

SSM 54796

Lincoln Navigator – MY 2025 - 2026

Some 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). This may be due to a concern with the DSP module. To determine if the DSP module is the root cause, remove the DSP module fuse from the battery junction box (battery junction box "YBJB" fuse F5). 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, install a new DSP module ordered from Ford Component Sales using the On-line 1878 form to correct this condition. Refer to Workshop Manual (WSM), Section 415-00 > Removal and Installation > Audio Digital Signal Processing (DSP) Module. For claiming, use causal part 18B849 and labor operations