



Jul 28, 2017 | Dearborn, Mich.

Ford Takes Action for First Responders; Underscores No Issue with Carbon Monoxide in Regular Explorer

DEARBORN, Mich., July 28, 2017—Today, Ford Motor Company is taking action to help address the concerns of first responders driving Ford Police Interceptor Utility vehicles. Drivers of regular, non-police Ford Explorers have no reason to be concerned.

While there have been reports of exhaust odors in some regular Explorers, those instances are unrelated to reports of carbon monoxide described by some police departments. If a vehicle has such an odor, customers should bring it to a Ford dealer to address that issue.

Addressing specific concerns from Ford police customers, Hau Thai-Tang, executive vice president, Product Development and Purchasing said, "There is nothing we take more seriously than providing you with the safest and most reliable vehicles."

[DOWNLOAD/EMBED: Hau Thai-Tang, executive vice president, Product Development and Purchasing](#)

Ford's investigation into this issue is ongoing. However, the company has discovered holes and unsealed spaces in the back of some Police Interceptor Utilities that had police equipment installed after leaving Ford's factory.

When a police or fire department routinely install customized emergency lighting, radios and other equipment, they have to drill wiring access holes into the rear of the vehicle. If the holes are not properly sealed, it creates an opening where exhaust could enter the cabin.

To address these concerns, Ford is announcing today it will cover the costs of specific repairs in every Police Interceptor Utility that may have this concern, regardless of age, mileage or aftermarket modifications made after purchase.

Ford will:

- Check and seal off the rear of the vehicle where exhaust can enter
- Provide a new air conditioning calibration that brings in more fresh air during heavy acceleration typical of police driving
- Check for engine codes that could indicate a damaged exhaust manifold.

Ford will continue investigating all reports from its police customers, including the exhaust manifold issue referenced by National Highway Traffic Safety Administration.

If a customer believes their vehicle may be experiencing an issue, they should bring it to a Ford dealer, who is equipped to assess the vehicle and address the problem. Customers also can call a dedicated hotline at 888-260-5575.

About Ford Motor Company

Ford Motor Company is a global company based in Dearborn, Michigan. The company designs, manufactures, markets and services a full line of Ford cars, trucks, SUVs, electrified vehicles and Lincoln luxury vehicles, provides financial services through Ford Motor Credit Company and is pursuing leadership positions in electrification, autonomous vehicles and mobility solutions. Ford employs approximately 203,000 people worldwide. For more information regarding Ford, its products and Ford Motor Credit Company, please visit www.corporate.ford.com.