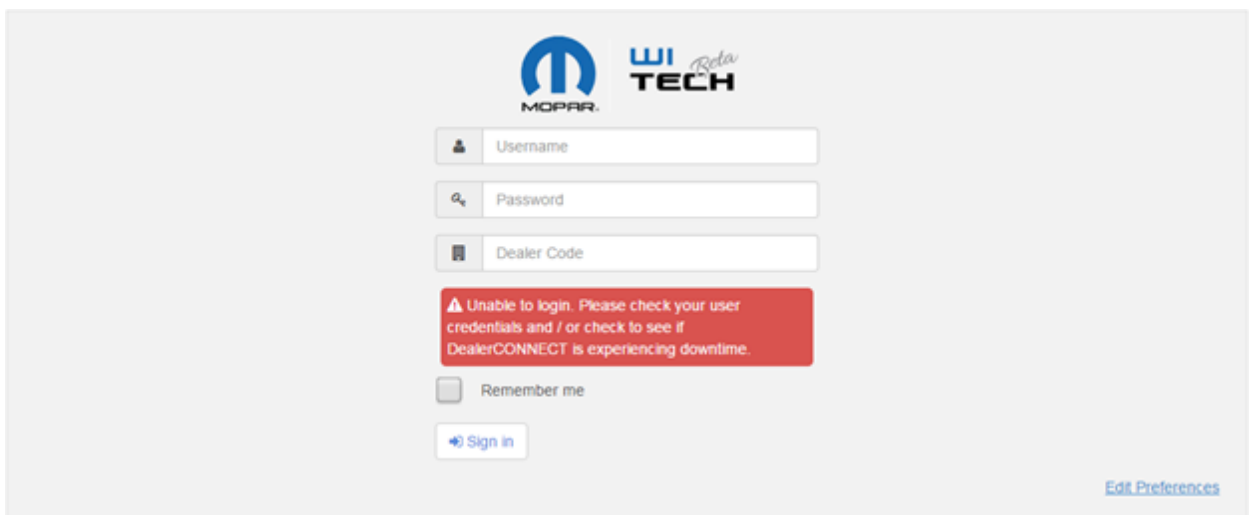


# Unable to access wiTECH 2.0 when DealerCONNECT site is unavailable

302 Emil Ghiurau Wed, Apr 27, 2016 [wiTECH 2 Public Articles](#) 0 7836

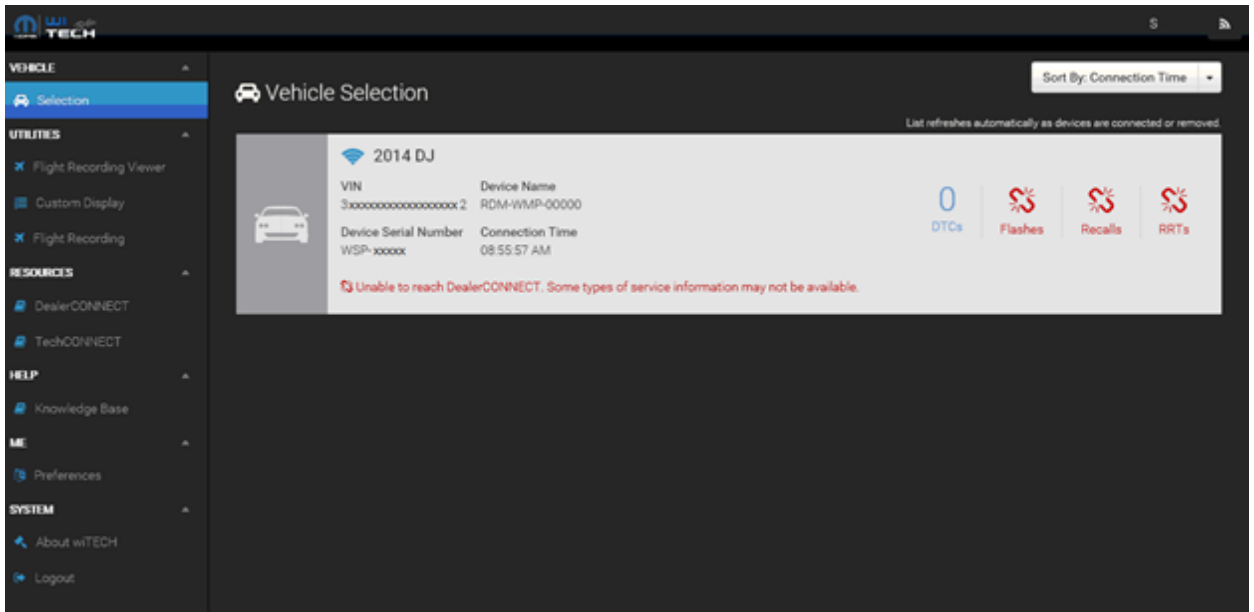
At any time DealerCONNECT site is unavailable this affects the wiTECH 2.0 system. Detailed below are a few behaviors that you might encounter while attempting to use wiTECH 2.0, but unable to do so, due to DealerCONNECT site or services being unavailable.

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 screenshot displays the login interface for the wiTECH 2.0 system. At the top, the MOPAR logo and the wiTECH 2.0 logo are visible. Below the logos are three input fields: 'Username', 'Password', and 'Dealer Code'. A red error message box is centered on the page, containing the text: 'Unable to login. Please check your user credentials and / or check to see if DealerCONNECT is experiencing downtime.' Below the error message is a 'Remember me' checkbox and a 'Sign in' button. In the bottom right corner, there is a link for '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.”



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>