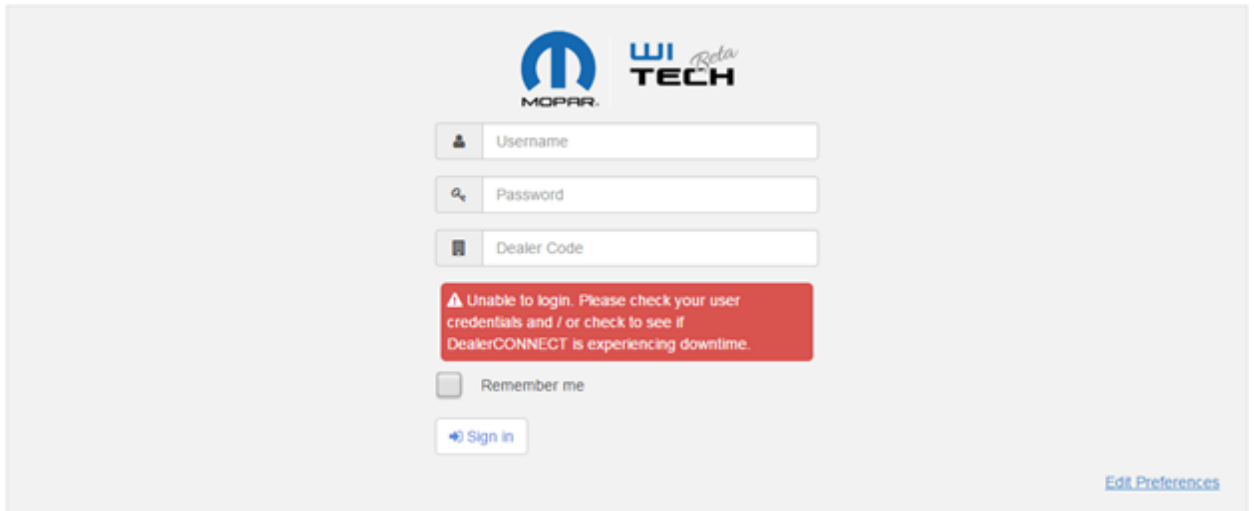


Impossible d'accéder à wiTECH 2.0 lorsque le site DealerCONNECT n'est pas disponible

559 Sophie P Wed, Jan 11, 2017 [Articles publiques de wiTECH 2.0](#) 3077

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 for "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 navigation sidebar with categories: VEHICLE (Selection), UTILITIES (Flight Recording Viewer, Custom Display, Flight Recording), RESOURCES (DealerCONNECT, TechCONNECT), HELP (Knowledge Base), ME (Preferences), and SYSTEM (About wiTECH, Logout). The main area is titled "Vehicle Selection" and features a "Sort By: Connection Time" dropdown. A card for a "2014 DJ" vehicle is shown with the following details:

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

Summary statistics are displayed as icons: 0 DTCs, 3 Flashes, 3 Recalls, and 3 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." 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>