



TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
EL14-018E	NTB14-032E	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 Nissan

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 customer satisfaction by simplifying the repair of electrical wiring harnesses.

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

The following service information includes:

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

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 Nissan dealer 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.

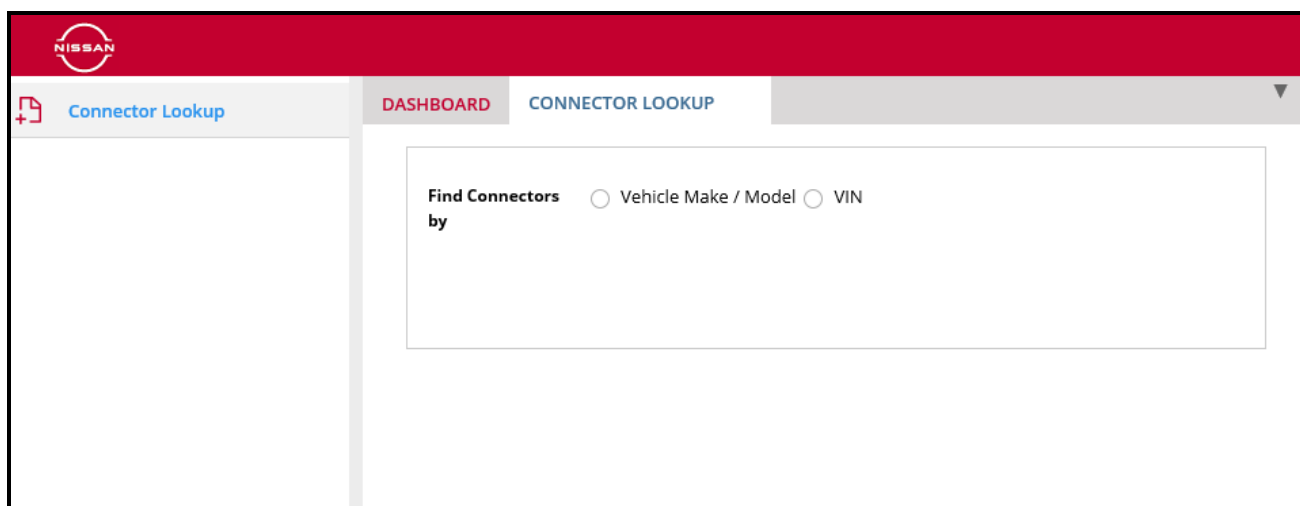
The screenshot shows the Nissan VCAT Connector Lookup web application. At the top is a red header with the Nissan logo. Below the header is a navigation bar with 'Connector Lookup' (active), 'DASHBOARD', and 'CONNECTOR LOOKUP'. The main content area has a search section titled 'Find Connectors by' with two radio button options: 'Vehicle Make / Model' and 'VIN'. Below the search section is a large empty box for results.

Figure 1

NOTE:

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

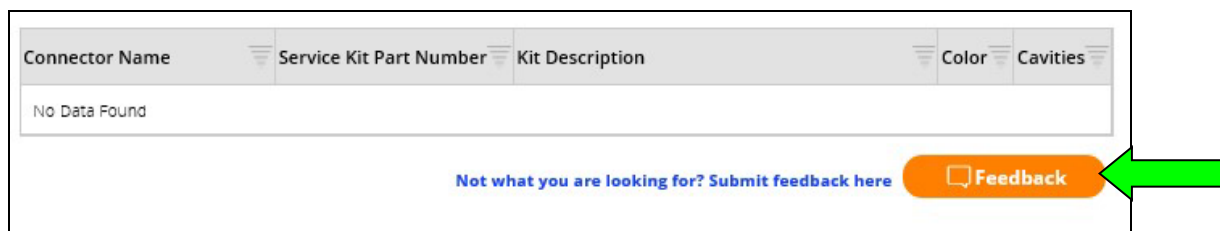
The screenshot shows the results page of the VCAT application. It features a table with headers: 'Connector Name', 'Service Kit Part Number', 'Kit Description', 'Color', and 'Cavities'. The table body contains the text 'No Data Found'. Below the table, there is a link that says 'Not what you are looking 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 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 wiring 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 wire 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 interface. On the left is a sidebar with navigation options: TECH LINE DB Search, Latest TSBs, TSB Search, CONSULT-II, IATS & Keycode, Specialty Tools, TECH LINE Support, Tech Support Info, Tech-Mate, Virtual Academy, and ASIST Support. The 'Warranty Call Center Pre-Call Forms' link is highlighted with a green box and a green arrow. The main content area shows the 'Warranty Call Center Precall Start Screen' with fields for Dealer Code, 17 Digit VIN, and PreCall Form (New Harness Straight Time Form, Update Harness Straight Time Case, Glass Warranty, Update Case). A QR code is also present. Below the QR code, a list of bulletins is provided for reference.

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 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.

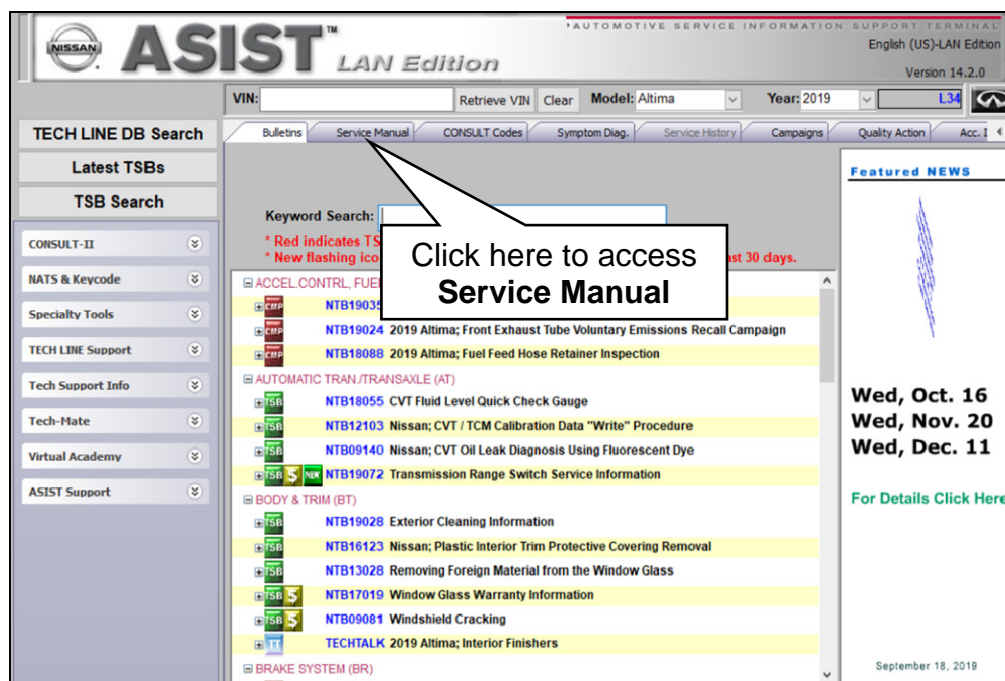


Figure 4

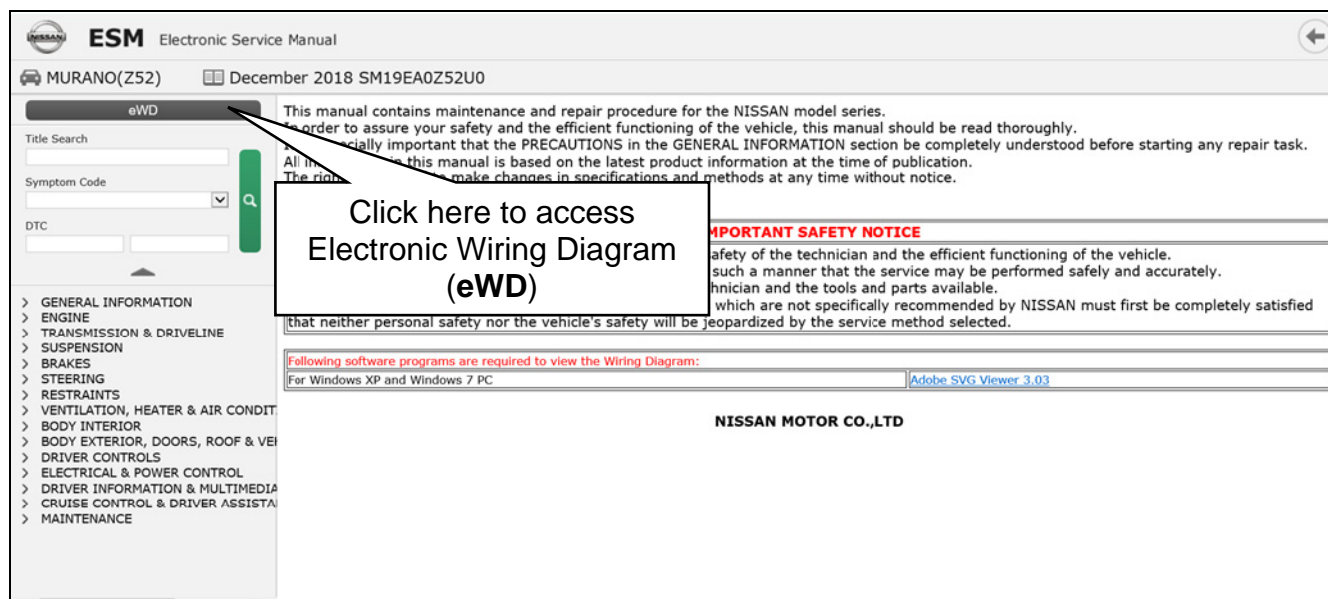


Figure 5

Pre-Call Form Required Image Examples:

- The area of concern on the vehicle.



Figure 6

- The related circuit/layout diagram in the eWD.

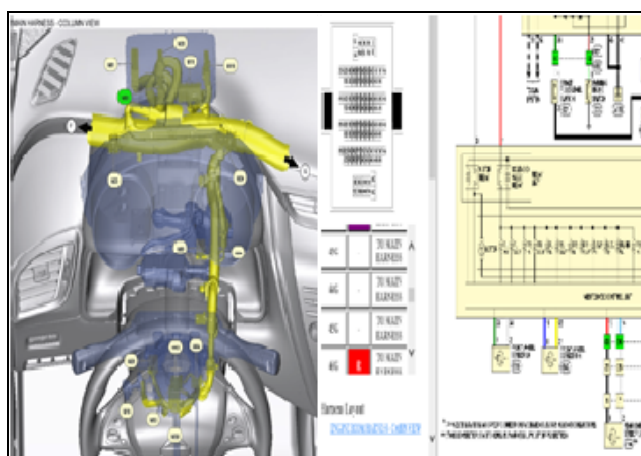


Figure 7

- CONSULT-III topology, if CAN related.

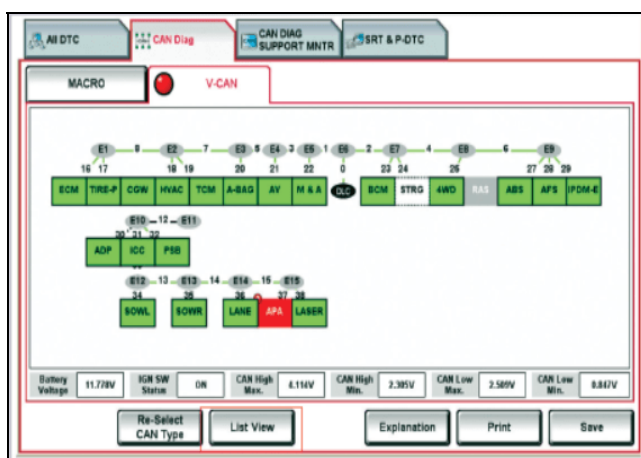


Figure 8

- 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 the 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 Nissan 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	NTB14-032	Original bulletin published
October 27, 2016	NTB14-032a	Amended APPLIED VEHICLES, SERVICE INFORMATION
February 3, 2020	NTB14-032b	The entire body of the bulletin has been changed
December 7, 2021	NTB14-032C	Publication date updated to include the latest models and model years
May 16, 2022	NTB14-032D	Publication date updated to include the latest models and model years, and changes made throughout the bulletin
August 1, 2022	NTB14-032E	Tech•Mate website address and phone number updated on page 2, and EXPENSE CODE revised