



INFINITI

TECHNICAL SERVICE BULLETIN

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|------------------------------|--------------------------|-------------------------|
| Classification: EL14-019E | Reference: ITB14-020E | Date: August 1, 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).

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.

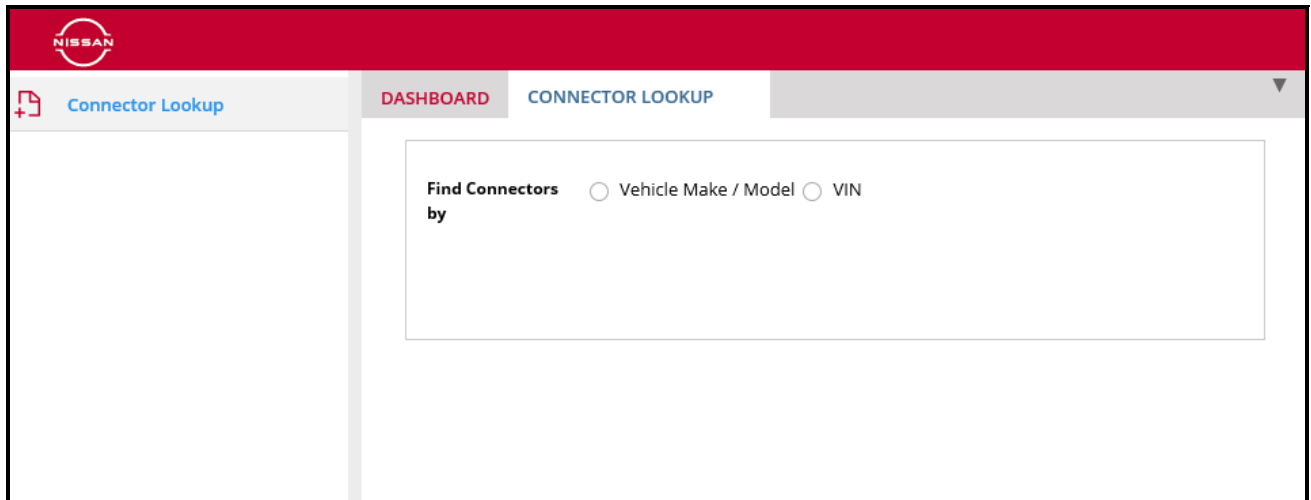


Figure 1

NOTE:

- 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.

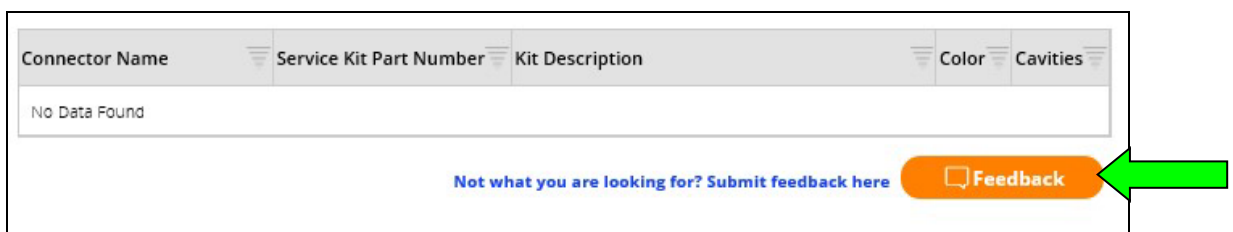


Figure 2

- Replacement Harness Repair Kit (HRK) Tools can be ordered through the Tech•Mate Tools & Equipment website at www.techmatetools.com or call (833) 397-3493.

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.

ASIST™ LAN Edition
AUTOMOTIVE SERVICE INFORMATION SUPPORT TERMINAL

VIN: [] Retrieve VIN Clear Model: [] Year: []

What's New Service Manual CONSULT Codes Symptom Diag. Service History Campaigns Quality Action Acc. Install Instructions Quick Reference

TECH LINE DB Search
Latest TSBs
TSB Search

CONSULT-II
NATS & Keycode
Specialty Tools
TECH LINE Support
Tech Support Info
TECH TALK(XTRA)
Inventory Vehicle Actions
Bulletin Support Items
Powertrain Call Center Pre-Call
Warranty Call Center Pre-Call Forms
Tech-Mate
Virtual Academy
ASIST Support

Keyword Search
* Red indicates
* New flashings

LATEST INFORMATION

Warranty Call Center Precall Start Screen

NISSAN INFINITI

Dealer Code []
17 Digit VIN []

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

QR Code

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

Harness repair forms are found here under
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.

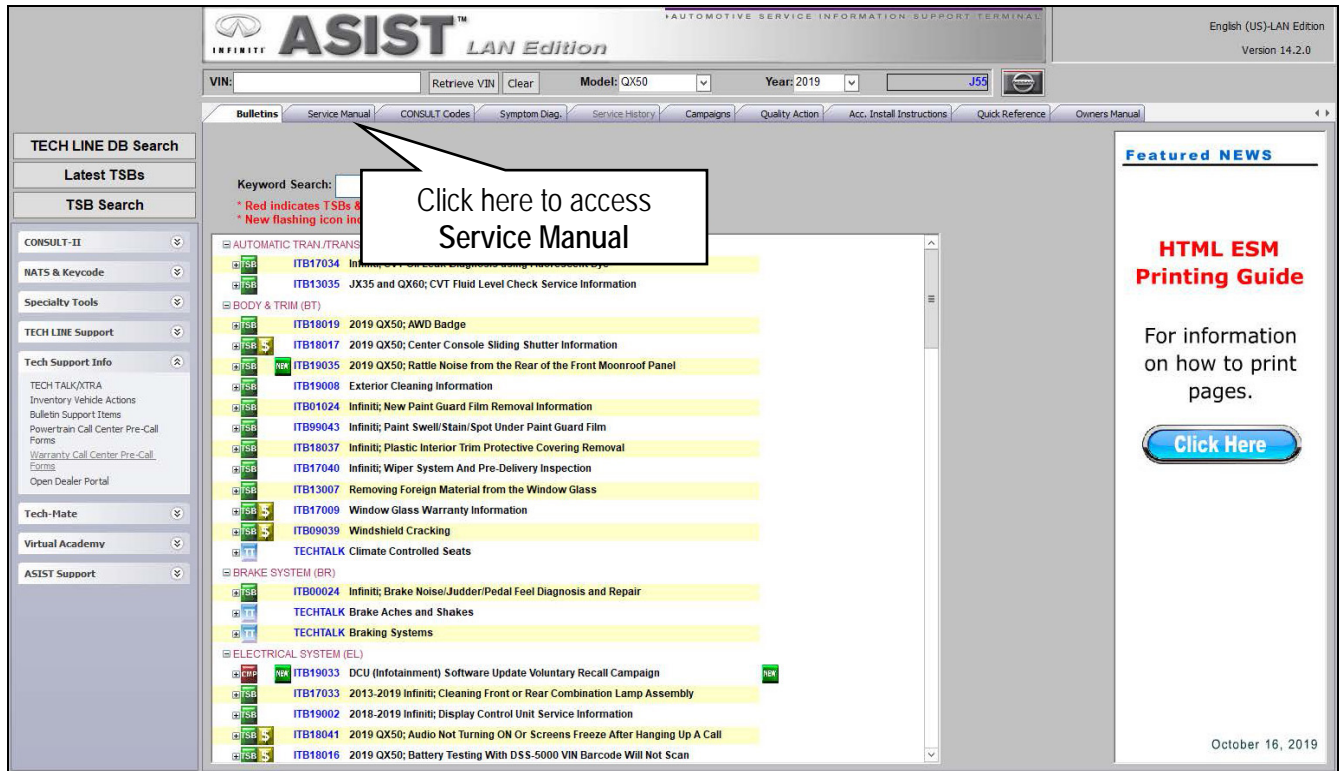


Figure 4

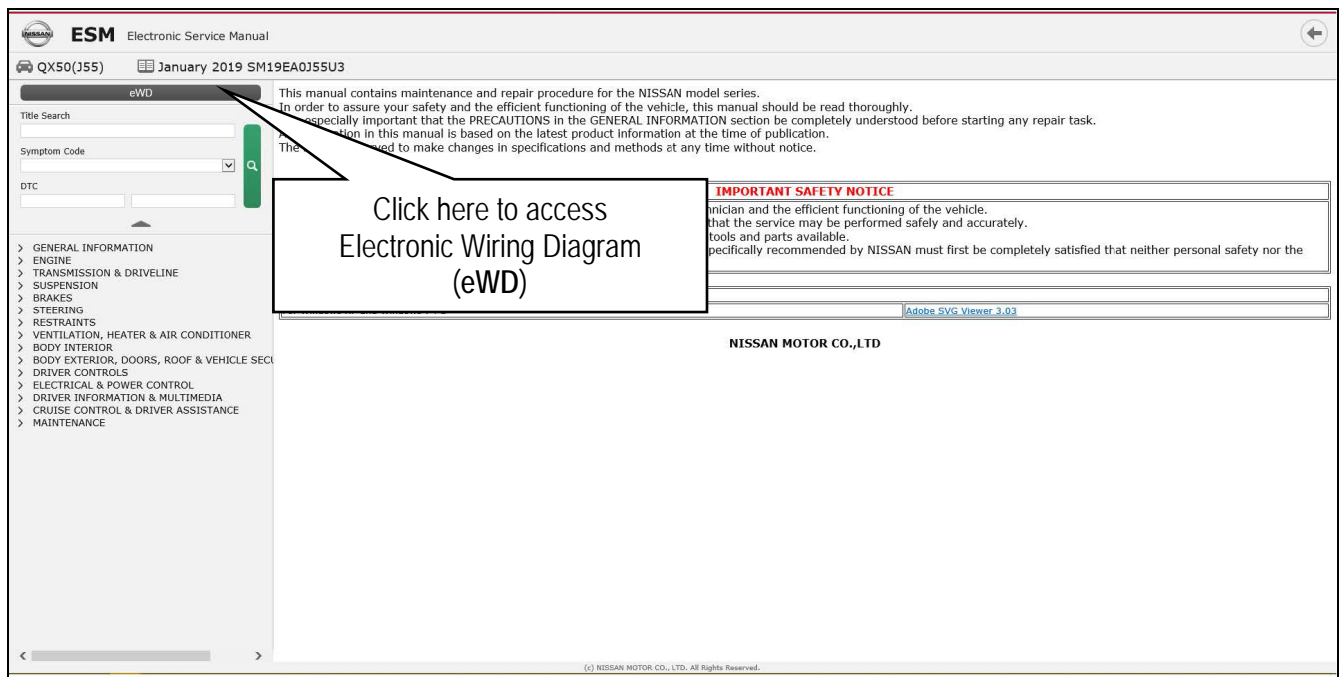


Figure 5

Pre-Call Form Required Image Examples:

- The area of concern on the vehicle.

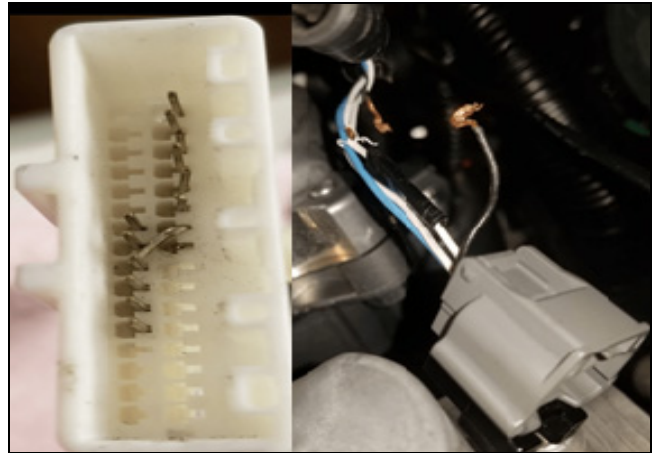


Figure 6

- The related circuit/layout diagram in the eWD.

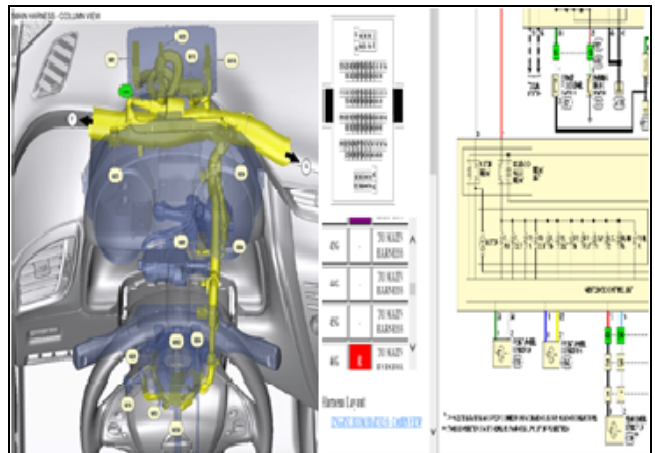


Figure 7

- CONSULT-III topology, if CAN related.

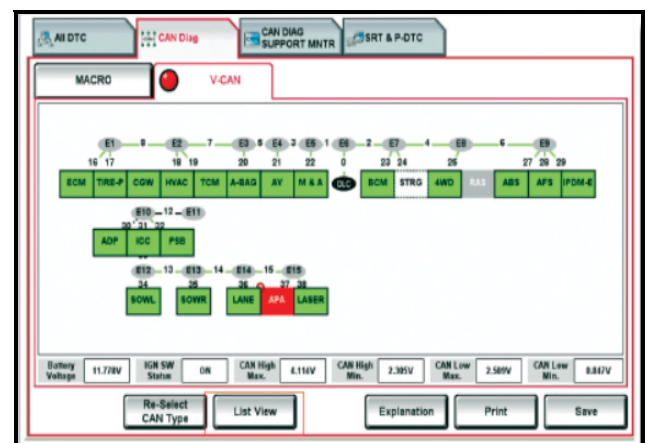


Figure 8

- The harness tag, if available and accessible.

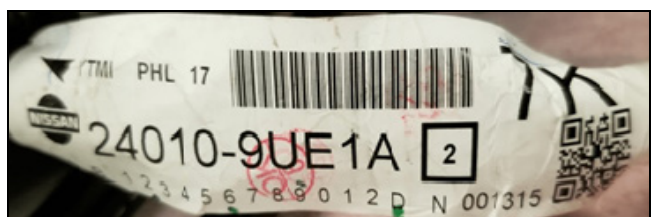


Figure 9

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 | 22 Gauge Wire | QTY per foot (Dealer Net) |
| 073 | 20 Gauge Wire | QTY per foot (Dealer Net) |
| 074 | 18 Gauge Wire | QTY per foot (Dealer Net) |
| 075 | 16 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 |
| August 1, 2022 | ITB14-020E | Tech•Mate website address and phone number updated on page 2, and EXPENSE CODE revised |

