

NHTSA Consumer Complaints as of August 24, 2018

2 11102006 2015 FORD EXPLORER Engine & Engine Cooling CAR LOSES POWER. THIS HAPPENED ON MY 2011 FORD MUSTANG V6 THAT HAD THE THROTTLE BODY REPLACED. CAR LOSES POWER SEVERAL TIMES A DAY NOW. VALDOSTA GA Failure Date: 06/15/2018

2 11100457 2015 FORD EXPLORER Engine & Engine Cooling 2015 FORD EXPLORER SPORT EXHAUST IN THE CABIN I BEGAN SMELLING RAW EXHAUST WHEN I WOULD FIRST START MY CAR, THE AIR BLOWING THROUGH MY VENTS. I WOULD ROLL MY WINDOWS DOWN BECAUSE IT MADE ME IMMEDIATELY NAUSEOUS, AS I DROVE THE SMELL WOULD GO AWAY AND ROLL MY WINDOWS BACK UP. THE SMELL ONLY WENT AWAY FOR A FEW MINUTES AS THE CABIN RESATURATED WITH EXHAUST SMELL. I STARTED TROUBLESHOOTING AND FOUND WHEN I TURNED ON RECIRCULATION WHILE DRIVING THE SMELL SUBSIDED. THIS ONLY WORKED WHILE DRIVING AND USING LESS THAN HALF THROTTLE. I WOULD SMELL A ROTTEN EGG SMELL WHEN I WOULD USE PART TO FULL THROTTLE ANYWHERE I WAS TRAVELING. I CONTACTED MY DEALER AND THEY PERFORMED THE EXHAUST COMPLAINT REPAIR. AFTER DRIVING THE CAR THE LAST FEW DAYS FROM GETTING IT BACK THERE HAS BEEN NO DIFFERENCE. AS THE WEATHER HEATS UP I AM USING AIR CONDITIONING MORE AND HAVE BEEN STARTING TO GET HEADACHES, NAUSEOUS AND LOSE OF ENERGY. MY COWORKER RODE WITH ME TODAY AND COMPLAINED WITHIN THE FIRST MINUTE OF DRIVING THAT EXHAUST SMELL WAS PRESENT IN THE CAR AND WAS GETTING A HEADACHE. I ROLLED DOWN THE WINDOWS AND HAVE NOT USED THE CLIMATE CONTROL. I WILL NOT BE USING THE CLIMATE CONTROL UNTIL THIS IS FIXED, I DO NOT WANT TO BE ANOTHER VICTIM OF A SERIOUS INJURY ACCIDENT OR DEATH. ELK WA Failure Date: 06/07/2018

2 11029591 2015 FORD EXPLORER Engine & Engine Cooling 2015 FORD EXPLORER. CONSUMER WRITES IN REGARDS TO ONGOING EXHAUST ISSUES. \*LD THE CONSUMER STATED THERE WERE EXHAUST FUMES ENTERING THE VEHICLE. THE MANUFACTURER WAS NOTIFIED AND DID NOT OFFER ANY ASSISTANCE. \*JS HAYS KS Failure Date: 03/26/2018

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2 11081188 2015 FORD EXPLORER Engine & Engine Cooling CABIN IS FILLING WITH EXTREMELY INTENSE SMELL OF CARBON MONOXIDE. IT IS IMPOSSIBLE TO DRIVE AS YOU CAN NOT STAY IN IT FOR MORE THAN A FEW MINUTES. IT DOESN'T MATTER IF YOUR JUST DRIVING AROUND TOWN (5-10 MILES PER HOUR) OR IF YOU TRY TO GO ON A HIGHWAY (40-60 MPH). IT JUST GETS WORSE. AFTER A BRIEF TIME YOU GET LIGHTHEADED AND NAUSEATED. I HAD THE VEHICLE TO A FORD DEALER A FEW MONTHS AGO TO SUPPOSEDLY FIX THE PROBLEM. WHATEVER THEY DID CERTAINLY DIDN'T WORK AS IT HAS NOW GOTTEN TO THIS POINT. FRACKVILLE PA Failure Date: 03/24/2018

2 11081180 2015 FORD EXPLORER Engine & Engine Cooling WITHIN THE FIRST, ORIGINAL, 2000 MILES OF DRIVING MY NEW 2015 FORD EXPLORER MY FAMILY AND I HAVE BEEN SUBJECTED TO AN ODER THAT IS SIMILAR TO MELTING PLASTIC, BURNING HAIR OR ENGINE EXHAUST FUMES IN ROW PASSENGER CABIN WHILE DRIVING. THIS IS ESPECIALLY NOTICEABLE AFTER HIGH RPM ACCELERATION OR DURING HIGHWAY DRIVING. IN RELATION TO THIS SMELL IS ARE SYMPTOMS OF HEADACHE, TIREDNESS, AND OR NAUSEA. I HAVE BROUGHT VEHICLE TO MULTIPLE FORD DEALERSHIPS, THE LAST TIME THE DEALERSHIP HAD THE CAR FOR OVER 4 WEEKS! WE HAVE BEEN TOLD THAT NECESSARY REPAIRS HAVE BEEN MADE. BUT THE VEHICLE AND MY FAMILY ARE STILL EXPERIENCING THE SAME PROBLEMS. VEHICLE NOW HAS JUST OVER 23000 MILES ON IT. SINCE BUYING VEHICLE I HAVE HAD A NUMBER EMERGENCY ROOM VISITS THAT WERE NOT CONCLUSIVE AND AFTER READING FINDINGS BY THIS AGENCY AND OTHERS NOW BELIEVE THAT THERE IS A CONNECTION TO MY FORD EXPLORER, AND WE ARE SUFFERING FROM PROLONGED CARBON MONOXIDE POISONING! BURBANK CA  
Failure Date: 03/23/2018

2 11073078 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT THE VEHICLE LOST ACCELERATION WHILE DRIVING VARIOUS SPEEDS. THE VEHICLE ALSO JERKED AND THE WRENCH WARNING ICON ILLUMINATED. THE

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FAILURE WAS EXPERIENCED SEVERAL TIMES. ON ONE OCCASION, THE VEHICLE LOST ACCELERATION WHILE DRIVING APPROXIMATELY 70 MPH. AFTER THE CONTACT PULLED THE VEHICLE OVER, TURNED OFF AND RESTARTED THE ENGINE, THE VEHICLE REGAINED NORMAL FUNCTION. HOWEVER, THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO MARSHAL MIZE FORD (5348 HIGHWAY 153, HIXSON, TENNESSEE 37343, PHONE 888-633-5038). THE DEALER TEST DROVE THE VEHICLE, BUT WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 56,000.

OOLTEWAH TN Failure Date: 01/26/2018

2 11065373 2015 FORD EXPLORER Engine & Engine Cooling I AM A NEW FORD OWNER. I BOUGHT MY USED FORD EXPLORER (VIN# [XXX]) ON 12/26/17. RIGHT NOW I AM WORRIED ABOUT MY FORD EXPLORER. MY ENTIRE FAMILY ( MY 2 KIDS, MY WIFE AND MYSELF ) HAS BEEN GETTING NAUSEOUS AND DIZZINESS LAST COUPLE WEEKS. I INSTALLED A MONOXIDE OF CARBON DETECTOR IN THE CAR AND IT DOESN'T STOP GOING OFF, IT BUZZES EVERY 60 SECONDS. OBVIOUSLY, THERE IS SOMETHING WRONG WITH THE CAR. I HAD TRIED MANY TIMES TO SCHEDULE A SERVICE FOR MY CAR ONLINE AND OVER THE PHONE BUT FORD DEALERS ARE NOT COOPERATING. THANKS [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). \*TR BRONX NY

Failure Date: 01/15/2018

2 11055309 2015 FORD EXPLORER Engine & Engine Cooling THERE IS A STRONG SMELL OF WHAT I COULD ONLY AT FIRST DESCRIBE AS NATURAL GAS OR PROPANE (ROTTEN EGGS) ENTERING THE CABIN. IT WAS COMPOUNDED WHEN I PUT TURNED THE CABIN HEAT ON. WITH WINTER UPON US THE SMELL ENTERS THE HEATING DUCTS MAKING IT NEARLY UNBEARABLE. FURTHERMORE WHILE DRIVING UNDER NORMAL ACCELERATION ON A MINOR ROAD THERE WAS AN AUDIBLE POP (AS IF A HOSE BENEATH THE ENGINE CAME OFF) AND A FLUTTERING NOISE WITH LOSS OF POWER. I AM ASSUMING A TURBO OR WASTE GATE HOSE CAME OFF ON ITS OWN. ONCE THE HOSE

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POPPED OFF THE SMELL WAS UNDENIABLY SINGED MOTOR OIL. AFTER 30 YEARS OF DOING OIL CHANGES I CAN ASSURE YOU IT IS THE SMELL OF BURNING MOTOR OIL. I HAVE SEEN MANY SUCH ODOR COMPLAINTS ON THE 3.5 LITRE ECO BOOST TURBO. THERE IS DEFINITELY A PROBLEM AFFECTING MANY IF NOT ALL TURBO ECO BOOST ENGINES. PLEASE INVESTIGATE THIS DANGEROUS NOXIOUS SINGED OIL ODOR. I PURCHASED THIS VEHICLE IN MAY 2017 AS A CERTIFIED USED CAR, IT IS CURRENTLY IN THE DEALERSHIP FOR REPAIR. I AM AVAILABLE TO ASSIST IN ANY WAY TO HELP WITH THE INVESTIGATION. I AM AN OWNER OF A VEHICLE WITH THE TAKATA RECALL, THIS CONDITION AND NAUSEATING SMELL IS FAR FAR WORSE. PLEASE HELP. BAYSIDE NY Failure Date: 12/17/2017

2 11055011 2015 FORD EXPLORER Engine & Engine Cooling THERE IS A BAD EXHAUST SMELL INSIDE THE CABIN OF THE VEHICLE. MOSTLY WHEN THE HVAC IS ON DEFROST. UPON INSPECTION, THERE SEEMS TO BE A CRACKED EXHAUST MANIFOLD. THIS SMELL HAPPENS THE STRONGEST WHEN IT'S COLDER OUT, AT IDLE, AND WHILE DRIVING. OSCEOLA IN  
Failure Date: 12/14/2017

2 11056955 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THE CONTACT FELT NAUSEOUS, SLEEPY, AND HAD HEADACHES. THERE WERE NO WARNING INDICATORS ILLUMINATED IN THE VEHICLE. THE VEHICLE WAS TAKEN TO FUTURE FORD LINCOLN (650 AUTOMALL DR, ROSEVILLE, CA 95661, (888) 656-7577) AND WAS SERVICED PER FORD REFERENCE NUMBER: 17N03 REGARDING THE CARBON MONOXIDE CONCERN. THE DEALER REPAIRED THE PLUGS AND REAR HATCH SEALS, USED FOILED PATCHES ON THE PLUGS ABOVE THE MUFFLER, REPLACED THE DRAIN VALVE, AND REPROGRAMMED THE HVAC SYSTEM. UPON DRIVING THE VEHICLE SEVERAL DAYS LATER, THE CONTACT STILL FELT ILL IN THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 28,706. FAIR OAKS CA  
Failure Date: 12/12/2017

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2 11046287 2015 FORD EXPLORER Engine & Engine Cooling WHILE I WAS DRIVING ON THE HIGHWAY THERE WAS A STRONG SMELL OF EXHAUST FUMES IN THE CAR. OPENED THE WINDOWS TO CHECK. IT WAS NOT AN OUTSIDE SMELL. HAD TO DRIVE WITH WINDOWS DOWN AS IT WAS GIVING ME A HEADACHE AND NAUSEA. WHEN THE ENGINE WAS TURNED OFF AND WE CAME OUT OF THE CAR THERE WAS STRONG EXHAUST SMELL ALL AROUND THE CAR HAYWARD CA Failure Date: 11/10/2017

2 11048501 2015 FORD EXPLORER Engine & Engine Cooling SMELLING EXHAUST INSIDE THE CAB AT RANDOM TIMES ON RANDOM DAYS. MAINLY HAPPENS DURING ACCELERATION AND HIGHWAY DRIVING. IT'S SLOWLY GETTING WORSE EVERY OTHER WEEK DES MOINES IA Failure Date: 11/01/2017

2 11044830 2015 FORD EXPLORER Engine & Engine Cooling FORD EXPLORER CARBON MONOXIDE ISSUE. THE CABIN OF MY 2015 FORD EXPLORER FILLS WITH CARBON MONOXIDE ANYTIME I HAVE THE WINDOWS OPEN AND I ACCELERATE. I HAVE A CO MONITOR IN THE CAR AND CAN WATCH IT AS IT GOES UP WITHIN SECONDS OF ACCELERATION. I HAVE HAD THE CAR INTO TWO DIFFERENT FORD DEALERS AND HAD THE CURRENT TSB PERFORMED AS WELL AS THE LATEST REPROGRAMMING OF THE HVAC SYSTEM WHICH DID REDUCE THE CO FROM INSIDE THE CABIN WHILE THE WINDOWS ARE UP, HOWEVER AS SOON AS A WINDOW IS CRACKED THE CARBON MONOXIDE LEVELS RISE. WITH ANY AMOUNT OF ACCELERATION THEY TEND TO RANGE BETWEEN 21- 33PPM IN THE CABIN. RAMONA CA Failure Date: 10/30/2017

2 11033173 2015 FORD EXPLORER Engine & Engine Cooling FORD EXPLORER POLICE WAS STATIONARY ON US HIGHWAY 59 NORTH. THE POLICE OFFICER IN THE DRIVER SEAT LOST CONSCIOUSNESS FOR APPROXIMATELY ONE HOUR AND 30 MINUTES. ANOTHER OFFICER CHECKED ON THE UNCONSCIOUS OFFICER AND FOUND HIM TO BE NOT ALERT AND UNRESPONSIVE, THEREFORE HE SUMMONED EMS AND REMOVED THE UNCONSCIOUS OFFICER FROM THE EXPLORER. EMS WAS ABLE TO GAIN

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CONSCIOUSNESS OF THE OFFICER BUT HE WAS DISORIENTED, UNAWARE OF WHERE HE WAS AND WHO HE WAS. OFFICER WAS PLACED ON OXYGEN AND TRANSPORTED TO LOCAL EMERGENCY ROOM WHERE HIS ARTERIAL BLOOD WAS TAKEN. ARTERIAL BLOOD WAS FOUND TO HAVE APPROXIMATELY 20% CONCENTRATION OF CARBON MONOXIDE. ARTERIAL BLOOD WAS TAKEN APPROXIMATELY ONE HOUR AFTER BEING REMOVED FROM THE EXPLORER AND 40 MINUTES OF BEING ADMINISTERED OXYGEN BY EMS.

CORRIGAN TX Failure Date: 10/07/2017

2 11033837 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT THE VEHICLE EMITTED AN EXHAUST ODOR WHEN ACCELERATING. THE FAILURE OCCURRED WITHOUT WARNING. BARTOW FORD (2800 U.S. 98 N, BARTOW, FL) STATED THAT IT WAS A KNOWN FAILURE WITH THAT MODEL OF VEHICLE, BUT THERE WAS NO REMEDY. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 40,600. LAKELAND FL

Failure Date: 10/02/2017

2 11039133 2015 FORD EXPLORER Engine & Engine Cooling CATALYTIC CONVERTER ODOR ENTERS CABIN WHEN ACCELERATING ON HIGHWAY VIENNA WV Failure Date: 10/01/2017

2 11025002 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 25 MPH, THE CONTACT NOTICED A STRONG ODOR OF EXHAUST FUMES EVERY TIME THE ACCELERATOR PEDAL WAS DEPRESSED. THE ODOR WAS ONLY PREVALENT WHEN THE ACCELERATION PEDAL WAS DEPRESSED. THE ISSUE LASTED APPROXIMATELY TWO YEARS. THE VEHICLE WAS TAKEN TO AUTONATION FORD IN FT LAUDERDALE, FLORIDA FIVE TIMES FOR DIAGNOSTIC TESTING AND REPAIRS. THE DEALER ALSO REPLACED AIR FILTERS, BUT THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 33,710.

NORTH LAUDERDALE FL Failure Date: 09/21/2017

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2 11023831 2015 FORD EXPLORER Engine & Engine Cooling WHEN DRIVING, THERE'S AN ODOR THAT SOMETIMES GET REALLY STRONG. YOU CAN REALLY SMELL IT WHEN THE AC IS ON RECIRCULATE. IT SO BAD AT TIMES, I HAVE TO ROLL DOWN THE WINDOWS. MY WIFE HAS BEEN GETTING HEAD ACHES FROM RIDING IN THE CAR AS WELL. WE HAVE 3 CHILDREN, THIS IS GETTING TO BE A SERIOUS CONCERN TO US L, AS IT COULD BE HARMING OUR CHILDREN. IT HAPPENS ALL THE TIME AT ANY SPEED.

CLARKSVILLE TN Failure Date: 09/17/2017

2 11043100 2015 FORD EXPLORER Engine & Engine Cooling MY 2015 FORD EXPLORER LIMITED STARTED HAVING PROBLEMS 2 DAYS AFTER PULLING OUT OF THE DEALER. THEY HAVE NOT STOPPED. UNFORTUNATELY, I WAITED TOO LONG FOR A LEMON LAW CLAIM. MOST IMPORTANT PROBLEM: THE SMELL OF EXHAUST IN MY CABIN UNDER HEAVY ACCELERATION, SINCE DAY 1. IT HAS BEEN IN 10 TIMES SINCE AUGUST 2015. THE EXHAUST HAS BEEN TAKEN APART MULTIPLE TIMES 1."TRANS ROLL RESTRICTOR RUBBER HANGING AGAINST EXHAUST PIPE" WAS FOUND. REPLACED ROLL RESTRICTOR. DID SOMETHING WITH TSB. 2. RETURNED FOR SAME SMELL: REPROGRAM HVAC MODULE, REPLACED LEFT REAR AIR EXTRACTOR, APPLIED SEEM SEALER TO AREAS IN TSB. REPLACED GRILLE AND VALVE ASSEMBLY. 3. TWO MONTHS LATER, SAME THING - REPLACED GRILLE AND VALVE ASY, REPROGRAMMED HVAC MODULE, REPLACED AIR EXTRACTOR 4. ONE MONTH LATER: INSTALLED MUFFLER ASY; RVC CODE FOR TSB 1; REPLACED WHEEL LIP MOLDING, VALVE ASY, DUAL RATE AIR EXTRACTOR STILL HAVE THE SMELL, BUT AM ALWAYS TOLD THEY DON'T SMELL IT. I HAD TWO PEOPLE GET SICK AND VOMIT IN MY TRUCK BECAUSE OF THE FUMES IN STOP AND GO TRAFFIC. ADDITIONAL PROBLEMS: 1. REAR RUNNING LIGHTS DID NOT WORK - TWICE AT DEALER TO GET REPAIRED 2. AIR BAG LIGHT ON CONSTANTLY - WIRE ASSEMBLY - TSB 16 WAS SPLICED 3. AWD OFF & ABS LIGHTS CONSTANTLY ON - COST ME \$582 FOR THEM TO TAKE EVERYTHING APART AND CHECK "PIN FIT" AT ALL TERMINALS. AT WHICH POINT THE CODES WENT AWAY. 4. DRIVER-SIDE OUTSIDE DOOR HANDLE JUST BROKE OFF WHEN I WENT TO OPEN THE DOOR - \$149 5. WHEN VEHICLE IS PUT IN PARK I GET AN ERROR MESSAGE VEHICLE

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NOT IN PARK. I NEED A SHIFT MODULE, \$395 PLUS TAX AND FEES 6. MULTIPLE OTHER SMALL PROBLEMS. VENTS NOT STAYING OPEN, PLASTIC COVERS COMING OFF EVERYWHERE, SPEAKER REPLACED TWICE MY EXPLORER HAS BEEN IN THE SHOP MORE TIMES THAN I CAN COUNT AND FORD DOES NOT GIVE LOANER CARS. I'VE BEEN WITHOUT A CAR FOR DAYS AT A TIME.

WOODBIDGE VA Failure Date: 08/15/2017

2 11013885 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THE CONTACT FELT DIZZY, NAUSEA, WEAK, AND HAD A HEADACHE. THE CONTACT WENT TO THE DOCTOR, THE DOCTOR SENT THE CONTACT TO THE HOSPITAL FOR TESTING, WHICH REVEALED THAT THE CONTACT HAD CARBON MONOXIDE POISONING. THE VEHICLE WAS TAKEN TO THE DEALER (CROSSROADS FORD OF WAKE FOREST LOCATED AT 10101 CAPITAL BLVD, WAKE FOREST, NC 27587; (855) 314-6310), BUT WAS NOT DIAGNOSED OR REPAIRED. THE DEALER PROVIDED A LOANER VEHICLE. THE MANUFACTURER WAS CONTACTED AT 800-392-3673 AND PROVIDED CASE NUMBER: CAS12888712. THE APPROXIMATE FAILURE MILEAGE WAS 19,000. THE VIN WAS NOT AVAILABLE. UPDATED 10/04/2017\*JS UPDATED 12/13/2017 \*LN \*JS

RALEIGH NC Failure Date: 08/08/2017

2 11064806 2015 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE IN CAB. EXPERIENCED HEADACHES AND EXTREME FATIGUE. HAD CO DETECTOR IN CAR AND SPIKED TO 18 PPM AND REMAINED CONTINUOUSLY. THE VEHICLE IS A SQUAD CAR. TOOK VEHICLE TO DEALER AND THEY FOUND BAD FACTORY WELDS ON EXHAUST MANIFOLD ALONG FIREWALL.

FERGUS FALLS MN Failure Date: 08/05/2017

2 11014199 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNED A 2015 FORD EXPLORER. WHILE OPERATING THE VEHICLE, THE DRIVER FAINTED FROM CARBON MONOXIDE ENTERING THE VEHICLE. AS A RESULT, THE DRIVER CRASHED INTO TWO VEHICLES BEFORE STOPPING ON THE SIDE OF THE ROAD. THE DRIVER SUSTAINED BACK PAINS, WHICH REQUIRED MEDICAL ATTENTION. THE INSURANCE COMPANY TOWED THE



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VEHICLE AND DEEMED IT DESTROYED. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT DIAGNOSED BY A REPAIR FACILITY OR A DEALER. THE DEALER (CAPITAL FORD, 4900 CAPITAL BLVD, RALEIGH, NC 27616) AND MANUFACTURER WERE NOTIFIED. THE CONTACT WAS WAITING TO DETERMINE IF THE MANUFACTURER WOULD BE ABLE TO INVESTIGATE THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT INCLUDED IN NHTSA ACTION NUMBER: EA17002 (STRUCTURE, ENGINE AND ENGINE COOLING) AND NHTSA ACTION NUMBER: PE16008 (ENGINE AND ENGINE COOLING, STRUCTURE). THE APPROXIMATE FAILURE MILEAGE WAS 30,000. FAYETTEVILLE NC Failure Date: 08/03/2017

2 11013031 2015 FORD EXPLORER Engine & Engine Cooling IN JUNE 2016, I TOOK MY FORD EXPLORE TO GURLEY LEEP KIA FORD IN SOUTH BEND INDIANA DUE TO A ROTTEN EGG SMELL IN THE CABIN AREA. THEY REPLACE THE EXHAUST SYSTEM AND SEALED THE REAR TELLING ME THAT EXHAUST WAS LEAKING INTO THE CABINET AREA AND THAT WAS THE EXCLAMATION FOR THE ROTTEN EGG SMELL. AT THAT POINT I HAD ONLY HAD MY VEHICLE LESS THAN SEVEN MONTHS. ON AUGUST 2, 2017 WE TOOK MY FORD EXPLORER BACK TO GURLEY LEEP KIA FORD AND SOUTH BEND INDIANA WITH THE SAME COMPLAINTS AS WELL AS THE MAIN DRIVER MYSELF EXPERIENCING NAUSEA HEADACHES TROUBLE CONCENTRATION VOMITING AND BLURRED VISION. I HAVE BEEN ATTENDING COLLEGE AND WORKING FULL-TIME WITH HIS REQUIRED INCREASED DRIVING IN MYSELF BEING IN THE VEHICLE WHICH WOULD EXPLAIN THE INTERMITTENT HEADACHES AND NAUSEA AS WELL AS THE FLAREUP OF SYMPTOMS AFTER BEING IN MY VEHICLE FOR APPROXIMATELY 4 1/2 HOURS. DIAGNOSTIC TESTING WAS DONE AND IT WAS CONFIRMED THAT AGAIN EXHAUST WAS LEAKING INTO THE CABIN AREA THE REPAIRS WERE THE SAME REPLACE THE EXHAUST AND RESEAL THE EXHAUST BACK, HOWEVER THIS TIME THEY STATED THAT FORD WOULD NOT COVER THE COST OF THESE REPAIRS AS IT IS NO LONGER UNDER FORDS WARRANTY AND WE WERE ADVISED THE COST OF REPAIRS WOULD BE NEAR \$3000. THERE ARE TWO TSB'S OUT ON THIS ISSUE I FEEL THAT SHOULD'VE BEEN COVERED BY FORD AT THIS POINT THEY SHOULD REPLACE MY VEHICLE IT IS BEEN PROVEN

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TWICE AND DOCUMENTED THAT CARBON MONOXIDE/EXHAUST IS LEAKING INTO THE CABIN AREA. I DO HAVE AN EXTENDED WARRANTY CALLED ROUTE 66 THEY WILL NOT COVER THIS AS WELL. WE ALSO WERE ADVISED THAT FORD EXPLORERS ARE KNOWN FOR HAVING A FRONT STRUT MOUNT ISSUE BOTH OF MINE WE WERE ADVISED WERE BAD AND IT WOULD COST APPROXIMATELY \$500 TO HAVE A PLACE TO MY KNOWLEDGE THERE ARE NO TSB'S BUT THE DEALER SEEMED PRETTY AWARE OF THIS AND NOT SURPRISED.

OSCEOLA IN Failure Date: 08/02/2017

2 11011952 2015 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES FILL CABIN UNDER HARD ACCELERATION. IT HAS HAPPENED MANY TIMES OVER THE PAST FEW YEARS, WE PURCHASED CAR NEW IN ~ MAY 2015. TYPICALLY WE CAN LIMIT BY ACCELERATING SLOWER THAN DESIRED, WHICH CAN BE UNSAFE WHEN ENTERING THE HIGHWAY. AFTER HARD ACCELERATION HAS ENDED AND YOU MAINTAIN STEADY SPEED THE FUMES NO LONGER SEEM TO ENTER THE CABIN. FUMES CAN BE VERY STRONG AND ROLLING DOWN WINDOWS IS THE ONLY WAY TO CLEAR. IT SEEMS TO MOSTLY HAPPEN WITH REAR AIR CONDITIONING IN TURNED ON, BUT NOT SURE. I PUT TODAY'S DATE BELOW, BUT THIS HAPPENS OFTEN. I HAVE READ ONLINE AND SPOKEN TO DEALERS IN THE PAST AND NO FIX SEEMS TO BE AVAILABLE SO WE HAVE DONE ARE BEST TO AVOID WITH SLOW ACCELERATION, BUT WE CAN NOT BE CERTAIN THAT NO FUMES ARE ENTERING CAR. BOTH MY WIFE AND I SEEM TO GET MORE HEAD ACHES THAN IN THE PAST AND THIS COULD BE THE CAUSE.

WAXAHACHIE TX Failure Date: 08/01/2017

2 11016033 2015 FORD EXPLORER Engine & Engine Cooling PASSENGER CABIN FILLS WITH EXHAUST FUMES DURING RAPID ACCELERATION.

OTTAWA HILLS OH Failure Date: 08/01/2017

2 11053396 2015 FORD EXPLORER Engine & Engine Cooling PURCHASED MY VEHICLE IN JULY 2017. DUE TO AN UNRELATED POWER ISSUE THAT OCCURRED UNDER FULL THROTTLE, I HAD TO DRIVE MY CAR ON A LOT OF FULL THROTTLE RUNS AT HIGHWAY SPEED TO HELP THE DEALERSHIP DIAGNOSE THE ISSUE. THIS WENT ON FOR WEEKS, TRYING TO

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GET THE DEALERSHIP TO DUPLICATE THE PROBLEM. AFTER THEY ALLEGEDLY FINALLY FIXED THE PROBLEM. I CONTINUED TO DRIVE MY EXPLORER VIGOROUSLY ON THE HIGHWAY TO MAKE SURE THE POWER ISSUE WAS CORRECTED, (THAT ISSUE IS NOT MY COMPLAINT AS IT APPEARS TO BE FIXED). HOWEVER DURING ALL THESE WEEKS OF FREQUENTLY DRIVING AT HIGH RPMS, I HAD HEADACHES ALMOST EVERY TIME I GOT TO MY DESTINATION. I SELDOM GET HEADACHES AND CERTAINLY NOT ALMOST DAILY. DURING CERTAIN TIMES, DEPENDING ON HOW LONG MY TRIP WAS, I ALSO SMELLED WHAT SEEMED TO BE STRONG FUMES, EVEN WHEN THERE WERE NO VEHICLES NEARBY OR IN FRONT OF ME. I RECENTLY LEARNED THAT THERE WERE OTHER EXPLORER OWNERS HAVING ISSUES. TO MY SHOCK, I SAW THAT A LOT OF OWNERS WERE STATING THAT THEY WERE NOTICING THE FUMES WHEN THE CAR WAS DRIVEN HARD, WHICH IS THE KIND OF DRIVING I HAD BEEN DOING WHEN I NOTICED THE FUMES, AND NORMALLY WOULD NOT HAVE. I HAVE GOTTEN TO WHERE I HAVE TO FEATHER THE PEDAL DURING DRIVING TO MINIMIZE THE ODOR OF FUMES. I ALSO HAVE A PREGNANT WIFE WHO I WON'T ALLOW IN THE VEHICLE ANYMORE AND SURELY WILL NOT BE ABLE TO PLACE MY NEWBORN CHILD IN THIS EXPLORER TO BE EXPOSED TO FUMES OF THIS AMOUNT. THIS IS THE MOST MONEY I EVER SPENT ON A VEHICLE AND I'M AT A COMPLETE LOSS. I AM VERY FEARFUL OF PUTTING MY FAMILY IN THIS VEHICLE, ESPECIALLY A NEWBORN.

HAMILTON OH Failure Date: 08/01/2017

2 11011445 2015 FORD EXPLORER Engine & Engine Cooling AFTER COMPLETING A LEFT TURN ON A WARM SUNNY DRY CLEAR DAY ON A FLAT ROAD SURFACE I HAD ACCELERATED NORMALLY UP TO ABOUT 30 MILES AN HOUR (SPEED LIMIT 45) AND ALL OF THE SUDDEN COMPLETELY LOST POWER. FOR A SECOND I THOUGHT THE CAR HAD STALLED SO I PUT IT IN NEUTRAL AND TRIED TO RESTART BUT IT WAS IN FACT STILL RUNNING. IT WOULD NOT REV AT ALL. I PUT THE TRUCK BACK INTO GEAR AND TURNED ON MY FOUR-WAY FLASHERS. PRESSING THE GAS DID ABSOLUTELY NOTHING, THE ENGINE WAS RUNNING ROUGH AND I WAS ABLE TO GO ABOUT 5 MILES AN HOUR FOR ABOUT 500 FEET AT WHICH POINT I PULLED INTO A PARKING LOT AND STARTED

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SWEARING AT MY 2015 EXPLORER WITH UNDER 23K MILES WHICH COULD HAVE KILLED ME IF IT HAD LOST POWER 30 SECONDS SOONER WHILE I WAS TURNING LEFT. THIS IS VERY CLEARLY A HEALTH AND SAFETY DEFECT AND THIS VEHICLE SHOULD BE RECALLED ASAP. OBVIOUSLY I CANNOT ALLOW MY WIFE AND CHILD TO DRIVE IN THIS VEHICLE. I'VE BEEN DRIVING FOR OVER 25 YEARS AND HAVE NEVER HAD ANYTHING LIKE THIS HAPPEN.

MURRIETA CA Failure Date: 07/28/2017

2 11011621 2015 FORD EXPLORER Engine & Engine Cooling THE VEHICLE WAS TESTED AND FOUND TO HAVE 30 PPM OF CO IN THE VEHICLE WHILE IN OPERATION. WARRENTON VA Failure Date: 07/28/2017

2 11010403 2015 FORD EXPLORER Engine & Engine Cooling I PURCHASED THE 2015 FORD EXPLORER USED FROM A LOCAL DEALERSHIP AROUND JULY, 2016. MY FAMILY NOTICED AN ODOR (OF EXHAUST FUMES) IN THE CABIN OF THE VEHICLE. IT HAPPENED EVERY TIME I ACCELERATED QUICKLY. MORE SPECIFICALLY, I WAS AT A COMPLETE STOP AND THEN TOOK OFF QUICKLY TO GET ONTO A HIGHWAY. I TOOK THE VEHICLE TO THE DEALERSHIP FROM WHICH I PURCHASED IT. THEY TESTED IT AND CONFIRMED MY COMPLAINT. THEY CONTACTED THE ENGINEERS AT FORD TO SEE HOW TO FIX THE PROBLEM. I WAS TOLD THAT MY CAR WAS GOING TO BE A GUINEA PIG. THEY REPLACED A SEAL AND DID SOMETHING THAT REQUIRED THEM TO REMOVE THE REAR END OF THE VEHICLE. THE DEALERSHIP DID NOT CHARGE ME FOR THE SERVICE. THEY ALSO PROVIDED ME WITH ANOTHER VEHICLE TO DRIVE. WHEN I GOT MY VEHICLE BACK, I COULD STILL SMELL THE ODOR. AGAIN, I NOTICED IT WHEN I ACCELERATED QUICKLY. THIS TIME, I COULD SMELL IT ABOUT 1 MINUTE AFTER THE QUICK ACCELERATION. DURING THE ACCELERATION, MY AIR CONDITIONING DEFAULTED TO AN "OFF" POSITION TEMPORARILY. I WAS CONCERNED, SO I BROUGHT THE VEHICLE BACK TO THE SAME DEALERSHIP. MY CAR HAS BEEN AT THE DEALERSHIP FOR OVER A WEEK THIS TIME. I HAVE NOT GOTTEN IT BACK YET. THEY TOLD ME THAT THEY ORDERED A NEW EXHAUST SYSTEM. I ASKED SPECIFICALLY IF IT WAS DIFFERENT FROM THE PREVIOUS ONE. THEY TOLD ME IT WAS DIFFERENT.

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AGAIN, THEY ARE NOT GOING TO CHARGE ME FOR THE REPAIRS. I DON'T THINK THE DEALERSHIP SHOULD HAVE TO PAY FOR THE REPAIRS EITHER THOUGH. I THINK FORD SHOULD COVER ALL REPAIRS FOR THIS EXHAUST PROBLEM. TO MAKE MATTERS WORSE, THE EXPLORER THEY PUT ME IN WHILE MINE WAS IN THE SHOP HAD THE SAME EXHAUST ODOR IN THE CABIN. I REPORTED IT TO THE DEALERSHIP, AND THEY PROVIDED ME A FLEX TO DRIVE. HOW CAN FORD EXPECT THEIR SALES TEAM TO SELL THESE VEHICLES KNOWING THAT THERE COULD BE POISONOUS GASSES GOING INTO THEIR CABIN? KEMP TX Failure Date: 07/17/2017

2 11021048 2015 FORD EXPLORER Engine & Engine Cooling SUFFERING FROM AN EXHAUST SMELL THAT ENTERS THE VEHICLE WHENEVER IT IS UNDER HARD ACCELERATION OR UNDER LOAD, SUCH AS DRIVING UP A HILL. MULTIPLE ATTEMPTS HAVE BEEN MADE TO FIND THE CAUSE OF THE ISSUE BY THE DEALERSHIP IT WAS PURCHASED FROM WITH NO RESOLUTION. ENTERS THE CABIN WORSE WITH THE REAR AIR TURNED ON, EVEN AFTER THE FIXES WERE DONE TO SEAL THE CAR BY THE DEALER. NOTICEABLE WHEN EXITING THE VEHICLE, THE SMELL IS ALL AROUND THE OUTSIDE FOR A FEW SECONDS AFTER STOPPING. CINCINNATI OH Failure Date: 07/10/2017

2 11030714 2015 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE LIKE LEAK INTO THE CABIN FORD DID NOT FIX WHEN WE WENT TO THE DEALERSHIP JORDAN MN Failure Date: 07/03/2017

2 11002970 2015 FORD EXPLORER Engine & Engine Cooling THE INSIDE OF THE CAR SMELLS LIKE EXHAUST ANY TIME I AM DRIVING AT A HIGH RATE OF SPEED (APPROX. 60MPH OR MORE) UP HILL. THIS OCCURS WITH THE WINDOWS UP AND EVEN WITH THE OUTSIDE AIR TURNED OFF, IN FACT IT SEEMS WORSE WITH THE AIR CONDITIONER ON AND RECIRCULATING AIR ON. HAPPENS EVERY TIME I DRIVE IN THESE CONDITIONS. RAMONA CA Failure Date: 06/29/2017

2 11025226 2015 FORD EXPLORER Engine & Engine Cooling WITH THE A/C ON AND YOU ACCELERATE AND THE LET OFF A SMELL OF EXHAUST FUMES

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OVER TAKE THE PASSENGER AREA OF THE VEHICLE. WITH THE WINDOWS DOWN THE SMELL IS NOT AS BAD BUT STILL VERY NOTICEABLE.

LAPORTE IN Failure Date: 06/26/2017

2 10995343 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THE EXHAUST FUMES ENTERED INTO THE CABIN OF THE VEHICLE WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. THE VEHICLE WAS TAKEN TO MIKE CASTRUCCI FORD OF ALEXANDRIA, KENTUCKY, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND TRANSFERRED THE CALL TO NHTSA. THE FAILURE MILEAGE WAS 24,400.

MAYSVILLE KY Failure Date: 06/14/2017

2 11033963 2015 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL IN CABIN AFTER WIDE OPEN THROTTLE (WOT) PERIOD ONTO HIGHWAY. EXHAUST SMELL IN CABIN IN GENERAL DURING VEHICLE OPERATION WITH HEAVY THROTTLE. THIS IS EVEN AFTER HAVING THE AFORMENTIONED REPAIRS PER FORD WITH THE LIFTGATE AND REAR SEALS AREA. SEE ATTACHED PICTURE. I BELIEVE SOME OF THE LEAK MAY BE DUE TO LACK OF EXHAUST MANIFOLD BOLTS CONCORD NC Failure Date: 06/05/2017

2 10995245 2015 FORD EXPLORER Engine & Engine Cooling HYDROCARBON FUMES RELEASED INTO VEHICLE PASSENGER CABIN/ COMPARTMENT DURING HEAVY ACCELERATION OF ENGINE. THIS HAS HAPPENED SINCE OWNING THIS VEHICLE FROM NOVEMBER 2015.

CORDOVA TN Failure Date: 06/01/2017

2 10992291 2015 FORD EXPLORER Engine & Engine Cooling ENGINE WAS SHAKING VIBRANTLY AT IDLE. IT WAS NOT MOVING UNLESS YOU STEPPED MORE INTO THE ACCELERATION AND THAT MADE IT DANGEROUS TO JUDGE. IT DOES NOT HAVE THE ACCELERATION NEEDED TO DRIVE UPHILL EVEN YOU STEP DOWN ON IT. CAR DOESN'T AUTO START WITH KEY FOB.

LEESBURG VA Failure Date: 05/27/2017

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2 11012622 2015 FORD EXPLORER Engine & Engine Cooling THE CABIN FILLS WITH A STRONG EXHAUST FUME ODOR EACH TIME YOU PERFORM A MODERATE TO HARD ACCELERATION. THIS HAS OCCURRED CONTINUOUSLY SINCE PURCHASE IN 2015. THE DEALER WAS INFORMED AND HAS TAKEN NO ACTION. AUSTIN TX Failure Date: 05/20/2017

2 11047299 2015 FORD EXPLORER Engine & Engine Cooling VERY STRONG EXHAUST SMELL, HAS MADE MY WIFE I'LL, CAUSING SICK TO THE STOMACH AND HEADACHES VENUS TX Failure Date: 05/01/2017

2 10991659 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING 50 MPH, THE VEHICLE LOST POWER AND SLOWED DOWN INDEPENDENTLY. THE CONTACT STATED THAT AN UNKNOWN WARNING INDICATOR ILLUMINATED. THE VEHICLE STALLED AND WAS ABLE TO BE RESTARTED. THE FAILURE RECURRED THREE MORE TIMES. THE VEHICLE WAS TAKEN TO AUTONATION FORD (ST. PETERSBURG 2525 34TH ST N, ST. PETERSBURG, FL 33713) WHERE THE DEALER WAS UNABLE TO DIAGNOSE THE VEHICLE OR REPLICATE THE FAILURE; HOWEVER, THE ALTERNATOR AND BATTERY WERE REPLACED. THE MANUFACTURER STATED THAT THE VEHICLE WAS OUT OF WARRANTY AND MENTIONED THAT THEY WOULD CALL BACK TO INFORM THE CONTACT OF WHETHER THE VEHICLE'S WARRANTY WOULD BE EXTENDED. THE CONTACT ALSO CALLED A LEMON LAW HOTLINE AND WAS INFORMED THAT THE LAW DID NOT APPLY TO THE CASE. THE APPROXIMATE FAILURE MILEAGE WAS 31,000. ST PETERSBURG FL Failure Date: 04/28/2017

2 10992358 2015 FORD EXPLORER Engine & Engine Cooling WHEN DRIVING DOWN THE ROAD AND ACCELERATING THE CAR IMMEDIATELY STALLED AND I HAD TO PULL OF THE SIDE OF THE ROAD FOR SAFETY. I WAS ON A COUNTRY ROAD AND ABLE TO RESTART MY CAR WITHOUT ISSUE TILL 1 WEEK LATER WHEN I WAS DOWNTOWN DRIVING HOME AT 1:00AM AND I HAD TO PUSH MY CAR ONE BLOCK IN ORDER TO GET TO A SAFE PLAY AND GET A TOW. IT HAS BEEN IN THE SHOP FOR OVER 1 MONTH WITH FORD SAYING ITS A NUMBER OF THINGS IT ISN'T. IT IS TILL UNDER WARRANTY AND I BELIEVE THIS

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IS AN ISSUE WITH THE ECOBOOST ON THE VEHICLE. THIS IN ITS OWN COULD HAVE BEEN A VERY DANGEROUS SITUATION. THIS COULD HAVE BEEN EVEN WORSE IF I WAS ON THE INTERSTATE (WHICH IS WHERE I WAS HEADED) THEY INITIALLY SAID IT WAS THE POWER TRAIN MODULE AND WE WAITED ON THE PART FOR 1 MONTH AND IT DIDN'T FIX ANYTHING. NOW THEY ARE STATING ITS THE TUBING FOR THE TURBO ENGINE (ECOBOOST) AND WE CONTINUE TO WAIT ON THE PART AND THE REPAIR. THIS EXPLORER HAS 34,000 AND IS A RED FORD EXPLORER ECOBOOST. YUKON OK Failure Date: 04/22/2017

2 11112321 2015 FORD EXPLORER Engine & Engine Cooling HAVE HAD 2015 EXPLORER IN LOCAL FORD DEALER 6 TIMES TO HAVE EXHAUST FUMES IN CABIN RESOLVED. THEY HAVE PERFORM REPAIRS TO CURRENT TSBs. STILL HAVING EXHAUST FUMES IN CABIN AFTER NORMAL ACCELERATION. STARTING TO SMELL FUMES WHEN ENTERING CABIN AFTER REMOTE START. CURRENTLY VEHICLE IN SHOP AGAIN! BURTON TX Failure Date: 04/10/2017

2 10978838 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING THE VEHICLE ON SEVERAL OCCASIONS, THERE WAS A STRONG ODOR OF EXHAUST FUMES IN THE CABIN OF THE VEHICLE. THE CONTACT STATED THAT THE ODOR WAS MORE PREVALENT WHEN THE AIR CONDITIONER WAS IN USE. THE VEHICLE WAS TAKEN TO THE DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED OF AN EXHAUST LEAK EMITTING FROM THE ENGINE COMPARTMENT. THE VEHICLE WAS NOT REPAIRED. A CHILD IN THE VEHICLE HAD TO BE RUSHED TO THE EMERGENCY ROOM TO SEEK MEDICAL TREATMENT FOR NAUSEA AND MIGRAINES DUE TO THE EXHAUST FUMES. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 48,000. THE VIN WAS NOT AVAILABLE. CANYON COUNTRY CA Failure Date: 04/03/2017

2 10969929 2015 FORD EXPLORER Engine & Engine Cooling WHEN I DRIVE MY EXPLORER AND THE ENGINE REVS UP ABOVE 2800 RPM WHILE



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MERGING ONTO A HIGHWAY, A STRONG EXHAUST ODOR COMES IN THE CAB OF MY VEHICLE. THE SMELL IS BAD ENOUGH THAT ALL MY FAMILY HAS BECOME VERY DIZZY TO THE POINT OF ALMOST PASSING OUT AND WE HAVE HAD HEADACHES IMMEDIATELY AFTER. I HAVE A 2 YEAR OLD DAUGHTER AND I WORRY THAT THE EXHAUST ODOR CAN HARM HER AND THE REST OF OUR FAMILY. BEFORE FILING THIS COMPLAINT I DID RESEARCH AND I FOUND THAT A POLICE OFFICER IN CALIFORNIA SUSTAINED SERIOUS INJURIES DUE TO A CRASH THAT WAS CAUSED BY THE SAME EXHAUST SMELL ON HIS EXPLORER WHICH MADE HIM FAINT. ADDITIONALLY, THE AUSTIN POLICE DEPARTMENT HAS NOW INSTALLED CARBON MONOXIDE DETECTORS IN THEIR POLICE VEHICLES DUE TO A POLICE OFFICER EXPERIENCING THE SAME SYMPTOMS AFTER HIS VEHICLE HAD EXHAUST ENTER THE CABIN OF HIS EXPLORER. I BELIEVE THAT THIS ISSUE NEEDS IMMEDIATE ATTENTION BECAUSE LIVES ARE AT RISK AND IT HAS NOT BEEN RESOLVED. THIS ISSUE THAT HAS HAPPENED IN MY PERSONAL EXPLORER IS NOT RANDOM. IT HAPPENS EVERY SINGLE TIME THAT THE ENGINE EXCEEDS 2800 RPM. THIS HAPPENS WHETHER I HAVE THE AIR CONDITIONER/HEATER ON OR NOT. I AM HONESTLY CONSIDERING STOPPING USING MY VEHICLE UNTIL THIS MATTER IS RESOLVED. I HAVE TAKEN MY VEHICLE TO THE LOCAL FORD DEALERSHIP AND THEY WANTED TO CHARGE ME 1,800 DOLLARS TO FIX THE ISSUE, BUT THEY ADVISED THAT IT IS NOT 100% GUARANTEED THAT THE ISSUE WOULD BE RESOLVED. I STRONGLY DISAGREE WITH THIS AND THEREFORE I WILL SINCERELY HOPE THAT OUR NHTSA CAN HELP US FORD EXPLORER OWNERS TO FIX THE PROBLEM.

\*TR OWASSO OK Failure Date: 03/30/2017

2 11115293 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT EXHAUST FUMES WERE SEEPING INTO THE REAR CABIN OF THE VEHICLE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO EMPIRE FORD LINCOLN (106 JONESBORO ROAD, ABINGDON, VA 24210), BUT NO FAILURE WAS FOUND. THE MANUFACTURER WAS NOTIFIED AND DID NOT ASSIST. THE FAILURE MILEAGE WAS 59,220. POUNDING MILL VA Failure Date: 03/15/2017

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2 10955357 2015 FORD EXPLORER Engine & Engine Cooling EVERY TIME I AM GETTING ON THE INTERSTATE AND HAVE TO GIVE IT GAS, I CAN SMELL EXHAUST IN THE CABIN. AND THEN WHILE TRYING TO PASS ANOTHER VEHICLE I CAN ALSO SMELL THE EXHAUST IN THE CABIN. I REPORTED THIS TO THE LOCAL DEALER BACK IN SEPTEMBER OF 2016 AND THEY SAID THAT THERE WAS NO RECALL OR REPORTED ISSUES WITH MY COMPLAINT.

GREEN VALLEY AZ Failure Date: 02/17/2017

2 10954792 2015 FORD EXPLORER Engine & Engine Cooling I'VE BEEN DEALING WITH EXHAUST FUMES ENTERING MY VEHICLE UPON A HARD ACCELERATION. I'V TAKEN MY 2015 EXPLORER TO THE DEALERSHIP 5 TIMES TO GET THIS CORRECT, WITH NO POSITIVE RESOLUTION. I'M ALSO EXPERIENCING A KNOCKING NOISE WHEN MAKING A HARD LEFT HAND TURN. I'VE BROUGHT TO THE DEALERSHIP TWICE TO FIX IT, WITH NO RESOLUTION. ORLANDO FL Failure Date: 02/15/2017

2 11030799 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, A CARBON MONOXIDE ODOR ENTERED FROM THE AIR VENT. THE VEHICLE WAS TAKEN TO MCCOMBS FORD WEST (7111 NW LOOP 410, SAN ANTONIO, TX 78238), BUT THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 49,398. THE VIN WAS NOT PROVIDED.

CONVERSE TX Failure Date: 02/15/2017

2 10956203 2015 FORD EXPLORER Engine & Engine Cooling EXHAUST ODOR, CARBON MONOXIDE PRESENT IN CABIN. CHECK ENGINE LIGHT.

CAPE CORAL FL Failure Date: 02/02/2017

2 10966461 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE OPERATING THE VEHICLE, THE ODOR OF EXHAUST FUMES WAS PRESENT INSIDE THE CABIN. THE FAILURE CAUSED THE OCCUPANTS TO EXPERIENCE HEADACHES AND NAUSEA. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE CAUSE OF THE

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FAILURE WAS NOT DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 30,000. FAYETTE MS

Failure Date: 02/01/2017

2 10940382 2015 FORD EXPLORER Engine & Engine Cooling VERY STRONG SMELL OF GAS INSIDE OF CABIN WHILE DRIVING WITH HEAT ON.

\*TR LINDENHURST NY Failure Date: 01/08/2017

2 10954518 2015 FORD EXPLORER Engine & Engine Cooling  
PURCHASED NEW 12/2014 AND HAVE HAD AN EXHAUST SMELL INSIDE THE CAR WHEN DRIVING. EXHAUST ODOR IS VERY STRONG WHEN GOING UP HILLS AND WHEN ENGINE IS UNDER A LOAD SUCH AS ACCELERATION. EVEN WITH THE A/C ON RE-CIRCULATION MODE, THE ODOR IS QUITE STRONG TO THE POINT OF HAVING TO ROLL DOWN THE WINDOWS. WE ALSO EXPERIENCE HEADACHES WHILE DRIVING FROM ALL THE FUMES. WE HAVE HAD IT TO THE DEALER FOR THIS ISSUE AT LEAST TWICE, THE FIRST TIME THEY SAID NOTHING WAS WRONG. THE MOST RECENT VISIT IN DECEMBER 2016 THEY REPLACED SOME BODY SEALS ON THE BACK OF THE VEHICLE WHICH HAS HELPED SOME, BUT WE STILL HAVE FUMES GETTING INTO THE VEHICLE AND WE STILL GET THE HEADACHES. IT IS TO THE POINT THAT MY WIFE IS AFRAID TO DRIVE THE CAR. WE ARE ALSO NOW AWARE THERE HAS BEEN A SERVICE BULLETIN ON THIS VERY ISSUE SINCE 2012 AND FORD HAS BEEN AWARE OF THE PROBLEM ON THE EXPLORER. SO THEY HAVE BEEN SELLING THESE WITH A KNOWN DEFECT THAT IS A REAL SAFETY ISSUE WITH CARBON MONOXIDE POISONING. ALSO, OUR DEALER (TEAM FORD) DID NOT ADDRESS IT UNTIL WE REALLY PUSHED THE ISSUE ON THE MOST RECENT VISIT THIS PAST DECEMBER AFTER 2 YEARS OF DEALING WITH IT, BUT ITS STILL NOT SOLVED EVEN AFTER HAVING THE VEHICLE FOR 10 DAYS. WE ARE VERY CONCERNED ABOUT THIS AND VERY UNHAPPY WITH THE INITIAL DEAL RESPONSE AS WELL AS FORD SELLING US THE VEHICLE WITH A KNOWN ISSUE THAT IS QUITE DANGEROUS. LAS VEGAS NV Failure Date: 12/19/2016

2 10933922 2015 FORD EXPLORER Engine & Engine Cooling NO ENGINE ACCELERATION THE TRUCK FAILED TO ACCELERATE WHEN ENTERING

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HIGHWAY CA 92 WEST BOUND. THE TRUCK MAXIMUM SPEED WAS 20-25 MPH WITH THE ACCELERATOR PEDAL FULLY EXTENDED. THE CHECK ENGINE LIGHT CAME ON FLASHING YELLOW AND YOU COULD SMELL FUEL. THE TRUCK WAS SHAKING AND SHUTTERING. THE TRUCK WOULDN'T NOT ACCELERATE BEYOND 25 MPH ONTO TO THE HIGHWAY. I BELIEVE THE PROBLEM LIES WITH THE ECO BOOST SYSTEM. SAN BRUNOCA Failure Date: 12/07/2016

2 11001656 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING 70 MPH, A STRONG EXHAUST ODOR SPREAD THROUGHOUT THE VEHICLE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (PORT LAVACA FORD LOCATED AT 1801 HIGHWAY 35 SOUTH, PORT LAVACA, TX 77979; (888) 813-2728) WHO STATED THAT THE VEHICLE WAS OUT OF WARRANTY AND COULD NOT BE REPAIRED FOR FREE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS CONTACTED AT 800-392-3673. THE MANUFACTURER ALSO STATED THAT THE VEHICLE WAS OUT OF WARRANTY AND THE VIN WAS NOT INCLUDED IN A RECALL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 35,000.

VICTORIA TX Failure Date: 11/12/2016

2 10934129 2015 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST ODOR IN PASSENGER CABIN WHEN OPERATING THE VEHICLE WITH FULL THROTTLE APPLICATIONS (E.G., PASSING, CLIMBING STEEP GRADES OR MERGING ONTO FREEWAY RAMPS) CENTERBURG OH Failure Date: 11/01/2016

2 10968817 2015 FORD EXPLORER Engine & Engine Cooling JULY 29, 2016 WE BOUGHT A USED 2015 FORD EXPLORER SPORT 4X4. SOMEWHERE AROUND OCT 2016 WE NOTICED EXHAUST FUMES SMELL INSIDE THE CABIN OF THE CAR. IT S ME TO BE MORE NOTICEABLE WHEN VEHICLE WAS UNDER HIGH ACCELERATION. TOOK IT TO FORD DEALER 10-12-16 WHERE THEY FOUND TAILGATE SEAL LEAKING AND IT WAS REPLACED. COUPLE WEEKS WENT BY AND SMELLED THE SAME ODOR AGAIN, TOOK IT BACK TO FORD DEALER ON 10-31-16, THEY SAY COULD FIND ANYTHING. CRAZY BECAUSE WHEN I LET AND

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ACCELERATED ON IT YOU COULD SMELL IT. WHEN YOU TAKE OFF FROM A STOP SIGN GETTING UP TO SPEED, PULLING OUT ONTO FREEWAY OR PASSING TRAFFIC YOU CAN SMELL IT. MY HUSBAND GOT A GAS MONITOR THAT THEY USE FOR MANHOLES AND I DROVE WITH IT FOR A FEW DAYS AND THE CO2 MONITOR WENT OFF AND WE HAVE A VIDEO. WE CALLED FORD DEALER AND SENT VIDEO AND THEY SAY WE NEED TO CALL FORD DIRECT. I HAVE BEEN RESEARCHING THIS ISSUE ON THE INTERNET AND FORD DOES NOT WANT TO DO ANYTHING ABOUT THIS PROBLEM. I CAN TELL YOU ON 3 DIFFERENT OCCASIONS THAT I HAVE GOTTEN DIZZY FROM THE FUMES AND HAD TO ROLL WINDOWS DOWN AND IT HAS GIVEN MY DAUGHTER SEVERE HEADACHE. I BOUGHT THIS USED CAR AS I CAN'T AFFORD A NEW ONE AND THIS IS MY ONLY MEANS OF TRANSPORTATION. I AM MAKING A GOOD SIZE CAR PAYMENT AND IT IS VERY FRUSTRATING THAT THIS VEHICLE HAS THIS ISSUE AND FORD CAN'T FIX IT. IT IS NOW MARCH 2017 AND STILL HAVING EXHAUST SMELL ISSUE. LAKE PLACID FL Failure Date: 10/12/2016

2 10919354 2015 FORD EXPLORER Engine & Engine Cooling OUR EXPLORER LIMITED UNIT HAS LESS THAN 21,000 MILES ON IT. WHILE ACCELERATING TO PASS ANOTHER VEHICLE, CLIMBING A HILL / MOUNTAIN OR SIMILAR SITUATION EXHAUST FUMES ENTER THE CABIN. THE A/C UNIT IS ON AND IN THE RECIRCULATION MODE WITH THE REAR A/C UNIT OPERATING. THE NOXIOUS FUMES SMELL LIKE ROTTEN EGGS / SULFURIC ACID. THE ONLY WAY TO CLEAR THE DANGEROUS EXHAUST GASES IS TO OPEN WINDOWS ALLOWING FOR A CHANGE IN THE CABIN'S ATMOSPHERE. THIS IS A RECURRING ISSUE THAT CAN BE REPLICATED. WORKING WITH THE DEALERSHIP WE PURCHASED FROM AS WELL AS FORD CORPORATE TO RESOLVE THIS DANGEROUS SITUATION. MANY UNITS ARE EXPERIENCING THIS SAME ISSUE. NO PROVEN REPAIR / FIX TO DATE. HOW LONG WILL IT TAKE FORD'S ENGINEERING TEAM TO ISOLATE THE REASON THIS OCCURS AND PROVIDE A PROVEN REPAIR / RECALL? COULD IT BE THE UNITS EXPERIENCING THIS RECURRING PROBLEM COULD BE COMING OUT OF THE SAME MANUFACTURING FACILITY? RICHMOND TX Failure Date: 10/05/2016

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2 10909917 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING 45 MPH, THE VEHICLE DECELERATED, STALLED, AND THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THIS ISSUE. THE FAILURE MILEAGE WAS 12,500. NORCROSS GA Failure Date: 09/26/2016

2 11042665 2015 FORD EXPLORER Engine & Engine Cooling I PURCHASED A NEW 2015 FORD EXPLORER. WITHIN A COUPLE OF MONTHS I NOTICED A SMELL IN THE CAR WHEN ACCELERATING OR GOING UP HILLS. I TOOK IT INTO THE DEALERSHIP AND THEY CONFIRMED THERE WAS A CARBON MONOXIDE LEAK AND REPAIRED IT. THE REPAIR WAS NOT EFFECTIVE AS THE LEAK WAS STILL THERE. I TOOK IT IN FOR A SECOND REPAIR FROM THE RELEASED TBS BUT IT STILL EMITS THE CM IN THE CABIN WHEN THE VEHICLE EXCEEDS 3K RMP'S OR THE AC IS ON FULL BLAST. MERIDIAN ID Failure Date: 08/30/2016

2 11012216 2015 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE COMING INTO THE VEHICLE CALLED THE DEALER THEY DONT WANT TO INVESTIGATE THE PROBLEM CALLED THE DEALER ABOUT RECALL THEY SAID THERE IS NOTHING ON RECALL GARLAND TX Failure Date: 08/25/2016

2 11013530 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING 70 MPH, AN EXHAUST ODOR ENTERED INTO THE CABIN OF THE VEHICLE. THE HIGHER THE SPEED OF THE VEHICLE, THE MORE THE ODOR INTENSIFIED. IN ADDITION, THE ODOR SMELLED LIKE BURNING OIL, SIMILAR TO OIL BEING BURNED ON THE EXHAUST MANIFOLD. BOGGUS FORD OF HARLINGEN, TEXAS WAS MADE AWARE OF THE ODOR AND STATED THAT THE VEHICLE WAS OUT OF THE 36,000 MILE WARRANTY. THE DEALER ALSO STATED THAT THE EXTENDED WARRANTY WOULD NOT COVER THE COST OF THE REPAIR AND THAT THE TAIL PIPES AND REAR FENDERS WERE THE AFFECTED PARTS. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND TRANSFERRED THE CONTACT TO NHTSA

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AFTER STATING THAT THE FAILURE WAS BEING INVESTIGATED. THE FAILURE MILEAGE WAS 52,000. UPDATED 10/25/17\*LJ UPDATED 10/26/2017\*JS  
EDCOUCH TX Failure Date: 08/07/2016

2 10894480 2015 FORD EXPLORER Engine & Engine Cooling MY 2015 FORD EXPLORER GIVES OFF EXHAUST GAS THAT ENTERS THE CABIN UNDER ACCELERATION TO HIGHWAY SPEEDS AND HAS MADE PASSENGERS IN MY CAR SICK AND VOMIT. THE PROBLEM STARTED IMMEDIATELY AFTER I BOUGHT THE CAR AND AS OF TODAY THE DEALER CANNOT FIX THE PROBLEM. I HAVE HAD IT BACK TO THE DEALER NUMEROUS TIMES AND HAVE CONTACTED FORD CUSTOMER CARE CENTER WITHOUT SUCCESS. THEY SAY THE CAR IS FIXED BUT STILL SMELLS. THE DEALER TELLS ME THEY HAVE BEEN IN TOUCH WITH FORD AND STILL NO REMEDY. ITS ALMOST LIKE THEY ARE WAITING FOR THE WARRANTY TO RUN OUT SO THEY CAN FORGET ABOUT THIS PROBLEM. MY BROTHER HAS AN EXPLORER POLICE VEHICLE AND ON A RECENT TRIP WITH HIM IN HIS CAR HIS DID THE EXACT SAME THING. NAPLES  
FL Failure Date: 08/03/2016

2 10909674 2015 FORD EXPLORER Engine & Engine Cooling MY VEHICLE HAS HAD AN EXHAUST SMELL UNDER ACCELERATION SINCE NEW. AFTER APPROXIMATELY 9 MONTHS IT STARTING GETTING REALLY BAD. I TOOK IT TO THE DEALERSHIP BEGINNING OF AUGUST AND THEY COMPLETED THE TECH BULLETIN BUT WAS NOT FIXED SO I TOOK IT BACK. THE DEALER TOLD ME THEY WORKED ON IT FOR 3 DAYS WITH TECHNICAL SERVICE FROM FORD MOTOR HEADQUARTERS BUT COULD NOT FIX IT AND TOLD ME IT WAS SAFE TO DRIVE AND GAVE ME BACK THE VEHICLE. WHEN I PICKER UP THE VEHICLE MY RECEIPT STATED "COULD NOT VERIFY PROBLEM", (THAT IS A MAJOR COVER-UP) BY THE DEALER FROM LIABILITY. I FILED COMPLAINT WITH FORD AND TOOK IT TO ANOTHER DEALERSHIP. THEY VERIFIED THE PROBLEM AND HAVE HAD IT TWICE MORE AND REPLACED THE EXHAUST AND RESEALED THE BODY SEAMS BUT THE SMELL IS STILL THERE. I HAVE BEEN IN CONTACT WITH FORD BUT KEEP GETTING THE RUN AROUND AND TOLD I HAVE TO TAKE IT BACK TO THE DEALER BUT THE DEALER TELLS ME THEY HAVE DONE EVERYTHING TO

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TRY AND FIX IT. MY MAIN COMPLAINT IS THAT THIS IS A LEASE VEHICLE SO IT BELONGS TO FORD, THEY SHOULD JUST TAKE THEIR VEHICLE BACK AND RELEASE ME FROM MY LEASE SINCE THEY CANNOT FIX THEIR VEHICLE. FORD TELLS ME THAT THEY FILED THE PAPERWORK FOR THE LEMON LAW BUT I NEED TO TAKE IT BACK TO THE DEALER AGAIN AND AGAIN. I JUST PICKED IT UP SATURDAY AND THIS IS MONDAY AND FORD SAYS TAKE IT BACK TO THE DEALER AND FORD WILL CALL ME ON FRIDAY. I DON'T KNOW WHY I HAVE TO KEEP TAKING IT BACK TO DEALER WHEN DEALER STATES THEY CANNOT FIX IT. LAKELAND FL Failure Date: 08/02/2016

2 10967678 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, EXHAUST ODORS AND FUMES EMITTED INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER ON THREE SEPARATE OCCASIONS AND THE AIR CONDITIONER INLET AND MUFFLERS WERE REPLACED. IN ADDITION, THE CONTACT STATED THAT THE HVAC MODULE WAS REPROGRAMMED AND THE UNDERBODY OF THE VEHICLE WAS RE-COATED, BUT THE FAILURE CONTINUED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 40,994. SARASOTA FL Failure Date: 08/01/2016

2 11034155 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT CARBON MONOXIDE ENTERED THE VEHICLE WHILE THE VEHICLE WAS IDLING AND BEING DRIVEN. THE FAILURE OCCURRED WITHIN LESS THAN A YEAR OF OWNING THE VEHICLE. THE CONTACT WAS NAUSEOUS, LIGHT HEADED, AND BECAME ILL. A PASSENGER SUFFERED MEMORY LOSS AND TWO STROKES WITHIN MONTHS OF BEING IN THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER (GARY YEOMANS FORD LINCOLN, 1420 N TOMOKA FARMS RD, DAYTONA BEACH, FL 32124, (386) 310-2342). THE DEALER STATED THAT SEVERAL REPAIRS WERE COMPLETED, BUT THERE WAS NO CARBON MONOXIDE TESTING. THE VIN WAS NOT INCLUDED IN NHTSA ACTION NUMBER: EA17002 (STRUCTURE, ENGINE AND ENGINE COOLING). THE MANUFACTURER



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WAS NOTIFIED OF THE FAILURE TO DETERMINE IF THEY COULD PROVIDE A SOLUTION. THE APPROXIMATE FAILURE MILEAGE WAS 25,499.

DELAND FL Failure Date: 08/01/2016

2 10889244 2015 FORD EXPLORER Engine & Engine Cooling STRONG ODOR OF EXHAUST FUMES ENTER CABIN WHEN GAS PEDAL IS PUSHED HARD WHEN ENTERING FREEWAY AND AIR CONDITIONER IS ON AND SET AT RECIRCULATE. IT HAPPENS EVERY TIME I ENTER THE FREEWAY AT END OF ENTRANCE RAMP. I AM FORCED TO OPEN THE WINDOWS WHILE DRIVING TO MAKE THE FUMES GO AWAY. BRIGHTON MI Failure Date: 07/28/2016

2 10956018 2015 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES ENTERING INSIDE CAR WHEN AIR CONDITION IS ON. HAD CAR SERVICED TOLD FORD DEALER OF PROBLEM, THEY CHANGED AIR FILTER STILL HAVE PROBLEM. NOW IT IS ALL OVER NEWS THERE IS NO FIX FOR THIS PROBLEM. DOESN'T MATTER WHETHER CAR IS IN MOTION OR NOT.

WATERBURY CT Failure Date: 07/20/2016

2 10883829 2015 FORD EXPLORER Engine & Engine Cooling I RECENTLY CAME ACROSS AN ARTICLE ABOUT EXHAUST FUMES INSIDE THE 2015 FORD EXPLORER. THIS IS WHAT MY WIFE AND I EXPERIENCED. I HOPE THIS HELPS IN YOUR REVIEW IN A POTENTIAL RECALL OF THIS VEHICLE. IN AUGUST 2014 WE PURCHASED A NEW FORD EXPLORER 2015 XLT. CURRENTLY HAVE APPROXIMATELY 40K MILES ON IT. WHEN EITHER OF US ACCELERATE TO ENTER A FREEWAY QUICKLY, OR DRIVE UP A HILL THERE IS A STRONGER ODOR OF EXHAUST FUMES INSIDE THE CAR. OF COURSE WE OPEN THE WINDOWS, BUT MY WIFE IS ASTHMATIC AND IT GREATLY AFFECTS HER BREATHING AND OTHER ASTHMA SYMPTOMS INCLUDING COUGHING, WHEEZING AND NEEDING TO USE A øRESCUEø INHALER. THIS OCCURS DURING THE WINTER AS WELL AS WHEN THE AC IS ON. WE LOVE OUR BEAUTIFUL FORD EXPLORER AND ARE TROUBLED BY THIS PROBLEM, BUT BELIEVE THIS IS A SERIOUS FAULT AND SHOULD JUSTIFY A RECALL. NEPTUNE NJ Failure Date:

07/10/2016

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2 10883282 2015 FORD EXPLORER Engine & Engine Cooling I JUST READ AN ARTICLE ABOUT FORD EXPLORER EXHAUST ODOR POTENTIAL CONCERNS SENT TO NHTSA. I OWN A 2015 FORD EXPLORER XLT WITH ABOUT 11,500 MILES. ON TWO OCCASIONS I HAVE ENCOUNTERED THE EXHAUST ODOR IN THE VEHICLE CABIN. IN BOTH INSTANCES THIS OCCURRED DURING NEAR WIDE-OPEN-THROTTLE ACCELERATION WHILE MERGING ONTO AN INTERSTATE HIGHWAY. THE ODOR IS AN EXHAUST ODOR WITH AN ADDITIONAL "ROTTEN EGG" ODOR CHARACTERISTIC WHICH IS INDICATIVE OF AN OVER-RICH FUEL CONDITION THAT LIKELY OCCURS AT WIDE-OPEN-THROTTLE. I HAVE NOT SMELLED THIS ODOR AT ANY OTHER TIMES, WHICH I SUSPECT IS BECAUSE I HARDLY EVER ACCELERATE SO INTENSELY. I HOPE THIS WILL BE A LITTLE HELPFUL IN YOUR REVIEW OF WHETHER THIS IS AN ISSUE OR NOT. I AM A HAPPY LIFETIME OWNER OF FORD VEHICLES AND I HAVE GREAT RESPECT FOR THE FORD MOTOR COMPANY, SO I AM NOT COMPLAINING, BUT WANTING TO HELP. ANDERSON SC Failure Date: 07/01/2016

2 10910613 2015 FORD EXPLORER Engine & Engine Cooling UPON HARD ACCELERATION, SUCH AS TRYING TO GET ON THE INTERSTATE HIGHWAY OR GOING UP A HILL WHILE PULLING A TRAILER, EXHAUST FUMES ARE GETTING INTO THE PASSENGER CABIN. YOU CAN SMELL AN ODOR SIMILAR TO SULFUR OR LIKE SOMEONE STRUCK A KITCHEN MATCH. THIS IS MOST NOTICEABLE WHEN THE FRONT AND REAR AC UNITS ARE RUNNING. I'VE TAKEN THE VEHICLE TO THE DEALERSHIP TWICE AND THE TSB REPAIRS HAVE BEEN DONE ON THE VEHICLE BUT THE FUMES ARE STILL GETTING INTO THE CABIN. THE LAST TIME I HAD IT IN TO THE DEALER, I HAD ONE OF THE MECHANICS RIDE WITH ME WHILE I GOT ON THE INTERSTATE. HE NEVER WOULD SAY THAT HE SMELLED THE ODOR OF THE EXHAUST BUT IF I COULD SMELL IT, HE CERTAINLY COULD HAVE AS WELL. THE ODOR IS OFFENSIVE AND BOTHERSOME BUT THE CARBON MONOXIDE THAT IT CONTAINS IS POISONOUS. I'VE LOOKED ONLINE AND THERE ARE MANY POST TO VARIOUS WEBSITES POSTED BY OWNERS THAT HAVE THE SAME PROBLEM. FORD SHOULD BE MADE TO CORRECT THIS PROBLEM. FORSYTH GA

Failure Date: 07/01/2016

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2 11012562 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING AT 75 MPH, THE CONTACT FELT AS IF HE WERE TO FAINT AND FELT AS IF HE WAS HYPERVENTILATING. THE CONTACT MENTIONED THAT HIS SYMPTOMS WERE DUE TO CARBON MONOXIDE. THE CONTACT HAD TO PULL OVER. THE FAILURE OCCURRED ABOUT THREE TIMES. THE CONTACT DID NOT SEEK MEDICAL ATTENTION. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT MECHANIC. A DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000. THE VIN WAS UNAVAILABLE. BRADLEY ME Failure Date: 06/15/2016

2 10896012 2015 FORD EXPLORER Engine & Engine Cooling 3.5L ECOBOOST, 24K MILES. UPON ATTEMPTED ACCELERATION, ENGINE DOES NOT PRODUCE FULL POWER. ENGINE LAGS SIGNIFICANTLY THEN SURGES IN BOTH RPM AND ACCELERATION. ISSUES HAS PERSISTED FOR APPROXIMATELY 3K MILES. ISSUE OCCURS DURING ALL ENVIRONMENTAL CONDITIONS. CHECK ENGINE LIGHT HAS NOT COME ON. NO CODES HAVE BEEN FOUND. VEHICLE HAS BEEN EXAMINED BY HUDSON FORD IN WISCONSIN. NO RESOLUTION PROVIDED, ISSUE CONTINUES TO EXHIBIT ITSELF. APPLE VALLEY MN Failure Date: 06/12/2016

2 10985950 2015 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES IN THE COCKPIT. AFTER PURCHASING THE VEHICLE (2ND OWNER) WE STARTED SMELLING EXHAUST SMELLS WHEN ACCELERATING ON TO THE INTERSTATE. THIS WOULD HAPPEN WITH MODERATE OR HIGHER ACCELERATION WITH 1 OR 2 OCCUPANTS OR MODERATE WITH FULL TANK OF GAS AND 4 OCCUPANTS AND LUGGAGE. DEALER PERFORMED TECHNICAL BULLETIN - NO FIX. DEALER THEN UPDATED COMPUTER SOFTWARE - NO FIX. DEALER THEN REPLACED ENTIRE EXHAUST SYSTEM - NO FIX. SERVICE MANAGER ADVISED HE WAS OUT OF OPTIONS AND I SHOULD CALL FORD CUSTOMER SERVICE AT 800-392-3673. FINALLY TALKED TO SAMANTHA WHO EVENTUALLY TOLD ME THERE WAS NOTHING FORD COULD DO BECAUSE THE

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NHTSA DID NOT CONSIDER THIS A SAFETY ISSUE.

SOMERVILLE TN Failure Date: 05/01/2016

2 10908539 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHEN ATTEMPTING TO HARD ACCELERATE IN THE VEHICLE, EXHAUST FUMES ENTERED THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER FOUR TIMES. THE EXHAUST SYSTEM AND OTHER COMPONENTS WERE REPLACED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 7,000. JACKSONVILLE FL Failure Date: 04/18/2016

2 10968285 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT THERE WAS AN ABNORMAL ODOR IN THE VEHICLE WHILE THE AIR CONDITION WAS IN OPERATION. THE CONTACT STATED THAT THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE CATALYTIC CONVERTER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED HOWEVER, AFTER SEVERAL MONTHS THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE HOWEVER, THE CONTACT WAS INFORMED THAT NO FURTHER ASSISTANCE WOULD BE OFFERED. THE APPROXIMATE FAILURE MILEAGE WAS 10,000. ASTORIA NY Failure Date: 03/24/2016

2 11051715 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING UNKNOWN SPEEDS, THE CONTACT NOTICED EXHAUST FUMES IN THE CABIN. THE VEHICLE WAS TAKEN TO A LOCAL DEALER (BRONDES FORD LINCOLN, 1511 REYNOLDS RD, MAUNEE, OH 43537) WHERE IT WAS DIAGNOSED THAT THE VENTS AND BUMPER SHIELD NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 19,000.

WAUSEON OH Failure Date: 02/27/2016

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2 11066693 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT NOTICED A ODOR COMING FROM THE EXHAUST, WHICH MADE HER NAUSEOUS. THE VEHICLE WAS TAKEN TO VISTA FORD LINCOLN WOODLAND HILLS (21501 VENTURA BLVD, WOODLAND HILLS, CA 91364), BUT COULD NOT BE DIAGNOSED SINCE THE CONTACT BECAME ILL. IT WAS UNKNOWN IF MEDICAL ATTENTION WAS REQUIRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 43,000.

WOODLAND HILLSCA Failure Date: 02/17/2016

2 11023965 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 50 MPH, THE ODOR OF EXHAUST FUMES WAS PERCEIVED INSIDE THE VEHICLE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER (CROSS ROADS FORD, 88 DALE JARRETT BLVD, INDIAN TRAIL, NC 877-660-7530) AND THE CONTACT WAS INFORMED THAT THE FAILURE WAS NOT A KNOWN ISSUE. THE FAILURE RECURRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 5,000.

WAXHAW NC Failure Date: 02/10/2016

2 10906985 2015 FORD EXPLORER Engine & Engine Cooling BURNING PLASTIC / EXHAUST SMELL INSIDE THE CAB ANY TIME WHEN ACCELERATING PALATKA FL Failure Date: 02/01/2016

2 10944995 2015 FORD EXPLORER Engine & Engine Cooling 2015 EXPLORER SPORT 3.5L V6 ECOBOOST, CAR SHUDDERS WHILE TRYING TO MAINTAIN HIGHWAY SPEEDS WHILE BARELY TOUCH THE GAS. ENGINE MISFIRES, HESITATES WHEN TRYING TO ACCELERATE QUICKLY. FORD NOR DEALER WILL DO ANYTHING ABOUT IT SAYING ITS "NORMAL". PURCHASED THE EXTENDED WARRANTY BUT STILL NO RESOLUTION. HAS BEEN ON GOING FOR ABOUT A YEAR. AT ONE POINT THE CAR WENT INTO "LIMP MODE" AND WOULD ONLY ALLOW ME TO DRIVE 20 MPH ON THE HIGHWAY WHILE THE RPMS' WHERE MAXED OUT. THANKFULLY I WAS CLOSE TO A DEALERSHIP TO HAVE IT LOOKED AT. SAID "PIPE HOSE CLAMP CAME LOSE". SOMETHING IS WRONG

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WITH THIS ECOBOOST ENGINE. THERE HAVE BEEN LAWSUITES OVER IT. I HAVE TAKEN IT TO THE DEALER SEVERAL TIMES, HAD SEVERAL TECHS, SUPERVISORS DRIVE IT AND NOTHING. CANTON GA Failure Date: 01/20/2016

2 10882240 2015 FORD EXPLORER Engine & Engine Cooling I BOUGHT THE CAR IN SEPTEMBER OF 2015 AND NOTICED UPON HARD ACCELERATION SUCH AS ENTERING THE INTERSTATE OR PASSING A CAR THERE IS A SMELL OF EXHAUST THAT COMES INTO THE CABIN AREA AND IN ORDER TO RELIEVE THE SMELL THE WINDOWS NEED TO BE CRACKED A LITTLE BIT AND THIS ONLY HAPPENS UPON HARD ACCELERATION. I HAVE NOT HAD THIS EXPERIENCE WITH ANY OTHER VEHICLE. I HAVE ALSO HAD PROBLEMS WITH THE TRANSMISSION BUT THEY CANNOT SEEM TO FIGURE OUT WHEN ACCELERATING BETWEEN 20 AND 40 MILES PER HOUR YOU FEEL A SHIFT IN THE TRANSMISSION WHICH FOR A NEW VEHICLE IS A BIT ODD. AT 10,000 MILES I HAD TO HAVE A STABILIZER BAR IN THE FRONT AND REPLACED I NOTICE A LOT OF HEAVY CLUNKING AS I DROVE MY CAR AROUND AND THIS SEEMS TO BE THE PROBLEM. I HAVE ALSO HAD ISSUES WITH THE HEADLINER COMING OUT ON THE DRIVER SIDE FRONT DOOR THIS IS BEEN PUSHED IN AND REPLACED 3 TIMES AND IT'S WORKING ON ITS FOURTH TIME. THE ISSUES WITH THE TRANSMISSION AND THE EXHAUST FUMES IN THE CAB AND HAVE YET TO BE RESOLVED. DIXON IL Failure Date: 01/14/2016

2 10981159 2015 FORD EXPLORER Engine & Engine Cooling I OWN A 2015 FORD EXPLORER. WHEN I START THE VEHICLE IT HAS A FOUL ODOR THAT COME FROM THE AC. IT HAS A ROTTEN SMELL. I BOUGHT NUMEROUS AIR FRESHENER PRODUCTS TO HIDE THE ODOR BUT THE ODOR WAS VERY BAD. WHEN I AM DRIVING AND I ACCELERATE I CAN SMELL A BURNING ODOR COMING FROM THE AC. WHEN I AM STOPPED THE ROTTEN ODOR START TO COME OUT OF THE A/C. ON MANY DIFFERENT OCCASION I HAVE GOTTEN LIGHT HEADED WHEN DRIVING THIS VEHICLE. I AM VERY AFRAID TO DRIVE THE VEHICLE WITH THE AC ON AND THE WINDOWS CLOSED. I HAVE TO DRIVE THE VEHICLE WITH THE AC OFF AND ALL THE WINDOWS DOWN. I HAVE BROUGHT

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THE VEHICLE TO THE FORD DEALERSHIP WHERE I BOUGHT THE VEHICLE TO HAVE THEM CHECK ON THE ISSUED. A MANAGER CHECKED THE CAR AND HE STATED THAT HE DID SMELL THE ODOR. INSTEAD OF TRYING TO FIX THE ISSUED THEY OFFERED TO SELL ME A NEW 2017 FORD EXPLORER. IF I GAVE THEM MY VEHICLE THEY WANTED TO GIVE ME NOTHING FOR IT I WOULD BE BASICALLY GET LIKE A 5 GRAND DISCOUNT ON A NEW VEHICLE AND THEY GET MY VEHICLE. I WOULD LOSE EVERYTHING THAT I PAID ON MY VEHICLE BECAUSE OF A DEFECT THAT IS CAUSED BY THEM. MIAMI FL Failure Date: 01/01/2016

2 10957746 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT NOTICED AN ABNORMAL ODOR IN THE VEHICLE. AFTER AN EXHAUSTIVE INVESTIGATION, THE CONTACT DEDUCED THAT THE ODOR STEMMED FROM AN EXHAUST LEAK. THE CONTACT STATED THAT THE ODOR EMITTED FROM THE HEATING/AIR CONDITIONING VENTS. THE VEHICLE WAS TAKEN TO THE DEALER ON SEVERAL OCCASIONS FOR DIAGNOSTIC TESTING. THE CONTACT WAS NOT GIVEN A PROGNOSIS FOR THE ODOR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 23,000. GRAND RIDGE FL Failure Date: 12/15/2015

2 10884127 2015 FORD EXPLORER Engine & Engine Cooling I PURCHASED MY 2015 FORD EXPLORER LIMITED IN NOVEMBER 2015 . I SPECIAL ORDERED THE VEHICLE WHICH TOOK JUST ABOUT SIX WEEKS TO ARRIVE. SINCE THE FIRST DAY I NOTICED AND ALSO FAMILY MEMBERS NOTICED A SMELL . AT FIRST I JUST THOUGHT IT WAS THE NEWNESS OF THE VEHICLE AND THE BREAK IN PERIOD . OVER THE MONTHS I'VE NOTICED THE SMELL NEVER DISSIPATED WHEN ACCELERATING TO HIGHWAY SPEEDS . I'M IN AVIATION AND HAVING ANY TYPE OF FUMES ENTERING THE CABIN AREA WOULD IMMEDIATELY RAISE THE RED FLAG , NOTIFYING CUSTOMERS . I DO UNDERSTAND THE AUTO INDUSTRY IS MUCH DIFFERENT , BUT IN THE SAME BREATH THE HEALTH AND WELL BEING OF CONSUMERS BREATHING IN THESE FUMES COULD AND WILL CAUSE HEALTH PROBLEMS . I'VE READ MOST OF THE

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POST CONCERNING THE DIRECTION SOME DEALERSHIPS ARE BEING GUIDED FROM FORD WITH THE RESULTS NOT FIXING THE ISSUE .EMISSIONS WITH NEWER VEHICLES ARE MUCH BETTER AS WITH AIRCRAFT , BUT ONCE AGAIN WHAT IS THE COST TO SOMEONES HEALTH . I'VE BEEN A FORD OWNER FOR MANY , MANY YEARS AND THIS IS VERY TROUBLING TO SAY THE LEAST . FORD HAS A RESPONSIBILITY TO RESOLVE THIS ISSUE . I'M SURE FORD ENGINEERS ARE WORKING DAY AND NIGHT TO RESOLVE THIS . I HOPE THAT OTHER CONSUMERS WITH THE SAME CONCERNS TAKE THE TIME TO REACH OUT AND HOPEFULLY NOT FIND THEMSELVES IN I'LL HEALTH BEFORE HAND . WICHITA KS Failure Date: 12/10/2015

2 10809245 2015 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL ENTERS THE CABIN UPON MODERATE TO HARD ACCELERATION. JACKSONVILLE FL Failure Date: 12/09/2015

2 10903109 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED AT VARIOUS SPEEDS, EXHAUST FUMES ENTERED THE VEHICLE FROM THE VENTS. THE DEALER WAS ABLE TO DUPLICATE THE FAILURE, BUT THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 40,000. PORTSMOUTH VA Failure Date: 12/01/2015

2 10882879 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE ACCELERATING, EXHAUST FUMES ENTERED THE VEHICLE THROUGH THE FRONT VENTS. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THERE WAS BUILD UP FROM THE FUEL INJECTORS, WHICH NEEDED TO BE CLEANED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS APPROXIMATELY 10,000. UPDATED 09/06/16\*LJ THE CONSUMER STATED AFTER THE VEHICLE WAS SERVICED AT THE DEALER, UPON ACCELERATION, THE AIR CONDITION/HEAT FAN CUTS OFF OR SLOWS



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DOWN, AND THE EXHAUST SMELL CONTINUED TO ENTER THE VEHICLE.

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

2 10916309 2015 FORD EXPLORER Engine & Engine Cooling UPDATE TO NHTSA COMPLAINT #10914850 VEHICLE STILL IN SERVICE SINCE 9/26/16. TOTAL DAYS AT DEALER FOR SERVICE DUE TO EXHAUST FUMES / CHEMICAL SMELL IN PASSENGER COMPARTMENT: 26 AS OF 10/16/16. HAVE BEEN TOLD FORD'S ENGINEERING REP (DURING FORD'S "FINAL REPAIR ATTEMPT" UNDER LEMON LAW) ALSO SMELLED FUMES IN CABIN UNDER WOT AND WHEN ENGINE UNDER LOAD. WAS TOLD THAT IT COULD NOT BE CARBON MONOXIDE IN CABIN MAKING ME DIZZY AND SICK FEELING BECAUSE "CATALYTIC CONVERTER CHANGES CARBON MONOXIDE TO CARBON DIOXIDE, WHICH IS WHY DEALER USES CO2 METER NOT CO METER". WAS INFORMED THAT REGIONAL ENGINEER INSTRUCTED DEALER TO REPEAT TSB 14-0130 EVEN THOUGH THEY WERE THEN TELLING ME THAT THE SMELL IS FROM "MILDEW ON THE A/C EVAPORATOR CORE", WHICH CONTRADICTS THEIR PERFORMING THE TSB TO SEAL THE VEHICLE FROM EXHAUST FUMES A SECOND TIME (PERFORMED PREVIOUSLY WITHOUT EFFECT IN 10/2015). HAVE BEEN TOLD MANY DIFFERENT "REASONS" FOR THE FUMES IN CABIN, NONE OF WHICH MAKE MUCH SENSE. MILDEW DOES NOT SMELL LIKE SULFUR OR EXHAUST FUMES. TO MAKE THINGS WORSE, I WAS TOLD THAT I "DO NOT DRIVE ENOUGH MILES" DURING MY TRIPS TO "DRY OUT THE EVAPORATOR CORE" SO I AM TOLD MY DRIVING HABITS, NOT FORD'S DESIGN FLAWS ALLOWING EXHAUST INTO CABIN, ARE THE REASON FOR THE FUMES. SERVICE MANAGER HAS BEEN DILIGENT AND PROFESSIONAL AND IS A GENUINELY NICE PERSON, THOUGH FORD IS TRYING TO SERVE UP A "RED HERRING" BY TRYING TO DIVERT ATTENTION TO THE A/C SYSTEM RATHER THAN ADMIT TO EXHAUST FUMES IN PASSENGER CABIN. FORD REPLACED THE EVAP CORE WHICH RESULTED IN NEARLY NO A/C UPON BEING TOLD VEHICLE READY FOR PICK-UP ON 10/15/16, SO IT IS STILL IN SERVICE..NOW TO REPAIR WHAT THEY BROKE DURING "FINAL REPAIR ATTEMPT". TO CONSUMER, APPEARS FORD HAS PROPPED OPEN FRESH AIR VENTS REGARDLESS OF "RECIRCULATE" BUTTON

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LIGHT, RESULTING IN WARM A/C. FORD SHOULD RE-PURCHASE THIS HAZARDOUS VEHICLE. \*TR LAND O LAKES FL Failure Date: 10/19/2015

2 10888546 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED AT VARIOUS SPEEDS, AN EXHAUST ODOR EMITTED INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN STATED THAT EXHAUST FUMES EMITTED INTO THE VEHICLE FROM THE REAR VENTS, WHICH NEEDED TO BE SEALED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 300. THE VIN WAS NOT AVAILABLE...UPDATED 10/04/16 \*BF \*CN TOPEKA KS Failure Date: 10/17/2015

2 10781108 2015 FORD EXPLORER Engine & Engine Cooling WHEN PERFORMING A HARD ACCELERATION ENTERING THE INTERSTATE OR QUICKLY MANEUVERING AROUND ANOTHER VEHICLE, THERE IS A STRANGE ODOR THAT COMES THROUGH THE VENTS. SMELLS LIKE EXHAUST. THIS BOTH WHEN THE WINDOWS ARE UP AND THE A/C IS ON OR IF WINDOWS ARE DOWN AND A/C TURNED OFF. THE SMELL LASTS A FEW SECONDS BEFORE GOING AWAY. I'M CONCERNED ABOUT THE LONG TERM EFFECTS OF THIS ON PERSONAL HEALTH. MY 2015 EXPLORER IS CURRENTLY AT FORD BEING CHECKED OUT. I'VE BEEN TOLD THERE IS A TSB OUT ON THIS ISSUE, BUT THEY DON'T KNOW HOW TO REPAIR IT. WAITING ON SOME KIND OF POSITIVE OUTCOME AT THIS POINT. ORLANDO FL Failure Date: 10/09/2015

2 11006055 2015 FORD EXPLORER Engine & Engine Cooling THE EXHAUST OF THE FUMES COMING INTO THE CABIN OCCURS DURING FULL THROTTLE APPLICATIONS, ESPECIALLY WHEN MERGING ONTO HIGHWAYS OR CLIMBING STEEP INCLINES AND SINCE THE START OF THE PROBLEM HAS BEEN CAUSING MEMBERS OF MY FAMILY HEALTH PROBLEMS SUCH AS ASTHMA. WE HAVE FILED A COMPLAINT WITH FORD AT LEAST 3 TIMES FOR WHICH THEY HELD THE VEHICLE 3-4 DAYS FOR INSPECTION, BUT FOUND NO DISCREPANCY, WE WONDER WHY THEY CAN'T SMELL IT AS IT HAPPENS WHEN

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IT IS BEING DRIVEN ON THE FREEWAY AND DURING INSTANCES MENTIONED ABOVE. BALDWIN PARK CA Failure Date: 09/05/2015

2 10767319 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE THE VEHICLE WAS IDLING, THERE WAS A SMELL OF SULFUR INSIDE THE VEHICLE. WHILE DRIVING APPROXIMATELY 55 MPH, THE SULFUR SMELL EMITTED INTO THE VEHICLE FROM THE VENTS. THE FAILURE RECURRED MULTIPLE TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE MECHANIC RESEALED THE CABINS AND CLEANED THE VENTS. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 4,600. UPDATED 11/09/15\*LJ UPDATED VEHICLE DETAILS 4/13/18\*JB THE CONSUMER STATED THE SULFUR SMELL THAT EMITTED FROM VEHICLE WAS CAUSED BY THE CATALYTIC CONVERTER. THE SMELL WAS MORE FAINT INSIDE BUT, NOT OUTSIDE AFTER REPAIRS WERE MADE ACCORDING TO THE TECHNICAL SERVICE BULLETIN UPDATED 2/2/2016 \*JS MILFORD DE Failure Date: 09/01/2015

2 11011719 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, EXHAUST FUMES ENTERED INTO THE CABIN OF THE VEHICLE. GUS JOHNSON FORD OF SPOKANE VALLEY, WASHINGTON WAS MADE AWARE OF THE FAILURE AND REASSEMBLED THE BODY OF THE VEHICLE, REPLACED THE GASKETS, AND SEALED THE EXHAUST OPENINGS DURING THE INITIAL REPAIR. UPON THE SECOND REPAIR, THE ENTIRE EXHAUST SYSTEM WAS REPLACED AND THE MUFFLER EXHAUST SYSTEM WAS REDIRECTED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES ON MAY 25, 2017 AND AGREED TO REPURCHASE OR REPLACE THE VEHICLE. THE FAILURE MILEAGE WAS 130. UPDATED 08/30/17\*LJ SPOKANE VALLEY WA Failure Date: 08/25/2015

2 11014009 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE THE ACCELERATOR PEDAL WAS DEPRESSED, THERE WAS AN ABNORMAL EXHAUST ODOR. THE VEHICLE

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WAS TAKEN TO A LOCAL DEALER (AUTO NATION FORD IN ARLINGTON LOCATED AT 14001-20 ARLINGTON, TX 76017) WHERE IT WAS DIAGNOSED THAT THE EXHAUST NEEDED TO BE RESEALED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. ADDITIONALLY, THE VEHICLE WAS TAKEN TO THE DEALER AGAIN WHERE IT WAS DIAGNOSED THAT THE EXHAUST SYSTEM NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OPENED CASE NUMBER: 12812883-X5B97. THE FAILURE MILEAGE WAS 20,000.

MANSFIELD TX Failure Date: 08/25/2015

2 10956447 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT CARBON MONOXIDE PENETRATED THE VEHICLE. THE CONTACT PERFORMED AN INSPECTION, WHICH DETECTED CARBON MONOXIDE AT THE FRONT DRIVER AND PASSENGER AREAS. THE VEHICLE WAS TAKEN TO THE DEALER FOR FURTHER INSPECTION. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 13,700. PORT NECHES TX Failure Date: 08/19/2015

2 10934910 2015 FORD EXPLORER Engine & Engine Cooling AFTER A HARD ACCELERATION, ON THE HIGHWAY OR WHEN ACCELERATING ON A FREEWAY ENTRANCE RAMP, WE SMELLED A BURNT HAIR ODOR IN THE PASSENGER COMPARTMENT OF OUR 2015 FORD EXPLORER. AFTER SMELLING THIS, I DID SOME RESEARCH AND FOUND OTHER FORD EXPLORER OWNERS WITH THE SAME COMPLAINT AND THE SMELL WAS ACCOMPANIED WITH CARBON MONOXIDE. 9-28-15 DEALERSHIP SEALED REAR UNDERBODY. 5-2-16 DEALERSHIP INSTALLED NEW DOWNTURNED MUFFLER ASSEMBLY. AFTER THIS FIX THE SMELL WENT FROM A FEW SECONDS TO A MINUTE PLUS. CAUSED WATERING EYES, HEADACHE AND COUGHING. 7-26-2016 DEALERSHIP REPLACED THE MUFFLER SYSTEM THAT HAD "BAD WELDS", AND REPROGRAMMED ELECTRONIC MODULES. SEPT. 3, 2016 LEFT ON A TRIP, AND THE SMELL CAME BACK WHILE PASSING ON THE FREEWAY. ALSO ON A TRIP, THE BURNT HAIR SMELL CAME INTO THE VEHICLE THROUGH SECOND

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ROW, PASSENGERS, LOWERED WINDOW. THE SMELL APPEARED AGAIN WHILE GOING UP A HILL ON FREEWAY, THIS TIME THROUGH THE DRIVERS LOWERED WINDOW. WATERING EYE, HEADACHES AND COUGHING ACCOMPANIED THE ODOR. 10-3-2016 DEALERSHIP RESEALED ALL OF THE BACK OF THE VEHICLE AND IMPROVED TAILGATE GASKET. DISTRICT ENGINEER DID AN ONSITE INSPECTION. 11-30-2016 PICKED THE REPAIRED VEHICLE UP. 12-4-2016 EXHAUST FUMES AGAIN WHILE ACCELERATING UP FREEWAY ON RAMP. 12-9-2016 FORD DENIED A BUY BACK CLAIM. THE ODOR NEVER HAPPENS AROUND TOWN. I NEED TO GET RID OF THIS 2015 FORD EXPLORER FOR ONE WE CAN TAKE ON THE HIGHWAY. CHEYENNE WY Failure Date: 08/10/2015

2 10758923 2015 FORD EXPLORER Engine & Engine Cooling DURING HARDER THAN NORMAL ACCELERATION, THERE IS A VERY POWERFUL SULFUR (ROTTEN EGG SMELL) THAT FILLS THE CABIN. THE SMELL IS SO POWERFUL THAT YOU CANNOT STAY MORE THAN 10 MINS IN THE CAR WITHOUT BEING SICK VIRGINIA BEACH VA Failure Date: 08/01/2015

2 10917780 2015 FORD EXPLORER Engine & Engine Cooling HAVE TAKEN THIS VEHICLE TO FORD 4 TIMES WITHOUT RESOLUTION. EXHAUST SMELL OVERPOWERING DURING ACCELERATION AND NOW AFRAID TO TAKE LONG TRIPS OVER INCLINED ED GRADES, ESSENTIALLY LIMITING TO NO TOWING, NO VISITS TO FAMILY, ESSENTIALLY A BIG WHITE ELEPHANT IN MY GARAGE BOCA RATON FL Failure Date: 08/01/2015

2 11011204 2015 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE COMES THROUGH THE A/C VENTS WHEN I HIT 50/55 MPH. VERO BEACH FL Failure Date: 07/30/2015

2 10743443 2015 FORD EXPLORER Engine & Engine Cooling ON ACCELERATION GETTING EXHAUST FUMES IN CABIN ( BAD FUMES ) TALKED TO DEALER AND WAS TOLD ACCELERATE SLOW GREAT WORDS FOR PROBLEM HAVE FOUND THIS IS NOT A NEW PROBLEM WITH THE EXPLORER IS ANYTHING

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BEING DONE ON THIS ISSUE. FORT MYERS FL Failure Date:  
07/25/2015

2 10968798 2015 FORD EXPLORER Engine & Engine Cooling WE OWN A 2015 FORD EXPLORER THAT WE BOUGHT NEW. SINCE WE BOUGHT IT IT HAS BEEN SERVICED AT THE DEALERSHIP AND WE HAVE HAD THEM LOOK AT IT MANY TIMES. I FINALLY CONVINCED THEM TO DO A REPAIR ON IT AFTER I TOLD THEM ABOUT A TECH BULLETIN. THEY KEPT IT A FEW DAYS AND DONE SOMETHING TO IT (NOT SURE WHAT) AND TOLD US IT WAS REPAIRED. WE RESUMED DRIVING IT AND SINCE THE REPAIR WE HAVE TOLD THEM WE CAN STILL SMELL THE SAME THING AS BEFORE. THE DEALERSHIP HAS LOOKED AT IT MANY TIMES SINCE THEN AND HAS ALSO DROVE IT AND CONTINUE TO TELL US THEY CAN'T SMELL IT AND NOTHING IS WRONG. NOW MY WIFE AND I CAN SMELL IT EVERYTIME WE CROSS OVER THE MOUNTAINS TO GO TO TOWN AND HAVE TOLD THEM THAT YOU HAVE PUT THIS VEHICLE UNDER A LOAD TO GET IT TO SMELL. THEY STILL CONTINUE TO SAY THEY HAVE DONE EVERYTHING WE HAVE ASKED AND THEY CAN'T SMELL. NOW THAT I HAVE RESEARCHED THIS ISSUE I'M NOW CONCERNED ABOUT THE HEALTH OF MY FAMILY DRIVING AND RIDING IN THIS EXPLORER. SOMEONE PLEASE HELP ALL OF THOSE WHO ARE HAVING THIS ISSUE BEFORE SOMEONE GET HURT OR KILLED. THE DEALERSHIP HAS DOCUMENTS CONCERNING THIS ISSUE ON OUR VEHICLE AND I HAVE DOCUMENTATION ON IT AS WELL. HOWEVER I DO NOT HAVE IT SCANNED INTO MY COMPUTER TO SEND TO YOU. IF YOU NEED A COPY OF THIS PLEASE CONTACT ME AND I WILL MAIL IT TO YOU. DUNLAP TN

Failure Date: 07/25/2015

2 11011320 2015 FORD EXPLORER Engine & Engine Cooling SINCE PURCHASED BRAND NEW IN 2015, WE NOTICED WHEN ACCELERATING THAT THERE WAS AN EXHAUST SMELL INSIDE THE CAB WITH THE WINDOWS CLOSED. WE ALSO NOTICED ON LONG TRIPS WE WOULD GET HEADACHES AND FEEL SLEEPY/WEAK. CALLED THE DEALER AND COMPLAINED ABOUT EXHAUST ODOR, AND WAS TOLD IT WOULD BE 600-700 DOLLARS TO RESEAL THE CAB AND DO SOME OTHER REPAIRS. I FEEL THIS IS NOT FAIR AND THIS IS

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A DEFECT THE VEHICLE HAD SINCE NEW. PARLIER CA Failure Date:  
07/24/2015

2 10735901 2015 FORD EXPLORER Engine & Engine Cooling A FOLLOW UP ON A CO PROBLEM, THAT HAPPENED ON 7/7/15. DEALER TOOK THE EXPLORER IN ON THE CO ISSUE ALONG WITH FORD KNOWING OF IT. GAVE US A RENTAL FOR A WEEK, AND CAME UP WITH NO CO LEVELS AFTER A WEEK. WENT TO THE DEALERSHIP TO TAKE A RIDE WITH THE SERVICE MANAGER, EXHAUST WAS PRESENT BUT HE SAID IT WAS A HOT ENGINE SMELL. NO LEVELS WERE FOUND BUT SYMPTOMS IN MY BODY OF CO WERE INDICATED WHILE THE SERVICE MANAGER WAS IN THE VEHICLE. LEFT THE VEHICLE FOR THE DAY AND WAS TOLD BY FORD THE SERVICE MANAGER FOUND NOTHING WRONG AND TO COME GET THE VEHICLE. UPON THE RIDE HOME MY CO DETECTOR INDICATED LEVELS AT 534PPM. WITH THE WINDOWS DOWN AND THE SUN ROOF OPEN AT 70MPH. ALONG THE WAY I STOPPED IN THE LOCAL HOSPITAL, WAITED AN HOUR IN A HALF FOR BLOOD WORK THEN WALKED OUT. HAD TO GET BACK TO WORK. ONLY 15 MINUTES BACK HOME THE LEVELS WENT UP TO 871PPM. CALLING THE DEALERSHIP AND FORD IN THE AM TO GET THIS PROBLEM SOLVED ASAP BEFORE SOME DIES. 2015 WITH ONLY 4,500 MILES. FORD HAS KNOWN OF THIS PROBLEM SINCE 2011. UPDATED 12/05/17\*CN LISBON NH Failure Date: 07/22/2015

2 10809375 2015 FORD EXPLORER Engine & Engine Cooling I NOTICED AN EXHAUST SMELL COMING FROM THE VEHICLE WHEN ACCELERATING TO ENTER TRAFFIC. AT FIRST I THOUGHT IT WAS JUST NEW CAR SMELL, BUT THIS SMELL OF EXHAUST FUMES HAS CONTINUED SINCE WE PURCHASED THE CAR NEW IN JULY 2015. I GET MY FIRST VEHICLE CHECK IN JANUARY 2016 AND NOW I'M CONCERNED. UPDATED 08/10/16.\*JB THE CONSUMER REQUESTED A RESPONSE ON HOW MANY COMPLAINTS THERE ARE CONCERNING EXHAUST FUMES ENTERING THE CABIN OF THE VEHICLE. UPDATED 03/27/2017 \*JS BOCA RATON FL Failure Date: 07/21/2015

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2 10735146 2015 FORD EXPLORER Engine & Engine Cooling EXHAUST  
SMELL ENTERS CABIN UNDER HARD ACCELERATION EMERALD  
ISLE NC Failure Date: 07/11/2015

2 10746827 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE  
CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT  
EXHAUST FUMES EMITTED INTO THE VEHICLE. THE VEHICLE WAS TAKEN TO  
THE DEALER. THE TECHNICIAN WAS UNABLE TO DUPLICATE THE FAILURE.  
HOWEVER, THE REAR AIR FILTERS AND COMPUTER HVAC SYSTEM WERE  
REPLACED. THE CONTACT STATED THAT AFTER THE REPAIRS WERE  
PERFORMED, THE VEHICLE STARTED TO DRIVE IRREGULARLY. THE CONTACT  
STATED THAT THE VEHICLE SHAKES IN IDLE, AND GETS PROGRESSIVELY  
WORSE WHEN THE AIR CONDITIONING SYSTEM WAS ENGAGED. THE VEHICLE  
WAS TAKEN TO AN AUTHORIZED DEALER, WHERE THE TECHNICIAN REFUSED  
TO ASSESS THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE  
MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS  
1,700. REDWOOD CITY CA Failure Date: 07/09/2015

2 10883151 2015 FORD EXPLORER Engine & Engine Cooling IN APRIL  
2015, WE PURCHASED A 2015 FORD EXPLORER 3.5 LITER ECOBOOST V-6.  
FROM THE FIRST DRIVE ON THE INTERSTATE GOING HOME WITH OUR NEW  
CAR. WE HAD AN EXHAUST SMELL ON THE INSIDE OF THE CAR. EVERY TIME  
WE ACCELERATE TO GO UP HILLS OF NORTH EAST GEORGIA ENTERING THE  
INTERSTATE, OR PASSING CARS, WE SMELL EXHAUST FUMES AND HAVE TO  
ROLL DOWN OUR WINDOWS TO BE ABLE TO BREATHE. WE HAVE GONE TO THE  
DEALER, A "SUPER STORE" , AND THEY SAID THAT IT IS ONLY THE NEW  
BURNING OFF THE ENGINE. SOMETHING NEEDS TO BE DONE TO FIX THIS  
PROBLEM! WE HAVE AN EXTENDED WARRANTY ON THIS VEHICLE AND  
SPENDING THE EXTRA MONEY, THESE PROBLEMS SHOULD BE FIXED  
IMMEDIATELY! THESE FUMES COULD CAUSE A HEALTH PROBLEM INTERNALLY.  
PLEASE FIX THESE PROBLEMS... TOCCOA GA Failure Date:  
07/02/2015



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2 10883940 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THERE WOULD BE AN EXHAUST ODOR COMING INTO THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS, WHERE THE TECHNICIAN STATED THAT THE EXHAUST ODOR WAS NORMAL. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 10.

FRANKLIN LA Failure Date: 06/19/2015

2 10746807 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 35 MPH OR ABOVE, THE ODOR OF EXHAUST FUMES EMITTED INTO THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER, WHERE IT WAS DIAGNOSED THAT AN UNKNOWN VALVE RELATED TO THE AIR CONDITIONER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE CONTACT MENTIONED THAT THE FUMES CAUSED HEAD ACHES THAT DID NOT REQUIRED MEDICAL ATTENTION. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 500.

CORPUS CHRISTI TX Failure Date: 05/30/2015

2 11121664 2015 FORD EXPLORER Engine & Engine Cooling THE EXHAUST LEAKING INTO THE CAR IT TERRIBLE, IT'S GIVING ME HEADACHES AND MAKING ME FEEL SICK. IT HAS BEEN GOING ON SINCE I PURCHASED THE CAR IN 2015 BUT I CAN'T TAKE IT ANYMORE. THE PROBLEM OCCURS WHEN EXCELERATING AT ANY SPEED. TAKING OFF FROM A STOP LIGHT OR ENTERING A HIGHWAY.

KINGSVILLE MO Failure Date: 05/25/2015

2 10883479 2015 FORD EXPLORER Engine & Engine Cooling EXHAUST GAS FUMES COME INTO THE INSIDE CABIN WHILE DRIVING, MOSTLY FROM THE REAR OF THE VEHICLE. THE AIR CONDITIONING OR HEATER IS ON AND THE RECIRCULATION FAN CAN BE EITHER ON OR OFF. FAILURE MODE CAN BE ON FLAT SURFACE BUT MOSTLY OCCURS GOING UP AND DOWN HILLS. NOT SURE IF THE DECELERATION OF THE VEHICLE IS PART OF THE CAUSE. PROBLEM IS INTERMITTENT, MAY NOT OCCUR FOR WEEKS AND THEN MIGHT OCCUR 3-4

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TIMES IN A DAY ONE SPECIFIC EXAMPLE IS ON NOVEMBER 30, 2015, AT 2:30 PM HVAC SYSTEM IS SET TO HEAT, SET TO 73 DEGREES HEAT IN DUAL TEMP CONTROL IS ON, RECIRCULATION IS ON, ELEVATION IS 3100 FEET, GOING UPHILL ON CATRON BLVD TOWARDS HIGHWAY 16 IN RAPID CITY, SD, (OUTSKIRTS OF TOWN), DECELERATED FROM 50 TO 40 MPH AT 40MPH SPEED LIMIT SIGN, SEVERAL VEHICLES AROUND US, ODOMETER READING WAS 5482.5 MILES, AND SMELLED EXHAUST FUMES IN THE CABIN THAT APPEARED TO COME FROM THE REAR OF THE CABIN, HAD TO OPEN BOTH FRONT WINDOWS FOR ABOUT A MINUTE TO GET THE SMELL OUT. BOX ELDER SD

Failure Date: 05/24/2015

2 10967395 2015 FORD EXPLORER Engine & Engine Cooling VEHICLE CABIN IS FILLED WITH A ROTTEN EGG/SULFUR SMELL UPON ACCELERATION WITH THE AIR CONDITIONING RUNNING. THE HEATING/AC SYSTEM IS NORMALLY IN THE "AUTO" MODE. NOT NOTICED MUCH IN THE WINTER BECAUSE I LIVE IN MICHIGAN, BUT THE REST OF THE YEAR IT IS NOTICED EVERY TIME I PASS A VEHICLE OR ENTER THE FREEWAY. HAD IT TO THE DEALER AND MY CONCERN WAS VERIFIED, BUT I WAS TOLD THERE IS NO FIX YET. SEEMS THEY ARE WAITING FOR A RECALL. I HAVE REAL CONCERNS ABOUT MY HEALTH AND THE HEALTH OF THOSE THAT RIDE WITH ME. I SENT A COMPLAINT TO FORD AND RECEIVED A "THANK YOU", THATS ALL. I HOPE YOU CAN MOVE THEM INTO SOME TYPE OF ACTION FOR A FIX TO THIS SITUATION. THANK YOU FOR YOUR TIME. REESE MI Failure Date: 05/15/2015

2 11042038 2015 FORD EXPLORER Engine & Engine Cooling OCCASIONAL EXHAUST/SULFUR SMELL INSIDE VEHICLE CABIN DURING HIGHWAY ACCELERATION OR UNDER HEAVY LOAD SUCH AS TOWING TRAILER.. FIRST NOTICED IN 05/2017 AND CONTINUES TO THE PRESENT DAY. INITIAL COMPLAINT TO DEALER WHO INDICATED IT WAS NORMAL 'NEW' ENGINE SMELL THAT WOULD DISAPPEAR OVER TIME AND LATER CONVERSATIONS INDICATED 'UNABLE TO DUPLICATE', PLUS I FOUND LATER THAT APPARENTLY THERE WAS NO DOCUMENTATION IN THE VEHICLE SERVICE RECORDS

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REGARDING ANY COMPLAINTS. CHIPLEY FL Failure Date:  
05/15/2015

2 11020971 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT DROVE A 2015 FORD EXPLORER (CORPORATE VEHICLE). WHILE DRIVING VARIOUS SPEEDS WITH THE AIR CONDITIONER ACTIVATED, A STRONG ODOR OF SULFUR WAS NOTICED INSIDE THE VEHICLE, WHICH GAVE THE CONTACT A HEADACHE. THE CONTACT WAS CONCERNED FOR HER SAFETY AND TOOK THE VEHICLE TO SOUTH BAY FORD (LOCATED AT 5100 W ROSECRANS AVE, HAWTHORNE, CA 90250). THE DEALER DIAGNOSED THAT THE EXHAUST WAS LEAKING AND, SINCE THE AIR CONDITIONER WAS ON, IT CREATED A VACUUM INSIDE THE VEHICLE. THE TECHNICIAN STATED THAT UNLESS SHE DROVE WITH THE WINDOWS DOWN, THE EXHAUST ODOR WOULD CIRCULATE THROUGH THE AIR VENTS INSIDE THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 32,167. BEVERLY HILL CA Failure Date:  
05/12/2015

2 10760659 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING AT APPROXIMATELY 55 MPH, THE VEHICLE BEGAN LEAKING EXHAUST FUMES FROM THE CABIN. THE CONTACT STATED THAT THIS WAS A RECURRING FAILURE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN STATED THAT THE FAILURE WAS A DESIGN ISSUE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 850. MA 10/19/2015 \*CN  
MISSOURI CITY TX Failure Date: 04/30/2015

2 11023855 2015 FORD EXPLORER Engine & Engine Cooling THIS IS MY 2ND UPDATED COMPLAINT ON CARBON MONOXIDE ENTERING OUR VEHICLE. AFTER FORD DENYING THAT CARBON MONOXIDE IS NOT ENTERING THE CIVILIAN FORD EXPLORERS, WE PURCHASED A PYLE (PCMM05) LOW LEVEL CARBON MONOXIDE DETECTOR. IT REGISTERS CARBON MONOXIDE LEVELS STARTING AT 0 PPM. WE PUT THE DETECTOR IN OUR VEHICLE, STARTED IT

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AND DID NOT MOVE THE VEHICLE AND THE DETECTOR IMMEDIATELY JUMPED TO 5. AFTER THAT WE DROVE THE VEHICLE IN CITY TRAFFIC AND THE DETECTOR THEN JUMPED BACK AND FORTH FROM 10 TO 14 PPM. AFTER THAT WE GOT ON THE INTERSTATE AND DROVE 70 TO 75 AND THE DETECTOR RANGED FROM 23PPM TO 64PPM IN ONLY A 30 MINUTE PERIOD. WE SPENT A TOTAL OF ONLY 2 HOURS IN OUR SUV DOING THIS TESTING. AFTER THAT WE RETURNED HOME AND WERE SICK WITH HEADACHES, NAUSEA, VOMITTING, CHEST PAINS, AND JUST FEELING SICK FOR 6 DAYS. WE ARE CURRENTLY NOT DRIVING THE VEHICLE BECAUSE OF ALL OF THESE ISSUES THAT WE HAVE PROVEN WITH OUR OWN CARBON MONOXIDE DETECTOR. SO IF FORD THINKS THERE IS NOTHING WRONG WITH OUR VEHICLE, PLEASE BUY IT BACK AND PUT YOUR FAMILY IN. FORD YOU SHOULD BE ASHAMED OF WHAT YOU ARE DOING TO HARD WORKING PEOPLE THAT ARE HAVING TO PAY AND DRIVE THESE ROLLING GAS CHAMBERS. YOU NEED TO BE HELD ACCOUNTABLE AND I KNOW WE ARE NOT THE ONLY ONES THAT FEEL THIS WAY. DO ANY OF YOUR FORD EXECUTIVES DRIVE EXPLORES WITH THE SAME PROBLEMS? YOU SHOULD HAVE TO DRIVE THEM AND EXPERIENCE ALL OF THE SICKNESS! DO YOU NOT HAVE ANY REGARD FOR YOUR CUSTOMERS? QUIT LYING AND DENYING THE TRUTH! AND STAY OFF THE TV GIVING FALSE STATEMENTS ABOUT CARBON MONOXIDE NOT BEING IN CIVILIAN FORD EXPLORERS! WE ALL KNOW THAT IS NOT TRUE! HOPEFULLY FORD WILL DO THE RIGHT THING WITH ALL OF THIS AND BE RESPONSIBLE FOR THEIR INFERIOR PRODUCT. QUIT WASTING TIME AND DO IT. SOMEONE DO SOMETHING, WE ARE PAYING FOR SOMETHING WE CAN'T EVEN USE OR BE SAFE IN. LAFAYETTE LA

Failure Date: 04/22/2015

2 10882845 2015 FORD EXPLORER Engine & Engine Cooling SINCE WE TOOK POSSESSION OF OUR 2015 FORD EXPLORER WE HAVE HAD IT IN TO THE DEALERSHIP MORE THAN ANY OTHER VEHICLE WE HAVE EVER OWNED. THE SMELL FROM EXHAUST IS HORRIBLE. IN JUST OVER A YEAR OF OWNERSHIP WE HAVE HAD IT IN TO THE DEALERSHIP FOR THIS PROBLEM NUMEROUS TIMES AND IS STILL AS BAD IF NOT WORSE THAN WHEN WE STARTED SMELLING IT. THEY TRIED EVERYTHING THAT FORD TOLD THEM TO DO AND

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THEN THEY (THE DEALERSHIP) TRIED FIXES ON THEIR OWN OUT OF THEIR OWN POCKET AND THEY STILL CAN NOT FIX THIS PROBLEM. WE SMELL EXHAUST FUMES FILL UP THE ENTIRE VEHICLE NOT ONLY ACCELERATING BUT DRIVING JUST NORMALLY SOMETIMES AND IT GETS SO BAD THAT WE HAVE HAD TO OPEN ALL THE WINDOWS AND EVEN PULL THE VEHICLE OVER AND OPEN ALL THE DOORS JUST TO AIR OUT OUR VEHICLE. WE CONTACTED FORD DIRECTLY ONE TIME ABOUT THIS PROBLEM AND THEY TOLD US THAT THEY WERE UNAWARE OF ANY EXHAUST PROBLEMS REGARDING THE 2015 FORD EXPLORER AND AS FAR AS THEY WERE CONCERNED THERE WAS NO PROBLEM. IT IS ABOUT TO GO BACK TO THE DEALERSHIP AGAIN FOR THIS VERY PROBLEM AND THE DEALERSHIP IS ON OUR SIDE AS THEY HAVE SMELLED IT NUMEROUS TIMES THEMSELVES AND THEY STILL CAN NOT FIX IT DESPITE GOING OVER THE ENTIRE VEHICLE NUMEROUS TIMES. WE HAVE 3 CHILDREN AND ALL WE WANT IS A SAFE VEHICLE AND FORD CAN NOT GIVE THAT TO US. WE ARE VERY DISAPPOINTED WITH FORD OVER THIS WHOLE THING.      DOWAGIAC MI      Failure Date: 04/17/2015

2      10794932      2015      FORD EXPLORER      Engine & Engine Cooling      TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING AT AN UNKNOWN SPEED, AN ABNORMAL ODOR EMITTED INSIDE THE VEHICLE THROUGH THE VENTILATION SYSTEM. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN INFORMED THE CONTACT THAT THE VENTILATION CABINS NEEDED TO BE RESEALED AND THE VENTS NEEDED TO BE CLEANED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 10,000.      MANIFIELD TX  
Failure Date: 04/15/2015

2      11010289      2015      FORD EXPLORER      Engine & Engine Cooling      TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THE CONTACT APPLIED THE ACCELERATOR PEDAL WITH FORCE AND SMELLED AN EXHAUST ODOR. THE VEHICLE WAS TAKEN TO THE DEALER (BILL UTTER FORD LOCATED AT 4901 S INTERSTATE 35 E, DENTON, TX 76210; (940) 321-7400) WHERE IT WAS DIAGNOSED AND REPAIRED. THE REPAIR SPECIFICS WERE

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NOT AVAILABLE. THE FAILURE RECURRED SEVERAL OTHER TIMES. THE MANUFACTURER WAS CONTACTED AT 800-392-3673 AND STATED THAT THERE WAS NO ISSUE. THE FAILURE MILEAGE WAS 24,000. KRUMTX

Failure Date: 04/15/2015

2 10735964 2015 FORD EXPLORER Engine & Engine Cooling I PURCHASED A BRAND NEW 2015 FORD EXPLORER XLT, 3.5 V6, IN NOVEMBER 2014. AT APPROXIMATELY 7,000 MILES (BEGINNING IN APRIL 2015) I STARTED TO NOTICE A ROTTEN EGG ODOR INSIDE THE VEHICLE DURING ACCELERATION, WHILE ENTERING THE FREEWAY. THE SMELL WOULD OCCUR ESPECIALLY DURING A HARD ACCELERATION. THE SMELL WAS NOTICEABLE WHILE THE A/C SYSTEM WAS ON "VENT" AND "RECIRCULATE" MODE. ON 7/6/2015 I TOOK THE EXPLORER TO MY FORD DEALERSHIP AND THEY ACKNOWLEDGED THE COMPLAINT AND STATED THERE WAS A SERVICE BULLETIN 14-130 TO CORRECT THE PROBLEM. THEIR DESCRIPTION ON THE FIX, WAS THAT A SPECIAL AIR-FILTER LOCATED INSIDE THE REAR BUMPER AREA NEEDED TO BE REPLACE. THEY STATED THAT THE SMELL IS COMING FROM MY EVAP-CANISTER. I LEFT THE EXPLORER THERE FOR THE REPAIR AND IT TOOK THEM ALMOST TWO DAYS. THEY SAID, IT WAS AT LEAST A FULL DAYS LABOR TO FIX THE PROBLEM BECAUSE THEY HAD TO REMOVE THE WHOLE REAR BUMPER AND OTHER PARTS, ETC. AFTER THE REPAIR WAS MADE, A WEEK LATER, I WAS ABLE TO TAKE THE EXPLORER ON THE FREEWAY AND STILL NOTICED THE ROTTEN EGG ODOR DURING ACCELERATION. THIS TIME THE ODOR IS ONLY NOTICEABLE DURING "VENT" MODE WHEN THE A/C IS TURNED ON. I AM CONTACTING MY DEALER TODAY ABOUT THIS. I AM VERY CONCERNED ABOUT THIS ISSUE WITH OTHER FORD OWNERS BECAUSE THESE "FUMES" IN THE CABIN AREA MOST LIKELY ARE AFFECTING YOUR HEALTH AND OTHER PASSENGERS. UPDATED 12/06/2017\*CN TORRANCE CA Failure Date: 04/14/2015

2 10809612 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. THE CONTACT STATED THAT THERE WAS AN ABNORMAL ODOR IN THE VEHICLE WHILE DRIVING APPROXIMATELY

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45-65 MPH. THE FAILURE HAPPENED WITHOUT WARNING. THE FAILURE RECURRED ON MULTIPLE OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THERE WERE APPROXIMATELY 20 HOLES THAT NEEDED TO BE RESEALED. PRIOR TO THE FAILURE, THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE VENTILATION CABIN NEEDED TO BE RESEALED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 1,000. UPDATED 08/30/16\*LJ; UPDATED 5/9/18\*JB \*CN LENOX GA

Failure Date: 04/13/2015

2 10759594 2015 FORD EXPLORER Engine & Engine Cooling DRIVING HOME UP A HILL WITH A NEWLY PURCHASED 2015 FORD EXPLORER MY WIFE AND I NOTICED A BAD SMELL LIKE EXHAUST FUMES; WE PUT THIS DOWN TO THE NEW ENGINE/EXHAUST BURNING OFF ANY FACTORY GREASE ETC. SUBSEQUENT TRIPS WITH ALL OF MY FAMILY IN THE SUV WE ALL EXPERIENCED A FOUL EXHAUST AND SULFUR SMELL WHEN GOING UP A HILL OR ACCELERATING ABOVE 3K RPM; THERE WERE NO OTHER VEHICLES IN FRONT OF US TO BLAME FOR THE ODOR. WE HAVE TAKEN THE SUV TO THE DEALER 4 TIMES NOW AND THEY IN CONJUNCTION WITH FORD TECHNICAL SUPPORT CANNOT FIND THE ROOT CAUSE. THEY HAVE REPLACED/ INSTALLED: EGR VALVE COVER (TECH BULLETIN), BOTH EXHAUST DOWN PIPES, FRONT TRANSFER CASE. THE DEALER HAS NO TEST EQUIPMENT TO FIND THE PROBLEM OR CONFIRM WE ARE SMELLING ENGINE EXHAUST CONTAINING TOXIC GASES INCLUDING CO. WARREN OR

Failure Date: 04/12/2015

2 10896008 2015 FORD EXPLORER Engine & Engine Cooling I HAVE NOTICED THIS SMELL SOME SINCE I PURCHASED THE VEHICLE, BUT IT HAS PROGRESSIVELY GOTTEN WORSE. UPON HEAVY ACCELERATION (SUCH AS MERGING ONTO THE HIGHWAY), THERE IS A VERY STRONG BURNING SMELL THAT TAKES OVER THE INSIDE OF THE VEHICLE. THE SMELL SEEMS TO BE EXHAUST COMING INTO THE VEHICLE. I HAVE NOTICED AN INCREASE IN

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"SLEEPY DRIVING", OR GETTING SLEEPY EVEN IF IT IS JUST ON MY WAY HOME FROM WORK. IN JULY 2016 I TOOK THE VEHICLE IN TO BE FIXED, HOWEVER, THE FIX DID NOT WORK. THIS MORNING I TOOK IT BACK TO THE DEALERSHIP FOR MORE REPAIRS. I HAVE A YOUNG CHILD, AND THESE FUMES COMING INTO THE VEHICLE IS NOT ACCEPTABLE AND NEEDS TO BE TAKEN CARE OF IMMEDIATELY. FORD NEEDS TO DO SOMETHING, OR PROVIDE A MAJOR DISCOUNT TOWARDS A NEW VERSION THAT DOESN'T HAVE THIS DEFECT. I FINALLY GOT THE VEHICLE I WANTED, AND I CAN'T DRIVE IT BECAUSE OF THIS ISSUE. PLEASE MAKE FORD FIX THIS PROBLEM. 7 YEARS OF THIS BEING AN ISSUE WITH FORD VEHICLES IS WAY TO LONG!!! JONES OK

Failure Date: 04/01/2015

2 10934096 2015 FORD EXPLORER Engine & Engine Cooling I PURCHASED THE 2015 FORD EXPLORER IN LATE MARCH 2015. ALTHOUGH THE SMELL WAS THERE FROM THE BEGINNING IT WAS PROGRESSIVELY GETTING WORSE. IT SEEMS TO HAPPEN WHENEVER IT FEELS LIKE IT. IT OCCURS WITH THE A/C OFF, WHILE DRIVING AT A STEADY SPEED, AND UPON ACCELERATION. I HAVE TAKEN IT TO BRANDON FORD FOR SEVERAL ATTEMPTS TO FIX THE PROBLEM, WHICH THEY HAD NO IDEA IT EVEN EXISTED. AFTER SEVERAL ATTEMPTS TO FIX THE EXHAUST/CARBON MONOXIDE FORD IS TELLING ME THEY HAVE A REPORT THAT A FIELD ENGINEER HAS DEEMED THE FUMES/POISON ENTERING THE CAB "A NORMAL OCCURRENCE" AND THEY WILL NO LONGER PUT IT IN SERVICE. \*TR LITHIA FL Failure Date: 04/01/2015

2 11012995 2015 FORD EXPLORER Engine & Engine Cooling YOU CAN SMELL THE EXHAUST INSIDE THE CABIN WHILE DRIVING. IT IS NOTICEABLE WHEN YOU HAVE TO HIT THE GAS TO SPEED UP TO GO AROUND A VEHICLE OR GETTING ONTO THE INTERSTATE. AFTER HEARING ON THE NEWS ABOUT THE POLICE HAVING THE SAME ISSUE, I WANTED TO MAKE SURE THAT MY COMPLAINT HAS BEEN NOTED. I WILL BE PURCHASING A CO2 DETECTOR AND PLACING IT INSIDE MY VEHICLE WHERE MY 3 YEAR OLD AND 7 MONTH OLD SIT. THERE SAFETY IS TOP PRIORITY AND HOPE A RECALL IS COMING SOON. I



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NOTICED THE SMELL WHEN I PURCHASED THE VEHICLE NEW IN MARCH OF  
2015            BRADENTON            FL            Failure Date: 03/27/2015

2            10891682            2015    FORD EXPLORER    Engine & Engine Cooling    I HAVE  
NOTICED SINCE THE CAR WAS PURCHASED NEW A STRONG ODOR COMING  
FROM THE AIR CONDITIONING SYSTEM WHEN YOU DEPRESS THE  
ACCELERATOR TO MAX WHEN PASSING A CAR OR ENTERING AN ON RAMP. I  
HAVE TRIED WITH BOTH THE FRESH AIR ON AND RECIRCULATE ON, THE SAME  
EFFECT IS NOTICED. FINALLY AFTER DEALING WITH THIS FOR ABOUT A YEAR I  
BROUGHT IT UP TO MY DEALER WHEN THE VEHICLE WAS IN FOR ITS ROUTINE  
SERVICE. THE SERVICE ADVISOR INFORMED ME HE HAS A 2016 EXPLORER  
WITH THE SAME PROBLEM AND THAT FORD CAME BACK WITH SOMETHING  
ABOUT VENTS NOT OPENING QUICK ENOUGH AT THE REAR OF THE VEHICLE.  
TO HIS KNOWLEDGE, THERE WAS NO FIX FROM FORD AS OF YET. THE SMELL  
DOES GET QUITE STRONG AND ROUTINELY THE WINDOWS NEED TO BE  
LOWERED TO PREVENT THE STRONG ODORS FROM LINGERING. I AM  
CONCERNED AS TO WHAT THE ODOR IS, POSSIBLY HARMFUL EMISSIONS THAT  
COULD AFFECT MYSELF AND MY PASSENGERS? UNDER NORMAL DRIVING  
CONDITIONS THE SMELLED WILL APPEAR WHEN THE ACCELERATOR IS  
DEPRESSED MORE THAN HALF WAY, FAR TOO OFTEN IN MY OPINION. I DID  
NOTICE MORE            OF THE SMELL DURING THE WARMER MONTHS OF THE  
YEAR AND NOT AS MUCH WHEN IT WAS COOLER/COLD (WE LIVE IN FLORIDA  
SO NEVER FREEZING).    TAMPA            FL            Failure Date: 03/02/2015

2            10732587            2015    FORD EXPLORER    Engine & Engine Cooling    WE HAVE  
ALSO ENCOUNTERED EXHAUST FUMES IN THE VEHICLE. ON LONG TRIPS WE  
HAVE ALSO EXPERIENCED FATIGUE DIZZINESS AND NAUSEA. WHEN WE GO ON  
THE TRIPS WE HAVE A SHELTY WHICH COMES WITH US, AND HE HAS NOT  
LOOKED GOOD AT TIMES ALSO. SO ON A TRIP TODAY 7-7-2015 WE BROUGHT  
ALONG A CO DETECTOR, ON THE WAY DOWN FOR THE HR TRIP THE LEVEL  
WAS @ 81. THAT'S WITH THE AC ON WITH TEMPS    OUTSIDE @ 82. ON THE WAY  
BACK FROM ARE HR TRIP WITH TEMPS STILL IN THE 80'S THE CO LEVEL WAS @  
183. IF YOU LOOK AT THE CPSC.GOV WEBSITE YOU CAN SEE THAT @ THE

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LEVELS OF 150-220 IT WILL CAUSE DISORIENTATION / UNCONSCIOUSNESS & DEATH!!!!!!!!!!!!!! SO @ THIS POINT IN OUR LIVES IN OUR 50'S WE DO NOT WANT TO DIE. WE WILL BE ASKING FORD TO TAKE OUR EXPLORE XLT LIMITED BACK BEFORE WE DIE. IT ONLY HAS 4200 K ON IT. I'M ONLY HOPING FORD WILL TAKE THIS MATTER SERIOUSLY.WE WILL BE CONTACTING FORD TOMORROW 7-8-2015 TO FILE A FORMAL COMPLAINT TO ADDRESS THIS PROBLEM, SO OTHERS DON' T HAVE TO DEAL WITH THE CO. LISBON NH

Failure Date: 02/25/2015

2 10899329 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING AND ACCELERATING THE VEHICLE, AN EXHAUST ODOR ENTERED THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE HVAC MODULE AND AIR EXTRACTOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 19,200. THE VIN WAS NOT PROVIDED. LUMBERTON TX Failure Date: 02/15/2015

2 11053378 2015 FORD EXPLORER Engine & Engine Cooling I JUST HAVE BECOME AWARE THE GROWING CONCERN ABOUT FORD EXPLORER EXHAUST/ ROTTEN EGG SMELL. MY 2015 EXPERIENCES THIS CONDITION ON A DAILY BASIS. I HAVE ASKED THE FORD DEALERSHIPS ON NUMEROUS OCCASIONS TO LOOK INTO THIS BUT THEY HAVE ALWAYS TOLD ME "NO PROBLEM FOUND". MY SON CAME HOME TONIGHT AND TOLD US A NEIGHBOR HAVING THE SAME COMPLAINTS AND NOW THAT I HAVE RESEARCHED IT ON THE INTERNET IT APPEARS TO BE A WIDE SPREAD PROBLEM. IT DOES GET SO BAD THAT I HAVE TO ROLL WINDOWS DOWN BECAUSE OF HEADACHES.

FRANKTOWN CO Failure Date: 01/17/2015

2 10898432 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE OPERATING THE VEHICLE, EXHAUST FUMES WERE PRESENT INSIDE THE VEHICLE AND CAUSED THE OCCUPANTS TO BECOME DROWSY. WHILE USING A CARBON MONOXIDE

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DETECTOR, THE READING INDICATED THAT THE CARBON MONOXIDE LEVELS REACHED 60 PARTS PER MILLION. THE CONTACT INDICATED THAT THE FAILURE WAS MOST NOTICEABLE WHEN THE AIR CONDITIONER UNIT WAS OPERATED OR WHILE DRIVING UP AN INCLINE. THE VEHICLE WAS TAKEN TO THE DEALER ON SEVERAL DIFFERENT OCCASIONS AND THE EXTRACTOR, MOLDING, VALVE ASY AUTO DRAIN, POWER TAKE OFF ASY, AND THE TRANSFER CASE WERE REPLACED; BUT, THE FAILURE CONTINUED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 100. THE VIN WAS NOT AVAILABLE. ..UPDATED 09/20/16 \*BF..UPDATED 12/20/16 \*BF \*TR  
HAZELTON PA Failure Date: 01/15/2015

2 10882590 2015 FORD EXPLORER Engine & Engine Cooling UNDER HARD ACCELERATION THERE IS AN EXHAUST SMELL INSIDE THE CABIN. DEALER CLAIMS THAT THIS DOES NOT HAPPEN AND NO ONE ELSE HAS COMPLAINED ABOUT THE SMELL. DEALER IS WRONG THERE IS A SMELL WHEN ACCELERATING FULL THROTTLE. LAPEER MI Failure Date: 12/31/2014

2 10809978 2015 FORD EXPLORER Engine & Engine Cooling DURING MODERATE TO HEAVY ACCELERATION, SULFUR-LIKE EXHAUST FUMES ENTER THE CABIN THROUGH THE A/C VENTS CAUSING AN UNBEARABLE SMELL. TSBS HAVE BEEN PERFORMED, INCLUDING A NEW EXHAUST SYSTEM, WITH NO POSITIVE RESULTS. PROBLEM STILL EXISTS. I AM CONVINCED IT IS DIRECTLY ASSOCIATED WITH A/C CONTROL UNIT AND THE 3.5L ENGINE. ECO-BOOSTS DO NOT PRODUCE THE SMELL. I EVEN ASKED A POLICE OFFICER ABOUT HIS UNIT, AND NO COMPLAINTS. THEY DRIVE ECO-BOOST ENGINES.  
METAIRIE LA Failure Date: 12/08/2014

2 10679373 2015 FORD EXPLORER Engine & Engine Cooling UPON ACCELERATION MY 2015 FORD EXPLORER XLT HAS EXHAUST FUMES ENTERING INTO THE VEHICLE. IT HAPPENS WHEN I ACCELERATE WITH THE AC/HEATER IN THE OFF MODE. YOU CAN ALSO SMELL FUMES WITH THE AC/HEATER ON BOTH IN THE RECIRCULATE AND NON REC MODES. I HAVE ALREADY HAD THE VEHICLE IN THE FORD SHOP TWICE WITH THIS PROBLEM

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AND A TSB WAS PERFORMED WITH NO IMPROVEMENTS. FORD CRC STATED TO DRIVE THE VEHICLE WITH THE HEAT/AC ALWAYS ON TO PRESSURIZE THE CABIN TO KEEP FUMES FROM COMING IN. THE OWNERS MANUAL STATES IF YOU SMELL EXHAUST FUMES IN THE CABIN, DO NOT DRIVE THE VEHICLE. FORD HAS NO ANSWER TO THIS ISSUE. \*TR WALL NJ Failure Date: 12/05/2014

2 10886049 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. DURING ACCELERATION, AN EXHAUST ODOR EMITTED FROM THE VEHICLE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE AIR OUTER VENT ASSEMBLY AND VALVE ASSEMBLY AUTO DRAIN NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE THE TECHNICIAN STATED THAT THE VEHICLE WAS UNABLE TO BE REMEDIED. THE CONTACT WAS ALSO ADVISED TO REFRAIN FROM USING THE REAR VENTS AND HARD ACCELERATION. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 26,482. UPDATED 09/29/16\*LJ \*CN SPRING TX Failure Date: 11/04/2014

2 10910513 2015 FORD EXPLORER Engine & Engine Cooling 2015 FORD EXPLORER -- SMELLING EXHAUST ODORS INSIDE THE CAR WHEN ACCELERATING OVER 3,000RPM, USUALLY WHEN MERGING THRU INTERSTATE HIGHWAYS OR EXPRESSWAYS, DRIVING OVER 75MPH OR GOING UPHILL. IT HAPPENS WITH THE A/C MODE IN "RECIRCULATION" OR NOT. I BOUGHT THE CAR BRAND NEW ON JULY 2014. I REPORTED THE ISSUE AT LEAST FOUR (4) TO SIX (6) WITH THE DEALERSHIP'S SERVICE DEPARTMENT, AND THEY ATTEMPTED WITH THE HELP OF FORD ENGINEERS TO FIX IT WITH INSTRUCTIONS FROM TSB 14-0130 BUT IT DOESN'T SEEM TO HELP. ON TWO (2) SEPARATE OCCASIONS, THEY HAD TO GIVE ME A RENTAL CAR FOR TWO (2) WEEKS BECAUSE THEY WERE TROUBLESHOOTING AND ATTEMPTING TO FIX IT. I HAVE ALSO ATTACHED A LETTER FROM THE DEALERSHIP STATING THEIR INTEREST IN PURCHASING THE CAR BUT I DON'T KNOW IF IT HAS SOMETHING

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TO DO WITH THE DEFECTS BUT I FIND IT VERY INTERESTING.

ROSWELL GA Failure Date: 11/01/2014

2 10884351 2015 FORDEXPLOER Engine & Engine Cooling I CAN SMELL GAS FUMES IN THE INTERIOR OF THE CAR WHEN DRIVING. SOMETIMES THE ODOR IS MORE WHEN I ACCELERATE. THE SMELL ISN'T THERE ALL THE TIME, BUT IS PRETTY STRONG WHEN IT IS PRESENT. THIS HAS HAPPENED SEVERAL TIMES -- EVER SINCE WE BOUGHT THE CAR. WE BOUGHT THE CAR IN 2014. COLON NE Failure Date: 10/22/2014

2 10783862 2015 FORDEXPLOER Engine & Engine Cooling LEASED VEHICLE NEW ON OCTOBER 18, 2014. PROBLEM BEGAN IMMEDIATELY AT APPROXIMATELY 200 MILES. WHEN PASSING ANOTHER VEHICLE OR ACCELERATING FROM STOP, EXHAUST FUMES FILL THE CABIN THROUGH THE A/C VENTS. OCCURS TO THE EXTENT THAT ALL WINDOWS AND SUNROOF MUST BE OPENED IN ORDER TO CLEAR FUMES. HAS MADE DRIVER AND PASSENGER(S) LIGHT-HEADED, UPPER RESPIRATORY IRRITATION HAS HAPPENED, AS WELL. GENERALLY OCCURS WHEN WINDOWS ARE UP AND A/C IS OPERATING. REPORTED TO DEALER, WAS TOLD "THERE IS NO TSB FOR THIS PROBLEM BASED ON YOUR VIN" (THOUGH ALL PRIOR YEAR EXPLORERS 2011-2014 HAVE THIS PROBLEM AND IT HAS NOT YET BEEN RESOLVED BY FORD, AND THERE IS A CLASS ACTION SUIT IN FL WHICH WAS GIVEN CLASS ACTION STANDING BY A JUDGE IN OCTOBER, 2014. MY VEHICLE IS NOT "YET" LEMON LAW ELIGIBLE BECAUSE THE NUMBER OF REPAIR ATTEMPTS HAS BEEN LIMITED BY HEALTH PROBLEMS. FORD SHOULD OFFER TO BUY EFFECTED VEHICLES BACK WITHOUT NEED TO GO THROUGH LEMON LAW, AS THIS IS A CARBON MONOXIDE AND "BREATHING EXHAUST FUMES" HE ALTH HAZARD WHICH OCCURS ALMOST EVERY TIME THE VEHICLE IS DRIVEN. LAND O LAKES FL Failure Date: 10/19/2014

2 10914850 2015 FORDEXPLOER Engine & Engine Cooling SMELL OF EXHAUST FUMES AND/OR SULFUR-TYPE ODORS COMING THROUGH AIR CONDITIONING SYSTEM UNDER HEAVY ACCELERATION, PASSING ON HIGHWAY, OR WHEN ENGINE IS UNDER A LOAD. FUMES/SMELL GET SO BAD THAT I HAVE

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

2 10805779 2015 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL IN CAR EVERY TIME YOU ENTER A FREEWAY OR PASS ANOTHER VEHICLE. IN OTHER WORDS; ACCELERATION. ALSO, HAS A "DRONE" TYPE SOUND AT SPEEDS OVER 71 MPH. THE VEHICLE HAS BEEN TO THE DEALERSHIP THREE TIMES WITH THE LATEST TIME BEING TWO WEEKS SO FAR

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(IT'S STILL THERE ON 9-30-15) FOR THE TWO ISSUES NOTED ABOVE..

GLENDALE AZ Failure Date: 09/02/2014

2 10689417 2015 FORD EXPLORER Engine & Engine Cooling WHEN I PURCHASED THE 2015 EXPLORER I DROVE IT OFF THE LOT AND UP A HILL TO GO HOME. AS SOON AS WE STARTED UP THE HILL THE CAR FILLED WITH AN ACRID, SMOKY SMELL. THE KIDS AND I PULLED OVER BECAUSE WE THOUGHT THERE WAS SOMETHING WRONG. MY HUSBAND SAID IT WAS JUST "BREAKING THE CAR IN" SMELL. PLEASE NOTE I HAVE HAD NEW CARS BEFORE AND NEVER SMELLED SOMETHING THIS BAD. SO MY HUSBAND DROVE IT HOME WHILE THE KIDS AND I TOOK THE TRUCK. SINCE THAT TIME THE ACRID, SMOKY SMELL HAPPENS EVERY TIME THE CAR IS COLD AND THEN I GO UP A HILL. THE ENGINE IS ACCELERATING AND WORKING HARD. I WILL HAVE TO PAY MORE ATTENTION TO THE RPMS AT THE TIME. AT THE TOP OF THE HILL I SMELL THE "SMOKE SMELL." THIS HAPPENS DAILY ON A HILL I TRAVEL TO GO TO WORK. I THOUGHT THAT OVER TIME THE SMELL WOULD GO AWAY. NOW I HAVE 10,000 MILES ON THE CAR AND IT IS 8 MONTHS LATER AND THE SMELL IS STILL THERE. TOOK IT TO THE DEALERSHIP WHERE I BOUGHT IT AT THE 2,000 MILE MARK AND THEY CLAIMED THEY DID NOT SMELL THE ACRID SMELL. I AM NOW TAKING IT IN AGAIN. VERY DISAPPOINTED. \*TR RAMONA

CA Failure Date: 07/25/2014

2 10671421 2015 FORD EXPLORER Engine & Engine Cooling PURCHASED A BRAND NEW 2015 FORD EXPLORER. ALMOST IMMEDIATELY BEGAN SMELLING EXHAUST FUMES. CONCERNED THAT THIS WASN'T "NEW CAR BREAK-IN", I PURCHASED A CARBON MONOXIDE DETECTOR WITH MEMORY. OVER A COUPLE OF WEEKS OF DRIVING THE DETECTOR REGISTERED 97 PPM AT PEAK. AFTER CHECKING ON THE INTERNET, I FOUND OTHERS THAT HAVE HAD A SIMILAR PROBLEM. \*TR SAN JOSE

CA Failure Date: 01/27/2014

2 10727056 2015 FORD EXPLORER Engine & Engine Cooling TL\* THE CONTACT OWNS A 2015 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 60 MPH, EXHAUST FUMES EMITTED INSIDE THE VEHICLE. THE CONTACT STATED

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THAT THE FAILURE RECURRED NUMEROUS TIMES WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER, BUT WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 100. UPDATED 09/21/15\*LJ

METAIRIE LA Failure Date: 06/12/2013