



TECHNICAL SERVICE BULLETIN

Vibration/Rough Idle In Drive (D) Or Reverse (R), Lack Of Engine RPM/Acceleration On Take-Off, Shudder While Driving

25-2005

23 January
2025

This bulletin supersedes 22-2287. Reason for update: Add Labor Operation D

Model:

Ford 2016-2019 Explorer	Engine: 2.3L
Lincoln 2015-2019 MKC	Engine: 2.3L

Issue: Some of the vehicles listed in the Model statement above may exhibit at least one of the following conditions:

- Customer concern of a vibration or rough idle in D or R
- Shudder while driving
- Lack of engine RPM
- Low performance, lack of acceleration on take off

This may be due to the torque converter overheating causing damage to the torque converter as well as possible internal damage to the transmission.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to replace the torque converter and specified internal transmission components that may have been damaged.

Parts - All Vehicles

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
BE8Z-6731-AB	1	1	1	Engine Oil Filter
W715618-S437	4	1	4	Torque Converter Nuts
CV6Z-7086-B	1	1	1	PTU Compression Seal (AWD)
EJ7Z-6L612-A	1	1	1	Exhaust Gasket, Front Of Converter (AWD)
W712146-S437	2	1	4	Cooler Lines To Case Bolts
BB5Z-7153-K	1	1	1	Seal Kit
EJ7Z-7902-J	1	1	1	Torque Converter
CV6Z-7G391-A	1	1	1	Solenoid Body
CV6Z-7A100-B	1	1	1	Main Control Assembly
9L8Z-7A248-F	1	1	1	Torque Converter Hub Seal
XL-5-A	As Needed	As Needed		Motorcraft® Multi-Purpose Grease Spray
XT-10-QLVC	As Needed	As Needed		Motorcraft® MERCON® LV Automatic Transmission Fluid (All Markets Except Canada)
CXT-10-LV6	As Needed	As Needed		Motorcraft® MERCON® LV Automatic Transmission Fluid (Canada Only)
XO-5W30-Q1SP	As Needed	As Needed		Motorcraft® SAE 5W-30 Synthetic Blend Motor Oil (All Markets Except Canada)
CXO-5W30-LSP6	As Needed	As Needed		Motorcraft® SAE 5W-30 Super Premium Motor Oil (Canada Only)

TA-25-B	As Needed	As Needed		Motorcraft® Threadlock and Sealer
XL-2	As Needed	As Needed		Motorcraft® High Temperature Nickel Anti-Seize Lubricant
ZC-37-A	As Needed	As Needed		Motorcraft® Wheel and Tire Cleaner
TA-29	As Needed	As Needed		Motorcraft® Ultra Silicone Sealant
ZC-31-B	As Needed	As Needed		Motorcraft® Metal Surface Prep Wipes

Parts - All Vehicles - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
9L8Z-7B442-A	Only If Necessary	Only If Necessary	2	Forward Clutch Steel Plates
CV6Z-7B164-B	Only If Necessary	Only If Necessary	2	Forward Clutch Friction Plates
9L8Z-7E085-C	Only If Necessary	Only If Necessary	1	Low/Reverse Wave Spring
9L8Z-7B442-C	Only If Necessary	Only If Necessary	3	Low/Reverse Steel Plates
BB5Z-7B164-C	Only If Necessary	Only If Necessary	3	Low/Reverse Friction Plates
9L8Z-7B066-A	Only If Necessary	Only If Necessary	1	Low/Reverse Pressure Plate
9L8Z-7A089-E	Only If Necessary	Only If Necessary	1	Low One-Way Clutch
CV6Z-7E085-A	Only If Necessary	Only If Necessary	1	Intermediate Clutch Wave Spring
9L8Z-7B442-B	Only If Necessary	Only If Necessary	2	Intermediate Clutch Steel Plates
9L8Z-7B442-E	Only If Necessary	Only If Necessary	5	Overdrive Steel Plates
CV6Z-7B164-A	Only If Necessary	Only If Necessary	5	Overdrive Friction Plates
9L8Z-7B066-C	Only If Necessary	Only If Necessary	1	Overdrive Pressure Plate
9L8Z-7B070-E	Only If Necessary	Only If Necessary	1	Direct Clutch Wave Spring
9L8Z-7B442-D	Only If Necessary	Only If Necessary	3	Direct Clutch Steel Plates
CV6Z-7B066-A	Only If Necessary	Only If Necessary	1	Direct Clutch Pressure Plate
CV6Z-7A130-B	Only If Necessary	Only If Necessary	1	Clutch Support Tower
9L8Z-7A103-J	Only If Necessary	Only If Necessary	1	Pump Assembly
9L8Z-7F213-A	Only If Necessary	Only If Necessary	1	Turbine Shaft
9L8Z-7G384-A	Only If Necessary	Only If Necessary	1	Clutch Cylinder

Parts - Explorer

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W505277-S439	4	1	4	Stabilizer Bar Bracket-To-Front Subframe Bolts
W520215-S440	2	1	4	Tie Rod End Nuts
W714890-S440	2	1	4	Lower Ball Joint Nuts
W712961-S439	1	1	2	Steering Column Shaft Bolt
W710999-S439	4	1	4	Subframe Bracket Bolts
W717859-S439	2	1	4	Rear Subframe Bolts
W714470-S439	2	1	4	Front Subframe Bolts
W712435-S439	1	1	2	Right Wheel Hub Nut (AWD)
W701731-S439	2	1	4	Halfshaft Retaining Nuts
W790063-S900	3	1	3	Driveshaft To PTU Bolt and Washer Assembly (AWD)
BB5Z-4B422-C	1	1	1	Left Halfshaft Circlip
W714265-S441	4	1	4	Exhaust Nuts (AWD)
7T4Z-9450-AA	1	1	1	Flex Pipe Exhaust Gasket (AWD)
CN1Z-7H424-B	1	1	1	PTU Intermediate Seal (AWD)
FR3Z-6L092-C	1	1	1	Turbocharger Oil Return Tube
BT4Z-7H322-B	1	1	1	Cooler Bypass Valve

Parts - Explorer - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
FB5Z-6840-A	Only If Necessary	Only If Necessary	1	Oil Filter Adapter Gasket
F2GZ-7B066-A	Only If Necessary	Only If Necessary	1	Forward Clutch Pressure Plate (Built On Or After 4-May-2014)
F2GZ-7B070-A	Only If Necessary	Only If Necessary	1	Forward Clutch Wave Spring
9L8Z-7B066-D	Only If Necessary	Only If Necessary	1	Forward Clutch Pressure Plate (Built On 4-May-2015 And Through 4-Jan-2017)
F2GZ-7B164-A	Only If Necessary	Only If Necessary	1	Intermediate Friction Plates
FB5Z-7B164-B	Only If Necessary	Only If Necessary	1	Direct Clutch Friction Plates

Parts - MKC

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
EJ7Z-6840-A	1	1	1	Oil Filter Adaptor Gasket
CCPZ-3B477-G	2	2	1	Wheel Hub Nut
W716075-S442	2	1	4	Lower Ball Joint Bolt
W520415-S442	2	1	4	Lower Ball Joint Nut
BB5Z-4B422-B	1	1	1	Left Circlip
W520203-S442	1	1	4	Right Tie Rod End Nut
YS4Z-3N324-AA	1	1	1	Right Halfshaft Bracket

W520102-S442	2	1	4	Right Halfshaft Bracket Nuts
W714265-S442	2	1	4	Exhaust Nuts, Front Of Converter
CV6Z-9450-D	1	1	1	Flex Pipe Exhaust Gasket (Built On Or Before 8-Jan-2019)
CV6Z-9450-E	1	1	1	Flex Pipe Exhaust Gasket (Built On Or After 9-Jan-2019)
W520103-S442	2	1	4	Exhaust Nuts, Rear Of Converter
5F9Z-4682-AA	3	3	1	Driveshaft Bolts
W500635-S439	5	5	1	PTU Bolts
W715931-S437	3	1	4	Transmission Fluid Auxiliary Pump Bolts
DG9Z-7H322-A	1	1	1	Cooler Bypass Valve

Parts - MKC - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
9L8Z-7B070-F	Only If Necessary	Only If Necessary	1	Forward Clutch Wave Spring (Built On 21-Apr-2014 And Through 14-Jun-2015)
F2GZ-7B070-A	Only If Necessary	Only If Necessary	1	Forward Clutch Wave Spring (Built On Or After 15-Jun-2015)
9L8Z-7B066-D	Only If Necessary	Only If Necessary	1	Forward Clutch Pressure Plate (Built On Or After 21-Apr-2014)
CV6Z-7B164-C	Only If Necessary	Only If Necessary	2	Intermediate Friction Plates (Built On 21-Apr-2014-And Through 14-Jun-2015)
F2GZ-7B164-A	Only If Necessary	Only If Necessary	1	Intermediate Friction Plates (Built On Or After 15-Jun-2015)
CV6Z-7B164-D	Only If Necessary	Only If Necessary	3	Direct Clutch Friction Plates (Built On 21-Apr-2014 And Through 14-Jun-2015)
FB5Z-7B164-B	Only If Necessary	Only If Necessary	1	Direct Clutch Friction Plates (Built On And After 15-Jun-2015)

Claim Quantity refers to the total number of individual pieces required to repair the vehicle.

Package Order Quantity refers to the amount of the service part number package(s) required to repair the vehicle.

Number In Package refers to the number of individual pieces included in a service part number package.

As Needed indicates the part is necessary but amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

Only If Necessary indicates the part is not mandatory. Refer to the Service Procedure to determine the inspection/inclusion criteria.

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2015-2019 MKC AWD 2.3L: Reprogram The PCM, Replace The Torque Convertor, Main Control Valve Body And Solenoid Body Includes Time To Disassemble And Clean The Transmission Following The Service Procedure (Can Be Claimed With Operation D) (Do Not Use With Any Other Labor Operations Outside Of This Article)	252005A	16.2 Hrs.
2016-2019 Explorer FWD 2.3L: Reprogram The PCM, Replace The Torque Convertor, Main Control Valve Body And Solenoid Body Includes Time To Disassemble And Clean The	252005B	13.4 Hrs.

Transmission Following The Service Procedure (Can Be Claimed With Operation D) (Do Not Use With Any Other Labor Operations Outside Of This Article)		
2016-2019 Explorer AWD 2.3L: Reprogram The PCM, Replace The Torque Converter, Main Control Valve Body And Solenoid Body Includes Time To Disassemble And Clean The Transmission Following The Service Procedure (Can Be Claimed With Operation D) (Do Not Use With Any Other Labor Operations Outside Of This Article)	252005C	15.4 Hrs.
Additional Time To Check And Correct Front Toe (Can Be Claimed With A, B Or C) (Do Not Use With Any Other Labor Operations Outside Of This Article)	252005D	0.9 Hrs.

Repair/Claim Coding

Causal Part:	7902
Condition Code:	42

Service Procedure



CAUTION: The programming is required to prevent reoccurrence.

1. Reprogram the PCM using the latest software level of the IDS scan tool.

NOTE: Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.

2. Remove the transmission. Refer to WSM, Section 307-01.
3. Remove and discard the torque converter.
4. Remove and discard the main control valve body and solenoid body, Refer to WSM, Section 307-01.
5. Replace the main control valve body and solenoid body. Follow the instructions included with the solenoid module kit to verify the new solenoid body strategy is downloaded to the PCM.
6. Completely disassemble the transmission and clean any contaminants from the internal components. Refer to WSM, Section 307-01.
7. Thoroughly inspect all of the clutch packs. Replace the friction plates, steel plates, pressure plates, or wave springs if the clutch end clearance cannot be achieved or those components are damaged. Refer to WSM, Section 307-01.
8. Remove the transmission fluid pump assembly and discard the fluid filter. Refer to WSM, Section 307-01 > Overhaul > Transmission > Steps 107-118 for Explorer, Steps 101-113 for MKC.
9. Perform the fluid pump assembly inspection. Refer to WSM, Section 307-01 > Overhaul > Transmission > Steps 119-132 for Explorer, Steps 114-127 for MKC.
10. Does the transmission fluid pump assembly pass inspection?
 - (1). Yes - reassemble the transmission fluid pump assembly. Refer to WSM, Section 307-01. Proceed to Step 11.
 - (2). No - replace the transmission fluid pump assembly. Proceed to Step 11.
11. Reassemble the transmission. Refer to WSM, Section 307-01.
12. Carry out the transmission fluid cooler backflushing and cleaning. Clean the transmission-mounted transmission fluid cooler tubes by hand. Refer to WSM, Section 307-02.
13. Install the transmission. Refer to WSM, Section 307-01.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article.

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