



I N F I N I T I

VOLUNTARY RECALL CAMPAIGN

Classification: DA24-010	Reference: ITB24-013	Date: October 3, 2024
-----------------------------	-------------------------	--------------------------

VOLUNTARY SAFETY RECALL CAMPAIGN 2025 QX80; AROUND VIEW MONITOR CONTROL UNIT REPROGRAMMING

CAMPAIGN ID #: R24B5
APPLIED VEHICLES: 2025 QX80 (Z63)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign on certain specific model year 2025 QX80 vehicles to inspect and if necessary, reprogram the Around View Monitor (AVM) control unit. This service will be performed at no charge to the client for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R24B5 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) clients and vehicles in a retailer's inventory. **Federal law requires that new vehicles in retailer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

SERVICE PROCEDURE

⚠ WARNING

To avoid the risk of death or serious personal injury when updating the software, park the vehicle in a secure, safe, well ventilated location that is open to the air and apply the parking brake. Do not allow children, pets or people needing assistance to stay in the vehicle during the software update.

IMPORTANT: Be sure the vehicle has a sufficient amount of fuel as the vehicle will need to idle for the duration of the 90 minute reprogram.

HINT: If the Wi-Fi connection is not sufficient or is unstable, the data may not download correctly during the reprogramming procedure.

1. Pull back on the parking brake switch to apply the parking brake (red indicator will illuminate when ON).

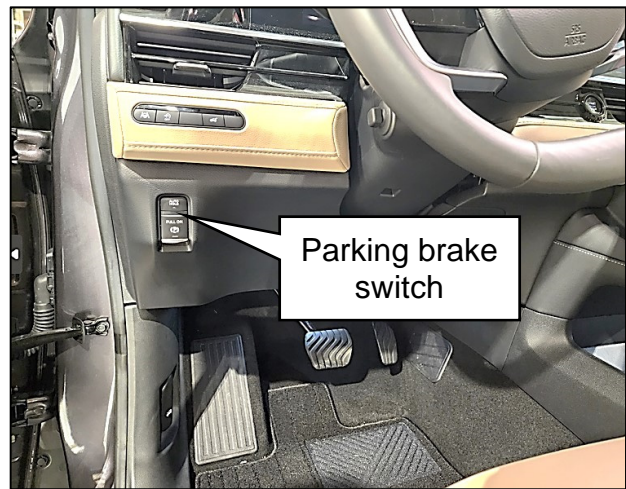


Figure 1

2. Connect the VI3 to the vehicle Data Link Connector (DLC).
 - Connect the provided USB cable to the VI3 and the CONSULT PC.

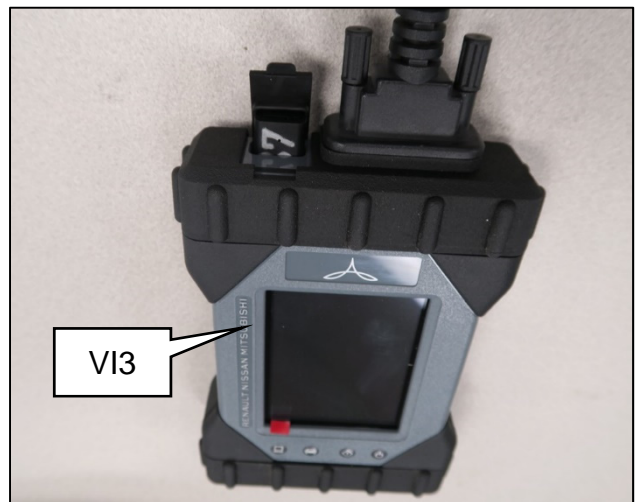


Figure 2

IMPORTANT: Be sure the vehicle has a sufficient amount of fuel as the vehicle will need to idle for the duration of the 90 minute reprogram.

3. Start the engine.
 - a. Depress the brake pedal.
 - b. Press the push-button ignition switch one (1) time.



Figure 3

4. Verify the headlamps and HVAC are OFF.
5. Verify the CONSULT PC is connected to the internet with a local WI-FI source or the provided MiFi hotpot.
6. If prompted, select **USA/CANADA Dealers** from the drop-down menu (Figure 4), and then select **OK** (not shown).

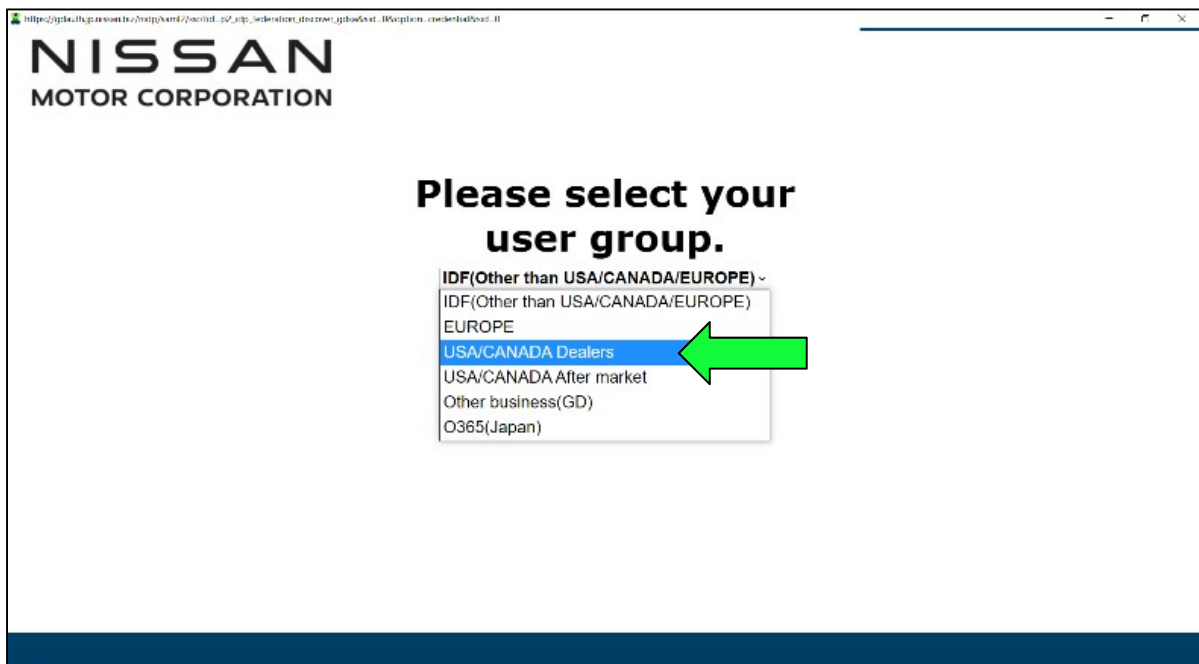


Figure 4

7. Login using your NNAnet credentials, and then select **Submit**.

IMPORTANT: If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close CONSULT 4, confirm the CONSULT PC is connected to Wi-Fi, and then reopen CONSULT 4.

8. Open CONSULT 4 on the CONSULT PC, and then login.

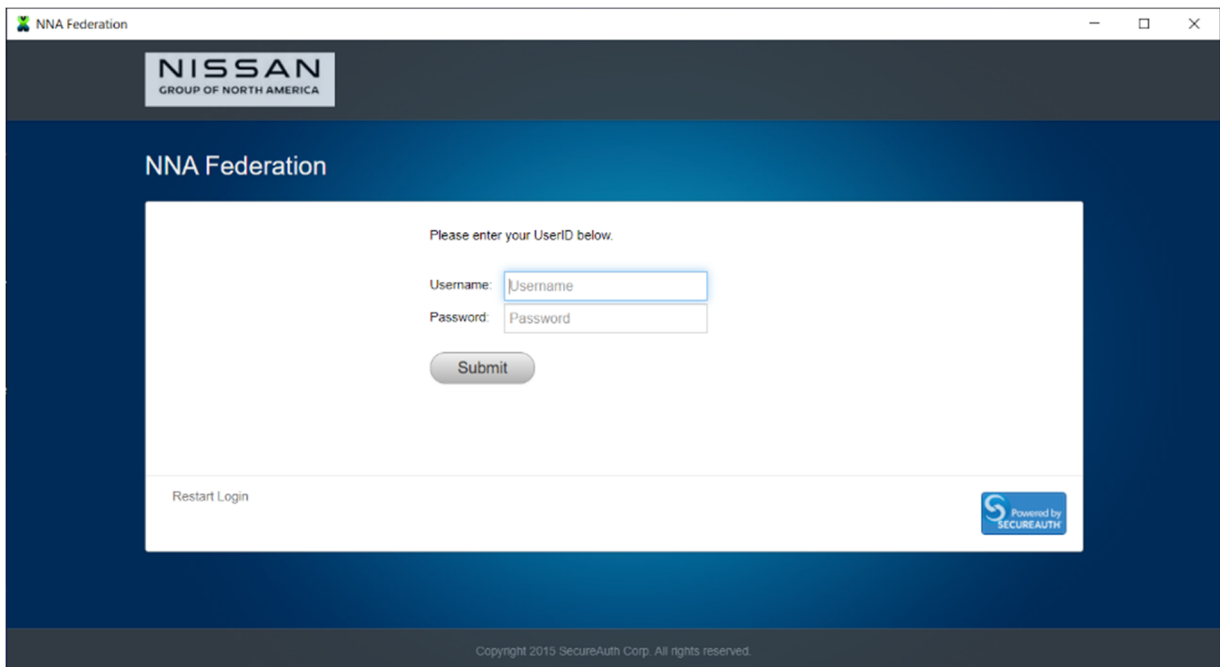


Figure 5

9. Allow CONSULT 4 to connect to the VI3, and the system call to complete.

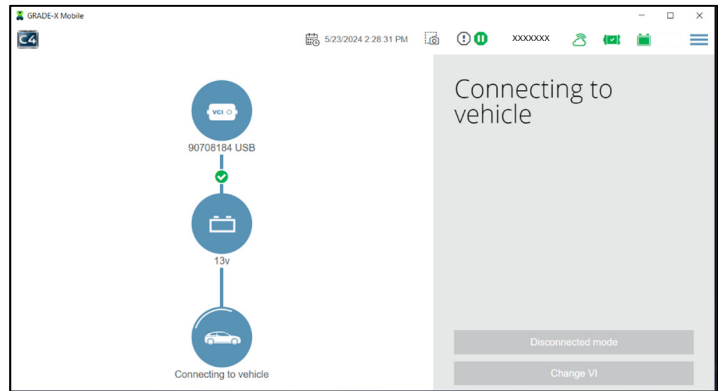


Figure 6

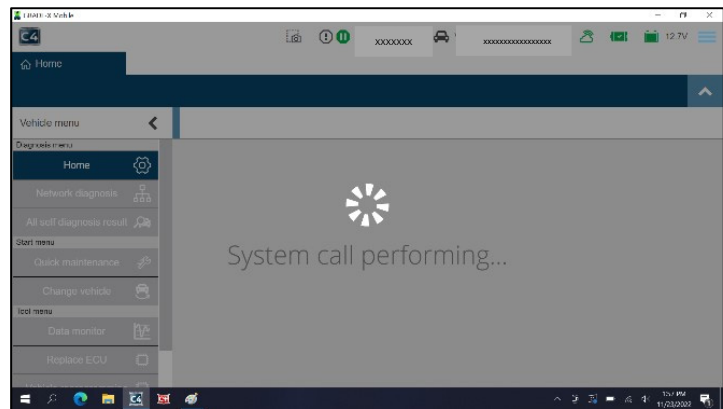


Figure 7

10. Locate and select **Vehicle reprogramming**.

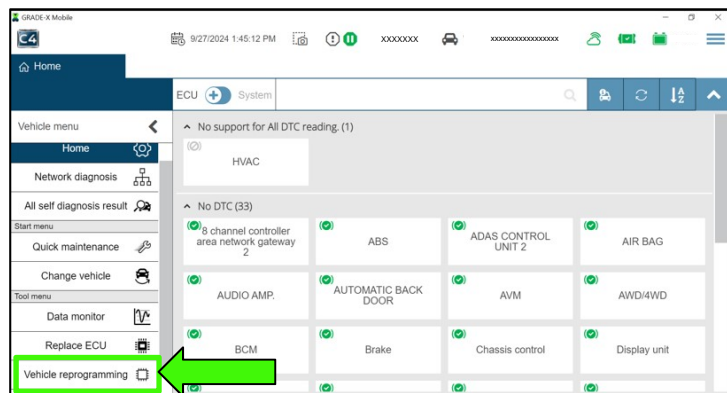


Figure 8

11. Allow CONSULT 4 to check for reprograms.

- This process may take several minutes.

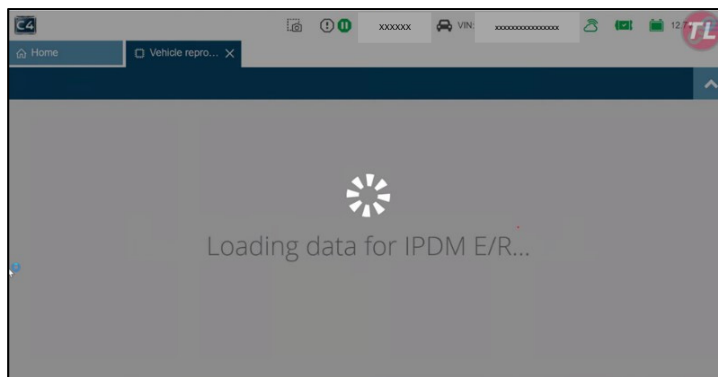


Figure 9

12. Scroll down to locate AVM, and select the Play icon.

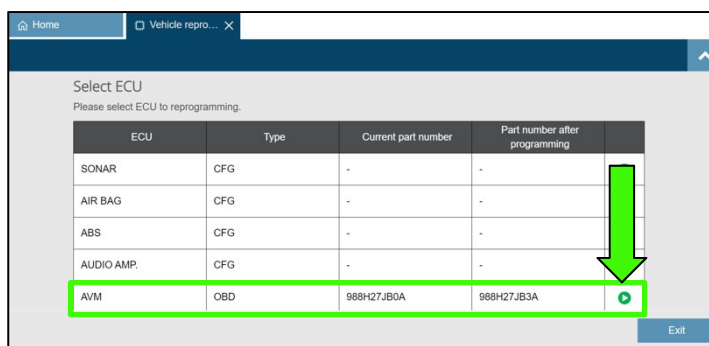


Figure 10

- If the AVM does NOT show a reprogram available, perform the following:
 - Select the Home tab.
 - Locate and select AVM.
 - Select ECU Information.
 - Compare the ECU part number with the part numbers listed in **Table A**.
 - If the current AVM part number does not match the part numbers listed in **Table A**, no further action is necessary.
 - If the current AVM part number does match one of the part numbers listed in **Table A**, continue to step 13 on page 7 for reprogramming.

Table A

ECU	CURRENT ECU PART NUMBER: 988H2-
AVM	7JB0A, 7JB0B

13. Select the "X" shown in Figure 11, and then select **Next** (Figure 12).
 - Do not enter anything into the **Vehicle information** box.

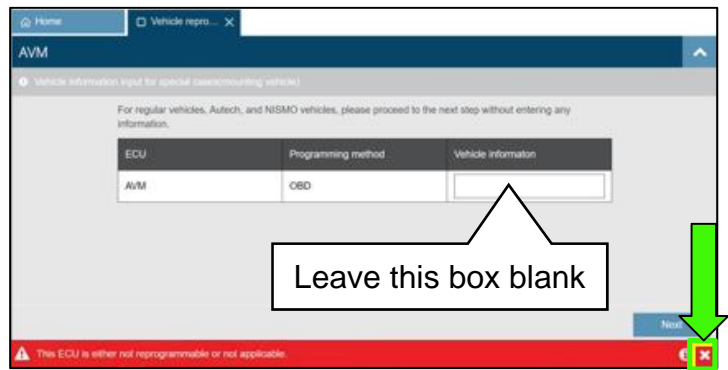


Figure 11

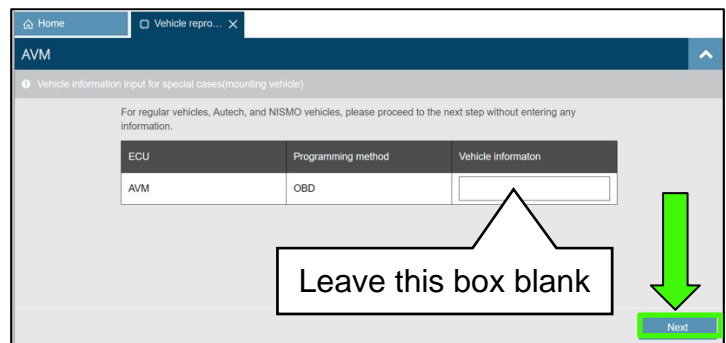


Figure 12

14. Verify the VIN is correct and select **Next** to download the software.

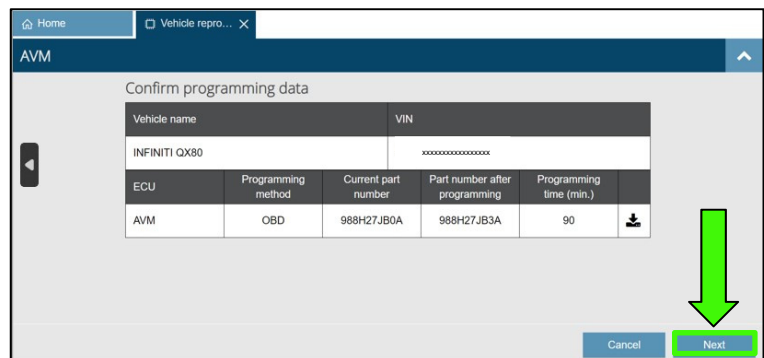


Figure 13

15. Once the software download has completed, select **Next**.

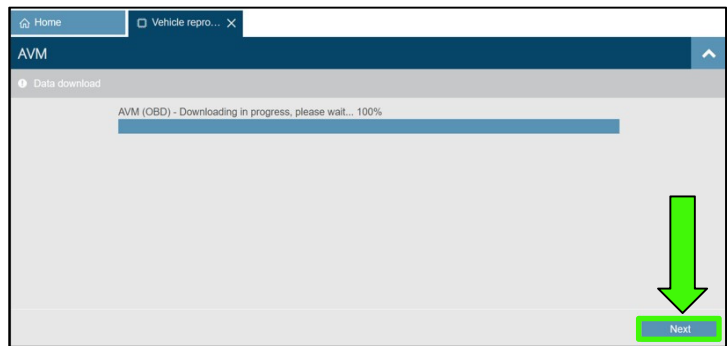


Figure 14

16. Verify the 12 volt battery is between 12.0-13.5 volts, and select **Next**.

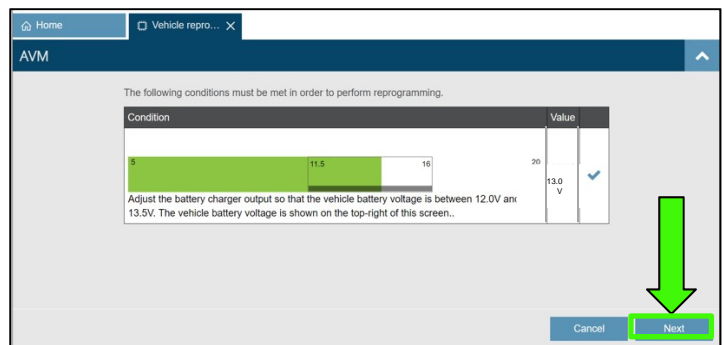


Figure 15

17. Once prompt appears asking to change to VCI mode, select **No**.

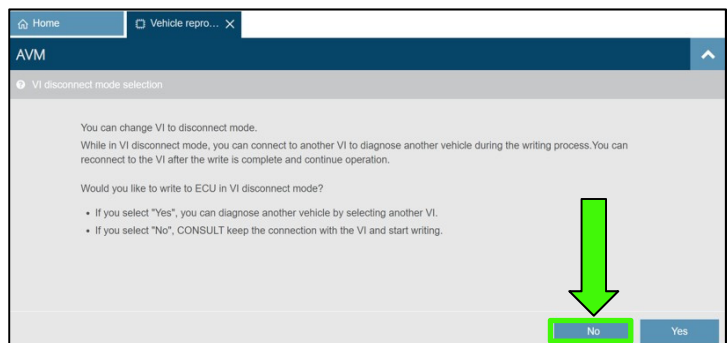


Figure 16

18. Allow the reprogram to complete.
- This process will take approximately 90 minutes.

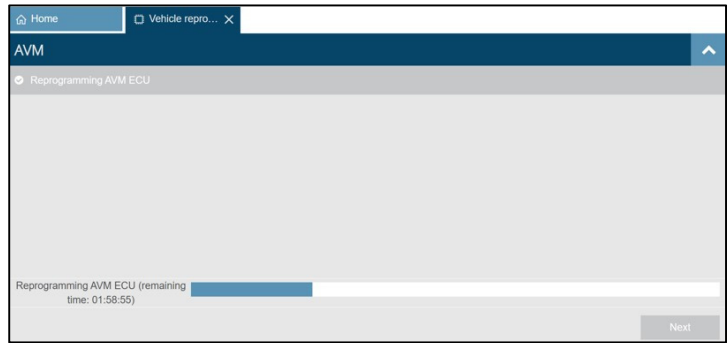


Figure 17

19. When the screen in Figure 18 is displayed, select **Start**.

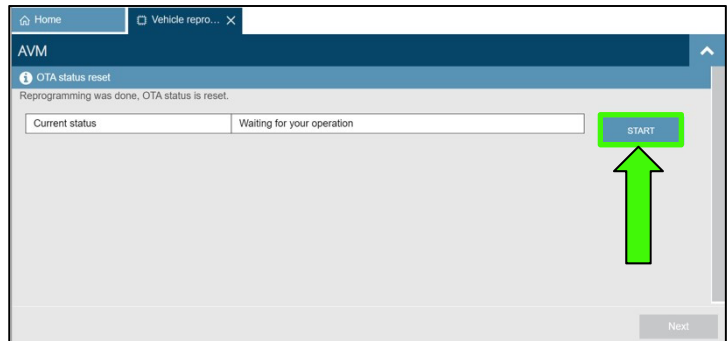


Figure 18

20. Confirm the **Current status** has changed to "Completed", and then select **Next**.

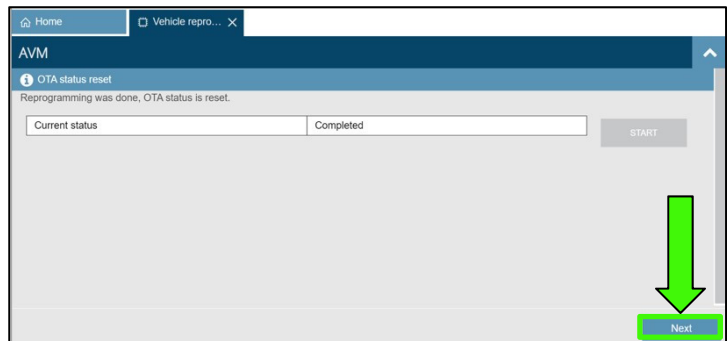


Figure 19

- Verify the **Current** (new) part number is different than the **Previous** part number, and then select **Complete**.

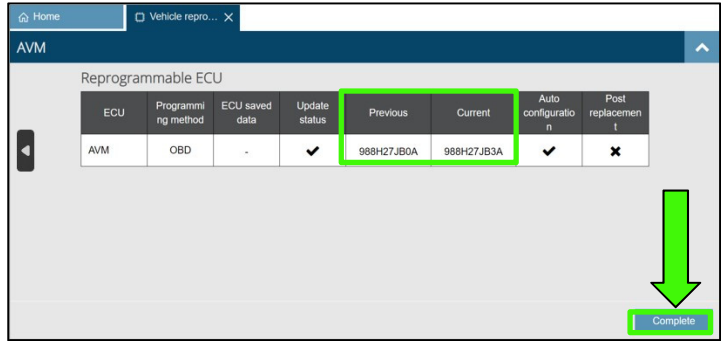


Figure 20

- Select **All self diagnosis result** and confirm if any DTCs are present.

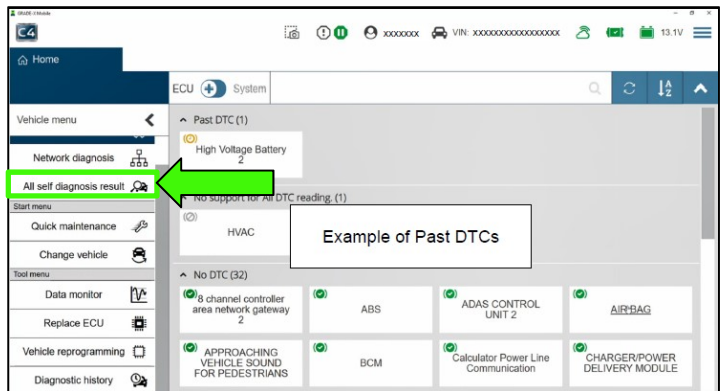


Figure 21

- If any DTCs are present, perform **Erase all DTC** as follows:
 - Select the **Erase DTC** icon, and select **Yes** to erase.

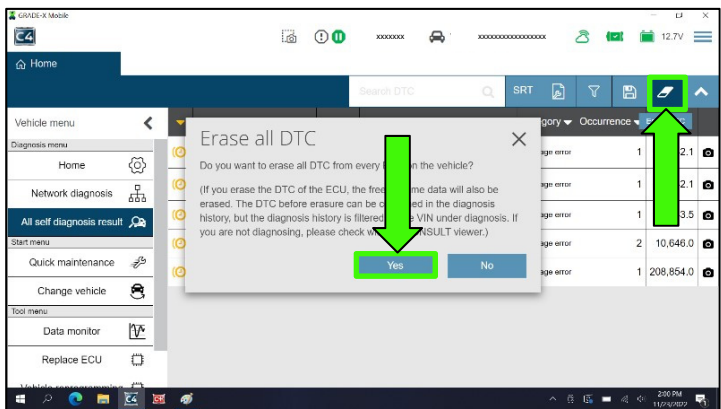


Figure 22

24. Verify all DTCs have erased.

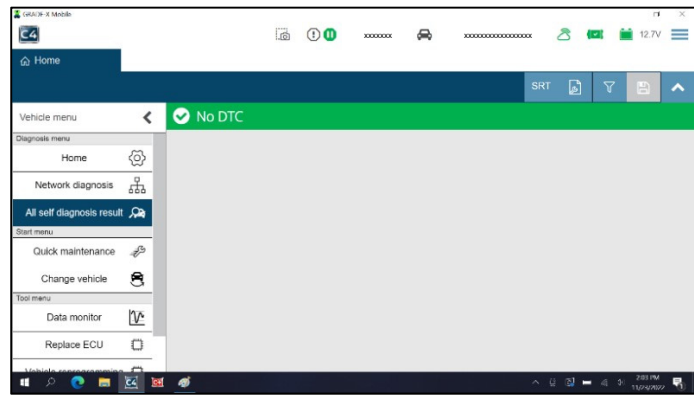


Figure 23

25. Close CONSULT 4 by selecting the "X" in the upper RH corner.

- a. Turn the vehicle OFF by pressing the push-button ignition switch one (1) time.
- b. Disconnect the VI3 from the DLC and remove it from the vehicle.

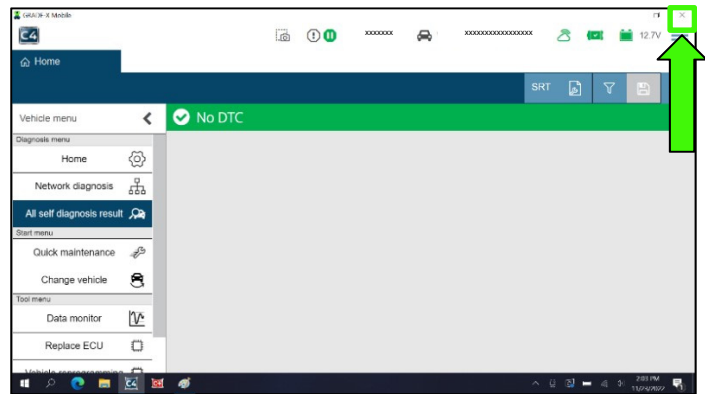


Figure 24

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R24B5	Reprogram AVM Control Unit	R24B50	0.5
	Reprogram Not Needed	R24B51	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 3, 2024	ITB24-013	Original bulletin published

