



TECHNICAL SERVICE BULLETIN

Illuminated MIL With DTC P0767 And Intermittent/Permanent No Reverse Engagement

26-2270

02 June 2026

This bulletin supersedes 26-2140. Reason for update: update the Parts list to correct the part description of the part number JM5Z-7N473-C, correct the part number XY-75W85QL to XY-75W85-QL and add a description note "Transfer Case Fluid, All markets", and update the Service Procedure (Steps 5, 7 and 8) to correct the WSM procedure steps.

Model:

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

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:

- Intermittent or permanent no reverse engagement.
- Illuminated MIL with DTC P0767 stored in the PCM.

In addition to the required conditions, the vehicle may also exhibit a harsh reverse engagement, DTC P0766 and/or P2703. 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 - All Vehicles - Required Parts

Service Part Number	Claim Quantity	Description	Note
JM5Z-7P030-C	1	Selectable One Way Clutch	
JM5Z-1S177-A	1	Axle Seal	
W712961-S450B	1	Steering Shaft Coupler Bolt	
JX6Z-3D677-B	1	Steering Shaft Seal	
W716457-S439	4	Sub Frame Bolts	
W520215-S440	2	Tie Rod Nuts	
W705606-S440	2	Front Stabilizer Bar Nut	
W500545-S439	2	Lower Ball Joint Pinch Bolt	
W520214-S440	2	Lower Ball Joint Pinch Nut	
CCPZ-3B477-B	2	Front Halfshaft Wheel Hub Nut	
BB5Z-4B422-C	1	Halfshaft Retaining Circlip	
W520102-S442	2	Half Shaft Retainer Strap Nuts	
4S4Z-3N324-AA	2	Half Shaft Retaining Strap	
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 Clamp Bolts	
JM5Z-7N473-C	1	Output Planetary Carrier Assembly	
JM5Z-7A248-E	1	Converter Hub Seal	
XT-12-QULV	As Needed	Motorcraft® MERCON® ULV Automatic Transmission Fluid	All Markets
ZC-37-A	As Needed	Motorcraft® Wheel and Tire Cleaner	All Markets
XL-5	As Needed	Motorcraft® Multi-Purpose Grease Spray	All Markets
XG-3-A	As Needed	Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound	All Markets
PM-4-A	As Needed	Motorcraft® Brake Parts Cleaner - VOC Compliant	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	All Markets
TA-29	As Needed	Motorcraft® Ultra Silicone Sealant	All Markets
TA-26	As Needed	Motorcraft® Threadlock 262	All Markets
XL-5-A	As Needed	Motorcraft® Multi-Purpose Grease Spray	All Markets
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

Parts - All Vehicles - Additional Parts For AWD Vehicles

Service Part Number	Claim Quantity	Description	Note
W790063-S900	1	Driveshaft to PTU Bolts And Retaining Straps	Includes: 3 Retaining Straps and 3 Bolts
K2GZ-7275-B	1	RH Intermediate Shaft Kit (Kit contains: 1 circlip and 1 seal o ring)	
W719767-S439	2	PTU Intermediate Shaft Bolts	
K2GZ-7086-A	1	PTU Intermediate Shaft Seal-O-Ring	
W719766-S900	5	PTU Bolts	
K2GZ-7H469-D	1	Actuator To PTU Seal Kit	
W714265-S442	5	Muffler and Tailpipe /Catalytic Converter Flange Nuts	
K2GZ-6L612-A	1	Exhaust Gasket (3 Hole Mount)	
F2GZ-4682-A	3	Drive Shaft Bolts And Retaining Straps	Part Number Includes: 1 Retaining Strap and 2 Bolts
CV6Z-9450-E	1	Exhaust Gasket	
JM5Z-7H260-A	1	RH Halfshaft Seal	
XY-75W85-QL	As Needed	Motorcraft® SAE 75W-85 Premium Synthetic Hypoid Gear Lubricant	Transfer Case Fluid, All Markets

Parts - All Vehicles - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Description
W701350-S437	Only If Necessary (Up To 1)	Dowel Pins
K2GZ-6758-H	Only If Necessary (Up To 1)	Crankcase Vapor Tube
K2GZ-6758-G	Only If Necessary (Up To 1)	Crankcase Vapor Tube With Sensor Included (If Equipped)
JM5Z-7F396-A	Only If Necessary (Up To 1)	Main Control Cover Gasket
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)	Catalytic Converter Studs
JM5Z-7F228-A	Only If Necessary (Up To 1)	Clutch-Inner Seal
JM5Z-7A548-F	Only If Necessary (Up To 1)	Clutch-Outer Seal
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-Rings

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
2023-2024 Edge FWD 8F35 Transmission: Retrieve DTCs, Replace The SOWC Includes Time To Remove And Install Transmission	262270A	14.1 Hrs
2023-2024 Edge 4WD 8F35 Transmission: Retrieve DTCs, Replace The SOWC Includes Time To Remove And Install Transmission	262270B	15.7 Hrs
2023 Nautilus FWD 8F35 Transmission: Retrieve DTCs, Replace The SOWC Includes Time To Remove And Install Transmission	262270C	13.9 Hrs
2023 Nautilus 4WD 8F35 Transmission: Retrieve DTCs, Replace The SOWC Includes Time To Remove And Install Transmission	262270D	15.6 Hrs
Additional Time To Check And Adjust Front Toe (Can Be Claimed With Operations A, B, C, D)	262270E	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, D)	262270F	0.9 Hrs
Additional Time To Check And Adjust Front Toe If Equipped With Lane Departure (Can Be Claimed With Operations A, B, C, D)	262270G	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, D)	262270H	1.0 Hrs
Additional Time If Equipped With Power Transfer Unit Oil-To-Coolant Cooler (Can Be Claimed With Operations B And D)	262270J	0.2 Hrs

Repair/Claim Coding

Causal Part:	7P030
Condition Code:	69

Service Procedure

1. Remove the transmission. Refer to the WSM, Section 307-01A Automatic Transmission - 8-Speed Automatic Transmission - 8F35 > Removal > Transmission.
 2. Using the special tools, secure the transmission to the bench mounted fixture.
 - Use Special Service Tool: 307-769 Fixture, Bench Mount.
 - Use Special Service Tool: 307-003 (T57L-500-B) Holding Fixture, Transmission.
 3. Using the special tool, remove the torque converter.
 - Use Special Service Tool: 307-091 Handle, Torque Converter.
 4. Remove the main control valve body. Refer to the WSM, Section 307-01A Automatic Transmission - 8-Speed Automatic Transmission - 8F35 > Removal and Installation > Main Control Valve Body.
 5. Disassemble the transmission far enough to access the SOWC and output planetary carrier assembly. Refer to the WSM, Section 307-01A Automatic Transmission - 8-Speed Automatic Transmission - 8F35 > Overhaul > Transmission and perform Steps 38-69.
 6. Remove the SOWC and disassemble the A-clutch. Refer to the WSM, Section 307-01A Automatic Transmission - 8-Speed Automatic Transmission - 8F35 > Overhaul > Transmission.
 7. Remove and discard the SOWC portion and the output planetary carrier assembly. Refer to the WSM, Section 307-01A Automatic Transmission - 8-Speed Automatic Transmission - 8F35 > Overhaul > Transmission and perform Steps 167-185.
 8. Assemble the new SOWC with the A-clutch components. Refer to the WSM, Section 307-01A Automatic Transmission - 8-Speed Automatic Transmission - 8F35 > Overhaul > Transmission and perform Steps 177-183.
- NOTE: A-clutch seals can be reused unless damaged.**
9. Install the new output planetary carrier assembly and SOWC.
 10. Reverse the procedure to reassemble the transmission.
 11. Overhaul the main control valve body. Refer to the WSM, Section 307-01A Automatic Transmission - 8-Speed Automatic Transmission - 8F35 > Overhaul > Main Control Valve Body.
 12. Reinstall the main control valve body. Refer to the WSM, Section 307-01A Automatic Transmission - 8-Speed Automatic Transmission - 8F35 > Removal and Installation > Main Control Valve Body.
 13. Reinstall the transmission. Refer to the WSM, Section 307-01A Automatic Transmission - 8-Speed Automatic Transmission - 8F35 > Installation > Transmission.
 14. Refill the transmission to the correct fluid level. Refer to the WSM, 307-01A Automatic Transmission - 8-Speed Automatic Transmission - 8F35 > General Procedures > Transmission Fluid Drain and Refill.

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