TechTOOLs Indicating That the DRBIII Is Full When Loading Flash File (Red Bar in the Lower Left of Screen)

867 Will Flickema Mon, Apr 23, 2018 DRB III, Troubleshooting TechTOOLS 6782

When running the TechTOOLS Application and trying to load a flash file to the DRBIII, in some cases TechTOOLS indicates that there is no more available space on the DRBIII with a red bar in the bottom left portion of the screen.

Models Affected:

AB - Ram Van/Wagon	JA - Breeze	LH - Vision	PR
AN - Dakota	JA - Cirrus	LH - LHS	PT
BE - Ram Pickup/Quad Cab	JA -Stratus	LH -Intrepid	RS Co
BR - Ram Pickup	JR - Sebring/Stratus Sedan	LH - Concorde	TJ
CS - Pacifica	JR - Sebring Convertible	LH - 300M	W
DN - Durango	KJ - Liberty	NS - Caravan, Voyager, Town and Country	XJ
DR - Ram Pickup	LH - New Yorker	PL - Neon	ZE

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FJ - Avenger, Sebring			

Years: 2005, 2004, 2003, 2002, 2001, 2000, 1999, 1998, 1997, 1996, 1995, 1994, 1993, 1992

System or Component: Group 08 - Electrical, Group 18 - Vehicle Performance /Driveability, Group 21 - Transmission / Transfer Case / Power Transfer Unit (AWD), Group 24 - Climate Control - Heating / Air Conditioning

Recommendation:

- It is recommended to first "COLD BOOT" the DRBIII by pressing the "YES" and "MORE" keys at the same time, then pressing "F4" to continue. Performing this operation will erase any stored flash files on the DRBIII.
- In some cases this may not correct the problem. If this is the case perform the following proceedure:

1. Close the DealerCONNECT application
2. Select the **Start Menu**
3. In the "Search programs and files" line, type **C:/program files**
    - You may have to change settings to **show all files** as they may be hidden
4. Find the directory named "**DTO**," right-click on it, and **Delete** the folder
5. Close **all** windows and restart the DealerCONNECT/TechCONNECT/TechTOOLS applications
6. Upon starting the TechTOOLS application, TechTOOLS files will be reloaded
7. When TechTOOLS has finished loading, connect the DRBIII. A **green bar** indicating there is

space available in the DRBIII should appear. At this time the flash file can be loaded.

NOTE: **All** prevous data recordings will be deleted by this procedure.

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