



# VOLUNTARY RECALL CAMPAIGN

Classification: AN25-007A	Reference: ITB25-013A	Date: December 18, 2025
------------------------------	--------------------------	----------------------------

## VOLUNTARY SAFETY RECALL CAMPAIGN 2025-2026 QX80; IVI REPROGRAM

This bulletin has been amended. See AMENDMENT HISTORY on the last page.  
Please discard previous versions of this bulletin.

**CAMPAIGN ID #:** R25D7  
**APPLIED VEHICLES:** 2025-2026 QX80 (Z63)

**Check Service COMM or Dealer Business Systems (DBS)  
National Service History to confirm campaign eligibility.**

### INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign on certain specific model year 2025-2026 QX80 vehicles to check and, if necessary, reprogram the audio system. This service will be performed at no charge to the client for parts or labor.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number R25D7 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

### RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) clients and vehicles in a retailer's inventory. **Federal law requires that new vehicles in retailer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

## REQUIRED SPECIAL TOOL(S)

**Two (2) 32GB Dual Type-A/Type-C USB Drives (part #NI-52727-32DD) are required.**

- This reprogram requires the use of two (2) 32GB Dual Type-A/Type-C USB drives. The in-vehicle infotainment system will not recognize a 64GB USB drive.
- Per dealer announcement, obtain a SanDisk Ultra Dual USB flash drive - 32GB, SKU SDDDC2-032G-A46 (Figure 1) through a local source, or special tool USB drive NI-52727-32DD from Tech•Mate: [techmatetools.com](http://techmatetools.com) or 1-833- 397-3493.

**HINT:** In this procedure, the USB drive used for the software update will be referred to as **USB-1** and the USB drive used for the assets update will be referred to as **USB-2**.

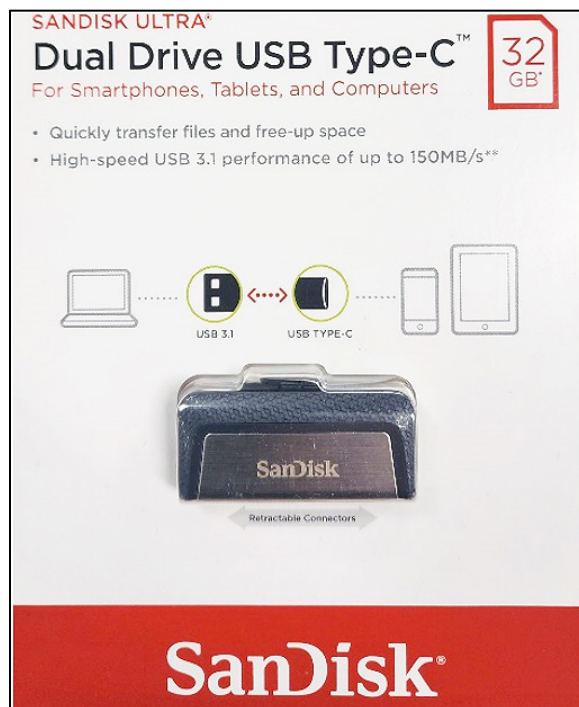


Figure 1

## SERVICE PROCEDURE

**IMPORTANT:** This software update will involve two USB drives and CONSULT 4. The table below shows the primary steps in the required order to complete the process. AV Control Unit Software and Assets must be downloaded on two separate USB drives.

Step	Description
1	Software Update – USB
2	Assets Update – USB
3	AV Control Unit Configuration – C4

1. If not already installed, download the Infotainment Software Update Utility onto your CONSULT PC.
  - a. In ASIST, select **SPECIALTY TOOLS > Infotainment Downloader**.
  - b. Select **Download**.
  - c. Select **Open file** below “Infotainment Downloader.msi” to download the Infotainment Software Update Utility onto your CONSULT PC.

### HINT:

- This is a one-time setup.
- The default install folder location is C:\ProgramData\NNA\Infotainment **Downloader**.

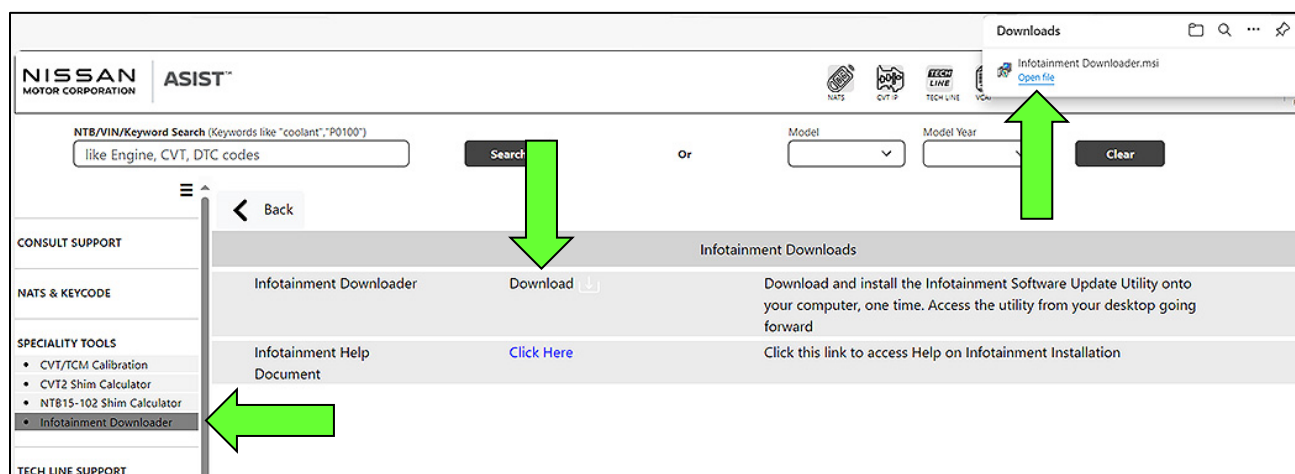


Figure 2

2. Open the **Infotainment Software Update Utility** (Figure 3 on page 4).

3. Select **Software Download**.

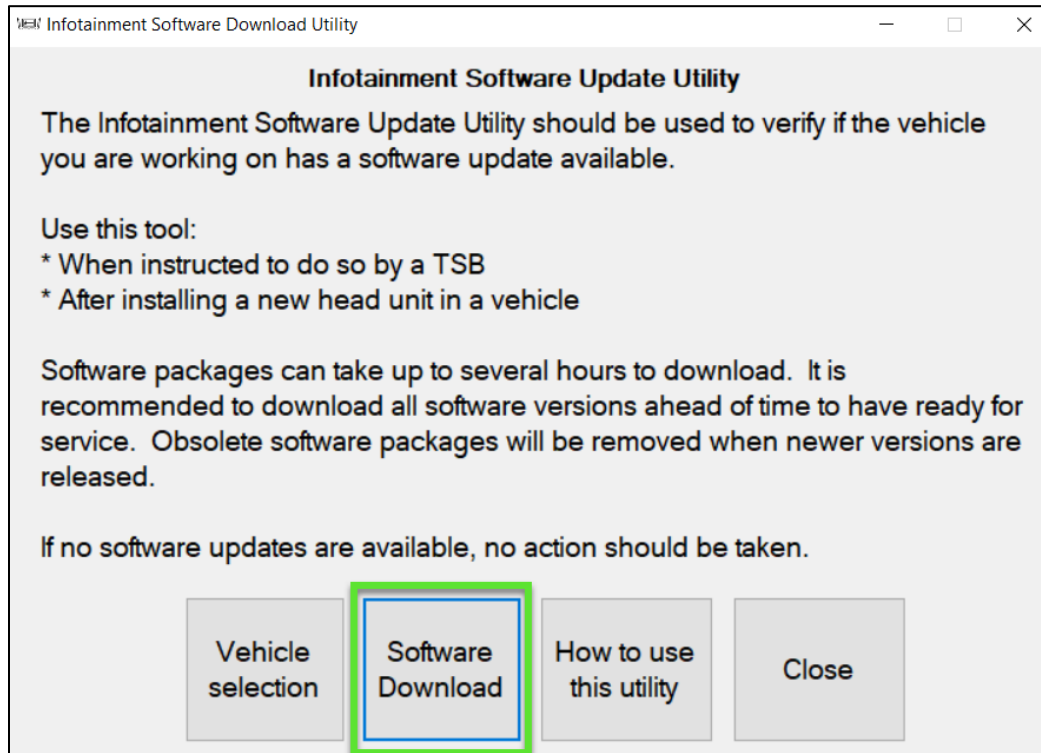


Figure 3

4. Insert one of the 32GB Dual Type-A/Type-C USB drive into the CONSULT PC.

5. Download Software and Assets to two different USB drives.

**USB-1:** Locate and select software version **AIV2\_ISH25.28.05\_SOFTWARE** and then select **Download** to put it onto the USB drive.

**USB-2:** Locate and select asset version **AIV2\_ISH25.28.05\_ASSETS** and then select **Download** to put it onto the USB drive.

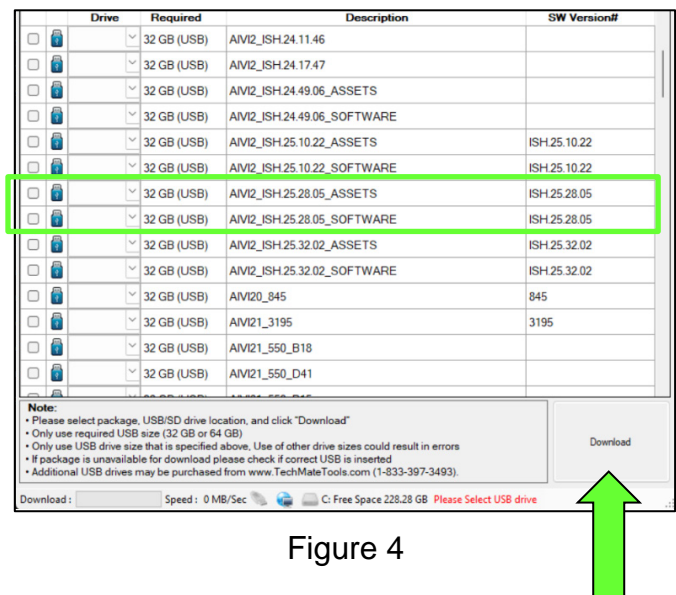


Figure 4

## AV CONTROL UNIT SOFTWARE INSTALL

6. Set the parking brake.
7. Start the engine, and then wait 60 seconds for the system to load.

**HINT:** The engine needs to idle for the duration of the update to retain battery charge.

### **⚠ WARNING**

To avoid the risk of death or severe personal injury, place the vehicle in a well-ventilated area before starting the engine, to prevent the build-up of exhaust gases.

## Software Update

8. Turn the Audio OFF.

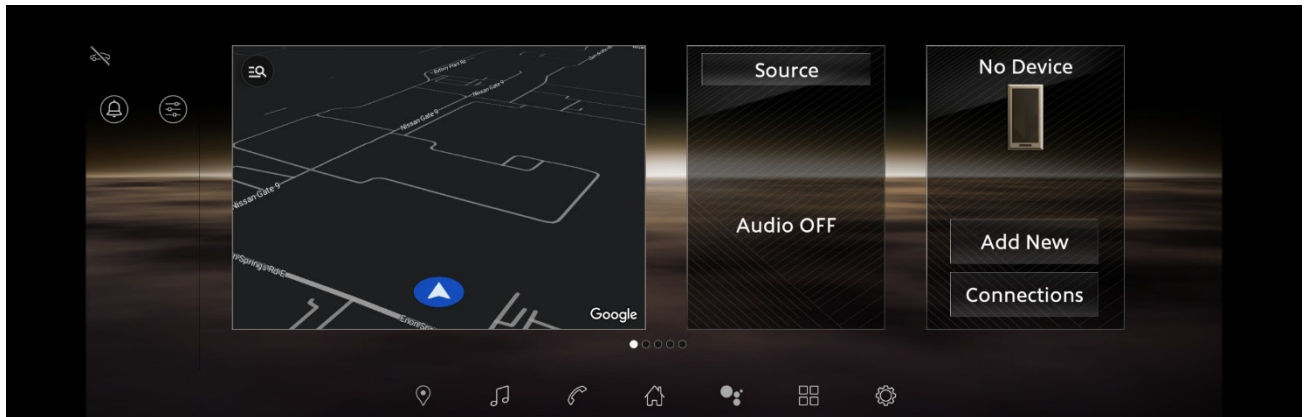


Figure 5

9. Select the **All Settings** icon (Figure 6).
10. Select **General**.

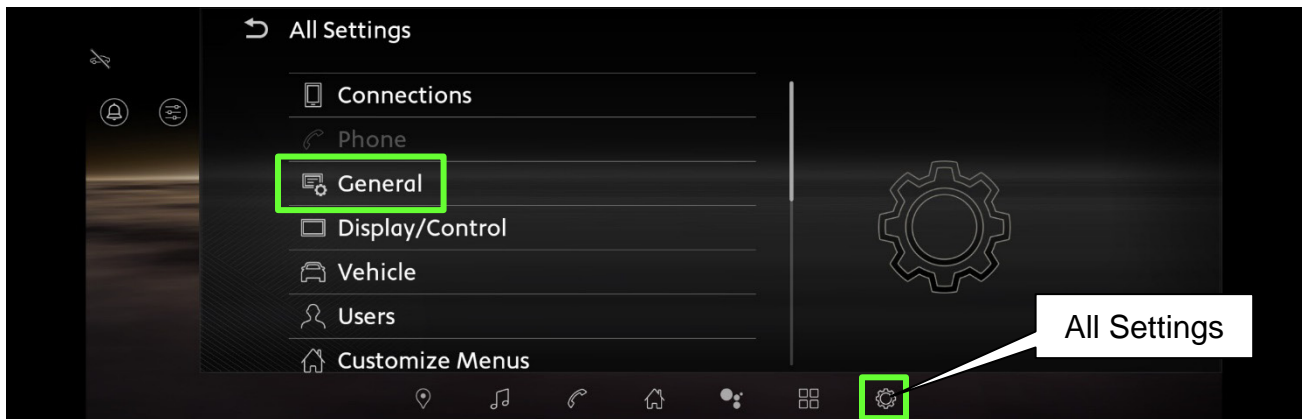


Figure 6

11. Select **System**.



Figure 7

12. Select **System Updates**.

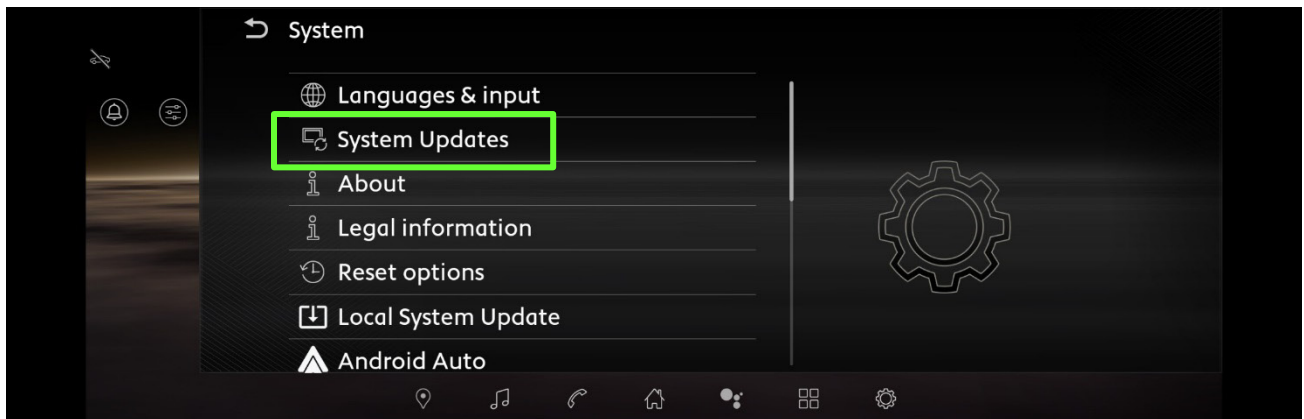


Figure 8

13. Select **Software Update**.

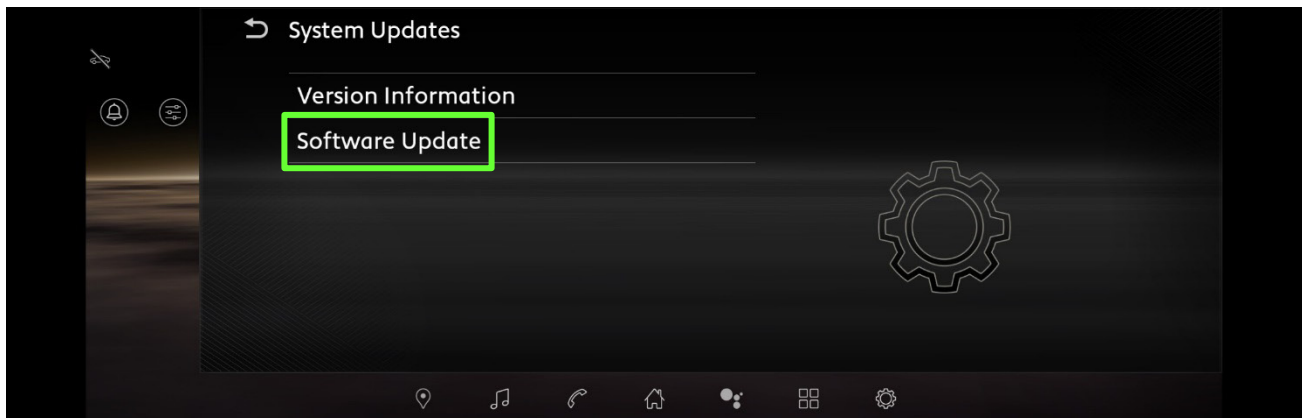


Figure 9

14. Insert **USB-1** with the **Software** update into one of the USB ports located in the center console.

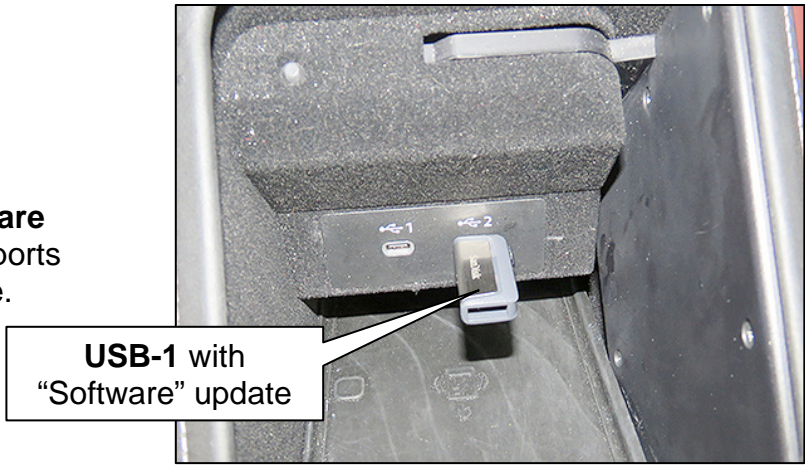


Figure 10

15. When the message in Figure 11 appears, scroll the message screen to the bottom and select **OK**.

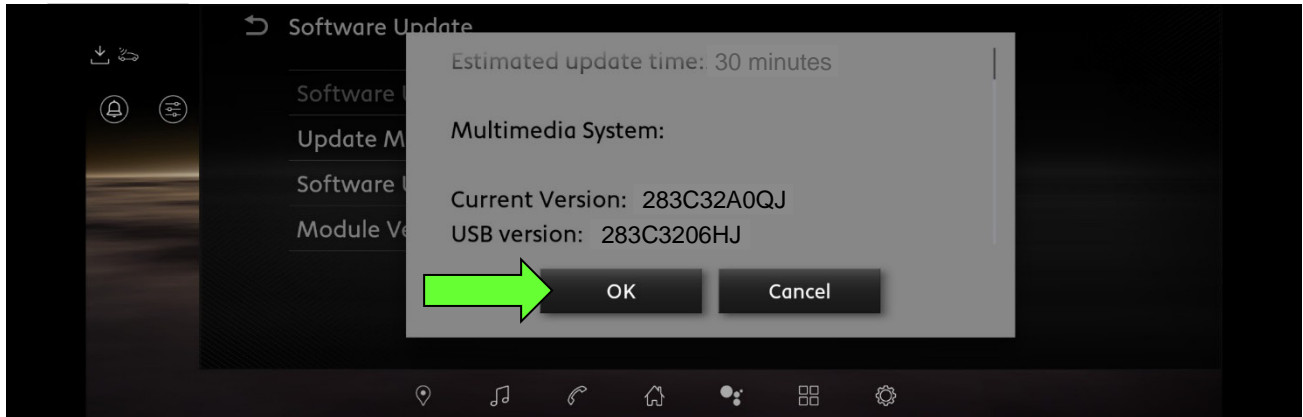


Figure 11

16. Select **Software Update**.

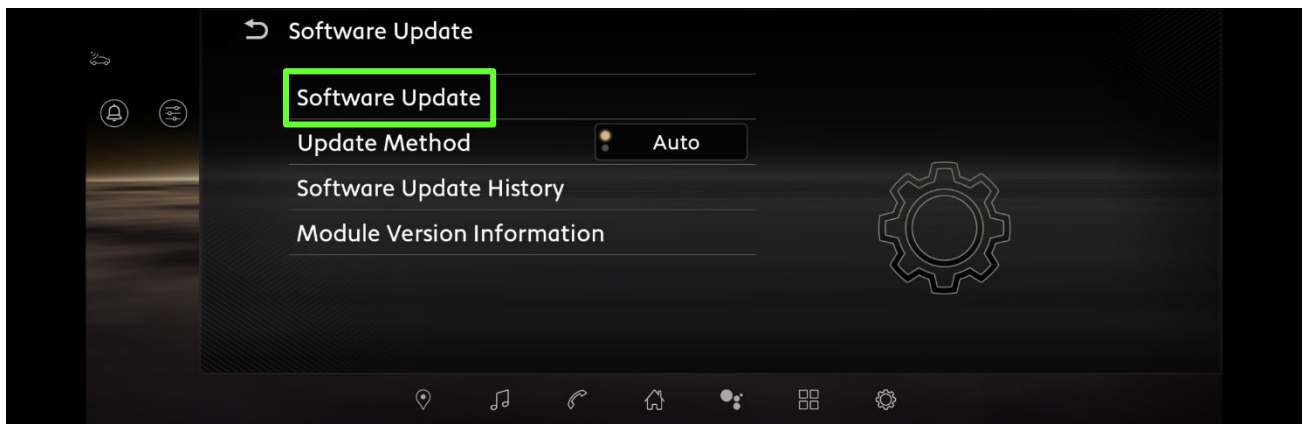


Figure 12

17. Wait for the download to complete.

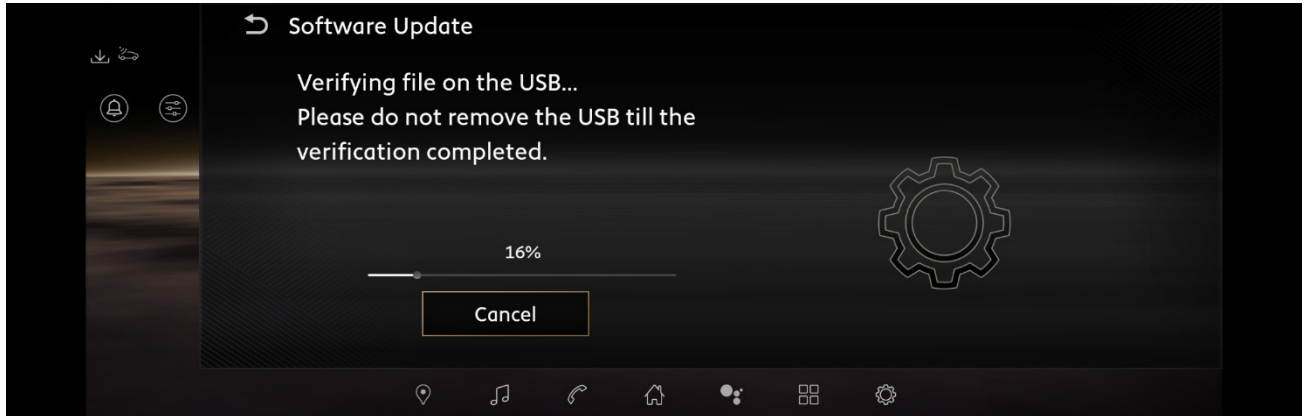


Figure 13

18. When the screen in Figure 14 is displayed, select **Yes**.

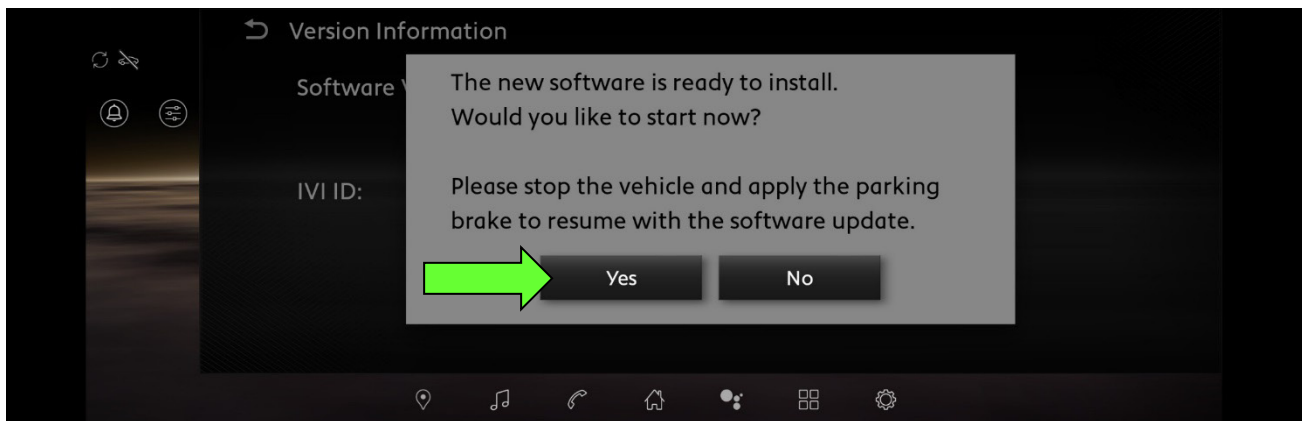


Figure 14

19. Select **Accept**.

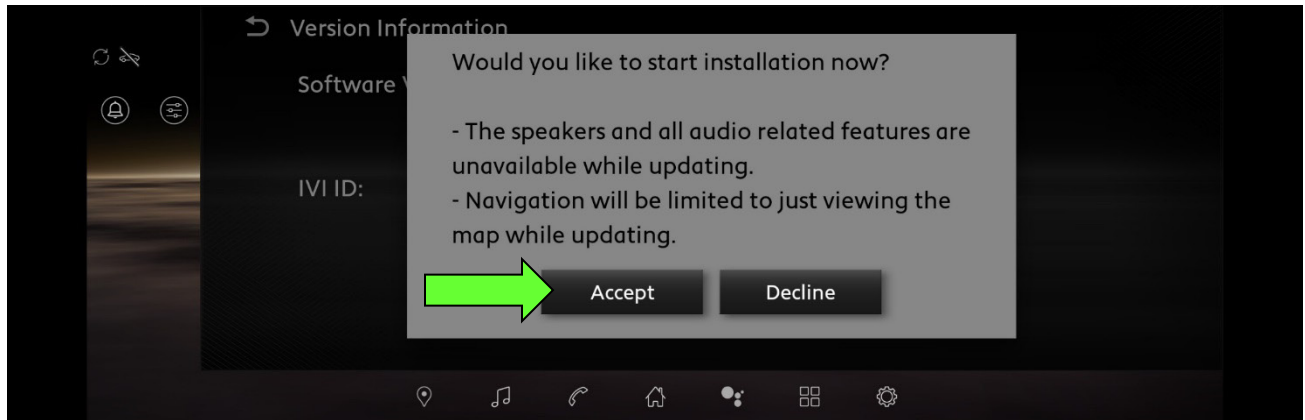


Figure 15

- Allow the update to complete (Figure 16).
- Software update can take up to 30 minutes to complete.

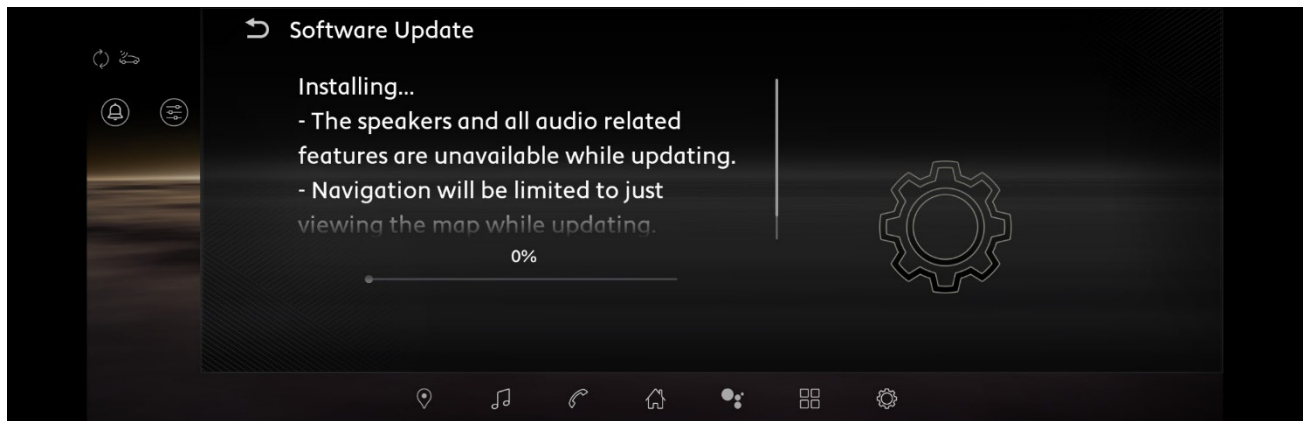


Figure 16

20. When the screen in Figure 17 is displayed, select **Now**.

- Once complete, the system will reboot and the welcome screen will be displayed (not shown).

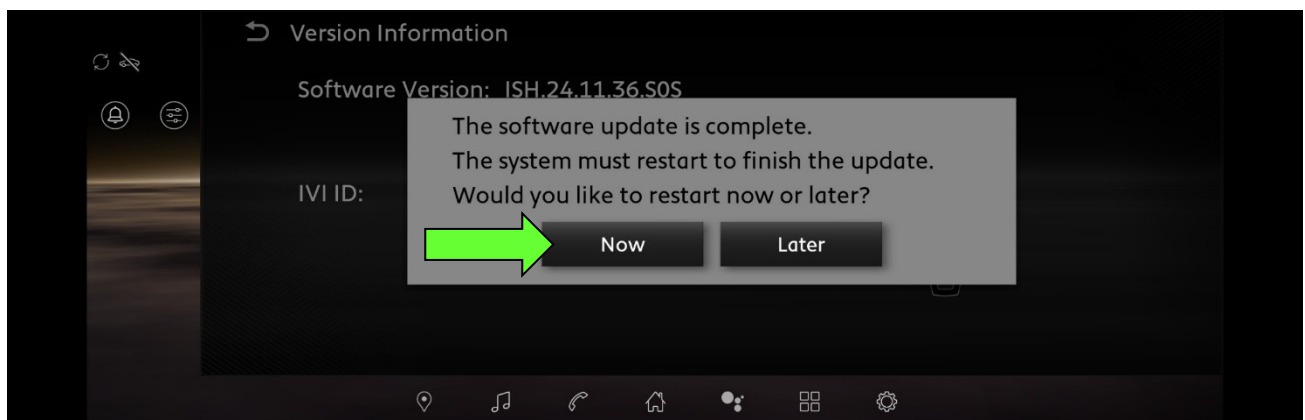


Figure 17

21. Remove **USB-1** with the **Software** update from the USB port located in the center console.

## Assets Update

22. Select the **All Settings** icon (Figure 18).
23. Select **General**.

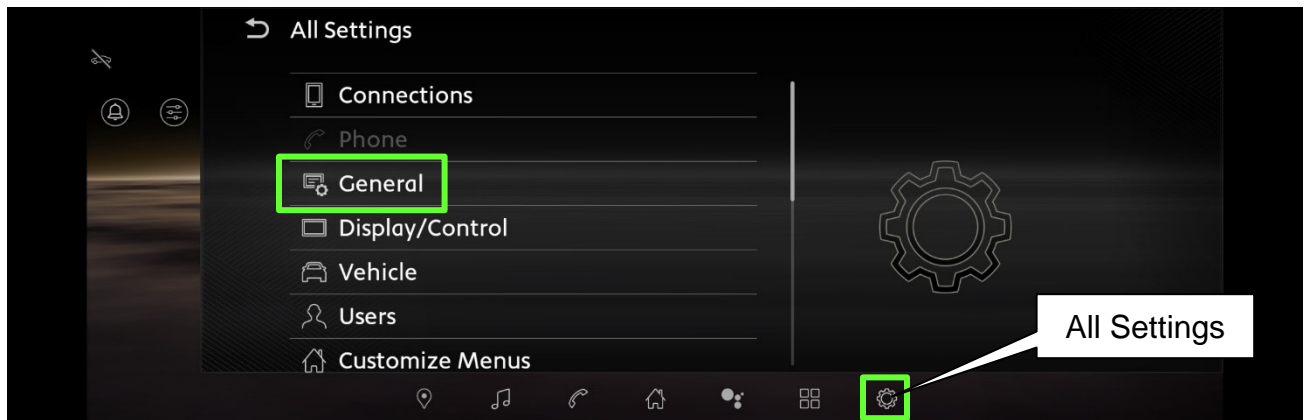


Figure 18

24. Select **System**.

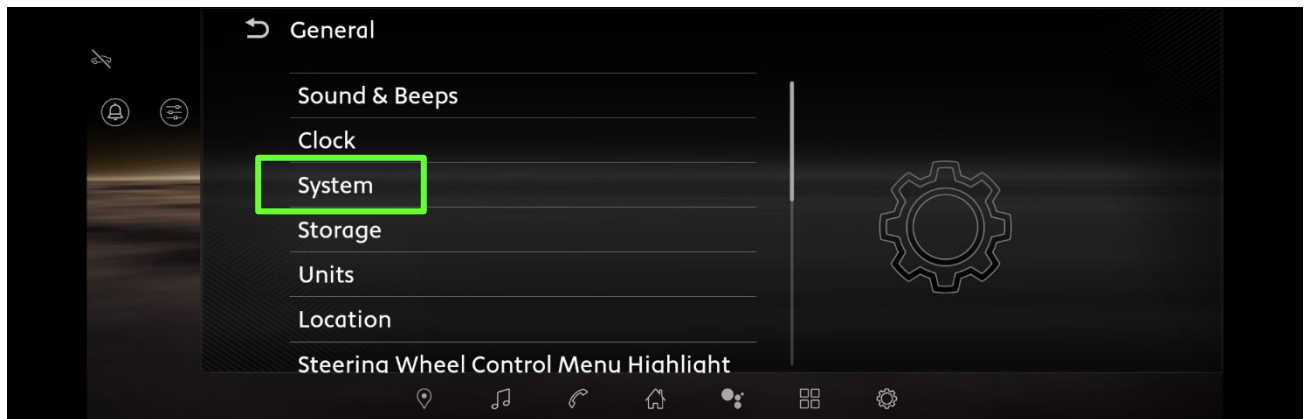


Figure 19

25. Select **System Updates**.

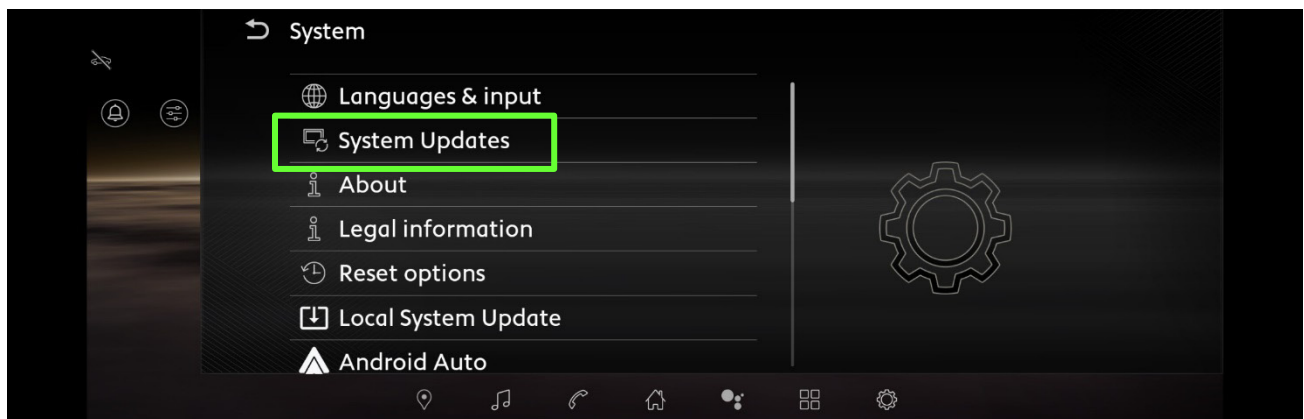


Figure 20

26. Select **Software Update**.

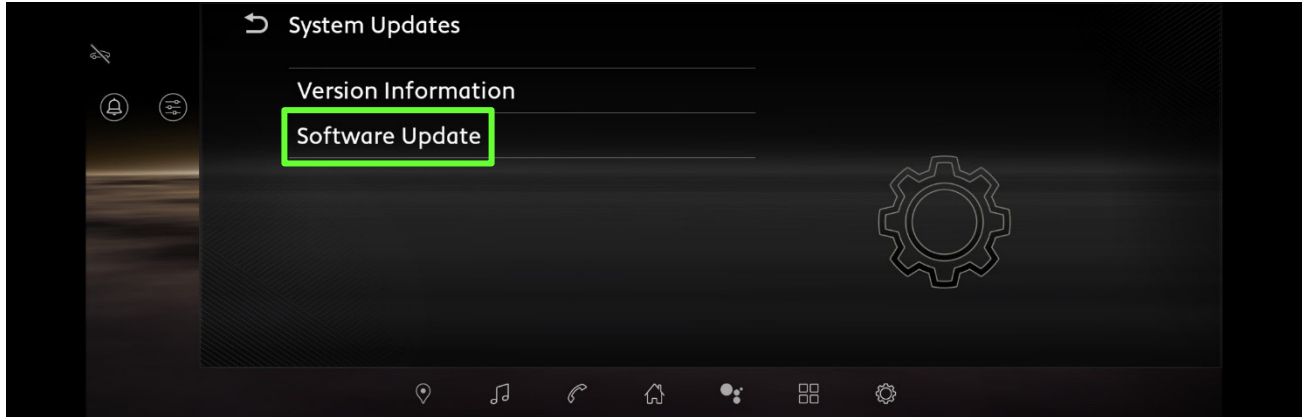


Figure 21

27. Insert **USB-2** with **Assets** update into one of the USB ports located in the center console.

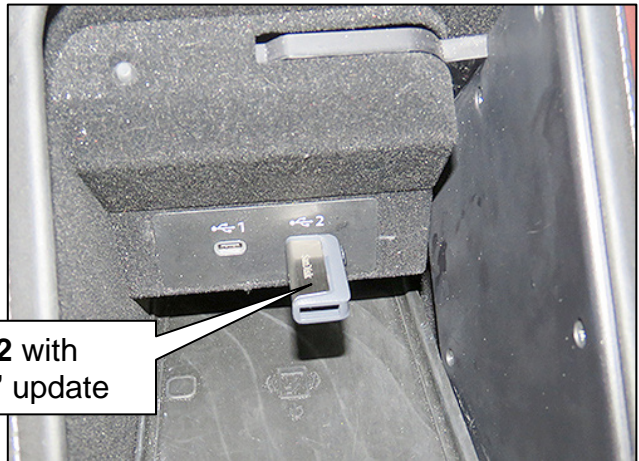


Figure 22

28. When the message in Figure 23 appears, scroll the message screen to the bottom and select **OK**.

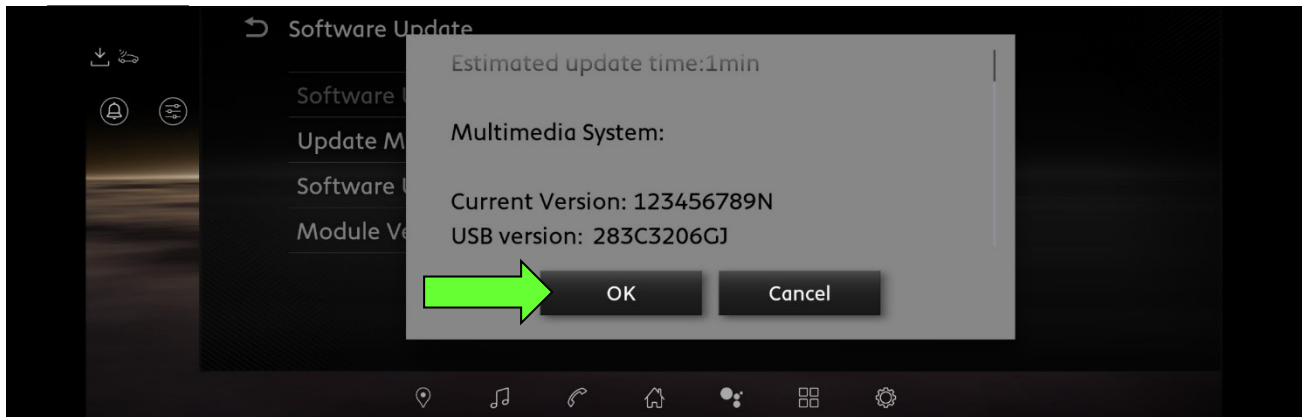


Figure 23

29. Select **Software Update**.

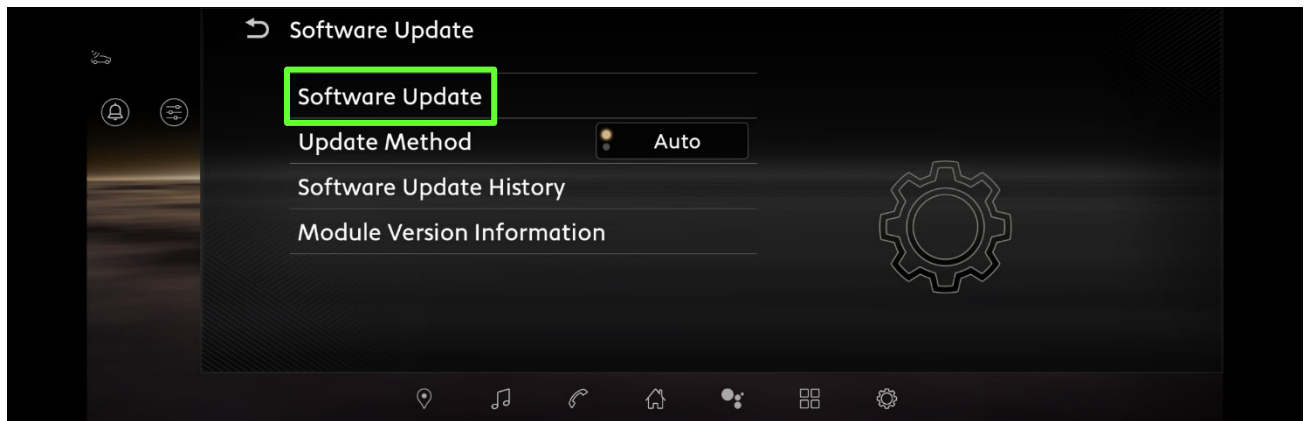


Figure 24

30. Wait for the download to complete.

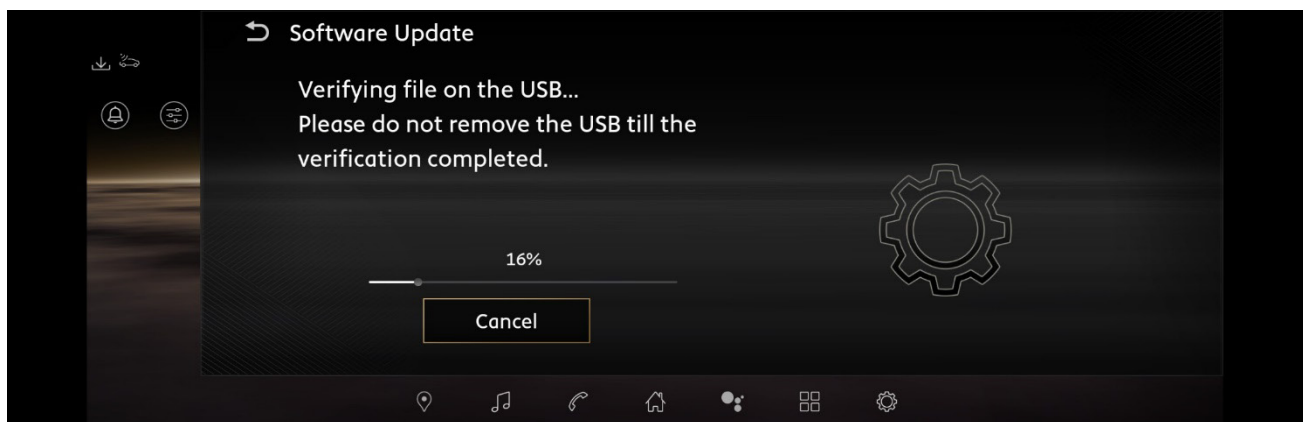


Figure 25

31. When the screen in Figure 26 is displayed, select **Yes**.

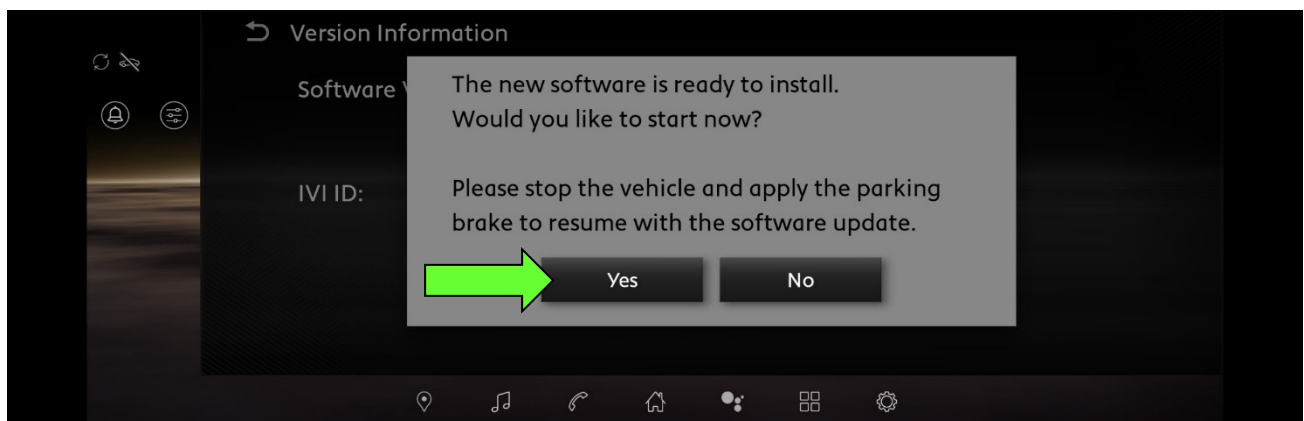


Figure 26

32. Select **Accept**.

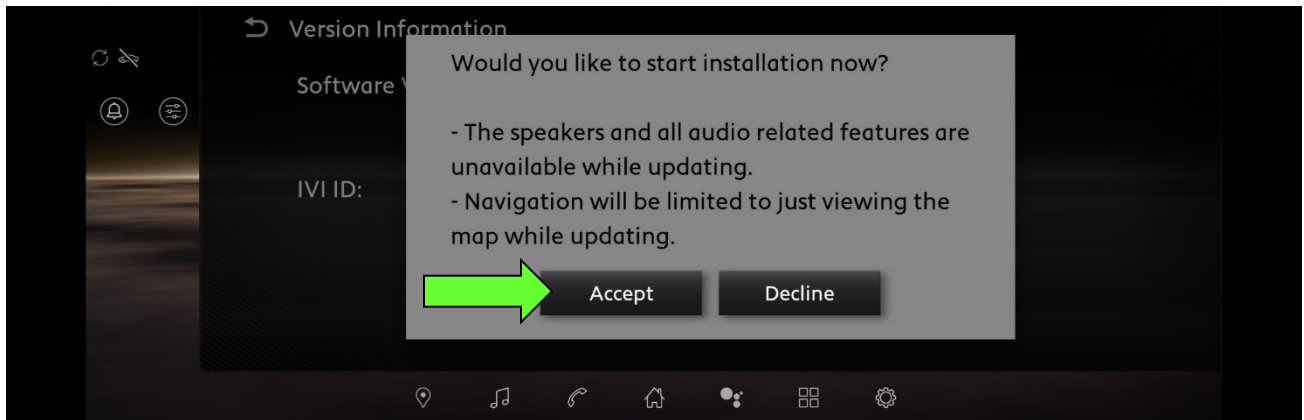


Figure 27

- Allow the update to complete (Figure 28).

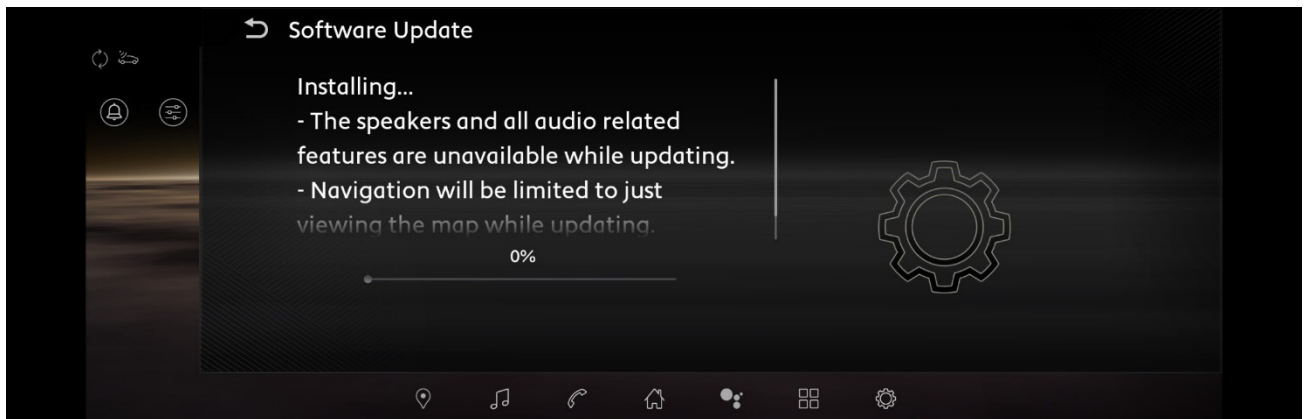


Figure 28

33. Select **Now**.

- Once complete, the system will reboot and the welcome screen will be displayed (not shown).

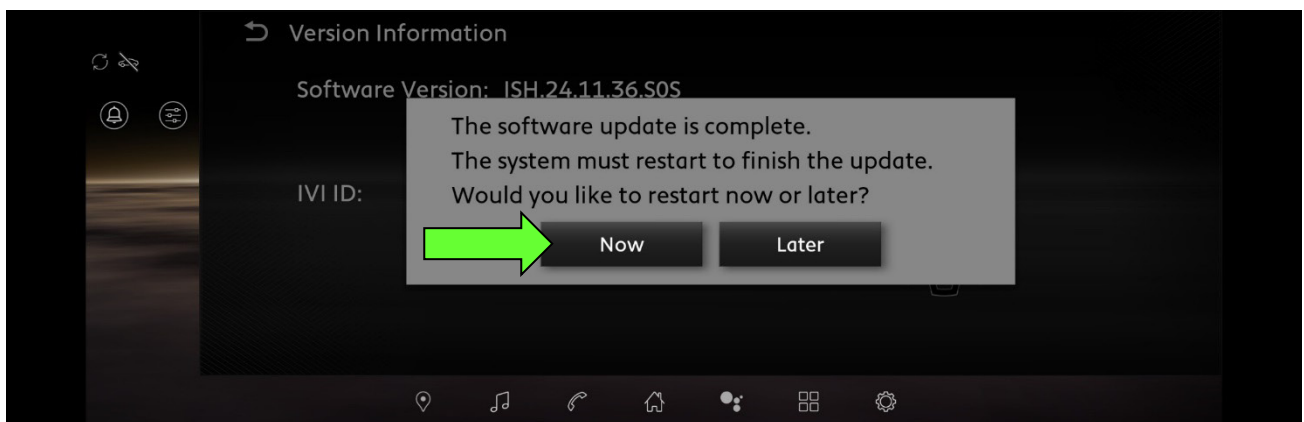


Figure 29

34. Remove **USB-2** with the **Assets** update from the USB port located in the center console.

## AV Control Unit Configuration

35. Turn ON the CONSULT PC, connect VI-3, and then start C4.
  - Allow System Call to complete.

36. Select **Vehicle reprogramming**.

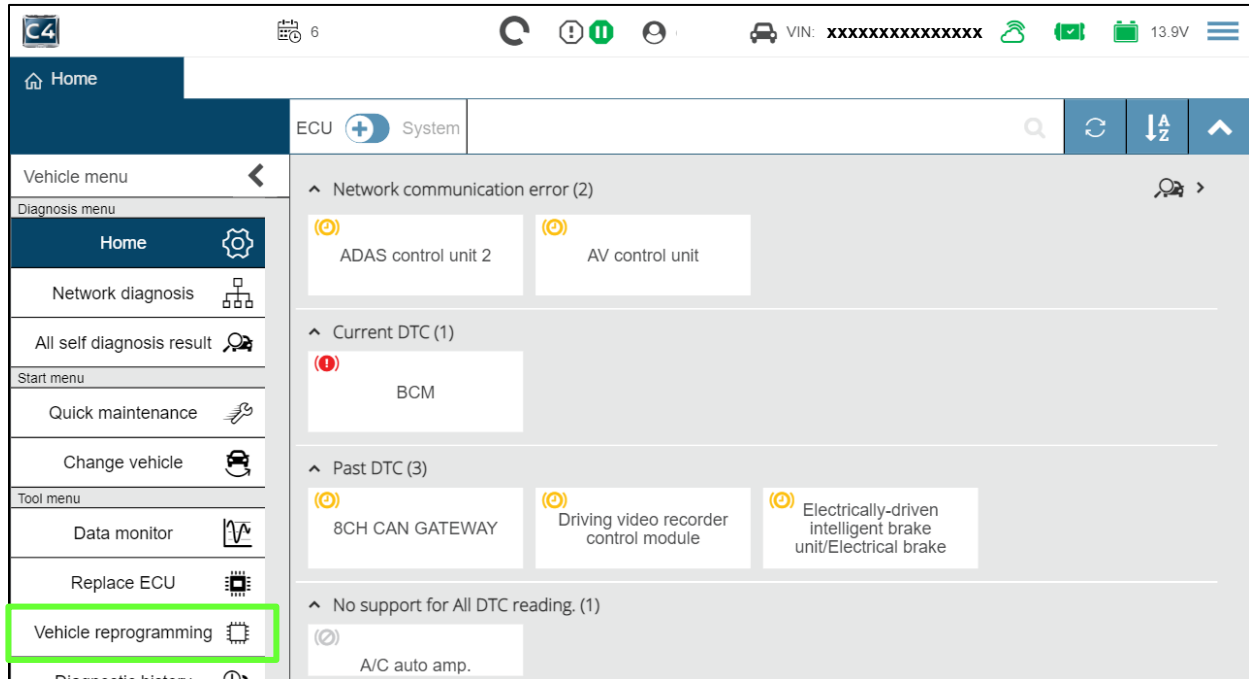


Figure 30

37. Select the **Play** icon for “AV control unit” ECU reprogramming.

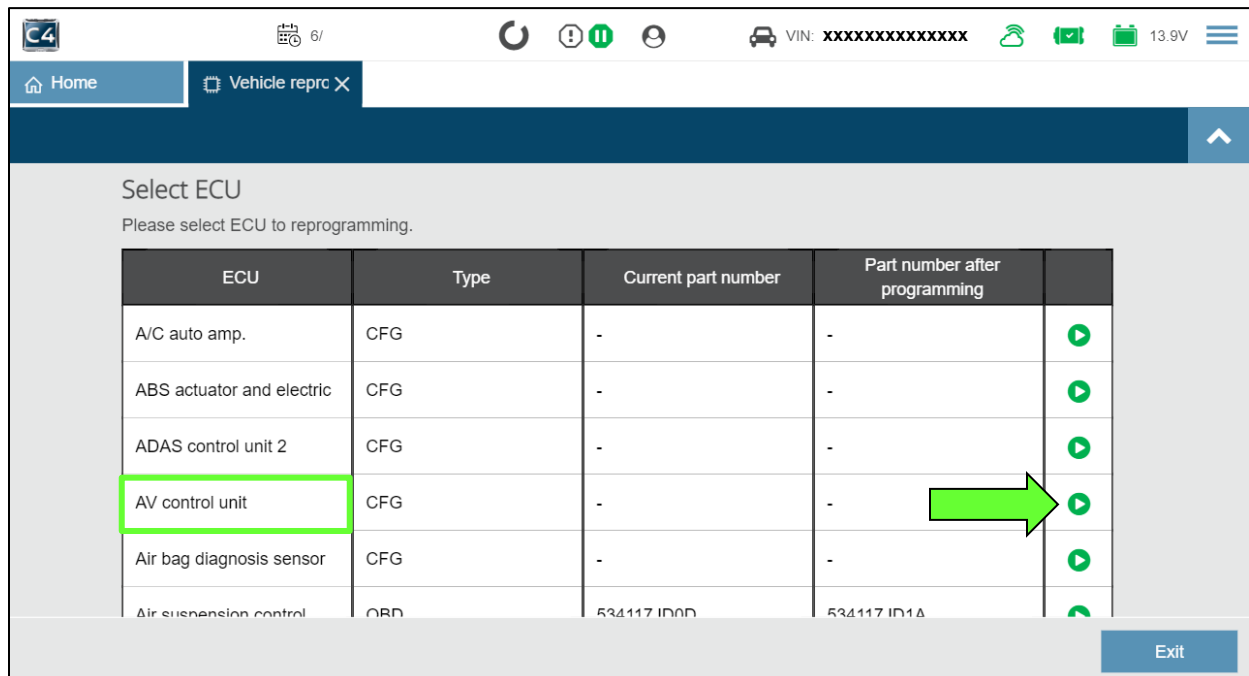


Figure 31

38. Select **Next**.

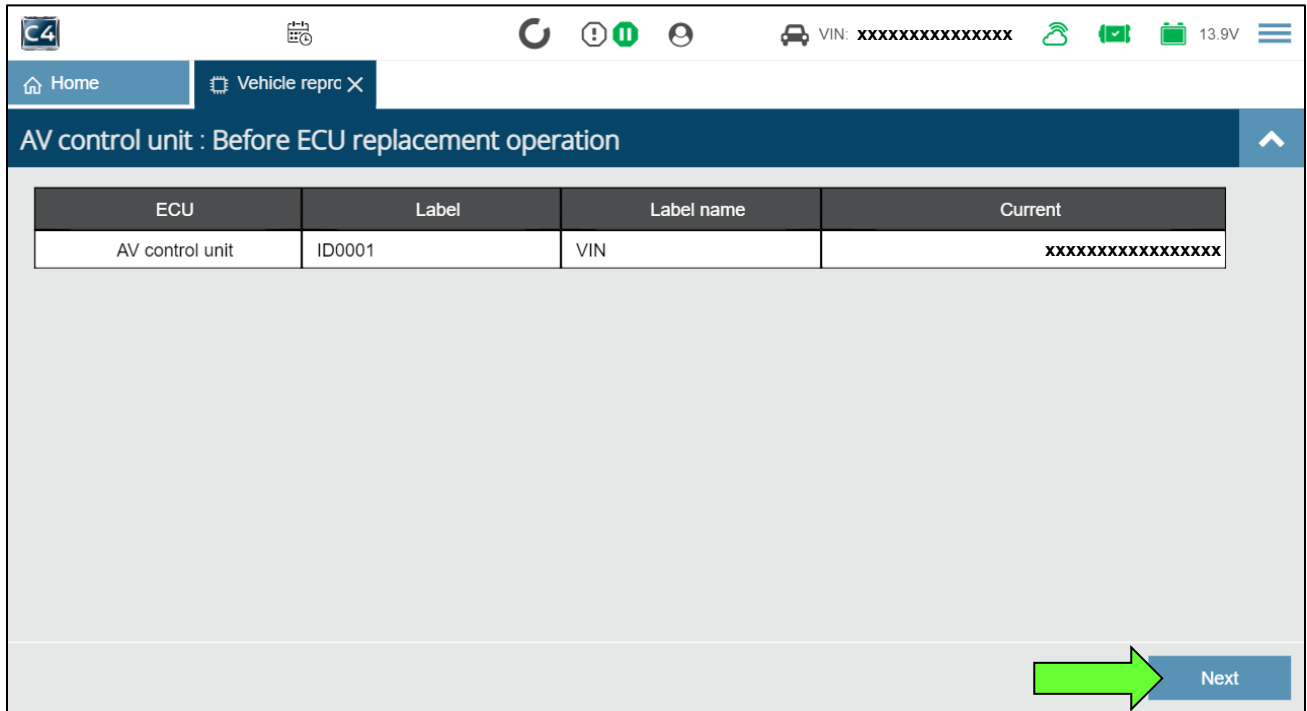


Figure 32

- Allow configuration to complete.

**HINT:** The system will reboot three (3) times.

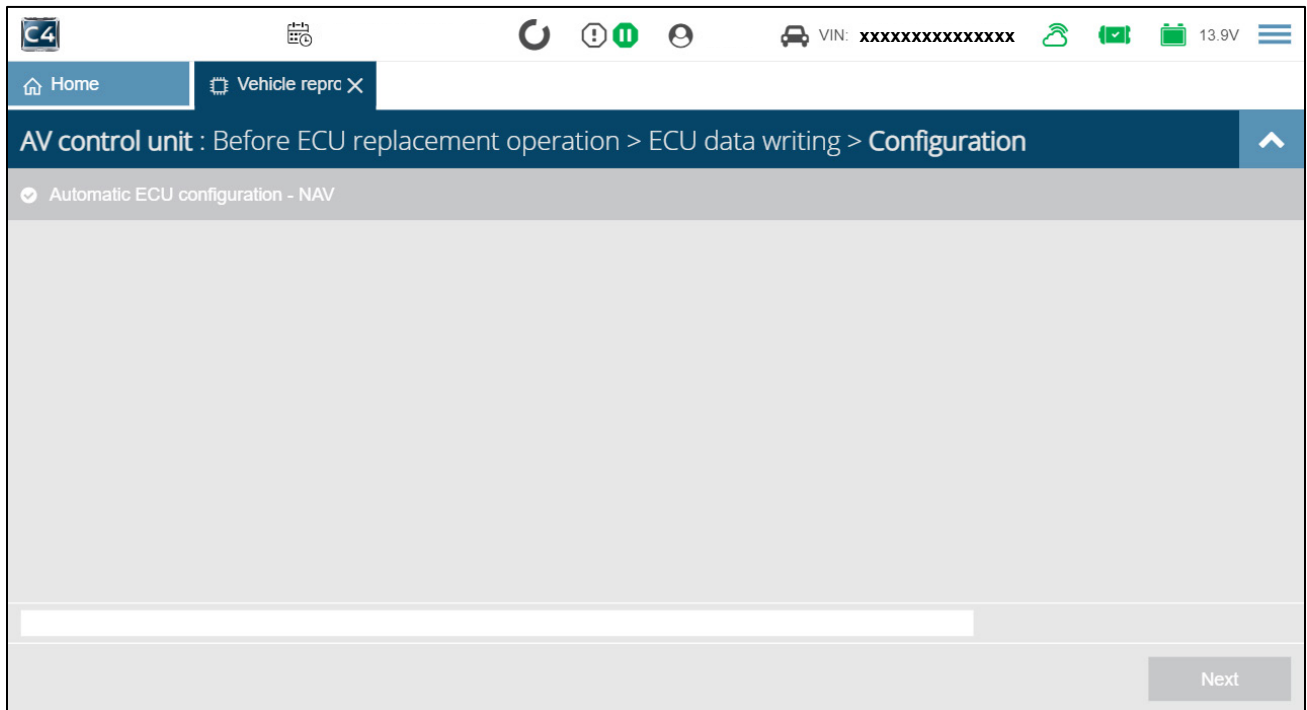


Figure 33

39. Select **Next**.

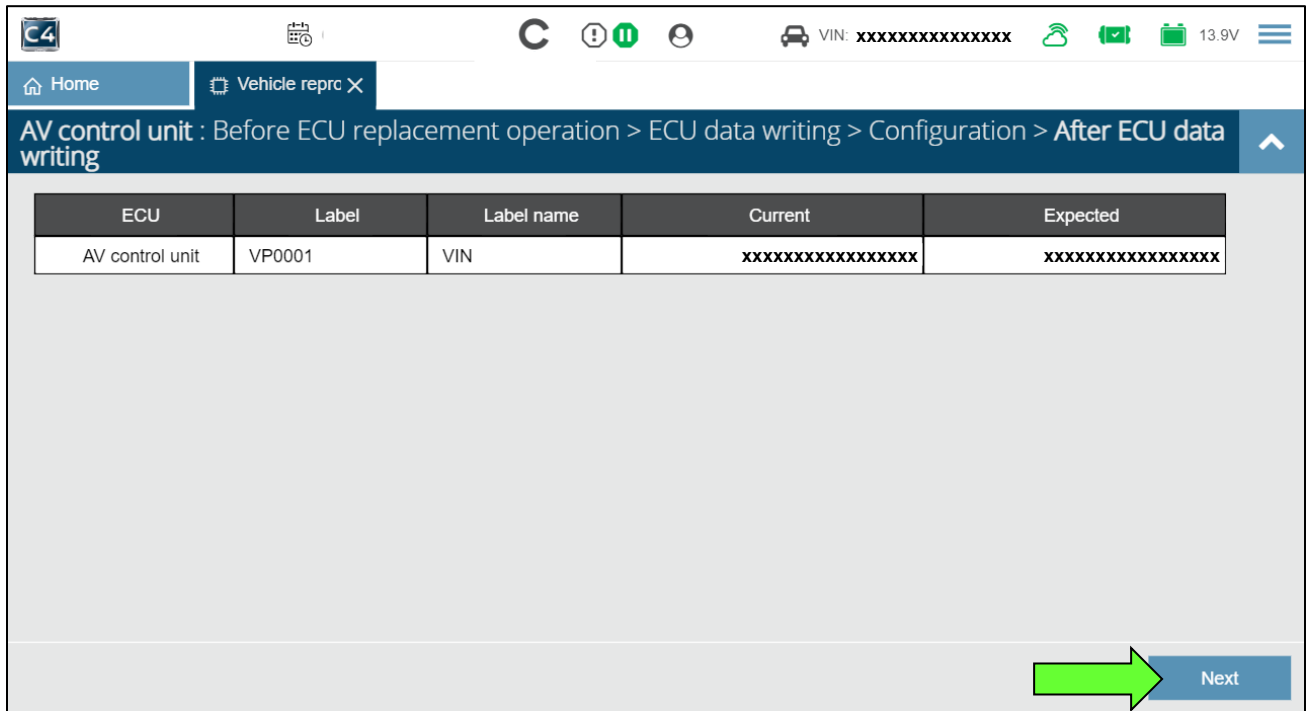


Figure 34

40. Select **Next** again.

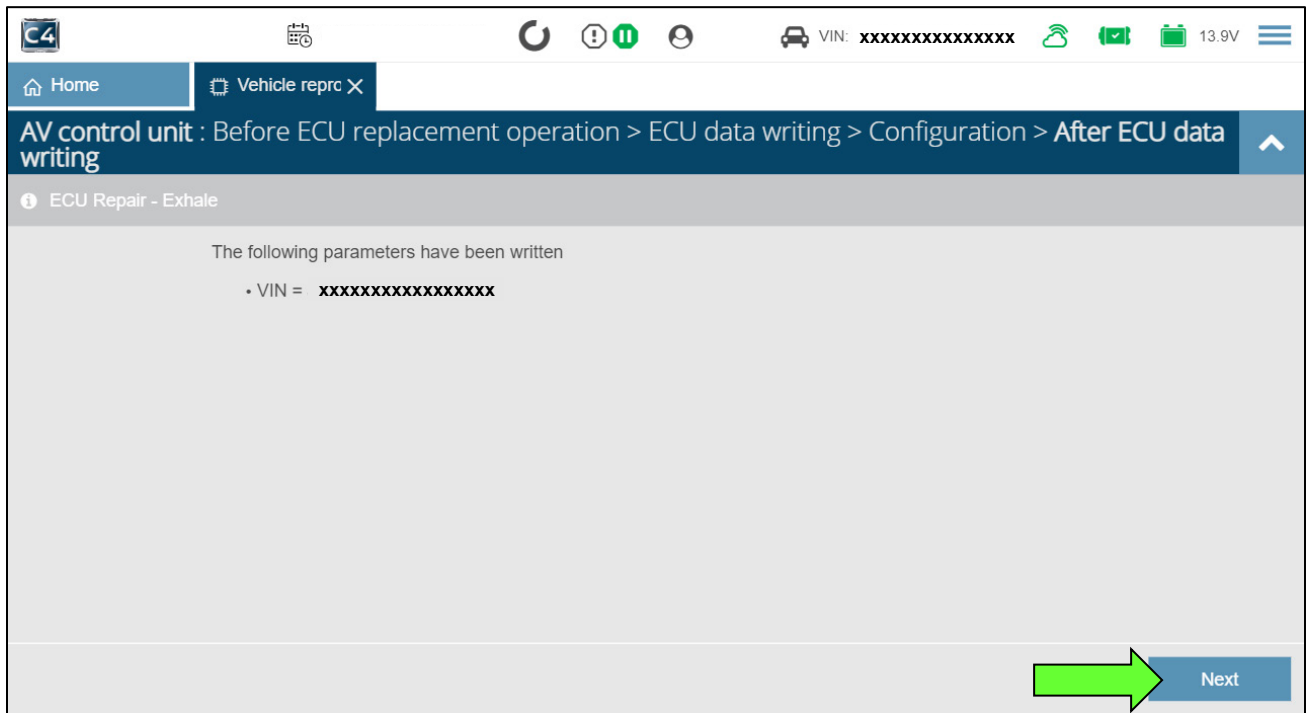


Figure 35

41. Select **Complete**.

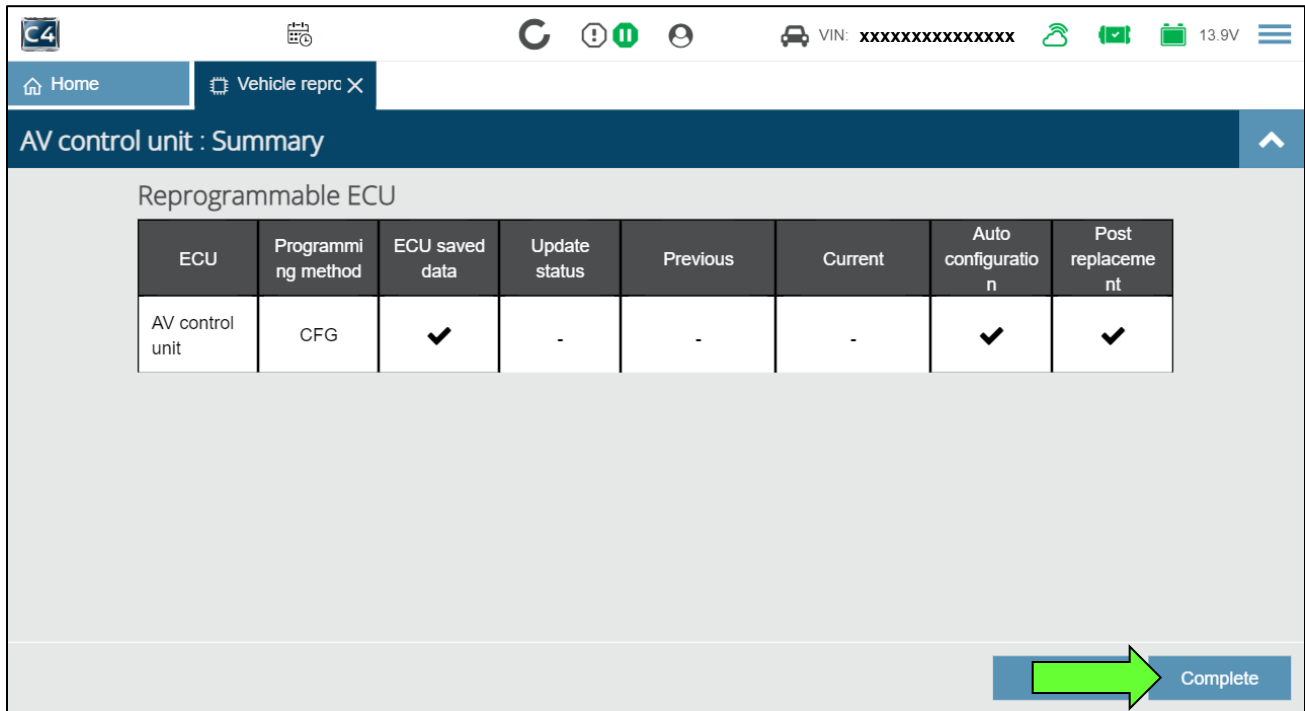


Figure 36

42. Select **Home**.

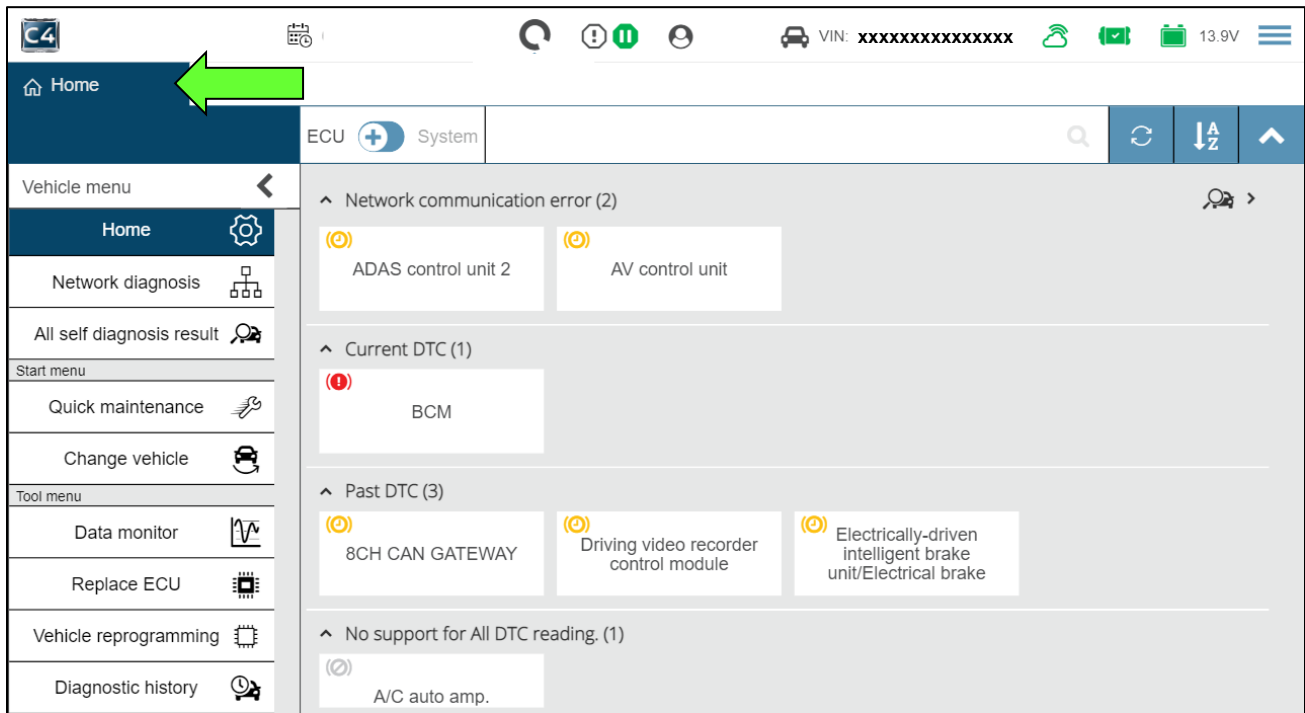


Figure 37

43. Select the erase DTCs icon.

The screenshot shows the C4 diagnostic tool interface. The top bar includes a search field for DTCs and a toolbar with icons for SRT, print, and a green arrow pointing to the 'Erase DTCs' icon. The main area displays a table of DTCs with columns for ECU, DTC, Item name, Category, Occurrence, and km.

ECU	DTC	Item name	Category	Occurrence	km
BCM	B2F70-01	Stop lamp	Circuit	--	16,777,215.0
8CH CAN GATEWAY	U278C-88	Ethernet circuit	Message error	1	11,012.0
ADAS control unit 2	U2154-87	CAN communication error (AV control unit)	Network	1	--
Driving video recorder control module	C2600-49	Internal malfunction	Internal	2	13,198.1
AV control unit	B1315-13	Amplitude modulation/frequency modulation 1 antenna	Circuit	3	8,510.0
AV control unit	B1346-13	GPS antenna connection	Circuit	1	7,571.0
AV control unit	U2193-87	CAN communication error (automatic drive positioner control unit driver side)	Network	1	7,569.0
AV control unit	B13EC-52	Factory mode	Not completed	1	13,532.0
AV control unit	B1317-13	XM antenna connection	Circuit	1	8,510.0

Figure 38

44. Confirm that all related AV control unit DTCs are erased.

The screenshot shows the C4 diagnostic tool interface after the DTCs have been erased. The top bar now includes icons for SRT, print, filter, and save. The main area displays a green banner with a checkmark and the text 'No DTC'.

Figure 39

45. Close C4 and turn OFF the CONSULT PC and disconnect the VI-3.

**CLAIMS INFORMATION:**

Submit a “CM” line claim using the following claims coding:

<b>CAMPAIGN (“CM”) ID</b>	<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
R25D7	Update IVI software, Assets, and configuration	R25D71	0.9
	Reprogram not needed	R25D70	0.2

**AMENDMENT HISTORY**

<b>PUBLISHED DATE</b>	<b>REFERENCE</b>	<b>DESCRIPTION</b>
December 11, 2025	ITB25-013	Original bulletin published
December 18, 2025	ITB25-013A	Amended to change information on page 2.

