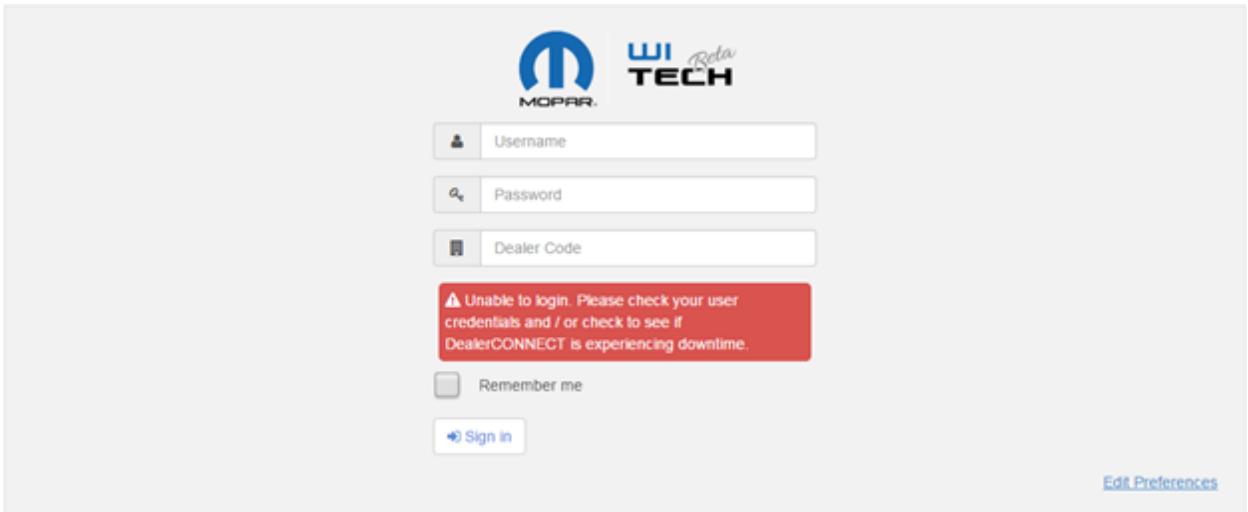


Unable to access wiTECH 2.0 when DealerCONNECT site is unavailable

302 Emil Ghiurau Wed, Apr 27, 2016 [wiTECH 2.0 Public Articles - Dealers](#) 17687

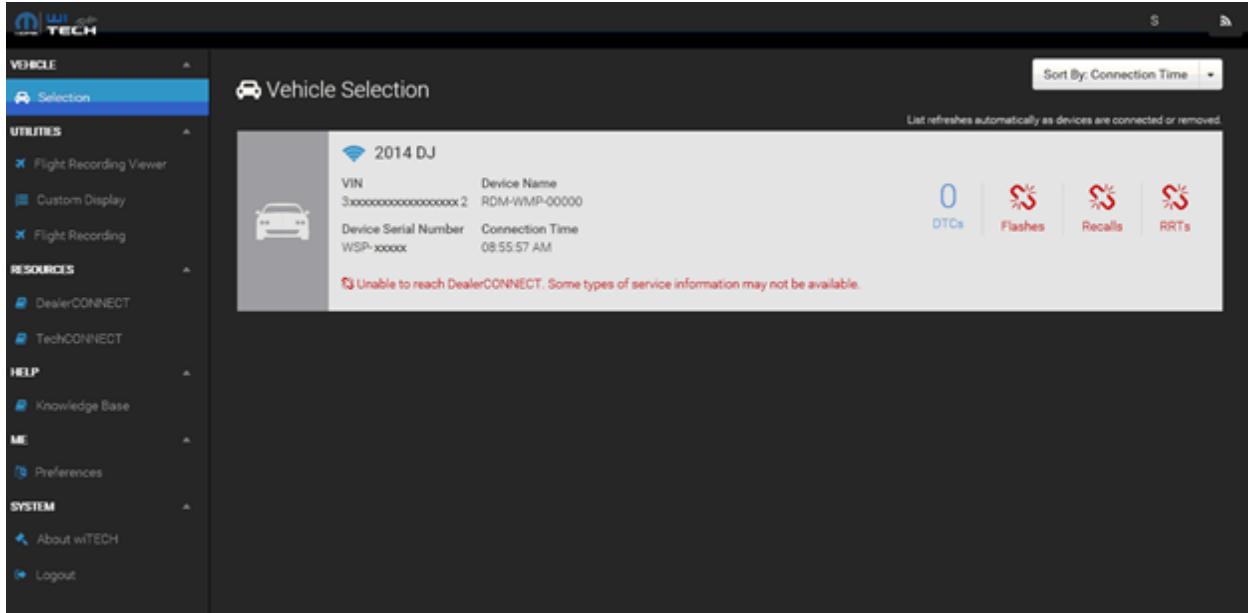
At any time DealerCONNECT site is unavailable this affects the wiTECH 2.0 system. Detailed below are a few behaviors that you might encounter while attempting to use wiTECH 2.0, but unable to do so, due to DealerCONNECT site or services being unavailable.

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". To the right of the "Sign in" button is 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."



The screenshot shows the wiTECH software interface. On the left is a dark sidebar with a navigation menu. The 'VEHICLE' section is expanded, showing 'Selection' (which is highlighted in blue) and 'Flight Recording Viewer'. Below that are 'Utilities' (Flight Recording Viewer, Custom Display, Flight Recording), 'Resources' (DealerCONNECT, TechCONNECT), 'Help' (Knowledge Base), 'ME' (Preferences), and 'System' (About wiTECH, Logout). The main content area is titled 'Vehicle Selection' and shows a single device entry: '2014 DJ' with a Wi-Fi icon. To the right of the device are its details: VIN (3xxxxxxxxxxxxx2), Device Name (RDM-WMP-00000), Device Serial Number (WSP-xxxxx), and Connection Time (08:55:57 AM). A note at the bottom says 'Unable to reach DealerCONNECT. Some types of service information may not be available.' On the far right, there are four status indicators: '0 DTCs' (blue), 'Flashes' (red), 'Recalls' (red), and 'RRTs' (red). A 'Sort By: Connection Time' dropdown is in the top right corner, and a note at the top right says 'List refreshes automatically as devices are connected or removed.'

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.fcawitech.com/article/unable-to-access-witech-2-0-when-dealerconnect-site-is-unavailable-302.html>