



I N F I N I T I

# VOLUNTARY RECALL CAMPAIGN

Classification: AN24-004	Reference: ITB24-012	Date: October 3, 2024
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## VOLUNTARY SAFETY RECALL CAMPAIGN 2025 QX80; AV CONTROL UNIT REPROGRAM

**CAMPAIGN ID #:** R24B4  
**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 reprogram the in-vehicle infotainment system (AV Control Unit). This service will be performed at no charge to the client for parts or labor.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number R24B4 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.

## REQUIRED SPECIAL TOOL(S)

### 32GB Dual Type-A/Type-C USB Drive

- This reprogram requires the use of a 32GB Dual Type-A/Type-C USB drive. The in-vehicle infotainment system will not recognize a 64GB USB drive.
- Per dealer announcement, obtain a 32GB Dual Type-A/Type-C USB drive through a local source.

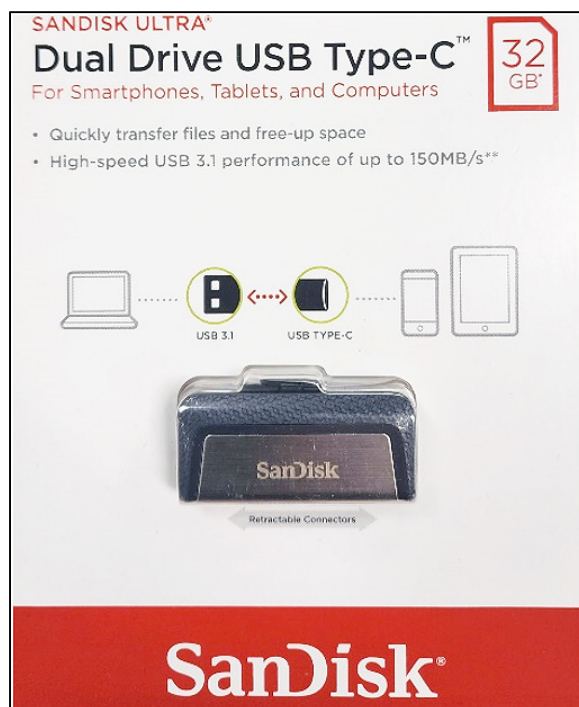


Figure 1

## SERVICE PROCEDURE

1. If not already installed, download the Infotainment Software Update Utility onto your CONSULT PC.
  - a. In ASIST, select **SPECIALTY TOOLS > Infotainment Downloader**.
  - b. Select **Download**.
  - c. Select **Open file** below “Infotainment Downloader.msi” to download the Infotainment Software Update Utility onto your CONSULT PC.

### HINT:

- This is a one-time setup.
- The default install folder location is C:\ProgramData\NNA\Infotainment **Downloader**.

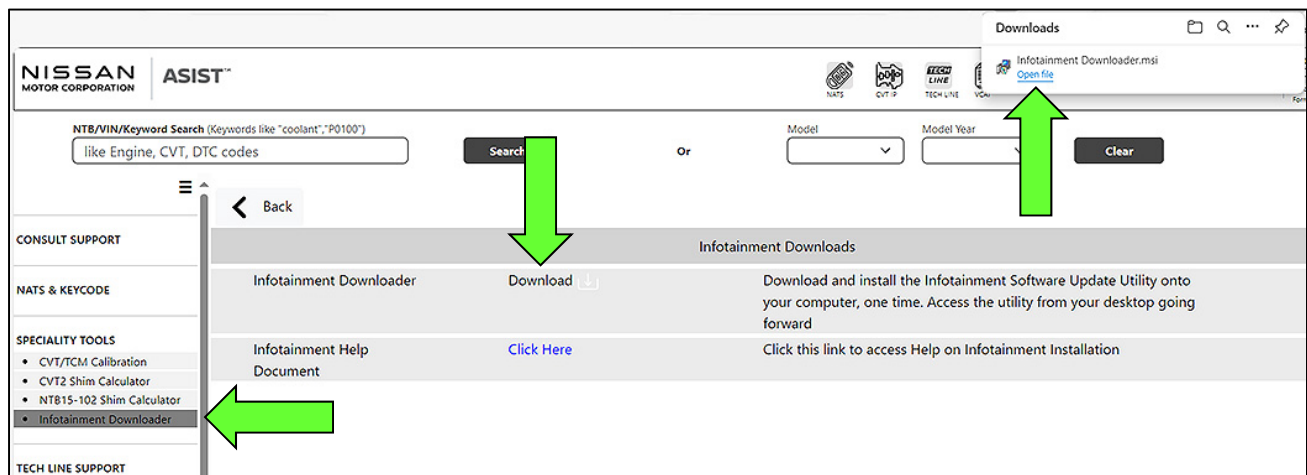


Figure 2

2. Open the **Infotainment Software Update Utility** (Figure 3 on page 4).

3. Select **Software Download**.

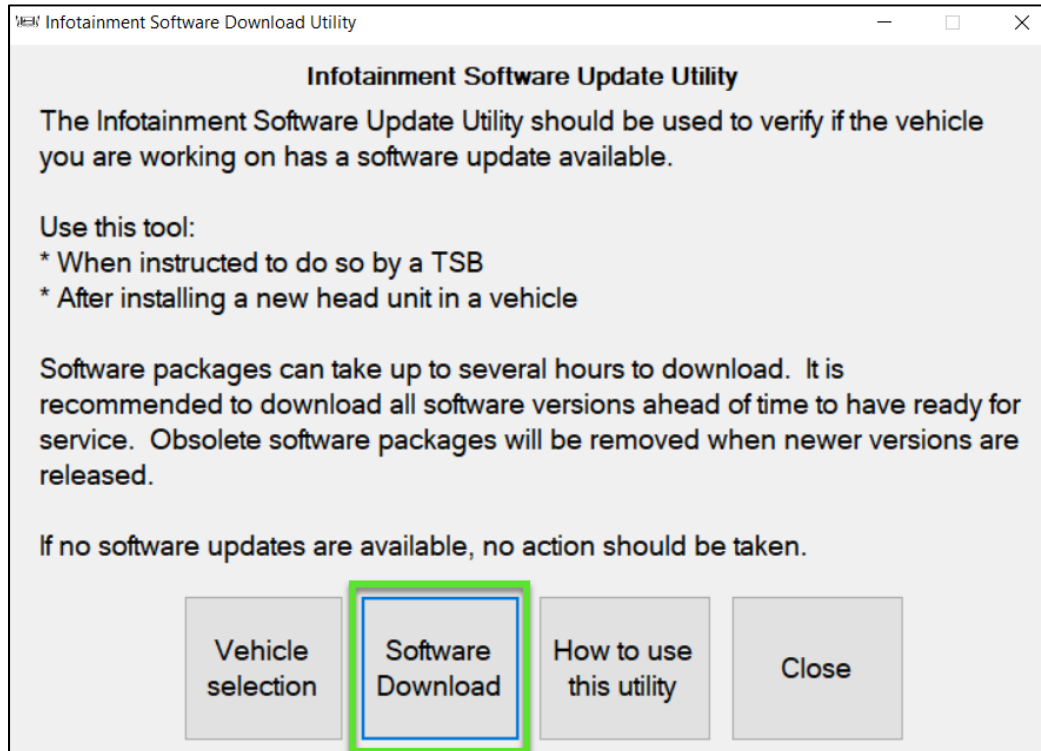


Figure 3

4. Insert the 32GB Dual Type-A/Type-C USB drive into the CONSULT PC.

5. Locate and select software version **AIVI2\_ISH24.11.46**, and then select **Download** to put it onto the USB drive.

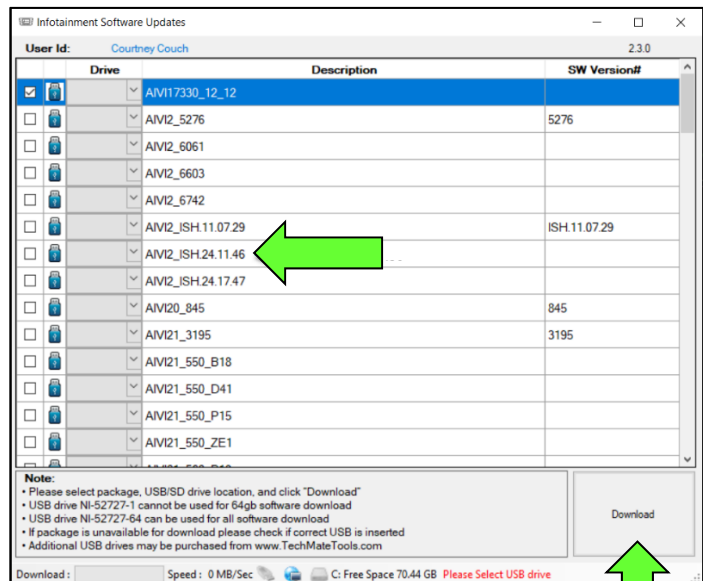


Figure 4

**⚠ WARNING**

To avoid the risk of death or serious personal injury when updating 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.

6. Start the engine.
  - Push on the brake pedal while pressing the push-button ignition switch one (1) time.
  
7. Pull back on the parking brake switch (the red indicator will illuminate when ON).



Figure 5

8. Turn the audio system OFF by pressing the audio power switch one (1) time.



Figure 6

9. Insert the USB drive into media port #1.
  - Media port #1 is located in the center console wireless charger compartment.

**IMPORTANT:** Do not remove the USB drive until the update is completed.

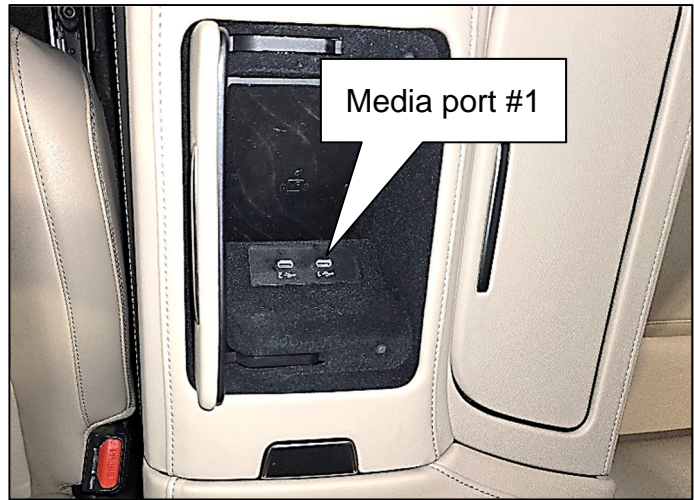


Figure 7

10. Select **OK**.
  - Software will begin to download but will not display progress bar.

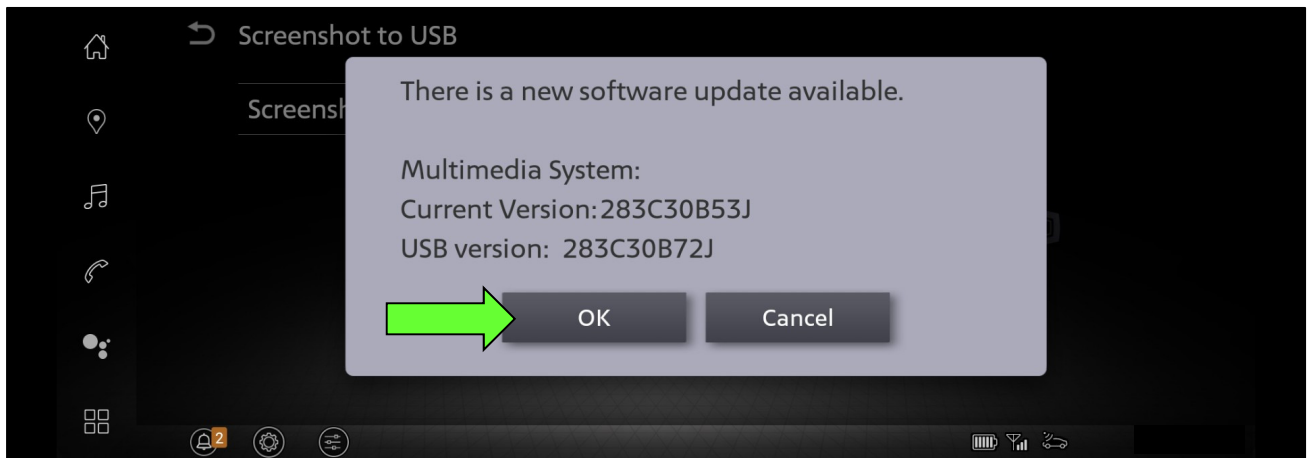


Figure 8

11. Select the All Settings icon.

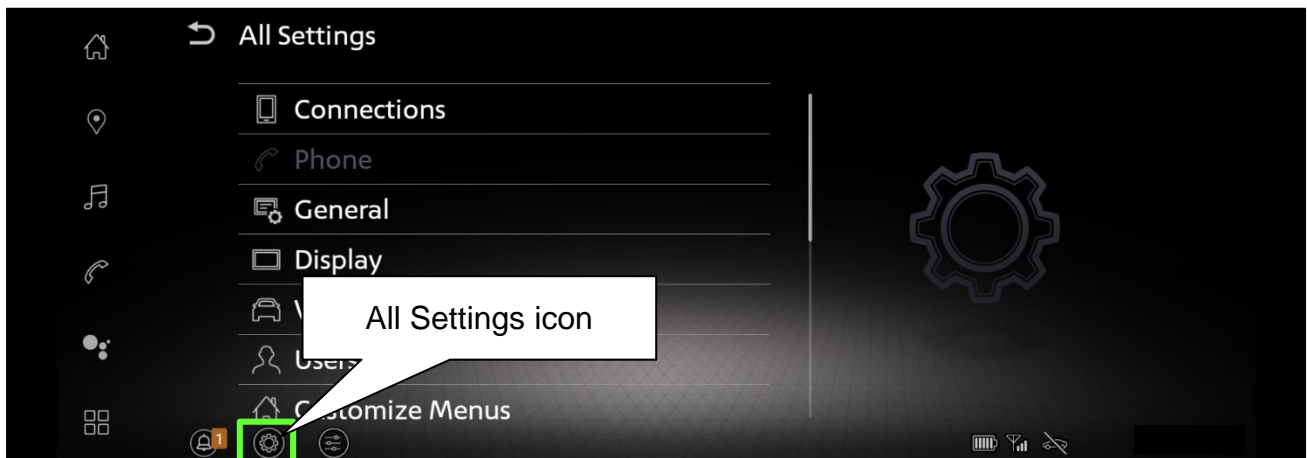


Figure 9

12. Select **General**.

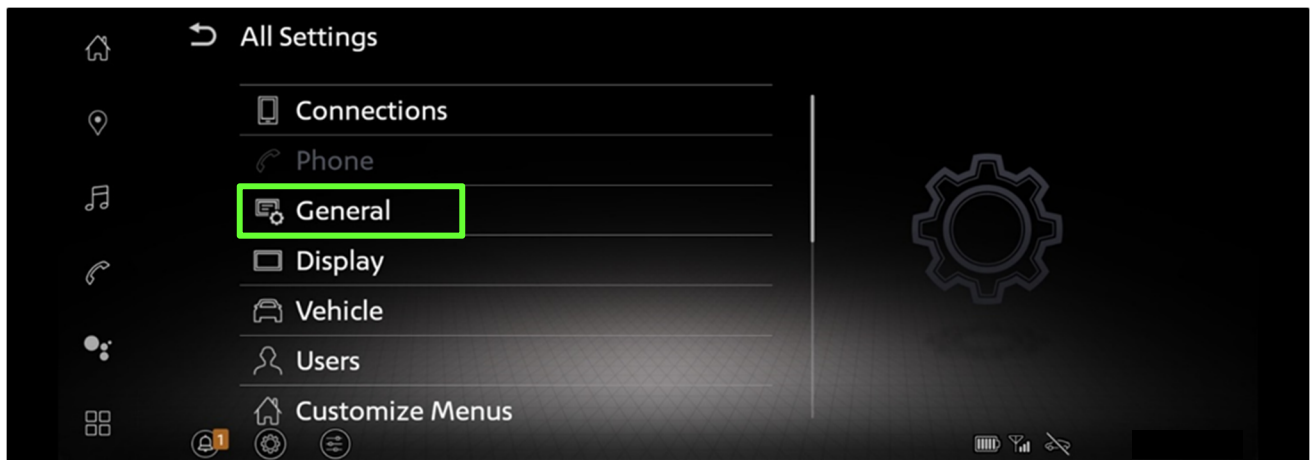


Figure 10

13. Select **System**.

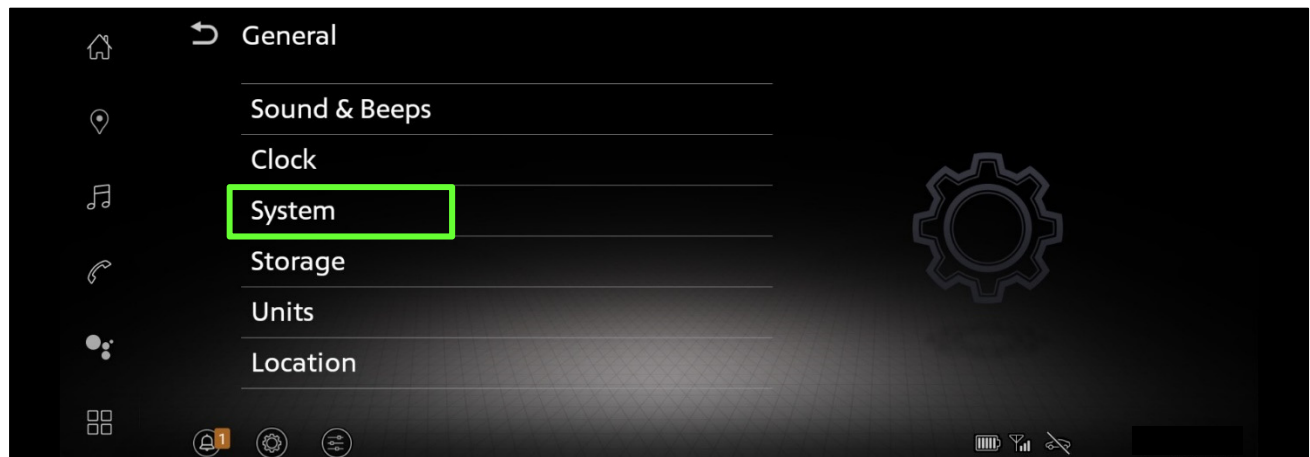


Figure 11

14. Select **System Updates**.

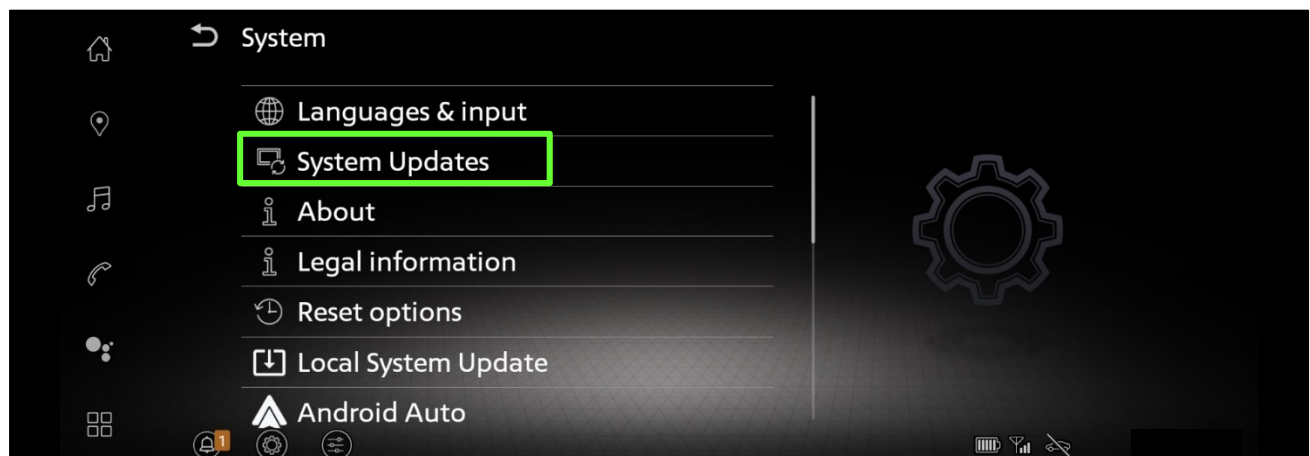


Figure 12

15. Select **Software Update**.

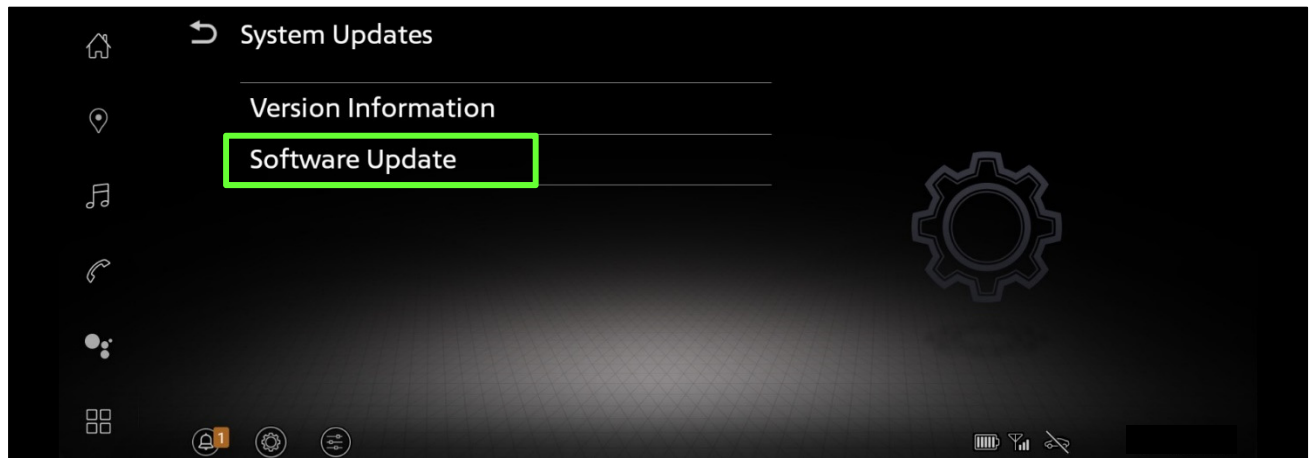


Figure 13

16. Select **Software Update**, again.

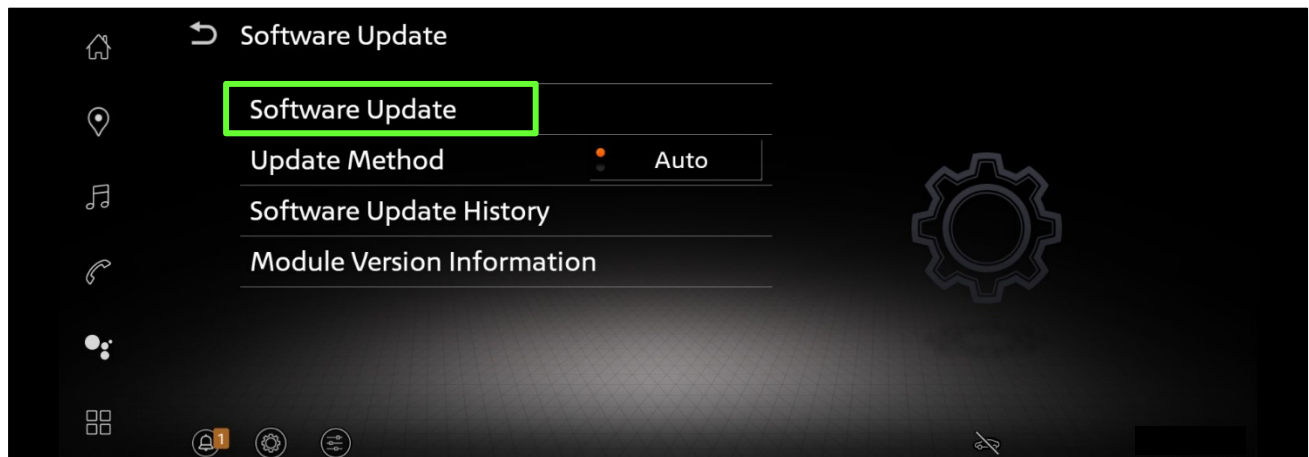


Figure 14

17. The progress bar will display as shown in Figure 15.

**HINT:** This part of the update process will take 8-10 minutes.

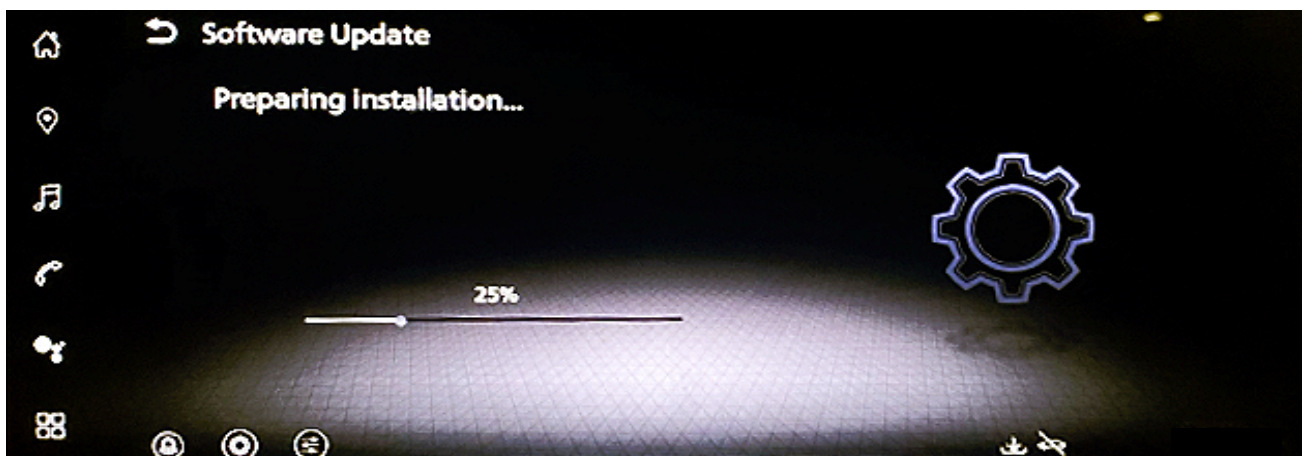


Figure 15

18. The screen shown in Figure 16 will display after the progress bar reaches 100%. Select **Yes**.

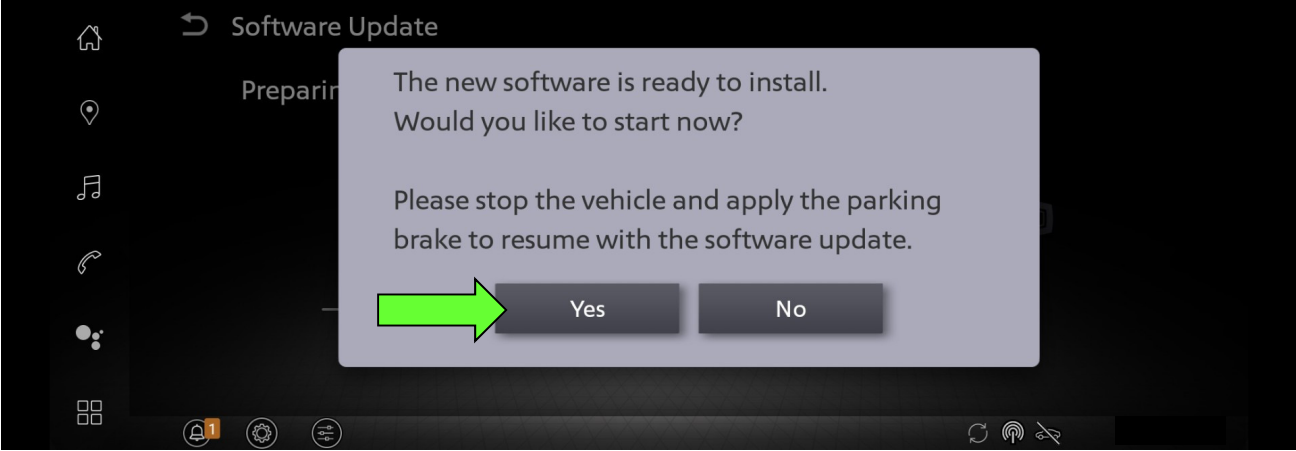


Figure 16

19. When the screen in Figure 17 displays, scroll to the bottom of the message so that "Accept" is active, as shown in Figure 18.

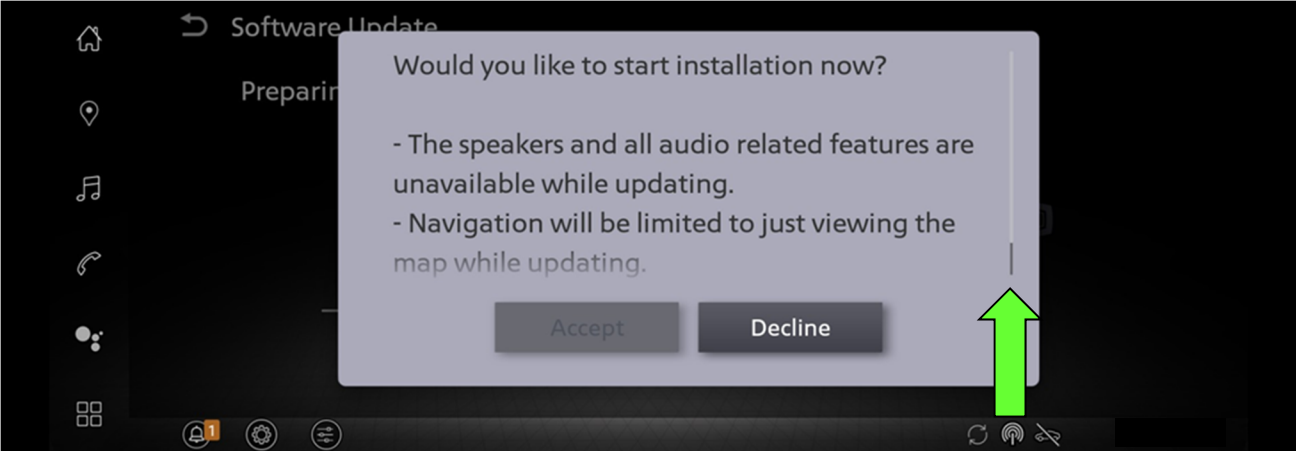


Figure 17

20. Select **Accept**.

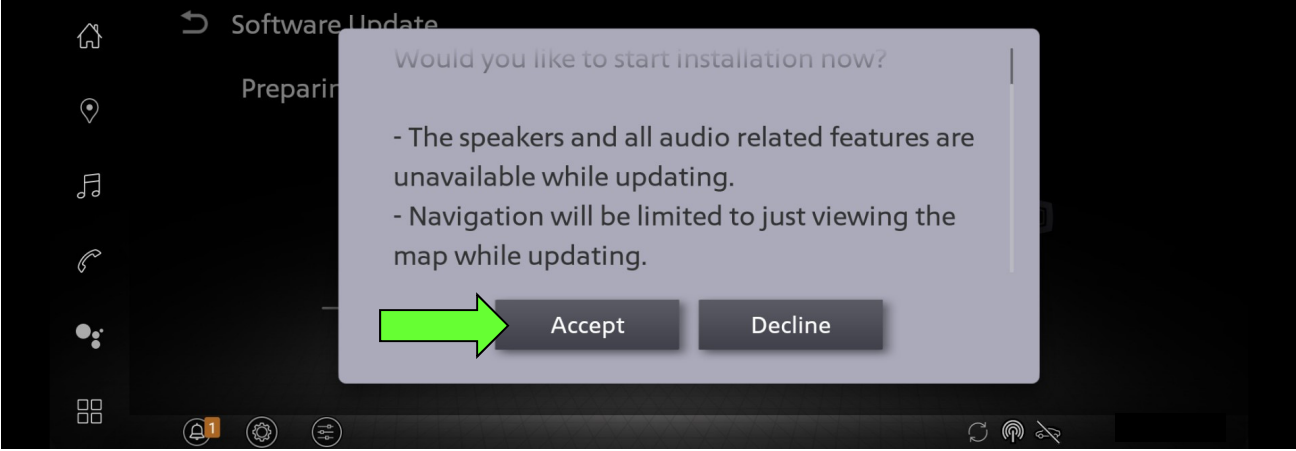


Figure 18

21. A new progress bar will display after **Accept** is selected (Figure 19). The screen shown in Figure 20 will display once the reprogramming is complete.

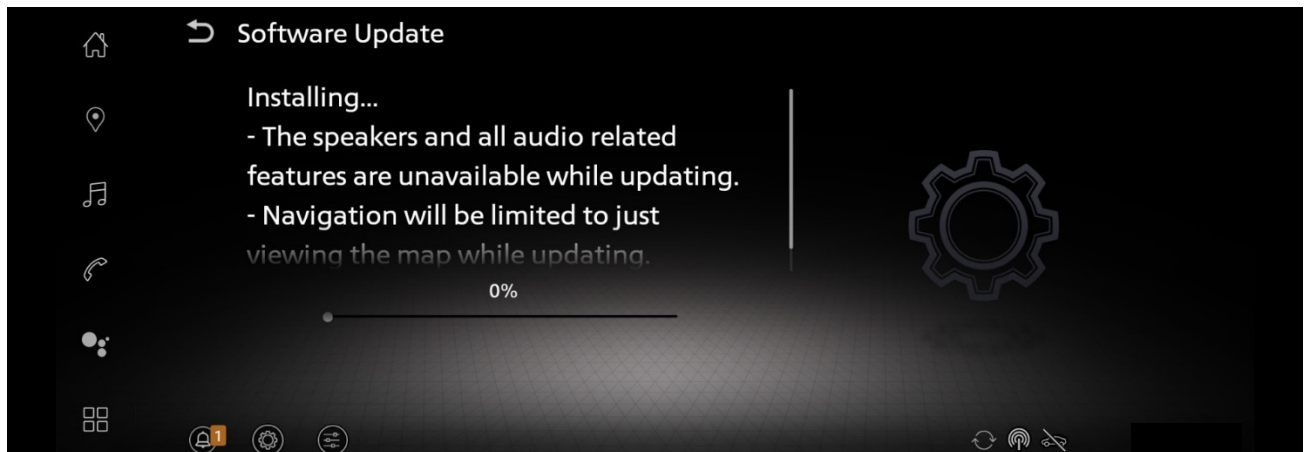


Figure 19

22. Select **Now** and allow the AV Control Unit to restart.

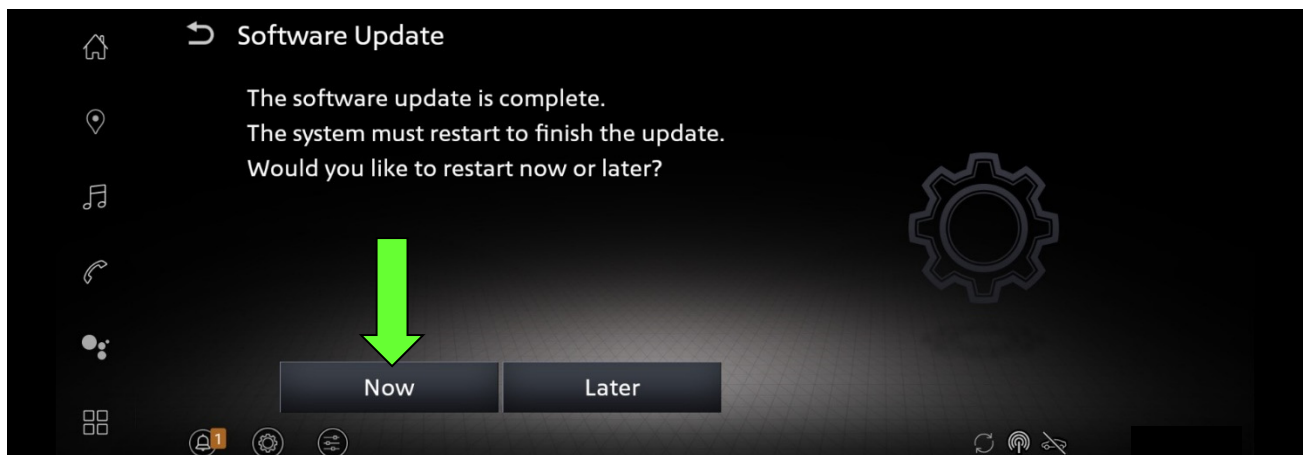


Figure 20

23. After the AV Control Unit has completed the restart, turn the vehicle OFF and remove the USB drive from the media port.

## CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R24B4	Reprogram IVI Control Unit	R24B40	0.3
	Reprogram Not Needed	R24B41	

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 3, 2024	ITB24-012	Original bulletin published