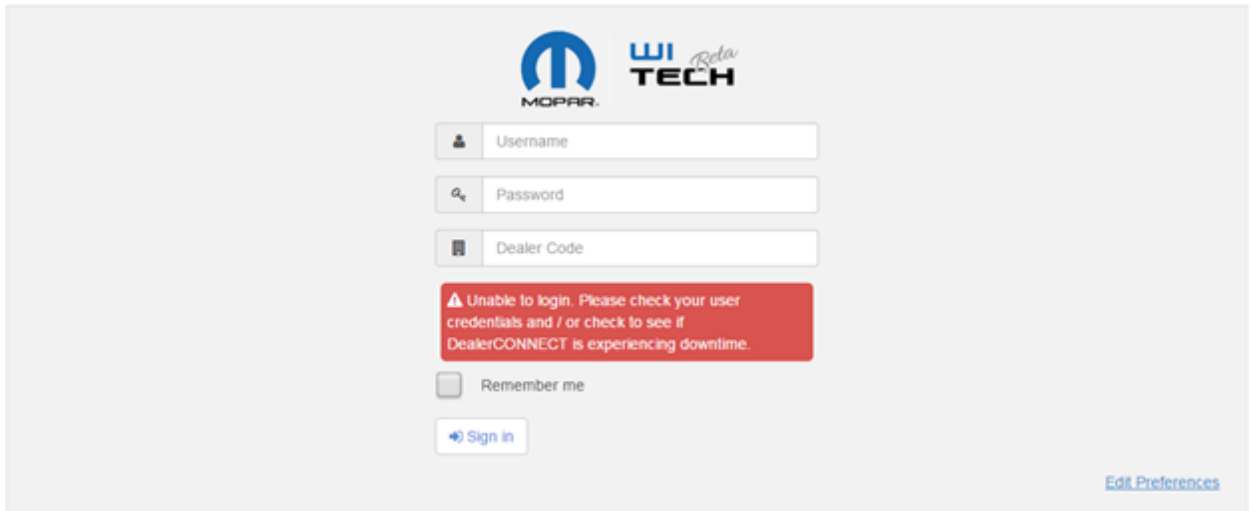


Impossible d'accéder à wiTECH 2.0 lorsque le site DealerCONNECT n'est pas disponible

559 Sophie Paudat Wed, Jan 11, 2017 [Articles publiques de wiTECH 2.0](#) 3510

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 shows the login interface for wiTECH 2.0. At the top, there are logos for MOPAR and WI TECH Beta. Below the logos are three input fields: "Username", "Password", and "Dealer Code". A red error message box is displayed, 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 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 vehicle card for a "2014 DJ" is shown with the following details:

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

Summary statistics for the vehicle are displayed as follows:

- DTCs: 0
- Flashes: 3
- Recalls: 3
- RRTs: 3

A red error message at the bottom of the card reads: "Unable to reach DealerCONNECT. Some types of service information may not be available." A note above the statistics 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%a9der-%a0-witech-2-0-lorsque-le-site-dealerconnect-n-est-pas-disponible-559.html>