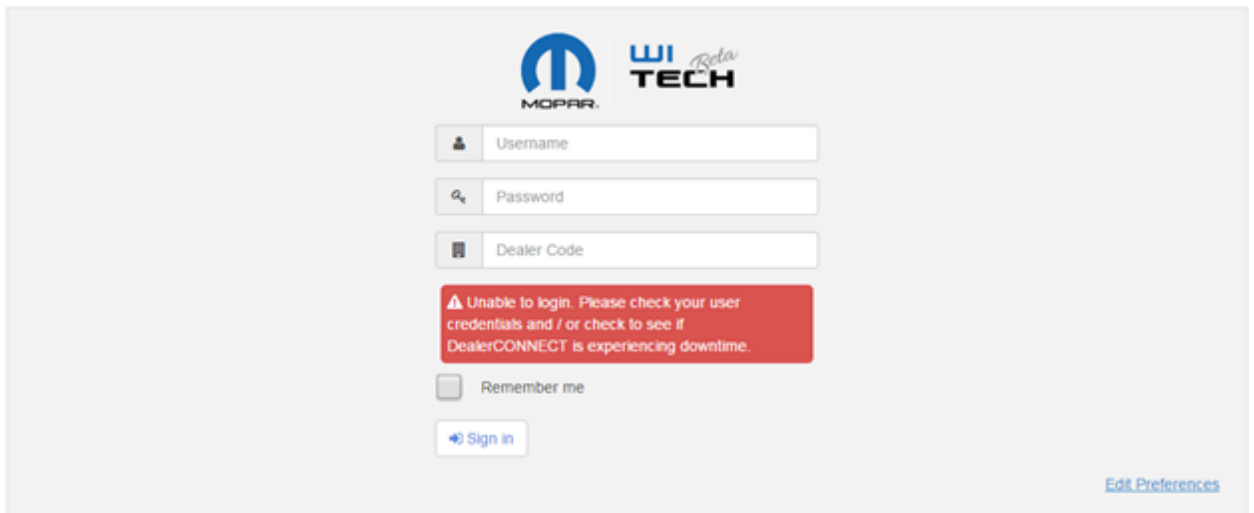


Impossible d'accéder à wiTECH 2.0 lorsque le site DealerCONNECT n'est pas disponible

559 Sophie Paudat Wed, Jan 11, 2017 [Articles publiques de wiTECH 2.0](#) 3522

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 center, there are two logos: the MOPAR logo (a blue stylized 'M' with 'MOPAR' text below it) and the wiTECH logo (with 'wi' in blue and 'TECH' in black, and 'Beta' in a smaller font above 'TECH'). Below the logos are three input fields: 'Username' with a person icon, 'Password' with a key icon, and 'Dealer Code' with a document icon. A prominent red error message box is centered below the input fields, 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 with a right-pointing arrow. In the bottom right corner of the page, there is a blue 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 interface for vehicle selection. The left sidebar contains navigation menus for VEHICLE, UTILITIES, RESOURCES, HELP, ME, and SYSTEM. The main content area is titled "Vehicle Selection" and features a "Sort By: Connection Time" dropdown. A table lists a vehicle with the following details:

2014 DJ	
VIN	Device Name
3xxxxxxxxxxxxxxxxx2	RDM-WMP-00000
Device Serial Number	Connection Time
WSP-xxxxx	08:55:57 AM

Summary statistics are shown as icons: 0 DTCs, 3 Flashes, 3 Recalls, and 3 RRTs. A red error message at the bottom of the vehicle card reads: "Unable to reach DealerCONNECT. Some types of service information may not be available." A note at the top right of the card states: "List refreshes automatically as devices are connected or removed."

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>