



SSM 54878 2024-2026 Nautilus Non-Hybrid Equipped With 28 Radio Speakers, 2025-2026 Aviator Equipped With 28 Radio Speakers, 2025-2026 Navigator - No Audio/Sound With No DSP Communication - Built On Or Before 23-Mar-2026

Some 2024-2026 Nautilus non-hybrid and 2025-2026 Aviator 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 module (DSP) with U0238 stored in the audio control module (ACM). This may be due to the DSP. To determine if the DSP is the root cause, remove the DSP fuse from the battery junction box (BCMC fuse F40 for Aviator, BCMC fuse F138 for Nautilus, BJB fuse F5 for Navigator). Inspect the fuse for an open and make sure 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, refer to Workshop Manual (WSM), Section 415-00 for normal diagnostics. If communication has been re-established with the DSP, install a new DSP ordered from Ford Component Sales using the On-Line 1878 form to correct this condition. Refer to Workshop Manual (WSM), Section 415-00. For claiming, use causal part 18B849 and labor operations 12651D and 12651D13.

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 the Professional Technician System (PTS).