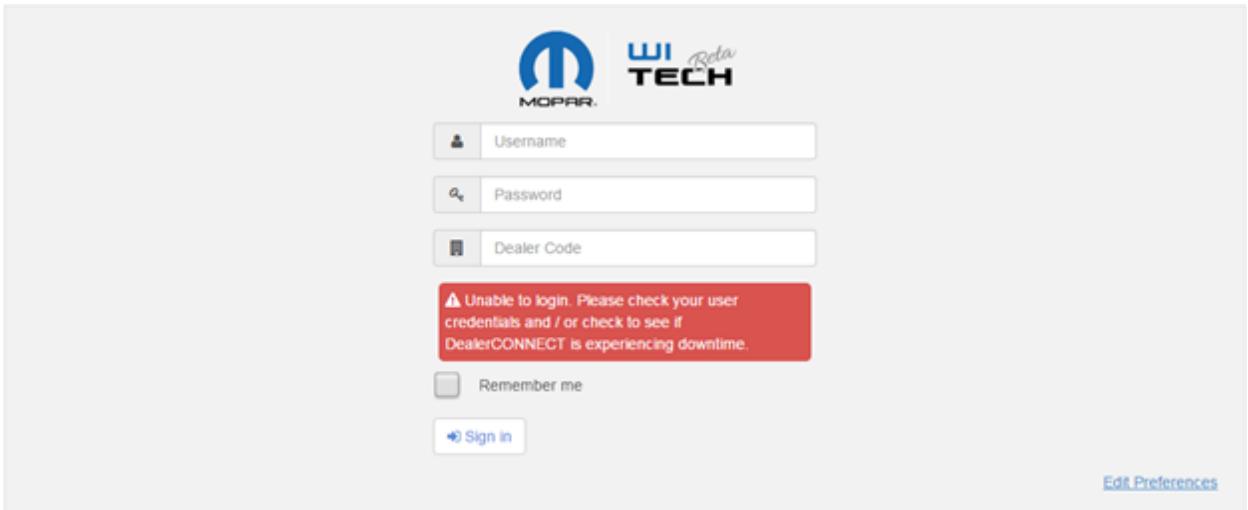


Unable to access wiTECH 2.0 when DealerCONNECT site is unavailable

302 Emil Ghiurau Wed, Apr 27, 2016 [wiTECH 2 Public Articles](#) 0 8697

At any time DealerCONNECT site is unavailable this affects the wiTECH 2.0 system. Detailed below are a few behaviors that you might encounter while attempting to use wiTECH 2.0, but unable to do so, due to DealerCONNECT site or services being unavailable.

1. Attempting to login to wiTECH 2.0 site, and correct password is entered, but receive the message "Unable to login. Please check your user credentials and/or check to see if DealerCONNECT is experiencing downtime."



The image shows the wiTECH 2.0 login page. At the top, there is the Mopar logo and the text "WI TECH Beta". Below that are three input fields: "Username", "Password", and "Dealer Code". Underneath these fields is a red error box containing the text: "⚠️ Unable to login. Please check your user credentials and / or check to see if DealerCONNECT is experiencing downtime." At the bottom of the page are two buttons: "Remember me" and "Sign in", and a link "Edit Preferences".

2. Establishing connection to a vehicle but receive the message "Unable to reach DealerCONNECT. Some type of service information may not be available."

Sort By: Connection Time

List refreshes automatically as devices are connected or removed.

0 DTCs

Flashes

Recalls

RRTs

Unable to reach DealerCONNECT. Some types of service information may not be available.

If you are seeing the messages above, please check DealerCONNECT site status at <https://sitestatus.dealerconnect.com/> before calling the wiTECH Helpdesk.

Online URL: <https://kb.e.fcawitech.com/article/unable-to-access-witech-2-0-when-dealerconnect-site-is-unavailable-302.html>