



TECHNICAL SERVICE BULLETIN

Instrument Panel Upper Section Speaker Grille Is Lifting, Warped, Or Not Seated Flush With The Instrument Panel

25-2417

29 August
2025

This bulletin supersedes 25-2345. Reason for update: update the causal part.

Model:

Lincoln 2019-2024 Navigator

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit an instrument panel upper section speaker grille that is lifted, warped, or not seated flush with the instrument panel. This may be due to upper section speaker grille clips that are not seating.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to replace the speaker grille clips.

Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W717977-S300	5	2	4	Speaker Trim Clip

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.

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
2019-2024 Navigator: Replace The Clips On The Instrument Panel Speaker Grille (Do Not Use With Any Other Labor Operations)	252417A	0.3 Hrs.,

Repair/Claim Coding

Causal Part:	18978
Condition Code:	07

Service Procedure

1. Remove the instrument panel speaker grille. Refer to WSM, Section 501-12 Instrument Panel and Console > Instrument Panel Upper Section > Removal and Installation, Step 13.
2. Replace the clips on the instrument panel speaker grille with the new clips. (Figure 1)

Figure 1



E457532

3. Reinstall the speaker grille. Refer to W.S.M., Section 501-12 Instrument Panel and Console > Instrument Panel Upper Section > Removal and Installation.

© 2025 Ford Motor Company
All rights reserved.

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.