

# Richmond Police Department


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Office of the  
CHIEF OF POLICE

## Memorandum

To: Josh Arneson, Town Manager

From: Francis (Paco) X. Aumand III, Director of Police Services 

Date: 1/16/2019

Subject: 2015 Ford Explorer Police Interceptor VIN 1FM5K8AR6FGA22060 Manifold Problem

On 11/01/2018 the 2015 Ford Explorer police vehicle was repaired for a leaking exhaust manifold at Heritage Ford. Exhaust banks 1 and 2 were replaced at a \$1598.64 cost to the Town. Upon receiving a concern from the Select Board, through you, about the possibility this problem may be covered under a recall I looked into the matter further finding the following:

- Ford Police Interceptor carbon monoxide leaks are a problem with this vehicle and are being repaired by Ford. Ford technicians will seal off the rear of the vehicle where exhaust odors enter. This repair was performed on the RPD 2015 Ford in October by Heritage Ford as part of the Ford voluntary repair program.
- The manifold leak that Heritage Ford repaired was at the front of the vehicle and not part of this voluntary Ford repair work. I have spoken to Shawn Clifford, Service Advisor, at Heritage Ford and he advises the Town is responsible for this repair but will look into the matter further and work with Ford on determining who is responsible for this repair cost.
- I contacted Ford Motor Company's hotline related to carbon monoxide and exhaust fume problems in police vehicles. I spoke with Katie at 888-333-9115 x 77216 and as a result of our conversation she has opened a claim investigation on this incident (incident # CAS-16886337). She will be contacting Heritage Ford and will let us know of their determination as to who is responsible for this repair.
- There are no recalls out for this vehicle.
- I also have filed a complaint with NHTSA, complaint number 11170308

I have attached relevant information to this memo concerning this problem and also a copy of the complaint filed with NHTSA. If you need further information please let me know.

# NHTSA Ford Explorer Exhaust Manifold Investigation Upgraded

**NHTSA investigates 1.3 million Ford Explorers after finding exhaust manifolds crack and leak.**

By [David A. Wood](#), CarComplaints.com • Posted in [Investigations](#)

**July 27, 2017** — A NHTSA Ford Explorer exhaust manifold investigation has been upgraded and expanded to include more than 1.3 million model year 2011-2017 Ford Explorer consumer SUVs and Police Interceptors.

The National Highway Traffic Safety Administration [opened the original investigation in July 2016](#) after receiving 154 reports about exhaust odors entering the cabins in 2011-2015 Explorers.

The 2016 investigation included 639,000 SUVs, a number now expanded to 1.3 million after NHTSA identified 2,719 complaints for model years 2011 through 2017. Out of those complaints, there were allegedly 41 injuries and three crashes, with 11 reports coming from police departments.

In addition, Ford says it's received 1,254 warranty claims, 606 reports from dealers and 55 legal claims.

People report getting sick from the exhaust smells with symptoms matching carbon monoxide exposure, including nausea, headaches and lightheadedness. However, NHTSA says there is no data or evidence that carbon monoxide contributed to the crashes or injuries.

Even though NHTSA says there is no proof carbon monoxide caused any of the problems, the agency says testing does suggest elevated levels in some driving situations.

One of the police reports alleges an officer crashed and was injured, and a second report said the Explorer Police Interceptor crashed due to the officer being exposed to carbon monoxide poisoning. A third report alleges the Explorer rolled over and caused injuries to the officer.

The automaker has known of possible problems because Ford has sent dealers multiple technical service bulletins related to exhaust odors, and many of those bulletins were revised as time went on. But many Explorer owners say attempted repairs made by dealers were fruitless and the exhaust smells continued.

This week NHTSA has been in Austin, Texas, investigating claims of carbon monoxide fumes entering Ford Explorer Police Interceptors. Austin police say at least [60 carbon monoxide detectors activated in patrol vehicles](#) and at least seven officers have reported symptoms of exposure.

NHTSA says it learned from police agencies that police versions of the Explorers experienced cracks in the exhaust manifolds that allowed only low levels of carbon monoxide, but the cracked manifolds could explain the exhaust odors. However, the upgraded investigation will try to determine if those cracks are the root cause of the problems, including in non-police Explorers.



CarComplaints.com will update our website with results of the NHTSA Ford Explorer exhaust manifold investigation, but for now check out what Explorer owners say about the exhaust systems:

- [2011 Ford Explorer](#)
- [2012 Ford Explorer](#)
- [2013 Ford Explorer](#)
- [2014 Ford Explorer](#)
- [2015 Ford Explorer](#)
- [2016 Ford Explorer](#)
- [2017 Ford Explorer](#)

**July 28, 2017 Update:** Ford says it will [fix possible carbon monoxide leaks in Police Interceptors](#).

## More Ford News:



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[Investigations](#) | 2 days ago



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# Ford Police Interceptor Carbon Monoxide Leaks Will Be Fixed

## Ford creates program to fix carbon monoxide problems in Police Interceptor sedans and Explorers

By [David A. Wood](#), CarComplaints.com • Posted in [News](#)

**July 28, 2017** — Ford Police Interceptor carbon monoxide leaks will be repaired by Ford in a special program created for Ford Police Interceptor Utility vehicles, including sedans and Explorer SUVs.

The repair program does not apply to non-police Explorers because owners of those vehicles report exhaust fumes entering the cabins, while Explorer Police Interceptor drivers report getting sick from carbon monoxide.



The National Highway Traffic Safety Administration (NHTSA) announced yesterday an expansion of a 2016 investigation into Ford Explorers and complaints about exhaust fumes entering the cabins. The expanded and upgraded investigation includes about 1.3 million consumer and police 2011-2017 Explorer SUVs.

NHTSA says more than 2,700 complaints about exhaust fumes have been filed, with 41 alleged injuries occurring to occupants. In addition to 55 legal claims against Ford, the automaker has received 606 dealer reports and 1,254 warranty claims.

According to federal safety regulators, police agencies have reported finding cracked exhaust manifolds in patrol vehicles, but NHTSA says those cracks would allow only low levels of carbon monoxide to enter the Police Interceptors.

The Interceptors are customized by police and fire departments to accommodate emergency lighting, radios, radars, computers and other devices. Ford has argued from the beginning that it was unsealed holes and gaps in the vehicles that allow exhaust fumes and carbon monoxide to enter the vehicles.

The automaker says although its investigation is ongoing, Ford has found many holes and unsealed spaces in the Police Interceptors, holes created after the vehicles left the factories.

Ford says that even though it isn't responsible for creating the holes and gaps that allow carbon monoxide to enter the patrol vehicles, the automaker will still cover the costs for specific repairs in every Police Interceptor Utility.

The repair program will apply to any Interceptor that may experience carbon monoxide issues, regardless of age, mileage or modifications made after Ford sold the vehicles.

As part of the repairs, Ford technicians will seal off the rear of the vehicle where exhaust odors can enter, and provide a new air conditioning calibration that brings in more fresh air during heavy acceleration typical of police driving. Dealers will also check engine diagnostic codes that could indicate problems with the exhaust manifolds, the problem referenced by NHTSA in its investigation.

Ford has created a dedicated hotline for questions related to carbon monoxide and exhaust fume problems in police and fire vehicles. Agencies are encouraged to call 888-260-5575 or bring the vehicles to Ford dealers.

## More Ford News:



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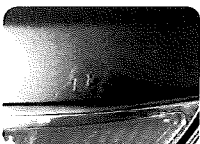
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VIN

VEHICLE

CAR SEATS

TIRES

EQUIPMENT

## Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

### Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

# 2015

## FORD Explorer



VIN: 1FM5K8AR6FGA22060

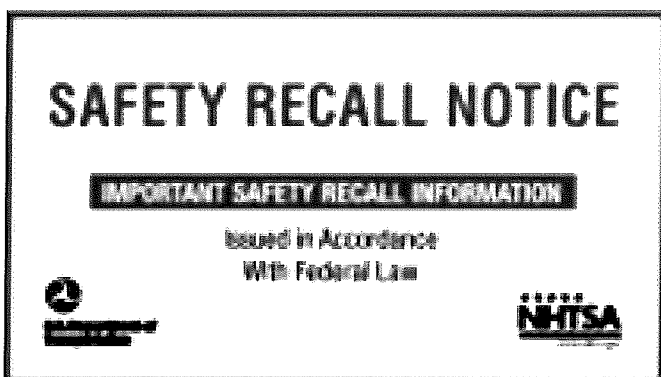
Recall data refreshed on Jan 16,2019

## 0 Recalls

associated with this VIN

### What if my car isn't recalled now? Could it be recalled later?

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.



Look for this distinct label to distinguish critical safety recall information from other marketing material.

### Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.





## Complaint Number: 11170308

**Vehicle Identification Number:** 1fm5k8ar6fga22060

**Your Vehicle's Make Model and Model Year:** FORD EXPLORER POLICE INTERCEPT 2015

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

**What part of your car was affected?** Unknown or Other

**What happened?**

Exhaust manifolds were leaking causing driver headaches. Needed to be repaired by replacing bank 1 and bank 2 manifolds. Vehicle is a police interceptor and has been used on patrol.

**Files you uploaded.**

Heritage Ford Invoice 587906.pdf

**When did this happen?** 11/01/2018

**Was there a Crash?** No

**Was there a Fire?** No

**Was there an injury or fatality?** No

**How fast were you going? (in mph)**

**About how many miles were on your vehicle at the time of the incident?** 112000

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