

SAFETY RECALL



CAMPAIGN BULLETIN

Engine Bearing Voluntary Recall Campaign

Reference: R25B2

Date: July 15, 2025

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.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2019-2022 QX50 (J55)	84,536	2	July 15, 2025	YES
2022 QX55 (FJ55)	5,124	NA		

***** Campaign Summary *****

INFINITI is committed to the safety and security of our clients and passengers. INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it is conducting a Voluntary Safety Recall Campaign on certain model year 2019-2022 INFINITI QX50 and 2022 INFINITI QX55 vehicles identified in Service Comm and DBS National Service History.

INFINITI has identified instances of bearing failures in certain vehicles equipped with the 4-cylinder 2.0L Variable Compression Turbo (VC-Turbo) engines. These issues may be attributed to a potential manufacturing defect affecting specific engine bearings—namely the main, A-, C-, and L-link bearings—or associated engine components. Such defects can lead to engine damage and, in some cases, complete engine failure.

Bearing degradation typically occurs progressively rather than suddenly. As a result, affected vehicles often exhibit multiple early warning signs, including unusual engine noises, rough engine performance, illumination of the malfunction indicator light (MIL), and warning messages displayed in the instrument cluster. Should the engine fail while the vehicle is in motion, it may result in a loss of motive power (LOMP), thereby increasing the risk of a crash.

To remedy this issue, your INFINITI retailer will inspect the engine oil pan for the presence of specific metal debris. In cases where specific debris is confirmed, the engine will be replaced.

***** 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. **R25B2**
2. Retailers **must not sell, lease, trade, rent or loan** any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been remedied.
3. Retailers should use the appropriate campaign bulletin to remedy any vehicles subject to this campaign.

4. Once remedied, retailers should submit the claim using the claims coding provided so it can be closed in Service Comm and release the vehicle.

******* Release Schedule *******

Parts	<ul style="list-style-type: none"> • Please refer to ITB25-010 for the parts required to complete the repair for this campaign. Parts can be ordered via normal process. <ul style="list-style-type: none"> ➤ <u>INFINITI is anticipating less than 2% of the affected population will require engine replacement following the inspection.</u>
Repair	<ul style="list-style-type: none"> • ITB25-010
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in August 2025 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: Is this a safety recall?

A. Yes.

Q: Is this a Stop Sale?

A. Yes.

Q: What is the reason for the recall?

A. INFINITI has identified instances of bearing failures in certain vehicles equipped with the 4-cylinder 2.0L Variable Compression Turbo (VC-Turbo) engines. These issues may be attributed to a potential manufacturing defect affecting specific engine bearings—namely the main, A-, C-, and L-link bearings—or associated engine components. Such defects can lead to engine damage and, in some cases, complete engine failure.

INFINITI is anticipating less than 2% of the affected population will require engine replacement following the inspection.

Q. What is the possible effect of this condition?

A. Bearing degradation typically occurs progressively rather than suddenly. As a result, affected vehicles often exhibit multiple early warning signs, including unusual engine noises, rough engine performance, illumination of the malfunction indicator light (MIL), and warning messages displayed in the instrument cluster. Should the engine fail while the vehicle is in motion, it may result in a loss of motive power (LOMP), thereby increasing the risk of a crash.

Q. What will be the corrective action?

A. To remedy this issue, your INFINITI retailer will inspect the engine oil pan for the presence of specific metal debris. In cases where specific debris is confirmed, the engine will be replaced.

INFINITI is anticipating less than 2% of the affected population will require engine replacement following the inspection.

Q. How long will the corrective actions take?

A. Retailers will inspect the engine oil pan for the presence of specific metal debris. This inspection should take less than one (1.0) hour to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

If no debris is detected during inspection, dealers will replace the engine oil. This should take less than one (1.0) hour to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

For clients where specific debris is detected and confirmed, dealers will be instructed to replace the engine. This may take up to fifteen (15) 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 **August 2025** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, 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, however, prior to engine failure drivers will receive multiple forms of audible and visible warnings, including abnormal noise from the engine compartment, rough running, illumination

of the malfunction indicator lights and warning messages in the instrument cluster. If this occurs, they should contact their nearest INFINITI retailer to have their vehicle inspected.

Q. Are parts readily available?

A. Yes.

Q. Is there any charge for the repair?

A. No. The remedy 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	\$300 (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 this recall campaign.

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

A. The remedy 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. Certain model year 2019-2022 INFINITI QX50 vehicles manufactured from October 6, 2017 to January 10, 2022 and certain model year 2022 INFINITI QX55 vehicles manufactured from February 10, 2021 to January 10, 2022.

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

A. Yes, certain model year 2019-2020 Nissan Altima vehicles manufactured from May 25, 2018 to December 11, 2019 and certain model year 2021-2024 Nissan Rogue vehicles manufactured from March 12, 2021 to August 1, 2024.

Revision History:

Date	Announcement	Purpose
July 15, 2025	Voluntary Safety Recall Campaign	New Campaign Announcement