

DEALERTRACK LENDER AND PARTNER SUPPORT CONTACT INFORMATION

The Partner Support team offers valuable resources for resolving any business or technical issues you may incur and provides the most up to date information.

QA/UAT/Technical/Partner Integration Support

Phone: (866) 868-5900, select Option 2

Email: partnerintegrationservicedesk@dealertrack.com

Hours of Operation: Mon – Fri: 9:00 – 6:00 pm EST

If you require weekend support, please contact our QA team in advance to coordinate support during your testing hours.

Technical Production Support

Phone: (866) 868-5900, select Option 1

Email: dtsupport@dealertrack.com

Hours of Operation: 24/7

Dealer Match Support

Email: dealermatch@dealertrack.com

For individual dealership questions or issues, please include the following information:

- | | |
|------------------------|-----------------------------|
| 1. Lender Dealer ID | 4. Dealer ID (if available) |
| 2. Lender Name | 5. Dealership Name |
| 3. Lender 3 digit code | 6. Dealership Address |

Standard turnaround time for requests is 1 business day.

Dealership Change in Ownership Notification

Email: new.ownership@dealertrack.com

Please include the following information with your request:

- Previous Lender Dealer ID
- Previous Dealership Name and Address
- New Lender Dealer ID
- New Dealership Name and Address
- Point of Contact

eContracting LAW & Custom Form Enhancements

Email: lenderforms@dealertrack.com

(Please include specific requirements in the email.)

Support includes:

- Changes to existing Lender’s custom Lease, Retail, or Balloon contracts.
- New Form Requests
- Lender Customizations such:
 - “Min” and “Max” values of certain premiums acceptable by Lender.
 - Disabling of specific fields in the DDE (Dynamic Data Entry) form

Dealer Support

Dealers can contact our Customer Support Team with any product related questions or issues:

Phone: (877) 357-8725

Hours of Operation:

Mon–Fri: 9:00am – 10:00pm EST | Sat: 9:00am – 8:00pm EST

Login Issues

For problems logging in to Dealertrack.com:

- Select **Forgot your ID or Password?** link on the login page.