



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-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

SEP - 1 2010

09-JUN-2010

Repository ☐

Reference No.

10335552

OWNER INFORMATION (Type or Print)

Name

Address

City

SPOKEHAND

State

WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1C4GT64L1VB

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

1997

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

20-DEC-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 117000 DIGITAL INSTRUMENT PANEL

Failure Mileage

163000

Failure Speed

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: DOTM19ABC036)

☐ 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).

TL*THE CONTACT OWNS A 1997 CHRYSLER TOWN AND COUNTRY. AFTER STARTING THE VEHICLE, THE CONTACT NOTICED THAT THE INSTRUMENT PANEL NO LONGER FUNCTIONED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALERSHIP WHERE THE WIRING HARNESS WAS REPLACED. THE FAILURE CONTINUED TO OCCUR. THE VEHICLE HAD NOT BEEN INSPECTED OR REPAIRED AT THE TIME OF THE COMPLAINT. THE FAILURE MILEAGE WAS APPROXIMATELY 163,000. THE CURRENT MILEAGE WAS APPROXIMATELY 164,000.

This happened before I purchased the car and dealer did not tell me till the next day when car didn't start. The instrument panel starts and stops working when the panel goes out the car will not start. this is caused by a bad connection in the end of the wire harness. The dealership has a better fitting one for 600.00 The connection is a defect. for now I tilt the instrument panel forward and push on the wires till it starts again.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

from pushing on the ~~cable~~ wire harness some how this reset
my speedometer now it reads 65 when I drive 30 mph.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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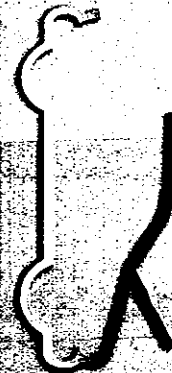
WASHINGTON, DC

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U.S. Department of Transportation
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davintosh

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What's a davintosh? Mostly just the random ramblings of a hopelessly distractible... Hey, what's that?

These are other people
with the same issues
that I have with my Cluster
Instrument Panel.

Fixin' the Dashboard

Filed under: [Cars!](#) — dave @ 12:59 am 2007/09/15

We've owned a 1997 Plymouth Voyager minivan for the last five years. It's an ok van in it's own way, but if I had to do it all over again, I wouldn't have bought it. It's got some persistent rust along the rocker panels, and some unknown damage to the undercarriage on the left side that makes it pull to the right, no matter what we do with front end alignment.

One of the things that has driven me nuts is that *on occasion* the instrument cluster goes dead. Speedometer, tachometer, fuel gauge, temperature gauge, odometer & transmission indicator are all non-functional. And of course, when it's on the blink, no mileage registers on the odometer, so if it happens any time I try to determine gas mileage, back to the drawing board. It never lasts for long, and when it starts working again the Check Engine light is on. Strangely enough, if the cluster stays alive long enough the Check Engine light goes out on its own. I didn't think they were supposed to do that, but this one does.

A few weeks back we had a different problem to go along with the dead instrument cluster, I forgot to roll the windows up the night before, and of course we got almost 2.5 inches of rain that night. The moisture apparently got into the headlight switch, causing it to act like the headlights were turned on constantly. So I dove in to see if I could disassemble the switch to dry it out & get it working again. I couldn't figure out how to get the dash panels off, so I poked around online to find disassembly instructions, and in the process came across a website that not only showed how to get the dash panels off, also showed how to fix the instrument cluster! Cool! Unfortunately, I didn't have the presence of mind to keep a link to the original page, but I did nab the copy and the photos he had up, so here is the fix, for anyone else interested. The words are his (Bob's); I did things a little differently, but it worked out the same.

Many thanks to Bob & Tom, whoever you are and wherever you are!

These are the trim pieces that have to be removed.	
Emergency brake release cable; you dont have to cable block it, I just did it because i wasnt sure.	
Shot of the right side.	
Shot of the left side.	
Cluster removed; putting this plug back on is the hardest part	

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of the job. Long fingers help.	
Cluster removed, on the bench, protective back plate.	
Backside of this red plug connector in the middle is the culprit.	
I resoldered both pins that had black wires going to them from the plug (I wish I would have marked them) but you can tell from the plug very easily.	

That was it. Basically, tear out the instrument cluster, resolder the pins on the backside of the red connector on the instrument cluster printed circuit board, and all is well. I performed this fix on August 4, and six weeks later it's still working (knock on wood!)

Note that our van is a 1997 Plymouth Voyager, but I'm guessing that Dodge Caravans and Chrysler Town & Country minivans have the same malady, and the same fix should help them as well. From the [Wikipedia article](#), it looks like the 1996 to 2000 model years were essentially the same.

1996 Plymouth Voyager dashboard instrument cluster speedometer tachometer odometer gauges gages

1996 Dodge Caravan dashboard instrument cluster speedometer tachometer odometer gauges gages

1996 Chrysler Town & Country dashboard instrument cluster speedometer tachometer odometer gauges gages

1997 Plymouth Voyager dashboard instrument cluster speedometer tachometer odometer gauges gages

1997 Dodge Caravan dashboard instrument cluster speedometer tachometer odometer gauges gages

1997 Chrysler Town & Country dashboard instrument cluster speedometer tachometer odometer gauges gages

1998 Plymouth Voyager dashboard instrument cluster speedometer tachometer odometer gauges gages

1998 Dodge Caravan dashboard instrument cluster speedometer tachometer odometer gauges gages

1998 Chrysler Town & Country dashboard instrument cluster speedometer tachometer odometer gauges gages

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odometer gauges gages
2000 Dodge Caravan dashboard instrument cluster speedometer tachometer
odometer gauges gages
2000 Chrysler Town & Country dashboard instrument cluster speedometer
tachometer odometer gauges gages

Comments (2)

2 Comments »



Just an update on this... In March we bought a different van (a 2005 Ford Freestar) and sold the Voyager. The dashboard worked flawlessly up to that point. I haven't heard anything from the new owner, but I'm thinking it's still working, and resoldering the connector really was the trick.

Comment by [dave](#) — 2008/06/02 @ 3:14 pm

Thanks Man, I had the exact same problem, and my odometer would flash on and off consistently. When the dash died, I could push on the cluster and it would reset, this ended up recalibrating my speedometer up 20mph. After reading your post, I decided enough was enough, I tried resoldering the board where you indicated, didn't work, so I just got the iron really hot, and reseated all the pins, including the odometer pins on the main circuit board, and boom....it worked!! I hope this helps anyone with this MOPAR problem... I love my van and being a drummer I need it, but man... I don't understand why this isn't a recall?????

Thanks for your help!!!!!!!!!!!!!!

Comment by [kendsie](#) — 2009/03/18 @ 6:43 pm

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instrument cluster gauges read zero and van won't stay running

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My 1997 Town&Contry van model LXI has an occassional problem starting. This starts out by starting the van, all instruments and gauges won't register any type of reading at all and the engine dies a few seconds after starting. The first time this happened I pounded on top of the dash just above the speedometer (out of frustration) and after trying one last time the van started and stayed running with all the gauges working. This has been going on for almost two years now. The weirdist thing is that you never know when it's going to happen as it does'nt happen every time. Sometimes 6 months might go by and other times it will happen twice a week. Does anyone have a clue what the problem might be?

About: [Chrysler Town & Country](#)Posted by: [puzzleguy](#) - Aug 31, 2008 at 06:27 PM

6 REPLIES

5

[replied to puzzleguy](#)

Aug 31, 2008 at 10:14 PM

I have no idea what that might be, but did you have a dealer take a look at it?

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0

[joeb4653 replied to puzzleguy](#)

Jun 30, 2009 at 12:01 PM

I am having the same problem, also in a 97 t&c The dealer said that it was the instrument cluster shorting out the computer. They want a 1000\$ to replace the cluster.

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0

[vacman806 replied to puzzleguy](#)

Sep 04, 2009 at 03:15 AM

I have the same problem and replaced the instrument cluster, ignition switch, computer,transmission control midule and the problem still is there. If you find an answer PLEASE let me know.

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[vacman806 replied to puzzleguy](#)

Sep 28, 2009 at 03:28 AM

Has anyone out there solved the problem with the instrument cluster failing on the 1997 t@c. I have replaced the cluster, the body control module,ignition switch,onboard computer transmission control module and the problem is still there. Now the abs light comes on also. Can anyone help?

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Hi, I gave my '97 Town and Country cluster to a cluster repair center and they soldered the joints in the cluster. They said that there was a small crack somewhere inside. Now my mini van runs great!

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0 [replied to puzzleguy](#)
You might find these topics helpful:

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Overheating Issues - my vehicle's water gauge topped out. i changed the thermostat, radiator cap, drained, flushed, and filled the system. i ... 2001 chrysler town & country lx	Feb 03, 2009 3 replies
Radiator Fans Run Constantly - switch in off or on position. engine running or not, radiator fans continue to run. when fuse is pulled they stop. 1994 chrysler town & country	Mar 31, 2010 0 replies
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1997 Chrysler town and country minivan problem

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By charlesBer on Jul 31, 2008

I have a 1997 Chrysler town and country with 182k miles, and paid \$2700 for it. It has developed the following problem:

Sometimes when I try to start it the instrument panel does not light up, that is to say the gauges all read zero, accept the upper smaller warning light panel light up. The problem is this condition will not let me keep giving the engine gas to start it. It will stall out and not continue to run. Sometimes the instrument panel

goes out while I am driving but doesn't seem to effect the engine except that I don't know what speed I am going. However if I tap on the plastic cover for the instrument cluster panel the gauges will sometimes come on and the engine will start okay. Whenever the engine is running it runs smooth however. I took it to a car repair shop and they would not work on it. Is it fixable, is it worth fixing, should I trade it in or sale it or just use it for as long as it will last without investing more money to repair it

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Nov 22, 2008- Chrysler T&C, 186K. I have the same problem...infrequently while driving the gauges flatline and stop working also sometimes and not necessary related to the first problem the engine starts but stops after 2-3 seconds but when it does, the car may not run for days...after a few days it will start and run fine for weeks. Dealer says start with a new cluster board (\$600) but not certain that will fix the problem. A solution would be helpful...in this economy would not like to buy new if I can avoid it. Car has a few minor other problems normal for age and miles that I don't have a problem fixing...but I don't want to put \$600 in for a possible fix that does not solve the problem.- Guest

Nov 21, 2008- similar to the above problems, but my T&C has not failed to keep running. Just the other day the instrument panel quit working. Can't tell how fast I'm going or engine rpms or engine temp. It happened while I was at Wal Mart of all places. Is there ANY way this could be a fuse or relay problem?- [barrakus](#)

Oct 17, 2008- I have the exact same problem with my 97 T&C- [kpegelow](#)

Oct 10, 2008- My 1997 town and country starts and runs for approx 3 seconds, It then dies. It does this randomly. When it decides to do this the dash "gages" do not function. (Normally the temp. and gas work in the acc. mode of the key) and the gear shift indicator does not light up. However the "lights" on top of the gages do work. The dealer has replaced the cabin control module. \$947.00 and it's still not fixed any help would be appreciated. - [fwpoorgan](#)

Best Solution

posted on Jul 31, 2008

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Rating: 87%, 1820 solutions

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go to a scrap yard try to find a second hand cluster they sell you that 75 to 100\$ few screw to remove go easy its not to hard to change ive seen plenty of cluster go like that hope its a fixya for you and me thanks pierre

Was this helpful? [Yes](#) [No](#) 3 people thought this was helpful

Solution #2

posted on May 19, 2009



[J_golfer](#)

Rank: Apprentice
Rating: 100%, 3 votes

My 97 T&C has 180K and has the exact problem. One can remove the cluster and try resoldering the connections in the back side around the middle of the back panel. Another site reported two people were successful with this approach. I'm going to give it a try. If it doesn't work, I'll try the second hand cluster from a junk yard.

Was this helpful? [Yes](#) [No](#) 3 people thought this was helpful

Solution #3

posted on Nov 25, 2009



[slcorbin87](#)

Rank: Apprentice
Rating: 0%, 0 votes

I had the same problem with my 98 t&c. I resoldered the points that the wire harness plugs into on the cluster panel, look at the solder points with a magnifying glass you will see the small cracks in solder, resoldering fixes the problem.

Was this helpful? [Yes](#) [No](#)

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1996 Chrysler Town & Country

tack&;speedomniter quit working,had...

tack&;speedomniter quit working,had battery out of car,put back in, thats when...

[1 Solution](#)



1996 Chrysler Town & Country

fuel pump is not getting

fuel pump is not getting any power, fuses are good as well as the relays. Whats...

[1 Solution](#)



1996 Chrysler Town & Country

I recently had transmissions swaped out of...

I recently had transmissions swaped out of my 1996 chrysler town and country and i...

[1 Solution](#)



1996 Chrysler Town & Country

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Questions and Unsolved Problems for 1996 Chrysler Town & Country



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1996 Chrysler Town & Country

hola tengo una t&c 92 el...

hola tengo una t&c 92 el problema q tengo es que va funcionando la camioneta y de momento se... [\(More\)](#)

[Answer](#)



1996 Chrysler Town & Country

I DIDNT KNOW WE HAD

i didnt know we had a alarm on our 1996 town and country van,how to disable it

[Answer](#)



1996 Chrysler Town & Country

I have a leak in

I have a leak in the popwer steering system how hard is it to replace a power steering pump?

[Answer](#)



1996 Chrysler Town & Country

I have a chrysler town and country...I have a chrysler town and country van 1996 and I have problems with the cooling system. We change... [\(More\)](#)[Answer](#)

1996 Chrysler Town & Country

Gas tank is full but car will not...

Gas tank is full but car will not accelerate, cuts off

[Answer](#)

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Asked: Oct 21, 2009 - 08:40 AM

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I have a 1997 Town and Country that loses its instrument cluster gauges. Anyone else with similar problems? I have replaced body control module and instrument cluster however the problem comes back within days after the computer has been cleared.

In [Makes & Models](#) > [Chrysler](#) > [Town and Country](#)
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Answers[rickmn](#)

Date: Oct 21, 2009
 Time: 06:14 PM

This is a common problem on this vintage minivan. The clusters have bad solder joints right under the electrical connector. However, if you've already replaced the cluster, try this:

Chrysler minivans are also know for having separation inside the negative battery terminal. That can screw up the ground for the cluster. Try replacing the ground cable or install a new negative battery terminal. If the problem goes away, you've found the cause.

Fixed a few Caravans by replacing the neg cable.

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Question

Question Details

Asked: Jun 09, 2010 - 04:05 PM

Status: Open



[moradosky](#)

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I have a problem with the power turning off on my instrument panel. Chrysler Town and Country.

I have a 1997 Chrysler Town and Country. The problem is with the power turning off on my instrument panel so I drive around with the dash off and pull the instrument panel to press the wire harness in the back and reconnect the power to the panel board. Many sites have suggested resoldering the connections. There seem to be a lot of other vehicles with this part and problem? I'm not sure how to fix this?

I urge anyone with this problem to call ODI, Office of Defects Investigation at 1-888-327-4236 and file a complaint as I did. The instrument panel costs \$600-\$1000 to replace this part. The replacement is the same part and has no guarantees it won't have the same problem. This is a defect and the manufacturer should fix the production of the part properly!

In [Maintenance & Repair](#) > [Interior](#) > [Dashboard](#)
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my 2004 pt cruiser is skipping does it have a fuel filter I	8/11/2010
I have a 2005 Crossfire. Monday I filled the gas tank.No problem	8/11/2010
Hello, I have a 2004 Sebring with 4 cyl DOHC, x engine. Water	8/11/2010
1992 Chrysler New Yorker, the Heater/AC Blower motor will not	8/11/2010
have 07' Dodge 2500 5.9 diesel 4x4. I have error code p-0243	8/11/2010
My engine will start up fine at first. But once you get to	8/11/2010
Hi John, I own a 2007 Chrysler Pacifica and I do not have	8/11/2010

Question **SHARE**

I have a 1997 Chrysler Town And Country 3.8 LXI From time to time the gauges die, they drop when driving. But the van still runs fine. And then other times the van starts but stalls and the gauges are all dead, including the digital mileage. It has a new 1997 module that has all glitches removed. Could someone Please Help??

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Answering Expert's Profile**Vladgmru**

Automotive Electrician

Positive Feedback

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Accepts

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I've been working with American made cars since 1992.

Submitted: 36 days and 20 hours ago.
Category: Chrysler Value: \$13 Status: CLOSED

Optional Information

Optional Information:

Year: 1997

Make: Chrysler

Model: Town and Country

Engine: 3.8 LXI

Already Tried:

New module glitches removed.

Answer

Posted by [Vladimir](#) 36 days and 19 hours ago.

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Hello and welcome to JustAnswer.
My name is Vladimir.

These vehicles have had some problems with instrument panel clusters. If you remove your instrument cluster from the vehicle and then disassemble the circuit board (it is a simple work), you may find a "cold/bad solder" point on one of the connector terminals. It usually occurs on the ground terminal.

This "bad ground" creates a lot of problems on the module communication CCD BUS (a pair of wires for electronic modules communication purposes). The CCD BUS gets simply shorted to power if there is not good ground at the instrument panel cluster.

Some electronic modules may become disabled, some may go nuts and a technician may experience a "No response" condition trying to diagnose it with a scan tool.

Just re-solder all the connector terminals and put the circuit board back. A similar "ground" issue" could also be found within the climate control panel and its connector. Disconnect the A/C head connector and thoroughly inspect the terminals for any sign of burnout.

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Reply

36 days and 14 hours ago.

Would that cause the van to stall right after it's started?

Answer

Posted by [Vladgmru](#) 36 days and 6 hours ago.

Hi,

This ground issue may cause many strange things.

Concerning the stalling problem, if that only happens when the cluster is dead then we can link each other, otherwise I would check the Idle Air Control motor and throttle body contamination if it only stalls at idle. If it also stalls with the gas pedal applied then it could be an ignition system issue or an electronic issue due to lack of ground.

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