Dear Mr. Alvarez

Subject: Customer Concern - Exhaust Odor on 2011-2014 Explorer, Edge or MKX

We thank you for taking the time to discuss the concern of exhaust odor in your vehicle. To address your concern about exhaust odor, we have performed several inspections and sealing actions where applicable on your vehicle to help minimize the amount of odor coming into the passenger compartment. With these changes you may still experience odor under certain driving conditions such as, when performing wide open throttle (WOT) accelerations with the climate control system in recirculation mode.

Ford Motor Company engineers have evaluated the air entering the cabin during worst case driving conditions (several WOT accelerations with the climate system in recirculation mode). Test results indicate cabin air quality levels are well within the ambient air quality standards established by various global Environmental Protection Agencies such as the U.S. EPA, OSHA, the Kingdom of Saudi Arabia Presidency of Meteorology & Environment and the Government of Dubai Environment Health and Safety Division.

Again, thank you for your time.

Sincerely,

Lourdes Fonseca-Nearon
Customer Relations Analyst