TECHNICAL SERVICE BULLETIN
Torque Converter Shudder

26-2341
22 July 2026

This bulletin supersedes 26-2171. Reason for update: update the Parts list to add a note to clarify the application of the part numbers W520102-S442 and 4S4Z-3N324-AA "FWD Only".

Model:

Ford 2019-2024 Edge	Transmission: 8F35
Lincoln 2019-2023 Nautilus	Transmission: 8F35

Markets: North American markets only

Issue:

NOTE: This bulletin has been updated, refer to the change log at the bottom for details.

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

- Shudder condition, most noticeable at speeds below 60 mph (100 km/h).
- No relevant DTCs present.
- Traceable shudder event with IDS/ FDRS reading. Refer to Figure 1.

This condition may be perceived/felt as an engine misfire. This may be due to a concern with the output planetary assembly.

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

Parts - All Vehicles

Service Part Number	Claim Quantity	Description	Note
JM5Z-7902-FTC	1	Torque Converter	
JM5Z-1S177-A	FWD Requires 2 pieces, AWD Requires 1 Piece	Axle Seal	
W712961-S450B	1	Steering Shaft Bolt	
JM5Z-7F396-A	1	Main Control Cover Gasket	
W716457-S439	4	Subframe Bolts	
W520215-S440	2	Tie Rod Nuts	
W705606-S440	2	Front Stabilizer Bar Nut	
W500545-S439	2	Ball Joint Bolts	
W520214-S440	2	Ball Joint Nuts	
CCPZ-3B477-B	2	Front Halfshaft Wheel Hub Nuts	
BB5Z-4B422-C	1	Front Halfshaft Retainer Circlip	
W520102-S442	2	Halfshaft Retainer Strap Nuts	FWD Only
4S4Z-3N324-AA	1	Halfshaft Retaining Strap	FWD Only
W715618-S437	4	Torque Converter Nuts	

JM5Z-7N265-E	2	Transmission Pump Assembly Seals	
JM5Z-7N142-A	1	Chain Snubber Seal	
JM5Z-7N142-D	1	Chain Snubber Seal	
JM5Z-7N265-G	3	Transmission Pump Assembly Seals	
JM5Z-7G007-A	6	Solenoid Retainers	
W712658-S439	2	Solenoid Retainer Bolts	
JM5Z-7N473-C	1	Planetary Assembly	
JM5Z-7A248-E	1	Torque Converter Hub Seal	
JM5Z-7A098-A	1	Transmission Fluid Pump Filter	
JM5Z-7Z302-A	1	Transmission Pump Assembly Filter Grommet	
JM5Z-7B301-A	1	Transmission Filter	

Parts - Edge/Nautilus - AWD Vehicles

Service Part Number	Claim Quantity	Description
K2GZ-7275-B	1	RH Axle Circlip And O-ring
W719767-S439	2	Intermediate Shaft Mounting Bolts
K2GZ-7086-A	1	Intermediate Shaft Bearing O-Ring Seal
W719766-S900	5	PTU Bolts
W714265-S442	5	Catalytic Converter And Tailpipe Nuts
K2GZ-6L612-A	1	Upper Exhaust Gasket
F2GZ-4682-A	3	PTU Bolts And Retaining Straps
CV6Z-9450-E	1	Lower Exhaust Gasket
JM5Z-7H260-A	1	RH Halfshaft Seal

Parts - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Description	Note
W701350-S437	Only If Necessary (Up To 1)	Dowel Pins	
K2GZ-6758-H	Only If Necessary (Up To 1)	Vapor Tube	
K2GZ-6758-G	Only If Necessary (Up To 1)	Vapor Tube W/Sensor If Equipped	
JM5Z-7Z490-B	Only If Necessary (Up To 1)	Main Control Lower Plate	
JM5Z-7Z490-D	Only If Necessary (Up To 1)	Main Control Upper Plate	
W712458-S900	Only If Necessary (Up To 3)	Exhaust Studs	
JM5Z-7H274-A	Only If Necessary (Up To 1)	Accumulator Body Seal	
JM5Z-7D308-A	Only If Necessary (Up To 2)	Accumulator Body Seal O-Ring	
JM5Z-7G091-A	Only If Necessary (Up To 1)	Stator Support Seal	
JM5Z-7J135-A	Only If Necessary (Up To 4)	Main Control Valve Body Case Seals	
K2GZ-7H469-D	Only If Necessary (Up To 1)	PTU Seal Kit	AWD Only

Parts - Chemicals and Lubricants

Service Part Number	Claim Quantity	Description	Note
XY-75W85-QL	As Needed	Motorcraft® SAE 75W-85 Premium Synthetic Hypoid Gear Lubricant	AWD Only

VC-13-G	As Needed	Motorcraft® Yellow Concentrated Antifreeze/Coolant	All Markets Except Canada
CVC-13-G	As Needed	Motorcraft® Yellow Concentrated Antifreeze/Coolant	Canada Only
VC-13DL-G	As Needed	Motorcraft® Yellow Prediluted Antifreeze/Coolant	All Markets Except Canada
CVC-13DL-G	As Needed	Motorcraft® Yellow Prediluted Antifreeze/Coolant	Canada Only
XT-12-QULV	As Needed	Motorcraft® MERCON® ULV Automatic Transmission Fluid	
XL-5-A	As Needed	Motorcraft® Multi-Purpose Grease Spray	
XG-3-A	As Needed	Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound	
PM-4-A	As Needed	Motorcraft® Brake Parts Cleaner - Low VOC Compliant Formula	All Markets Except Canada
PM-4-B	As Needed	Motorcraft® Metal Brake Parts Cleaner - Not Compliant With Low Volatile Organic Compound Requirements	All Markets Except Canada
CPM-4-A	As Needed	Motorcraft® Brake Parts Cleaner - VOC Compliant	Canada Only
XL-2	As Needed	Motorcraft® High Temperature Nickel Anti-Seize Lubricant	
TA-29	As Needed	Motorcraft® Ultra Silicone Sealant	
ZC-37-A	As Needed	Motorcraft® Wheel and Tire Cleaner	

NOTE: All other parts instructed by the WSM to inspect and replace as necessary should be claimed outside of this article.

Claim Quantity refers to the total number of individual pieces required to repair the vehicle. This may differ from the number of service part number packages due to the 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
2019-2024: Edge AWD: Retrieve DTCs, Replace The Output Planetary Carrier Assembly, Both Fluid Filters, Torque Converter And Seal. Includes time to Overhaul Main Control, R&I Transmission, And Reprogram The PCM (Can Be Claimed With Operations E, F, G H, J)	262341A	15.2 Hrs
2019-2024: Edge FWD: Retrieve DTCs, Replace The Output Planetary Carrier Assembly, Both Fluid Filters, Torque Converter And Seal. Includes time to Overhaul Main Control, R&I Transmission, And Reprogram The PCM (Can Be Claimed With Operations E, F, G H)	262341B	13.5 Hrs
2019-2023: Nautilus AWD: Retrieve DTCs, Replace The Output Planetary Carrier Assembly, Both Fluid Filters, Torque Converter And Seal. Includes time to Overhaul Main Control, R&I Transmission And Reprogram The PCM (Can Be Claimed With Operations E, F, G H, J)	262341C	15.1 Hrs
2019-2023: Nautilus FWD: Retrieve DTCs, Replace The Output Planetary Carrier Assembly, Both Fluid Filters, Torque Converter And Seal. Includes time to Overhaul Main Control, R&I Transmission And Reprogram The PCM (Can Be Claimed With Operations E, F, G H)	262341D	13.3 Hrs
Additional Time To Check And Adjust Front Toe (Can Be Claimed With Operations A, B, C, or D)	262341E	0.8 Hrs
Additional Time To Check And Adjust Front Toe If Equipped With Active/Adaptive Steering (Can Be Claimed With Operations A, B, C, or D)	262341F	0.9 Hrs
Additional Time To Check And Adjust Front Toe If Equipped With Lane Departure (Can Be Claimed With Operations A, B, C, or D)	262341G	0.9 Hrs

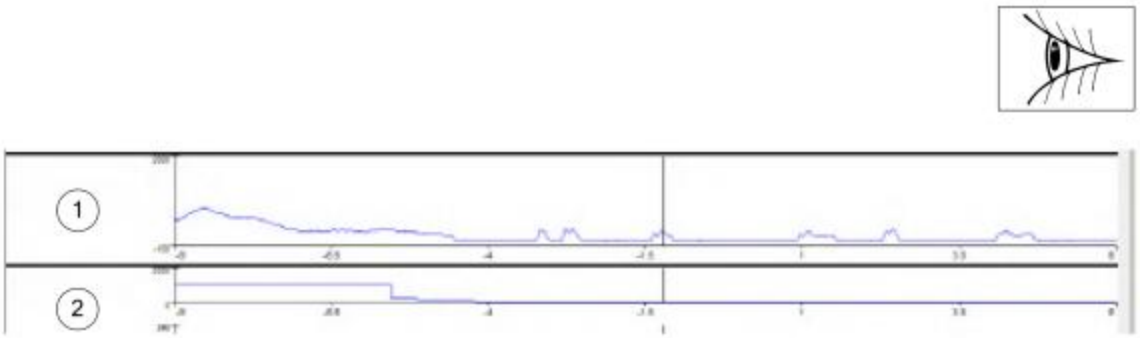
Additional Time To Check And Adjust Front Toe If Equipped With Active/Adaptive Steering and Lane Departure (Can Be Claimed With Operations A, B, C, or D)	262341H	1.0 Hrs
Additional Time If Equipped With Power Transfer Unit Oil-to-Coolant Cooler (Can Be Claimed With Operations A Or C)	262341J	0.2 Hrs

Repair/Claim Coding

Causal Part:	7N473
Condition Code:	42

Service Procedure

Figure 1 - IDS/FDRS - Shudder event reading



E453553

Item	Description
1	TC_SLIPACT
2	TC_SLIPDSD

1. Remove the transmission. Refer to the WSM, Section 307-01A > Removal.

2. Remove and discard the torque converter. Refer to the WSM, Section 307-01A > Overhaul.

- Special Service Tool: 307-091 Handle Torque Converter.

3. Remove the main control valve body. Refer to the WSM, Section 307-01A

4. Disassemble the transmission only far enough to access the output planetary carrier assembly. Refer to the WSM, Section 307-01A > Overhaul, for Edge vehicles perform Steps 38-70, for Nautilus vehicles perform Steps 34-66.

NOTE: The transmission range sensor removal is not required for this procedure.

5. Remove and discard the output planetary carrier assembly.

6. Remove and discard both internal transmission fluid filters and the torque converter hub seal. Refer to the WSM, Section 307-01A> Overhaul, for Edge vehicles perform Steps 95, 99, 100 thru 108, and 111, for Nautilus vehicles perform Steps 91, 95-104, and 107.

7. Install the new output planetary carrier assembly.

8. Reverse the removal procedure to reassemble the transmission.

- Special Service Tool: 307-764 Installer/Sizer, Stator Teflon Seal

9. Overhaul and thoroughly clean the main control valve body. Refer to the WSM, Section 307-01 > Overhaul > Main Control.

10. Reinstall the main control valve body. Refer to the WSM, Section 307-01A.

11. Install a new torque converter hub seal. Refer to the WSM, Section 307-01A > Overhaul, for Edge vehicles perform Steps 153-156, for Nautilus vehicles perform Steps 150-155.

- Special Service Tools: 307-760 Installer Converter Seal, 307-758 Installer Axle Seal, 205-199 Installer Spindle /Axle Shaft.

12. Install a new torque converter. Refer to the WSM, Section 307-01A > Overhaul, for Edge vehicles perform Step 343, for Nautilus vehicles perform Step 333.

- Special Service Tools: 307-091 Handle Torque Converter, 307-566 Retainer Torque Converter

13. Reinstall the transmission. Refer to the WSM, Section 307-01A > Installation.

14. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool if available.

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.

Change Log

Bulletin version	Version 3
Change log	Published 22-Jul-2026
	Reissued 17-Sep-2026 - For part number JM5Z-7J135-A, changed the quantity to allow up to 4 and updated the part description.
	Reissued 29-Oct-2026 - In step 4, changed "Steps 36-68" to "for Edge vehicles perform Steps 38-70, for Nautilus vehicles perform Steps 34-66". In step 6, changed "Steps 95, 102, 104 and 109" to "for Edge vehicles perform Steps 95, 99, 100 thru 108, and 111, for Nautilus vehicles perform Steps 91, 95-104, and 107". In step 11, changed "153-154" to "for Edge vehicles perform Steps 153-156, for Nautilus vehicles perform Steps 150-155" and added "307-758 Installer Axle Seal". In step 12, added "for Edge vehicles perform Step 343, for Nautilus vehicles perform Step 333". Moved "307-764 Installer/Sizer, Stator Teflon Seal" from step 12 to step 8.

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