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Set Up Guide

Vehicle Tracker

Service Tracking Solution

Vehicle Tracker Overview

Vehicle Tracker is a feature of CDK Inspect that allows dealerships to provide their customers updates on the status of their vehicle, as it moves through the repair process.
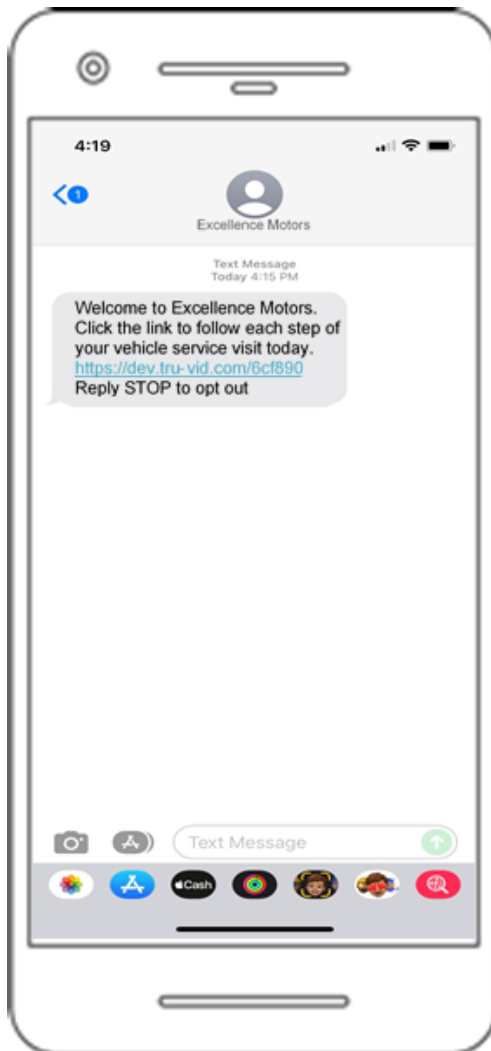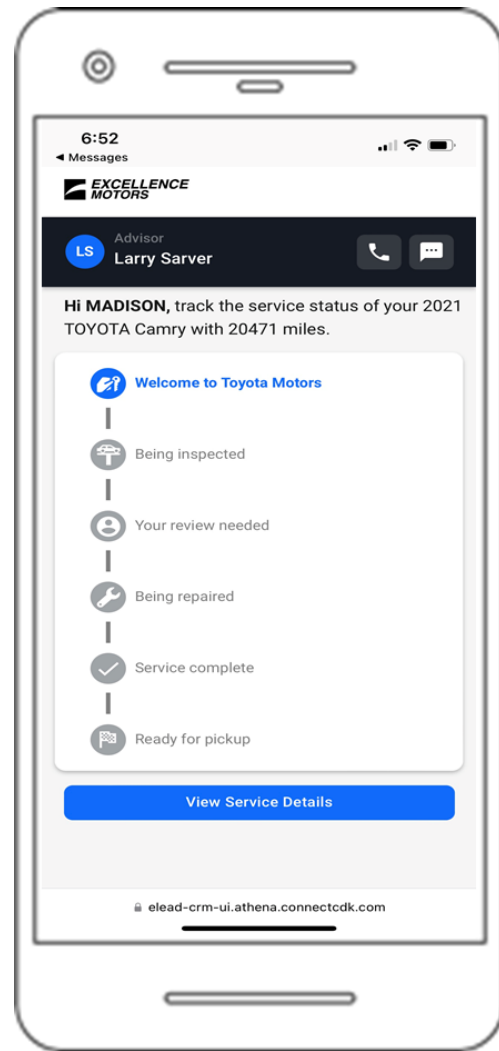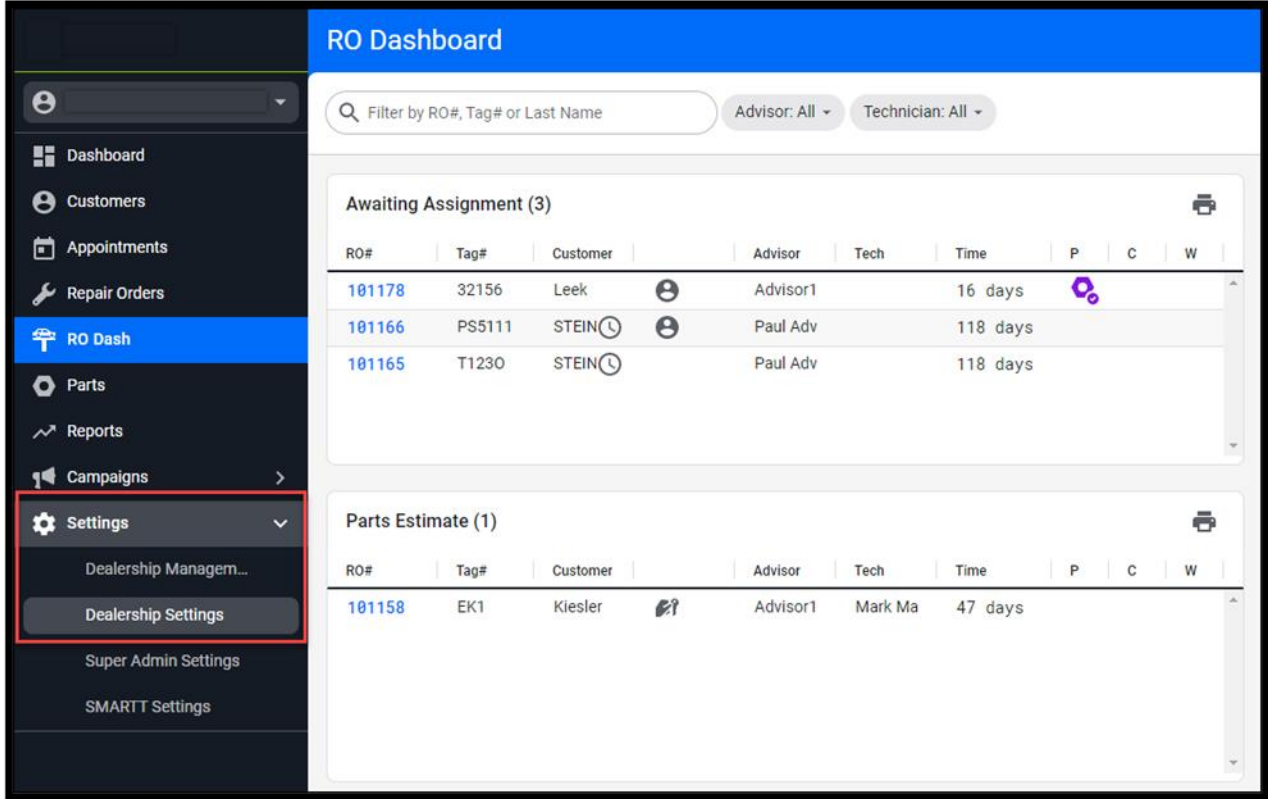

Figure: A

Figure: B

This feature gives customers access to their vehicle's repair status online or from their mobile devices. With the feature enabled at the dealership, you can choose to update the status manually or automatically. Notifications can be sent via email and/or text (Figure A). A link within the email or text launches the vehicle tracker status bar (Figure B). From this status bar, customers can see where the vehicle is at in the service process and how close they are to completion.

(Important Note) - Vehicle Tracker requires the new inspection user interface.

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To Enable This Feature:

1. In the application, navigate to - Settings > Dealership Settings > Feature Management.

2. Check the Enable Vehicle Tracker checkbox.

3. To select either automatic or manual customer notifications when the vehicle's status changes, go to - Settings > Dealership Settings > Vehicle Service Tracker.
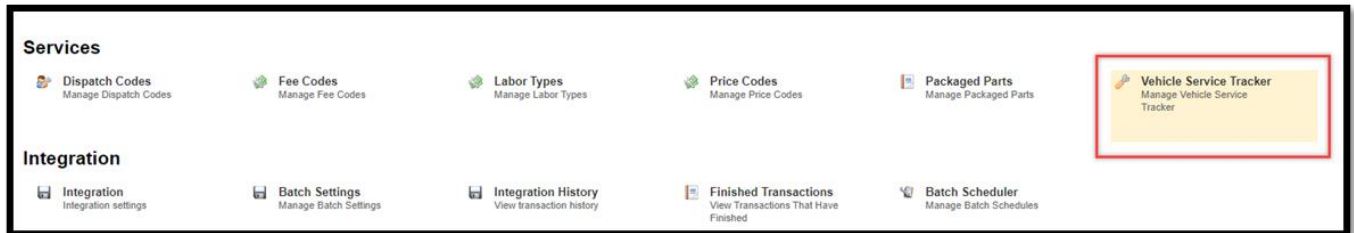
- On the Vehicle Service Tracker Settings screen, check the Automatically for ALL Statuses customer radio button. This option is recommended so that you can be sure your customers are getting notified automatically.
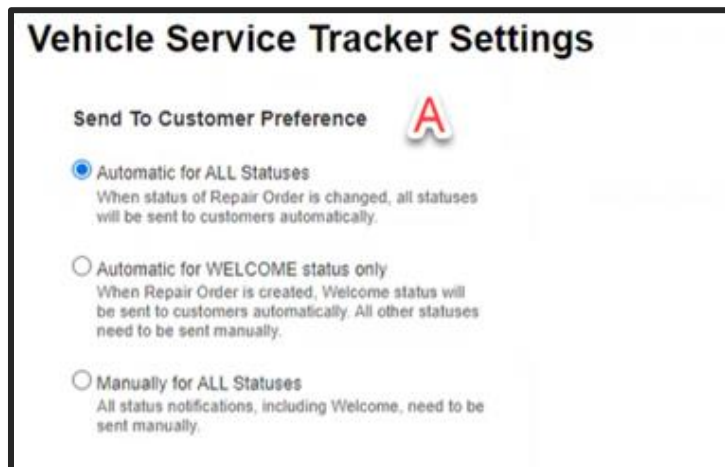
- You can also customize your tracker's status descriptions. In the Customer Status section, enter your desired text in the Customer Status fields, and click Save. If you don't want to use all 6 statuses, you can also choose which statuses to use by toggling the Yes option in the Status Available section.

- From this setup, you can also map the RO status from the inspection (RO Dash) to a Vehicle Tracker status, under the Map to RO Process Bucket. This is only available if you have the **Automatic for ALL Statuses** option chosen. The Vehicle Tracker status will automatically change as the RO moves through the inspection process. Eliminating the need for the advisor to manually change the status.
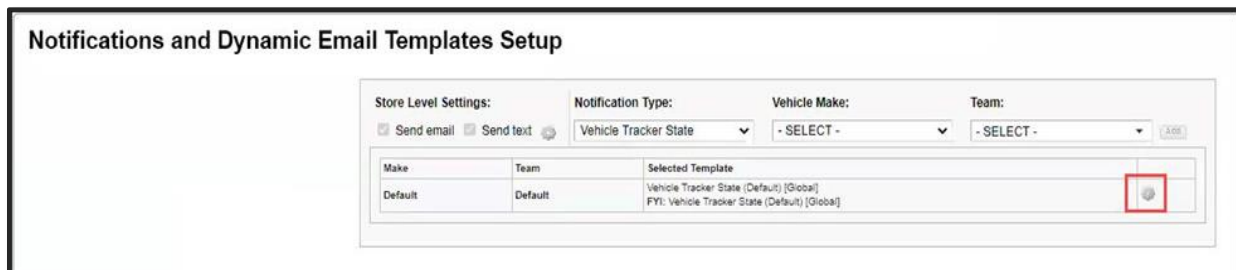
Setting Up Templates:

To set up customized email and text notifications:

1. Navigate to - Settings > Dealership Management. In the Fixed Operations section, select Vehicle Tracker State.

2. In the Notifications and Dynamic Email Templates Setup section, click on the gear icon to customize email and text notification templates for the vehicle tracker.

3. In the Vehicle Tracker State pop-up, select an email template from the Email Template drop-down menu. Add your desired text in the Email Subject and SMS Text fields.

Vehicle Tracker State   ✕

☐ Disable this notification

Make: Default
Team: Default

☑ Send email ☑ Send text
Email Template:
Vehicle Tracker State (Default)   ▾
FYI Email Template:
Vehicle Tracker State (Default)   ▾
☐ Suppress Email to Customer ☐ Suppress Text to Customer
Email Subject:
Your Vehicle Tracker status has been updated
FYI Email Subject:
Your Vehicle Tracker status has been updated
Sender Name:
Service Department
Sender Email Address:
NoReply@email.com
Additional CCs:

Contact Name:
Default Name
Contact Title:
Service Department
Contact Number:

SMS Text:
Welcome to $DealershipName. Track your vehicle here $Consun
Additional SMS numbers:

OEM Owner Link Label

OEM Owner Link

☐ Use Call Window
Mon to Fri Call Window:
          to
☐ Allow text on Sat   ☐ Allow text on Sun
Sat/Sun Call Window:
          to

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