

wiTECH Premium Support Helpdesk Contact Information

789 Emil Ghiurau Tue, May 5, 2026 [wiTECH 2.0 Public Articles - Aftermarket](#), [wiTECH 2.0 Public Articles - Dealers](#) 94925

DEALERS - wiTECH

- Franchised Dealers – Please submit a ticket:
 - DealerCONNECT -> Service -> Service Tools & Equipment -> Create / View wiTECH Tickets (DID-A)
 - Log into wiTECH 2.0 -> Menu -> Helpdesk -> Create / View wiTECH Tickets
 - A new tab opens to the DID-A Dashboard. Select the Create button.
 - Copy and Paste link for detailed instructions: <https://kb.fcawitech.com/article/the-new-technical-assistance-management-40%3btam-41%3b-system-for-stellantis-dealers-1087.html>

AFTERMARKET/FLEET – wiTECH

Please log into <https://www.mopartsp.com>

- Click Support > Create / View wiTECH Tickets
- If you do not have an account, Click ‘No Account? Register’. Once your account is created, complete the above step to create a ticket.
- Copy and Paste link for detailed instructions: <https://kb.fcawitech.com/article/the-new-technical-assistance-management-40%3btam-41%3b-system-for-aftermarket-1088.html>

Note: If you are unable to submit a ticket, please call the wiTECH helpdesk for support (888-948-3241)

wiTECH Helpdesk Hours Of Operations

- Monday-Friday 7am - 9pm EST
- Saturday 8am-5pm EST

Christmas Eve closed at 7pm

Christmas Day Closed

New Years Eve closed at 7pm

New Years Day Closed

All times are Eastern Standard Time.

Online URL: <https://kb.fcawitech.com/article/witech-premium-support-helpdesk-contact-information-789.html>