



TECHNICAL SERVICE BULLETIN

Chatter/Shudder During Low Speed Turning Events

25-2351

25 July 2025

This bulletin supersedes 24-2386. Reason for update: update the Service Procedure and Part List.

Model:

Ford
2021-2024 Bronco Sport
2019-2024 Edge
2020-2024 Escape
2022-2024 Maverick
Lincoln
2020-2024 Corsair
2019-2023 Nautilus

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit all of the following conditions:

- Shudder chatter condition, most noticeable at low speeds turning
- No diagnostic trouble codes DTCs present

NOTE: Three (3) new Essential Special Service Tools (ESSTs) are required to service the internal clutch pack on vehicles equipped with a single active torque RDU only. These ESSTs are expected to ship to all dealers (US, Canada, Puerto Rico and Mexico) in September 2025. ESST packages were shipped to 100 selected dealers in the US and Canada in May 2025, based on RDU part sales activity. The RDU Internal Clutch Kit and Adhesive Sealant are currently under restricted ordering to ensure ample supply of parts are available to dealers with the ESSTs. All parts are expected to be available for open order by Q4 2025, when the ESSTs are planned to arrive at all dealers.

NOTE: For dealers with the ESSTs and a vehicle in the service department that requires a repair using the new RDU Internal Clutch Kit, submit a VIN-specific No FSA General Contact via the Special Service Support Center (SSSC) Web Contact Site. Type part numbers K2GZ-7C108-A and SU7Z-19B508-A in the comments and attach a copy of the repair order documenting the customer complaint.

Action: For vehicles that meet all the criteria in the Issue and Model statements, follow the Service Procedure to repair the vehicle based on ESST availability and vehicle line parameters.

Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
K2GZ-7C108-A	1	1	1	RDU Clutch Kit
LX6Z-5A215-D	1	1	1	Exhaust Clamp
W720472-S439	4	1	4	Caliper Bolt (Maverick, Bronco Sport, Escape only)
W720080-S439	3	1	4	RDU Mount Bolt
LX6Z-4B496-A	1	1	1	Driveshaft Bolts

W719466-S439	8	2	4	Wheel Hub Bolt (Maverick, Bronco Sport, Escape only)
NZ6Z-3B498-A	2	2	1	Axle Cir-clip Retainer
W720473-S439	4	1	4	Caliper Bolt (Corsair)
W720079-S900	2	1	4	RDU Bolt (Corsair)
W720678-S439	8	2	4	Hub Bolt (Corsair)
CCPZ-3B477-B	2	2	1	Axle Nut (Corsair)
CV6Z-4B416-D	2	2	1	Axle Seal
K2GZ-4022-M	1	1	1	RDU Vent Hose (Bronco Sport 1.5L, Escape 1.5L/2.0L)
LX6Z-4022-C	1	1	1	RDU Vent Hose (Bronco Sport 2.0L)
K2GZ-4022-L	1	1	1	RDU Vent Hose (Corsair)
LX6Z-4022-H	1	1	1	RDU Vent Hose (Escape 2.5L FHEV)
W718014-S450	1	1	4	Stud Rivet
6C2Z-4N282-AA	1	1	1	Drain Plug
K2GZ-4000-AW	1	1	1	Axle Assembly (Maverick, Bronco Sport, Escape only)
K2GZ-4000-AU	1	1	1	Axle Assembly (Corsair Only)
SU7Z-19B508-A	1	1	1	Flange Sealant Adhesive
XY-75W-QL	As Needed	As Needed	1	Motorcraft® SAE 75W-85 Premium Synthetic Hypoid Gear Lubricant
PM-4-A	As Needed	As Needed	1	Motorcraft® Metal Brake Parts Cleaner (Compliant With Low Volatile Organic Compound Requirements As Required In Some USA States)
PM-4-B	As Needed	As Needed	1	Motorcraft® Metal Brake Parts Cleaner (Not Compliant With Volatile Organic Compound Requirements)
CPM-4-A	As Needed	As Needed	1	Motorcraft® Metal Brake Parts Cleaner (Not Compliant With Volatile Organic Compound Requirements)
XL-2	As Needed	As Needed	1	Motorcraft® High Temperature Nickel Anti-Seize Lubricant
TA-2-B	As Needed	As Needed	1	Motorcraft® Seam Sealer

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.


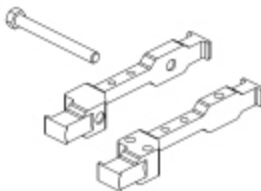
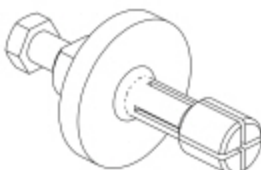
Claim Quantity refers to the total number of individual pieces required to repair the vehicle.

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.

Special Tool(s)

 <p>E455721</p>	<p>Clutch Friction Alignment Tool 205-1153</p>
 <p>E455722</p>	<p>Idler Gear Pin Remover 205-1136</p>
 <p>E455723</p>	<p>Clutch Hub Holder 205-1137</p>
	<p>Hand Stud Rivet Setter Kit Metric Item #AST1455</p>

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
2019-2024 Edge, 2019-2023 Nautilus: Drain And Refill The RDU (Do Not Use With Any Other Labor Operations)	252351A	0.4 Hrs.
2021-2024 Bronco Sport 2.0L EcoBoost: Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351B	0.8 Hrs.
2021-2024 Bronco Sport 1.5L EcoBoost: Replace the RDU (Special Tool Unavailable) Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351C	4.3 Hrs.
2020-2024 Corsair: Replace the RDU (Special Tool Unavailable) Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351D	4.2 Hrs.
2020-2024 Escape 1.5L EcoBoost: Replace the RDU (Special Tool Unavailable) Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351E	4.3 Hrs.
2020-2024 Escape 2.0L EcoBoost: Replace the RDU (Special Tool Unavailable) Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351F	4.3 Hrs.
2020-2024 Escape 2.5L HEV: Replace the RDU (Special Tool Unavailable) Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351G	4.4 Hrs.

2022-2024 Maverick 2.0L EcoBoost: Replace the RDU (Special Tool Unavailable) (Do Not Use With Any Other Labor Operations)	252351H	3.2 Hrs.
2021-2024 Bronco Sport 1.5L EcoBoost: Install The Internal Clutch Pack Service Kit (Special Tools available) Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351J	6.6 Hrs.
2020-2024 Corsair: Install The Internal Clutch Pack Service Kit (Special Tools available) Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351K	6.6 Hrs.
2020-2024 Escape 1.5L EcoBoost: Install The Internal Clutch Pack Service Kit (Special Tools available) Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351L	6.7 Hrs.
2020-2024 Escape 2.0L EcoBoost: Install The Internal Clutch Pack Service Kit (Special Tools available) Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351M	6.7 Hrs.
2020-2024 Escape 2.5L HEV: Install The Internal Clutch Pack Service Kit (Special Tools available) Perform RDU Vent Service Procedure (Do Not Use With Any Other Labor Operations)	252351N	6.7 Hrs.
2022-2024 Maverick 2.0L EcoBoost: Install The Internal Clutch Pack Service Kit (Special Tools available) (Do Not Use With Any Other Labor Operations)	252351P	5.6 Hrs.

Repair/Claim Coding

Causal Part:	7C108
Condition Code:	14

Service Procedure

- Is the vehicle a 2019-2024 Edge or 2019-2023 Nautilus?
 - Yes - drain and fill the RDU. Refer to WSM, Section 205-02A. Repair is complete.
 - No - proceed to Step 2.
- Is the vehicle a 2021-2024 Bronco Sport equipped with 2.0L EcoBoost engine and Twin Active Torque RDU?
 - Yes - proceed to RDU Vent Service Procedure.
 - No - proceed to Step 3.
- Are ESST tools 205-1135, 205-1136, 205-1137 available?
 - Yes - proceed to Internal Clutch Pack Service Procedure.
 - No - replace the RDU. Refer to WSM, Section 205-02.
 - For Maverick vehicles, the repair is complete.
 - For Bronco Sport/Escape/Corsair vehicles, proceed to RDU Vent Service Procedure.

Internal Clutch Pack Service Procedure

- Remove the rear axle assembly. Refer to WSM, Section 205-02 > Rear Drive Axle/Differential.
- Replace the internal clutch assembly. Refer to WSM, Section 205-02 > Rear Drive Axle/Differential > Internal Clutch Pack
- For Maverick vehicles only, repair is complete.
- For Bronco Sport/Escape/Corsair vehicles, proceed to RDU Vent Service Procedure.

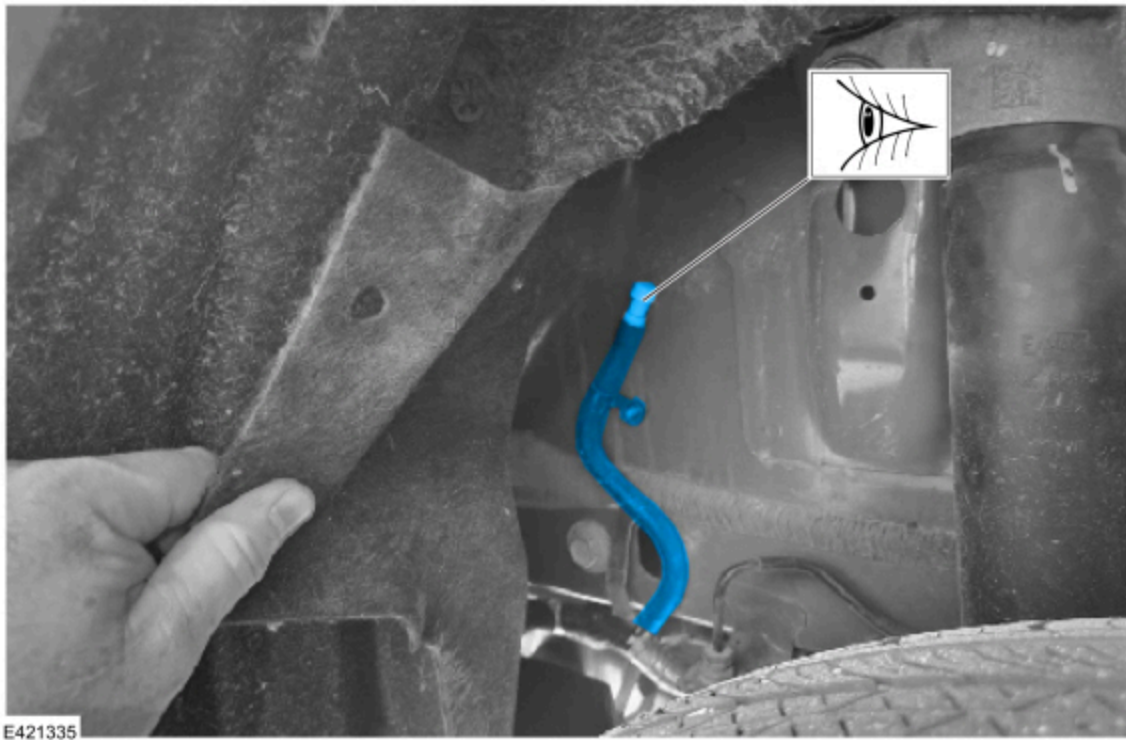
RDU Vent Service Procedure

- Remove the right rear fender splash shield retaining pin and fold back the right rear fender splash shield to inspect the RDU vent hose. (Figures 1-2)

Figure 1

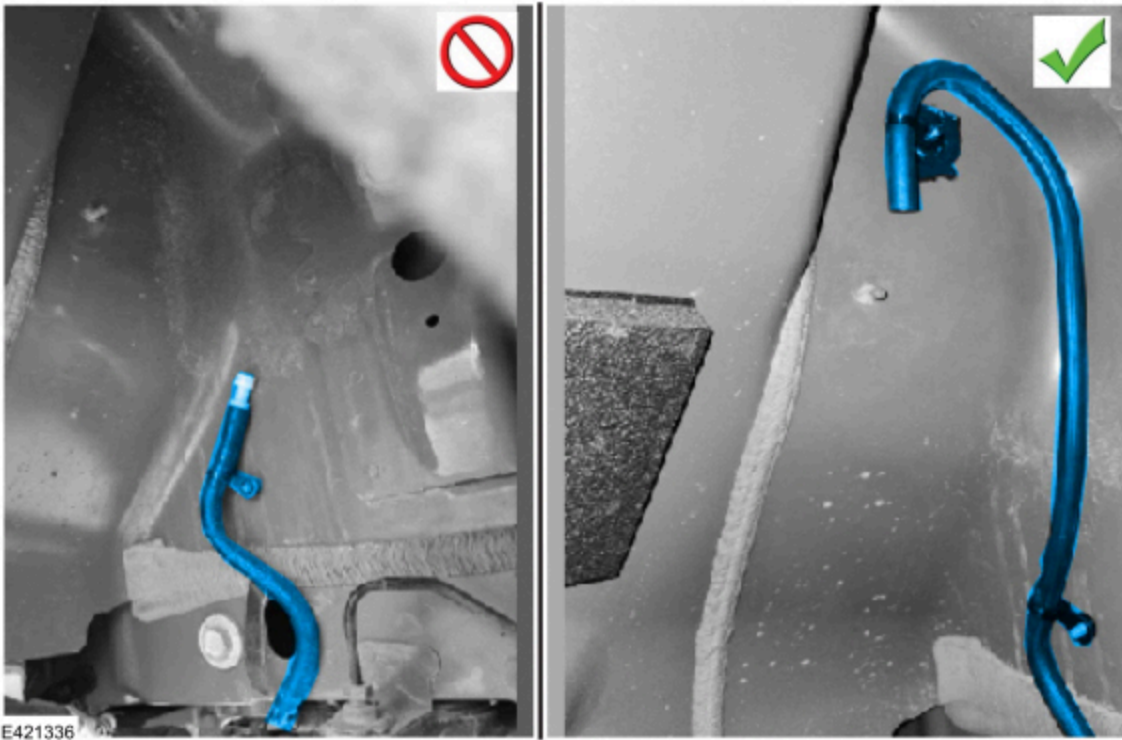


Figure 2



2. Inspect the RDU vent hose mounted behind the right rear fender splash shield. Is the vehicle equipped with the updated RDU vent hose as shown in the image with the green check mark in Figure 3?

Figure 3



(1). Yes - this article does not apply. Continue with normal diagnosis.

(2). No - proceed to Step 3.

3. Remove the right rear wheel. Refer to WSM, Section 204-04A.

4. Remove the retainers and screws from the right rear fender splash shield shown in Figures 4-6. Lower and fold the right rear fender splash shield in front of the brake caliper to access the RDU vent hose and upper section of the wheel well.

Figure 4



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Figure 5

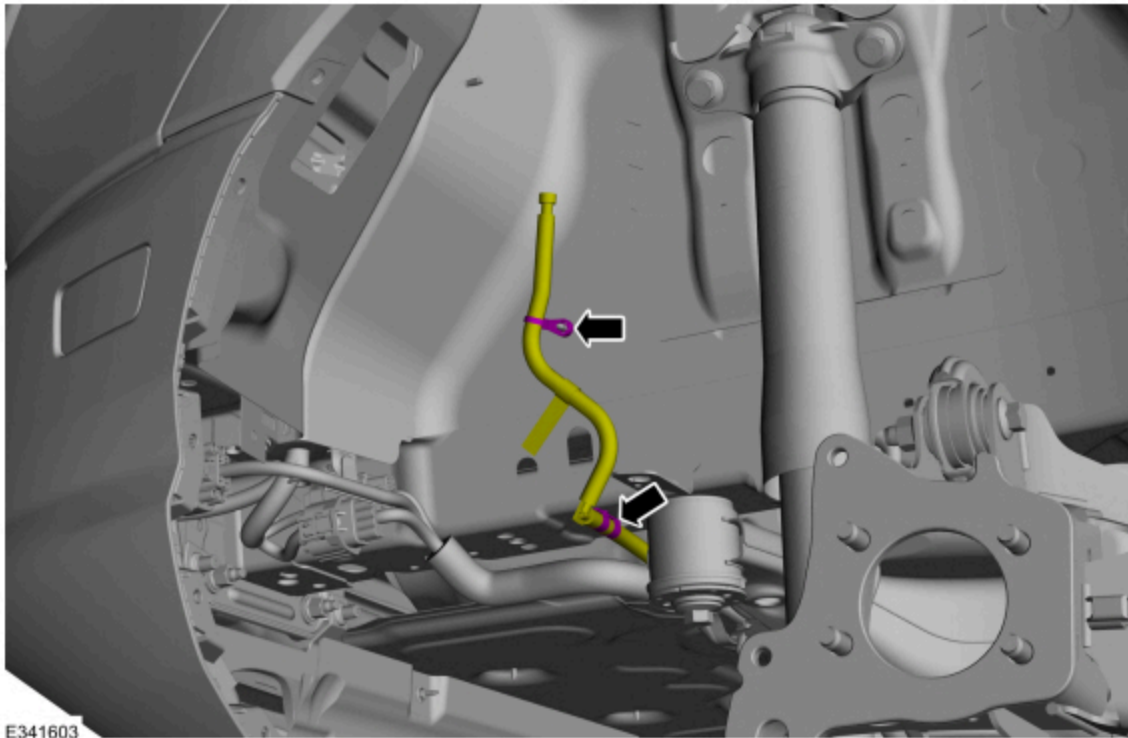


Figure 6



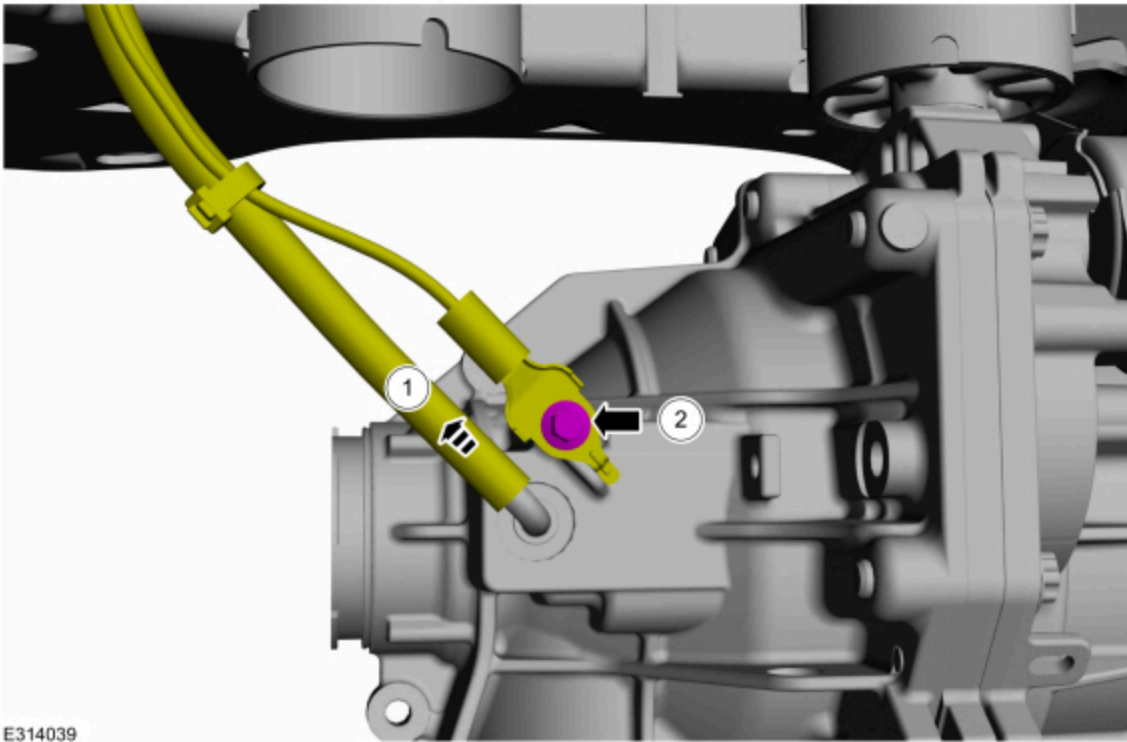
5. Disconnect the RDU vent hose retainers. (Figure 7)

Figure 7



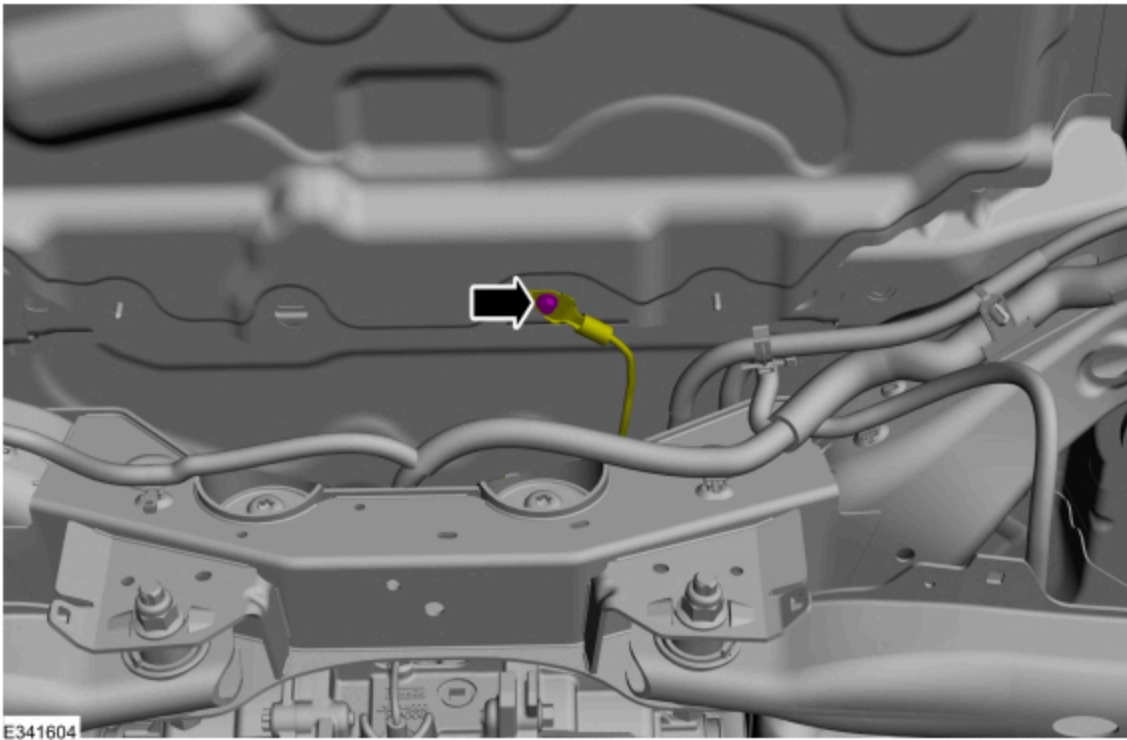
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6. Is the vehicle a 2021-2024 Bronco Sport equipped with a 2.0L engine with twin active torque RDU ?
 - (1). Yes - proceed to Step 7.
 - (2). No - proceed to Step 11.
 7. Locate the 2 wire ties that secure the RDU vent hose and ground cable together.
 8. Cut the 2 wires ties, disconnect the RDU vent hose from the RDU vent port, detach hose retainers and remove the RDU vent hose, leaving the original ground cable in place and secured.
 9. On the new replacement RDU vent hose assembly, cut the 2 wire ties and discard the ground strap.
 10. Install the new RDU vent hose onto the RDU and attach the hose retainers. Proceed to Step 18.
 11. Remove the rear differential vent hose and ground strap bolt from the RDU and position aside. (Figure 8)
- Figure 8 - Bronco Sport 1.5L / Escape/Corsair shown



12. Remove the ground strap bolt from the body. (Figure 9)

Figure 9



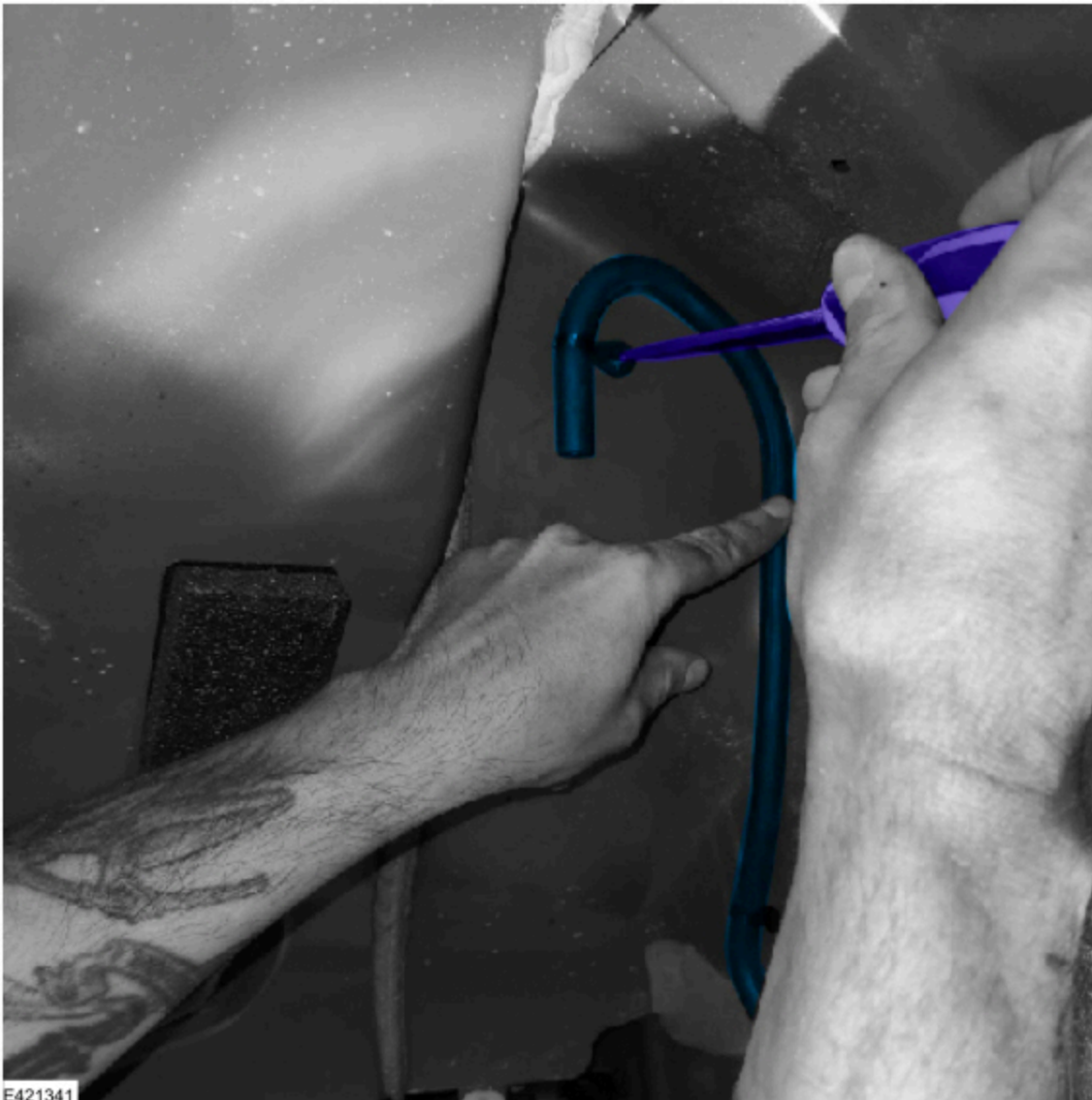
13. Detach the hose retainer and remove the RDU vent hose and ground cable assembly. (Figure 10)

Figure 10



14. Position the new RDU vent hose and ground strap assembly and attach the hose retainers. (Figures 7 and 10)
15. Install the bolt to attach the ground strap to the body. Tighten to 12 Nm (106 lb.in). (Figure 9)
16. Install the new RDU vent hose onto the RDU. (Figure 8)
17. Install the bolt to secure ground cable onto RDU. Tighten to 12 Nm (106 lb.in). (Figure 8)
18. Using the new retainer at the end of the new RDU vent hose, position the hose vertically so the form of the hose follows the inner arch of the wheel well. Use a tool or a marker to mark the location on the body to drill a hole. (Figure 11)

Figure 11



19. Position the RDU vent hose aside.



CAUTION: A depth stopper on the drill bit is necessary to prevent damage to the interior trim.

20. Using a 10 mm (25/64 in.) drill bit with a depth stopper that leaves only 7 mm (1/4 in.) of the end of the drill bit exposed, drill a hole at the location marked in Step 18.

21. Deburr and clean the hole drilled in Step 20. Temporarily dry fit the stud rivet in the body to make sure the stud rivet is properly seated, then remove the stud rivet.

22. Apply a generous amount of sealant to the body side of the stud rivet. (Figure 12)

Figure 12



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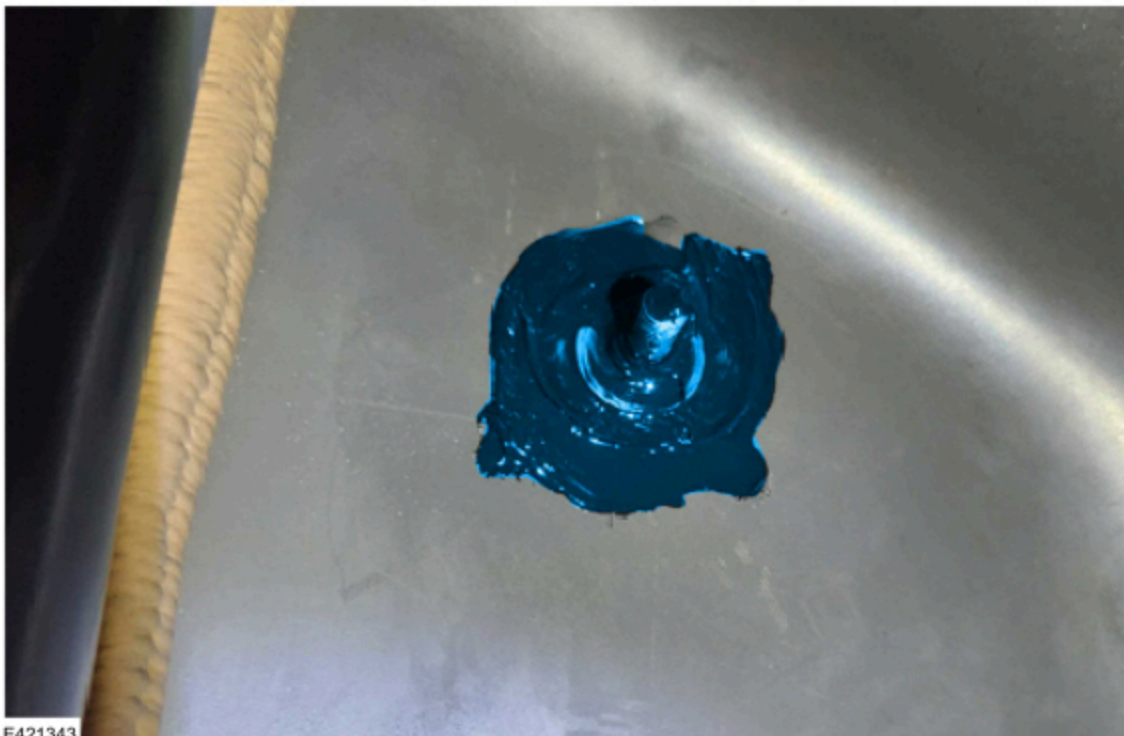


CAUTION: Failure to properly seal the stud rivet could lead to water entry into the passenger area.

23. Insert the stud rivet and secure using the stud rivet tool.

24. Spread the excess sealant around the rivet collar as well as the base of the stud to confirm adequate sealing. (Figure 13)

Figure 13



E421343

NOTE: It is not necessary to wait for the sealant to dry before reassembly.

25. Attach the hose retainer to the new stud.

26. Reassemble the right rear fender splash shield and secure using the retainers and locations shown in Figures 4-6.

27. Install the right rear wheel. Refer to WSM, Section 204-04A.

28. Has the RDU been replaced as part of this article?

(1). Yes - repair is complete.

(2). No - drain and fill the RDU. Refer to WSM, Section 205-02.

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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.