SB-10056901-7043

FORD:
2011-2016 Explorer

This article supersedes TSB 12-10-4 to update the vehicles' model years and Service Procedure.

ISSUE
Some 2011-2016 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.

ACTION
Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Reprogram the Heating Ventilation Air Conditioning (HVAC) module to the latest calibration using IDS release 91.02 or higher. Calibration files may also be obtained at www.motorcraftservice.com.
   a. When reconfiguring the HVAC, IDS will have additional questions that require a yes response to reprogram the module.
2. Remove the rear bumper cover. Refer to Workshop Manual (WSM), Section 501-19.
3. Replace the left side rear air extractor. (Figure 1)

Figure 1 – Actuator Air Extractor

4. Install the rear bumper cover. Refer to WSM, Section 501-19.
   a. Apply masking tape around the outer edge of the rear fender moldings to protect the vehicle from damage.
5. Open the liftgate and inspect for the 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 2)
   a. Yes - no further action is required. Repair is complete.
   b. No - proceed to Step 6.
6. Install a new drain valve in each of the two (2) drain holes on the left and right side of the liftgate. (Figure 2)

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