



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DDT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100161

Date Received
2004 OCT 15 7
13-NOV-2003
Repository ☐
Reference No.
10047931

OWNER INFORMATION (Type or Print)

Name
Address
City CYPRESS State TX Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, NHTSA will NOT send your name or address to the vehicle manufacturer.
Signature of Owner Date 01/13/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2B3ND48R2X
Make DODGE Model INTREPID Model Year 1998
Date Purchased 12/31/99 Dealer's Name and Telephone Number Northwind Dodge
Original Owner ☒ Dealer's City HOUSTON State TX Zip Code 77065
Engine: 2.7L No. Cylinders 6 Fuel Type: GAS
Transmission Type AUTOMATIC ☐ Antilock Brakes ☒ Cruise Control Powertrain 200 HP
Vehicle Component Code 103700 POWER TRAIN: AUTOMATIC TRANSMISSION: TORQUE CONV
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10/16/03 Failure Mileage 48136 Failure Speed 20 mph
TRANSMISSION ASSEMBLY, INPUT SHAFT SPEED SENSOR,
TRANSMISSION OUTPUT SENSOR, ANNULUS GEAR

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1A8ABC038) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured Number of Deaths Reported to Police
N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.
i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING TRANSMISSION MALFUNCTIONED AND VEHICLE STALLED. AN INDEPENDENT MECHANIC REPLACED THE TORQUE CONVERTER AND ENGINE HEAD GASKET. *AK

See Attached Invoices from At Transmission Services &
Keller Vehicle wouldn't shift out of 1st
Gear when driving about 20 mph

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

January 26, 2004

Chrysler Motors Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004

Re: CASE # [REDACTED]
1999 Dodge Intrepid
Purchased at Northwest Dodge, Houston, Tx on 12/31/99
VIN #2B3HD46RZD [REDACTED]

To Whom It May Concern:

We own a 1999 Dodge Intrepid, are the original owners, and would like to request reimbursement for monies paid to have the transmission repaired.

Around 8:00 a.m. on 10/15/03 my husband's Intrepid would not shift out of 1st gear as he left our home on the way to work. He thought the transmission just needed to "warm up" a little and that it would then shift properly. After driving approximately 1 mile at a speed of about 20 miles, it still would not advance out of 1st gear so he stopped at a nearby transmission shop, A+ Transmission. The transmission had always shifted properly and no unusual noises were ever heard.

He instructed the transmission repair shop to try and determine what the problem was; he did not authorize any actual repair work at that point. While the shop was checking out the problem, he called Northwest Dodge (where the car had been purchased and previously taken for repair work) and inquired about warranty coverage. At the time of the problem, the vehicle was approximately 3 1/2 years old with 48,136 miles and well maintained and serviced. He spoke with Glen in the Service Department at Northwest Dodge and explained that his vehicle was not shifting out of 1st gear; he gave the VIN#, current mileage of 48,136 miles, and date of purchase. He did not tell Northwest Dodge that the vehicle was at a repair shop. Northwest Dodge informed him that the vehicle was "out of warranty". He asked if there were any extended warranty considerations for the described problem and Glen said no. Glen stated that if he wanted to bring his car in that Northwest Dodge would be interested in providing repair services but that they would not be covered under warranty. He was not rude but he also did not seem to be particularly enthused about helping to investigate or resolve the problem.

After speaking with the dealership, my husband then called the Chrysler Customer Assistance Center and spoke with a female customer service representative. He gave her the VIN #, she looked it up, and informed him the warranty had expired. HE DID SPECIFICALLY ASK if there were any extended warranty considerations for "transmission problems" on a vehicle with 48,136 miles on it and she said "no" and offered no further advice.

After being informed by both Northwest Dodge and Chrysler Corporation that the vehicle was out of warranty, out of necessity he left the car at the transmission shop. They found a broken snap ring in the annulus gear and a fractured rear carrier piece. The broken part inside the transmission housing had caused damage to other internal parts; the torque converter had metal filings from the broken parts that could not be completely flushed out; therefore, the torque converter was also replaced. I had the repair shop save the damaged parts and then called Chrysler Customer Service and requested a case number. I immediately called Gloria Sanchez, the service manager at Northwest Dodge, and explained the situation. She said the car was out of warranty and that it was not their responsibility because we had taken it to an independent dealer to be fixed...I told her that if we had been made aware of a goodwill repair or customer satisfaction repair being available or if the dealership had been more helpful and responsive we would have taken it to the dealership. I then asked what other alternatives were available....she said none and offered no further help. From my research and having owned two (2) other Chrysler products I know that 5 Star Dealers do have the ability to warranty repairs that are out of the basic warranty period for owners and repeat customers - which we are both. Northwest Dodge was not cooperative and made no attempt to go out of their way to help resolve the issue.

I personally took the damaged parts and copies of the repair invoice to Northwest Dodge's facility; I spoke to J.R. McCoy of the service department; explained the situation to him and asked to speak to Gloria Sanchez; she was out of the building; I then asked Mr. McCoy to have a Zone Manager intercede on our behalf and see if Chrysler could help in any way. He told me he would pass the information along to the Zone Manager and promised to have them call me; after not hearing from either Northwest Dodge or Chrysler's Zone Manager for 1 1/2 weeks, I called Northwest Dodge and spoke to a service manager and asked if information had been passed along to the Zone Manager; he said he would get back to me; the dealership had apparently not passed this case along to the Zone Manager as I had requested. I then received a call that very same afternoon and the dealership said the "Zone Manager" just happened to be at their dealership that very day and that my claim had been denied. I did some digging and finally got ahold of someone in the Dallas office that said my request and information was not even in the computer; he was the only person who genuinely seemed interested and did make an effort to help but again stated that since we had the repair work done at an independent facility that Chrysler was not responsible.....again. If we had been aware of any financial assistance or help from Chrysler in the beginning the vehicle would have been repaired at Northwest Dodge. I have done research and have found that this is a factory related defect confirmed by technical service bulletins sent to dealers and covered under your goodwill repair program. The predecessor of this transmission (A604) has been plagued with problems, has multiple manufacturer Technical Service Bulletins addressing these exact problems, and was eventually recalled. Chrysler has been covering these out of warranty transmissions for years. Chrysler's own 7 yr./100,000 power train coverage maintains that a transmission should last a minimum of seven years. A product should be reasonably durable and this transmission failure occurred long before it should have.

We ask that our claim be accepted as we were not informed of this policy and should not be penalized for not knowing it existed....even after numerous requests as to whether such a program did exist and was available. We hereby put you formally on notice under the Federal Magnuson-Moss Act and state consumer protection statutes that your refusal to apply this extended warranty coverage in our case is an unfair warranty practice within the limits of the law. We should not be penalized if the goodwill warranty was not disclosed to us by the dealer or by Chrysler.

We request and would appreciate your refunding the amount of \$1,896.30 paid to have the transmission repaired.

If you have any questions or require additional information, please call.

Home #
Husband's Work #

Sincerely,

Cypress, Texas

Attachments

cc: Mr. Madhi Bonakder, Northwest Dodge
Texas State Attorney General
NHTSA
Center for Auto Safety
Houston Better Business Bureau
Chrysler Dallas Zone Office

ALLDATA
www.alldata.com

HELP

VEHICLE

ACCOUNT

EXIT

1999 Dodge Intrepid V6-165 2.7L DOHC VIN R SFI

Top - Vehicle↳ **Technical Service Bulletins**↳ **Customer Interest**↳ **A/T Converter Clutch -
Shift/Kickdown Improvement**

SEARCH

or

Contact ALLDATA

Notes**A/T Converter Clutch - Shift/Kickdown Improvement**

NUMBER: 18-17-00

GROUP: Vehicle Performance

DATE: September 22, 2000

SUBJECT:

Torque Converter Clutch Control/Kickdown Shift Quality Improvements

OVERVIEW:

This bulletin involves selectively erasing and reprogramming the Transmission Control Module (TCM) with new software.

MODELS:

1999 (LH) Concorde/Intrepid/LHS/300M

SYMPTOM/CONDITION:

Some vehicles may exhibit torque converter clutch control bump between 72 and 96 kph (45 and 60 mph). This bump will be most noticeable with light throttle input from the driver.

In addition, the software will make kick down shift quality less harsh.

DIAGNOSIS:

Using the Mopar Diagnostic System (MDS2) and or the Diagnostic Scan Tool (DRB III(R)) with the appropriate Diagnostic Procedures Manual, verify all engine/transmission systems are functioning as designed. If Diagnostic Trouble Codes (DTC's) are present, record them on the repair order and repair as necessary before proceeding further with this bulletin. If the only condition described by the vehicle operator is torque converter bump or harsh downshifts, Perform the Repair Procedure.

NOTE: WHENEVER A TRANSMISSION CONTROL MODULE (TCM) IS REPLACED, THE SOFTWARE OF THE REPLACEMENT CONTROLLER MUST BE VERIFIED FOR THE LATEST REVISION LEVEL. USE THE FLASH PROCEDURE TO UPDATE REPLACED CONTROLLERS AS NECESSARY.

1	04889020	Label, Authorized Software Update
1	04275086	Label, Authorized Modification

ZOOM **SIZED FOR PRINT**

PARTS REQUIRED:

1	CH6000	Scan Tool (DRB III®)
1	CH7035	General Purpose Interface Bus Cable (GP1B)
1	CH7000/7001	J1982 Cable
1		MDS2

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EQUIPMENT REQUIRED:

NOTE: THE MDS2 AND DRB III(R) ARE REQUIRED TO PERFORM PART OF THIS REPAIR. THE MDS2 SYSTEM MUST BE OPERATING AT CIS CD2068 OR HIGHER.

REPAIR PROCEDURE:

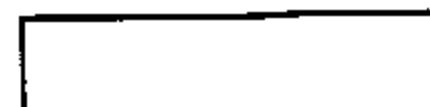
1. Log onto the MDS2 system.
2. Connect the MDS2 (Mopar Diagnostic System) and DRB III(R) (Scan Tool) to the vehicle and switch the ignition key to "ON".

NOTE: AUTO CONNECTION WILL OCCUR ONCE THE DRB III(R), MDS2 AND VEHICLE ESTABLISH COMMUNICATION. THE "CANNOT READ VIN FROM DRB III(R)" MESSAGE (ON THE MDS2) WILL BE REPLACED BY THE VEHICLE VIN. PRESS THE "OK" BUTTON ON THE MDS2 TO REQUEST A MDS2 SESSION FOR THE VEHICLE VIN INDICATED. PRESS THE "OK" BUTTON WHEN ASKED TO BEGIN SESSION.

3. Push the FLASH tab on the MDS2.
4. Select READ PART NUMBERS FROM VEHICLE and click SHOW UPDATES on the MDS2.
NOTE: A MESSAGE MAY APPEAR (AFTER STEP 3 OR 4) THAT INDICATES NO UPDATES ARE AVAILABLE. IF THIS OCCURS, MAKE SURE YOUR DIAGNOSTIC EQUIPMENT IS OPERATING AT THE LATEST SOFTWARE LEVEL AS LISTED EARLIER IN THIS BULLETIN. IF THE LATEST SOFTWARE IS INSTALLED, AND NO UPDATES ARE AVAILABLE, ANOTHER VEHICLE CONDITION EXISTS THAT WILL REQUIRE FURTHER INVESTIGATION.

5. Select the new software part number with the light pen and click UPDATE CONTROLLER SOFTWARE.
6. The MDS2 and DRB III(R) will prompt for any operator action needed during the reprogramming process.

NOTE: THE FOLLOWING STEPS ARE REQUIRED BY LAW.



CHRYSLER
POWERTRAIN

P/N:

DLR CODE:

DATE:

AUTHORIZED SOFTWARE UPDATE

FIGURE 1

[ZOOM](#) [SIZED FOR PRINT](#)

7. Type the necessary information on the "Authorized Software Update Label" P/N 04669020 (Figure 1). Attach the label to the PCM and cover the label with the clear plastic overlay.

CHRYSLER **AUTHORIZED MODIFICATIONS** THESE MODIFICATIONS WILL BE APPLIED AS APPROPRIATE, BY EPA AND DODGE.

THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:

	CHANGE AUTHORITY	DEALER CODE	DATE
1	2	3	4

4275086

1 - TRANSMISSION CONTROL MODULE P/N (INSERT P/N) USED
 2 - CHANGE AUTHORITY: TSB XX-XX-XX
 3 - DEALER CODE: XXXX
 4 - DATE: XX-XX-XX

FIGURE 2

[ZOOM](#) [SIZED FOR PRINT](#)

8. Type the necessary information on the "Authorized Modification Label" p/n 04275086 and attach the label near the VECI label (Figure 2).

POLICY: Reimbursable within the provisions of the warranty.

Labor Operation No.	06-19-51-64 Module Reprogram.....	0.5 Hrs.
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TIME ALLOWANCE:

FAILURE CODE: FM - Flash Module

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1999 Dodge Intrepid V6-165 2.7L DOHC VIN R SFI

Top - Vehicle↳ Technical Service Bulletins↳ Customer Interest↳ A/T - Output Speed Sensor Wires
Fatiguing

SEARCH

or

Contact ALLDATA

Notes**A/T - Output Speed Sensor Wires Fatiguing**

NUMBER: 21-07-99

GROUP: Transmission

DATE: April 9, 1999

SUBJECT:

Transmission Output Speed Sensor Wires Fatiguing

OVERVIEW:

This bulletin involves securing the transmission harness to the dip stick tube.

MODELS:

1999 (LH) Concorde/Intrepid/LHS/300M

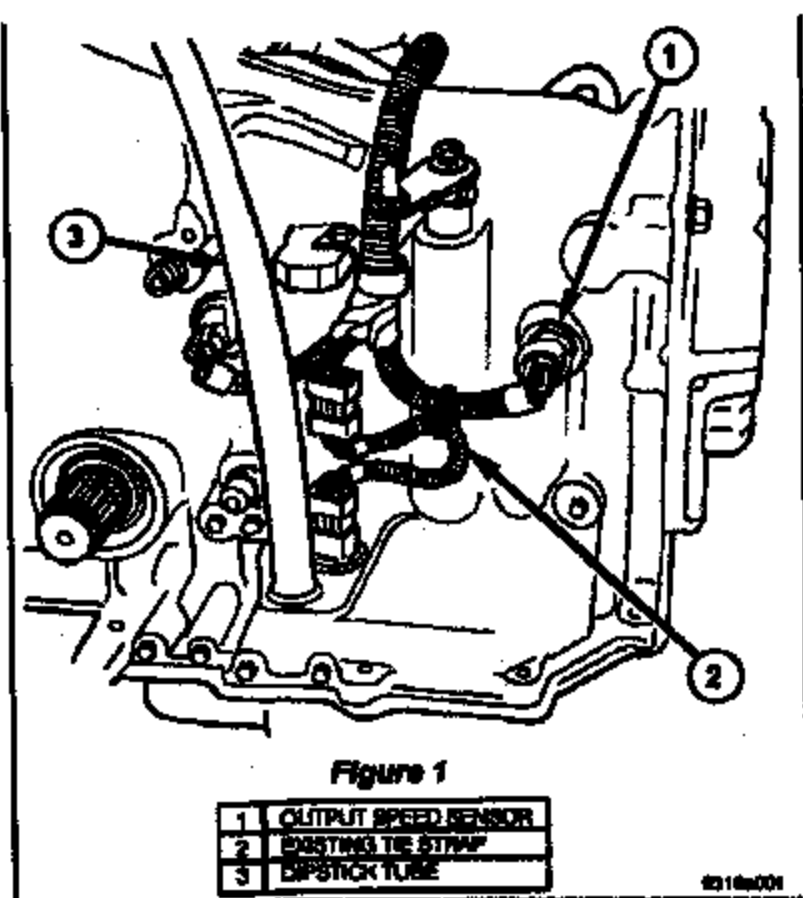
NOTE :THIS BULLETIN APPLIES TO VEHICLES BUILT BETWEEN JULY 14, 1998 (MDH 0714XX) AND SEPTEMBER 27, 1998 (MDH 0927XX).**SYMPTOM/CONDITION:**

Transmission wires either breaking or pulling out of the output speed sensor connector.

DIAGNOSIS:A jumper harness was added to the Transmission Range Sensor (TRS) connector early in the 1999 model year to adapt a new TRS to the existing transmission harness. Inspect the wires at the output speed sensor connector for damage and repair as necessary. If the jumper harness is tie strapped to the output speed sensor wires perform the Repair Procedure.**PARTS REQUIRED:**

1 04856500 Strap, Tie

REPAIR PROCEDURE:



ZOOM

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1. Remove the existing tie strap (Figure 1).
2. Attach the convolute covered section of the jumper to the transmission dipstick tube with the new tie strap, p/n 04856500.

POLICY: Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No: 08-90-99-92

0.2 Hrs.

FAILURE CODE: XX - Service Adjustment

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ALLDATA Automotive Data			
HELP	VEHICLE	ACCOUNT	EXIT

1999 Dodge Intrepid V6-165 2.7L DOHC VIN R SFI

Top - Vehicle

- ↳ **Transmission and Drivetrain**
 - ↳ **Automatic Transmission/Transaxle**
 - ↳ **Technical Service Bulletins**
 - ↳ **All Technical Service Bulletins**
 - ↳ **Transmission Range Sensor - Production Change**

SEARCH

or

Contact ALLDATANotes**Transmission Range Sensor - Production Change**

NUMBER: 21-04-99

GROUP: Transmission

DATE: Feb. 26, 1999

SUBJECT:Service And Parts Information On 1999 Running Changes To Transmission Range Sensor (TRS)**OVERVIEW:**

This bulletin explains the changes that occurred to the TRS for the 1999 model year and lists which parts are needed when service is required.

MODELS:

- 1989 - 1995 (AA) Spirit/Acclaim/LeBaron Sedan
- 1989 - 1993 (AC) Dynasty/New Yorker/New Yorker Salon
- 1990 - 1993 (AG) Daytona
- 1990 - 1995 (AJ) LeBaron Coupe/LeBaron Convertible
- 1992 - 1994 (AP) Shadow/Shadow Convertible/Sundance
- 1990 - 1991 (AQ) Chrysler Maserati TC
- 1989 - 1995 (AS) Town & Country/Caravan/Voyager
- 1990 - 1993 (AY) Imperial/New Yorker Fifth Avenue
- 1993 - 1995 (ES) Chrysler Voyager (European Market)
- 1995 - 1999 (FJ) Sebring/Avenger/Talon
- 1996 - 1999 (GS) Chrysler Voyager (European Market)
- 1995 - 1999 (JA) Cirrus/Stratus/Breeze
- 1996 - 1999 (JX) Sebring Convertible
- 1993 - 1999 (LH) Concorde/Intrepid/Vision/New Yorker/LHS/300M
- 1996 - 1999 (NS) Town & Country/Caravan/Voyager
- 1997 - 1999 (PR) Prowler

1998 MODELS	ENGINE	1998 TRANSAXLE BUILD DATE	10,000 DAY CODE ON TRANSAXLE
NR/G8	3.0L/3.5L	9/25/98 or later	3573 or higher
NR/G8	2.4L/3.5L	9/25/98 or later	3576 or higher
NR/G8 AWD	3.5L	9/25/98 or later	3577 or higher
FJ/JA/JX	2.0L/2.4L/2.5L	9/25/98 or later	3574 or higher
LH	2.7L/3.5L/3.5L	9/21/98 or later	3588 or higher
PR	3.5L	11/19/98 or later	3628 or higher

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NOTE : THIS INFORMATION APPLIES TO VEHICLES EQUIPPED WITH A 41TE OR 42LE TRANSAXLE. THE FOLLOWING TABLE LISTS THE BUILD DATE (BY MODEL) FOR THE TRANSAXLES THAT INCLUDE THE NEW TRS.

DISCUSSION:

A new Transmission Range Sensor (TRS) was designed for 1999 Model Year transaxles.

The original plan was to include these transaxles in 1999 vehicles at the start of production, but was actually implemented as a running change during the 1999 model year.

NOTE : EARLY MODEL 1999 VEHICLES WERE BUILT WITH 1998 STYLE TRANSAXLES. A JUMPER CONVERSION HARNESS WAS USED TO MATE THE 1999 VEHICLE HARNESS TO THE 1998 TRANSAXLE TRS. FOR JA MODELS, THE MAIN HARNESS CONNECTOR WAS CHANGED TO DIRECTLY FIT THE 1998 TRS.

This running change can cause confusion due to the differences seen within the 1999 model year or when replacing a transaxle on older vehicles (1998 or earlier) with a 1999 model transaxle.

Year	1998 TRS	1999 TRS
Part Number	41TE 04659558AC 42LE 04659492AC	41TE 04659678AB 42LE 04659677AB
Terminal Style	Pin Terminals	Blade Terminals
Physical Size	Through Case Diameter Smaller	Through Case Diameter Larger
Functionality	Both Styles Are Wired And Operate The Same	
Interchangeable	NO	

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The above information will help technicians and parts personnel select the proper parts when working with these different combinations.

NOTE : THE EASIEST WAY TO DETERMINE WHICH COMPONENTS ARE REQUIRED IS BY LOOKING AT THE TERMINAL STYLE OF THE TRS FOR THE TRANSAXLE YOU ARE WORKING ON.

CAUTION : 1998 AND 1999 TRS ARE NOT INTERCHANGEABLE. THERE IS A DIFFERENCE IN THEIR SIZE (THROUGH CASE DIAMETER).

The following guidelines will help determine which components are required when making related repairs:

1999 Vehicle Needs A TRS Or Valve Body Assembly

^ Inspect the TRS for terminal type.

^ If the TRS has PIN terminals, order a 1998 TRS or Valve Body assembly for service.

^ If the TRS has BLADE terminals, order a 1999 TRS or Valve Body assembly for service.

1999 Vehicle Needs A Transaxle

^ Regardless of original transaxle type (1998 or 1999) a 1999 transaxle should be ordered for a 1999 vehicle.

NOTE :IF THE 1999 VEHICLE HAD A CARRYOVER 1998 TRANSAXLE, THE HARNESS JUMPER MUST BE REMOVED SO THE VEHICLE HARNESS WILL CONNECT WITH THE 1999 TRANSAXLE TRS. JA MODELS DID NOT USE A HARNESS JUMPER AND A 1999 SPLICE KIT WOULD BE REQUIRED.

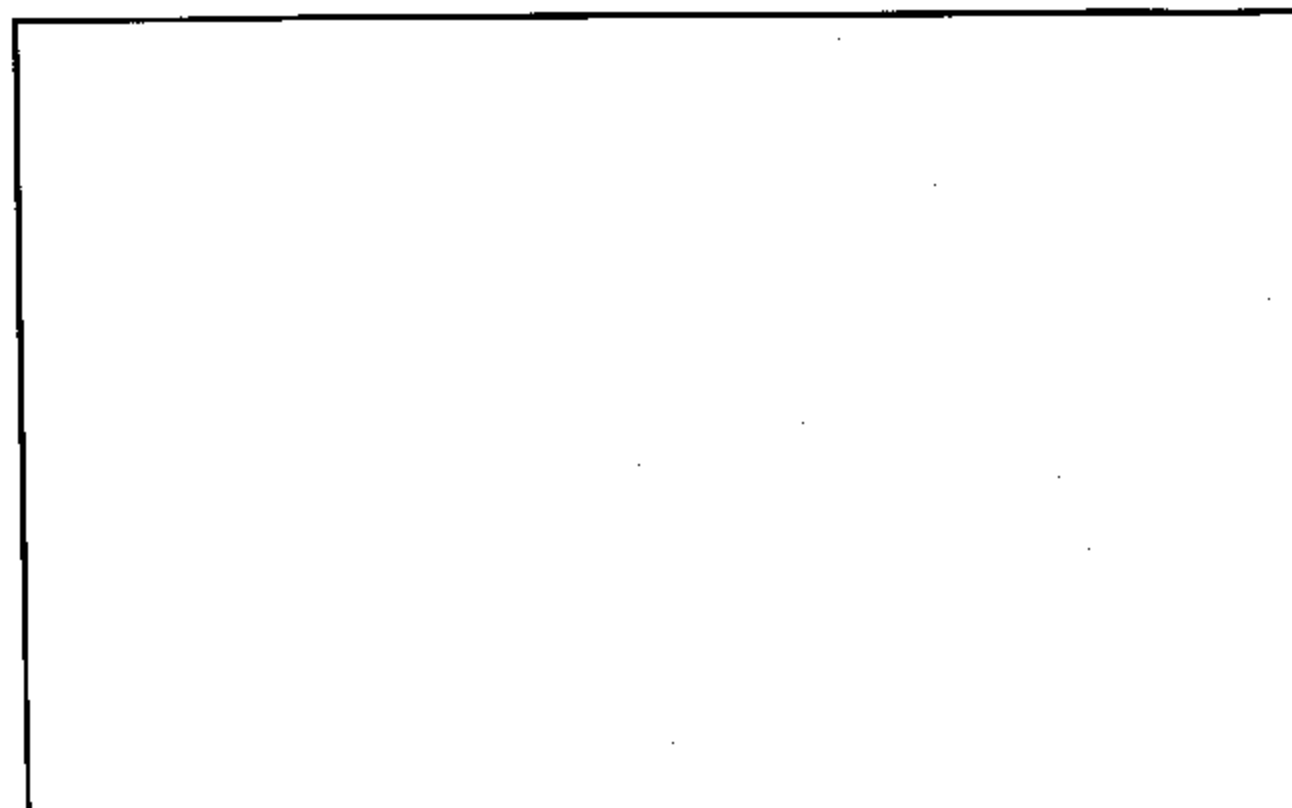
1998 Or Earlier Vehicle Needs A TRS Or Valve Body Assembly

^ Order 1998 components for the transaxle.

1998 Or Earlier Vehicle Needs A Transaxle

^ If the applicable model year transaxle is ordered and received, no further action is required.

^ If a 1999 model transaxle is received for a 1998 or earlier vehicle, a TRS harness splice kit p/n 5014473AA 41TE or 5014474AA 42LE must be ordered to modify the vehicle harness.



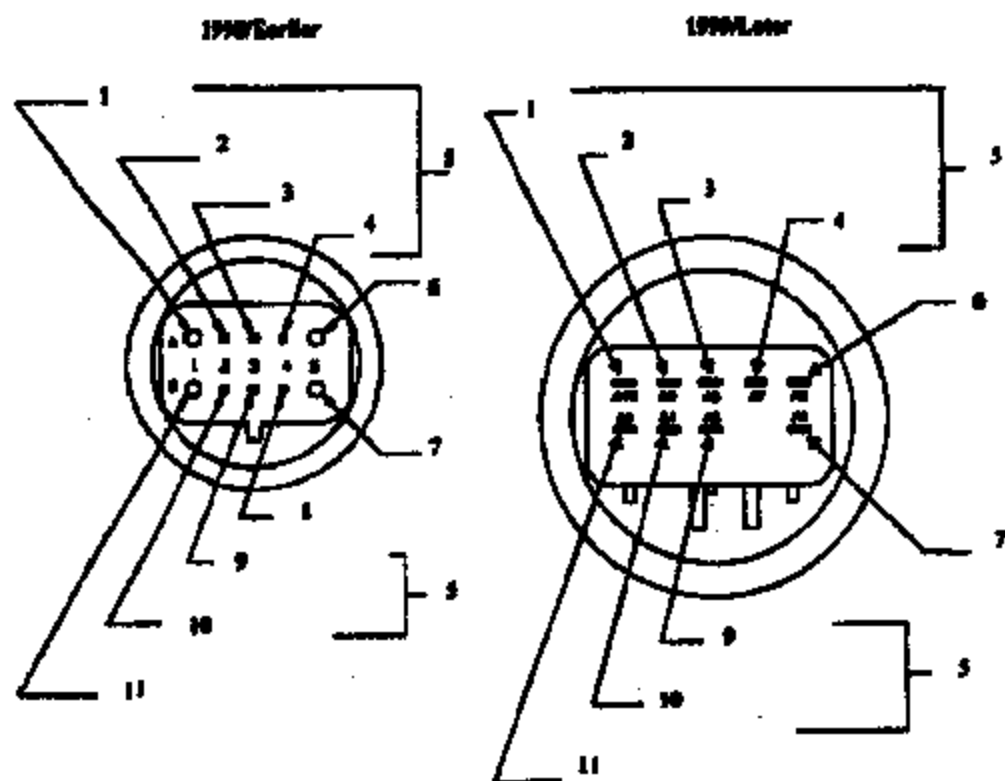


FIGURE 1
LOOKING INTO SENSOR CONNECTOR

1	PRNDL1 (C1)
2	PRNDL2 (C2)
3	PRNDL3 (C3)
4	PRNDL4 (C4)
5	TO TRANSMISSION CONTROLLER
6	REVERSE LIGHTS LOW
7	REVERSE LIGHTS HIGH
8	SPARE (EMPTY)
9	THERMISTOR LOAD
10	THERMISTOR SUPPLY
11	PARK/NEUTRAL START GROUND

ZOOM

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NOTE: THE SPLICE KIT WIRE COLORS MAY NOT MATCH THE WIRE COLORS ON THE VEHICLE BEING WORKED ON. THE FUNCTIONALITY OF THE TRS TYPES IS THE SAME. THE SPLICE KIT SHOULD BE INSTALLED WIRE FOR WIRE OR PIN FOR PIN AS THE ORIGINAL CONNECTOR (FIGURE 1).

AR(1) 0468888AC	TRS, 41TE (1998 and Earlier Pin Terminal)
AR(1) 04688488AC	TRS, 42LE (1998 and Earlier Pin Terminal)
AR(1) 04684781	Valve Body, 41TE (1998 and Earlier)
AR(1) 04684780	Valve Body, 42LE (1998 and Earlier except Prowler)
AR(1) 5003353AE	Valve Body, 42LE (1997 Prowler)
AR(1) 04688878AB	TRS, 41TE (1998 Blade Terminal)
AR(1) 04688877AB	TRS, 42LE (1998 Blade Terminal)
AR(1) 4897890AA	Valve Body, 41TE(1998)
AR(1) 5012907AA	Valve Body, 42LE (1998 except Prowler)
AR(1) 5003353AE	Valve Body, 42LE (1998 Prowler)
AR(1) 05014473AA	Splice Kit, 41TE (Modifies 1998 and earlier vehicle TRS harness to be compatible with a 1999 transaxle)
AR(1) 05014474AA	Splice Kit, 42LE (Modifies 1998 and earlier vehicle TRS harness to be compatible with a 1999 transaxle)

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PARTS REQUIRED:

POLICY: Information Only.

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HELP

VEHICLE

ACCOUNT

EXT

1999 Dodge Intrepid V6-165 2.7L DOHC VIN R SFI

Top - Vehicle↳ **Transmission and Drivetrain**↳ **Technical Service Bulletins**↳ **All Technical Service Bulletins**↳ **A/T - DTC P1714 Stored in Memory**

SEARCH

or

Contact ALLDATA

Notes**A/T - DTC P1714 Stored in Memory**

NUMBER: 18-11-00

GROUP: Vehicle Performance

DATE: July 28, 2000

SUBJECT:

Low Voltage Clutch Protection - Added DTC - P1714 Low Battery Voltage

OVERVIEW:

This bulletin involves selectively erasing and reprogramming the Transmission Control

Module (TCM) with new software.

MODELS:

1999 (FJ) Avenger/Sebring
 1999 (GS) Chrysler Voyager (European Market)
 1999 (JA) Cirrus/Stratus/Breeze
 1999 (JX) Sebring Convertible
 1999 (LH) Concorde/Intrepid/LHS/300M
 1999 (NS) Town & Country/Caravan/Voyager
 1999 (PR) Prowler

MODEL	DATE/NOTES
GS/JA/JX/LH/NS	JAN. 1, 1999 (MDH 8101XU)
PR	NOV. 18, 1999 (MDH111BXQ)
FJ	JAN. 11, 1999 (MDH111XX)

ZOOM

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NOTE : THIS INFORMATION APPLIES TO VEHICLES EQUIPPED WITH A 41TE/AE OR 42LE AUTOMATIC TRANSAXLE BUILT PRIOR TO:

DISCUSSION:

<http://www.alldatadiy.com/alldata/AFI~V2973520~C32935~R0~OD~N/0/70910848/7153..> 1/26/2004

TEST	ACTION	APPLICABILITY
1	NOTE: Low fluid level can be the cause of many Transmission problems. If the fluid level is low, locate and repair the leak then check and adjust the fluid level per the Service Information. NOTE: Always perform diagnostics with a fully charged battery to avoid false symptoms. With the DRBIII ®, read the engine DTC's. Check and repair all engine DTC's prior to performing Transmission Symptom Diagnostics. With the DRBIII ®, read Transmission DTC's. Record all DTC's and 1 Trip Failures. NOTE: Diagnose 1 Trip Failures as a fully registered DTC. Using the wiring diagram/schematics as a guide, inspect the wiring and connectors. Repair as necessary. Perform the Shift Lever Position Test. If the test does not pass, refer to Symptom Test for FORDS Check Shifter Signal. For Gear Ratio DTC's, check and record all CVT's. Most DTC's set on start up but some must be set by driving the vehicle such that all diagnostic monitors have run. NOTE: Verify flash level of Transmission Control Module. Some problems are corrected by software upgrades to the Transmission Control Module. NOTE: Check for applicable TSB's related to the symptom. Perform this procedure prior to Symptom diagnosis. Continue - Go To 2	All
2	With the DRBIII ®, read the PCM DTC's. Are any Charging System related DTC's stored in the PCM? Yes - Refer to the Charging System category and repair any PCM Charging System DTC's, before testing DTC P1714. NOTE: After repairing the PCM charging system DTC's, perform the Transmission Verification test to verify the transmission was not damaged. Perform 4ITE TRANSMISSION VERIFICATION TEST - YES I. No - Go To 3	All
3	NOTE: Generator, battery, and charging system must be fully functional before performing this test. With the DRBIII ®, read Transmission DTC's. With the DRBIII ®, Check the STARTS SINCE SET counter. NOTE: This counter only applies to the last DTC and is the Starts Since Set counter for P1714 not R.07 Yes - Go To 4 No - Go To 5	All

ZOOM

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TEST	ACTION	APPLICABILITY
4	Turn the ignition off to the lock position. Disconnect the TCM harness connector. Remove the Transmission Control Relay. Note: Check connections - Clean/repair as necessary. Connect a jumper wire between cavity Fused B+ and cavity Transmission Control Relay Output. Ignition on, engine not running. Using a 12-volt test light connected to ground, check the Fused B+ circuit in the TCM harness connector. NOTE: The test light must illuminate brightly. Compare the brightness to that of a direct connection to the battery. Does the test light illuminate brightly? Yes - Go To 5 No - Repair the Fused B+ circuit for an open or high resistance. If the fuse is open make sure to check for a short to ground. Perform 4ITE TRANSMISSION VERIFICATION TEST - VER 1.	All
5	Turn the ignition off to the lock position. Disconnect the TCM harness connector. Note: Check connections - Clean/repair as necessary. Using a 12-volt test light connected to 12-volts, check the ground circuits in the TCM harness connector. NOTE: The test light must illuminate brightly. Compare the brightness to that of a direct connection to the battery. Does the test light illuminate brightly at all ground circuits? Yes - Go To 6 No - Repair the Ground circuit(s) for an open or high resistance. Perform 4ITE TRANSMISSION VERIFICATION TEST - VER 1.	All
6	Turn the ignition off to the lock position. Disconnect the TCM harness connector. Remove the Transmission Control Relay. Note: Check connections - Clean/repair as necessary. Connect a jumper wire between cavity Fused B+ and cavity Transmission Control Relay Output. Ignition on, engine not running. Using a 12-volt test light connected to ground, check both Transmission Control Relay Output circuits in the TCM harness connector. NOTE: The test light must illuminate brightly. Compare the brightness to that of a direct connection to the battery. Does the test light illuminate brightly? Yes - Go To 7 No - Repair the Transmission Control Relay Output circuit for an open or high resistance. Perform 4ITE TRANSMISSION VERIFICATION TEST - VER 1.	All

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for these models. Diagnostic procedures relating to P1714 are included for your reference.

NOTE : WHENEVER A TRANSMISSION CONTROL MODULE (TCM) IS REPLACED, THE SOFTWARE OF THE REPLACEMENT CONTROLLER MUST BE VERIFIED FOR THE LATEST REVISION LEVEL. USE THE FLASH PROCEDURE TO UPDATE REPLACED CONTROLLERS AS NECESSARY.

1	04689020	Label, Authorized Software Update
1	04278086	Label, Authorized Modification

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PARTS REQUIRED:

1	CH6000	Scan Tool (DRB III®)
1	CH7035	General Purpose Interface Bus Cable (GPIB)
1	CH7000/7001	J1962 Cable
1	CH7010	J1962 MMC Cable
1		MDS2

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EQUIPMENT REQUIRED:

NOTE : THE MDS2 AND DRB III(R) ARE REQUIRED TO PERFORM PART OF THIS REPAIR. THE MDS2 SYSTEM MUST BE OPERATING AT CIS CD2063 OR HIGHER.

POLICY: Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No: 08-19-51-90 Module Reprogram 0.5 Hrs.

FAILURE CODE: FM - Flash Module

Symptom:
P1714-LOW BATTERY VOLTAGE

When Monitored and Set Condition:

P1714-LOW BATTERY VOLTAGE

When Monitored: With the engine running and the TCM has closed the Transmission Control Relay.

Set Condition:
If battery voltage at TCM Transmission Control Relay Output Sense circuit is less than 10.0 volts for 15 seconds. *P-1714 generally indicates a gradually falling battery voltage or resistive connections to the TCM.

Possible Causes

RELATED CHARGING SYSTEM DTCS
INTERMITTENT WIRING AND CONNECTORS
FUSED B+ CIRCUIT OPEN OR HIGH RESISTANCE
GROUND CIRCUIT OPEN OR HIGH RESISTANCE
TRANS CONTROL RELAY OUTPUT TO TCM OPEN OR HIGH RESISTANCE
TRANSMISSION CONTROL RELAY OPEN OR HIGH RESISTANCE
TCM - LOW BATTERY VOLTAGE

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