

## 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](mailto:dtsupport@dealertrack.com)

**Hours of Operation:** 24/7

### Lender/Partner UAT/Technical Support

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

**Email:** [partnerintegrations servicedesk@dealertrack.com](mailto:partnerintegrations servicedesk@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/>

### Business / Implementation Support – F&I Lender Operations

**Email:** [FILenderoperations@coxautoinc.com](mailto:FILenderoperations@coxautoinc.com)

### Dealer Match Support

For Dealer Match questions, email [admrequests@dealertrack.com](mailto:admrequests@dealertrack.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.

### Dealer Support

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

**Phone:** (877) 453-9912

**Email:** [SFIEmails@coxautoinc.com](mailto: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](mailto: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](mailto:billing@dealertrack.com)

### New Lender/Partner Sales Inquiries

Email: [LenderPartnerSales@coxautoinc.com](mailto:LenderPartnerSales@coxautoinc.com)

### F&I Express Primary Support Contacts

Phone: (855) 364-3977

Email: [support@fandiexpress.com](mailto: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](mailto:CMS-Clientsupport@coxautoinc.com)

Technical Support Email: [CMS-Service@coxautoinc.com](mailto: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](mailto:DDS.Help@dealertrack.com)

#### Hours of Operation:

Mon–Fri: 7:00am – 5:00pm ET

### Login Issues

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

### RTS Primary Support Contacts

RTS In-State Solutions Client Services Email:

[RTS-CS-NationalAccounts@coxautoinc.com](mailto: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](mailto: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!\*\****