

What to do if the SGW module fails to unlock:

1. Select the SGW Locked icon and reattempt to unlock the SGW
2. Unplug the microPod, plug the microPod back into the DLC, and attempt to connect to the vehicle again
3. Confirm DealerCONNECT is functioning properly
 - SGW module requires authorization from DealerCONNECT when wiTECH 2.0 attempts to unlock it
4. Consult service information
 - This will help you diagnose what is causing the ECU to not unlock

If the steps above do not resolve an SGW that will not unlock, please contact the [wiTECH Premium Support Helpdesk](#)

Online URL: <https://kb.fcawitech.com/article/security-gateway-module-aftermarket-specific-903.html>