



TECHNICAL SERVICE BULLETIN

No Audio/Sound And/Or Replacement DSP Will Not Program

25-2275

23 June 2025

Model:

Lincoln 2024-2025 Nautilus	Built on or before 24-Mar-2025 24-Channel Audio Digital Signal Processing Module (DSP)
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Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit no audio/sound and/or replacement DSP PMI that does not complete. This may be due to the software in the DSP.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to reprogram or replace the DSP.

Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
R2TZ-18B849-M	Only If Necessary (Up To 1)	Only If Necessary (Up To 1)	1	24-Channel Digital Audio Signal Processing Module (DSP)

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.

Only If Necessary indicates the part is not mandatory. Refer to the Service Procedure to determine the inspection/inclusion criteria.

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2024-2025 Nautilus: Verify Feature Code, Software Level And Replace The DSP (Do Not Use With Any Other Labor Operations)	252275A	0.8 Hrs.
2024-2025 Nautilus: Verify Feature Code, Software Level Includes Time To Verify Module Communication, PMI Or Reprogram As Required (Do Not Use With Any Other Labor Operations)	252275B	0.4 Hrs.
2024-2025 Nautilus: Verify Feature Code, Software Level Includes Time To Verify Module Communication, Remove Inspect And Reinstall Fuse And PMI Or Reprogram As Required (Do Not Use With Any Other Labor Operations)	252274C	0.4 Hrs.

Repair/Claim Coding

Causal Part:	18B849
Condition Code:	04

Service Procedure

1. Review the vehicle build information by double-clicking the VIN in the upper left corner in the PTS. Was the vehicle built with minor feature code IDBBN?
 - (1). Yes - proceed to Step 2.
 - (2). No - this article does not apply. For further diagnostics, refer to WSM, Section 415-00 > Diagnosis and Testing.
2. Review the vehicle software information by selecting the Diagnostics tab > Vehicle Software in PTS. Does the DSP currently show software part no. RC5T-14C589-BN or RC5T-14C589-BP?
 - (1). Yes - install a new DSP. Refer to WSM, Section 415-00 > Removal and Installation. Repair is complete.
 - (2). No - proceed to Step 3.
3. Using the latest version of the FDRS scan tool, perform a network test. Does the DSP communicate with the scan tool?
 - (1). Yes - proceed to Step 5.
 - (2). No - proceed to Step 4.
4. Remove the DSP fuse F138 from the BCMC, inspect the fuse for an open, and make sure the fuse has proper blade contact. After one minute, reinstall the good fuse. Does the DSP now communicate with the scan tool?
 - (1). Yes - proceed to Step 5.
 - (2). No - this article does not apply. Refer to WSM, Section 418-00A > Diagnosis and Testing.
5. Has the DSP previously been replaced?
 - (1). Yes - attempt PMI on the DSP again using the latest version of FDRS.
 - (2). No - reprogram the DSP using the latest version of FDRS.

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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.