

Classification:

EL14-019b

Reference:

ITB14-020b

Date:

February 3, 2020

WIRING HARNESS REPAIR INFORMATION

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

APPLIED VEHICLES: All Infiniti

SERVICE INFORMATION

This bulletin provides information for wiring harness and connector repair, which is the preferred alternative to wiring harness replacement, and has been developed to improve owner satisfaction by simplifying the repair of electrical wiring harnesses.

This will improve the retailer's service capabilities by making a repair more efficient than the replacement of an entire wiring harness assembly.

The following service information includes:

- The technician's responsibilities in assisting the retailer's claims administrator to properly code a harness repair.
- Warranty claims coding for repairing and diagnosing wiring harnesses for ALL Infiniti vehicles.
- Wiring Harness Repair vs. Replace Guidelines.
- Nissan Harness Repair Kit (HRK) Tools and Parts.

Infiniti 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.

Harness Repair Guidelines:

- For general harness diagnostic procedures refer to ASIST.
 - ASIST → ESM → General Information → Service Information for Electrical Incident.
- If the repair is connector or terminal related follow these guidelines.
 - To determine if terminal replacement or connector replacement is best, inspect the connector as listed below:

Inspection Result	Recommended Repair
Found spread terminal and connector housing undamaged	Replace the Terminal
Found bent pin and connector housing undamaged	Replace the Pin
Found damaged connector housing	Replace the connector with supplied pigtail

- If the repair is wire related follow these general guidelines:
 - If wire is found to be broken, follow ITB03-054 to repair the wire with a solder sleeve and heat gun.
- For additional information on wiring harness repair tools and procedures, refer to the Harness Repair Kit User Guide in ASIST.
 - ASIST → Tech Support Info → Harness Repair → Harness Repair Kit User Guide.

NOTE: If a Warranty Part Return Request is received, please ship all replaced parts (e.g. terminals, pins, sections of wire, and connectors).

Harness Replacement Guidelines:

Replace the wiring harness ONLY when the vehicle concern involves any one of the following conditions:

- The wiring harness circuits are related to a seatbelt or SRS.
- The wiring harness circuits are related to HEV / EV High Voltage.
- The estimated cost of the repair exceeds the cost of replacing the entire harness.
- The vehicle is damaged by flood or thermal incident.
- The wiring harness was severely damaged due to a car accident.
- The appropriate components are not available in the Harness Repair Kit (HRK).
- The wiring harness replacement is required from another TSB.
- The wiring harness repair is in the shielded area of a circuit.
- The wiring harness needing repair is USB, Coaxial, or Antenna Feeder wiring.

Wire Harness Repair Tools and Procedures:

For repair tools and procedures, refer to the Harness Repair Kit user guide in ASIST:

- Tech-Mate → Tech-Mate Tools & Equipment → Harness Repair Kit User Guide.

HRK Parts and Tools Information:

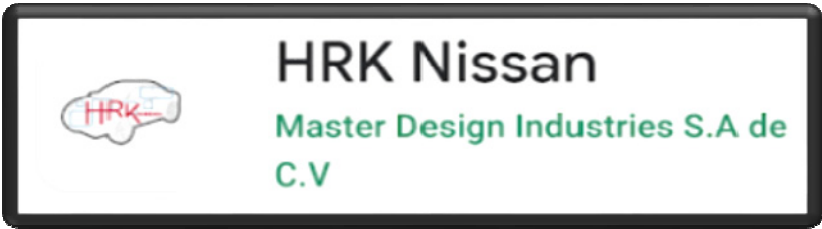
PART NAME	PART IMAGE
HRK (Harness Repair Kit) J-48817 (1)	
"HRK Nissan" Mobile App (2)	

Figure 1

(1) Replacement HRK Tools and Parts can be ordered at Nissantechmate.com or call (800) 662-2001.

(2) Download the mobile app titled "HRK Nissan", from either the Google Play Store or the Apple App Store, to help obtain harness parts information quickly.

- Be sure to register when first downloading the app.
- If you cannot find a particular wiring harness repair tool or part in the HRK, please utilize the "Did not find it?" button to tell Nissan what you were looking for so we can evaluate it for possible inclusion in future updates to the HRK.

Required Technician Information for Warranty Harness Repair:

The technician is to record and attach the necessary information on the repair order for the claims administrator to complete claims coding.

1. A Harness Repair Form is NOW REQUIRED for every harness repair or replacement warranty claim. This is a new requirement to justify the new Flat Rate Time (FRT).
2. Print a general vehicle harness layout from the Electronic Wiring Diagram (eWD). Circle or highlight the wiring harness being replaced or repaired.
 - If the repair is CONNECTOR related, also print the connector's information from the eWD of the connector, and then highlight the specific circuit/terminal repaired.
3. Operation (Op) Code: Op Codes are related to the time taken for the repair.
 - If replacement/repair is related to a sub-harness, use the name of the harness it is attached to. For example, if the sub-harness is attached to the EGI harness, write down "EGI Harness".
4. Primary Failed Part (PFP): This is the part number (P/N) of the repaired/replaced wiring harness. Write down the P/N on the repair order.
 - Please return ALL replaced parts for repair (e.g. terminals, pins, connectors, and wiring).
5. Diagnosis Code: This describes the type of problem that was found. Give an accurate description for the warranty clerk to determine the diagnosis code.
6. Include pictures for each diagnosis related description per attachment.
7. Enter the critical repair information in the "Tech Comment Verbatim" line. For example:
 - An accurate description of the incident, cause and repair
 - The reason for the repair or replacement
 - The location of the concern, if wire related
 - The type of wire concern (open/shorted/pinched/chafed/bent or spread pin/etc.)
 - The connector number
 - The wire connector cavity number and its wire color
 - The terminal pin number

8. Attach the clock “punch in” and “punch out” time on the back of the repair order. Diagnostic time can be included.

Refer to the Assurance Products Resource Manual (APRM) for further detail.

The screenshot shows the ASIST LAN Edition interface. On the left, a sidebar contains a 'TECH LINE DB Search' section with a 'Warranty Call Center Pre-Call Forms' link highlighted by a green box. An arrow points from this link to the main content area. The main content area displays the 'Warranty Call Center Precall Start Screen' with fields for Dealer Code, 17 Digit VIN, and PreCall Form. Below these fields is a QR code and a list of bulletins for Nissan and Infiniti. The Nissan bulletins are: NTB14-032 Electrical Harness Repair Information, NTB09-081 Windshield Cracking, NTB17-019 Window Glass Warranty Information, and NTB13-028 Removing Foreign Material from Window Glass. The Infiniti bulletins are: ITB14-020 Electrical Harness Repair Information, ITB09-039 Windshield Cracking, ITB17-009 Window Glass Warranty Information, and ITB13-007 Removing Foreign Material from Window Glass.

Warranty Call Center Precall Start Screen

Dealer Code:

17 Digit VIN:

PreCall Form: ☐ New Harness Straight Time Form
☐ Update Harness Straight Time Case
☐ Glass Warranty
☐ Update Case

Before proceeding, reference the following bulletins for details and specific instructions relating to information required for the pre-call form.

Nissan

- NTB14-032 Electrical Harness Repair Information
- NTB09-081 Windshield Cracking
- NTB17-019 Window Glass Warranty Information
- NTB13-028 Removing Foreign Material from Window Glass

Infiniti

- ITB14-020 Electrical Harness Repair Information
- ITB09-039 Windshield Cracking
- ITB17-009 Window Glass Warranty Information
- ITB13-007 Removing Foreign Material from Window Glass

Harness repair forms are found here under
Warranty Call Center Pre-Call Forms

Figure 2

The images and details on the following pages are examples of information needed to complete a proper warranty claim for a wiring harness repair or replacement.

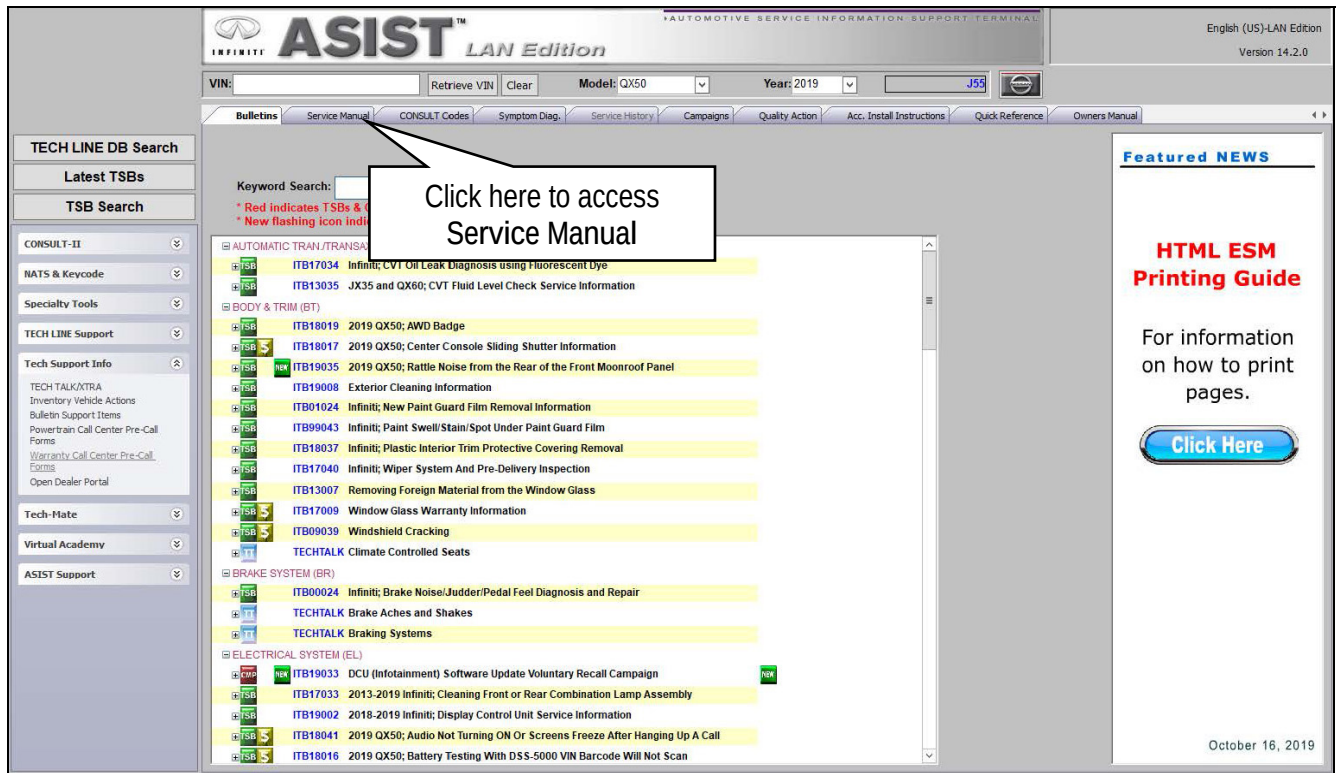


Figure 3

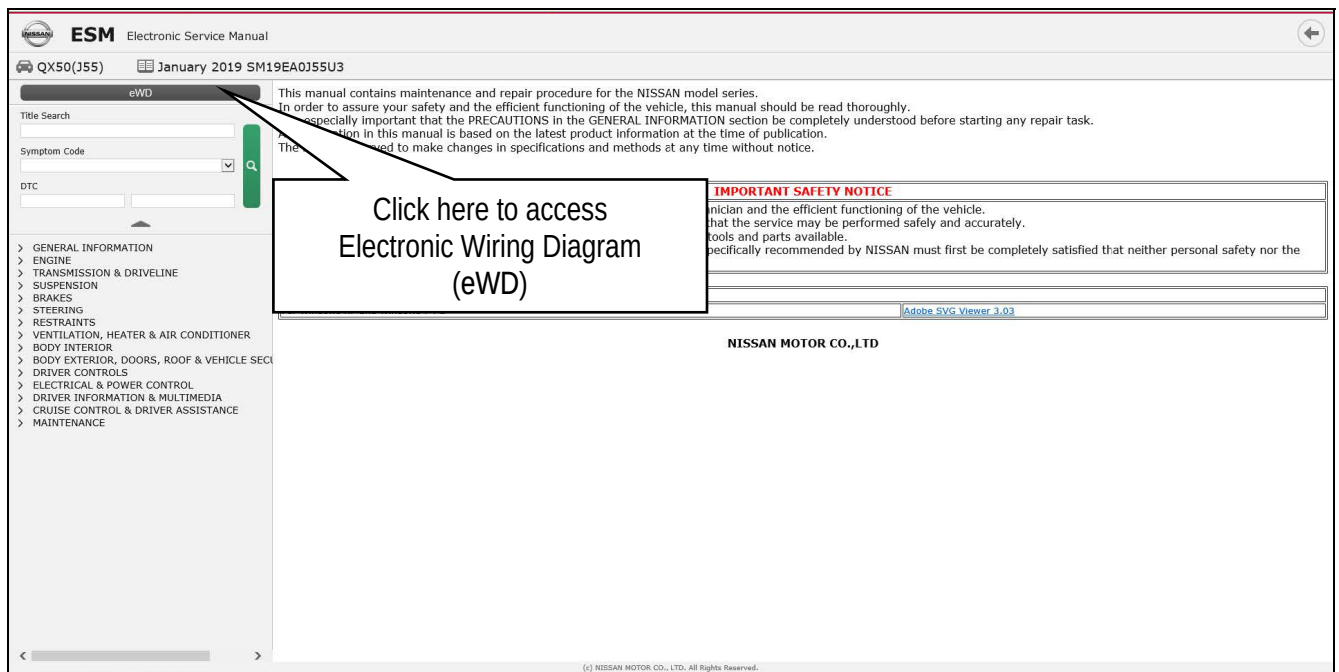


Figure 4

Pre-Call Form Required Image Examples:

- The area of concern on the vehicle

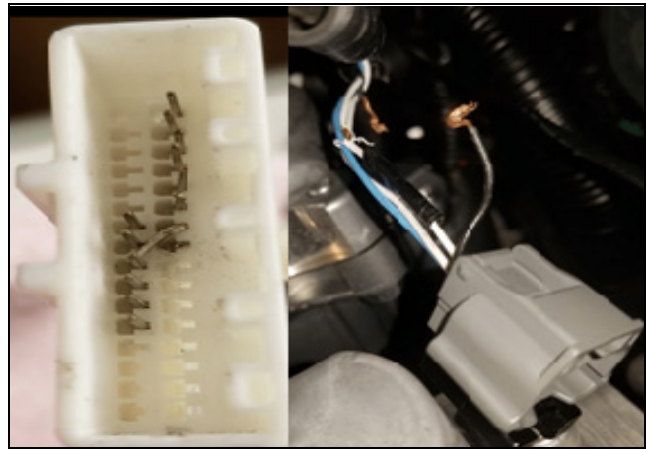


Figure 5

- The related circuit/layout diagram in the eWD

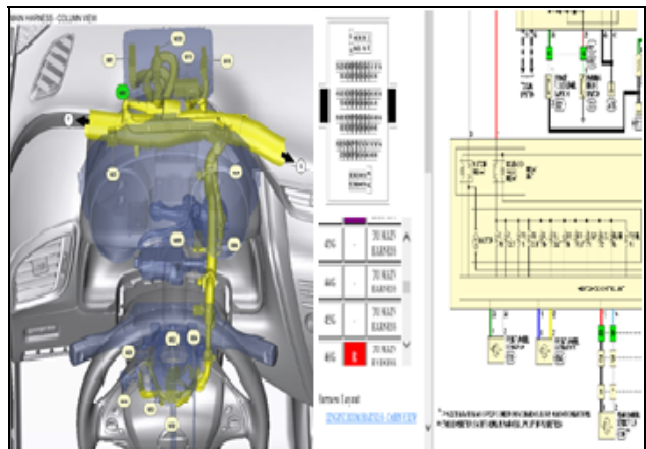


Figure 6

- Consult-III Topology (If CAN related)

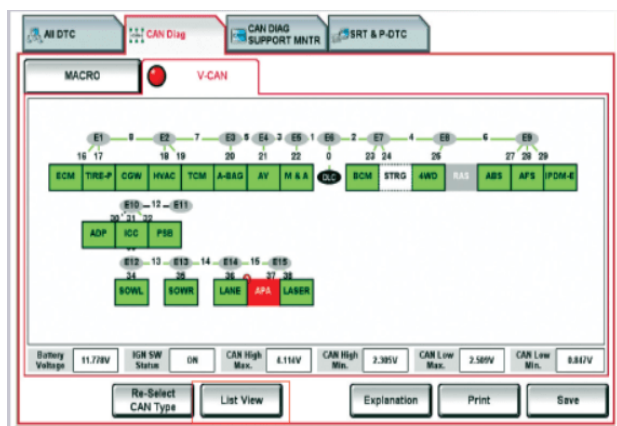


Figure 7

- The harness tag if available and accessible

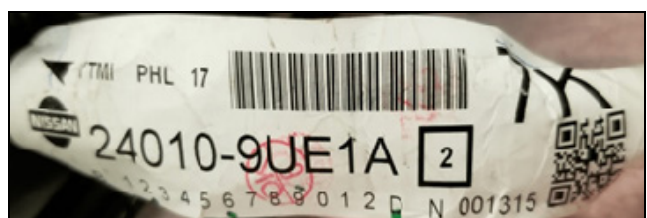


Figure 8

Warranty Claim Information For Pilot Program

Requirements for Repair Over 3 Hours or Replacement:

If the harness must be replaced/repared and the time to complete the job exceeds the DCAL limit:

- A Harness Repair Form must be submitted.
- Use only ST Op codes.
- Pre-authorization must be given by the Warranty Call Center (WCC).
- Do not combine FRT Op codes with ST Op codes.

Requirements for Repair:

If a harness is deemed repairable and the time required to repair it is under 3 hours:

- A Harness Repair Form must be submitted.
- Use only FRT Op codes which are now available in Flat Rate Manual.
- Pre-authorization is not required.
- Do not combine ST Op codes with FRT Op codes.

Harness Diagnose & Repair Flat Rate Op Code Selection Guidelines:

1.0 Hour (Simple) Repair

- 1) Access one control unit/area/panel
- 2) Visually inspect a harness and connector
- 3) Repair a single accessible circuit
- 4) 15-59 minute repair

2.0 Hour (Intermediate) Repair

- 1) Access 2-4 control units/areas/panels
- 2) Visually inspect the harnesses and connectors
- 3) Repair multiple circuits
- 4) 60-119 minute repair

3.0 Hour (Difficult) Repair

- 1) Access 4 or more control units/areas/panels
- 2) Visually inspect the harnesses and connectors
- 3) Repair multiple circuits
- 4) 120-180 minute repair

Operation Codes for Harness Diagnosis and Repair*

OP CODE	DESCRIPTION	FRT
RA50AA	Diagnose & Repair Main Harness	1.0
RA51AA	Diagnose & Repair Engine Room Harness	1.0
RA52AA	Diagnose & Repair Body Harness	1.0
RA53AA	Diagnose & Repair Body No. 2 Harness	1.0
RA54AA	Diagnose & Repair Console Harness	1.0
RA55AA	Diagnose & Repair Front Door Harness	1.0
RA56AA	Diagnose & Repair Rear Door Harness	1.0
RA57AA	Diagnose & Repair Room Lamp Harness	1.0
RA58AA	Diagnose & Repair Chassis/Trunk/Tail Harness	1.0
RA59AA	Diagnose & Repair EGI Harness	1.0
RA61AA	Diagnose & Repair Seat Harness	1.0
COMBINATION OPERATION CODES FOR REPAIR		
RA777A	2 nd hour Harness Diagnosis & Repair	1.0
RA888A	3 rd hour Harness Diagnosis & Repair	2.0

* These Op Codes are for repair only, not replacement. The supplemental combination operation codes can ONLY be used when additional time is required.

PART CATEGORY CODE**

PART CATEGORY CODE	DESCRIPTION	AMOUNT
720	Engine Electrical	Actual Part Amount
790	Body Electrical	Actual Part Amount

** To be claimed for connectors that do not have Infiniti part numbers.

Operation Codes for Harness Diagnosis and Replacement

OP CODE	DESCRIPTION	ST
RA40AA	Diagnose & Replace Main Harness	Claim Actual Time
RA41AA	Diagnose & Replace Engine Room Harness	Claim Actual Time
RA42AA	Diagnose & Replace Body Harness	Claim Actual Time
RA43AA	Diagnose & Replace Body No. 2 Harness	Claim Actual Time
RA44AA	Diagnose & Replace Console Harness	Claim Actual Time
RA45AA	Diagnose & Replace Front Door Harness	Claim Actual Time
RA46AA	Diagnose & Replace Rear Door Harness	Claim Actual Time
RA47AA	Diagnose & Replace Room Lamp Harness	Claim Actual Time
RA48AA	Diagnose & Replace Chassis/Trunk/Tail Harness	Claim Actual Time
RA49AA	Diagnose & Replace EGI Harness	Claim Actual Time
RA60AA	Diagnose & Replace Seat Harness	Claim Actual Time

Examples of diagnosis codes and their descriptions

DIAGNOSIS CODE	DIAGNOSIS CODE NAME
6A	Harness – Short Circuit/Damaged/Chafed
6B	Harness – Open Circuit/Cut/Broken
6C	Harness Connector – No Connection
6D	Harness Connector – Partial Connection
6E	Harness Connector – Terminal Pushed Out
6F	Harness Connector – Bent Terminal
6G	Harness Connector – Spread Terminal
6H	Harness Ground Lug – Loose/Cross Thread
6J	Harness Connector – Corrosion
67	Wrong Part
68	Missing Part

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 29, 2014	ITB14-020	Original bulletin published
October 27, 2016	ITB14-020a	Amended Applied Vehicles, Service Information
February 3, 2020	ITB14-020b	The entire body of the bulletin has been changed