

# SAFETY RECALL



## CAMPAIGN BULLETIN

### In-Vehicle Infotainment (IVI) System and Around View Monitor (AVM) Reprogram Voluntary Recall Campaign

Reference: R24B4, R24C2

Date: November 13, 2024

**Attention: Retailer Principal, Sales, Parts and Service Managers**

**IMPORTANT:** It is a violation of Federal law for retailers to sell or deliver new vehicles in their inventory covered by this notification until the campaign's remedy action is performed.

#### REVISION 3

Please discard earlier versions of this bulletin.

The announcement from November 12, 2024 has been revised to include the following updates:

- Effective immediately, INFINITI is closing Campaign ID R24B5 (AVM Reprogram):
  - All VINs from Campaign ID R24B5 are being moved to Campaign ID R24C2
  - All customers that had the AVM reprogram completed under R24B5 will need to have the remedy for R24C2 completed as well
  - Campaign ID R24B4 (IVI Reprogram) is unchanged and remains open
- ITB24-013 (AVM Reprogram) will be sunset (effective 11/15/2024) and replaced by ITB24-015
  - Use ITB24-015 to remedy any vehicles affected by R24C2

#### (NEW) R24C2 – Around View Monitor (AVM) Reprogram

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2025 QX80 (Z63)	5,176	2,735	November 13, 2024	<b>YES</b>

#### R24B4 – In-Vehicle Infotainment (IVI) System Reprogram

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2025 QX80 (Z63)	3,190	See DBS	October 4, 2024	<b>YES</b>

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

INFINITI is committed to the safety and security of our clients and their passengers. INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it is expanding the voluntary Safety Recall Campaign population for Around View Monitor (AVM) Reprogram to include additional model year 2025 INFINITI QX80 vehicles identified in Service Comm and DBS National Service History.

A potential communication concern between the In-Vehicle Infotainment (IVI) system and the Center Information Display (CID) may result in the display screen going blank when the vehicle is shifted into "Reverse". This condition would not be compliant with FMVSS 111 S.5.5 "Rear Visibility".

Additionally, software logic errors may occur during vehicle cold start that could result in an internal initialization failure causing no rearview image when the vehicle is shifted into "Reverse". This condition would not be compliant with FMVSS 111 S.5.5 "Rear Visibility".

For **R24B4** retailers will reprogram the vehicle's IVI system. For **R24C2** retailers will reprogram the vehicle's Around View Monitor (AVM) system using a new software update version that will remedy both potential software logic errors. Vehicles that already received the remedy for **R24B5** will need to have the remedy completed for **R24C2** as well.

**\*\*\*\*\* What Retailers Should Do \*\*\*\*\***

1. Verify if vehicles are affected by these Voluntary Recall Campaigns using Service Comm or DBS National Service History – Open Campaign I.D. **R24B4 and R24C2**
  - Refer to IPSB15-286 for additional information.
2. Retailers **must not sell, lease, trade, rent or loan** any vehicles in retailer inventory affected by these recall campaigns until after the vehicle has been remedied.
3. If a retailed vehicle affected by these Campaign ID's visits the retailer for service, the retailer should use **ITB24-012** to remedy **R23B4** and **ITB24-015** to remedy **R24C2**.
4. Do not submit claims for R24C2 until November 15, 2024, when the warranty claims system set up will be complete.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

Parts	The remedy involves reprogramming by ASIST downloader tool and USB-C for IVI reprogram and CONSULT IV for AVM reprogram. No parts are required.
Special Tools	<ul style="list-style-type: none"> <li>• <b>USB-C (Must be 32GB only – no other sizes) – Immediate order required for vehicle repairs needing IVI reprogramming.</b> <ul style="list-style-type: none"> <li>➢ <b>INFINITI recommends</b> the SanDisk 32GB Ultra Dual Drive model: SDDDC2-032G-G46. <ul style="list-style-type: none"> <li>▪ <u>Retailers can purchase the USB-C drives from any store; they do not have to be purchased through TechMate</u></li> </ul> </li> <li>➢ <b>INFINITI will provide</b> a one-time credit of <b>\$35</b> to the retailer's NVA to cover the cost of two (2) USB-C drives.</li> </ul> </li> <li>• <b>CONSULT IV</b></li> </ul>
Repair	<ul style="list-style-type: none"> <li>• <b>ITB24-012 for R24B4 (IVI)</b></li> <li>• <b>ITB24-015 for 24C2 (AVM)</b></li> </ul>
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in <b>November 2024</b> via U.S. Mail.

**\*\*\*\*\* Retailer Responsibility \*\*\*\*\***

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall campaign, which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this recall campaign was part of a retailer

trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

### Frequently Asked Questions (FAQ):

**Q:** Are these recalls?

A. Yes.

**Q:** Are these Stop Sales?

A. Yes.

**Q** What are the reasons for the recalls?

A. A potential communication concern between the In-Vehicle Infotainment (IVI) system and the Center Information Display (CID) may result in the display screen going blank when the vehicle is shifted into "Reverse". Additionally, software logic errors may occur during vehicle cold start that could result in an internal initialization failure causing no rearview image while the vehicle is shifted into "Reverse". Both issues would not be compliant with FMVSS 111 S.5.5 "Rear Visibility".

**Q** What is the possible effect of these conditions?

A The IVI concern is due to a potential Low Voltage Differential Signaling (LVDS) communication error that may occur resulting in poor or no video signal. The AVM concern arises from potential software logic errors during a vehicle cold start, causing an internal system initialization failure and a blank AVM image. If the rear-view image is not available, rearward visibility may be reduced, potentially increasing the risk of a crash.

**Q.** What will be the corrective actions?

A. To remedy each concern, retailers will reprogram the vehicle's IVI and AVM systems.

**Q** I had campaign R24B5 completed, do I still need to have campaign R24C2 completed?

A Yes. Retailers will reprogram the vehicle's Around View Monitor (AVM) system using a new software update version that will remedy both potential software logic errors.

**Q.** How long will the corrective actions take?

A. The remedy for both concerns, which is conducted at no charge to you for parts and labor, could take up to two (2.0) hours to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. When will vehicle owners be notified?**

A. INFINITI will begin notifying owners of all potentially affected vehicles in **November 2024** via U.S. Mail.

**Q. Is my vehicle safe to drive?**

A. If your vehicle is subject to these campaigns, you will receive an Owner Notification letter from INFINITI, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

**Q. Is there anything owners can do to mitigate this condition?**

A. No.

**Q. Are parts readily available?**

A. The remedy involves reprogramming by ASIST downloader tool and USB-C for IVI reprogram and CONSULT IV for AVM reprogram. No parts are required.

**Q. Is there any charge for the repair?**

A. No. The remedies will be performed for the client free of charge for parts and labor.

**Q. Will a courtesy vehicle be provided while the retailer is servicing the vehicle?**

A. INFINITI may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details. Rental is available, upon client request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required. Please refer to the Goodwill rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

**Q. Will I have to take my vehicle back to the selling retailer to have the service performed?**

A. No, any authorized INFINITI retailer is able to perform the recall campaigns.

**For Consumer Affairs:** Please inform us of the retailer where you would like to have the corrective action completed.

**Q. I have lost confidence in the vehicle. Will INFINITI replace or repurchase the vehicle?**

A. The remedies will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

**Q. What model year vehicles are involved?**

A. For R24B4 certain model year 2025 INFINITI QX80 vehicles manufactured from May 21, 2024 to September 19, 2024. For R24C2 certain model year 2025 INFINITI QX80 vehicles manufactured from April 16, 2024 to November 4, 2024.

**Q. Are you experiencing these conditions on any other INFINITI (or Nissan) models?**

A. We are experiencing the In-Vehicle Infotainment (IVI) system concern on certain model year 2024-2025 Nissan Rogue vehicles manufactured from December 18, 2023 to September 20, 2024.

**Revision History:**

Date	Announcement	Purpose
October 4, 2024	Voluntary Safety Recall Campaign	New Campaign Announcement
October 9, 2024	REVISION 1	FAQ section updated
November 12, 2024	REVISION 2	AVM software update on temporary hold
November 13, 2024	REVISION 3	Campaign ID R24B5 closed with VINs being moved to R24C2, ITB24-013 sunset, and a new ITB24-015 for R24C2 remedy