
As a consulting firm with thousands of dealers in North America, we understand the difficulties this latest CDK system outage has caused. Dozens of dealers have reached out with questions and suggestions. We want to share some of our early findings and suggestions.

The first issue is continuing the operation of your stores. Following are resources we know of:

- CDK has created a Dealer Resource Center where dealers can download and order critical forms linked here: [CDK Dealer Resource Center](#)
- The CEO of Reynolds & Reynolds announced that they have increased printing volume for physical forms, which are available here: [Reynolds & Reynolds Documents](#)
- The CEO of Dominion announced that they are offering their Vue Core DMS for CDK dealers at no charge for 30 days. This would not include your current CDK data. Stores would be set up as a new location with basic settings. Once CDK is online, dealers can continue with Dominion or return to CDK with access to the data stored with Dominion. The Dominion offer is linked here: [Dominion 30-Day Offer](#)
 - Vue Core DMS includes:
 - Parts
 - Service
 - Sales
 - F&I
 - Accounting
 - Reporting

Dealers have questioned us about two topics:

1. Will this outage allow dealers to cancel their agreements?
 - CDK has nothing in their agreement that entitles dealers to make any contract changes or allow them to cancel the services.
2. Will they get a discount or a refund?
 - We assume they will offer some compensation when this is over, but dealers should continue to pay in full to remain in good standing with CDK.