



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

March 27, 2026

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 25SD9**  
Certain 2022-2025 Model Year Transit Battery Electric Vehicles (BEV)  
Left-Hand Rear Halfshaft Inspection

**AFFECTED VEHICLES (U.S. Population of Affected Vehicles 32,124)**

Vehicle	Model Year	Assembly Plant	Build Date Range
Transit BEV	2022-2025	Kansas City	February 26, 2021 through September 11, 2025

Affected vehicles are identified in OASIS and FSA VIN Lists.

**Note:** Some vehicles may have been repaired. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in the FSA Policy Document for more information.

**REASON FOR THIS SAFETY RECALL**

On some of the affected vehicles, insufficient insertion depth of the halfshaft into the rear electric drive assembly could lead to wearing of the halfshaft splines. If the splines are worn such that they do not have sufficient engagement to transfer torque to the axle side-gear, a driver may experience a noticeable seal leak and eventually may experience a loss of motive power. The driver also may experience unintended vehicle movement while the vehicle is in Park if the Electric Parking Brake (EPB) is not applied. Vehicle rollaway in Park and/or loss of motive power while driving can increase the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to follow the unique Technical Instructions that vary significantly from standard Workshop Manual (WSM) procedures, including the following:

- Dealers will use a two-sided gauge to inspect whether the rear left-hand (LH) halfshaft is fully inserted into the rear electric drive assembly.
- The inspection may require three separate checks for insertion depth and component wear.
- Part requirements vary depending on the inspection results.

Refer to the Technical Instructions for full details.

**NOTE:** Due to initial limited availability of the 25SD9 special tools, one (1) tool set will be seed stocked starting with dealers that have Unsold VINs assigned on their FSA VIN List. All dealers with an unsold VIN will receive their tool set by April 10, 2026. The box will have an orange label with "Attention Service Manager / PARTS MANAGER / RECALL 25SD9".



### **SERVICE ACTION (continued)**

Dealers can access shipping information on individual seed stock tool set orders (with VIN entered) at PTS/OASIS/SSSC then Contact Type - Tool Inquiry/Request.

**NOTE:** Dealers may also order a tool set from the Special Service Support Center (SSSC).

- How: with a VIN entered, go to PTS/OASIS/SSSC then Contact Type - Tool Inquiry/Request.
- Please be prepared to provide P&A Code, VIN, RO #, and vehicle mileage.

Dealers without unsold VINs will also be seed stocked, beginning the week of April 13, 2026 or before. For vehicles that arrive for repairs before you receive your tool set, you may place an order by contacting the SSSC per instructions above.

<b>25SD9 Special Tool List</b>	
Two-Sided Gauge - OTC SR-300648	Metal Band Clamp 3.5 - 5.0 in. Diameter (89 - 139MM). Replacements to be obtained locally as needed.

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.

### **FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	No	See <b>Mobile Service Repair Assessment Level</b> section below, if applicable.
Over-the-Air (OTA) Update	No	See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.
Rentals	Conditional	See the <b>Rental Vehicles</b> section below, if applicable.
Alternative Transportation Available	No	See <b>Alternate Transportation</b> section in the FSA Policy Document.
Pickup & Delivery (PDL)	Yes	See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.
Towing	Conditional	See <b>Towing</b> section below, if applicable.
Essential Special Service Tools (ESST)	Yes	See <b>Technical Instructions</b> and/or <b>WSM</b> as needed.
Administrative Allowance	No	See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below.
Owner Refunds	Yes	See <b>Owner Refunds</b> section below, if applicable.
Photo Submission	Conditional	See <b>Repair Photo Submission</b> 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 March 30, 2026 or before. 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 Letter
- Mobile Repair/Vehicle Pickup & Delivery Record
- 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](http://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](http://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>

## **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.

Customer Service Division

**Safety Recall 25SD9****MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a recommended Mobile Service Repair (MRA5)

**OASIS ACTIVATION**

OASIS will be activated on March 27, 2026.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 27, 2026. Owner names and addresses will be available by April 17, 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.

**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.
- Refunds will only be provided for the cost associated with a Left-Hand Rear Halfshaft replacement.

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### **RENTAL VEHICLES**

**Conditional:** Vehicle does not move on its own, Vehicle Off Road (VOR), or waiting for necessary parts after inspection.

Dealers are pre-approved for up to 3 days for a rental vehicle. Follow Customer Loyalty Program (CLP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 3 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.

### **TOWING**

**Conditional:** Vehicle does not move on its own due to seized rear drive unit.

If towing is required, dealers are authorized to claim up to a maximum value of \$250 to provide towing services for this program.

### **REPAIR PHOTO SUBMISSION**

For a **rear differential** or **rear electric drive unit assembly replacement**, Ford has requested photo evidence prior to performing the repair for this FSA.

- The SSSC must provide approval prior to performing the repair.
- Contact the SSSC and upload the following **3 pictures** as an attachment for review.
  - Rear differential or rear electric drive unit components clearly showing failed condition
  - Vehicle VIN tag / Door label
  - Vehicle Mileage
- 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

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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.
- This program is exempt from the Software Verification Approval Code Requirement.
- **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 **25SD9** is the subcode.
  - 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:** Conditional – See Rental Vehicles section above for details. 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: 25SD9	- 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.
- **Provision for Locally Obtained Supplies:** Includes chemicals as noted below and shop supplies. Submit on the same line as the repair.
  - Program Code: **25SD9**
  - Misc. Expense: OTHER
  - Gauge Inspection – Gauge Does **NOT** Fit (Sides 1 or 2): Claim up to **\$10.00**
    - Corrosion protection
  - Part list **A** - Misc. Expense: Claim up to **\$30.00**
    - Coolant
    - Corrosion protection
  - Part list **B** - Misc. Expense: Claim up to **\$112.00**
    - Automatic Transmission Fluid
    - Coolant
    - Corrosion protection
    - Materials for RTV Sealing Surface Cleaning and Preparation

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**CLAIMS PREPARATION AND SUBMISSION (continued)**

**Provision for Towing:** Dealers are authorized to claim up to a maximum value of \$250 to provide towing services for completing this program. Submit on the same line as the repair.

- **Conditional:** Vehicle does not move on its own due to seized rear drive unit.
  - Program Code: **25SD9**
  - Misc. Expense: TOW
  - Misc. Expense: Claim up to \$250.00

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**LABOR ALLOWANCE**

**NOTE:** The Technical Instructions and required Parts lists vary from WSM.

**NOTE:** All repair labor codes (A through D) require corrosion protection sealant application.

Description	Labor Operation	Labor Time Hour(s)
Gauge <b>Side 1</b> Inspection – Does <b>NOT</b> Fit – Includes corrosion protection. <b>This labor operation code closes the FSA.</b>	25SD9A	0.3
Gauge <b>Side 2</b> Inspection – Does <b>NOT</b> Fit – Reinsert halfshaft per instruction and remeasure with Gauge Side 1. – Includes corrosion protection. <b>This labor operation code closes the FSA.</b>	25SD9B	0.4
Gauge <b>Side 1</b> and <b>Side 2</b> Inspections – <b>Fit</b> Visual internal spline inspection – <b>A</b> <ul style="list-style-type: none"> <li>Both Halfshafts stay on vehicle, remeasure with Gauge Side 1.</li> </ul> <b>Parts Required</b> – See Parts List <b>A</b> . – Includes corrosion protection. <b>This labor operation code closes the FSA.</b>	25SD9C	2.1
Gauge <b>Side 1</b> and <b>Side 2</b> Inspections – <b>Fit</b> Visual internal spline inspection – <b>B</b> <ul style="list-style-type: none"> <li>Install <b>new LH</b> halfshaft, remeasure with Gauge Side 1.</li> </ul> <b>Parts Required</b> – See Parts List <b>B</b> . – Includes corrosion protection. <b>This labor operation code closes the FSA.</b>	25SD9D	2.3

**SUPPLEMENTAL LABOR ALLOWANCES - Labor Operation Codes that DO NOT close the FSA**

Description	Labor Operation	Labor Time Hour(s)
Running Boards - If equipped, Extra Time for Removal and Install for for lift access.	25SD9RR	0.3
<b>Ford Vehicle Pick-Up &amp; Delivery Allowance:</b> <b>This allowance is only for <u>non-eligible</u> 2026 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	25SD9PP	0.5

**NOTE:** Supplemental Labor Allowances continued below.

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**SUPPLEMENTAL LABOR ALLOWANCES (continued)**

**- Labor Operation Codes that DO NOT close the FSA**

<p><b>Differential or Rear Electric Drive Assembly <u>Related Damage</u></b> request <b>ONLY</b> Time allowed to submit photos. SSSC contact with at least <b>3 pictures</b> to order an Electric Drive Assembly or Differential:</p> <ul style="list-style-type: none"> <li>• Components clearly showing failed condition</li> <li>• Vehicle VIN tag / Door label</li> <li>• Vehicle Mileage</li> <li>• Use the SSSC Web Contact Site / <b>Approval Request Contact</b> to receive your Approval code to claim</li> <li>• If the vehicle is off road, then refer to EFC14236. VOR escalation is required in DOW.</li> </ul> <p>Can be claimed only with labor code <b>D</b></p>	<p>25SD9ZZ</p>	<p>0.2</p>
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**PARTS REQUIREMENTS / ORDERING INFORMATION**

Inspection required, see Technical Instructions.

**NOTE:** Dealers with Unsold VINs assigned to their FSA VIN Lists will be shipped one set of the tools listed below starting March 16, 2026, prioritized by vehicles assigned. See Service Action section above for more information.

25SD9 Tool List	
Two-Sided Gauge - OTC SR-300648 See Technical Instruction, Figure 1 for a picture.	Metal Band Clamp 3.5 - 5.0 in. Diameter (89 - 139MM). Replacements to be obtained locally as needed.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
Gauge Inspection – Gauge Does NOT Fit (Sides 1 or 2)				
-				Daubert NOX-RUST® 7703-W Aerosol corrosion protection sealant. <b>Or</b> - 3m Cavity Wax Plus 00852 <b>Or</b> - ValuGard Rust Inhibitor VG101 (A) - Wand Applicator Recommended - Multiple use container

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**PARTS REQUIREMENTS / ORDERING INFORMATION** (continued)

Inspection required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
<b>Part List A:</b> Halfshaft Spline Inspection <b>A</b> - minimal parts needed Halfshaft reinstalled <u>without</u> full removal				
W720829-S439	4	1	4	Bolts - Front and Rear, Electric Drive Assembly Mounting
LJ9Z-00815-B	1	1	1	O-Ring - <b>Right Hand (RH)</b> , Halfshaft
LJ9Z-3B498-D	2	2	1	Circlip - <b>LH/RH</b> , Halfshaft
LJ9Z-7H260-E	1	1	1	Seal - <b>LH</b> Rear, Halfshaft to Drive Assembly
VC-13DL-G	Misc. Cost – Up to \$30.00 Obtain Locally			Coolant - NOTE: concentrate to be mixed with 50% deionized or distilled water only.
-				Daubert NOX-RUST® 7703-W Aerosol corrosion protection sealant. <b>Or</b> - 3m Cavity Wax Plus 00852 <b>Or</b> - ValuGard Rust Inhibitor VG101 (A) Wand Applicator Recommended Multiple use container

Parts requirements continued on the next page.

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**PARTS REQUIREMENTS / ORDERING INFORMATION** (continued)

Inspection required, see Technical Instructions.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
<b>Part List B: Halfshaft Spline Inspection B</b> Only LH Halfshaft removed				
NK4Z-4K139-D	1	1	1	Halfshaft Assembly - LH Includes circlip and ting/thrust washer
KK2Z-00811-A	1	1	1	Nut - LH Wheel Hub, M24
W720829-S439	4	1	4	Bolts - Front and Rear, Electric Drive Assembly Mounting
LJ9Z-00815-B	1	1	1	O-Ring - RH, Halfshaft
LJ9Z-3B498-D	2	2	1	Circlip - LH/RH, Halfshaft
LJ9Z-7H260-E	1	1	1	Seal - LH Rear, Halfshaft to Drive Assembly
VC-13DL-G	Misc. Cost – Up to \$112.00 Obtain Locally			Coolant - NOTE: concentrate to be mixed with 50% deionized or distilled water only.
XT-12-QULV				Fluid - Motorcraft® MERCON® ULV Automatic Transmission Fluid 4.1 qt (3.85L)
ZC-30-A				Motorcraft® Silicone Gasket Remover
ZC-31-B				Motorcraft® Metal Surface Prep Wipes
PM-4-A or PM-4-B				Motorcraft® Brake Parts Cleaner
ZC-20				Motorcraft® Engine Shampoo and Degreaser
TA-29				Motorcraft® Ultra Silicone Sealant
-				Daubert NOX-RUST® 7703-W Aerosol corrosion protection sealant. <b>Or</b> - 3m Cavity Wax Plus 00852 <b>Or</b> - ValuGard Rust Inhibitor VG101 (A) Wand Applicator Recommended Multiple use container

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Less than 5% of the affected vehicle population is expected to require a LH halfshaft replacement.

**DEALER PRICE**

For the latest prices, refer to DOES II.

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**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 SIGN OFF**

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

## CERTAIN 2022 - 2025 MODEL YEAR TRANSIT BATTERY ELECTRIC VEHICLES (BEV) — LEFT-HAND REAR HALFSHAFT INSPECTION

### SERVICE PROCEDURE

**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) 15396 for more details.

**NOTICE:** This procedure varies from the Workshop Manual (WSM)

**NOTE:** Dealers will be shipped one set of the special tools listed below, see Dealer Bulletin's Service Action for details. Dealers may also order a tool set from the Special Service Support Center (SSSC).

Special Tool List	
Two-Sided Gauge - OTC SR-300648	Metal Band Clamp - 3.5-5.0 in. Diameter (89-139MM)

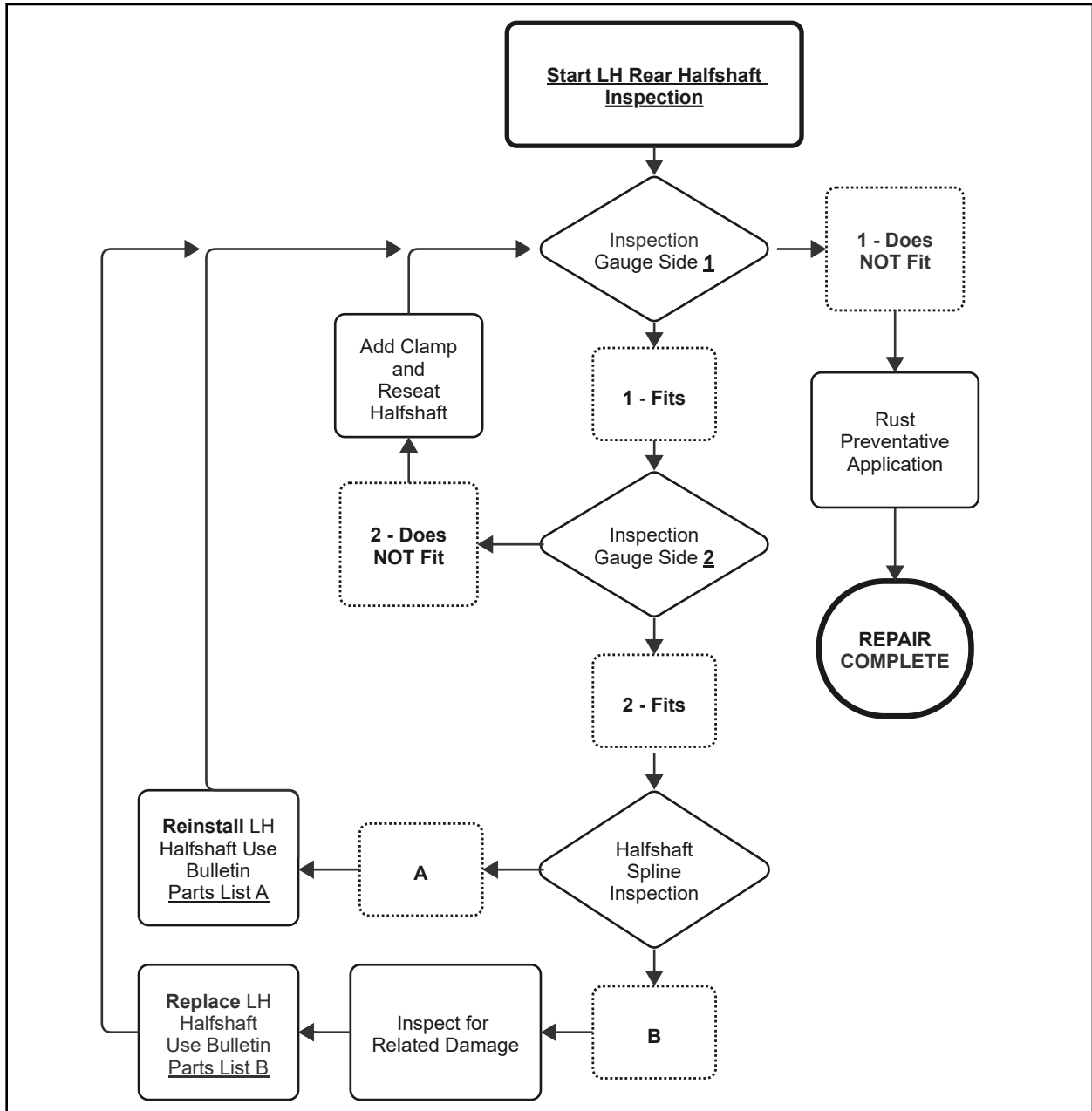
1. Position on a **DRIVE-ON** hoist is recommended. Follow the WSM procedures in Section 100-02.
  - Place the Vehicle in "Stay in Neutral Mode", Follow the WSM procedure in 307-05A.
  - Set the Parking Brake to off and **CHOCK** the wheels.
2. Inspect two-sided gauge details and see Figure 1:
  - **Do Not** force gauge to fit.
  - The gauge has two gauging ends (1 and 2).
  - The side with the gauge numbers on it (1 or 2) goes towards the inboard side of vehicle.
  - The blue highlighted areas, on the lower 2 gauges in Figure 1, are the critical measurements.



FIGURE 1



**NOTE:** Flow Chart is a high level overview only. Fully read all Technical Instructions for full detail.



3. Reduce end play by using hand pressure to push the left-hand (LH) rear halfshaft inboard joint toward the rear electric drive assembly.

**NOTE:** Do **NOT** force the gauge. Damage and false measurements may result.



**NOTE:** A video can be found by clicking the icon or using the QR code. 

4. Without forcing, does gauge **Side 1** fit in the gap as shown in Figures 2 and 3?  
- Between the bottom (6 o'clock position) of the LH rear halfshaft and rear electric drive assembly.

[ **A** ] **Does NOT fit** - Side 1 does NOT fit in gap, interference. Proceed to Step 47.

[ **B** ] **Fits** - Side 1 fits in gap. Proceed to the next Step.

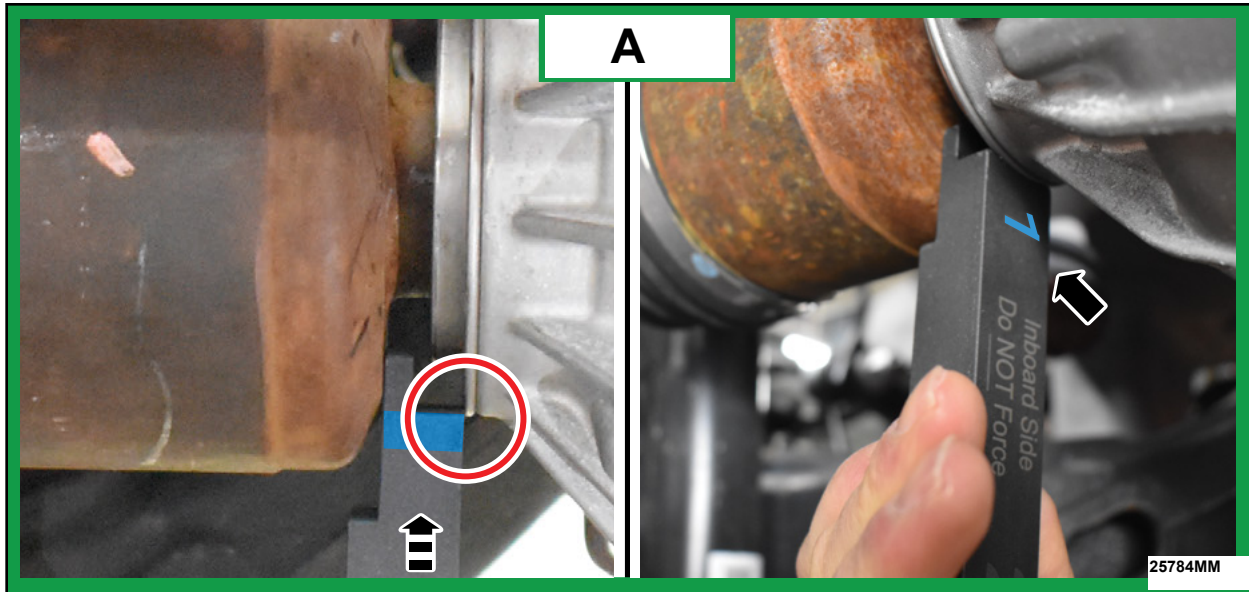


FIGURE 2

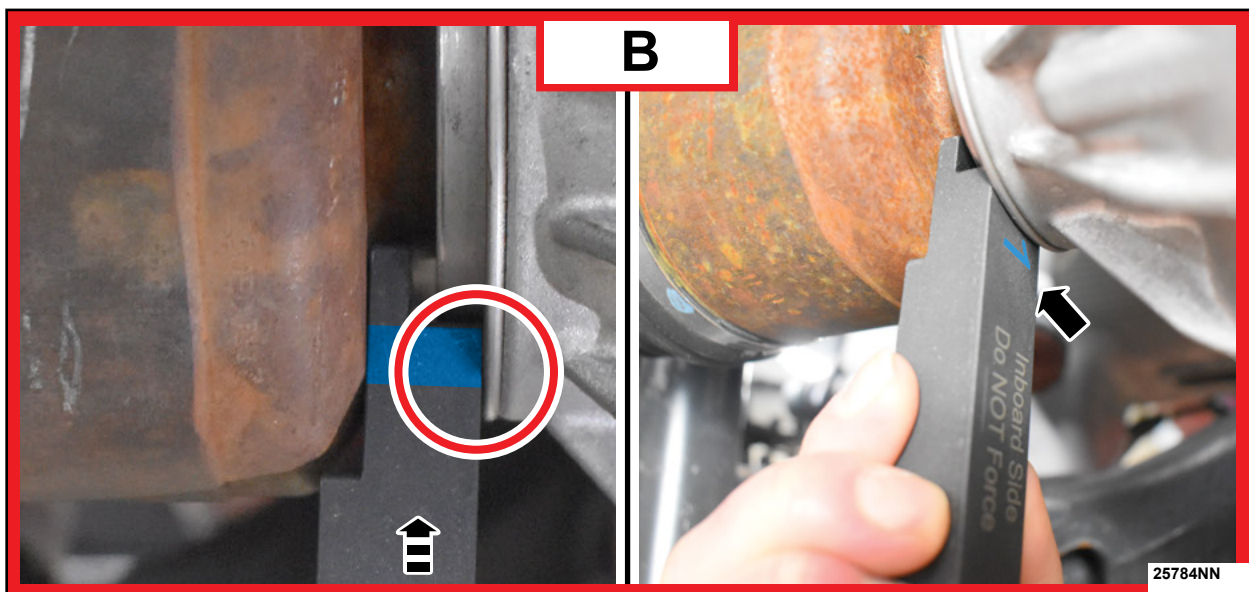


FIGURE 3



**NOTE:** Do **NOT** force the gauge or damage and false measurements may result.

5. Without forcing, does gauge **Side 2** fit in the gap as shown in Figures 4 and 5?  
- Between the bottom (6 o'clock position) of the LH rear halfshaft and rear electric drive assembly.

[ **A** ] **Does NOT Fit** - Side 2 does NOT fit in gap, interference. Proceed to the next Step.  
[ **B** ] **Fits** - Side 2 fits in gap. Proceed to Step 9 (Page 6).

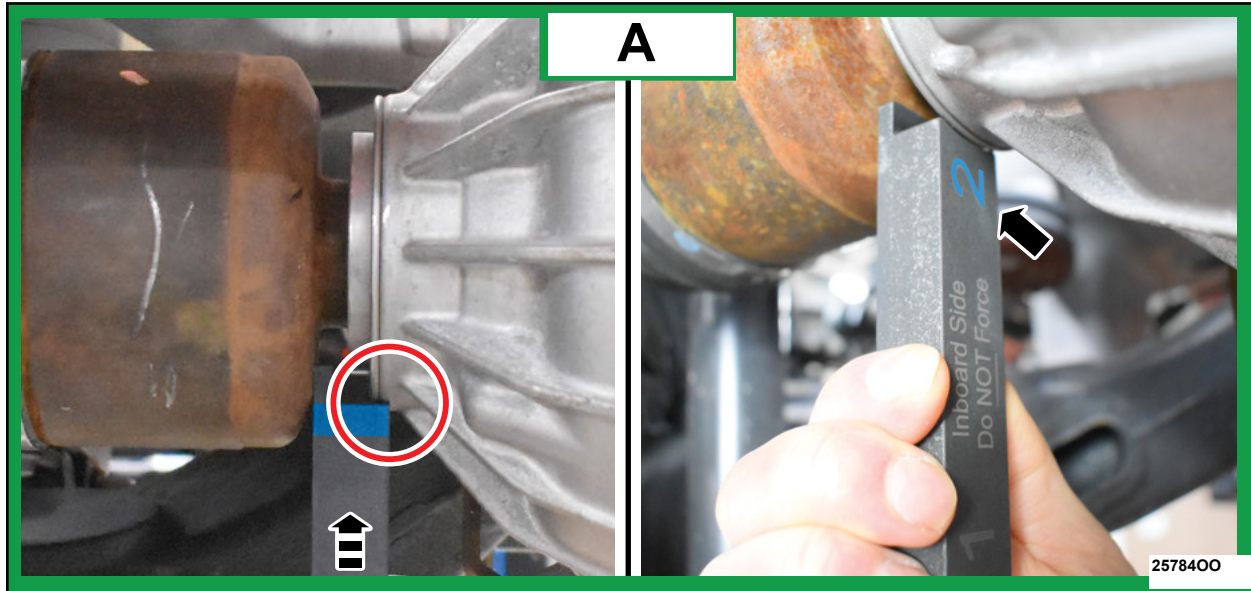


FIGURE 4

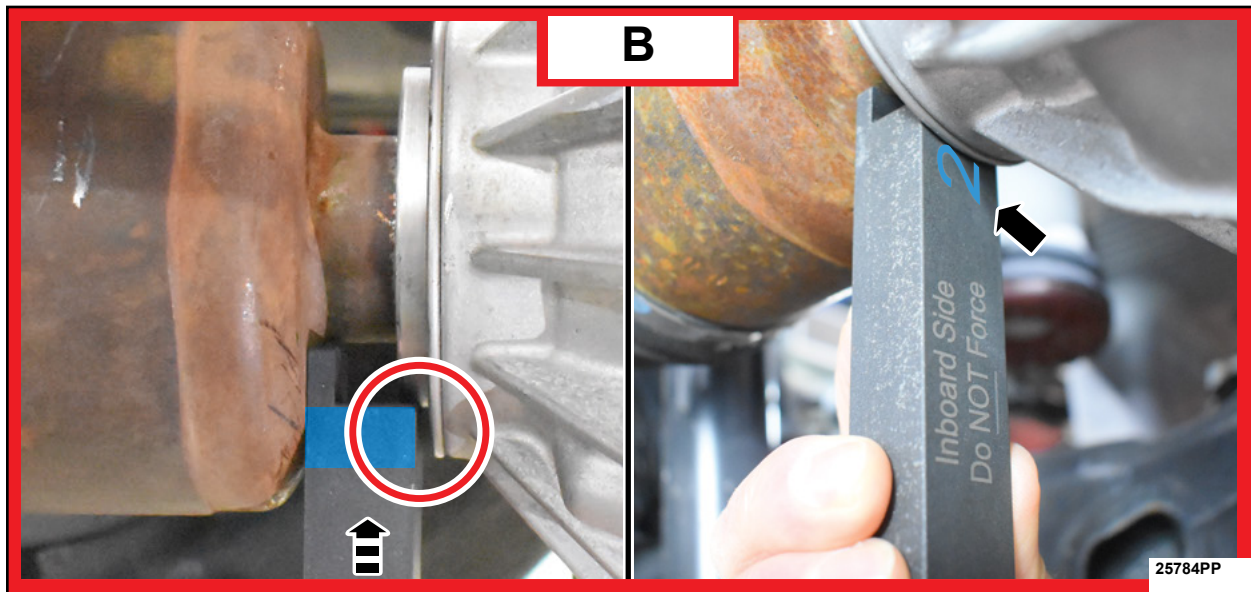


FIGURE 5



**Only Perform the Next Step with a Gauge Side 2 Does Not Fit**

6. Install the provided band clamp on the LH rear halfshaft cylinder as shown in Figure 6.

**NOTE:** It is recommended to complete Step 7 on a **DRIVE ON HOIST**. Doing so helps align the LH Drive Shaft and the Power Drive Unit.

- **Stay in Neutral Mode** must be active, Wheels Chocked with the Parking Brake off.

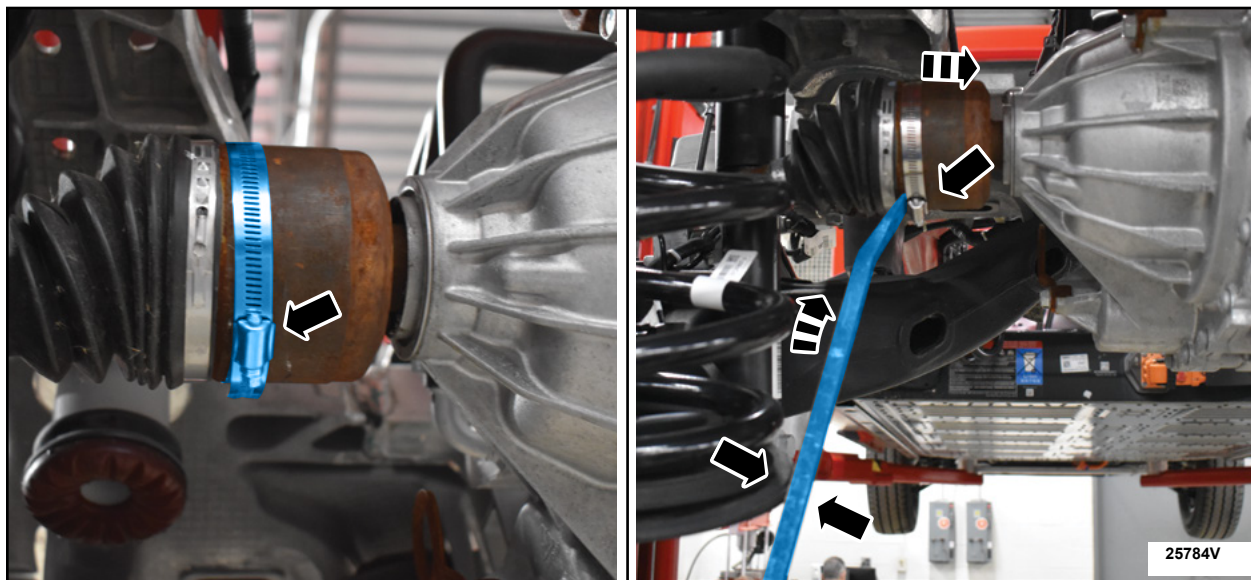
**NOTE:** Hand tighten the final torque of band clamp to avoid band damage.

**NOTE:** Position worm nut as shown in Figure 6 to avoid damage to rubber boot.

7. Seat the LH rear halfshaft:

- Position a long pry bar, to pivot off of the rear lower spring plate.
- The halfshaft should visibly move inboard and a noticeable click from circlip may be heard.
- If resistance, rotate halfshaft and readjust clamp position.
- See Figure 6. Proceed to next Step.


8. Remove the band clamp and return to Step 4.





**FIGURE 6**



**Only Perform this Internal Inspection after a Gauge Side 2 Fits**

 **IMPORTANT!**: The following steps must be performed by a technician certified in STST competency 43.

 **WARNING:** Service of the high voltage system on this vehicle is restricted to qualified personnel. The required qualifications vary by region. Always observe local laws and legislative directives regarding electric vehicle service. Failure to follow this instruction may result in serious personal injury or death

 **WARNING:** To prevent the risk of high-voltage shock, always follow precisely all warnings and service instructions, including instructions to depower the system. The high-voltage system utilizes approximately 450 volts DC, provided through high-voltage cables to its components and modules. The high-voltage cables and wiring are identified by orange harness tape or orange wire covering. All high-voltage components are marked with high-voltage warning labels with a high-voltage symbol. Failure to follow these instructions may result in serious personal injury or death.

**NOTE:** This procedure varies from the WSM.

9. De-energize the high-voltage system. Follow the WSM procedures in Section 414-03.

10. Disconnect the battery ground cable. Follow the WSM procedures in Section 414-01.

**NOTICE:** Never pick up or hold the halfshaft by only the inner or outer Constant Velocity (CV) joint. Damage to the CV joint will occur.

**NOTICE:** Never use a hammer to remove or install the halfshafts. Damage to the CV joint may occur.

**NOTICE:** Never use the halfshaft assembly as a lever to position other components. Damage to the halfshaft or CV joint may occur.

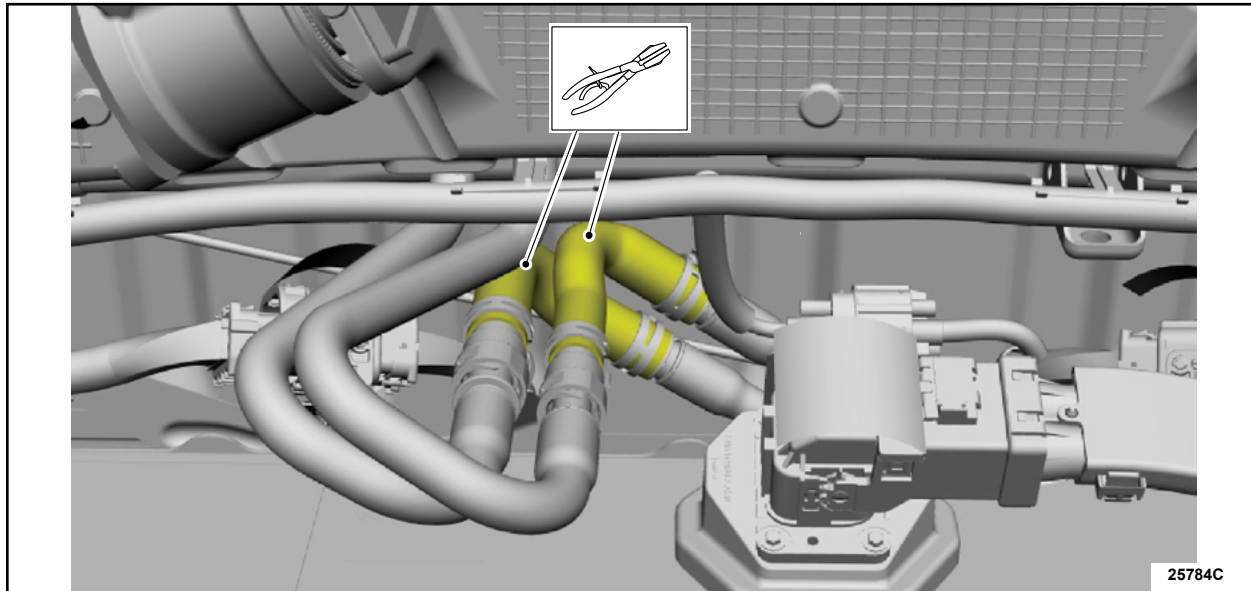
**NOTICE:** Do not allow the boots to contact sharp edges or hot exhaust components. Damage to the halfshaft boots will occur.

**NOTICE:** Do not drop assembled halfshafts. The impact may cut the boots from the inside without evidence of external damage.



11. Clamp the cooling hoses to the rear electric drive assembly. See Figure 7.

- Use the General Equipment: Locking Pliers



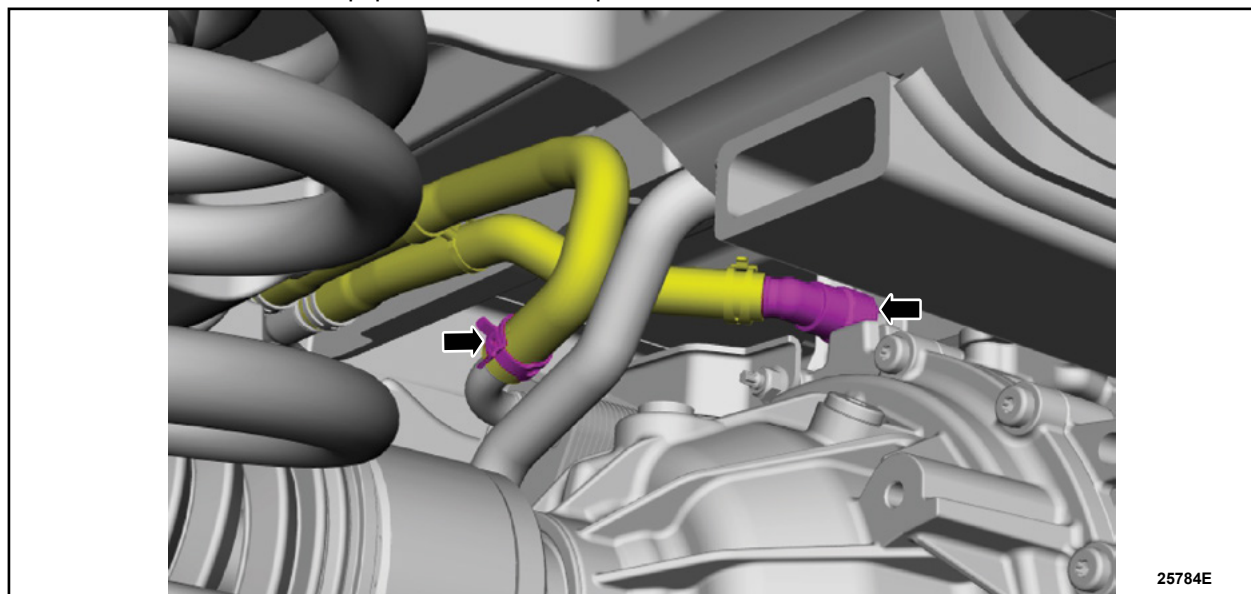
**FIGURE 7**

**NOTICE:** During the removal of components, cap, tape or otherwise appropriately protect all openings to prevent the ingress of dirt or other contamination. Remove protective materials prior to installation.

**NOTE:** Be prepared to collect escaping fluid.

12. Disconnect the rear electric drive assembly cooling hoses. See Figure 8.

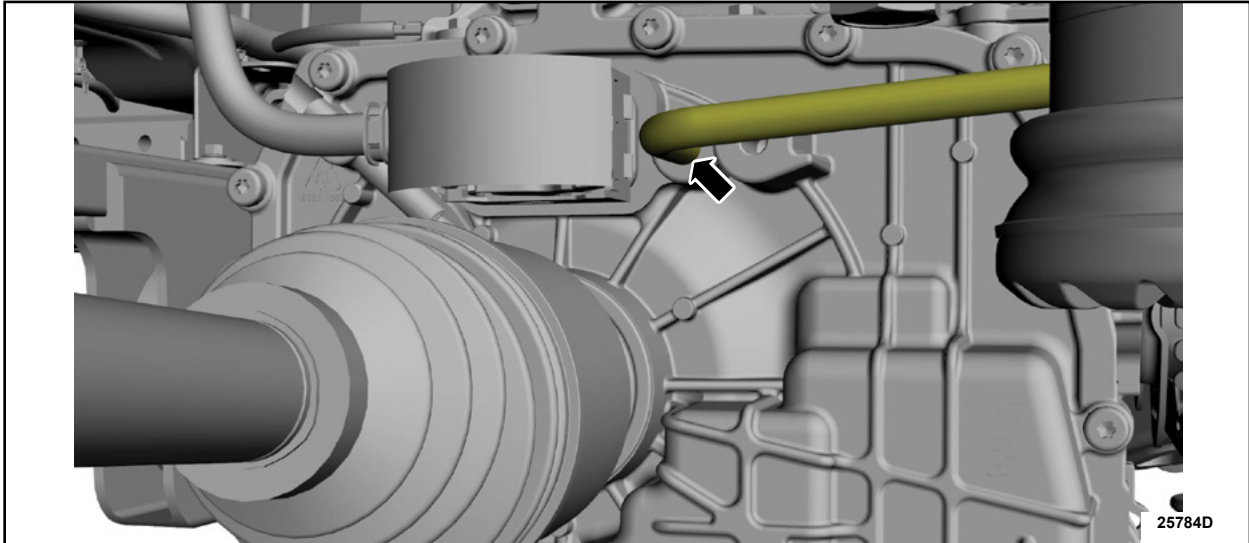
- Use the General Equipment: Fluid Container  
- Use the General Equipment: Hose Clamp Remover/Installer



**FIGURE 8**



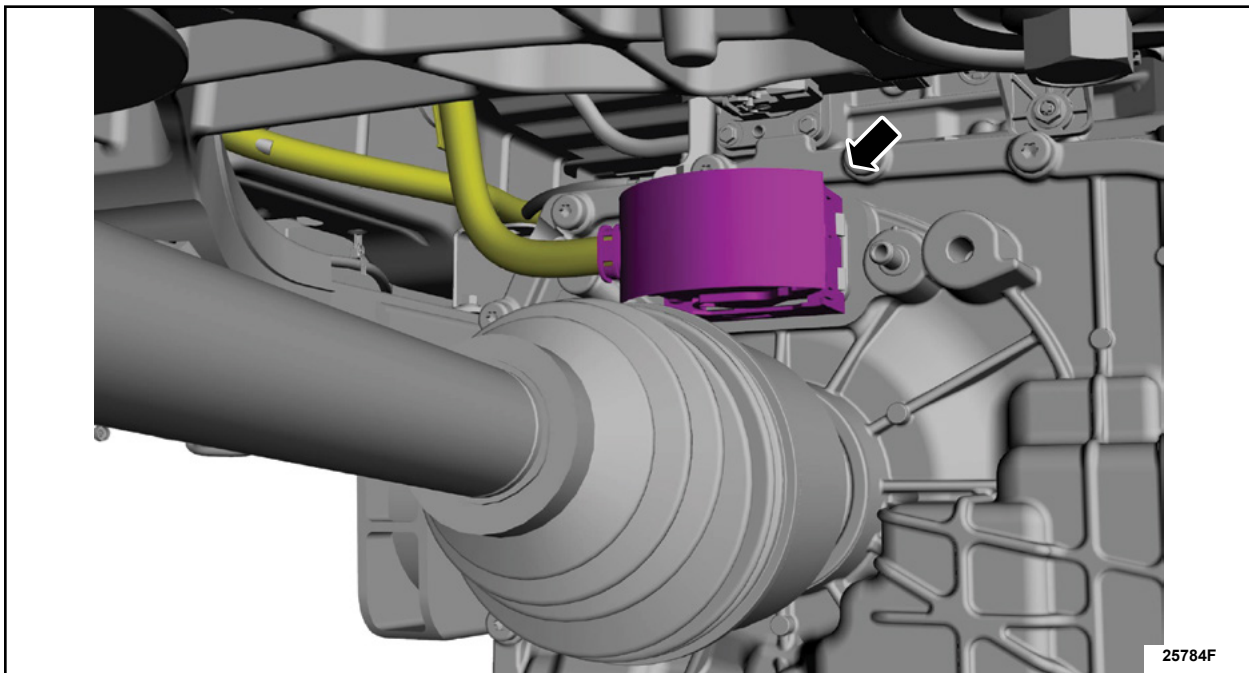
13. Disconnect the rear electric drive assembly vent hose and position aside. See Figure 9.



**FIGURE 9**

**NOTICE:** Make sure that the component is clean and free of foreign material before removing.

14. Clean the electrical connector with a nylon brush and compressed air. Then, release the lock lever and disconnect the electrical connector. See Figure 10.



**FIGURE 10**



15. Disconnect the high voltage electrical connector. See Figure 11.

a. Remove the wire harness nut and bolt.

**NOTICE: Before disconnecting the high voltage battery electrical connector, the electrical connector must be cleaned.**

b. Clean the high voltage battery electrical connector with a nylon brush and compressed air.  
c. Release the lock lever and disconnect the high voltage electrical connector.

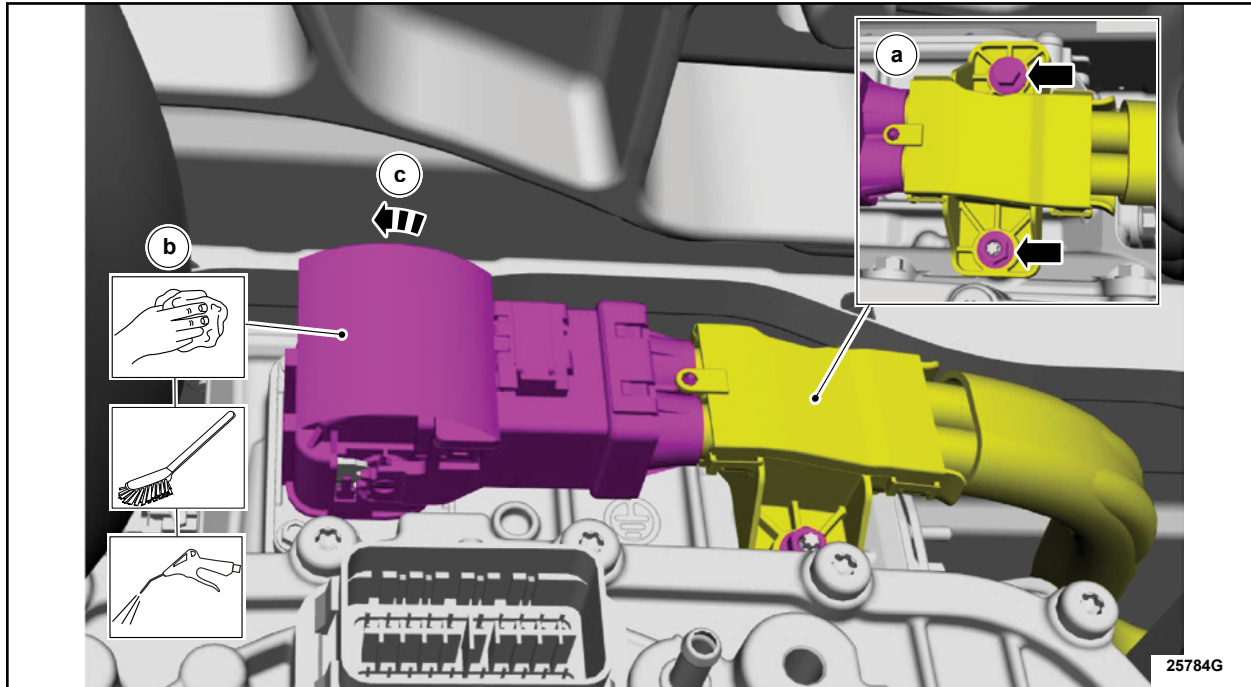


FIGURE 11



**NOTICE: Make sure that the component is clean and free of foreign material before removing.**

16. Position aside the electrical connector. See Figure 12.

- a. Clean the electrical connector with a nylon brush and compressed air.
- b. Release the lock lever and disconnect the electrical connector.
- c. Release the tabs and disconnect the electrical connector.
- d. Remove the nut and position aside the ground wire.
- e. Detach the harness retainers.

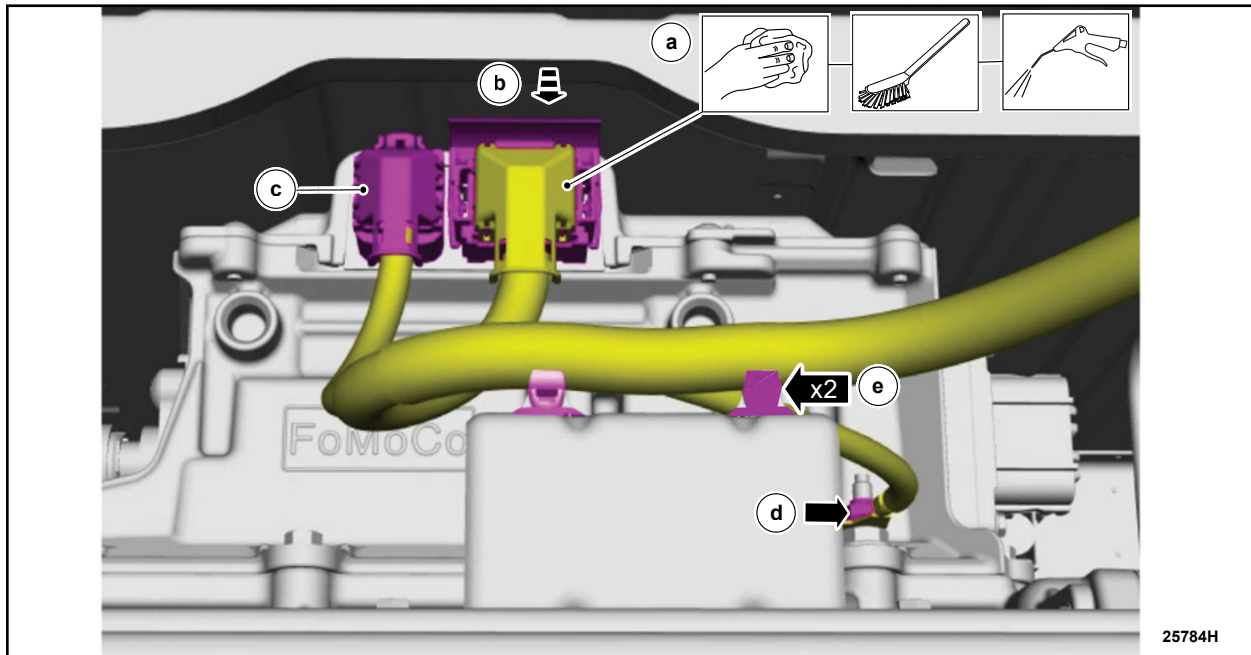
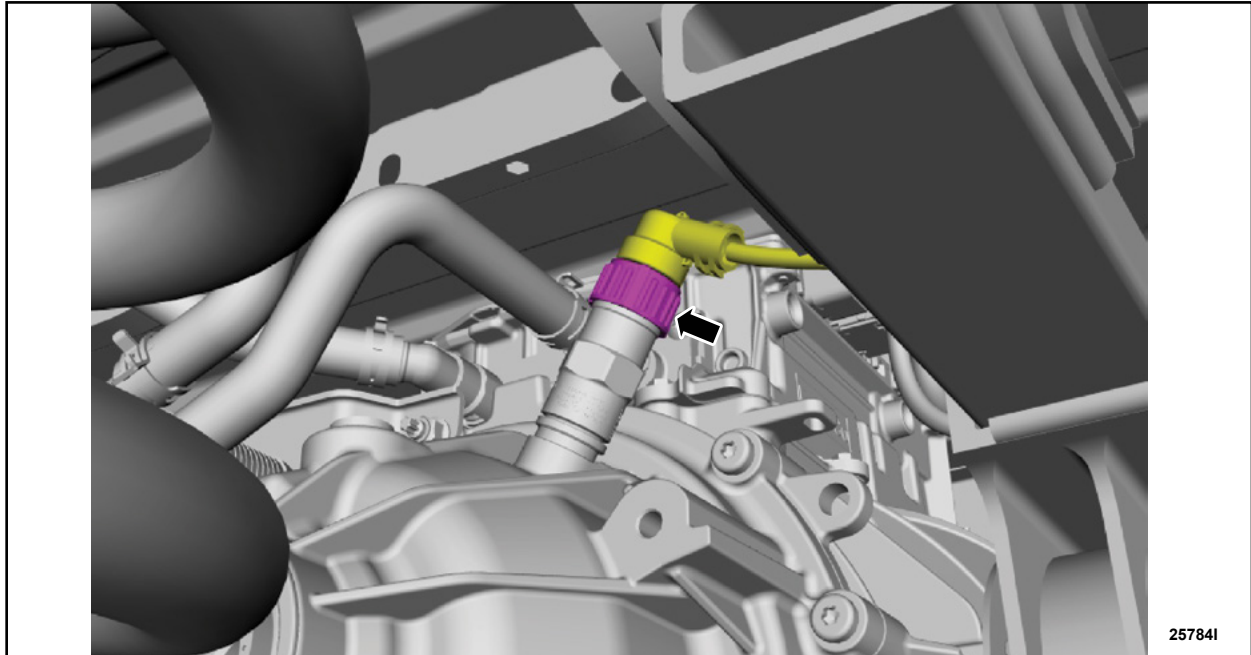


FIGURE 12



**NOTICE: Make sure that the component is clean and free of foreign material before removing.**

17. If equipped, disconnect the Output Shaft Sensor (OSS) electrical connector. See Figure 13.



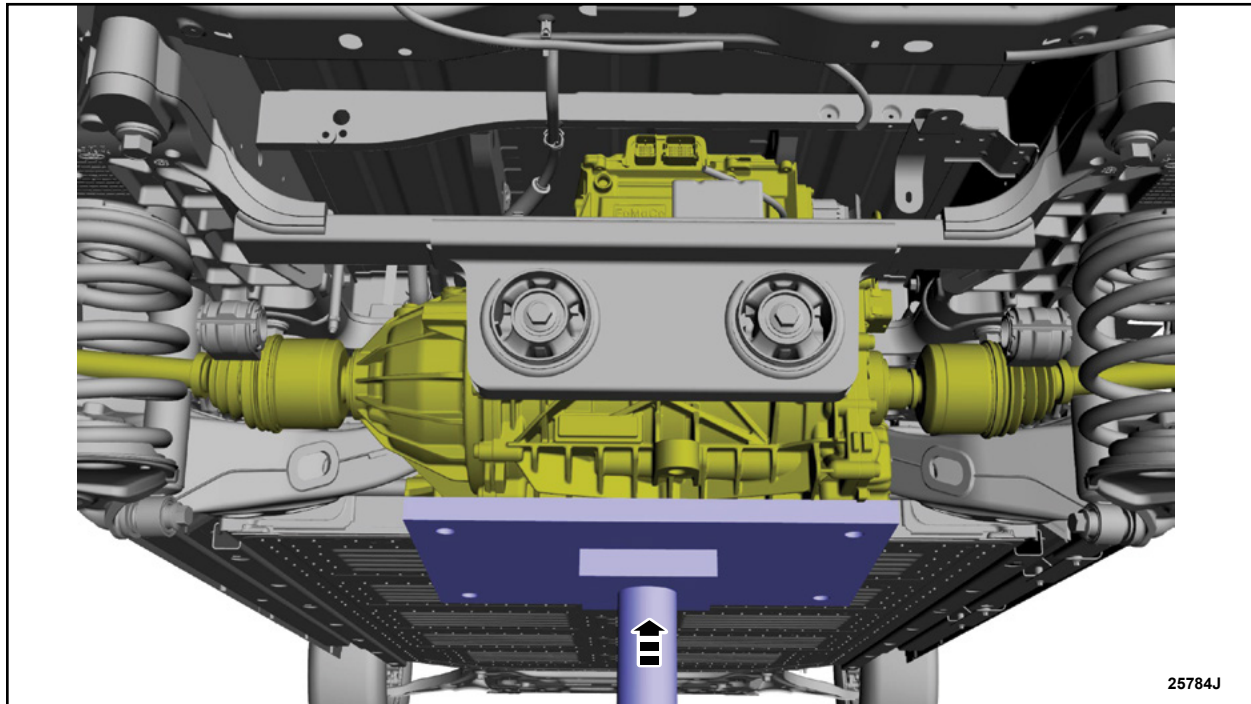
**FIGURE 13**



**WARNING: Always secure engines, transmissions, or other heavy components to the support fixture with straps and wooden support blocks. Improperly secured assemblies could fall off the fixture, resulting in serious personal injury.**

18. Using a transmission jack and wooden blocks, support the rear electric drive assembly. Install a safety strap. See Figure 14.

- Use the General Equipment: Transmission Jack
- Use the General Equipment: Retaining Strap
- Use the General Equipment: Wooden Block



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**FIGURE 14**



19. Remove and discard the rear side bolts from the rear electric drive assembly. See Figure 15.

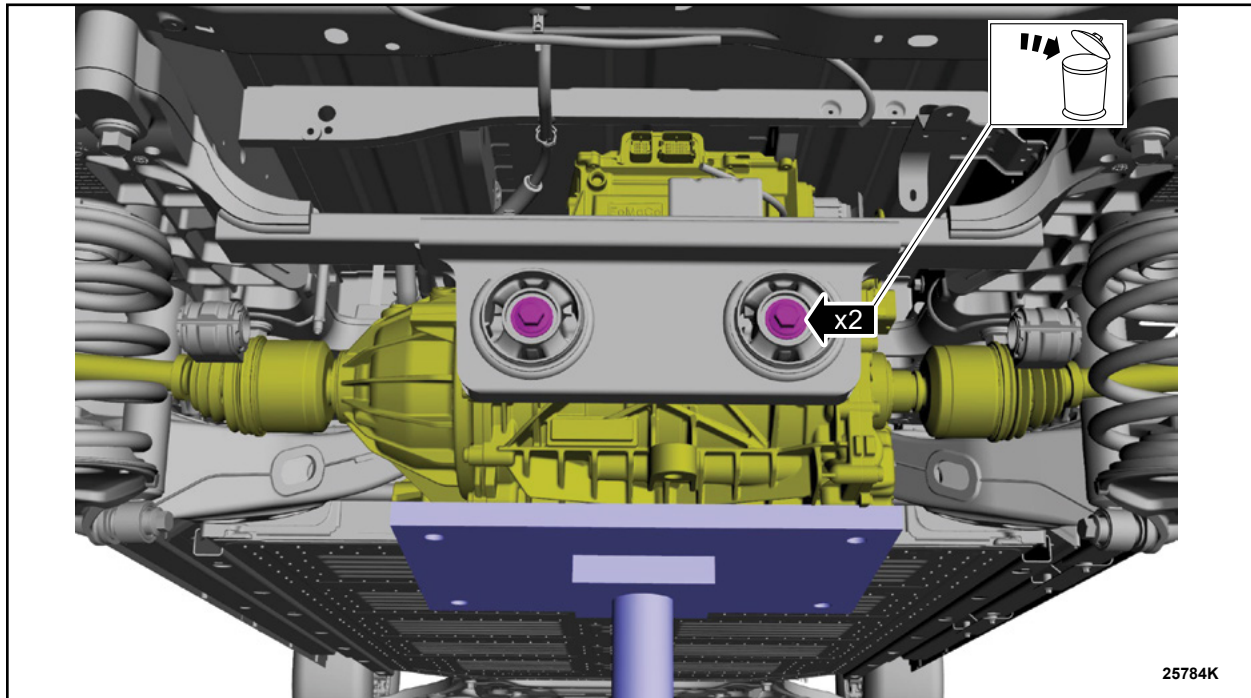


FIGURE 15

20. Remove and discard the front side bolts from the rear electric drive assembly. See Figure 16.

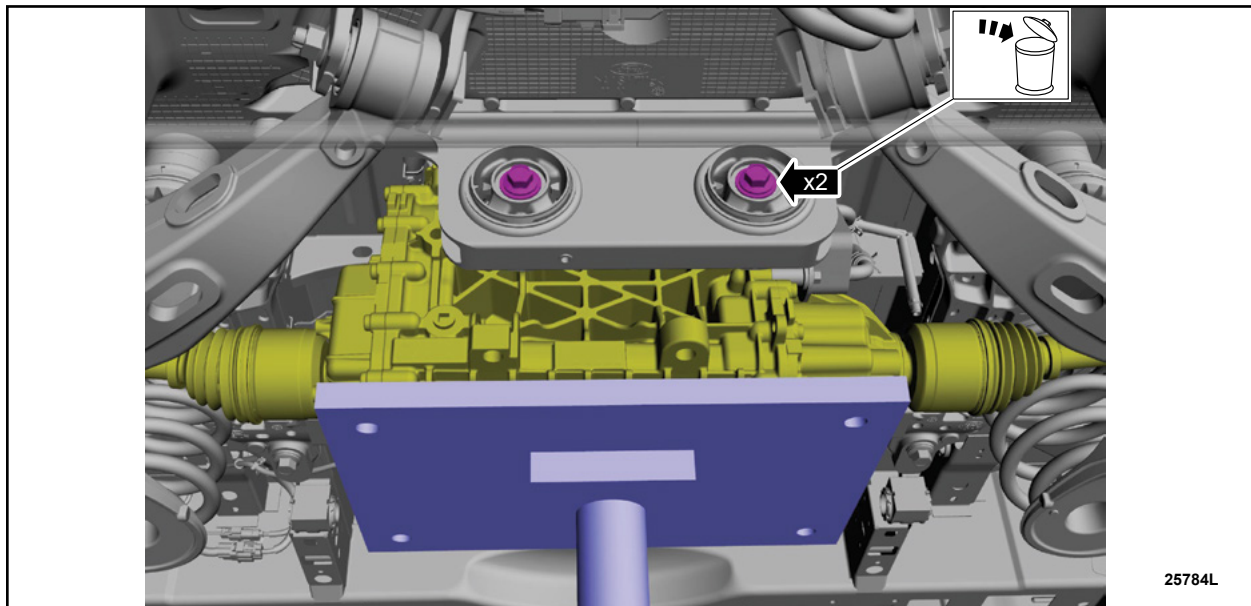


FIGURE 16



21. Using the special tools, release the right-hand (RH) halfshaft from the rear electric drive assembly. See Figure 17.

- Use Special Service Tool: 205-529 Remover, Halfshaft / 205-907 Handle, 32 Driver.

**NOTE:** The halfshafts stay connected to vehicle for this inspection.

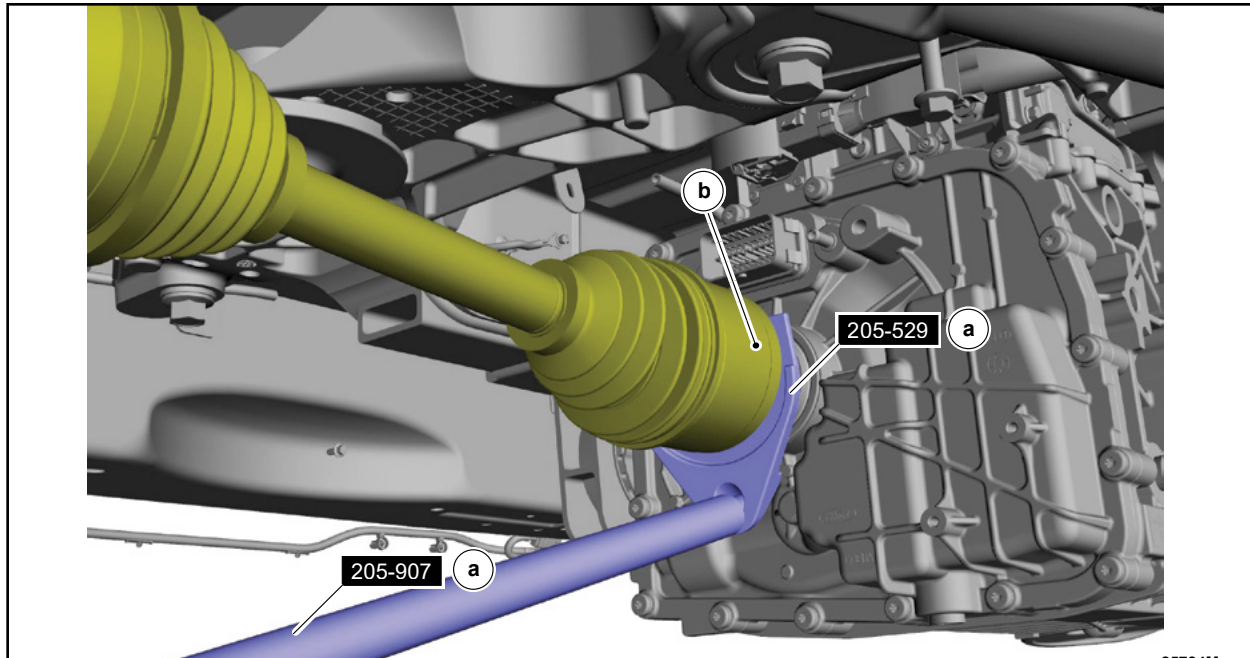


FIGURE 17



22. Perform the following steps to remove the RH halfshaft from the electric drive assembly (hub stays intact). See Figure 18.

- a. Lower the rear electric drive assembly from the vehicle.
- b. Laterally rotate the electric drive assembly for removal of the RH halfshaft inboard joint.
- c. Using mechanics wire or equivalent, position aside the RH halfshaft.

- Outboard side of halfshaft remains attached to the hub.

**NOTE:** Before reinstalling the halfshaft, make sure the *new* circlip has an opening that is aligned and oriented to 6 o'clock position. Refer to Figure 35.

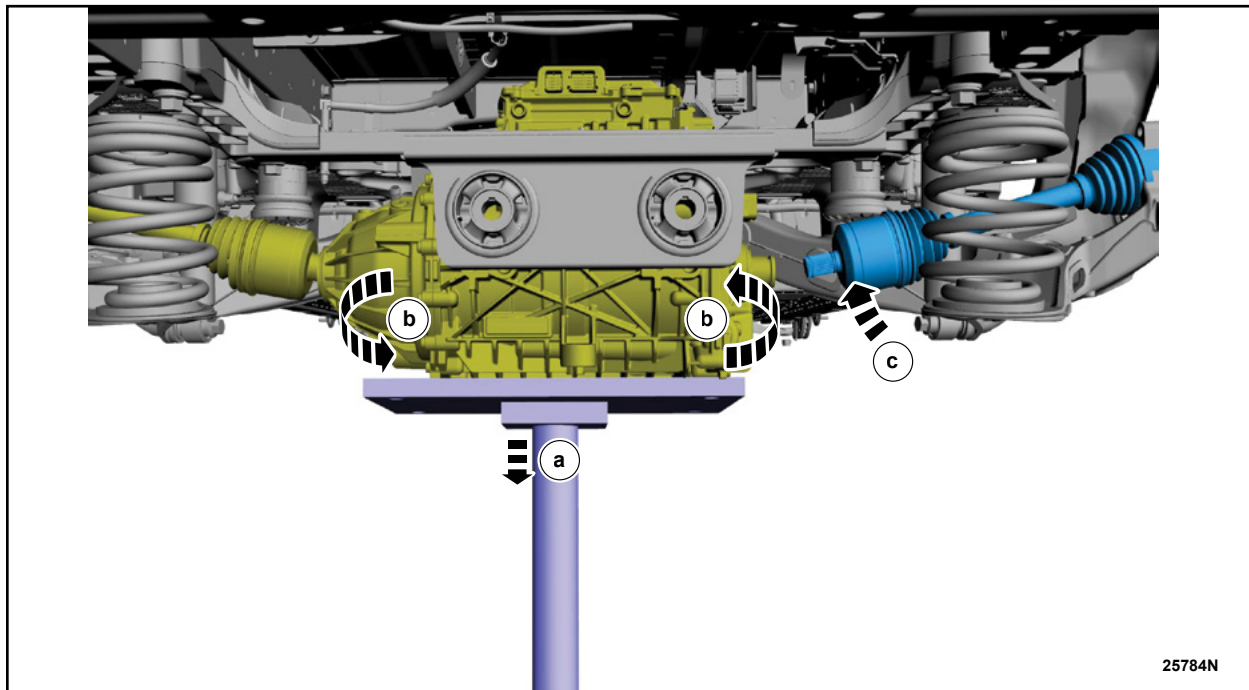


FIGURE 18



23. Perform the following: See Figure 19.

1. Remove and discard the retaining circlip and O-ring on the RH halfshaft.
2. Inspect the halfshaft end for damage.

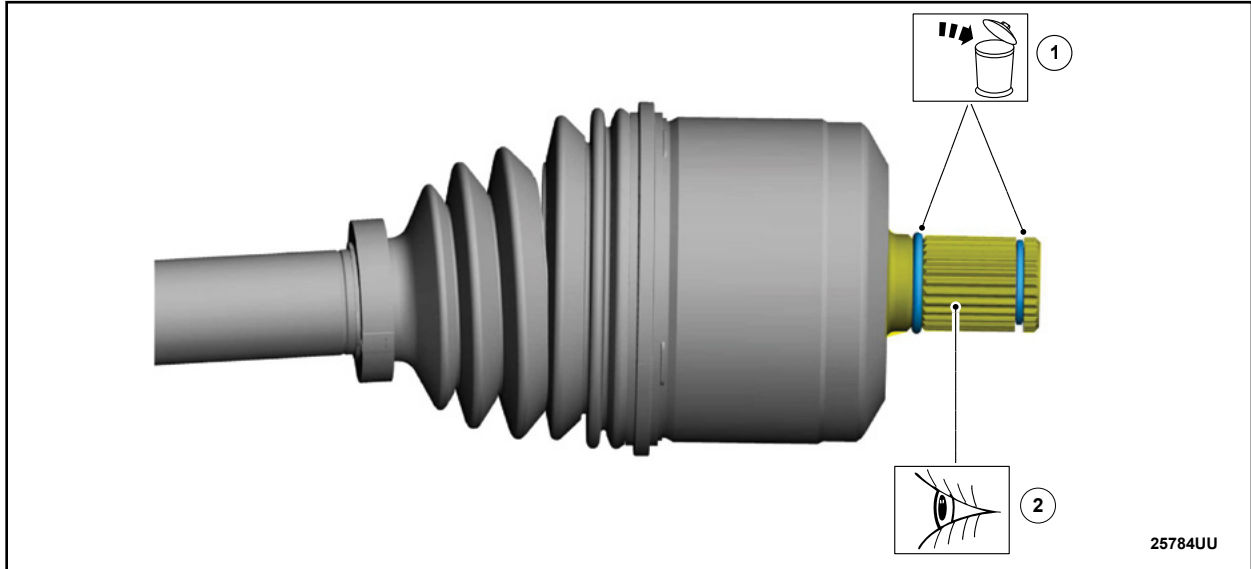


FIGURE 19

24. Using the special tools, release the LH halfshaft from the rear electric drive assembly.  
See Figure 20.

- Use Special Service Tools: 205-529 - Remover, Halfshaft, 205-907 - Handle, 32 Driver.

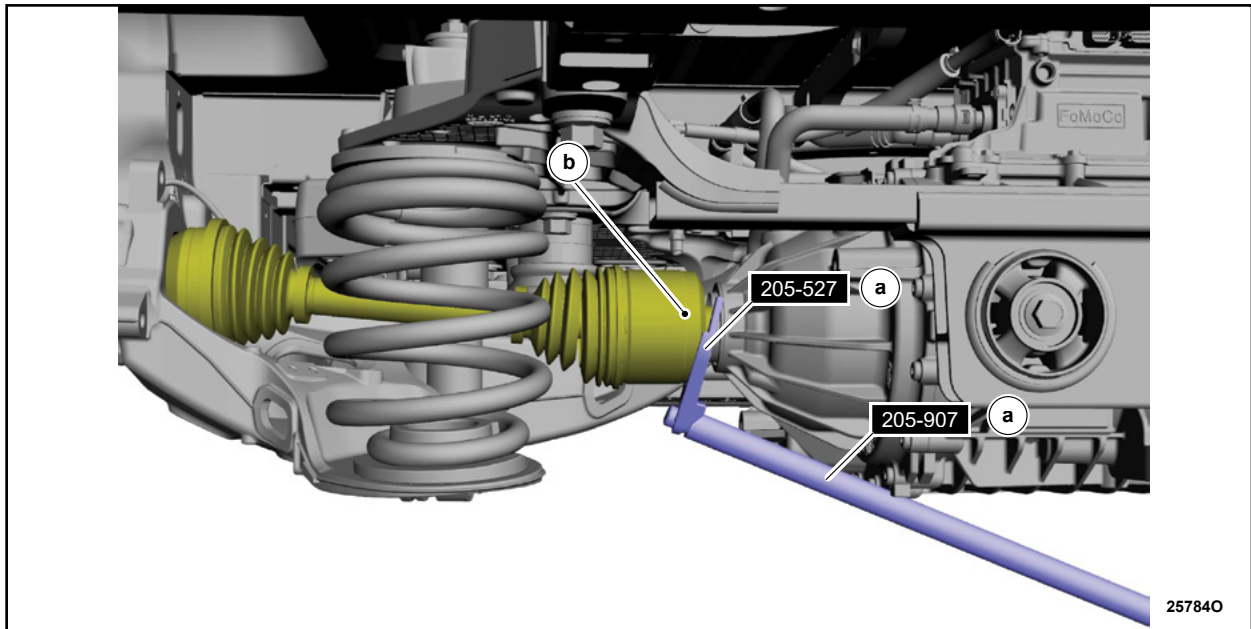


FIGURE 20



25. Perform the following steps. See Figure 21.

- a. Lower the rear electric drive assembly from the vehicle.
- b. Position the rear electric drive assembly to the passenger side of the vehicle.
- c. Remove the LH halfshaft from the rear electric drive.
- d. While still attached to the hub, support the LH halfshaft using mechanics wire or equivalent.

**NOTE:** Before reinstalling the halfshaft, make sure the *new* circlip has an opening that is aligned and oriented to 6 o'clock position. Refer to Figure 35.

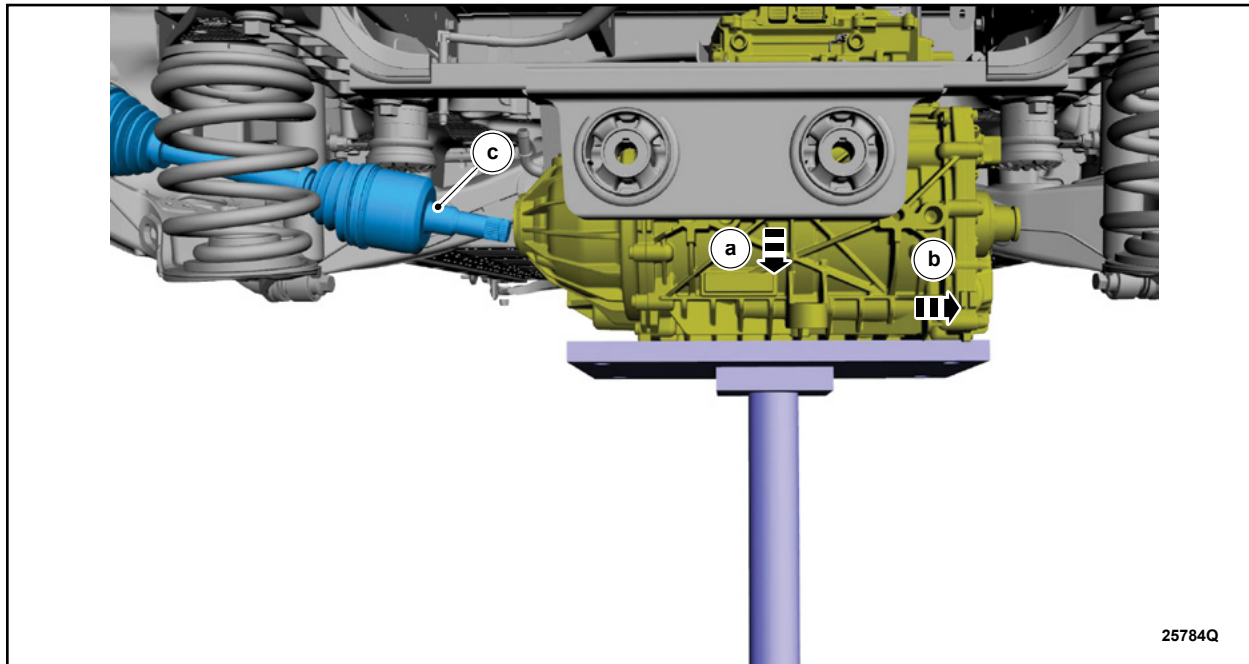


FIGURE 21



26. Inspect the LH halfshaft splines to the rear electric drive assembly. Are any of the splines damaged?  
See Figure 22.

[ A ] - See Parts **List A** below then Proceed to Step 36.

**Reference: Replacement Parts List A**

- Bolts - Front and Rear, Electric Drive Assembly Mounting
- LH and RH Halfshaft circlips
- O-Ring, RH Halfshaft
- Seal - Rear LH Halfshaft to Drive Assembly
- Coolant as needed
- Corrosion protection

[ B ] - Damaged splines. Proceed to the next Step.

**NOTE:** The [ B ] example is a non-Transit reference photo.

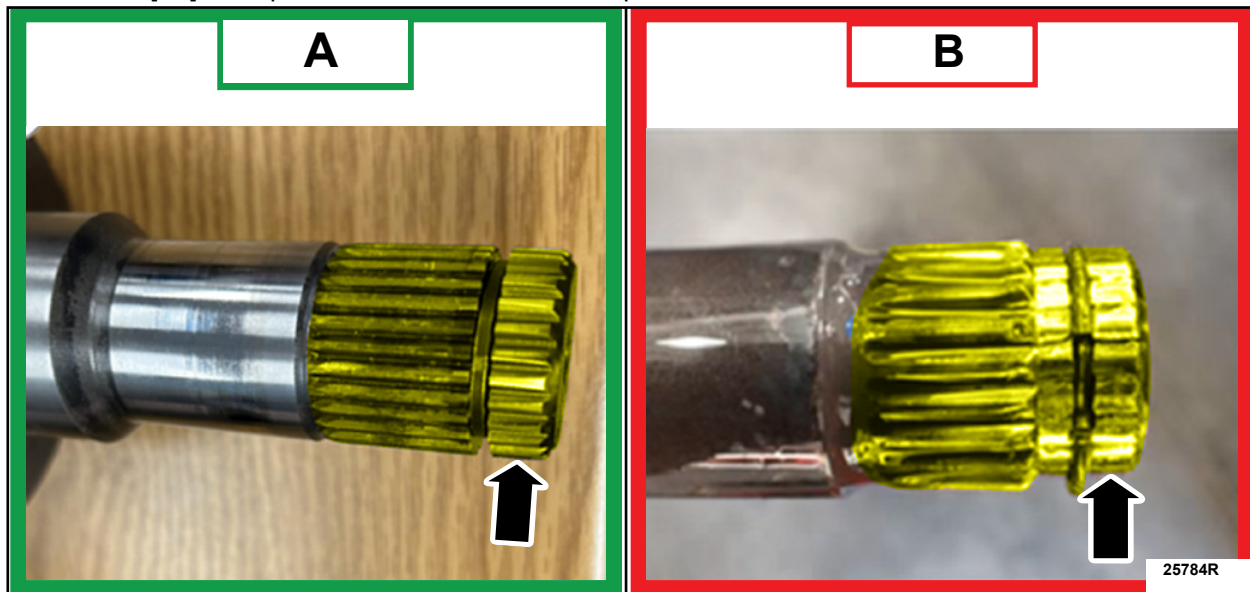


FIGURE 22



**Only Perform the Following if the LH Halfshaft has Damaged Splines**

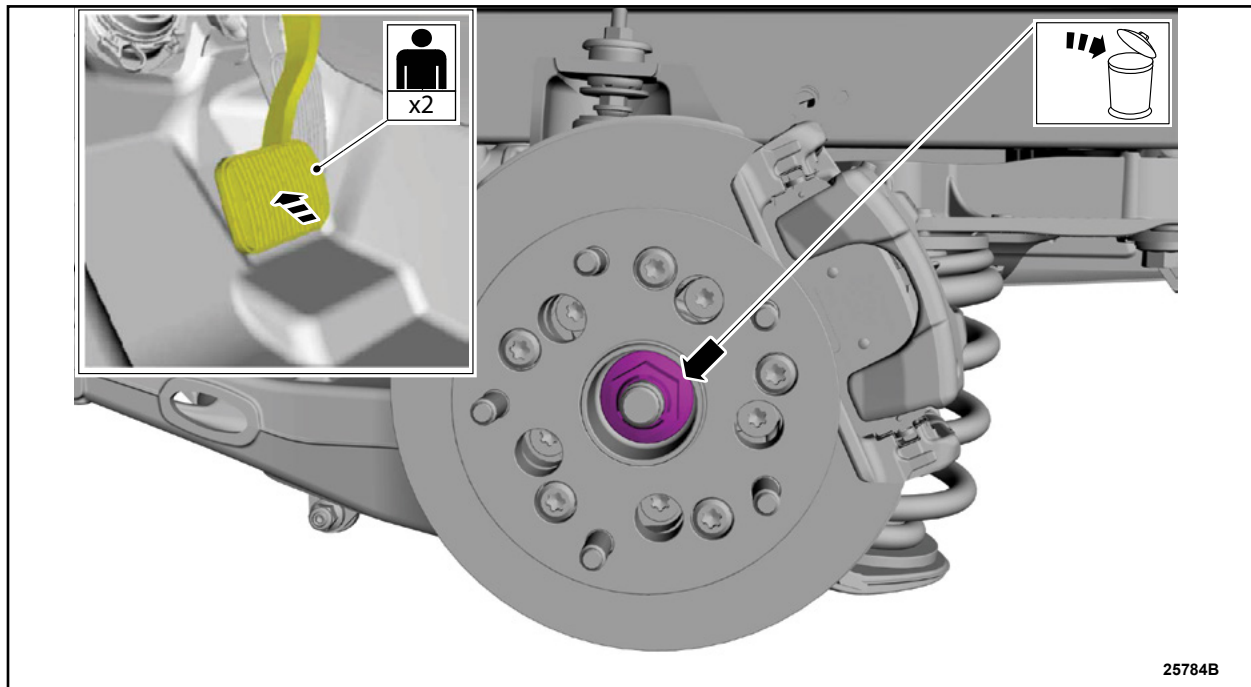
**NOTE:** This procedure varies from the Workshop Manual.

27. Remove the LH rear wheel and tire. Follow the WSM procedures in Section 204-04.

**NOTE:** This step requires the aid of another technician.

**NOTE:** Apply the brake to keep the halfshaft from rotating.

28. While an assistant applies the brake, remove and discard the wheel hub nut. See Figure 23.



**FIGURE 23**



29. Support the halfshaft, then using a 2-leg puller, separate the wheel hub and brake disc assembly from the halfshaft. See Figure 24.

- Use the General Equipment: Two Leg Puller. This tool is available through the Rotunda Technician Tool Program (RTTP).
- Discard the damaged halfshaft.

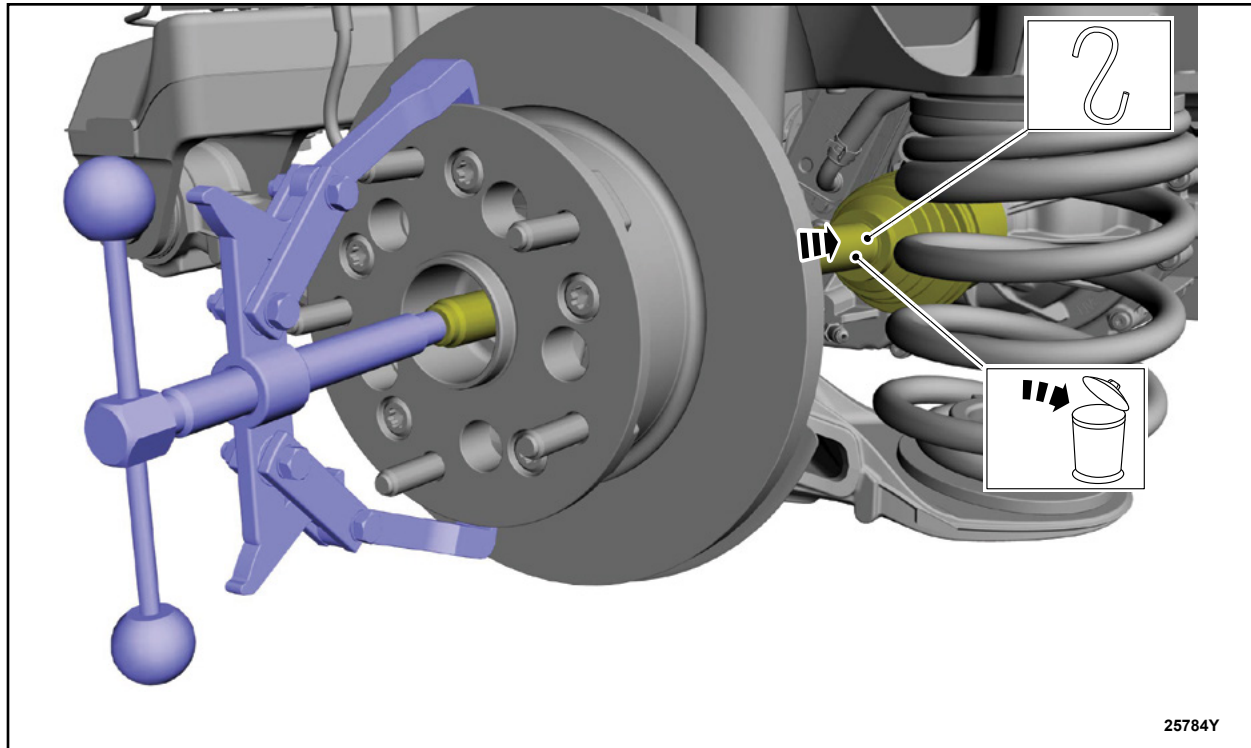


FIGURE 24



30. Remove the drain plug and drain the rear electric drive assembly oil. Install the drain plug.  
See Figure 25.  
- Torque: 18 lb.ft (25 Nm).

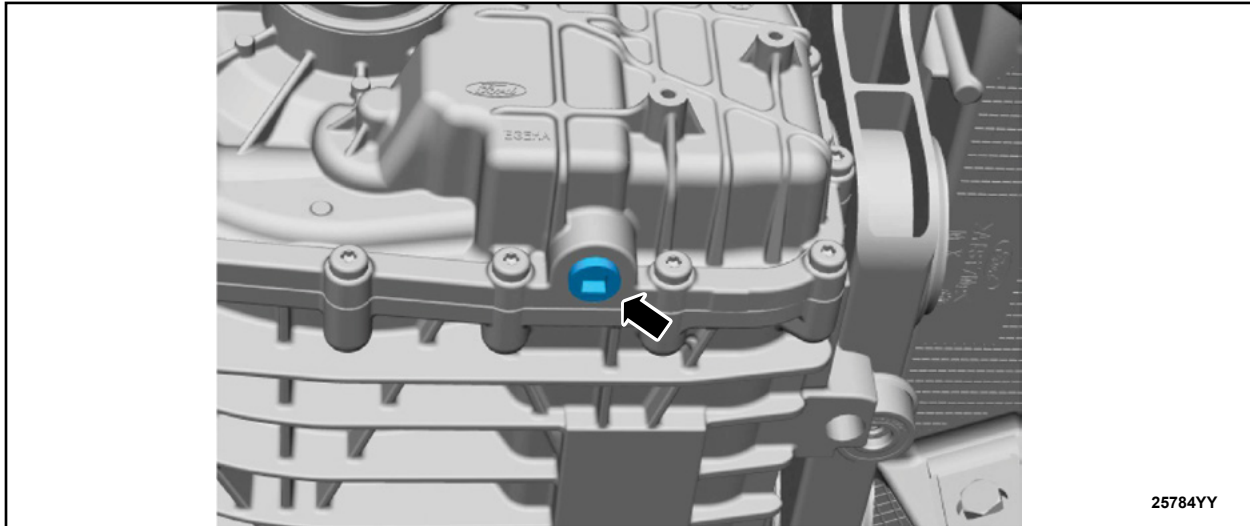


FIGURE 25

31. Perform the following: See Figure 26.

1. Remove the bolts and the stud bolt for the differential case cover.
2. Using the pry pads, remove the differential case cover.

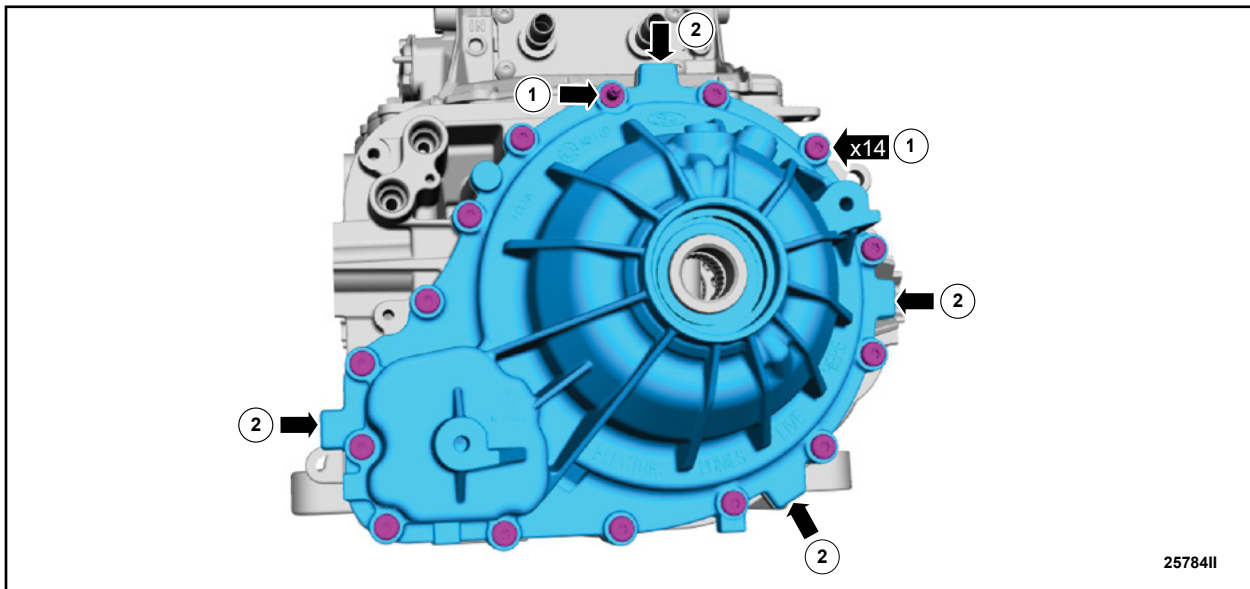


FIGURE 26



32. Inspect the differential gearing. Does the differential gearing show signs of excess wear, contamination, or debris? See Figures 27 and 28.

**PASS** - No excess wear, contamination or debris. No further tear-down required. Proceed to the next step.

**FAIL** - Take pictures of suspect parts for requested replacement and contact the Special Service Support Center (SSSC) for further direction.

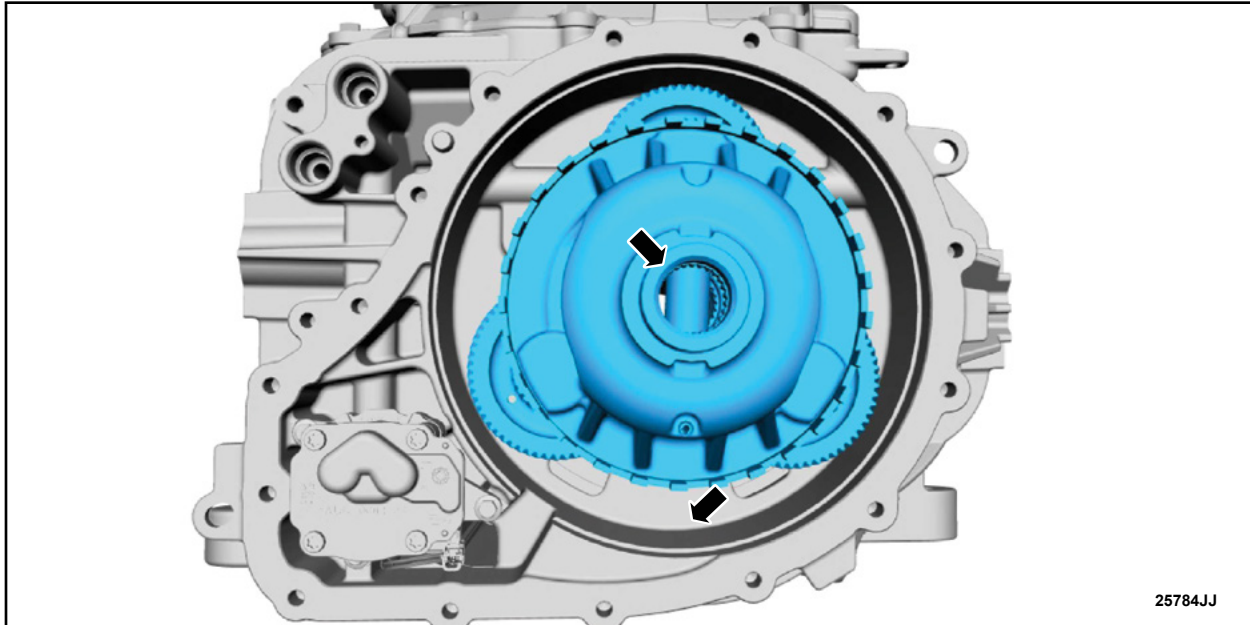


FIGURE 27

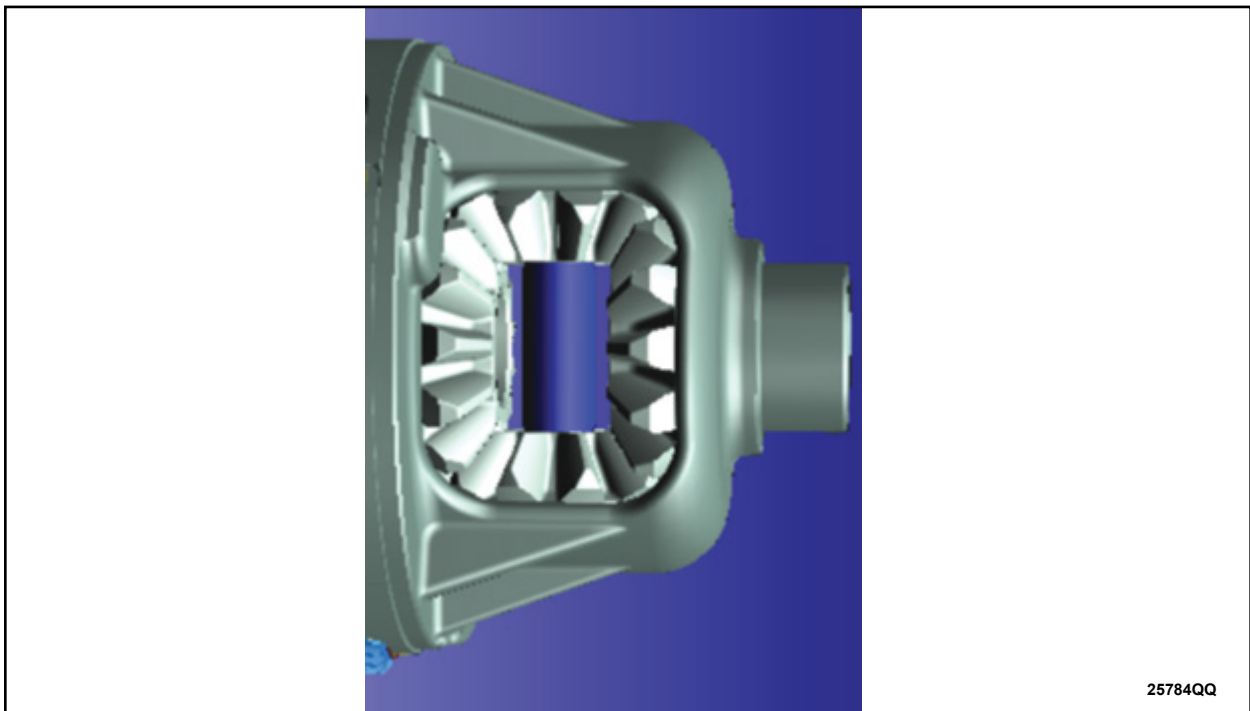


FIGURE 28



33. Clean and prepare the RTV sealing surfaces. Refer to the WSM procedures in Section 303-00 - RTV Sealing Surface Cleaning and Preparation. See Figures 29 and 30.

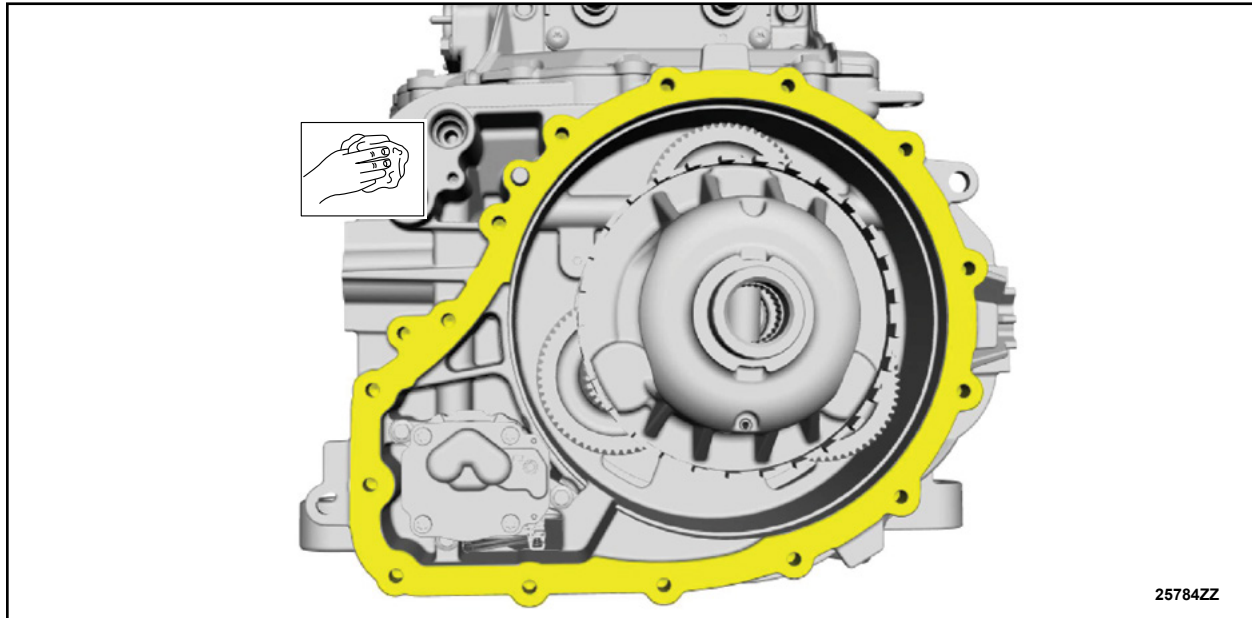


FIGURE 29

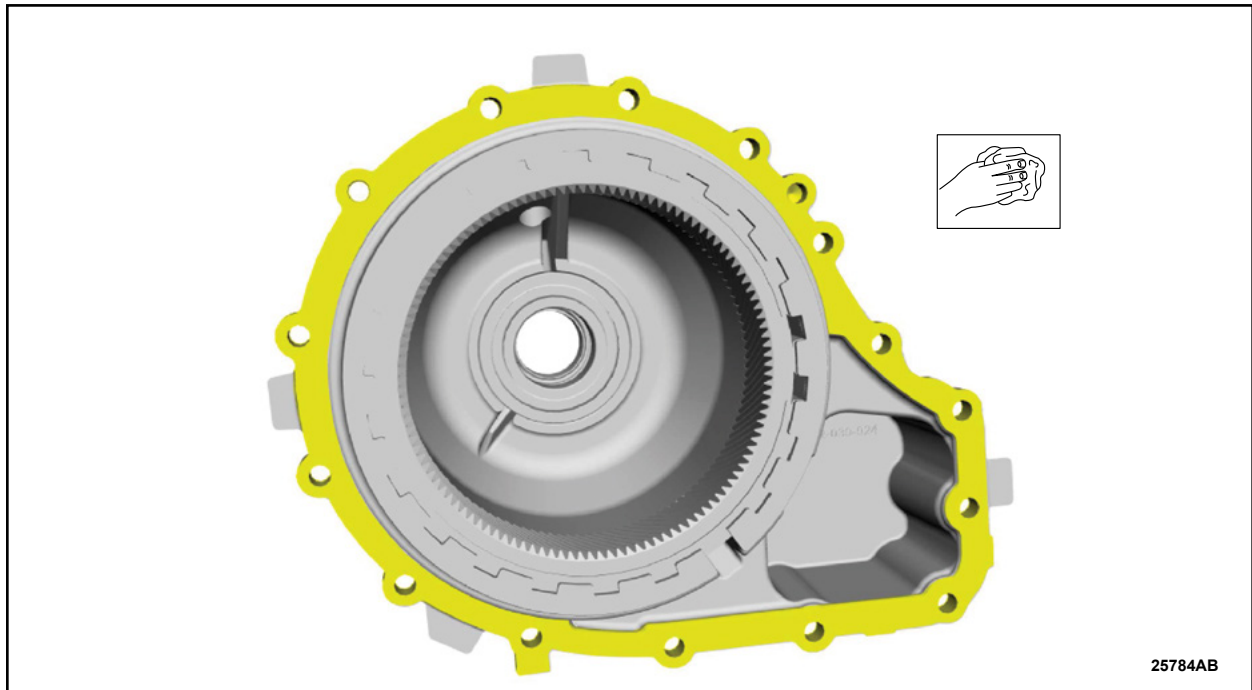


FIGURE 30



34. Apply a 0.12 in (3 mm) diameter bead of Motorcraft® Ultra Silicone Sealant to the differential case cover sealing surface. See Figure 31.

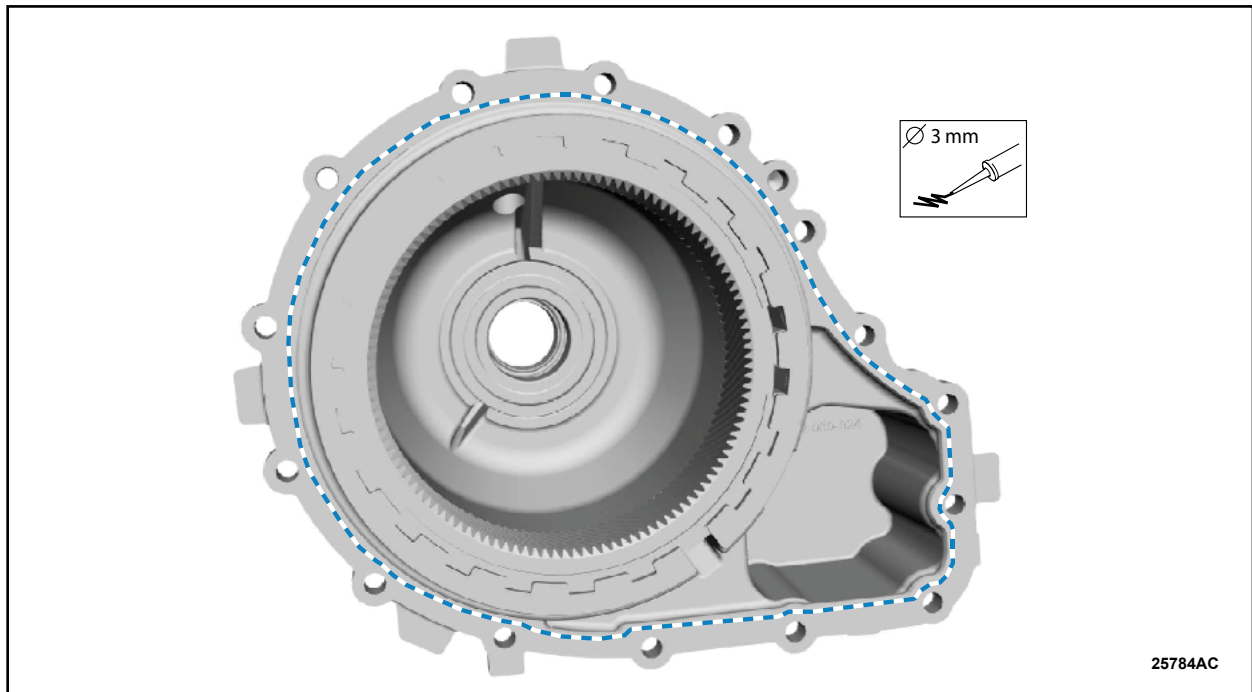
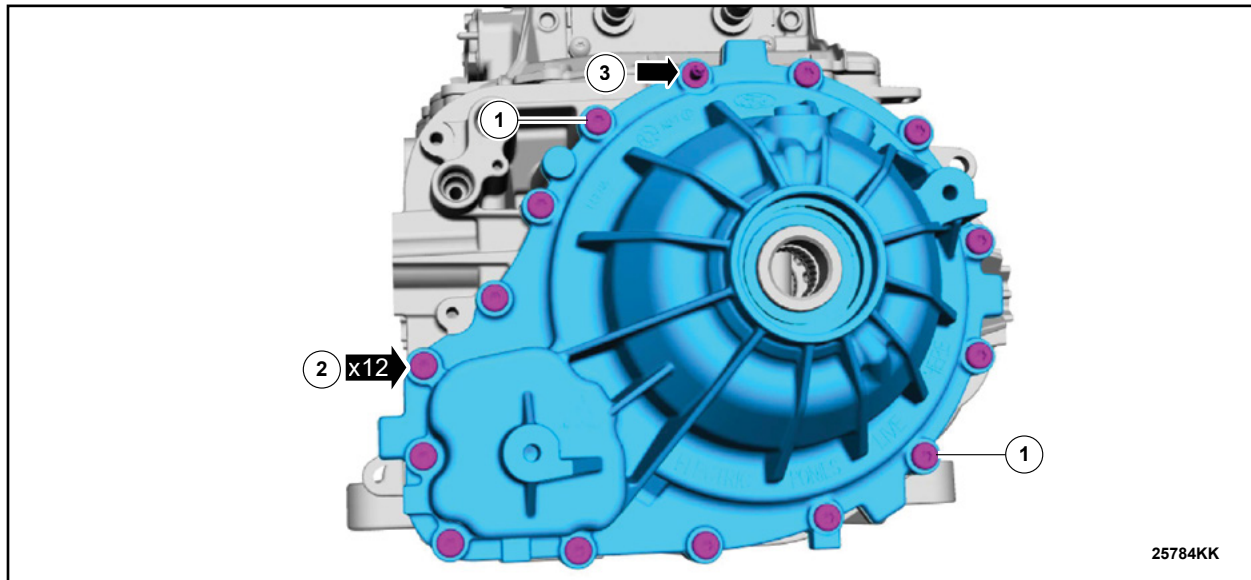


FIGURE 31



35. Perform the following: See Figure 32.

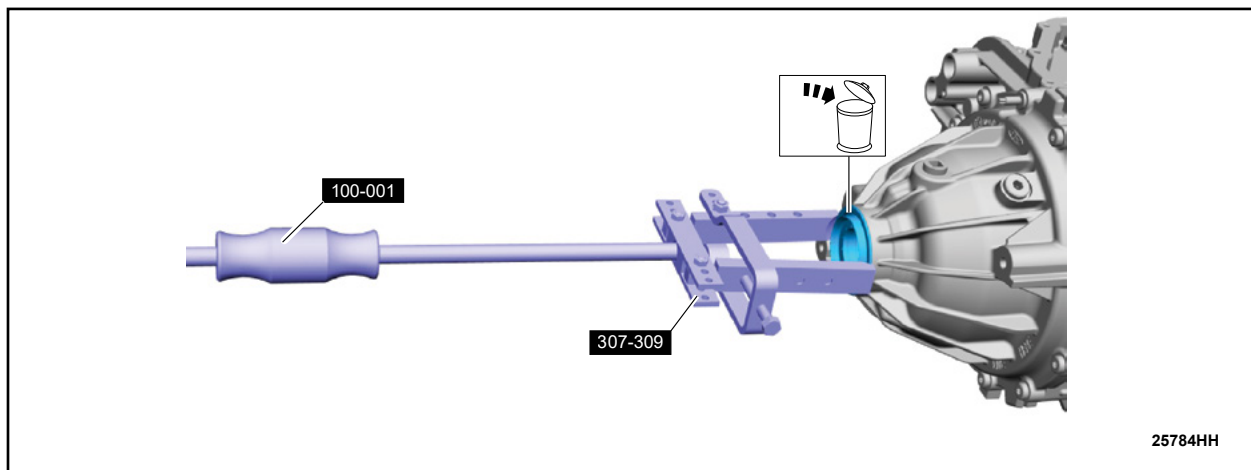
1. Install the differential case cover and the bolts. Using the bolts, seat the differential case cover.
2. Install the remaining differential case cover bolts. Tighten the differential case cover bolts.  
- Torque: 23 lb.ft (31 Nm).
3. Install the stud bolt.  
- Torque: 159 lb.in (18 Nm).



**FIGURE 32**

36. Using the special tools, remove and discard the LH rear halfshaft seal. See Figure 33.

- Use Special Service Tools: 100-001 (T50T-100-A) Slide Hammer, 307-309 Remover, Torque Converter Seal.

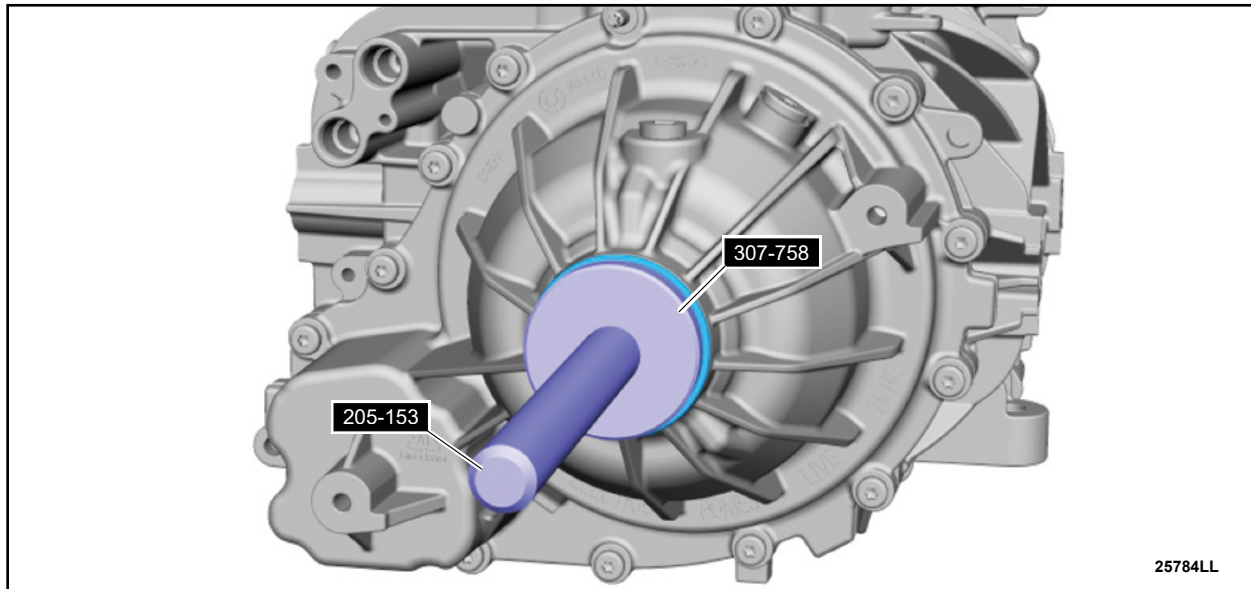


**FIGURE 33**



37. Using the special tools, install a *new* LH halfshaft seal. See Figure 34.

- Use Special Service Tool: 205-153 (T80T-4000-W) Handle, 307-758 Installer, Axle Seal - FWD.

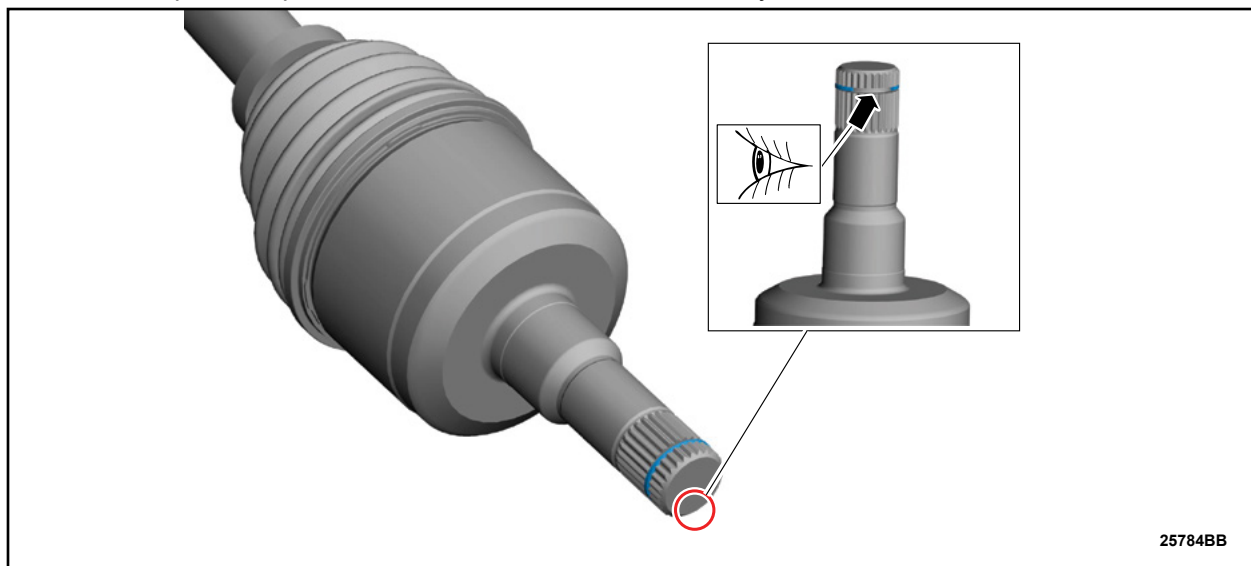


**FIGURE 34**

38. If reinstalling a LH halfshaft after inspection PASS, remove and discard, then install a *new* halfshaft retaining circlip. See Figure 35.

39. Make sure that the circlip opening is aligned and oriented to 6 o'clock position on both the LH/RH halfshafts before installing. See Figure 35.

**NOTE:** A circlip comes pre-installed on a *new* halfshaft assembly.



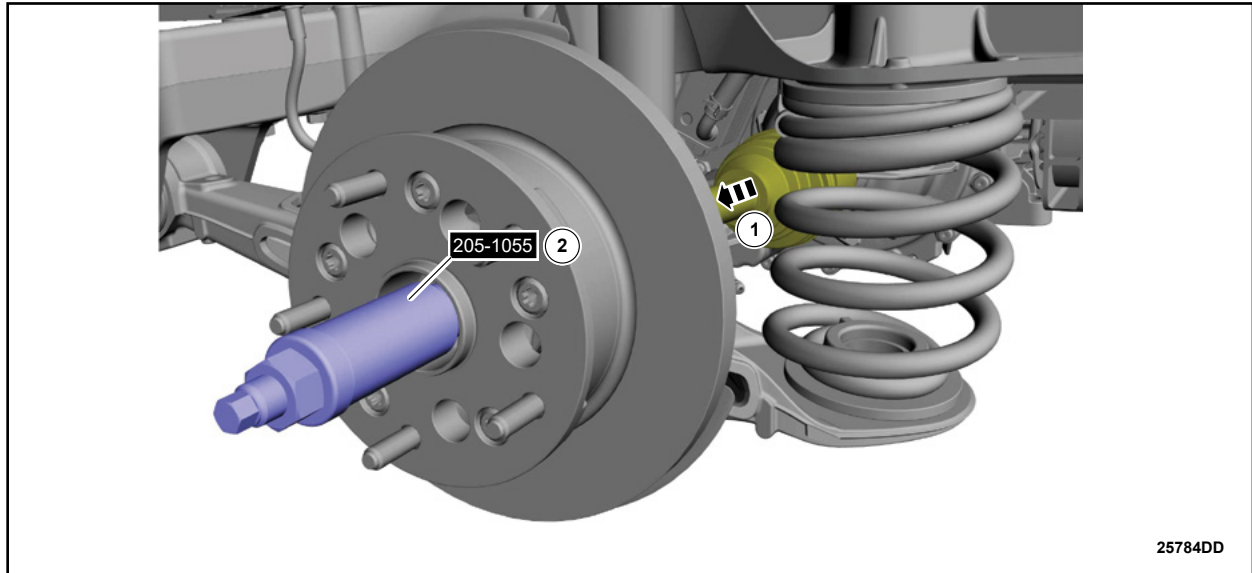
**FIGURE 35**



40. As needed, if installing a *new* halfshaft, complete the following steps: See Figure 36.

1. Insert halfshaft through the wheel bearing.
2. Using the special tool, pull the halfshaft into the wheel hub assembly. Tool shown or a commercially available equivalent can be used.

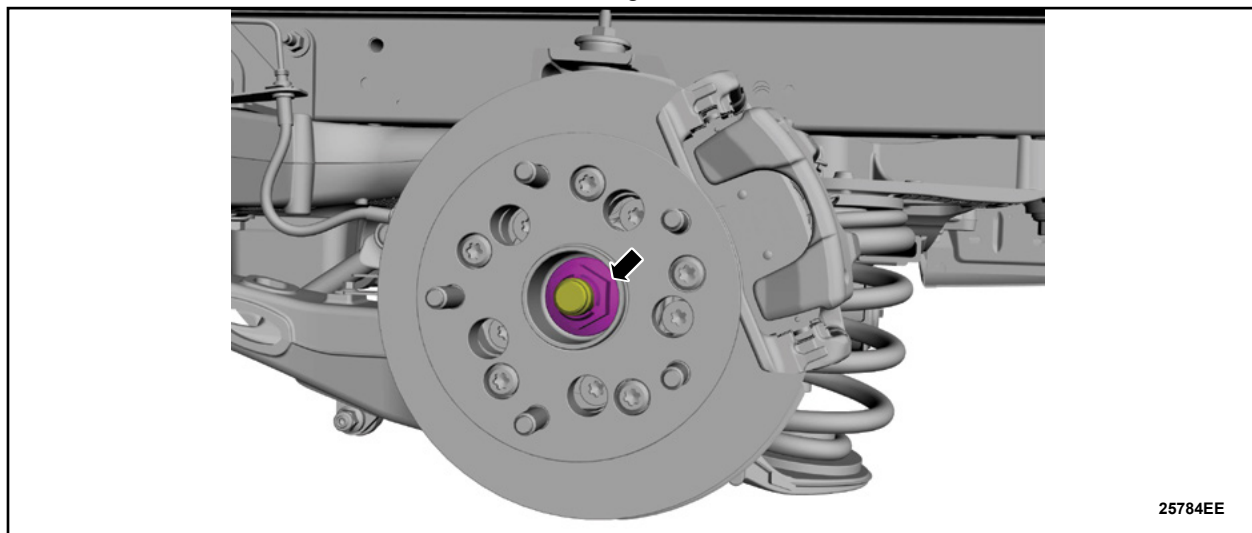
- Use Special Service Tool: 205-1055 Installer, Companion Flange.



**FIGURE 36**

**NOTE:** Only tighten the nut finger tight at this stage.

41. As needed, install the *new* wheel hub nut. See Figure 37.



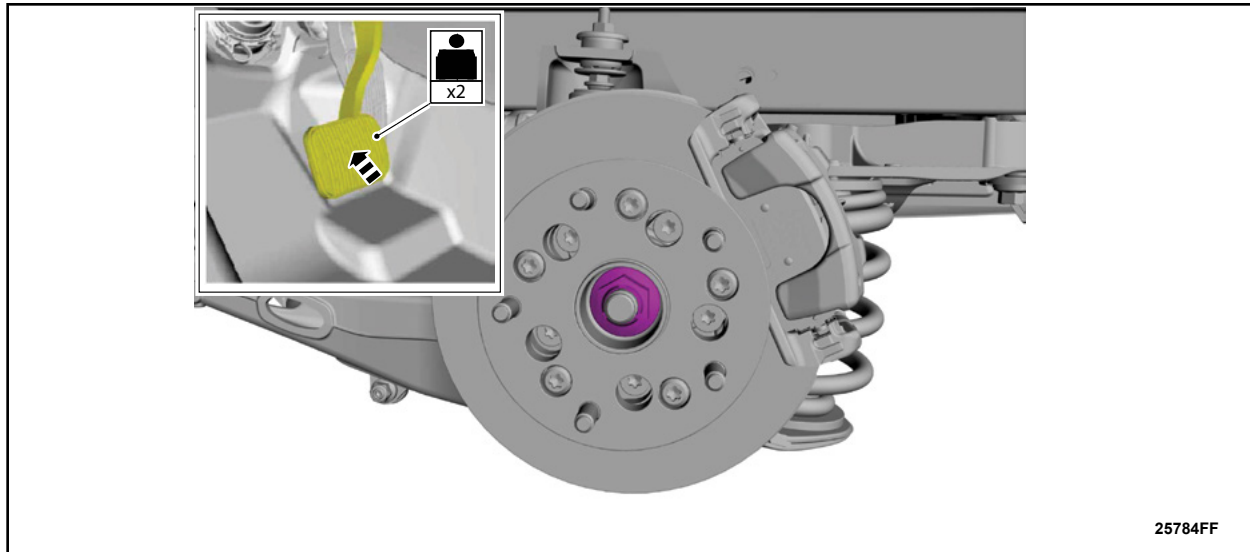
**FIGURE 37**



**NOTE:** This step requires the aid of another technician.

**NOTE:** Fully apply the brake pedal and parking brake.

42. As needed, while an assistant applies the brake, tighten the wheel hub nut. See Figure 38.  
- Torque: 295 lb.ft (400 Nm).



**FIGURE 38**

43. Install the LH rear wheel and tire. Follow the WSM procedures in Section 204-04.
44. Reassemble the vehicle by reversing Steps 9-25. Then, proceed to the next step.
45. Confirm assembly - Test with gauge **Side 1** as described in Step 4. See Figures 2 and 3.
- Repair is incomplete until gauge **Side 1** passes.
  - For a gauge **Side 1** pass - proceed to next step.
46. Perform the following:
- Fill the rear electric drive assembly.
    - Refer to: Specifications (302-02 Rear Electric Drive Assembly - Electric Motor (C0)/ Electric Motor (C1), Specifications).
  - Fill and bleed the electric drivetrain cooling system.
    - Refer to: Electrified Drivetrain Cooling System Draining, Vacuum Filling and Bleeding (302-03A Electrified Drivetrain Cooling - Motor Electronics - Electric Motor (C0)/Electric Motor (C1), General Procedures).
  - Then, Proceed to the next step.



### **Rust Preventative Application - All Vehicles**

47. Using an approved corrosion protectant listed in the bulletin, seal the 4 (four), rear electric drive assembly, mounting surfaces between the rear electric drive assembly and the mounting plates. Read the bullet points below and See Figures 39, 40, 41, and 42.

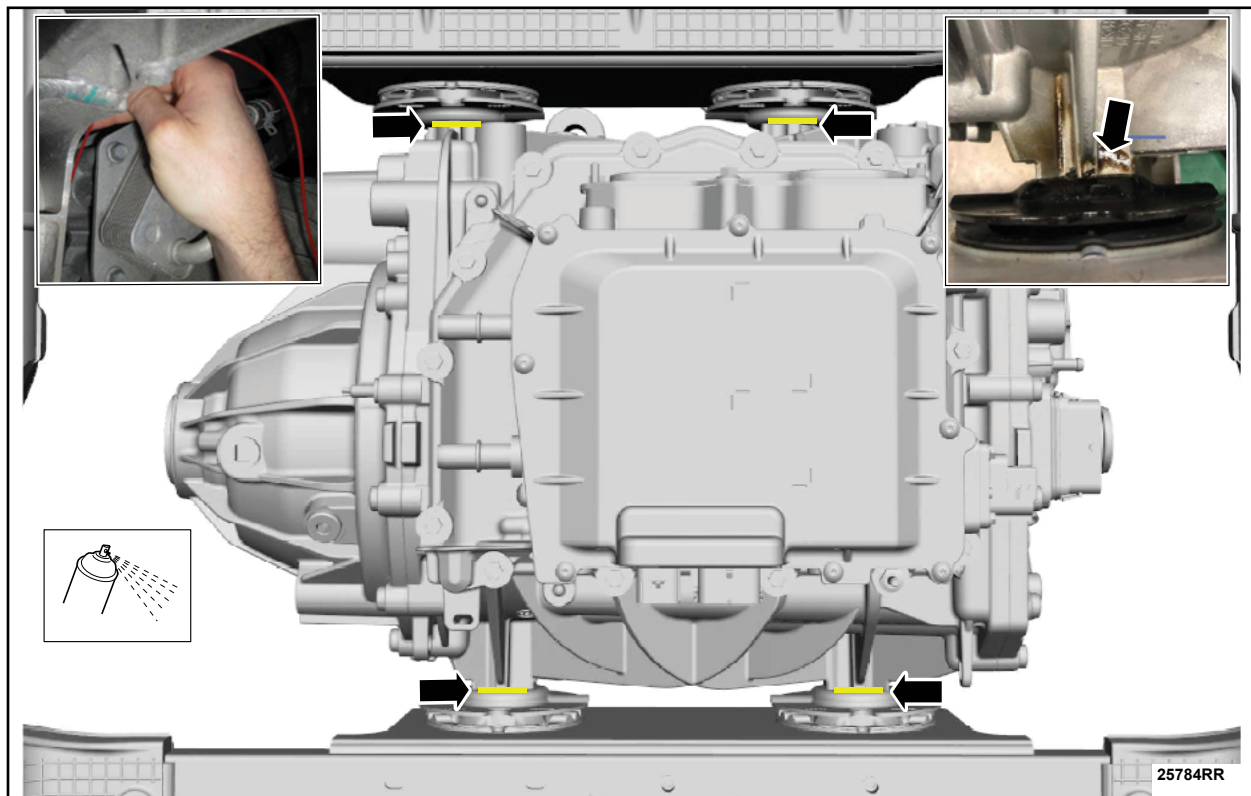
**NOTICE:** Use care to keep the chemical away from contacting the rubber mount. See Figure 40.

**NOTE:** Follow the safety and application directions on the container.

**NOTE:** A wand applicator and a clean rag for over spray are recommended.

**NOTE:** Top of the rear electric drive assembly shown.

- See Dealer Bulletin parts list for products.
- **From the top** of the rear electric drive assembly.
- Confirm the mating surface location with an inspection mirror.
- Focus where the aluminum (grey) rear electric drive assembly touches the steel (black) mount plates (4 (four) locations).
- At the bolt interface, coat the **top** of the matting surface from the 11 o'clock position to the 1 o'clock position.
- Apply a generous coating so that it leaks down both sides of each mount.
- Perform for all 4 (four) mounts.



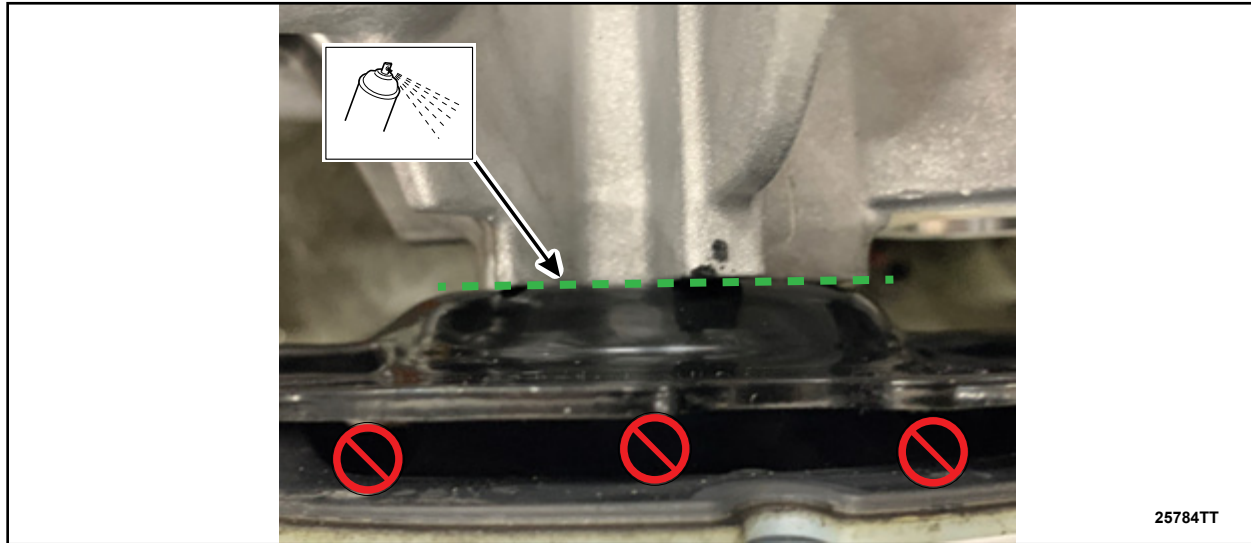
**FIGURE 39**

Continued on the next page

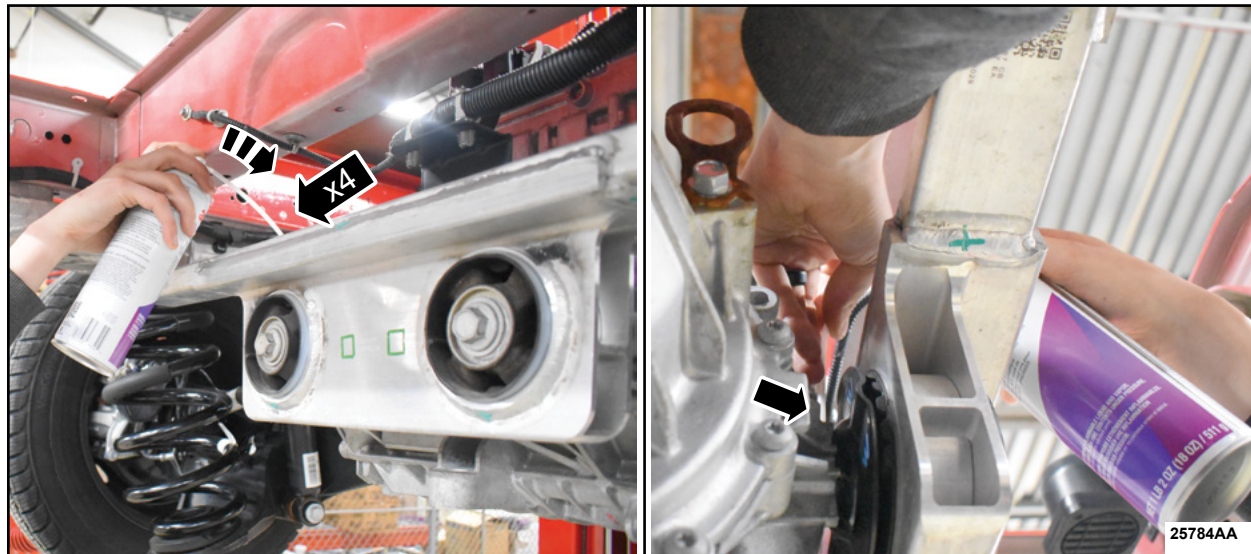


**NOTE:** Apply the chemical along the green dashed lines FROM THE TOP. See Figure 40.

**NOTE:** DO NOT apply any chemical onto the rubber mounts. See Figure 40.



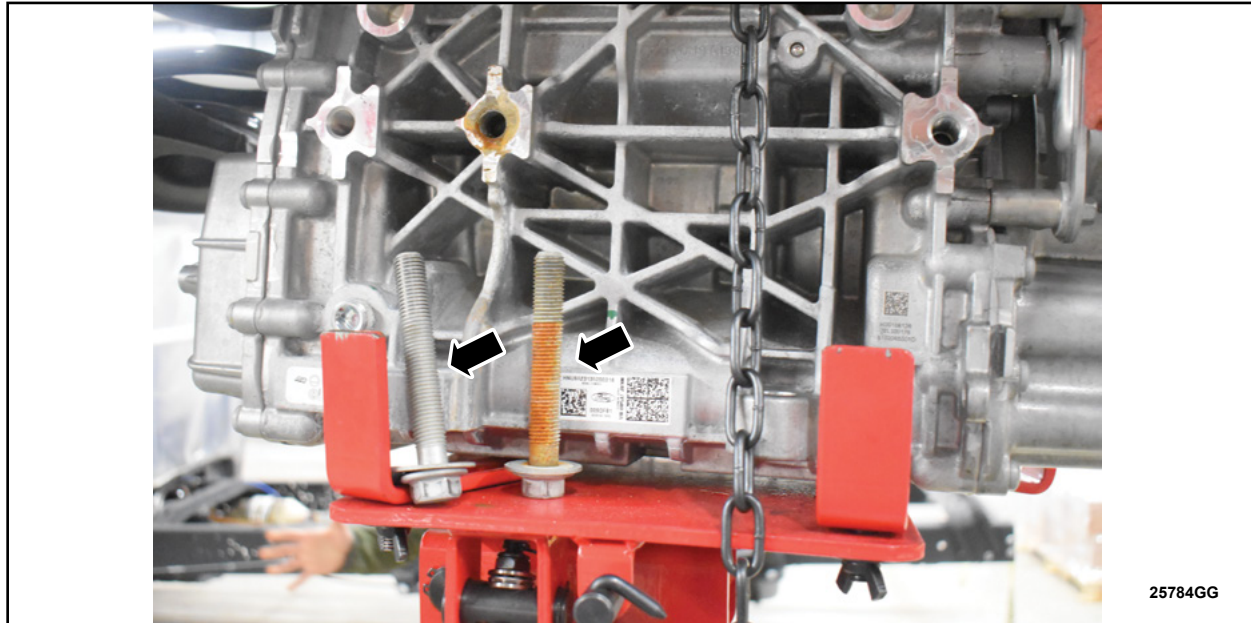
**FIGURE 40**



**FIGURE 41**



**NOTE:** Example of why the corrosion protection is needed after assembly.



**FIGURE 42**

**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.



**Safety Recall 25SD9**  
**Vehicle Pickup and Delivery Record**

VIN \_\_\_\_\_ received (check one):

Pickup and/or delivery service

As outlined below for the 25SD9 Field Service Action program.

Pickup      – Date: \_\_\_\_\_

Delivery      – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

**Ford Motor Company**  
**Recall Reimbursement Plan for 25SD9**

*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 # 25SD9, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before April 17, 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.