

DEALERTRACK DEALER AND LENDER/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.

General Cox Support Number: 1-855-COX-AUTO (1-855-269-2886)

Lender/Partner Production Support

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

Email: dtsupport@dealertrack.com

Hours of Operation: 24/7

Lender/Partner UAT/Technical 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/>

Dealer Match Support

For Dealer Match questions, email admrequests@dealertrack.com and include the following information:

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

Standard turnaround time for requests is 1 business day.

Dealer Support

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

Phone: (877) 453-9912

Email: SFIEmails@coxautoinc.com

Hours of Operation:

Mon–Fri: 8:00am – 8:00pm ET | Sat: 9:00am – 6:00pm ET

Lender 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

F&I Dealer Onboarding/Reactivations

Phone: (888) 895-8893

Hours of Operation:

Mon–Fri: 9:00am – 6:00pm ET

Billing Inquiries

Phone: (855) 485-2098

Email: billing@dealertrack.com

New Lender/Partner Sales Inquiries

Email: LenderPartnerSales@coxautoinc.com

Login Issues

For problems logging in to <https://www.Dealertrack.com>:
Select **Forgot your ID or Password?** link on the login page.

F&I Express Primary Support Contacts

Phone: (855) 364-3977

Email: support@fandiexpress.com

Hours of Operation:

Mon–Fri: 9:00am – 9:00pm ET | Sat: 11:00am – 5:00pm ET

CMS Primary Support Contacts

Client Advocate Email: CMS-Clientsupport@coxautoinc.com

Technical Support Email: CMS-Service@coxautoinc.com

Phone: (866) 730-7805

Hours of Operation:

Mon–Fri: 7:00am – 9:00pm ET

To report a System Outage, call (866) 683-0060

DDS Primary Support Contacts

Lender Support Email: DDS.Help@dealertrack.com

Hours of Operation:

Mon–Fri: 7:00am – 5:00pm ET

RTS Primary Support Contacts

RTS In-State Solutions Client Services Email:

RTS-CS-NationalAccounts@coxautoinc.com

Phone: (800) 374-4771

Hours of Operation:

Mon–Fri: 8:00am – 9:00pm ET

Sat & Sun: 8:00am – 6:00pm ET

Hours of Operation for California ONLY:

Mon–Fri: 9:30am – 1:00am ET

Sat & Sun: 10:00am – 1:00am ET

RegUSA Client Services Email:

RTS-CS-REGUSA@coxautoinc.com

Phone: (800) 211-3638

Hours of Operation:

Mon–Fri: 8:00am – 7:00pm ET

Sat & Sun: 9:00am – 6:00pm ET (*password resets only*)

California Consumer Protection Act (CCPA)

Phone: (800) 964-8735

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