



TECHNICAL SERVICE BULLETIN

Torque Converter Shudder

25-2154

05 May 2025

Model:

Ford 2019-2022 Edge	Transmission/Transaxle: 8F35 Built On Or Before 30-Jun-2022
Lincoln 2019-2022 Nautilus	Transmission/Transaxle: 8F35 Built On Or Before 30-Jun-2022

Markets: North American markets only**Issue:** Some of the vehicles listed in the Model statement above exhibit all of the following conditions:

- Shudder condition, most noticeable at speeds below 60 mph (100 km/h)
- No DTCs present
- Traceable shudder event with IDS/ FDRS reading. Refer to Figure 1.

Sometimes this is perceived/felt as an engine misfire. This may be due to an internal issue with the torque converter.

Action: For vehicles that meet the criteria in the Issue and Model statements, follow the Service Procedure to replace the torque converter.**Parts**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JM5Z-7902-FTC	1	1	1	Torque Converter
W716457-S439	4	1	4	Subframe Bolt
W500545-S439	2	1	4	Ball Joint Bolt
W520214-S440	2	1	2	Ball Joint Nut
W712961-S450B	1	1	1	Steering Shaft Bolt
W715618-S437	4	1	4	Torque Converter Nut
W705606-S440	2	1	2	Sway Bar Nut
W520215-S440	2	1	4	Tie Rod Nut
CCPZ-3B477-B	2	1	1	Halfshaft Retaining Nut
JM5Z-7A248-E	1	1	1	Torque Converter Hub Seal
JM5Z-1S177-A	2 Required For Two Wheel Drive (2WD), 1 Required For All Wheel Drive (AWD)	2 Required For Two Wheel Drive (2WD), 1 Required For All Wheel Drive (AWD)	1	Halfshaft Seal

W520102-S442	2	1	4	Halfshaft Retaining Strap Nut
4S4Z-3N324-AA	1	1	1	Halfshaft Retainer Strap
BB5Z-4B422-C	1	1	1	Halfshaft Snap Ring
PM-4-A	As Needed	As Needed		Motorcraft® Brake Parts Cleaner - Low VOC Compliant Formula (All Markets Except Canada)
PM-4-B	As Needed	As Needed		Motorcraft® Metal Brake Parts Cleaner (Not Compliant With Low Volatile Organic Compound Requirements) (All Markets Except Canada)
CPM-4-A	As Needed	As Needed		Motorcraft® Brake Parts Cleaner - Low VOC Compliant Formula (Canada Only)
XL-2	As Needed	As Needed		Motorcraft® High Temperature Nickel Anti-Seize Lubricant
VC-13DL-G	As Needed	As Needed		Motorcraft® Yellow Prediluted Antifreeze/Coolant (All Markets Except Canada)
CVC-13DL-G	As Needed	As Needed		Motorcraft® Yellow Prediluted Antifreeze/Coolant (Canada Only)
XT-12-QULV	As Needed	As Needed		Motorcraft® MERCON® ULV Automatic Transmission Fluid
XL-5-A	As Needed	As Needed		Motorcraft® Multi-Purpose Grease Spray
XG-3-A	As Needed	As Needed		Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound

Parts - All Wheel Drive (AWD) Only Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
F2GZ-4682-A	3	3	1	Driveshaft Bolt
W719767-S439	2	1	4	AWD PTU Intermediate Shaft Bolt
K2GZ-7086-A	1	1	1	AWD PTU Intermediate Shaft Dust Seal
K2GZ-7275-B	1	1	1	AWD PTU Kit - Axle CirClip and O-ring
K2GZ-7H469-D	1	1	1	AWD PTU To Actuator Seal Kit
W719766-S900	5	1	5	PTU Bolt
W714265-S442	5	2	4	Exhaust Nut
K2GZ-6L612-A	1	1	1	Upper Exhaust Gasket
CV6Z-9450-E	1	1	1	Lower Exhaust Gasket
JM5Z-7H274-A	1	1	1	Accumulator Body Seal
JM5Z-7D308-A	2	2	1	Accumulator Body O-ring Seal
JM5Z-7H260-A	1	1	1	Right AWD Axle Seal
XY-75W85-QL	As Needed	As Needed		Motorcraft® SAE 75W-85 Premium Synthetic Hypoid Gear Lubricant

Parts - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description

W712458-S900	Only If Necessary	Only If Necessary	4	Exhaust Mounting Stud
K2GZ-6758-H	Only If Necessary	Only If Necessary	1	Vent Tube Assembly
W701350-S437	Only If Necessary	Only If Necessary	4	Dowel Pin

Service part numbers and "number in package" quantity may change after publication, thus also affecting the "package order quantity". Refer to the parts catalog for the latest information.

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

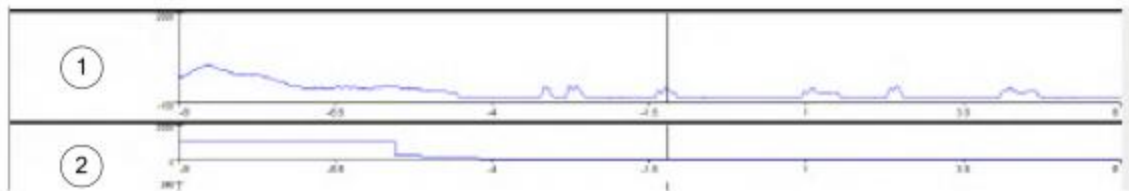
Description	Operation No.	Time
2019-2022: Edge AWD: Connect Scan Tool, Road Test, Replace Torque Converter And Seal. Includes time to R&I Transmission And Reprogram The PCM (Can Be Claimed With Operations E, F, G H, J) (Do Not Use With Any Operations Outside Of This Article)	252154A	12.0 Hrs.
2019-2022: Edge FWD: Connect Scan Tool, Road Test, Replace Torque Converter And Seal. Includes time to R&I Transmission And Reprogram The PCM (Can Be Claimed With Operations E, F, G H) (Do Not Use With Any Operations Outside Of This Article)	252154B	10.1 Hrs.
2019-2022: Nautilus AWD: Connect Scan Tool, Road Test, Replace Torque Converter And Seal. Includes time to R&I Transmission And Reprogram The PCM (Can Be Claimed With Operations E, F, G H, J) (Do Not Use With Any Operations Outside Of This Article)	252154C	11.9 Hrs.
2019-2022: Nautilus FWD: Connect Scan Tool, Road Test, Replace Torque Converter And Seal. Includes time to R&I Transmission And Reprogram The PCM (Can Be Claimed With Operations E, F, G H) (Do Not Use With Any Operations Outside Of This Article)	252154D	9.9 Hrs.
Additional Time To Check And Adjust Front Toe (Can Be Claimed With Operations A, B, C, D)	252154E	0.8 Hrs.
Additional Time To Check And Adjust Front Toe If Equipped With Active/Adaptive Steering (Can Be Claimed With Operations A, B, C, D)	252154F	0.9 Hrs.
Additional Time To Check And Adjust Front Toe If Equipped With Lane Departure (Can Be Claimed With Operations A, B, C, D)	252154G	0.9 Hrs.
Additional Time To Check And Adjust Front Toe If Equipped With Active/Adaptive Steering and Lane Departure (Can Be Claimed With Operations A, B, C, D)	252154H	1.0 Hrs.
Additional Time If Equipped With Power Transfer Unit Oil-to-Coolant Cooler (Can Be Claimed With Operations A And D)	252154J	0.2 Hrs.

Repair/Claim Coding

Causal Part:	7902
Condition Code:	42

Service Procedure

Figure 1



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1. Drain The transmission fluid. Refer to WSM, Section 307-01.
2. Remove the transmission. Refer to WSM, Section 307-01.
3. Remove and discard torque converter. Refer to WSM, Section 307-01.
4. Replace the torque converter seal. Refer to WSM, Section 307-01.
5. Install the replacement torque converter. Refer to WSM, Section 307-01.
6. Reinstall the transmission. Refer to WSM Section 307-01.
7. Refill the transmission to the correct fluid level. Refer to WSM Section 307-01.
8. Reprogram the PCM using the latest software level of the appropriate 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.

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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. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.