

NHTSA Consumer Complaints as of August 24, 2018

3 11115346 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 65 MPH, EXHAUST FUMES ENTERED THE CABIN OF THE VEHICLE THROUGH THE AIR VENTS. THE CONTACT STATED THAT THE FAILURE OCCURRED EVERY DAY SINCE THE VEHICLE WAS PURCHASED TWO YEARS AGO. THE VEHICLE WAS TAKEN TO THE DEALER (DON CHALMERS FORD, 2500 RIO RANCHO BOULEVARD SE, RIO RANCHO, NM 87124) SEVERAL TIMES, BUT THE FAILURE WAS NOT ABLE TO BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 25,000. RIO RANCHO NM Failure Date: 08/01/2018

3 11111264 2016 FORD EXPLORER Engine & Engine Cooling A STRONG EXHAUST SMELL ENTERS THE CAR REGULARLY WHEN THE CAR IS IN MOTION. THIS IS ESPECIALLY STRONG WHEN ACCELERATING (EVEN LIGHTLY) OR GOING UP A HILL. WALKERSVILLE MD Failure Date: 07/13/2018

3 11102987 2016 FORD EXPLORER Engine & Engine Cooling CARBON MOXNOXIDE AND ODOR FROM THE EXHAUST COMING INTO THE CABIN CAR CAUSING HEADACHE AND DIZZINESS WHILE DRIVING. INCREASED ODOR WITH SPEED AND A/C ON. FIRESTONE CO Failure Date: 06/21/2018

3 11102344 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. AFTER THE CONTACT'S WIFE HAD BEEN DRIVING THE VEHICLE FOR APPROXIMATELY TWO WEEKS, AN ABNORMAL ODOR WAS DETECTED COMING FROM THE VEHICLE. THE CONTACT'S WIFE BECAME ILL AND MEDICAL ATTENTION WAS REQUIRED. THE CONTACT WAS INFORMED THAT HIS WIFE HAD CARBON MONOXIDE POISONING AT FOUR TIMES THE NORMAL LIMIT. THE CONTACT WAS INFORMED BY THE MEDICAL DOCTOR THAT THE VEHICLE SHOULD NOT BE DRIVEN. THE VEHICLE WAS TOWED TO THE CONTACT'S RESIDENCE. THE VEHICLE WAS NOT TAKEN TO A DEALER TO BE DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 79,000. MERCED CA Failure Date: 06/14/2018

NHTSA Consumer Complaints as of August 24, 2018

3 11092049 2016 FORD EXPLORER Engine & Engine Cooling I BOUGHT MY FORD EXPLORER 2 YEARS AGO BRAND NEW AND EVERYS SINCE I BOUGHT IT I HAVE HAD HEADACHES. DIZZINESS WHILE DRIVING AND ELECTRICAL PROBLEMS WITH IT. MY HUSBAND HAS ALSO BEEN TREATED FOR HEADACHES AND WE BELIEVE IT IS FROM OUR FORD, WE DONØT HAVE THESE ISSUES UNTIL WE ARE IN THE CAR FOR LONG PERIODS OF TIME. THE DASHBOARD GOES BLANK A LOT AND IT LOSES POWER. OMAHA NE Failure Date: 05/04/2018

3 11089534 2016 FORD EXPLORER Engine & Engine Cooling WE PURCHASED OUR VEHICLE IN MAY OF 2017, AND NOTICED WEIRD SMELLS. TOOK IT ON A ROAD TRIP AND NOTICED THEM AGAIN IN JULY. AFTER THE LATE JULY 2017 NEWS RELEASE OF CO IN FORD EXPLORERS, WE USED CO MONITORS AND IN FACT, HAD CO READINGS. IT HAS BEEN TO THE DEALER APPROX 10 TIME AND HAD THE TSB SERVICE PERFORMED, BUT THE PROBLEM STILL EXISTS. I'VE HAD 3 DIFFERENT CASES OPEN WITH FORD, AND DURING THE LAST CASE, THEY DENIED MY "BUYBACK" REQUEST. PLEASE HELP. PHOTO ATTACHED AND VIDEOS CAN BE MAILED IN THAT SHOW CO LEVELS AND THEN SHOW CO LEVELS GOING TO ZERO WHEN WE ROLL DOWN THE WINDOW. WE HAVE HAD CO PROBLEMS FOR OVER A YEAR NOW. PLEASE HELP BECAUSE FORD WON'T. SUMMERVILLE SC Failure Date: 04/15/2018

3 11076033 2016 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST SMELL LEAKING INTO THE CABIN. VIRGINIA BEACH VA Failure Date: 02/28/2018

3 11074235 2016 FORD EXPLORER Engine & Engine Cooling I HAVE NOTICED THERES A BURNING SMELLING FROM HEATER/AC VENTS RIGHT AFTER ACCELERATION FROM VEHICLE BEING STOPPED. I CAN CONFIRM ITS A BURNING SMELL (SIMILAR TO BURNING PLASTIC OR RUBBER). WHEN THE SMELL IS PRESENT, IT FEELS LIKE THERES LACK OF ACCELERATION FROM THE GAS PEDAL. ALMOST LIKE IF THERES A CLOGGED AIR FILTER OR ISSUE WITH TRANSMISSION OR EXHAUST. IT FEELS LIKE THAT KIND OF POOR

NHTSA Consumer Complaints as of August 24, 2018

ACCELERATION ISSUE. THE BURNING SMELLS LAST FOR ABOUT 1-2 MINUTES AND I'M NOT SURE WHERE ITS COMING FROM. THE ODOR IS A VERY STRONG ODOR AND I'M WAITING FOR A FIRE TO BREAK OUT SOMEWHERE WHEN THIS ODOR IS PRESENT. I HAVE A SERVICE APPT ON MONDAY, FEB 26 AND HOPEFULLY SOMETHING WILL BE FOUND. THE LAST THING I WANT IS TO BE DRIVING AND THE VEHICLE BREAKS DOWN, LET ALONE CATCHES FIRE FOR SOME REASON. BROADVIEW IL Failure Date: 02/16/2018

3 11064950 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THE CONTACT FELT VERY TIRED, WEAK, DIZZY, AND SLEEPY. SINCE THE CONTACT WAS SUFFERING FROM A COLD AT THE TIME, SHE COULD NOT DETERMINE IF THERE WAS AN ODOR IN THE VEHICLE. THE CONTACT WAS ABLE TO DRIVE BACK HOME. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 36,315. ALBUQUERQUE NM Failure Date: 01/25/2018

3 11064970 2016 FORD EXPLORER Engine & Engine Cooling UNDER ACCELERATION THERE ARE INSTANCES OF WHAT SEEM TO BE EXHAUST FUMES BEING PRESENT IN THE CABIN OF OUR EXPLORER. THIS HAS LED TO HEADACHES FOR MYSELF, MY WIFE AND OUR 7 YEAR OLD SON. PALM BAY FL Failure Date: 01/24/2018

3 11097600 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT STATED THAT THE EXHAUST UNIT CAUSED FUMES TO ENTER THE CABIN OF THE VEHICLE. WHILE DRIVING 65 MPH, THE CARBON MONOXIDE UNIT INSTALLED IN THE VEHICLE ALERTED THE CONTACT OF THE FUMES. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER (STIVERS FORD LINCOLN, 1450 E. HICKMAN RD, WAUKEE, IA 50263), BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF

NHTSA Consumer Complaints as of August 24, 2018

THE FAILURE. THE FAILURE MILEAGE WAS 80,000. DES
MOINES IA Failure Date: 01/22/2018

3 11063818 2016 FORD EXPLORER Engine & Engine Cooling SUDDENLY
HAVE AN INFLUX OF EXHAUST FUMES IN CABIN AREA WHILE THE VEHICLE IS
RUNNING BUT ESPECIALLY WHILE IDLING. APPEARS TO ENTER FROM AIR
CONDITIONER AND THERE IS A STRONG ODOR UNDER THE HOOD.

CHESTERFIELD VA Failure Date: 01/18/2018

3 11064858 2016 FORD EXPLORER Engine & Engine Cooling FROM THE
DAY I TOOK DELIVERY OF MY 2016 FORD EXPLORER SPORT, THERE WAS A
PROMINENT SMELL IN THE CABIN THAT APPEARED UNDER MODERATE
ACCELERATION. I INITIALLY BELIEVED IT TO BE CAUSED BY THE "BREAKING IN"
OF A NEW ENGINE. HOWEVER, THE PROBLEM PERSISTED. PASSENGERS
WOULD CONTINUALLY ASK ME ABOUT THE AWFUL "ROTTEN EGG" SMELL IN MY
EXPLORER. I WAS GETTING HEADACHES AND FEELING NAUSEOUS AT TIMES
WHILE DRIVING MY EXPLORER. AFTER RESEARCHING THE ISSUE ON THE
INTERNET, I FOUND COUNTLESS REPORTS OF OTHERS HAVING THE SAME
EXPERIENCE WITH THEIR EXPLORERS. I TOOK MY VEHICLE TO AUTO NATION
FORD IN SCOTTSDALE, AZ AND THE SERVICE ADVISOR TOLD ME THEY'VE HAD
SEVERAL FOLKS WITH THE SAME ISSUE AND THAT FORD HAD ISSUED A
SERVICE BULLETIN ON HOW TO RESOLVE THE PROBLEM. I WAS TOLD THAT
THERE WAS A DESIGN FLAW LEADING TO THE EXHAUST FUMES RE-ENTERING
THE VEHICLE THROUGH THE VENTILATION SYSTEM. THE ADVISOR INDICATED
THEY WOULD NEED THE CAR FOR AT LEAST A WEEK TO RE-SEAL THE SYSTEM
TO MINIMIZE THE PROBLEM. AFTER HAVING MY VEHICLE FOR SEVERAL
WEEKS, I RECEIVED IT BACK AND THE ISSUE WAS NOT RESOLVED. I
RETURNED THE CAR TO FORD AND THEY ARRANGED FOR ME TO HAVE
LOANER EXPLORER WHILE THEY WORKED ON MINE. IT HAD THE SAME EXACT
ISSUE. MY EXPLORER WAS AT THE DEALER FOR WELL OVER A MONTH AND I
WAS TOLD THAT THEY WERE WAITING FOR FORD TO ENGINEER AND
MANUFACTURE THE PARTS NEEDED TO FULLY RESOLVE THE EXHAUST LEAKS.
AFTER FINALLY GETTING THE CAR BACK, THE ISSUE INITIALLY SEEMED TO

NHTSA Consumer Complaints as of August 24, 2018

IMPROVE, BUT QUICKLY RETURNED. THE DEALER HAS STATED THEY HAVE DONE ALL THEY CAN AND THAT NO OTHER FIX EXISTS. THIS IS COMPLETELY UNACCEPTABLE AND UNSAFE. I HAVE A WIFE AND 3 CHILDREN AND I DO NOT FEEL COMFORTABLE DRIVING WITH THEM IN THE VEHICLE BEYOND VERY SHORT TRIPS. WE'VE EVEN GONE SO FAR AS TO RENT VEHICLES FOR FAMILY ROAD TRIPS DUE TO THE ISSUES WITH OUR EXPLORER.

SCOTTSDALE AZ Failure Date: 01/15/2018

3 11063238 2016 FORD EXPLORER Engine & Engine Cooling VERY STRONG EXHAUST FUMES ENTERING VEHICLE AT OR ABOVE 3500 RPM. IT HAPPENS EVERY TIME ACCELERATING TO HIGHWAY SPEED. ENTIRE CAB FILLS WITH FUMES IMMEDIATELY AND DOES NOT DISAPATE UNTIL ALL WINDOWS ARE ROLLED DOWN. EXPERIENCED HEADACHES, DIZZINESS AND NAUSEA. OWNER HAD TO TRADE VEHICLE (AT THEIR EXPENSE) AS DEFECT WAS CAUSING DAILY HEALTH PROBLEMS. FORD NEEDS TO BE FORCED TO NOTIFY CONSUMERS ABOUT THIS PROBLEM BEFORE VEHICLE IS PURCHASED. OWNER HAD 2015 FORD EXPLORER WITH SAME PROBLEM AND WON LEMON LAW CASE AGAINST FORD - LEMON LAW ARBITRATORS SMELLED WHAT THEY DESCRIBED AS EXHAUST FUMES DURING LEMON LAW HEARING TEST DRIVE. FORD REPAIR ATTEMPTS DO NOT WORK! NHTSA AND FORD NEED TO DETERMINE FIX OR RECALL VEHICLES. EXHAUST FUMES CONTAIN CARBON MONOXIDE AS WELL AS MANY OTHER TOXIC CHEMICALS. FORD ADMITS EXHAUST FUMES ENTERING VEHICLE BUT CLAIMS LOW VOLUME/SAFE. PLEASE CONSIDER THAT INFANTS AND YOUNG CHILDREN CANNOT BE EXPOSED TO SAME CARBON MONOXIDE LEVELS AS ADULTS WITHOUT VERY SERIOUS AND LIFE THREATENING HARM. ASK A DOCTOR, NOT FORD!!! JACKSONVILLE FL Failure Date: 01/13/2018

3 11063297 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THERE WAS AN ABNORMAL EXHAUST ODOR IN THE VEHICLE. THE VEHICLE WAS TAKEN TO ROCKWALL FORD (990 I-30, ROCKWALL, TX 75087, (972) 290-2200) WHERE IT WAS DIAGNOSED THAT THERE WERE EXHAUST FUMES

NHTSA Consumer Complaints as of August 24, 2018

FROM THE ENGINE THAT ENTERED THE VEHICLE. THE CONTACT WAS INFORMED THAT THERE WAS A WARRANTY REPAIR PROVIDED BY THE MANUFACTURER. THE VEHICLE WAS REPAIRED; HOWEVER, WHILE TEST DRIVING THE VEHICLE, THE CONTACT BECAME ILL FROM THE EXHAUST FUMES. THE MANUFACTURER WAS INFORMED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 30,000. ROCKWALL TX

Failure Date: 01/10/2018

3 11064289 2016 FORD EXPLORER Engine & Engine Cooling BEGAN FEELING VERY SICK ON FRIDAY JANUARY 5TH, CAR HAD BAD EXHAUST SMELL. HEADACHE, DIZZINESS, NAUSEA, THIS CONTINUED OVER THE WEEKEND SO MUCH SO THAT I DID NOT DRIVE ANYWHERE SUNDAY FROM 1:00 ON OR AT ALL ON MONDAY. WOKE UP TUESDAY FEELING OK AND DROVE MY CAR TO WORK, WHILE DRIVING THE 4 MILES ON THE FWY TO GET THERE MY CAR STARTED SMOKING PROFUSELY FROM THE EXHAUST PIPE. I IMMEDIATELY TOOK IT TO FORD, IT IS STILL THERE. THEY ARE REFUSING TO PAY FOR REPAIRS, THEY SAY TURBO ENGINE AND ENGINE NEED REPAIR/REPLACEMENT. COULD THIS HAVE TO DO WITH THE EXHAUST ISSUES I SEE PEOPLE KEEP HAVING? NEVER ONCE DID THE CHECK ENGINE LIGHT COME ON SINCE I'VE OWNED THE VEHICLE (2 YRS, 2 MONTHS) COULD THERE REALLY BE THAT MUCH WRONG WITH THE CAR WITHOUT EVEN A HINT THERE WAS AN ISSUE AND NO CHECK ENGINE LIGHT? CAPO BEACH CA Failure Date: 01/09/2018

3 11072766 2016 FORD EXPLORER Engine & Engine Cooling 2016 FORD EXPLORER ACCELERATES WHILE DRIVING. MY VEHICLE HAS BEEN IN AND OUT OF DEALERSHIP SINCE 12/26/17. I AM CURRENTLY IN A LOANER VEHICLE. RECEIVE UPDATE FIRST WEEK OF FEB 2018 THAT THE TRANSMISSION DEPT WAS BEHIND AND THAT THEY WILL LET ME KNOW AS SOON AS POSSIBLE IF I NEED A NEW TRANSMISSION. LATHROP CA Failure Date: 12/26/2017

3 11056911 2016 FORD EXPLORER Engine & Engine Cooling I HAVE READ MANY COMPLAINTS ABOUT EXHAUST ENTERING THIS VEHICLE WHILE DRIVING. FORD'S REMEDY IS NOT CORRECTING THE DEFECT. SOME PEOPLE HAVE TAKEN THEIR VEHICLES TO THE DEALER UP TO 7 TIMES AND THE

NHTSA Consumer Complaints as of August 24, 2018

PROBLEM STILL EXISTS. SOME PEOPLE HAVE PASSED OUT FROM THE FUMES AND CRASHED THEIR VEHICLES. HOW MANY COMPLAINTS DO YOU NEED TO RECEIVE TO ISSUE A SAFETY RECALL? DO YOU EVEN READ THESE COMPLAINTS. I CALLED YOUR HOT LINE THIS MORNING AND NO ONE COULD GIVE ME ANY INFORMATION ABOUT THE PROBLEM AFTER WAITING ON HOLD FOR 25 MINUTES. YOUR WEBSITE ONLY SHOWS COMPLAINTS AND NO UPDATES ABOUT YOUR INVESTIGATION OF THE ISSUE. I CALLED FORD TWICE AND GOT THE RUN AROUND. I CALLED MY DEALER TWICE WITH NO SATISFACTION. HOW MANY PEOPLE NEED TO GET SICK OR DIE BEFORE YOU TAKE ACTION. MY VEHICLE IS OVER 2 YEARS OLD AND ONLY HAS 2800 MILES ON IT BUT IT HAS ISSUES WITH EXHAUST ENTERING THE VEHICLE. I READ THAT FORD WILL REPROGRAM THE CLIMATE CONTROL MODULE TO LET MORE FRESH AIR IN FROM OUTSIDE BUT THAT WILL NOT FIX THE PROBLEM BECAUSE THERE IS NO FRESH AIR WHEN YOU ARE DRIVING IN TRAFFIC AND DRAWING IN EXHAUST FROM ALL THE CARS IN FRONT OF YOU. I WILL FIX THE PROBLEM MYSELF OR WAIT UNTIL YOU OR FORD KNOWS THE REAL CAUSE OF THE PROBLEM AND DECIDES TO FIX IT INSTEAD OF TRYING TO PACIFY THE OWNERS. COOL CA Failure Date: 12/25/2017

3 11055125 2016 FORD EXPLORER Engine & Engine Cooling CAR SMELLS STRONGLY LIKE NATURAL GAS INSIDE CABIN WHEN DRIVING, AND WHEN SITTING STILL - EYES BURN, THROAT SORE, HEADACHE AFTER DRIVING IT FOR 5 MINS OR MORE. LA QUINTA CA Failure Date: 12/01/2017

3 11064682 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS AND DEPRESSING THE ACCELERATOR PEDAL FOR EXTENDED PERIODS OF TIME, A FOUL ODOR WAS PRESENT INSIDE THE VEHICLE. THE CONTACT INDICATED THAT THE FAILURE MAINLY OCCURRED WHILE ASCENDING UP A HILL OR DRIVING ON THE HIGHWAY. THE VEHICLE WAS TAKEN TO DANA FORD (266 W. SERVICE RD, STATEN ISLAND, NY), BUT THE FAILURE COULD NOT BE DUPLICATED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 4,900. BROOKLYN NY Failure Date: 12/01/2017

NHTSA Consumer Complaints as of August 24, 2018

3 11047642 2016 FORD EXPLORER Engine & Engine Cooling EXHAUST FUME SMELL, LIKE ROTTEN EGGS CAUSING NAUSEA AND BAD HEADACHES. THIS HAPPENS WHILE DRIVING ON THE ROAD, BOTH HIGHWAY AND CITY STREETS LIBERTY LAKE WA Failure Date: 11/20/2017

3 11064550 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THAT CONTACT STATED THAT WHILE DRIVING, THERE WAS AN ODOR OF FUEL EMITTING INSIDE OF THE VEHICLE. THE VEHICLE WAS TAKEN TO A UNKNOWN LOCAL FORD DEALER FOR A DIAGNOSIS WHERE THE MECHANIC ADVISED THE CONTACT THAT THE FUEL PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE CONTACT AGAIN WAS DRIVING THE VEHICLE A WEEK LATER, AND SMELLED A FUEL ODOR AGAIN INSIDE THE VEHICLE. THE CONTACT CALLED THE FORD MOTOR COMPANY LOCATED AT 1 AMERICAN ROAD , DEARBORN, MI 48126 (313) 322-3000, AND WAS ADVISED TO DROP OFF THE VEHICLE FOR A DIAGNOSIS. THE CONTACT WAS ADVISED THE FUEL PUMP WAS LEAKING FROM A CRACK IN THE PUMP. IT WAS UNKNOWN IF THE MANUFACTURER WAS CONTACTED OR NOT. THE FAILURE MILEAGE WAS 40,000. SOUTHFIELD MI
Failure Date: 11/13/2017

3 11042559 2016 FORD EXPLORER Engine & Engine Cooling I BOUGHT THIS CAR IN AUGUST OF 2016 AND NOTICED WHEN ACCELERATING TO GET ON A HIGHWAY OR DOING ANY TYPE OF QUICK ACCELERATION THE VEHICLE PUT OFF AN AWFUL SMELL IN THE CAB AND THE SMELL IS SIMILAR TO ROTTEN EGGS. I'VE BROUGHT THE VEHICLE IN FOR ALL ITS REGULAR MAINTENANCE AT THE DEALERSHIP AND SPOKE WITH THE SERVICE MANAGER ABOUT THE ISSUE AND THE RESPONSE I GOT WAS WE HEARD THIS BEFORE BUT HAVE NO SOLUTION. NO SOLUTION?? I'M BREATHING IN GOD KNOWS WHAT AND I'M ALWAYS IN THE VEHICLE WITH MY FAMILY, FRIENDS AND BUSINESS ASSOCIATES AND THAT WAS THE RESPONSE I GET! I HAVE NO IDEA WHAT ITS POSSIBLE DOING TO MYSELF AND OTHERS BUT I'LL TELL YOU THIS IT CANNOT BE GOOD. I AM AT THE POINT WITH THIS VEHICLE THAT I DON'T WANT TO GET IN IT ANY LONGER AS I AM CONCERNED ABOUT MY HEALTH AND WHAT

NHTSA Consumer Complaints as of August 24, 2018

POSSIBLE DAMAGE ITS DOING TO ME AND OTHERS. I AM SO DISAPPOINTED IN THE FACT THEY HAVE NO SOLUTION AND I WILL NOT BE BUYING ANOTHER FORD PRODUCT EVER AGAIN.. THIS PROBLEM HAS BEEN GOING ON SINCE THE WEEK I PICKED IT UP AND HAS NOT STOPPED IN OVER A YEAR AND 2 MONTHS. IF THERE WAS A WAY TO GET RID OF IT TODAY I WOULD BUT UNFORTUNATELY I STILL HAVE A YEAR AND 8 MOTHS BEFORE I CAN TURN IT IN, WHICH I WILL THE FIRST DAY I CAN LEGALLY CAN.. FORD SHOULD TAKE THESE CARS BACK AND TERMINATE THE LOANS OR LEASES AND LET PEOPLE GO GET SOMETHING THAT'S SAFER FOR THEM TO BE IN. DON'T GIVE BACK THE MONEY AS MYSELF AND OTHERS HAVE USED THE VEHICLES UP TILL THIS POINT. TO BE FAIR FORD MOTOR COMPANY SHOULDN'T BE RESPONSIBLE TO PAYING PEOPLE BACK FOR A TIME THAT PEOPLE USED THE VEHICLE BUT THEY SHOULD TAKE THEM BACK. THEY ARE MAKING VEHICLES (FORD EXPLORERS) THAT ARE NOT SAFE FOR PEOPLES HEALTH. ONE VERY DISSATISFIED CUSTOMER. IN THE END THEY WILL GET THE CAR BACK AND I WILL MOVE ALONG TO ANOTHER BRAND! LEVITTOWN NY Failure Date: 11/02/2017

3 11033451 2016 FORDE EXPLORER Engine & Engine Cooling SMELL OF EXHAUST FUMES ENTERING THE OCCUPANT CABIN OF VEHICLE. OCCURS WHEN VEHICLE IS UNDER ACCELERATION WITH AIR CONDITION RUNNING (WARM WEATHER). SMELL IS QUITE STRONG, CONCERNED OF CARBON MONOXIDE POISONING. I'VE TAKEN THIS UP TO THE FORD DEALER - THEY'VE SAID FORD IS SENDING LETTER ANNOUNCING THAT THIS PROBLEM WILL BE FIXED. DOCUMENTING COMPLAINT WITH NTSB AS THIS SHOULD LEAD TO RECALL, NOT JUST VOLUNTARY FIX. GALENA OH Failure Date: 10/15/2017

3 11033506 2016 FORDE EXPLORER Engine & Engine Cooling YOU CAN SMELL EXHAUST FUMES INSIDE THE CABIN WHILE DRIVING THE CAR. IT USUALLY HAPPENS UPON ACCELERATION DURING HIGHWAY OR CITY DRIVING. MY WIFE SAYS SHE HAS SMELLED IT BEFORE BUT WHILE OUR WHOLE FAMILY WAS IN THE CAR RECENTLY, IT WAS UNBEARABLE. I WAS NOT AWARE OF THE

NHTSA Consumer Complaints as of August 24, 2018

PROBLEM. WHEN I DISCOVERED IT, I IMMEDIATELY TOOK THE CAR TO THE FORD DEALERSHIP FOR SERVICE. ANGLETON TX Failure Date: 10/14/2017

3 11039297 2016 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE DETECTOR WAS ACTIVATED WHILE DRIVING OUR 2016 FORD EXPLORER. BELLFLOWER CA Failure Date: 10/08/2017

3 11030276 2016 FORD EXPLORER Engine & Engine Cooling 3-5 SECONDS AFTER A HARD ACCELERATION (NEAR OR AT FULL THROTTLE), THE CABIN FILLS WITH A STRONG, BURNING FLUID SMELL. I CANNOT PIN POINT THE SOURCE OF THE SMELL BUT IT HAPPENS 100% OF THE TIME. THIS HAPPENS ONLY IN MOTION UNDER HARD ACCELERATION ON ANY TYPE OF STREET. I USE 93 OCTANE AND FULL SYNTHETIC MOTORCRAFT 5W-30. I HAVE HAD THE VEHICLE IN FOR WARRANTY REPAIR FOR AN UNKNOWN NOISE AND I WAS TOLD THE EXHAUST WAS SLIGHTLY OUT OF ALIGNMENT. THIS DID NOT FIX THE NOISE AND THE SMELL HAS REMAINED AS WELL. KINGWOOD TX
Failure Date: 09/28/2017

3 11030135 2016 FORD EXPLORER Engine & Engine Cooling UPON STRONGER THAN USUAL ACCELERATION OR AT HIGHWAY SPEEDS OR BOTH, THE SMELL OF EXHAUST CAN BE DETECTED IN THE CABIN. UNDER HARD ACCELERATION, THE SMELL OF ROTTEN EGGS BECOMES VERY STRONG IN THE CABIN. AFTER TRIPS LONGER THAN AN HOUR, WITH AC OR HEAT RUNNING (NO OPEN WINDOWS), I HAVE BECOME VERY ILL, WITH FEARSOME HEADACHE, NAUSEA, LETHARGY, AND GASTROINTESTINAL DISTRESS. PASSENGERS HAVE ALSO REPORTED HEADACHE, NAUSEA, AND FEELING TIRED. WE BELIEVE THIS MAY BE DUE TO EXHAUST ENTERING THE CABIN AND CAUSING CARBON MONOXIDE POISONING. YESTERDAY, ON A LONGER TRIP FROM MILWAUKEE, WI TO CHICAGO, IL AND BACK, I BECAME SO ILL THAT UPON RETURNING HOME, I FELL ASLEEP IMMEDIATELY WITH THE WORST HEADACHE OF MY ADULT LIFE. INTENSE NAUSEA LASTED FROM 2PM (ABOUT 3/4 OF THE WAY THROUGH THE DRIVE) UNTIL ABOUT 9PM. THIS HAS HAPPENED CONSISTENTLY DURING LONGER (GREATER THAN 20-30 MILES) TRIPS. HYDROGEN SULFIDE SMELL IS

NHTSA Consumer Complaints as of August 24, 2018

APPARENT MOST DURING WIDE-OPEN ACCELERATIONS BEFORE ENGINE WARM-UP. MILWAUKEE WI Failure Date: 09/26/2017

3 11025358 2016 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING OR GOING UP INCLINE CAR STARTS TO SMELL LIKE CARBON MONOXIDE (LIKE THE HEATER IS ON). CIRCULATION IS WITHIN CAR. IN ORDER TO GET OUT MUST PUT ON OUTSIDE CIRCULATION AND ROLL DOWN WINDOWS. SAINT BERNARD LA Failure Date: 09/25/2017

3 11064362 2016 FORD EXPLORER Engine & Engine Cooling SMELL OF EXHAUST ENTERS IN PASSENGER CABIN WHENEVER DRIVING WHEN RPMS ARE HIGHER. PLAINFIELD IL Failure Date: 09/18/2017

3 11024772 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING AT 70 MPH, EVERY TIME THE ACCELERATOR PEDAL WAS DEPRESSED AN INTENSE EXHAUST ODOR INSIDE THE CABIN DEVELOPED. THE CONTACT ALSO STATED THAT THE VEHICLE PRESENTED THE FAILURE SINCE IT WAS PURCHASED A YEAR AGO. THE VEHICLE WAS TAKEN TO SUNRISE FORD IN FORT PIERCE FLORIDA TWICE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND A CASE WAS OPENED NUMBER: CAS-13149331. THE APPROXIMATE FAILURE MILEAGE WAS 100. ...UPDATED 11/12/17/*BF CONSUMER STATED CONDITION STILL EXISTS, TRADED THE VEHICLE. UPDATED 7/19/18*JB PORT ST LUCIE FL Failure Date: 09/07/2017

3 11022723 2016 FORD EXPLORER Engine & Engine Cooling I HAVE A 2016 FORD EXPLORER LIMITED EDITION UNDER MY DADS NAME AND MY WIFE IS THE PRIMARY DRIVER ON IT. AFTER GETTING OUR CAR I DROVE IT DAILY AS COMMUTER FOR 2 MONTHS AND SOMETIMES I SMELL SOMETHING BAD INSIDE LIKE BURNED TIRES BUT I JUST IGNORED IT BECAUSE I SAID MY CAR IS BNEW AND MAYBE ITS FROM OUTSIDE AND AFTER THAT MY WIFE START DRIVING IT BUT LAST DECEMBER 2016 WE WENT TO VEGAS AND I JANSSEN (HUSBAND) IS THE ONE DRIVING ON THE CAR AND SMELLED SOMETHING BURNED TIRES

NHTSA Consumer Complaints as of August 24, 2018

INSIDE THE CAR WHILE CRUISING ON IT, I CHECKED THE TIRES/BREAK OUTSIDE BUT I DONT SMELL IT FROM OUTSIDE, SO AFTER THAT WE WENT TO OUR DEALER AND CHECKED IT FOUND OUT THERES A CARBON MONOXIDE PRESENT INSIDE AND THEY FIXED IT BY COVERING THE HOLES OF THE CAR THAT MAY BE THE ENTRY OF SMOKE FROM OUTSIDE AND UPDATING THE SYSTEM AS PER SERVICE GUY TOLD ME "RENE" AND SAID EVERYTHING WORKS WELL NOW. AFTER FEW MONTHS IT WAS JUNE 2017 I SMELLED IT AGAIN AND CONCERNED ME MORE BECAUSE MY WIFE IS PREGNANT AND I KNOW CO2 IS REALLY BAD ON OUR HEALTH AND I KNOW THAT BECAUSE WE ARE BOTH NURSES AND WE SENT IT BACK TO THE DEALER AND MY SERVICE GUY "LUIS " TOLD ME THEY PUT SOME RUBBER IN THE REAR DOOR FOR THE PURPOSE OF SEALING THE DOOR THAT MAYBE THE SMOKE FROM THE EXHAUST IS THE ONE CAUSING IT AND TAKE NOTE " THE CAR STAYS 1 WEEK IN THE SERVICE DEPARTMENT". AND NOW SEPT 2017 THE SAME THING IS HAPPENING AND I CALLED MY DEALERSHIP, I SPOKE TO LUIS AND CASEY AND THEY TOLD ME THERE'S STILL WAITING FOR THE SERVICE MANAGER BECAUSE THEY ARE BUSSY, I TOLD THEM MY CONCERN THAT MY WIFE IS PREGNANT SHE'S ON 8 MONTHS NOW AND IT MAKES ME REALLY CONCERNED OF WHAT IS GOING ON WITH THE CAR BUT THEY JUST TOLD ME TO WAIT, AND MY WIFE DAILY CAR IS IT. SO INCASE SOMETHING HAPPEN WITH MY FAMILY THIS IS NOT REALLY SAFE FOR US, SO I REALLY NEED A BIG HELP FROM YOU NHTSA THAT WE CAN SOLVE THIS PROBLEM, I HEARD OTHERS TOO ESP POLICE. TY NORWALK CA Failure Date: 09/04/2017

3 11021382 2016 FORD EXPLORER Engine & Engine Cooling 2016 FORD EXPLORER XLT V6 TI-VCT FLEX FUEL VEHICLE (FFV). EXHAUST ENTERS CABIN DURING ACCELERATION. PUTRID ODOR OF EXHAUST RESEMBLES A FOUL BLEND OF VOMIT, ROTTEN EGGS, BURNT HAIR, BURNT WAX. HEADACHE AND HORRIBLE SMELL LINGERS IN SINUSES CONTINUES TO DAY FOLLOWING EXPOSURE. STENCH IS MUCH WORSE UNDER HEAVY ACCELERATION AND/OR DRIVING UPHILL WITH REAR A/C ON HIGH FAN SPEED. FORD SERVICE ACKNOWLEDGED WIDE-SPREAD PROBLEM PERFORMED TSB 17-0044 SEALING UNDERBODY SEAMS, REPROGRAMING REAR A/C AND REPLACING EXHAUST

NHTSA Consumer Complaints as of August 24, 2018

COMPONENTS. TSB 17-0044 IS INEFFECTIVE AND PROBLEM PERSISTS. 1. FORD HAS NOT ISOLATED SOURCE OF EXCESSIVE CARBON MONOXIDE (CO), HYDROCARBONS (HCS) AND NITROGEN OXIDES (NOX). IS ENGINE DEFLECTION UNDER ACCELERATION IMPACTING EXHAUST MANIFOLDS CAUSING LEAKAGE IN PIPE JOINTS? IS RICH FUEL MIXTURE IN ENGINE WITH UNBURNED FUEL PRODUCING ELEVATED CATALYTIC TEMPERATURES DAMAGING MANIFOLDS OR JOINTS? ARE FFV ENGINES FITTED WITH UNDERSIZED OR FAULTY CATALYTIC CONVERTERS? 2. EXHAUST SYSTEM FAILS TO EXPEL EXHAUST AWAY FROM VEHICLE. FORD ACKNOWLEDGES AS EVIDENCED BY TSB 17-0044 REPLACING MUFFLERS AND EXHAUST TIPS. 3. EXHAUST GASSES POOL IN BUMPER COVER AND NUMEROUS CAVITIES UNDER BODY. 4. AIR CONDITIONING SYSTEM FANS ACTIVELY PULL EXHAUST INTO THE VEHICLE LIKELY THROUGH AIR EXTRACTOR VENTS IN QUARTER PANELS. FORD ACKNOWLEDGES AS EVIDENCED BY TSB 17-0044 REPLACING AIR EXTRACTOR VENTS AND REPROGRAMMING REAR A/C TO SLOW OR HALT FANS UNDER VARIOUS BRAKING SCENARIOS. FORD MISREPRESENTING ELEVATED CO LEVELS ONLY FOUND IN POLICE INTERCEPTORS. AFTER FORD SERVICE SEALED SEAMS PER TSB 17-0044, I DETECTED 17 PPM OF CO IN TWO DETECTORS. FORD MUST EVALUATE EVERY EXHAUST COMPONENT UNDER LOADING FOR DEFLECTION AND EXCESSIVE HEAT. CAN EXHAUST ENTER VIA MID BODY, ENGINE COMPARTMENT OR COWL IN ADDITION TO REAR OF VEHICLE? PICS ILLUSTRATE REAR INFILTRATION. CHANDLER AZ

Failure Date: 09/01/2017

3 11065314 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING 30 MPH, THE CONTACT OBSERVED AN ODOR UNDERNEATH THE THIRD ROW SEATS. THE CONTACT BEGAN FEELING DROWSY AND DIZZY. THE ISSUE OCCURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO APPLE FORD LINCOLN (8800 STANFORD BLVD, COLUMBIA, MD 21045, (866) 841-9642) WHERE IT WAS DIAGNOSED AND REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 29,000. WHITE PLAINS

MD Failure Date: 09/01/2017

NHTSA Consumer Complaints as of August 24, 2018

3 11015061 2016 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING ONTO THE ON-RAMP OF INTERSTATE, THE VEHICLE'S AC AUTOMATICALLY MOVED TO RECIRCULATION MODE AND I BEGIN TO NOTICE A FOUL SMELL EMITTING FROM THE ENGINE COMPARTMENT. I ALSO NOTICED THAT THIS EVENT WOULD OCCUR ANY TIME THE ENGINE RPMS WERE ABOVE 2700-3000 WHEN THE VEHICLE WOULD UP-SHIFT TO ON-RAMP, PASSING VEHICLES TO CHANGE LANES OR REGULAR ACCELERATION. AFTER MY TRAVEL YESTERDAY FROM BEING ON THE ROAD FOR A PERIOD A LITTLE OVER AN HOUR, I BEGAN TO FEEL NAUSEOUS AND LITE HEADED. I STILL HAVE THE SAME SYMPTOMS ON 8/14/2017. I WILL BE TAKING THE VEHICLE IN TO FORD DEALERSHIP FROM WHICH I MADE THE VEHICLE PURCHASE IN ORDER FOR THEM TO CONDUCT A CHECK ON THE VEHICLE FOR WHAT I BELIEVE TO BE CARBON MONOXIDE LEAKS FROM EITHER THE ENGINE CABIN, REAR EXHAUSTS OR A COMBINATION OF BOTH. I AM FEARFUL THIS IS AFFECTING MY FAMILY AND POSSIBLY ENDANGERING OUR LIVELIHOOD AS I COMMUTE DAILY IN THE VEHICLE AND ITS OUR ONLY FAMILY VEHICLE AS THE PRIMARY MEANS OF TRANSPORTATION. LORTON VA Failure Date: 08/13/2017

3 11018988 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNED A 2016 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 70 MPH, THE FOUR WHEEL DRIVE WARNING INDICATOR ILLUMINATED A "TEMPORARY DISABLE" MESSAGE. THE CONTACT STATED THAT SMOKE APPEARED UNDER THE HOOD, FROM THE REAR OF THE VEHICLE, AND THROUGH THE AIR VENTS. THE DRIVER COASTED OVER TO THE SIDE OF THE ROAD AND THE ENGINE BURST INTO FLAMES. THE FIRE ORIGINATED FROM UNDERNEATH THE FRONT OF THE VEHICLE. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE. NEITHER A FIRE NOR A POLICE REPORT WERE FILED. THE VEHICLE WAS TOWED TO A TOWING LOT. THE VEHICLE WAS DESTROYED. THE CONTACT CALLED KUNES COUNTRY FORD LINCOLN DEALER (LOCATED AT 2811 N LOCUST ST, STERLING, IL 61081) AND WAS INFORMED TO CONTACT THE MANUFACTURER. THE CONTACT CALLED THE MANUFACTURER AND REFERRED TO HIS INSURANCE CO. THE MANUFACTURER DID NOT OFFER

NHTSA Consumer Complaints as of August 24, 2018

FURTHER ASSISTANCE. THE APPROXIMATE FAILURE MILEAGE WAS 23,000.

ROCK FALLS IL Failure Date: 08/13/2017

3 11015636 2016 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES GETTING INSIDE THE CAR. TOOK THE SUV TO THE FORD DEALERSHIP ON 8/11. TECHNICIAN DIAGNOSED AND CONFIRMED THAT CARBON MONOXIDE WERE DETECTED IN THE INTERIOR OF THE CAR WHILE DRIVING. TOLD TO BRING BACK CAR AFTER PART'S ARE ORDERED. GOT A CALL 8/16 THAT PARTS ARE BACKED ORDERED AS SO MANY OWNERS HAS BROUGHT THEIR SUV'S IN WITH THE SAME PROBLEM. IT WILL TAKE 2-3 WEEKS TO GET THE PARTS AND 1.5 DAYS OF WORK. SUV WAS PURCHASED ON 7/4/2016. THIS ISSUE HAS BEEN THERE SINCE DAY ONE AS I IGNORED IT THINKING AS A NEW CAR, IT NEEDS TO RUN FOR SOMETIME BEFORE THE SMELLS GOES AWAY. AFTER 3 MONTHS, THOUGHT WILL WAIT TILL THE FIRST OIL CHANGE. THAT'S THE BIG MISTAKE I MADE, SHOULD HAVE TAKEN IT EARLIER. UNFORTUNATELY, WITH WORK, WAS NOT ABLE TO LEAVE THE CAR AT THE DEALERSHIP.

HOUSTON TX Failure Date: 08/11/2017

3 11015684 2016 FORD EXPLORER Engine & Engine Cooling WHEN SPEEDING UP TO PASS OR ACCELERATING RAPIDLY YOU SMELL FUMES IN THE CAR WHICH MAKE YOU SICK AND LIGHT HEAD MOLINO FL

Failure Date: 08/11/2017

3 11013844 2016 FORD EXPLORER Engine & Engine Cooling UNDER ACCELERATION, THERE IS AN EXHAUST SMALL INSIDE THE VEHICLE, AND I'VE MEASURED CARBON MONOXIDE LEVELS UP TO 19 PPM.

MURPHY TX Failure Date: 08/08/2017

3 11013056 2016 FORD EXPLORER Engine & Engine Cooling JUST PURCHASED THE VEHICLE FROM A DEALER 60 MILES AWAY FROM HOME. DRIVING HOME ON THE HIGHWAY, UPON FULL THROTTLE ACCELERATION WITH WINDOWS CLOSED AND AC SET TO RECIRCULATE, THE CABIN FILLED WITH EXHAUST FUMES WITH THE TELLTALE ROTTEN EGG SMELL. ONCE WINDOWS WERE OPENED AND EXHAUST FUMES EXITED THE VEHICLE, I CLOSED THE

NHTSA Consumer Complaints as of August 24, 2018

WINDOWS AND NOTICED NO MORE EXHAUST SMELL UNTIL I PERFORMED A FULL THROTTLE PASSING MANEUVER AND THE SMELL RETURNED AGAIN, PROMPTING ME TO OPEN WINDOWS AGAIN TO CLEAR THE AIR. AFTER THE SECOND INCIDENT, I DROVE THE REST OF THE WAY AT NORMAL THROTTLE WITH NO MORE EXHAUST ODORS OCCURRING. THIS WAS VERY DISAPPOINTING FOR A \$41,000 VEHICLE. WEST ALLIS WI Failure Date: 08/05/2017

3 11012593 2016 FORD EXPLORER Engine & Engine Cooling NOXIOUS "ROTTEN EGG" SMELL IN THE CABIN WHEN RAPIDLY ACCELERATING. CONCERNED ABOUT CARBON MONOXIDE BASED ON RECENT NEWS REPORTS. SAN ANTONIO TX Failure Date: 08/03/2017

3 11012437 2016 FORD EXPLORER Engine & Engine Cooling AFTER ACCELERATING ONTO THE INTERSTATE OR WHEN I AM CLIMBING A STEEP HILL ONCE I DECELERATE AND MAINTAIN A LEVEL SPEED THE CABIN FILLS WITH A "BURNT OIL" SMELL. IT HAS BEEN GETTING PROGRESSIVELY WORSE AND I AM CONCERNED ABOUT HARMFUL GASES. HOOVER AL Failure Date: 08/02/2017

3 11015913 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, CARBON MONOXIDE ENTERED THE VEHICLE THROUGH THE AIR CONDITIONING VENTS, WHICH CAUSED THE CONTACT TO HAVE HEADACHES AND NAUSEA. MEDICAL ATTENTION WAS NOT REQUIRED. THE VEHICLE WAS TAKEN TO THE DEALER (AUTONATION FORD KATY, LOCATED AT 20777 KATY FWY, KATY, TX 77450; (281) 305-8949). THE DEALER STATED THAT THEY ORDERED THE PARTS AND WERE WAITING FOR THEM TO ARRIVE. ONCE AVAILABLE, THE DEALER WOULD REPAIR THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT CONTACTED AND WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 26,000. KATY TX Failure Date: 08/01/2017

NHTSA Consumer Complaints as of August 24, 2018

3 11031804 2016 FORD EXPLORER Engine & Engine Cooling I HAVE OWNED THIS VEHICLE FOR 3 MONTHS. EXHAUST IS LEAKING INTO THE CABIN OF VEHICLE. HAS BEEN IN THE SHOP TWICE TO BE "FIXED". AFTER HAVING THE VEHICLE BACK FOR A COUPLE OF DAYS IT IS HAVING THE SAME ISSUE. THE EXHAUST SMELL HAPPENS WHEN ACCELERATING QUICKLY WITH THE AC ON. MATHER CA Failure Date: 07/31/2017

3 11012831 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING, THE CONTACT NOTICED AN ABNORMAL ODOR INSIDE THE VEHICLE RESEMBLING CARBON MONOXIDE WHILE THE RECIRCULATION AIR CONDITIONER WAS ACTIVATED. THE PASSENGER (THE CONTACT'S WIFE) NOTICED THE ODOR. THE CONTACT SAW THE FAILURE ON THE NEWS AND CALLED THE DEALER (L&S TOYOTA, 248 AUTO PLAZA DR, BECKLEY, WV, 25801; 304-252-8548; EXT 231) WHERE THE DEALER ADVISED THE CONTACT THAT THEY WERE TRYING TO SCHEDULE AN APPOINTMENT. THE CONTACT FAXED OVER SIX PAGES OF INFORMATION FOR THE DEALER TO TRY AND REMEDY THE CARBON MONOXIDE FAILURE. THE VEHICLE YEAR AND MODEL WAS INCLUDED IN INVESTIGATION NHTSA NUMBER: EA17002 (STRUCTURE, ENGINE). THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 20,000. BECKLEY WV Failure Date: 07/29/2017

3 11011311 2016 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL IN VEHICLE: AUTOMOBILE CONTINUES TO HAVE EXHAUST SMELL IN CABIN OF VEHICLE WHILE DRIVING. VERY EVIDENT UPON ACCELERATION. THIS HAS BEEN AN ONGOING PROBLEM SINCE OWNING THE VEHICLE. MCKINNEY TX Failure Date: 07/28/2017

3 11011639 2016 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING 65 MPH ON A HIGHWAY MY 2016 FORD EXPLORER XLT LOST ALL POWER AND WOULD NOT ACCELERATE. THE ENGINE SUBSEQUENTLY QUIT AND I LOST ALL POWER STEERING AND BRAKING. THE VEHICLE HAS APPROXIMATELY 26,000 MILES. NO WARNING/MALFUNCTION LIGHTS APPEARED. AFTER ABOUT 30 MINUTES THE VEHICLE RESTARTED AND I WAS

NHTSA Consumer Complaints as of August 24, 2018

ABLE TO DRIVE TO FORD DEALERSHIP. LITTLETON CO Failure Date:
07/28/2017

3 11010277 2016 FORD EXPLORER Engine & Engine Cooling TL* THE
CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING 60 MPH, THERE WAS
AN ABNORMAL HYDROGEN SULFIDE ODOR. THE VEHICLE WAS TAKEN TO A
LOCAL DEALER (HAYFORD FORD LOCATED AT 1330 301ST AVE NW ISANTI, MN
55040 763-689-5555), BUT WAS NOT DIAGNOSED OR REPAIRED. THE
MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OPENED CASE NUMBER:
CAS12775863. NO FURTHER ASSISTANCE WAS PROVIDED. THE VIN WAS
UNKNOWN. THE FAILURE MILEAGE WAS 26,000. ..UPDATED 08/22/17 *BF
UPDATED 09/28/2017*JS *CN CAMBRIDGE MN Failure Date:
07/24/2017

3 11005902 2016 FORD EXPLORER Engine & Engine Cooling EXHAUST IN
CABIN LEASED NEW 2016 FORD EXPLORER XLT MARCH OF 2016.
IMMEDIATELY SMELLED EXHAUST IN CABIN UPON ACCELERATION. TOOK BACK
TO DEALER. TOLD IT WAS FIXED. IT WAS NOT. STILL SMELL EXHAUST.
DAUGHTER FEELS SICK RIDING IN BACK SEAT. TOOK BACK TO DEALER. TOLD
THEY NEED CAR A FEW DAYS. WAS GIVEN NO EXPLANATION. ASKED FOR
LOANER CAR. WAS REFUSED. MANAGER OUT FOR 2 MORE DAYS SO WILL
WAIT UNTIL HE IS IN TO SPEAK TO. WAS TREATED RUDELY.
HUNTINGTON BEACH CA Failure Date: 07/17/2017

3 11010354 2016 FORD EXPLORER Engine & Engine Cooling TL* THE
CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING 65 MPH, EXHAUST
FUMES ENTERED INTO THE CABIN OF THE VEHICLE. THE CONTACT STATED
THAT THE FAILURE OCCURRED ON NUMEROUS OCCASIONS WHILE DRIVING
VARIOUS HIGH SPEEDS. ARSENAL FORD OF NEW IBERIA, LOUISIANA WAS
CONTACTED ABOUT THE FAILURE ON THREE DIFFERENT OCCASIONS. THE
EXHAUST WAS REPLACED IN THE FRONT OF THE VEHICLE AND AN EXHAUST
OPENING WAS SEALED IN THE REAR OF THE VEHICLE. THE MANUFACTURER
WAS NOT MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS
APPROXIMATELY 1,000. CROWLEY LA Failure Date: 07/17/2017

NHTSA Consumer Complaints as of August 24, 2018

3 11005080 2016 FORD EXPLORER Engine & Engine Cooling MY STOCK (UNALTERED) 2016 FORD EXPLORER SPORT WITH ECOBOOST ENGINE EMITS A ROTTEN EGG, SULFUR-LIKE ODOR INTO THE PASSENGER CABIN UPON FULL THROTTLE ACCELERATION. THIS CONDITION DOES NOT OCCUR DURING NORMAL (LESS THAN FULL THROTTLE ACCELERATION) DRIVING. THIS CONDITION OCCURS ONLY DURING FULL THROTTLE ACCELERATION AND IS REPLICABLE. THIS CONDITION HAS OCCURRED SINCE ORIGINAL PURCHASE IN 04/2016 AND CONTINUES TODAY. WEST DES MOINES IA

Failure Date: 07/13/2017

3 11005366 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING 35 MPH, A SULFURIC, EGG-LIKE ODOR ENTERED THE CABIN OF THE VEHICLE. THE CONTACT STATED THAT THE ODOR WAS NOTICED OVER A DOZEN TIMES, ESPECIALLY DURING HEAVY ACCELERATION OR DRIVING UP AN INCLINE. THE VEHICLE WAS TAKEN TO ASTORG FORD IN PARKERSBURG, WEST VIRGINIA WHERE THE O2 SENSOR AND CATALYTIC CONVERTER WERE DIAGNOSED, BUT NO ISSUES WERE FOUND WITH EITHER OF THEM. IN ADDITION, THE DEALER STATED THAT THERE WAS AN UNKNOWN TSB THAT APPLIED TO THE VEHICLE THAT CAME OUT IN MAY OF 2017. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 5,000. MARIETTA

OH Failure Date: 07/13/2017

3 11005164 2016 FORD EXPLORER Engine & Engine Cooling EVERY TIME I STEP ON THE GAS TO ACCELERATE QUICKLY, THE INSIDE OF MY CAR STARTS TO SMELL LIKE SMOKE OR SOMETHING IS BURNING. I HAVE TO LOWER MY WINDOWS FOR ABOUT A MINUTE TO CLEAR THE AIR OUT. IT HAS BEEN GOING ON FOR MONTHS. COVINA CA Failure Date: 07/12/2017

3 11006657 2016 FORD EXPLORER Engine & Engine Cooling DURING ACCELERATION, A STRONG ODOR FILLS THE CABIN. ACCORDING TO THE CARBON MONOXIDE MONITOR WE USED, IT REGISTERED AT 5-9 PPM AS THE ODOR CAME THROUGH THE AIR VENTS. THE AIR WILL RETURN TO 0 PPM

NHTSA Consumer Complaints as of August 24, 2018

AFTER DRIVING WITH THE WINDOWS DOWN FOR ~1 MINUTE.

MILTON FL Failure Date: 07/07/2017

3 11012810 2016 FORD EXPLORER Engine & Engine Cooling SINCE WE HAVE PURCHASED THE VEHICLE WE HAVE SMELLED A ROTTEN EGG/BURNT HAIR SMELL FROM THE VEHICLE. IT IS AT ITS MOST POTENT POINT WHEN ACCELERATING TO HIGHER RATES OF SPEED. IT KEEPS A FAIRLY CONSISTENT SMELL AT SPEEDS OF 65 MPH AND HIGHER AS WELL. THE SMELL ALWAYS SEEMS TO COME FROM THE AIR CONDITIONING VENTS. IS IT ALSO COINCIDENTAL THAT THE CABIN AIR FILTER ALREADY NEEDS TO BE REPLACED? THIS HAS MADE FOR DISORIENTING AND NAUSEATING TRIPS IN THE VEHICLE FOR ALL PASSENGERS. OUR CHILD HAS COMPLAINED AND HAS FELT ILL WHEN RIDING IN HIS CAR SEAT IN THE SECOND ROW. ON A RECENT 6500 MILE ROAD TRIP, I BECAME SEVERELY ILL AND HAD DIFFICULTY BREATHING WHILE RIDING IN THE TRUCK. I WAS NAUSEATED FOR SEVERAL HOURS AFTERWARDS AND HAD AN EXCRUCIATING HEADACHE. WE DISCUSSED THIS WITH THE LOCATION WE PURCHASED THE VEHICLE AND THEY STATED THERE IS NOTHING THEY CAN DO ABOUT IT. WE THEN TOOK IT TO ANOTHER LOCATION IN CABOT, ARKANSAS AND AGAIN; NOTHING CAN BE DONE ABOUT IT. WE WERE TOLD THAT FORD IS AWARE OF THE ISSUE AND IT HAS BEEN GOING ON FOR SEVERAL YEARS NOW. WHY WERE WE NOT WARNED OF THIS ISSUE? WE ARE PUTTING OUR HEALTH AND MY CHILD'S HEALTH ON THE LINE EVERY TIME WE DRIVE THE TRUCK BUT DUE TO OUR FINANCES, WE HAVE NO CHOICE BUT TO KEEP THE VEHICLE. CABOT AR Failure Date: 07/07/2017

3 11011209 2016 FORD EXPLORER Engine & Engine Cooling WE EXPERIENCE A HORRIBLE SMELL OF EXHAUST FUMES WHENEVER WE FIRST TURN OUR VEHICLE ON. IT IS EXTREMELY NOTICEABLE AND CAN CLEARLY BE TRACED BACK TO THE EXHAUST SYSTEM AS THERE IS NO ODOR WHEN THE VEHICLE IS TURNED OFF. THIS IS DANGEROUS AS LARGE AMOUNTS OF CO OR CO2 CAN BE DEADLY ESPECIALLY IN ENCLOSED AREA. THE ODOR REMAINS

NHTSA Consumer Complaints as of August 24, 2018

EVEN WHILE DRIVING AND ACCELERATING.

SIOUX FALLS

SD Failure Date: 07/03/2017

3 11012527 2016 FORD EXPLORER Engine & Engine Cooling I AM GETTING CARBON MONOXIDE FUMES IN THE PASSENGER COMPARTMENT OF MY VEHICLE WHEN ACCELERATING. IT IS MOST NOTICEABLE WHEN THE AIR CONDITIONING IS IN THE RECIRCULATE MODE. THE CAR WAS PURCHASED 5/31/16 AND IT HAS BEEN AN ONGOING ISSUE. THE DEALER HAS NO SOLUTION. WINTER GARDEN FL Failure Date: 07/02/2017

3 11011688 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT NOTICED AN ABNORMAL EXHAUST ODOR WITHIN THE CABIN, ESPECIALLY WHEN THE AIR CONDITIONER WAS ACTIVATED OR WHILE ACCELERATING THE VEHICLE. THE CONTACT PLACED AN EXHAUST FLOW METER IN THE VEHICLE AND THE RATINGS FAILED. THE DEALER AND MANUFACTURER WERE NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 2,000. MENTOR OH Failure Date: 07/01/2017

3 11006690 2016 FORD EXPLORER Engine & Engine Cooling SMELL IN CABIN WHEN DRIVING EVEN AFTER 2 OF FORD'S TECHNICAL SERVICE BULLETINS WERE PERFORMED. PROBLEM STILL NOT RESOLVED. DEALER SAYS THERE IS NOTHING MORE THEY CAN DO, THAT IS THE ONLY FIX FORD CAN PROVIDE. SPRING HILL FL Failure Date: 06/26/2017

3 10995634 2016 FORD EXPLORER Engine & Engine Cooling THIS HAS HAPPENED TWICE NOW, WHEN DRIVING ON THE HIGHWAY (WITH NO WARNING OR ANY CHECK ENGINE LIGHTS ON) THE ENGINE WILL SUDDENLY STOP, A NOTICE TO "CHECK MANUAL" PLUS A WRENCH LIGHT WILL COME ON. THE VEHICLE WILL NOT ACCELERATE, FORCING YOU TO COAST OR STOP ON THE SIDE OF A ROAD/HIGHWAY. VEHICLE HAS LESS THAN 14,000 MILES ON AND HAS HAD MAINTENANCE AND OIL CHANGES REGULARLY.) DEVILS LAKE ND Failure Date: 06/15/2017

NHTSA Consumer Complaints as of August 24, 2018

3 11006042 2016 FORD EXPLORER Engine & Engine Cooling FORD EXPLORER CABIN HAS A BAD EXHAUST TYPE SMELL. VEHICLE WAS PURCHASED USED IN DECEMBER 2016. SMELL WAS MORE EVIDENT IN MARCH TO JULY WHEN WE RAN THE AIR CONDITIONER MORE. WHEN WE ACCELERATED TO HIGHWAY SPEED THE SMELL WOULD FOLLOW A FEW SECONDS LATER. THIS WAS EXPERIENCED BY SEVERAL PEOPLE ON MANY OCCASIONS. THIS IS MY WIFE'S DAILY DRIVER. TOWARD THE END OF MAY 2017 SHE BEGAN COMPLAINING DAILY OF DIZZINESS AND HEADACHES. THE SMELL WAS STILL PRESENT AFTER ACCELERATING. WE TOOK THE CAR IN TO A LOCAL FORD DEALER ON JUNE 13. THEY PERFORMED THE RECOMMENDED REPAIR PER THE FORD BULLETIN TSB 170044. WE TOOK THE CAR FROM THE DEALERSHIP ON JUNE 22 AND STILL SMELLED THE BAD SMELL THAT EVENING. RETURNED THE CAR TO THE DEALER THE NEXT DAY (JUNE 23). THEY THEN REPLACED THE MAJORITY OF THE MUFFLER AND TAIL PIPE ASSEMBLY. CAR WAS PICKED UP ON JULY 7 AND DRIVEN THAT EVENING. SMELL WAS STILL NOTICEABLE IN THE CABIN. WENT TO ANOTHER FORD DEALER THE NEXT DAY TO DISCUSS THE PROBLEM AND THEY RECOMMENDED WE TALK TO THE SERVICE DIRECTOR AT THE FIRST FORD DEALERSHIP AND GIVE THEM ONE MORE CHANCE TO FIX THE PROBLEM. THIRD TRIP TO THE SAME DEALER WITH THE SAME PROBLEM. THEY SAID THEY INSPECTED ALL OF THE PREVIOUS WORK AND TEST DROVE THE CAR AND FOUND NO PROBLEMS. THE SERVICE DIRECTOR ALSO TOLD US WE COULD NOT PROVE THERE WAS ANY EXHAUST FUMES OR CARBON MONOXIDE INSIDE THE CABIN. (I TOLD HIM HE COULD NOT PROVE THAT THERE WAS NOT ANY EXHAUST FUMES OR CO IN THE CABIN). CAR STILL HAS A BAD ODOR IN THE CABIN WHEN ACCELERATING TO HIGHWAY SPEED WITH THE AIR CONDITIONER RUNNING. (THE SMELL MAY BE LESS BUT IS STILL NOTICEABLE). WE HAVE ORDERED A BATTERY OPERATED CONTINUOUSLY MONITORING CARBON MONOXIDE DETECTOR TO PUT IN THE CAR. WE HAVE NOT INSTALLED IT YET, BUT WE CAN LET YOU KNOW WHEN WE DO AND ANY RESULTS. WIFES DIZZINESS AND HEADACHES WENT AWAY WHILE THE EXPLORER WAS IN THE SHOP. AUSTIN TX Failure Date: 06/13/2017

NHTSA Consumer Complaints as of August 24, 2018

3 11012167 2016 FORD EXPLORER Engine & Engine Cooling UPON HARD ACCELERATION I GET A STRONG EXHAUST FUME ODOR ENTERING THE CABIN OF THE EXPLORER. SO STRONG MY WHOLE FAMILY NOTICES IT. IT DOES IT EVEN WITH THE WINDOWS DOWN OR UP AND WITH OR WITHOUT THE AIR RECIRCULATION SETTING ON OR OFF. SOMEHOW EXHAUST FUMES ARE ENTERING THE CABIN CAUSING A FOUL ODOR. BURLINGAME

KS Failure Date: 06/12/2017

3 11014054 2016 FORD EXPLORER Engine & Engine Cooling THERE IS A SMELL OF EXHAUST INSIDE THE CABIN OF OUR EXPLORER AT TIMES WHEN DRIVING ON THE FREEWAY AND WHEN OUR AIR CONDITIONING IS ON, RECYCLING THE AIR INSIDE THE VEHICLE. THIS SMELL GIVES OUR TEENAGE DAUGHTER HEADACHES, AND WE ARE CONCERNED THAT IT COULD CAUSE OTHER HEALTH ISSUES OVER TIME. LIVING IN ARIZONA, WE CANNOT JUST TURN OFF THE AC WHEN IT IS 110-117 DEGREES OUTSIDE. WE HAVE TAKEN IT INTO OUR LOCAL FORD DEALER THREE TIMES AND THEY SAID THAT THEY HAVE DONE THREE REPAIRS, INCLUDING REMOVING THE BACK BUMPER AND SEALING SOME GAPS, REPLACING THE CEILING AIR VENTS AND ADJUSTING THE SOFTWARE IN THE VEHICLE. NONE OF THESE HAVE FIXED THE ISSUE, HOWEVER, AND THE DEALER'S SERVICE DEPARTMENT SAYS THAT THEY HAVE DONE ALL THE REPAIRS THAT THEY KNOW HOW TO DO, PER THE INSTRUCTIONS FROM FORD CORPORATE. THEY RECOMMENDED THAT WE CALL FORD CORPORATE CUSTOMER SERVICE, BUT AFTER TWO WEEKS OF WAITING FOR A "GOOD FAITH REVIEW," THE REGIONAL CUSTOMER SERVICE MANAGER INFORMED US TODAY THAT WE DO NOT MEET THE REQUIREMENTS FOR A BUY-BACK, AND WE SHOULD JUST TAKE IT TO ANOTHER FORD DEALER FOR A SECOND OPINION ON THE REPAIRS, OR BUY A NEW VEHICLE AND TRADE OURS IN. WE ARE VERY CONCERNED ABOUT THIS ISSUE, BUT DON'T WANT TO LOSE A LOT OF MONEY TRADING IT IN, AS THE VALUE HAS DEPRECIATED SEVERELY IN THE YEAR SINCE WE PURCHASED THE VEHICLE.

PEORIA AZ Failure Date: 06/05/2017

NHTSA Consumer Complaints as of August 24, 2018

3 10995774 2016 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST SMELL IN CABIN WHENEVER HARD ACCELERATION. FOR EXAMPLE ANYTIME I AM GETTING ON THE FREEWAY FREEWAY. LOS ALAMITOS CA Failure Date: 05/31/2017

3 11016141 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING 60 MPH AND ACCELERATING, THE CONTACT NOTICED AN ABNORMAL CARBON MONOXIDE ODOR INSIDE THE VEHICLE WITHOUT WARNING. THE CONTACT AND HER FIVE YEAR OLD SON SUSTAINED HEADACHES AND NAUSEA. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (FREDERICK FORD, 26905 SUSSEX HWY, SEAFORD, DE, 19973) THREE TIMES IN ONE MONTH TO REMEDY THE EXHAUST ISSUE, BUT THE REMEDY FAILED ALL THREE TIMES. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND WAS WAITING TO HEAR BACK FROM THE REGIONAL MANAGER WITHIN ONE BUSINESS DAY. THE FAILURE MILEAGE WAS APPROXIMATELY 6,000. SEAFORD DE Failure Date: 05/26/2017

3 11011359 2016 FORD EXPLORER Engine & Engine Cooling CONSTANT EXHAUST SMELL INSIDE THE VEHICLE. THE VEHICLE ONLY HAS ROUGHLY 13,000 MILES AND MY CHILDREN HAVE A DIFFICULT TIME SITTING IN THE BACK SEAT ON ROAD TRIPS. EL PASO TX Failure Date: 05/19/2017

3 11022229 2016 FORD EXPLORER Engine & Engine Cooling WHEN DRIVING THE VEHICLE UPHILL OR ACCELERATING ONTO THE HIGHWAY OR FREEWAY THERE IS A STRONG EXHAUST ODOR IN THE CABIN OF THE VEHICLE COMING FROM THE VENTS. IT WAS DETECTED EARLIER THIS YEAR, HOWEVER WE DID SOME EXTRA DRIVING THROUGH THE SUMMER TO CONFIRM THE ISSUE. ONCE CONFIRMED, WE TOOK IT TO OUR FORD DEALER. THEY COULD NOT RECREATE THE ISSUE, BUT HAD AN IDEA AS HOW TO FIX THE ISSUE. TO FIX IT, THEY HAD TO GET APPROVAL FROM FORD CORPORATE TO DO THE FIX. FORD CORPORATE TOLD THEM THERE WAS NO ISSUE SINCE IT COULD NOT BE RECREATED, AND WE CAN PICK UP THE VEHICLE AT ANY TIME. THE VEHICLE WAS DROPPED OFF AT OUR DEALERSHIP ON AUGUST 31, 2017. WE WERE NOTIFIED TODAY (SEPT. 7, 2017) THAT THE VEHICLE HAS NO ISSUE; THAT THE

NHTSA Consumer Complaints as of August 24, 2018

PROBLEM IS NOT ON THE CIVILIAN EXPLORERS. KALAMA WA

Failure Date: 05/15/2017

3 10980258 2016 FORD EXPLORER Engine & Engine Cooling THE CAR SUDDENLY STOPS ACCELERATING. THIS IS THE 2ND TIME IT HAS HAPPENED TO ME. BOTH TIMES, THE GAS PEDAL WILL NOT WORK, GEARS DO NOT WORK. IT WILL NOT DRIVE OR REVERSE. THE FIRST TIME, THE DEALERSHIP REPLACED THE THROTTLE BODY, SAID THEY HAVE HAD ISSUES WITH SEVERAL AND WITH REPLACEMENT IT HAS CORRECTED THE PROBLEM. I HAVE NOW HAD THE REPLACEMENT AND THE SAME THING HAPPENED AGAIN. IT IS CURRENTLY BACK AT THE DEALER. I BOUGHT THIS VEHICLE NEW IN FEB 2016 AND IT CURRENTLY HAS LESS THAN 10,000 MILES ON IT. THIS IS VERY DANGEROUS AS IT COMES WITH NO WARNING. I COULD BE PULLING OUT IN TRAFFIC AND THE CAR COULD STOP ACCELERATING! I NO LONGER FEEL SAFE DRIVING THIS CAR. BIRMINGHAM AL Failure Date: 04/24/2017

3 10980504 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT STATED THAT THERE WAS AN ABNORMAL EXHAUST ODOR IN THE VEHICLE. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 14,000. CAPTIOL HEIGHTS MD Failure Date: 04/17/2017

3 10992114 2016 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES IN PASSENGER COMPARTMENT. RETURNED TO DEALERSHIP THREE TIMES AND STILL NO FIX. HAD TO KEEP WINDOWS OPEN TO OPERATE EVEN A SHORT DISTANCE. ONLY 5,200 MILES ON THIS VEHICLE. I HAVE SURVIVED EXPOSURE TO AGENT ORANGE AND TONS OF ASBESTOS IN THE DEFENSE OF OUR COUNTRY BUT I REFUSE TO SUCCUMB TO CARBON MONOXIDE AT THE HANDS OF THE FORD MOTOR CO. MY WIFE AND I LOST OUR INVESTMENT , DOWN PAYMENT, AND TRADE IN VALUE FOR THE EIGHTEEN MONTHS THAT WE OWNED THIS VEHICLE WHICH WE DUBBED THE MOBILE GAS CHAMBER. CHARLOTTESVILLE VA Failure Date: 04/12/2017

NHTSA Consumer Complaints as of August 24, 2018

3 11019198 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT STATED THAT EXHAUST FUMES WERE PRESENT IN THE VEHICLE. THE FAILURE WAS PERSISTENT. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (ROBINSON BROTHER FORD, 11455 AIRLINE HWY, BATON ROUGE, LA, 70816) WHERE IT WAS DIAGNOSED THAT THE EXHAUST SYSTEM FAILED AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED AND STATED THAT NHTSA HAD AN OPEN INVESTIGATION ABOUT THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 38,000. WALKER LA Failure Date: 04/10/2017

3 11112419 2016 FORD EXPLORER Engine & Engine Cooling WHILE GETTING ON THE FREEWAY EMISSIONS COME THRU THE A/C AND AT TIMES THE ENTIRE A/C CUTS OUT AND A BIGGER PUFF OF THESE SAME EMISSIONS COMES OUT AGAIN THRU THE A/C VENTS...A FEW WEEKS AGO IT STARTED A TO HESITATE WHEN LEAVING STOP SIGNS OR LIGHTS...TO THE POINT IT JUST STOPS MOVING AND TAKES SECONDS TO CATCH HOLD .WE HAVE HAD IT IN SERVICE 5 TIMES AND THE DEALERSHIP IS SUBMITTING A CLAIM TO THE FORD TECH FOR AN APPOINTMENT TO EVALUATE THE CAR AND GO FROM THERE WAITING FOR THE CALL NOW...I FEEL VERY THREATENED WITH EMISSIONS IN THE CABIN OF THE CAR . WE HAVE TO LOWER AT LEAST 2 WINDOWS TO BE ABLE TO STAND THE SMELL AND WE FIGURE DANGER LEVEL IS HIGH SACRAMENTO CA Failure Date: 04/01/2017

3 10968975 2016 FORD EXPLORER Engine & Engine Cooling ENGINE COOLANT OVERHEATING - ABOUT 30 DAYS AGO, MY CAR BEGAN OVERHEATING AND IT WAS DISCOVERED THAT I WAS OUT OF ENGINE COOLANT. REFILLED AND LET IT SIT FOR A FEW DAYS AND NO 30 DAYS LATER MY CAR IS DOING THE SAME THING. PLACE SERVICE CALL AND IT WAS DETERMINED THAT I NEEDED A NEW WATER PUMP. 1 YEAR OLD CAR AND ALREADY HAD TO HAVE THE OIL SENDING UNIT REPLACED AND NOW A NEW WATER PUMP. LATHROP CA Failure Date: 03/27/2017

3 11035089 2016 FORD EXPLORER Engine & Engine Cooling THE TAILPIPE OCCASIONALLY EMITS BLUE-GRAY SMOKE, AS IF IT IS BURNING OIL. I

NHTSA Consumer Complaints as of August 24, 2018

HAVE WITNESSED THIS WHEN THE VEHICLE WAS STATIONARY. THE PASSENGER COMPARTMENT OCCASIONALLY SMELLS LIKE SMOKE. THE PASSENGERS IN THE REAR OF THE CAR TEND TO NOTICE IT FIRST, AND THEN THE PASSENGERS IN THE FRONT CAN SMELL IT. IT SEEMS TO HAPPEN WHEN ACCELERATING AT A HIGH RATE, SUCH AS WHEN ENTERING A HIGHWAY FROM AN ON-RAMP. DURHAM NC Failure Date: 03/04/2017

3 10957868 2016 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE LEAKING INTO THE CAR CABIN: THE CAR WAS BEING DRIVEN AT 75MPH ON A HIGHWAY, CLIMATE IN THE CAR 71 DEGREES, AND RECIRCULATING AIR WAS ON. CAR WAS DRIVEN FOR ABOUT 2-3 MINUTES BEFORE CARBON MONOXIDE DETECTOR STARTED SENSING CARBON MONOXIDE. DIGITAL CARBON MONOXIDE DETECTOR ALARM SOUNDED WHEN IT HIT 35PPM, THEN THE LEVELS CLIMBED ALL THE WAY TO 49 PPM. NO SMELL WAS PRESENT AT THE TIME OF THE TEST. NO CARS SURROUNDING THE VEHICLE. AT THIS TIME, WHEN LEVELS HIT 49PPM THE WINDOWS WERE ROLLED DOWN FOR FRESH AIR TO GAIN SAFETY FOR THE DRIVER. WE WERE ABLE TO DOCUMENT VIDEO AND IMAGES OF THIS EVENT. FORD FIELD SERVICE ENGINEER STATES TO HIS KNOWLEDGE THE 2016 EXPLORER HAS BEEN REDESIGNED AND THE CONCERN HAD ONLY BEEN DOCUMENTED ON THE EARLIER MODELS. RANCHO SANTA MARGARITA CA Failure Date: 03/01/2017

3 10957642 2016 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE: I HAVE BEEN SMELLING AN EXHAUST LIKE SMELL IN MY CAR SINCE I PURCHASED IT BRAND NEW. FOR AWHILE, I ASSUMED IT WAS NEW CAR CHEMICALS BURNING OFF FROM THE ENGINE ETC. HOWEVER, OVER TIME I STILL WAS PRESENTED WITH THIS ODOR. MY HUSBAND AND I BOUGHT A CARBON MONOXIDE DETECTOR TO SEE IF ANY DANGEROUS FUMES WERE PRESENTING INSIDE THE CAR. UPON MY QUICK 6-7 MINUTE DRIVE TO CHURCH THE CARBON MONOXIDE LEVELS READ 6PPM. WHEN DRIVEN LATER BY MY HUSBAND FOR ABOUT 15 MINUTES AT A SLIGHTLY FASTER SPEED, IT CLIMBED TO 12PPM! WE HAD THE AIR CONDITIONER ON AND THE RECIRCULATING AIR

NHTSA Consumer Complaints as of August 24, 2018

ON. WHEN WE HELD THE CARBON MONOXIDE DETECTOR UP TO THE AIR CONDITIONER, THE NUMBERS CLIMBED FASTER. I HAVE A PHOTO OF THE 6PPM, BUT MY HUSBAND DIDN'T HAVE HIS PHONE AND COULDN'T TAKE A PICTURE OF THE 12PPM AT THE TIME. HE WILL TRY TO GET A ONE SOON. THIS CAR IS THE PRIMARY VEHICLE FOR MY THREE AND ONE YEAR OLD CHILDREN. WE WILL NO LONGER BE USING THIS VEHICLE RISKING THEIR SAFETY.

RANCHO SANTA MARGARITA CA Failure Date: 02/27/2017

3 10955752 2016 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING, MY CABIN FILLS UP WITH EXHAUST FUMES. IT DOESN'T DO IT AS BAD WHEN IT IS COLD OUTSIDE BUT WHEN IT IS HOT, IT IS REALLY BAD. IT HAS BEEN TO FORD SEVERAL TIMES AND THEY PERFORMED THE TECHNICAL BULLETINS ON THE CAR. IT DIDN'T HELP. SNEADS FERRY NC

Failure Date: 02/21/2017

3 10955762 2016 FORD EXPLORER Engine & Engine Cooling I ALREADY SUBMITTED ONE COMPLAINT TODAY ABOUT THE CABIN FILLING WITH EXHAUST FUMES WHILE ACCELERATING BUT THEN I WAS READING OTHER ISSUES PEOPLE WERE HAVING AND WANTED TO ENSURE YOU WERE AWARE OF MINE AS WELL. I HAD TO HAVE THE COOLING FANS REPLACED BECAUSE THEY WOULD COME TO A SCREECHING HALT WHEN YOU WOULD SHUT THE MOTOR OFF. I HAD TO HAVE THE INSIDE OF THE POWER LIFT GATE REPAINTED WHERE THE MOTOR AND SHOCK ARE LOCATED BECAUSE THE PAINT WAS CRACKING. THE CENTER CAPS ON THE WHEELS ARE FALLING IN SO THOSE ARE GOING TO BE REPLACED. IT IS NOW RUSTING ON THE BACK OF MY CAR BY THE REAR TAIL LIGHT. THE HOOD VIBRATES REALLY BAD WHEN GOING OVER 65 MPH. I HAVEN'T TAKEN IT IN FOR THAT YET BECAUSE I CAN'T GET IT TO DO IT ALL OF THE TIME. IT HAS TO BE WINDY FOR IT TO HAPPEN TO ME. THE FRONT DOOR BLACK TRIM PIECES ON THE OUTSIDE STARTED TO BUBBLE SO THOSE HAD TO BE REPLACED. THE ONLY SAFETY CONCERN IS THE HOOD VIBRATING. THE REST ARE JUST FYI'S AS THEY SEEM TO BE COMMON PROBLEMS. I BOUGHT THIS CAR BRAND NEW IN NOVEMBER 2015 AND IT

NHTSA Consumer Complaints as of August 24, 2018

HAS HAD PROBLEMS SINCE THE 1ST MONTH. SNEADS FERRY NC

Failure Date: 02/21/2017

3 10958452 2016 FORDE EXPLORER Engine & Engine Cooling OUR EXPLORER HAS ROUGHLY 10K MILES ON IT AND WE PURCHASED IT JAN 2016. WHEN WE ACCELERATE RAPIDLY TO GET UP HILLS OR ON A FREEWAY, WE GET FLOODED WITH AN EXHAUST SMELL THROUGH THE AC VENTS. WE STARTED TO NOTICE THIS ON A FAMILY ROAD TRIP FEB 17, 2017 TO THE ZOO WITH OUR KIDS. THIS HAPPENED WITH OUR 2013 ALSO. THIS CAR IS WAY WORSE AND HAPPENS WITH RAPID ACCELERATION OF 3000-3500 RPM IN TOWN AS WELL. WHEN THIS HAPPENS, WE GET LIGHT HEADED AND MASSIVE INSTANT HEADACHES FROM THE SMELL. WE ARE NOTICING IT HAPPENING NOW IN CITY STREET DRIVING IF WE ARE TRYING TO GET UP A BIG HILL AS WELL AS WHEN WE ACCELERATE TO MERGE ONTO A HIGHWAY. THE SMELL IS GETTING WORSE EACH TIME IT HAPPENS. AS OF LAST WEEK, MY HUSBAND HAS NOTICED WHILE DRIVING NOT ONLY IS THE SMELL GETTING MORE INTENSE BUT IT ISN'T TAKING AS MUCH ACCELERATION FOR IT TO TRIGGER THE SMELL TO FLOOD THE CABIN. HE WAS DRIVING UP A HILL IN TOWN AND ONLY HAD THE RPM AT 2000 AND NOTICED THE SMELL. WE ARE HAVING ISSUES BEING ABLE TO DRIVE AROUND TOWN WITHOUT HAVING THE SMELL FLOOD OUR CABIN. WE HAD ISSUES WITH OUR 2013 DOING THE SAME THING BUT THE 2013 WAS ONLY ON THE HIGHWAY AND NOT AS INTENSE AS THIS CAR. WE ARE STARTING TO EXPERIENCE SYMPTOMS WHEN WE HAVE THIS SMELL COME OUT. WE HAVE TRIED TO TURN OFF AC BUT THAT MADE IT WORSE. WE HAVE THREE SMALL CHILDREN AND THIS IS OUR ONLY FAMILY CAR AND NOW WE ARE SCARED TO DRIVE IT! GAINESVILLE FL

Failure Date: 02/17/2017

3 10955048 2016 FORDE EXPLORER Engine & Engine Cooling EVERY TIME I ACCELERATE AND THE AIR CONDITIONER IS ON RECYCLED AIR, THERE IS A HEAVY ROTTEN EGG/SULFUR SMELL...LIKE EXHAUST. BELIEVE THAT THE EXHAUST (CARBON MONOXIDE) IS COMING INTO THE VEHICLE. I UNDERSTAND I AM NOT THE ONLY ONE THAT HAS THIS PROBLEM. I PURCHASED THIS

NHTSA Consumer Complaints as of August 24, 2018

VEHICLE BRAND NEW IN MAY 2016, AND HAVE COMPLAINED TO THE DEALERSHIP, BUT THEY DON'T FIND A PROBLEM. IT HAS HAPPENED EVER SINCE I PURCHASED THE VEHICLE. I AM BEGINNING TO WONDER IF THIS IS CAUSING ME TO HAVE A HARD TIME BREATHING AT TIMES. HOPING THIS WILL FALL UNDER A RECALL SOON AND IT CAN GET FIXED. BURLESON

TX Failure Date: 02/16/2017

3 11015243 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, CARBON MONOXIDE ENTERED INTO THE CABIN OF THE VEHICLE FROM THE AIR CONDITIONER VENTS ON MULTIPLE OCCASIONS. THE CONTACT SUFFERED HEADACHES AND FELT A TINGLING SENSATION IN HIS HEAD AFTER EXPOSURE. CORWIN FORD OF KENNEWICK, WASHINGTON WAS MADE AWARE OF THE FAILURE AND STATED THAT THE VEHICLE COULD NOT BE REPAIRED UNTIL SEPTEMBER 7, 2017. IN ADDITION, THE VEHICLE WAS INSPECTED AND IT WAS CONFIRMED THAT CARBON MONOXIDE LEAKED INTO THE VEHICLE FROM THE REAR OF THE VEHICLE UNDER THE BUMPER WHERE EXHAUST ENTERED FROM TWO OPENINGS. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THERE WAS NO RECALL. THE MANUFACTURER OFFERED TO REPAIR THE VEHICLE. THE FAILURE MILEAGE WAS 11,000. KENNEWICK

WA Failure Date: 02/14/2017

3 10950398 2016 FORD EXPLORER Engine & Engine Cooling WE TOOK OUR 2016 EXPLORER LIMITED BACK TO THE SHOP FOR THE SECOND TIME AFTER SMELLING EXHAUST IN THE CABIN AGAIN WHILE IN OPERATION. DURING THE FIRST VISIT THE DEALER BEGAN DISCUSSING THE FORD REPAIR BULLETIN THAT CAME OUT 30 DAYS OR SO AGO THAT WAS TO FIX THE EXHAUST LEAK. HOWEVER, AFTER A COUPLE OF HOURS LATER WE RECEIVED A CALL THAT THE BULLETIN HE REFERENCED WAS SPECIFICALLY FOR 2011 THRU 2015". WE WERE TOLD THAT PER THE BULLETIN THE EXHAUST SYSTEM FROM THE ENGINE MANIFOLD TO THE TAIL PIPE GETS REPLACED, A FRESH AIR VENT NEAR THE REAR OF THE VEHICLE GETS "RE-ROUTED" AND THE BUMPER

NHTSA Consumer Complaints as of August 24, 2018

COMES OFF TO GAIN ACCESS TO SOME METAL SEAMS NEEDED TO BE FILLED. OUR SERVICE REPRESENTATIVE STATED HIS HANDS WERE TIED AND COULD NOT DO ANYTHING MORE THAN TAKE IT IN A CHECK IT OUT. THEY CALLED A FOUND THE EXHAUST OUTLETS WERE RECESSED TOO FAR INTO THE BUMPER AND RESET THEM TO THE ORIGINAL POSITION. WE PICKED IT UP MONDAY AND THEN DRIVING IT TUESDAY THIS WEEK A HORRIBLE SMELL CAME TOR THE CABIN AND TOOK MY BREATH AWAY. BLACK SMOKE WAS COMING OUT OF THE EXHAUST PIPE. WE TOOK IT BACK TO THE DEALER YESTERDAY.

BOISE ID Failure Date: 02/07/2017

3 11110744 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING 65 MPH, A STRONG ODOR OF EXHAUST FUMES ENTERED THE CABIN OF THE VEHICLE. THE VEHICLE WAS TAKEN TO SEVERAL DEALERS INCLUDING EARNHARDT FORD (7300 WEST ORCHID LANE, CHANDLER, ARIZONA 85226 (480) 893-0000), BUT THE SOURCE OF THE FAILURE COULD NOT BE DETERMINED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND REFERRED THE CONTACT TO SAN TAN FORD (1429 EAST MOTORPLEX LOOP, GILBERT, ARIZONA 85297) WHERE THE DEALER ATTEMPTED TO REPAIR THE VEHICLE, BUT COULD NOT FIND THE SOURCE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 7,500. PHOENIX AZ Failure Date: 02/01/2017

3 11012951 2016 FORD EXPLORER Engine & Engine Cooling WHEN DRIVING THE CAR, UPON ACCELERATING, EVEN WITH THE CIRCULATING AIR ON, THE FUMES ARE VERY STRONG COMING INTO THE CABIN OF THE CAR. ALSO, WHEN FIRST STARTING THE CAR WITH THE A/C ON, THERE IS A VERY SOUR/STALE ODOR COMING FROM THE VENTS. WE MADE A 2 HOUR TRIP, AND AFTER BEING IN THE CAR THAT LONG, I HAD A BAD HEADACHE AND FELT NAUSEATED FROM THE FUMES. I AM THE MAIN DRIVER OF THE CAR AND IT IS MY SOLE SOURCE OF TRANSPORTATION. EVER SINCE WE PURCHASED THE CAR BACK IN JANUARY OF 2017, I STARTED GETTING BAD HEADACHES AND HAVE THEN ON A REGULAR BASIS. I'M STARTING TO THINK THEY ARE COMING FROM THIS CAR. IT HAS BEEN IN A FORD GARAGE NUMEROUS TIMES SINCE

NHTSA Consumer Complaints as of August 24, 2018

WE PURCHASED IT BUT THEY SAY EVERYTHING CHECKS OUT OK.

CALDWELL OH Failure Date: 01/29/2017

3 10950404 2016 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING OUT OF THE SUBDIVISION THE CAR STALLED. THE WRENCH LIGHT CAME ON. WE PARKED IT AND TOOK ANOTHER CAR WE HAD AT THE TIME. WE WILL MAKE MENTION OF IT TOMORROW WHEN I CALL THE DEALER AND ADD IT THE SERVICE TICKET REGARDING THE EXHAUST PROBLEM.

BOISE ID Failure Date: 01/19/2017

3 11000312 2016 FORD EXPLORER Engine & Engine Cooling TERRIBLE SMELL COMING INTO THE CABIN OF THE VEHICLE WHEN I ACCELERATE AND WHEN IT SITS IN THE SUN. WHEN I ACCELERATE IT SMELLS LIKE A GAS COMING INTO THE CAR, MY KIDS AND I EXPERIENCE FEELING SICK AND HEADACHES. WHEN MY CAR SITS IN THE SUN I GET THIS BURNING GLUE SMELL IN THE CAR THAT ALSO GIVES ME A HEADACHE AND THERE ARE DAYS WHERE I CANNOT DRIVE MY CAR. I HAVE TAKING IT TO THE DEALERSHIP FOUR TIMES AND STILL THE ISSUE IS NOT FIXED, I HAVE SMALL CHILDREN AND I NO LONGER ALLOW THEM TO DRIVE MY VEHICLE DUE TO THE CHEMICALS THAT ARE COMING INTO MY CAR. MY CAR IS NOW STILL SITTING AT DEALERSHIP BECAUSE OF THIS SMELL. CELINA TX Failure Date: 01/06/2017

3 10940043 2016 FORD EXPLORER Engine & Engine Cooling I JUST GOT BACK MY VEHICLE FROM THE DEALERSHIPS SERVICE CENTER AND ACCORDING TO THEIR FINDING THEIR WAS AN ISSUE WITH THE VEHICLES STARTER. I DROVE HOME PARKED THE CAR IN THE GARAGE THEN TURNED OFF THE IGNITION. THE VEHICLE WOULD TURN OFF, SO I PUSHED THE START BUTTON AGAIN BUT STILL DID NOT TURN OFF THEN SECONDS LATER I SMELL SMOKE. I IMMEDIATELY BACKED UP TO HAVE THE CAR OUTSIDE THE GARAGE . I HIT THE START BUTTON AGAIN TO TURN OFF AND THIS TIME THE ENGINE SHUT DOWN. HEAVY SMOKE WAS COMING OUT OF THE ENGINE COMPARTMENT SO I JUST STOOD AT A DISTANCE . 10-30 MINUTES LATER AS THE SMOKE SUBSIDED I DECIDED TO POP THE HOOD OPEN AND STILL

NHTSA Consumer Complaints as of August 24, 2018

THERE'S SMOKE FROM THE ENGINE COMPARTMENT. I HAVE A VIDEO BUT CANNOT ATTACH. FONTANA CA Failure Date: 01/05/2017

3 10939631 2016 FORD EXPLORER Engine & Engine Cooling FORD EXPLORER - I KNOW THERE WAS A CLASS ACTION LAWSUIT FOR 2011-2015 EXPLORERS HAVING AN EXHAUST FUME LEAK THROUGH THE AC. HAS THE ISSUE BEEN FIXED ON THE 2016 MODEL? WHAT HAS BEEN DONE DIFFERENTLY IN THE 2016 MODEL TO ENSURE THIS ISSUE DOES NOT EXIST?
*TR ATLANTA GA Failure Date: 01/04/2017

3 10968352 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHENEVER THE AIR CONDITIONING RECIRCULATING OPTION WAS ACTIVATED, THE VEHICLE BEGAN TO FILL UP WITH CARBON DIOXIDE. THE CONTACT PURCHASED A CARBON DIOXIDE MONITOR THAT INDICATED THAT THE AIR CONDITIONING WAS RELEASING CARBON DIOXIDE. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHO WAS NOT FAMILIAR WITH THE FAILURE. THE MANUFACTURER STATED THAT THERE WAS AN INVESTIGATION REGARDING THE FAILURE; HOWEVER, A RECALL HAD NOT BEEN ISSUED. THE VIN WAS NOT PROVIDED. THE APPROXIMATE FAILURE MILEAGE WAS 26,000.

DONALDSONVILLE LA Failure Date: 01/01/2017

3 10948761 2016 FORD EXPLORER Engine & Engine Cooling WE PURCHASED A CERTIFIED USED 2016 EXPLORER FROM LITHIA FORD DECEMBER 2016. UPON DRIVING HOME THERE WAS AN EXHAUST SMELL AND WE THOUGHT IT MAY HAVE BEEN A VEHICLE IN FRONT OF US. BUT THAT PROVED FALSE, AND IT IS A SERIOUS DISTRACTION AND I NOW AM GETTING HEADACHES WHEN I RIDE IN MY NEW CAR. TODAY I STARTED THE CAR AND A VERY STRONG EXHAUST SMELL FILLED THE CABIN. MUCH LIKE A VERY OLD CAR. THE EXHAUST SMELL LINGERED IN THE CABIN FOR A LONG TIME. WE FEEL THE CARBON MONOXIDE INFILTRATION THREAT IS VERY WORRISOME AND NEED IMMEDIATE ATTENTION. AND SINCE OUR TERRIBLE WINTER WEATHER I HAVEN'T BEEN ABLE PUT VERY MANY MILES ON IT. WE ARE GOING TO TRY TO GET IN ON A CLASS ACTION SUIT SINCE WE ARE READING MANY

NHTSA Consumer Complaints as of August 24, 2018

SIMILAR COMPLAINTS WITH THIS 2016 MODEL JUST LIKE THE PREVIOUS MODEL YEARS 2011 - 2015 ALREADY NOTED IN A SUIT. IT WOULD APPEAR THAT FORD IS NOT CONCERNED ENOUGH YET TO THINK THE PROBLEM IS EXTENDING INTO THE NEWER MODELS. *TR BOISE ID

Failure Date: 12/27/2016

3 10938407 2016 FORD EXPLORER Engine & Engine Cooling
PURCHASED A USED 2016 FORD EXPLORER W/24K ON 8/23/16. CAB FILLS WITH CARBON MONOXIDE. CALLED DEALERSHIP, WE WERE 260 MILES AWAY, THEY SAID IT WAS AN EASY FIX, WAS TOLD TO TURN OFF RECYCLE FOR OUR TRIP BACK. TOOK VEHICLE BACK TO DEALERSHIP. THEY WERE AWARE OF THE PROBLEM AND USED TSB FIX FOR THIS PROBLEM. I TALKED TO THE FINANCE MANAGER AND HE SAID HE WAS IN THE PROCESS OF BACKING OUT A DEAL BECAUSE OF THIS VERY SAME PROBLEM AND WHEN ASKED IF THEY COULDN'T FIX IT WHAT WOULD HAPPEN? I WAS TOLD THEY'D HAVE TO GET US INTO SOMETHING ELSE. THE FIX WAS TO RE-CALIBRATED THE RECYCLE SWITCH TO TURN OFF UPON HEAVY ACCELERATION. THE PROBLEM IS WE LIVE IN ARIZONA, TO USE MAX AC, THE RECYCLE FEATURE HAS TO BE ON. TOOK VEHICLE BACK TO DEALERSHIP FOR THIS PROBLEM AND OTHER ITEMS NEEDING FIXED. WAS INFORMED BY DEALERSHIP SERVICE WRITER, HE HAD CONTACTED FORD TECH, CURRENTLY THERE'S NO FIX FOR THE KNOWN PROBLEM. PURCHASED A CO TESTER. ACCELERATING (65 TO 75MPH) UP STEEP INCLINES AND ON SOME LOWER INCLINES AT HIGHER SPEED AND PASSING, TESTED WITH METER AND HAD READINGS FROM 29PPM TO 112PPM. AT TIMES STAYING AT 34PPM. MY WIFE HAS TO TRAVEL 120 MILES ROUND TRIP, ON A WEEKLY BASIS, THAT INCLUDES THE INCLINES WHERE TEST RESULTS WERE PERFORMED. SHE PICKS UP OUR 3 GRANDCHILDREN FROM THERE AND ALSO TRANSPORTS HER 84 YEAR OLD MOTHER TO AND FROM THE HEART AND PULMONARY SPECIALIST AT THE HOSPITAL AT THAT LOCATION. MY WIFE ALSO HAS A HEART CONDITION. EXPOSURE TO THESE CARBON MONOXIDE FUMES ARE UNACCEPTABLE. I HAVE PHOTOS OF THE DETECTOR WITH VARIABLE READINGS. THERE SHOULD BE ABSOLUTELY NO CARBON MONOXIDE COMING INTO THE CAB OF ANY VEHICLE FOR ANY LENGTH OF TIME. IT IS ESPECIALLY

NHTSA Consumer Complaints as of August 24, 2018

DANGEROUS TO MY FAMILIES HEALTH, EVEN IN SMALL AMOUNTS. FORD NEEDS TO BUY THIS HEALTH HAZARD BACK AND PERFORM A RECALL. WE ARE HEADED TO THE DEALERSHIP[TOMORROW TO COMPLAIN ONCE AGAIN. LAKE HAVASU CITY AZ Failure Date: 12/19/2016

3 10936014 2016 FORD EXPLORER Engine & Engine Cooling CAR HAS STALLED TWICE IN TRAFFIC..ONE INSTANCE TRAVELING 65 MPH ON INTERSTATE... OTHER TIME WHILE MAKING A LEFT TURN IN TRAFFIC...BOTH TIMES COLLISIONS WERE BARELY AVOIDED. I HAVE RECEIVED RECALL 16B32 ON VEHICLE. AM CONCERNED WHETHER IT IS AN IMPROVED VERSION, OR JUST THE SAME THROTTLE BODY. THIS CONDITION CREATES SOME VERY DANGEROUS SITUATIONS. SPRINGFIELD MO Failure Date: 12/17/2016

3 11021482 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT NOTICED AN EXHAUST ODOR IN THE VEHICLE AND EXPERIENCED SEVERE VIBRATION. DUNN FORD WAS CONTACTED (203 W MAIN ST, STIGLER, OK) WHERE IT WAS DIAGNOSED THAT BOLTS WERE LOOSE AND THE EXHAUST ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE CONTACT TOOK THE DEALER ON APPROXIMATELY TEN OCCASIONS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS INVALID. THE FAILURE MILEAGE WAS APPROXIMATELY 33,000. WISTER OK Failure Date: 11/30/2016

3 10928878 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS OR WHILE PARKED, THERE WERE STRONG EXHAUST FUMES INSIDE THE VEHICLE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE VIN WAS INVALID. THE FAILURE MILEAGE WAS 28,000. WINDSOR MILL MD Failure Date: 11/15/2016

NHTSA Consumer Complaints as of August 24, 2018

3 10926077 2016 FORD EXPLORER Engine & Engine Cooling
ELECTRONIC THROTTLE BODY REPLACEMENT REQUIRED. I WAS GOING
75MPG ON A HIGHWAY IN OHIO TRAVELING TO ILLINOIS. 2 OF 3 LANES
CLOSED. CAR LOST POWER GOING FROM 70-40 IN SECONDS. LUCKILY I WAS
ON A DOWNHILL AND WAS ABLE DRIFT TO THE RIGHT FAR ENOUGH NOT TO
GET HIT. DANGEROUS. I HAD GONE TO FORD WHEN I READ ABOUT THE
OTHER PEOPLE WITH THIS ISSUE BACK IN AUGUST. THEY WOULD NOT REPAIR
MY THROTTLE BODY UNLESS I PAID. "YOU HAVE TO WAIT UNTIL IT BREAKS"
NAPERVILLE IL Failure Date: 11/13/2016

3 11093528 2016 FORD EXPLORER Engine & Engine Cooling THERE IS A
ROTTEN EGG SMELL EVERYTIME WE ACCELERATE AT A HIGH SPEED WHEN
THE ECOBOOST IS USED. I'VE TAKEN IT TO FORD TO HAVE SEALS CHECKED
AND THE SMELL IS STILL THERE. MY TODDLER COMPLAINS OF HEADACHES
EVERYTIME WE'RE IN THE VEHICLE AND I'VE HAD NAUSEA SEVERAL TIMES. I
AM NOW PREGNANT AND WORRY THE FUMES WILL AFFECT THE UNBORN
BABY. REDDING CA Failure Date: 11/01/2016

3 10917311 2016 FORD EXPLORER Engine & Engine Cooling 1ST
INCIDENT JUNE 2016: DURING A BUSY SCHOOL COMMUTE. ON A VERY BUSY
ROAD, THE VEHICLE LOST POWER. WOULD NOT ACCELERATE PAST APPROX.
15 MPH. TOWED TO DEALER AND THROTTLE BODY WAS REPLACED. 2ND
INCIDENT OCT. 18,2016: SAME EXACT PROBLEM AS ABOVE, ALSO ON A BUSY
STREET. POTENTIAL FOR INJURY OR LOSS OF LIFE WAS GREAT IN BOTH OF
THESE CIRCUMSTANCES. TOWED TO DEALER. WAS TOLD THAT ONLY THE
COMPUTER NEEDED TO BE RESET AND THE CAR IS FINE??!! I HAVE NO
CONFIDENCE IN DRIVING THIS VEHICLE AT ALL! AFRAID FOR MY FAMILY'S
SAFETY!! *TR NIAGARA FALLS NY Failure Date: 10/18/2016

3 10914225 2016 FORD EXPLORER Engine & Engine Cooling TRAVELING
NORTH ON THE LOOP 101 IN ARIZONA GOING APPROX. 72 MPH WHEN THE
ENGINE SUDDENLY STOPPED ACCELERATING AND DECELERATED TO APPROX.
20 MPH. ALMOST CAUSED AN ACCIDENT AS I HAD TO GET OUT OF THE FAST
LANES OF TRAFFIC AND INTO THE EMERGENCY LANE. A PICTURE OF A

NHTSA Consumer Complaints as of August 24, 2018

WRENCH APPEARED ON THE DASH AND TOLD ME TO READ THE MANUAL. VEHICLE HAD TO BE TOWED TO THE DEALERSHIP WHERE I BOUGHT IT. VERY DISAPPOINTED IN FORD'S ROADSIDE ASSISTANCE AS I WAITED AN HOUR AND A HALF FOR A TOW TRUCK. PEORIA AZ Failure Date: 10/05/2016

3 10914500 2016 FORDEXPLORER Engine & Engine Cooling WAS TRAVELING ON I-96 AT 60-65 MPH FAIRLY HEAVY TRAFFIC IN THE LEFT CENTER LANE. THE WRENCH LIGHT AND CHECK IN LIGHT CAME ON AND LOSS OF ACCELERATION. LUCKILY WAS ABLE TO MOVE TO THE LEFT SHOULDER WITHOUT INCIDENT. THE ENGINE WAS RUNNING VERY ROUGH AND I SHUT THE ENGINE OFF. THE WRENCH LIGHT MESSAGE GAVE A MESSAGE TO CHECK MANUAL. I STARTED TO CALL FOR ROADSIDE SERVICE AND WAS ON HOLD FOR A SHORT AMOUNT OF TIME. I HUNG UP AND TRIED TO START THE CAR AS I WAS APPROXIMATELY A MILE FROM THE NEXT EXIT. I WAS ABLE TO START THE CAR. THE WRENCH LIGHT WAS OFF BUT THE CHECK ENGINE LIGHT REMAINED ON. I WAS ABLE TO GET THE CAR TO ACCELERATE NORMALLY AND DECIDED TO TRY AND GET TO THE NEXT EXIT. I WAS ABLE TO CROSS TO THE RIGHT LANES BUT THE SAME THING HAPPENED AND WAS NOT ABLE TO MAKE IT TO THE EXIT BUT AT LEAST I WAS ON THE RIGHT SHOULDER. MY OPINION IS THAT THIS ISSUE COULD BE A BIG HAZARD. I WAS FORTUNATE TO HAVE TRAFFIC THAT WAS LIGHT ENOUGH TO ALLOW ME TO MANEUVER BUT IF THIS WERE TO HAPPEN WHILE MAKING A LEFT HAND TURN ACROSS TRAFFIC, HEAVY TRAFFIC OR CLOSE FOLLOWING TRAFFIC THIS COULD HAVE BEEN A BAD ACCIDENT. WOLVERINE LAKE MI Failure Date: 10/05/2016

3 10943721 2016 FORDEXPLORER Engine & Engine Cooling SINCE EARLY OCTOBER 2016, I'VE HAD A NEAR-CONSTANT EXHAUST SMELL, SIMILAR TO WHAT NATURAL GAS OR SULFUR SMELLS LIKE, IN THE CABIN OF MY VEHICLE THAT IS RESULTING IN HEADACHES (LITERALLY) FOR MY ENTIRE FAMILY. DEALERSHIP HAS MADE MULTIPLE ATTEMPTS TO REPAIR AND HAS BEEN UNSUCCESSFUL. THE EXHAUST FUMES ARE COMING INTO THE CABIN WHEN THE ENGINE IS STARTED AND VEHICLE IS PARKED OR MOVING. IN MY ONLINE RESEARCH, I'VE FOUND THAT FORD IS UNDER INVESTIGATION BY

NHTSA Consumer Complaints as of August 24, 2018

NHTSA FOR THIS ISSUE FOR 2010-15 MODELS, BUT I BELIEVE MY 2016 MODEL IS AFFECTED AS WELL. *TR MOUNT HOREB WI Failure Date: 10/03/2016

3 10955557 2016 FORD EXPLORER Engine & Engine Cooling COMPLAINT #1 -PAINT FACTORY PAINT FINISH ON VEHICLE IS VERY POOR. THIN PAINT AND PRIMER CLEARLY VISIBLE IN SEVERAL AREAS (SEE PICTURES ATTACHED). I BELIEVE THIS DOES NOT MEET SPECIFIED PAINT DENSITY REGULATIONS. COMPLAINT #2- EXHAUST LEAK UNDER HEAVIER ACCELERATION (3K RPM AND UP) A POTENT SMELL OF SULFER/ROTTEN EGGS IS PRESENT IN CABIN. THIS HAPPENS FREQUENTLY WHEN FAN/AC IS TURNED ON. CHICAGO IL Failure Date: 10/01/2016

3 10910061 2016 FORD EXPLORER Engine & Engine Cooling DRIVING ON FREEWAY WITH SUDDEN LOSS OF POWER. INSTRUMENT PANEL READ "SEE MANUAL". PULLED VEHICLE OVER, RESTARTED WITH NO PROBLEM AND WENT ON OUR WAY. LUCKILY NO ONE WAS HURT, BUT POTENTIAL FOR INJURY/ ACCIDENT IS VERY SIGNIFICANT. SAN MARCOS CA Failure Date: 09/24/2016

3 10917159 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING, THERE WAS A STRONG ODOR FROM THE AIR CONDITIONING UNIT. THE DEALER WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 12,000. TAYLOR RIDGE IL Failure Date: 09/22/2016

3 10908312 2016 FORD EXPLORER Engine & Engine Cooling MY VEHICLE ENGINE STALLED WHILE I WAS DRIVING, A WRENCH AND AIRBAG ICON DISPLAYED WHICH SAID SEE MANUAL. THE FORD DEALERSHIP TOLD ME TO RESTART THE VEHICLE. WHILE WAITING TO GET IT IN FOR SERVICE, I WAS DRIVING ON A BUSY HIGHWAY AND THE VEHICLE SHUT DOWN AGAIN CAUSING ME TO COAST TO THE MEDIAN. I WAS NEARLY REAR ENDED AS A RESULT. PITTSBURGH PA Failure Date: 09/13/2016

NHTSA Consumer Complaints as of August 24, 2018

3 11011808 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHEN THE AIR CONDITIONER WAS ACTIVATED, THE CONTACT FORCEFULLY DEPRESSED THE ACCELERATOR PEDAL AND NOTICED AN ABNORMAL ODOR IN THE VEHICLE. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (TOWER FORD, 124 S MIDDLE NECK RD, GREAT NECK, NY, 11021) IN APRIL/MAY 2017. THE DEALER WAS UNABLE TO DUPLICATE OR DIAGNOSE THE CAUSE OF THE FAILURE. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 18,000.

BAYSIDE NY Failure Date: 09/02/2016

3 10926049 2016 FORD EXPLORER Engine & Engine Cooling I HAVE OWNED A 2016 FORD EXPLORER XLT FOR APPROXIMATELY 10 MONTHS... DURING THIS TIME EVERY TIME I EXCELERATE THERE IS A VERY STRONG BURNING SMELL. OF COARSE BRINGING IT TO THE DEALER DID NOTHING. THEY TOLD ME MAY BE A STICKER ON ENGINE BURNING.... AFTER 10 MONTHS THE SMELL IS STILL AS STRONG AS THE FIRST WEEK.. I WAS EVEN ASKED BY A POLICE OFFICER WHO HAD PULLED ME OVER FOR A LISENCE PLATE COVER, THAT MY CAR SMELLED OF MARIJUANA! THIS ALL WHILE HAVING CHILDREN AND GRAND PARENTS IN THE CAR!

CANTON GA Failure Date: 09/01/2016

3 10954494 2016 FORD EXPLORER Engine & Engine Cooling WHILE AIR CONDITIONER IS ON AND YOU ACCELERATE HARD, THERE IS A BURNING TYPE OF SMELL/ODOR THAT SEEMS TO COME FROM THE FRONT AIR VENTS. FORD LOOKED INTO MY CONCERN BUT WAS UNABLE TO FIND THE CAUSE. WITH RECENT NEWS OF EXHAUST FUMES ENTERING THE CABIN OF NEWER MODEL EXPLORERS WITH THE AC ON, I BELIEVE THIS TO BE MY CASE. THIS IS A SAFETY HAZARD AS I DRIVE WITH SMALL CHILDREN IN THE CAR AND WITH SUMMER APPROACHING, THE CARS AC WILL BE UTILIZED MORE FREQUENTLY. DEATH OR SERIOUS INJURY DUE TO FORD'S NEGLIGENCE CAN OCCUR IF THIS IS NOT ADDRESSED.

VICTORVILLE CA Failure Date: 09/01/2016

3 10898559 2016 FORD EXPLORER Engine & Engine Cooling VEHICLE LOST POWER WHILE DRIVING DOWN A BUSY HIGHWAY AT 65+ MPH. ENGINE

NHTSA Consumer Complaints as of August 24, 2018

WAS RUNNING ROUGH (SOUNDED LIKE A TRACTOR) AND COULD NOT ACCELERATE. DASH LIGHTS CAME ON. VEHICLE WAS ABLE TO COAST TO AN EXIT RAMP WHERE IT WAS TOWED TO THE DEALERSHIP TO HAVE THE THROTTLE BODY REPLACED. MILEAGE WAS JUST OVER 7,000. IT IS SAD THAT I HAD TO RESCUE MY FAMILY (WIFE, 4 MONTH OLD BABY, 3 YEAR OLD AND 6 YEAR OLD) OFF A BUSY HIGHWAY EXIT RAMP WHEN THE VEHICLE IS LESS THAN 6 MONTHS OLD. THE TOW TRUCK DRIVER SAID HE GETS ABOUT 3 OR 4 OF THE SAME ISSUE WITH NEW EXPLORERS A WEEK. HOW CAN THIS NOT BE A RECALL? NOW WE WILL DRIVE IN FEAR OF THIS PROBLEM OCCURRING AGAIN SINCE, FROM WHAT THE DEALER SAID, THE THROTTLE BODY WAS REPLACED WITH THE EXACT SAME PART. I GUESS WE JUST WON'T TAKE ANY LONG TRIPS WHEN WE ARE AROUND 7,000 MILES ON THIS THROTTLE BODY...? UNBELIEVABLE FORD. WHAT A PIECE OF JUNK! BOSTON NY

Failure Date: 08/25/2016

3 11013522 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 65 MPH, THE VEHICLE LOST POWER AND THE SERVICE "WRENCH" WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS COASTED TO THE SIDE OF THE ROAD AND WAS TOWED TO THE DEALER (NORTHTOWN FORD IN MENOMONIE, WI) WHERE THE THROTTLE BODY WAS REPLACED. THE FAILURE RECURRED AND THE SAME DEALER REPLACED THE RETAINING CLIP, BUT THE FAILURE RECURRED. THE CONTACT MADE THE MANUFACTURER AWARE OF THE FAILURES AND REQUESTED A BUY-BACK. THE CONTACT WAS INFORMED THAT THE ISSUES DID NOT WARRANT A BUY-BACK. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 9,000.

STOCKHOLME WI Failure Date: 08/25/2016

3 10898447 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE ATTEMPTING TO DECELERATE FROM 65 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE DRIVER WAS ABLE TO COAST ONTO THE SHOULDER. THE ENGINE WARNING INDICATOR ILLUMINATED AFTER THE FAILURE OCCURRED. THE VEHICLE WAS

NHTSA Consumer Complaints as of August 24, 2018

TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 10,400. FREDERICK MD

Failure Date: 08/24/2016

3 10908504 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING AT 40 MPH, THE VEHICLE LOST POWER. IN ADDITION, THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE FAILED TO ACCELERATE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 8,000. ...UPDATED 12/14/16 *BF

TERRE HAUTE IN Failure Date: 08/23/2016

3 10897528 2016 FORD EXPLORER Engine & Engine Cooling ALMOST KILLED DRIVING WITH TWO YOUNG GRANDCHILDREN ON MAJOR HIGHWAY WHEN LOST POWER. HAD TO MAKE ACROSS LANES TO SHOULDER OF ROAD, CAUSING CARS TO SWERVE AROUND US. PROBLEM DEEMED TO BE THROTTLE BODY ASSEMBLY. IT AMAZES ME THAT THIS PROBLEM HAS EXISTED FOR SO LONG AND THE NHTSA HAS DONE LITTLE ABOUT OTHER THAN MAKING FORD COVER THROUGH EXTENDED WARRANTY???? HOW MANY DEATHS NEED TO OCCUR TO GET ACTION????????? BERWYN PA Failure Date: 08/20/2016

3 10896855 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 40 MPH, THE ENGINE SHUT OFF. THE CONTACT TURNED OFF AND RESTARTED THE VEHICLE, AND THE CHECK ENGINE INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO A LOCAL DEALER WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY NEEDED TO BE REPLACED. THE MANUFACTURER STATED THAT THEY WOULD LOOK INTO THE MATTER. THE FAILURE WAS NOT

NHTSA Consumer Complaints as of August 24, 2018

REMEDIED. THE FAILURE MILEAGE WAS 7,000.

MCARTHUR OH

Failure Date: 08/16/2016

3 11034486 2016 FORD EXPLORER Engine & Engine Cooling
PURCHASED NEW VEHICLE 2/2016 AND HAS BEEN TAKEN TO THE
DEALERSHIP 7 TIMES DUE TO ENGINE/EXHAUST SMELL ON HEAVY
ACCELERATION COMING IN THE CABIN OF THE VEHICLE WHILE DRIVING ON
THE HIGHWAY. SERVICE INVOICES ARE ATTACHED WITH THE EXCEPTION OF 1
THAT WAS DONE 3/2017 AND NO PAPERWORK WAS GIVEN TO ME ON THAT
VISIT. LILLINGTON NC Failure Date: 08/16/2016

3 10896108 2016 FORD EXPLORER Engine & Engine Cooling TL* THE
CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 60
MPH, THE VEHICLE LOST POWER AND STOPPED. THE CHECK ENGINE LIGHT
AND A WRENCH INDICATOR ILLUMINATED. THE DRIVER PULLED OVER AND
RESTARTED THE VEHICLE AFTER ABOUT TEN MINUTES. THE VEHICLE WAS
TOWED TO A LOCAL DEALER WHERE IT WAS DIAGNOSED AND THE THROTTLE
BODY WAS REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE
FAILURE AND INFORMED THE CONTACT THAT NHTSA WOULD BE NOTIFIED. THE
FAILURE MILEAGE WAS 14,000.UPDATED 09/08/16 *BF

BOSTON MA Failure Date: 08/15/2016

3 10895745 2016 FORD EXPLORER Engine & Engine Cooling TRAVELING
65 MPH ON I95 RUSH HOUR TRAFFIC. ENGINE FAILED WITHOUT WARNING.
VERY, VERY DANGEROUS SITUATION. NO POWER. HAD TO CROSS 3 LANES OF
HEAVY TRAFFIC TO THE BREAKDOWN LANE. FORD IS AWARE - THIS IS A
POTENTIALLY DEADLY FLAW. WEST NEWBURY MA Failure Date:
08/12/2016

3 10896180 2016 FORD EXPLORER Engine & Engine Cooling I WAS
DRIVING DOWN I-295 WITH A SPEED OF 65MPH WHEN I SAW A WRENCH ICON
ON THE DASH BOARD LIGHT UP AND I LOST CONTROL ON ACCELERATION. NO
POWER EVEN THOUGH YOU ARE STEPPING ON THE GAS YOU SLOWLY
DECELERATE LIKE YOU PLACED THE CAR IN NEUTRAL. THE NEXT DAY I CALLED

NHTSA Consumer Complaints as of August 24, 2018

UP THE SERVICE DEPT OF MY DEALER. EXPLAINED TO THE TECH WHAT HAD HAPPENED AND WITHOUT HESITATION HE REPLIED "YOU HAVE TO CHANGE THE THROTTLE BODY, IT'S DEFECTIVE ." ELKINS PARK PA

Failure Date: 08/12/2016

3 10895319 2016 FORD EXPLORER Engine & Engine Cooling I'M A VICTIM OF THE WIDE SPREAD ELECTRONIC THROTTLE BODY ISSUE ON THE 2016 FORD EXPLORER, LIMITED, FWD, 3.5V6. IT ONLY CLOCKED 7000 MILES AND IT HAPPENED WHEN I WAS AT AROUND 40MPH IN THE TRAFFIC, AND ALL OF SUDDEN, BOTH THE CHECK ENGINE AND AIRBAG LIGHT TURNED ON, STEERING WHEEL BECAME HEAVY, AND LOST ALL THE POWER, PRESSING THE GAS PADDLE COULDN'T ACCELERATE THE VEHICLE. I MANAGED TO COAST TO THE ROAD SIDE, CALLED THE TOW TRUCK, AND SENT THE CAR IN NEARBY FORD SERVICE. ON THE NEXT DAY, I WAS INFORMED OF THE THROTTLE BODY FAILURE AND FAULTY PART WAS REPLACED. AS ECHOED BY SO MANY OTHER OWNERS, THIS IS A KNOWN DEFECT IN AN IMPORTANT PART ON THIS BRAND NEW CAR, IT'S EXTREMELY DANGEROUS TO LOSE ALL POWER ALL OF SUDDEN IN THE MIDDLE OF THE TRAFFIC, WHAT IF IT'S ON A SPEEDY HIGHWAY? HUSBAND, WIFE, OR CHILDREN COULD BE SERIOUSLY HIT OR EVEN KILLED. IF THIS IS NOT CLASSIFIED AS A RECALL CASE, WHAT ELSE IS?

HOLLY SPRINGS NC Failure Date: 08/11/2016

3 10905147 2016 FORD EXPLORER Engine & Engine Cooling 2016 FORD EXPLORER SPORT - FULLY LOADED 3.5L ECO BOOST. WITHIN WEEKS OF BUYING WE NOTICED AN EXHAUST/SULFUR SMELL IN CABIN WHEN CLIMATE CONTROL ON AND FRONT + REAR AIR GOING WITH RECIRCULATE ON AS WELL. IT STARTED WHILE ACCELERATING/PASSING GEAR ON HILLS/GRADES BUT NOW DOES IT ALL THE TIME...EVEN WHEN STOPPED AT A RED LIGHT! WE HAVE TAKEN IT TO DEALER FOUR TIMES WHILE THEY HAVE HAD MY EXPLORER FOR OVER 50 DAYS TOTAL. DEALER WILL NOT ACKNOWLEDGE SMELL EVEN THOUGH WE HAVE TAKEN MULTIPLE TEST DRIVES WITH PORTABLE CARBON MONOXIDE READER SHOWING EXTREMELY HIGH LEVELS WITH SMELL PRESENT & RECORDING THE INCIDENTS AT THE SAME TIME (FORD TECH IN

NHTSA Consumer Complaints as of August 24, 2018

VEHICLE WITH US WITNESSING THE CO READER LEVELS). CORPORATE FORD ENGINEERS ARE DENYING AND DOWNPLAYING ODOR & CO READINGS. WE HAVE BEEN DEALING WITH THIS FOR OVER FOUR MONTHS - FORD HAS YET TO PROVIDE A LOANER BUT THEY WANT ME TO PICK UP MY CAR WHEN IT'S NOT REPAIRED BUT THEY DEEM "SAFE". QUITE A LIABILITY DON'T YOU THINK? WE ARE "EXTREME COMMUTERS" SO WE ARE IN OUR EXPLORER AT LEAST 15 HOURS A WEEK AND NOW EXPERIENCE MIGRAINES, DROWSINESS, BEING NAUSEOUS, AND MY WIFE IS CURRENTLY BEING TESTED FOR CANCER. PLEASE INCLUDE THE 2016 EXPLORER MODELS WITH YOUR INVESTIGATION SO MY FAMILY AND I CAN BE HEALTHY + SAFE WHILE DRIVING. WE IMPLORE THE NHTSA TO HELP US AND OTHERS WITH FAMILIES THAT FORD IS WILLFULLY EXPOSING CO POISON TO AND THEY ARE NOT ACTING TO REMEDY THIS SITUATION ON THEIR OWN WITH YOUR INTERVENTION. I INVITE FORD CEO'S ALONG WITH THEIR FAMILIES TO DRIVE MY CAR THAT THEY CLAIM IS øSAFEø FOR A MONTH TO SEE HOW THEY FEEL BEING UNPROTECTED AND LAID BARE TO THEIR OWN CONTAMINANTS. PRESCOTT AZ Failure Date: 08/11/2016

3 10895124 2016 FORDE EXPLORER Engine & Engine Cooling THE VEHICLE WAS BEING DRIVEN AT APPROXIMATELY 40 MPH WHEN THE ENGINE WENT TO IDLE. A WRENCH ICON SHOWED ON THE DASH AND THE ENGINE WOULD IDLE, BUT WHEN THE GAS PEDAL WAS DEPRESSED, THE CAR WOULD NOT ACCELERATE WHATSOEVER. THE PROBLEM IS A DEFECTIVE THROTTLE BODY AND THE ISSUE IS WIDELY REPORTED AS A COMMON OCCURRENCE. BECAUSE THE THROTTLE BODY FAILED ON A MAJOR INTERSTATE HIGHWAY AT RUSH HOUR MADE FOR A VERY DANGEROUS SITUATION. FORD SEEMS TO HAVE NO RESOLUTION FOR THIS ISSUE. LONGMEADOW MA
Failure Date: 08/05/2016

3 10891956 2016 FORDE EXPLORER Engine & Engine Cooling 2016 FORD EXPLORER SHUTS OFF WHILE DRIVING. IT'S A KNOWN ISSUE, BUT THE VEHICLES ARE STILL BEING SOLD AND NO RECALL OR SYSTEMATIC WAY OF REPLACING IT. I WAS ON THE HIGHWAY AND THE VEHICLE JUST SLOWED

NHTSA Consumer Complaints as of August 24, 2018

DOWN TO A CRAWL TWICE. FORD OFFER NO SOLUTION. I CHECKED ONLINE AND THIS SEEMS TO BE A PROBLEM MANY PEOPLE ARE EXPERIENCING. I ALMOST GOT HIT TWICE TRYING TO GET TO THE SHOULDER LANE.

COLUMBUS GA Failure Date: 07/30/2016

3 10887994 2016 FORD EXPLORER Engine & Engine Cooling DRIVING DOWN ROAD AND EXPLORER STARTED LOSING POWER, CUTTING OUT AND ENGINE ALMOST DIED. THE CHECK ENGINE LIGHT AND TOOL LIGHT CAME ON DISPLAY. I WAS BARELY A FEW HUNDRED FEET FROM MY HOUSE, SO I SLOWLY MANAGED TO GET VEHICLE TO MY DRIVEWAY. MY HUSBAND ATTEMPTED TO DRIVE EXPLORER IN SUBDIVISION AGAIN AND EXPLORER AGAIN STARTED MISFIRING AND ENGINE DIED. TURNED AIR CONDITIONER OFF AND IT RESTARTED AND APPEARED TO SHAKE EXPLORER AS ENGINE MISFIRED AND WE BARELY GOT IT BACK IN OUR DRIVEWAY. IT ONLY HAS 7,740 MILES ON IT!! I CALLED DEALERSHIP AND HAD IT TOWED TO THERE TODAY. JACKSBORO TN Failure Date: 07/22/2016

3 10885312 2016 FORD EXPLORER Engine & Engine Cooling HUSBAND WAS DRIVING THE VEHICLE WAS ABOUT TO ACCELERATE TO GET UP A HILL ON A CITY STREET AND ENGINE SOUNDED LIKE TRANSMISSION OR OTHER MAJOR PART JUST "DROPPED". STEERING WHEEL FROZE, CAR IDLED VIOLENTLY, COULD NOT MOVE VEHICLE, STARTED TO ROLL BACKWARDS UNTIL EMERGENCY BRAKE WAS APPLIED.ACCELERATION WENT TO LITERALLY ZERO,SUV WOULD NOT MOVE. ORANGE WRENCH LIGHT CAME ON, STATED TO SEE MANUAL.PLACED CAR IN PARK SHUT OFF ENGINE AND WAITED AND STARTED AT BACK UP AGAIN. SCARRY STUFF, 2 CHILDREN 2 AND YOUNGER IN VEHICLE. WON'T LET ME INPUT ON NEXT PAGE, APPROXIMATELY 25-30 MILES AN HOUR, SUV HAS 5,500 MILES ON IT REDONDO BEACH CA

Failure Date: 07/16/2016

3 10885788 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING 60 MPH, THE ACCELERATOR PEDAL WAS DEPRESSED; HOWEVER, THE VEHICLE FAILED TO RESPOND. THE CONTACT ALSO STATED THAT THE CHECK ENGINE WARNING

NHTSA Consumer Complaints as of August 24, 2018

LIGHT AND THE AIR BAG WARNING LIGHT WERE ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER TO BE DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 9,000. THE VIN WAS NOT AVAILABLE.

BAKER LA Failure Date: 07/16/2016

3 10888548 2016 FORD EXPLORER Engine & Engine Cooling I RENTED A 2016 FORD EXPLORER FROM AVIS AT THE PORTLAND (ME) AIRPORT (AVIS VEHICLE #40933351). ON FRIDAY, JULY 15TH, THE UNIT STALLED AS I PULLED INTO AN INTERSECTION. THE ACCELERATOR WAS NON-RESPONSIVE AND THE CAR MOVED AT A VERY REDUCED RATE OF SPEED. SEVERAL LIGHTS ON THE DASHBOARD LIT UP - CHECK ENGINE, AIRBAG, AND A NOTE CAME UP TO CHECK THE OWNER'S MANUAL. I WAS ABLE TO FINISH CROSSING THE INTERSECTION AT THE SLOWER SPEED AND PULL TO THE SIDE OF THE ROAD. I SHUT THE CAR OFF AND RESTARTED IT AND IT OPERATED PROPERLY FOR A WHILE. LATER THAT NIGHT, I STOPPED AT A STOP LIGHT. WHEN THE LIGHT TURNED GREEN, I MADE A LEFT HAND TURN. ONCE AGAIN, THE ACCELERATOR STOPPED WORKING AND THE DASHBOARD LIT UP WITH MULTIPLE WARNING LIGHTS. I PULLED TO THE SIDE OF THE ROAD AND CALLED AVIS ROADSIDE ASSISTANCE. THE PERSON ON THE LINE TOLD ME THIS WAS A COMMON ISSUE WITH FORD EXPLORERS AND THAT I HAD TO TURN THE CAR OFF, STEP ON THE ACCELERATOR, THEN PUT MY FOOT ON THE BRAKE AND RESTART THE CAR TO CLEAR THE FAULT BUT THE CHECK ENGINE LIGHT WOULD STAY ON. THE CHECK ENGINE LIGHT STAYED ON BUT I WAS ABLE TO PULL BACK ONTO THE ROAD AT FULL SPEED. APPROXIMATELY 1/4 MILE DOWN THE ROAD I STOPPED AT A TRAFFIC LIGHT. ONCE AGAIN, I BEGAN TO CROSS THE INTERSECTION WHEN THE ACCELERATOR STOPPED WORKING AND THE DASHBOARD LIT UP. I PULLED OVER AND RESET THE CAR AS I HAD DONE BEFORE AND PROCEEDED TO DRIVE AWAY. A FEW HUNDRED FEET AWAY, THE ACCELERATOR STOPPED WORKING AGAIN AND THE DASHBOARD LIT UP. I WAS ABLE TO PULL OVER, RESET THE CAR AND DRIVE AWAY. THIS IS AN EXTREMELY DANGEROUS CONDITION THAT NEEDS TO BE FIXED IMMEDIATELY. THE ACCELERATOR STOPS WORKING WITHOUT WARNING AND THE CAR ONLY TRAVELS AT A VERY

NHTSA Consumer Complaints as of August 24, 2018

SLOW SPEED THAT IS NOT CONTROLLED BY THE ACCELERATOR. 3 OUT OF 4 TIMES IT HAPPENED IN THE MIDDLE OF AN INTERSECTION. IF THERE WAS ONCOMING TRAFFIC, I WOULD HAVE BEEN HIT. PALM BEACH GARDENS

FL Failure Date: 07/15/2016

3 11000679 2016 FORD EXPLORER Engine & Engine Cooling I HAVE BEEN TAKING THIS VEHICLE INTO THE DEALERSHIP MANY TIMES SINCE JULY 2016 FOR AN EXHAUST SMELL IN THE CABIN WHEN ACCELERATING AND AT HIGH SPEEDS AND CONSTANTLY FEEL DIZZY AND NAUSEOUS WHEN DRIVING THE VEHICLE. I HAVE TRIED MULTIPLE DEALERSHIPS TO FIX AND THEY HAVE TRIED ALL THE TSB'S THAT APPLY TO THE 2011-15'S, BUT SEEM TO NOT WORK ON THE 2016. THEY HAVE RESEALED THE VEHICLE AT LEAST 3 TIMES, REPLACED THE EXHAUST SYSTEM, AND OTHER PARTS, AND WHO KNOWS WHAT ELSE THEY'VE TRIED, BUT STILL WITH NO RESOLUTION. I'M TAKING IT BACK TO THE DEALERSHIP YET AGAIN TOMORROW, BUT REFUSE TO TAKE THIS VEHICLE BACK HOME UNTIL THE SMELL IS COMPLETELY GONE, WHICH SEEMS TO BE AN IMPOSSIBLE FEAT AT THIS POINT. I HAVE A CASE OPEN WITH FORD, BUT HAVE NOT MADE ANY PROGRESS WITH THEM EITHER (OVER 6 WEEKS). PLEASE DO WHAT YOU CAN TO GET THEM TO MAKE A RECALL ASAP BEFORE I BECOME ONE OF THOSE SOCCER MOMS THAT PASSES OUT BEHIND THE WHEEL WITH HER KIDS AND DOGS IN THE CAR AND THEY MAKE A LIFETIME MOVIE ABOUT HOW MY HUSBAND CAN NO LONGER LIVE WITHOUT US :) HUTTO TX Failure Date: 07/15/2016

3 10884957 2016 FORD EXPLORER Engine & Engine Cooling DRIVING ON I-10 ABOUT 1 MILE BEFORE DAPHNE, AL, ENGINE SPATTERED AND VEHICLE BEGAN LOOSING SPEED. PRESSING THE GAS PEDAL DID NOTHING, CHECK ENGINE LIGHT CAME ON, SERVICE MANUAL LIGHT CAME ON, AND AIRBAG LIGHT CAME ON. COASTED TO THE SIDE OF THE INTERSTATE, STUCK BETWEEN THE WHITE LINE OF THE LANE EDGE AND A GUARDRAIL WITH ONLY INCHES TO SPARE FROM TRAFFIC PASSING AT 70 MPH. ALL THIS WITH MY WIFE IN THE FRONT SEAT AND OUR 2 DAUGHTERS IN THE BACKSEAT WHO ARE 2 YEARS OLD AND 5 MONTHS OLD. ENGINE WAS RUNNING ROUGH AND

NHTSA Consumer Complaints as of August 24, 2018

WOULD NOT INCREASE RPMS EVEN WHEN PRESSING THE ACCELERATOR PEDAL. SHUT ENGINE OFF AND ON 6 TIMES BEFORE IT FINALLY RESPONDED TO ACCELERATOR PEDAL INPUT. WAS FINALLY ABLE TO MERGE BACK ON TO THE INTERSTATE AND GET TO THE DAPHNE EXIT. WE HAD TO STAY THE NIGHT IN A HOTEL IN DAPHNE WHILE WE WAITED FOR ANOTHER VEHICLE TO GET US HOME TO LOUISIANA. THIS WAS A RENTAL VEHICLE AND HAD TO BE TOWED TO THE MOBILE AIRPORT SO THAT WE COULD GET ANOTHER VEHICLE FROM ENTERPRISE. A QUICK INTERNET SEARCH REVEALED NUMEROUS COMPLAINTS OF THE EXACT SAME ISSUE BUT NO EVIDENCE OF ANY RECALL. APPARENTLY THE THROTTLE BODY IS FAULTY AND MOST PEOPLE REPORT THAT THE PART IS ON BACK ORDER. FORD KNOWS ABOUT THIS PROBLEM AND NHTSA SHOULD TOO BUT SOMEHOW NOTHING IS BEING DONE. THIS INCIDENT LEFT US ON THE SIDE OF THE ROAD, INCHES FROM BEING KILLED BY PASSING MOTORISTS. HOW THIS IS NOT UNDER A RECALL OR STOP SALE ORDER IS BEYOND ME. PLEASE INITIATE A RECALL AND/OR STOP SALE ORDER ON THESE VEHICLES BEFORE SOMEONE IS KILLED OR SERIOUSLY INJURED.

WALKER LA Failure Date: 07/13/2016

3 11012996 2016 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING AND PUTTING LOAD ON THE ENGINE, THERE IS A SMELL OF EXHAUST IN THE CABIN. THIS IS MORE NOTICABLE WHEN THE AC IS ON RECYCLE AIR. ELK GROVE CA Failure Date: 07/13/2016

3 10898374 2016 FORD EXPLORER Engine & Engine Cooling 800 MILES FROM HOME ON A CITY STREET IN MCCALL ID, THE WRENCH SYMBOL APPEARED AND OUR 2016 EXPLORER WENT INTO LIMP MODE. WE WERE TOWED TO KENDALL FORD, MERIDIAN ID WITH THE DIAGNOSIS OF A DEFECTIVE THROTTLE BODY. WE WERE GIVEN A RENTAL CAR TO HEAD BACK HOME AS THE PART WAS ON BACK ORDER ACROSS THE COUNTRY. SEVENTEEN HOURS LATER THE DEALERSHIP CALLED AND A PART HAD BEEN FOUND. WE RETURNED AND PICKED UP OUR EXPLORER BUT TODAY DO NOT HAVE 'PEACE OF MIND' THAT THIS WILL NEVER HAPPEN AGAIN. OUR GREATEST FEAR IS THE NEXT TIME WE COULD BE ON A BUSY FREEWAY AND

NHTSA Consumer Complaints as of August 24, 2018

CAUSE A SERIOUS ACCIDENT OR DEATHS WHILE 'LIMPING' TO THE SHOULDER OR EXIT. WE TRULY BELIEVE THAT EVERY FORD EXPLORER OWNER WHO GOES THROUGH THIS DEFECTIVE ETB REPLACEMENT HASSLE SHOULD BE OFFERED AN EXTENDED WARRANTY AGREEMENT. THE 2009-2013 FORD OWNERS(1,600,000 OF THEM) WITH THROTTLE BODY FAILURES RECEIVED WARRANTY COVERAGE FOR 10 YEARS OR 150,000 MILES. WE 2016 EXPLORER OWNERS DESERVE THAT SAME OFFER- IT IS THE DECENT THING TO DO.

MESQUITE NV Failure Date: 07/12/2016

3 10884108 2016 FORD EXPLORER Engine & Engine Cooling

ELECTRONIC THROTTLE BODY FAILED WHILE DRIVING DOWN HIGHWAY AT 50+ MPH. I COMPLETELY LOST ACCELERATION WHILE DRIVING IN THE CENTER LANE DURING A BUSY RUSH HOUR. IT IS BY THE GRACE OF GOD THAT I WAS ABLE TO CROSS THREE LANES AND MAKE IT ON TO THE SHOULDER. I TURNED OFF THE IGNITION AND WAITED ABOUT 10 MINUTES ON THE SIDE OF THE HIGHWAY. I STARTED THE IGNITION AGAIN AND I HAD ENOUGH POWER TO GET TO MY NEAREST FORD SERVICE SHOP ABOUT 10 MILES AWAY. AFTER THEY DIAGNOSED THE ISSUE, THE SERVICE TECH STATED MY ISSUE WOULD BE FIXED WITH A NEW PART BUT COULD NOT GUARANTEE THE FLAW THAT CAUSED THE ORIGINAL PART TO FAIL IN THE FIRST PLACE HAS BEEN RESOLVED. I ONLY HAVE 5600 MILES ON MY 2016 FORD EXPLORER AFTER 7 MONTHS OF RELATIVELY LIGHT DRIVING. I HAVE NO CONFIDENCE IN MY FORD EXPLORER OR FORD AS A COMPANY. WHITE PLAINS

NY Failure Date: 07/11/2016

3 10883791 2016 FORD EXPLORER Engine & Engine Cooling I WAS DRIVING CLOSE TO MY HOUSE AND ALMOST CAUSED A BIG ACCIDENT WHILE I HAD MY CHILDREN ON BOARD. THE CAR STOPPED COMPLETELY (SUDDENLY STOPPED) AND LOST POWER, I WAS LUCKY THAT NOT ACCIDENT OCCURRED (CAN U IMAGINE IF I WAS IN THE MIAMI EXPRESSWAY AND THAT HAPPENED). I'M ATTACHING A PIC SHOWING THE CHECK ENGINE, WRENCH LIGHT THAT CAME ON WHILE I WAS DRIVING. I DID SOME RESEARCH ONLINE AND FOUND OUT THAT MANY AMERICANS ARE HAVING THE SAME ISSUES, IT IS A

NHTSA Consumer Complaints as of August 24, 2018

DEFECTIVE THROTTLE BODY THAT CAUSES THE VEHICLE TO SLOW DOWN AND SHUTDOWN AT ANY TIME. FORD IS ALREADY AWARE OF THE PROBLEM AND YOU GUYS MORE LIKELY ARE AWARE TOO. WHAT ARE YOU GUYS WAITING TO ISSUE A RECALL?? WAITING FOR SOMEONE TO DIE? MIAMIFL

Failure Date: 07/09/2016

3 10893960 2016 FORD EXPLORER Engine & Engine Cooling I LEASED MY 2016 FORD EXPLORER XLT IN AUGUST ON 2015. ON SATURDAY, JULY 9, 2016, WITH ONLY AROUND 8,400 MILES ON THE VEHICLE, WHILE DRIVING, IT SHIMMIED, STOPPED, HAD NO ACCELERATION/POWER, AND THE WRENCH LIGHT CAME ON WHILE I WAS ON A BUSY STREET IN MY CITY. (50 MPH SPEED LIMIT). I "LIMPED" HOME AND CALLED A TOW TRUCK TO HAVE IT TOWED TO MY LOCAL FORD DEALERSHIP. I WAS TOLD BY THE SERVICE TECHNICIAN BASED ON THE "SYMPTOMS" I TOLD HIM THAT IT WAS THE ELECTRONIC THROTTLE BODY AND THAT THEY'VE HAVE A LOT OF 2016 EXPLORERS COME IN WITH THE SAME EXACT PROBLEM AND THAT FORD IS AWARE OF THE PROBLEM. REALLY? FORD IS AWARE OF THE PROBLEM BUT REFUSES TO ISSUE A RECALL!!! GUESS IT'S ALL ABOUT THE ALMIGHTY DOLLAR TO THEM. I THANK GOD THIS HAPPENED TO ME ON A SATURDAY AFTERNOON AND NOT DURING THE WEEK WHEN I'M ON BUSY LOS ANGELES FREEWAYS! SOMEONE IS GOING TO BE SERIOUSLY HURT OR KILLED (IF IT HASN'T HAPPENED ALREADY) BECAUSE OF THIS THROTTLE BODY ISSUE. LUCKILY THE DEALERSHIP ALREADY HAD THE PART IN STOCK AND HOPEFULLY FIXED THE ISSUE/ THEN- ON AUGUST 4, 2016, I GO TO START THE EXPLORER TO HEAD TO WORK WHEN IT HESITATED TO START. ALL SCREENS AND DASH WERE BLACK, THEN I GET A "BLIND SPOT FAULT" WARNING AND "CROSS TRAFFIC FAULT" WARNING. SO, I TURNED THE ENGINE OFF AND THEN ON AGAIN AND IT APPEARED ALL SYSTEMS WERE GO. ALSO, MY USB AND POWER PORTS HAVE BEEN WITHOUT POWER FOR ABOUT THE LAST 3 WEEKS. I'M LITERALLY SCARED TO DRIVE THIS THING. EVERY TIME I GET IN IT, I WONDER IF IT'S GOING TO BREAK DOWN ON ME AGAIN (AND WHERE) AND WHAT THE PROBLEM WILL BE NOW. I WILL NEVER, LEASE OR PURCHASE A FORD PRODUCT AGAIN. HONEST TO GOD. NEVER AGAIN. FORD IS PUTTING EVERY PERSON DRIVING/RIDING IN THE 2016 EXPLORERS LIVES AT

NHTSA Consumer Complaints as of August 24, 2018

RISK AND THEY DON'T GIVE A FLYING F*&K ABOUT IT. PLEASE NHTSA, I DON'T KNOW IF YOU HAVE THE POWER BUT PLEASE RECALL THE 2016 EXPLORERS FOR FAULTY ELECTRONIC THROTTLE BODIES SANTA CLARITA CA

Failure Date: 07/09/2016

3 10883824 2016 FORD EXPLORER Engine & Engine Cooling 2016 FORD EXPLORER LIMITED W/ABOUT 7K MILES ON IT. RENTED THIS VEHICLE FROM A NATIONAL RENTAL CAR AGENCY. ON 7/8/2016 WHILE TRAVELING ON A STATE RD IN THE MIDDLE OF A MAJOR INTERSECTION THE GAS PEDAL STOPPED WORKING COMPLETELY AND I WAS SO LUCKY THAT I DID NOT GET REAR ENDED OR HIT BY OTHER CARS GOING BY AT 45MPH OR MORE. I WAS COMPLETELY SHAKEN UP. WHEN THE TRAFFIC SLOWED I MANAGED TO RESTART THE CAR AND THE GAS PEDAL STARTED TO WORK AGAIN AND THEN I WAS ABLE TO PULL TO SIDE OF THE ROAD AND CALL THE RENTAL COMPANY. THIS WAS THE SECOND FORD EXPLORER THAT WAS GIVEN TO US BY THE RENTAL COMPANY AFTER THE FIRST FORD EXPLORER 2016 ALSO WITH LOW MILEAGE GAVE US THE SAME PROBLEM FEW DAYS EARLIER. LUCKILY THE FIRST TIME WE WERE DRIVING ABOUT 45MPH ON THE OUTSIDE LANE OF A 6 LANE STATE RD WHERE WE WERE ABLE TO COAST TO THE SIDE OF THE ROAD. I PASSED THIS INFORMATION ON TO THE BRANCH MANAGER OF THE RENTAL COMPANY WHO WAS NOT AWARE OF ANY RECALLS FOR THIS PROBLEM. I HOPE THIS WILL ALERT THEM TO PULL OUT THIS PARTICULAR MODEL FROM THEIR INVENTORY UNTIL THEY HAVE THEM ALL FIXED. PERHAPS THIS WILL HELP SAVE SOME UNNECESSARY ACCIDENTS AND EVEN A FATALITY. WE ARE STAYING AWAY FROM THIS VEHICLE TYPE AND MODEL FROM NOW ON UNTIL THEY HAVE A RECALL FOR THIS ISSUE. LAND O LAKES FL

Failure Date: 07/08/2016

3 10883864 2016 FORD EXPLORER Engine & Engine Cooling MY 2016 FORD EXPLORER WILL LOSE POWER UNDER VARIOUS DRIVING CONDITIONS. WHILE ON THE HIGHWAY AT 45-55 MPH THE CAR ENGINE DROPPED TO IDLE (~800 RPM) AND WOULD NOT RESPOND TO THE ACCELERATOR. THIS OCCURRED IN TRAFFIC AND CREATED MANY CLOSE CALLS. IT HAS

NHTSA Consumer Complaints as of August 24, 2018

OCCURRED THREE TIMES TO ME, AND RESEARCHING IT ON THE INTERNET HAS HAPPENED TO MANY OTHER PEOPLE WITH THE SAME MAKE/MODEL/ YEAR. PLEASE INVESTIGATE. THIS IS A SIGNIFICANT SAFETY ISSUE.

IVORYTON CT Failure Date: 07/08/2016

3 10883462 2016 FORDEXPLORER Engine & Engine Cooling THIS PARTICULAR PROBLEM OCCURRED THREE TIMES OVER TWO DAYS. THE FIRST TIME I WAS DRIVING APPROXIMATELY 45MPH ON A CITY STREET WHEN A WRENCH LIGHT AND AIRBAG LIGHT CAME ON AND THE VEHICLE'S THROTTLE STOPPED RESPONDING. IF I LET OFF THE BREAK THE VEHICLE WOULD CONTINUE TO MOVE AT APPROXIMATELY 5MPH SO I WAS ABLE TO GET IT OFF THE ROADWAY. I TURNED THE VEHICLE OFF AND BACK ON AND IT SEEMED TO BE FUNCTIONING NORMALLY WITH THE CHECK ENGINE LIGHT ILLUMINATED. I WAS ABLE TO MAKE IT TO MY OFFICE WHERE I LEFT IT PARKED UNTIL AFTER LUNCH. WHEN I CRANKED UP THE VEHICLE AFTER LUNCH THE CHECK ENGINE LIGHT WAS NO LONGER ON. AFTER DRIVING APPROXIMATELY TEN MORE MILES I ATTEMPTED TO MAKE A LEFT TURN INTO A PARKING LOT WHEN THE SAME THING HAPPENED AND I WAS ALMOST HIT BY AN ONCOMING TRUCK. AFTER TURNING THE VEHICLE OFF FOR A WHILE I CRANKED IT AGAIN AND THE CHECK ENGINE LIGHT WAS NOT ILLUMINATED. I MADE IT HOME WITH NO ISSUE AND THE NEXT MORNING I LEFT HOME HEADING TO THE DEALERSHIP TO DROP THE VEHICLE OFF. AS I WAS TURNING LEFT ON TO A SIDE STREET THE VEHICLE AGAIN STALLED AND AGAIN I WAS ALMOST STRUCK BY ONCOMING TRAFFIC. I TURNED THE VEHICLE OFF AND BACK ON AND AFTER THAT WAS ABLE TO MAKE IT TO THE DEALERSHIP WITHOUT AN ISSUE. THE DIAGNOSTIC TEST INDICATED THAT THE ELECTRONIC THROTTLE BODY WAS THE ISSUE. THE DEALERSHIP INFORMED ME THAT THIS WAS A WIDESPREAD PROBLEM. THE VEHICLE I WAS OPERATING IS AN UNDERCOVER POLICE VEHICLE AND ONLY HAS 9,000 MILES ON IT. HAD I BEEN RESPONDING TO AN EMERGENCY AT A HIGH SPEED I FEAR THAT EITHER I OR ANOTHER MOTORIST COULD HAVE BEEN SERIOUSLY HURT OR KILLED. RALEIGH NC

Failure Date: 07/06/2016

NHTSA Consumer Complaints as of August 24, 2018

3 10991534 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING AT ANY SPEED, THE CONTACT SMELLED EXHAUST FUMES WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE SHARPE MOTOR DEALER WHERE IT WAS DIAGNOSED THAT THE BUMPER NEEDED TO BE REPLACED. THE FUME ODOR REMAINED. THE VEHICLE WAS TAKEN BACK TO THE DEALER, BUT THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE SOURCE OF THE FUMES. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE WAS NOT REMEDIED. THE FAILURE MILEAGE WAS 16,000. LEOMA TN Failure Date: 07/05/2016

3 10882559 2016 FORD EXPLORER Engine & Engine Cooling UPON HEAVY ACCELERATION THERE IS A DISTINCT ODOR OF EXHAUST IN THE CABIN WHILE THE AIR CONDITIONER IS ON. THIS VEHICLE IS A PLATINUM TRIM WITH THE 3.5 LITER V6 ECOBOOST ENGINE. I HAVE 6500 MILES ON THIS VEHICLE AND THIS WAS THE FIRST TIME I HAD TO PUT THE ACCELERATOR TO THE FLOOR. I HAD MY 3 CHILDREN IN THE VEHICLE AND IMMEDIATELY HAD TO PULL OVER FOR FEAR THE EXHAUST SYSTEM SUFFERED A FAILURE. I FOUND NO FAULTS IN THE EXHAUST AND CONTINUED TO MY DESTINATION. THIS MORNING (7-5-16) WHILE DRIVING TO WORK I ACCELERATED HEAVILY IN AN ATTEMPT TO DUPLICATE THE ISSUE AND AGAIN UNDER HEAVY ACCELERATION THERE IS A STRONG ODOR OF EXHAUST GASES IN THE CABIN.

ANGLETON TX Failure Date: 07/03/2016

3 10882488 2016 FORD EXPLORER Engine & Engine Cooling WRENCH CAUTION AND REDUCED POWER WHILE DRIVING 65-75 MPH IN HEAVY TRAFFIC. THIS HAPPENED MULTIPLE TIMES AND HAS HAPPENED TO AT LEAST 23 OTHER DRIVERS WITH NEW 2016 EXPLORERS I ONLY HAVE 6825 MILES. IT LOOKS LIKE THIS IS BECOME A SIMILAR PROBLEM TO THE 2014 MODELS. THE FIX ON ALL OF THEM IS A THROTTLE BODY ASSEMBLY OR THROTTLE POSITION SENSOR IS WHAT A DIAGNOSTIC CHECK SAID. THANK GOD I STAYED CALM AND FOUND A SAFE PLACE TO EXIT THE FREEWAY. CLOVIS NM Failure Date: 07/01/2016

NHTSA Consumer Complaints as of August 24, 2018

3 10892598 2016 FORDE EXPLORER Engine & Engine Cooling THIS COMPLAINT IS FOR MY NEW 2016 FORD EXPLORER THAT HAS THE SAME ISSUE AS MY PREVIOUS FORD EXPLORER LEAKING EXHAUST FUMES INTO THE DRIVER'S CABIN INTERIOR. I TRADED IN MY 2013 FORD EXPLORER I HAD SINCE NEW FOR ANOTHER NEW 2016 FORD EXPLORER LAST MAY IN THE HOPE THE NEW MODEL DID NOT HAVE THE SAME EXHAUST FUME LEAKAGE ISSUE I HAD WITH THE 2013 UNIT (NHTSA COMPLAINT NUMBER 10892577) - BUT IT DOES. AFTER DEALERSHIP CONSULTED FORD (AGAIN), THEY ASKED ME TO BRING THE NEW UNIT IN TO PERFORM THE SAME REMEDIES AS MY PREVIOUS 2013 FORD EXPLORER. I AM CONSULTING MY ONCOLOGIST AND WE ARE LOOKING INTO THE POSSIBILITY THAT MY ORIGINAL 2013 FORD EXPLORER MIGHT HAVE CAUSED THE LYMPHOMA CANCER I WAS DIAGNOSED WITH ON DECEMBER 2015. SAN JUAN PR Failure Date: 06/30/2016

3 11011817 2016 FORDE EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING AT ANY SPEED AND ATTEMPTING TO DEPRESS THE ACCELERATOR PEDAL, THE CONTACT SMELLED EXHAUST FUMES FROM THE REAR OF THE VEHICLE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER (MCLARTY DANIEL FORD IN BENTONVILLE, AR) WHERE THE FILTER WAS REPLACED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 10. ROGERS AR Failure Date: 06/30/2016

3 11011835 2016 FORDE EXPLORER Engine & Engine Cooling ON 6/28/2016 THE VEHICLE WAS INVOLVED IN A LOSS OF CONTROL ACCIDENT DUE TO DRIVER BECOMING UNCONSCIOUS. THE DRIVER AND ALL PASSENGERS BECAME UNCONSCIOUS NEARLY SIMULTANEOUSLY. THE ORIGINAL ASSUMPTION WAS THAT THE DRIVER FELL ASLEEP, ALTHOUGH SHE DID NOT REMEMBER FEELING DROWSY PRIOR TO THE ACCIDENT. THE ACCIDENT RESULTED IN TOTAL LOSS OF THE VEHICLE AND NO INJURIES WERE SUSTAINED. THE ACCIDENT OCCURRED ON I-85, MP 18 NORTH OF

NHTSA Consumer Complaints as of August 24, 2018

MONTGOMERY, ALABAMA. SINCE SEEING THE REPORT TODAY ABOUT POSSIBLE CO LEAKAGE INTO THE PASSENGER CABIN ON THE FORD EXPLORER VEHICLES, I WOULD NOW SUSPECT THIS AS A POSSIBLE CONTRIBUTING FACTOR IN THIS ACCIDENT...UPDATED 08/07/17 *BF *CN

LILLIAN AL Failure Date: 06/28/2016

3 10883840 2016 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING AT 60 MPH ON A 4 LANE HIGHWAY, THE CAR SUDDENLY SHUT DOWN WITH NO WARNING. THE WENCH LIGHT CAME ON AND THE ENGINE WOULD ONLY ROUGH IDLE - PRESSING THE ACCELERATOR DID NOTHING. WE HAD TO COAST TO THE SIDE OF THE ROAD; FORTUNATELY THERE WAS VERY LITTLE TRAFFIC AT THE TIME, HAD TRAFFIC BEEN HEAVY WE COULD HAVE BEEN IN A VERY SERIOUS WRECK. AFTER HAVING THE VEHICLE TOWED TO A DEALERSHIP, WE LEARNED THAT THE THROTTLE BODY WAS FAULTY AND THIS HAS APPARENTLY BEEN A KNOW ISSUE WITH FORD FOR SEVERAL YEARS! THIS WAS A BRAND NEW VEHICLE THAT I HAVE OWNED LESS THAN 5 MONTHS. I STRONGLY BELIEVE FORD KNOWS ABOUT THIS PROBLEM BUT HAS REFUSED TO TAKE STEPS NEEDED TO RECTIFY THE SITUATION. EVEN THOUGH THE PART WAS ORDERED ON AN "EMERGENCY" BASIS, IT WAS OVER A WEEK BEFORE THE PART WAS DELIVERED; THIS SEEMS TO CONFIRM THAT FORD IS WELL AWARE OF THE ISSUE. FORD IS KNOWINGLY SELLING CARS WITH FAULTY PARTS AND THE PROBLEM COULD CAUSE A SERIOUS ACCIDENT.

YORK SC Failure Date: 06/26/2016

3 10876539 2016 FORD EXPLORER Engine & Engine Cooling THE VEHICLE WAS IN MOVEMENT, GOING 50 MPH, WHEN IT CAME TO A SUDDEN STALL. THE VEHICLE WOULD NOT GO OVER 5 MPH EVEN WHILE PRESSING THE ACCELERATOR. THE WRENCE LIGHT WOULD COME ON AND IT WOULD IT WOULD NOT GO OVER 5 MPH. ARLINGTON TX Failure Date: 06/24/2016

3 10876696 2016 FORD EXPLORER Engine & Engine Cooling ON 06/24/2016 I WAS DRIVING MY FAMILY NORTH ON I95 THE BELT WAY / MARYLAND 5 LANES OF TRAVEL IN HEAVY TRAFFIC. WITHOUT WARNING OUR 2016 FORD EXPLORER COMPLETELY LOST POWER AND A WRENCH INDICATOR

NHTSA Consumer Complaints as of August 24, 2018

LIGHT CAME ON THE DISPLAY. THIS WAS IN THE APPROACH OF THE FT.MC HENERY TUNNEL WE HAD NO PLACE TO GO WITH A TRACTOR TRAILER ALMOST STRIKING US,MY FAMILY WAS TERRIFIED . THE VEHICLE DID START AGAIN 3 MINUTES LATER WITH NORMAL RPMS WE ATTEMPTED TO DRIVE ON WITH THIS HAPPENING 4 MORE TIMES CAUSING US TO GO TO THE SHOULDER. I AM A POLICE OFFICER AND A TRAFFIC INVESTIGATOR I AM IN FEAR BECAUSE THIS IS A WELL KNOWN PROBLEM AND WE WERE NOT CONTACTED BY FORD ABOUT THIS PROBLEM MY FAMILIES SAFETY AND THE PUBLICS IS AT AN EXTREME RISK, THIS MUST BE ADDRESSED BEFORE A TRAGEDY HAPPENS. I HAVE SINCE CALLED MY DEALER LESTER GLENN FORD IN N.J. AND THEY WILL CHECK THE VEHICLE HOWEVER IF THE PUBLIC IS NOT MADE AWARE OF THIS LIVES MAY BE LOST THAT COULD HAVE BEEN SAVED . LANOKA HARBOR NJ Failure Date: 06/24/2016

3 10877111 2016 FORDEXPLOER Engine & Engine Cooling I WAS DRIVING HOME AT 10:00 AM AFTER VISITING A DOCTOR'S OFFICE ON A BUSY HIGHWAY AT 57 MPH WHEN ALL OF A SUDDEN THE CAR GAS PEDDLE IS NOT WORKING. THE CAR IS IN COMPLETE SHUT DOWN MODE. I ROLLED THROUGH AN INTERSECTION TO GET TO SAFE PLACE OUT OF TRAFFIC. THE CAR DASH BOARD SHOWED A WRENCH AND ENGINE LIGHT AND ON THE DASHBOARD A MESSAGE STATED "SEE MANUAL". THE CAR HAD COMPLETELY SHUT DOWN. SCARED TO DEATH AT WHAT JUST HAPPENED, I CALLED FORD WARRANTY NUMBER FOR A TOW TRUCK AND WAITED FOR 2 1/2 HOURS TILL FINALLY THE TOW TRUCK SHOWED UP. WHEN I GOT TO THE DEALERSHIP WHERE I PURCHASED THE CAR, I WAS SERIOUSLY DEVASTATED. TWO MANAGERS TOLD ME THEY DIDN'T KNOW WHAT WAS WRONG WITH THE CAR, BUT THEY WOULD WORK TO FIND OUT. THEY KNEW WHAT THE PROBLEM WAS AND HOW SERIOUS THIS SITUATION WAS AND NEVER TOLD ME AT THE TIME. I SEARCHED THE INTERNET AND FOUND THAT THE PROBLEM IS THE THROTTLE BODY. IT HAS BEEN HAPPENING A QUITE A FEW OF FORD'S CARS. I STILL CAN'T BELIEVE THE VERY SERIOUS SITUATION I HAD BEEN IN . I SEARCHED TO SEE IF THERE WERE ANY RECALLS FOR MY VEHICLE AND THERE WASN'T ANY. THIS NEEDS TO STOP AND FORD NEEDS TO RECALL ALL

NHTSA Consumer Complaints as of August 24, 2018

THESE VEHICLES BEFORE SOMEBODY GETS KILLED. I DO NOT CARE TO OWN THIS VEHICLE ANY LONGER OR ANY OTHER FORD VEHICLE FOR THAT MATTER.. WHOSE TO SAY THIS PROBLEM DOESN'T EXIST IN ANY OTHER MODELS. I WAS CALLED YESTERDAY BUT JUSTIN IN SERVICE AND WAS TOLD THAT IT IS THE THROTTLE BODY AND IT WAS GOING TO TAKE ALONG TIME TO GET THE PART AND THAT HE WOULD STAY IN TOUCH TO LET ME KNOW ANYTHING. HE STATED THAT SAM GALLAWAY FORD WOULD PAY FOR THE 1ST 9 DAYS OF MY RENTAL AND THEN MY INSURANCE WOULD HAVE TO PAY THE REST. CAPE CORAL FL Failure Date: 06/24/2016

3 10884138 2016 FORD EXPLORER Engine & Engine Cooling I WAS DRIVING MY 2016 FORD EXPLORER ON A BUSY STREET WHEN THE ENGINE LIGHT AND THE ORANGE WRENCH LIGHT CAME ON. THE CAR STALLED AND WOULD NOT ACCELERATE.IT LOST ALL POWER. I AM TERRIFIED OF DRIVING IT NOW. IT WOULD NOT MOVE FASTER THAN 5 MILES PER HOUR. THE CAR HAS 6,000 MILES ON IT. ARLINGTON TX Failure Date: 06/24/2016

3 10896425 2016 FORD EXPLORER Engine & Engine Cooling ENGINE PERIODICALLY DIES AT HIGHWAY SPEEDS UNDER MODERATE TO HEAVY ACCELERATION. PARTICULARLY DANGEROUS WHEN ATTEMPTING TO PASS AND/OR WHEN ACCELERATION IS NECESSARY ON AN INCLINE. OCCURS ALMOST EVERY TIME YOU ATTEMPT TO ACCELERATE. THE ENGINE APPEARS TO LOOSE ALL POWER A SECOND OR TWO AFTER DEPRESSING THE ACCELERATOR AND WILL NOT RECOVER UNTIL THE ACCELERATOR IS RELEASED COMPLETELY AND THEN IS RE-ENGAGED VERY LIGHTLY. WILL RECOVER TO MODERATE CRUISING SPEED BUT WILL NOT ALLOW PASSING AND OR MAINTAIN A SAFE SPEED ON A STEEP INCLINE. OCCURS VERY CONSISTENTLY ON THE HIGHWAY AT SPEEDS OF 45MPH OR HIGHER. WILL ALSO OCCUR IN CITY DRIVING BUT LESS CONSISTENTLY. VERY DANGEROUS WHEN ATTEMPTING TO PASS, LEGALLY, ON TWO LANE ROADS AND IN HEAVY TRAFFIC ON MOUNTAIN ROADS WHEN SUDDEN LOOSE OF POWER CREATES HAVOC FOR THE VEHICLES FOLLOWING YOU. PHOENIXVILLE PA Failure Date: 06/20/2016

NHTSA Consumer Complaints as of August 24, 2018

3 10891403 2016 FORD EXPLORER Engine & Engine Cooling 2016 FORD EXPLORER. CONSUMER WRITES IN REGARDS TO VEHICLE COMPLETE LOSS OF POWER, AIRBAG, CHECK ENGINE AND POWERTRAIN WARNING LIGHTS ILLUMINATED AT VARIOUS TIMES AND ACCELERATOR MALFUNCTION. *SMD THE CONSUMER STATED WHILE DRIVING ON A MAIN ROAD, HE HEARD A LOUD THUD ACCOMPANIED BY AN IMMEDIATE AND COMPLETE LOSS OF POWER. THE ENGINE WAS STILL RUNNING, BUT THE VEHICLE QUICKLY LOST SPEED AND THE ACCELERATOR WAS NOT FUNCTIONING. IT SEEMED AS THOUGH THE ENGINE WAS IDLING. THE CONSUMER WAS ABLE TO MANEUVER THE VEHICLE SAFELY OUT OF TRAFFIC AND HAD THE VEHICLE TOWED TO THE DEALER. THE DEALER INFORMED THE CONSUMER, THE THROTTLE BODY NEEDED TO BE REPLACED. ALSO, THERE WAS A RECURRING ELECTRICAL ISSUE THAT HE EXPERIENCED IN JANUARY 2016 WITH THE FIRST MONTH OF DELIVERY. THE VEHICLE WAS TOWED TO THE DEALER FOR SERVICE ON TWO SEPARATE OCCASIONS DUE TO DEAD BATTERIES. *JB BOCA RATON FL

Failure Date: 06/19/2016

3 10876234 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 50 MPH, THE "SEE OWNER'S MANUAL" MESSAGE ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE IMMEDIATELY STALLED AND STOPPED, BUT DID NOT SHUT DOWN. THE VEHICLE WAS TOWED TO A LOCAL DEALER WHERE IT WAS DIAGNOSED THAT THE STRUTTER BODY NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE PART WOULD BE EXPEDITED TO HAVE THE VEHICLE REPAIRED. THE FAILURE MILEAGE WAS 11,108. WARNER ROBIN GA Failure Date: 06/18/2016

3 10876577 2016 FORD EXPLORER Engine & Engine Cooling 2016 FORD EXPLORER WITH 4800 MILES STOPPED ACCELERATING WHICH CREATED A SERIOUS SAFETY AND INJURY HAZARD IN THE EVENT OF A COLLISION. THIS IS A KNOWN PROBLEM BY FORD, BASED ON INTERNET SEARCH AND THEY HAVE NOT RECALLED THIS SUV. FORD INDICATED IT'S THE THROTTLE BODY AND

NHTSA Consumer Complaints as of August 24, 2018

THAT THIS PART IS CURRENTLY ON BACK ORDER FOR MANY WEEKS. WHY IS FORD NOT RECALLING THIS SUV AS SOMEONE CAN GET SERIOUSLY INJURED? BROOMFIELD CO Failure Date: 06/18/2016

3 10875025 2016 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING ON CITY STREET GOING 35 MPH, VEHICLE SUDDENLY SLOWED TO 5MPH EVEN THOUGH I HAD FOOT ON PEDAL. IT WAS BARELY ROLLING. WRENCH WARNING LIGHT CAME ON (WHICH I FOUND LATER MEANS PROBLEM WITH DRIVE TRAIN, TAKE TO DEALER IMMEDIATELY.)ENGINE SERVICE LIGHT ALSO CAME ON. I WAS FORTUNATE ENOUGH TO BE ABLE TO ROLL TO SIDE OF ROAD AND TURN DOWN STREET AND GO INTO A PARKING LOT. TURNED ENGINE OFF AND RESTARTED IT. WRENCH LIGHT GONE BUT ENGINE LIGHT STILL ON. DROVE AROUND PARKING LOT AND IT RAN NORMALLY.I SINCE HAVE RESEARCHED THIS ONLINE AND SEEMS TO BE A LOT OF COMPLAINTS ABOUT THIS. SOME OWNERS HAVE HAD THIS HAPPEN TO THEM ON FREEWAY DOING 60 MPH. TOOK VEHICLE TO FRONTIER FORD WHERE WE PURCHASED THE VEHICLE, THEY REALLY DIDN'T WANT TO LISTEN. IT IS CURRENTLY WAITING TO BE LOOKED AT IN SERVICE DEPT. BUT MY HUGE POINT IS THIS VEHICLE NEEDS TO BE RECALLED. FORD DOESN'T WANT TO SEEM TO ACKNOWLEDGE IT. DOES SOMEONE HAVE TO DIE IN ORDER FOR IT TO BE RECALLED. WE WERE NOT EVEN OFFERED A LOANER VEHICLE. "WE DON'T DO LOANERS IF YOU DIDN'T BUY THE EXTENDED WARRANTY (WHICH IS ANOTHER SCAM) OBVIOUSLY THEY DO NOT STAND BY THEIR PRODUCT. THIS IS A SAFETY ISSUE AND PEOPLE WILL DIE. IF THIS HAPPENS ON FREEWAY WHERE I LIVE IN SAN JOSE CALIFORNIA, THEY WILL DEFINITELY BE IN SERIOUS ACCIDENTS THE WAY PEOPLE DRIVE HERE.WILL NEVER BUY A FORD AGAIN. ESPECIALLY BECAUSE THEIR CUSTOMER SERVICE IS NON EXISTENT. THERE ARE ONLY 7305 MILES ON VEHICLE. CAMPBELL CA Failure Date: 06/16/2016

3 10875863 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING 45 MPH, THE CHECK ENGINE LIGHT ILLUMINATED, THE VEHICLE LOST POWER, AND STALLED. THE CONTACT WAS ABLE TO RESTART THE VEHICLE AND COASTED TO THE SIDE OF

NHTSA Consumer Complaints as of August 24, 2018

THE ROAD. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THERE WAS AN ISSUE WITH THE THROTTLE BODY, WHICH NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 52,000. PARLIN NJ Failure Date: 06/16/2016

3 10875351 2016 FORD EXPLORER Engine & Engine Cooling THE THROTTLE BODY ON MY FORD EXPLORER FAILED AT ONLY 6,000 MILES. CUMMING GA Failure Date: 06/15/2016

3 10875570 2016 FORD EXPLORER Engine & Engine Cooling MERGING ONTO HIGHWAY 6-15-2016, VEHICLE LOST ALMOST ALL POWER. WAS ONLY ABLE TO COAST WITH NO POWER STEERING. DASHBOARD FLASHED "SEE OWNERS MANUAL". HAD TO BE TOWED TO THE DEALER. DEALER SAID IT WAS A BAD THROTTLE BODY SENSOR THAT IS ON BACK ORDER. WON'T BE AVAILABLE UNTIL SOMETIME IN JULY. I HAVE THE EXTENDED WARRANTY SO THEY PROVIDED ME WITH A RENTAL. CHESAPEAKE VA Failure Date: 06/15/2016

3 10876688 2016 FORD EXPLORER Engine & Engine Cooling FAILURE OF ELECTRONIC THROTTLE BODY CAUSED ENGINE TO LOSE POWER AT HIGHWAY SPEED AND VEHICLE SLOWED TO IDLE ON HIGHWAY. SAFETY ISSUE WHEN DRIVING AT 65 MPH AND THEN VEHICLE COULD NOT EXCEED 20 MPH. BULLVILLE NY Failure Date: 06/15/2016

3 10874064 2016 FORD EXPLORER Engine & Engine Cooling GREETINGS, I WAS DRIVING MY 6 MONTH OLD LEASED 2016 FORD EXPLORER ON I-696-EAST NEAR EAST POINTE, MICHIGAN. I WAS TRAVELING AT ABOUT 70 MPH, WHEN THE CAR SLOWED DOWN AND THEN STOPPED. THE MOTOR WAS RUNNING BUT IT WOULD NOT MOVE. I HAD TO FIND A WAY TO GET OVER. IT WAS DANGEROUS. MDOT COURTEOUS CARE CAME TO ASSIST. WE COULD TURN THE CAR OFF AND ON BUT AGAIN, THE CAR WOULD NOT MOVE. IT IS A PUSH BUTTON START. I COULD HAVE BEEN KILLED. THE TRAFFIC WAS VERY ACTIVE. I HAD A 3 YEAR OLD TODDLER DAUGHTER WHO

NHTSA Consumer Complaints as of August 24, 2018

NEEDED TO BE PICKED UP. I SEE THAT THERE HAVE BEEN SIMILAR COMPLAINTS. FORD SHOULD BE CHARGED. THE CAR ALSO SHOULD BE RECALLED NOW!-C.J. CYLAR FARMINGTON HILLS MI Failure Date: 06/13/2016

3 10891892 2016 FORD EXPLORER Engine & Engine Cooling I HAVE TO MAJOR COMPLAINTS WITH THE FORD EXPLORER 2016. THE TRUCK WAS PURCHASED BRAND NEW. THE FIRST OCCURRED WHEN I WAS ON MY WAY TO WORK ABOUT 7:30AM. I WAS DRIVING ABOUT 60 MILES PER HOUR ON A CITY STREET AND ALL OF A SUDDEN A WRENCH SYMBOL SHOWS AND THE CAR WILL NOT ACCELERATE ANYMORE. I HAD NEVER SEEN THIS SYMBOL BEFORE SO I WASN'T SURE WHAT WAS GOING ON AND COULD NOT FIND IT IN THE MANUAL. BEFORE THIS I ONLY COULD GO ABOUT 5 MILES PER HOUR MAX SPEED. WHEN I GOOGLED THE WRENCH MANY OTHERS HAD THE SAME ISSUE. I AM SURE FORD IS AWARE OF THIS AND SHOULD HAD SAID SOMETHING ABOUT THIS BEFORE WE PURCHASED IT. I HAD TO END UP LEAVING THE EXPLORER UP AT FORD FOR 2 AND A HALF WEEKS. WHEN I GOOGLED THE ISSUE IT SAID THESE EXPLORERS HAVE A FAULTY THROTTLE BODY THAT HAS TO BE REPLACED AND MY VEHICLE WAS NO DIFFERENT. ME AND MY WIFE SHOULDN'T HAVE TO MAKE MONTHLY PAYMENTS ON A BRAND NEW VEHICLE THAT HAS A KNOWN ISSUE. SECONDLY, ONCE WE HIT ABOUT 8,000 MILES THE HOOD MAKES A LOUD BUZZING/HUMMING SOUND ONCE YOU HIT ABOUT 60 MILES PER HOUR THAT DOES NOT STOP!!! MANY OTHER PEOPLE WITH THIS VEHICLE HAVE THE SAME PROBLEM ONCE I GOOGLED THIS! THIS IS ABSOLUTELY RIDICULOUS. THIS VEHICLE SHOULD BE RECALLED AND NOT SOLD! OUR ENTIRE TRIP THIS VEHICLE MADE THE SOUND NONSTOP. A PERSON SHOULD NOT HAVE TO HEAR THIS THE ENTIRE TIME ON A BRAND NEW VEHICLE THAT YOU MAKE MONTHLY PAYMENTS ON. SOMETHING SHOULD BE DONE ABOUT THIS. SINCE FORD DOES NOT WANT TO VOLUNTARILY ISSUE A RECALL LIKE THEY SHOULD, AN INVOLUNTARY RECALL SHOULD BE ISSUED. WHEN I GOOGLED THIS, IT IS SAID THAT THE SOUND COMES FROM THE THIN PART OF THE HOOD IN THE CENTER THAT IS BETWEEN TWO THICKER PIECES

NHTSA Consumer Complaints as of August 24, 2018

THAT CAUSES IT TO VIBRATE. HORRIBLE DESIGN AND SHOULD HAVE BEEN TESTED BETTER. MIDWAY FL Failure Date: 06/13/2016

3 10876021 2016 FORD EXPLORER Engine & Engine Cooling I WAS DRIVING MY 2016 FORD EXPLORER WITH APPROXIMATELY 6,500 MILES ON IT DOWN A SECONDARY ROAD. AS I APPROACHED A STOP SIGN, MY VEHICLE SUDDENLY LOST ALL POWER AND I COASTED TO A COMPLETE STOP. I WAS FORTUNATE NO ONE WAS BEHIND ME AS I CERTAINLY WOULD HAVE BEEN REAR ENDED WITH MY SUDDEN STOP. I WAS ABLE TO RESTART MY VEHICLE. DUE TO THIS EVENT I HAVE LOST TOTAL CONFIDENCE IN MY NEW VEHICLE. I DRIVE AND JUST WONDER WHEN IT IS GOING TO HAPPEN AGAIN. I NOW ALWAYS DRIVE IN THE RIGHT LANE ON A HIGHWAY. WHEN ON A SECONDARY ROAD I FIND MYSELF ALWAYS LOOKING FOR A PLACE WHERE I COULD SAFELY PULL OVER IF I LOSE POWER AGAIN. THIS IS VERY UNNERVING!

WINDSOR CT Failure Date: 06/12/2016

3 10885165 2016 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING ON THE INTERSTATE AT 55-60MPH THE VEHICLE LOST ACCELERATION AND THE "WRENCH" ICON FOR SERVICE ENGINE CAME ON. WE WERE ABLE TO PULL OVER SAFELY, ALTHOUGH WE DID SLOW TRAFFIC AS OUR VEHICLE WOULDN'T ACCELERATE BEYOND 5-10 MPH AND WE HAD TO CROSS OVER 2 LANES TO GET TO THE SHOULDER. THE PROBLEM ENDED UP BEING THE THROTTLE BODY; SPECIFICALLY, THE WARRANTY REPLACED THE THROTTLE BODY AIR INTAKE. THE SERVICE TOOK 3 DAYS DUE TO A SHORTAGE OF THE PART. THIS PART SHOULD BE RECALLED AS I'M FINDING MY VEHICLE IS NOT THE ONLY ONE WITH THIS PROBLEM. THE VEHICLE IS A 2016 FORD EXPLORER LIMITED WITH ONLY 5,343 MILES ON IT AT THE TIME OF THE MECHANICAL FAILURE. CANTON MS Failure Date: 06/12/2016

3 10874366 2016 FORD EXPLORER Engine & Engine Cooling WHILE IN MOTION AT 40 MPH THE VEHICLE SLOWED TO 10 MPH SUDDENLY. THE GAS PEDAL WAS NOT FUNCTIONING AND WOULD NOT REV. FORD TOWED CAR TO DEALER. THE DEALER QUICKLY AGREED IT WAS THE FAULTY THROTTLE BODY. THESE ARE IN DEMAND DUE TO THE ISSUES AND ARE ON BACKORDER. MORE

NHTSA Consumer Complaints as of August 24, 2018

IMPORTANTLY, A RECALL IS NEEDED AS THIS COULD BE DEADLY AT HIGHWAY SPEEDS - GOING FROM 70 MPH TO 15 MPH AS OTHERS HAVE DESCRIBED. AND WILL THE REPLACEMENT THROTTLE BODIES BE ANY DIFFERENT. WEBSITES INDICATE THE FAILURE TAKES PLACE AT AN AVERAGE MILEAGE OF 8100 ON THE 2016 MODELS. FORD IS AWARE AND ALL NEED TO BE REPLACED FOR THE CONSUMERS PROTECTION. GREENWOOD IN Failure Date: 06/11/2016

3 10874156 2016 FORD EXPLORER Engine & Engine Cooling I'M DRIVING (IN MOTION) HOME FROM WORK IN RUSH HOUR TRAFFIC ON A BUSY INTERSTATE AND MY FORD EXPLORER SLOWS FROM 65MPH TO 15MPH. I KNEW I HAD GAS BUT I LOOKED AT THE GAS TO MAKE SURE I'M NOT RUNNING OUT DUE TO THE LOSS IN POWER AND I WASN'T. THE WRENCH AND AIRBAG LIGHTS COME UP. THANKFULLY THERE WAS A CLOSED LANE UP AHEAD SO TRAFFIC WAS SLOWING SO I WAS ABLE TO GET IN THE LEFT SHOULDER LANE OF THE EXPRESSWAY WHICH IS NO CONSIDERED SAFE. I CALL ROAD SIDE ASSISTANCE AND THEY TELL ME THEY CAN HAVE IT TOWED TO THE NEAREST FORD DEALERSHIP WHICH IS ABOUT 25 MILES AWAY. WHILE WAITING ON THE TOW MY HUSBAND CAME TO PICK ME UP AND SUGGESTED THAT I TURN THE CAR OFF AND START BACK UP SO I DID AND THE CAR WORKED PERFECTLY FINE. NONE OF THE ENGINE LIGHTS CAME ON. SO WE WENT AHEAD AND DROVE IT STRAIGHT TO THE DEALERSHIP. THEY WERE UNABLE TO LOOK AT IT THAT DAY BECAUSE IT APPROXIMATELY 6P WHEN WE DROPPED IT OFF SO WE WERE TOLD THEY WOULD LOOK AT IT THE NEXT DAY. WELL THEY CALL US THE NEXT DAY AND TELL US THAT THEY COULDN'T FIND ANYTHING WRONG WITH IT. THIS WAS VERY FRUSTRATING AND SCARY BECAUSE WE KNEW THERE WAS A PROBLEM AND FEARED IT WOULD HAPPEN AGAIN WITH OUR CHILDREN IN THE CAR. SO WE PICK UP THE TRUCK ON A SAT AND THAT TUESDAY IT DOES IT AGAIN TO MY HUSBAND. THANKFULLY THIS TIME HE WASN'T ON THE INTERSTATE, HE WAS ON A CITY STREET. I READ MANY OTHER COMPLAINTS REGARDING THIS SAME ISSUE AND MOST ARE SAYING IT WAS THEIR THROTTLE. THIS ISSUE COULD CAUSE A MAJOR ACCIDENT WHICH COULD

NHTSA Consumer Complaints as of August 24, 2018

SEVERELY HURT SOMEONE OR WORSE TAKE THEIR LIFE. A RECALL NEEDS TO BE DONE. JONESBORO GA Failure Date: 06/09/2016

3 10882823 2016 FORD EXPLORER Engine & Engine Cooling BURNING EXHAUST SMELL ENTERING INTO CABIN OF CAR WHEN CAR IS UNDER HARD ACCELERATION/FULL THROTTLE. ESPECIALLY NOTICEABLE WHEN ACCELERATING ONTO A HIGHWAY OR CLIMBING STEEP HILLS. THIS BURNING EXHAUST SMELL MAKES ALL PASSENGERS FEEL SICK BY AFFECTING YOUR RESPIRATORY PASSAGEWAYS LEAVING A LUMP IN YOUR THROAT, BURNING YOUR EYES, GIVING YOU A HEADACHE, AND MAKING YOU FEEL NAUSEOUS. THE RECENT NHTSA INVESTIGATION INTO 2011-2015 MODELS, SHOULD ALSO INCLUDE 2016 MODELS AS WELL. FORD HAS FAILED TO RECOGNIZE THIS PROBLEM AND HAS TRIED MULTIPLE TIMES TO "FIX" MY 2016 FORD EXPLORER. NO RESOLUTION HAS BEEN FOUND AND THEY HAVE REFUSED SO FAR TO TAKE THE CAR BACK. LONG VALLEY NJ Failure Date: 06/07/2016

3 10872610 2016 FORD EXPLORER Engine & Engine Cooling 2016 FORD EXPLORER V6 TOOLBAR CAME ON CHECKSYSTEM ENGINE LIGHT CAME ON GOING 45 MPH WENT DOWN TO -0 MPH GAS PEDAL USELESS NO POWER COASTED TO PARKING LOT LUCKY I WASNT ON A BUSY HIGHWAY OR STREET I GUESS IT WILL TAKE SOME BODY TO GET KILLED A COUPLE OF TIMES BEFORE ANYTHING IS DONE 4400MILES AND THROTTLE BODY NEEDS REPLACE WHAT A CRACKERJACK JOKE ACOURSE THIS IS CALLED CHEAPO DEPO MANUFACTURING OH THATS RIGHT PARTS ARE MADE IN FOREIGN COUNTRIES NOW YES ABOUT LIKE NO NAME BRAND VASELINE VEHICLE WAS ON STREET CITY BOUGHT CAR IN FEB. 2016 IF I WOULD OG KNOW ABOYT THIS I WOULD NOT BUY A NEW CAR ESPECIAALY MY WIFE AND GRAND KIDS DRIVING FOR THIS TO HAPPEN!! SAN ANRTONIO TX Failure Date: 06/03/2016

3 10872842 2016 FORD EXPLORER Engine & Engine Cooling DRIVING AT HIGHWAY SPEED CHECK ENGINE LIGHT AND "WRENCH" SHOWING A POWERTRAIN PROBLEM OCCURED WHILE DRIVING AT 70MPH. WAS IN THE LEFT LANE OF TRAFFIC AND DUE TO THE CONTINUED LANE EXPANSIONS IN AROUND THE AREA OF TRAVEL COULD NOT PULL OFF INTO THE CENTER

NHTSA Consumer Complaints as of August 24, 2018

MEDIAN. HAD TO NEGOTIATE MOVING ACROSS 4 LANES OF TRAFFIC WITH NO ACCELERATION DURING MORNING RUSH HOUR IN A BRAND NEW 2016 EXPLORER WITH LESS THAN 7500 MILES. ONCE I WAS ABLE TO GET ACROSS THE LANES OF TRAFFIC THE VEHICLE WAS UNDRIVEABLE. THIS APPEARS TO BE A CONTINUED DEFECT WITH FORD AND THE NHTSA NEEDS TO ADDRESS IT BEFORE SOMEONE GETS INTO AN ACCIDENT AND A FATALITY OCCURS.

DANIEL ISLAND SC Failure Date: 06/03/2016

3 10882822 2016 FORD EXPLORER Engine & Engine Cooling THROTTLE BODY FAILED ON VEHICLE AT HIGHWAY SPEED. LOST ALL POWER IN THE MIDDLE OF RUSH HOUR TRAFFIC BARELY MISSED A REAR END COLLISION FROM ANOTHER VEHICLE BECAUSE I COULD NOT ACCELERATE.

WASHINGTON DC Failure Date: 06/02/2016

3 11016189 2016 FORD EXPLORER Engine & Engine Cooling WHEN DOING A HARD ACCELERATION (I.E.. MERGING ONTO A HIGHWAY), EXHAUST SMELL ENTERS THE VEHICLE THROUGH THE VENTS. I'VE BROUGHT THIS ISSUE TO MY DEALER'S SERVICE DEPARTMENT FOR THE 1ST SERVICE AND WAS INFORMED THAT THERE WAS A TSB ON THIS PROBLEM. THE SECOND TIME I BROUGHT THE VEHICLE IN FOR SERVICE I MENTIONED IT AGAIN. THIS TIME, THEY KEPT THE VEHICLE AND TRIED TO FIX IT BY INSTALLING PLUGS ON REAR HATCH, RESEALING BODY SEAMS AT THE REAR OF THE VEHICLE, AND APPLY RUBBERIZED COATING. THIS DID NOT SOLVE THE PROBLEM. WHEN I BROUGHT THE VEHICLE IN FOR SERVICE IN MAY 2017 I TOLD THEM I STILL HAD THE PROBLEM. AT THIS POINT, SERVICE DEPT INDICATED THEY STILL HAVEN'T FIGURED OUT WHAT IS CAUSING THE PROBLEM. I PURCHASED THIS VEHICLE IN JANUARY 2016 AND STARTED NOTICING THE PROBLEM AFTER I'D HAD THE VEHICLE A FEW MONTHS. THIS PROBLEM OCCURS ALMOST EVERY TIME WHEN HARD ACCELERATING. THE EXHAUST SMELL LASTS FROM 2-5 MINUTES. THIS PROBLEM MAY OCCUR MULTIPLE TIMES DURING A DRIVE. I DON'T KNOW WHETHER THE FUMES ARE CONTINUING INTO THE VEHICLE ONCE I CAN'T SMELL IT ANYMORE. SCOTTSDALE AZ Failure Date: 06/01/2016

NHTSA Consumer Complaints as of August 24, 2018

3 10872095 2016 FORD EXPLORER Engine & Engine Cooling I HAD JUST EXITED A MAJOR HIGHWAY & BEGAN DRIVING ON THE RURAL ROADS IN MY NEIGHBORHOOD WHEN MY VEHICLE SUDDENLY DECELERATED AND WASN'T ABLE TO GO OVER 25 MPH. THE WRENCH ICON THEN APPEARED. I WAS ABLE TO MAKE IT TO THE BEGINNING OF MY DRIVEWAY ABOUT 5 MILES AWAY. THE ENGINE THEN BEGAN MALFUNCTIONING, MAKING NOISE & SHAKING.

SUFFOLK VA Failure Date: 05/31/2016

3 11011695 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THERE WAS AN ABNORMAL EXHAUST ODOR IN THE VEHICLE. THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED. FERMAN FORD (LOCATED AT 24825 US HWY 19 N, CLEARWATER, FL 33763, (727) 797-2277) STATED THAT THERE WAS NO POSSIBLE REMEDY FOR THE EXHAUST FUMES ENTERING THE CABIN OF THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 100. DUNEDIN FL

Failure Date: 05/31/2016

3 11016348 2016 FORD EXPLORER Engine & Engine Cooling FOR THE PAST YEAR I HAVE SMELLED EXHAUST IN MY BRAND NEW VEHICLE. ABOUT 9 MONTHS AGO I HAD IT TESTED AT FORD DEALERSHIP SERVICE DEPT FOR POSSIBLE CARBON MONOXIDE BECAUSE THE EXHAUST SMELL WAS BAD, PARTICULARLY WHEN HITTING SPEEDS AROUND 70MPH. FORD LAUGHED AT AND SAID THERE IS NOTHING WRONG. THE SMELL CONTINUED, MYSELF AND MY DAUGHTER WOULD GET HEADACHES, SHORTNESS OF BREATH AND I WOULD FEEL NAUSEOUS AFTER DRIVING A LONG PERIOD OF TIME. EARLIER THIS WEEK I WAS SO DIZZY, I NEEDED TO PULL OVER TWICE JUST TO GAIN MY FOCUS. I PURCHASED A CARBON MONOXIDE TESTER. YES, THERE IS CARBON MONOXIDE. I AM A BIT FRUSTRATED SINCE THE ISSUE COULD HAVE BEEN FIXED PREVIOUSLY, RATHER THAN LAUGHED AT ME AND I ENDURED POOR HEALTH FOR SO LONG. QUEEN CREEK AZ Failure Date: 05/31/2016

3 10871607 2016 FORD EXPLORER Engine & Engine Cooling WAS DRIVING MY 2016 FORD EXPLORER XLT ON A BUSY ROAD AND WAS GOING

NHTSA Consumer Complaints as of August 24, 2018

APPROXIMATELY 40 MILES PER HOUR WHEN THE VEHICLE SUDDENLY WENT INTO WHAT APPEARED TO BE "LIMP MODE" AND WOULD BARELY MOVE....MY GUESS IS ABOUT 2 MPH. IT WAS VERY SUDDEN AND OCCURRED WITHOUT ANY TYPE OF WARNING. I WAS ABLE TO ROLL INTO SOMEONE'S DOWNHILL DRIVEWAY WHERE THE VEHICLE SAT FOR SEVERAL MINUTES. I RESTARTED THE CAR MULTIPLE TIMES AND WHILE PRESSING ON THE GAS PEDAL THE CAR REMAINED IN "LIMP MODE" AND WOULD NOT MOVE. THE DASHBOARD LIT UP AND DISPLAYED THE FOLLOWING ICONS: WRENCH, AIRBAG AND ENGINE LIGHTS. IF I WOULD HAVE HAD ANYONE BEHIND ME OR WOULD HAVE BEEN DRIVING ON THE HIGHWAY WHEN THIS OCCURRED I WOULD HAVE BEEN KILLED. THIS IS A MAJOR ISSUE THAT THE GENERAL PUBLIC NEEDS TO BE MADE AWARE OF....THIS IS A MAJOR DANGER THAT HAS THE ABILITY TO PRODUCE CATASTROPHIC RESULTS. CINCINNATI OH Failure Date: 05/27/2016

3 10876801 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT STATED THE THERE WAS A FUEL ODOR BEING RELEASED INTO THE VEHICLE. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THE ODOR WAS PRESENT AND THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT NO REMEDY WAS PROVIDED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 4,000. THE VIN WAS NOT PROVIDED. MASA AZ Failure Date: 05/26/2016

3 10881594 2016 FORD EXPLORER Engine & Engine Cooling 2016 POLICE UTILITY: WAS DRIVING THE VEHICLE DOWN THE HIGHWAY WHILE TRANSPORTING A PRISONER. VEHICLE IMMEDIATELY LOST POWER. VEHICLE WOULDN'T ACCELERATE. VEHICLE HAD STEERING AND BRAKE ONLY. VEHICLE MOTOR BEGAN TO SHAKE AND MISFIRE. VEHICLE TOWED TO FORD DEALERSHIP. ENID OK Failure Date: 05/26/2016

3 10871747 2016 FORD EXPLORER Engine & Engine Cooling CAR STALLED ON HIGHWAY WITH GRAND KIDS IN CAR. HAD CAR TOWED TO

NHTSA Consumer Complaints as of August 24, 2018

DEALER. BIG PROBLEM FORD KNEW ABOUT--THROTTLE BODY PART.PARTS ON BACK ORDER AT LEAST 2 WEEKS-WHEN I STATED TAKE PART OFF INVENTORY CARS COULDN'T- MAY HAVE SAME PROBLEM-WHEN I SAID TAKE OFF NEW CARS ARRIVING-THEY HAVE SAME DEFFECTIVE PART-DANGEROUS SITUATION WHEN A CAR STALLS ON HIGHWAY AND A FORD IS WELL AWARE OF IT-CAR BRAND NEW HAS 8,000MILES..... SHOREHAM NY Failure Date: 05/25/2016

3 10870838 2016 FORD EXPLORER Engine & Engine Cooling THE EXPLORER SUDDENLY DECELERATED WHILE I WAS ON THE UPSIDE OF A LONG BRIDGE, THE SERVICE ENGINE LIGHT CAME ON AND THE WRENCH LIGHT CAME ON. WITH A POLICE ESCORT, I WAS ABLE TO DRIVE THE CAR OVER THE BRIDGE AT 10 MPH. THE SERVICING DEALER TOLD ME THE THROTTLE BODY NEEDS TO BE REPLACED. WARRINGTON PA Failure Date: 05/24/2016

3 11041305 2016 FORD EXPLORER Engine & Engine Cooling OUR FORD EXPLORER HAS AN EXHAUST LEAK THAT ENTERS THROUGH THE DASH VENTS WHEN DRIVING, OR WHEN PARKED WITH MOTOR RUNNING. WHEN I PARK IN GARAGE. I HAVE TO OPEN BACK AND FRONT GARAGE DOORS TO ALLOW AIR TO "CLEAR " IR FROM GARAGE, SO IT DOES NOT ENTER HOME. OUR FORD DEALER SAID THERE IS NO RECALL. HESPERIA, CA Failure Date: 05/24/2016

3 10870633 2016 FORD EXPLORER Engine & Engine Cooling THE POWER TRAIN AND ENGINE LIGHT CAME ON AND THE TRUCK STOPPED DRIVING WHILE ON A BUSY ROAD. ORADELL NJ Failure Date: 05/22/2016

3 10870403 2016 FORD EXPLORER Engine & Engine Cooling DRIVING ON FREEWAY AT 65MPH. CAR STALLED LEAVING NO POWER TO STEERING AND BRAKES. WAS ABLE TO RESTART AND DRIVE AT DRASTICALLY REDUCED SPEED. ENGINE RPM DROPS AT IDLE AT ANY STOP ON WHEN CAR IDLING WITH

NHTSA Consumer Complaints as of August 24, 2018

TRANSMISSION IN PARK. DIAGNOSED AS DEFECTIVE THROTTLE BODY.

LAS CRUCES NM Failure Date: 05/20/2016

3 10980234 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT STATED THAT THERE WAS AN ABNORMAL ODOR IN THE VEHICLE SIMILAR TO ROTTING EGGS. THE CONTACT WAS UNABLE TO DETECT THE ORIGIN OF THE ODOR. THE CONTACT STATED THAT THE ODOR WAS GETTING WORSE EVERY DAY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 4,000.

GRETNA NE Failure Date: 05/20/2016

3 10871071 2016 FORD EXPLORER Engine & Engine Cooling THE WRENCH LIGHT CAME ON THE INSTRUMENT PANEL AND THE CAR LOST SPEED AND DID NOT RESPOND TO THE ACCELERATOR. I WAS DRIVING 70MPH ON THE HIGHWAY WHEN I NOTICED THAT THE CAR SEEMED TO BE SLOWING. THE ACCELERATOR DID NOT FEEL ANY DIFFERENT UNDER MY FEET. I LOOKED AT THE SPEEDOMETER: 40MPH AND DECELERATING. THE ENGINE LIGHT AND AIRBAG LIGHT CAME ON AS WELL. LUCKILY, I WAS IN A LIT AREA AND ABLE TO USE MY HAZARDS AND GET TO THE SHOULDER OF THE HIGHWAY WITHOUT HARM.

TROY MI Failure Date: 05/18/2016

3 10870687 2016 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING ON THE INTERSTATE HIGHWAY AT HIGH SPEED, WITHOUT WARNING THE GAS PEDAL LOST POWER AND THE WRENCH LIGHT CAME ON THE DASHBOARD. LUCKILY, WE WERE SAFELY ABLE TO COAST TO THE SHOULDER AND CALL FOR HELP. WE WERE TOWED TO THE DEALER AND AFTER AN ELECTRONIC ENGINE CONTROL TEST THE 'THROTTLE BODY' WAS REPLACED.

NEW HOPE PA Failure Date: 05/16/2016

3 10865483 2016 FORD EXPLORER Engine & Engine Cooling WHILE CRUISING ON THE INTERSTATE AT 69 MPH, I LOST ALL ACCELERATION TO THE GAS PEDAL. I DIDN'T KNOW WHAT HAPPENED AND NOTICED THAT THE GAS PEDAL WAS DEAD. VERY SCARY SITUATION WHILE ON THE INTERSTATE. I WAS

NHTSA Consumer Complaints as of August 24, 2018

ABLE TO CRUISE TO THE NEAREST EXIT AND THEN GET TO A SIDE ROAD. I NOTICED THE CEL, WRENCH LIGHT, AND AIR BAG LIGHT HAS COME ON. I IMMEDIATELY RAN A "VEHICLE HEALTH REPORT" AND THE IT COMES BACK WITH 2 PROBLEMS. GET IT TO THE NEAREST DEALERSHIP AND THEY PROCEED TO TELL ME IT'S THE THROTTLE BODY AND IT WILL BE 2 - 4 WEEKS FOR PART BECAUSE IT'S ON BACK ORDER. NOT REALLY HAPPY ABOUT THIS SINCE THE VEHICLE IS 6 MONTHS OLD WITH 9185 MILES ON IT.

HENDERSONVILLE NC Failure Date: 05/14/2016

3 10886095 2016 FORD EXPLORER Engine & Engine Cooling WHILE MOVING AT HIGH SPEED IN RUSH-HOUR TRAFFIC IN THE FAST LANE ON HWY 680 S IN DUBLIN, CA THE ENGINE JUST SHUT DOWN. THIS IS DANGEROUS. THE CAR WAS TOWED TO FORD FOR REPAIR - THEY STATE IT WAS A "THROTTLE BODY ASSEMBLY" PROBLEM - APPARENTLY A WELL-KNOW PROBLEM. THIS HAPPENED WITH LESS THAN 6,000 MILES. ALSO, ALL 4 ORIGINAL EQUIPMENT TIRES BLEW-OUT WITH LESS THAN 6,000 MILES - ONLY ONE HAD A ROAD-HAZARD - ALL HAD SIDEWALL FAILURES. FORD REPAIRED THE THROTTLE-BODY ASSEMBLY BUT NOT THE TIRES. TO KEEP US HAPPY, THEY OFFERED US AN "EXTENDED WARRANTY" - THIS WAS NEVER PROVIDED - INDEED, DESPITE REPEATED E-MAILS TO 2 FORD REPRESENTATIVES OVER A 3-MONTH TIME-PERIOD, I NO LONGER RECEIVE ANY RESPONSE FROM THEM WHATSOEVER. THEREFORE, IT WOULD SEEM THAT NOT ONLY ARE THEY PROVIDING A DANGEROUS PRODUCT, THEY ARE ALSO DECEPTIVE IN THEIR HANDLING OF CUSTOMERS. DANVILLE CA Failure Date: 05/12/2016

3 10872119 2016 FORD EXPLORER Engine & Engine Cooling I WAS DRIVING ON A MAJOR HIGHWAY HOME FROM WORK WITH NORMAL TRAFFIC. MY SPEED WAS APPROX 60-64 OR SO. WHILE IN LEFT LANE TRAVELING EAST -- WITHOUT WARNING , MY ENGINE COMPLETELY SHUT OFF. IT WAS SO HARD TO STEER MY CAR -- I NEEDED TO WEDGE MY FOOT NEAR WINDOW /DRIVER DOOR TO GAIN LEVERAGE -AND WITH BOTH HANDS STEER THE CAR (WHILE DECELERATING DOWN T O15 MPH) TO THE SHOULDER ON THE RIGHT SIDE. ALL DRIVERS PASSING ME - WITNESSED I WAS IN DIRE TROUBLE. I WAS ABLE

NHTSA Consumer Complaints as of August 24, 2018

TO GET TO SHOULDER AND PRAYED . MY REP AT QUEENS FORD WAS VERY HELPFUL AND I VE THANKED HIM NUMEROUS TIMES IN HIS ATTEMPTS TO HELP ME .BACK TO STORY: I OPENED THE HOOD , NO SMOKE -- MAYBE RADIATOR- SO I WAITED 10 MINUTES .THE ENGINE STARTED , I GOT BACK ON HIGHWAY-- AND IT SHUT OFF FOR A 2ND TIME. AT THAT TIME -- I WAS TOTALLY AFRAID TO DRIVE THIS CAR ANY FURTHER. MY QUEENS REP SUGGESTED GOING TO SYOSSET FORD WHICH WAS CLOSER AND I DID SO.IT TOOK ME WHAT FELT LIKE DAYS TO GET UP ENOUGH NERVE TO DRIVE THIS VEHICLE ANY FURTHER.I BELIEVE MY CASE HAS MANY SAFETY ISSUES AND I EVEN STATED TO FORD TAKE CAR BACK AND REPLENISH ME FOR LOSS OF INCOME / RENTAL FEES PAID DURING THE 7 DAY ORDEAL. PROBLEM WAS : THROTTLE BODY PART. I WASN'T THE ONLY PERSON WHO HAD COME IN WITH THIS PROBLEM . FORD IS VERY COGNIZANT ABOUT SUCH . I ASKED THEM THIS VEHICLE BACK (HAS 5910 MILES) ON IT AND PUT ME INTO ANOTHER LINCOLN PRODUCT WHICH IS SIMILAR. NOR HAVE THE ADDITIONAL MEANS TO RENT ANOTHER CAR.I WILL NEVER PURCHASE ANOTHER VEHICLE FROM FORD EVER. IF YOU CAN ASSIST ME TO ALERT OTHERS - FANTASTIC. OH , ADDITIONALLY, I OWNED A 2003 LINCOLN NAVIGATOR WHICH CONSTANTLY HAD ISSUES - AND THEY (FORD /LINCOLN) TOOK THAT VEHICLE IN UNDER NYS LEMON LAW -AND PROVIDED ME A NEW 2004 NAVIGATOR FOR NO COST AT ALL. DUE TO THAT EFFORT FROM FORD/LINCOLN . IVE BOUGHT 4 MORE FORD SINCE THEN . I SHOWED MY LOYALTY TO THEM , WHERE IS FORD'S . EAST NORTHPORT NY Failure Date: 05/11/2016

3 10865119 2016 FORD EXPLORER Engine & Engine Cooling I WAS DRIVING IN A PARKING LOT WHEN THE WRENCH LIGHT CAME ON, AS WELL AS THE CHECK ENGINE LIGHT, AND THE CAR LOST ALL ACCELERATOR FUNCTION. I WAS ABLE TO COAST ONLY. I WAS DRIVING STRAIGHT WHEN THIS OCCURRED. SINCE I WAS ALREADY IN A PARKING LOT, I WAS ABLE TO COAST INTO A PARKING SPOT. LUCKILY THERE WAS NO SAFETY THREAT, AS IT COULD HAVE BEEN MUCH WORSE IF I WAS ON THE FREEWAY OR CITY STREETS. THE DEALERSHIP REPORTS THIS IS A THROTTLE PROBLEM AND THE PART IS ON BACKORDER UNTIL 5/30/16. SAN JOSE CA Failure Date: 05/09/2016

NHTSA Consumer Complaints as of August 24, 2018

3 10864153 2016 FORD EXPLORER Engine & Engine Cooling MY CAR (FORD EXPLORER 2016) ENGINE STALLED (DURING DRIVING/MOTION) IN THE MIDDLE OF THE STREET (I WAS VERY LUCKY IT DID NOT HAPPEN ON A HIGHWAY!). THE ENGINE LIGHT INDICATION TURNED ON. FORD DEALER TOLD ME IT IS THE THROTTLE BODY PART THAT NEEDS TO BE REPLACED AND THEY WILL ORDER THE PART. THEY TOLD ME IT CAN TAKE UP TO 5 WEEKS TO RECEIVE IT BUT IN THE MEANTIME I CAN DRIVE MY CAR, ONLY AFTER I CONFRONTED THEM ABOUT THE SAFETY OF THE CAR THEY SUGGESTED THAT I WILL NOT DRIVE THE CAR UNTIL THE PART WILL BE REPLACED. I AM WRITING TO YOU IN ORDER TO PREVENT ANY UNSAFE SITUATION FOR ANY OTHER DRIVERS/PASSENGERS AS RESULT OF MY CASE. THANKS

FAIR LAWN NJ Failure Date: 05/07/2016

3 10871609 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING 65 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY FAILED AND WOULD NEED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 13,806. MITCHELLVILLE MD Failure Date: 05/06/2016

3 11015402 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT NOTICED STRONG TOXIC FUMES OF CARBON MONOXIDE COMING THROUGH THE AIR VENTS. THE VEHICLE WAS TAKEN TO THE DEALER (TERREBONNE FORD LINCOLN, 339 ST CHARLES ST, HOUMA, LA 70360, (985) 876-5100) FOR DIAGNOSTIC TESTING. THE DEALER SUPPOSEDLY ADDRESSED TSB 17-0044 AND HAD THE CONTACT RETRIEVE THE VEHICLE, BUT THEY PROVIDED NO SPECIFIC SOLUTION TO PREVENT THE FAILURE. THE CONTACT AND DRIVER EXPERIENCED HEADACHES FROM THE FUMES ENTERING THE VEHICLE FOR MONTHS. THE VEHICLE WAS NOT REPAIRED. THE CONTACT WAS NOT INCLUDED IN NHTSA ACTION NUMBER: EA17002 (STRUCTURE, ENGINE AND ENGINE COOLING). THE

NHTSA Consumer Complaints as of August 24, 2018

MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 0. HOMER LA Failure Date: 05/02/2016

3 11024270 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING 72 MPH, EXHAUST FUMES ENTERED THE VEHICLE DURING ACCELERATION WITH THE AIR CONDITIONER ACTIVATED. THE CONTACT BECAME ILL FROM THE ABNORMAL ODOR AND VOMITED SEVERAL TIMES. THE VEHICLE WAS TAKEN THREE TIMES TO A LOCAL DEALER (RODEO FORD, 13680 W TEST DR, GOODYEAR, AZ 85338) WHERE IT WAS DIAGNOSED THAT THE SEALING NEEDED TO BE ADDED TO THE VEHICLE AND THE MUFFLER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE AND OPENED CASE NUMBER: 12964208. NO FURTHER ASSISTANCE WAS PROVIDED. THE WARRANTY HAD EXPIRED ON THE VEHICLE. THE VIN AND FAILURE MILEAGE WERE UNKNOWN. FAIRFIELD TX Failure Date: 05/01/2016

3 10861674 2016 FORD EXPLORER Engine & Engine Cooling COOLING FAN SHUT DOWN NOISE, SINCE NEW THE ENGINE COOLING FAN MAKES A LOT OF NOISE WHEN "SPINNING DOWN" AT THE FAN COMES TO A STOP/SHUTTING DOWN ENGINE. FAN IS WORKING, BUT FOR HOW LONG? AVONDALE AZ Failure Date: 04/27/2016

3 10861663 2016 FORD EXPLORER Engine & Engine Cooling SUDDEN LOSS OF ACCELERATION, WITH SERVICE INDICATORS LIGHTING ON DASHBOARD. PULLED OFF ROAD, RESTARTED, WORKED OK FOR 10 MILES, THEN THE PROBLEM RETURNED. THIS TIME, THE CAR WOULD NOT RESTART. HAD CAR TOWED TO FORD DEALER, AND THEY SAID IT WAS THE THROTTLE BODY AND THAT THEY HAVE NO ETA DUE TO THE PART NOT BEING AVAILABLE ANYWHERE. THE CAR HAS BEEN DRIVEN FOR 4 MONTHS, AND THE FACT THAT THIS SIMPLE PART FAILED AND NO REPLACEMENTS ARE IN-STOCK ANYWHERE INDICATES TO ME THERE IS SOME WIDESPREAD PROBLEM. LOVELAND OH Failure Date: 04/25/2016

NHTSA Consumer Complaints as of August 24, 2018

3 10862135 2016 FORD EXPLORER Engine & Engine Cooling ON 22 APR 2016 OUR SON WAS IN TOWN VISITING WHEN HE WAS LOOKING OVER OUR NEW VEHICLE AND NOTICE THAT THE SCREWS THAT HOLD THE BELT TENSIONER IN PLACE WERE ALMOST ALL THE WAY OUT. SINCE MY SON IS A MECHANIC HE ADVISED US NOT TO DRIVE THE VEHICLE SINCE THIS COULD CAUSE A CATASTROPHIC MALFUNCTION LEADING TO A SERIOUS ACCIDENT. THE VEHICLE ONLY HAS 1681 MILES ON IT AND WE IMMEDIATELY CONTACT THE DEALERSHIP WHICH ALSO TOLD US TO CONTACT ROADSIDE ASSISTANCE AND HAVE THE VEHICLE TOWED TO THE DEALERSHIP. THE DEALERSHIP TIGHTEN THE BOLTS DOWN AND ACCORDING TO THE INVOICE (ATTACHED) THAT THE BOLTS NEVER WERE TIGHTEN DOWN AT THE FACTORY. I'VE INCLUDED A COUPLE PHOTOS. I'VE CONTACTED FORD AND OPENED A CASE FILE SINCE THIS APPEARS TO BE ISSUES AT THE PLANT AND WHO KNOWS HOW MANY OTHER VEHICLES ON THE ROAD HAVE THIS SAME PROBLEM. THE QUALITY CONTROL INSPECTIONS SHOULD HAVE IDENTIFIED THIS ISSUE AND FIXED IT! AFTER I FILED THE COMPLAINT (CASE # CAS-9331585) I WAS TOLD THAT NO ONE WILL PROBABLY GET BACK WITH ME REGARDING THIS ISSUE. I HAD REQUESTED TO TALK WITH EITHER A FORD SAFETY REPRESENTATIVE OF THE QUALITY CONTROL MANAGER AT THE CHICAGO FORD PLANT TO EXPRESS MY CONCERNS. I BELIEVE FORD SHOULD PUT OUT AN IMMEDIATE SERVICE NOTICE TO HAVE INDIVIDUALS CHECK THE TENSIONER BOLTS ON THEIR 2016 FORD EXPLORERS SINCE THIS CAN LEAD TO A MAJOR MALFUNCTION WHICH COULD CAUSE A SERIOUS IF NOT DEADLY ACCIDENT. FORT WALTON BEACH FL Failure Date: 04/22/2016

3 11016128 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING BETWEEN 55-60 MPH, THERE WAS AN ABNORMAL ODOR ENTERING THE VEHICLE THROUGH THE AIR CONDITIONING SYSTEM. THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED OR REPAIRED. CAUSEWAY FORD (LOCATED AT 375 NJ-72, MANAHAWKIN, NJ 08050, (609) 597-8083) AND THE MANUFACTURER WERE NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 4,492.

BARNEGAT NJ Failure Date: 04/20/2016

NHTSA Consumer Complaints as of August 24, 2018

3 10861435 2016 FORD EXPLORER Engine & Engine Cooling AS THE VEHICLE IS BEING DRIVEN, THE "WRENCH" LIGHT IN CLUSTER PANEL CAME ON AND VEHICLE WENT INTO "LIMP MODE". AFTER INITIAL INCIDENT, THE CAR RESTARTED BACK IN NORMAL MODE. HOWEVER, THE SAME INCIDENT BEGAN TO OCCUR SEVERAL TIMES PER DAY UNTIL THE VEHICLE COULD BE TAKEN IN FOR SERVICE. THE DEALER DIAGNOSED THE PROBLEM AS THE THROTTLE BODY NEEDED TO BE REPLACED. THE VEHICLE IS BRAND NEW WITH ONLY 6,850 MILES. THE DEALERSHIP HAS HAD THE VEHICLE FOR A WEEK NOW AND STILL CAN'T TELL ME WHEN THE PART WILL BE AVAILABLE TO GET VEHICLE BACK ON THE ROAD. FORD HAS HAD AN ONGOING PROBLEM WITH THROTTLE BODIES FOR YEARS, WHY CAN'T THEY FIX THE PROBLEM?

EASLEY SC Failure Date: 04/17/2016

3 10936374 2016 FORD EXPLORER Engine & Engine Cooling CAR HAS AN AWFUL SMELL WHEN USING THE CLIMATE CONTROL, DEALER SAID THERE WAS AN EXHAUST LEAK INTO THE TURBO, THEY REPLACED THE TURBO AND THE SMELL STILL PERSIST. CAR HAS BEEN AT DEALERSHIP FOR A MONTH NOW. SMELL IS STRONGEST WHEN DRIVING AND CLIMATE CONTROL IS ON.

*TR BROOMALL PA Failure Date: 04/13/2016

3 10854954 2016 FORD EXPLORER Engine & Engine Cooling A WEEK AGO THE VEHICLE SHOWED 45 MILES TILL EMPTY. BACKED OUT OF THE DRIVE WAY TO GET GAS AND THE CAR LOST ALL POWER. DASH SHOWED ENGINE LIGHT AND AIR BAG. FILLED UP WITH GAS AND THE LIGHTS WENT AWAY. TODAY, GOING DOWN THE HIGHWAY I LOST ALL POWER. TALK ABOUT ACCIDENT WAITING TO HAPPEN! LUCKILY I WAS ABLE TO CRUISE TO A EXIT AND INTO A PARKING LOT. HAD TO CALL FORD TOWING TO COME AND GET ME. THIS IS A 2016 FORD EXPLORER. ONLY 7000 MILES. BRAND NEW VEHICLE SHOULD NOT HAVE THIS TYPE OF PROBLEM. THEN THE SENSORS AROUND THE CAR GO OFF WHEN THERE IS NOTHING AROUND. I KNOW I AM NOT THE ONLY PERSON WITH THIS LOST OF POWER ISSUE. I BELIEVE THAT THE ONLY WAY TO ACTUALLY GET SOME ASSISTANCE WITH THIS PROBLEM IS AFTER SOMEONE GETS HURT AND SUES FORD. ANOTHER PROBLEM IS THERE IS A

NHTSA Consumer Complaints as of August 24, 2018

KNOCKING SOUND AS SOON AS THE CAR IS TURNED ON AND DRIVEN. YOU FEEL AND THE STEER WHEEL KNOCK ALONG WITH THE SOUND. LIVE OAK TX Failure Date: 04/11/2016

3 10903589 2016 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING UP A HILL OR PASSING A VEHICLE OR ENTERING A FREEWAY AND THEN LEVELING OFF TO A NORMAL SPEED YOU GET FUMES IN THE CABIN THROUGH THE VENTILATION SYSTEM. SOMETIMES THESE FUMES BURN YOUR EYES, NOSE AND AFFECT YOUR BREATHING. WE HAVE HAD OUR VEHICLE TO DEALERSHIP AND BEEN IN CONTACT WITH A FORD CUSTOMER SERVICE REP ABOUT SIX TIMES WITH NO FIX. MORRIS OK Failure Date: 04/01/2016

3 11012073 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT STATED THAT THE VEHICLE EMITTED A CARBON MONOXIDE ODOR. THE ODOR INTENSIFIED WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. KOONS FORD WAS CONTACTED AND STATED THAT THE ODOR WAS INHERENT TO THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 5,000. UPDATED 11/01/17*LJ ARNOLD MD Failure Date: 03/30/2016

3 10883523 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED AT 50 MPH, THE VEHICLE FAILED TO RESPOND AND STALLED WITHOUT WARNING. THE VEHICLE WAS ABLE TO BE RESTARTED. THE SERVICE VEHICLE SOON AND AIR BAG WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY FAILED. THE VEHICLE WAS REPAIRED TWICE FOR THE SAME FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 18,000. MILTON MA Failure Date: 03/16/2016

3 10852838 2016 FORD EXPLORER Engine & Engine Cooling HAD MY FORD EXPLORER 6-MO'S AND WAS DRIVING WITH FAMILY APPROX 45-MPH IN

NHTSA Consumer Complaints as of August 24, 2018

TRAFFIC ON A MAIN STREET WHEN THE GAS PADEL JUST STOP WORKING HAD TO TRY TO GET TO SIDE OF ROAD, VERY DANGEROUS !! . CAR WAS AT FORD DEALER GETTING FIXED FROM 3/14- 3/25 , IT NEEDED A NEW THROTTLE BODY AIR INTAKE, (AT4Z*9E926*B) AND MOTOR ASY. DEARBORN MI

Failure Date: 03/14/2016

3 10919185 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS ON EXTENDED TRIPS, EXHAUST FUMES ENTERED THE CABIN OF THE VEHICLE. THE FUMES MADE THE CONTACT FEEL NAUSEOUS TO THE POINT OF PASSING OUT. WHEN DEPRESSING ON THE ACCELERATOR PEDAL, THE ABNORMAL FUME ODOR INTENSIFIED. THE DEALER COULD NOT DETERMINE THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 5,034. SANTA BARBARA CA Failure Date: 03/14/2016

3 11022581 2016 FORD EXPLORER Engine & Engine Cooling SINCE I HAVE PURCHASED THE VEHICLE IN FEBRUARY 16 IT HAS BEEN BACK FOR SERVICE NUMEROUS TIMES, STARTING 2 DAYS AFTER DELIVERY! MAJOR COMPLAINT HAS BEEN COOLANT LOSS AND BURNING COOLANT SMELL FOLLOWING WITH A OIL LEAK AT THE SAME TIME. THIS IS A NEW VEHICLE 10 MILES ON IT SHOULDN'T HAVE THESE ISSUES SO I DEMANDED A DIFFERENT VEHICLE, WAS REFUSED DUE TO DEMOGRAPHICS! WELL THE DEALER BRUSHES EVERYTHING OFF AS ALL DO SAY IT'S NORMAL IT HAPPENS, AS TIME PASSES IT GOES BACK TO THE DEALER FOR SAME ISSUE THEY REPLACED A OIL SEAL AGAIN AND COOLANT LOSS AND SMELL IS NORMAL TO THEM, THEY CAN'T FIND ANY ISSUES, I TELL THEM IT'S AFTER LONG DRIVES WELL EACH TIME THEY HAVE IT OVER A WEEK. TO BOOT THEY IGNORE MY COMPLAINT ABOUT THE ROTTEN EGG SMELL I GET ON ACCELERATION! THEY TELL ME IT'S PROBABLY THE GAS I'M USING, MIND YOU THIS IS VERBAL AFTER THE FACT, THEY DID NOT WANT TO PUT IT ON THE WORK ORDER. THEY ORDERED A NEW STEERING WHEEL DUE TO IT PEELING. I WAS ALSO TOLD THAT TECHNICALLY I AM RESPONSIBLE FOR THE DIAGNOSIS I F THEY DO NOT FIND ANYTHING

NHTSA Consumer Complaints as of August 24, 2018

WRONG AND THAT I HAD TO COVER THE TECHS TIME, WELL I HAVE TO TAKE IT BACK IN AGAIN FOR NO COOLANT IN THE OVERFLOW FOUL SMELL COMING FROM THE VENTS AND EXHAUST SMELL IN THE CABIN. THE VEHICLE HAS 14900 MI SHOULD NOT HAVE THESE PROBLEMS ESPICALY COSTING WHAT IT DID GARFIELD HTS OH Failure Date: 03/01/2016

3 10838549 2016 FORD EXPLORER Engine & Engine Cooling RADIATOR COOLING FAN SQUEALS LOUDLY WHEN CAR IS IDLE OR DRIVING SLOWLY. CAR HAS ALREADY BEEN IN THE SHOP TO REPLACE THE FAN ONCE. NEW FAN BEGAN SQUEALING AGAIN WITHIN 30 MINUTES OF DRIVING AFTER REPAIR. CAR ONLY HAS 4000 MILES ON IT. HAVE READ OTHER COMPLAINTS OF FAULTY COOLING FAN BEARINGS. AFRAID FAN WILL STOP WORKING AND CAUSE FIRE OR OVERHEATING. COLUMBIA SC Failure Date: 02/25/2016

3 10983161 2016 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL IN THE INTERIOR COMING OUT OF THE HVAC VENTS DURING SUSTAINED ACCELERATION SUCH AS GETTING ONTO THE HIGHWAY. HAS BEEN TO FORD AND HAD RELATED TSB PERFORMED AS WELL AS THE EXHAUST CHANGED WITH NO CHANGE IN THE PROBLEM. STOWOH Failure Date: 01/31/2016

3 11011664 2016 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE AND GASOLINE SMELL IN CABIN MANSFIELD OH Failure Date: 01/28/2016

3 10845831 2016 FORD EXPLORER Engine & Engine Cooling MY 2016 FORD EXPLORER IS MAKING A HIGH PITCH SOUND WHEN THE VEHICLE IS BEING CUT OFF. THE SOUND HAS BEEN DIAGNOSED AS A BAD COOLING FAN BEARING. I'M NOT SURE OF THE EXTENT BUT THIS CANNOT BE A GOOD THING IF THE BEARING IS BAD FOR THE COOLING FAN. A BAD BEARING COULD LEAD TO OTHER ISSUES IF IT IS ALREADY BAD AND THE CAR IS ONLY 4 MONTHS OLD. MY VEHICLE HAS BEEN IN THE SHOP MULTIPLE (6) TIMES FOR JUST THE FAN ITSELF. THE DEALERSHIP COULD NOT FIX IT AND ENLISTED THE ASSISTANCE OF THE MANUFACTURERS TECH LINE AND STILL NO

NHTSA Consumer Complaints as of August 24, 2018

RESOLUTION. MY VEHICLE IS CURRENTLY IN THE SHOP AND I HAD TO INVOLVE THE BETTER BUSINESS BUREAU'S AUTOLINE BECAUSE THE VEHICLE HAS VIOLATED MY STATES LEMON LAW. I WANTED TO MAKE SURE TO REPORT THIS ISSUE SO THAT SOMETHING CAN BE DONE. THIS IS DEFINENTLY A DEFECT IN THE MANUFACTURING OF THE FAN AND I HAVE HAD 3 FANS IN MY VEHICLE AND EACH ONE HAS THE DEFECT. THE FIRST DATE I REPORTED THIS ISSUE WAS ON 01/07/2016. PHOENIX AZ Failure Date: 01/07/2016

3 10943786 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER POLICE INTERCEPT. THE CONTACT STATED THAT THE VEHICLE EXPERIENCED AN ABNORMAL EXHAUST ODOR AFTER EXTENDED OPERATION. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 20,000. MORGANTOWN WV Failure Date: 01/01/2016

3 10971617 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE DRIVING AT AN UNKNOWN SPEED, THERE WAS AN ODOR OF EXHAUST FUMES INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER AND THE CONTACT WAS INFORMED THAT THERE WAS NO RECALL. THE MANUFACTURE WAS MADE AWARE OF THE FAILURE AND REFERRED THE CONTACT TO THE DEALER. THE FAILURE WAS NOT REMEDIED. THE FAILURE MILEAGE WAS APPROXIMATELY 1,000. LODI CA Failure Date: 12/10/2015

3 10883515 2016 FORD EXPLORER Engine & Engine Cooling ON MY 2016 EXPLORER LIMITED 3.5 N/A V6 - UNDER HARD (GETTING ON FWY) OR EXTENDED ACCELERATION (UPHILL CLIMB) EXHAUST FUMES CAN BE NOTICED BY THE PASSENGERS IN THE VEHICLE. I KNOW THERE IS AN OPEN INVESTIGATION ON THE 11-15 YEARS BUT THE 16 SHOULD BE INCLUDED AS WELL. THIS HAS BEEN THE CASE FROM NEW TO CURRENT 11K MILES. THIS HAPPENED ON MY PREVIOUS 2013 MODEL AS WELL. AVONDALE AZ Failure Date: 12/01/2015

NHTSA Consumer Complaints as of August 24, 2018

3 11023334 2016 FORD EXPLORER Engine & Engine Cooling I PURCHASED MY NEW CAR DURING OCTOBER 2015 FROM DEALER IN VA. AFTER SOME TIME, DRIVING THE CAR NOTICED AN ODOR LIKE ROTTEN EGG COMES AND GOES. HOWEVER, I THOUGHT, IT COULD BE DUE TO THE NEW CAR. LATER TIME, I NOTICED EVERY TIME I DRIVE THE CAR, I FEEL TIRED, HAVING HEADACHES, LACK OF ENERGY, AND FALLING SLEEP. I CONSULTED WITH MY DOCTORS AND THEY REALLY DID NOT FIND ANYTHING. UNTIL RECENTLY, WATCHING CHANEL 4 NEWS AND THEY WERE REPORTING THE PROBLEM WITH EXPLORER EXHAUST SYSTEM AND POSSIBLE CARBON MONOXIDE LEAK INTO INTERIOR OF THE CAR. PLEASE ADVISE IF THIS ISSUE IS ACCURATE AND WHAT WE HAVE TO DO TO FIX IT. THANKS

ASHBURN VA Failure Date: 11/02/2015

3 10954951 2016 FORD EXPLORER Engine & Engine Cooling SMELL EXHAUST FUMES INSIDE CABIN OF VEHICLE. EXPOSURE TO CARBON MONOXIDE CONCERN. HAPPENS DURING FULL ACCELERATION AND DRIVING UPHILL AND WITH A/C UNIT ON. NOTICED UPON LEASE RECEPTION. FORD REPLACED EXHAUST SYSTEM BUT NOT HELPED, ACTUALLY NOW WORSE. ONGOING ISSUE UNRESOLVED.

SUWANEE GA Failure Date:

10/27/2015

3 10958376 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. WHILE OPERATING THE VEHICLE, EXHAUST FUMES WERE PRESENT INSIDE THE CABIN. THE CONTACT INDICATED THAT THE FAILURE OCCURRED WHILE DEPRESSING THE ACCELERATOR PEDAL. THE DEALER INDICATED THAT THE VEHICLE WAS OPERATING NORMALLY AND ADVISED THE CONTACT NOT TO PRESS THE ACCELERATOR PEDAL TOO HARD. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 1,000.

MELBOURNE FL Failure Date: 10/01/2015

3 11030041 2016 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2016 FORD EXPLORER. THE CONTACT SMELLED AN EXHAUST ODOR THROUGHOUT THE VEHICLE. THE VEHICLE WAS TAKEN TO

NHTSA Consumer Complaints as of August 24, 2018

TOMBALL FORD (22702 TOMBALL PKWY, TOMBALL, TX 77375 (877) 359-7182) WHERE IT WAS DIAGNOSED THAT THE FRONT DRIVER'S AND PASSENGER SIDE INNER PANEL ABOVE THE DOOR PANEL HAD A GAP AND NEEDED TO BE ALIGNED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO TOMBALL FORD, BUT THE FAILURE COULD NOT BE REPLICATED. ON ANOTHER OCCASION, WHILE DRIVING, THE CONTACT BECAME DISORIENTED BUT WAS ABLE TO TAKE THE VEHICLE BACK TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE CABIN AIR FILTERS NEEDED TO BE REPLACED. THE DEALER ALSO TESTED THE VEHICLE FOR CARBON MONOXIDE AND DETERMINED THAT THE SPOILER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED AND THE AUTO DRAIN, GRILL ASSEMBLY, VENT AIR OTTER ADHESIVE, VALVE ASSEMBLY- AUTO DRAIN, INSULATOR, AND DOOR OTTER WERE REPLACED. THE CONTACT STATED THAT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS DETERMINED THAT MORE REPAIRS NEEDED TO BE PERFORMED ON THE VEHICLE. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THEY WOULD NOT BUY BACK THE VEHICLE, BUT WOULD REPAIR THE VEHICLE AS OFTEN AS NEEDED. THE FAILURE MILEAGE WAS 3,663. HOUSTON TX

Failure Date: 09/15/2015

3 11085079 2016 FORD EXPLORER Engine & Engine Cooling DRIVEN 2013 AND 2016 FORD EXPLORER SPORTS TOTAL 130 K MILES, AM EXTREMELY ILL DUE TO CARBON MONOXIDE ISSUES, COMPLAINED TO MY DR'S FOR OVER FOUR YEARS HEADACHES, DIZZY, BLURRY VISION, OVERALL CONFUSION, NOT COMPREHENDING, SHORTNESS OF BREATH, CHEST PAIN AND SWEATING, HAD SINUS SURGERY JUNE 2017 THOUGHT THAT WAS THE ISSUE, NEVER FELT BETTER AFTER SURGERY, MY ENT'S STATED NOT SINUS ISSUE, HAS TO BE UNDERLYING MEDICAL ISSUES, WENT TO FORD DEALERSHIP TWO MONTHS AGO , ASKED TECHNICIAN WHY SO MANY COP EXPLORERS IN FOR SERVICE, TECH RELATED, CARBON MONOXIDE ISSUE TECHNICAL BULLETIN RECALL, HAD TAKEN MY 2016 IN A YEAR AGO COMPLAINING OF EXHAUST ODORS, WENT HOME GOOGLED CARBON MONOXIDE POISONING AND WAS ASTONISHED TO SEE THAT ALL OF MY MEDICAL COMPLAINTS TO MY DR'S

NHTSA Consumer Complaints as of August 24, 2018

OVER THE PAST FOUR YEARS RELATED TO LONG TERM EXPOSURE TO CARBON MONOXIDE POISONING, FEEL FORD IS TRYING TO JUST WIPE THEIR HANDS, THESE CARS ARE KILLING PEOPLE, ESPECIALLY DRIVERS LIKE MY SELF WHO ARE IN THEIR VEHICLES FOR EXTENDED PERIODS OF TIME.KINDLY REPLY TO WHAT MAY BE ACCOMPLISHED TO GET FORD TO TAKE RESPONSIBILITY FOR THESE DEATH CARS SAN DIMAS CA Failure Date: 04/06/2012