

SAFETY RECALL



CAMPAIGN BULLETIN

Engine Bearing Voluntary Recall Campaign

Campaign ID: R25B2

Date: December 4, 2025

Attention: Retailer Principal, Sales, Parts and Service Managers

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver new vehicles in their inventory covered by this notification until the campaign's remedy action is performed.

REVISION 3

Please discard earlier versions of this bulletin.

The announcement from August 15, 2025, has been revised to include the following:

- The remedy procedure is now available for all vehicles potentially affected by campaign ID R25B2.
- "Policies and Procedures" section is added for clarification.

Affected Models/Years:	Affected Population:	New Retailer Inventory:	SERVICE COMM Activation date:
2019-2022 QX50 (J55)	84,536	2	July 15, 2025
2022 QX55 (FJ55)	5,124	NA	

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

INFINITI is committed to the safety and security of our clients and passengers. INFINITI previously notified the National Highway Traffic Safety Administration (NHTSA) that it is conducting a Voluntary Safety Recall Campaign on certain model year 2019-2022 INFINITI QX50 and 2022 INFINITI QX55 vehicles identified in Service Comm and DBS National Service History.

Condition:

INFINITI has identified potential manufacturing defects affecting engine bearings in certain 4-cylinder 2.0L Variable Compression Turbo (VC-Turbo) engines. Such defects can lead to engine damage and in some cases, complete engine failure.

Bearing degradation typically occurs progressively rather than suddenly. As a result, affected vehicles often exhibit multiple early warning signs, including unusual engine noises, rough engine performance, illumination of the malfunction indicator light (MIL), and warning messages displayed in the instrument cluster. Should the engine fail while the vehicle is in motion, it may result in a loss of motive power, thereby increasing the risk of a crash. In certain rare 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.

Remedy:

Retailers will inspect the engine oil pan for the presence of specific metal debris. If the inspection determines and engine replacement is necessary, retailers will replace the engine.

******* What Retailers Should Do *******

1. Verify if vehicles are affected by these Voluntary Recall Campaigns using Service Comm or DBS National Service History – Open Campaign I.D. R25B2
2. Retailers should not sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been remedied. See Policies and Procedures section for more information.
3. Retailers should use the appropriate campaign bulletin to remedy any vehicles subject to this campaign.
4. Once remedied, retailers should submit the claim using the claims coding provided and release the vehicle.

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

Parts & Repair	<ul style="list-style-type: none">• ITB25-010• Replacement engines for this recall have been placed on restriction and must be ordered via DBS. Each order requires VCAN approval from the WCC prior to release. To ensure proper processing, the VCAN approval number must be entered in the SVC Retailer Comments section of the order. Orders submitted without the required VCAN approval number will be cancelled.
Owner Notification	INFINITI sent interim notification letters to owners of all potentially affected vehicles in August 2025, via U.S. Mail. INFINITI will mail invitation to repair letters in January 2026.

******* Retailer Responsibility *******

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

Policies and Procedures:

New Vehicles in Retailer Inventory

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

INFINITI Certified Pre-owned

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

Pre-owned Vehicles in Retailer Inventory

Pre-owned vehicles in retailer 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. INFINITI has identified instances of bearing failures in certain vehicles equipped with the 4-cylinder 2.0L Variable Compression Turbo (VC-Turbo) engines. These issues may be attributed to a potential manufacturing defect affecting specific engine bearings—namely the main, A-, C-, and L-link bearings—or associated engine components. Such defects can lead to engine damage and, in some cases, complete engine failure.

Q What is the possible effect of this condition?

A. Bearing degradation typically occurs progressively rather than suddenly. As a result, affected vehicles often exhibit multiple early warning signs, including unusual engine noises, rough engine performance, illumination of the malfunction indicator light (MIL), and warning messages displayed in the instrument cluster. Should the engine fail while the vehicle is in motion, it may result in a loss of motive power, thereby increasing the risk of a crash. In certain rare 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.

Q What will be the corrective action?

A. Retailers will inspect the engine oil pan for the presence of specific metal debris. If the inspection determines an engine replacement is necessary, retailers will replace the engine.

Q How long will the corrective actions take?

A. Retailers will inspect the engine oil pan for the presence of specific metal debris. If no debris is detected during inspection, retailers will replace the engine oil. This service, which will be conducted at no charge for parts and labor, should take less than one (1.0) hour to complete. Where specific debris is detected and confirmed, retailers will be instructed to replace the engine. This replacement may take up to fifteen (15) hours to complete. However, for each service your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

Q When will vehicle owners be notified?

A. INFINITI sent interim notification letters to owners of all potentially affected vehicles in August 2025, via U.S. Mail. Owners of potentially affected vehicles will be mailed an invite to repair letter in January 2026.

Q Is my vehicle safe to drive?

A. Owners of potentially affected vehicles who receive an Owner Notification letter from INFINITI are encouraged to schedule an appointment to have their vehicles inspected, and, if necessary, repaired as soon as possible upon notification.

If you notice unusual engine noises, rough engine performance, illumination of the malfunction indicator light (MIL), or warning messages displayed in the instrument cluster, please contact your INFINITI retailer to arrange an appointment for diagnosis.

Q. Is there anything owners can do to mitigate this condition?

A. No, however, prior to engine failure drivers will receive multiple forms of audible and visible warnings, including abnormal noise from the engine compartment, rough running, illumination of the malfunction indicator lights and warning messages in the instrument cluster. If any of these symptoms occur, INFINITI advises owners to contact their nearest INFINITI retailer to have their vehicle diagnosed.

Q. Are parts readily available?

A. Yes. Replacement engines for these recalls have been placed on restriction and must be ordered via DBS. Each order requires VCAN approval from the WCC prior to release. To ensure proper processing, the VCAN approval number must be entered in the SVC Retailer Comments section of the order. Orders submitted without the required VCAN approval number will be cancelled.

Q. Is there any charge for the repair?

A. No. The remedy will be performed for the client free of charge for parts and labor.

Q. Will a courtesy vehicle be provided while the retailer is servicing the vehicle?

A. INFINITI may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details. Rental is available, upon client request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$300 (Max)
Contact the Warranty Call Center @ 800-933-3712 if additional expense is required. Please refer to the Goodwill rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

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

A. No, any authorized INFINITI retailer is able to perform this recall campaign.

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

A. The remedy 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 2019-2022 INFINITI QX50 vehicles manufactured from October 6, 2017 to January 10, 2022 and certain model year 2022 INFINITI QX55 vehicles manufactured from February 10, 2021 to January 10, 2022.

Q. Are you experiencing these conditions on any other INFINITI (or Nissan) models?

A. Yes, certain model year 2019-2020 Nissan Altima vehicles manufactured from May 25, 2018 to December 11, 2019 and certain model year 2021-2024 Nissan Rogue vehicles manufactured from March 12, 2021 to August 1, 2024.

Revision History:

Date	Announcement	Purpose
July 15, 2025	Voluntary Safety Recall Campaign	New Campaign Announcement
July 29, 2025	REVISION 1	Updates to ITB25-010 and parts ordering process
August 15, 2025	REVISION 2	Inspection and repair suspended
December 4, 2025	REVISION 3	Remedy available