

Customer Care Support Options

Our support team is committed to giving you the quickest and easiest way to solve your problem. When you call our main support number (866.668.5394), you are prompted to make a series of choices. Use this guide to find the department and the CDK Global staff to solve your issue.



HOURS OF AVAILABILITY

Monday – Friday

7:00 a.m. – 10:00 p.m. ET

Saturday

7:00 a.m. – 8:30 p.m. ET

Sunday

10:30 a.m. – 7:30 p.m. ET

Limited staffing and hours on the following national holidays:

- Memorial Day
- Independence Day / 4th of July
- Labor Day

Closed on the following national holidays:

- Thanksgiving Day
- Christmas Day
- New Year's Day

Call our toll-free line to get after-hours support for urgent issues.*

*Fees may apply.



866.668.5394

Refer to cdkglobal.com/phonesupportoptions for updated guides.

Phone support options as of March 18, 2022.

Drive Applications and Software Support: Press 1	Parts, Service or CDK Service: Press 1	Service: Press 1		
		Parts: Press 2		
		Appointment, Lane or Inspect: Press 3		
	Business Office Accounting: Press 2	Accounting: Press 1		
		Payroll and Tax Services: Press 2		
		Application Help: Press 1		
		Forms: Press 2		
	Sales and Finance: Press 3	Mercedes-Benz Financial Services eContracting: Press 1	eContracting Contract Validation or Digital Contracting: Press 3	
		Digital Deal Jackets and Other Application Issues: Press 2		
		Desking, Menu, Vehicle, Lot or CRM: Press 6		
	One-Eighty or CT Wizard: Press 8			
	Sales Overdrive: Press 9			
	DSDA Document Scanning or Document Archive: Press 4			
	DCS Dealer Communications or Manufacturer OEM: Press 5			
If You Are Experiencing an Outage: Press 2	If Your Internet Is Up but Your System Is Down: Press 1			
	If Your Internet and System Are Down: Press 2			
	If Your Phones Are Down: Press 3	Cisco Phone: Press 1		
		Polycom Phone: Press 2		
	If CDK Service Is Down: Press 4			
Printers, Printing and Forms: Press 3	Printer Hardware Issues: Press 1			
	Forms Not Aligning or Printing Properly: Press 2	Sales F&I Forms: Press 1		
		Parts, Service & Accounting Forms: Press 2		
	Ordering Printer Supplies: Press 3	Laser Toner Orders: Press 1		
		Other Printer Supplies: Press 2	U.S.: Press 1	Canada: Press 2
Data Services: Press 4	Fortellis: Press 1			
	Live Vehicle Inventory: Press 2			
	General Third-Party Data Extracts: Press 3			
Systems, PC or Hardware: Press 5	Systems: Press 1			
	PC or Microsoft: Press 2			
	Hardware: Press 3			
Network or Network Phone: Press 6	Networking: Press 1			
	Cisco Phones: Press 2			
	Polycom Phones: Press 3			
	Nuspire Security Solutions: Press 4			
	Billing: Press 7			
	DealerSuite and eStore: Press 8			