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**Nissan North America, Inc.**

One Nissan Way  
Franklin, TN 37067

Mailing Address:  
PO Box 685001  
Franklin, TN 37068

November 26, 2025

Ms. Eileen Sullivan  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
Room W48-302  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Dear Ms. Sullivan:

We are transmitting the enclosed Non-Compliance Information Report in accordance with 49 CFR Part 573. A voluntary recall campaign will be initiated, and your office provided with the notices.

Very truly,

A handwritten signature in black ink, appearing to read "Will Swindell".

Will Swindell  
Manager,  
Technical Compliance

Encl.

## **NONCOMPLIANCE INFORMATION REPORT**

1. Manufacturer:

Nissan North America Inc. Smyrna Plant  
Nissan Shatai Kyusyu Co., Ltd.

2. Vehicles Potentially Involved:

Certain Nissan and INFINITI vehicles manufactured at the Nissan Smyrna, TN and Nissan Shatai Kyushu, Japan plants during the production periods shown in the table below:

<b><u>Model Year/Model</u></b>	<b><u>Dates of Manufacture</u></b>	<b><u>Manufacturing Plant</u></b>
MY 2025 Nissan Murano (SL & Platinum Trim Level)	TBC	Smyrna
MY 2025 - 2026 Nissan Armada (SL, Platinum, PRO 4X, and Platinum Reserve Trim Levels)	TBC	Shatai Kyushu
MY 2025 - 2026 INFINITI QX80	TBC	Shatai Kyushu

This issue is specific to certain Nissan Murano (SL and Platinum Trim Levels), Armada (SL, Platinum, PRO 4X, and Platinum Reserve Trim Levels) and certain INFINITI QX80 vehicles equipped with a specific In-Vehicle Infotainment (IVI) system. Based on production records, the defect (described in Section 5 below) is unique to these models. Nissan is currently confirming the dates of manufacture for the affected models.

No other Nissan or INFINITI vehicles are affected.

The name, description and part number(s) of the recalled component(s) are below.

<b><u>Part Name</u></b>	<b><u>Part Description</u></b>	<b><u>Part Number(s)</u></b>
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Murano	25915 7KP1C
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Murano	25915 7KR1C
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Murano	25915 7KP1D
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Murano	25915 7KR1D
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Armada	25915 7KP1A
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Armada	25915 7KR1A
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Armada	25915 7KP3B
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Armada	25915 7KR3B

CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Armada	25915 7KR3C
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Armada	25915 7KP3C
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Armada	25915 7KR1D
CONTROLLER Assy - NAVIGATION	NAVI, AV Controller - Armada	25915 7KP1D
CONTROL Assy - AV	AV Controller - QX80	25915 7JA0E
CONTROL Assy - AV	AV Controller - QX80	25915 7JF0C
CONTROL Assy - AV	AV Controller - QX80	25915 7JA1B
CONTROL Assy - AV	AV Controller - QX80	25915 7JF0D

The name and address of the AV Controller supplier is:

Bosch Corporation  
1 Chrome-9-32 Nakagawachuo, Tsuzuki Ward, Yokohama,  
Kanagawa, 224-0003, Japan

Name: Kentaro Togawa (Quality Manager)  
Phone: +81 (701) 509-1288  
Email: Kentaro.Togawa@jp.bosch.com

3. Total Number of Vehicles Potentially Involved:

Certain Model Year 2025 Nissan Murano (SL & Platinum Trim Level), Model Year 2025 – 2026 Nissan Armada (SL, Platinum, PRO 4X, and Platinum Reserve Trim Levels), and Model Year 2025 – 2026 INFINITI QX80 vehicles. Nissan is confirming the number of vehicles potentially involved.

4. Percentage of Vehicles Estimated to Actually Contain the Noncompliance:

2.55%

5. Description of the Noncompliance:

During vehicle start-up, a software error in the IVI system enables a power-saving mode which may cause the IVI display to stop functioning, resulting in a blank screen. This scenario may also result in a blank rear-view monitor image when the vehicle is shifted into reverse, which does not meet the requirements of S5.5 of Federal Motor Vehicle Safety Standard (FMVSS) No. 111; Rear Visibility. If the rear view image is not available, rearward visibility may be reduced, potentially increasing the risk of a crash.

6. Basis for Determination of the Existence of a Noncompliance:

February 22, 2025 – Nissan received a field report on a MY25 Nissan Armada alleging the In-Vehicle Infotainment (IVI) screen went blank (black) while the ignition was “ON.” The technician replaced the IVI Controller Unit, and the incident part was collected for analysis.

March 2025 through September 2025 – Together with the supplier, analysis of the incident part confirmed the blank screen condition. The supplier performed additional comparative analysis between units with the incident condition and other field units. The analysis revealed that in certain situations, a software error could be transmitted during IVI unit start-up, enabling a power-saving (hibernate) mode which resulted in the loss of image in the IVI. Nissan continued to investigate the issue together with the supplier to determine whether this issue affected other Nissan (and INFINITI) models equipped with the same IVI software.

October 2025 through early November 2025 - Nissan assessed potential safety and regulatory compliance concerns. Nissan also discovered that a similar concern existed on Model Year 2025 Nissan Murano and Model Year 2025 INFINITI QX80 vehicles equipped with the same IVI system.

November 19, 2025 – Nissan determined that the condition may not comply with FMVSS 111 and decided to conduct a voluntary recall campaign to remedy the potentially affected vehicles in the U.S. market.

Nissan has identified six hundred thirty-one (631) warranty claims and three (3) technical reports for this issue received on February 13, 2025, February 22, 2025, and May 29, 2025. Nissan is not aware of any reports of accident or injury related to this issue.

#### 7. Description of Corrective Action:

Dealers will be notified on December 12, 2025. Owners of all potentially affected vehicles will be notified by first-class mail beginning on January 09, 2026. Dealers will be instructed to reprogram the vehicle’s IVI controller unit via a USB update. Repairs will be performed free of charge for parts and labor and may take up to one (1.0) hour to complete.

For vehicles with over-the-air (OTA) update capability, Nissan will begin OTA deployment to update the IVI unit software for affected vehicles in Q1 2026. For vehicles that are not capable of OTA updates, or for any vehicle on which the OTA update was not previously completed, dealers will reprogram the IVI controller unit with updated software via an OTA update or USB. There will be no charge for the remedy.

Nissan will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy as the subject vehicles are under warranty.

8. Copy of Notices:

Copies of all notices will be provided to NHTSA as they become available.