

## CRUISE CONTROL TECHNICAL SUPPORT

Command Auto Group has a long history of supporting our products and consumers in the market, however having specially trained technicians available to assist you is an activity that comes at a significant cost. Regrettably we have no option than to now apply a modest charge for Technical Support to ensure we can maintain this important service. If you wish to speak directly with a Technician this will incur a minimum fee of \$25 including GST which can be paid at the first contact call by Visa or Mastercard. This charge will provide access to a maximum of 3 contact calls. This charge will be refunded if your Cruise Control is still within the warranty period and the problem is found to be a technical issue covered by the product warranty. However if the issue is found to be an installation error the charge cannot be refunded as installation is totally out of our control. The charge will also be deducted from the cost of a major service part (Electronic Module, Actuator or Control Switch) you need to purchase to restore operation for units out of warranty.

In order to assist you without imposing a charge and to support you when you could not contact us on weekends or due to regional time differences, we have placed a significant amount of information on our free-access website.

You will find this information if you go to [www.tcag.com.au](http://www.tcag.com.au) - [Cruise Controls - Tech Data Files](#). You may wish to review these before opening a Tech Case File and speaking directly with our Technical Support Team, and we would welcome your feedback as to whether you found this information helpful.

The information on our website is grouped by model number and you will need to know which model Cruise Control you have to access the correct data for your unit. If you don't have the original manual or purchase receipt, the model number is shown on the Electronic Module which is probably positioned behind the dashboard. If you follow the wiring from the control switch this will lead you to the Module, and you will see a sticker with a model number between AP50 and AP500. If your model is an older series it may have a model number between CA230 and CA450, and you can email [sales@tcag.com.au](mailto:sales@tcag.com.au) and we will email a copy of the original installation manual free of cost if available.



AP50 MODULE



AP60 MODULE



AP150 MODULE



AP300/500 MODULE

You will also see a further breakdown between New and Existing Installations, as the areas of review are different depending on whether you are fitting a new unit to your vehicle, or your Cruise Control has stopped working after years of reliable service.

*DISCLAIMER: Command Auto Group Pty Ltd (hereafter referred to as the company) provides this information as a diagnostic support service to customers to assist in fault-finding automotive Cruise Control installations. When followed correctly there is no risk of damage to the Cruise Control, the vehicle to which it is fitted, other property, or personal injury. The company cannot be held liable for damage, loss or injury that occurs though product fitment to non-specified vehicles or other mechanical or electronic devices. Further the company cannot be held liable for damage, loss or injury that occurs from failure to understand and correctly apply this information, or for action taken beyond that described in this or similar technical support documents, or verbal advice provided by TCAG Technical staff.*