

FORD:

2011-2015 Explorer

This article supersedes TSB **14-16-NA** and **14-04-NA** to update the Service Procedure.

ISSUE

Some 2011-2015 Explorer vehicles may exhibit an exhaust odor in the vehicle with the auxiliary climate control system on. Customers may indicate the odor smells like sulfur, or that exhaust odors are entering the vehicle cabin. This condition may be worsened when the climate control system is in recirculate mode and the vehicle is heavily accelerated for an extended period. Whether and to what extent any customer or occupant of a 2011-2015 Explorer vehicle experiences the exhaust odor will be affected by driving habits, weather and individual sensitivities.

ACTION

Follow each and every step of the Service Procedure in procedure 1 to improve the condition.

SERVICE PROCEDURES

The body sealing steps in this procedure are critical elements in helping to manage subjective odor concerns

1. Remove the rear bumper cover. Refer to Workshop Manual (WSM), Section 501-19.
2. Remove the left and right tail lamps. Refer to WSM, Section 417-01.
3. Remove the wheel lip mouldings. Refer to WSM, Section 501-08.
4. Open the liftgate and inspect for presence of drain valves in the two (2) drain holes on the left and right side of the liftgate. Are the drain valves present? (Figure 1)

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.



Figure 1 - Article 17-0029

- a. Yes - proceed to Step 6.
 - b. No - proceed to Step 5.
5. Install a new drain valve in each of the two (2) drain holes on the left and right side of the liftgate. (Figure 1)
 6. Inspect the liftgate seal for damage and proper fit/contact pattern. Adjusting the rear liftgate striker so that the rear hatch seals tighter to the liftgate seal is important. This can be done by loosening the striker and moving it to increase the liftgate sealing pressure.
 7. Inspect the left and right side air extractors for proper fit to the body and operation/sealing of the rubber flaps.
 - a. Replace the air extractor if it is warped or damaged or flaps do not lay flush to their sealing surface. (Figure 2)



Figure 2 - Article 17-0029

TSB 17-0029 (Continued)

8. Inspect and verify proper installation of the wire harness grommets and body plugs in the liftgate opening, quarter panels under the tail lamps, license plate and bumper cover and the rear underbody area.
9. Using masking tape, seal the left and right air extractor vents and the rear auxiliary climate control drain tube.
 - a. Make sure to tape off only the vents and not the area around the air extractor where it seals to the body of the vehicle.
10. Start the vehicle and set the front climate control to fresh air mode and front blower speed to HI. Turn the rear climate control off.
11. Make sure all windows are up and all doors are closed in order to pressurize the cabin.
12. Use soapy water (dish soap or bubble bath works best-not bar soap) in a spray bottle to help locate air leaks.
 - a. Spray the underbody seams, rubber grommets, rear wheel well seams, tail lamp seams, liftgate seals, quarter glass seals, license plate area, liftgate hinge area, auxiliary a/c seals and the area where air extractors mount in the body.
13. Air leaks will be identified by the presence of air bubbles. Mark the location of any leaks.
14. Turn off the a/c and shut the vehicle off.
15. Clean and dry all marked areas and seal using Motorcraft® Seam Sealer.
16. Raise the vehicle on a hoist. Refer to WSM, Section 100-02.
17. Is the vehicle equipped with 3.5L Ti-VCT engine?
 - a. Yes - proceed to Step 18.
 - b. No - proceed to Step 19.
18. Inspect the exhaust tips. Are down turned exhaust tips present? (Figure 8)
 - a. Yes - proceed to Step 19.
 - b. No - remove the rear section of the exhaust system and proceed to Step 20. Refer to WSM, Section 309-00.
19. Lower and support the rear section of the exhaust system.
20. Clean areas on the underside of the vehicle where seam sealer will be applied. (Figures 3-5)

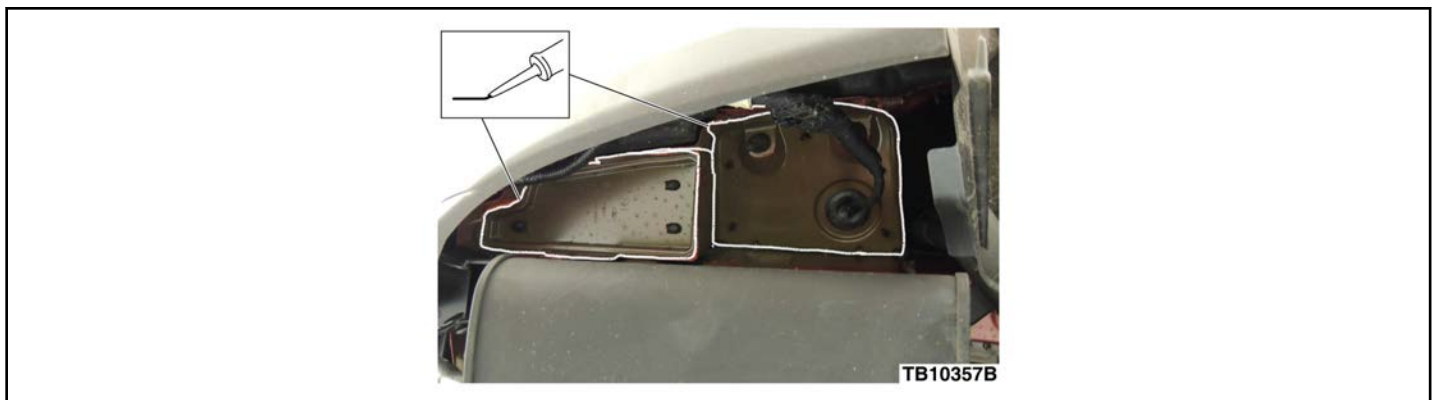


Figure 3 - Article 17-0029

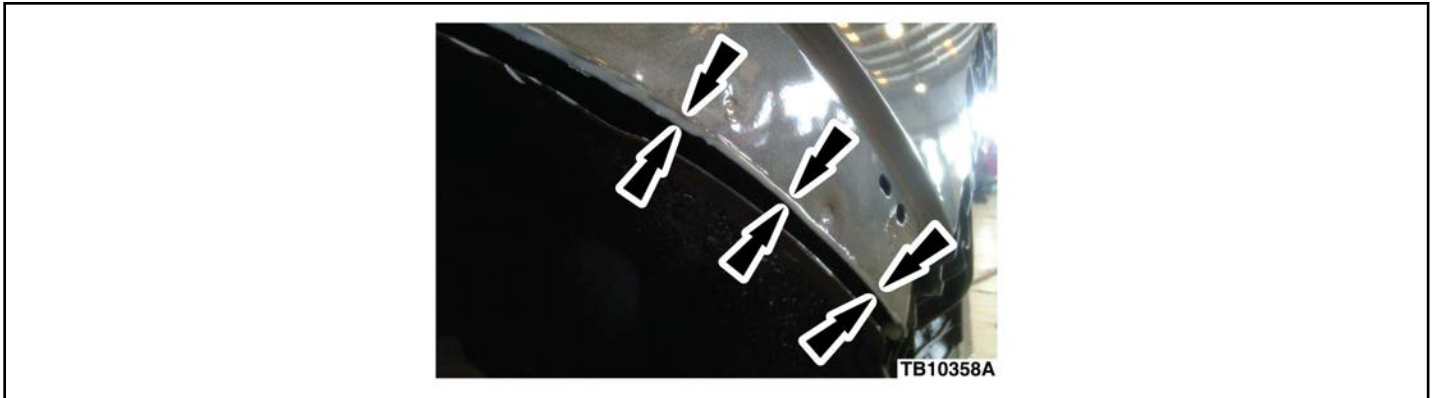


Figure 4 - Article 17-0029

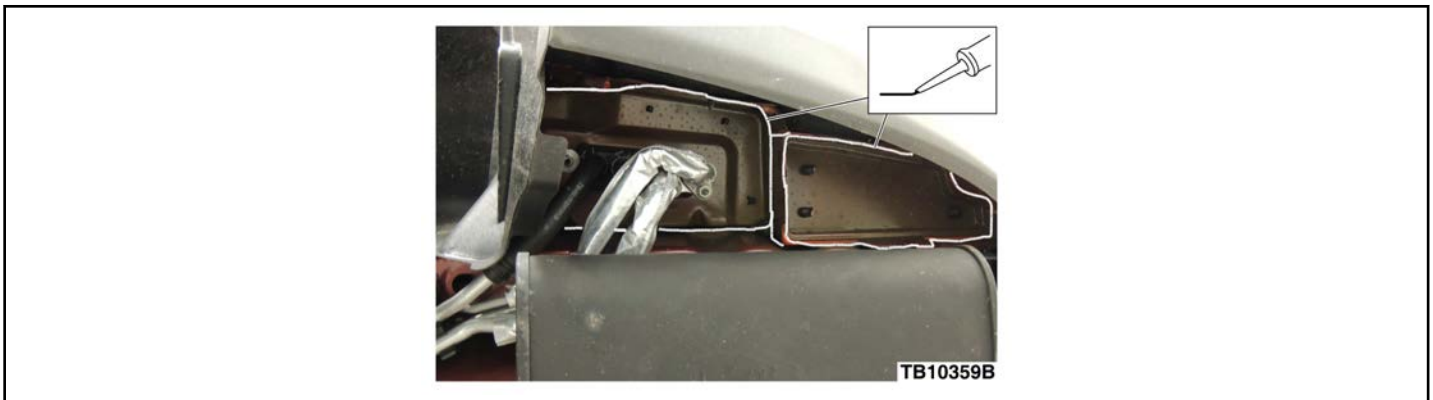


Figure 5 - Article 17-0029

21. Verify the auxiliary climate control drain tape is still in place. If the exhaust system was not removed in Step 17, cover the exhaust system to prevent contamination from undercoating spray.
22. Apply a generous amount of Motorcraft® Seam Sealer to the following areas:
 - a. The rear horizontal sheet metal lap joints on left and right sides of the vehicle.
 - b. The rear sheet metal overlap flange across the rear of the vehicle. (Figures 3-5)
23. Spray a generous amount of 3M™ Rubberized Undercoating around the auxiliary air conditioning lines and seam sealer areas. (Figure 6)



Figure 6 - Article 17-0029

24. Remove the tape from the air extractors and auxiliary climate control drain.
25. Was exhaust system removed in step 18?

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- a. Yes - inform the customer of the redesigned exhaust tips and that appearance will remain the same but the exhaust will exit the tip from bottom. Upon acceptance, replace the muffler assembly with the updated part containing the down turned exhaust tips. Refer to WSM, Section 309-00. (Figures 7-8)



Figure 7 - Article 17-0029



Figure 8 - Article 17-0029

- b. No - reinstall the rear exhaust system.
26. Install the wheel lip mouldings. Refer to WSM, Section 501-08.
 27. Install the rear bumper cover. Refer to WSM, Section 501-19.
 - a. Apply masking tape around the outer edge of the rear fender mouldings to protect the vehicle from damage.
 28. Install the tail lamps. Refer to WSM, Section 417-01.
 29. Return the vehicle to customer.

Obtain Locally	
Part Number	Part Description
08883	3M™ Rubberized Undercoating

PART NUMBER	PART NAME
BB5Z-61280B62-B	Dual Rate Air Extractor
BB5Z-7829164-AA	Wheel Lip Moulding Right Side
BB5Z-7829165-AA	Wheel Lip Moulding Left Side
4M8Z-54280B62-A	Valve Assembly Auto Drain

PART NUMBER	PART NAME
TA-2-B	Motorcraft® Seam Sealer
EB5Z-5230- A	Muffler Assembly

OPERATION	DESCRIPTION	TIME
MT170029	Use SLTS Operations If Available; Claim Additional Diagnosis Or Labor Performed As Actual Time	Actual Time

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
54280B62	42