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 99962

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