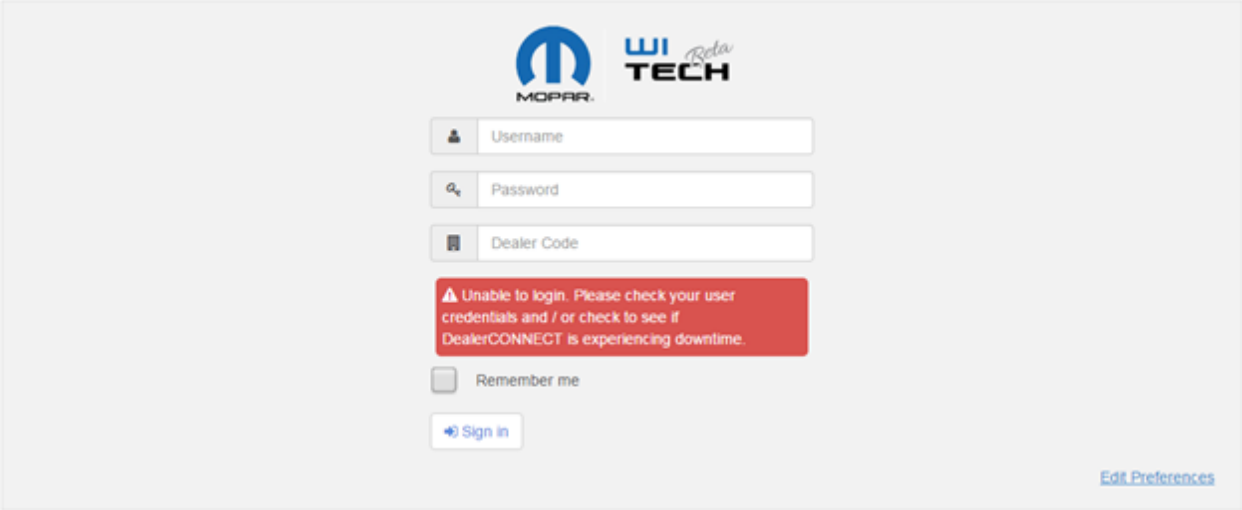
Unable to access wiTECH 2.0 when DealerCONNECT site is unavailable

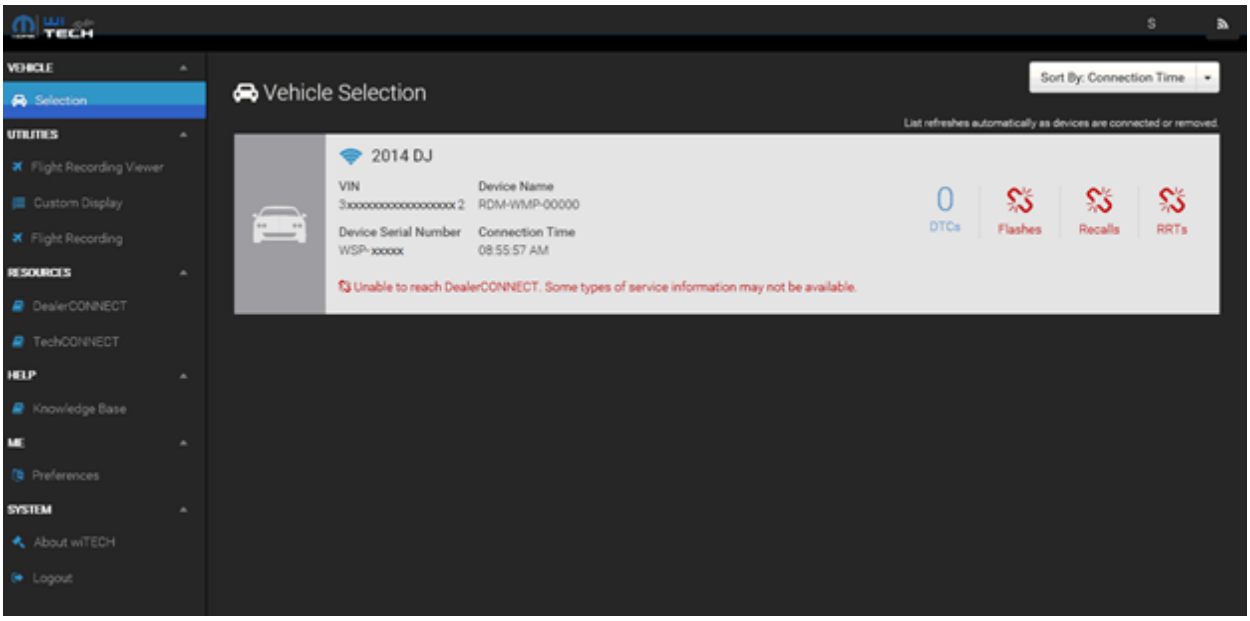
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At any time DealerCONNECT site is unavailable this affects the wiTECH 2.0 system. Detailed below are a few behaviors that you might encounter while attempting to use wiTECH 2.0, but unable to do so, due to DealerCONNECT site or services being unavailable.

1. Attempting to login to wiTECH 2.0 site, and correct password is entered, but receive the message “Unable to login. Please check your user credentials and/or check to see if DealerCONNECT is experiencing downtime."



2. Establishing connection to a vehicle but receive the message “Unable to reach DealerCONNECT. Some type of service information may not be available.”



If you are seeing the messages above, please check DealerCONNECT site status at https://sitestatus.dealerconnect.com/ before calling the wiTECH Helpdesk.

Online URL: https://kb.a.fcawitech.com/article/unable-to-access-witech-2-0-when-dealerconnect-site-is-unavailable-302.html