



VOLUNTARY RECALL CAMPAIGN

Classification: AN25-007B	Reference: ITB25-013B	Date: February 17, 2026
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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 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**.

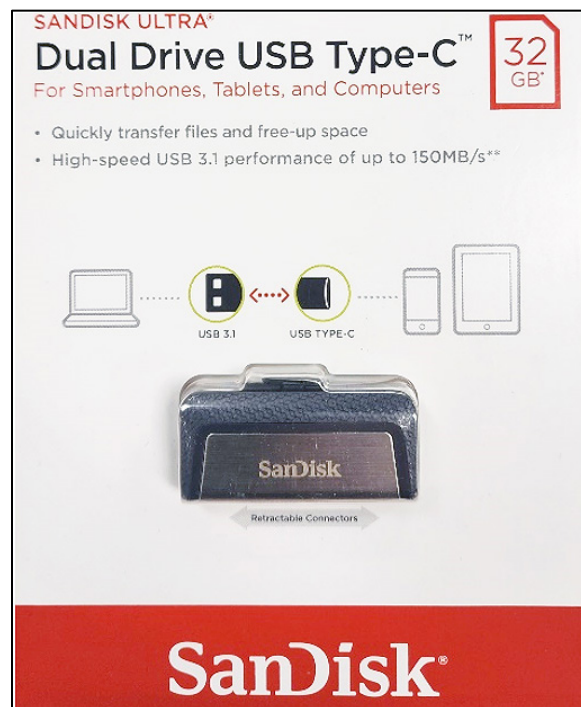


Figure 1

SERVICE PROCEDURE

IMPORTANT: Due to differences in vehicle layout and software versions, the figures throughout this bulletin may not match exactly to the images on the AV Control Unit or the vehicle you are working on.

1. Select the **All Settings** icon.



Figure 2

2. Select **General**.

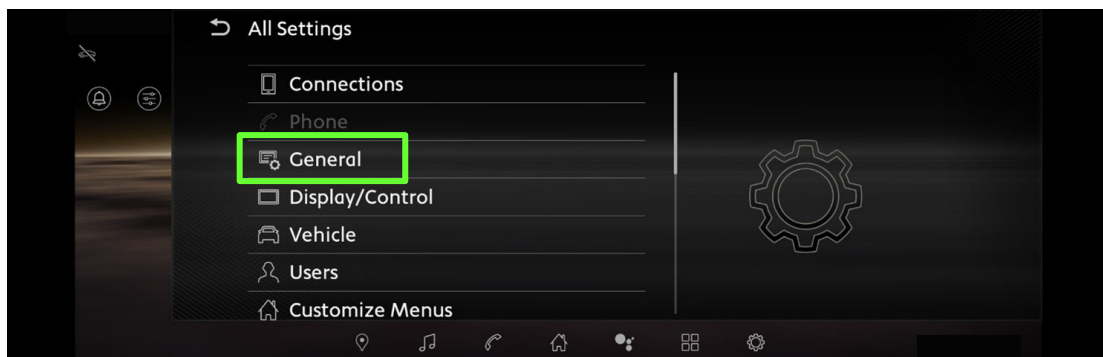


Figure 3

3. Select **System**.

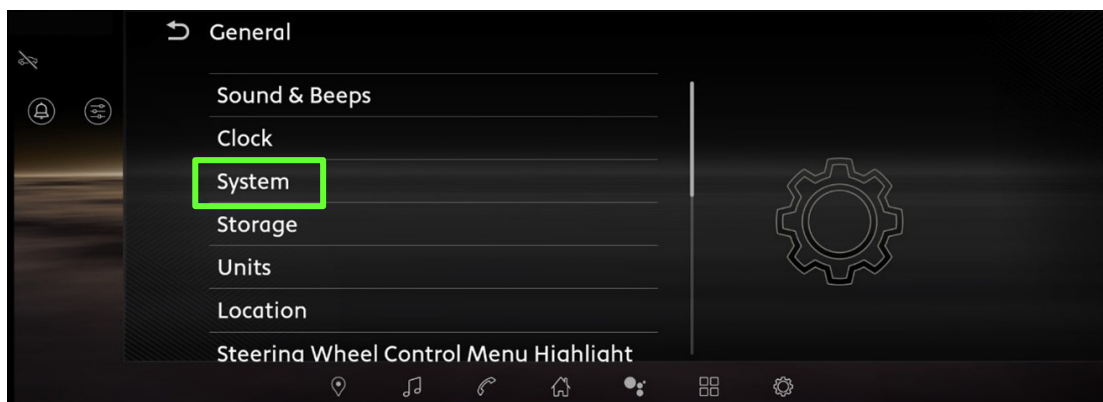


Figure 4

4. Select **System Updates**.

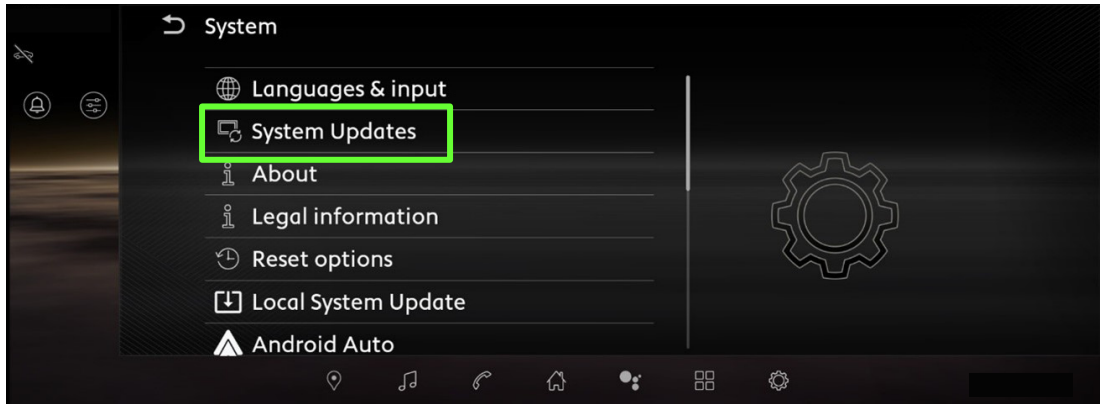


Figure 5

5. Select **Version Information**.

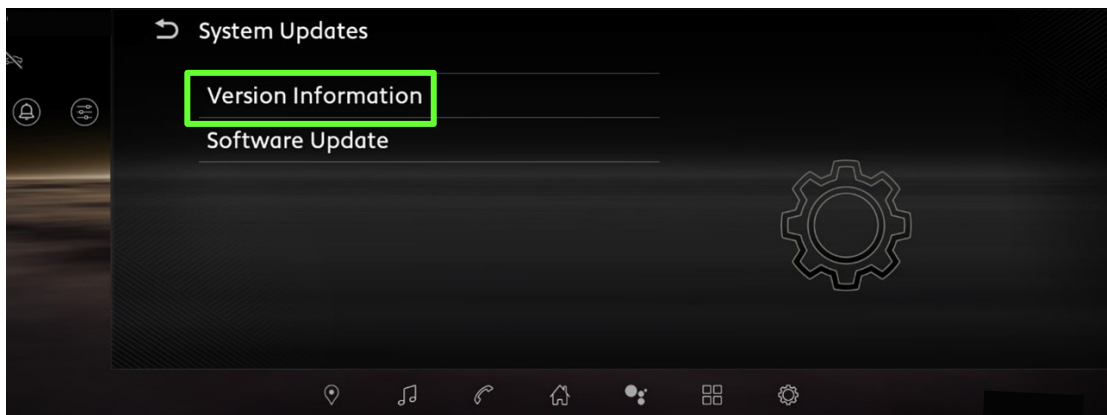


Figure 6

6. Does the **Software Version** shown in Figure 7 start with **ISH.25.28.05** ?

NO: Continue to step 7 on page 5 to reprogram the IVI Control Unit.

YES: No further action is needed. Proceed to **CLAIMS INFORMATION** on the last page.

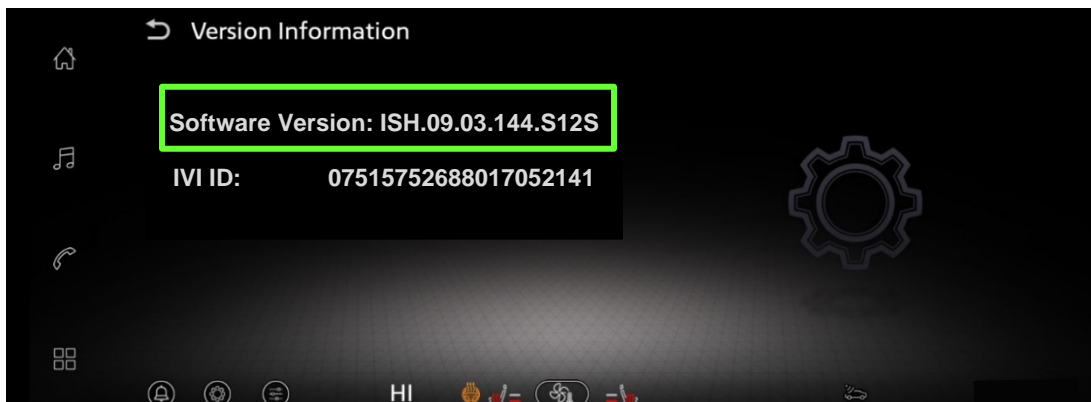


Figure 7

IMPORTANT: This software update will involve two USB drives and CONSULT PC. 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

7. 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**.

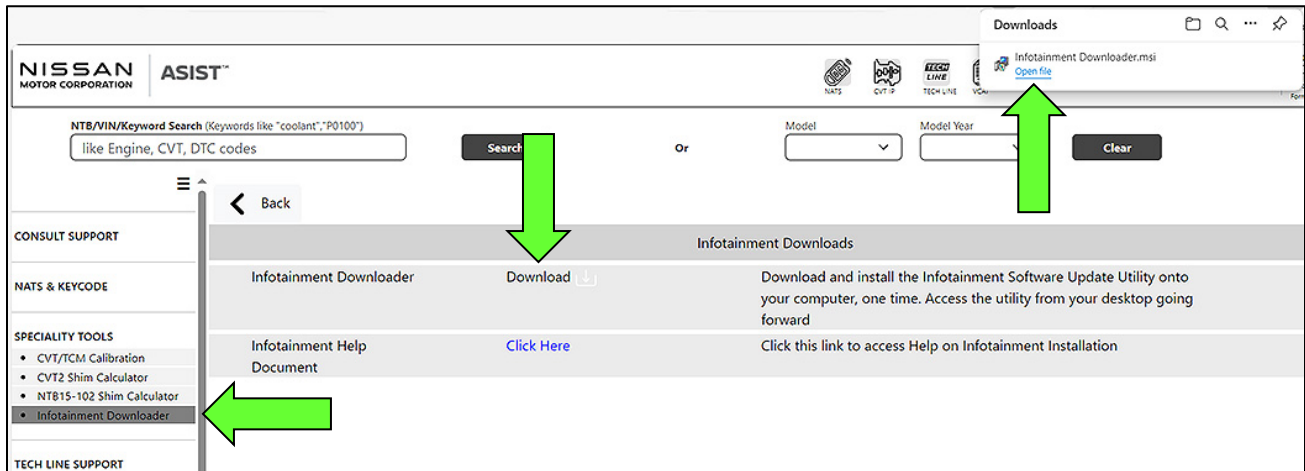


Figure 8

8. Open the **Infotainment Software Update Utility** (Figure 9).
9. Select **Software Download**.

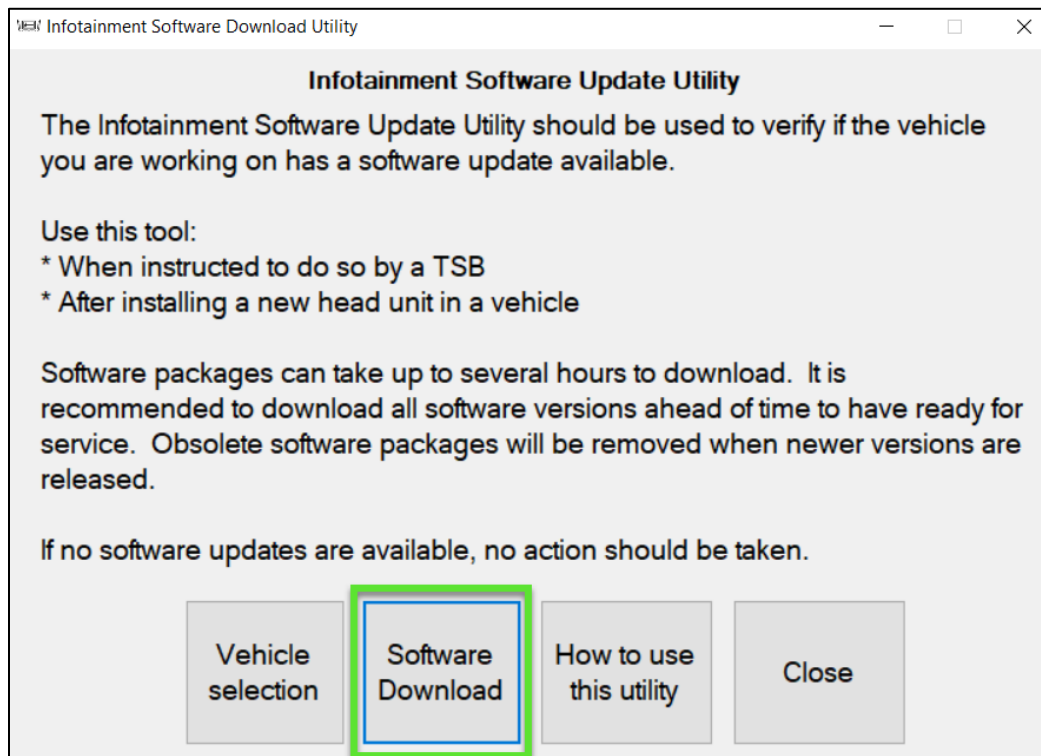


Figure 9

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

11. 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.

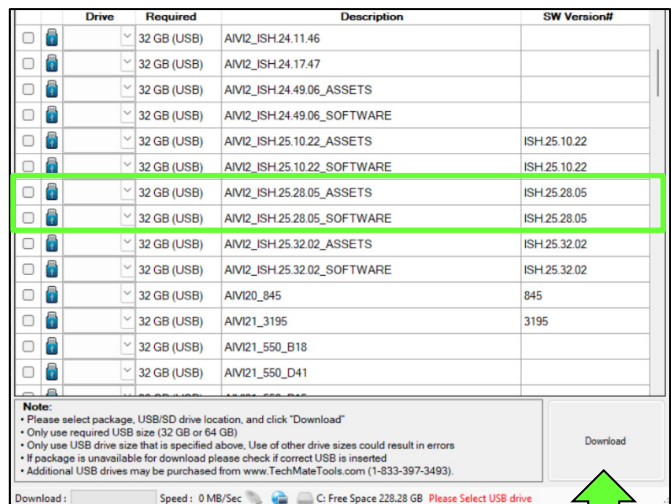


Figure 10

AV CONTROL UNIT SOFTWARE INSTALL

12. Set the parking brake.

13. 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

14. Turn the Audio OFF.

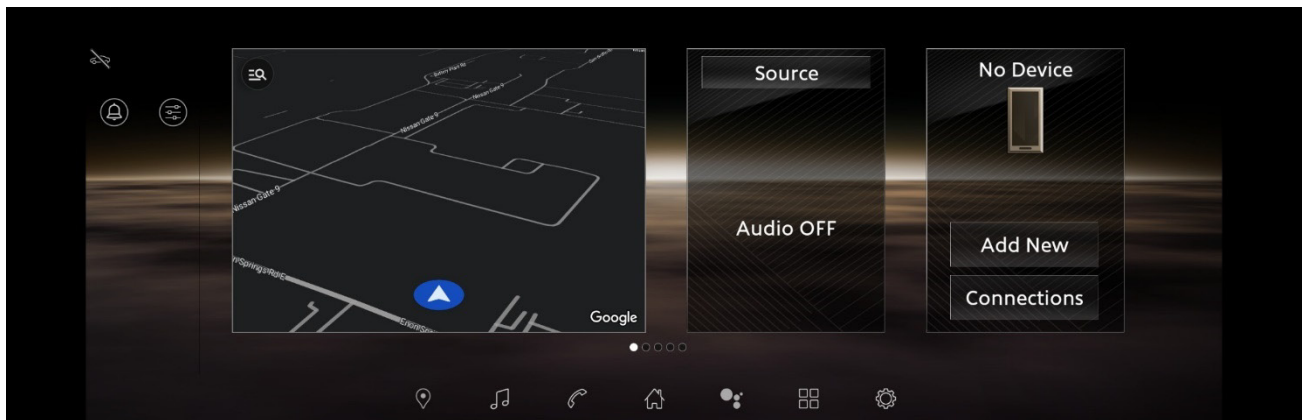


Figure 11

15. Select the **All Settings** icon (Figure 12).

16. Select **General**.

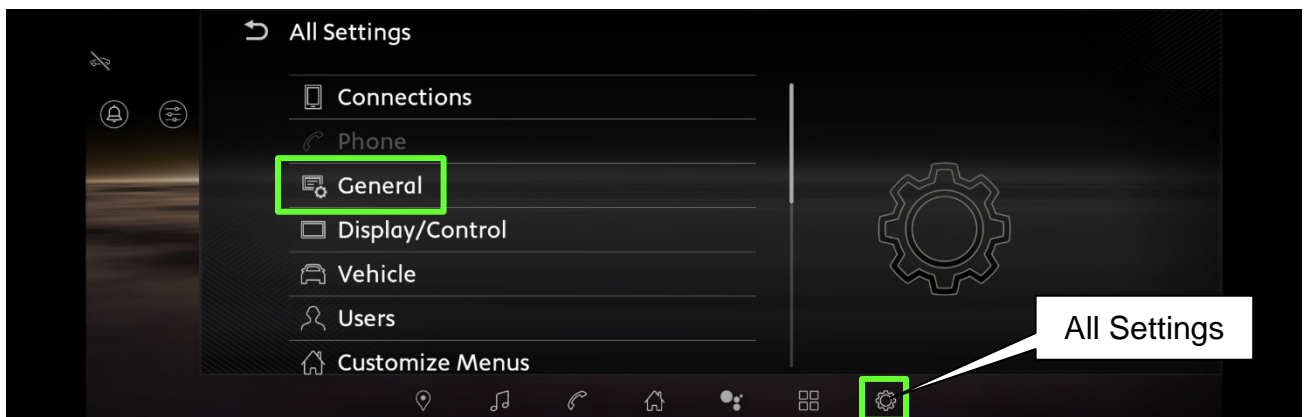


Figure 12

17. Select **System**.



Figure 13

18. Select **System Updates**.

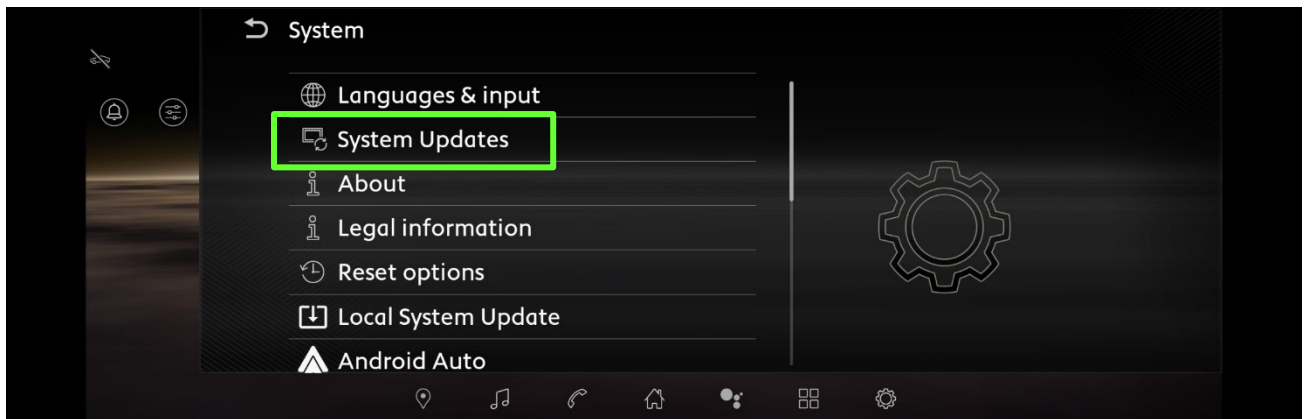


Figure 14

19. Select **Software Update**.

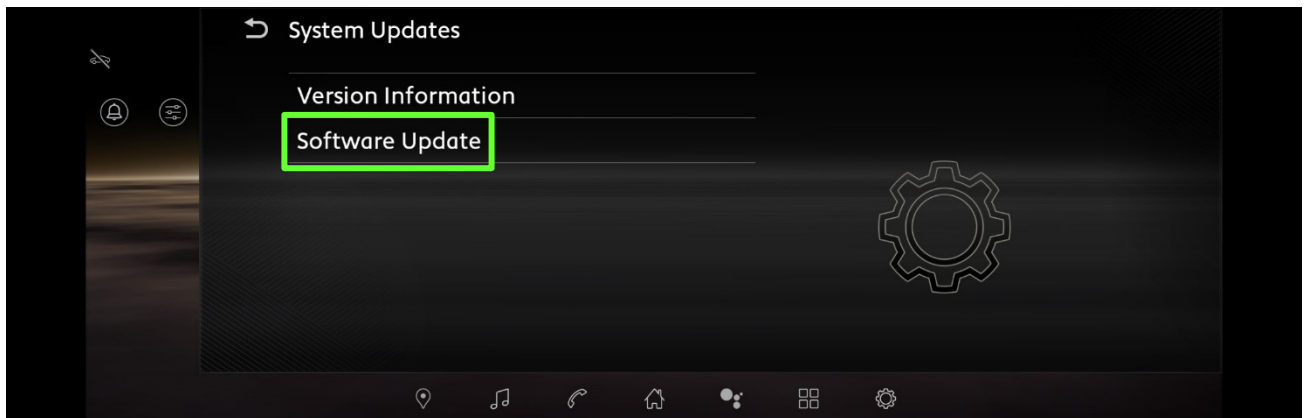


Figure 15

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



Figure 16

21. When the message in Figure 17 appears, scroll the message screen to the bottom and select **OK**.

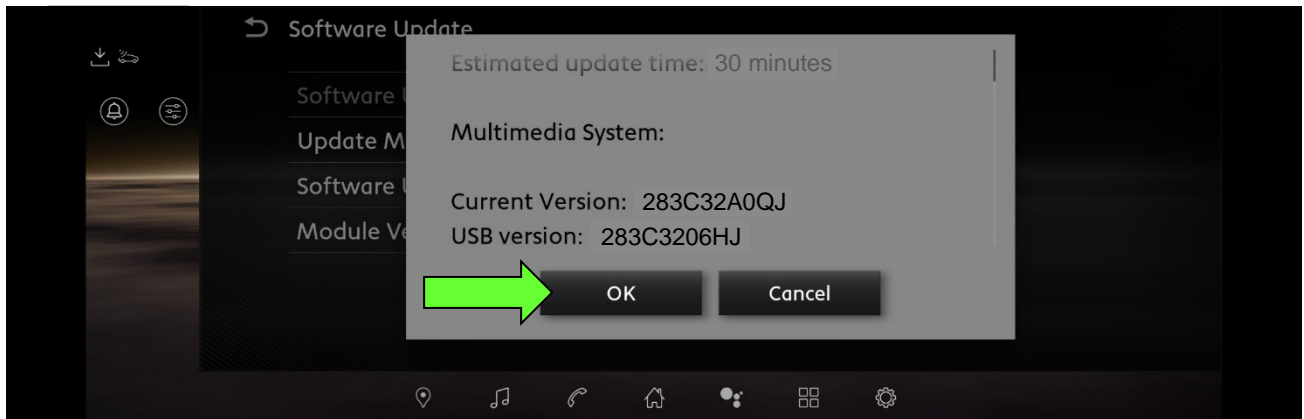


Figure 17

22. Select **Software Update**.

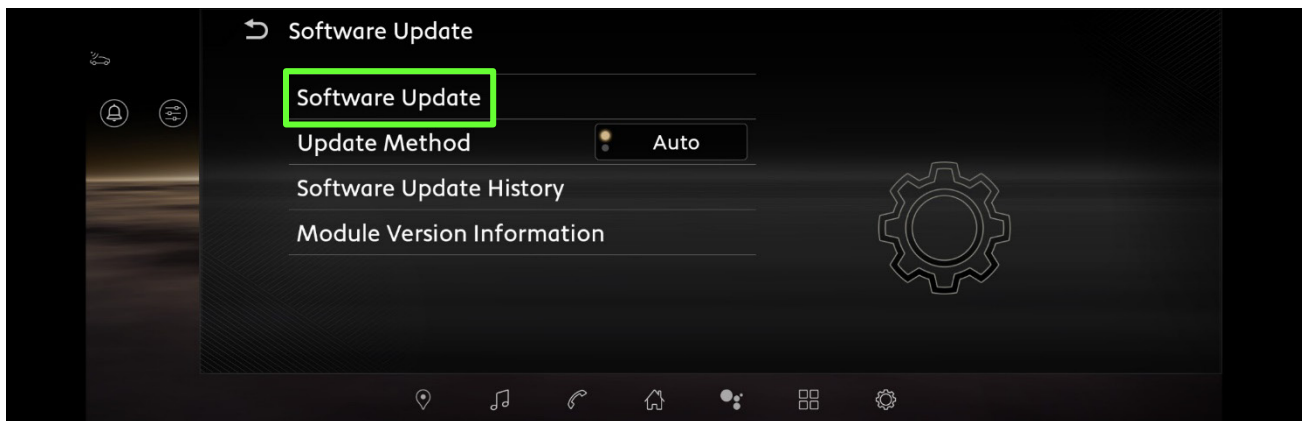


Figure 18

23. Wait for the download to complete.

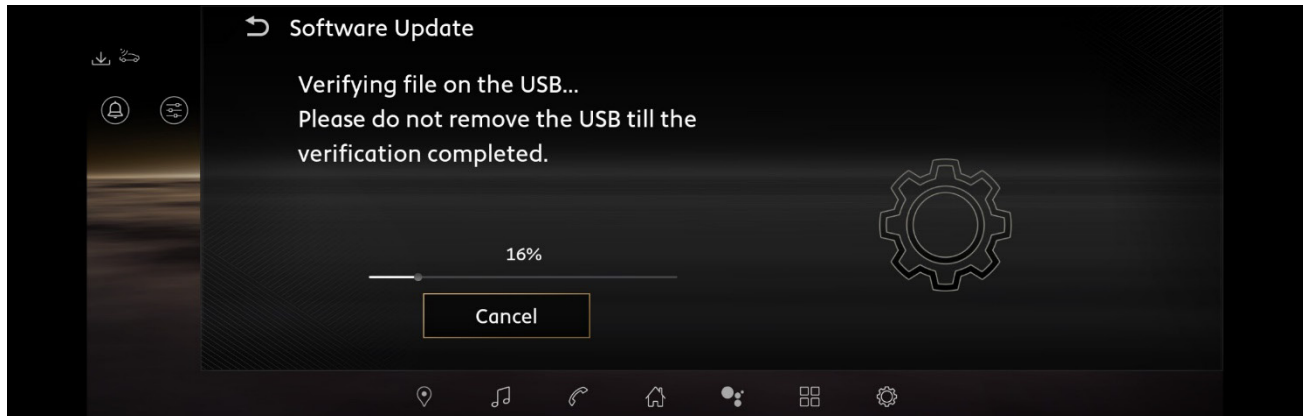


Figure 19

24. When the screen in Figure 20 is displayed, select **Yes**.

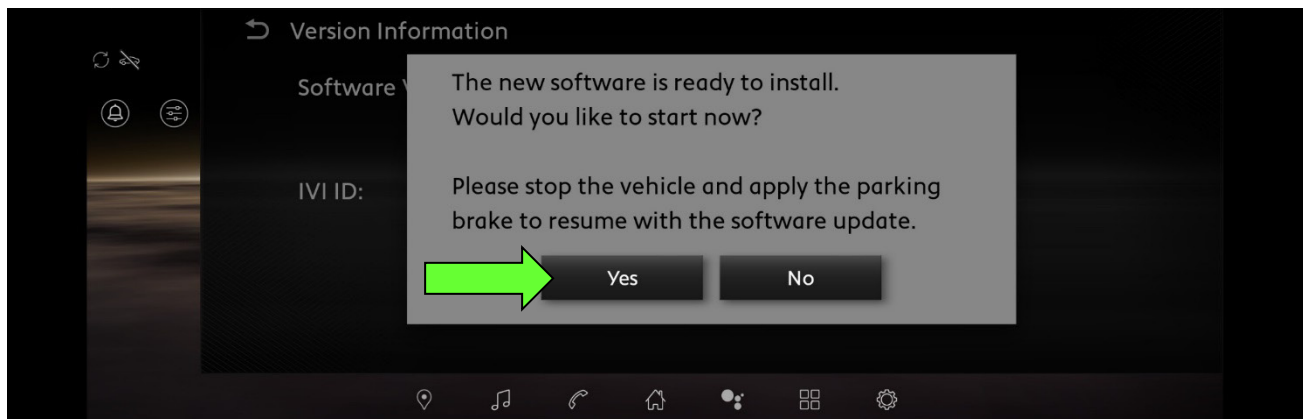


Figure 20

25. Select **Accept**.

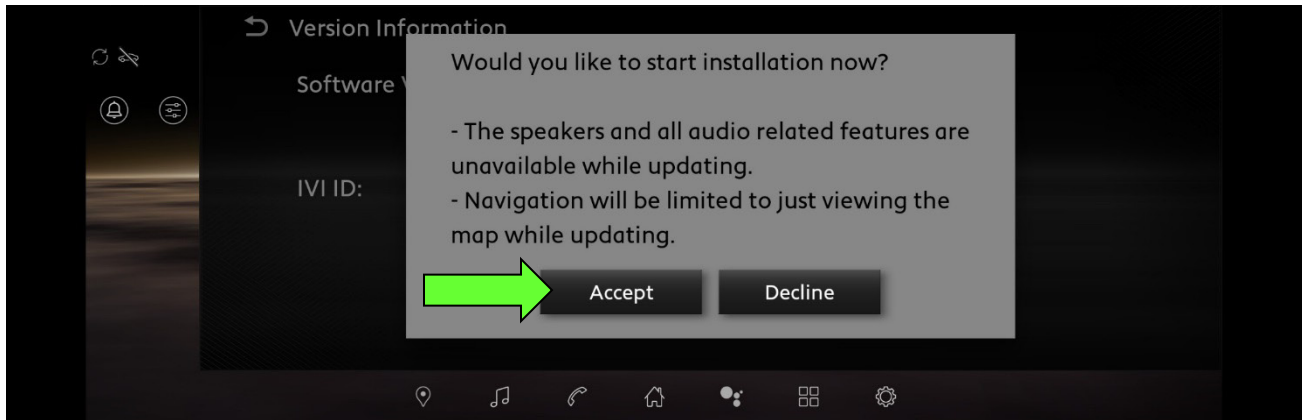


Figure 21

- Allow the update to complete (Figure 22).
- Software update can take up to 30 minutes to complete.

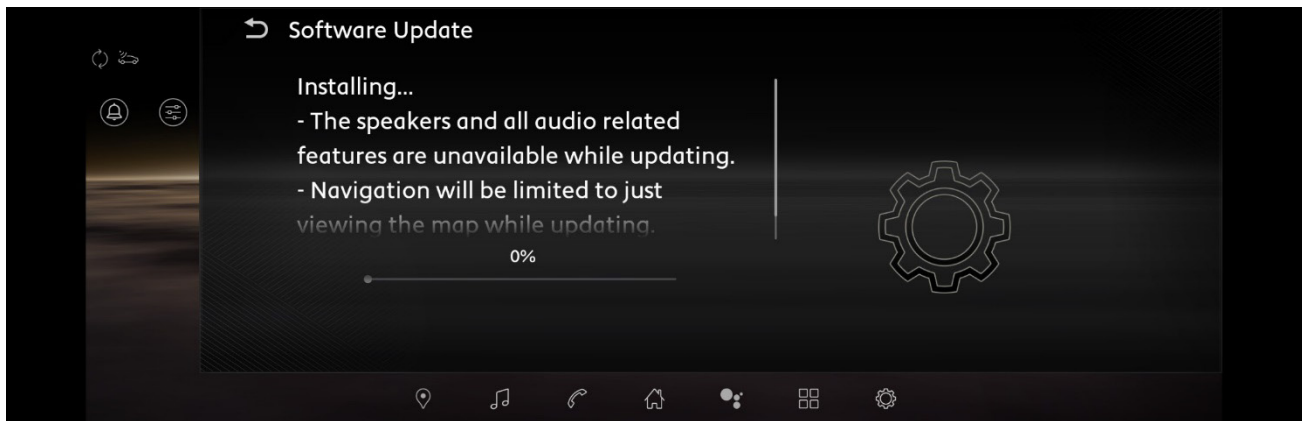


Figure 22

26. When the screen in Figure 23 is displayed, select **Now**.

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

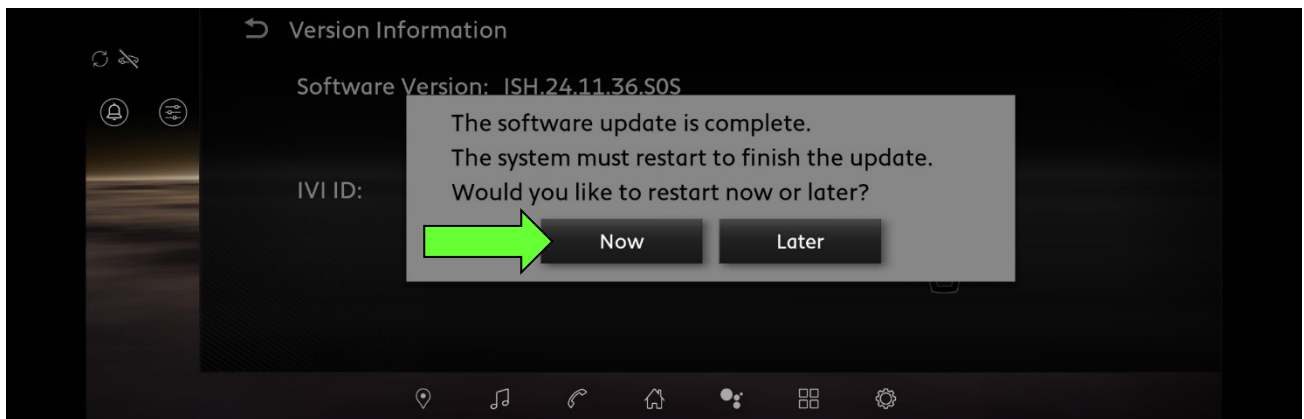


Figure 23

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

Assets Update

28. Select the **All Settings** icon (Figure 24).
29. Select **General**.

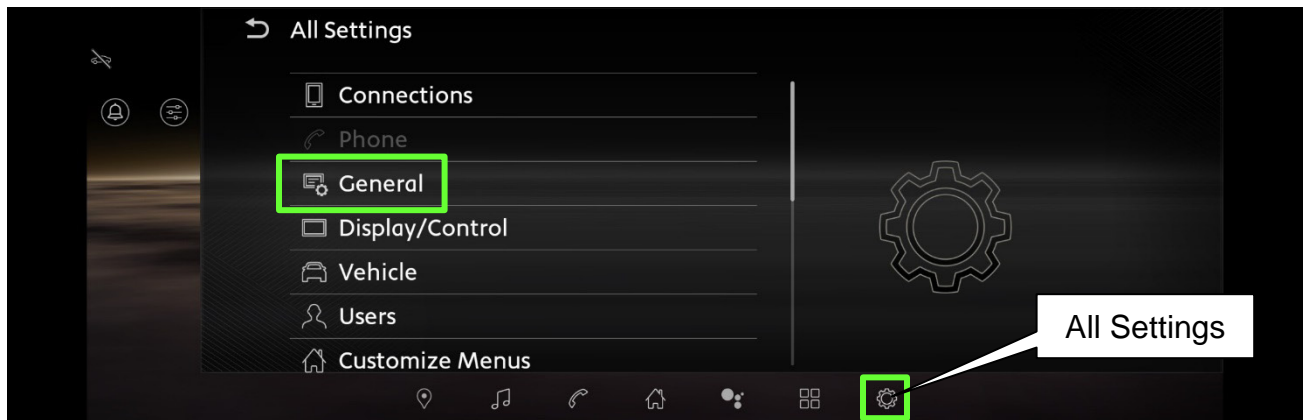


Figure 24

30. Select **System**.

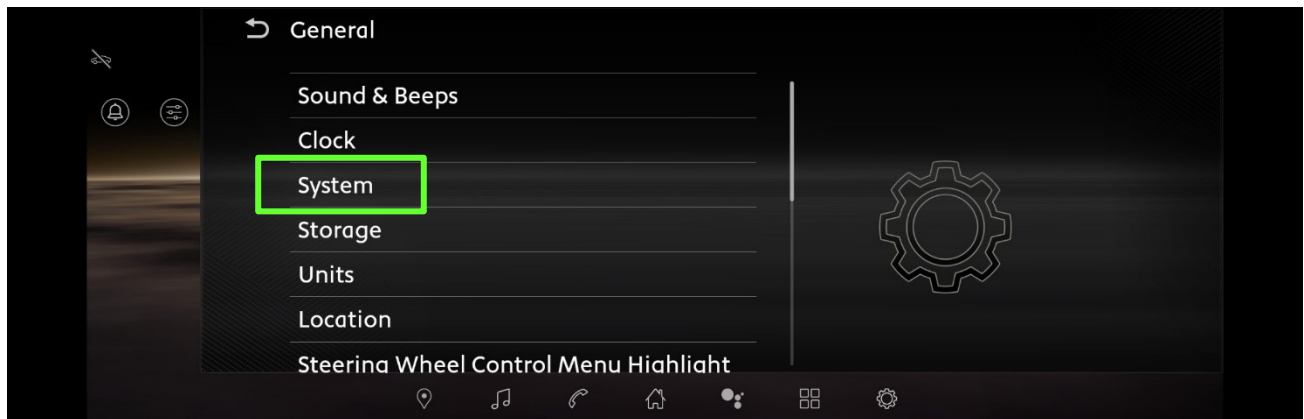


Figure 25

31. Select **System Updates**.

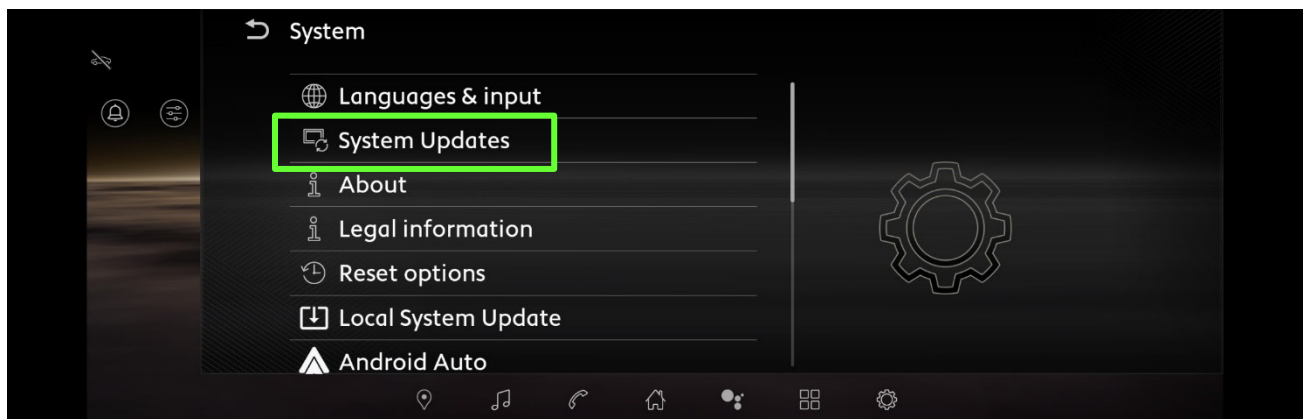


Figure 26

32. Select **Software Update**.

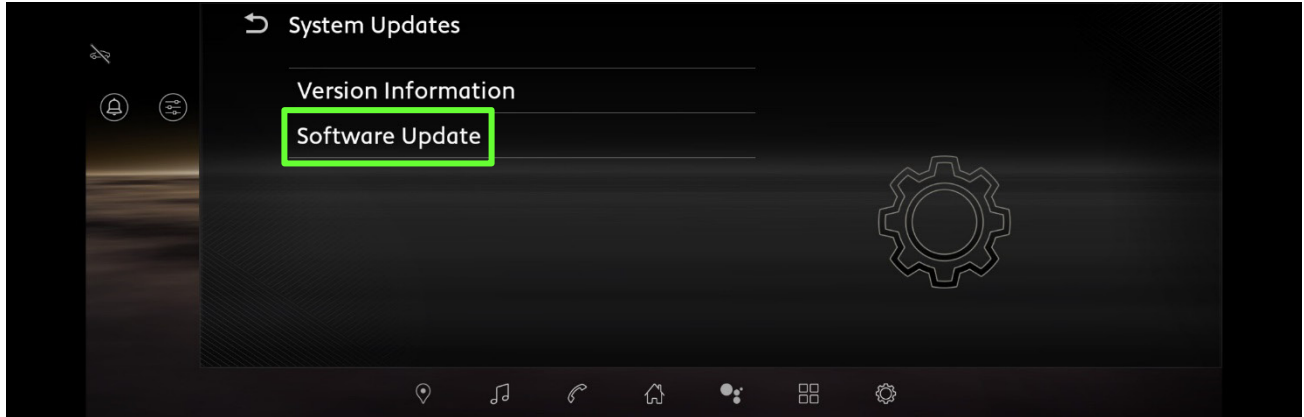


Figure 27

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

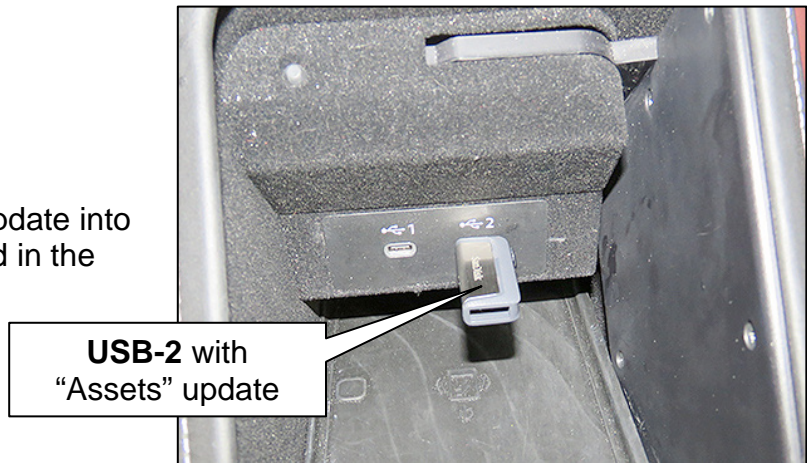


Figure 28

34. When the message in Figure 29 appears, scroll the message screen to the bottom and select **OK**.

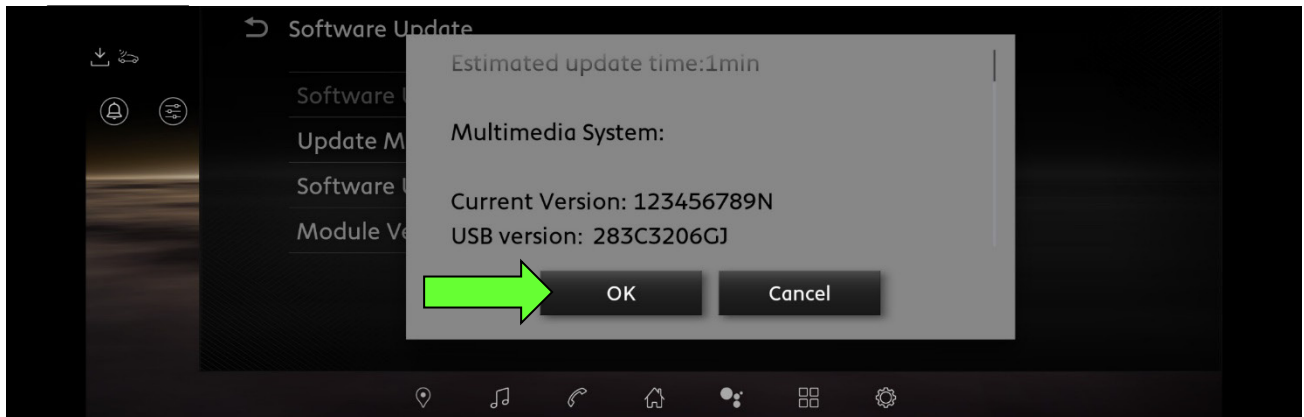


Figure 29

35. Select **Software Update**.

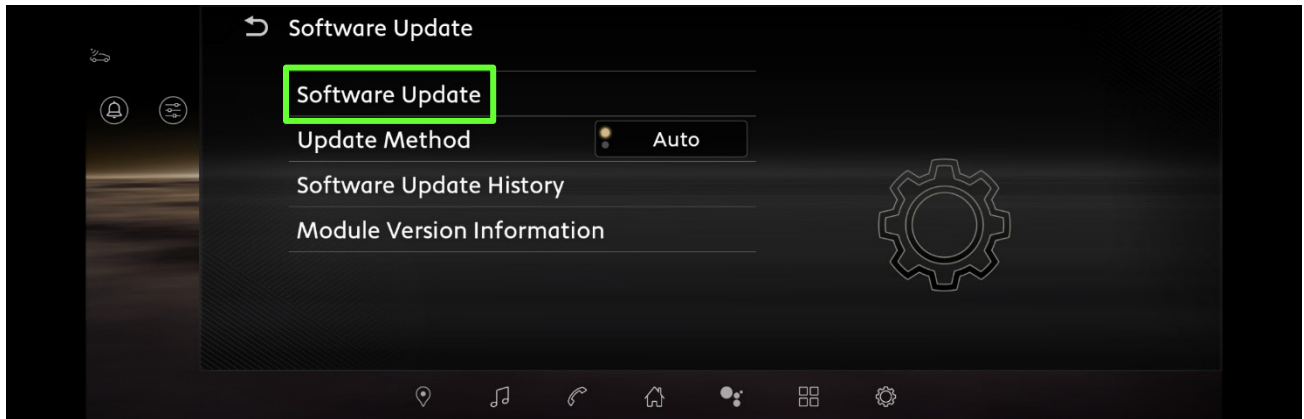


Figure 30

36. Wait for the download to complete.

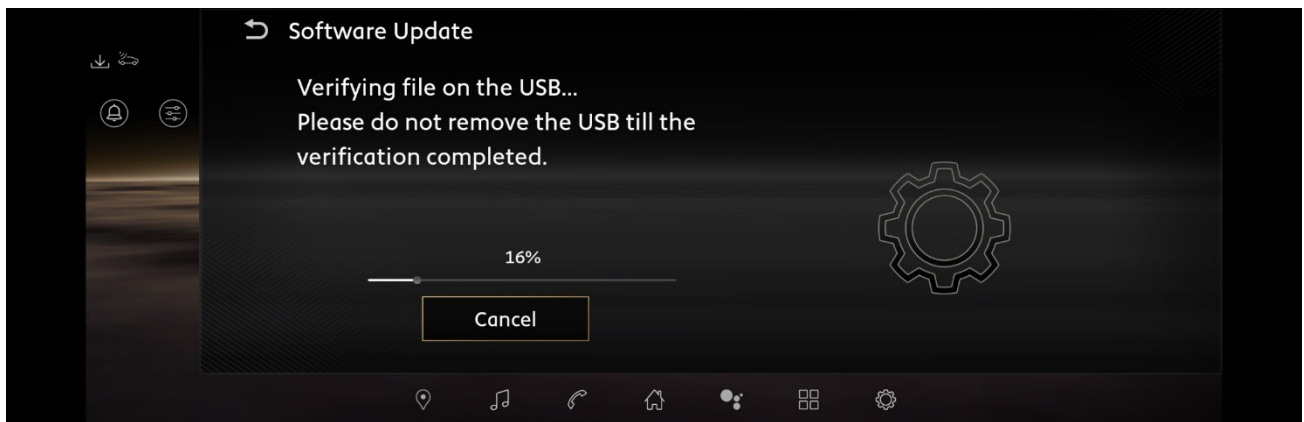


Figure 31

37. When the screen in Figure 32 is displayed, select **Yes**.

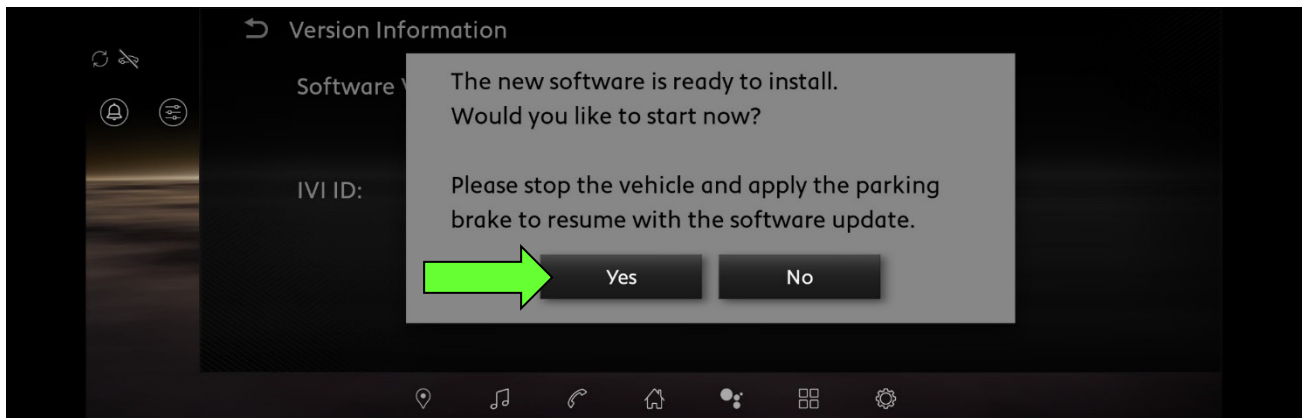


Figure 32

38. Select **Accept**.

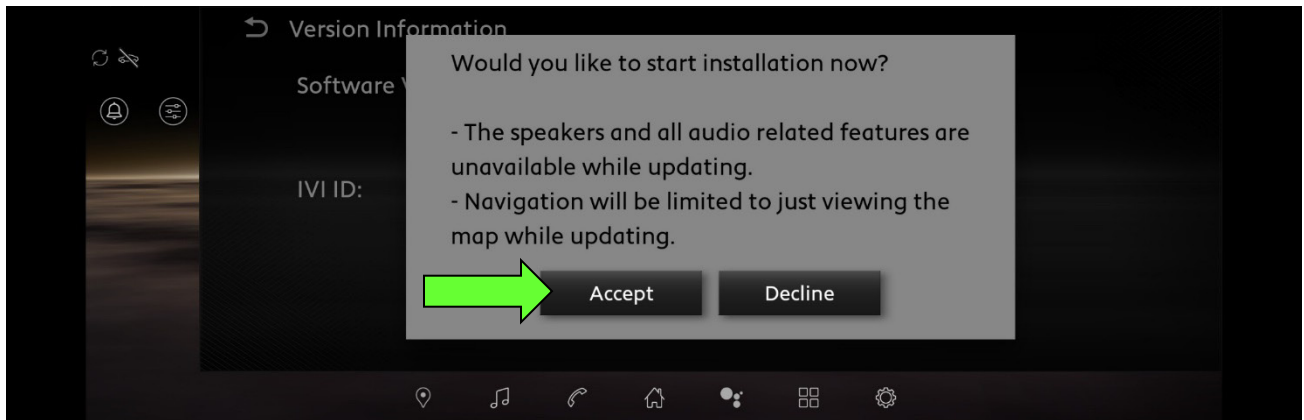


Figure 33

- Allow the update to complete (Figure 34).

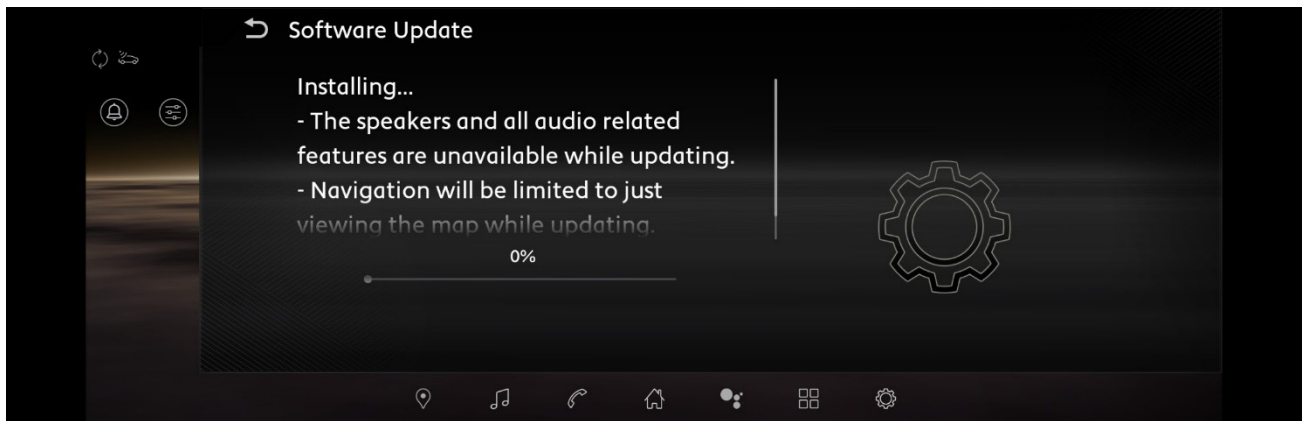


Figure 34

39. Select **Now**.

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

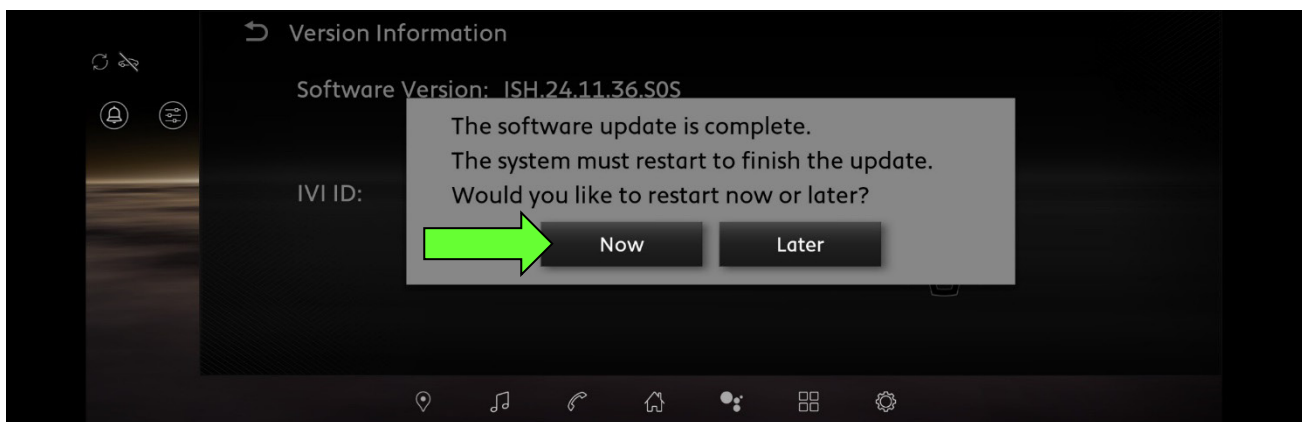


Figure 35

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

AV Control Unit Configuration

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

42. Select **Vehicle reprogramming**.

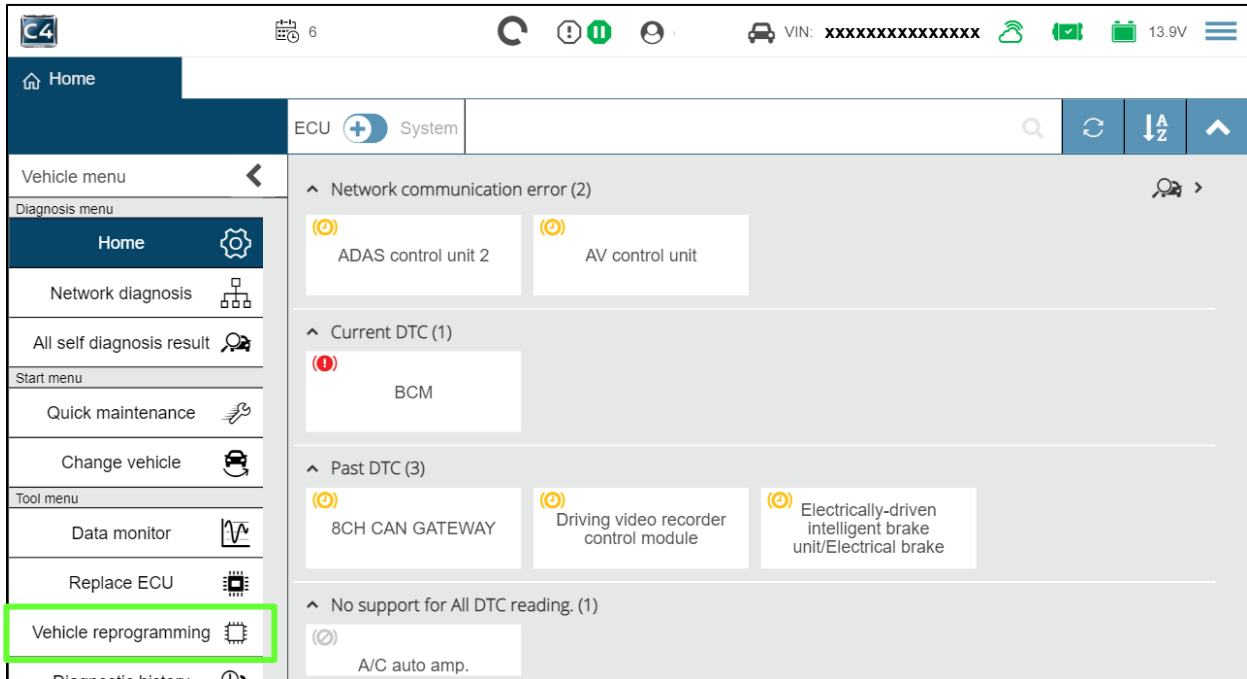


Figure 36

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

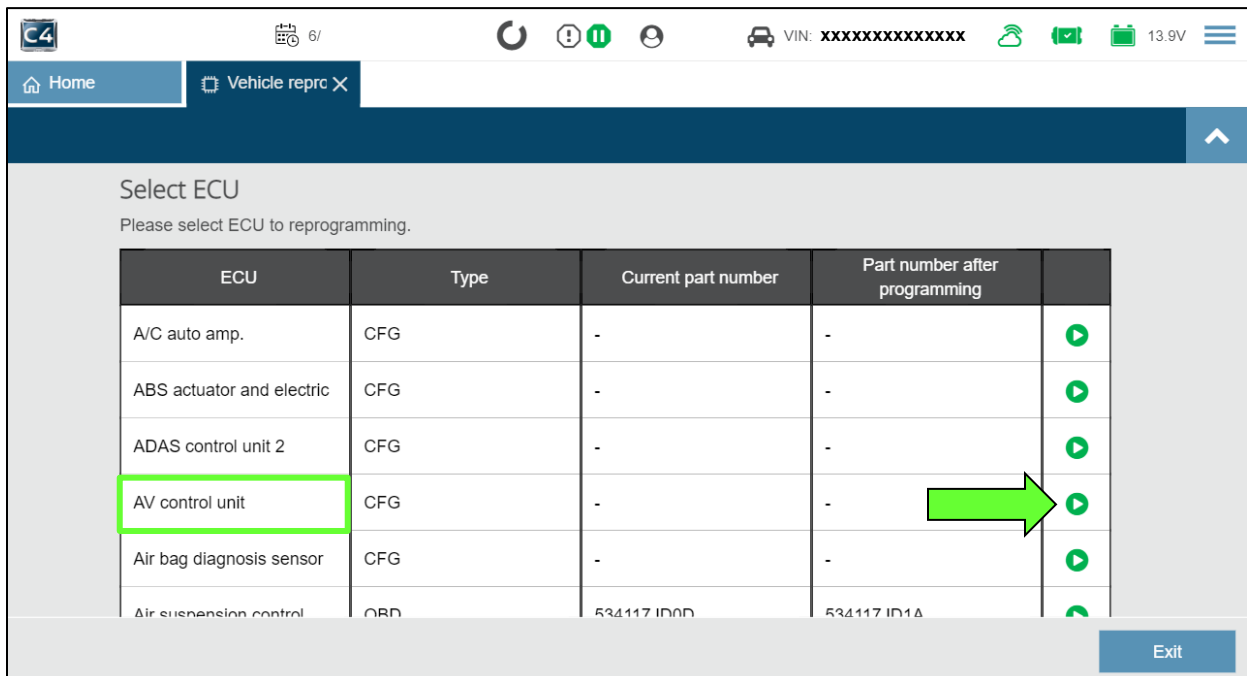


Figure 37

44. Select **Next**.

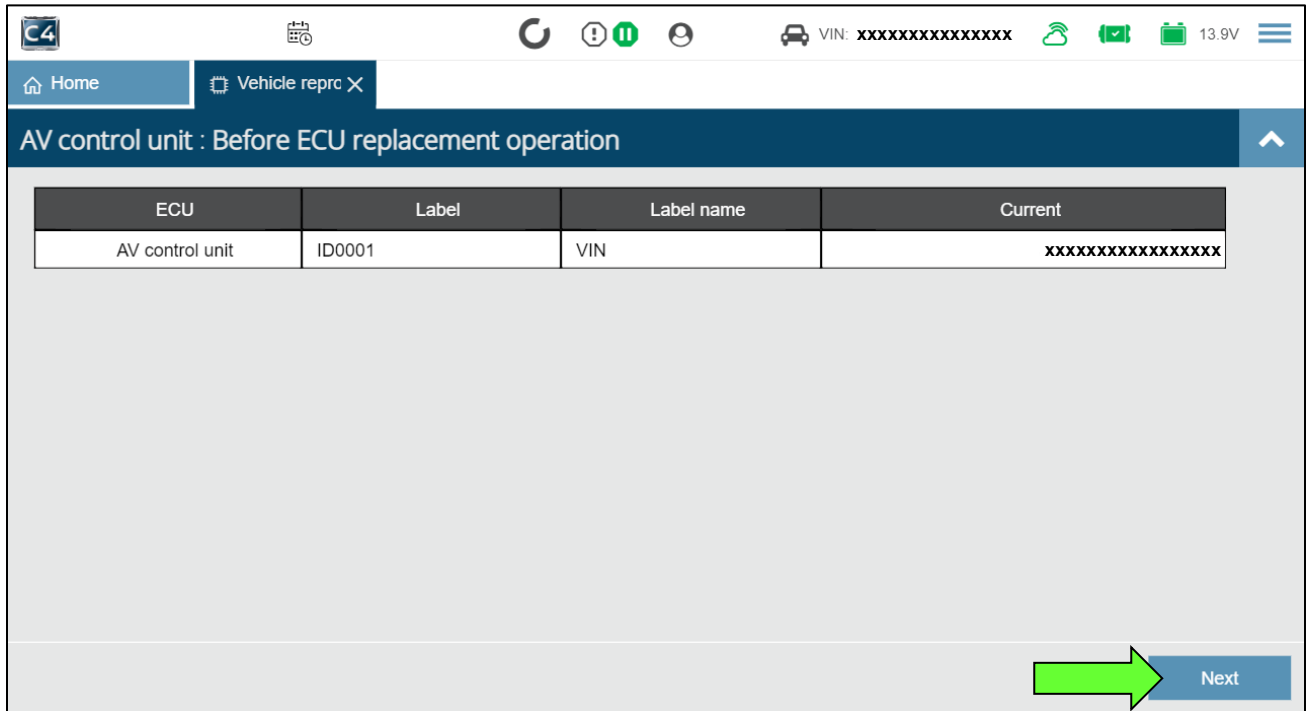


Figure 38

- Allow configuration to complete.

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

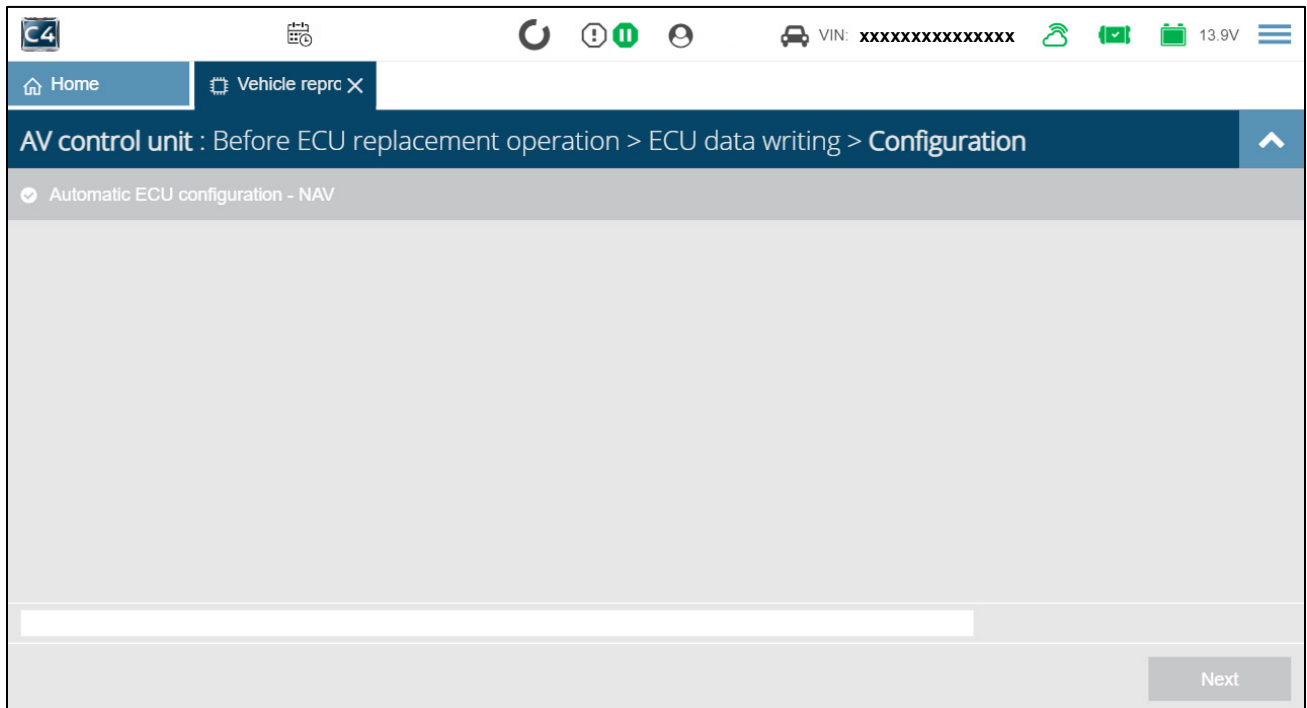


Figure 39

45. Select **Next**.

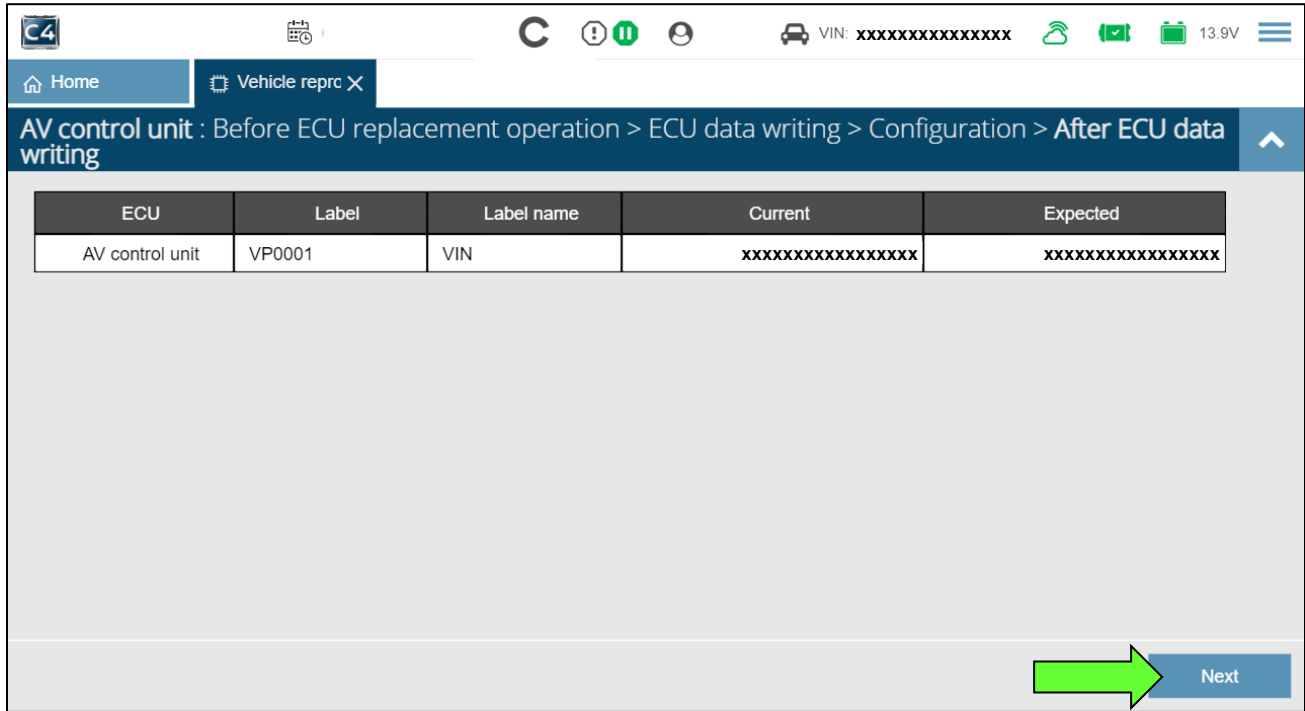


Figure 40

46. Select **Next** again.

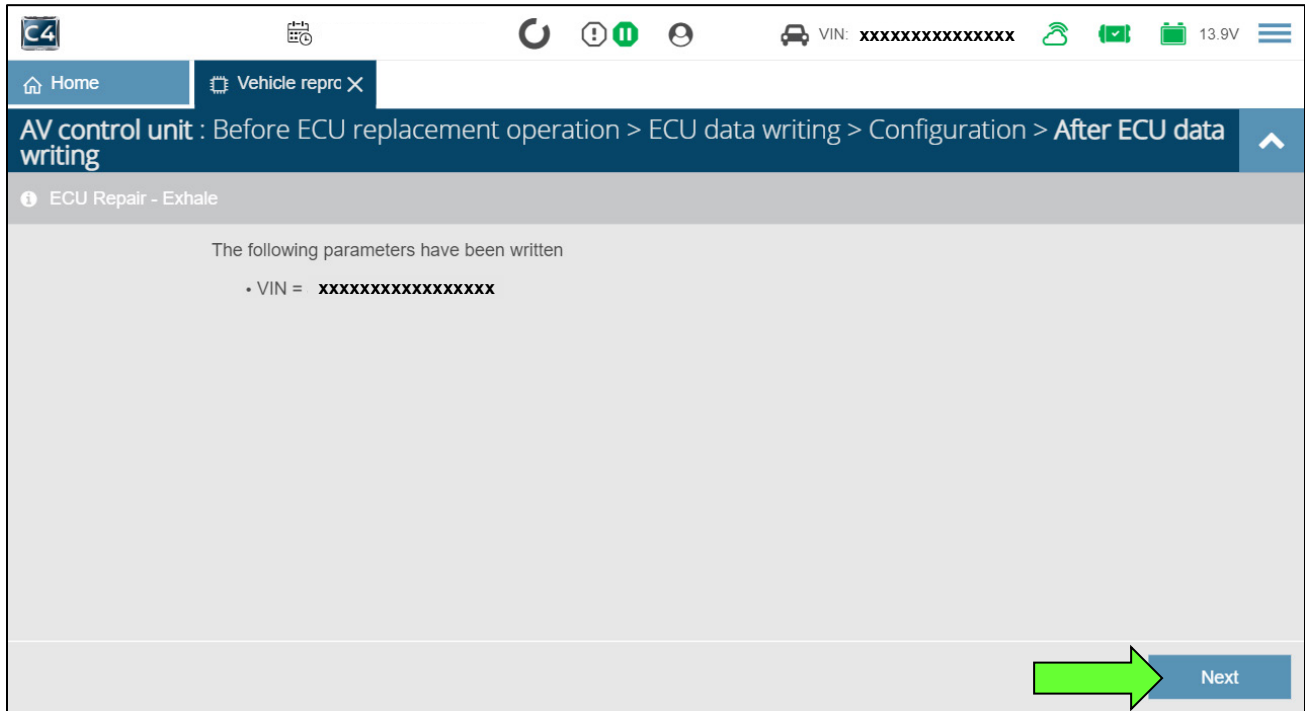


Figure 41

47. Select **Complete**.

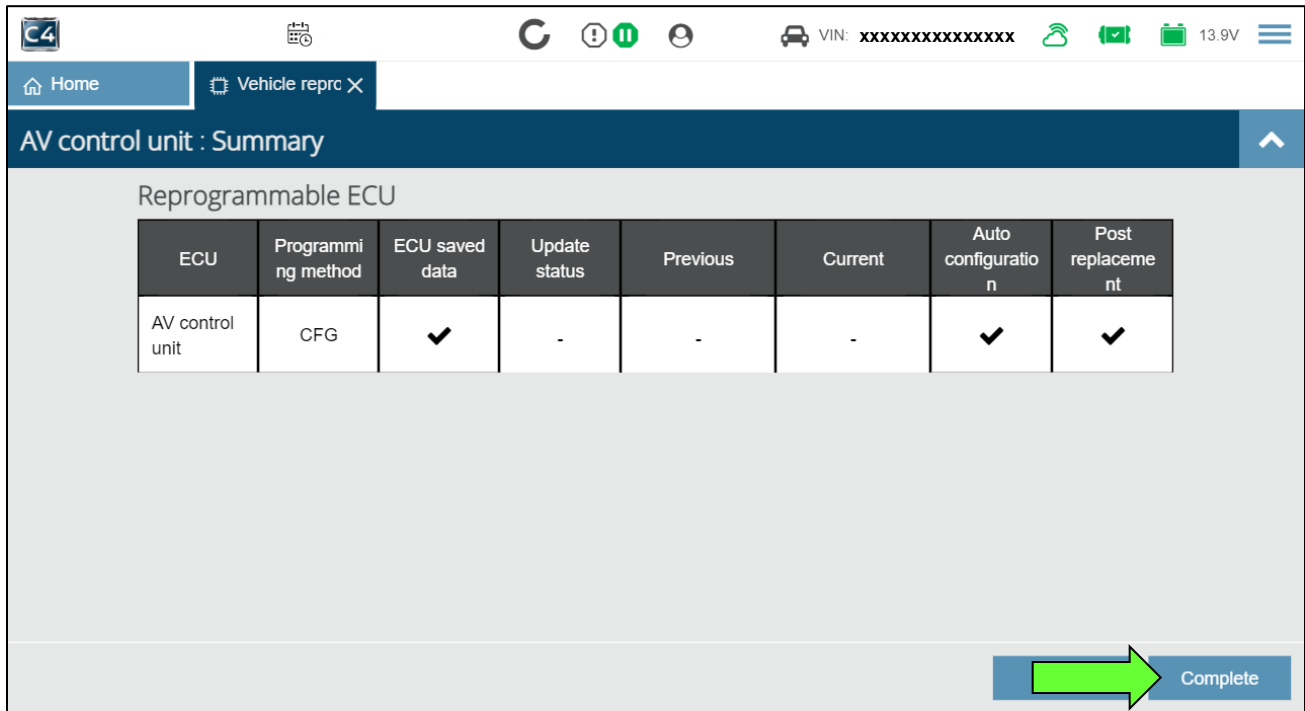


Figure 42

48. Select **Home**.

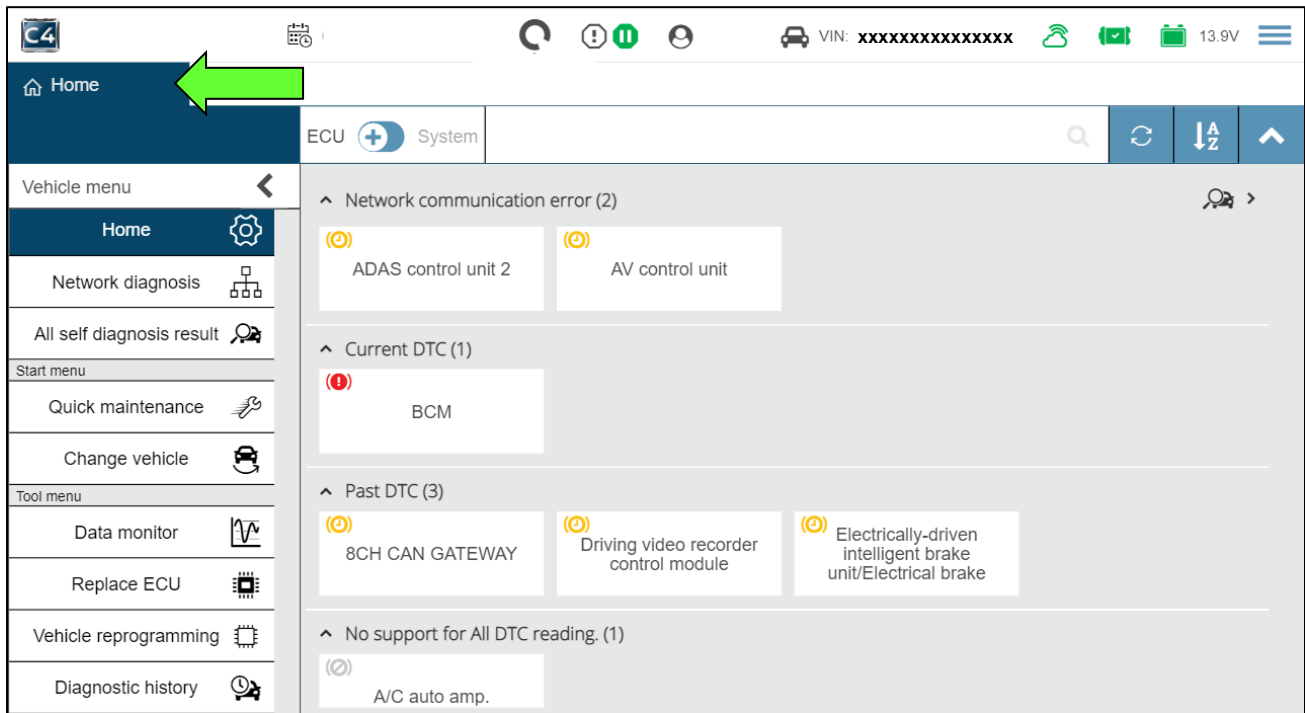


Figure 43

49. Select the erase DTCs icon.

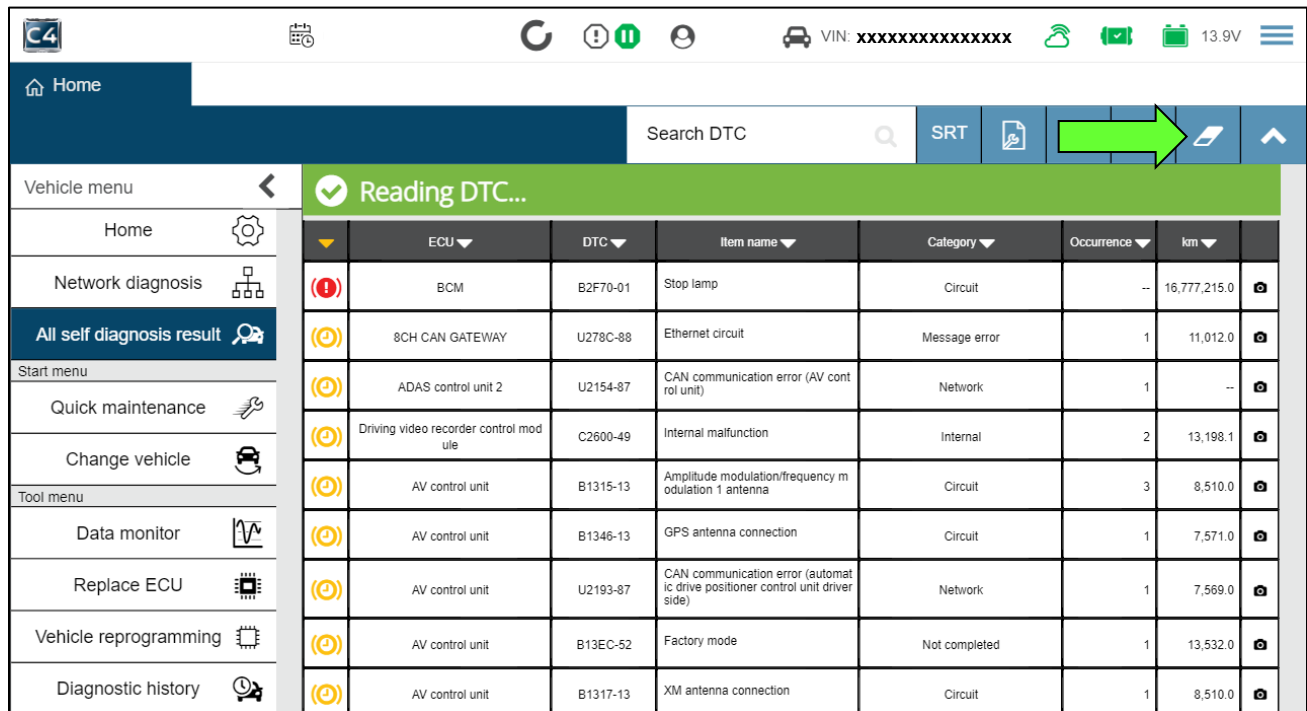


Figure 44

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

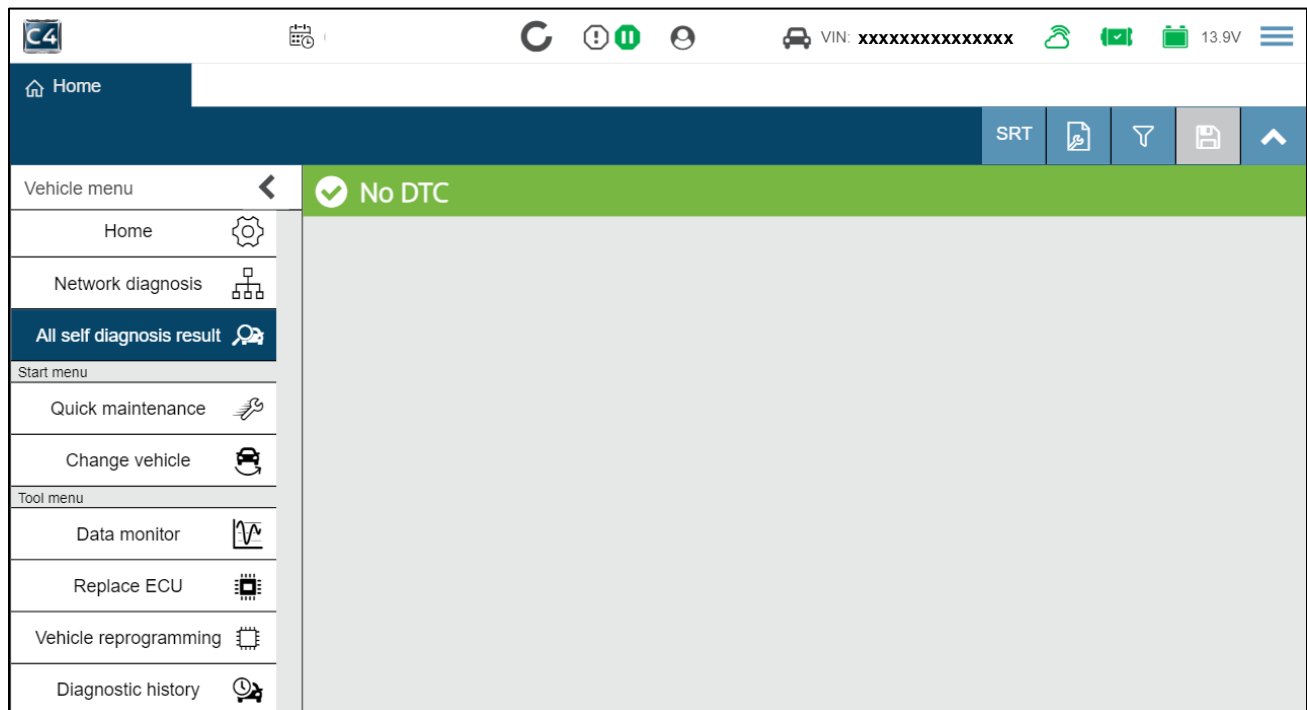


Figure 45

51. 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:

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

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 11, 2025	ITB25-013	Original bulletin published
December 18, 2025	ITB25-013A	Amended to change information on page 2.
February 17, 2026	ITB25-013B	Added steps 1-6.