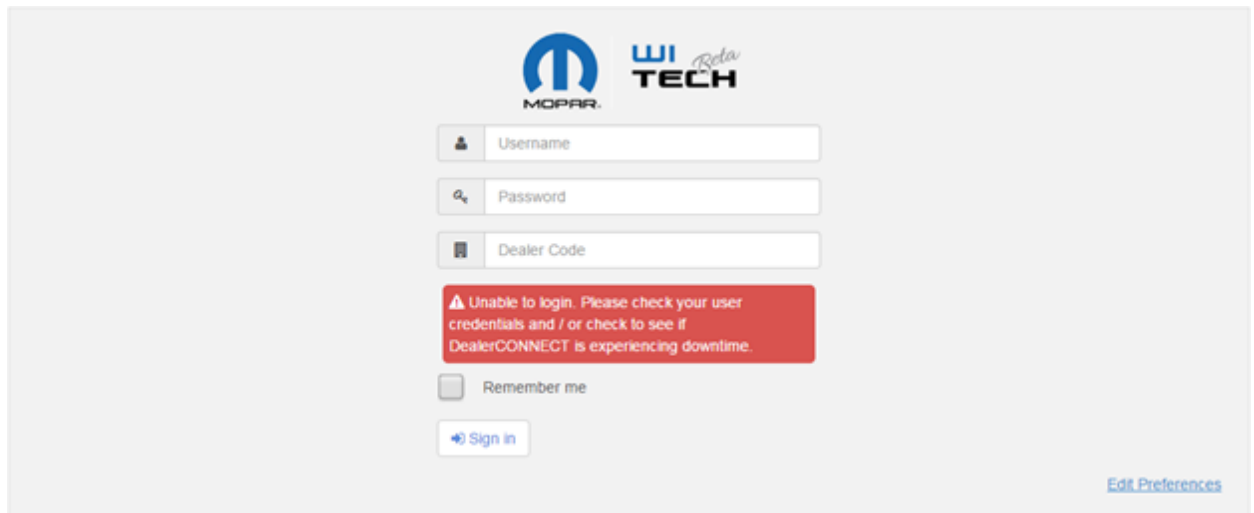


## Impossible d'accéder à wiTECH 2.0 lorsque le site DealerCONNECT n'est pas disponible

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Quand le site DealerCONNECT n'est pas disponible, cela compromet le système wiTECH 2.0. Vous trouverez ci-dessous quelques exemples que vous pourriez apercevoir lors de la tentative d'utilisation de wiTECH 2.0 quand le site ou les services DealerCONNECT ne sont pas disponibles.

1. Vous recevez le message suivant en réponse a une tentative de connexion au site wiTECH 2.0 avec un mot de passe correct : "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 prominently displayed in the center, stating: "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 labeled 'Edit Preferences'.

2. Vous avez établi la connexion avec un véhicule mais vous recevez le message “Unable to reach DealerCONNECT. Some type of service information may not be available.”

The screenshot displays the wiTECH software interface. On the left is a dark sidebar with a menu containing sections: VEHICLE (with 'Selection' highlighted), UTILITIES (with 'Flight Recording Viewer', 'Custom Display', and 'Flight Recording'), RESOURCES (with 'DealerCONNECT' and 'TechCONNECT'), HELP (with 'Knowledge Base'), ME (with 'Preferences'), and SYSTEM (with 'About wiTECH' and 'Logout'). The main area is titled 'Vehicle Selection' and includes a 'Sort By: Connection Time' dropdown. A note states 'List refreshes automatically as devices are connected or removed'. A vehicle card for a '2014 DJ' is shown with a car icon, VIN '3xxxxxxxxxxxxxxxxx 2', Device Name 'RDM-WMP-00000', Device Serial Number 'WSP-xxxxx', and Connection Time '08:55:57 AM'. To the right of the card are four status boxes: '0 DTCs', 'Flashes', 'Recalls', and 'RRTs'. A red error message at the bottom of the card reads: 'Unable to reach DealerCONNECT. Some types of service information may not be available.'

Si vous voyez ces messages ci-dessus, veuillez consulter la page Site Status de DealerCONNECT au <https://sitestatus.dealerconnect.com/> avant d'appeler le support wiTECH.

Online URL: <https://kb.fcawitech.com/article/impossible-d-acc%C3%A9der-%C3%A0-witech-2-0-lorsque-le-site-dealerconnect-n-est-pas-disponible-559.html>