

## 1.0 INTRODUCTION

The procedures contained in this manual include all the specifications, instructions and graphics needed to diagnose 2004 body system problems. The diagnostics in this manual are based on the failure condition or symptom being present at the time of diagnosis.

Please follow the recommendations below when choosing your diagnostic path.

1. First make sure the DRBIII® is communicating with the appropriate modules; i.e., if the DRBIII® displays a “No Response” or a “Bus  $\pm$  Signals Open” condition, you must diagnose that first.
2. Read DTC's (diagnostic trouble codes) with the DRBIII®.
3. If no DTC's are present, identify the customer complaint.
4. Once the DTC or customer complaint is identified, locate the matching test in the Table of Contents and begin to diagnose the symptom.

All component location views are in Section 8.0. All connector pinouts are in Section 9.0. All schematics are in Section 10.0. All Charts and Graphs are in Section 11.0.

An \* placed before the symptom description indicated a customer complaint.

When repairs are required, refer to the appropriate service information for the proper removal and repair procedure.

Diagnostic procedures change every year. New diagnostic systems may be added; carryover systems may be enhanced. **READ THIS MANUAL BEFORE TRYING TO DIAGNOSE A VEHICLE DIAGNOSTIC TROUBLE CODE.** It is recommended that you review the entire manual to become familiar with all the new and changed diagnostic procedures.

This book reflects many suggested changes from readers of past issues. After using this book, if you have any comments or suggestions, please fill out the form in the back of this book and mail it back to us.

### 1.1 SYSTEM COVERAGE

This diagnostic procedures manual covers all 2004 Chrysler Town and Country, Chrysler Voyager and Caravan vehicles. This diagnostic procedures manual also covers both left hand drive (LHD) and right hand drive (RHD) vehicles. There may be some slight differences in the location views of components. If the location views shown are on a LHD vehicle, a RHD vehicle will be symmetrically opposite.

## 1.2 SIX-STEP TROUBLESHOOTING PROCEDURE

Diagnosis of the body system is done in six basic steps:

- verification of complaint
- verification of any related symptoms
- symptom analysis
- problem isolation
- repair of isolated problem
- verification of proper operation

## 2.0 IDENTIFICATION OF SYSTEM

The vehicle systems that are part of the “body” system are:

- Airbag
- Audio
- Automatic Temperature Control
- Cabin Heater
- Chime
- Communication
- Door Ajar System
- Electrically heated system
- Exterior lighting
- Instrument Cluster
- Interior Lighting
- Manual Temperature Control
- Memory Seat
- Overhead Console
- Power Door Lock/RKE
- Power Folding Mirrors
- Power Sliding Doors
- Power Liftgate
- Power windows
- Tire Pressure Monitor System (TPMS)
- Vehicle Theft Security System (VTSS)
- Windshield Wiper and Washer

## 3.0 SYSTEM DESCRIPTION AND FUNCTIONAL OPERATION

The body system on the 2004 RS and RG consists of a combination of modules that communicate over the PCI bus (Programmable Communication Interface multiplex system). Through the PCI bus, information about the operation of vehicle components and circuits is relayed quickly to the appropriate modules. All