



# TECHNICAL SERVICE BULLETIN

## Slipping, Harsh Engagement, Various Diagnostic Trouble Codes (DTCs)

**25-2550**

07 January  
2026

This bulletin supersedes 24-2092. Reason for update: update the vehicles affected.

**Model:**

<b>Ford</b> 2019-2022 Transit Connect	8F35 transmission Built on or before 01-Jul-2022
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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 conditions:

- Transmission slipping
- Harsh engagements
- Clutch DTCs

This may be due to worn needle bearings in the output planet carrier assembly.

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

**Parts**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JM5Z-7N473-C	1	1	1	Output Planetary Carrier
JM5Z-7153-D	1	1	1	Overhaul Seal Kit
JM5Z-7A019-A	1	1	1	Output Planetary Sun Shell
CCPZ-3B477-G	2	2	1	Axle Wheel Hub Nut
W520203-S442	2	1	4	Tie Rod Nut
W520515-S442	2	1	4	Ball Joint Nut
W719924-S439	2	1	4	Ball Joint Bolt
W715618-S437	4	1	4	Torque Converter Nut
W717349-S442	1	1	4	Roll Restrictor Bolt (M12x68mm)
W500545-S900	1	1	4	Roll Restrictor Bolt (M12x70mm)
AE5Z-4B422-A	2	2	1	Axle Retaining Circlip
YS4Z-3N324-AA	1	1	1	Right Halfshaft Retaining Strap

W520102-S442	2	1	4	Right Halfshaft Retaining Strap Nut
JM5Z-7B164-A	5	5	1	Clutch Friction Plates
JM5Z-7B442-E	5	5	1	Clutch Steel Plates
9L8Z-7G100-B	1	1	1	Manual Shaft Roll Pin
JM5Z-7G100-B	As Needed	As Needed	1	Roll Pin - Park Pawl Guide
JM5Z-7G007-A	As Needed	As Needed	1	Solenoid Retainer Clip
TA-29	As Needed	As Needed		Motorcraft® Ultra Silicone Sealant
ZC-30-A	As Needed	As Needed		Motorcraft® Gasket Remover
ZC-31-B	As Needed	As Needed		Motorcraft® Metal Surface Prep Wipes
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)
CPM-4-A		1		Motorcraft® Brake Parts Cleaner (Compliant With Low Volatile Organic Compound Requirements As Required In Canada)
PM-4-B	As Needed	As Needed		Motorcraft® Metal Brake Parts Cleaner (Not Compliant With Volatile Organic Compound Requirements)
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)
XT-12-QULV	As Needed	As Needed		Motorcraft® MERCON® ULV Automatic Transmission Fluid

#### Parts - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description	Note
9L8Z-7L027-A	Only If Necessary	Only If Necessary	1	Magnet	Do not replace the baffle assembly if only the magnet needs to be replaced
JM5Z-7A103-D	Only If Necessary	Only If Necessary	1	Transmission Fluid Pump	
JM5Z-7902-S	Only If Necessary	Only If Necessary	1	Torque Converter (2.0L)	
JX6Z-7H322-A	Only If Necessary	Only If Necessary	1	Coolant Bypass Valve	

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, also known as unit of issue (UOI).

**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:** Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

### Labor Times

Description	Operation No.	Time
2019-2022 Transit Connect 2.0L Duratec: Retrieve DTCs, Inspect And Overhaul Transmission Following The Service Procedure Includes Time To Back-Flush Fluid Cooler And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	252550A	16.4 Hrs.
2019-2022 Transit Connect 2.0L Duratec: Retrieve DTCs, Inspect And Overhaul Transmission Following The Service Procedure Includes Time To Back-Flush Fluid Cooler, Flush The Torque Converter And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	252550B	17.5 Hrs.

### Repair/Claim Coding

Causal Part:	7N473
Condition Code:	D4

## Service Procedure

- Using the latest software level of the FDRS, retrieve and record all DTCs.
- Were any of following DTCs retrieved: P0731, P0757, P0752, P0771, P2704, P0751, P0756, P2700, P2701, P0727, P0741 and/or P1744?
  - Yes - proceed to Step 3.
  - No - this article does not apply. Refer to WSM, Section 307-01 for normal diagnostics.
- Remove the transmission. Refer to WSM, Section 307-01.
- Overhaul the transmission utilizing the updated output planet carrier assembly. Refer to WSM, Section 307-01.
  - The service overhaul seal kit contains seals and gaskets. Match all of the removed seals and gaskets. Some seals and gaskets in the kit will not be required for certain models. Discard any unused components.
  - Clean all of the internal components thoroughly. Replace any friction material which may have embedded metal pieces.
- Were any of the following torque converter DTCs retrieved during Step 1: P0741, P1741, P1744, P1743?
  - Yes - proceed to Step 6.
  - No - proceed to Step 7.
- Inspect the pump stator to input shaft bushing. Is the bushing worn?
  - Yes - replace the transmission fluid pump and the torque converter. Refer to WSM, Section 307-01. Proceed to Step 8.
  - No - reinstall the transmission fluid pump. Proceed to Step 7.
- Perform the torque converter flush and cleaning procedure. Refer to WSM, Section 307-01.
- Disassemble and clean the main control valve body. Refer to WSM, Section 307-01.
  - If the transmission had any burnt clutch material, thoroughly inspect and verify the controlling CIDAS valves and torque converter control valves move freely.
- Perform a transmission fluid cooler backflush and cleaning. Refer to WSM, Section 307-02B > Transmission Fluid Cooler - Backflushing and Cleaning.
- Reinstall the transmission. Refer to WSM, Section 307-01.
- Reprogram the PCM using the latest software level of the FDRS 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.