

NHTSA Consumer Complaints as of June 10, 2019

2 11217460 2017 FORD EXPLORER Engine & Engine Cooling MAY 29TH 2019 I WENT INTO HEALEY FORD IN GOSHEN NY AFTER NEARLY 4 WEEKS OF HAVING HUGE PLUMES OF WHITE SMOKE POURING OUT OF MY EXHAUST PIPES EVERY TIME I PUSHED ON THE GAS OR STOPPED. IT DIDN'T MATTER IF I WAS ON THE HIGHWAY OR A CITY STREET THE ISSUE STILL OCCURED. THE SMELL WOULD PERMIATE THE ENTIRE INSIDE OF MY CAR. WE ALREADY HAD THE RECALL FIXED FOR THE EXHAUST SYSTEM CYCLING BACK INTO THE CAR SO THIS IS ALARMING. IT GOT PROGRESSIVELY WORSE AS THE WEEKS PASSED AND THE PLUMES BECAME THICKER AND VERY SMELLY. WHEN I EXPLAINED THE PROBLEM THEY TOOK IT INTO THE SHOP. ABOUT AN HOUR AFTER TAKING IT BACK INTO THE SHOP THE SERVICE MANAGER CAME BACK TO ME AND SAID THAT HE AND 2 OTHER TECHS PERSONALLY ENDED UP LOOKING AT IT AND AGREE THEY BELIEVE IT IS THE TURBO. I AM TAKING IT BACK IN TODAY JUNE 3, 2019 AND THEY SAID THEY WOULD BE TAKING APART THE ENTIRE EXHAUST SYSTEM AND ENGINE TO FIX IT. I AM CONCERNED BECAUSE THERE WAS A RECALL FOR THIS EXACT PROBLEM THAT POSTED JANUARY 23, 2017 COVERING ONLY 1163 2017 FORD EXPLORERS(NHTSA CAMPAIGN #16V925000). I CALLED FORD AND REPORT AND WHAT HAS BEEN OCCURING, WHAT WAS SAID, AND MY CONCERNS ON MAY 30, 2019. I EXPLAINED MY CONCERNS ABOUT THEM POSSIBLY MISSING SOME CARS AND PUTTING US AT RISK. THEY NOTATED IT, BUT WERE ADAMANT THAT MY EXPLORER IS NOT INVOLVED. TODAY, JUNE 3 2019, I WILL BE DROPPING MY EXPLORER OFF AT HEALEY AND THEY WILL HAVE IT FOR A FEW DAYS. I AM HOPING NHTSA WILL TAKE ANOTHER LOOK INTO THIS RECALL AND REALLY MAKE SURE ALL CARS THAT HAVE THE ISSUE ARE COVERED. IT'S A DANGEROUS RECALL AND I BELIEVE SOME HAVE BEEN MISSED AND FORD IS NOT LOOKING INTO IT FURTHER WHICH PUTS PEOPLE'S LIVES AT RISK. I WILL FOLLOW UP WITH THE RESULTS OF THE DEALERSHIP'S ASSESSMENT AND DIAGNOSIS WHEN IT IS COMPLETED. NEW WINDSOR NY Failure Date: 05/29/2019

2 11202988 2017 FORD EXPLORER Engine & Engine Cooling THE CAR LURCHES FOR THE FIRST 40-50 FEET AT SLOW SPEEDS WHILE APPLYING

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MINIMAL PRESSURE ON THE GAS PEDAL. IT HAPPENS THE INITIAL TIME PUTTING IT IN DRIVE AFTER EACH ENGINE START, REGARDLESS OF PUTTING IT IN REVERSE FIRST OR NOT. IT USED TO ONLY HAPPEN AFTER EVERY FEW STARTS, BUT HAS PROGRESSED TO EVERY SINGLE TIME NOW AND SOME CAN BE VERY AGGRESSIVE. THE DEALERSHIP HAS ATTEMPTED TO FIX THE ISSUE 5 TIMES NOW, WITH THE 5TH TIME RESULTING IN THEM SAYING IT IS A "NORMAL CHARACTERISTIC" OF THE VEHICLE, WITHOUT BEING ABLE TO EXPLAIN WHAT IS CAUSING IT. I WAS TOLD BY THE LOCAL SERVICE MANAGER THAT HE "DOESN'T KNOW WHY IT IS DOING IT, BUT IT'S NORMAL." HE THEN PROCEEDED TO COMPARE THE CHARACTERISTIC TO SOMEONE POORLY RELEASING THE CLUTCH ON A MANUAL VEHICLE AND AGAIN, STILL CLAIMING THAT EVERYTHING IS PERFECTLY NORMAL. FORT CAMPBELL KY

Failure Date: 04/22/2019

2 11187458 2017 FORD EXPLORER Engine & Engine Cooling DRIVING AT HIGHWAY SPEEDS BATTERY LIGHT CAME ON. POWER STEERING STOPPED WORKING AS I PULLED OFF HIGHWAY. FOUND SERP BELT FRAGMENTS IN ENGINE BAY. WAS TOLD BELT WAS AGED AND FAILED. BELT IS ORIGINAL WITH 23,500 MILES AND 3 YEARS OLD. BELT AREA COVERED UNDERNEATH FROM ROAD DEBRIS. DRY OUT, NO COLLISION WITH ROAD DEBRIS

FARMINGTON HILLS MI Failure Date: 03/17/2019

2 11182217 2017 FORD EXPLORER Engine & Engine Cooling WHEN GEAR IS ENGAGED IN $\emptyset D \emptyset$ WITH ENGINE ON, VEHICLE MOVES WITHOUT FOOT ON THROTTLE. WHEN BRAKE IS APPLIED TO STOP IT, THERE COMES A LOUD VIBRATION FROM THE ENGINE WHICH BECOMES NERVOUS AND TRIES TO DRAG VEHICLE FORWARD UNLESS GEAR IS PUT IN $\emptyset N \emptyset$ OR $\emptyset P \emptyset$. IT HAPPENS ANYTIME VEHICLE IS STATIONARY WITH ENGINE RUNNING INCLUDING STOP SIGNS AND TRAFFIC LIGHTS. NO CHECK LIGHT ON DASHBOARD.

PHENOMENON OBSERVED IN EARLY FEBRUARY 2019. BRONX

NY Failure Date: 02/02/2019

2 11181277 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST STILL ENTERING CABIN FOLLOWING FORD CORRECTIVE MEASURES. THIS

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VEHICLE HAS BEEN SERVICED FOR THIS SEEMINGLY ONGOING ISSUE USING THE CORRECTIVE MEASURES SPECIFIED ON THE MOST RECENT TECHNICAL SERVICE BULLETIN (17NO3); HOWEVER, THE CARCINOGENS AND CARBON MONOXIDE PRODUCED BY THE EXHAUST ARE STILL ENTERING THE CABIN FOLLOWING ACCELERATION. AS WITH OTHER SERIOUS COMPLAINTS INVOLVING THIS VEHICLE, THE ODOR IS A DELAYED RESPONSE TO ACCELERATION, BUT VERY EVIDENT. AS NHTSA IS THE CONSUMER'S AVENUE FOR ASSISTANCE IN PROTECTING THEIR HEALTH AND SAFETY, THIS ONGOING OPEN INVESTIGATION SHOULD RESULT IN CREATING PROVISIONS THAT DEMAND THIS COMPANY TAKE ETHICAL MEASURES IN PREVENTING TOXIC SUBSTANCES FROM ENTERING THEIR VEHICLES. THE OPEN NHTSA INVESTIGATION HAS ALREADY CONCLUDED, "FORD HAS ISSUED MULTIPLE TSBS RELATED TO THE EXHAUST ODOR ISSUE, AND IN SOME CASES REVISED THOSE DOCUMENTS MULTIPLE TIMES...". IF THE MANUFACTURER IS CONTINUOUSLY GENERATING NEW TECHNICAL BULLETINS, BUT COMPLAINTS ARE STILL BEING RAISED WITH MODELS AS OLD AS 2011, THE END RESULT IS THAT THE MANUFACTURER IS NOT TAKING THESE INCIDENTS SERIOUSLY ENOUGH. FORD NEEDS TO BE FORCED INTO CORRECTING A DISASTROUS DESIGN IN THEIR EXHAUST SYSTEM AS THE TECHNICAL SERVICE BULLETINS ARE OBVIOUSLY NOT PRODUCING RESULTS NEEDED TO PROTECT CONSUMERS. PRACTICES SUCH AS REPROGRAMMING THE AIR HANDLING SYSTEM TO ALLOW FOR MORE "FRESH AIR" TO COME INTO THE CABIN WHEN ACCELERATING IS COUNTERINTUITIVE TO PREVENTING EXHAUST FROM ENTERING THE CABIN. MEASURES TO PROTECT CONSUMERS FROM THESE TOXINS SHOULD BE THE ONLY NHTSA CONCLUSION. THE FACT THAT THIS HAS BEEN ONGOING SINCE 2011, WITH NO CORRECTIVE CHANGE IN THE EXHAUST'S DESIGN IS ALSO CLEAR INDICATOR THAT THE MANUFACTURER IS NOT INTERESTED IN TAKING THIS SERIOUSLY. FOR NOW, ROLLING WINDOWS DOWN DURING ACCELERATION IS THE ONLY MEASURE TO PROTECT AGAINST THESE TOXINS. APOPKA FL Failure Date: 01/31/2019

2 11172540 2017 FORD EXPLORER Engine & Engine Cooling ENGINE OIL LEAKING BETWEEN OIL FILTER AND FILTER ADAPTER ASSY. THE VEHICLE WAS

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TAKEN TO OC WELCH FORD ON DEC. 28TH 2018 FOR REPAIR FOR FIRST TIME. THE FILTER THEN BEGAN TO SLOW LEAK OIL AND THE VEHICLE AGAIN WAS TAKEN TO OC WELCH FORD ON JAN.18TH 2019. THE PROBLEM APPEARS TO BE THE ADAPTER ASSY HAS EITHER A HAIRLINE CRACK OR WAS MACHINED OUT OF SPECS. OC WELCH FORD ORDERED THE ADAPTER ASSY. CURRENTLY PENDING NOTIFICATION FROM THE DEALER WHEN REPAIR IS COMPLETE. POOLER GA Failure Date: 01/18/2019

2 11175252 2017 FORD EXPLORER Engine & Engine Cooling 2017 FORD EXPLORER SPORT. CONSUMER WRITES IN REGARDS TO CARBON MONOXIDE LEAK ISSUE. *LD *TR WEST HOLLYWOOD CA Failure Date: 12/17/2018

2 11161739 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES LEAKING IN TO THE CAB OF THE SUV. CAUSES A ROTTEN EGG SMELL, AND HAS LEFT MY SON AND I NAUSEOUS MANY TIMES. CADIZ KY Failure Date: 12/15/2018

2 11164734 2017 FORD EXPLORER Engine & Engine Cooling I WAS TRAVELING ON A HIGHWAY IN THE RIGHT LANE AT 55 MPH, WITH TRACTOR TRAILERS TO MY LEFT AND BEHIND ME. I CHANGED THE RADIO STATION AND A WARNING SUDDENLY APPEARED ON THE DASHBOARD STATING "TRANSMISSION NOT IN PARK". I FELT THE CAR BECOMING SLUGGISH AND I LOST POWER STEERING AND POWER BRAKES. I WAS ABLE TO PULL OFF THE ROAD, BUT HAD NO TURN SIGNAL TO WARN THE TRUCK BEHIND ME. HE NARROWLY MISSED ME AS I PULLED OFF. WHEN I CAME TO A STOP I REALIZED THE CAR WAS TURNED OFF, AS IF I HAD HIT THE IGNITION SWITCH. I PUT THE CAR IN PARK AND SWITCHED ON THE IGNITION. I COULD NOT BELIEVE I HAD INADVERTENTLY TURNED THE CAR OFF, BUT ASSUMED I MUST HAVE, WHILE CHANGING THE RADIO. YESTERDAY, JAN 32, 2018, MY VEHICLE LOST A SERPENTINE BELT AND I LOST POWER. THE TOW TRUCK DRIVER ASKED IF I SAW A WARNING THAT SAID "TRANSMISSION NOT IN PARK" BEFORE I LOST POWER. HE SAID HE HAD BEEN HEARING THAT FROM MANY FORD EXPLORER DRIVERS LATELY - THAT THEIR VEHICLE SUDDENLY STOPS RUNNING,

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ESPECIALLY WHEN THEY ARE USING THE RADIO. I WILL FOLLOW UP WITH MY LOCAL FORD DEALER, BUT I BELIEVE THIS IS A MAJOR SAFETY CONCERN, AS I AM NOW FINDING OTHERS REPORTING THE SAME ISSUE IN ONLINE FORD FORUMS. HAWLEY PA Failure Date: 12/12/2018

2 11151427 2017 FORD EXPLORER Engine & Engine Cooling TOOK EXPLORER TO THE DEALERSHIP. FOR THE ROTTEN EGGS SMELL FOR THE SECOND TIME AS WELL AS ANOTHER ISSUE. THEY DID NOT ADDRESS THE EXHAUST SMELL AND WHEN QUESTION A SECOND TIME THEY STATED IT WAS DRIVEN AND THE COULD NOT SMELL IT. I WAS TOLD TO DRIVE THE EXPLORER UNTIL IT GOT WORSE AND THEN BRING IT BACK IN. THIS IS UNACCEPTABLE. FORD IS KNOWINGLY ALLOWING DEALERSHIPS TO PLACE DEFECTIVE EXPLORERS BACK ON THE STREET. PEOPLE ARE GETTING HURT WITH THIS EXHAUST PROBLEM. SOMETHING NEEDS TO BE DONE SINCE I NEED TO DRIVE IT UNTIL IT GETS WORSE, OR PASS-OUT AND WRECK THE EXPLORER SHREVEPORT LA Failure Date: 11/13/2018

2 11151553 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE THE ENGINE WAS IDLING, THE ODOR OF FUEL WAS PRESENT INSIDE THE CABIN OF THE VEHICLE. LATER, WHILE DRIVING, THE CONTACT BEGAN TO FEEL ILL WITH SYMPTOMS THAT INCLUDED BECOMING DISORIENTED, DROWSINESS, NAUSEA, AND FINGER NUMBNESS. MEDICAL ATTENTION WAS NOT RECEIVED. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (PACKYWEBB FORD, 1815 OGDEN AVE, DOWNERS GROVE, IL), BUT THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE CONTACT INDICATED THAT THE VEHICLE WAS SERVICED IN FEBRUARY OF 2018 PER AN UNKNOWN MANUFACTURER SERVICE CAMPAIGN RELATED TO CARBON MONOXIDE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 37,000. DOWNER GROVE IL Failure Date: 11/13/2018

2 11149621 2017 FORD EXPLORER Engine & Engine Cooling 2017 FORD EXPLORER SPORT AWD HAD THE COURTESY SERVICE FOR THE EXHAUST BULLETIN DONE. I DON'T KNOW WHAT THEY FIXED BECAUSE THE CAR STILL

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SMELLS OF EXHAUST WHEN I ACCELERATE HARD. TRYING TO MERGE ONTO THE HIGHWAY ON RAMPS COMES TO MIND. OR IF ACCELERATE HARD FROM A STOP LIGHT IN THE CITY. PRETTY MUCH HAVE TO LOWER THE WINDOWS. DEALERS ARE USELESS THEY JUST CLAIM THE VEHICLES ARE SAFE. HAVE HAD THIS ISSUE SINCE PURCHASED NEW. RIVERDALE MD Failure Date: 11/04/2018

2 11142887 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES IN CABIN WHEN IN MOTION POCASSET MA Failure Date: 10/25/2018

2 11142409 2017 FORD EXPLORER Engine & Engine Cooling TAKEN BACK TO DEALER FOR ROTTEN EGG SMELL THIS WILL BE THE SECOND TIME AFTER ALL THEY DID WAS INSPECT PER THE TECH BULLETIN AND REPROGRAMMED AC UNIT,(STILL HAVE SMELL WHILE UNDER MEDIUM ACCELERATION) ALSO WHISTLING COMING FROM INTAKE SIDE OF MOTOR. SHREVEPORT LA Failure Date: 10/23/2018

2 11143592 2017 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE LEAK INTO VEHICLE. CAR HAS FOUL ODOR THAT PERMEATES THROUGH THE CAR WHEN DRIVING. ESPECIALLY WHEN ACCELERATING TO HIGHWAY SPEEDS. SEEMS TO BE ONLY WHEN THE A/C IS IN RECIRCULATION MODE PHOENIX AZ Failure Date: 10/11/2018

2 11143535 2017 FORD EXPLORER Engine & Engine Cooling AS I WAS REVERSING I PLACED THE VEHICLE FROM REVERSE TO DRIVE AND IT BECAME VERY HARD TO TURN THE STEERING WHEEL. ON SEVERAL DIFFERENT OCCASSIONS THE EXHAUST HAS BLOWN SMOKE AND THE VEHICLE SMELLS LIKE FUMES AFTER TURNING IT ON. ANDREWS TX Failure Date: 10/10/2018

2 11129891 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. ON SEVERAL OCCASIONS, WHILE DRIVING VARIOUS SPEEDS, EXHAUST FUMES ENTERED THE CABIN OF THE

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VEHICLE. THE VEHICLE WAS TAKEN TO PAUL MURREY FORD INC (LOCATED AT 1105 E MULBERRY ST, KAUFMAN, TX 75142, (972) 962-2151) WHERE IT WAS DIAGNOSED THAT AN ADJUSTMENT NEEDED TO BE MADE TO THE EXHAUST SYSTEM. THE CONTACT STATED THAT THE REPAIR FAILED TO REMEDY THE FAILURE. THE VEHICLE WAS TAKEN BACK TO THE DEALER AND THE CONTACT WAS REFERRED TO THE MANUFACTURER. THE MANUFACTURER WAS CONTACTED AND STATED THAT THE ISSUE WOULD BE ESCALATED. THE CONTACT STATED THAT HE HAD NOT HEARD BACK FROM THE MANUFACTURER. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 20,000. KAUFMAN TX Failure Date: 09/17/2018

2 11170193 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE THE VEHICLE WAS BEING DRIVEN, THERE WAS AN INTENSE ODOR OF FUMES INSIDE THE VEHICLE. THE CONTACT STATED THAT THE WINDOWS HAD TO BE ROLLED DOWN IN ORDER TO DRIVE THE VEHICLE. THE VEHICLE WAS TAKEN TO PUENTE HILLS FORD (17340 GALES AVENUE, CITY OF INDUSTRY, CA 91748) TO BE DIAGNOSED, BUT THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 30,000. WHITTIER CA Failure Date: 08/15/2018

2 11118397 2017 FORD EXPLORER Engine & Engine Cooling FORD EXPLORER EXHAUST---- WE CONTINUE TO HAVE NAUSEA, DIZZINESS, HEADACHES AND AT TIMES EXTREME SLEEPINESS. A FEW MONTHS AGO FORD SENT US A SAFETY NOTICE, STATING THEY WOULD REPROGRAM THE AIR CONDITIONER. THEY STATED THIS WOULD FIX EXHAUST GASES ENTERING THE VEHICLE. THIS RE-PROGRAMING HAS NOT FIXED THE PROBLEM. WE CONTINUE TO HAVE EXHAUST SMELLS IN THE VEHICLE, ESPECIALLY ON ACCELERATION. WE CONTINUE TO HAVE NAUSEA, DIZZINESS, HEADACHES, SLEEPINESS, AND SOMETIMES PERIODS OF CONFUSION. BENSON NC Failure Date: 08/07/2018

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2 11123889 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING AT UNKNOWN SPEEDS, AN EXHAUST ODOR ENTERED THE INSIDE OF THE VEHICLE. THE CONTACT HAD TO OPEN THE WINDOWS. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT CALLED BILL ESTES FORD (450 E NORTHFIELD DR, BROWNSBURG, IN 46112, (866) 495-8611) AND WAS INFORMED TO CALL ANOTHER LOCAL DEALER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 14,000. INDIANAPOLIS IN Failure Date: 07/01/2018

2 11174448 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, THE CONTACT AND PASSENGER EXPERIENCED DIZZINESS, HEADACHES, AND FELT AS IF THEY WOULD LOSE CONSCIOUSNESS. MEDICAL ATTENTION WAS NOT RECEIVED. THE VEHICLE WAS TAKEN TO CIOCCA FORD OF QUAKERTOWN (321 S WEST END BLVD, QUAKERTOWN, PA 18951, (215) 536-8600) WHERE IT WAS DIAGNOSED THAT THERE WAS A CARBON MONOXIDE LEAK. THE VENTILATION SYSTEM AND MUFFLER WERE REPLACED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 18,000. QUACKERTOWN PA Failure Date: 07/01/2018

2 11105054 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE ON A ROAD TRIP, THE PASSENGER IN THE VEHICLE SUFFERED FROM SEVERE HEADACHES AND NAUSEA. MEDICAL ATTENTION WAS NOT REQUIRED. THE CONTACT WAS CONCERNED THAT IT COULD HAVE BEEN ATTRIBUTED TO CARBON MONOXIDE POISONING. THE VEHICLE WAS TAKEN TO FORD LINCOLN OF FRANKLIN (1129 MURFREESBORO RD, FRANKLIN, TN) WHERE IT WAS DIAGNOSED THAT THE EXHAUST MANIFOLD WAS CRACKED AND NEEDED TO BE RESEALED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 9,000. LA VERGNE TN Failure Date: 06/21/2018

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2 11121627 2017 FORD EXPLORER Engine & Engine Cooling VEHICLE STALLS WHEN DRIVING AND IS MORE PRONOUNCED WHEN MAKING TURNS. AFTER STALLING IT STARTS BUCKING AND I HAVE TO PRESS GAS PEDAL TO THE FLOOR TO GET A RESPONSE. HOLLYWOOD FL Failure Date: 06/04/2018

2 11111992 2017 FORD EXPLORER Engine & Engine Cooling MY EXPLORER SPORT WITH TURBO HAS A RECURRING OIL LEAK THAT THE DEALERSHIP HAS ATTEMPTED TO REPAIR A FEW TIMES. I CAN SMELL OIL BURNING WITHIN MINUTES OF DRIVING THE VEHICLE AND THERE ARE OIL STAINS ON OUR GARAGE FLOOR. MY CONCERN IS THAT OIL MAY BE LEAKING ONTO HOT ENGINE COMPONENTS CREATING A FIRE HAZARD. THE DEALERSHIP HAS HAD THE VEHICLE FOR OVER 2 WEEKS CUMULATIVELY AND I BELIEVE THIS IS PART OF A BIGGER PROBLEM. THE GM TOLD ME TODAY THAT HE BELIEVES THIS IS A FREAK OCCURRENCE, BUT IN SPEAKING WITH A FRIEND OF MINE WHOSE HUSBAND IS A MECHANIC ON FORDS, HE SAID THE FORD KNOWS THIS IS AN ISSUE, BUT HASN'T ISSUED A RECALL FOR THIS MODEL, YET. I'M NOT SURE WHAT TO DO AT THIS POINT. I JUST KNOW THAT I'M PAYING FOR A VEHICLE THAT I CAN'T DRIVE AND THE DEALERSHIP DOESN'T KNOW HOW TO REPAIR IT WHICH IS VERY CONCERNING.
DANBURY CT Failure Date: 05/25/2018

2 11090820 2017 FORD EXPLORER Engine & Engine Cooling THE VEHICLE INSIDE CABIN SOMETIMES SMELLS LIKE NATURAL GAS. DRIVER HAS EXPERIENCED HEADACHE AND WEAKNESS AFTER DRIVING LONGER PERIODS OF TIME. WINDOWS HAVE TO BE OPENED TO RID OF THE SMELL. MIAMI LAKES FL Failure Date: 04/28/2018

2 11085078 2017 FORD EXPLORER Engine & Engine Cooling STRONG BURNING SMELL INSIDE OF VEHICLE WHEN ACCELERATING. THE SMELL IS SO STRONG IT WILL MAKE YOU NAUSEOUS, REQUIRING ME TO PULL OVER AND EXIT THE VEHICLE. I REPORTED THE PROBLEM TO THE DEALERSHIP AND WAS ADVISED IT WAS THE UNDERCARRIAGE COATING BURNING OFF. I AM NOW AT 5500 MILES ON MY VEHICLE AND THE SMELL CONTINUES TO PERSIST. THE

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DEALERSHIP AND FORD MOTOR HAVE NOT BEEN HELPFUL IN RECTIFYING THIS PROBLEM OR FINDING THE CAUSE OF THE SMELL. THE PROBLEM OCCURS EVERY TIME I HAVE TO ACCELERATE, ON A DAILY BASIS.

ROSSVILLE GA Failure Date: 04/14/2018

2 11101687 2017 FORD EXPLORER Engine & Engine Cooling I SMELL EXHAUST IN THE CABIN SOMETIMES. I WORK OUT OF MY CAR A FEW HOURS A DAY, LEAVING IT ON AND WITH AIR CONDITIONING ON WHILE I GO DOOR TO DOOR AND GET HEADACHES AND SUPER TIRED WHICH I HAVE NEVER HAD IN MY LIFE. I ALSO GET EXTREMELY SLEEPY AFTER BEING IN THE CAR FOR MORE THAN AN 40 MINUTES AT A TIME. SOMETIMES I TAKE A NAP IN THE CAR WITH THE A/C ON AND ALL 4 WINDOWS CRACKED ABOUT AN INCH EACH. WHEN I WAKE UP I FEEL DIZZY, SICK AND HAVE A HEADACHE AFTER A WHILE. WEST CHESTER OH Failure Date: 04/12/2018

2 11084028 2017 FORD EXPLORER Engine & Engine Cooling VEHICLE SURGE ON FIRST ACCELERATION AFTER STARTING THE ENGINE. SURGE - THE VEHICLE EXPERIENCES AN ACCELERATING LUNGE FORWARD AND THEN STOPS FOR ABOUT TWO OR THREE CYCLES (STOP/START, STOP/START ETC.) IT IS UNEXPECTED AND UNCONTROLLABLE UNTIL IT SUBSIDES WITHIN 20 TO 30 FEET. THE DEGREE OF THE UNEXPECTED ACCELERATION IS EXCESSIVE WHEN COMPARED TO THE SLIGHT APPLICATION OF THE GAS PEDAL CONDITIONS - HAPPENS ONLY AFTER THE FIRST STARTUP OF THE ENGINE, IN WARMER WEATHER WHEN THE "CHOKE" IS NOT REQUIRED. EXAMPLE: START ENGINE, BACK OUT OF GARAGE, PLACE IN FIRST GEAR, ACCELERATE SLOWLY FOR THE FIRST TIME. THIS IS WHEN THE SURGE IS EXPERIENCE. IT DOES NOT HAPPEN WITH EVERY STOP/START CYCLE DURING NORMAL DRIVING, LIKE STOPPING AT A TRAFFIC LIGHT. IT HAPPENS ONLY AFTER STARTING THE ENGINE, AND GOING FORWARD FOR THE FIRST TIME. THE PRIMARY PROBLEM IS THE DEGREE OF THE UNCONTROLLED, OSCILLATING ACCELERATION RELATIVE TO THE SLIGHT AMOUNT THAT THE GAS PEDAL IS APPLIED. IT IS NOT ABOUT AN OVERLY SENSITIVE ACCELERATOR PEDAL. IT

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ABOUT THE ENGINE SURGING, THEN DYING OFF, THEN SURGING AGAIN.

HONOR MI Failure Date: 03/23/2018

2 11172605 2017 FORD EXPLORER Engine & Engine Cooling OIL LEAK AROUND TURBO AT EXHAUST. COULD BE RELATED TO THE NHTSA VEHICLE SAFETY RECALL # 16V925000 AS THE VEHICLE HAS THE SAME 3.5L GTDI ENGINE AND SEEMS TO HAVE BEEN MANUFACTURED DURING THE TIME FRAME OF THE 2017 FORD EXPLORER POLICE INTERCEPTOR VEHICLES EFFECTED. WOODLAND PARK CO Failure Date: 03/19/2018

2 11062345 2017 FORD EXPLORER Engine & Engine Cooling THERE'S EXHAUST FUME IN THE CABIN MY WIFE HAS SUFFERED SEVERE HEADACHE AFTER 60 MINS OF DRIVING INCLUDED MY 20MONTHS OLD BABY. MY CAR HAS ALREADY BEEN REPAIRED ONCE AND IS IN THE SHOP AGAIN BECAUSE I LEFT A CO2 SENORS IN BACK SEAT AND HAS GONE OFF MULTIPLE TIMES. FORD IS NOT BEING VERY HELPFUL BECAUSE I DONØT WANT THE CAR ANYMORE. IT IS A HUGE SAFETY CONCERN AND I DONØT WANT MY WIFE AND TODDLER IN THE VEHICLE AT ALL. WHITE PLAINS NY Failure Date: 01/12/2018

2 11065604 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING AT ANY SPEED, THE CONTACT FELT NAUSEATED, ESPECIALLY WHEN THE HEATER WAS ACTIVATED. THE CONTACT DID NOT PERCEIVE AN ODOR INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO MATTHEW'S FORD NEWARK (500 HEBRON RD, NEWARK, OH 43056) AND THE HEATER SOFTWARE WAS REPROGRAMMED. THE FAILURE RECURRED AND WAS NOT REMEDIED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 250. NEWARK OH Failure Date: 01/02/2018

2 11102539 2017 FORD EXPLORER Engine & Engine Cooling RECALL ON CARBON MONOXIDE ON 2017 FORD EXPLORER. FORD SERVICE DO NOT TAKE THIS SERIOUSLY WHEN I'M HAVING HEADACHES, DIZZY, VISION BLURRY AND EAR RINGING. WE DID THE CARBON MONOXIDE FORENSICS WITH THE CAR CO

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DETECTOR AND THE ALARM WENT OFF TRIGGERS WHICH THE NUMBER IS 11!!! WE DID THE VIDEO ON IT AND TRYING TO SHOW PROOF BECAUSE FORD MANAGER AT THE SERVICE DOESN'T BELIEVE ME AT ALL!!! WE TOOK OUR 2017 FORD EXPLORER TO SERVICE 5X THIS MONTH OF JUNE! FORD SERVICES AT JUNE 1ST, JUNE 7TH, JUNE 11TH, JUNE 15TH AND JUNE 16TH AND GOING TO BRING IT BACK AGAIN WITH PROOF OF THE VIDEO THAT OUR SUV DO HAVE CARBON MONOXIDES SMELL! PLEASE HELP AND I CANNOT KEEP DRIVING THIS WITH THE CARBON MONOXIDE SMELL WHICH I AM USING THIS CAR FOR WORK PURPOSE. THE CARBON MONOXIDE SMELL START WHEN I'M OVER 45 MPG ON BUSY MAIN ROAD OR HIGHWAY. FORD SERVICE WAS LIKE OH THAT'S MUSKY SMELL AND PUT SPRAY TO KILL THE BACTERIAL SMELL, THEY REPLACED BATTERY, AIR COMPRESSOR FOR THE AC AND NOTHING TO FIX THIS CARBON MONOXIDE!! I'M ABOUT TO GIVE UP THIS SUV. MOUNT DORAFL Failure Date: 01/01/2018

2 11062111 2017 FORD EXPLORER Engine & Engine Cooling FAILED TO ACCELERATE FROM STOP. TUPELO MS Failure Date: 12/29/2017

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

2 11062222 2017 FORD EXPLORER Engine & Engine Cooling MY WIFE WAS INVOLVED IN AN ACCIDENT ON ICY ROADS ON DECEMBER 5. SHE WAS DRIVING OUR 2017 FORD EXPLORER WHICH WE HAD PURCHASED ON MAY 31,

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

Failure Date: 12/05/2017

2 11082688 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING VARIOUS HIGH SPEEDS OR WHILE THE VEHICLE WAS IDLING, THERE WAS A ROTTEN EGG ODOR ENTERING THROUGH THE VENTS OF THE VEHICLE. THE ODOR WAS PRESENT WHILE THE AIR CONDITIONER WAS IN USE. THE CONTACT STATED

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THAT THE FOUR OCCUPANTS IN THE VEHICLE EXPERIENCED BREATHING DIFFICULTY, LIGHT HEADACHES, NAUSEA, AND BLURRED VISION, WHICH REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TAKEN TO GRIECO FORD (3000 S FEDERAL HWY, DELRAY BEACH, FL 33483), BUT THE CAUSE OF THE FAILURE WAS UNDETERMINED. THE DEALER STATED THAT THE ODOR FAILURE WAS RELEVANT TO POLICE VEHICLES AND NOT NON-POLICE SUVs. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 9,000. BOYNTON BEACH

FL Failure Date: 11/28/2017

2 11067268 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING APPROXIMATELY 30 MPH, THE CONTACT HEARD AN EXPLOSION COMING FROM THE FRONT PASSENGER SIDE OF THE VEHICLE. THE VEHICLE THEN STALLED WITHOUT WARNING. IN ADDITION, THE FRONT PASSENGER SIDE CONTROL ARM DETACHED, WHICH CAUSED THE PASSENGER TIRE TO EXPLODE. THE VEHICLE WAS TOWED TO A TOWING LOT. THE VEHICLE WAS LATER TAKEN TO PENSKE FORD COLLISION CENTER (8970 LA MESA BLVD, LA MESA, CA 91942, (619) 464-7777) WHERE IT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THEY WERE NOT RESPONSIBLE FOR THE FAILURE AND ADVISED THE CONTACT TO "WORK IT OUT THE BEST HE COULD". NO FURTHER ASSISTANCE WAS OFFERED. THE APPROXIMATE FAILURE MILEAGE WAS 11,000. SAN DIEGO CA

Failure Date: 11/27/2017

2 11122210 2017 FORD EXPLORER Engine & Engine Cooling OUR FIRST ROAD TRIP IN THIS VEHICLE WAS NOVEMBER 23, 2017. WE DROVE ABOUT 300 MILES SOUTH TO GALVESTON, TX. ON THE WAY BACK HOME, I WAS DRIVING , WHEN WE GOT TO ABOUT HOUSTON, I TOLD MY HUSBAND I NEEDED TO PULL OVER AND LET HIM DRIVE, AS I DIDNØT FEEL GOOD AND FELT LIKE I WAS GOING TO PASS OUT. HE DROVE THE REST OF THE WAY BACK HOME. I WAS THINKING MAYBE I WAS GETTING SICK OR COMING DOWN WITH SOME KIND OF BUG. I JUST FELT ALWAYS DIZZY AND LIGHT HEADED. I STARTED TO GET A

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STRANGE FEELING MY HEAD, A STRANGE TIGHTNESS I THEN GOT CONCERNED. I WENT TO MY DOCTOR ON DECEMBER 27 TO FIND OUT WHAT HE THOUGHT IT MAY BE. I JUST FELT SO WEIRD AND FUNNY. I CONTINUE TO GO THROUGHOUT JANUARY AND MY DOCTOR TELLING ME I NEEDED TO GET A MRI ON MY BRAIN BECAUSE I COULDN'T SHAKE WHATEVER I HAD. THE STRANGE FEELING OF DIZZINESS WAS ALWAYS THERE. I TOOK OFF MANY DAYS FROM WORK AS I WOULD START TO DRIVE INTO WORK ABOUT AN HOUR AWAY AND KEPT FEELING SO DIZZY THAT I COULDN'T DRIVE. I KEPT TELLING MY DOCTOR WHEN I WAS IN MY CAR DRIVING THAT I FELT THE WORSE. I THOUGHT PERHAPS IT WAS SOME KIND OF MOTION TYPE OF SICKNESS LIKE VERTIGO. HE TESTED ME FOR MANY THINGS LIKE THAT AND AFTER MY MRI CAME BACK FINE I STILL WAS HAVING ISSUES. AFTER MANY TESTS, MEDICINES AND ALL AND NEVER FINDING ANYTHING THAT WOULD MAKE IT BETTER, I DIDN'T KNOW WHAT ELSE TO DO. I JUST KNEW I HAD FELT WEIRD AND DIZZY SINCE OUR ROAD TRIP TO GALVESTON. I HAD NEVER THOUGHT ABOUT CARBON MONOXIDE UNTIL A FRIEND OF MINE AND I WAS TALKING ABOUT THIS WEIRD FEELING I KEPT HAVING. SHE TOLD ME THAT I NEEDED TO TAKE MY CAR INTO THE DEALERSHIP AND HAVE IT TESTED. MYSELF AND MY FAMILY HAVE BEEN SMELLING A SMELL EVERY TIME I WOULD DRIVE. I TOOK MY CAR IN MAY 8TH, 2018 TO THE DEALERSHIP AND GUESS WHAT...IT HAS A FORD CUSTOMER SERVICE PROGRAM 17N03 ON THE CARBON MONOXIDE! THEY SAY THEY WANT TO FIX THE ISSUE THAT REALLY ISN'T AN ISSUE?! ROCKWALL

TX Failure Date: 11/23/2017

2 11047666 2017 FORD EXPLORER Engine & Engine Cooling THERE'S EXHAUST FUME IN THE CABIN AFTER HARD ACCELERATION(RPM WAS AROUND 5000). AND MY FAMILY SUFFERED A SEVERE HEADACHE AFTER 90 MINUTES DRIVING INCLUDED MY 12 MONTHS OLD BABY. MY CAR HAS ALREADY BEEN REPAIRED TWICE IN FORD, BUT IT HAS NOT BEEN RESOLVED.

BUENA PARK CA Failure Date: 11/18/2017

2 11045323 2017 FORD EXPLORER Engine & Engine Cooling I BOUGHT A 2017 FORD EXPLORER FOR MY DAUGHTER TO DRIVE BACK AND FORTH TO

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COLLEGE. SHE HAS BEEN EXPERIENCING DIZZINESS, HEADACHES AND NEARLY PASSED OUT AFTER DRIVING THE VEHICLE. WHEN I GET IN THE VEHICLE AND START IT UP, IT SMELLS LIKE EXHAUST INSIDE THE VEHICLE. THERE IS OBVIOUSLY A PROBLEM. OWENS CROSS ROADS AL

Failure Date: 11/10/2017

2 11039479 2017 FORD EXPLORER Engine & Engine Cooling DRIVING DOWN A DIRT TRAIL FROM A MOUNTAIN OUTLOOK THE CARS ELECTRICAL SHUT OFF. WE HAD NO CONTROL OF BRAKES, OR ANYTHING BUT STEERING. NOT TO MENTION WE WERE PICKING UP MAJOR SPEED DOWN A MOUNTAIN, AND BOUNCING EVERYWHERE. WE HAD TO SWERVE BACK AND FORTH, HITTING BUSHES AND SEMI DRIVING UP THE SIDE OF THE MOUNTAIN TO TRY AND SLOW DOWN. OUR WHOLE FAMILY WAS IN THE CAR, INCLUDING A TWO MONTH OLD AND A THREE YEAR OLD. THE ONLY WAY WE GOT IT TO WORK AGAIN WAS SLAMMING THE SHIFTER INTO NEUTRAL AND THEN PUSHING THE RESTART BUTTON, BUT IT WAS PROBABLY JUST OUR PRAYERS THAT GOT THE CAR TO TURN BACK ON AND GIVE US BRAKE CONTROL AGAIN. I'M AFRAID TO DRIVE MY CAR IN FEAR OF IT HAPPENING AGAIN. SARATOGA SPRINGS UT Failure Date: 10/22/2017

2 11034464 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST CAN BE EASILY SMELLED WHEN ACCELERATING, POSSIBLY INDICATING A LEAK OF CARBON MONOXIDE INTO THE CABIN. FAYETTEVILLE AR Failure Date: 10/17/2017

2 11083128 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING VARIOUS SPEEDS, EXHAUST FUMES EMITTED INTO THE CABIN OF THE VEHICLE. THE FUMES CAUSED THE CONTACT'S CHILDREN TO BECOME NAUSEOUS AND VOMIT. THE CONTACT WAS CONCERNED FOR THE SAFETY OF HIS CHILDREN. THE CONTACT CALLED ROD BAKER FORD AT (877) 222-7336 (LOCATED AT 16101 S LINCOLN HWY, PLAINFIELD, IL 60586) WHERE AN APPOINTMENT WAS SCHEDULED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE

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MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 6,310. ROMEOVILLE IL Failure Date: 10/03/2017

2 11024935 2017 FORD EXPLORER Engine & Engine Cooling 2017 FORD EXPLORER SPORT. 3.5 ECOBOOST. WHEN ACCELERATING 3/4 OR MORE ON THE PEDAL. DOES NOT SMELL SO MUCH AS EXHAUST AS IT DOES SULFUR AND BAD EGG SMELL. ONLY WAY TO GET THE SMELL OUT OF VEHICAL IS TO TURN AIR OFF AND ROLL WINDOWS DOWN. SEEMS WORSE WHEN AIR CONDITIONING IS ON THAN THE HEAT. PASSENGERS USUALLY GET IT WORSE THAN DRIVER.. AT LEAST THAT'S MY EXPERIENCE, OR THAT IS THE SIDE WITH THE PROBLEM. I WAS READING ON WEBSITES BEFORE ALL THESE CLAIMS WERE BROUGHT UP AND I KEPT COMING TO THE CONCLUSION FROM READING UP WHAT COMPLAINTS I FOUND, IT WAS THAT THE TWIN TURBOS HAD A LOT OF BLOW BACK AND IT WAS ONLY THE ECOBOOST MOTORS. NOW I NOW DIFFER AND THERE IS A CURIOUS PROBLEM AND I OWE A SMALL FORTUNE ON A VEHICAL THAT'S NOT SAFE TO DRIVE AND ALSO WITH A FAMILY OF 5. DOES NOT HAVE PROBLEM AT IDLE OR IF DRIVIN GENTLY.CAN DO IT AT LOW SPEEDS OR HIGH SPEEDS. JUST GIVE IT HALF OR MORE PEDDLE AND YOU WILL SMELL IT. WHAT DO I DO. THANKS. SCOTT EBERLE WENTZVILLE MO Failure Date: 09/21/2017

2 11022227 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES FILL THE CABIN OF VEHICLE DURING HEAVY ACCELERATION. USUALLY CAUSES HEADACHE. DEALER CONFIRMED ISSUE. DEALER ADVISES FORD HAS ISSUED A TSB BUT THE PARTS HAVE BEEN RECALLED FOR MONTHS SO NO REPAIR IS ABLE TO BE COMPLETED AT THIS TIME. HERMITAGE TN Failure Date: 09/04/2017

2 11034351 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE THE VEHICLE WAS STATIONARY AND WHILE DRIVING VARIOUS HIGH SPEEDS, EXHAUST FUMES ENTERED INTO THE CABIN OF THE VEHICLE. WHEN THE HEATER AND AIR CONDITIONER WERE ACTIVATED, THE ODOR OF EXHAUST FUMES ENTERED THROUGH THE VENTILATION SYSTEM. THE CONTACT SUFFERED HEADACHES

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FROM EXPOSURE TO THE FUMES. CRAIN FORD IN LITTLE ROCK, ARKANSAS, 72210 REPLACED A GASKET AND SEALED THE VEHICLE (EXACT REPAIRS UNKNOWN), BUT THE FAILURE RECURRED. THE DEALER REFERRED THE CONTACT TO THE MANUFACTURER. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND PROVIDED THE CONTACT WITH CASE NUMBER: CAS-13337847. THE FAILURE MILEAGE WAS APPROXIMATELY 9,000.

BENTON AR Failure Date: 09/01/2017

2 11019909 2017 FORD EXPLORER Engine & Engine Cooling I RENTED THE REFERENCED VEHICLE FROM ENTERPRISE RENTAL CAR FOR 1 WEEK. DROVE APPROXIMATELY 2000 MILES. THIS 2017 VEHICLE HAD APPROXIMATELY 20,000 MILES ON THE ODOMETER WHEN I RENTED IT. I BELIEVE THAT THE ENGINE WAS THE 3.5 LITER VERSION. EVERY TIME I ACCELERATED HARD, SUCH AS ENTERING ON THE INTERSTATE, I COULD SUBSEQUENTLY SMELL A VERY STRONG EXHAUST SMELL IN THE INTERIOR OF THE SUV. I ALSO NOTICED WHEN I RENTED THE VEHICLE THAT ALL THE WINDOWS AND SURFACES HAD A FILM ON THEM - PERHAPS RESIDUE FROM EXHAUST GASES. I AM A 54 YEAR OLD RETIRED ENGINEER AND HAVE OWNED AND RENTED OVER 25 VEHICLES IN MY LIFETIME AND FIND WHAT I EXPERIENCED WITH THE EXPLORER TO BE VERY UNUSUAL. I ALSO FOUND THAT I WAS SLEEPYER THAN NORMAL WHEN DRIVING PERHAPS DUE TO CO2 EXPOSURE. ALL OF MY PASSENGERS ALSO EXPERIENCED UNUSUAL SLEEPINESS. THE EXHAUST SMELL IN THE INTERIOR WAS UNDENIABLE. I FIND IT VERY DISTURBING THAT FORD IS TRYING TO EXPLAIN THIS AS A PROBLEM WITH ONLY THE POLICE INTERCEPTOR EXPLORERS DUE TO AFTER MARKET MODIFICATIONS. MY EXPERIENCE INDICATES THAT THIS IS A COMPLETELY FALSE AND MISLEADING EXPLANATION. I AM VERY PLEASED TO SEE THAT THE NHTSA IS DOING AN EA ON THE PROBLEM. FORD HAS IGNORED THIS PROBLEM FOR YEARS AND THE PROBLEM IS VERY REAL. I WAS CONSIDERING BUYING THE EXPLORER WHICH WAS ONE REASON I RENTED THE VEHICLE AND FROM MY EXPERIENCE I WILL NOT TOUCH THIS VEHICLE AND WILL NOT BE PURCHASING ONE. PLEASE DO YOUR DUE DILIGENCE REGARDING THIS PROBLEM AND I HOPE TO SEE THAT THIS EVENTUALLY LEADS TO A OVERALL

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RECALL OF ALL AFFECTED EXPLORERS. THANK YOU. DEBARY FL

Failure Date: 08/20/2017

2 11015760 2017 FORDE EXPLORER Engine & Engine Cooling CARBON MONOXIDE DETECTED IN PASSENGER CABIN - AFTER READING STORIES ABOUT POSSIBLE PROBLEMS WITH CARBON MONOXIDE (CO) IN 2016 FORD EXPLORERS IN MID JULY 2017 I PURCHASED A KIDDE BATTERY POWERED CO DETECTOR AND INSTALLED IT IN THE REAR AREA OF THE PASSENGER COMPARTMENT. IT HAD NOT ALARMED UNTIL WE WERE TRAVELING FROM SENECA, SC TO INDIANAPOLIS, IN. WE WERE TOWING AN 8X5 ENCLOSED U-HAUL TRAILER AT NORMAL FREEWAY SPEEDS. TOW/HAUL WAS ENGAGED BECAUSE WE WERE TOWING AND THE ENGINE WAS GENERALLY RUNNING AT HIGHER RPM'S, ESPECIALLY GOING UP THE MOUNTAIN INCLINES. THE CO DETECTOR FIRST ALARMED WEST OF ASHVILLE, NC. SUDDENLY THE HEADACHES AND DROWSINESS BOTH MY WIFE AND I WERE EXPERIENCING MADE SENSE. WE OPENED THE WINDOWS AND THE ALARM STOPPED AFTER A COUPLE MINUTES. AFTER THIS HAPPENED 3-4 TIMES I MOVED THE DETECTOR TO THE FRONT OF THE PASSENGER CABIN SO THAT I COULD MONITOR THE PART PER MILLION DISPLAY. WE FOUND THAT IT ONLY TOOK 15-20 MINUTES OF HIGHWAY DRIVING FOR THE DETECTOR TO DISPLAY 31PPM, THE DETECTOR'S MINIMUM CONCENTRATION DETECTION THRESHOLD. THE LEVEL WOULD THEN BUILD OVER TIME. DUE TO THE DETRIMENTAL EFFECTS OF CO ON THE HUMAN BODY I NEVER LET THE CONCENTRATION EXCEED 62PPM. I FOUND, HOWEVER, THAT THE PEAK CO CONCENTRATION DETECTED WAS 103PPM. I ASSUME THIS WAS REACHED WHILE THE DETECTOR WAS IN THE REAR OF THE CABIN, WHERE THE DISPLAY WAS NOT VISIBLE TO ME. THE SERVICE MANAGER AT LAKE KEOWEE FORD SUGGESTED THAT I RUN THE HVAC IN RECIRCULATE MODE. I TRIED MANY DIFFERENT HVAC MODES - RECIRCULATE, NORMAL/ OUTSIDE AIR, REAR HVAC TURNED OFF - BUT THE RESULT WAS ALWAYS THE SAME, CO BEING DETECTED IN THE CABIN WITHIN 15-20 MINUTES. NEEDLESS TO SAY I AM NOT BUYING FORD'S CLAIM THAT THIS PROBLEM IS ONLY WITH LAW ENFORCEMENT VEHICLES WITH BODY PERFORATIONS FROM THE INSTALLATION OF AFTER MARKET EQUIPMENT. THE VEHICLE IS GOING INTO A

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CARMEL, IN FORD DEALER THIS AFTERNOON. SENECA SC Failure Date:
08/15/2017

2 11034271 2017 FORDEXPLOER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. EVER SINCE THE CONTACT PURCHASED THE VEHICLE AND BEGAN DRIVING IT, SHE EXPERIENCED NAUSEA, VOMITING, DIZZINESS, BLURRED VISION, AND HEADACHES INTERMITTENTLY. THE CONTACT REQUIRED HOSPITALIZATION FOR THE SYMPTOMS, BUT RECEIVED NO DIAGNOSIS. THE CONTACT STATED THAT THE SYMPTOMS OCCURRED WHEN SHE WAS IN THE VEHICLE FOR AN EXTENDED PERIOD OF TIME. THE VEHICLE WAS NOT TAKEN TO A DEALER OR INDEPENDENT MECHANIC. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. A DEALER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 300. YUBA CITY CA Failure Date: 08/15/2017

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

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ACCEPTABLE AND WHY I HAVE HAD A LOANER CAR FOR WEEKS.

WHISPERING PINES NC Failure Date: 08/14/2017

2 11030062 2017 FORD EXPLORER Engine & Engine Cooling FUMES
ENTER CAR WILE DRIVING! RIDGELAND SC Failure Date: 08/11/2017

2 11032245 2017 FORD EXPLORER Engine & Engine Cooling WE
PURCHASED THIS VEHICLE BRAND NEW ON 8/11/2017 (19 MILES)AND WE
STARTED NOTICING A SMELL OF EXHAUST WHEN WE ACCELERATED AND
WHEN WE HAD THE REAR A/C ON COMING IN THE CABIN. WE HAD IT AT THE
DEALERSHIP FROM SEPT 25, 2017 TO OCT 6,2017 (1496 MILES). THE PROBLEM
STILL EXISTS WHEN WE PICKED IT UP FROM THE DEALERSHIP ON OCT 6, 2017.
WE BELIEVE THIS IS A SERIOUS HEALTH CONCERN AS WE HAVE BEEN
EXPERIENCING HEADACHES, ESPECIALLY MY WIFE, WHO IS THE PRIMARY
DRIVER. WE WILL NOT LET OUR GRANDCHILDREN RIDE IN THIS VEHICLE WITH
THE EXHAUST FUMES PRESENT. WE ARE AWARE THAT FORD IS AWARE OF
THIS PROBLEM SINCE 2012. AS THIS IS A BRAND NEW VEHICLE,WITH 1496
MILES, WE FEEL THAT THIS PROBLEM IS NOT GOING TO GO AWAY ANYTIME
SOON. WE DO NOT WANT HAVE TO KEEP TAKING THIS TO THE DEALERSHIP
FOR TEMPORARY FIXES (TSB). WE WANT A PERMANENT FIX, IF THAT INCLUDES
GETTING A NEW ONE. LUTZ FL Failure Date: 08/11/2017

2 11012916 2017 FORD EXPLORER Engine & Engine Cooling
OCCASIONALLY WHEN I DROVE THE CAR I FELT LIGHT HEADEDNESS AND
DIZINIESS. ON 8/3/2017 I FELT THE DIZZINESS AGAIN AND ENDED UP IN A CAR
ACCIDENT. I FELT AS THOUGH I WAS GOING TO PASS OUT AND IN A FLASH I
CRASHED INTO THE CAR IN FRONT OF ME. SANTA ANA CA Failure Date:
08/04/2017

2 11019855 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST
SMELL COMES INTO THE CABIN WHEN CAR IS ACCELERATING. SEEMS WORST
WHEN THE AC IS IN RE-CIRCULATION MODE. YOU CAN SMELL THE EXHAUST
FUMES RIGHT AFTER THE ENGINE/TRANSMISSION HAS DOWNSHIFTED TO
ACCELERATE. AUSTIN TX Failure Date: 08/01/2017

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2 11035816 2017 FORD EXPLORER Engine & Engine Cooling MY 2017 FORD EXPLORER XLT WITH BASE 3.5 V6 HAS BEEN HARD TO START FROM THE FIRST WEEK OF OWNERSHIP. IT HAS LESS THAN 5000 MILES ON IT NOW AND ISN'T FIXED. FORD DEALERSHIP STATED IT WOULD HAVE TO GET WORSE BEFORE THEY COULD FIX IT. VEHICLE SHOWS NO DTC'S OR ANY HISTORY! MY WIFE HAS REFUSED TO DRIVE IT OUT OF TOWN DUE TO THE FEAR OF IT NOT STARTING AT ALL. WE HAVE RECORDED OVER 30 VIDEOS OF IT NOT STARTING AND HAVE SENT VIDEOS TO FORD MOTOR CO. WITH THE SAME RESPONSE, CANT FIX IT IF IT ISN'T BROKE. APPARENTLY IT WILL HAVE TO EITHER BREAK SOMETHING INTERNALLY AND LEAVE MY WIFE AND CHILD STRANDED, BEFORE IT WILL BE DIAGNOSED. IT IS A \$40000 LEMON THAT TAKES 3-4 TIMES ATTEMPTING TO START BEFORE THE ENGINE WILL RUN. THIS WEEKEND IT TOOK AT LEAST 30-40 SECONDS BEFORE VEHICLE STARTED, THEN IT WOULD NOT IDLE CORRECTLY! STILL NO DTC'S! VEHICLE DOES THIS NO MATTER THE LENGTH OF TIME ENGINE HAS RUN OR LEVEL OF FUEL? IT DOES IT DURING REMOTE START OR THE PUSH BUTTON. IT DOES AT TIMES HAVE A STRONG ODOR OF GAS AFTER START T-UP, ALMOST AS IF IT WAS FLOODED? AS A PERSON IN THE AUTOMOTIVE REPAIR WORLD, THE ABSENCE OF CONCERN FROM FORD IS SHOCKING! SO INSTEAD OF TRYING TO CORRECT A ISSUE BEFORE IT BECOMES A DANGER, THEY WOULD RATHER IT BECOME DANGEROUS AND THEN REPAIR IT? IF IT IS A FUEL RELATED ISSUE, THEN THIS IS A POTENTIAL HAZARD THAT NEEDS TO BE ADDRESSED. THE VEHICLE IS GETTING WORSE, BUT AS SAID EARLIER, IT WILL HAVE TO COMPLETELY NOT START BEFORE SOMETHING IS DONE. FORD MOTOR CO HAS NOT BEEN VERY HELPFUL, AND NOW I AM PROUD OWNER OF VEHICLE THAT WILL NOT START CORRECTLY. GEORGETOWN TN Failure Date: 08/01/2017

2 11100549 2017 FORD EXPLORER Engine & Engine Cooling CARBON MONOXIDE LEAKING THROUGH THE AC VENTS PEORIA AZ
Failure Date: 08/01/2017

2 11119624 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING 70 MPH AND

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ACCELERATING, THERE WAS AN ABNORMAL EXHAUST ODOR SEEPING INTO THE VEHICLE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (ENNIS FORD, INC, 900 N INTERSTATE HIGHWAY 45, ENNIS, TX 75119, (972) 875-90670) WHERE IT WAS DIAGNOSED THAT THE VENTS NEAR THE REAR WHEEL HOUSING NEEDED TO BE ADJUSTED. THE CONTACT STATED THAT THE HOLES IN THE VEHICLE WERE TAPED AND A CARBON MONOXIDE DETECTOR WAS INSTALLED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED AND PROVIDED CASE NUMBER: CAS15355086. THE FAILURE MILEAGE WAS 30,000. THE VIN WAS NOT AVAILABLE. RED OAK TX Failure Date: 08/01/2017

2 11012683 2017 FORD EXPLORER Engine & Engine Cooling I AM CONCERNED ABOUT MY 2017 FORD EXPLORER AND A CARBON MONOXIDE LEAK. I HAVE OVERALL FEELING BAD SINCE WE GOT OUR NEW 2017 FORD EXPLORER, WHICH IS VERY OUT OF CHARACTER FOR ME. I AM A PRIOR SPECIAL OPERATION VETERAN, OVERALL IN GOOD HEALTH, AND ONLY 30Y/O. LIKE MANY, WHO HAVE COMPLAINED ABOUT THIS VEHICLE I AM GETTING NAUSEA, WEAKNESS, AND TENSION HEADACHES FROM DRIVING THIS VEHICLE. I HAVE BEEN VERY WEAK AND HAVING HEADACHES, AS OF LATE. THIS HAS HAD A MAJOR IMPACT ON MY DAY-TO-DAY LIFE. I COULDNØT EXPLAIN WHY OR WHAT WAS GOING ON WITH ME IT SEEMED AS IF IT CAME OUT OF NOWHERE. I AM STARTING TO THINK MAYBE I HAVE LONG TERM EXPOSURE TO CARBON MONOXIDE OVER THE LAST 3 WEEKS. I GOT THE FORD EXPLORE 3 WEEKS AGO AND THIS SUDDEN SICKNESS HAS BEEN HAPPENING SINCE THEN. I GOT SO WORRIED WITH MY HEALTH"I WENT TO THE DOCTOR. I EXPLAINED TO THE DOCTOR "I HAVE NO CLUE WHATØS GOING ON WITH ME BUT I FEEL ABSOLUTELY HORRIBLE. I FEEL LIKE I HAVE HAD A FLU FOR ALMOST A MONTH". I WAS DESPERATE AND I KNOW I SOUNDED CRAZY BUT I HAVE BEEN HAVING SOME SERIOUS BOUTS WITH WEAKNESS, FATIGUE, AND HEADACHES. I WENT TO THE DOCTOR ON JULY 31ST 2017 AND I REALLY HAVE BEEN BAFFLED BY THE SUDDEN ONSET OF SYMPTOMS. THIS WAS BEFORE I KNEW ABOUT THE NHTSA INVESTIGATION INTO THE 2017 FORD EXPLORER. I SAW THE

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STORY RUN TODAY (8-3-17) ON GOOD MORNING AMERICA AND I STARTED TO PUT TWO AND TWO TOGETHER. AT THE DOCTOR'S APPOINTMENT ON (7-31-17) THEY PULLED BLOOD, AND ARE CONDUCTING A BUNCH OF TEST BUT NOTHING HAS COME BACK. I AM CONCERNED, I AM HOPING IT'S NOT RELATED TO THE CARBON MONOXIDE LEAK THAT OTHERS ARE REPORTING. MY BIGGEST CONCERN IS FOR MY PREGNANT WIFE AND UNBORN CHILD. AS A PURPLE HEART VET I HAVE PUT MY HEART AND SOUL INTO OUR GREAT COUNTRY AND I NEED THIS AGENCY TO PLEASE FIND ANSWERS TO IF THESE SUVs ARE SAFE. MY FAMILIES COULD DEPEND ON IT THANK YOU FOR YOUR SERVICE. APO AE Failure Date: 07/31/2017

2 11011422 2017 FORD EXPLORER Engine & Engine Cooling WE PURCHASED THIS VEHICLE MARCH 2017. WE HAVE NOTICED THAT EACH TIME THE VEHICLE REQUIRES RAPID ACCELERATION, FOR EXAMPLE PASSING ANOTHER CAR ON A TWO-LANE ROAD, YOU WILL SMELL EXHAUST FUMES IN THE CABIN OF THE VEHICLE. THESE FUMES ENTER THE CABIN VIA THE AIR CONDITIONING VENTS AND WILL BE SO STRONG THAT ALL OCCUPANTS WILL DEVELOP DIFFICULTY BREATHING. DURING ROUTINE ACCELERATION, WE HAVE NOT DETECTED ANY FUMES, HOWEVER SOME OCCUPANTS HAVE DEVELOPED HEADACHES SIMULTANEOUSLY INTERMITTENTLY.

BENSON NC Failure Date: 07/29/2017

2 11011421 2017 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST SMELL IN PASSENGER COMPARTMENT WHEN ACCELERATING AND/OR MERGING INTO FREEWAY TRAFFIC. I HAD TO OPEN ALL WINDOWS AS MY EYES WERE WATERING. GAHANNA OH Failure Date: 07/28/2017

2 11011620 2017 FORD EXPLORER Engine & Engine Cooling THE VEHICLE WAS TESTED AND FOUND TO HAVE 18 PPM OF CO IN THE INTERIOR WHILE IN OPERATION. WARRENTON VA Failure Date: 07/28/2017

2 11006644 2017 FORD EXPLORER Engine & Engine Cooling I WAS DRIVING ON THE NEW JERSEY TURNPIKE AT 4:00 PM . I WAS TRAVELING IN THE SECOND TRAVEL LANE AT APPROX 68 MPH SURROUNDED BY LOTS OF TRAFFIC

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

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

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STATED THAT HE PASSED OUT WHILE DRIVING THE VEHICLE AND REQUIRED HOSPITALIZATION. *JS MANISTEE MI Failure Date: 07/19/2017

2 11075430 2017 FORD EXPLORER Engine & Engine Cooling I AM AN ATTORNEY FILING THIS REPORT ON BEHALF OF AND AT THE REQUEST OF MY CLIENT, THE VEHICLE'S OWNER. THE COMPLAINT IS A NOXIOUS ODOR WHICH FILLS THE VEHICLE DURING ITS OPERATION; AFTER NUMEROUS REPAIR ATTEMPTS BY FORD, THIS CONCERN HAS NOT BEEN CORRECTED. WHEN DRIVING THE VEHICLE, THE DRIVER HAS OBSERVED THE INTERIOR HAS BECOME INUNDATED WITH A NOXIOUS, OVERWHELMING, AND POTENTIALLY DANGEROUS ODOR OF GASOLINE, EXHAUST AND/OR FUMES. THE DRIVER HAS FELT ILL EFFECTS AFTER THIS OCCURRENCE AND IS CONCERNED ABOUT CARBON MONOXIDE POISONING OR OTHER HEALTH PROBLEMS AS A RESULT. THIS ISSUE IS VERY CONCERNING BECAUSE OF THE POTENTIAL HEALTH EFFECTS AND BECAUSE VEHICLE CANNOT BE DRIVEN FOR ANY SUBSTANTIAL PERIOD OF TIME WITHOUT FILLING WITH THIS ODOR. THE ISSUE HAS MOST OFTEN BEEN OBSERVED WITH HIGHWAY DRIVING WHEN THE ENGINE IS UNDER LOAD, I.E. ACCELERATING. THE PROBLEM HAS BEEN ONGOING SINCE SHORTLY AFTER THE TIME OF PURCHASE OF THE VEHICLE. THE FIRST REPAIR ATTEMPT BY THE DEALER FOR THIS SPECIFIC ISSUE WAS MADE IN JULY OF 2017. AT LEAST 4 REPAIR ATTEMPTS HAVE BEEN MADE SUBSEQUENTLY. THE ISSUE CONTINUES. THIS LAW FIRM HAS REQUESTED THAT FORD TAKE BACK THE VEHICLE AND REFUND THE CLIENT'S PURCHASE PRICE UNDER ARIZONA'S MOTOR VEHICLE WARRANTIES STATUTE. TUCSON AZ Failure Date: 07/08/2017

2 11011436 2017 FORD EXPLORER Engine & Engine Cooling EXPLORER WITH 2.3L ECOBOOST PRODUCES AN EXHAUST SMELL DURING MODERATE TO WOT THROTTLE RUNS. GENERALLY SEEMS TO OCCUR AFTER LIFTING OFF THE THROTTLE AND RETURNING TO CRUISING THROTTLE POSITION. VEHICLE MUST BE VENTED TO PREVENT ILLNESS TO PASSENGERS, HAS HAPPENED MULTIPLE TIMES. OCCURS MORE OFTEN WHEN VEHICLE IS UNDER

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SIGNIFICANT LOAD (SUCH AS CLIMBING A GRADE). HAMBURG
NY Failure Date: 07/01/2017

2 11012824 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE OPERATING THE VEHICLE, THE ODOR OF EXHAUST FUMES WAS PRESENT INSIDE THE CABIN COMING FROM THE VENTS. THE FAILURE MAINLY OCCURRED WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. THE VEHICLE WAS TAKEN TO THE DEALER (JORDAN FORD IN SAN ANTONIO, TEXAS) BUT THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE CONTACT WAS CONCERNED THAT CARBON MONOXIDE WAS PRESENT WHILE OPERATING THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 17,000. NEW BRAUNFELS TX Failure Date: 07/01/2017

2 11012913 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. THE CONTACT STATED THAT THE CARBON MONOXIDE BOX ALERTED THAT THERE WAS CARBON MONOXIDE INSIDE THE VEHICLE. THE LOCAL DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED AND ADVISED THE CONTACT TO TAKE THE VEHICLE TO A LOCAL DEALER. THE FAILURE MILEAGE WAS 18,000. UPDATED 09/06/17 *BF *CN TUSTIN CA Failure Date: 06/15/2017

2 11105391 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING 70 MPH, THE CONTACT DETECTED EXHAUST FUMES INSIDE THE VEHICLE. THE DEALER (BILL CLOUGH FORD INC., 227 US-13, WINDSOR, NC 27983, (252) 794-4176) CONFIRMED THE EXHAUST FAILURE AND REPAIRED THE VEHICLE, BUT THE FAILURE RECURRED. THE DEALER STATED THAT THEY WOULD INVESTIGATE THE FAILURE THE NEXT TIME THE VEHICLE WAS SERVICED. NO FURTHER REPAIRS WERE PERFORMED. THE MANUFACTURER HAD NOT BEEN CONTACTED. THE FAILURE MILEAGE WAS 4,800. AHOSKIE NC Failure Date: 06/03/2017

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

2 11022945 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST FUMES ENTERING VEHICLE WHEN STATIONARY AND IN MOTION. VIENNA VA Failure Date: 05/04/2017

2 11011237 2017 FORD EXPLORER Engine & Engine Cooling STRONG EXHAUST ODOR IN THE CAB OF THE VEHICLE. THIS USUALLY OCCURS DURING ACCELERATION AND WHEN THE AC IS ON. THE ODOR IS SO STRONG, WE USUALLY HAVE TO PUT THE WINDOWS DOWN FOR RELIEF. LAKELAND FL Failure Date: 05/01/2017

2 11021197 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST SMELL COMING INTO CABIN FROM THE FRONT VENTS ON HIGHWAY ACCELERATION. FLUSHING NY Failure Date: 04/22/2017

2 10979869 2017 FORD EXPLORER Engine & Engine Cooling ON JANUARY 27TH, 2017, MY WIFE AND I LEASD A NEW 2017 FORD EXPLORER. EVERY TIME WE OPERATE THE VEHICLE, WE GET EXTREMELY SICK (SOME SYMPTOMS WE EXPERIENCE ARE SORE THROAT, RUNNING NOSE, HEADACHES, AND NAUSEA THAT LAST HOURS AFTER EXITING THE VEHICLE). THIS OCCURS ABOUT 10-15 MINUTES WHILE DRIVING/OPERATING THE VEHICLE. THE HEATING SYSTEM WAS SET TO 75 DEGREES FAHRENHEIT AND THE WINDOWS WERE CLOSED. AFTER WE FELT SICK WE DID SHUT OFF THE HEATING SYSTEM AND OPEN THE WINDOWS BUT THERE WAS A SLIGHT ODOR IN THE CABIN AND WE STILL FEEL SEVERAL ALIMENTS. DOCTOR APPOINTMENTS HAVE BEEN MADE FOR MYSELF AND MY 6-MONTH-OLD DAUGHTER THAT WAS IN THE VEHICLE (THIS BEING MY MOST SIGNIFICANT CONCERN). FORD MOTOR CORP INSTALLED A NEW EXHAUST SYSTEM,

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REMOVED THE REAR BUMPER AND RESEALED ANY LEAKS, CHECKED CABIN PRESSURE AND TRIED TO RESEAL ANY CRACKS THAT MAY ALLOW EXHAUST TO REENTER THE CABIN. FORD STATED THAT THE VEHICLE WAS FIXED, AFTER BEING BROUGHT TO THEM FOR THE THIRD TIME (THEY SAID THEY FOUND MORE LEAKS AND RESEALED THEM), BUT REFUSED TO GIVE ME ANY DOCUMENTATION STATING THAT THE VEHICLE IS SAFE FOR MY FAMILY AND MYSELF TO BE IN. THE VEHICLE HAS BEEN IN AND OUT OF SERVICE SEVERAL TIMES, A FORD SERVICE TECHNICIAN LOCATED AT SAYVILLE FORD TEST DROVE THE VEHICLE WITH ME AND CONFIRMED THE SAME AILMENTS. THE VEHICLE WAS PICKED UP FROM SERVICE AFTER FORD STATED IT WAS FIXED FOR A 3RD TIME AND WE WERE STILL GETTING SICK WHEN WE DROVE THE VEHICLE. WE CONTACTED FORD AGAIN AND WE ADVISED THEM OF THE SITUATION FOR A 4TH TIME AND THEIR RESPONSE WAS "BY ITS VERY NATURE, NEW CAR SMELL IS DUE TO PLASTICS AND ADHESIVES IN THE VEHICLE. IT COULD BE AN IRRITANT TO SOME. UNFORTUNATELY, YOU MAY HAVE TO CONSIDER OTHER OPTIONS THAT MAY BE AVAILABLE TO YOU." GREAT RIVER NY Failure Date: 04/18/2017

2 11115699 2017 FORD EXPLORER Engine & Engine Cooling FAMILY HAS BEEN HAVING NEUROLOGICAL SYMPTOMS AFTER SMELLING SEVERE EXHAUST IN THE CAB OF OUR VEHICLE. ELLISVILLE MS Failure Date: 04/15/2017

2 11035162 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHILE DRIVING AT AN UNKNOWN SPEED, CARBON MONOXIDE EMITTED THROUGH THE VENTS IN THE VEHICLE. THE DRIVER BECAME DROWSY WHILE DRIVING. THE CARBON MONOXIDE REMAINED IN THE VEHICLE UNTIL THE WINDOWS WERE ROLLED DOWN. THE CARBON MONOXIDE DETECTOR DETECTED 13 PPM TO 16 INSIDE THE VEHICLE. THE VEHICLE WAS TAKEN TO LAKE ELSINORE FORD (31500 AUTO CENTER DR, LAKE ELSINORE, CA 92530, PHONE NUMBER: (951) 471-4100), BUT THEY COULD NOT DETECT THE CARBON MONOXIDE DUE TO NOT HAVING A CARBON MONOXIDE DETECTOR. THE MANUFACTURER INFORMED THE CONTACT THAT

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

2 10959172 2017 FORD EXPLORER Engine & Engine Cooling EXHAUST GASES ENTERING THE PASSENGER CABIN, CAUSING BAD SMELL, USUALLY UNDER LOAD, DURING HILL CLIMBING, MODERATE TO HARD ACCELERATION WHEN JOINING INTERSTATE OR FASTER ROADS, AC IN USE, WITH OR WITHOUT RECIRCULATION ON, SYMPTOMS OF SORE RUNNY EYES AND HEADACHE AND NAUSEA IN CHILDREN AND OTHER OCCUPANTS. CONFIRMED TODAY BY DEALER WHO HAS IMPLEMENTED AN ATTEMPTED FIX. THIS IS A 2017 MODEL XLT. THIS HAS HAPPENED ON MULTIPLE OCCASIONS SINCE VEHICLE FIRST PURCHASED. INITIALLY BELIEVED IT WAS SMELLS FROM OTHER VEHICLES, HOWEVER AS SYMPTOMS CONTINUED WITH OCCUPANTS SEARCH REVEALED KNOWN PROBLEM WITH THIS TYPE OF VEHICLE CONFIRMED BY DEALER TODAY AND ATTEMPTED FIX UNDERTAKEN. VESTAVIA HILLS AL Failure Date: 02/28/2017

2 11012287 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. THE CONTACTED OBSERVED A HOLE IN THE "Y" PORTION OF THE EXHAUST TAIL PIPE WITHOUT WARNING. THE CONTACT TOOK THE VEHICLE TO THE DEALER (BOB DAVIDSON FORD LINCOLN, 1845 JOPPA RD, BALTIMORE, MD, 21234) WHERE THEY OBSERVED THE HOLE AND WELDED IT CLOSED. THE CONTACT WAS INFORMED THAT THE VEHICLE WAS REPAIRED, BUT NO INVOICE OR PAPERWORK WAS PROVIDED. THE MANUFACTURER WAS NEITHER CONTACTED NOR MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 8,000.

JOPPA MD Failure Date: 02/20/2017

2 11000080 2017 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING EXHAUST FUMES ENTER CABIN WHILE EXCELERATING AND WHEN AIR CONDITIONER IS ON NORTH MASSAPEQUA NY Failure Date: 01/10/2017

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2 10984741 2017 FORD EXPLORER Engine & Engine Cooling WHILE DRIVING, USUALLY DURING FAST ACCELERATION NO MATTER THE SPEED, THERE IS THE SMELL OF EXHAUST IN THE CABIN OF THE VEHICLE. I HAVE ALREADY TAKEN THE VEHICLE TO THE DEALERSHIP WHERE I BOUGHT IT AND THEY SAY THEY COULDN'T FIND ANYTHING WRONG. THE SMELL OF EXHAUST IS PRESENT ALMOST EVERY TIME I DRIVE THE VEHICLE.

EDINBURG TX Failure Date: 01/09/2017

2 11035999 2017 FORD EXPLORER Engine & Engine Cooling SMELL OF EGG/SULFUR IN THE CABIN OF THE CAR AFTER RAPID ACCELERATION. I HAD NOTIFIED THE DEALERSHIP AT MY LAST OIL CHANGE. THEY DIDNØT SEEM CONCERNED ABOUT IT. THE SMELLS HAS CONTINUED. DEALERSHIP IS NOW TELLING ME TO WAIT TILL NOV 1ST. THIS HAS BEEN HAPPENING SINCE I BOUGHT THE CAR IN DEC 2016 AND HAS STEADILY GOTTEN WORSE. I DIDNØT THINK IT WAS A BIG DEAL SINCE THE DEALERSHIP DIDNØT SEEM CONCERNED. BISMARCK AR Failure Date: 12/26/2016

2 11101841 2017 FORD EXPLORER Engine & Engine Cooling I HAVE A 2017 FORD EXPLORER PLATINUM WHICH I PURCHASED BRAND NEW ON NOVEMBER 25, 2016. IT TOOK ME A WHILE TO REALIZE BUT EVERY TIME I WOULD DRIVE THE EXPLORER, MY EYES WOULD GET VERY HEAVY AND I WOULD DEVELOP A HEADACHE. I COMMUTE 42 MILES EACH WAY FOR WORK AND I CANT COUNT HOW MANY TIMES I ALMOST FELL COMPLETELY ASLEEP. AFTER SOME RESEARCH, I FOUND OUT THAT THIS WAS A COMMON PROBLEM TO DUE TO POSSIBLE CARBON MONOXIDE (CO) LEAKS ENTERING THE VEHICLE THROUGH THE VENTILATION SYSTEM. I IMMEDIATELY CONTACTED MY LOCAL FORD DEALERSHIP AND HAD THIS LOOKED AT EARLY THIS YEAR. FORD REPLACED THE EXHAUST MANIFOLD AND I NOTICED A MAJOR DIFFERENCE IN HOW I FELT WHEN DRIVING THE VEHICLE. RECENTLY, IN THE PAST TWO WEEKS I HAVE BEEN EXPERIENCING THE SAME ISSUE AGAIN WITH HEADACHES AND FEELING SLEEPY WHILE DRIVING. I HAVE MADE SEVERAL ATTEMPTS TO CONTACT FORD CORPORATE ABOUT THIS AND I HAVE NOT RECEIVED ANY RESPONSE. I WOULD LIKE FOR THEM TO EITHER

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COMPLETELY FIX THE ISSUE OR ALLOW ME TO TRADE IN MY VEHICLE FOR ANOTHER ONE. THIS IS TRULY A HAZARD NOT ONLY TO MYSELF BUT FOR MY PASSENGERS (WIFE AND KIDS) AND TO OTHERS ON THE ROAD. PLEASE HELP TO GET THIS RESOLVED... LORTON VA Failure Date: 11/25/2016

2 11012890 2017 FORD EXPLORER Engine & Engine Cooling SMELL OF EXHAUST FUMES INSIDE VEHICLE WHEN DRIVING VEHICLE UPON REACHING SPEEDS APPROXIMATELY 45 MPH AND ABOVE OFF AND ON SINCE PURCHASING NEW VEHICLE YORKTOWN VA Failure Date: 11/24/2016

2 10916675 2017 FORD EXPLORER Engine & Engine Cooling AFTER A STOP, THE CAR WAS AT STATIONARY, WAS NOT ABLE TO START THE CAR BY PUSHING THE START BUTTON, GAVE ME ERROR ON THE DASHBOARD "FULL ACCESSORY POWER ACTIVE". TRIED TO TURN IT OFF, AFTER MULTIPLE TIMES OF TRYING, WAS ABLE TO START THE CAR, IT HAS 606 MI ON IT. RICHARDSON TX Failure Date: 10/17/2016

2 11031664 2017 FORD EXPLORER Engine & Engine Cooling TL* THE CONTACT OWNS A 2017 FORD EXPLORER. WHEN THE CONTACT DEPRESSED THE ACCELERATOR PEDAL TO INCREASE THE RPMS TO APPROXIMATELY 25-30 MPH, THE VEHICLE EMITTED A STRONG, FOUL ODOR SIMILAR TO ROTTEN EGGS. THE CONTACT TOOK THE VEHICLE TO SANDERS FORD (1135 LEJUNE BLVD, JACKSONVILLE, NC 28540; 1-888-897-8527) WHO DIAGNOSED THE VEHICLE AND COMPLETED THE DIRECTIONS ON A SPECIFIC SERVICE BULLETIN. THE CONTACT STATED THAT THE DEALER REPLACED THE VENTS UNDERNEATH THE BUMPER. THE SERVICE BULLETIN NUMBER WAS UNKNOWN. THE FAILURE RECURRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 9,000. JACKSONVILLE NC Failure Date: 09/10/2016