

SAFETY RECALL



CAMPAIGN BULLETIN

IVI Reprogram

Voluntary Recall Campaign

Campaign ID: R25D7

Date: December 19, 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.

REVISION 1

Please discard earlier versions of this bulletin.

The announcement from December 12, 2025, has been revised to include the following:

- This reprogram requires the use of a 32GB Dual Type-A/Type-C USB drive. The in-vehicle infotainment system will not recognize a USB other than a 32GB Dual Type-A/Type-C USB drive
 - INFINITI recommends the SanDisk 32GB Ultra Dual Drive model: SDDDC2-032G-A46.
 - Retailers can purchase the USB-C drives from any store; they do not have to be purchased through TechMate

Affected Models/Years:	Affected Population:	New Retailer Inventory:	SERVICE COMM Activation date:
2025-2026 QX80 (Z63)	18,505	2,618	December 12, 2025

***** 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 2025-2026 INFINITI QX80 vehicles identified in Service Comm and DBS National Service History.

Condition:

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

Remedy:

Retailers will reprogram the vehicle's IVI controller unit with updated software.

***** 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. **R25D7**

2. Retailers should not sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been remedied. See Policies and Procedures section for more information.
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 and release the vehicle.

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

Parts & Repair	<ul style="list-style-type: none"> • ITB25-013
Special Tools	<ul style="list-style-type: none"> • <u>This reprogram requires the use of a 32GB Dual Type-A/Type-C USB drive. The in-vehicle infotainment system will not recognize a USB other than a 32GB Dual Type-A/Type-C USB drive</u> <ul style="list-style-type: none"> ➤ INFINITI recommends the SanDisk 32GB Ultra Dual Drive model: SDDDC2-O32G-A46. ➤ <u>Retailers can purchase the USB-C drives from any store; they do not have to be purchased through TechMate</u>
Owner Notification	INFINITI will begin sending notifications to owners of all potentially affected vehicles in January 2026, 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.

Policies and Procedures:

New Vehicles in Retailer Inventory

New vehicles in retailer inventory subject to a Safety Recall must be remedied before sale, lease or delivery, including retailer-to-retailer trades or sales.

IMPORTANT

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when notice has been given that the vehicle is subject to a safety recall until the remedy is completed.

INFINITI Certified Pre-owned

The INFINITI CPO policy prohibits the certification of any vehicle with an outstanding Recall or Service Campaign. Thus, no affected units are to be designated, sold, or delivered as an INFINITI CPO until all applicable Recalls and Service Campaigns have been completed on that vehicle.

Pre-owned Vehicles in Retailer Inventory

Pre-owned vehicles in retailer inventory subject to a Safety Recall should be remedied before sale, lease, rental, loan or delivery.

IMPORTANT

Under Title 49, Section 30120 of the United States Code, a "rental company" cannot sell, rent, or lease covered rental vehicles subject to a safety or compliance recall until the remedy is completed. Please consult your legal counsel for legal advice.

State laws may restrict the sale of used vehicles with open safety recalls. Please consult your legal counsel for legal advice.

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. On potentially affected vehicles, 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.

Q: What is the possible effect of this condition?

A. Display of a blank screen instead of a rear-view image during backing events would not meet the requirements of S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111; Rear Visibility. If the rear-view image is not available, rearward visibility may be reduced, potentially increasing the risk of a crash.

Q. What will be the corrective action?

A. Retailers will reprogram the vehicle's IVI controller unit with updated software.

Q. How long will the corrective actions take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to 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.

Q. When will vehicle owners be notified?

A. INFINITI will begin sending notifications to owners of all potentially affected vehicles in January 2026 via U.S. Mail.

Q. Is my vehicle safe to drive?

A. Owners of potentially affected vehicles who receive an Owner Notification letter from INFINITI are encouraged to schedule an appointment to have their vehicles inspected, and, if necessary, repaired as soon as possible upon notification.

Q. Is there anything owners can do to mitigate this condition?

A. No

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 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 2025-2026 INFINITI QX80 vehicles manufactured from April 16, 2024, to August 27, 2025.

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

A. Yes, certain model year 2025-2026 Nissan Armada vehicles manufactured from October 2, 2024, to September 29, 2025, and certain model year 2025 Nissan Murano vehicles manufactured from November 7, 2024, to August 5, 2025.

Revision History:

Date	Announcement	Purpose
December 12, 2025	Voluntary Safety Recall Campaign	New Campaign Announcement
December 19, 2025	REVISION 1	Special tool information updated