

# TechTOOLS Reads "DRB III Not Connected"

413 Chris Ordner Wed, May 10, 2017 [Troubleshooting TechTOOLS](#) 664

## 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.

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