

IMPORTANT SAFETY RECALL

OWNER NOTIFICATION NOTIFICACIÓN PROPIETARIO

NHTSA RECALL 25V-437

This notice applies to your vehicle, [VIN].

January 29, 2026

Dear INFINITI QX50 Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. INFINITI has decided that a defect which relates to motor vehicle safety exists in certain model year 2020 INFINITI QX50 vehicles. Our records indicate that you own or lease an INFINITI vehicle identified by the VIN above and on the inside of this notice.

Reason for Recall Motivo del Retiro

Your vehicle may be equipped with an engine that contains a manufacturing defect that affects specific engine bearings and/or engine components. As a result, these components may progressively fail over time, leading to engine damage and engine failure. If the engine fails while driving, it can result in a loss of power, increasing the risk of a crash. In certain cases, a bearing failure may cause a breach in the engine block, allowing hot oil to be discharged, increasing the risk of an engine fire.

What INFINITI Will Do Qué Hará INFINITI

Your INFINITI retailer will inspect the engine oil pan for the presence of specific metal debris. This free inspection should take less than one (1.0) hour to complete.

If no debris is detected during inspection, retailers will replace the engine oil. This service, which is conducted at no charge to you for parts and labor, 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, retailers will be instructed to replace the engine. This repair, which is conducted at no charge to you for parts and labor, may take up to fifteen (15) hours to complete.

What You Should Do Qué Debes Hacer

Please contact your local INFINITI retailer by following the link below to schedule an appointment to have your vehicle remedied at your earliest convenience. For your convenience, bring this notice with you to your service appointment.

Comuníquese con su distribuidor INFINITI [enlace a continuación](#) para programar una cita para que su vehículo reparado lo antes posible. Traiga este aviso con usted cuando asista a su cita de servicio.



For more information about the recall, please scan the code or visit <https://nissanna.my.salesforce-sites.com/recall?camp=R25B2>.

Para obtener más información sobre el retiro (recall), por favor escanee el código o visite <https://nissanna.my.salesforce-sites.com/recall?camp=R25B2>.

If the retailer fails to or is unable to make the necessary repairs within a reasonable time or free of charge, you may contact the INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-662-6200.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); or go to <http://www.safercar.gov>.



If you have paid previously to have your engine replaced because of rough engine performance, illumination of the malfunction indicator light (MIL), and warning messages displayed in the instrument cluster, you may be eligible for reimbursement of the related expense. For more information or to submit a request, please visit <https://infinitiassist.com>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you have moved or no longer own this vehicle, please fill out the enclosed change of information card.

For vehicles registered in the state of California

The California Department of Motor Vehicles, in conjunction with the Air Resources Board, has implemented the Registration Renewal/Recall Tie-In Program which requires the completion of the recall. Upon completion, you will receive a Proof of Correction Certificate. Please save the certificate because the California Department of Motor Vehicles may require it as proof of Emissions Recall Campaign completion.

Para vehículos registrados en el estado de California

El Departamento de Vehículos Motorizados de California (The California Department of Motor Vehicles), junto con el Buro de Recursos del Aire (The Air Resources Board), ha implementado el Programa de Renovación de Registro / Retiro del Mercado que requiere la finalización del retiro. Al finalizar, usted recibirá un Certificado de Prueba de Corrección. Por favor guarde el certificado, ya que el Departamento de Vehículos Motorizados de California puede exigirlo como prueba de la finalización de la Campaña de Retiro de Emisiones.

Thank you for your cooperation. We appreciate your INFINITI ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un INFINITI y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.