

NHTSA Consumer Complaints as of August 24, 2018

8 11084485 2013 FORD EXPLORER Engine & Engine Cooling MY EXPLORER HAS AN ISSUE WHEN STOPPED AND IN DRIVE WITH THE AC ON THE CAR PULLS/LUNGES FOWARD AS IF I HIT THE GAS/ ALSO WHEN IM PARKED AND THE AIR CON IS RUNNING AT SOME POINT THE ENGINE GOES DOWN BELOW 500 RPMS THEN KICKS UP TO 700 TO COMPENSATE THEN KICKS DOWN TO BELOW 500 , OVER AND OVER AGAIN. IF REV THE ENGINE A BIT, THEN IT GOES BACK DOWN TO NORMAL IDLE AND ITS FINE FOR MAYBE 10 MINUTES THEN DOES IT ALL OVER AGAIN. THIS CAN BE A SAFETY ISSUE AS THE CAR PULLS ITSELF FOWARD WITH NO HUMAN INTERACTION. THERE IS MULTIPLE WEBSITES DECLARING THIS IS A KNOWN ISSUE FOR THIS CAR. GOOGLE 2013 EXPLORER ROUGH AC IDLE YOU WILL SEE LOTS OF PEOPLE COMMENTING ON IT. CITRUS HEIGHTS CA Failure Date: 04/02/2018

8 11080406 2013 FORD EXPLORER Engine & Engine Cooling THERE IS AN EXHAUST LEAK ON THE VEHICLE ALLOWING TOXIC FUMES INTO THE CABIN. CADIZ KY Failure Date: 02/01/2018

8 11066091 2013 FORD EXPLORER Engine & Engine Cooling MY 2013 FORD EXPLORER XLT HAS BEEN TO THE REPAIR SHOP TWICE IN ORDER TO ADDRESS FORD RECALL 17NO3. TO THIS DAY, JANUARY 31, 2018, MY CO MONITOR PICKS UP HIGH READINGS (IN MY OPINION) FOR SUCH AN ENCLOSED SPACE OF A VEHICLE CABIN (12-43 PPM). I DRIVE A LOT FOR WORK AND AM BEING CONSTANTLY EXPOSED TO THESE FUMES. MY WIFE AND I ALSO HAVE A 1 YEAR OLD THAT WE REFUSE TO PLACE IN THIS CAR BECAUSE EVEN LOW LEVELS ARE MORE DANGEROUS TO HIM. THE READINGS OCCUR WHILE DRIVING AND ACCELERATING, ALSO WHEN THE VEHICLE IS ON RECIRCULATE. I'VE NOTICED THAT I GET HIGH READINGS OF CARBON MONOXIDE LEVELS AFTER STARTING THE VEHICLE OR EVEN JUST CHECKING THE VEHICLE PERIODICALLY THROUGHOUT THE DAY. AFTER GETTING INTO MY CAR FOR LUNCH, THE CAR WAS EVEN TURNED OFF AND I HAD A READING OF 43PPM ON MY MONITOR (WHICH I LEAVE IN THE CAR). THIS TELLS ME THAT TOXIC FUMES ARE LEAKING FROM THE EXHAUST INTO THE CABIN, EVEN WHEN THE CAR IS OFF, AND STAYING IN THE VEHICLE BECAUSE THINGS HAVE BEEN

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SEALED OFF DUE TO FORD'S "ATTEMPTS" AT FIX ING THIS ISSUE. FORD EXPLORER, NOT JUST ME, CAN'T AFFORD TO PUT OUR HEALTH AT RISK WHILE FORD DENIES THERE'S A PROBLEM. CONSIDERING THAT CO IS ODORLESS, YOU DON'T NEED TO BE ABLE TO SMELL THE EXHAUST FUMES FOR CARBON MONOXIDE TO BE PRESENT IN GREAT AMOUNTS FOR ENCLOSED SPACES. THE PICTURE THAT I HAVE ATTACHED IS ONLY 1 OF AT LEAST 25 PICTURES AND VIDEOS I HAVE COMPILED TO MAKE MY CASE THAT FORD'S "ATTEMPT" TO FIX THIS ISSUE IS BEING IGNORED BY THEM. LAS CRUCES NM Failure Date: 01/31/2018

8 11066011 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THE CONTACT WAS OVERCOME BY EXHAUST FUMES ENTERING THE VEHICLE. THE CONTACT BECAME EXHAUSTED AND HAD SEVERE HEADACHES. THE CONTACT UNDERWENT MEDICAL TESTS AT CARY MEDICAL GROUP (530 NEW WAVERLY PL #200, CARY, NC 27518, (919) 859-5955) FOR CARBON MONOXIDE POISONING. THE CONTACT WAS INFORMED THAT THE TESTS SHOWED ELEVATED LEVELS OF CARBON MONOXIDE. THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED OR INSPECTED. THE CONTACT STATED THAT AN APPOINTMENT WAS MADE WITH AN INDEPENDENT FACILITY TO PERFORM A CARBON MONOXIDE TEST ON THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 125,200.

CARY NC Failure Date: 01/29/2018

8 11065627 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, AN UNKNOWN ODOR WAS DETECTED INSIDE THE VEHICLE ON THE DRIVER'S SIDE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING AND REPAIRS. THE CONTACT CALLED CROSSROADS FORD CARY (2333 WALNUT ST, CARY, NC 27518, (877) 280-8932) AND THE MANUFACTURER AND WAS INFORMED THAT THERE WAS AN ONGOING INVESTIGATION AND TO

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CONTACT NHTSA. THE FAILURE MILEAGE WAS 25,000.

CARY NC

Failure Date: 01/28/2018

8 11067101 2013 FORDE EXPLORER Engine & Engine Cooling MY WIFE AND I TOOK A TRIP FOR A BABY SHOWER, IT WAS ABOUT A 2.5 HR DRIVE. ON THE WAY THERE, THE CHECK ENGINE LIGHT TURNED ON. THERE WERE NO OTHER WARNINGS OR INDICATIONS OF AN ISSUE. WE MADE IT FINE TO OUR DESTINATION, DROVE AROUND TOWN A LITTLE BIT, AND STAYED THE NIGHT. THE NEXT DAY WE HEADED HOME (ANOTHER 2.5 HR TRIP). THE CHECK ENGINE LIGHT WAS ON THE ENTIRE TIME, BUT THERE WERE NO ABNORMAL NOISES OR ODORS, OR ANY OTHER INDICATION THAT THERE WAS AN ISSUE. WHEN WE GOT HOME, WE PARKED THE CAR, TURNED IT OFF, UNLOADED, THEN TURNED IT ON TO BACK IT INTO THE GARAGE AND TURN IT OFF AGAIN. AFTER SITTING IN THE GARAGE FOR 10 -15 MINUTES, THE CAR EXPLODED, SHAKING THE HOUSE AND CATCHING THE ENGINE BAY ON FIRE. THE ENGINE BAY WAS ENGULFED IN FLAMES, CAUSING FIRE/SMOKE DAMAGE TO OUR GARAGE AND EVERYTHING IN IT. AN INDEPENDENT INVESTIGATOR STATED THAT THE COOLING FAN HAD FAILED, WHICH CAUSED THE CHECK ENGINE LIGHT, HOWEVER THAT SEEMS LIKE NOT A SUFFICIENT REASON TO WHY THE ENGINE EXPLODED. WE ARE UNSURE WHAT THE ROOT CAUSE WAS, BUT SOMETHING HAD TO HAVE GONE VERY WRONG FOR THE CAR TO EXPLODE IN THE GARAGE, IGNITION OFF, AND STATIONARY AND THE ONLY INDICATION BEING A CHECK ENGINE LIGHT EVEN IF THE COOLING FAN DID FAIL. THIS ALL HAPPENED JUST OVER A WEEK AFTER AN OIL CHANGE AT A FORD DEALERSHIP. THIS COULD HAVE BEEN A VERY DANGEROUS SITUATION THAT COULD HAVE VERY LIKELY ENDED UP IN INJURY OR DEATH. CEDAR RAPIDS IA Failure Date: 01/21/2018

8 11063237 2013 FORDE EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WITHIN LESS THAN A WEEK OF OWNING THE VEHICLE, CARBON MONOXIDE ENTERED THE VEHICLE. THE DEALER (SKALNEK FORD, 941 S LAPEER RD, LAKE ORION, MI 48362, (248) 693-6241) STATED THAT THERE WAS A TSB THAT COULD BE PERFORMED ON

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THE VEHICLE. AN UNKNOWN PART WAS REPLACED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER, BUT THEY WERE UNABLE TO PROVIDE A SOLUTION. THE MANUFACTURER ISSUED THREE RECALLS ON THE FUEL SYSTEM. THE VEHICLE WAS NOT INCLUDED IN NHTSA ACTION NUMBER: EA17002 (STRUCTURE, ENGINE AND ENGINE COOLING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE. ROCHESTER HILLS MI Failure Date: 01/06/2018

8 11055948 2013 FORD EXPLORER Engine & Engine Cooling ODOR NOTICED IN VEHICLE CABIN INTERMITTENTLY WHILE DRIVING, PARTICULARLY WHILE ACCELERATING. HAVE NOW FOUND OUT THAT THE VEHICLE HAS A CRACKED EXHAUST MANIFOLD. NORTHUMBERLAND PA
Failure Date: 12/19/2017

8 11055195 2013 FORD EXPLORER Engine & Engine Cooling DRIVING AT 55MPH ON A HIGHWAY MY FORD EXPLORER SPORT 2013 COMPLETELY SHUT OFF AND A AMBER WRENCH CAME ON ALONG WITH 2 MORE WARNINGS (TERRAIN MANAGEMENT SYSTEM FAULT AND SERVICE TRACTION SYSTEM LIGHT). I WAS ABLE TO PULL OVER AND RESTART THE VEHICLE, BUT IT DID IT 2-3 TIMES THE SAME NIGHT. LUCKILY I WAS ABLE TO GET IT TO THE DEALERSHIP THE SAME DAY WITHOUT CAUSING AN ACCIDENT. I CAN'T IMAGINE WHAT WOULD OF HAPPENED ON A INTERSTATE AT A HIGHER SPEED. SAINT ANNEIL Failure Date: 12/07/2017

8 11052787 2013 FORD EXPLORER Engine & Engine Cooling I FOUND CRACKS IN THE DOOR JAM OF THE REAR LIFTGATE ON THE DRIVER'S SIDE OF THE VEHICLE. FOLLOWING THIS DISCOVERY I FOUND FLOOR BOARDS SOAKED IN WATER, WATER DRIPPING DOWN MY 3RD ROW SEAT BELT ONTO THE FLOOR BOARDS AND INTO THE SPARE TIRE WELL. FOLLOWING THIS MY MOONROOF QUIT WORKING. THEN I RECEIVED A LETTER REGARDING EMISSIONS ENTERING THE BACK OF THE VEHICLE AND CAUSING PEOPLE TO PASS OUT AND WRECK THEIR VEHICLES. TOOK THE CAR TO FORD AND THE FORD DEALERSHIP WON'T COVER THE CRACKS IN THE NON WRECKED VEHICLE UNDER THE EMISSIONS WARRANTY BECAUSE THEY STATE THEY ARE

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UNRELATED. IF WATER IS GETTING INTO THE BACK OF THE CAR THROUGH A CRACK THEN EMISSIONS PROBABLY ARE TOO. VALDOSTA GA

Failure Date: 12/06/2017

8 11034189 2013 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE / EXHAUST ENTER INTO THE CABIN DURING DAILY DRIVING. CONFIRMED WITH GAS DETECTOR BRISTOW VA Failure Date: 09/11/2017

8 11015623 2013 FORD EXPLORER Engine & Engine Cooling UNDER MODERATE TO HARD ACCELERATION STRONG SMELL OF EXHAUST FUMES INSIDE PASSENGER COMPARTMENT OF VEHICLE. CAN MAKE IT HAPPEN ON DEMAND. NEW FRANKLIN OH Failure Date: 08/12/2017

8 11011619 2013 FORD EXPLORER Engine & Engine Cooling THE VEHICLE WAS TESTED AND FOUND TO HAVE 10 PPM OF CO IN THE INTERIOR. WARRENTON VA Failure Date: 07/28/2017

8 11011736 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST ENTERS THE CABIN DURING HEAVY ACCELERATION AT MEDIUM TO HIGH SPEED. THIS HAS BEEN HAPPENING SINCE WE PURCHASED THE CAR NEW IN 2013. AUBURN CA Failure Date: 07/25/2017

8 11015345 2013 FORD EXPLORER Engine & Engine Cooling THE TURBO BOOST WENT OUT ON MY 2013 EXPLORER, I HAVE HAD THIS VEHICLE FOR 15 MONTHS AND IT HAS 76000 MILES ON IT. APPARENTLY THE PART IS BACKORDERED DUE TO THIS HAPPENING TO A TON OF EXPLORERS. I HAD TO GO ON A WAITING LIST AND I AM NUMBER 488 TO GET THIS PART, THEY ARE TELLING ME IT WILL TAKE MONTHS AND IT IS UNSAFE TO DRIVE. I COULD LOOSE POWER WHEN DRIVING AND MAKE THINGS WORST. THIS IS A SAFETY ISSUE AND I CAN'T BE WITHOUT A CAR. THE DEALERSHIP WILL NOT GIVE ME A LOANER CAR EITHER. I HAVE SEEN A LOT OF E-MAILS REGARDING THE SAME THING, DON'T YOU THINK THAT THIS SHOULD BE A RECALL DUE TO SAFETY ISSUES? I AM BESIDE MYSELF AND HAVE KNOW IDEA HOW I AM GOING TO BE

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WITHOUT A CAR, DO I CHANCE DRIVING IT AND MAY POSSIBLE GET KILLED BECAUSE I LOOSE POWER? THE CHECK ENGINE LIGHT COMES ON AND OFF ALL THE TIME WHEN DRIVING NO MATTER WHERE I AM DRIVING...

ETTERS PA Failure Date: 07/22/2017

8 11011220 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES WHEN I ACCELERATE, NOT FLOOR BOARDING IT BUT JUST REGULAR ACCELERATION THAT YOU SMELL IN THE CABIN. I BROUGHT IT TO FORD DEALERSHIP AND THEY SAID IT WAS NOTHING. THIS ISSUE HAS BEEN GOING ON SINCE I GOT THE VEHICLE IN 2015 OCTOBER. WALDORF MD

Failure Date: 07/13/2017

8 11002472 2013 FORD EXPLORER Engine & Engine Cooling ROTTEN EGG/SULFUR SMELL IN CABIN DURING HARD ACCELERATION / CO2 INFILTRATION CAUSING PASSENGER HEADACHES / NAUSEA. WHEN ACCELERATING TO HIGHWAY OR FREEWAY SPEEDS OR ACCELERATING TO PASS A VEHICLE THERE IS A SIGNIFICANT SULFUR SMELL IN THE CABIN. THE SMELL IS SIGNIFICANTLY WORSE WHEN THE AIR CONDITIONING IS ON AND IN RECIRCULATE MODE, BUT IS PRESENT REGARDLESS OF AC OR RECIRC MODE (CAN BE WHEN VENT OR HEAT IS ACTIVE ALSO). MOUNDSVIEW

MN Failure Date: 06/30/2017

8 11030422 2013 FORD EXPLORER Engine & Engine Cooling THIS MAKE/ MODEL/YEAR HAS A KNOWN FACTORY DEFECT THAT CAUSED THE EXHAUST MANIFOLD TO BLOW EXHAUST DIRECTLY INTO THE CABIN. I HAD TO FORCE THE DEALER TO FIX THIS, AS THEY ARGUED EXHAUST IS NOT DANGEROUS. I HAVE ATTACHED THE INSTRUCTIONS ON HOW TO FIX THIS, FROM THE FACTORY, PROVING IT WAS A KNOWN SERIOUS ISSUE, NOT DISCLOSED TO ME. THE DEALERSHIP DID A HORRIBLE JOB IN THE "REPAIR" - HAVING BROKEN OTHER PARTS OF THE CAR IN THE PROCESS. AFTER THEY "REPAIRED" THE CAR, IT BEGAN RANDOMLY SHUDDERING, WHILE IDLING. I HAVE ATTACHED A VIDEO OF IT. YOU WILL NEED TO TURN UP THE VOLUME TO THE MAX, AS YOUTUBE COMPRESSED THE SOUND TERRIBLY. I HAVE ONE WITNESS TO THIS HAPPENING TWICE. THE ENGINE STARTS VIBRATING WITH SUCH FEROCITY

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THAT IT SOUNDS AS THOUGH THE VEHICLE IS ABOUT TO EXPLODE. THE WITNESS IS WILLING TO TESTIFY IN COURT. [HTTPS://WWW.YOUTUBE.COM/WATCH?V=JOHECICECTK](https://www.youtube.com/watch?v=JOHECICECTK) . THIS VEHICLE HAS COMPLETELY FALLEN APART AROUND ME. THERE ARE 10 OTHER MAJOR MECHANICAL ISSUES, WHICH FORD REFUSES TO FIX. PHOENIXVILLE PA Failure Date: 05/31/2017

8 10991226 2013 FORD EXPLORER Engine & Engine Cooling MY VEHICLE IS EXHIBITING THE EXHAUST SMELL IN THE CABIN CONCERN. IT HAS BEEN VERIFIED BY THE TECHNICIAN AT JONES FORD IN NORTH CHARLESTON, SC. I PURCHASED THE VEHICLE USED IN JANUARY 2017. IT CURRENTLY HAS 58000 MILES ON IT. FORD IS TELLING ME THAT THEY WILL NOT COVER THIS ISSUE UNDER THE EXTENDED WARRANTY I PURCHASED FROM THEM. MOUNT PLEASANT SC Failure Date: 05/22/2017

8 10980107 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT THERE WAS AN ABNORMAL EXHAUST ODOR IN THE VEHICLE. UPON ACTIVATING THE AIR CONDITIONING UNIT, THE EXHAUST ODOR BECAME STRONGER AND SPREAD THROUGHOUT THE VEHICLE. AS A RESULT, THE CONTACT WAS UNABLE TO DRIVE THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 75,000. KANSAS CITY MO Failure Date: 04/17/2017

8 10970670 2013 FORD EXPLORER Engine & Engine Cooling THERE IS A CONSISTENT SMELL OF SULFUR OR GAS COMING INTO THE CAR THROUGH THE VENTS. I WAS LIGHT HEADED AND DIZZY WHILE DRIVING. STOPPED AND ROLL THE WINDOWS DOWN. THIS WAS NOT JUST ONCE BUT FORD IS DOING NOTHING ABOUT THE PROBLEM. I SEARCHED FOR RECALLS AND THEY SAID THERE IS NO RECALL ON MY FORD EXPLORER FOR THIS ISSUES. PLEASE ADVISE AS TO WHAT I AM TO DO? FARMINGTON HILLS MI Failure Date: 04/05/2017

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8 10970454 2013 FORD EXPLORER Engine & Engine Cooling SINCE PURCHASING OUR FORD EXPLORER NEW EXHAUST FUMES FILL THE CABIN WHEN ACCELERATING (INCREASE IN RPM). AFTER LONG TRIPS CAUSES HEADACHES AND DIZZINESS. IT'S BEEN AN ONGOING ISSUE FOR 4 YEARS. WE HAVE HAD THE FORD SERVICE BULLETINS FOR THIS ISSUE PERFORMED AND PROBLEM REMAINS. OAK POINT TX Failure Date: 03/25/2017

8 10960429 2013 FORD EXPLORER Engine & Engine Cooling STRONG PROPANE GAS SMELL WHILE DRIVING. MADISON WI Failure Date: 03/13/2017

8 10966716 2013 FORD EXPLORER Engine & Engine Cooling WE BOUGHT THE VEHICLE USED AND WITH 48 HOURS NOTICED AN EXHAUST SMELL INSIDE CABIN WHEN SITTING AT A TRAFFIC LIGHT OR STOP SIGN. DOUDS IA Failure Date: 03/13/2017

8 10959146 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. AFTER THE CONTACT RETRIEVED THE VEHICLE FROM THE DEALER FOR REPAIRING AN EXHAUST ODOR INSIDE THE CABIN, THE FAILURE STILL OCCURRED. THE CONTACT WAS ADVISED BY THE MECHANIC THAT THE SECOND STEP OF THE REPAIR PROCESS NEEDED TO BE PERFORMED BECAUSE THE FIRST STEP FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 59,216. MERIDIANVILLE AL Failure Date: 03/07/2017

8 11012646 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE THE VEHICLE WAS IDLING, THE CONTACT NOTICED AN ABNORMAL, STRINGENT EXHAUST ODOR WITHOUT WARNING. THE ODOR WAS ALSO NOTICED INSIDE THE VEHICLE WHILE DRIVING. THE DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS CONTACTED AND STATED THAT IT WAS THE CONTACT'S RESPONSIBILITY TO HAVE THE VEHICLE DIAGNOSED, AND THAT THERE WAS NO RECALL FOR

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THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 87,000.

OSWEGO NY Failure Date: 03/01/2017

8 11064972 2013 FORD EXPLORER Engine & Engine Cooling WHEN VEHICLE IS UNDER ACCELERATION, THERE IS AN EXHAUST SMELL THROUGHOUT THE CABIN. FORD HAS ATTEMPTED TO CORRECT THE ISSUE, BUT THE EXHAUST SMELL REMAINS UNDER ACCELERATION. FLOWERY BRANCH GA Failure Date: 02/24/2017

8 10956336 2013 FORD EXPLORER Engine & Engine Cooling CLIMATE CONTROL SYSTEM. THERE IS A PUNGENT ODOR COMING FROM THE SYSTEM AT VARIOUS TIMES, USUALLY WHEN THE AIR CONDITIONER IS OPERATING. THIS HAS BEEN AN ONGOING ISSUE AND THE SOURCE HAS NOT BEEN IDENTIFIED. THE ENGINE WILL BEGIN RUNNING ROUGH AT IDLE, BOTH IN DRIVE AND PARK, AS THOUGH IT WERE GOING TO STALL. THE PROBLEM WAS CHECKED AND COMPARED TO ANOTHER NEW VEHICLE, WHICH HAD NOT BEEN PURCHASED, AND IDENTIFIED AS BEING "NORMAL". MOST RECENTLY BOTH CATALYTIC CONVERTERS FAILED. THEY WERE REPLACED AND IT DOES NOT APPEAR TO HAVE CORRECTED ANY OTHER ISSUE. TUJUNGA CA Failure Date: 01/26/2017

8 10945515 2013 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING MY EXPLORER WILL LOSE ALL POWER AFTER 30-45 MINUTES IT WILL RESTART AND RUN FINE FOR A DAY OR SO AND THEN HAPPEN AGAIN. WHEN IT LOSES POWER ALL OF THE WARNINGS WILL APPEAR AND THE RADIO WILL STILL WORK. WHEN I RESTART THE VEHICLE IT TAKES A MINUTE FOR THE ENGINE TO TURN OVER. THIS IS VERY SCARY AND DANGEROUS WHEN I AM DRIVING DOWN THE HIGHWAY AT 70 MPH. I SEE THERE HAVE BEEN MANY COMPLAINTS ABOUT THIS BUT NO RECALL! THIS HAS ALSO HAPPENED WHILE DRIVING A BOTH 35-40 MPH ON CITY STREETS AND HAS HAPPENED A TOTAL OF ABOUT SIX TIMES. *TR OWASSO OK Failure Date: 01/16/2017

8 10955017 2013 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST/GASOLINE SMELL INSIDE THE CABIN WHILE DRIVING WITH WINDOWS

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CLOSED AND THE AIR CONDITIONING ON. TAMPA FL Failure Date:
01/08/2017

8 10946461 2013 FORD EXPLORER Engine & Engine Cooling OIL SUPPLY
LINE TO TURBO LEAKING. NO PARTS AVAILABLE TO MAKE THE REPAIR
THROUGH FORD. THIS IS THE SAME PART FAILURE AND HAS CAUSED A
RECALL IN THE 2016 - 2017 FORD EXPLORER SPORTS. FORD NEEDS TO LOOK
AT PREVIOUS YEARS TO DETERMINE IF A RECALL SHOULD BE DONE FOR ALL
2011 TO PRESENT. (FIRE HAZARD) LIBERTY CENTER OH Failure Date:
12/13/2016

8 10969107 2013 FORD EXPLORER Engine & Engine Cooling øTAKATA
RECALLø STRONG SMELL OF SULFUR,ENGINE OIL AND GASOLINE. NEW
YORK NY Failure Date: 11/26/2016

8 10930031 2013 FORD EXPLORER Engine & Engine Cooling TL* THE
CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 45
MPH, THE CONTACT'S VEHICLE SHUT OFF WITHOUT WARNING. THE VEHICLE
WAS PULLED OVER TO THE SIDE OF THE ROAD. THE DEALER DIAGNOSED
THAT THE THROTTLE BODY AND MOTOR ASSEMBLY FAILED. THE THROTTLE
BODY WAS REPLACED AND THE VEHICLE WAS REPAIRED. THE APPROXIMATE
FAILURE MILEAGE WAS 61,900. CANTONMENT FL Failure Date:
11/23/2016

8 11031600 2013 FORD EXPLORER Engine & Engine Cooling TL* THE
CONTACT OWNS A 2013 FORD EXPLORER. WHILE THE VEHICLE WAS IDLING
WITH EITHER THE AIR CONDITIONER OR HEAT ACTIVATED, THE ODOR OF
CARBON MONOXIDE ENTERED THE CABIN. THE CONTACT STATED THAT THE
CONDITION WAS WORSE WHILE IN RECIRCULATION MODE. THE VEHICLE WAS
TAKEN TO THE LOCAL DEALER (HAYFORD FORD, 1330 301ST AVE NE, ISANTI,
MN, 55040) WHO STATED THAT THEY COULD REPAIR THE VEHICLE PER TSB:
16-0165, BUT IT WOULD BE AT THE CONTACT'S EXPENSE. THE VEHICLE WAS
NOT REPAIRED DUE TO THE COST OF THE REMEDY. THE MANUFACTURER WAS
CONTACTED AND CONFIRMED THAT THERE WAS A TSB, BUT NO OPEN RECALL

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AND OUT OF POCKET EXPENSES. THE FAILURE MILEAGE WAS APPROXIMATELY 50,000. BLAINE MN Failure Date: 11/18/2016

8 10926069 2013 FORD EXPLORER Engine & Engine Cooling MY TRUCK HAS ALMOST 120000 MILES. AND WE WERE DRIVING AND NOTICE THE CHECK LIGHT CAME ON. WE WENT TO ADVANCE AUTO AND HAD THE TRUCK SCANNED TO SEE WHAT CODE WOULD COME UP. IT SAID THERE WAS TWO CYLINDER MISFIRED. AND THAT IT PROBABLY CAME FROM BAD FUEL. AND THEN THE ENGINE STARTED JUMPING AND SKIPPING. WE FINALLY GOT IT TO FIRESTONE AND THEY SAID THERE'S TAPPING AND KNOCKING AT THE BOTTOM OF THE ENGINE. THEY CAME TO THE CONCLUSION THAT NOW THE TRUCK NEEDS A NEW ENGINE. THEY QUOTED ME A ROUGH ESTIMATE OF \$10,000. WE'VE KEPT UP WITH ALL THE OIL CHANGES ALONG WITH HAVING THE A/C COMPRESSOR REPLACED BECAUSE IT WENT OUT AS WELL. THE WARRANTY COMPANY WILL ONLY REPLACE THE ENGINE WITH A USED OR REMANUFACTURED ENGINE FOR \$3700. THERE IS NO WAY A 2013 FORD EXPLORER WITH LESS THAN 120,000 MILES NEEDS A NEW ENGINE. AND WE ALSO SMELLED EXHAUST FUMES THROUGH THE VENTS INSIDE THE VEHICLE. KILLEEN TX
Failure Date: 11/05/2016

8 10925017 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL IS EXTREMELY NOTICEABLE AND DISTURBING, ESPECIALLY BECAUSE I AM TRAVELLING WITH A 3 YEAR OLD. WHAT CAN BE DONE TO RESOLVE THIS ISSUE IMMEDIATELY? I HAD A SIMILAR ISSUE WHEN THE GAS LINE HAD A LEAK AND THAT IS ALL I COULD SMELL. WESTMINSTER MD Failure Date: 10/14/2016

8 10914383 2013 FORD EXPLORER Engine & Engine Cooling I HAD AN INCIDENT IN JULY 24, 2016 WHEN I CAME TO A STOP AT A HIGHWAY TOLL BOOTH THE VEHICLE STARTED STALLING THE LOW OIL PRESSURE MESSAGE CAME ON AND STALLED I RESTARTED THE VEHICLE THE MESSAGE WENT AWAY AND RAN NORMAL THOUGHT IT WAS A CLUTCH SO I LEFT IT ALIGN. CHECKED OIL LEVEL AND IT WAS NORMAL. WELL TODAY 10/06/2016 MY MOTHER IN LAW THE VEHICLE BELONGING TO HER WAS DRIVING ON THE

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HIGHWAY TO WHERE SPEED LIMIT IS 70MPH. TRAFFIC CAME TO A SLOW DOWN ALMOST A STOP VEHICLE DID THE SAME LOW OIL PRESSURE MESSAGE CAME ON AND STALLED WITH MY KIDS ON BOARD. SHE HAD TO PUT IN PARK AND RESTARTED THE VEHICLE IN THE MIDDLE OF THE HIGHWAY POSING DANGER TO OTHER MOTORIST AND MOST IMPORTANT MY FAMILY. SOMETHING NEEDS TO BE DONE BEFORE SOMETHING BAD HAPPENS TO SOMEONE THAT COULD HAVE BEEN PREVENTED BY A RECALL AND FURTHER INVESTIGATION. THANK YOU FOR YOUR COOPERATION. *TR DONNA TX Failure Date: 10/06/2016

8 10954530 2013 FORD EXPLORER Engine & Engine Cooling THERE IS AN EXHAUST SMELL (LIKE BURNT HAIR) INSIDE THE CABIN WHEN THE CAR ACCELERATES, ESPECIALLY A HARD ACCELERATION AND OFTEN WHEN THE AIR CONDITIONING IS ON. CERTIFIED DEALER CANNOT IDENTIFY CAUSE OF ISSUE OR HOW IT OCCURS. ROCKLIN CA Failure Date: 10/01/2016

8 10957590 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT THE VEHICLE EMITTED AN EXHAUST ODOR THAT CAUSED THE CONTACT AND OTHER PASSENGERS TO HAVE HEADACHES. THE CONTACT TOOK THE VEHICLE TO THE DEALER, BUT IT WAS NOT DIAGNOSED OR REPAIRED. A CERTIFIED MECHANIC DIAGNOSED THAT THERE WAS AN EXHAUST FAILURE, BUT THE EXACT CAUSE OF FAILURE COULD NOT BE DETERMINED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 57,000. GREENVILLE SC Failure Date: 10/01/2016

8 10907617 2013 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING AN ERROR MESSAGE WITH WRENCH SYMBOL CAME ON AND CAR WOULDN'T MOVE. I PRESSED GAS PEDAL AND STILL WOULDN'T GO. I WAS DRIVING ON A CITY STREET IN HEAVY TRAFFIC.. LEANDER TX Failure Date: 09/16/2016

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8 10928523 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS ON SEVERAL OCCASIONS, THE VEHICLE STALLED. THE CONTACT WAS ABLE TO RESTART THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE THROTTLE BODY HAD EXCESS DEPOSITS, WHICH CAUSED THE VEHICLE TO STALL. THE VEHICLE WAS REPAIRED. THE CONTACT STATED THAT THE FAILURE WAS INTERMITTENT. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 62,000. CRESTVIEWFL Failure Date: 08/15/2016

8 11013412 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE THE VEHICLE WAS STATIONARY WITH THE AIR CONDITIONER ACTIVATED, THE CONTACT SMELLED AN EGG-LIKE ODOR INSIDE THE VEHICLE. THE CONTACT ROLLED DOWN THE WINDOWS TO RELEASE THE ODOR FROM THE CABIN OF THE VEHICLE. FREEDOM FORD OF EVENSBURGH, PENNSYLVANIA WAS MADE AWARE OF THE ISSUE AND STATED THAT THERE WAS NO RECALL. THE DEALER FURTHER STATED THAT AN EXTENSIVE PROCEDURE WOULD HAVE TO BE PERFORMED TO ADDRESS THE ISSUE, WHICH INCLUDED REMOVING THE BUMPER TO LOCATE THE ODOR. THE MANUFACTURER STATED THAT THERE WAS A TSB FOR THE FAILURE, BUT THE VEHICLE WAS OUT OF WARRANTY. THE FAILURE MILEAGE WAS APPROXIMATELY 30,000. COMMODORE PA Failure Date: 08/07/2016

8 10894129 2013 FORD EXPLORER Engine & Engine Cooling THE THROTTLE BODY FAILS CAUSING MY VEHICLE TO ENTER "LIMP" MODE REGARDLESS OF LOCATION OR CURRENT SPEED. WILL GO 70 ON A HIGHWAY THEN ALL OF THE SUDDEN LOSE SPEED AND SPEED CONTROL. THIS ISSUE CAN ALSO HAPPEN WHEN ACCELERATING, SLOWING DOWN, ETC. THE BIGGEST WORRY IS LOSING SPEED CONTROL REGARDLESS OF LOCATION. THIS ISSUE HAS BEEN IDENTIFIED IN OTHER FORD MODELS AND IS BEING VOLUNTARILY REPAIRED (BY FORD). HOWEVER, FOR SOME REASON THE 2013

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FORD EXPLORER WAS NOT INCLUDED IN THIS. OBVIOUSLY LOSING THROTTLE CONTROL WHILE DRIVING, HENCE FORDS VOLUNTARY REPAIR OF THE ISSUE. THE ISSUE STARTED TWO WEEKS AGO AND RANDOMLY HAPPENS. LAST HAPPENED ON 05 AUG 2016. PEARLAND TX

Failure Date: 08/05/2016

8 10892183 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL IN INTERIOR OF VEHICLE. I TYPICALLY DRIVE WITH A/C OR HEAT ON (SEASONALLY) AND ALWAYS USE OUTSIDE AIR (NO RE-CIRCULATION). SMELL IS MORE NOTICEABLE WHEN IDLING AT A STOP LIGHT OR OTHERWISE NOT IN MOTION. HAVE TRIED TWO SERVICE CALLS RECENTLY WITH NO RESOLUTION. AN ADDITIONAL RELATED ISSUE IS AN EVEN STRONGER FUEL SMELL IN MY GARAGE. THIS IS MORE OF A PRE-COMBUSTION SMELL. THE DEALER REPORTED THAT THIS IS NORMAL AS A RESULT OF THE CAPLESS GAS TANK FILTER SYSTEM. DEFINITELY A HEALTH HAZARD FOR ANYONE ENTERING THE GARAGE, AND THE SMELL GETS INTO THE HOUSE. THESE ISSUES HAVE PERSISTED FOR THE PAST 6-12 MONTHS, GETTING WORSE OVER TIME. TO DATE, THE DEALER HAS NO RESOLUTION FOR EITHER ISSUE. PLEASE HELP. ANCHORAGE AK Failure Date: 08/01/2016

8 10895109 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL IN CABIN DURING HEAVY LOADS ON ENGINE. I HAVE HAD THE TSB COMPLETED BY FORD AND STILL HAVE THIS PROBLEM.

AUSTIN TX Failure Date: 08/01/2016

8 10915566 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE OPERATING THE VEHICLE AND DEPRESSING THE ACCELERATOR PEDAL WITH THE AIR CONDITIONER ACTIVATED, EXHAUST FUMES EMITTED FROM THE AIR CONDITIONING VENTS. ALSO, THE FRONT DRIVER'S SIDE DOOR AJAR SENSOR ILLUMINATED ALTHOUGH THE DOOR WAS SECURED. EVENTUALLY, THE DOOR COULD NOT BE LOCKED AT ALL. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE DOOR LATCH MODULE WAS FAULTY AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURES. THE

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FAILURE MILEAGE WAS 36,000. TEMPLE TX Failure Date:
08/01/2016

8 10893006 2013 FORDEXPLOER Engine & Engine Cooling ON TWO SEPARATE OCCASIONS, THE CAR STALLED AFTER DE-ACCELERATING TO A STOPPED POSITION AND MADE A "CLUNK" SOUND FROM THE TRANSMISSION AREA. DURING THE FIRST EVENT AT A TRAFFIC LIGHT, A VERY NOTICEABLE "CLUNK" WAS HEARD THAT SOUNDED LIKE THE TRANSMISSION. THE CAR WAS RE-STARTED AND SEEMED TO DRIVE NORMALLY. TO BE ON THE SAFE SIDE, WE BROUGHT THE CAR TO THE DEALERSHIP TO HAVE IT CHECKED BUT THEY COULD FIND NOTHING WRONG. DURING THE SECOND EVENT AT A STOP SIGN, ANOTHER VERY NOTICEABLE "CLUNK" WAS HEARD FROM THE UNDERSIDE OF THE CAR AND THE CAR ACTUALLY SHIFTED SO THAT IT WAS FELT BY THE BODY. AFTER RE-STARTING THE CAR THIS TIME AND PLACING IT INTO DRIVE, THIS TIME THE CAR DID NOT MOVE WHEN PRESSING DOWN ON THE GAS PEDAL. INSTEAD, ONLY THE ENGINE REVVED UP. IN ADDITION, WHEN PUTTING THE GEAR INTO THE REVERSE OR DRIVE POSITION, THAT LOUD "CLUNK" SOUND AND THE PHYSICAL SHIFTING OF THE VEHICLE ALSO HAPPENED. BECAUSE THE CAR WOULD LITERALLY NOT GO, WE CALLED FOR A TOW-TRUCK AND TOOK IT TO THE FORD DEALERSHIP. AT THE DEALERSHIP, A CUSTOMER CARE REP AND A TECHNICIAN CAME OUTSIDE TO LOOK AT THE CAR. WHEN PUTTING THE CAR INTO REVERSE AND DRIVE, THE SAME "CLUNK" AND SHIFTING OF THE VEHICLE WAS OBSERVED AND ACKNOWLEDGED BY BOTH MEN. HOWEVER, AT THIS POINT THE CAR WOULD MOVE FORWARD WHEN APPLYING THE GAS. WE LEFT THE CAR AT THE DEALERSHIP FOR EVALUATION. WHEN FOLLOWING UP EARLY THE NEXT WEEK, WE WERE INFORMED THAT THEY HAD DRIVEN THE CAR ABOUT 100 MILES OVER THE COURSE OF THREE TRIPS AND THE CAR WAS RUNNING NORMALLY. ALSO, WE WERE TOLD THAT THE DIAGNOSTIC/EVALUATION OF THE PCM AND TRANSMISSION DID NOT SHOW ANYTHING WAS WRONG. IN MY OPINION, THERE ARE TWO PROBLEMS HERE: #1, THE STALLING/TRANSMISSION PROBLEM AND #2, THE INABILITY TO IDENTIFY THE PROBLEM FOR SUCH A MAJOR EVENT MATTHEWS NC Failure Date: 07/15/2016

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8 10884376 2013 FORD EXPLORER Engine & Engine Cooling DELAY OR LAG UNDER HEAVY ACCELERATION, WAS MAKING A LEFT ONTO INCOMING TRAFFIC, SHOULD HAVE HAD ENOUGH TIME UNDER NORMAL CIRCUMSTANCES BUT THERE WAS ABOUT A 3 SECOND DELAY BEFORE THE ENGINE REALLY KICKED IN ENDED UP ALMOST CAUSING AN ACCIDENT, I'VE NEVER FELT SO POWERLESS TO DO ANYTHING OTHER THAN VEER OUT OF THE LANE TO AVOID GETTING HIT CHINO CA Failure Date: 07/09/2016

8 10884378 2013 FORD EXPLORER Engine & Engine Cooling DELAY OR LAG UNDER HEAVY ACCELERATION, WAS MAKING A LEFT ONTO INCOMING TRAFFIC FROM A COMPLETE STOP, SHOULD HAVE HAD ENOUGH TIME UNDER NORMAL CIRCUMSTANCES TO MAKE THE TURN BUT THERE WAS ABOUT A 3 SECOND DELAY BEFORE THE ENGINE REALLY KICKED IN AND STARTED ACCELERATING AND ENDED UP ALMOST CAUSING AN ACCIDENT, I'VE NEVER FELT SO POWERLESS TO DO ANYTHING OTHER THAN VEER OUT OF THE LANE TO AVOID GETTING HIT CHINO CA Failure Date: 07/09/2016

8 10885884 2013 FORD EXPLORER Engine & Engine Cooling BOUGHT A USED FORD EXPLORE XLT WITH 32K MILES. AS I HAVE BEEN DRIVING THE SUV I AM NOTICING THAT WHENEVER I FULLY PRESS DOWN ON THE GAS PEDDLE TO INCREASE MY ACCELERATION WHETHER I AM MERGING ONTO THE FREEWAY, CHANGING LANES OR SCALING A HILL, THE CABIN IS FILLED WITH A STRONG EMISSIONS ODOR. WHICH WORRIES ME BECAUSE I NORMALLY HAVE CHILDREN IN THE VEHICLE. AS I LET UP ON THE GAS PEDDLE THE ODOR DISSIPATES. I HAVE NOTICED THIS ODOR WHEN I HAVE MY MAX A/C FUNCTION ON WHICH IS USING RECIRCULATED AIR. FONTANA CA Failure Date: 07/05/2016

8 10882962 2013 FORD EXPLORER Engine & Engine Cooling VEHICLE EMITS BAD ODOR UPON HARD ACCELERATION OR ANY OTHER ACTIVITY WHICH PUTS A STRAIN ON THE ENGINE. DEALER DEODORIZED THE EXHAUST SYSTEM WITH SOME PERFUME LIKE SUBSTANCE WHICH STOPPED THE SMELL, BUT PROBABLY NOT THE GAS, FOR A WHILE WHICH SOON WORE OFF AND RETURNED. FORD DOES NOT CLAIM TO KNOW ANYTHING ABOUT THE ISSUE.

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I'M CONCERNED ABOUT CARBON MONOXIDE AND HAVE THOUGHT ABOUT PUTTING IN A SENSOR TO RECORD THE LEVELS. THERE IS SOMETHING WRONG WITH THE EXHAUST SYSTEM. HOUSTON TX Failure Date: 07/04/2016

8 10954453 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT NOTICED STRONG FUMES INSIDE THE VEHICLE WHICH CAUSED NAUSEA AND HEADACHES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 35,000. UPDATED 06/02/17*LJ ANAHEIM CA Failure Date: 07/03/2016

8 10882928 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES ENTER THE CABIN DURING HARD ACCELERATION. THIS IS MOST NOTICEABLE WHEN ALL WINDOWS ARE CLOSED AND THE CLIMATE CONTROL SYSTEM IS ON. REPRODUCIBLE MOST EASILY WHEN AT 30 MPH OR HIGHER WHEN MERGING ONTO A HIGHWAY. THIS HAS HAPPENED SINCE THE VEHICLE WAS PURCHASED NEW. ONE NOTE: THIS MAY HAPPEN AT ANY SPEED HOWEVER THE VEHICLE IS NOT PUT UNDER MAXIMUM OR NEAR MAXIMUM ACCELERATION UNLESS MERGING ONTO A HIGHWAY OR PASSING. BRIDGMAN MI Failure Date: 07/01/2016

8 10947370 2013 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST SMELL IN THE CABIN OF THE VEHICLE MAKING DRIVER AND ANY PASSENGERS FEEL SICK. WORSE WHEN MIDDLE AND BACK SEATS ARE UP, LESS IF SEATS ARE FOLDED DOWN. HAPPENS IMMEDIATELY WHEN CARE IS STARTED AND CONTINUES WHEN DRIVING. *TR STANTON NJ Failure Date: 07/01/2016

8 10883250 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, AN EXHAUST FUME ODOR ENTERED INTO THE CABIN OF THE VEHICLE. AS A RESULT, THE CONTACT BECAME NAUSEATED. THE VEHICLE WAS NOT

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DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 59,000.

NORWOOD NC Failure Date: 06/30/2016

8 10881925 2013 FORD EXPLORER Engine & Engine Cooling FUEL THROTTLE BODY ERROR P2111 HAS HAPPENED 5 TIMES IN 3 DAYS, CAUSING GREAT DISTRESS TO ME AND MY FAMILY. THIS IS A POTENTIALLY DEADLY DEFECT AND IT SEEMS MANY OTHERS ARE HAVING THE SAME ISSUE. WHAT OCCURS IS THAT A WRENCH APPEARS ON SCREEN WITH THE ERROR MESSAGE "TERRAIN MANAGEMENT SYSTEM FAULT" AND THE VEHICLE GOES INTO "LIMP MODE," EVEN AT HIGHWAY SPEEDS, CAUSING THE ACCELERATOR PEDAL TO BECOME UNRESPONSIVE. ORLANDO FL Failure Date: 06/25/2016

8 10882612 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING AT ANY SPEED, THE EXHAUST FUMES ENTERED THE VEHICLE THROUGH THE AIR CONDITIONING SYSTEM WHEN THE VEHICLE ACCELERATED. THE VEHICLE WAS TAKEN TO A DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 76,000.

EVART MI Failure Date: 06/15/2016

8 10883465 2013 FORD EXPLORER Engine & Engine Cooling DEFECTIVE THROTTLE BODY. VEHICLE UNEXPECTEDLY SHUTS OFF. THIS HAS HAPPENED WHILE TURNING IN FRONT OF ON COMING TRAFFIC LUCKILY THE VEHICLE WAS ABLE TO COAST TO THE SHOULDER. HAS ALSO HAPPENED ON THE FREEWAY AND IN THE MIDDLE OF AN INTERSECTION. IT HAS HAPPENED AT LEAST A DOZEN TIMES. ALL POWER TO VEHICLE IS LOST. PART FOR VEHICLE IS CURRENTLY ON NATIONAL BACK ORDER WHICH INDICATES THAT THERE MIGHT BE MORE PROBLEMS WITH THIS PART ON OTHER VEHICLES AND NOT JUST MINE. LAKESIDE CA Failure Date: 06/01/2016

8 10903086 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING AT ANY SPEED,

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EXHAUST FUMES EMITTED INTO THE VEHICLE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER, BUT WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 34,000. HENDERSON CO Failure Date: 06/01/2016

8 10903923 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT THERE WERE STRONG FUMES EMITTING INTO THE CABIN OF THE VEHICLE, WHICH CAUSED NAUSEA AND HEADACHES. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 30,000. GRAHAM NC Failure Date: 06/01/2016

8 10863341 2013 FORD EXPLORER Engine & Engine Cooling GETTING EXHAUST FUMES IN THE CABIN OF VEHICLE AT TIMES. SOMETIMES SO BAD THAT IT MAKES YOU SICK NAUSEOUS AND HEADACHES. FORD REFUSES TO FIX PROBLEM UNDER THERE WARRANTY. IT HAPPENS AT ANY TIME SLOW OR AT HIGHWAY SPEEDS WHEN USING THE AC OR HEATER IT IS EVEN WORSE. SAN ANTONIO TX Failure Date: 05/02/2016

8 10954773 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES WHEN ACCELERATING. ORANGE CITY FL Failure Date: 04/30/2016

8 10860705 2013 FORD EXPLORER Engine & Engine Cooling WHEN DRIVING LOSS OF POWER HAPPENS. CAN NOT ACCELERATE! CAR GOES INTO LIMP MODE. CAN HAPPEN AT ANY TIME WITHOUT WARNING. CAR HAS 40K MILES. VERY DANGEROUS IF DRIVING ON THE FREEWAY. IT HAS HAPPENED 3 TIMES IN THE LAST WEEK. CORAL SPRINGS FL Failure Date: 04/15/2016

8 10908580 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, EXHAUST FUMES EMITTED INSIDE THE VEHICLE WITHOUT

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WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE GRILL ASSEMBLY/VENT AIR, MOLDING, VALVE ASSEMBLY, AND AUTO DRAIN NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 57,897. ..UPDATED 10/13/16 *BF UPDATED 10/18/16.*JB WEST POINT UT Failure Date: 04/10/2016

8 10888615 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING 55 MPH, EXHAUST FUMES ENTERED THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THERE WAS A VENT LEAK THAT NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS APPROXIMATELY 76,718. UPDATED 10/07/16*LJ *CN CAPSHAW AL Failure Date: 03/25/2016

8 10864395 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING AT VARIOUS SPEEDS, THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE LOST POWER. THE VEHICLE ALSO HESITATED BEFORE ACCELERATING. IN ADDITION, THE CONTACT NOTICED AN ABNORMAL NOISE COMING FROM THE ENGINE COMPARTMENT AND THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 125,000.
WASHINGTON MO Failure Date: 01/01/2016

8 10892577 2013 FORD EXPLORER Engine & Engine Cooling I PURCHASED A NEW 2013 FORD EXPLORER IN PUERTO RICO ON NOVEMBER 2014. SINCE THE FIRST DAY IT LEAKED EXHAUST FUMES INTO THE CABIN WHEN ACCELERATING. AFTER MORE THAN 10 SERVICE VISITS TO THE DEALERSHIP, I WAS TOLD BY FORD FIELD SERVICE ENGINEER CARLOS J. DOMINGUEZ "THERE WAS NOTHING MORE THEY COULD DO ABOUT THE PROBLEM BECAUSE IT WAS CAUSED THE VEHICLE'S DESIGN, THE ANGLE AND HEIGHT IT STANDS FROM THE ROAD AND THE VACUUM THAT CAUSED WHEN THE VEHICLE ACCELERATED". I WAS DIAGNOSED WITH LYMPHOMA - CANCER

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A YEAR AND A MONTH AFTER I PURCHASED MY 2013 FORD EXPLORER. I TRADED IT IN FOR A NEW 2016 FORD EXPLORER LAST MAY IN THE HOPE THE NEW MODEL DID NOT HAVE THE SAME ISSUE, BUT IT DOES. AFTER DEALERSHIP CONSULTED FORD, THEY ASKED ME TO BRING THE UNIT IN TO PERFORM THE SAME REMEDIES AS MY PREVIOUS 2013 FORD EXPLORER UNIT. CONSULTED MY ONCOLOGIST AND WE ARE LOOKING INTO THE POSSIBILITY THAT MY 2013 FORD EXPLORER MIGHT HAVE CAUSED MY LYMPHOMA CANCER. SAN JUAN PR Failure Date: 12/29/2015

8 10883018 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, AN EXHAUST ODOR EMITTED INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE BRAKES, WHEEL BEARING, AND FUEL SENDING UNIT NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, A MONTH LATER, THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER, BUT THE CAUSE OF THE FAILURE WAS UNDETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 35,000. CLEVELAND OH Failure Date: 12/15/2015

8 10884239 2013 FORD EXPLORER Engine & Engine Cooling CAR HAS AUXILIARY A/C SYSTEM AND CABIN WILL FILL WITH EXHAUST SMELL AFTER MERGING INTO TRAFFIC. THIS IS TO SAY AFTER HEAVY ACCELERATION AND THEN BACKING OFF TO TRAFFIC SPEED YOU CAN SMELL EXHAUST IN THE CAR AND WHEN I DO I OPEN A BACK WINDOW TO GET RID OF THE ODOR. HAVE PERSONALLY GOTTEN HEADACHES AFTER LONGER DRIVES AND NOW SUSPECT EXHAUST. A/C SETTINGS ARE IN RECIRCULATION WITH THE AUXILIARY SYSTEM ON ALSO. DEALERSHIP HAD A TECH RIDE WITH ME AND WE WENT FOR A DRIVE IN THE CAR, HE DID NOT SMELL THE EXHAUST TO THE SAME DEGREE AS I DID BUT SAID THERE WAS A TSB TO SEAL THE REAR AREA OF THE CAR AND THE REAR VALANCE WOULD HAVE TO BE TAKEN OFF. (RATHER LONG JOB) DEALERSHIP TOLD ME IT WOULD COST ABOUT \$669 AND

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IS NOT COVERED BY MY EXTENDED WARRANTY OR BY A SAFETY RECALL.
THIS IS SOMETHING I THINK THE MANUFACTURE SHOULD TAKE CARE OF
SINCE IT IS A SAFETY ISSUE. HOLLYWOOD SC Failure Date:
11/28/2015

8 10807816 2013 FORD EXPLORER Engine & Engine Cooling TL* THE
CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT WHILE
DRIVING AT 30 MPH, THE VEHICLE STALLED AND ALL THE INSTRUMENT PANEL
LIGHTS ILLUMINATED AS THE WRENCH WARNING LIGHT ILLUMINATED. THE
CONTACT COASTED OVER TO THE SIDE OF THE ROAD AND WAS ABLE TO
RESTART THE VEHICLE AND IT WAS DRIVEN TO THE RESIDENCE. THE FAILURE
RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO THE DEALER BUT
WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF
THE FAILURE. THE FAILURE MILEAGE WAS 57,120. PEMBROKE
PINE FL Failure Date: 11/25/2015

8 11033874 2013 FORD EXPLORER Engine & Engine Cooling WEIRD
SMELL WHEN A/C IS TURNED ON AND WHEN ACCELERATING.
ASHBURN VA Failure Date: 10/31/2015

8 10786914 2013 FORD EXPLORER Engine & Engine Cooling UNDER
HEAVY ACCELERATION (I.E. HIGHWAY ON-RAMP), A VERY STRONG ODOR
(BURNING RUBBER, EXHAUST?) ENTERS THE CABIN. THIS HAPPENS EVERY
TIME, WHETHER THE AC IS ON OR OFF, RECIRCULATING OR FRESH AIR. THE
ODOR IS EXTREMELY STRONG AND LASTS SEVERAL MINUTES. I'M ESPECIALLY
CONCERNED FOR MY 3 YEAR OLD SON WHO IS EXPOSED TO THIS.
CUMMING GA Failure Date: 10/29/2015

8 10917849 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST
LEAK IN CABIN VIRGINIA BEACH VA Failure Date: 10/21/2015

8 11035265 2013 FORD EXPLORER Engine & Engine Cooling
UNPLEASANT FOUL ODOR EMITTED INTO PASSENGER COMPARTMENT
WHENEVER ACCELERATING WITHIN MID TO HIGH RPM RANGE SUCH AS WHEN

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PASSING OR PULLING A GRADE. FUMES SMELL SIMILAR TO ROTTEN EGGS OR SULFUR. FOUL ODOR CAUSES HEADACHES DURING PERIODS OF EXTENDED EXPOSURE SUCH AS WHEN DRIVING FOR SEVERAL HOURS. THIS CONDITION HAS EXISTED EVER SINCE THE VEHICLE WAS PURCHASED. PALO CEDRO CA Failure Date: 09/14/2015

8 10967675 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE THE ACCELERATOR PEDAL WAS DEPRESSED, THERE WAS AN ABNORMAL EXHAUST ODOR IN THE VEHICLE. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE FAILURE WAS INHERENT TO THE MODEL VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS APPROXIMATELY 30,000. APOLLO BEACH FL Failure Date: 09/01/2015

8 11030625 2013 FORD EXPLORER Engine & Engine Cooling WE BOUGHT OUR VEHICLE USED IN 2015 WITH LESS THAN 40K MILES ON IT. IT IS OUR MAIN, FAMILY VEHICLE. THE FIRST ISSUES STARTED WITH PAINT CHIPPING ON THE HOOD. THE FORD STORE WE BOUGHT IT FROM NEVER STATED THIS WAS A PROBLEM. WE DID NOTICE IT AFTER HAVING IT AT HOME AND IT HAS GRADUALLY BECOME WORSE. I HAVE HAD USAA INSPECT IT AND THEY SAID IT LOOKS LIKE "SOMEONE DROVE IT WHERE THERE WAS HIGH SULFUR PRESENT"---NEAR WATER OR ETC. THE SECOND ISSUE IS WITH THE ENGINE. ON SEVERAL OCCASIONS OUR VEHICLE HAS FAILED TO TURN OVER AT THE FIRST START. WILL SIT THERE AND MAKE NOISES LIKE IT IS TRYING BUT FAIL AND TURN OFF. ONE INSTANCE HAPPENED WHILE WE WERE DRIVING ON A STREET ROAD. CAR HAD TROUBLE STARTING AND THEN SHUT OFF RANDOMLY. WE HAVE CONTACTED USAA AND TAKEN THE VEHICLE TO OUR LOCAL FORD DEALERSHIP BUT THEY CANNOT SEEM TO HELP RESOLVE EITHER ISSUES. UPON CONDUCTING OUR OWN RESEARCH I SEE THAT THESE ARE RE-OCCURRING ISSUES WITH OTHER OWNERS, ACROSS THE US AND FORD HAS YET TO RESOLVE. VEHICLE IS UNSAFE LACEY WA Failure Date: 09/01/2015

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8 10760825 2013 FORD EXPLORER Engine & Engine Cooling DURING ACCELERATION, THERE IS A NOTICEABLE, EXHAUST SMELL IN THE CABIN OF THE VEHICLE. THE SMELL DOES NOT DISSIPATE UNLESS YOU OPEN THE WINDOWS OR TURN THE A/C ON HIGH TO CLEAR THE AIR.

AUSTIN TX Failure Date: 08/18/2015

8 10873701 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING 60 MPH, THE VEHICLE STALLED AND THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE FAILURE RECURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE CAUSE OF THE FAILURE COULD NOT BE DIAGNOSED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 20,000.

WINTHROP MA Failure Date: 08/12/2015

8 10954551 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT NOTICED AN ABNORMAL ODOR INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE FAILURE COULD NOT BE DUPLICATED THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE AND VIN WERE UNKNOWN. UPDATED 05/09/17*LJ *CN HOUSTON TX Failure Date: 08/10/2015

8 10733811 2013 FORD EXPLORER Engine & Engine Cooling RADIATOR HOSE BREACHED, DECOMPRESSING RADIATOR. RADIATOR HOSE WAS RUBBED OPEN BY NEARBY METAL COMPRESSOR LINE RUNNING PERPENDICULAR. HOLE WAS 1" BY 1/2". RADIATOR IMMEDIATELY EMPTIED, ENGINE OVERHEATED AND SHUDDERED. REPAIR MADE BY FORD DEALERSHIP ONLY REPLACED HOSE AND FLUSHED COOLANT. FORD DID NOT REMEDY SITUATION WHERE METAL COMPRESSOR LINE IS ADJACENT AND SOMETIMES IN CONTACT WITH RADIATOR HOSE. I HAVE PHOTO AND VIDEO PROVING THE AC LINE RUBBED THE HOSE OPEN. BATON ROUGE LA Failure Date: 06/30/2015

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8 10731285 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING 65 MPH, EXHAUST FUMES ENTERED THE VEHICLE. THE FAILURE RECURRED SIX TIMES. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN PLACED SILICONE AND SEAL AROUND THE BUMPER AND HOLES AND REPROGRAMMED THE HVAC. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED TWICE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 35,000. MA 10/8 UPDATED 11/02/2017*CN

AMSTERDAM NY Failure Date: 06/28/2015

8 10733459 2013 FORD EXPLORER Engine & Engine Cooling AS I WAS DRIVING WITH MY WIFE AND THREE BOYS IN A HIGHWAY, THE ENGINE LIGHT TURN ON AND THE VEHICLE CHOKE AND TURN OFF, THE CAR THAT WAS COMING IN BACK OFF ME NEARLY HIT ME CAUSING A MAJOR ACCIDENT. THE CAR IN BACK OF ME SWONG TO THE LEFT NEARLY HITTING THE CAR COMING ON THE LEFT AND MY VEHICLE, MY HEART STARTED PUMPING FAST KNOWING WHAT COULD HAD HAPPENED. THIS SITUATION GOT ME THINKING NOT TO THRUST FORD VEHICLES. I CAN'T RISK PUTTING MY FAMILY LIFE IN DANGER BECAUSE OF A FAIRLY NEW VEHICLE. THIS SHOULDN'T BE HAPPENING ON A TWO AND HALF YEAR OLD CAR. I TOOK IT TO GET DIGNOSTIC TEST AND IT CAME OUT THAT THE THROTTLE BODY AND PULGE VALVE NEEDS TO BE REPLACED. FORD SHOULD RECALL THESE VEHICLE IMMIDIATELY.

MIAMI FL Failure Date: 06/26/2015

8 10730198 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING AT 75 MPH, THE VEHICLE ACCELERATED WITHOUT WARNING. THE BRAKE PEDAL WAS DEPRESSED BUT FAILED TO STOP THE VEHICLE. AS A RESULT, THE CONTACT SHIFTED THE VEHICLE IN NEUTRAL IN ORDER TO BRING THE VEHICLE TO A STOP. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE FAILURE WAS UNABLE TO BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE

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FAILURE MILEAGE WAS 62,000. THE VIN WAS NOT AVAILABLE.

CANONSBURG PA Failure Date: 06/21/2015

8 10760932 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST IS ENTERING THE PASSENGER COMPARTMENT THROUGH THE FRONT AND REAR AIR CONDITIONING VENTS WHEN THE ENGINE IS ACCELERATED TO 3500 RPM OR ABOVE. I NOTICED THIS CONDITION WHILE DRIVING AROUND TOWN, WHEN PASSING ANOTHER CAR OR ACCELERATING TO ENTER THE FREEWAY, BUT THE PROBLEM WAS REALLY EVIDENT ON A RECENT DRIVING VACATION FROM KANSAS CITY TO SEATTLE WA. WE WENT THROUGH SEVERAL MOUNTAINOUS STATES AND IT WAS TERRIBLE, THE CAR WAS CONSTANTLY ACCELERATING ABOVE 3500 RPM TO MAINTAIN SPEED ON UP HILL GRADES, THE CAR CONSTANTLY REEKED OF EXHAUST. WE HAD TO ROLL THE WINDOWS DOWN TO KEEP IT AIRED OUT. I TOOK THE CAR TO MY FORD DEALER WHEN I RETURNED FROM THE TRIP, THEY SAID THERE IS NO PROBLEM. I AM NOT GOING TO ARGUE WITH FORD OVER THIS, I HAVE PURCHASED A CARBON MONOXIDE METER WHICH I KEEP IN THE CAR AND HAVE RECORDED CARBON MONOXIDE IN THE CABIN AS HIGH AS 15 PPM DURING ACCELERATION. THIS CAR NEEDS TO BE RECALLED, I HAVE READ THAT I AM NOT ALONE, THIS PROBLEM EXISTS ON FORD EXPLORERS MANUFACTURED FROM 2011 - 2015. WHY ? KANSAS CITY MO Failure Date: 06/20/2015

8 10819251 2013 FORD EXPLORER Engine & Engine Cooling I CURRENTLY OWN A 2013 FORD EXPLORER THAT HAS APPROXIMATELY 51K MILES. I HAVE NOTICED ON MORE THAN ONE OCCASION, THAT DURING PERIODS OF SUSTAINED DRIVING WE EXPERIENCE ODOR OF CERTAIN GASES OR FUMES. THESE ODORS ARE NOT CONSTANT, BUT THEY ARE PRESENT WITHIN THE CAB EVEN WHILE THE WINDOWS ARE SECURE. AGAIN, THE ONLY EXPERIENCES OF THESE INCIDENTS SO FAR ARE DURING PERIODS OF DRIVING FOR 2 OR MORE HOURS CONTINUOUSLY. I HAVE CHECKED WITH THE FORD MOTOR COMPANY, AND SEARCHED ONLINE AND I HAVENOT FOUND ANY RECALL INFORMATION REGARDING EMISSION PROBLEMS OF THIS NATURE. WE, OUR FAMILY WOULD APPRECIATE IF MORE RESEARCH COULD BE DONE

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ON THIS MATTER. WE PERSONALLY BELIEVE THAT MAY LEAD TO A HEALTH RELATED ILLNESS/INJURY. SINCERELEY QUENZIE COLE, MSGT, USAF (RETIRED) (910)850-8194 KINGQCC@AOL.COM FAYETTEVILLE NC Failure Date: 06/06/2015

8 10717658 2013 FORD EXPLORER Engine & Engine Cooling BURNT OIL SMELL DURING ACCELERATION OR LONG TRIPS. THIS IS EASILY REPEATABLE AND HAPPENS EVERY TIME. ROCK HILL SC Failure Date: 05/21/2015

8 10725436 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST ODOR NOTICED INSIDE 2013 EXPLORER. THE FUMES HAVE CAUSED HEADACHES, NAUSEA, AND FATIGUE. THESE INCIDENTS HAVE OCCURRED DURING ACCELERATION AND SUSTAINED HIGHWAY SPEEDS. THE EXHAUST SMELL IS NOTICED THROUGHOUT INSIDE THE VEHICLE, FROM THE DRIVER TO THE PASSENGERS IN SECOND AND THIRD ROW (MY KIDS). THIS IS A REPEATABLE INCIDENT. ROUND ROCK TX Failure Date: 05/01/2015

8 10702500 2013 FORD EXPLORER Engine & Engine Cooling GAS/ EXHAUST SMELL WHILE DRIVING. THIS SMELL IS COMING OUT OF THE HEATING AND AIR CONDITION VENTS WHILE DRIVING. MAKE YOU NAUSEOUS. *TR STONE MOUNTAIN GA Failure Date: 03/16/2015

8 10704366 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT HEARD AN ABNORMAL NOISE COMING FROM THE FRONT OF THE VEHICLE AND THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE CONTACT STATED THAT THERE WAS SMOKE COMING THROUGH THE VENTS INTO THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER, BUT WAS NOT DIAGNOSED. THE ECO BOOST MOTOR WAS REPLACED. AFTER THE VEHICLE WAS SERVICED, WHILE DRIVING 45 MPH, THE CONTACT HEARD A KNOCKING NOISE UNDER THE HOOD OF THE VEHICLE AND THE ENGINE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE EVAP PURGE VALVE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF

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THE FAILURES. THE FAILURE MILEAGE WAS 85,491. GIDDINGS
TX Failure Date: 03/13/2015

8 11013939 2013 FORDE EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT WHILE THE DRIVER WAS DRIVING AT VARIOUS SPEEDS, THERE WAS AN ODOR OF EXHAUST/CARBON MONOXIDE EMITTED THROUGH THE VENT OF THE VEHICLE, CAUSING THE DRIVER TO BECOME DROWSY WHILE DRIVING. THE CONTACT STATED THAT THE EXHAUST ODOR REMAINED PERMANENTLY IN THE VEHICLE. THE VEHICLE WAS TAKEN TO AUTONATION FORD DEALER, LOCATED ON 1227 GULF FREEWAY, HOUSTON, TX 77034 WHERE IT WAS DIAGNOSED THAT THE EXHAUST SYSTEM NEEDED TO BE REFILL. THE VEHICLE WAS NOT REPAIRED DUE TO THE REPAIR FEES. THE CONTACT CALLED THE MANUFACTURER WHERE IT WAS INFORMED THAT THE WARRANTY DID NOT COVER THE REPAIR AND REFERRED THE CONTACT TO NHTSA. THE APPROXIMATE FAILURE MILEAGE WAS 48,126. HOUSTON TX Failure Date: 02/03/2015

8 10956357 2013 FORDE EXPLORER Engine & Engine Cooling THE SMELL OF EXHAUST FILLS THE VEHICLE SOMETIMES WHEN IT IS IN MOTION. FREELAND MI Failure Date: 02/01/2015

8 10689365 2013 FORDE EXPLORER Engine & Engine Cooling STRONG EXHAUST SMELL IN THE CABIN OF THE VEHICLE. SMELLS BAD AND GIVES ME A HEADACHE. I DRIVE WITH MY DAUGHTER IN THE CAR AND AM VERY WORRIED ABOUT THE EFFECTS IT IS HAVING ON HER (AS WELL AS MYSELF). THIS SHOULD BE A RECALL ISSUE!! *TR SYKESVILLE MD
Failure Date: 01/16/2015

8 10953883 2013 FORDE EXPLORER Engine & Engine Cooling I AM HAVING SOME ISSUES WITH MY 2013 FORD EXPLORER AND FORD DEALERSHIP.. IN THE NUT SHELF APPARENTLY THEY HAVE BEEN SOME ISSUED ALREADY RECORDED ABOUT THE SMELL OF EXHAUST IN THE CABIN ESPECIALLY ON THE HIGHWAY IF YOU TRYING TO GET ON OR PASS SOMEONE ETC..ø I HAVE BEEN TELLING FORD IN TALLASSEE (WHERE WE PURCHASED

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THE CAR) AND LONG LEWIS IN PRATTVILLE THE SAME THINGØ THEY TOLD ME THAT THEY NEVER HEARD OF SUCH AND THAT THERE WAS NOTHING WRONG WITH MY CARØ ANYWAY MY CAR IS BACK IN TALLASSEE AT THE FORD DEALERSHIPØ NOW THEY SAID YES IT IS AN ISSUE BUT MY EXTENDED WARRANTY WONØT COVER IT B/C ITØS AN UPDATE AND NOT A PART THAT NEEDS TO BE FIXEDØ THE UPDATE IS \$1300Ø NEEDLESS TO SAY I DONØT HAVE THE MONEY TO PAY FOR IT RIGHT NOW.. THE MAIN ISSUE IS THAT OF COURSE, FORD IS AWARE OF THE PROBLEM BUT WONØT ISSUE A RECALLØ THE MUFFLER EXHAUST GOES INSIDE THE CABIN I/O OUTSIDE WHICH IS WHY THE SMELL IS SO BADØ. ME AND MY FAMILY HAVE BEEN BREATHING CARBON MONOXIDE EVERY TIME WE GET IN THE CAR.. ESPECIALLY LONG RIDE, WE ALL GET HEADACHESØ. COUPLE YEARS AGO I STARTED BEING WITH HEADACHES AND MIGRAINES AND HAVE BEEN PUT ON MEDSØ I NEVER HAD MIGRAINES BEFORE WE GOT THE CARØ COINCIDENCE??? DONØT THINK SO. PRATTVILLEAL Failure Date: 01/01/2015

8 10681254 2013 FORD EXPLORER Engine & Engine Cooling IN DECEMBER 2014, SEVERAL PATROL OFFICERS FROM THE YARMOUTH POLICE DEPARTMENT REPORTED THE ODOR OF EXHAUST FUMES IN THE PASSENGER COMPARTMENT OF A 2013 FORD EXPLORER INTERCEPTOR SUV THEY HAD BEEN OPERATING. WHILE SITTING STATIONARY WITH THE ENGINE IDLING, THE OFFICERS DETECTED THE ODOR OF EXHAUST LEAKING INTO THE PASSENGER COMPARTMENT OF THIS VEHICLE. UPON FURTHER EXAMINATION BY OUR PUBLIC WORKS MECHANIC, MULTIPLE CRACKS WERE DISCOVERED IN THE WELDS CONNECTING THE EXHAUST PIPES TO THE RESONATOR. THESE CRACKS WERE ALLOWING EXHAUST FUMES TO LEAK DIRECTLY INTO THE PASSENGER COMPARTMENT WHILE THE VEHICLE WAS SITTING STATIONARY. FOR SAFETY REASONS, THE VEHICLE WAS IMMEDIATELY REMOVED FROM THE FLEET UNTIL THE EXHAUST SYSTEM WAS REPLACED. THE REPLACEMENT EXHAUST ELIMINATED THE EXHAUST LEAKAGE PROBLEM. A SECOND FORD SUV OWNED BY THE YARMOUTH POLICE DEPARTMENT AND PURCHASED AT THE SAME TIME AS THE ONE MENTIONED ABOVE WAS ALSO PULLED FROM THE FLEET AND INSPECTED FOR EXHAUST CRACKS. THIS SUV, WHICH HAS

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JUST OVER 55 ,000 MILES ON IT, WAS ALSO FOUND TO HAVE A CRACK IN THE WELD SEPARATING THE EXHAUST AND RESONATOR. FORD MOTOR COMPANY PROVIDED A NEW EXHAUST FOR THIS VEHICLE UNDER THE MANUFACTURER'S WARRANTY. YARMOUTH ME Failure Date: 12/22/2014

8 10669379 2013 FORD EXPLORER Engine & Engine Cooling ON DECEMBER 15 2014, I WAS DRIVING TO PONCE ON HIGHWAY 52 IN PUERTO RICO. WHEN SUDDENTLY THE ENGINE STALL WHILE DRIVING. AFTER THAT THE PROBLEM HAVE CONTINUE DOING IT, SOMETIMES THREE TIMES A DAY. THE LAST TIME WAS MONDAY 29 2014 WHILE I WAS DRIVING TO THE DEALER. I'M VERY AFRAID OF DRIVING THIS VEHICLE KNOWING THAT CAN STALL ANY MOMENT WHITHOUT NOTICE AND IMPLICATE ME IN AN ACCIDENT. *JS LAS PIEDRAS PR Failure Date: 12/15/2014

8 11034254 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THERE WAS A STRONG ODOR COMING FROM THE AIR CONDITIONING VENT. THE FAILURE OCCURRED WITHOUT WARNING. THE ODOR CAUSED THE CONTACT TO HAVE HEAD PRESSURE, DIZZINESS, EYES SORES, EYE PAIN, AND INABILITY TO SLEEP. THE VEHICLE WAS TAKEN TO THE DEALER (TED BRITT FORD FAIRFAX, 11165 FAIRFAX BLVD, FAIRFAX, VA 22030) WHERE IT WAS CLEANED, BUT THE CONTACT DID NOT KNOW WHAT WAS REPAIRED. THE CONTACT FELT THAT THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. EVEN AFTER THE VEHICLE WAS CLEANED, THE CONTACT EXPERIENCED THE SAME FAILURE AGAIN. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 7,000. CENTREVILLE VA Failure Date: 12/08/2014

8 10816755 2013 FORD EXPLORER Engine & Engine Cooling I HAVE AN EXPLORER 2013(32762 MILES) WITH BIG ODOR OF GASES INSIDE THE CABIN WHEN I ACCELERATE MY SUV. THE ODOR OF GASES IS AMAZING INSIDE THE CABIN AND I AFRAID WITH THAT ODOR CAN CAUSE HEALTH PROBLEM NOW OR IN THE FUTURE TO MY FAMILY. I ALREADY WENT TO THE FORD SERVICE AND THEY MAKE A SEAL BUT THE PROBLEM STILL THERE. (TSB 14-04-NA). THE

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GOVERNMENT NEED TO DO SOMETHING. BARRANQUITAS PR

Failure Date: 11/30/2014

8 10676214 2013 FORDE EXPLORER Engine & Engine Cooling UPON ACCELERATION, THE 2013 FORD EXPLORER RELEASES EXHAUST INTO THE CABIN. *TR FONTANA CA Failure Date: 10/06/2014

8 10644532 2013 FORDE EXPLORER Engine & Engine Cooling ON MORE THAN ONE OCCASION, I HAVE SMELLED EXHAUST FUMES INSIDE MY VEHICLE UPON ACCELERATION. IT HAS GAVE ME A HEADACHE AND HAS MADE ME FEEL NAUSEOUS. MY CHILDREN HAS EXPERIENCED THE SAME SYMPTOMS AS I HAVE. *TR CELINA TX Failure Date: 09/29/2014

8 10632046 2013 FORDE EXPLORER Engine & Engine Cooling I PURCHASED A USED 2013 FORD EXPLORER ONE WEEK AGO. WHEN PULLING OUT OF MY DRIVEWAY, THE VEHICLE BEGAN TO SHAKE REALLY BAD AND WOULD NOT ACCELERATE. I HAD TO COAST INTO MY NEIGHBORS DRIVEWAY AND THROUGH MY YARD. I TURNED OFF THE VEHICLE. MIND YOU, MY HUSBAND EXPERIENCED THE SAME THING WHEN HE PICKED UP THE VEHICLE FROM THE DEALERSHIP BUT WHEN HE RESTARTED THE VEHICLE, EVERYTHING SEEMED OK. THINKING IT WAS RELATED TO MY HUSBAND'S EXPERIENCE, I RESTARTED THE VEHICLE. EVERYTHING SEEMED TO BE OK UNTIL I TRIED LEAVING OUT OF MY DRIVE WAY. AGAIN, THE VEHICLE SHOOK REALLY BAD AND WOULD NOT ACCELERATE. I AGAIN COASTED INTO MY NEIGHBORS DRIVEWAY AND THIS TIME THE ENGINE LIGHT CAME ON. I IMMEDIATELY CALLED THE DEALERSHIP AND THEY HAD TO TOW IT IN TO SERVICE. IT IS GOING ON DAY 3 OF THE WORK WEEK AND THEY STILL HAVE NOT LOOKED AT IT. REALLY NOT A GOOD SIGN SEEING AS THOUGH WE LITERALLY JUST BOUGHT THE VEHICLE. I'M GLAD IT HAPPENED LEAVING MY DRIVEWAY AND NOT ON THE HIGHWAY. *TR NEEDVILLE TX

Failure Date: 09/06/2014

8 10622343 2013 FORDE EXPLORER Engine & Engine Cooling MY AIR CONDITIONER JUST STOPS WORKING WILL DRIVING. I HAVE TAKEN TO THE

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FORD DEALERSHIP OVER 5 TIMES. THEY SAY IT WORKS FINE EACH TIME I GO. FINALLY ONE DAY WHEN IT WAS OUT I DROVE UP TO FORD AND MADE THE SERVICE MANAGER GO FOR A RIDE WITH ME. HE AGREED THE AC WAS NOT WORKING. IT IS CURRENTLY AT THE SERVICE DEPARTMENT AND BEING FIXED, HOPEFULLY! *TR JACKSONVILLE FL Failure Date: 08/12/2014

8 10618745 2013 FORD EXPLORER Engine & Engine Cooling SHORTLY AFTER PURCHASING THE VEHICLE (4/13) WE NOTICED A BURNING ODOR INSIDE THE CABIN DURING HARD ACCELERATION. THIS OCCURS WHEN PASSING, TOWING AND DRIVING UP STEEPER GRADES. WE TOOK THE CAR TO OUR LOCAL DEALER AND WERE TOLD THEY COULD NOT REPRODUCE THE ISSUE. TODAY THE CAR IS BACK AT THE DEALER FOR THE SAME ISSUE AND I AM BEING TOLD AGAIN THAT THEY CANNOT REPRODUCE THE ISSUE, THIS AFTER I TOOK A TECHNICIAN FOR A RIDE AND SHOWED HIM HOW TO REPRODUCE IT. A DIFFERENT TECHNICIAN CALLED AND ASKED A LOT OF QUESTIONS ABOUT WHETHER OR NOT I RUN THE A/C AND WHAT THE SMELL WAS. AFTER READING ABOUT MANY SIMILAR ISSUE MY NEXT STEP WILL BE TO CONTACT FORD DIRECTLY. *TR BRENTWOOD CA Failure Date: 08/04/2014

8 10618836 2013 FORD EXPLORER Engine & Engine Cooling VEHICLE IS SHOWING 75 TO 100 PPM OF CARBON MONOXIDE IN THE CABIN. FIRE DEPT CO2 METER SHOWED THIS IN THE VEHICLE. WAS TOLD NOT TO OPERATE VEHICLE DUE TO HIGH LEVELS OF CO2. *TR KANE PA Failure Date: 08/04/2014

8 10782897 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT EXHAUST FUMES ENTERED THE VEHICLE THROUGH THE AIR CONDITIONING SYSTEM WHEN THE VEHICLE ACCELERATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE AIR VENTS WERE SUCKING THE EXCESS EXHAUST FUMES THROUGH THE AIR CONDITIONING VENTS. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 15,000. GILBERT AZ Failure Date: 08/04/2014

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8 10924480 2013 FORD EXPLORER Engine & Engine Cooling DURING HEAVY ACCELERATION ... FOR EXAMPLE WHEN I'M ENTERING A HIGHWAY... REALLY STRONG SMELL OF ENGINE FUMES ENTER THE CABIN... EVERY TIME. I HAVE A 2013 FORD EXPLORER XLT - VERY HAPPY WITH MY FORD OTHERWISE. ZIONSVILLE PA Failure Date: 08/03/2014

8 10702083 2013 FORD EXPLORER Engine & Engine Cooling WHEN I SHIFT INTO PARK, THE COMPUTER STARTS BEEPING AND TELLING ME TO SHIFT INTO PARK. THE DASH SAYS ITS IN PARK, AND IT WONT GO ANY FURTHER, BUT IT WON'T STOP BEEPING TILL I MESS WITH PUTTING IT IN AND OUT OF PARK SEVERAL TIMES. I USE MY PARKING BRAKE "ALL" THE TIME BECAUSE I CAN'T TRUST THAT IT IS REALLY IN PARK OR NOT. WHEN I CALLED THE DEALER THEY SAID THEY HAD A COUPLE IN THE SHOP THAT WERE HAVING THE SAME PROBLEM AND THEY WERE REPLACING SOMETHING ON IT AND IF IT SOLVED THE PROBLEM, THEY'D LET ME KNOW. I HAVEN'T HEARD ANYTHING AND AM STILL HAVING THE PROBLEM. LAWTON OK
Failure Date: 08/02/2014

8 11021156 2013 FORD EXPLORER Engine & Engine Cooling I'VE NOTICED THIS SMELL EVERY TIME I TURNED MY CAR ON/OFF OR WOULD GET FINISHED DRIVING. IT WOULD BE IN THE DRIVERS CABIN DOWN AT THE FLOOR WHERE IT CAME FROM. I FIRST NOTICED IT THERE AND HAD MENTIONED IT TO FORD WHEN THERE FOR SERVICE. IT SMELLS LIKE A NATURAL GAS (LIKE AT HOME) LEAK. I'D SMELL IT IF HE AIR OR HEAT WAS ON BRINGING IT INTO THE CABIN. THE SAME SMELL WOULD BE PRESENT WHEN I STOPPED DRIVING AND WOULD OP N THE DOOR. SMELLED LIKE IT WAS COMING FROM UNDER THE DRIVERS SIDE WHEEL AREA. IT PERSISTED FOR THE LAST FEW YEARS. I'VE TOLD FORD MANY TIMES BUT THEY SAY THERE'S NO RECALL. OR THAT MY CAR WAS OUT OF ITS MANUFACTURERS WARRANTY. AT THE TIME IN 2014, WHEN I REALLY TOOK NOTICE, MY CAR WAS STILL UNDER WARRANTY. I BOUGHT MY CAR OUT OF ITS LEASE IN 6 OR7/2016 AND THERE WERE REPORTS OF EXHAUST ISSUES WITH PEOPLE HAVING A SMELL ON THE CABIN. IRONIC THAT I'VE BEEN COMPLAINING OF THIS TWO YEARS PRIOR TO IT

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COMING OUT IN THE NEWS. WHEN ASKED, I WAS UNSURE TO BUY A CAR WITH EXHAUST ISSUES, THEY REASSURED ME THERE WERE NO ACTIVE RECALLS. AND THAT THE EXHAUST WASN'T A PROBLEM. I THOUGHT I HAD ROADKILL ROTTING UNDER MY CAR, BUT AFTER NUMEROUS UNDER CARRIAGE CAR WASHES AND THREE YEARS LATER, THE CAR STILL HAS THAT NATURAL GAS SMELL. FOLSOM NJ Failure Date: 07/11/2014

8 10604970 2013 FORD EXPLORER Engine & Engine Cooling THIS HAPPENS VIRTUALLY EVERY TIME I ENTER A HIGHWAY. EXHAUST SMELL LEAKS INTO THE CABIN FROM WHAT SEEMS TO BE THE REAR EXHAUST. I HAVE TAKEN MY TRUCK IN MANY TIMES BUT FORD DEALERS CANNOT SEEM TO RESOLVE THE ISSUE. THE ONLY WAY FOR ME TO CLEAR THE SMELL AND FUMES IS ROLL THE WINDOWS DOWN AND AIR OUT THE TRUCK. PLEASE SEE THE FORD FORUMS FOR OTHER OWNERS WITH THE SAME ISSUE: [HTTP://WWW.EXPLORERFORUM.COM/FORUMS/SHOWTHREAD.PHP?T=323597](http://WWW.EXPLORERFORUM.COM/FORUMS/SHOWTHREAD.PHP?T=323597). *TR RICHMOND TX Failure Date: 06/21/2014

8 10604931 2013 FORD EXPLORER Engine & Engine Cooling THERE IS A FOUL SMELL IN THE VEHICLE, MAYBE BURNING PLASTIC ON THE VEHICLE OR EXHAUST. THE FUMES GETS INSIDE THE VEHICLE THAT CAN MAKE IT UNBEARABLE WHEN YOU HAVE THE AC ON. YOU CAN NOT STAY IN THE CAR. THE AC HAS TO BE TURN OFF AND ALL WINDOWS OPEN IN ORDER TO CONTINUE DRIVING. I BROUGHT THE VEHICLE BACK TO THE DEALERSHIP FOR SERVICE, LAST YEAR. THE SERVICE REPRESENTATIVE INFORMED ME THAT IT WAS A PLASTIC BAG THAT GOT STUCK IN THE EXHAUST. ONCE ITS BURNED OFF THE SMELL WILL BE GONE. HOWEVER. IT DOES NOT SEEM TO BE THE CASE. THE FOUL SMELL IS GETTING WORSE THAT ITS UNBEARABLE TO STAY IN THE VEHICLE WITH THE AC ON. *TR STATEN ISLAND NY Failure Date: 06/13/2014

8 10616310 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 45 MPH, THERE WAS A ODOR OF EXHAUST FUMES COMING FROM THE VEHICLE. THE FAILURE RECURRED ON MULTIPLE

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OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 41,000. RICHMOND WA Failure Date: 06/11/2014

8 10588766 2013 FORD EXPLORER Engine & Engine Cooling THE FIRST THING I NOTICED WAS THAT THE CAR FELT LIKE IT WAS SPUTTERING AND RUNNING ROUGHLY. WHEN I CAME TO A STOP LIGHT, IT RAN REALLY ROUGH AND JUST DIED. IT STARTED BACK UP AND I WAS ABLE TO DRIVE IT HOME. NOT KNOWING IF THE PROBLEM WAS JUST A FLUKE OR NOT, I DROVE IT THE NEXT DAY. AFTER HAVING GONE ABOUT 8 MILES, IT DID THE SAME THING AGAIN. THE ENGINE RUNS ROUGH AND THEN JUST DIES. IT ALSO HAPPENED TO MY HUSBAND AS HE LEFT OUR NEIGHBORHOOD. IT STARTED TO DIE ON HIM BUT HE PUT IT IN NEUTRAL AND GAVE IT GAS. HE TOOK IT TO THE LOCAL LINCOLN MERCURY (BAYWAY) ON GULF FREEWAY IN HOUSTON, TX. THEY KEPT IT FOR ALMOST 3 DAYS, COULD NOT FIND ANYTHING WRONG AND ONE OF THE SERVICE MANAGERS DROVE IT THE LAST DAY AND IT NEVER HAPPENED TO HIM SO PROBLEM WAS NOT FOUND. TODAY AS I WAS TRAVELING DOWN THE GULF FREEWAY (I-45) SERVICE ROAD I SLOWED DOWN FOR A LIGHT, THE CAR SPATTERED AND DIED WHILE SITTING AT THE LIGHT. THE CAR WAS HARD TO START UP AND I WAS ABLE TO GET IT GOING AND TRYING TO DRIVE IT TO MCREE FORD WHERE I BOUGHT IT LAST SUMMER. IT STALLED AND I HAD TO HAVE IT TOWED TO DEALERSHIP. LAST WEEK WHEN I WAS DRIVING AROUND IN IT, THE WHOLE A/C SYSTEM TURNED OFF AND IT STARTED BLOWING HOT AIR. ALL THE A/C LIGHTS HAD GONE OUT. DON'T KNOW IF THAT WAS PART OF A PROBLEM OR NOT. *TR PEARLAND TX Failure Date: 05/02/2014

8 10583706 2013 FORD EXPLORER Engine & Engine Cooling I HAVE A 2013 FORD EXPLORER ECOBOOST. TODAY (APRIL 19, 2014), I WAS ON HIGHWAY 280 SOUTH HEADING TOWARDS SAN JOSE AND MY CAR DECELERATED TWICE. 1. THE FIRST TIME I NOTICED THE DECELERATION, I PULLED OVER TO THE SHOULDER AND TURNED THE IGNITION OFF. I DID NOT

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SEE ANY WARNING LIGHTS ON THE DASHBOARD AND THE FUEL INDICATOR WAS NORMAL, MEANING IT WAS ABOVE THE RESERVE LINE. I STARTED THE IGNITION, LEFT THE GEAR LEVER IN NEUTRAL AND PRESSED THE ACCELERATOR PEDAL FOR A FEW SECONDS, IT SEEMED NORMAL. I MOVED ONTO THE HIGHWAY AND RESUMED DRIVING. 2. AFTER ABOUT 2 MILES, THE CAR DECELERATED AGAIN, THIS TIME, I WAS AFRAID IT MIGHT STALL AND PULLED OVER TO THE SHOULDER. AGAIN, I DID NOT SEE ANY WARNING LIGHTS ON THE DASHBOARD AND THE FUEL INDICATOR WAS NORMAL, MEANING IT WAS ABOVE THE RESERVE LINE. I STARTED THE IGNITION, LEFT THE GEAR LEVER IN NEUTRAL AND PRESSED THE ACCELERATOR PEDAL FOR A FEW SECONDS, IT SEEMED NORMAL. I MOVED ONTO THE HIGHWAY AND RESUMED DRIVING. AFTER ABOUT 1 MILE, THE FUEL INDICATOR POPPED UP THE MESSAGE THAT THE CAR REACHED RESERVE STAGE. THEN THE CAR WORKED FINE FOR THE NEXT 4 MILES. THIS IS A SERIOUS TECHNICAL ISSUE. IF THE CAR DECELERATES SUDDENLY WITHOUT WARNING, IT CAN CAUSE ISSUES FOR DRIVERS. *TRCAMPBELL CA Failure Date: 04/19/2014

8 10606271 2013 FORD EXPLORER Engine & Engine Cooling UPON MODERATE OR HARD ACCELERATION, A STRONG BURNT OR EXHAUST SMELL ENTERS THE CABIN. *TR HOOVER AL Failure Date: 04/15/2014

8 10954917 2013 FORD EXPLORER Engine & Engine Cooling I HAVE HAD MY CAR BACK TO FORD BECAUSE WHEN YOU ACCELERATE THE SMELL OF EXHAUST COMES BACK INTO THE CAR. THE LAST TIME I HAD IT THERE THEY SAID THIS IS THE LAST WAY THAT FORD WILL ALLOW THEM TO FIX, WELL IT DID NOT FIX IT. MY GRANDDAUGHTER GETS DEATHLY SICK WITH PROJECTILE VOMITTING WHEN SHE RIDES IN MY CAR. I HAVE MADE THE COMMENT TO THE SERVICE MANAGER THAT IF I PUT A PARAKEET IN MY CAR IT WOULD DIE, I GET NO REPLY. WHEN I DRIVE MY CAR I TRY NOT TO ACCELERATE TO MUCH(HAHA). MY MOTHER DOES NOT LIKE TO RIDE IN MY CAR SHE IS ELDERLY AND SHE DOES NOT NEED TO BE SMELLING THAT. I HAVE DRIVEN FORD EXPLORERS FOREVER AND THIS IS THE FIRST TIME I HAVE EVER HAD PROBLEMS WITH A

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CAR LIKE THIS. FORD DOES NOT TAKE ME SERIOUS ABOUT THIS MATTER AND WHEN MY KIDS COME TO TOWN WE CAN'T DRIVE MY CAR CAUSE OF MY GRANDDAUGHTER GETTING SO SICK, I DON'T WANT TO HARM HER OR ANYONE ELSE. PUNTA GORDA FL Failure Date: 04/14/2014

8 10629634 2013 FORD EXPLORER Engine & Engine Cooling MY VEHICLE IS NOW AT APROX 38,000 MILES AND THIS HAPPENS FREQUENTLY UPON HARD ACCELERATIONS AND STEEP INCLINES, THE SMELL OF SULFUR, ROTTEN EGG SMELL, OR HARD BOILED EGG SMELL (EXHAUST) THIS HAPPENS EVEN WHEN THE A/C IS RUNNING ON RECIRCULATE. I PURCHASED THIS VEHICLE NEW AND AM THE ORIGINAL OWNER. *TR EAST DUBLIN GA Failure Date: 03/12/2014

8 10568101 2013 FORD EXPLORER Engine & Engine Cooling WHILE WAITING IN LINE AT THE LOCAL CAR WASH THE ENGINE IN MY 2013 FORD EXPLORER SPORT BEGAN TO REV UP, THEN LOST POWER AND BEGAN TO SHAKE VIOLENTLY BEFORE THE ENGINE STALLED COMPLETELY. NO WARNING LIGHTS WERE ILLUMINATED AND NO VISIBLE INDICATIONS OR WARNINGS WERE DISPLAYED TO GIVE ANY INDICATION AS TO WHAT THE PROBLEM MIGHT BE. SEVERAL ATTEMPTS TO RESTART THE ENGINE FAILED AND I HAD TO PUSH THE VEHICLE OUT OF LINE AND INTO AN ADJACENT PARKING LOT. WHEN I TRIED TO RESTART THE VEHICLE ONCE TOW TRUCK ARRIVED TO TOW THE VEHICLE BACK TO THE FORD DEALERSHIP WHERE I PURCHASED THE TRUCK IT STARTED UP AS IF NOTHING HAD HAPPENED. *TR BOLINGBROOK IL Failure Date: 03/08/2014

8 10606061 2013 FORD EXPLORER Engine & Engine Cooling DURING STOP AND GO CONDITIONS THE VEHICLE EXHAUST FUMES WITH ENTER THE CABIN OF THE VEHICLE AND BEING TO MAKE THE OCCUPANTS FEEL ILL. BROUGHT THIS ISSUE TO A FORD SERVICE DEALER, WHICH CONFIRMED THIS WAS EXHAUST FUMES ENTERING THE VEHICLE. THERE HAS NOT BEEN A SOLUTION FROM THE MANUFACTURER YET. *TR EUGENE OR Failure Date: 02/28/2014

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8 11013476 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. WHILE THE VEHICLE WAS ON AN INCLINE WITH THE ACCELERATOR PEDAL DEPRESSED, THE ODOR OF CARBON MONOXIDE ENTERED THROUGH THE CABIN WITHOUT WARNING. WHILE THE AIR CONDITIONER WAS IN RECIRCULATION MODE, THE CONTACT ATTEMPTED TO ACCELERATE PAST OTHER VEHICLES AND THE ABNORMAL ODOR WAS NOTICED. THE DEALER (ED SHULTS FORD-LINCOLN, 2258 WASHINGTON ST, JAMESTOWN, NY, 14701 716-484-0121) WAS CONTACTED FOUR YEARS AGO (ONE YEAR AFTER PURCHASING THE VEHICLE) IN REFERENCE TO THE ABNORMAL ODOR. THE CONTACT WAS INFORMED THAT THERE WAS NO OPEN RECALL. THE VEHICLE WAS NOT TAKEN TO A DEALER OR MADE AWARE OF THE FAILURE. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 10...UPDATED 09/28/17 * UPDATED 10/27/2017*JS
WARRENVILLE SC Failure Date: 01/02/2014

8 10943782 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 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 30,000.
CLARKSBURG WV Failure Date: 01/01/2014

8 10816438 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 35 MPH, THE ACCELERATOR PEDAL WAS DEPRESSED AS A STRONG FUEL ODOR EMITTED INSIDE OF THE VEHICLE. THE FAILURE OCCURRED AT VARIOUS SPEEDS. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS. THE FAILURE WAS UNABLE TO BE DIAGNOSED. THE FRONT DRIVER'S AND PASSENGER'S SIDE WEATHER DOOR STRIPPING WAS REPLACED HOWEVER, THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 15,000. UPDATED 06/29/16*LJ THE CONSUMER STATED FUMES FROM THE EXHAUST

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ENTERED THE VEHICLE. THE VEHICLE WAS REPAIRED. UPDATED
07/13/16.*JB NAPLES FL Failure Date: 12/18/2013

8 10882650 2013 FORDE EXPLORER Engine & Engine Cooling ONE WEEK
AFTER I PURCHASED MY BRAND NEW FORD THE TRANSMISSION STARTED
GOING BAD AFTER A MONTH I WAS TOLD THAT IT IS DEFECTIVE AND I HAD A
NEW TRANSMISSION INSTALLED MY AIR BAG SENSORS WERE CHANGED
CAUSE THEY WERE DEFECTIVE MY TRANSMISSION WAS DAMAGED AGAIN AND
WAS REPAIRED AGAIN AND THE FUEL WAS ALSO RECALLED MY FORD STILL
GIVE ME A VERY BAD SMELL WHEN DRIVING ON THE HIGHWAY I BELIEVE IT
STILL HAS DAMAGE IN THE TRANSMISSION ALSO WHEN I WENT TO GET MY
CAR BALANCED WITH FORD THE POWER STEERING PIECE THAT WAS
ELECTRIC THAT COST ME ALMOST 1,000.00 PLEASE I CAN TAKE ANY HELP I
CAN GET CAGUAS PR Failure Date: 11/29/2013

8 10666937 2013 FORDE EXPLORER Engine & Engine Cooling 2013 FORD
EXPLORER. CONSUMER WRITES IN REGARDS TO VEHICLE RECURRING
PROBLEMS. *SMD THE CONSUMER STATED THE VEHICLE WAS TAKEN TO THE
DEALER ON NUMEROUS OCCASIONS, BECAUSE THE VEHICLE WOULD NOT
START AND/OR CHECK ENGINE LIGHT ILLUMINATED. THE BATTERY WAS
REPLACED *JB PASADENA CA Failure Date: 11/19/2013

8 10700778 2013 FORDE EXPLORER Engine & Engine Cooling EXHAUST
FUMES IN CABIN WHEN ACCELERATED. *TR MANN'S CHOICE
PA Failure Date: 11/10/2013

8 10643108 2013 FORDE EXPLORER Engine & Engine Cooling TL* THE
CONTACT OWNS 2013 FORD EXPLORER. THE CONTACT STATED THAT WHEN
ACCELERATING, EXHAUST FUMES EMITTED INSIDE THE VEHICLE. THE FAILURE
RECURRED EVERY TIME THE VEHICLE WAS DRIVEN. THE VEHICLE WAS TAKEN
TO A DEALER. THE TECHNICIAN DIAGNOSED THAT THE AIR EXTRACTORS
NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE
CONTINUED TO OCCUR. THE MANUFACTURER WAS MADE AWARE OF THE

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FAILURE. THE FAILURE MILEAGE WAS 22,000.

HAMMOND LA

Failure Date: 10/07/2013

8 10550377 2013 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING, WITH ENGINE RPMS RISING ABOVE 3500 RPM EXHAUST FUMES BEGIN TO ENTER THE CABIN THROUGH THE AC DUCTS. ODOR IS PRESENT REGARDLESS OF VENTILATION MODE (RECIRCULATION OR FRESH-AIR). ALL ATTEMPTS AT REPAIR, INCLUDING OFFICIAL TSB BULLETIN PUBLISHED BY THE FORD MOTOR COMPANY (TSB 12-12-4) AND INSPECTION BY FIELD SERVICE ENGINEER, BY FORD DEALERSHIP SERVICE CENTER PERSONNEL HAVE FAILED. HERE IS A PART OF A RESPONSE FROM FORD TO MY SERVICE TECHNICIAN ON 10/10/2013 THIS CONCERN IS CURRENTLY UNDER INVESTIGATION. WHEN A RESOLUTION IS AVAILABLE, THE DEALER WILL BE NOTIFIED WITH A TSB, SSM, FSA, OR BROADCAST MESSAGE." I THINK THIS PROBLEM EXISTS IN EVERY FORD EXPLORER MANUFACTURED SINCE 2011 TO PRESENT BUT CONSUMERS EITHER DON'T KNOW IT IS HAPPENING OR THEY DON'T KNOW TO TAKE IT TO FORD. OTHERS WITH THE SAME COMPLAINT ON THIS WEBSITE: 2011-10545178, 10537052, 10485394, 2012-10466807, 10458341, 2013 - 10548667, 10547404, 10545106, 10534074, 10531802, 10522939, 10511749, 10503135, 10497684, 1 0493493, 10472937, 2014 - 10536610 (SO FAR). ONE CASE (10521718) EVEN HAD TO BE TAKEN TO THE HOSPITAL BECAUSE OF THE CARBON MONOXIDE. PAGE 206 OF MY OWNERS MANUAL STATES WARNING: IF YOU SMELL EXHAUST FUMES INSIDE YOUR VEHICLE, HAVE THIS CHECKED IMMEDIATELY. DO NOT DRIVE YOUR VEHICLE IF YOU SMELL EXHAUST FUMES. CARBON MONOXIDE IS PRESENT IN EXHAUST FUMES. TAKE PRECAUTIONS TO AVOID ITS DANGEROUS EFFECTS. FORD WON'T DO THE RIGHT THING AND BUY THIS VEHICLE BACK FROM ME AND BECAUSE I BOUGHT THE CAR CERTIFIED PREOWNED FROM FORD, WHEN IT WAS ONLY 6 MONTHS OLD AND 16000 MILES, I CAN'T LEMON LAW THE VEHICLE IN FL. I HAVE A DEAD VEHICLE THAT I CAN'T DRIVE BECAUSE I WON'T RISK MINE OR MY FAMILY'S HEALTH, SO I'M AT MY WITS END. *TR
TALLAHASSEE FL Failure Date: 10/04/2013

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8 10604955 2013 FORD EXPLORER Engine & Engine Cooling I HAVE A 2013 FORD EXPLORER SPORT WITH APPROXIMATELY 8500 MILES. THE INTERIOR CABIN OFTEN FILLS WITH EXHAUST FUMES. MANY OCCURRENCE OVER SEVERAL MONTHS WHETHER AC RUNNING WITH FRESH OR RECIRCULATING AIR. I CALLED THE DEALER AND THEY WERE UNAWARE OF ANY ISSUES WITH THIS PROBLEM. OF COURSE I WILL TAKE THE VEHICLE TO DEALER BUT BASED ON OTHER COMPLAINTS, I HAVE REVIEWED I DON'T EXPECT MUCH WILL BE DONE UNLESS FORD MOTOR CO TAKES A DEEPER LOOK TO RESOLVE THE PROBLEM. *TR GARLAND TX Failure Date: 09/01/2013

8 10605097 2013 FORD EXPLORER Engine & Engine Cooling EVERY TIME I GIVE AN 'OPEN THROTTLE', OR HARD ACCELERATION ON MY VEHICLE THERE IS A FOUL SMELL THAT ENTERS THE CABIN VIA THE AIR CONDITION VENTS. I HAD THE ISSUE LOOKED INTO BY MY FORD DEALER AFTER THE PROBLEM STARTED. THE DEALER ACTED LIKE THEY HAVE NEVER HEARD OF THE COMPLAINT BUT AFTER READING VARIOUS THREADS ON THE INTERNET IT APPEARS A LOT OF OTHER PEOPLE HAVE HAD THE SAME ISSUE. AFTER SOME RESEARCH I'VE LEARNED THAT THE SMELL IS ACTUALLY EXHAUST FUMES ENTERING THE CABIN. FORD ACKNOWLEDGES THE ISSUE BUT STATES THE AMOUNT OF EXHAUST FUMES ARE NOT ENOUGH TO BECOME TOXIC. I AM VERY CONCERNED OF THIS ISSUE AND FORD NEEDS TO FIX THE PROBLEM. *TR CANTON MS Failure Date: 09/01/2013

8 10564269 2013 FORD EXPLORER Engine & Engine Cooling WHEN I ACCELERATE FAST, THE EXHAUST ENTERS THE VEHICLE FROM THE AC UNIT. MY CAR WAS IN 3 TIMES BEFORE THE PRESCRIBED TECHNICAL SERVICE BULLETIN (12-12-4) WAS PERFORMED, WHICH BY THE WAY DOES NOT FIX THE ISSUE. CANT EVEN IMAGINE HOOKING UP OUR BOAT TO THIS VEHICLE AS IT WILL PROBABLY KILL US WITH CARBON MONOXIDE POISONING. MY 10 YEAR OLD SON HAS HAD BRONCHITIS 4 TIMES SINCE WE HAVE HAD THIS VEHICLE.. HMMM POSSIBLY RELATED!! IT IS ONLY A MATTER OF TIME BEFORE A CHILD THAT IS STRAPPED INTO HIS SEAT DIES OF C.M. POISONING! THE SMELL IS

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EXTREMELY WORSE IN THE BACK SEAT, NEVERMIND SITTING IN THE 3RD ROW!
YOU WOULD PROBABLY DIE A SILENT DEATH RATHER QUICKLY!! AND THE
WORST PART OF ALL... FORD'S CEO [XXX] AND FORD AS A WHOLE IS VERY
AWARE OF THIS ISSUE. INFORMATION REDACTED PURSUANT TO THE
FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR
GARDEN GROVE CA Failure Date: 08/13/2013

8 10531802 2013 FORD EXPLORER Engine & Engine Cooling
PURCHASED VEHICLE IN EARLY 2013. WHILE DRIVING AT VARIOUS
SPEEDS NOTICED EXHAUST FUMES COMING FROM AIR VENTS. CALLED MY
LOCAL FORD DEALERSHIP AND THEY ADVISED THAT IT WAS NORMAL TO
SMELL FUMES BECAUSE IT WAS A NEW ENGINE. NOW SIX MONTHS LATER, I
CONTINUE TO SMELL EXHAUST FUMES THROUGH AIR VENTS WHILE DRIVING
BUT IT SEEMS TO BE WHILE AT HIGH RPM'S OVER 3000. I RESEARCHED THE
NHTSA WEBSITE JUST TO MAKE SURE I WASN'T THE ONLY ONE AND NOTICED
THAT THE FOLLOWING NHTSA ID COMPLAINT NUMBERS ARE ALSO
ASSOCIATED WITH EXHAUST FUMES COMING THROUGH AIR VENTS. THEY ARE
#10522939, 10521718, 10511749, 10503135, 10472937, 10497684 AND 10493493. IT
SEEMS THAT THERE DEFINITELY IS A PROBLEM WITH EXHAUST FUMES
ENTERING THE CABIN WHILE DRIVING. I JUST RECEIVED SAFETY RECALL
NOTICE 13S04 FOR A POSSIBLE FUEL LEAK BUT I DON'T THINK THAT WILL STOP
SMELL FROM COMING THROUGH THE AIR VENTS. SEEMS TO BE THAT SOME
KIND OF SEAL OR GASKET IS NOT OPERATING AS REQUIRED TO KEEP FUMES
FROM ENTERING THE CABIN. I HOPE THAT FORD GETS SERIOUS ABOUT
CONDUCTING SOME TESTING FOR A POSSIBLE FIX OR RECALL. AS OTHERS
HAVE COMPLAINED, I TRY NOT TO USE MY VEHICLE WHEN TRANSPORTING MY
FAMILY AS THEY COULD BE EXPOSED TO HARMFUL EXHAUST FUMES. THIS
VEHICLE IS NOT SAFE. *TR CHULA VISTA CA Failure Date: 07/24/2013

8 10532259 2013 FORD EXPLORER Engine & Engine Cooling ON A NIGHT
WITH LIGHT RAIN, AFTER TRAVELING 1.5 HRS WITH CRUISE CONTROL ON, I
PULLED OFF INTERSTATE EXIT TO MAKE A PHONE CALL. I DID NOT TURN
ENGINE OFF. AFTER CALL I PROCEEDED TO GET BACK ON INTERSTATE, WHILE

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MERGING BACK ONTO INTERSTATE I ACCELERATED HARD TO ATTAIN MERGING SPEED, WHEN I MERGED SAFELY IN FRONT OF SEMI THE ENGINE SHOOK VIOLENTLY AND LOST POWER. TO AVOID BEING HIT, I JERKED VEHICLE INTO EMERGENCY LANE. THE CHECK ENGINE LIGHT WAS FLASHING AND THE CAR PLACED IN LIMP MODE. I TURNED THE VEHICLE COMPLETELY OFF AND RESTARTED THE ENGINE AND EVERY THING APPEARED TO HAVE RETURNED TO NORMAL. I LATER READ THAT NIGHT THAT THE F150 WITH SAME ENGINE WAS HAVING SIMILAR PROBLEMS. I TOOK THE VEHICLE TO FORD THE FOLLOWING MONDAY. THE SERVICE ADVISOR INFORMED ME THAT FORD HAS BEEN HAVING THE SAME PROBLEM WITH MY ENGINE THAT IS IN THE FORD F150 IN HUMID AREAS. HE STATED THAT LARGE AMOUNTS OF CONDENSATION FORMS IN THE INTERCOOLER WHEN DRIVING FOR LONG PERIODS WITHOUT UTILIZING TURBO, THEN NEXT TIME YOU ACCELERATE HARD THE TURBOS SUCK ALL THE CONDENSATION INTO THE ENGINE CAUSING A MISFIRE AND PUTS ENGINE INTO LIMP MODE. AFTER A WEEK OF THEM CONTACTING FORD ENGINEERS AND RUNNING TEST, THEY TOLD ME THEY CANNOT REPEAT PROBLEM AND THE ENGINE DID NOT STORE ANY CODES IN THE ECM FROM THE PROBLEM. FORD ALSO TOLD THE DEALER THAT I'M THE ONLY PERSON WITH A 2013 EXPLORER WITH THE 3.5 ECOBOOST ENGINE THAT HAS EVER REPORTED PROBLEM. SINCE THEN I HAVE READ ABOUT TWO LAWSUITS WHICH HAVE BEEN FILED AGAINST FORD INVOLVING THE ECOBOOST ENGINE AND INCLUDED THE 2013 FORD EXPLORER SPORT. APPARENTLY THIS STATEMENT IS NOT TRUE. THIS IS A VERY SERIOUS SAFETY ISSUE FOR ME AND MY FAMILY. THE FORD COMPANY IS APPARENTLY DENYING THE ISSUE EXIST, LEAVING ME TO DRIVE A VEHICLE THAT CAN POTENTIALLY PUT MY FAMILY OTHERS WITH THE SAME VEHICLE IN HARMS WAY. [XXX]
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR ST. JOHNS FL Failure Date: 07/19/2013

8 10917093 2013 FORD EXPLORER Engine & Engine Cooling SOON AFTER THE PURCHASE, THERE WAS A BURNT METAL/EXHAUST SMELL IN THE INTERIOR OF THE EXPLORER WHEN THE DRIVER ACCELERATED TO PASS A CAR, GET ONTO THE INTERSTATE, OR SOMETHING SIMILAR AND THEN LET OFF

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THE ACCELERATOR. THE FIRST TIME IT HAPPENED, WE THOUGHT THE VEHICLE WAS ON FIRE AND PULLED OFF ONTO THE SIDE OF THE INTERSTATE AND GOT OUT OF THE VEHICLE. WE HAVE TO OPEN WINDOWS TO FLUSH OUT THE SMELL. AT FIRST, IT SEEMED THAT "RECIRCULATE" WOULD HAVE TO BE ON, BUT IN TIME IT DID NOT MATTER WHETHER IT WAS ON OR OFF. WHEN DRIVING IN TRAFFIC, WE DETECT EXHAUST SMELL AT ALL TIMES. TURNING ON "RECIRCULATE" HAS NO EFFECT. I HAVE ASTHMA, AND IT HAS BEEN WORSENING SINCE WE BOUGHT THE EXPLORER. I AM NOT A SMOKER. I NOW REFUSE TO RIDE IN THE EXPLORER AND AM DEMANDING THAT WE GET RID OF IT. *TR STEM NC Failure Date: 07/17/2013

8 10733769 2013 FORD EXPLORER Engine & Engine Cooling AT THE 3200 MILEAGE I EXPERIENCE BRAKE ISSUES ROTARY HAD TO BE REPLACED .ON THE FIRST WEEK OF JULY 2015 ADDITIONAL BRAKE WORK HAD TO BE REDONE.ON JULY 10TH 2015 WHILE DRIVING THE AC UNIT WENT OUT COMPLETELY WHILE I WAS DRIVING ON A LONG EXTENDED TRIP BARELY MADE IT HOME NO AIR WIERD SCREEHIN NOISE. SCHEDULED TO GO BACK TO REPAIR 7-14-15 . I PURCHASE THE VEHICLE JULY 2014.THE VEHICLE HAS 36000. VERY UNHAPPY AT THIS POINT THINKING ABOUT RETURNING THE VEHICLE AND STARTING OVER WITH SOME OTHER VEHICLE ALVATON KY Failure Date: 07/12/2013

8 10523964 2013 FORD EXPLORER Engine & Engine Cooling I STARTED DRIVING AND ENGINE STARTED REVVING UP, TOOK FOOT OUT OF GAS PEDAL AN VEHICLE CONTINUED REVVING UP TO 3,000 RPM IN SLOW SPEED. CHANGE TRANSMISSION TO "N" AND VEHICLE CONTINUED AT 3,000 RPM. CHANGED BACK TO "D" AND DID NOT CHANGED, ONCE AGAIN CHANGE TO "N" AND BACK TO DRIVE AND RPM CAME DOWN. *TR CAROLINA PR Failure Date: 07/09/2013

8 10534258 2013 FORD EXPLORER Engine & Engine Cooling I WAS DRIVING ON A TWO LANE ROAD WITH A SPEED LIMIT OF 55MPH. I WAS BEHIND A SLOW MOVING VEHICLE AND WANTED TO PASS IT. THERE WAS ANOTHER VEHICLE APPROACHING IN THE ONCOMING LANE AND I THOUGHT I HAD

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ENOUGH DISTANCE TO PASS. AS I TURNED INTO THE ONCOMING LANE AND BEGAN TO ACCELERATE TO PASS THIS VEHICLE, I HEARD A STRANGE NOISE LIKE A "POOF" AND MY VEHICLE LOST POWER AND SLOWED. FORTUNATELY, THERE WAS ENOUGH DISTANCE BETWEEN ME AND THE ONCOMING VEHICLE AND THE ONCOMING VEHICLE HAD A WIDE SHOULDER . AFTER THAT, I NOTICED THE VEHICLE SEEMED TO HAVE LESS POWER ON ACCELERATION. ABOUT TWO MONTHS LATER IT STARTED LEAKING OIL ON THE LEFT FRONT SIDE. IT IS A SPORT MODEL. *TR FOREST KNOLLS CA Failure Date: 06/16/2013

8 11013917 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT NOTICED AN ABNORMAL CARBON MONOXIDE ODOR INSIDE THE VEHICLE WHILE USING THE AIR CONDITIONER. THE ODOR WAS ALSO PRESENT WHEN THE CONTACT ACCELERATED TO PASS OTHER VEHICLES OR WHILE DRIVING HIGH SPEEDS. IN JUNE OF 2013, THE VEHICLE WAS TAKEN TO LEIF JOHNSON FORD (501 E KOENIG LN, AUSTIN, TX 78751) WHERE THEY VERIFIED THE PROPER SEAL OF SEALED MECHANIC JOINTS. THE CONTACT TOOK THE VEHICLE BACK TO THE SAME DEALER IN AUGUST OF 2013 DUE TO THE ODOR. THE DEALER CHECKED THE MOULDING, ADHESIVE GRILL, INLET VALVE, ASSEMBLY AUTO DRAIN, UNDER COAT, AND PERFORMED TSB 121204 WHERE THEY REPLACED THE CO-SEAMS AND INSTALLED BOTH NEW VENTS. IN SEPTEMBER OF 2013, THE CONTACT TOOK THE VEHICLE TO A SECOND DEALER (COVERT FORD LINCOLN, 11514 RESEARCH BLVD, AUSTIN, TX, 78758,) IN REFERENCE TO THE CARBON MONOXIDE ODOR DUE TO ACCELERATION. THE DEALER CHECKED THE CABIN AIR FILTER AND EXHAUST FOR LEAKS/DAMAGE, ALONG WITH REGULAR ROUTINE MAINTENANCE; HOWEVER, NO DIAGNOSIS WAS PROVIDED. THE CONTACT SENT A LETTER TO THE SECOND DEALER IN OCTOBER OF 2013 ABOUT THE ODOR IN REFERENCE TO FINDINGS FROM THE INTERNET. THE CONTACT ASKED THE DEALER TO COMPARE THE FAILURES AND INFORM HER OF FORD'S OUTCOME. THE CONTACT TOOK THE VEHICLE TO TOW OTHER MECHANICS WHERE THE EXHAUST WAS ADJUSTED; HOWEVER, THE REMEDY FAILED. THE FAILURE CONTINUED THROUGHOUT THE YEARS AND THE FORD

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DEALERS COULD NOT PROVIDE A SOLUTION THROUGH JUNE OF 2015. THE CONTACT STOPPED ATTEMPTING TO REPAIR THE VEHICLE DUE TO FRUSTRATION, TIME, AND MONEY. THE MANUFACTURER WAS NOT CONTACTED OR MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS APPROXIMATELY 5,800. LEANDER TX Failure Date: 06/13/2013

8 10520655 2013 FORD EXPLORER Engine & Engine Cooling TAKING A TRIP IN MY 2013 FORD EXPLORER SPORT (TEXAS TO FLORIDA) WITH THE 3.5 TURBOCHARGED ENGINE IN RAINING CONDITIONS AND VEHICLE BEGAN TO SHAKE VIOLENTLY, SHUDDER AND STALL WHEN I ATTEMPTED TO ACCELERATE. WOULD NOT DRIVE PROPERLY, CHECK ENGINE LIGHT CAME ON AND VEHICLE HAD TO COAST OFF HIGHWAY AND STAY IN HOTEL UNTIL DEALERSHIP OPENED NEXT DAY. LOSS OF TIME AND VERY DANGEROUS. *TR
CROSBY TX Failure Date: 06/09/2013

8 10548667 2013 FORD EXPLORER Engine & Engine Cooling UNDER HEAVY ACCELERATION EXHAUST FUMES ENTER THE CABIN. THIS IS WELL DOCUMENTED ON THE FORD EXPLORER FORUMS. [HTTP://WWW.EXPLORERFORUM.COM/FORUMS/SHOWTHREAD.PHP?T=323597](http://www.explorersforum.com/forums/showthread.php?t=323597). A RECALL IS NEEDED OR THEY NEED TO BUY THESE BACK! *TR
BLAINE MN Failure Date: 06/03/2013

8 10609975 2013 FORD EXPLORER Engine & Engine Cooling THE VEHICLES AC SYSTEM FLOODS THE INTERIOR CABIN WITH AN OVERWHELMING EXHAUST SMELL DURING HARD ACCELERATION OR ANYTIME THE ENGINE EXCEEDS 3500 RPM AS IN CLIMBING A MOUNTAIN ROAD ETC. DEALER HAS PERFORMED FORD TECHNICAL BULLETIN HOWEVER THE PROBLEM WAS NOT FIXED. FORD TOLD ME THEY ARE AWARE OF THE PROBLEM AND TO "CHECK BACK" IN A COUPLE OF MONTHS TO SEE IF THE ENGINEERS HAVE FOUND A FIX. *TR OVIEDO FL Failure Date: 06/02/2013

8 11020478 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES IN CABIN - SINCE WE HAVE BEEN WITHOUT THE EXPLORER FOR THREE

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MONTHS (IT HAS BEEN IN THE SHOP GETTING AN UPDATED TURBO), MY WIFE HAS NOT HAD ANY UNEXPLAINED HEADACHES AFTER SPENDING ALL DAY RUNNING ERRANDS IN THE EXPLORER. TAMPA FL Failure Date: 06/01/2013

8 10609211 2013 FORD EXPLORER Engine & Engine Cooling I PURCHASED A NEW 2013 FORD EXPLORER. I OFTEN DRIVE WITH MY DOG IN THE REAR SEATS. PRIOR TO MY EXPLORER, MY DOG NEVER GOT SICK WHEN BEING DRIVEN. SINCE BUYING MY EXPLORER, MY DOG HAS OFTEN GOTTEN SICK, INCLUDING VOMITING, WHILE BEING DRIVEN THE CAR. I HAD MY CAR TESTED, AND CARBON MONOXIDE WAS FOUND INSIDE MY CAR WITH THE ENGINE ON BUT THE CAR IDLE. THERE WAS A HIGHER LEVEL OF CARBON MONOXIDE IN THE BACK OF THE CAR THAN IN THE FRONT. *TR HOLLYWOOD FL Failure Date: 05/16/2013

8 10512370 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT WHILE DRIVING 20 MPH, THE VEHICLE FAILED TO ACCELERATE. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT THE INTAKE HOSE FROM THE TURBO CHARGER HAD BECOME DISCONNECTED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 399. WANTAGH NY Failure Date: 05/09/2013

8 10606461 2013 FORD EXPLORER Engine & Engine Cooling THE VEHICLE HAS ALWAYS HAD A ISSUE WITH THE CABIN FILLING WITH EXHAUST FUMES WHEN UNDER HEAVY ACCELERATION. MERGING ONTO A HIGHWAY ETC WITH THE ENGINE ABOVE 3500 RPM'S WILL FILL THE CABIN WITH A BURNING EXHAUST SMELL. THIS HAS BEEN HIGHLY EXPOSED ON THE EXPLORER FORUMS ONLINE. MANY USERS ARE EXPERIENCING IT, THE TSB FOR HAS FOR THE SMELL DOES NOT WORK. IF I RIDE IN THE CAR TOO LONG IN HEAVY HIGHWAY TRAFFIC WHERE I AM ACCELERATING AND DECELERATING A LOT IT MAKES ME AND MY FAMILY SICK FROM THE SMELL. *TR BLAINE MN Failure Date: 05/01/2013

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8 10733802 2013 FORD EXPLORER Engine & Engine Cooling UNTIL THIS LAST WEEKEND, WE OWNED A 2013 FORD EXPLORER. WE NOTICED AN EXHAUST SMELL IN THE CABIN SOON AFTER WE PURCHASED THE VEHICLE, BUT THOUGHT IT WAS JUST "NEW ENGINE SMELL." ON TRIPS ACCELERATING UP MOUNTAINS THE EXHAUST SMELL IN THE CABIN HAS BEEN PARTICULARLY BAD. IN FACT, MY 8 YEAR OLD DAUGHTER HAS COMPLAINED OF A STOMACH ACHE AND THE NEED TO THROW UP EVERY TIME WE ARE IN THIS VEHICLE ON AN EXTENDED TRIP. WE CHALKED IT UP TO HER HAVING MOTION SICKNESS AND EVEN STARTED GIVING HER DRAMAMINE (WHICH NEVER HELPED). WHEN WE RENTED CARS FOR TRIPS, SHE DIDN'T HAVE THE SICK FEELING. MY HUSBAND WAS GETTING HEADACHES IN THIS VEHICLE, AND I WOULD ALWAYS FEEL EXTREMELY SLEEPY AND ALSO GET HEADACHES. MY FATHER (WHO IS A MECHANIC) RODE IN THE CAR WITH US THIS PAST 4TH OF JULY HOLIDAY, AND TOLD US WE PROBABLY HAD AN EXHAUST LEAK. LAST WEEK, AFTER TRAVELING BACK FROM BEING IN THE MOUNTAINS AND SMELLING THE EXHAUST SMELL IN THE CABIN ON YET ANOTHER TRIP, AND MY DAUGHTER GETTING SICK YET AGAIN, WE DECIDED WE HAVE HAD ENOUGH. WE TOOK IT TO THE DEALER TO CHECK OUT THE CAR. THEY SAID THERE WAS A TECHNICAL BULLETIN OUT FOR THE ISSUE AND THEY KNEW WHAT TO DO TO FIX IT. THE DAY WE GOT IT BACK FROM THE DEALER AFTER THEY "FIXED IT", WE ACCELERATED HARD ON THE FREEWAY AND THE SMELL WAS STILL THERE, AND ACTUALLY EVEN WORSE. WE ROLLED ALL THE WINDOWS DOWN AND IMMEDIATELY TOOK IT AND TRADED IT IN. I AM LIVID. FORD HAS KNOWINGLY ENDANGERED MY FAMILY FOR THE PAST TWO YEARS THAT WE HAVE OWNED THE CAR. AFTER READING OTHER COMPLAINTS ABOUT THE ISSUE AND REALIZING THAT FORD WAS NOT LIKELY TO FIX THE PROBLEM, WE DECIDED WE COULDN'T RISK OUR FAMILY'S HEALTH BY KEEPING THIS CAR. WE HAVE LOST TWO YEARS THAT WE HAVE PAID ON THE CAR. WE HAD PLANNED ON KEEPING THE EXPLORER WELL AFTER WE PAID IT OFF. I HAVE LOST ALL TRUST IN FORD. GILBERT AZ Failure Date: 05/01/2013

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8 10644216 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL COMING THROUGH AC VENTS WHILE DRIVING. ALL SPEEDS. *TR WOODBRIDGE VA Failure Date: 04/17/2013

8 10547404 2013 FORD EXPLORER Engine & Engine Cooling AFTER ALL THE NEW CAR SMELLS BEGAN TO WEAR OFF WE BEGAN TO NOTICE WHAT SEEMED TO BE EXHAUST FUMES WHEN WE WERE DRIVING UP HILLS. WE SOON NOTICED THAT IT HAPPENED ANYTIME UPON HARD ACCELERATION. THE SMELL IS ENOUGH TO MAKE YOUR EYES BURN AND WATER FROM UP IN THE DRIVER SEAT. WE THOUGHT MAYBE IT WAS COMING FROM THE REAR BUT TRIED IN ALL POSITIONS AND OFF AND STILL HAVE IT. THE FORD FIX WITH THE NEW VENT, SEALANT, ETC. WAS DONE AND HAD NO EFFECT ON IT. IT WAS BROUGHT BACK INTO THE DEALERSHIP A SECOND TIME AND THE OPPOSITE VENT WAS REPLACED, STILL NO CHANGE. WE BROUGHT IT BACK INTO THE DEALERSHIP A THIRD TIME AND IT WAS CHECKED FOR IMPROPER BODY SEALS AND WEATHER STRIPS WITH NOTHING FOUND. WE ARE NOW TOLD WE HAVE TO JUST WAIT AND SEE IF FORD COMES UP WITH A FIX. *TR FROSTBURG MD Failure Date: 04/01/2013

8 10608674 2013 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING A STONG EXHAUST SMELL IS PRESENT IN THE VEHICLE CABIN. THIS IS MOST PRONOUNCED DURING A LONG ACCELERATION I.E. WHEN ENTERING A HIGHWAY. FOLLOWING A PERIOD OF ACCELERATION WE NEED TO OPEN THE WINDOWS TO PURGE THE EXHAUST FROM THE CABIN. THIS IS REGARDLESS OF THE HEATING/COOLING SYSTEM BEING ON OR OFF, OR IF THE RECIRCULATION FEATURE IS ENABLED. THE DEALERSHIP IMPLEMENTED A TECHNICAL SERVICE BULLETIN FOR THIS CONDITION AND IT HAD NO IMPROVEMENT. *JS BALLSTON SPA NY Failure Date: 03/07/2013

8 10502773 2013 FORD EXPLORER Engine & Engine Cooling I DROVE MY RECENTLY ACQUIRED AND NEW FORD EXPLORER SPORT FOR FIRST TIME ON THE HIGHWAY ON MARCH 4, 2013. WHEN ACCELERATING TO PASS A TRUCK, I LOST CONTROL OF FRONT END TO POINT OF SWIRLING AND NEAR COLLISION WITH THE TRUCK. I DON'T CONSIDER THIS A FLUKE AS SAME HAPPENED A

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WHILE LATER DURING SAME HIGHWAY TRIP. I'M VERY FAMILIAR WITH HIGH HORSEPOWER PASSENGER VEHICLES AND SPORTS CARS FOR THAT MATTER. I AM ALSO VERY FAMILIAR WITH HIGHER AND ALLOWABLE SPEEDS HAVING DRIVEN AND HANDLED SPORT CARS AND PASSENGER VEHICLES ON GERMAN AUTOBAHNS WHILE LIVING IN EUROPE. IT IS MY EXPERIENCE AND BELIEF THAT THE COMBINATION OF CHARACTERISTICS (WEIGHT BALANCING IN COMBINATION WITH SIGNIFICANT HORSEPOWER, POSSIBLY LARGE TIRE SIZE, TRACTION AND FOUR WHEEL/FRONT WHEEL DRIVE ASPECTS, THRUST ETC.) MAKE THIS VEHICLE, THE FORD EXPLORER SPORT, EXTREMELY DANGEROUS ON HIGHWAY WHILE ACCELERATING AT ALLOWABLE SPEEDS. A LOCAL DEALERSHIPS' EXPERT (READ: DEALER IS AN INDEPENDENT CONTRACTOR) IN INDIANA CONFIRMED MY OBSERVATIONS AND BELIEFS AND USED TERM "SQUIRLYNESS" TO DESCRIBE VEHICLES' HANDLING WHEN ACCELERATING AT HIGHWAY SPEEDS. FORD INDICATES THAT VEHICLE OPERATES AS DESIGNED, I CONTENT THE DESIGN IS BAD, CAUSING THIS FORD EXPLORER SPORT VERSION TO BE VERY DANGEROUS. IN MY MIND IT IS ENTIRELY FORESEEABLE THAT ACCIDENTS WILL HAPPEN TO UNSUSPECTING DRIVERS OF THIS VEHICLE BASED ON THE VEHICLE CHARACTERISTICS. OBVIOUSLY THIS IS SOMETHING THAT WILL NOT BE ADMITTED TO BY FORD DUE TO PRE-EMPTIVE LIABILITY ASSUMPTION IN CASE OF ACCIDENTS. I OFFERED FORD TO TAKE THIS NEW VEHICLE BACK. ONCE AGAIN I UNDERSTAND THAT THEY WOULD NOT AS THIS WOULD IMPLY ADMITTANCE OF SAFETY CONCERNS REGARDING THE FORD EXPLORER SPORT VERSION. *TR GRAND RAPIDS MI Failure Date: 03/04/2013

8 10573079 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST ENTERS THE VEHICLE CABIN ANY TIME THE ENGINE IS OPERATED AT HIGHER RPMS, SUCH AS CLIMBING A LONG HILL OR TRAVELING AT HIGHWAY SPEEDS AND PASSING OTHER TRAFFIC. THE PROBLEM APPEARS TO HAVE BEEN PRESENT SINCE PURCHASING THE VEHICLE (NEW), BUT WE INITIALLY THOUGHT THE ODOR WAS COMING FROM SURROUNDING VEHICLES. WE SHORTLY DISCOVERED THAT THE EXHAUST ODOR OCCURRED WITHOUT THE PRESENCE OF ANY OTHER TRAFFIC. THE VEHICLE WAS TAKEN TO THE FORD

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DEALER WHO CONTACTED FORD ENGINEERING FOR A FIX. THE "FIX" DIDN'T HELP. I CONTACTED FORD CUSTOMER SERVICE AND ESTABLISHED A "CASE" IN AUGUST, 2013, AND WAS PROMISED THE PROBLEM WOULD BE TAKEN CARE OF. FORD TOLD US TO OPERATE THE VENTILATION SYSTEM IN THE RECIRCULATION MODE UNTIL THE PROBLEM WAS SOLVED. THIS ONLY AMPLIFIED THE ODOR BECAUSE THE EXHAUST STILL ENTERED BUT WAS THEN TRAPPED IN THE CABIN. AT FORD'S DIRECTION THE CAR WAS TAKEN BACK TO THE DEALER WHERE IT SAT FOR 3 WEEKS BUT WAS NOT TOUCHED. THE DEALER THEN CALLED AND ASKED US TO COME GET THE CAR BECAUSE THEY DIDN'T KNOW HOW TO FIX IT. SINCE THEN, DESPITE MY CONTINUING EFFORTS, I HAVE BEEN REPEATEDLY STALLED AND TOLD "WE'RE WORKING ON IT". THE ODOR IS PRESENT YEAR ROUND BUT SEEMS TO BE STRONGER IN WARMER WEATHER. *TR LESLIE AR Failure Date: 03/01/2013

8 10500982 2013 FORD EXPLORER Engine & Engine Cooling THIS 2013 EXPLORER XLT 4WD WITH 345 MILES ON IT AND LESS THAN TWO WEEKS OLD EXPERIENCED COMPLETE ENGINE FAILURE WHILE BEING DRIVEN IN A RESIDENTIAL AREA AT MID-DAY. *TR WICHITA KS Failure Date: 02/14/2013

8 10497684 2013 FORD EXPLORER Engine & Engine Cooling I JUST BOUGHT A 2013 FORD EXPLORER LAST WEEK AND I AM HAVING AN ISSUE WITH BURNT OIL SMELL GETTING INSIDE THE CABIN EVEN WITH A/C IN RECIRCULATION MODE. IT IS SUCH A DISAPPOINTMENT TO PAY OVER 40K FOR A BRAND NEW SUV AND BEEN DEALING WITH SUCH AN ISSUE. I HAVE A NEWBORN AND I AM AFRAID TO TAKE IT WITH ME IN THE EXPLORER BECAUSE I GUESS IT IS HARMFUL FOR ANYBODY. FIRST TIME I BOUGHT A FORD AND I AM NOT HAPPY ABOUT MY DECISION TO SWITCH BRANDS. I TOOK TO THE DEALERSHIP AND NEED TO GO BACK ON MONDAY TO DO A SYSTEM UPDATE BUT I DON'T THINK UPDATING THE SOFTWARE IT'S GOING TO SOLVE THE PROBLEM. I HOPE SOMEONE FROM FORD CAN READ THIS AND PAY ATTENTION TO US BECAUSE IT'S NOT HEALTHY TO BE DRIVING INHALING HARMFUL FUMES. *TR MIRAMAR FL Failure Date: 02/01/2013

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8 10521718 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT WHEN DRIVING AT VARIOUS SPEEDS, CONTACT IN THE VEHICLE WOULD BECOME DIZZY AND NAUSEOUS FOR UNKNOWN REASONS. ONE PASSENGER BECAME VIOLENTLY ILL AND WAS TRANSPORTED TO THE EMERGENCY ROOM FOR TREATMENT. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT THE SEALS WOULD NEED TO BE REPLACED BECAUSE THE EXHAUST FUMES WERE LEAKING INTO THE AIR CONDITIONING UNIT. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 7,500.

SAN ANTONIO TX Failure Date: 12/26/2012

8 10493493 2013 FORD EXPLORER Engine & Engine Cooling AT ANY SPEED EXHAUST FUMES GET INTO PASSENGER COMPARTMENT. WITH VEHICLE IDLING AND CLIMATE CONTROL TO OFF POSITION, I LET IT IDLE 5 MIN. THEN TURNED CLIMATE CONTROL TO ON POSITION AND NOTHING BUT FUMES COME OUT THRU AIR VENTS. I BOUGHT THIS EXPLORER 10/23/12 AND IT HAS BEEN IN THE SHOP SINCE 12/12/12. FORD SENT A FIX FOR THIS EXPLORER AND IT DIDN'T WORK. FMC NEEDS TO CALL ME ASAP. THIS IS LOOKING MORE AND MORE LIKE A BUY BACK. *TR MIDLAND TX Failure Date: 12/12/2012

8 10618502 2013 FORD EXPLORER Engine & Engine Cooling WHILE ENGAGING PASSING GEAR AT ROAD SPEEDS, CABIN FILLED WITH EXHAUST FUMES. THIS HAS CONTINUED FROM THAT TIME UNTIL PRESENT. VEHICLE NOW HAS 33000 MILES. VEHICLE HAS BEEN TAKEN TO LOCAL DEALER - [XXX] - ON NUMEROUS OCCASIONS WITH NO RESULTS IN STOPPING THE PROBLEM. THE LAST VISIT AFTER KEEPING OUR VEHICLE FOR 1.5 WEEKS , WE WERE TOLD THAT FORD COULD NOT REPAIR THE PROBLEM AND THAT THE FACTORY WOULD TAKE THE VEHICLE UNDER ADVISEMENT - WHATEVER THAT MEANS. MEANWHILE THE PROBLEM CONTINUES TO WORSEN WHILE EXHAUST FUMES NOW ENTER THE VEHICLE AT ALL STAGES OF OPERATION. WE HAVE BEEN ADVISED BY SEVERAL MECHANICS AND OTHER DEALERS NO TO DRIVE THE

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VEHICLE WITH OUR GRAND BABIES. THIS HAS BECOME A SERIOUS HEALTH CONCERN FOR OUR FAMILY AS THIS IS MY WIFE'S ONLY MODE OF TRANSPORTATION. SHE FREQUENTLY SUFFERS HEADACHES AFTER TRIPS IN THE VEHICLE TO NEIGHBORING CITIES TO SHOP!! INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).

*TR UNION MS Failure Date: 12/10/2012

8 10606792 2013 FORD EXPLORER Engine & Engine Cooling UNDER MEDIUM TO HARD ACCELERATION A STRONG SULFUR SMELL ENTERS THE CABIN THROUGH THE AIR CONDITIONING VENTS AND IT SMELLS VERY BAD. FAMILY OF FOUR AND CONCERNED ABOUT WHAT WE ARE ALL BREATHING IN. CONTACTED FORD AND THEY HAVE CONFIRMED IT AND THEY DON'T UNDERSTAND WHERE IT IS COMING FROM AND REFUSED TO FIX IT. THIS IS THE ONLY CAR I HAVE EVER DRIVEN WHERE THERE IS THIS TYPE OF SMELL COMING FROM AC UNDER ACCELERATION. SMELL COMES THROUGH FOR ABOUT 30 SECONDS AND THEN STOPS. STINKS UP THE CAR UNTIL WE ROLL DOWN THE WINDOWS TO GET THE BAD AIR OUT. EMBARRASSING WHEN WE HAVE OTHER PEOPLE IN THE CAR. I KNOW I AM NOT THE ONLY PERSON EXPERIENCING THIS PROBLEM. IT IS WELL DOCUMENTED IN NUMEROUS CHAT FORUMS AND WEBSITES ALL OVER THE WWW. THIS HAPPENS EVERY TIME THE VEHICLE IS ACCELERATED HARD SINCE WE HAVE OWNED IT. (HUNDREDS OF TIMES). *TR SPRING HILL FL Failure Date: 12/01/2012

8 10731089 2013 FORD EXPLORER Engine & Engine Cooling MY CAR CONTINUES TO HAVE STINKY EXHAUST FUMES COMING INTO THE CABIN. WE HAVE THE RECYCLE SWITCH ON, BUT IT DOES NOTHING TO STOP THE FUMES FROM COMING IN. I HAVE TAKEN THIS CAR TO THE DEALER ON NUMBER OCCASIONS, BUT THEY NEVER WOULD ADMIT THAT THERE WAS A PROBLEM. IN FACT, THEY CLAIMED THAT THIS WAS HOW IT WORKED. I THEN CONTACTED FORD MOTOR COMPANY ON OTHER OCCASIONS, BUT WAS TOLD EACH TIME, THAT THERE WAS NO PROBLEM WITH THE SYSTEM. IT SEEMS TO ME THAT IF FUMES ARE COMING INTO THE CABIN OF THE CAR, IT IS NOT HEALTHY. IT'S AS

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IF FORD DOESN'T WANT TO ADMIT THEY HAVE A PROBLEM, OR THEIR NOSES ARE SO STOPPED UP THAT THEY CAN'T SMELL. FORD AND THEIR DEALERS ARE DISMISSING THE PROBLEM WHEN I KNOW THERE IS A PROBLEM. FORD NEEDS TO ADMIT THAT THIS PROBLEM IS NOT GOOD FOR THOSE OF US THAT HAVE TO LIVE WITH THE ROTTEN EGG SMELL IN OUR VEHICLES.

TAMPA FL Failure Date: 11/30/2012

8 11033035 2013 FORD EXPLORER Engine & Engine Cooling THE CAR HAS HAD CONSISTENT ODOR PENETRATION INTO THE PASSENGER CABIN SINCE I BOUGHT IT IN OCTOBER 2012. THERE IS A SULFUR-LIKE OR ROTTEN-EGG SMELL...ALMOST LIKE NATURAL GAS. MORE RECENTLY I AM ALSO GETTING A SEPARATE ODOR OF BURNING OIL. THE SMELL IS MOST PRESENT WHEN THE CAR'S WINDOWS ARE ALL UP AND THE A/C SYSTEM IS ON. THE OIL SMELL IS ALSO NOTICEABLE OUTSIDE THE VEHICLE. I AM CONCERNED THAT THIS COULD BE RELATED TO THE WELL-PUBLICIZED ISSUE WITH POLICE VERSIONS OF THE FORD EXPLORER. I AM ALSO CONCERNED THAT THE FUMES COULD BE TOXIC AND I AM BEING EXPOSED FOR LONG PERIODS OF TIME TO POTENTIAL CARCINOGENS. FOXBORO MA Failure Date: 10/15/2012

8 10534074 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT STATED THAT AFTER STARTING THE VEHICLE, THERE WAS A BURNING SMELL EMERGING FROM THE VEHICLE ON SEVERAL OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS BUT THEY WERE UNABLE TO DUPLICATE THE PROBLEM. THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 10. UPDTED 09/30/13*LJ LAKE CLACID FL Failure Date: 10/03/2012

8 10648467 2013 FORD EXPLORER Engine & Engine Cooling WE LEASED A 2013 FORD EXPLORER IN OCTOBER OF 2012. WITHIN ABOUT A MONTH, WE BEGAN SMELLING EXHAUST INSIDE THE CAR. I BROUGHT MY CAR INTO A DEALERSHIP IN NEW YORK, WHO TOLD ME THAT I WAS NOT USING THE AIR CONDITIONING PROPERLY. SO, I THOUGHT THE EXHAUST WAS GETTING

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INSIDE THE CAR BECAUSE OF SOMETHING I WAS DOING. I NOW KNOW THAT LOTS OF PEOPLE ARE HAVING THIS PROBLEM. I HAVE NOW BROUGHT MY CAR BACK INTO A DEALERSHIP IN FLORIDA. THE EXHAUST PROBLEM IS GETTING WORSE, AND I AM NERVOUS FOR MY FAMILY. I HAD THE CAR CHECKED, AND CARBON MONOXIDE WAS FOUND INSIDE THE CAR. *TR

PLANTATION FL Failure Date: 10/01/2012

8 10875767 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. AFTER ATTEMPTING TO ACCELERATE, THE VEHICLE HESITATED TO RESPOND. THE CONTACT HEARD A WHINING NOISE COMING FROM THE ENGINE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE ENGINE COMPUTER WAS FLASHED, BUT THE FAILURE CONTINUED. WHILE DRIVING, AN EGG LIKE ODOR WAS PRESENT INSIDE THE VEHICLE. THE CONTACT WAS INFORMED BY THE DEALER THAT THE ODOR WAS DUE TO A FAILED OVERFLOW JAR FOR THE RADIATOR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 813. POMPTON PLAINS NJ Failure Date:

09/01/2012

8 10503135 2013 FORD EXPLORER Engine & Engine Cooling I AM REPORTING AN EMISSION ISSUE WITH THIS VEHICLE AND THE PREVIOUS ONE I HAD WITH SAME ISSUE. SOMETHING NEEDS TO BE DONE TO MAKE THIS NOT HAPPEN TO ANYONE ELSE. I AM BREATHING EXHAUST FUMES IN THE CABIN AT HARD ACCELERATION THROUGH THE AC SYSTEM ALL THE TIME EVEN AFTER THEY SO CALLED FIXED THIS VEHICLE. EVEN WITH MODERATE ACCELERATION PASSING SOMEONE. I AM GOING THROUGH THE LEMON LAW AT THIS TIME. THE SMELL IS SO BAD IT IS GIVING ME HEADACHES ALL DAY AND NIGHT AND EFFECTING MY HEALTH. IF IT IS IN TWO VEHICLES THEN IT IS IN ALL OF THEM FORD NEEDS TO FIX THIS PROBLEM PERIOD NOT PART FIX IT. I WAS TOLD BY FLORIDA ATTORNEY GENERALS ATTORNEY TO REPORT THIS TO YOU.

*TR BRADENTON FL Failure Date: 08/08/2012

8 10472937 2013 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING THE VEHICLE QUICKLY WITH THE AIR CONDITIONER ON (DOES

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NOT MATTER IF IT'S ON FRESH AIR INTAKE OR RECIRCULATING), THERE IS A DEFINITE ODOR OF GASOLINE EXHAUST IN THE CABIN OF THE VEHICLE. THE PROBLEM CAN BE DUPLICATED AT ANY SPEED, FROM A DEAD STOP OR ACCELERATING DURING A PASSING MANEUVER. THE VEHICLE WAS TAKEN TO THE LOCAL DEALERSHIP AND TWO TECHNICAL BULLETINS WERE ADDRESSED (ONE FOR A VIBRATION SOUND COMING FROM UNDER THE HOOD WHICH WAS REPAIRED AND THE OTHER FOR THE EXHAUST ODOR IN THE CABIN). UPON COMPLETION OF THE FACTORY WARRANTIED TECHNICAL BULLETINS, THE ODOR REMAINED. UPON FURTHER REVIEW OF THE DOCUMENTATION, THE WRONG ODOR WAS ADDRESSED (RADIATOR FLUID, NOT GASOLINE EXHAUST). THE ODOR IS PRESENT REGARDLESS OF BURNING 87 OCTANE OR E-85 FUEL.

*TR COLUMBUS GA Failure Date: 07/20/2012

8 10607685 2013 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL, OR ACRID BURNING SMELL IN CABIN OFF AND ON SINCE NEW, AND ESPECIALLY DURING HIGHER SPEED ACCELERATION... SUSPECT EXHAUST FUMES ENTERING CABIN... *TR WATERLOO IA Failure Date: 07/10/2012

8 10607217 2013 FORD EXPLORER Engine & Engine Cooling HORRIBLE EXHAUST FUMES SMELL INSIDE CABIN OF VEHICLE AFTER MODERATE ACCELERATION THAT LINGERS UNTIL WINDOWS ARE ROLLED DOWN. *TR PALOS HILLS IL Failure Date: 06/15/2012

8 10545106 2013 FORD EXPLORER Engine & Engine Cooling WHEN ACCELERATING, WITH ENGINE RPMS RISING ABOVE ~3500 RPM, A NOXIOUS SULFUR-LIKE ODOR IS ADMITTED INTO THE PASSENGER CABIN THROUGH THE CLIMATE CONTROL VENTS. THE ODOR OCCURS DURING ACCELERATION OR WHENEVER ENGINE SPEED EXCEEDS 3500 RPM, AS WHEN ON A STEEP INCLINE. ODOR IS PRESENT REGARDLESS OF VENTILATION MODE (RECIRCULATION OR FRESH-AIR), AND TYPE OF FUEL USED (OCTANE RATINGS FROM 85 UP TO 91), OR WHERE FUEL WAS PURCHASED (INCLUDING SEVEN DIFFERENT STATES IN MULTIPLE CITIES). ALL ATTEMPTS AT REPAIR, INCLUDING OFFICIAL TSB BULLETIN PUBLISHED BY THE FORD MOTOR COMPANY (TSB

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12-12-4), BY FORD DEALERSHIP SERVICE CENTER PERSONNEL HAVE FAILED.

*JS FRISCO TX Failure Date: 06/11/2012

8 10969992 2013 FORD EXPLORER Engine & Engine Cooling I HAVE BEEN EXPERINCING EXHAUST FUMES INSIDE THE VEHICLE WHEN I ACCELLARATE AT A HIGH R.P.M. AMHERST OH Failure Date: 06/01/2012

8 10954317 2013 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2013 FORD EXPLORER. THE CONTACT NOTICED AN ABNORMAL EXHAUST ODOR INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE THE FAILURE MILEAGE AND VIN WERE UNKNOWN. UPDATED 05/10/17*LJ *CN EARLY TX Failure Date: 05/09/2012

8 10609207 2013 FORD EXPLORER Engine & Engine Cooling I BOUGHT A 2013 FORD EXPLORER IN MARCH OF 2012. I ALMOST IMMEDIATELY BEGAN SMELLING EXHAUST INSIDE THE CAR. THE SMELL WAS WORST WHEN I HIT THE ACCELERATOR GETTING ONTO THE HIGHWAY OR OTHER TIMES WHEN I QUICKLY INCREASED THE ACCELERATION OF THE VEHICLE. I BROUGHT MY EXPLORER INTO THE FORD DEALERSHIP ON NUMEROUS OCCASIONS. THE DEALERSHIP VERIFIED MY COMPLAINT AND PERFORMED FORD'S TECHNICAL SERVICE BULLETIN 12-12-4. THAT DID NOT FIX THE PROBLEM. I CONTINUED TO SMELL EXHAUST INSIDE THE CAR. THE DEALER ASSURED ME THERE WAS NO SAFETY CONCERN, AND THAT THERE WAS NO CARBON MONOXIDE GETTING INTO THE VEHICLE. WE LATER TESTED THE VEHICLE AND FOUND HARMFUL LEVELS OF CARBON MONOXIDE GETTING INSIDE THE VEHICLE, BOTH WHILE BEING DRIVEN AND WHEN IDLE. THE LEVELS WERE HIGHER WHEN THE CAR WAS BEING DRIVEN. AFTER LONG DRIVES, MY CHILDREN HAVE BEEN ILL AND SUFFERED HEADACHE, WHICH WAS PROBABLY CAUSED BY EXPOSURE TO CARBON MONOXIDE. *TR CORAL SPRINGS FL Failure Date: 03/31/2012

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8 10511749 2013 FORDE EXPLORER Engine & Engine Cooling A FOUL
EXHAUST LIKE SMELL ENTERS THE CABIN UPON ACCELERATION. THE DEALER
ATTEMPTED TO IDENTIFY AND CORRECT THE PROBLEM, HOWEVER, THE
CONDITION CONTINUES. *TR NORTH KINGSTOWN RI Failure Date:
03/30/2012