

What happens to Dealers using Dealer.com (DDC) website products?

Dealers using DDC website products should expect no immediate change to their service, product performance, people representation or pricing. The top priority for AutoSync is to ensure dealer partners are supported in the normal course of business.

I am a DDC customer, is my DDC website going to transition?

Dealers on the GM Dealer Digital Solution Program will be transitioned off the DDC platform by December 31, 2023. GM and Cadillac DDC websites will continue to be supported in the Canadian market for the duration of the transition.

How will the transition be managed?

Dealers will have 2 options:

1. Continue to leverage the DDC platform and in the background AutoSync will work closely to build an exact match website on the TAdvantage (Trader) platform. All the current features, integrations, and functionality will carry over to the new site at no expense to the dealer. You will need to become familiar with the TAdvantage platform CMS as well as approving the exact match website build before you launch. Should you wish to transition your website to the TAdvantage platform, please inform your DDC rep or GM Digital Consultant.
2. Choose an alternate website provider available through the GM Dealer Digital Solution program here: <https://www.gmdealerdigital.ca/Website>. If you have any questions, please contact the GM Digital Consultant team (information below)

Will I have the same package, will my cost go up?

- There will be no change to packaging or pricing! Rest assured that your packages will remain consistent with equivalent features, capabilities, and service levels you have today. Pricing will remain the same as what you pay currently.

I have recently signed up with DDC and my site is not yet live, what should I expect?

- AutoSync's focus will be ensuring a successful launch and training program for you and your staff. Their team remains committed to your success and is prepared to launch your DDC site as planned. Should you wish to wait until your site is transitioned to the TAdvantage platform prior to launching, please let your DDC rep or GM Digital Consultant know. We can accommodate whichever option works best for your business.

Can I enroll for a DDC website in the future?

DDC Canada was acquired by Trader Corporation's 'AutoSync' software division. No new website enrollments with Dealer.com will be accepted on the GM Program. However, Trader Corporation's website platform, TAdvantage is an already official certified partner with the GM Canada Dealer Digital Program. If you have questions or concerns, please contact DDC at ddcsales@coxautoinc.com or the GM Digital Consultant team at info@gmdealerdigital.ca; 800.655.2594