



Added assurance to help you move ahead.

The DealerTrack Canada Assurance Commitment:

To increase our support for your dealership, should you close or sell, or should you lose your floor planning, your future DealerTrack Canada contractual obligations will be forgiven.



As a trusted partner, DealerTrack Canada understands the financial pressure your business is facing. That's why all new solutions your dealership purchases are covered by the DealerTrack Canada Assurance Commitment.

Let's move forward together. Our broad range of Sales and Inventory Management solutions along with future products like DMS and Compliance can help every department in your dealership increase efficiencies and improve your overall profitability.

Contact your Area Manager or call 1-866-360-3863 for complete details.



Frequently Asked Questions

Q1. Why is DealerTrack Canada offering this Commitment?

A1. As a trusted partner to over 5,500 dealerships, DealerTrack Canada recognizes the financial pressures auto retailers are facing today. This initiative will make it easier for dealers to make important decisions regarding the key technology solutions they need to improve their efficiency and profitability. With our unique Assurance Commitment, we are taking off the table some of the uncertainties dealers wrestle with in signing contracts for subscription products.

Q2. How long does the Commitment apply?

A2. The Commitment applies throughout the initial term of your contract.

Q3. For how long will DealerTrack Canada continue to offer this Commitment?

A3. As of now, we have no plans to cease offering this Commitment. Language supporting the Commitment will be included in all of our form agreements for at least the remainder of 2009.

Q4. How do I submit a request to cancel a subscription?

A4. You will need to submit proof of the store closing, being sold or losing floor planning for 90 days. You can start that process by calling our dealer support team at 1.866.360.3863.

Q5. How can I get this Commitment for my existing contracts?

A5. A contract must be signed on or after May 15, 2009, for the subscription product to be eligible for the DealerTrack Canada Assurance Commitment. If a dealership has a subscription product from a contract signed prior to May 15th, the dealer has the option of signing a new contract. The new contract will have the new terms and conditions that include the DealerTrack Canada Assurance Commitment.

Q6. What if only one store closes in my multi-store group?

A6. If a multi-store dealer group closes, sells or loses floor planning for 90 days for one or more stores, the subscriptions for the impacted stores may be canceled and the parent company will not be held responsible for future monthly fees for those stores. Those stores still in operation must still pay the subscription fees for those locations at the agreed-upon rate.

Q7. I have only one store. How does this Commitment impact my dealership?

A7. A single-point dealership will be able to cancel its subscription and will not be held responsible for future monthly fees if the location closes, is sold or loses floor planning for 90 days.

Q8. What are the full terms and conditions?

A8. In the event that Dealer suffers a Qualifying Event* during the Initial Term, Dealer may terminate the contract addendum for the affected subscription product by giving written notice to DealerTrack Canada, including evidence of the foregoing reasonably satisfactory to DealerTrack Canada, within thirty (30) days of the occurrence of such Qualifying Event, and all future monthly subscription fees will be canceled. For clarity, if multiple dealerships are covered under a single addendum for a subscription product, the subscriptions for those dealerships that suffer a Qualifying Event may be terminated in accordance with the foregoing; the subscriptions for the dealerships that do not suffer a Qualifying Event will remain in full force and effect for the remainder of their respective terms.

*"Qualifying Event" means any of the following: (i) Dealer ceases its operations, (ii) Dealer transfers all or substantially all of its voting securities or assets to an entity unaffiliated with Dealer other than an original equipment manufacturer (OEM) or an affiliate thereof or (iii) Dealer loses its floor planning and is unable to secure alternate floor planning within ninety (90) days, in which case, the Qualifying Event shall be deemed to occur upon the expiration of such ninety (90) day period.