



SAFETY RECALL

CAMPAIGN BULLETIN

IVI Reprogram Voluntary Safety Recall Campaign

Campaign ID: R25D5, R25D6

Date: December 19, 2025

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers 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
 - Nissan recommends the SanDisk 32GB Ultra Dual Drive model: SDDDC2-032G-A46.
 - Dealers can purchase the USB-C drives from any store; they do not have to be purchased through TechMate

R25D5

Affected Models/Years:	Affected Population:	New Dealer Inventory:	SERVICE COMM Activation date:
2025-2026 Armada (Y63)	16,626	4,620	December 12, 2025

R25D6

Affected Models/Years:	Affected Population:	New Dealer Inventory:	SERVICE COMM Activation date:
2025 Murano (Z53)	28,954	6,859	December 12, 2025

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

Nissan is committed to the safety and security of our customers and passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is conducting a Voluntary Safety Recall Campaign on certain model year 2025-2026 Nissan Armada and 2025 Murano 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:

Dealers will reprogram the vehicle’s IVI controller unit with updated software.

****** What Dealers Should Do******

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **R25D5 & R25D6**
2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied. See Policies and Procedures section for more information.
3. Dealers should use the appropriate campaign bulletin to remedy any vehicles subject to this campaign.
4. Once remedied, dealers should submit the claim using the claims coding provided and release the vehicle.

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

Parts & Repair	<ul style="list-style-type: none">• NTB25-061 (Armada)• NTB25-062 (Murano)
Special Tools	<ul style="list-style-type: none">• This reprogram requires the use of a 32GB Dual Type-A/Type-C USB drive. <u>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">➤ Nissan recommends the SanDisk 32GB Ultra Dual Drive model: SDDDC2-032G-A46.➤ <u>Dealers can purchase the USB-C drives from any store; they do not have to be purchased through TechMate</u>
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in January 2026, via U.S. Mail.

****** Dealer Responsibility ******

It is the dealer’s responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary recall campaign which enters the service department for any reason. This includes vehicles purchased from private parties or presented by transient (tourist) owners as well as vehicles in dealer inventory. If a VIN subject to this recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction

Policies and Procedures:

New Vehicles in Dealer Inventory

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

Nissan Certified Pre-owned

The Nissan 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 a Nissan CPO until all applicable Recalls and Service Campaigns have been completed on that vehicle.

Pre-owned Vehicles in Dealer Inventory

Pre-owned vehicles in dealer 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 the 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 for this voluntary recall campaign?

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

Q. How long will the corrective action 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 Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan 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 Nissan 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. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. Rental is available upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$260
Contact the Warranty Call Center at 1-800-777-9999 option 1 if additional expense is required. Please refer to WBP23-013 for additional information on application of rental reimbursement.		

Q. Is there any charge for the repair?

A. No, the remedy will be performed for the customer free of charge for parts and labor.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer will be able to perform the recall campaign.

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

A. Once the remedy is completed, it 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 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.

Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?

A. Yes, certain model year 2025-2026 INFINITI QX80 vehicles manufactured from April 16, 2024, to August 27, 2025.

Revision History:

Date	Announcement	Purpose
December 12, 2025	Original Document	New campaign announcement
December 19, 2025	REVISION 1	Special tool information updated