

TruckWings Opportunity Report Guide

This guide explains definitions and criteria behind the Opportunity Report for your fleet. Technicians should consult provided Troubleshooting & Repair Guides to clear any indicated faults.

Health Definition

Status	Description
Green	All TruckLabs Telematics and TruckWings systems are nominal. Roll on!
Driver Fault	One or more of the following Driver Operations Checks has indicated an incorrect trailer position or driver has disabled TruckWings functionality.
Maintenance Flag	One or more of the following TruckWings System Checks has indicated a TruckWings equipment fault in need of attention to ensure TruckWings functionality.
Unknown	Data has not been received in the last 20 days. Technicians should check for power and connectivity on TruckLabs Telematics device.
Days Since Flagged	Indicates how many days have elapsed since non-Green status was set.

Mileage Definition

Mile Type	Description
Open	Counts all miles driven with TruckWings deployed to close the trailer gap.
Opportunity	Counts all miles driven at or above 50mph hooked to a trailer, indicating TruckWings could have potentially deployed with all Systems OK.

TruckWings System Check Definitions

Cellular Communication

Status	Description
OK	TruckLabs Telematics device is sending data over cell connection to the cloud.
Unknown	Data has not been received in the last 20 days. Technicians should check for power and connectivity on TruckLabs Telematics device.

Vehicle Data Detected

Status	Description
OK	TruckLabs Telematics is reading all necessary CAN data to operate TruckWings.
Flag	CAN data cannot be read by TruckLabs Telematics. Technicians should check the harness and function of TruckLabs Telematics.
N/A	Vehicle data detection cannot be determined due to lack of cellular communication between TruckLabs Telematics and cloud.
NOTE:	Flag may take up to 1 week to clear and show OK in system

Trailer Sensor Detected

Status	Description
OK	Trailer Sensor is functioning and sending trailer distance data to TruckLabs Telematics.
Flag	There is a fault in the Trailer Sensor and TruckWings will not deploy. Technicians should check TruckWings Controller, Trailer Sensor, and harness for damage.
N/A	Trailer sensor detection cannot be determined due to lack of cellular communication between TruckLabs Telematics and cloud.
NOTE:	Flag may take up to 1 week to clear and show OK in the system.

Remote Deployment Override

Status	Description
OK	TruckWings are enabled for automatic operation.
Engaged	TruckWings are set to Hold-Closed via software. When repairs are complete, technicians should request TruckWings to be "returned to normal operation" by contacting support@truckwings.com (415) 857-0263. TruckLabs will update the truck software over the air to set the system back to Auto-Open.

Verified Deployment Detection

Status	Description
OK	The Verified Deployment Shield (VDS) has been detected over normal operation of the TruckWings at speed confirming the wings are physically opening.
Flag	TruckLabs telematics is sending a signal to open the TruckWings but the Verified Deployment Shield (VDS) is not being detected, indicating that the wings are not physically opening. Technicians should inspect TruckWings to determine what is preventing deployment.
N/A	This Verified Deployment Shield (VDS) is not installed on this TruckWings unit, or status cannot be determined due to lack of cellular communication between TruckLabs Telematics and cloud.
NOTE:	Flag may take several days to clear based on % over last 5 days

Driver Operations Check Definitions

Trailer Clearance

Status	Description
OK	The trailer has had adequate clearance for TruckWings to open for 90% or more of all miles traveled at highway speed with a trailer in the last 5 days.
Flag	The trailer has been too close to the cab to allow TruckWings to open for greater than 10% of all miles traveled at highway speed with a trailer in the last 5 days. Drivers should slide the fifth wheel rearward until the in-dash screen on TruckWings Controller reads "DIST: OK".
N/A	Trailer sensor detection cannot be determined due to lack of cellular communication between TruckLabs Telematics and cloud, or there is a fault in the Trailer Sensor.
NOTE:	Flag may take up to 1 week to clear and show OK in system. Pulling a reefer or heated unit, a trailer with front-facing aerodynamics, or a trailer with a 42" kingpin offset may also trigger Trailer Clearance flag.

Driver Deployment Override

Status	Description
OK	Driver engagement of deployment override is less than 10% of all miles driven in the last 5 days.
Engaged	Driver has set the TruckWings Controller to a 'manual hold closed' mode more than 10% of all miles traveled in the last 5 days. Drivers should be instructed to return the TruckWings Controller to normal operation or identify concerns with TruckWings. Or technicians should inspect and reset in-cab controller for Auto-Deployment (down position) at time of next service.
N/A	Driver deployment override detection cannot be determined due to lack of cellular communication between TruckLabs Telematics and cloud.
NOTE:	Flag may take several days to clear based on % over last 5 days