

# IMPORTANT SAFETY RECALL

## OWNER NOTIFICATION NOTIFICACIÓN PROPIETARIO

**NHTSA RECALL 24V-747**

This notice applies to your vehicle, [VIN].

Dear INFINITI QX80 Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. INFINITI has decided that certain Model Year 2025 INFINITI QX80 vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear Visibility". Our records indicate that you own or lease the INFINITI vehicle identified by the VIN on the inside of this notice.

### Reason for Recall Motivo del Retiro

The rearview camera image may not be displayed when your vehicle is in "Reverse" due to a potential software logic error in the Around View Monitor (AVM) control unit. This condition would not be compliant with FMVSS 111 S.5.5 "Rear Visibility". The loss of rearview image during a backing event may lead to the increased risk of a crash or injury to a person behind the vehicle.

### What INFINITI Will Do Qué Hará INFINITI

Your INFINITI retailer will reprogram your vehicle's AVM system with the latest software version released on November 14, 2024. The remedy, which is conducted at no charge to you for parts and labor, could take up to two (2) hours to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

### What You Should Do Qué Debes Hacer

If your vehicle's AVM system was not updated on or after November 14, 2024, you will need to return to your retailer to receive the latest software version to remedy your vehicle and fully correct this concern. Please contact your local INFINITI retailer by following the link below to schedule an appointment to have your vehicle remedied at your earliest convenience. For your convenience, bring this notice with you when you keep your service appointment.

Comuníquese con su distribuidor INFINITI enlace a continuación para programar una cita para que su vehículo reparado lo antes posible. Traiga este aviso con usted cuando asista a su cita de servicio.



For more information about the recall, please scan the code or visit <https://nna.secure.force.com/recall?camp=R24B4>.

Para obtener más información sobre el retiro (recall), por favor escanee el código o visite <https://nna.secure.force.com/recall?camp=R24B4>.

If the retailer fails to, or is unable to make the necessary repairs within a reasonable time or free of charge, you may contact the INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-662-6200.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you have moved or no longer own this vehicle, please fill out the enclosed change of information card.**

Thank you for your cooperation. We appreciate your INFINITI ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un INFINITI y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.