Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 12, 2026

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Equipment Safety Recall 25SB3**
Certain 2017-2021 F-150, 2020-2021 Explorer, 2018-2021 Expedition/Navigator/Mustang, 2019-2021 Ranger and 2020-2021 Transit Vehicles Equipped with a Remanufactured 10R80 Transmission
Remanufactured Transmission Inspection

REF: **Advance Notice - Equipment Safety Recall 25SB3**
Published: October 28, 2025

AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 9,803*):

VINs Included in FSA VIN List:

- 9,813 (9,803 in the US) of the 34,481 affected remanufactured 10R80 transmissions have been traced to VINs and identified in the table below. These customers will receive an owner letter directly from Ford.

VINs Not Included in FSA VIN List:

- The remaining 24,668 of the 34,481 affected remanufactured 10R80 transmissions, built between May 30, 2020 and June 13, 2025, could not be traced to a VIN. These transmissions may have been installed in the vehicle line and model years listed; however they are not included in the table below.

Vehicle	Model Year	Assembly Plant	Build Date Range
F-150	2017	Dearborn	August 23, 2016 through July 1, 2017*
	2018		June 9, 2017 through October 22, 2018*
	2019		July 25, 2018 through October 5, 2019*
	2020		October 7, 2019 through September 5, 2020*
	2021		TBD*
	2017	Kansas City	September 17, 2016 through August 11, 2017*
	2018		May 5, 2017 through November 4, 2018*
	2019		October 11,2018 through November 1, 2019*
	2020		November 2, 2019 through October 11, 2020*
	2021		TBD*
Explorer	2020	Chicago	January 13, 2020 through August 21, 2020*
	2021		TBD*
Expedition	2018	Kentucky Truck	August 14, 2017 through October 15, 2018*
	2019		October 16, 2018 through October 12, 2019*

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AFFECTED VEHICLES (continued)

Vehicle	Model Year	Assembly Plant	Build Date Range
Expedition	2020	Kentucky Truck	October 14, 2019 through December 1, 2020*
	2021		December 1, 2020 through December 14, 2021*
Navigator	2018		June 26, 2017 through October 13, 2018*
	2019		October 16, 2018 through October 11, 2019*
	2020		October 26, 2019 through November 15, 2020*
	2021		December 10, 2020 through December 15, 2021*
Mustang	2018	Flatrock	October 3, 2017 through May 31, 2018*
	2019		June 28, 2018 through August 19, 2019*
	2020		September 4, 2019 through December 4, 2020*
	2021		February 17, 2021 through November 5, 2021*
Ranger	2019	Michigan	September 6, 2018 through October 24, 2019*
	2020		December 9, 2019 through December 4, 2020*
	2021		December 16, 2020 through October 25, 2021*
Transit	2020	Kansas City	November 4, 2019 through December 23, 2020*
	2021		February 26, 2021 through December 23, 2021*

Affected vehicles are identified in OASIS and FSA VIN Lists.

*NOTE: As vehicles repaired with a suspect remanufactured 10R80 transmission are identified, the vehicle population and vehicle build dates will continue to increase.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles may have been repaired using a 10R80 remanufactured transmission that may be missing the T10 bearing. This may result in the transmission having harsh shifts, shudder or vibration, getting stuck in certain gears or check engine light (CEL) illumination with diagnostic trouble codes (DTCs) P0715, P0716, P0717, P0720, P0721, P0722, P0762, P0791, P0792, P0793, P07E4, P0962, P1706, P215C, P2702, P2703, P2745, P2746 and/or P2747. This may also result in the transmission not engaging park, increasing the risk of a crash or injury.

Your dealership may have either (a) installed an affected remanufactured 10R80 transmission in a vehicle, or (b) sold over the counter a suspect remanufactured 10R80 transmission.

SERVICE ACTION

Dealers are to inspect the remanufactured transmission serial number and fill out the online form at www.ford.partsinfocenter.com / www.lincoln.partsinfocenter.com. If a match is found, dealers are to inspect for any transmission faults and the presence of the T10 transmission bearing. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

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SERVICE ACTION (continued)

To further identify other possible affected vehicles and/or transmissions please have your parts and service departments complete the following:

- Review your customer-pay invoices to determine if you have installed any of the affected 10R80 remanufactured transmissions, listed below, in 2017-2021 F-150, 2020-2021 Explorer, 2018-2021 Expedition/Navigator/Mustang, 2019-2021 Ranger or 2020-2021 Transit vehicles. All other vehicle lines and transmissions are not affected.
- Review part sales records and contact any customers or third-party repair facilities (body shops, etc.) that purchased the suspect parts from you over the counter.
- Verify the mileage accrued since transmission installation/sale. If 8,001 miles or more have accrued, no further action is necessary. If less than 8,000 miles has accrued, please continue with the inspection and inspect for the presence of the T10 bearing. Vehicles found with a missing T10 bearing will require a transmission replacement.

Affected Remanufactured Transmission Part Numbers			
JL1Z-7000-ARM	KB3Z-7000-ARM	L1MZ-7000-ARM	ML3Z-7000-DRM
JL1Z-7000-BRM	KB3Z-7000-BRM	L1MZ-7000-BRM	ML3Z-7000-FRM
JL3Z-7000-ARM	KL3Z-7000-CRM	LK4Z-7000-ARM	ML3Z-7000-NRM
JL3Z-7000-BRM	KL3Z-7000-DRM	LK4Z-7000-BRM	ML3Z-7000-PRM
JL3Z-7000-CRM		LK4Z-7000-CRM	
JL3Z-7000-DRM		LK4Z-7000-DRM	
JL3Z-7000-ERM			
JL3Z-7000-FRM			
JL3Z-7000-GRM			
JR3Z-7000-ARM			
JR3Z-7000-BRM			

FSA PROGRAM OPTIONS

Program Option	Eligibility	Comments
Mobile Repair	No	See **Mobile Service Repair Assessment Level** section below, if applicable.
Over-the-Air (OTA) Update	No	See **Over-The-Air (OTA) Updates** section of the FSA Policy Document, if applicable.
Rentals	Yes	See the **Rental Vehicles** section below, if applicable.
Alternative Transportation Available	No	See **Alternate Transportation** section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See **Pickup & Delivery** section in the FSA Policy document.
Towing	No	See **Towing** section below, if applicable.
Essential Special Service Tools (ESST)	No	See **Technical Instructions** and/or **Workshop Manual (WSM)** as needed.
Administrative Allowance	No	See **Administrative Allowance** section in FSA Policy Document, and if applicable, **Labor Allowances** table below.

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FSA PROGRAM OPTIONS (continued)

Program Option	Eligibility	Comments
Owner Refunds	Yes	See **Owner Refunds** section below, if applicable.
Photo Submission	Yes	See **Repair Photo Submission** section below, if applicable.

Note: For further information on certain Program Options above, see the corresponding section within the FSA Policy Document.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of May 11, 2026 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to $27,168 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Technical Instructions
- Owner Notification Letters
- Attachment I – 2017 F-150 Parts Ordering Information
- Attachment II – 2018-2020 F-150 Parts Ordering Information
- Attachment III – 2021 F-150 Parts Ordering Information
- Attachment IV – Expedition Parts Ordering Information
- Attachment V – Explorer Parts Ordering Information
- Attachment VI – Mustang Parts Ordering Information
- Attachment VII – Navigator Parts Ordering Information
- Attachment VIII – Ranger Parts Ordering Information
- Attachment IX – Transit Parts Ordering Information
- Recall Reimbursement Plan

REFERENCE MATERIAL

- Warranty & Policy Manual (located on FMCDealer Warranty Portal Page): www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/wty.html
- FSA Policy Document (located on FMCDealer FSA Resources Page for Ford and Lincoln dealerships): www.fmcdealer.dealerconnection.com/content/fmcdealer/us/en/parts_service/fsa/rsc.html
- FSA Policy Document (located on the Fleet SharePoint site for Fleets with in-house warranty): https://azureford.sharepoint.com/sites/OneWarrantySolution/usfleet/SitePages/Home.aspx
- The Mobile Repair / Vehicle Pickup & Delivery Record can be found on the Technical Assistance tab in PTS: https://www.fordtechservice.dealerconnection.com

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QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

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MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All Vehicles Affected:
  -  - Not a Mobile Service Repair (MRA5)
- Recommended specialty tools: Borescope – see technical instructions for specifications.

OASIS ACTIVATION

OASIS will be activated on May 8, 2026.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on May 8, 2026. Owner names and addresses will be available by May 29, 2026.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

IN-STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this recall.

OWNER REFUNDS

- **This Safety Recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.

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OWNER REFUNDS (continued)

- Refunds will only be provided for the cost associated with repairs or replacement of remanufactured 10R80 transmissions due to a missing T10 bearing.

RENTAL VEHICLES

Dealers are pre-approved for up to 4 days for a comparable rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than 4 rental days is required from the Centralized Loaner Support Team. Contact the Centralized Loaner Support Team via the CRC Dealer Portal for consideration and approval if appropriate.

Dealers may request a rental vehicle when Ford parts are on backorder; prior approval is required from the Centralized Loaner Support Team via the CRC Dealer Portal.

- If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

The CRC Dealer Portal Job Aid can be referenced at:
fmcdealer.dealerconnection.com/content/dam/fmcdealer/documents/parts_service/cust_sat/GCCT/Pages/FSALoanerProgram.pdf

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to replacing the transmission if inspection fails.
- Contact the SSSC and upload the necessary photo or copy of documentation as an attachment for review. Photos of the VIN, current vehicle mileage, documentation of transmission installation or sale mileage, transmission tag, screenshot of DTCs (if any are present) and screenshot/photo of the borescope screen showing that the T10 bearing is missing are required. This can be done in two ways:
    - Directly in the SSSC contact request form while submitting your contact on your desktop.
    - Via PTS Mobile under the Images / Files Upload menu selection
        - You should select SSSC in the sub-menu and ensure your P&A code is correct. Upload the photos by selecting the appropriate FSA with the option to use a prior contact ID. These photos will be associated with your SSSC contact during submission.
        - If you have not submitted a SSSC contact yet, then you can still upload the photos via PTS Mobile, and the photos will be available when opening your SSSC contact for this VIN and recall.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- **For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required**, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
    - Ford vehicles – 3 years or 36,000 miles
    - Lincoln vehicles – 4 years or 50,000 miles

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (continued)

- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
  - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.
- See “Additional Repair Info” in the FSA Policy Document for further Terms and Conditions.

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. FSA repairs will be rejected, and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See EFC15936 for more details.
- **Claim Entry**: Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type **31**: Field Service Action. The FSA number 25SB3 is the subcode.
  - If other services are requested on the same RO, please complete them. Once they are completed, and if the customer elects to take delivery of their vehicle while waiting for parts to arrive to complete this program, dealers should close the repair order. Reference to W&P manual section 1.3.09 for detailed information associated with these applicable process steps.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts**: Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

  IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code **RENTAL**.
- **Refunds:** Submit refunds on a separate repair line.

  - Program Code: 25SB3 - Misc. Expense: ADMIN
  - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Parts Handling Allowance:** A parts handling allowance is being provided, unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly. To claim the allowance, enter **$300.00** as **HANDLG** in the Misc. Expense area of the claim form.

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LABOR ALLOWANCES

Note: Only one labor operation may be claimed from this table. (Additional supplemental labor operations may be claimed from the Supplemental Labor Allowances table.)

Description	Labor Operation	Labor Time Hour(s)
Inspect transmission part number, serial number, installation mileage and check DTCs **– PASS** **This labor operation code closes the FSA.**	MT25SB3A	Up to 0.4
Inspect transmission part number, serial number, installation mileage, check DTCs, remove transmission pan and aux pump, inspect OSS tone ring, use borescope **– PASS** **This labor operation code closes the FSA.**	MT25SB3B	Up to 4.8
Inspect transmission part number, serial number, installation mileage, check DTCs, remove transmission pan and aux pump, inspect OSS tone ring, use borescope **– FAIL – replace transmission.** **This labor operation code closes the FSA.**	MT25SB3C	Up to 11.7

SUPPLEMENTAL LABOR ALLOWANCES These labor operation codes DO NOT close the FSA.

Note: Claim any relevant supplemental labor operations in addition to the primary labor operation.

Description	Labor Operation	Labor Time Hour(s)
Review your customer-pay invoices to determine if you have sold or installed any of the affected 10R80 remanufactured transmissions.	25SB3AA	0.2
Transit Time to remove/install running boards. Can be claimed with MT25SB3B and MT25SB3C	25SB3D	0.3
Transit Alignment without lane departure. Can be claimed with MT25SB3B and MT25SB3C	25SB3E	1
Transit Alignment with lane departure. Can be claimed with MT25SB3B and MT25SB3C	25SB3F	1.4
Lincoln Vehicle Pick-Up & Delivery Allowance: **This allowance is only for non-eligible 2026 Remote Experience Program Dealers AND vehicles outside of Lincoln Pick-Up & Delivery contract coverage of 4 years/50,000 miles.** **NOTE:** This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25SB3LL	0.5

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Description	Labor Operation	Labor Time Hour(s)
Ford Vehicle Pick-Up & Delivery Allowance: **This allowance is only for non-eligible 2026 Remote Experience Program Dealers.** **NOTE:** This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25SB3PP	0.5
Time allowed to submit photos. If VOR is required and vehicle must be present in dealership to complete repair: 1. Attach photo of the VIN. 2. Attach photo of current vehicle mileage. 3. Attach photo of transmission installation/sale mileage. 4. Attach photo of the transmission tag. 5. Attach screenshot of DTCs (if present). 6. Attach screenshot/photo of borescope screen showing the T10 bearing missing.	25SB3ZZ	0.2

PARTS REQUIREMENTS / ORDERING INFORMATION

Inspection required, see Technical Instructions.

Refer to the appropriate attachment document for parts requirements/ordering information for the vehicle being serviced.

NOTE: Transmission replacement requires submission to and approval from the SSSC. Refer to “Repair Photo Submission” section in the Administrative Information document.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of $330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

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CERTAIN 2017-2021 F-150, 2020-2021 EXPLORER, 2018-2021 EXPEDITION/ NAVIGATOR/MUSTANG, 2019-2021 RANGER AND 2020-2021 TRANSIT VEHICLES EQUIPPED WITH A REMANUFACTURED 10R80 TRANSMISSION — REMANUFACTURED TRANSMISSION INSPECTION

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC)15936 for more details.

SERVICE PROCEDURE

BORESCOPE SELECTION CRITERIA

A borescope meeting or exceeding the specific criteria in the table below is required to complete the inspection process. **ONLY a borescope meeting or exceeding these specifications should be used**. Dealers should have a borescope on hand that meets or exceeds these specifications before scheduling a service appointment.

Description	Units	Minimum (Min)	Maximum (Max)
Camera Diameter	mm	1 mm	**6.0 mm**
Video Resolution	pixels	160x240	No max
Focal local (Perception Depth)	mm (in)	12.7 mm (1/2 in)	No max
Field of View (Front Camera)	degrees	50	180
Field of View (Side Camera)	degrees	Recommended but not required	Recommended but not required
Cable Length*	Inches (mm)	No min	No max
Waterproof Rating	IP66 - IP69	IP67	No max
Temperature Rating	degrees F deg (C)	Range from 32 deg F (0 deg C) to at least 122 F (50 deg C)	No max

NOTE: The camera to cable transition **MUST** be smooth so there are no raised edges. See Figure 1. A raised edge or lip at the camera connection could cause it to get stuck in the transmission and require complete disassembly. **Metal braided cable is highly recommended.**
DO NOT attempt to use a borescope that has a camera larger than 6.0 mm diameter.

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1. Borescope with a Smooth Transition.
2. Borescope without a Smooth Transition.



FIGURE 1

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1. Review accrued vehicle mileage since re-manufactured transmissions installation.

   - Is it less than 8,000 miles (12,874 km)?
   YES - Proceed to Step 2.
   NO - Go to www.ford.partsinfocenter.com or www.lincoln.partsinfocenter.com or use the QR codes in Figure 4, and fill out all the necessary information to add the VIN to the program. This completes the FSA.

2. With the vehicle in NEUTRAL, position it on a hoist. Follow the Workshop Manual (WSM) procedures in Section 100-02.

⚠ **IMPORTANT: DO NOT raise the vehicle at this time. The following step will properly load the transmission internals to make subsequent inspection steps easier.**

3. Start the engine, keeping the brake pressed put the vehicle in reverse, press the gas one fourth of the way for a few seconds. Turn the vehicle off, keeping the transmission in reverse. The transmission should then automatically shift to park. This is expected and normal.

4. Raise the vehicle and inspect the transmission part number. See Figure 2.

   - Does the transmission part number end in RM?
   YES - Proceed to Step 5.
   NO - This completes the FSA.

NOTE: If the part number is unreadable, proceed to Step 5.

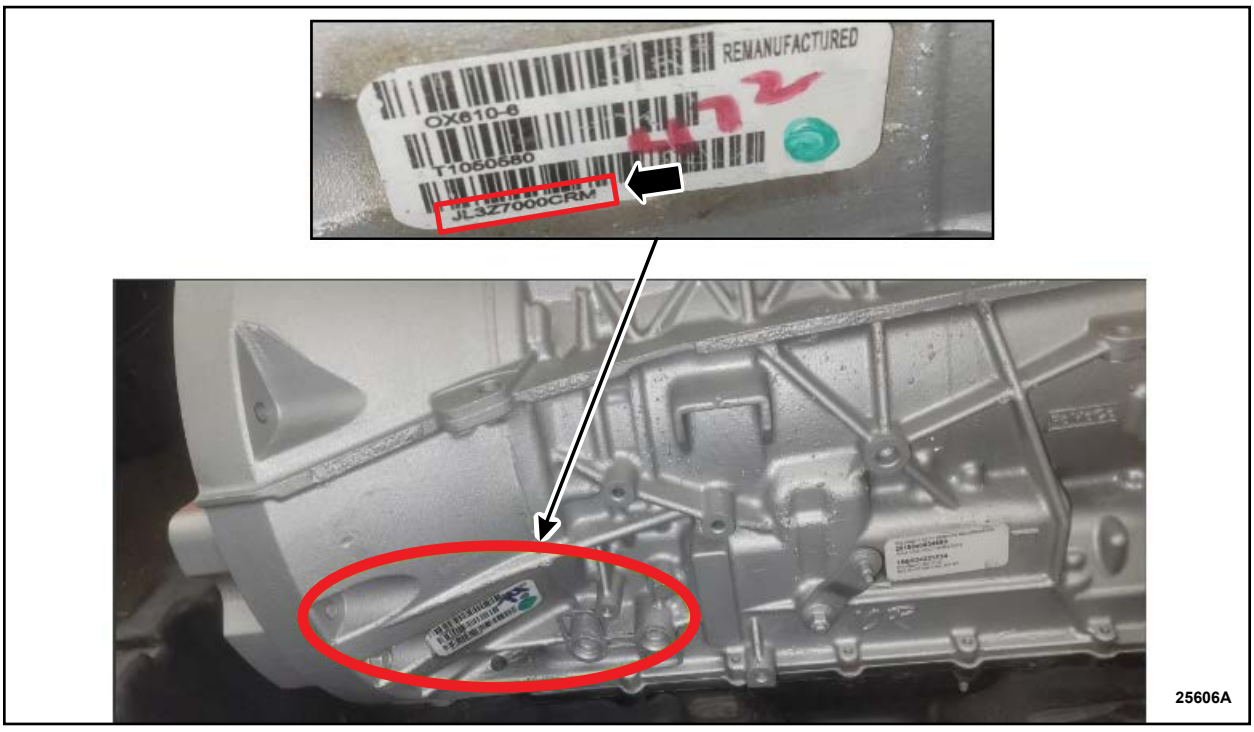


FIGURE 2

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5. Record the transmission serial number (SN) and take a photo of the transmission tag. See Figure 3. Go to www.ford.partsinfocenter.com or www.lincoln.partsinfocenter.com or use the QR codes in Figure 4, and fill out all necessary information to add the VIN to the program to determine if the transmission is affected.

   - Did the website display that the transmission is affected?
     YES - Proceed to Step 6.
     NO - This completes the FSA.

NOTE: If the SN is unreadable, proceed to Step 6.

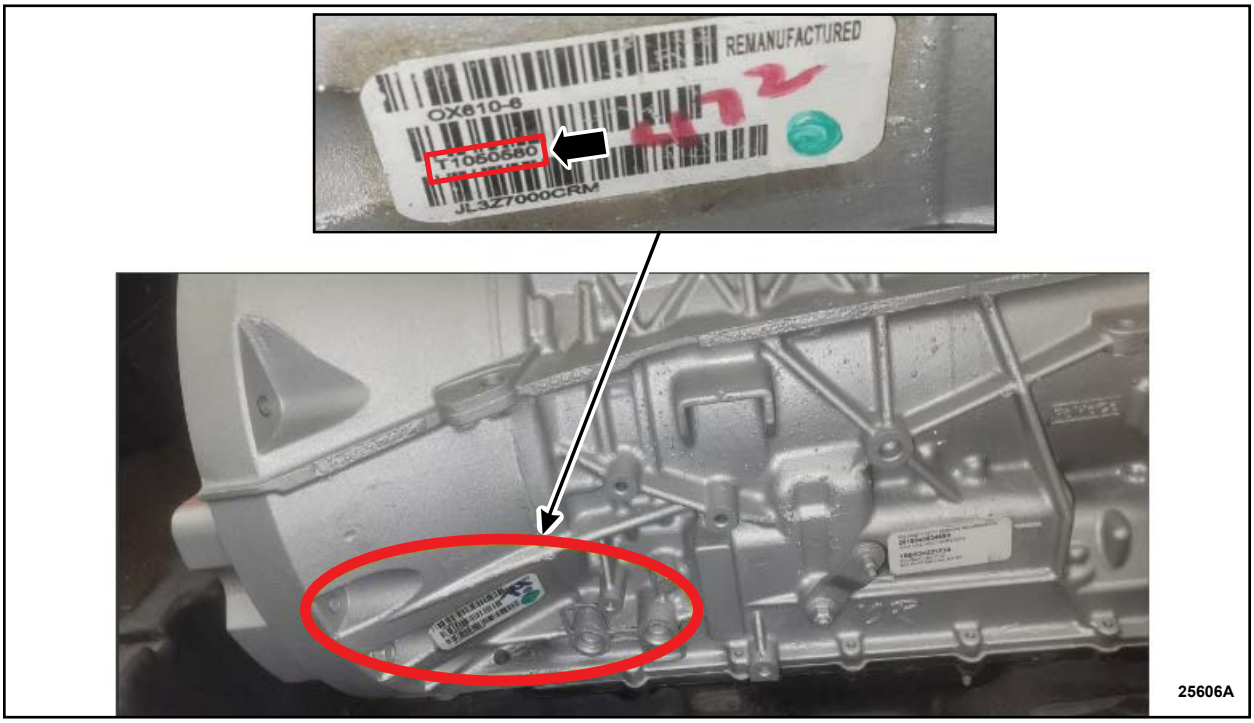


FIGURE 3

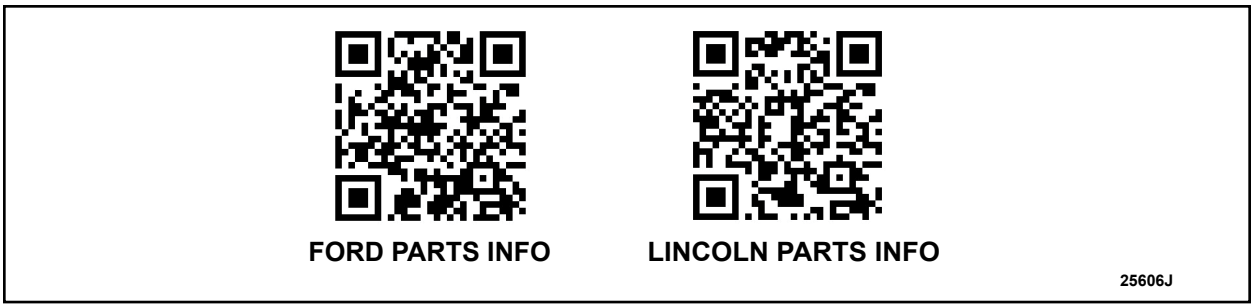


FIGURE 4

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6. Check for Diagnostic Trouble Codes (DTCs).

- Are any of the DTCs from the table below present?

YES - Submit pictures of the VIN, transmission tag, vehicle mileage, transmission install mileage, and a screenshot of DTCs (if any) to the Special Service Support Center (SSSC) for transmission replacement approval, then replace the transmission. Follow the WSM procedures in Section 307-01. This completes the FSA.

NO - Proceed to Step 7.

Diagnostic Trouble Codes				
P0715	**P0716**	**P0717**	**P0720**	**P0721**
P0722	**P0762**	**P0791**	**P0792**	**P0793**
P07E4	**P0962**	**P1706**	**P215C**	**P2702**
P2703	**P2745**	**P2746**	**P2747**	

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7. **For Explorer and Mustang vehicles** - Remove the Transmission Fluid Pan, Gasket and filter. Follow the WSM procedures in 307-01.
   For all other vehicles - Remove the Transmission Fluid Auxiliary Pump. Follow the WSM procedures in Section 307-01.

8. Inspect the Output Shaft Speed (OSS) tone wheel. See Figure 5.

   - Is any sign of scoring or gouging present on the OSS tone wheel?
   YES - Submit a picture of the OSS tone wheel damage, transmission part number and serial number tag to the Special Service Support Center (SSSC) for transmission replacement approval, then replace the transmission. Follow the WSM procedures in Section 307-01. This completes the FSA.
   NO - Proceed to Step 9.

1. Park Pawl
2. OSS Tone Wheel
3. Scoring

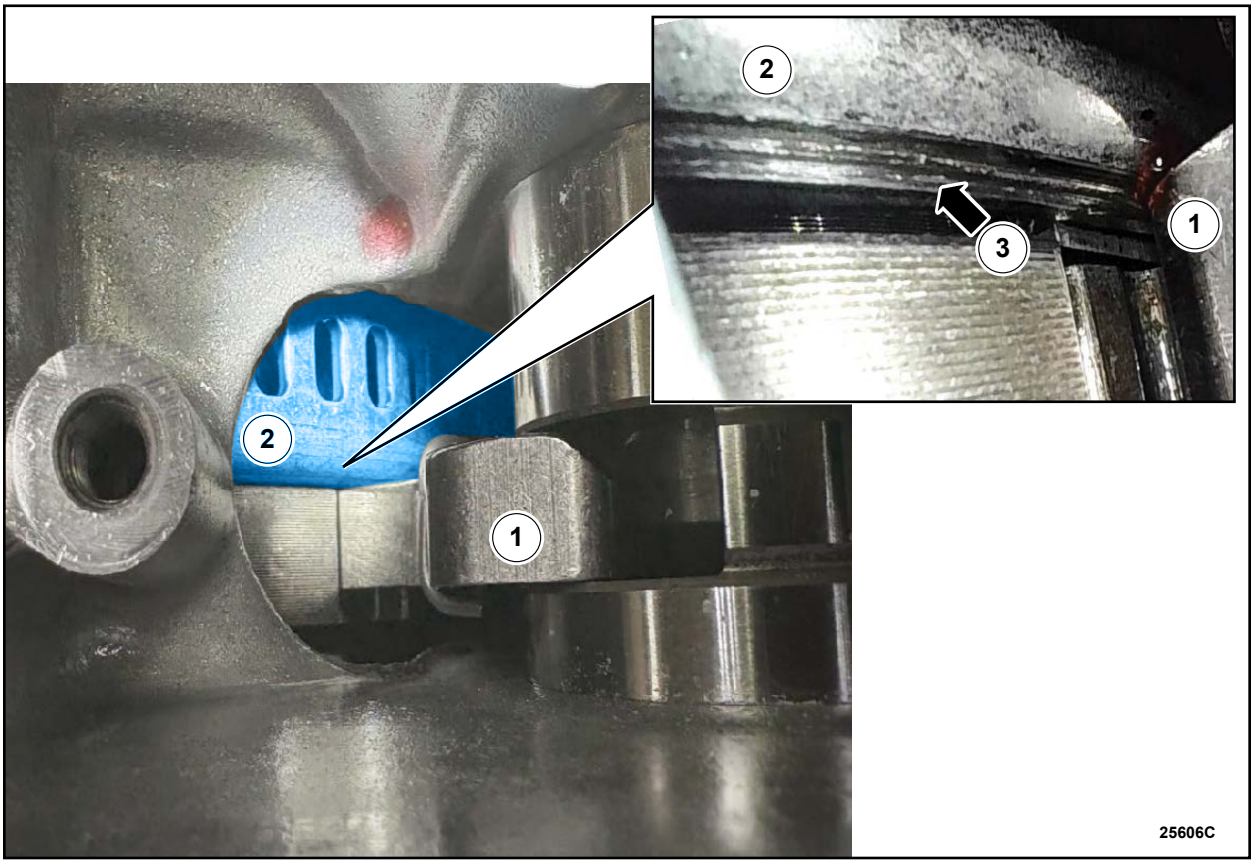


FIGURE 5

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9. Disengage the vehicle from park.

For Park by Wire - Follow the WSM procedures in Section 307-05 General Procedure, Emergency Park Release. Proceed to Step 10.
For Cable Drive - Remove the selector cable from the lever and turn the selector lever out of park. See Figure 6. Proceed to Step 10.

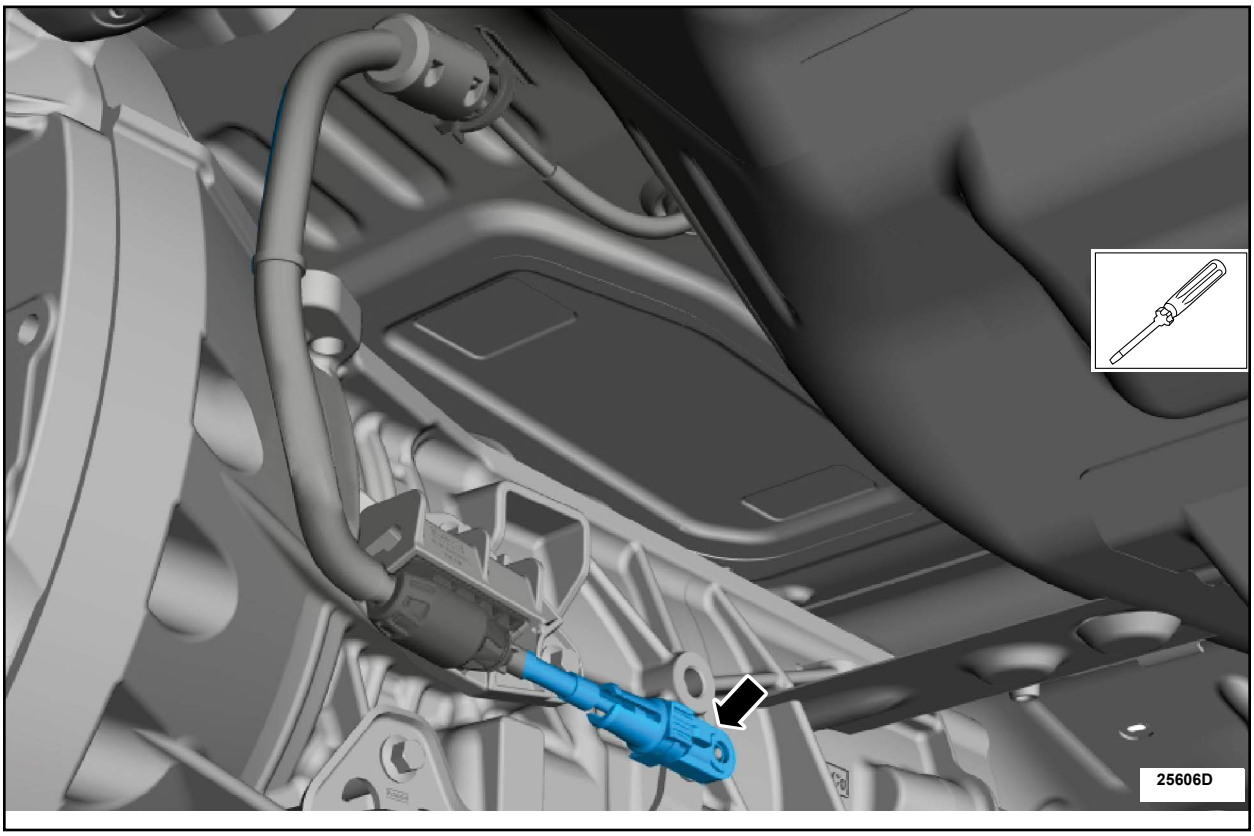


FIGURE 6

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NOTE: Inserting more than 2 inches (50 mm) of the borescope will cause it to deviate to the side and wrap around the transmission case.

10. Insert 1 inch (25 mm) of the borescope on the side of the park pawl aiming straight up towards the center of the transmission. See Figures 7 and 8.

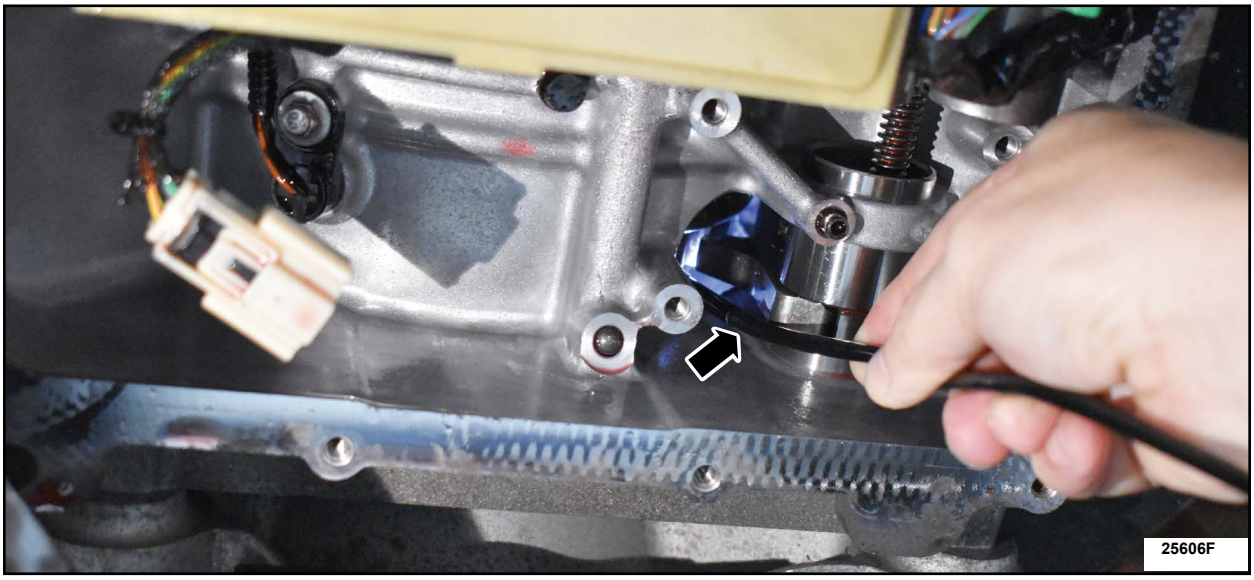


FIGURE 7

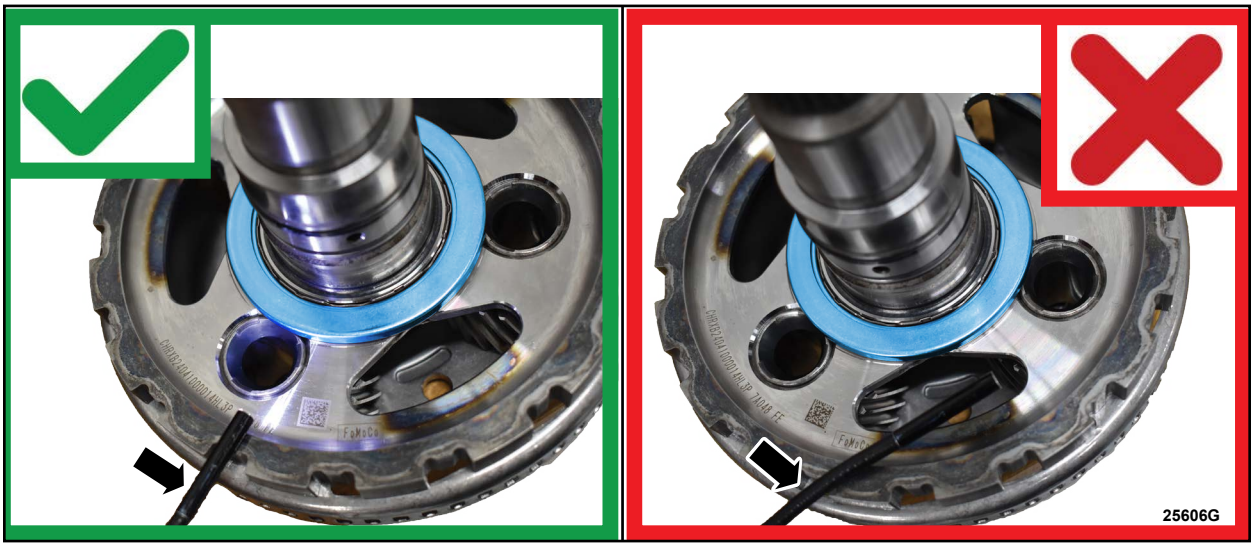


FIGURE 8

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11. Inspect for the presence of the T10 bearing. See Figure 9.

- Is the T10 bearing present?

YES - Proceed to Step 12.
NO - Submit pictures of the VIN, transmission tag, vehicle mileage, transmission installed mileage, and a screenshot of borescope pictures showing the missing T10 bearing to the Special Service Support Center (SSSC) for transmission replacement prior approval. Follow the WSM procedures in Section 307-01. This completes the FSA.

NOTE: If the T10 bearing is not present, the area between the park gear/planetary carrier #4 and the transmission case will appear shiny or there will be no gap between the park gear/planetary carrier #4 and transmission case.

1. T10 bearing is present.
2. T10 bearing is missing.

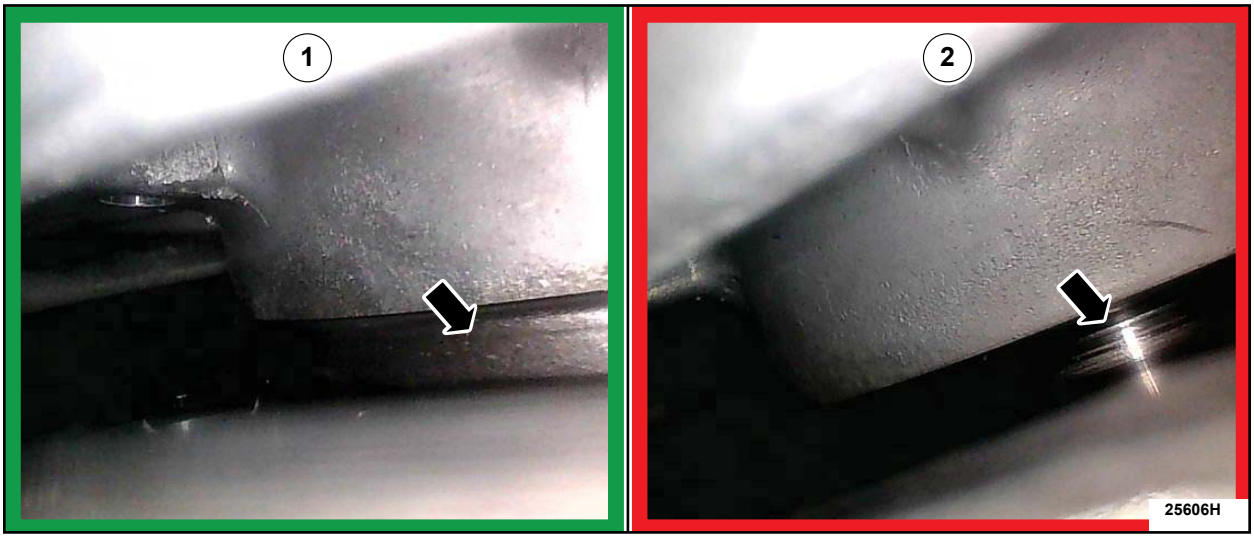


FIGURE 9

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12. Engage park.

For Park by Wire - Follow the WSM procedures in Section 307-05 General Procedure, Emergency Park Release. Proceed to Step 13.
For Cable Drive - Position the selector lever back into park and connect the selector cable to the lever. See Figure 10. Proceed to Step 13.

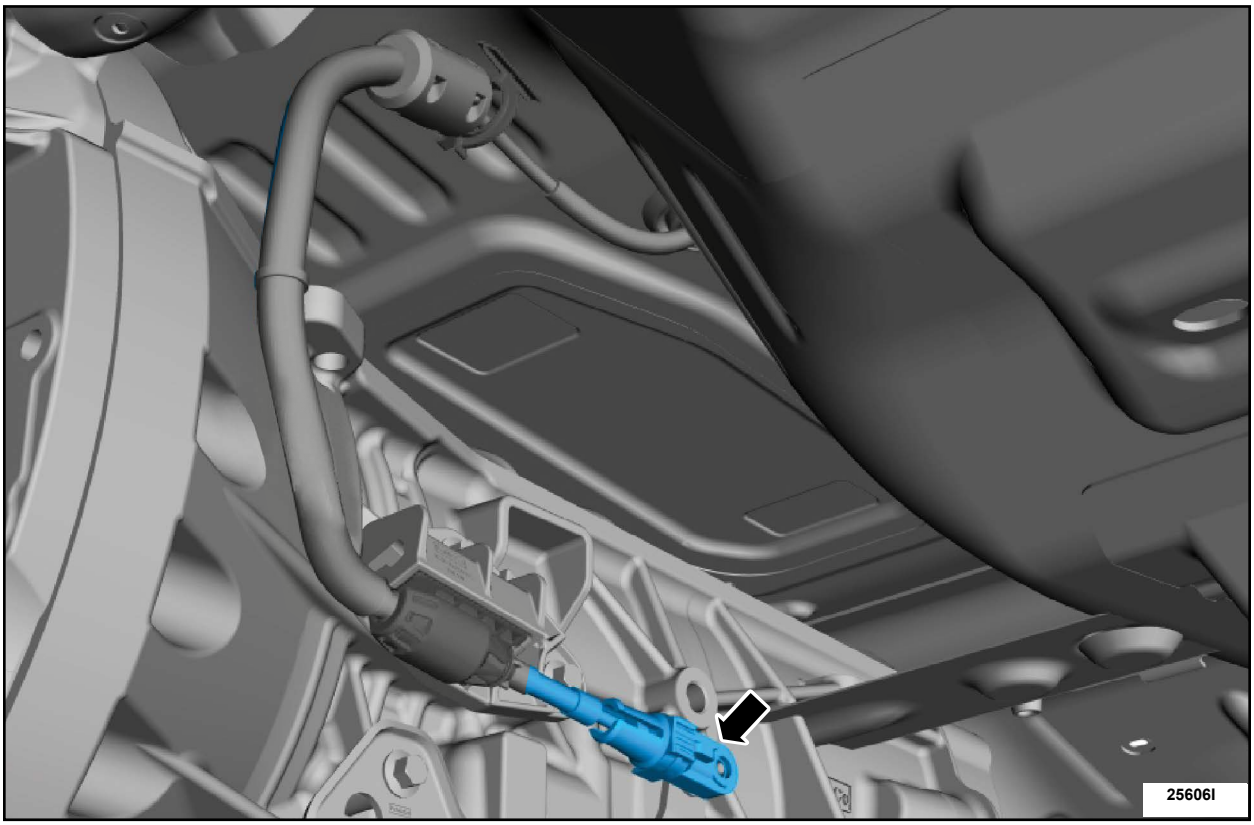


FIGURE 10

13. Install the Transmission Fluid Auxiliary Pump (if equipped) and the Transmission Fluid Pan, Gasket and Filter. Follow the WSM procedures in Section 307-01.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

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PARTS REQUIREMENTS / ORDERING INFORMATION

Parts Needed for Inspection:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
XT-12-QULV	13.0 qt (12.3 L)	2	12	Motorcraft® MERCON® ULV Automatic Transmission Fluid
7T4Z-7Z302-A	As Needed		1	Seal - Transmission Oil Filter
HL3Z-7A191-B			1	Gasket - Transmission Oil Pan
HL3Z-7J227-A			1	O-Ring - Auxiliary Pump Tube

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
5L7Z-7D285-A	As Needed		2	Seal - Transmission Oil Cooler
5L7Z-7J324-A			2	O-Ring - Transmission Oil Cooler Tube
7L1Z-4B496-C			1	Bolts & Straps - Front Driveshaft to Pinion - Front Joint (4X4)
7L1Z-4B496-D			1	Bolts & Straps - Front Driveshaft to Pinion - Rear Joint (4X4)
HL3Z-5G221-B			1	Heat Shield A (Raptor Only)
HL3Z-5G221-C			1	Heat Shield B (Raptor Only)
N800594-S100			4	Bolt - Driveshaft to Pinion Flange (4 for 4X4; 8 for 4X2)
W520113-S440			1	Nut - Stabilizer Bar Bracket
W520214-S440			1	Nut - Stabilizer Link to Bar Attachment
W520514-S440			4	Nut - Catalytic Converter
W711140-S901			4	Bolt - Transmission Support Insulator to Transmission (4X2)
W715579-S439			1	Bolt - Driveshaft Center Bearing (If Equipped with 2 Piece Drive Shaft)
W715618-S437			4	Nut - Torque Converter
W715798-S437			4	Stud - Fluid Cooler Tubes to Transmission
W716375-S900			4	Bolt - Transfer Case to Transmission
W717158-S441			5	Nut - Driveshaft Center Bearing (If Equipped with 2 Piece Driveshaft)
W718353-S900			4	Bolt - Transmission Support Insulator to Transmission (4X4)

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Transmission Replacement Approval Required:

To place an order for a transmission assembly, submit a VIN-specific Approval Request contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of the door tag showing the VIN.
2. Attach a photo of the current vehicle mileage.
3. Attach a photo of the RO showing the installation mileage of the remanufactured transmission.
4. Attach a photo of the transmission tag.
5. Attach a photo of the borescope image showing the T10 bearing missing.
6. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
KL3Z-7000-CRM	As Needed		1	10R80 Reman Transmission - 3.5L V6 GTDI 4X2
KL3Z-7000-DRM			1	10R80 Reman Transmission - 3.5L V6 GTDI 4X4

To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Verify proper transmission by using the VIN in Ecat.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of $330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

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Safety Recall 25SB3

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts Needed for Inspection:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
XT-12-QULV	13.0 qt (12.3 L)	2	12	Motorcraft® MERCON® ULV Automatic Transmission Fluid
W520113-S440	4	1	4	Nut - Stabilizer Bar Bracket (2.7L EcoBoost & 5.0L Ti-VCT)
W711140-S901	3	1	4	Bolt - Transmission Insulator (5.0L Ti-VCT - 2WD)
W715131-S437	1	4	4	Bolt - Transmission Fluid Cooler Tube Bracket (2.7L EcoBoost & 5.0L Ti-VCT)
W718353-S900	4	1	4	Bolt - Transmission Insulator (5.0L Ti-VCT - 4WD)
5L7Z-7D285-A	As Needed		2	Seal - Transmission Oil Cooler
5L7Z-7J324-A			2	O-Ring - Transmission Oil Cooler Tube
7T4Z-7Z302-A			1	Seal - Transmission Oil Filter
HL3Z-7A191-B			1	Gasket - Oil Pan
HL3Z-7J227-A			1	O-Ring - Auxiliary Pump Tube

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
5L7Z-7D285-A	As Needed		2	Seal - Transmission Oil Cooler
5L7Z-7J324-A			2	O-Ring - Transmission Oil Cooler Tube
7L1Z-4B496-C			1	Bolts & Straps - Front Driveshaft to Pinion - Front Joint (4X4)
7L1Z-4B496-D			1	Bolts & Straps - Front Driveshaft to Pinion - Rear Joint (4X4)
FL3Z-5C226-A			1	Gasket - Catalytic Converter (2.7L EcoBoost)
FL3Z-6775-D			1	Heat Shield - Self-Adhesive
HL3Z-5G221-B			1	Heat Shield (Raptor Only)
HL3Z-5G221-C			1	Heat Shield (Raptor Only)
N800594-S100			4	Bolt - Rear Driveshaft to Pinion Flange (4 for 4X4; 8 for 4X2)

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W520113-S440	As Needed		4	Nut - Stabilizer Bar Bracket
W520114-S442			4	Nut - Transmission Support Crossmember
W520214-S440			2	Nut – Stabilizer Link to Bar Attachment
W520514-S440			1	Nut - Catalytic Converter (2.7L/3.5L EcoBoost & 5.0L Ti-VCT)
W709771-S440			1	Nut - Transmission Mount
W711140-S901			1	Bolt - Transmission Support Insulator to Transmission (2.7L/3.5L EcoBoost & 5.0L Ti-VCT 4X2)
W711140-S901			1	Bolt - Transmission Support Insulator to Transmission (3.0L EcoBlue 4X2)
W714418-S439			4	Bolt - Transmission Support Crossmember
W715131-S437			4	Bolt - Fluid Cooler Tubes to Transmission
W715579-S439			4	Bolts - Driveshaft Center Bearing (If Equipped with 2 Piece Driveshaft)
W715618-S437			4	Nut - Torque Converter (2.7L/3.5L EcoBoost & 5.0L Ti-VCT)
W715618-S437			4	Nut - Torque Converter (3.0L EcoBlue)
W715798-S442			4	Studbolt - Fluid Cooler Tube (Raptor)
W716375-S900			5	Bolt - Transfer Case to Transmission (4X4)
W717158-S441			4	Nut - Driveshaft Center Bearing (If Equipped with 2 Piece Driveshaft)
W718353-S900			4	Bolt - Transmission Support Insulator to Transmission (4X4)

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Transmission Replacement Approval Required:

To place an order for a transmission assembly, submit a VIN-specific Approval Request contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of the door tag showing the VIN.
2. Attach a photo of the current vehicle mileage.
3. Attach a photo of the RO showing the installation mileage of the remanufactured transmission.
4. Attach a photo of the transmission tag.
5. Attach a photo of the borescope image showing the T10 bearing missing.
6. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JL3Z-7000-ARM	As Needed		1	10R80 Reman Transmission - 3.5L V6 GTDI 4X4
JL3Z-7000-BRM			1	10R80 Reman Transmission - 3.5L V6 GTDI 4X2
JL3Z-7000-CRM			1	10R80 Reman Transmission - 3.5L V6 GTDI 4X4
JL3Z-7000-DRM			1	10R80 Reman Transmission - 5.0L DOHC NA PFDI GAS COYOTE 4X2
JL3Z-7000-ERM			1	10R80 Reman Transmission - 5.0L DOHC NA PFDI GAS COYOTE 4X4
JL3Z-7000-FRM			1	10R80 Reman Transmission - 3.0L 4V DOHC V6 TC DSL-LION B 4X2
JL3Z-7000-GRM			1	10R80 Reman Transmission - 3.0L 4V DOHC V6 TC DSL-LION B 4X4

To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Verify proper transmission by using the VIN in Ecat.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of $330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

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EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

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PARTS REQUIREMENTS / ORDERING INFORMATION

Parts Needed for Inspection:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
XT-12-QULV	13.0 qt (12.3 L)	2	12	Motorcraft® MERCON® ULV Automatic Transmission Fluid
W711140-S901	3	3	1	Bolt - Transmission Support Insulator to Transmission (4X2)
W718353-S900	4	1	4	Bolt - Transmission Support Insulator to Transmission (4X4)
7T4Z-7Z302-A	As Needed		1	Seal - Transmission Oil Filter
HL3Z-7A191-B			1	Gasket - Transmission Oil Pan
HL3Z-7J227-A			1	O-Ring - Auxiliary Pump Tube

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
5L7Z-7D285-A	As Needed		2	Seal - Transmission Oil Cooler
5L7Z-7J324-A			2	O-Ring - Transmission Oil Cooler Tube
7L1Z-4B496-C			1	Bolts & Straps - Front Driveshaft to Pinion - Front Joint (4X4)
HL3Z-5G221-B			1	Heat Shield (3.5L Only)
HL3Z-5G221-C			1	Heat Shield (3.5L Only)
ML3Z-3B478-A			1	Boot Clamp - Front Driveshaft Slip Yoke - Axle End (4X4)
ML3Z-3B478-B			1	Boot Clamp - Front Driveshaft Slip Yoke – Transfer Case End (4X4)
N800594-S100			4	Bolt - Rear Driveshaft to Pinion Flange (4 for 4X4; 8 for 4X2)
PL3Z-5C226-A			1	Gasket - Catalytic Converter Left & Right (2.7L/3.5L)
W520113-S440			4	Nut - Stabilizer Bar Bracket
W520114-S442			4	Nut - Transmission Support Crossmember
W520215-S440			4	Nut - Stabilizer Link to Bar Attachment
W520514-S440			1	Nut - Catalytic Converter to Turbo
W709771-S440			1	Nut - Transmission Mount
W711140-S901			1	Bolt - Transmission Support Insulator to Transmission (4X2)

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W714418-S439	As Needed		4	Bolt - Transmission Support Crossmember
W715579-S439			4	Bolt - Driveshaft Center Bearing (If Equipped with 2 Piece Driveshaft)
W715618-S437			4	Nut - Torque Converter
W716375-S900			5	Bolt - Transfer Case to Transmission (4X4)
W717158-S441			4	Nut - Driveshaft Center Bearing (If Equipped with 2 Piece Driveshaft)
W718353-S900			4	Bolt - Transmission Support Insulator to Transmission (4X4)

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Transmission Replacement Approval Required:

To place an order for a transmission assembly, submit a VIN-specific Approval Request contact via the SSSC Web Contact Site.

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1. Attach a photo of the door tag showing the VIN.
2. Attach a photo of the current vehicle mileage.
3. Attach a photo of the RO showing the installation mileage of the remanufactured transmission.
4. Attach a photo of the transmission tag.
5. Attach a photo of the borescope image showing the T10 bearing missing.
6. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
ML3Z-7000-DRM	As Needed		1	10R80 Reman Transmission - 3.3L V6 4X2
ML3Z-7000-FRM			1	10R80 Reman Transmission - 3.5L V6 GTDI 4X4
ML3Z-7000-NRM			1	10R80 Reman Transmission - 3.5L V6 GTDI 4X2
ML3Z-7000-PRM			1	10R80 Reman Transmission - 3.5L V6 GTDI 4X4

To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Verify proper transmission by using the VIN in Ecat.

DEALER PRICE

For the latest prices, refer to DOES II.

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HANDLING ALLOWANCE

An allowance of $330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

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PARTS REQUIREMENTS / ORDERING INFORMATION

Parts Needed for Inspection:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
XT-12-QULV	13.0 qt (12.3 L)	2	12	Motorcraft® MERCON® ULV Automatic Transmission Fluid
W520113-S440	4	1	4	Nut - Stabilizer Bar Bracket
W715131-S442	1	4	4	Bolt - Transmission Fluid Cooler Tube to Transmission
5L7Z-7D285-A	As Needed		2	Seal - Transmission Oil Cooler
5L7Z-7J324-A			2	O-Ring - Transmission Oil Cooler Tube
7T4Z-7Z302-A			1	Seal - Transmission Oil Filter
HL3Z-7A191-B			1	Gasket - Oil Pan
HL3Z-7J227-A			1	O-Ring - Auxiliary Pump Tube

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
5L7Z-7D285-A	As Needed		2	Seal - Transmission Oil Cooler
5L7Z-7J324-A			2	O-Ring - Transmission Oil Cooler Tube
7L1Z-4B496-C			1	Bolts & Straps - Front Driveshaft to Pinion - Front Joint (4X4)
7L1Z-4B496-D			1	Bolts & Straps - Front Driveshaft to Pinion - Rear Joint (4X4)
BL3Z-9450-A			1	Gasket - Catalytic Converter
HL3Z-5G221-B			1	Heat Shield
HL3Z-5G221-C			1	Heat Shield
N811880-S100			4	Bolt - Driveshaft to Pinion Flange (4 for 4X4; 8 for 4X2)
W520113-S440			4	Nut - Stabilizer Bar Bracket
W520114-S442			4	Nut - Transmission Crossmember
W520214-S440			2	Nut - Stabilizer Link to Bar Attachment
W520514-S440			1	Nut - Catalytic Converter
W709771-S440			1	Nut - Transmission Mount

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W711140-S901	As Needed		4	Nut - Transmission Support Insulator to Crossmember (4X2)
W714418-S439			4	Bolt - Transmission Crossmember
W714682-S442			4	Nut - Driveshaft Center Bearing (If Equipped with Two-Piece Driveshaft)
W715131-S442			4	Bolt - Transmission Fluid Cooler Tube to Transmission
W715618-S437			4	Nut - Torque Converter
W716286-S439			4	Bolt - Driveshaft Center Bearing (If Equipped with Two-Piece Driveshaft)
W716375-S900			5	Bolt - Transfer Case to Transmission (4X4)
W718353-S900			4	Nut - Transmission Support Insulator to Crossmember (4X4)
W719738-S439			4	Stud - Driveshaft Center Bearing Bracket (If Equipped with Two-Piece Driveshaft)
W720667-S439			4	Nut - Driveshaft Center Bearing Bracket (If Equipped with Two-Piece Driveshaft)

Transmission Replacement Approval Required:

To place an order for a transmission assembly, submit a VIN-specific Approval Request contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of the door tag showing the VIN.
2. Attach a photo of the current vehicle mileage.
3. Attach a photo of the RO showing the installation mileage of the remanufactured transmission.
4. Attach a photo of the transmission tag.
5. Attach a photo of the borescope image showing the T10 bearing missing.
6. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JL1Z-7000-ARM	As Needed		1	10R80 Reman Transmission (4X2)
JL1Z-7000-BRM			1	10R80 Reman Transmission (4X4)

To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Verify proper transmission by using the VIN in Ecat.

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DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of $330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

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PARTS REQUIREMENTS / ORDERING INFORMATION

Parts Needed for Inspection:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
XT-12-QULV	13.0 qt (12.3 L)	2	12	Motorcraft® MERCON® ULV Automatic Transmission Fluid
7T4Z-7Z302-A	As Needed		1	Seal - Transmission Oil Filter
HL3Z-7A191-B			1	Gasket - Oil Pan

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
5L7Z-7D285-A	As Needed		2	Seal - Transmission Oil Cooler
5L7Z-7J324-A			2	O-Ring - Transmission Oil Cooler Tube
L1MZ-3B478-A			1	Clamp - Front Driveshaft Boot
L1MZ-3B498-F			1	Circlip - Rear Axle Pinion Stem
L1MZ-4A015-B			1	O-Ring - Front Axle Pinion Stem (3.3L)
L1MZ-6L612-B			1	Gasket - LH Catalytic Converter (3.0L EcoBoost)
LB5Z-3B498-A			1	Circlip - Front Axle Pinion Stem (3.3L)
W520214-S440			2	Nut - Transmission Support Insulator to Transfer Case
W525174-S300			10	Blind Rivet – Front Subframe Plastic Skid (Police Vehicles only - 3.0L EcoBoost)
W714265-S442			4	Nut - Catalytic Converter (3.3L)
W715131-S442			4	Bolt - Transmission Fluid Cooler Tubes to Transmission
W715618-S437			4	Nut - Torque Converter
W716375-S900			5	Bolt - Transfer Case to Transmission
W717822-S439			4	Bolt - Driveshaft Center Bearing Bracket
W719413-S439			4	Bolt - Subframe - Middle (3.0L EcoBoost)
W719431-S439			4	Bolt - Transmission Support Insulator to Transfer Case
W719511-S439			4	Bolt - Driveshaft Flex Coupling
W719608-S439			4	Stud – Transfer Case Bracket to Transmission Mount

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Parts Needed for Inspection:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W719699-S442	As Needed		1	Nut - LH Catalytic Converter (3.0L EcoBoost)
W720506-S439			4	Bolt - Transmission Support Bridging Bracket to Transfer Case (4X4)
W721083-S439			4	Bolt - Transmission Crossmember (3.0L EcoBoost)
W721084-S439			4	Bolt - Subframe - Rear (3.0L EcoBoost)

Transmission Replacement Approval Required:

To place an order for a transmission assembly, submit a VIN-specific Approval Request contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of the door tag showing the VIN.
2. Attach a photo of the current vehicle mileage.
3. Attach a photo of the RO showing the installation mileage of the remanufactured transmission.
4. Attach a photo of the transmission tag.
5. Attach a photo of the borescope image showing the T10 bearing missing.
6. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
L1MZ-7000-ARM	As Needed		1	10R80 Reman Transmission - 3.3L TiVCT 4X4
L1MZ-7000-BRM			1	10R80 Reman Transmission - 3.0L EcoBoost 4X4

To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Verify proper transmission by using the VIN in Ecat.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of $330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

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EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

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PARTS REQUIREMENTS / ORDERING INFORMATION

Parts Needed for Inspection:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
XT-12-QULV	12.5 qt (11.8 L)	2	12	Motorcraft® MERCON® ULV Automatic Transmission Fluid
7T4Z-7Z302-A	As Needed		1	Seal - Transmission Oil Filter
HL3Z-7A191-B			1	Gasket - Oil Pan

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
5L7Z-7D285-A	As Needed		2	Seal - Transmission Oil Cooler
5L7Z-7J324-A			2	O-Ring - Transmission Oil Cooler Tube
BR3Z-5B266-A			1	Gasket - RH Catalytic Converter (5.0L)
FR3Z-4B496-B			1	Bolt - Driveshaft To Pinion Flange
N800594-S101			4	Bolt And Washer - Driveshaft to Transmission (If Equipped with 3 Bolt Flange)
W500545-S439			4	Bolt - Driveshaft to Transmission Flange
W705443-S900			4	Nut - RH Catalytic Converter (5.0L)
W715131-S437			4	Bolt - Transmission Fluid Cooler Tube to Transmission
W715618-S437			4	Nut - Torque Converter
W717822-S439			4	Bolt - Driveshaft Center Bearing
W719298-S439			4	Bolt And Washer - Driveshaft to Transmission (If Equipped with 4 Bolt Flange)

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Transmission Replacement Approval Required:

To place an order for a transmission assembly, submit a VIN-specific Approval Request contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of the door tag showing the VIN.
2. Attach a photo of the current vehicle mileage.
3. Attach a photo of the RO showing the installation mileage of the remanufactured transmission.
4. Attach a photo of the transmission tag.
5. Attach a photo of the borescope image showing the T10 bearing missing.
6. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JR3Z-7000-ARM	As Needed		1	10R80 Reman Transmission - 2.3L 4V TIVCT DI TC 270 HP GAS
JR3Z-7000-BRM			1	10R80 Reman Transmission - MOD 5.0L-4V DOHC SEFI NA

To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Verify proper transmission by using the VIN in Ecat.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of $330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

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PARTS REQUIREMENTS / ORDERING INFORMATION

Parts Needed for Inspection:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
XT-12-QULV	13.0 qt (12.3 L)	2	12	Motorcraft® MERCON® ULV Automatic Transmission Fluid
W520113-S440	4	1	4	Nut - Stabilizer Bar Bracket
W715131-S442	1	4	4	Bolt - Transmission fluid cooler tube to transmission
5L7Z-7D285-A	As Needed		2	Seal - Transmission Oil Cooler
5L7Z-7J324-A			2	O-Ring - Transmission Oil Cooler Tube
7T4Z-7Z302-A			1	Seal - Transmission Oil Filter
HL3Z-7A191-B			1	Gasket - Oil Pan
HL3Z-7J227-A			1	O-Ring - Auxiliary Pump Tube

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
5L7Z-7D285-A	As Needed		2	Seal - Transmission Oil Cooler
5L7Z-7J324-A			2	O-Ring - Transmission Oil Cooler Tube
7L1Z-4B496-C			1	Bolts & Straps - Front Driveshaft to Pinion - Front Joint (4X4)
7L1Z-4B496-D			1	Bolts & Straps - Front Driveshaft to Pinion - Rear Joint (4X4)
BL3Z-9450-A			1	Gasket - Catalytic Converter
HL3Z-5G221-B			1	Heat Shield
HL3Z-5G221-C			1	Heat Shield
N811880-S100			4	Bolt - Driveshaft to Pinion Flange (4 for 4X4; 8 for 4X2)
W520113-S440			4	Nut - Stabilizer Bar Bracket
W520114-S442			4	Nut - Transmission Crossmember
W520214-S440			2	Nut - Stabilizer Link to Bar Attachment
W520514-S440			1	Nut - Catalytic Converter
W709771-S440			1	Nut - Transmission Mount
W711140-S901			4	Nut - Transmission Support Insulator to Crossmember (4X2)
W714418-S439			4	Bolt - Transmission Crossmember

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W714682-S442	As Needed		4	Nut - Driveshaft Center Bearing (If Equipped with Two-Piece Driveshaft)
W715131-S442			4	Bolt - Transmission Fluid Cooler Tube to Transmission
W715618-S437			4	Nut - Torque Converter
W716286-S439			4	Bolt - Driveshaft Center Bearing (If Equipped with Two-Piece Driveshaft)
W716375-S900			5	Bolt - Transfer Case to Transmission (4X4)
W718353-S900			4	Nut - Transmission Support Insulator to Crossmember (4X4)
W719738-S439			4	Stud - Driveshaft Center Bearing Bracket (If Equipped with Two-Piece Driveshaft)
W720667-S439			4	Nut - Driveshaft Center Bearing Bracket (If Equipped with Two-Piece Driveshaft)

Transmission Replacement Approval Required:

To place an order for a transmission assembly, submit a VIN-specific Approval Request contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of the door tag showing the VIN.
2. Attach a photo of the current vehicle mileage.
3. Attach a photo of the RO showing the installation mileage of the remanufactured transmission.
4. Attach a photo of the transmission tag.
5. Attach a photo of the borescope image showing the T10 bearing missing.
6. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JL1Z-7000-ARM	As Needed		1	10R80 Reman Transmission (4X2)
JL1Z-7000-BRM			1	10R80 Reman Transmission (4X4)

To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Verify proper transmission by using the VIN in Ecat.

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Safety Recall 25SB3

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of $330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

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PARTS REQUIREMENTS / ORDERING INFORMATION

Parts Needed for Inspection:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
XT-12-QULV	12.5 qt (11.8 L)	2	12	Motorcraft® MERCON® ULV Automatic Transmission Fluid
7T4Z-7Z302-A	As Needed		1	Seal - Transmission Oil Filter
HL3Z-7A191-B			1	Gasket - Oil Pan
HL3Z-7J227-A			1	O-Ring - Auxiliary Pump Tube

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
BE8Z-6731-AB	As Needed		1	Filter - Engine Oil (4X4)
JB3Z-4B496-B			1	Bolt - Front Driveshaft to Transfer Case (4X4)
JB3Z-7J227-A			1	O-Ring - Transmission Fluid Cooler
KB3Z-6L612-A			1	Gasket - Catalytic Converter
W500121-S437			4	Bolt - Transfer Case to Transmission (4X4)
W500642-S437			1	Bolt - Transmission Support Insulator (4X4)
W714265-S442			4	Nut - Catalytic Converter
W715618-S437			4	Nut - Torque Converter
W716344-S437			1	Bolt - Driveshaft to Transmission
W716936-S442			1	Nut - Stabilizer Bar Bracket (4X4)
W719427-S439			4	Bolt - Stabilizer Bar Bracket (4X4)

Transmission Replacement Approval Required:

To place an order for a transmission assembly, submit a VIN-specific Approval Request contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of the door tag showing the VIN.
2. Attach a photo of the current vehicle mileage.
3. Attach a photo of the RO showing the installation mileage of the remanufactured transmission.
4. Attach a photo of the transmission tag.
5. Attach a photo of the borescope image showing the T10 bearing missing.
6. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Transmission Replacement Approval Required:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
KB3Z-7000-ARM	As Needed		1	10R80 Reman Transmission (4X2)
KB3Z-7000-BRM			1	10R80 Reman Transmission (4X4)

To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Verify proper transmission by using the VIN in Ecat.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of $330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

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Safety Recall 25SB3

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts Needed for Inspection:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
XT-12-QULV	13.0 qt (12.3 L)	2	12	Motorcraft® MERCON® ULV Automatic Transmission Fluid
W505434-S439	4	1	4	Bolt - Load Path Bar
W506434-S439	8	2	4	Bolt - Load Path Bar
W520215-S442	2	1	4	Nut - Tie Rod End
W520215-S442	2	1	4	Nut - Front Subframe Forward
W711076-S442	2	1	4	Nut - Lower Ball Joint
W711137-S442	1	1	4	Bolt - Steering Shaft Bolt
W712503-S440	2	2	1	Nut - Stabilizer Bar
W716331-S439	4	1	4	Bolt - Transmission Crossmember to Frame
W718943-S439	2	1	4	Bolt - Front Subframe Rearward
7T4Z-7Z302-A	As Needed		1	Seal - Transmission Oil Filter
HL3Z-7A191-B			1	Gasket - Oil Pan
HL3Z-7J227-A			1	O-Ring - Auxiliary Pump Tube
LJ9Z-7J227-A			1	O-Ring - Transmission Fluid Cooler

To guarantee the shortest delivery time, an emergency order for parts must be placed.

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
KK2Z-00811-A	As Needed		1	Nut - Wheel Hub (4X4)
LJ9Z-7J227-A			1	O-Ring - Transmission Fluid Cooler
LK4Z-00815-A			1	O-Ring - Halfshaft (4X4)
LK4Z-3B498-A			1	Circlip - Halfshaft (4X4)
LK4Z-4B496-A			1	Bolts & Straps - CV Joint-to-Pinion Flange Cup (4X4)
LK4Z-4B496-B			1	Bolts & Straps - Driveshaft Flange to Transmission Flange (4X4)
LK4Z-9450-A			1	Gasket - LH Catalytic Converter (3.5L EcoBoost)
N800594-S100			4	Bolt - Rear Driveshaft to Transmission Flange

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PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Parts Needed for Transmission Replacement:

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W505264-S442	As Needed		1	Bolts - Driveshaft Safety Strap (4X4) (If Equipped)
W505434-S439			4	Bolt - Load Path Bar
W506434-S439			4	Bolt - Load Path Bar
W520215-S442			4	Nut - Tie Rod End
W520215-S442			4	Nut - Front Subframe Forward
W520514-S440			1	Nut - Catalytic Converter
W709653-S303			4	Pop Rivet - Front Floor Heat Shield (4X4)
W710660-S441			4	Nut - Transmission Support Insulator
W711076-S442			4	Nut - Lower Ball Joint
W711137-S442			4	Bolt - Steering Shaft
W712503-S440			4	Nut - Stabilizer Bar
W715618-S437			1	Nut - Torque Converter
W716331-S439			4	Bolt - Transmission Crossmember to Frame
W717206-S300			4	Push Pin - Splash Shield (4X4)
W718943-S439			4	Bolt - Front Subframe Rearward
W719972-S439			4	Bolt - Front Axle to Torque Arm (4X4)
W719976-S439			4	Bolt - Front Axle Tube (4X4)
W719976-S439			4	Bolt - Front Axle to Transmission (4X4)
W720688-S439			4	Bolt - Front Axle to Transmission (4X4)

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Safety Recall 25SB3

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Transmission Replacement Approval Required:

To place an order for a transmission assembly, submit a VIN-specific Approval Request contact via the SSSC Web Contact Site.

If parts are on backorder, vehicle must be present in the dealership. The VIN-specific part order must provide the following:

1. Attach a photo of the door tag showing the VIN.
2. Attach a photo of the current vehicle mileage.
3. Attach a photo of the RO showing the installation mileage of the remanufactured transmission.
4. Attach a photo of the transmission tag.
5. Attach a photo of the borescope image showing the T10 bearing missing.
6. If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LK4Z-7000-ARM	As Needed		1	10R80 Reman Transmission - 3.5L V6 TIVCT 4X4
LK4Z-7000-BRM			1	10R80 Reman Transmission - 3.5L V6 GTDI 4X4
LK4Z-7000-CRM			1	10R80 Reman Transmission - 3.5L V6 TIVCT 4X2
LK4Z-7000-DRM			1	10R80 Reman Transmission - 3.5L V6 GTDI 4X2

To guarantee the shortest delivery time, an emergency order for parts must be placed.

NOTE: Verify proper transmission by using the VIN in Ecat.

DEALER PRICE

For the latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of $330.00 per repair is being provided unless otherwise notified by the Company or as provided by state law, in addition to the dealer cost of the transmission assembly.

PARTS RETENTION, RETURN, & SCRAPPING

Please refer to the FSA Policy Document for any and all questions on parts.

EXCESS STOCK RETURN

Please refer to the FSA Policy Document for any and all questions on parts.

REPLACED FSA PARTS INSPECTION AND SIGNATURE

Please refer to the FSA Policy Document for any and all questions on parts.

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Ford Motor Company
Recall Reimbursement Plan for 25SB3

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or the dealers.

Regarding the specific reimbursement plan for Recall # 25SB3, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before June 5, 2026. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2025. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or non-compliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 21, 2025 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.