



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

**TO:** All U.S. Ford and Lincoln Dealers

October 3, 2025

**SUBJECT:** **Customer Satisfaction Program 25B47**  
Certain 2021-2024 Model Year Transit All-Wheel-Drive (AWD) Vehicles  
Transfer Case Replacement

**PROGRAM TERMS**

This program will be in effect through October 31, 2026. There is no mileage limit for this program.

**URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of October 31, 2026 to encourage dealers and customers to have this service performed as soon as possible.

**AFFECTED VEHICLES (U.S. Population Of Affected Vehicles 843):**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Date Range</b>
Transit	2021	Kansas City	October 2, 2020 through December 22, 2021
Transit	2022	Kansas City	January 3, 2022 through August 26, 2022
Transit	2023	Kansas City	August 31, 2022 through December 7, 2023
Transit	2024	Kansas City	December 14, 2023 through June 23, 2024

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

Warranty part analysis and bench testing has shown that transfer-case thrust bearing damage can occur as a result of repeated high-torque launches consistent with severe-duty package delivery applications. Over time, fatigue failure of the thrust bearing can create loose metal debris in the system and distribute it throughout the transfer case, damaging other internal components and affecting vehicle performance.

**SERVICE ACTION**

Dealers are to replace the transfer case. This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **FSA PROGRAM OPTIONS**

<b>Program Option</b>	<b>Eligibility</b>	<b>Comments</b>
Mobile Repair	No	Mobile Repair is not approved.
Over-the-Air (OTA) Update	No	OTA not available.
Rentals	No	Rentals are not approved.
Alternative Transportation Available	No	Alternate Transportation is not approved.
Pickup & Delivery (PDL)	No	Pickup & Delivery is not approved.
Towing	No	Towing is not approved.
Essential Special Service Tools (ESST)	Yes	See <b>Tech Instructions</b> .
Administrative Allowance	No	Administrative Allowance is not approved.
Owner Refunds	No	Owner Refunds are not approved.
Photo Submission	No	Repair Photo Submission is not approved.

**Note:** For further information on any Service Item above, see the corresponding section with the Policy Document.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of October 13, 2025 or sooner. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **ATTACHMENTS**

- Technical Instructions
- Owner Notification Letter

## **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):  
[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)

## **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

**Customer Satisfaction Program 25B47****OASIS ACTIVATION**

OASIS will be activated on October 3, 2025.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 3, 2025. Owner names and addresses will be available by October 31, 2025.

**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 program 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 service action.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.
- If OASIS is activated, identify and correct any affected vehicles in your used vehicle inventory.

**BRANDED / SALVAGED TITLE VEHICLES**

Affected branded / salvaged title vehicles are eligible for this service action.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**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
- **For vehicles outside new vehicle bumper-to-bumper warranty coverage:**
  - Submit an Approval Request to the SSSC Web Contact Site before completing the repair.

## Customer Satisfaction Program 25B47

**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 reject 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:
    - Claim type 31: Field Service Action
    - Sub Code: 25B47
    - Customer Concern Code (CCC): K01
    - Condition Code (CC): 04
    - Causal Part Number: 7A195, Quantity 0
  - 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.

**Customer Satisfaction Program 25B47**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace the Transfer Case – 3.5L GTDI <ul style="list-style-type: none"> <li>Includes time to update the All-Wheel-Drive Module software and perform the clutch relearn procedure.</li> </ul>	25B47B	5.0 Hours
Replace the Transfer Case – 3.5L TIVCT <ul style="list-style-type: none"> <li>Includes time to update the All-Wheel-Drive Module software and perform the clutch relearn procedure.</li> </ul>	25B47C	5.8 Hours
If Equipped – Extra time to remove running boards	25B47D	0.3 Hours
Check and Correct Toe – Vehicles W/O Lane Departure	25B47E	1.0 Hours
Check and Correct Toe – Vehicles Equipped With Lane Departure	25B47F	1.4 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LK4Z-4B496-B	2	2	1	Rear driveshaft attachment brackets/bolts
W704924-S437	8	2	6	Front floor heat shield rivets
W714288-S439	8	8	1	Bolt - Transfer case attachment
W719972S439	1	1	1	Bolt – Torque arm retainer
W506434-S439	8	2	4	Bolt - Load path bar - Front
W505434-S439	4	1	4	Bolt - Load path bar - Rear
W716331-S439	4	1	4	Bolt - Transmission crossmember to frame
W718943-S439	2	1	4	Bolt - Front subframe rear bolts
W520215-S442	4	1	4	Nut - Front Subframe and Tie Rod End
W711137-S442	1	1	4	Bolt - Steering shaft bolt
LK4Z-9450-A	1	1	1	Gasket - Catalytic converter ( <b>3.5L GTDI</b> )
W520514-S440	4	4	1	M10 - Nut Catalytic Convertor flange
W711076-S442	2	1	4	Nut - Lower ball joint
W710660-S441	2	1	4	Nut- Transmission Mount
W712503-S440	2	2	1	Nut - stabilizer link

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

**Customer Satisfaction Program 25B47**

**Restricted Part Ordering:**

To place an order for the Transfer Case, submit an Enhanced Order Entry (formerly Special Parts Order Process) order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 15482.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LK4Z-7A195-D	1	1	1	Transfer Case Assembly

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

**DEALER PRICE**

For the latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

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

**EXCESS STOCK RETURN**

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

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

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



Ford Motor Company  
Customer Service Division  
PO Box 1904  
Dearborn, Michigan 48121

October 2025

## Customer Satisfaction Program 25B47

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle.

- Why are you receiving this notice?** On your vehicle, transfer-case thrust bearing damage may occur as a result of repeated high-torque launches consistent with severe-duty package delivery applications.
- What is the effect?** Over time, fatigue failure of the transfer-case thrust bearing can create loose metal debris in the system and distribute it throughout the transfer case, damaging other internal components and affecting vehicle performance.
- What will Ford and your dealer do?** **Parts are available to repair your vehicle.** Your repairing dealer will need to order parts for the repair. Please confirm parts availability with your dealer when scheduling an appointment. In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the Transfer Case free of charge under the terms of this program. This Customer Satisfaction Program will be in effect until October 31, 2026 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the powertrain to cool before performing this repair.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 25B47. If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

**What should you do?  
(continued)**

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

NOTE - You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Pick-Up and Delivery**

Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.

**What if you no longer own this vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you have questions or concerns, please contact our **Ford Recall Assistance Center (RAC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The RAC is open on weekdays from 8:30 AM – 7:00 PM (Eastern Time). TTY/TDD users, please contact the RAC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is [ford.com/support](http://ford.com/support).

**To view the letter in Spanish**

visit: [fordtranslatehub.com](http://fordtranslatehub.com)

**Para ver la carta en español**

viste: [fordtranslatehub.com](http://fordtranslatehub.com)



Open the QR reader application or the camera on your smartphone. Point it at the QR code, then tap the banner that appears on your device. Follow the instructions on the screen to finish.

Abre la aplicación del lector QR o la cámara de tu smartphone. Apunta al código o QR y pulsa el banner que aparece en tu dispositivo. Sigue las instrucciones en pantalla para terminar.

Thank you for your attention to this important matter.

Customer Service Division



Ford Motor Company  
División de Servicio al Cliente  
PO Box 1904  
Dearborn, Michigan 48121

Octubre de 2025

Programa de satisfacción del cliente 25B47

Sr. Juan Pérez  
Calle Principal 123  
Ciudad, EE. UU. 12345

12345678901234567

El compromiso de Ford Motor Company no es solo fabricar productos confiables y de alta calidad, sino que también lograr la plena satisfacción del cliente. Para demostrar este compromiso, estamos proporcionando un programa de satisfacción del cliente sin cargo para su vehículo.

**¿Por qué recibe este aviso?**

En su vehículo, podría producirse daño en el cojinete de empuje de la caja de transferencia, como resultado de lanzamientos repetidos de gran torsión, congruente con aplicaciones de entrega de paquetes de servicio intenso.

**¿Cuál es el efecto?**

Con el tiempo, la falla por fatiga del cojinete de empuje de la caja de transferencia puede crear residuos metálicos sueltos en el sistema y distribuirlos por toda la caja de transferencia, lo cual daña otros componentes internos y afecta el rendimiento del vehículo.

**¿Qué medidas adoptarán Ford y su concesionario?**

**En este momento, las piezas para reparar su vehículo se encuentran disponibles.** Su concesionario de reparación deberá solicitar piezas para llevar a cabo la reparación. Confirme la disponibilidad de piezas con el concesionario al programar una cita. Para satisfacer a nuestros clientes, Ford Motor Company ha autorizado a su concesionario a reemplazar la caja de transferencia sin costo alguno, conforme a los términos de este programa.

Este Programa de satisfacción del cliente tendrá vigencia hasta el 31 de octubre de 2026, independientemente del millaje. La cobertura se transferirá automáticamente a los siguientes propietarios.

**¿Cuánto tiempo tomará?**

El tiempo necesario para esta reparación será menos de medio día. Sin embargo, debido a los requisitos de planificación de servicio, es posible que su concesionario tarde un poco más. Es posible que se requiera tiempo adicional para permitir que el tren motriz se enfríe antes de realizar esta reparación.

**¿Qué debe hacer?**

Llame a su concesionario lo antes posible para programar una cita de servicio para realizar el Programa de satisfacción del cliente 25B47.

Si aún no tiene un concesionario para realizar el servicio, puede acceder a [ford.com/support](http://ford.com/support) para conocer las direcciones de los concesionarios, ver mapas y obtener las instrucciones para llegar.

Ford Motor Company le recomienda realizar esta acción de servicio en su vehículo. El propietario del vehículo es responsable de efectuar los arreglos necesarios para llevar a cabo el trabajo.

NOTA: Puede recibir información sobre las campañas y los programas de satisfacción del cliente a través de la aplicación FordPass. La aplicación se puede descargar a través de App Store o Google Play. Adicionalmente, existen otras funciones como reserva de estacionamientos en determinados lugares, además de control de ciertas funciones en el vehículo (bloqueo o desbloqueo de puertas, arranque remoto) si así está equipado para permitir el control.

**Servicio de retiro y entrega**

El servicio complementario de retiro y entrega de vehículos también podría estar disponible previa solicitud a través de los concesionarios que participan. Su concesionario retirará el vehículo y lo regresará con la reparación realizada.

**¿Qué pasa si ya no es el propietario del vehículo?**

Si ya no es el propietario del vehículo y tiene la dirección del propietario actual, le solicitamos que le reenvíe esta carta.

Este aviso lo recibió porque en nuestros archivos, basados principalmente en datos de registro y propiedad de los EE. UU., aparece usted como el propietario actual.

**¿Podemos hacer algo más por usted?**

Si tiene problemas para reparar su vehículo de inmediato y sin costo alguno, comuníquese con el gerente de servicio de su concesionario para solicitar ayuda.

si tiene dudas o preguntas, comuníquese con nuestro **Centro de Asistencia de Campañas Ford (RAC) al 1-866-436-7332** y uno de nuestros representantes con gusto lo atenderá. El RAC está abierto de lunes a viernes de 8:30 a. m. a 7:00 p. m. (hora del este). Si es usuario de TTY/TDD, comuníquese con el RAC al número que se menciona, mediante el servicio de retransmisión de telecomunicaciones, para esto, marque el 711.

Si desea comunicarse con nosotros a través de Internet, nuestra dirección es [ford.com/support](http://ford.com/support).

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Abra la aplicación de lector de QR o la cámara de su smartphone. Apunte al código QR y luego toque el aviso que aparece en su dispositivo. Siga las instrucciones en la pantalla para finalizar.

Abra la aplicación de lector QR o la cámara de su smartphone. Apunte al código QR y pulse el banner que aparece en su dispositivo. Siga las instrucciones en pantalla para finalizar.

Gracias por su atención en este asunto sumamente importante.

División de Servicio al Cliente

## **CERTAIN 2021-2024 MODEL YEAR TRANSIT ALL WHEEL DRIVE (AWD) VEHICLES — TRANSFER CASE REPLACEMENT**

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

### **SERVICE PROCEDURE**

**NOTE:** If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

1. Replace the transfer case. Follow Workshop Manual (WSM) procedures in Section 308-07B.

**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.

