MDP Warranty and Service

991 Chris Ordner Tue, May 30, 2023 MDP (Mopar Diagnostic Pod), wiTECH 2.0 Public Articles - Aftermarket, wiTECH 2.0 Public Articles - Dealers 13920

The MDP has a standard 2-year warranty from the date shipped.

The MDP standard warranty and service process is:

1. Contact the wiTECH Premium Support Help Desk for technical troubleshooting.
2. If it is determined the MDP needs service/warranty work, the helpdesk will email you the partially filled out MDP Warranty/Service Form and the Help Desk VCI Troubleshooting Documentation. The customer is responsible for shipping charges. **The MDP must be shipped with a valid traceable tracking number.**
3. Once the device is received with all required documentation, then evaluated, the repaired or replacement unit will be shipped back to you.
    α. For out-of-warranty repairs, a quote for the repair will be sent to you via email. Once you approve and pay for the repairs, the device will be repaired and shipped back to you.

NOTE: THE MDP WARRANTY/SERVICE FORM (EMAILED TO YOU FROM HELPDESK) INCLUDING THE HELPDESK TICKET NUMBER, ALONG WITH THE PRINTED COPY OF THE HELPDESK TROUBLESHOOTING DOCUMENTATION (EMAILED TO YOU FROM HELPDESK) ARE REQUIRED TO SEND A VCI IN FOR WARRANTY/SERVICE. VCIS SENT IN WITHOUT THESE ITEMS WILL BE SENT BACK TO YOU WITHOUT INSPECTION OR SERVICE AND YOU WILL BE CHARGED FOR RETURN SHIPPING

NOTE: Physical damage is not covered under the warranty process. Please verify the MDP is not damaged before contacting the wiTECH Help Desk. Examples of physical damage are but not limited to loose internal components, broken USB connectors, broken J1962 connectors, housings that have been opened or drilled into, damage from liquids, etc.

DEALERSHIP wiTECH SUPPORT: Phone: (888) WITECH-1 email: support@witechtools.com

(888) 948-3241

DEALERSHIP wiADVISOR SUPPORT: Phone: (855) WIADVISOR email: support@wiADVISOR.com

(855) 942-3847

AFTERMARKET/FLEET wiTECH SUPPORT: Phone: (844) wiTECH2 email: aftermarket.witech2@witechtools.com

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