



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V821

Manufacturer Name: Nissan North America, Inc.

Submission Date: Nov 26, 2025

NHTSA Recall No.: 25V821

Manufacturer Recall No.: R25D6, R25D5, R25D7

Manufacturer Information

Population

Manufacturer Name: Nissan North America, Inc.

Address: P. O. BOX 685001
Franklin TN, 37068-5009

Total number of potentially involved: 0

Estimated percentage with defect: 2.5%

Vehicle Information

Vehicle 1: 2025-2026 INFINITI QX80

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Apr 16, 2024 - Oct 15, 2025

Number of potentially involved:

Descriptive Information:

This issue is specific to certain Nissan Murano (SL and Platinum Trim Levels), Armada (SL, Platinum, PRO 4X, and Platinum Reserve Trim Levels) and certain INFINITI QX80 vehicles equipped with a specific In-Vehicle Infotainment (IVI) system. Based on production records, the defect is unique to these models. Nissan is currently confirming the dates of manufacture for the affected models.

No other Nissan or INFINITI vehicles are affected.

Vehicle 2: 2025-2025 NISSAN ARMADA

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Oct 02, 2024 - Sep 29, 2025

Number of potentially involved:

Descriptive Information:

This issue is specific to certain Nissan Murano (SL and Platinum Trim Levels), Armada (SL, Platinum, PRO 4X, and Platinum Reserve Trim Levels) and certain INFINITI QX80 vehicles equipped with a

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specific In-Vehicle Infotainment (IVI) system. Based on production records, the defect is unique to these models. Nissan is currently confirming the dates of manufacture for the affected models.

No other Nissan or INFINITI vehicles are affected.

Vehicle 3: 2025-2025 NISSAN MURANO

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Nov 07, 2024 - Aug 05, 2025

Number of potentially involved:

Descriptive Information:

This issue is specific to certain Nissan Murano (SL and Platinum Trim Levels), Armada (SL, Platinum, PRO 4X, and Platinum Reserve Trim Levels) and certain INFINITI QX80 vehicles equipped with a specific In-Vehicle Infotainment (IVI) system. Based on production records, the defect is unique to these models. Nissan is currently confirming the dates of manufacture for the affected models.

No other Nissan or INFINITI vehicles are affected.

Defect / Noncompliance Description

Description of the defect or noncompliance:

During vehicle start-up, a software error in the IVI system enables a power-saving mode which may cause the IVI display to stop functioning, resulting in a blank screen. This scenario may also result in a blank rear-view monitor image when the vehicle is shifted into reverse, which does not meet the requirements of S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111; Rear Visibility.

FMVSS1: 111 - Rear visibility

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

If the rear view image is not available, rearward visibility may be reduced, potentially increasing the risk of a crash.

Description of the cause:

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There is no preceding warning for the customer.

Component Manufacturer**Tier of Supplier:** Tier 1**Supplier Type:** OEM**Name:** Bosch Corporation**Address:** 1 Chrome-9-32 Nakagawachuo
Tsuzuki Ward
Yokohama Foreign States, 224-0003**Country:** Japan**Involved Components****Component Name 1:** CONTROL Assy - AV**Component Description:** AV Controller – QX80**Component Part Number:** 25915 7JA1B**Component Name 2:** CONTROL Assy - AV**Component Description:** AV Controller – QX80**Component Part Number:** 25915 7JF0D**Component Name 3:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Murano**Component Part Number:** 25915 7KR1C**Component Name 4:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Murano**Component Part Number:** 25915 7KP1D**Component Name 5:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Murano

Part 573 Safety Recall Report**25V821****Component Part Number:** 25915 7KR1D**Component Name 6:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Armada**Component Part Number:** 25915 7KP1A**Component Name 7:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Armada**Component Part Number:** 25915 7KR1A**Component Name 8:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Armada**Component Part Number:** 25915 7KP3B**Component Name 9:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Murano**Component Part Number:** 25915 7KP1C**Component Name 10:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Armada**Component Part Number:** 25915 7KR3B**Component Name 11:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Armada**Component Part Number:** 25915 7KR3C**Component Name 12:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Armada**Component Part Number:** 25915 7KP3C**Component Name 13:** CONTROLLER Assy - NAVIGATION**Component Description:** NAVI, AV Controller - Armada

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Component Part Number: 25915 7KR1D

Component Name 14: CONTROLLER Assy - NAVIGATION
Component Description: NAVI, AV Controller - Armada
Component Part Number: 25915 7KP1D

Component Name 15: CONTROL Assy - AV
Component Description: AV Controller – QX80
Component Part Number: 25915 7JA0E

Component Name 16: CONTROL Assy - AV
Component Description: AV Controller – QX80
Component Part Number: 25915 7JF0C

Chronology

February 22, 2025 – Nissan received a field report on a MY25 Nissan Armada alleging the In-Vehicle Infotainment (IVI) screen went blank (black) while the ignition was “ON.” The technician replaced the IVI Controller Unit, and the incident part was collected for analysis.

March 2025 through September 2025 – Together with the supplier, analysis of the incident part confirmed the blank screen condition. The supplier performed additional comparative analysis between units with the incident condition and other field units. The analysis revealed that in certain situations, a software error could be transmitted during IVI unit start-up, enabling a power-saving (hibernate) mode which resulted in the loss of image in the IVI. Nissan continued to investigate the issue together with the supplier to determine whether this issue affected other Nissan (and INFINITI) models equipped with the same IVI software.

October 2025 through early November 2025 - Nissan assessed potential safety and regulatory compliance concerns. Nissan also discovered that a similar concern existed on Model Year 2025 Nissan Murano and Model Year 2025 INFINITI QX80 vehicles equipped with the same IVI system.

November 19, 2025 – Nissan determined that the condition may not comply with FMVSS 111 and decided to conduct a voluntary recall campaign to remedy the potentially affected vehicles in the U.S. market.

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Nissan has identified six hundred thirty-one (631) warranty claims and three (3) technical reports for this issue received on February 13, 2025, February 22, 2025, and May 29, 2025. Nissan is not aware of any reports of accident or injury related to this issue.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Dealers will be instructed to reprogram the vehicle's IVI controller unit via a USB update. Repairs will be performed free of charge for parts and labor and may take up to one (1.0) hour to complete.

For vehicles with over-the-air (OTA) update capability, Nissan will begin OTA deployment to update the IVI unit software for affected vehicles in Q1 2026. For vehicles that are not capable of OTA updates, or for any vehicle on which the OTA update was not previously completed, dealers will reprogram the IVI controller unit with updated software via an OTA update or USB. There will be no charge for the remedy.

How remedy component differs from recalled component:

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Description of reimbursement program:

Nissan will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy as the subject vehicles are under warranty.

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

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Dealers will be notified on December 12, 2025. Owners of all potentially affected vehicles will be notified by first-class mail beginning on January 09, 2026.

Planned Dealer Notification Date: Dec 12, 2025

No Dealers

Planned Interim Owner Notification Date:

No Owners

Planned Remedy Owner Notification Date: Jan 09, 2026

Phased Recall

Date when VIN will be searchable: Dec 12, 2025