

DEALERTRACK LENDER AND PARTNER SUPPORT CONTACT INFORMATION

Dealertrack 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 ET

For current environment statuses, select the following link(s) and subscribe to receive notifications and updates:

- **UAT:** <https://dealertrackinc.statuspage.io/>
- **Production:** <http://partnerstatus.statuspage.io/>

Technical Production Support

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

Email: dtsupport@dealertrack.com

Hours of Operation: 24/7

Dealer Match Support

For Dealer Match questions, email DTDealer.Match@coxautoinc.com and 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.

Dealertrack CMS Primary Support Contacts

Client Support Email: CMS-Clientsupport@coxautoinc.com

Phone: (866) 730-7805

Hours of Operation:

Mon–Fri: 8:00am – 8:00pm ET

Technical Support Email: CMS-Service@coxautoinc.com

Phone: (866) 708-3588

Hours of Operation:

Mon–Fri: 7:00am – 9:00pm ET

eContracting/Digital Contracting LAW & Custom Form Enhancements

Email: eFormsSupport@coxautoinc.com

(Please include specific requirements in the email.)

Support includes:

- Changes to existing Lender’s custom Lease, Retail, or Balloon contracts.
- Digital Contracting Custom Form Requests
- Lender Customizations such:
 - “Min” and “Max” values of certain premiums acceptable by Lender.
 - Lender validations for specific fields on the UI

Dealertrack DDS Primary Support Contacts

Lender Support Email: DDS.Help@dealertrack.com

Hours of Operation:

Mon–Fri: 7:00am – 5:00pm ET

Technical Support Email: eoc@coxautoinc.com

Phone: (404) 568-6696

Hours of Operation: 24/7

New Lender/Partner Sales Inquiries

Email: LenderPartnerSales@coxautoinc.com

Billing Inquiries

Phone: (877) 357-8725, select Option 9

Email: billing@dealertrack.com

*****Thank you for your continued support!*****