



TECHNICAL SERVICE BULLETIN

Illuminated MIL With Intermittent No Reverse Or Harsh Reverse And Various DTCs

25-2381
26 November
2025

This bulletin supersedes 24-2412. Reason for update: update the Service Procedure and the Part List.

Model:

Ford 2023-2024 Escape	Transmission: 8F35
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Markets: North American markets only

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

- Illuminated MIL.
- DTC P0767, P0766 and/or P2703 stored in the PCM
- Harsh reverse or intermittent no reverse engagement

This may be due to an internal mechanical concern with the SOWC.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to replace the SOWC.

Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JM5Z-7P030-C	1	1	1	Selectable One Way Clutch
JM5Z-7N265-G	3	3	1	Clutch Feed Seal Large
JM5Z-7N265-E	2	2	1	Clutch Feed Seal Small
JM5Z-7F228-A	1	1	1	Forward Clutch Inner Seal
JM5Z-7A548-F	1	1	1	Forward Clutch Outer Seal
JM5Z-7N142-A	1	1	1	Snubber O-ring Seal - Back
JM5Z-7N142-D	1	1	1	Snubber O-ring Seal - Front
JM5Z-1S177-A	2WD Requires 2, AWD Requires 1	2WD Requires 2, AWD Requires 1	1	Axle Seal
JM5Z-7A248-E	1	1	1	Converter Hub Seal
7Z490	1	1	1	Separator Plate Gasket - Lower - Refer To The Parts Catalog For The VIN Specific Application
JM5Z-7Z490-B	1	1	1	Separator Plate Gasket - Upper

W718843-S439	1	1	4	Steering Shaft Bolt
W716603-S442	4	1	4	Subframe Support Bracket Bolts
W500727-S439	6	2	4	Frame Bolt Side Bar Lower - Rear
W500721-S439	2	1	6	Frame Bolt Side Bar Lower - Front
W520203-S440	2	2	1	Tie Rod Nut
W719813-S440	2	1	4	Sway Bar Nut
W719924-S439	2	1	4	Ball Joint Bolt
W520515-S442	2	1	4	Ball Joint Nut
W500566-S439	1	1	4	Roll Restrictor Bolt
W713199-S442	4	1	4	Frame Bracket Rear Bolt
W720388-S439	2	1	4	Subframe Frame Bolt Rear
W719192-S439	2	1	4	Subframe Mounting Bolt - Upper
JX6Z-3D677-C	1	1	1	Steering Shaft Seal
CCPZ-3B477-G	2	2	1	Halfshaft Retainer Nut
JX6Z-3B498-B	1	1	1	Halfshaft Circlip
W520102-S442	2	1	4	Halfshaft Retainer Strap Nut
YS4Z-3N324-AA	1	1	1	Halfshaft Retaining Strap
W714265-S442	2	1	4	Exhaust Nut
CV6Z-9450-E	1	1	1	Exhaust Gasket
W715618-S437	4	1	4	Torque Converter Nut
W712449-S439	1	1	1	Roll Restrictor To Case Bolt
W719151-S439	1	1	4	Roll Restrictor To Case Stud Bolt
JM5Z-7G007-A	6	6	1	Solenoid Mounting Plate
W712658-S439	1	1	4	M6x20 Solenoid Bolt
PM-4-A	As Needed	As Needed		Motorcraft® Metal Brake Parts Cleaner (Compliant With Low Volatile Organic Compound Requirements As Required In Some USA States) (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 - VOC Compliant (Canada Only)
XL-2	As Needed	As Needed		Motorcraft® High Temperature Nickel Anti-Seize Lubricant
VC-13-G	As Needed	As Needed		Motorcraft® Yellow Concentrated Antifreeze/Coolant (All Markets Except Canada)
CVC-13-G	As Needed	As Needed		Motorcraft® Yellow Concentrated Antifreeze/Coolant (Canada Only)
TA-29	As Needed	As Needed		Motorcraft® Ultra Silicone Sealant
XY-75W85-QL	As Needed	As Needed		Motorcraft® SAE 75W-85 Premium Synthetic Hypoid Gear Lubricant
XT-12-QULV	As Needed	As Needed		Motorcraft® MERCON® ULV Automatic Transmission Fluid
XG-3-A	As Needed	As Needed		Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound

Parts - AWD Only

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JM5Z-7H260-A	1	1	1	Axle Seal
K2GZ-7275-B	1	1	1	PTU Kit Right Axle CirClip And O-ring
W719767-S439	2	1	4	PTU Intermediate Shaft Bolt
K2GZ-7086-A	1	1	1	PTU Intermediate Shaft Seal - Large
W719766-S439	5	2	4	PTU Bolt
K2GZ-7H469-D	1	1	1	Actuator To PTU Seal Kit
LX6Z-4B496-A	2	2	1	Driveshaft Bolt
PZ1Z-5A215-B	1	1	1	Exhaust Clamp

Parts - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W721056-S300	Only If Necessary (2 Possible)	Only If Necessary (1 Possible)	4	Transmission Mounting Dowel Pin
K2GZ-6758-H	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Engine Vapor Tube

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.

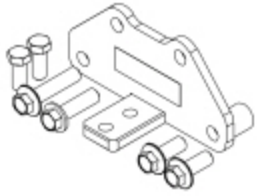
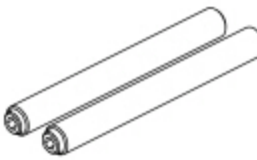
Package Order Quantity refers to the amount of the service part number package(s) required to repair the vehicle.

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.

Special Tool(s)

 E274940	Fixture, Bench Mount 307-769
	Holding Fixture, Transmission 307-003
 E142010	Handle, Torque Converter 307-091

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
2023-2024 Escape FWD 1.5L : Retrieve DTCs And Replace The SOWC Following The Service Procedure (Can Be Claimed With Operation D) (Do Not Use With Any Other Labor Operations Outside Of This Article)	252381A	14.4 Hrs.
2023-2024 Escape AWD 1.5L : Retrieve DTCs And Replace The SOWC Following The Service Procedure (Can Be Claimed With Operation D) (Do Not Use With Any Other Labor Operations Outside Of This Article)	252381B	16.5 Hrs.
2023-2024 Escape AWD 2.0L : Retrieve DTCs And Replace The SOWC Following The Service Procedure (Can Be Claimed With Operation D) (Do Not Use With Any Other Labor Operations Outside Of This Article)	252381C	17.2 Hrs.
2023-2024 Escape: Check And Adjust Front Toe (Can Be Claimed With Operation A, B Or C)	252381D	0.6 Hrs.

Repair/Claim Coding

Causal Part:	7P030
Condition Code:	69

Service Procedure

1. Remove the transmission. Refer to W.S.M., Section 307-01.
2. Using the special tool, secure the transmission to the bench mounted fixture.
 - Use Special Service Tool: 307-769 Fixture, Bench Mount. 307-003 (T57L-500-B) Holding Fixture, Transmission.

3. Using the special tools, remove the torque converter.
 - Use Special Service Tool: 307-091 Handle, Torque Converter
4. Remove the main control valve body. Refer to WSM, Section 307-01.
5. Disassemble the transmission only far enough to access the SOWC. Refer to WSM, Section 307-01 > Overhaul and perform Steps 34-66.
6. Remove the SOWC and disassemble the A-clutch. Remove and discard the SOWC portion. Refer to WSM, Section 307-01 > Overhaul and perform Steps 164-170.
7. Assemble the new SOWC with the A-clutch components. Refer to WSM, Section 307-01 > Overhaul and perform Steps 173-179.

NOTE: The A-clutch seals can be reused unless damaged.

8. Install the new SOWC and reverse the procedure to reassemble the transmission.
9. Overhaul the main control valve body. Refer to WSM, Section 307-01 > Main Control Overhaul.
10. Reinstall the main control valve body. Refer to WSM, Section 307-01.
11. Reinstall the transmission. Refer to WSM, Section 307-01.
12. Refill the transmission to the correct fluid level. Refer to WSM, Section 307-01.
13. Clear all DTCs.

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