHICLE THAT WAS HEADING SOUTH, LOST CONTROL AND HIT HER HEAD-ON. THE ATTACHED PICTURE SHOWS THE AMOUNT OF DAMAGE SUSTAINED ON THE FRONT END OF THE VEHICLE. BEYOND THIS DAMAGE, THE IMPACT WAS STRONG ENOUGH THAT A MOTOR MOUNT MOUNTING PIN WAS SHEARED CLEAN OFF THE MOTOR AS WAS THE COVER ON THE TIMING BELT. THE REBAR IN FRONT OF THE RADIATOR WAS SNAPPED COMPLETELY IN HALF. ALL THIS DAMAGE...AND THE AND AIRBAGS DID NOT DEPLOY. THERE WAS SUFFICIENT DAMAGE THAT THIS \$50,000+ VEHICLE WAS CONSIDERED A TOTAL LOSS. I'VE CONTACTED THE FORD DEALERSHIP IN SIOUX FALLS, SD WHERE WE BOUGHT THE VEHICLE. AS SOON AS I MENTIONED AIRBAGS, THEY SAID THEY WOULD NOT ADDRESS OR COMMENT ON ANY ADDITIONAL QUESTIONS I RAISED ABOUT THE VEHICLE SAFETY FEATURES. I'VE CONTACTED FORD MOTOR COMPANY DIRECT. SAME STORY. AS SOON AS THE SUBJECT OF AIRBAGS WAS LOCKED FIRMLY IN THE MIND OF THE LADY I WAS TALKING WITH, SHE PROCEEDED WITH ABOUT TEN MINUTES OF QUESTIONS. AFTER SPENDING PROBABLY 20 MINUTES ON THE PHONE WITH THIS LADY, ALL I GOT WAS, "YOU NOW HAVE A CASE NUMBER IN OUR SYSTEM." WHEN I ASKED ABOUT GETTING ANY FOLLOWUP CORRESPONDENCE, I WAS TOLD, "ALL FUTURE CORRESPONDENCE WILL BE BETWEEN THE INSURANCE COMPANY AND FORD MOTOR COMPANY." AND, I'VE HEARD NOTHING SINCE. BECAUSE MY WIFE WAS NOT AT FAULT IN THIS ACCIDENT, WE ARE DEALING WITH THE OTHER DRIVER'S INSURANCE COMPANY (FARM BUREAU) AND GETTING TREATED LIKE WE WERE THE PERPETRATORS INSTEAD OF THE VICTIMS. HARRISBURG SD

Failure Date: 12/05/2017

7 11082688 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING VARIOUS HIGH

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SPEEDS OR WHILE THE VEHICLE WAS IDLING, THERE WAS A ROTTEN EGG ODOR ENTERING THROUGH THE VENTS OF THE VEHICLE. THE ODOR WAS PRESENT WHILE THE AIR CONDITIONER WAS IN USE. THE CONTACT STATED THAT THE FOUR OCCUPANTS IN THE VEHICLE EXPERIENCED BREATHING DIFFICULTY, LIGHT HEADACHES, NAUSEA, AND BLURRED VISION, WHICH REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TAKEN TO GRIECO FORD (3000 S FEDERAL HWY, DELRAY BEACH, FL 33483), BUT THE CAUSE OF THE FAILURE WAS UNDETERMINED. THE DEALER STATED THAT THE ODOR FAILURE WAS RELEVANT TO POLICE VEHICLES AND NOT NON-POLICE SUVs. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 9,000. BOYNTON BEACH

FL Failure Date: 11/28/2017

7 11067268 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 30 MPH, THE CONTACT HEARD AN EXPLOSION COMING FROM THE FRONT PASSENGER SIDE OF THE VEHICLE. THE VEHICLE THEN STALLED WITHOUT WARNING. IN ADDITION, THE FRONT PASSENGER SIDE CONTROL ARM DETACHED, WHICH CAUSED THE PASSENGER TIRE TO EXPLODE. THE VEHICLE WAS TOWED TO A TOWING LOT. THE VEHICLE WAS LATER TAKEN TO PENSKE FORD COLLISION CENTER (8970 LA MESA BLVD, LA MESA, CA 91942, (619) 464-7777) WHERE IT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THEY WERE NOT RESPONSIBLE FOR THE FAILURE AND ADVISED THE CONTACT TO "WORK IT OUT THE BEST HE COULD". NO FURTHER ASSISTANCE WAS OFFERED. THE APPROXIMATE FAILURE MILEAGE WAS 11,000. SAN DIEGO CA

Failure Date: 11/27/2017

7 11047666 2017 FORD EXPLORER Engine & Engine Cooling THERE'S EXHAUST FUME IN THE CABIN AFTER HARD ACCELERATION(RPM WAS AROUND 5000). AND MY FAMILY SUFFERED A SEVERE HEADACHE AFTER 90 MINUTES DRIVING INCLUDED MY 12 MONTHS OLD BABY. MY CAR HAS ALREADY BEEN

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REPAIRED TWICE IN FORD, BUT IT HAS NOT BEEN RESOLVED.

BUENA PARK CA Failure Date: 11/18/2017

7 11045323 2017 FORDE EXPLORER Engine & Engine Cooling I BOUGHT A 2017 FORD EXPLORER FOR MY DAUGHTER TO DRIVE BACK AND FORTH TO COLLEGE. SHE HAS BEEN EXPERIENCING DIZZINESS, HEADACHES AND NEARLY PASSED OUT AFTER DRIVING THE VEHICLE. WHEN I GET IN THE VEHICLE AND START IT UP, IT SMELLS LIKE EXHAUST INSIDE THE VEHICLE. THERE IS OBVIOUSLY A PROBLEM. OWENS CROSS ROADS AL

Failure Date: 11/10/2017

7 11039479 2017 FORDE EXPLORER Engine & Engine Cooling DRIVING DOWN A DIRT TRAIL FROM A MOUNTAIN OUTLOOK THE CARS ELECTRICAL SHUT OFF. WE HAD NO CONTROL OF BRAKES, OR ANYTHING BUT STEERING. NOT TO MENTION WE WERE PICKING UP MAJOR SPEED DOWN A MOUNTAIN, AND BOUNCING EVERYWHERE. WE HAD TO SWERVE BACK AND FORTH, HITTING BUSHES AND SEMI DRIVING UP THE SIDE OF THE MOUNTAIN TO TRY AND SLOW DOWN. OUR WHOLE FAMILY WAS IN THE CAR, INCLUDING A TWO MONTH OLD AND A THREE YEAR OLD. THE ONLY WAY WE GOT IT TO WORK AGAIN WAS SLAMMING THE SHIFTER INTO NEUTRAL AND THEN PUSHING THE RESTART BUTTON, BUT IT WAS PROBABLY JUST OUR PRAYERS THAT GOT THE CAR TO TURN BACK ON AND GIVE US BRAKE CONTROL AGAIN. I'M AFRAID TO DRIVE MY CAR IN FEAR OF IT HAPPENING AGAIN. SARATOGA

SPRINGS UT Failure Date: 10/22/2017

7 11034464 2017 FORDE EXPLORER Engine & Engine Cooling EXHAUST CAN BE EASILY SMELLED WHEN ACCELERATING, POSSIBLY INDICATING A LEAK OF CARBON MONOXIDE INTO THE CABIN. FAYETTEVILLE AR

Failure Date: 10/17/2017

7 11083128 2017 FORDE EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, EXHAUST FUMES EMITTED INTO THE CABIN OF THE VEHICLE. THE FUMES CAUSED THE CONTACT'S CHILDREN TO BECOME NAUSEOUS AND VOMIT. THE

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CONTACT WAS CONCERNED FOR THE SAFETY OF HIS CHILDREN. THE CONTACT CALLED ROD BAKER FORD AT (877) 222-7336 (LOCATED AT 16101 S LINCOLN HWY, PLAINFIELD, IL 60586) WHERE AN APPOINTMENT WAS SCHEDULED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 6,310. ROMEDEVILLE IL Failure Date: 10/03/2017

7 11024935 2017 FORD EXPLORER Engine & Engine Cooling 2017 FORD EXPLORER SPORT. 3.5 ECOBOOST. WHEN ACCELERATING 3/4 OR MORE ON THE PEDAL. DOES NOT SMELL SO MUCH AS EXHAUST AS IT DOES SULFUR AND BAD EGG SMELL. ONLY WAY TO GET THE SMELL OUT OF VEHICAL IS TO TURN AIR OFF AND ROLL WINDOWS DOWN. SEEMS WORSE WHEN AIR CONDITIONING IS ON THAN THE HEAT. PASSENGERS USUALLY GET IT WORSE THAN DRIVER.. AT LEAST THAT'S MY EXPERIENCE, OR THAT IS THE SIDE WITH THE PROBLEM. I WAS READING ON WEBSITES BEFORE ALL THESE CLAIMS WERE BROUGHT UP AND I KEPT COMING TO THE CONCLUSION FROM READING UP WHAT COMPLAINTS I FOUND, IT WAS THAT THE TWIN TURBOS HAD A LOT OF BLOW BACK AND IT WAS ONLY THE ECOBOOST MOTORS. NOW I NOW DIFFER AND THERE IS A CURIOUS PROBLEM AND I OWE A SMALL FORTUNE ON A VEHICAL THAT'S NOT SAFE TO DRIVE AND ALSO WITH A FAMILY OF 5. DOES NOT HAVE PROBLEM AT IDLE OR IF DRIVIN GENTLY.CAN DO IT AT LOW SPEEDS OR HIGH SPEEDS. JUST GIVE IT HALF OR MORE PEDDLE AND YOU WILL SMELL IT. WHAT DO I DO. THANKS. SCOTT EBERLE WENTZVILLE MO Failure Date: 09/21/2017

7 11022227 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES FILL THE CABIN OF VEHICLE DURING HEAVY ACCELERATION. USUALLY CAUSES HEADACHE. DEALER CONFIRMED ISSUE. DEALER ADVISES FORD HAS ISSUED A TSB BUT THE PARTS HAVE BEEN RECALLED FOR MONTHS SO NO REPAIR IS ABLE TO BE COMPLETED AT THIS TIME. HERMITAGE TN Failure Date: 09/04/2017

7 11034351 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE THE VEHICLE WAS

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STATIONARY AND WHILE DRIVING VARIOUS HIGH SPEEDS, EXHAUST FUMES ENTERED INTO THE CABIN OF THE VEHICLE. WHEN THE HEATER AND AIR CONDITIONER WERE ACTIVATED, THE ODOR OF EXHAUST FUMES ENTERED THROUGH THE VENTILATION SYSTEM. THE CONTACT SUFFERED HEADACHES FROM EXPOSURE TO THE FUMES. CRAIN FORD IN LITTLE ROCK, ARKANSAS, 72210 REPLACED A GASKET AND SEALED THE VEHICLE (EXACT REPAIRS UNKNOWN), BUT THE FAILURE RECURRED. THE DEALER REFERRED THE CONTACT TO THE MANUFACTURER. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND PROVIDED THE CONTACT WITH CASE NUMBER: CAS-13337847. THE FAILURE MILEAGE WAS APPROXIMATELY 9,000.

BENTON AR Failure Date: 09/01/2017

7 11019909 2017 FORD EXPLORER Engine & Engine Cooling I RENTED THE REFERENCED VEHICLE FROM ENTERPRISE RENTAL CAR FOR 1 WEEK. DROVE APPROXIMATELY 2000 MILES. THIS 2017 VEHICLE HAD APPROXIMATELY 20,000 MILES ON THE ODOMETER WHEN I RENTED IT. I BELIEVE THAT THE ENGINE WAS THE 3.5 LITER VERSION. EVERY TIME I ACCELERATED HARD, SUCH AS ENTERING ON THE INTERSTATE, I COULD SUBSEQUENTLY SMELL A VERY STRONG EXHAUST SMELL IN THE INTERIOR OF THE SUV. I ALSO NOTICED WHEN I RENTED THE VEHICLE THAT ALL THE WINDOWS AND SURFACES HAD A FILM ON THEM - PERHAPS RESIDUE FROM EXHAUST GASES. I AM A 54 YEAR OLD RETIRED ENGINEER AND HAVE OWNED AND RENTED OVER 25 VEHICLES IN MY LIFETIME AND FIND WHAT I EXPERIENCED WITH THE EXPLORER TO BE VERY UNUSUAL. I ALSO FOUND THAT I WAS SLEEPYER THAN NORMAL WHEN DRIVING PERHAPS DUE TO CO2 EXPOSURE. ALL OF MY PASSENGERS ALSO EXPERIENCED UNUSUAL SLEEPINESS. THE EXHAUST SMELL IN THE INTERIOR WAS UNDENIABLE. I FIND IT VERY DISTURBING THAT FORD IS TRYING TO EXPLAIN THIS AS A PROBLEM WITH ONLY THE POLICE INTERCEPTOR EXPLORERS DUE TO AFTER MARKET MODIFICATIONS. MY EXPERIENCE INDICATES THAT THIS IS A COMPLETELY FALSE AND MISLEADING EXPLANATION. I AM VERY PLEASED TO SEE THAT THE NHTSA IS DOING AN EA ON THE PROBLEM. FORD HAS IGNORED THIS PROBLEM FOR YEARS AND THE PROBLEM IS VERY REAL. I WAS CONSIDERING

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BUYING THE EXPLORER WHICH WAS ONE REASON I RENTED THE VEHICLE AND FROM MY EXPERIENCE I WILL NOT TOUCH THIS VEHICLE AND WILL NOT BE PURCHASING ONE. PLEASE DO YOUR DUE DILIGENCE REGARDING THIS PROBLEM AND I HOPE TO SEE THAT THIS EVENTUALLY LEADS TO A OVERALL RECALL OF ALL AFFECTED EXPLORERS. THANK YOU. DEBARY FL

Failure Date: 08/20/2017

7 11015760 2017 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE DETECTED IN PASSENGER CABIN - AFTER READING STORIES ABOUT POSSIBLE PROBLEMS WITH CARBON MONOXIDE (CO) IN 2016 FORD EXPLORERS IN MID JULY 2017 I PURCHASED A KIDDE BATTERY POWERED CO DETECTOR AND INSTALLED IT IN THE REAR AREA OF THE PASSENGER COMPARTMENT. IT HAD NOT ALARMED UNTIL WE WERE TRAVELING FROM SENECA, SC TO INDIANAPOLIS, IN. WE WERE TOWING AN 8X5 ENCLOSED U-HAUL TRAILER AT NORMAL FREEWAY SPEEDS. TOW/HAUL WAS ENGAGED BECAUSE WE WERE TOWING AND THE ENGINE WAS GENERALLY RUNNING AT HIGHER RPM'S, ESPECIALLY GOING UP THE MOUNTAIN INCLINES. THE CO DETECTOR FIRST ALARMED WEST OF ASHVILLE, NC. SUDDENLY THE HEADACHES AND DROWSINESS BOTH MY WIFE AND I WERE EXPERIENCING MADE SENSE. WE OPENED THE WINDOWS AND THE ALARM STOPPED AFTER A COUPLE MINUTES. AFTER THIS HAPPENED 3-4 TIMES I MOVED THE DETECTOR TO THE FRONT OF THE PASSENGER CABIN SO THAT I COULD MONITOR THE PART PER MILLION DISPLAY. WE FOUND THAT IT ONLY TOOK 15-20 MINUTES OF HIGHWAY DRIVING FOR THE DETECTOR TO DISPLAY 31PPM, THE DETECTOR'S MINIMUM CONCENTRATION DETECTION THRESHOLD. THE LEVEL WOULD THEN BUILD OVER TIME. DUE TO THE DETRIMENTAL EFFECTS OF CO ON THE HUMAN BODY I NEVER LET THE CONCENTRATION EXCEED 62PPM. I FOUND, HOWEVER, THAT THE PEAK CO CONCENTRATION DETECTED WAS 103PPM. I ASSUME THIS WAS REACHED WHILE THE DETECTOR WAS IN THE REAR OF THE CABIN, WHERE THE DISPLAY WAS NOT VISIBLE TO ME. THE SERVICE MANAGER AT LAKE KEOWEE FORD SUGGESTED THAT I RUN THE HVAC IN RECIRCULATE MODE. I TRIED MANY DIFFERENT HVAC MODES - RECIRCULATE, NORMAL/ OUTSIDE AIR, REAR HVAC TURNED OFF - BUT THE RESULT WAS ALWAYS THE

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SAME, CO BEING DETECTED IN THE CABIN WITHIN 15-20 MINUTES. NEEDLESS TO SAY I AM NOT BUYING FORD'S CLAIM THAT THIS PROBLEM IS ONLY WITH LAW ENFORCEMENT VEHICLES WITH BODY PERFORATIONS FROM THE INSTALLATION OF AFTER MARKET EQUIPMENT. THE VEHICLE IS GOING INTO A CARMEL, IN FORD DEALER THIS AFTERNOON. SENECA SC Failure Date: 08/15/2017

7 11034271 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. EVER SINCE THE CONTACT PURCHASED THE VEHICLE AND BEGAN DRIVING IT, SHE EXPERIENCED NAUSEA, VOMITING, DIZZINESS, BLURRED VISION, AND HEADACHES INTERMITTENTLY. THE CONTACT REQUIRED HOSPITALIZATION FOR THE SYMPTOMS, BUT RECEIVED NO DIAGNOSIS. THE CONTACT STATED THAT THE SYMPTOMS OCCURRED WHEN SHE WAS IN THE VEHICLE FOR AN EXTENDED PERIOD OF TIME. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT MECHANIC. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. A DEALER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 300. YUBA CITY CA Failure Date: 08/15/2017

7 11021074 2017 FORD EXPLORER Engine & Engine Cooling AFTER A SCARY LONG DRIVE FROM INDIANA TO NORTH CAROLINA I TOOK MY VEHICLE TO THE LOCAL FORD DEALER SERVICE DEPARTMENT LETTING THEM KNOW THAT I COULD SMELL EXHAUST WHILE DRIVING AND I FELT OVERLY TIRED, WAY MORE TIRED THEN NEED BE. AFTER TESTING IT WAS DETERMINED THAT CO WAS COMING INTO THE CABIN OF MY VEHICLE. THEY STILL HAVE MY VEHICLE NOW AFTER 2 WEEKS AND THE PARTS THAT WERE ORDERED WERE BODY FILLER AND ELECTRICAL TAPE. THIS DOES NOT SEEM TO BE THE APPROPRIATE FIX FOR THIS SITUATION THAT COULD CAUSE CATASTROPHIC INJURY OR DEATH AND NOW I AM SCARED TO PUT MY AND MY FAMILIES LIVES IN DANGER DUE TO MY VEHICLE TRYING TO KILL US. THE VEHICLE WAS BEING DRIVEN ON THE INTERSTATE AS SPEEDS OF 50-75 MPH. THIS IS VERY DANGEROUS AND IF I WOULD NOT HAVE STOPPED SO MANY TIMES I WOULD

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HAVE PASSED OUT AND CAUSED AN ACCIDENT WHICH COULD HAVE KILLED ME OR SOMEONE ELSE. I WAS ADVISED THAT IF I WAS GOING TO DRIVE THE VEHICLE I SHOULD DO SO WITH THE WINDOWS DOWN, WHICH IS NOT ACCEPTABLE AND WHY I HAVE HAD A LOANER CAR FOR WEEKS.

WHISPERING PINES NC Failure Date: 08/14/2017

7 11030062 2017 FORD EXPLORER Engine & Engine Cooling FUMES ENTER CAR WILE DRIVING! RIDGELAND SC Failure Date: 08/11/2017

7 11032245 2017 FORD EXPLORER Engine & Engine Cooling WE PURCHASED THIS VEHICLE BRAND NEW ON 8/11/2017 (19 MILES)AND WE STARTED NOTICING A SMELL OF EXHAUST WHEN WE ACCELERATED AND WHEN WE HAD THE REAR A/C ON COMING IN THE CABIN. WE HAD IT AT THE DEALERSHIP FROM SEPT 25, 2017 TO OCT 6,2017 (1496 MILES). THE PROBLEM STILL EXISTS WHEN WE PICKED IT UP FROM THE DEALERSHIP ON OCT 6, 2017. WE BELIEVE THIS IS A SERIOUS HEALTH CONCERN AS WE HAVE BEEN EXPERIENCING HEADACHES, ESPECIALLY MY WIFE, WHO IS THE PRIMARY DRIVER. WE WILL NOT LET OUR GRANDCHILDREN RIDE IN THIS VEHICLE WITH THE EXHAUST FUMES PRESENT. WE ARE AWARE THAT FORD IS AWARE OF THIS PROBLEM SINCE 2012. AS THIS IS A BRAND NEW VEHICLE,WITH 1496 MILES, WE FEEL THAT THIS PROBLEM IS NOT GOING TO GO AWAY ANYTIME SOON. WE DO NOT WANT HAVE TO KEEP TAKING THIS TO THE DEALERSHIP FOR TEMPORARY FIXES (TSB). WE WANT A PERMANENT FIX, IF THAT INCLUDES GETTING A NEW ONE. LUTZ FL Failure Date: 08/11/2017

7 11012916 2017 FORD EXPLORER Engine & Engine Cooling OCCASIONALLY WHEN I DROVE THE CAR I FELT LIGHT HEADEDNESS AND DIZINIESS. ON 8/3/2017 I FELT THE DIZZINESS AGAIN AND ENDED UP IN A CAR ACCIDENT. I FELT AS THOUGH I WAS GOING TO PASS OUT AND IN A FLASH I CRASHED INTO THE CAR IN FRONT OF ME. SANTA ANA CA Failure Date: 08/04/2017

7 11019855 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL COMES INTO THE CABIN WHEN CAR IS ACCELERATING. SEEMS WORST

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WHEN THE AC IS IN RE-CIRCULATION MODE. YOU CAN SMELL THE EXHAUST FUMES RIGHT AFTER THE ENGINE/TRANSMISSION HAS DOWNSHIFTED TO ACCELERATE. AUSTIN TX Failure Date: 08/01/2017

7 11035816 2017 FORD EXPLORER Engine & Engine Cooling MY 2017 FORD EXPLORER XLT WITH BASE 3.5 V6 HAS BEEN HARD TO START FROM THE FIRST WEEK OF OWNERSHIP. IT HAS LESS THAN 5000 MILES ON IT NOW AND ISN'T FIXED. FORD DEALERSHIP STATED IT WOULD HAVE TO GET WORSE BEFORE THEY COULD FIX IT. VEHICLE SHOWS NO DTC'S OR ANY HISTORY! MY WIFE HAS REFUSED TO DRIVE IT OUT OF TOWN DUE TO THE FEAR OF IT NOT STARTING AT ALL. WE HAVE RECORDED OVER 30 VIDEOS OF IT NOT STARTING AND HAVE SENT VIDEOS TO FORD MOTOR CO. WITH THE SAME RESPONSE, CANT FIX IT IF IT ISN'T BROKE. APPARENTLY IT WILL HAVE TO EITHER BREAK SOMETHING INTERNALLY AND LEAVE MY WIFE AND CHILD STRANDED, BEFORE IT WILL BE DIAGNOSED. IT IS A \$40000 LEMON THAT TAKES 3-4 TIMES ATTEMPTING TO START BEFORE THE ENGINE WILL RUN. THIS WEEKEND IT TOOK AT LEAST 30-40 SECONDS BEFORE VEHICLE STARTED, THEN IT WOULD NOT IDLE CORRECTLY! STILL NO DTC'S! VEHICLE DOES THIS NO MATTER THE LENGTH OF TIME ENGINE HAS RUN OR LEVEL OF FUEL? IT DOES IT DURING REMOTE START OR THE PUSH BUTTON. IT DOES AT TIMES HAVE A STRONG ODOR OF GAS AFTER START-UP, ALMOST AS IF IT WAS FLOODED? AS A PERSON IN THE AUTOMOTIVE REPAIR WORLD, THE ABSENCE OF CONCERN FROM FORD IS SHOCKING! SO INSTEAD OF TRYING TO CORRECT A ISSUE BEFORE IT BECOMES A DANGER, THEY WOULD RATHER IT BECOME DANGEROUS AND THEN REPAIR IT? IF IT IS A FUEL RELATED ISSUE, THEN THIS IS A POTENTIAL HAZARD THAT NEEDS TO BE ADDRESSED. THE VEHICLE IS GETTING WORSE, BUT AS SAID EARLIER, IT WILL HAVE TO COMPLETELY NOT START BEFORE SOMETHING IS DONE. FORD MOTOR CO HAS NOT BEEN VERY HELPFUL, AND NOW I AM PROUD OWNER OF VEHICLE THAT WILL NOT START CORRECTLY. GEORGETOWN TN Failure Date: 08/01/2017

7 11012683 2017 FORD EXPLORER Engine & Engine Cooling I AM CONCERNED ABOUT MY 2017 FORD EXPLORER AND A CARBON MONOXIDE

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LEAK. I HAVE OVERALL FEELING BAD SINCE WE GOT OUR NEW 2017 FORD EXPLORER, WHICH IS VERY OUT OF CHARACTER FOR ME. I AM A PRIOR SPECIAL OPERATION VETERAN, OVERALL IN GOOD HEALTH, AND ONLY 30Y/O. LIKE MANY, WHO HAVE COMPLAINED ABOUT THIS VEHICLE I AM GETTING NAUSEA, WEAKNESS, AND TENSION HEADACHES FROM DRIVING THIS VEHICLE. I HAVE BEEN VERY WEAK AND HAVING HEADACHES, AS OF LATE. THIS HAS HAD A MAJOR IMPACT ON MY DAY-TO-DAY LIFE. I COULDNØT EXPLAIN WHY OR WHAT WAS GOING ON WITH ME IT SEEMED AS IF IT CAME OUT OF NOWHERE. I AM STARTING TO THINK MAYBE I HAVE LONG TERM EXPOSURE TO CARBON MONOXIDE OVER THE LAST 3 WEEKS. I GOT THE FORD EXPLORE 3 WEEKS AGO AND THIS SUDDEN SICKNESS HAS BEEN HAPPENING SINCE THEN. I GOT SO WORRIED WITH MY HEALTH "I WENT TO THE DOCTOR. I EXPLAINED TO THE DOCTOR "I HAVE NO CLUE WHATØS GOING ON WITH ME BUT I FEEL ABSOLUTELY HORRIBLE. I FEEL LIKE I HAVE HAD A FLU FOR ALMOST A MONTH". I WAS DESPERATE AND I KNOW I SOUNDED CRAZY BUT I HAVE BEEN HAVING SOME SERIOUS BOUTS WITH WEAKNESS, FATIGUE, AND HEADACHES. I WENT TO THE DOCTOR ON JULY 31ST 2017 AND I REALLY HAVE BEEN BAFFLED BY THE SUDDEN ONSET OF SYMPTOMS. THIS WAS BEFORE I KNEW ABOUT THE NHTSA INVESTIGATION INTO THE 2017 FORD EXPLORER. I SAW THE STORY RUN TODAY (8-3-17) ON GOOD MORNING AMERICA AND I STARTED TO PUT TWO AND TWO TOGETHER. AT THE DOCTORØS APPOINTMENT ON (7-31-17) THEY PULLED BLOOD, AND ARE CONDUCTING A BUNCH OF TEST BUT NOTHING HAS COME BACK. I AM CONCERNED, I AM HOPING ITØS NOT RELATED TO THE CARBON MONOXIDE LEAK THAT OTHERS ARE REPORTING. MY BIGGEST CONCERN IS FOR MY PREGNANT WIFE AND UNBORN CHILD. AS A PURPLE HEART VET I HAVE PUT MY HEART AND SOUL INTO OUR GREAT COUNTRY AND I NEED THIS AGENCY TO PLEASE FIND ANSWERS TO IF THESE SUVs ARE SAFE. MY FAMILIES COULD DEPEND ON IT THANK YOU FOR YOUR SERVICE. APO AE Failure Date: 07/31/2017

7 11011422 2017 FORD EXPLORER Engine & Engine Cooling WE PURCHASED THIS VEHICLE MARCH 2017. WE HAVE NOTICED THAT EACH TIME THE VEHICLE REQUIRES RAPID ACCELERATION, FOR EXAMPLE PASSING

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ANOTHER CAR ON A TWO-LANE ROAD, YOU WILL SMELL EXHAUST FUMES IN THE CABIN OF THE VEHICLE. THESE FUMES ENTER THE CABIN VIA THE AIR CONDITIONING VENTS AND WILL BE SO STRONG THAT ALL OCCUPANTS WILL DEVELOP DIFFICULTY BREATHING. DURING ROUTINE ACCELERATION, WE HAVE NOT DETECTED ANY FUMES, HOWEVER SOME OCCUPANTS HAVE DEVELOPED HEADACHES SIMULTANEOUSLY INTERMITTENTLY.

BENSON NC Failure Date: 07/29/2017

7 11011421 2017 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST SMELL IN PASSENGER COMPARTMENT WHEN ACCELERATING AND/OR MERGING INTO FREEWAY TRAFFIC. I HAD TO OPEN ALL WINDOWS AS MY EYES WERE WATERING. GAHANNA OH Failure Date: 07/28/2017

7 11011620 2017 FORD EXPLORER Engine & Engine Cooling THE VEHICLE WAS TESTED AND FOUND TO HAVE 18 PPM OF CO IN THE INTERIOR WHILE IN OPERATION. WARRENTON VA Failure Date: 07/28/2017

7 11006644 2017 FORD EXPLORER Engine & Engine Cooling I WAS DRIVING ON THE NEW JERSEY TURNPIKE AT 4:00 PM . I WAS TRAVELING IN THE SECOND TRAVEL LANE AT APPROX 68 MPH SURROUNDED BY LOTS OF TRAFFIC AND MANY LARGE SEMI TRAILER TRUCKS. ALL OF A SUDDEN THE CAR STARTED BEEPING AND WHEN I LOOKED AT THE DASH BOARD TO SEE WHAT WAS GOING ON, IT SAID" TRANSMISSION IS NOT IN PARK" WITHIN SECONDS I LOST ALL POWER. THE SCREEN WENT BLACK AND THE ENGINE HAD DIED . I HAD NO POWER WHEN I STEPPED ON THE GAS PEDAL. AS MY CAR WAS SLOWING DOWN I WAS ABLE TO MAKE IT TO THE BREAKDOWN LANE SAFELY BEFORE THE CAR CAME TO A STOP. I HAD MY DAUGHTER AND YOUNG GRANDDAUGHTER IN THE CAR ALSO. THANK GOOD WE WERE NOT HIT BY ANY CARS OR TRUCKS ON THE TURNPIKE. AFTER SHIFTING TO PARK WHEN THE CAR CAME TO A STOP, THE DASH SAID " STEP ON THE BREAK TO RESTART". LUCKILY THE CAR DID START SO THAT WE WERE NOT STRANDED ON THE TURNPIKE. THIS IS A VERY SERIOUS SAFETY ISSUE AND FORD NEEDS TO ADDRESS THIS IMMEDIATELY MIDDLEBORO MA Failure Date: 07/19/2017

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7 11011153 2017 FORD EXPLORER Engine & Engine Cooling TWICE SINCE PURCHASING MY NEW EXPLORER I HAVE GOTTEN DEATHLY ILL WHILE DRIVING, HAD TO PULL OVER AND BE TAKEN BY AMBULANCE TO THE EMERGENCY ROOM. I'M 70 YEARS OLD AND HAD THOUGHT IT WAS A MEDICAL ISSUE. HOWEVER, I HAVE BEEN POKED AND PROBED FOR EVERY POSSIBLE ALIMENT AND ALL HAVE COME BACK NEGATIVE AND AM IN GREAT HEALTH. EVEN MY HEART TESTS WERE OUTSTANDING. I SAW THE EXPLORER STORIES ON THE NEWS, LOOKED UP CARBON MONOXIDE POISONING AND NOTE THOSE WERE THE SYMPTOMS I HAD. IN THE INCIDENT LAST WEEK I WAS FEELING WORSE AND WORSE AS I DROVE AND WAS JUST ABLE TO GET OFF THE ROAD BEFORE I PASSED OUT, MY VISION HAD GONE BLANK, I STARTING SWEATING WITH THE AIR ON, AND I BECAME EXTREMELY DIZZY AND DISORIENTATED. I SPENT TWO DAYS IN THE HOSPITAL THINKING I WAS DYING BECAUSE THAT'S HOW I FELT. I'M IN EXCELLENT HEALTH, BIKE 20 MILES DAY 2-4 DAYS WEEK, PLAY LEAGUE HOCKEY, AVID GOLFER THAT HAS COMPETED AT THE NATIONAL LEVEL, ETC. THIS WAS NOT A 'ILLNESS', I'M CONVINCED IT WAS CARBON MONOXIDE POSIONING. UPDAT ED 11/06/2017*JS THE CONSUMER REQUESTED A STATUS UPDATE. UPDATED 12/07/2017*JS *JS THE CONSUMER STATED THAT HE PASSED OUT WHILE DRIVING THE VEHICLE AND REQUIRED HOSPITALIZATION. *JS MANISTEE MI Failure Date: 07/19/2017

7 11075430 2017 FORD EXPLORER Engine & Engine Cooling I AM AN ATTORNEY FILING THIS REPORT ON BEHALF OF AND AT THE REQUEST OF MY CLIENT, THE VEHICLE'S OWNER. THE COMPLAINT IS A NOXIOUS ODOR WHICH FILLS THE VEHICLE DURING ITS OPERATION; AFTER NUMEROUS REPAIR ATTEMPTS BY FORD, THIS CONCERN HAS NOT BEEN CORRECTED. WHEN DRIVING THE VEHICLE, THE DRIVER HAS OBSERVED THE INTERIOR HAS BECOME INUNDATED WITH A NOXIOUS, OVERWHELMING, AND POTENTIALLY DANGEROUS ODOR OF GASOLINE, EXHAUST AND/OR FUMES. THE DRIVER HAS FELT ILL EFFECTS AFTER THIS OCCURRENCE AND IS CONCERNED ABOUT CARBON MONOXIDE POISONING OR OTHER HEALTH PROBLEMS AS A RESULT. THIS ISSUE IS VERY CONCERNING BECAUSE OF THE POTENTIAL HEALTH EFFECTS AND BECAUSE VEHICLE CANNOT BE DRIVEN FOR ANY SUBSTANTIAL

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PERIOD OF TIME WITHOUT FILLING WITH THIS ODOR. THE ISSUE HAS MOST OFTEN BEEN OBSERVED WITH HIGHWAY DRIVING WHEN THE ENGINE IS UNDER LOAD, I.E. ACCELERATING. THE PROBLEM HAS BEEN ONGOING SINCE SHORTLY AFTER THE TIME OF PURCHASE OF THE VEHICLE. THE FIRST REPAIR ATTEMPT BY THE DEALER FOR THIS SPECIFIC ISSUE WAS MADE IN JULY OF 2017. AT LEAST 4 REPAIR ATTEMPTS HAVE BEEN MADE SUBSEQUENTLY. THE ISSUE CONTINUES. THIS LAW FIRM HAS REQUESTED THAT FORD TAKE BACK THE VEHICLE AND REFUND THE CLIENT'S PURCHASE PRICE UNDER ARIZONA'S MOTOR VEHICLE WARRANTIES STATUTE. TUCSON AZ

Failure Date: 07/08/2017

7 11011436 2017 FORD EXPLORER Engine & Engine Cooling EXPLORER WITH 2.3L ECOBOOST PRODUCES AN EXHAUST SMELL DURING MODERATE TO WOT THROTTLE RUNS. GENERALLY SEEMS TO OCCUR AFTER LIFTING OFF THE THROTTLE AND RETURNING TO CRUISING THROTTLE POSITION. VEHICLE MUST BE VENTED TO PREVENT ILLNESS TO PASSENGERS, HAS HAPPENED MULTIPLE TIMES. OCCURS MORE OFTEN WHEN VEHICLE IS UNDER SIGNIFICANT LOAD (SUCH AS CLIMBING A GRADE). HAMBURG

NY Failure Date: 07/01/2017

7 11012824 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE OPERATING THE VEHICLE, THE ODOR OF EXHAUST FUMES WAS PRESENT INSIDE THE CABIN COMING FROM THE VENTS. THE FAILURE MAINLY OCCURRED WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. THE VEHICLE WAS TAKEN TO THE DEALER (JORDAN FORD IN SAN ANTONIO, TEXAS) BUT THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE CONTACT WAS CONCERNED THAT CARBON MONOXIDE WAS PRESENT WHILE OPERATING THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 17,000. NEW BRAUNFELS

TX Failure Date: 07/01/2017

7 11012913 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. THE CONTACT STATED THAT THE CARBON MONOXIDE BOX ALERTED THAT THERE WAS CARBON MONOXIDE

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INSIDE THE VEHICLE. THE LOCAL DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED AND ADVISED THE CONTACT TO TAKE THE VEHICLE TO A LOCAL DEALER. THE FAILURE MILEAGE WAS 18,000. UPDATED 09/06/17 *BF *CN

TUSTIN CA Failure Date: 06/15/2017

7 10992026 2017 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST SMELL IN THE ENTIRE CABIN OF THE VEHICLE UPON EXCELERATION SO MUCH SO YOU HAVE TO ROLL DOWN THE WINDOWS TO EVACUATE THE SMELL. IT'S AN ON GOING PROBLEM AND JUST NOT A ONE TIME EVENT. I HAVE A FOUR OLD DAUGHTER THAT SITS IN THE 2ND ROW THAT I'M CONCERNED ABOUT. OKLAHOMA CITY OK Failure Date: 05/10/2017

7 11022945 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES ENTERING VEHICLE WHEN STATIONARY AND IN MOTION.

VIENNA VA Failure Date: 05/04/2017

7 11011237 2017 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST ODOR IN THE CAB OF THE VEHICLE. THIS USUALLY OCCURS DURING ACCELERATION AND WHEN THE AC IS ON. THE ODOR IS SO STRONG, WE USUALLY HAVE TO PUT THE WINDOWS DOWN FOR RELIEF.

LAKELAND FL Failure Date: 05/01/2017

7 11021197 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL COMING INTO CABIN FROM THE FRONT VENTS ON HIGHWAY ACCELERATION. FLUSHING NY Failure Date: 04/22/2017

7 10979869 2017 FORD EXPLORER Engine & Engine Cooling ON JANUARY 27TH, 2017, MY WIFE AND I LEASED A NEW 2017 FORD EXPLORER. EVERY TIME WE OPERATE THE VEHICLE, WE GET EXTREMELY SICK (SOME SYMPTOMS WE EXPERIENCE ARE SORE THROAT, RUNNING NOSE, HEADACHES, AND NAUSEA THAT LAST HOURS AFTER EXITING THE VEHICLE). THIS OCCURS ABOUT 10-15 MINUTES WHILE DRIVING/OPERATING THE VEHICLE. THE HEATING SYSTEM WAS SET TO 75 DEGREES FAHRENHEIT AND

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THE WINDOWS WERE CLOSED. AFTER WE FELT SICK WE DID SHUT OFF THE HEATING SYSTEM AND OPEN THE WINDOWS BUT THERE WAS A SLIGHT ODOR IN THE CABIN AND WE STILL FEEL SEVERAL ALIMENTS. DOCTOR APPOINTMENTS HAVE BEEN MADE FOR MYSELF AND MY 6-MONTH-OLD DAUGHTER THAT WAS IN THE VEHICLE (THIS BEING MY MOST SIGNIFICANT CONCERN). FORD MOTOR CORP INSTALLED A NEW EXHAUST SYSTEM, REMOVED THE REAR BUMPER AND RESEALED ANY LEAKS, CHECKED CABIN PRESSURE AND TRIED TO RESEAL ANY CRACKS THAT MAY ALLOW EXHAUST TO RENTER THE CABIN. FORD STATED THAT THE VEHICLE WAS FIXED, AFTER BEING BROUGHT TO THEM FOR THE THIRD TIME (THEY SAID THEY FOUND MORE LEAKS AND RESEAL D THEM), BUT REFUSED TO GIVE ME ANY DOCUMENTATION STATING THAT THE VEHICLE IS SAFE FOR MY FAMILY AND MYSELF TO BE IN. THE VEHICLE HAS BEEN IN AND OUT OF SERVICE SEVERAL TIMES, A FORD SERVICE TECHNICIAN LOCATED AT SAYVILLE FORD TEST DROVE THE VEHICLE WITH ME AND CONFIRMED THE SAME AILMENTS. THE VEHICLE WAS PICKED UP FROM SERVICE AFTER FORD STATED IT WAS FIXED FOR A 3RD TIME AND WE WERE STILL GETTING SICK WHEN WE DROVE THE VEHICLE. WE CONTACTED FORD AGAIN AND WE ADVISED THEM OF THE SITUATION FOR A 4TH TIME AND THEIR RESPONSE WAS øBY ITS VERY NATURE, NEW CAR SMELL IS DUE TO PLASTICS AND ADHESIVES IN THE VEHICLE. IT COULD BE AN IRRITANT TO SOME. UNFORTUNATELY, YOU MAY HAVE TO CONSIDER OTHER OPTIONS THAT MAY BE AVAILABLE TO YOU.ø GREAT RIVER NY Failure Date: 04/18/2017

7 11035162 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING AT AN UNKNOWN SPEED, CARBON MONOXIDE EMITTED THROUGH THE VENTS IN THE VEHICLE. THE DRIVER BECAME DROWSY WHILE DRIVING. THE CARBON MONOXIDE REMAINED IN THE VEHICLE UNTIL THE WINDOWS WERE ROLLED DOWN. THE CARBON MONOXIDE DETECTOR DETECTED 13 PPM TO 16 INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO LAKE ELSINORE FORD (31500 AUTO CENTER DR, LAKE ELSINORE, CA 92530, PHONE NUMBER: (951) 471-4100), BUT THEY COULD NOT DETECT THE CARBON MONOXIDE DUE TO NOT HAVING A CARBON

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MONOXIDE DETECTOR. THE MANUFACTURER INFORMED THE CONTACT THAT IT WAS NOT AN ISSUE AND SOMEONE WOULD CALL BACK. THE APPROXIMATE FAILURE MILEAGE WAS 20,350. MENIFEE CA Failure Date: 04/01/2017

7 10959172 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST GASES ENTERING THE PASSENGER CABIN, CAUSING BAD SMELL, USUALLY UNDER LOAD, DURING HILL CLIMBING, MODERATE TO HARD ACCELERATION WHEN JOINING INTERSTATE OR FASTER ROADS, AC IN USE, WITH OR WITHOUT RECIRCULATION ON, SYMPTOMS OF SORE RUNNY EYES AND HEADACHE AND NAUSEA IN CHILDREN AND OTHER OCCUPANTS. CONFIRMED TODAY BY DEALER WHO HAS IMPLEMENTED AN ATTEMPTED FIX. THIS IS A 2017 MODEL XLT. THIS HAS HAPPENED ON MULTIPLE OCCASIONS SINCE VEHICLE FIRST PURCHASED. INITIALLY BELIEVED IT WAS SMELLS FROM OTHER VEHICLES, HOWEVER AS SYMPTOMS CONTINUED WITH OCCUPANTS SEARCH REVEALED KNOWN PROBLEM WITH THIS TYPE OF VEHICLE CONFIRMED BY DEALER TODAY AND ATTEMPTED FIX UNDERTAKEN. VESTAVIA HILLS AL Failure Date: 02/28/2017

7 11012287 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. THE CONTACTED OBSERVED A HOLE IN THE "Y" PORTION OF THE EXHAUST TAIL PIPE WITHOUT WARNING. THE CONTACT TOOK THE VEHICLE TO THE DEALER (BOB DAVIDSON FORD LINCOLN, 1845 JOPPA RD, BALTIMORE, MD, 21234) WHERE THEY OBSERVED THE HOLE AND WELDED IT CLOSED. THE CONTACT WAS INFORMED THAT THE VEHICLE WAS REPAIRED, BUT NO INVOICE OR PAPERWORK WAS PROVIDED. THE MANUFACTURER WAS NEITHER CONTACTED NOR MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 8,000. JOPPA MD Failure Date: 02/20/2017

7 11000080 2017 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING EXHAUST FUMES ENTER CABIN WHILE EXCELERATING AND WHEN AIR CONDITIONER IS ON NORTH MASSAPEQUA NY Failure Date: 01/10/2017

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7 10984741 2017 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING, USUALLY DURING FAST ACCELERATION NO MATTER THE SPEED, THERE IS THE SMELL OF EXHAUST IN THE CABIN OF THE VEHICLE. I HAVE ALREADY TAKEN THE VEHICLE TO THE DEALERSHIP WHERE I BOUGHT IT AND THEY SAY THEY COULDN'T FIND ANYTHING WRONG. THE SMELL OF EXHAUST IS PRESENT ALMOST EVERY TIME I DRIVE THE VEHICLE.

EDINBURG TX Failure Date: 01/09/2017

7 11035999 2017 FORD EXPLORER Engine & Engine Cooling SMELL OF EGG/SULFUR IN THE CABIN OF THE CAR AFTER RAPID ACCELERATION. I HAD NOTIFIED THE DEALERSHIP AT MY LAST OIL CHANGE. THEY DIDNØT SEEM CONCERNED ABOUT IT. THE SMELLS HAS CONTINUED. DEALERSHIP IS NOW TELLING ME TO WAIT TILL NOV 1ST. THIS HAS BEEN HAPPENING SINCE I BOUGHT THE CAR IN DEC 2016 AND HAS STEADILY GOTTEN WORSE. I DIDNØT THINK IT WAS A BIG DEAL SINCE THE DEALERSHIP DIDNØT SEEM CONCERNED.

BISMARCK AR Failure Date: 12/26/2016

7 11012890 2017 FORD EXPLORER Engine & Engine Cooling SMELL OF EXHAUST FUMES INSIDE VEHICLE WHEN DRIVING VEHICLE UPON REACHING SPEEDS APPROXIMATEY 45 MPH AND ABOVE OFF AND ON SINCE PURCHASING NEW VEHICLE

YORKTOWNVA Failure Date: 11/24/2016

7 10916675 2017 FORD EXPLORER Engine & Engine Cooling AFTER A STOP, THE CAR WAS AT STATIONARY, WAS NOT ABLE TO START THE CAR BY PUSHING THE START BUTTON, GAVE ME ERROR ON THE DASHBOARD "FULL ACCESSORY POWER ACTIVE". TRIED TO TURN IT OFF, AFTER MULTIPLE TIMES OF TRYING, WAS ABLE TO START THE CAR, IT HAS 606 MI ON IT.

RICHARDSON TX Failure Date: 10/17/2016

7 11031664 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHEN THE CONTACT DEPRESSED THE ACCELERATOR PEDAL TO INCREASE THE RPMS TO APPROXIMATELY 25-30 MPH, THE VEHICLE EMITTED A STRONG, FOUL ODOR SIMILAR TO ROTTEN EGGS. THE CONTACT TOOK THE VEHICLE TO SANDERS FORD (1135 LEJUNE

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BLVD, JACKSONVILLE, NC 28540; 1-888-897-8527) WHO DIAGNOSED THE VEHICLE AND COMPLETED THE DIRECTIONS ON A SPECIFIC SERVICE BULLETIN. THE CONTACT STATED THAT THE DEALER REPLACED THE VENTS UNDERNEATH THE BUMPER. THE SERVICE BULLETIN NUMBER WAS UNKNOWN. THE FAILURE RECURRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 9,000. JACKSONVILLE NC Failure Date: 09/10/2016