



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

**TO:** All U.S. Ford and Lincoln Dealers December 15, 2025  
**SUBJECT:** **Customer Satisfaction Program 25B47 – Supplement #1**  
Certain 2021-2024 Model Year Transit All-Wheel-Drive (AWD) Vehicles  
Transfer Case Replacement  
**REF:** **Customer Satisfaction Program 25B47**  
Dated October 3, 2025

**New! REASON FOR THIS SUPPLEMENT**

- **FSA VIN list:** The VIN list has been updated to include additional vehicles.
- **Parts Requirements:** Transfer case attachment bolt package quantities and catalytic converter gaskets for 3.5L GTDI order quantities have been updated.

**PROGRAM TERMS**

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

**URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of December 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):**

| Vehicle | Model Year | Assembly Plant | Build Date Range                          |
|---------|------------|----------------|---|
| 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>   |
|--|--------------------|---|
| <b>Program Option</b>                  | <b>Eligibility</b> | <b>Comments</b>   |
| Mobile Repair                          | No                 | See <b>Mobile Service Repair Assessment Level</b> section below, if applicable.   |
| Over-the-Air (OTA) Update              | No                 | See <b>Over-The-Air (OTA) Updates</b> section of the FSA Policy Document, if applicable.                                    |
| Rentals                                | No                 | See the <b>Rental Vehicles</b> section below, if applicable.  |
| Alternative Transportation Available   | No                 | See <b>Alternate Transportation</b> section in the FSA Policy Document.   |
| Pickup & Delivery (PDL)                | No                 | See <b>Pickup &amp; Delivery</b> section in the FSA Policy document.  |
| Towing                                 | No                 | See <b>Claims Preparation and Submission</b> section below, if applicable.  |
| Essential Special Service Tools (ESST) | Yes                | See Technical Instructions and/or Workshop Manual (WSM) as needed.  |
| Administrative Allowance               | No                 | See <b>Administrative Allowance</b> section in FSA Policy Document, and if applicable, <b>Labor Allowances</b> table below. |
| Owner Refunds                          | No                 | See <b>Owner Refunds</b> section below, if applicable.  |

**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 December 22, 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 – Supplement #1****New! OASIS ACTIVATION**

OASIS was activated on October 3, 2025, for the original vehicle population. *The additional vehicle population will be activated on December 15, 2025.*

**New! FSA VIN LISTS ACTIVATION**

Original FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on October 3, 2025. *An updated VIN list with additional vehicles will be available on December 15, 2025.* Owner names and addresses will be available by January 9, 2026.

**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 – **Supplement #1****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): 42
    - 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 – **Supplement #1**

**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> - <b>This closes the FSA.</b>  | 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> - <b>This closes the FSA.</b> | 25B47C          | 5.8 Hours  |
| If Equipped – Extra time to remove running boards<br>- <b>Claiming only this labor operation does NOT close the FSA.</b>   | 25B47D          | 0.3 Hours  |
| Check and Correct Toe – Vehicles W/O Lane Departure<br>- <b>Claiming only this labor operation does NOT close the FSA.</b>   | 25B47E          | 1.0 Hours  |
| Check and Correct Toe – Vehicles Equipped with Lane Departure<br>- <b>Claiming only this labor operation does NOT close the FSA.</b>   | 25B47F          | 1.4 Hours  |

**New! 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              | 2                      | 4                 | 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         | 2              | 2                      | 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                             |

Customer Satisfaction Program 25B47 – **Supplement #1**

**PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

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

**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.

## 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.

