



Condition

ATTENTION:

**THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.
TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.**

Applicable Vehicles

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2004-2021	All	All	All	All

Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2038275/8	1/29/21	97-14-02TT	Include additional model year applicability.
2038275/1	9/5/14	TT 97-14-02	Original publication.

Technical Background

The scan tool does not communicate with the vehicle when connected to the data link connector (DLC), possible unseat or damage DLC terminal pins.

Service

The DLC is intended for use with diagnostic scan tools and emissions testing stations. However, aftermarket devices that connect to the DLC have now become available (such as drive-data recorders, battery maintainers, etc.)

If any such accessory device installed in the DLC is bumped by a driver's leg or is mis-aligned and then forced onto the DLC, this can unseat (push-back) or cause damage to one or more terminal pins.

Potential Concerns:

- Customer states they were turned-away from a state required emissions check because the test station equipment could not communicate with the vehicle OBD system.
- Customer states that another repair shop was unable to communicate with the vehicle OBD system using a generic scan tool.

 **Note:**

An inspection of the DLC is recommended even if a VAS scan tool functions normally, as generic scan tools and emissions test stations may have shorter pins.

- The ODIS scan tool does not communicate with the vehicle when connected to the DLC.



97-14-02TT Damage to Data Link Connector (DLC)

Release date: 01/29/2021

Diagnosis Tip:

- Visually check for any damage at the DLC. Check each terminal for a pushed-back condition or looseness in the connector body. A pin-drag check may also be necessary.

Repair:

- Ensure any pushed-back pins are fully seated and retained properly in the connector body. Any damaged pins (loose, bent, or deformed) should be replaced.
- Following a repair to the DLC, verify communication with the vehicle using a scan tool.

Additional Information

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