



Volkswagen

Service Information

wiTECH™

Number: VWI-18-01

Subject: Forgotten User IDs & Passwords

Date: August 9, 2018

The ODIS Service Diagnostic Software Support (DSS) team often receives calls where VW Routan technicians inquire about forgotten wiTECH (StarMOBILE) user IDs, or request password resets.

Please be reminded that the ODIS Service DSS team cannot track down lost wiTECH (StarMOBILE) user IDs or initiate password resets, and that the dealership Routan Systems Administrator is responsible for managing the credentials of all wiTECH (StarMOBILE) users in the workshop.

Procedure for forgotten user IDs and/or passwords:

- **Forgotten password (user ID is known):**

Request a password reset from the Fiat Chrysler Automobiles **DealerCONNECT** website:
<https://dealerconnect.chrysler.com> Select "**Forgot Password**"

(Note that the user's email address must have been entered during their initial registration on DealerCONNECT. Reset instructions will be sent to this email address.)

- **Forgotten user ID and password:**

Contact the dealership Routan Systems Administrator for assistance. If that individual is not known, contact the dealership IT Systems Administrator or Service Manager.

Assistance may also be requested by contacting the VWoA IT Helpdesk: 866-892-3375