

IMPORTANT SAFETY RECALL

INTERIM OWNER NOTIFICATION NOTIFICACIÓN PROPIETARIO AL PROPIETARIO

NHTSA RECALL 25V-437

This notice applies to your vehicle, [VIN].

August 25, 2025

Dear INFINITI QX50 Owner:

This interim 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 2019 INFINITI QX50 vehicles. Our records indicate that you own or lease an INFINITI vehicle identified by the VIN 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

INFINITI is continuing to prepare parts to remedy your vehicle. New parts for your model year 2019 INFINITI QX50 vehicle are anticipated to be available beginning in Q4 2025. When a sufficient quantity of final remedy parts is available, INFINITI will send a letter asking you to bring your vehicle to an INFINITI retailer for the repair, which will be free of charge for parts and labor.

What You Should Do Qué Debes Hacer

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.

Si nota ruidos inusuales en el motor, un rendimiento irregular del motor, la iluminación de la luz indicadora de mal funcionamiento (MIL) o mensajes de advertencia en el grupo de

instrumentos, comuníquese con su concesionario INFINITI para concertar una cita de diagnóstico.



For more information about the recall, please scan the code or visit <https://nna.secure.force.com/recall?camp=R25B2>.

Para obtener más información sobre el retiro (recall), por favor escanee el código o visite <https://nna.secure.force.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: 1-800-424-9153); 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), or 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.

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.