



TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
EL14-019D	ITB14-020D	May 16, 2022

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 client 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:

- Infiniti wire harness repair information website.
- Wiring harness repair vs. replacement guidelines.
- The technician's responsibilities in assisting the retailer's claims administrator to properly code a wire harness repair.
- Warranty claims coding for repairing and diagnosing wiring harnesses for all Infiniti vehicles.

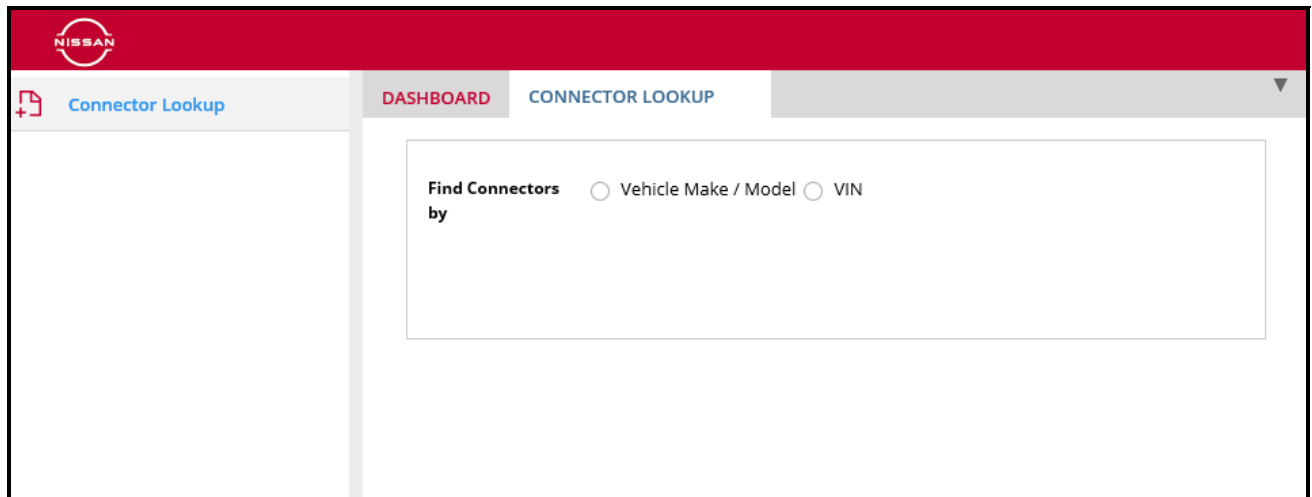
Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely.
NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

Wire Harness Repair Guidelines

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

PLEASE VISIT <https://vcat.nnanet.com/prweb/PRAuth/Connectors> to find information related to the following topics:

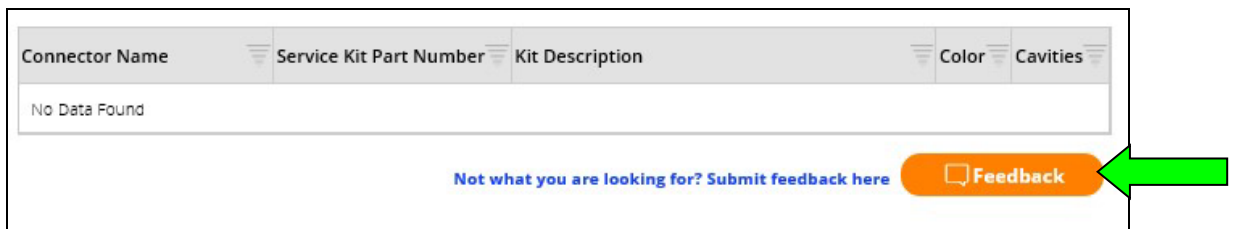
- Wire harness connector and terminal part numbers.
- Specific connector and terminal repair instructions with video.
- Tools needed for repair.
- General wiring harness repair procedures.



The screenshot shows the Nissan Connector Lookup web application. The top navigation bar is red with the Nissan logo. Below it, there are tabs for 'Connector Lookup', 'DASHBOARD', and 'CONNECTOR LOOKUP'. The 'Connector Lookup' tab is active. The main content area has a search section titled 'Find Connectors by' with two radio button options: 'Vehicle Make / Model' and 'VIN'. The 'Vehicle Make / Model' option is selected.

Figure 1

- If you cannot find a connector or terminal part, please utilize the Feedback button; Infiniti will evaluate it for possible inclusion in future service parts.



The screenshot shows the results page of the Nissan Connector Lookup application. It features a table with the following headers: 'Connector Name', 'Service Kit Part Number', 'Kit Description', 'Color', and 'Cavities'. The table body contains the text 'No Data Found'. Below the table, there is a link that says 'Not what you are looking for? Submit feedback here' and an orange 'Feedback' button. A green arrow points to the 'Feedback' button.

Figure 2

- Replacement Harness Repair Kit (HRK) Tools can be ordered through the Techmate Tools & Equipment website at www.infinititechmate.com or call (800) 662-2001.

Wire Harness Replacement Guidelines

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

- 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 to order.
- The wiring harness replacement is required from another bulletin.
- The wiring harness repair is in the shielded area of a circuit.
- The wiring harness needing repair is USB, coaxial, or antenna feeder wiring.

Required Technician Information for Warranty Harness Repair

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

1. A **Harness Repair Form** is **NOW REQUIRED** for every wire harness repair or replacement warranty claim. This is a new requirement to justify the new Flat Rate Time (FRT).
2. Print a general vehicle wire 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).
 - If a Warranty Part Return Request is received, please ship all replaced parts (e.g. terminals, pins, sections of wire, and connectors).
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 displays the ASIST LAN Edition web interface. The top navigation bar includes the Infiniti logo, the text "ASIST™ LAN Edition", and the subtitle "AUTOMOTIVE SERVICE INFORMATION SUPPORT TERMINAL". Below this is a search bar with fields for VIN, Model, and Year, along with buttons for "Retrieve VIN" and "Clear". The main content area is titled "Warranty Call Center Precall Start Screen" and features a QR code, input fields for "Dealer Code" and "17 Digit VIN", and a "PreCall Form" section with radio button options: "New Harness Straight Time Form", "Update Harness Straight Time Case", "Glass Warranty", and "Update Case". A list of bulletins is provided below, categorized by Nissan and Infiniti. A green arrow points to the "Warranty Call Center Pre-Call Forms" link in the left sidebar under the "Tech Support Info" section.

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
- NTBC9-081 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

Warranty Call Center Pre-Call Forms

Figure 3

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.

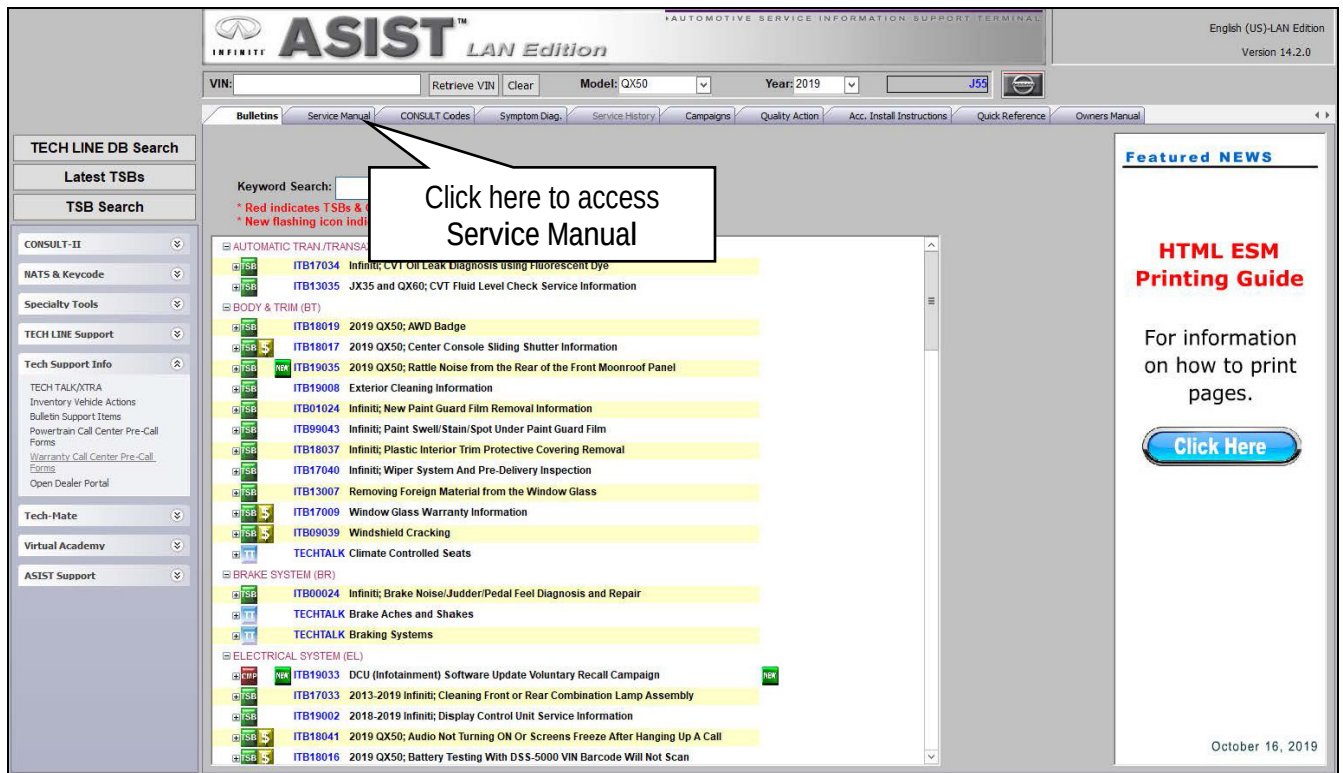


Figure 4

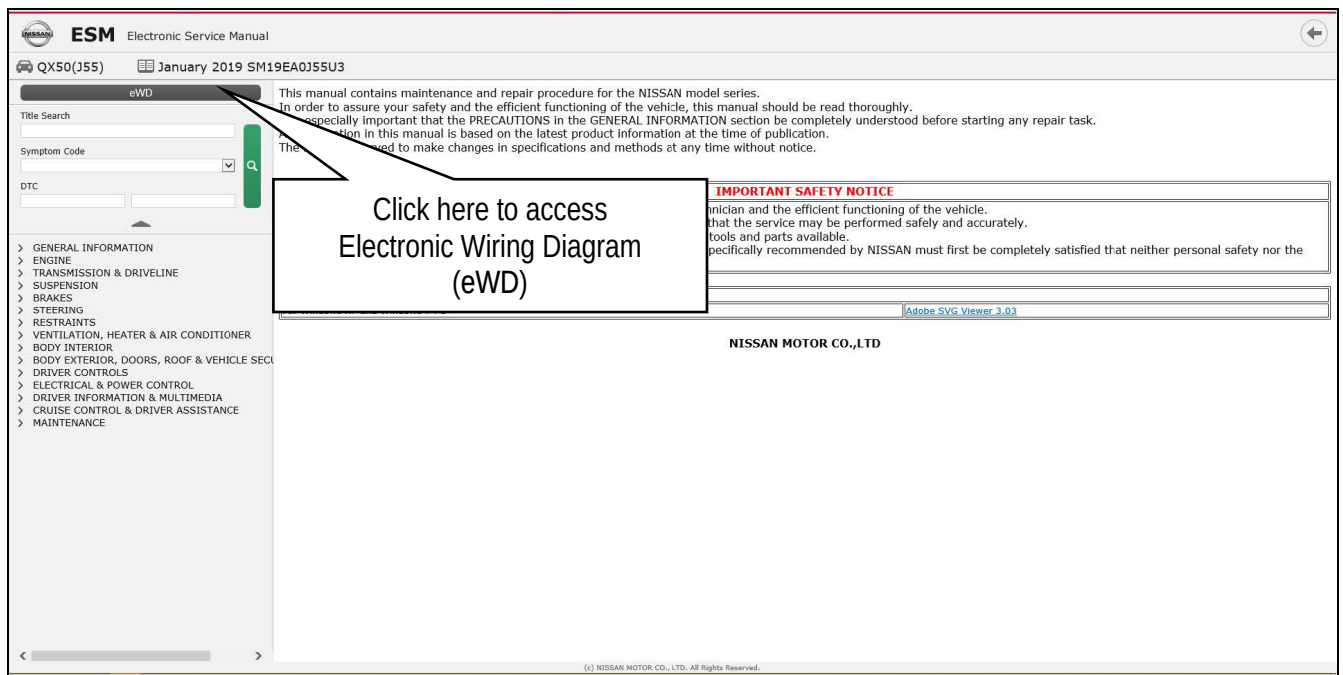


Figure 5

Pre-Call Form Required Image Examples:

- The area of concern on the vehicle.



Figure 6

- The related circuit/layout diagram in the eWD.

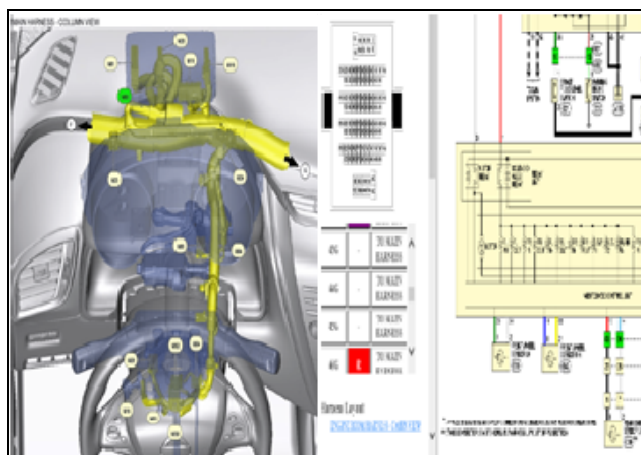


Figure 7

- CONSULT-III topology, if CAN related.

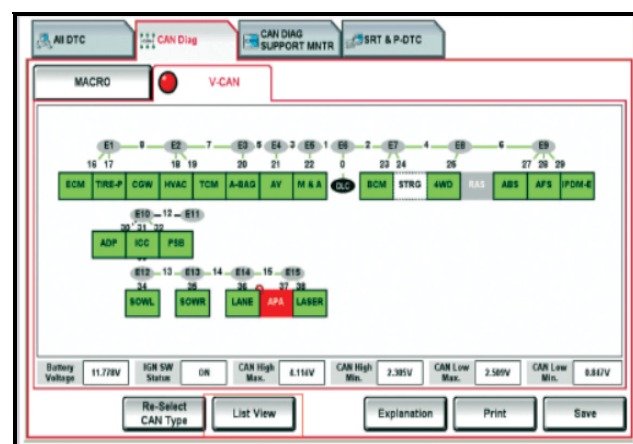


Figure 8

- The harness tag, if available and accessible.



Figure 9

Warranty Claim Information

Requirements for Repair Over 3 Hours or Replacement:

If the wiring 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 Claims Call Center (WCCC).
- Do not combine FRT Op codes with ST Op codes.

Requirements for Repair:

If the wiring 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 (1) control unit/area/panel.
2. Visually inspect a wire 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 wire harnesses and connectors.
3. Repair multiple circuits.
4. 60-119 minute repair.

3.0 Hour (Difficult) Repair

1. Access four (4) or more control units/areas/panels.
2. Visually inspect the wire 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
RA63AA	Diagnose & Repair SRS 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 Operation 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.

EXPENSE CODE

EXPENSE CODE	DESCRIPTION	AMOUNT
072	24 Gauge Wire	QTY per foot (Dealer Net)
073	22 Gauge Wire	QTY per foot (Dealer Net)
074	20 Gauge Wire	QTY per foot (Dealer Net)
075	18 Gauge Wire	QTY per foot (Dealer Net)
076	14 Gauge Wire	QTY per foot (Dealer Net)
077	3/8 Corrugated Tubing	QTY per foot (Dealer Net)
078	5/8 Corrugated Tubing	QTY per foot (Dealer Net)

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
RA62AA	Diagnose & Replace SRS 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
December 7, 2021	ITB14-020C	Publication date updated to include the latest models and model years
May 16, 2022	ITB14-020D	Publication date updated to include the latest models and model years, and changes made throughout the bulletin

