



SSM 54430 2025 Navigator, 2025-2026 Aviator - 28 Radio Speakers - No Audio/Sound, No DSP Communication

Some 2025 Navigator and 2025-2026 Aviator vehicles equipped with 28 radio speakers (minor feature code IDBBN) may exhibit a no audio/sound condition with no communication with the audio digital signal processing (DSP) module. This may be due to the software in the DSP. To determine if it is a software concern, remove the DSP fuse from the battery junction box (BCMC) (F40 for Aviator or 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 Workshop Manual (WSM) diagnostics, 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 the Professional Technician System (PTS).