

TechTOOLS Reads "DRB III Not Connected"

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Case Verification:

- With the DRB III connected to the GPIB cable TechTOOLS displays "Device Status: DRB Not Connected"

Models Affected:

| | | | |
|---|----------------------------|---|--|
| AB - Ram Van/Wagon | DH - Ram Pickup HD | KJ - Liberty | PL - Neon |
| AJ - LeBaron | DN - Durango | LH - New Yorker | PR - Prowler |
| AN - Dakota | DR - Ram Pickup | LH - Vision | PT - Chrysler Cruiser |
| AS - Caravan, Voyager, Town and Country | JA - Breeze | LH - LHS | RG - (EXPORT) Caravan, Voyager, Town and Country |
| BD - (IMPORT) Laser, Talon | JA - Cirrus | LH - Intrepid | RS - Caravan, Voyager, Town and Country |
| BE - Ram Pickup/Quad Cab | JA - Stratus | LH - Concorde | ST - Sebring/Stratus Coupe |
| BR - Ram Pickup | JR - Sebring/Stratus Sedan | LH - 300M | TJ - Wrangler |
| CS - Pacifica | JR - Sebring Convertible | NS - Caravan, Voyager, Town and Country | VA - Sprinter |

Years:

- 1993-2006

System or Component Group:

- 18 - Vehicle Performance/Driveability Scan Tool Diagnostic Trouble Codes/Error Message Scan Tool Not Communicating

Condition Verification:

- Yes - Continuously

Recommendation:

- In the case where a connection can not be made with the DRB III using the TechTOOLS application there may be a USB driver conflict or a USB problem.
 - Confirm in the the **Safely Remove Hardware Manager** (located in the System Tray) that you see the **GPIB-USB converter** connected.
 - If the PC sees the GPIB-USB connection here this is usually a good indication that the driver has been installed properly.
 - However, if at first you do not see the GPIB-USB connection, confirm that the Green power light is on on the GPIB-USB converter.
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- There are 6 USB connections on the DealerCONNECT Dell Client.
 - In most cases you can disconnect the GPIB Protocol converter at the USB connection and move to another USB connection.
 - This USB connection is a **Blue** ended connector.
 - By moving the GPIB to another USB connection you are forcing the Dell PC to reinstall the GPIB Drivers.

Last Modified By: T5741BR

Creation Date: 10/30/06 12:54 PM

Modification Date: 10/30/06 12:55 PM

Status: Review

Distribution: USA

Escalation Group: Driveability

Solution Number: K45632216

Online URL: <https://kb.a.fcawitech.com/article/techtools-reads-drb-iii-not-connected-401.html>