



SSM 54751 2024-2026 Nautilus Non-Hybrid - 28 Radio Speakers, 2025-2026 Navigator - No Audio/Sound, No DSP Communication

Some 2024-2026 Nautilus non-hybrid vehicles equipped with 28 radio speakers (minor feature code IDBBN) and 2025-2026 Navigator vehicles may exhibit a no audio/sound condition with no communication with the audio digital signal processing (DSP) module and diagnostic trouble code (DTC) U0238 stored in the audio control module (ACM). Remove the DSP fuse from the battery junction box (BCMC) F138 for Nautilus, (BJB) F5 for Navigator. Inspect the fuse for an open and ensure the fuse has proper blade contact. After one minute, reinstall the good fuse. If the concern is still present or a fuse concern is found, continue with normal diagnostics in Workshop Manual (WSM), Section 415-00 Information and Entertainment System > General Information > Diagnosis and Testing. If communication has been re-established with the DSP module, engineering is currently working on a solution for this condition that is expected by Q2 2026. Replacement or reprogramming of the DSP will not resolve this condition. Monitor Professional Technician System (PTS) for additional information and schedule service appointments for customers once the repair becomes available. For claiming, use causal part 18B849 and labor operation 14526A.

To confirm a vehicle is built with a certain minor feature code, review the build information by double-clicking the vehicle identification number (VIN) in the upper left corner in PTS.

If the vehicle exhibits this concern, submit a Vehicle Concern Report. To submit a report, click on the "Submit Global Concern Report (GCR)" link at the upper right of the PTS Vehicle ID screen (VIN required) and fill out the form. Do not use the "Report A Problem" link to submit a report for this condition.