

# IMPORTANT SAFETY RECALL

## OWNER NOTIFICATION NOTIFICACIÓN PROPIETARIO

NHTSA RECALL 25V-821

This notice applies to your vehicle, [VIN].

Dear INFINITI QX80 Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. INFINITI has decided that certain 2025 Model Year INFINITI QX80 vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear Visibility". Our records indicate that you own or lease an INFINITI vehicle subject to this recall as identified by the VIN above and inside of this notice.

### Reason for Recall Motivo del Retiro

Under certain circumstances at vehicle start-up, the In Vehicle Infotainment (IVI) System may enter a power-saving mode, causing the IVI display to stop functioning and resulting in a blank screen. This condition can also cause the rear-view image to be blank even when the vehicle is shifted into reverse. This condition may not comply with FMVSS 111. The potential for loss of rear-view image during a backing event may lead to the increased risk of a crash or injury to a person behind the vehicle.

### What INFINITI Will Do Qué Hará INFINITI

Your INFINITI retailer will reprogram the IVI System with updated software via Universal Serial Bus (USB). 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.

For QX80 vehicles equipped with over-the-air (OTA) update capability, INFINITI is working to offer the reprogramming through an OTA update in the coming months. Once it is available, if you have not yet received the updated software at the INFINITI retailer, INFINITI will send an in-vehicle message prompting you to accept the OTA update. The OTA reprogram will be downloaded free of charge and will install in the background on your vehicle. For awareness, this OTA software update should take one half (0.5) hour to complete but may take longer based on the strength of your local cellular signal.

### 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 QX80 vehicles with over-the-air (OTA) update capability which have not previously been remedied through a dealer visit when the OTA update becomes available, owners should follow the in-vehicle messaging to accept the update as soon as you receive the notification via the IVI touch screen display. Once accepted, the software will install itself over a half-hour time period in the background on your vehicle.

Para los vehículos QX80 con capacidad de actualización inalámbrica (OTA) que no hayan sido reparados previamente en un concesionario: una vez que la actualización OTA esté disponible, los propietarios deberán seguir las instrucciones en el vehículo para aceptar la actualización tan pronto como reciban la notificación en la pantalla táctil (IVI). Una vez aceptada, el software se instalará automáticamente en segundo plano en un periodo aproximado de media hora.



For more information about the recall, please scan the code or visit <https://nissanna.my.salesforce-sites.com/recall?camp=R25D7>.

Para obtener más información sobre el retiro (recall), por favor escanee el código o visite <https://nissanna.my.salesforce-sites.com/recall?camp=R25D7>.

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>.

**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.**

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.

