

The TowGo® Trailer Backup Navigation Aid™

# INSTALLATION GUIDE



TM

V.22.4

# CRITICAL INFORMATION FOR PROPER INSTALLATION, OPERATION AND SAFETY

**Failing to follow the instructions below could damage your Hitch Sensor, prevent proper operation, possibly cause injury and void your warranty.**

**ALWAYS BE AWARE OF YOUR SURROUNDINGS.**

**CONTINUOUSLY WATCH FOR PEOPLE, ANIMALS AND ANY OTHER OBSTACLES.**

**THE TOWGO® TRAILER BACKUP NAVIGATION AID™ IS ONLY AN AID TO HELP YOU BACKUP YOUR TRAILER.**

## **Remove the Steering Wheel Sensor when not in use.**

It is your responsibility to be a safe driver at all times. Having the Steer Sensor on during routine driving may impede your ability to maneuver your steering wheel. TowGo LLC is not responsible for any damage or injury incurred when the Towgo® Trailer Backup Navigation Aid™ is misused.

## **Always remove the Stretch Cord & Hitch Sensor from the trailer when not using the TowGo System.**

- ⊕ This helps prevent Sensor damage from road debris while driving, as well as theft.
- ⊕ Make sure your Hitch Sensor and T-bracket are tightly secured every time you attach or unattached the Stretch Cord. If either are loose while the Cord is attached, your Sensor may become damaged or any part of the Hitch Sensor Assembly could become a projectile and cause injury!
- ⊕ **Unclip the Stretch Cord before removing the Hitch Sensor Assembly or T-bracket.**
- ⊕ **Unclip the Stretch Cord before you uncouple your trailer from your vehicle.**

**Do NOT apply upward or downward pressure to the Hitch Sensor Swing Arm when connecting or disconnecting the Stretch Cord.**

## **The Stretch Cord:**

- ⊕ **must be horizontal** when installed.
  - ⊕ If it is not, the bottom edge of the Hitch Sensor's Swing Arm could touch or rub the Main Housing causing stresses that could break the internal mechanism. This could prevent proper calculations, cause your system to malfunction, and/or cause mechanical failure.
  - ⊕ To help with having the Stretch Cord horizontal:
    - ⊕ Install the mounting bolts for the Hitch Sensor assembly directly above each other.
    - ⊕ Attach the Cord to the T-bracket hole that is most level with the Hitch Sensor Swing Arm.
- ⊕ **must be measured and assembled properly to ensure proper tension at all times.**
  - ⊕ If the tension is too slack, calculations will be incorrect.
  - ⊕ It must be tight when the trailer is turned sharply, but not so tight that the tension damages the hitch sensor or breaks the Stretch Cord when the trailer is straight back.
  - ⊕ The cord length calculation is necessary for setting the proper length.

# THANK YOU FOR YOUR PURCHASE

Thank you for purchasing the TowGo® Trailer Backup Navigation Aid.™

We are very happy to have you as one of our customers and we hope that our product will provide you with years of stress free trailering.

This guide will help you become familiar with your TowGo Steering Wheel and Hitch Sensors, their installation, and the TowGo App.

**This guide is meant to be followed in the order that it is written.**

PLEASE WATCH OUR INSTALLATION VIDEOS TO HELP YOU WITH INSTALLATION AND GETTING IDEAS ON HOW TO MOUNT YOUR SYSTEM.

<https://www.towgo.com/install>

IF YOU HAVE A DIFFERENT HITCH MOUNT OR COUPLER AND NEED ANY GUIDANCE, PLEASE CONTACT US AT [feedback@towgo.com](mailto:feedback@towgo.com) FOR EMAIL COMMUNICATION OR TO SCHEDULE A CALL.

ADD THIS EMAIL TO YOUR CONTACTS TO ENSURE THAT YOU DO NOT MISS ANY UPDATES FROM US INCLUDING SOFTWARE UPDATE NOTIFICATIONS.

## **ATTENTION**

**ALWAYS BE AWARE OF YOUR SURROUNDINGS.**

**CONTINUOUSLY WATCH FOR PEOPLE, ANIMALS AND ANY OTHER OBSTACLES.**

**THE TOWGO® TRAILER BACKUP NAVIGATION AID™**

**IS ONLY AN AID TO HELP YOU BACKUP YOUR TRAILER.**

**IT IS NOT A COLLISION OR OBSTACLE DETECTION/AVOIDANCE SYSTEM.**

# TABLE OF CONTENTS

To access a page directly, click on the page number.

<b>Critical Information For Proper Installation, Operation and Safety .....</b>	<b>2</b>
<b>What's in the Box.....</b>	<b>5</b>
<b>Parts Not Included.....</b>	<b>6</b>
<b>About Your TowGo Sensors .....</b>	<b>7</b>
<b>Installing The Steering Wheel Sensor .....</b>	<b>8</b>
Before You Start: Charge the Steer Sensor	8
Attaching the Steer Sensor	8
<b>Installing the Hitch Receiver T-Bracket.....</b>	<b>9</b>
<b>Installing the Hitch Sensor .....</b>	<b>10</b>
Guidelines for Installing Your Hitch Sensor:	10
Gallery of Where to Mount The Hitch Sensor Standard Trailers	11
A-Frame Trailers	11
A-Frame Trailers With a Jack	11
Trailer Frames: 2 or 2.5 Inches High	12
Trailer Frames: 3 Inches High or Greater	13
A-Frame Trailers With a Jack	15
5th Wheel Trailers	16
<b>Mounting The T-Bracket &amp; Hitch Sensor Higher .....</b>	<b>18</b>
Adding Height to Your T-Bracket:	18
Adding Height to Your Hitch Sensor:	18
<b>Measurements Required For System Accuracy .....</b>	<b>19</b>
<b>The Stretch Cord .....</b>	<b>21</b>
General Guidelines Regarding the Stretch Cord:	21
Measuring Your Stretch Cord	22
Attaching the Spring Clip to the T-bracket	22
Attaching the Hitch Sensor Clip to the Hitch Sensor Swing Arm	23
<b>Connecting the Power Cables .....</b>	<b>23</b>
<b>Powering the Hitch Sensor .....</b>	<b>24</b>
<b>Guarantee and Return Policy .....</b>	<b>25</b>
<b>Notices .....</b>	<b>26</b>

# WHAT'S IN THE BOX

Steering Wheel Sensor



Hitch Sensor & Mounting Plate



(comes separate in box)

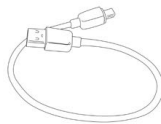
T - Bracket



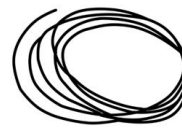
Parts Bag



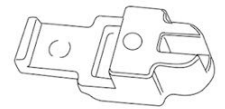
USB Charging Cable



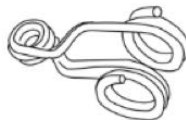
Stretch Cord



Stretch Cord Hitch Sensor Clip



Spring Clip



Hairpin Cotter Pin



Clevis Pin



# PARTS NOT INCLUDED

Due to the vast differences of trailers and hitch mounts on the market, we are unable to include mounting parts for your specific hitch trailer combination.

## Parts to Mount the T-Bracket

- ⊕ A **U-bolt (max thread size  $\frac{5}{16}$ "-18 ) with a plate, nuts and lock washers**
  - ⊕ 2 inch U-bolt for a 2" hitch receiver
  - ⊕ 2.5 inch U-bolt for a 2.5" hitch receiver
  - ⊕ (Square U-bolts look nicer than rounded.)

**!** If you have a short hitch we strongly recommend getting a longer one.

Note: Hitch extensions can decrease your towing capacity by up to 50%.

## Parts To Mount Your Hitch Sensor:

There are many different ways to mount your Hitch Sensor. To see what works best for your set up, review the examples in the section: "[Installing Your Hitch Sensor](#)". Each Example will display a parts list.

**!** Review the "[Guidelines for Installing Your Hitch Sensor](#)" at the beginning of the section before you purchase parts or mount your system.

★ EVERY installation, will require one or two Clamping Knobs (or wing nuts) with a  $\frac{5}{16}$ "-18 female insert and 'Through' Hole. Here is an example:



Quick links to mounting your Hitch Sensor:

- ⊕ [Trailer Frames: 2 or 2.5 Inches High](#)
- ⊕ [Trailer Frames: 3 Inches High Greater](#)
- ⊕ [A-Frame Trailers With a Jack](#)
- ⊕ [5th Wheel Trailers](#)
- ⊕ Contact us at [feedback@towgo.com](mailto:feedback@towgo.com) if you have a **GOOSENECK TRAILER**

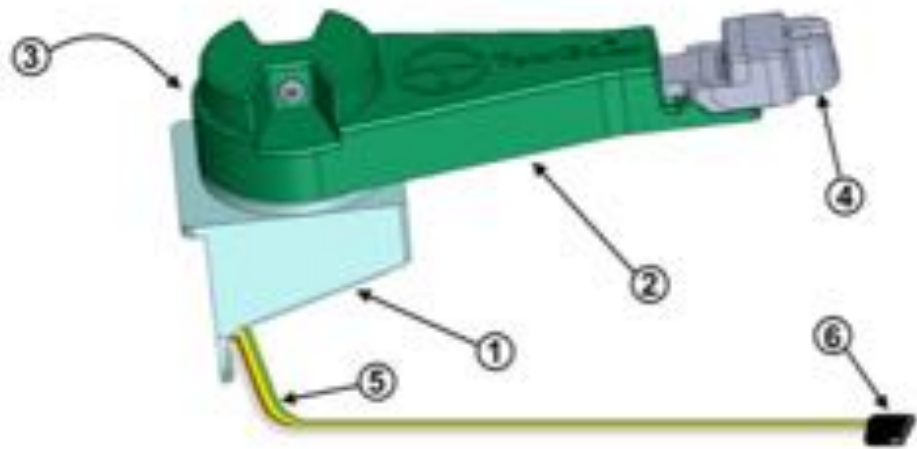
## Adapter to Power Your Hitch Sensor

See the section "[Connecting the Power Cables](#)" to determine if you need to purchase a power adapter for your particular set up. If you need any guidance please contact us.

# ABOUT YOUR TOWGO SENSORS

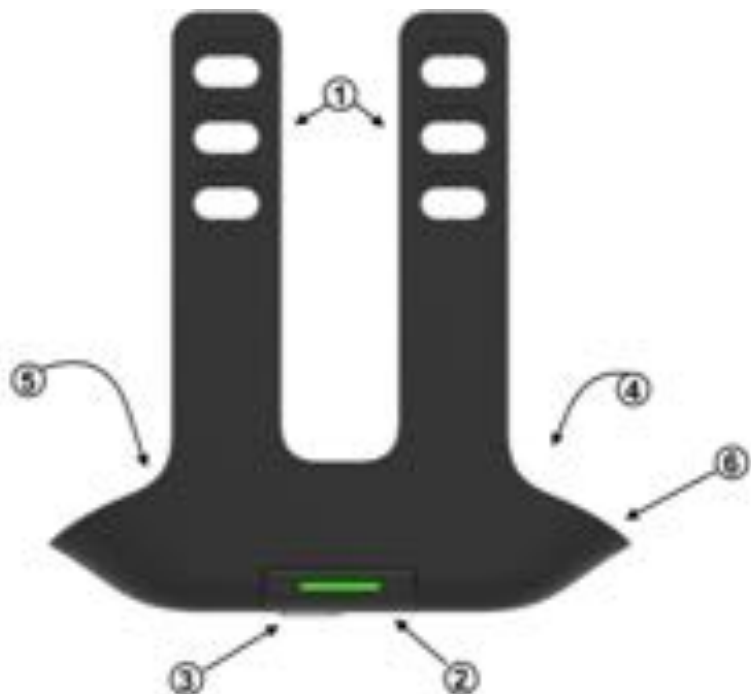
## Hitch Sensor

1. Main Housing
2. Swing Arm
3. LED Status Indicator  
(light on rear side)
4. Stretch Cord Attachment Clip
5. Flat-four Cable
6. Flat-four Cable Plug



## Steering Wheel Sensor

1. Steering Wheel Attachment Straps
2. LED Status Indicator
3. Power/Initialize Button
4. Strap Engagement Hooks  
(rear side)
5. USB Battery Charging Port  
(inner top side)
6. Cosmetic Skirt



# INSTALLING THE STEERING WHEEL SENSOR

## Before You Start: Charge the Steer Sensor

1. Locate the USB charging cable that came with your purchase (or one of your own).
2. Plug the small end of the cord into the Steer Sensor charging port.
3. Plug the other end into a powered USB plug.
4. Allow at least two (2) hours for charging.
5. The Steer Sensor battery indicator is located next to the steering wheel icon on your App.
6. Power off your Sensor when not in use and recharge when necessary.

**⚠ Always remove the Steer Sensor from the steering wheel while charging/recharging it.**

A USB port in your vehicle may be used for charging. If you don't have one, most auto parts stores sell USB ports that plug into cigarette lighters.

## Attaching the Steer Sensor

### [QUICK LINK TO INSTALL VIDEOS FOR STANDARD TRAILERS](#)

Ensure the placement and angle of the Steering Wheel Sensor housing is the same as shown. Do not mount the Sensor backwards or on the outside of the steering wheel.

1. Drive your vehicle straight forward.
2. Attach the body of your Steer Sensor onto the inner curve at the top center of your steering wheel. (12:00 position)
  - ⊕ Make sure the LED Status Indicator is facing towards you.
  - ⊕ Wrap the straps around the backside of the wheel and attach them to the hooks, ensuring the Steer Sensor will firmly stay in place.
3. Turn ON:
  - ⊕ Briefly press the Power/Initialize button. Light will be red. When it connects to the Hitch Sensor it will turn green..

#### Turn OFF:

- ⊕ Press and hold in the button until light goes off.
- ⊕ Turns itself off when the Hitch Sensor is disconnected from its power or is shut off.
- ⊕ Turns itself off after one minute if nothing has connected to it via Bluetooth.

**⚠ Remove the Steer Sensor when not in use.**



- ⊕ This allows you to maneuver your vehicle safer during regular driving.
- ⊕ Leaving the Sensor on the steering wheel for long periods, especially in hot weather, may cause the rubber straps and holes to permanently stretch.

**★ For help, refer to the 'TROUBLESHOOTING' section in the TowGo Operation User Guide.**



# INSTALLING THE HITCH RECEIVER T-BRACKET

The Hitch Receiver T-Bracket is typically attached to the hitch receiver using a U-bolt. Mount the U-bolt as far from the hitch ball as you can without the T-bracket touching your bumper.

**!** *If you have a short hitch we strongly recommend getting a longer hitch. Hitch extensions can be used but please note that they can decrease towing capacity by up to 50%.*

## Parts to Gather:

### Included with your Kit:

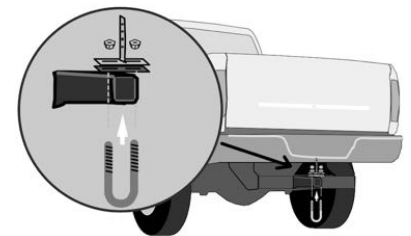
- ⊕ T-bracket
- ⊕ Spring Clip
- ⊕ Clevis Pin
- ⊕ Hairpin cotter Pin

### Not Included:

- ⊕ U-bolt that fits your Hitch Receiver (maximum thread size of 5/16") with a plate, 2 nuts and 2 lock washers.  
(Square U-bolts look nicer than rounded.)

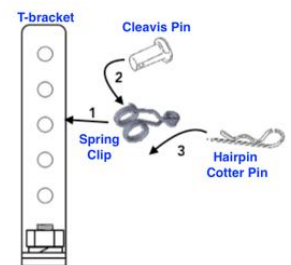
## To Install the T-bracket:

1. Slide the U-bolt up onto the hitch receiver from below.
2. Place the U-bolt Plate over both ends of the U-bolt.
3. Place the T-bracket over both ends of the U-bolt. Center it left-to-right.
4. Place a Lock-Washer onto both U-bolt ends.
5. Turn a Nut onto both U-bolt ends and firmly tighten.



## Attach the Spring Clip to the T-bracket:

1. Place the larger Spring Clip holes on either side of the chosen T-bracket hole.
2. Insert the Clevis Pin through the larger Spring Clip holes and the T-bracket hole.
3. Secure everything by pinching the sides of the Spring Clip together and sliding the Hairpin Cotter Pin through the hole of the Clevis Pin.



★*To add height to your T-bracket, see ['Mounting the T-bracket and Hitch Sensor Higher'](#).*

# INSTALLING THE HITCH SENSOR

## Guidelines for Installing Your Hitch Sensor:

- ⊕ Attach the Hitch Sensor to its metal plate in the "Upright/Standard OR inverted position depending on what your particular set up requires.
- ⊕ Install the mounting bolts for the Hitch Sensor assembly directly above each other.
- ⊕ Ensure that the height of the Hitch Sensor's Swing Arm is in a horizontal line with the T-bracket hole you will be using to attach the Stretch Cord. The Stretch Cord **must** be horizontal once installed
- ⊕ **Never apply upward or downward pressure to the Hitch Sensor Swing Arm.** This includes when you connector disconnect the Stretch Cord.
- ⊕ **It does not have to be mounted on the center of the trailer.** It can be mounted somewhat off to the side. The Hitch Sensor will adjust for the offset when you initialize the system. Examples:
  - ⊕ For A-Frame trailers that branch immediately behind the coupler, mount the Sensor onto the outside of one of the frames but still as close to the coupler as possible.
  - ⊕ Jacks that are mounted off to the side of the trailer frame.
- ⊕ The mounted hardware can stay permanently on your trailer. Use clamping knob(s) to quickly attach and remove the Hitch Sensor.



## For Straight Tongue or A-frame Trailers

- ⊕ Attach it to the frame of the trailer just behind the Hitch Ball Coupler.
- ⊕ Ensure that the coupler latch lever cannot collide with and damage the Hitch Sensor Arm.
- ⊕ **Mount the unit so that the Sensor's main housing will be over the frame of your trailer.** This helps protect it from kicked up debris if you forget to remove your Hitch Sensor before hitting the roads.
- ⊕ **⚠** If you need to mount your Hitch Sensor higher for any reason (ie. so the Stretch Cord clears all objects or to get it horizontal) choose an example that uses a Metal Mending Bracket AND refer to the section: [Adding Height to Your Hitch Sensor](#)". You will need an extra bolt at the top of the mending plate.

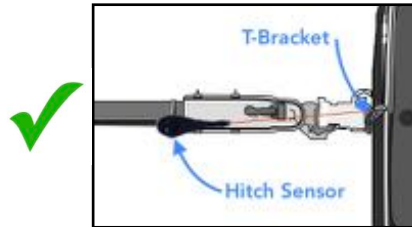
## For A-Frame Trailers With a Jack

- ⊕ Ensure that the jack handle will not collide with the Hitch Sensor at any time. If it does, see other options on the following page.
- ⊕ Your jack column must be long enough and have space for the 10 inch (25.5 cm) metal plate that the Hitch Sensor mounts onto. If it does not, see other options on the following page.

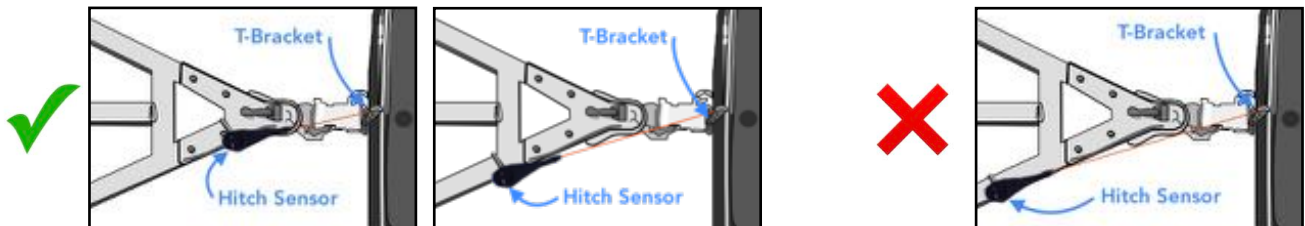
# Gallery of Where to Mount The Hitch Sensor Standard Trailers

For optimal results, mount your Hitch Sensor as close as possible behind the coupler and the T-Bracket/vehicle anchor as close to the bumper as possible.

## Straight Tongue Trailers



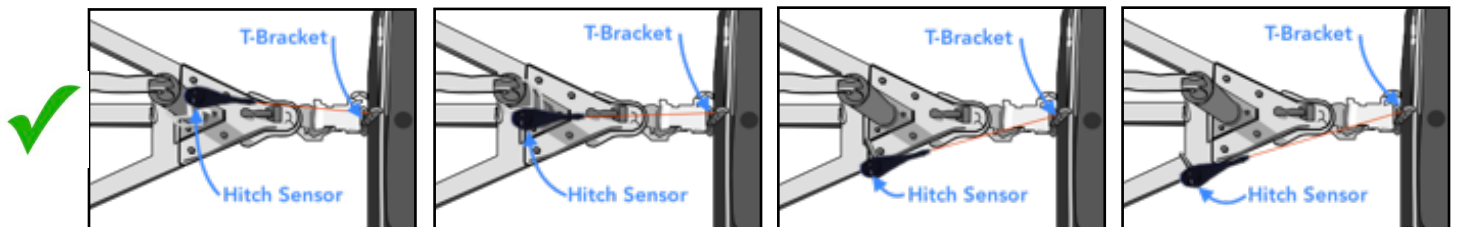
## A-Frame Trailers



Mount Hitch Sensor anywhere between these two locations. Closer to the hitch ball is optimal.

Sensor too far back.

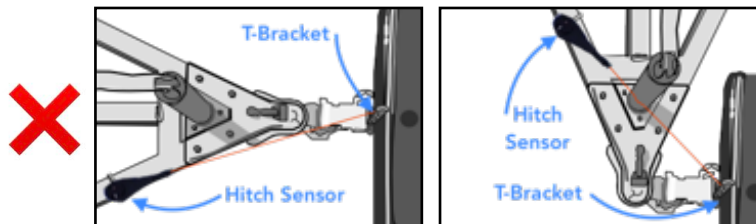
## A-Frame Trailers With a Jack



Mount Hitch Sensor on the front (optimal) of jack column or offset to the side if necessary.

Hitch Sensor on frame just behind jack.

Hitch Sensor on frame slightly farther back.



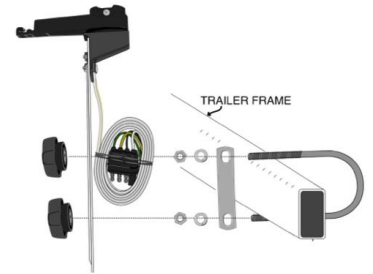
Hitch Sensor too far back.  
Stretch Cord collides with jack column.

# Trailer Frames: 2 or 2.5 Inches High

## Example 1 - Using a U-Bolt

### Parts to Purchase:

- ⊕ **1 U-bolt** ( $\frac{5}{16}$ "–18) with **2 nuts, lock washers and plate**
  - ⊕ Width = trailer frame height  
Ends must be 1.0" to 4.5" (2.6 cm to 11.4 cm) apart to fit the holes on the metal bar of the Hitch Sensor.
  - ⊕ Length = long enough to fit the width of the trailer frame, plate, lock washers, nuts, Hitch Sensor metal plate, and Clamping Knobs.
- ⊕ **2 Clamping Knobs** (with  $\frac{5}{16}$ "–18 female insert with Through Hole)



### Mounting the Hitch Sensor With a U-Bolt:

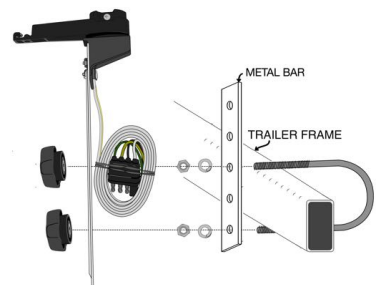
1. Place the U-bolt over the trailer frame, vertically aligning the ends over each other.
2. Place the plate, lock washers and finally the nuts on to the two U-bolts threads.  
Firmly fasten the nuts.  
★ *These parts can now remain permanently mounted to your trailer.*
3. Place the Hitch Sensor's metal bar onto the ends of the U-bolt. Ensure the main housing is over the trailer frame.  
⊕ Attach so Swing Arm is in a horizontal line with the T-bracket hole you will be using to attach the Stretch Cord.
4. Fasten the Clamping Knobs onto the bolt ends to secure the Hitch Sensor.  
Use these to easily attach and remove the Hitch Sensor to/from the mounting apparatus when not in use.

## Example 2 - Using a U-Bolt with a Mending Plate

⚠ Useful if you need to mount your Hitch Sensor higher. See section ["Adding Height to Your Hitch Sensor"](#)

### Parts to Purchase:

- ⊕ **1 Metal Mending Bar**
  - ⊕ With  $\frac{5}{16}$ " sized holes spaced to match Hitch Sensor Plate holes
  - ⊕ Available in 6, 10 and 12 inch lengths. Choose what is appropriate for your trailer frame height.
- ⊕ **1 U-bolt** ( $\frac{5}{16}$ "–18) with **2 nuts and lock washers**
  - ⊕ Width = trailer frame height
  - ⊕ Ends must be 1.0" to 4.5" (2.6 cm to 11.4 cm) apart to fit the holes on the metal bar of the Hitch Sensor.
  - ⊕ Length = long enough to fit the trailer frame width, mending bar, lock washers, nuts, Hitch Sensor metal plate, and Clamping Knobs.
- ⊕ **2 Clamping Knobs** (with  $\frac{5}{16}$ "–18 female insert with Through Hole)



### Mounting the Hitch Sensor With a U-Bolt and a Mending Plate:

1. Place the U-bolt over the trailer frame, vertically aligning the ends over each other.
2. Place the mending plate, lock washers and finally the nuts on to the two U-bolts threads. Firmly fasten the nuts.  
★ *These parts can now remain permanently mounted to your trailer.*
3. Place the Hitch Sensor's metal bar onto the ends of the U-bolt. Ensure the main housing is over the trailer frame.  
⊕ Attach so Swing Arm is in a horizontal line with the T-bracket hole you will be using to attach the Stretch Cord.
4. Fasten the Clamping Knobs onto the bolt ends to secure the Hitch Sensor.  
Use these to easily attach and remove the Hitch Sensor to/from the mounting apparatus when not in use.

## Trailer Frames: 3 Inches High or Greater

★ We suggest one of the following examples from those listed above because it is hard to find U-bolts with a  $\frac{5}{16}$ "-18 thread having an opening of 3" or greater.

### Example 1 - Using Turnbuckles

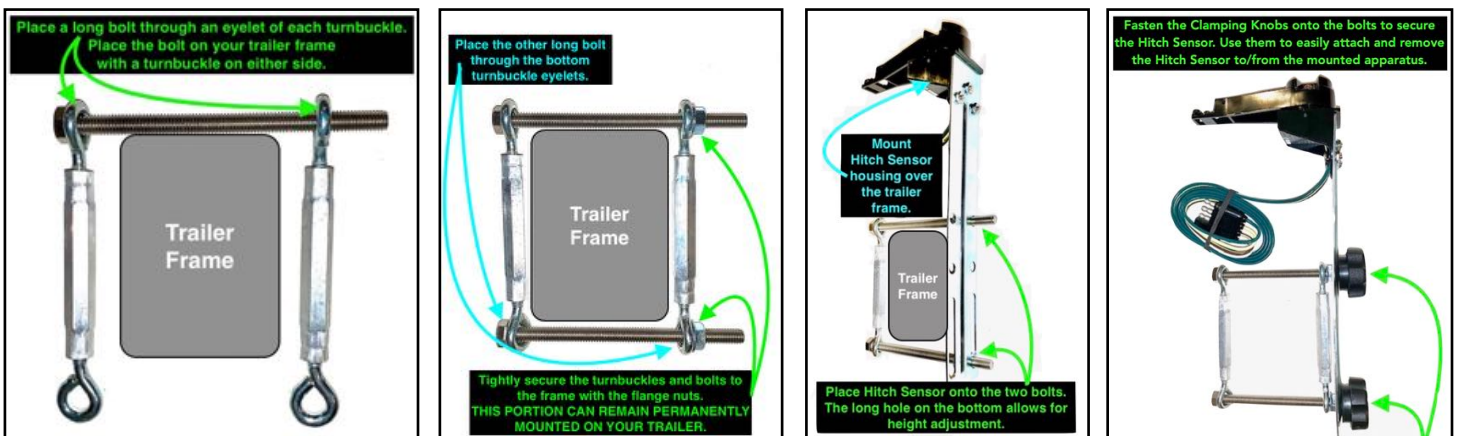
#### Parts to Purchase:

- ⊕ **2 Turnbuckles** that will fit your trailer frame
- ⊕ **2 Long Bolts** ( max thread size  $\frac{5}{16}$ "-18 ) with **2 nuts and lock washers**
  - ⊕ Bolts need to be long enough to fit the width of the trailer frame, lock washers, nuts, turnbuckles, and clamping knobs.
- ⊕ **2 Clamping Knobs** (with  $\frac{5}{16}$ "-18 female insert with Through Hole)

#### How to Use Turnbuckles: (see images below)

1. Screw the eyelet bolts all the way in to the body of the turnbuckle.
2. Look at the threads of the eyelet bolts to see if the same number of them appear on each side of the turnbuckle.  
If not, balance them out by unscrewing the one with less threads and screwing in the opposite end until both are even but neither side can be screwed in further.
3. Turn the BODY of the turnbuckle until the length is enough for the eyelet holes to just clear the top and bottom of your trailer frame.
4. Measure/compare the length of the turnbuckles.  
If you cannot get them perfectly even, use the longer one for the top side of the trailer frame.
5. Try to ensure that:
  - ⊕ A flat side of the turnbuckles goes against the frame.
  - ⊕ The eyelets have the same degree of rotation.

#### Mounting the Hitch Sensor With Turnbuckles:



Once installed, the turnbuckles and long screws should be tight against the frame on all sides. It should not be able to move, slide or wiggle. ★ *These parts can now remain permanently mounted to your trailer.*

## Example 2 - Using Two Metal Mending Bars

⚠ Useful if you need to mount your Hitch Sensor higher. See section "[Adding Height to Your Hitch Sensor](#)"

### Parts to Purchase:

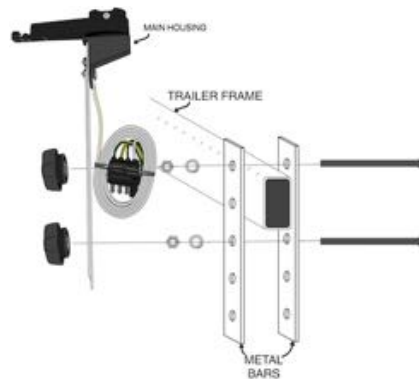
#### ⊕ 2 Metal Mending Bars

- ⊕ With  $\frac{5}{16}$ " sized holes spaced to match Hitch Sensor Plate holes
- ⊕ Available in 6, 10 and 12 inch lengths.  
Choose what is appropriate for your trailer frame height.

#### ⊕ 2 Long Bolts ( max thread $\frac{5}{16}$ "-18 ) with 2 nuts and lock washers

- ⊕ Bolts needs to be long enough to fit the width of the trailer frame, lock washers, nuts, Hitch Sensor metal plate, and Clamping Knobs.

#### ⊕ 2 Clamping Knobs (with $\frac{5}{16}$ "-18 female insert with Through Hole)



### Mounting the Hitch Sensor With Two Mending Bars:

1. Attach both metal mending bars with both bolts making sure bolts are:
  - ⊕ vertically aligned (one above the other)
  - ⊕ separated by 1.0" to 4.5" (2.6 cm to 11.4 cm)
  - ⊕ pointing in the same direction
2. Place the lock washers and then the nuts on to the bolts.
3. Firmly fasten the nuts to secure the mending plates and bolts to the trailer frame.
  - ★ *These parts can now remain permanently mounted to your trailer.*
4. Place the Hitch Sensor with its metal bar onto the free ends of the bolts.
  - ⊕ Attach so that the Swing Arm is in a horizontal line with the T-bracket hole you will be using to attach the Stretch Cord.
  - ⊕ Position the Main Housing over the trailer frame to help protect it from road debris.
5. Fasten the Clamping Knobs onto the bolts to secure the Hitch Sensor.  
Use these to easily attach and remove the Hitch Sensor to/from the mounting apparatus when not in use.



# A-Frame Trailers With a Jack

## Example 1 - Using Pipe Straps

### Parts to Purchase:

- ⊕ 1 **Small Mending Plate** with  $\frac{5}{16}$ " sized holes spaced to match Hitch Sensor Plate holes
- ⊕ 2 **Pipe Straps** that fit around your jack column
- ⊕ 2 **1½" Bolts** ( $\frac{5}{16}$ "-18)
- ⊕ 2 **Nuts with Nylon Inserts** ( $\frac{5}{16}$ "-18)
- ⊕ 2 **Clamping Knobs** (with  $\frac{5}{16}$ "-18 female insert with Through Hole)



### Mounting the Hitch Sensor With Pipe Straps:

1. Attach the Hitch Sensor to the Hitch sensor plate in the **INVERTED** position.  
★ (This is the usual mount position for jack columns. You may attach the Sensor to the plate in the "Upright/Standard position if you need the extra height to make your Stretch Cord horizontal to the ground. Just be cautious that the jack column handle will not hit the Hitch Sensor.



2. Attach the metal jack column plate with the pipe straps onto your jack column.  
For now, only lightly secure the pipe straps.

3. Place the Hitch Sensor over the two available bolts. Place the clamping knob over the lower bolt and lightly secure.  
You may add an extra clamping knob to the other bolt if desired.

4. Determine the height that you need your Hitch Sensor to be at for the Stretch Cord to be horizontal to the ground when attached to the T-bracket.

5. Remove the Hitch Sensor and tightly secure the jack mount plate with the pipe straps.

★ *These parts can now remain permanently mounted to your trailer.*



Easily add and remove the Hitch Sensor with the clamping knob(s) whenever you are using the system.

## 5th Wheel Trailers

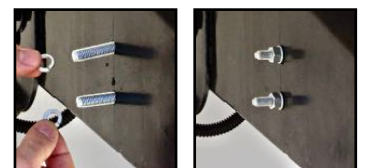
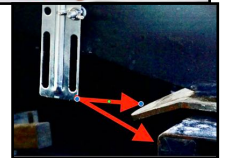
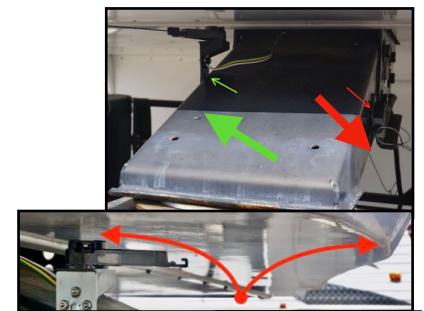
⚠ For installation on a standard kingpin box, you will need to drill holes for the Hitch Sensor mounting bolts.

### Parts to Purchase:

- ⊕ **2 Long Bolts** ( max thread  $\frac{5}{16}$ "-18 ) with **2 nuts and lock washers**
  - ⊕ Bolts needs to be long enough to fit the thickness of the king pin box, lock washers, nuts, Hitch Sensor metal plate, and Clamping Knobs. Minimum length would be 1.5 inches
- ⊕ **2 Clamping Knobs** (with  $\frac{5}{16}$ "-18 female insert with Through Hole)
- ⊕ **Piece of wood and a screw** (see instructions)
- ⊕ **Possible nylon cord** (3mm or less) (see instructions)

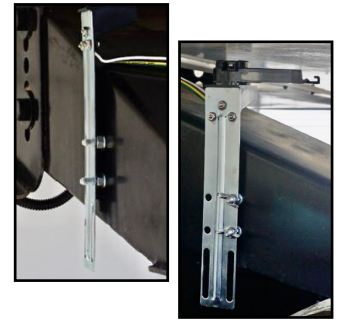
### Mounting the Hitch Sensor to a Kingpin Box:

1. Choose a location to mount the Hitch Sensor (green arrow) ensuring that:
  - ⊕ it is away from anything that might interfere with its rotation.  
ie: There are often other devices installed on your kingpin box such as a breakaway switch (red arrow).
  - ⊕ It will not be hitting anything as your trailer moves through its whole range of turning, including going through dips and over rises.  
(ie: see red arrows).
  - ⊕ the Stretch Cord will *not be impeded by anything* between the Hitch Sensor and the T-bracket.
2. Determine where to drill the two holes that will accommodate the  $\frac{5}{16}$ " bolts.
  - ⊕ The bolts must be installed so they are one directly over the other.  
Tip: The kingpin mounting plate is level when hitched, so use a right angle to determine a vertical line perpendicular to this plate.
  - ⊕ Spacing can be either:
    - ⊕ between  $>2.5$  to  $<4.5$  inches.
      - ★ Easiest since there is a range
      - ★ Best method if using clamping knobs for fastening and removing the sensor.
    - ⊕ exactly 1.5 inches apart from the center of each hole.
      - ★ You will have to use wing nuts for fastening and removing the sensor.
3. Drill the holes. ⚠ **Be sure to wear eye protection and ear protection while drilling.**
4. Reach inside the kingpin box and push the bolts through your drilled holes. Add the lock washers and nuts to each and firmly tighten the nuts.
  - ★ *These parts can now remain permanently mounted to your trailer.*





- Place the Hitch Sensor onto the free ends of the bolts.  
Remember which holes you use on the sensor plate.  
Use the same holes every time so you don't have to remeasure.
- Fasten the Clamping Knobs onto the bolts to secure the Hitch Sensor.  
Use these to easily attach and remove the Hitch Sensor to/from the mounting apparatus when not in use.  
Note: The sensor in the image is installed with wing nuts which are good if you need to mount bolts 1.5" apart.



### Mounting the T-bracket / Vehicle Anchor:

With your sensor mounted, you must next install the T-Bracket.

In order to get the T-bracket high enough so that the Stretch Cord will be horizontal to the ground, something has to be placed underneath it. Most pickup trucks have openings in the rail of the truck bed. Our easiest solution is to use a piece of wood that fits perfectly into one of these openings (as shown in the image) and screw the T-bracket onto it.



*We know this option is not the prettiest but it works!  
Consider painting the wood to match your vehicle.*

To determine the length of the wood:

- Measure vertically from the bottom of the truck bed to the swing arm of the installed Hitch Sensor.
- Insert the wood into the opening closest to the front corner of the truck bed rail that is on the same side of the truck as the mounted Hitch Sensor.
- Measuring from the bottom of the truck bed, mark the wood where you can cut its end to be 3½" lower than the swing arm.
- Secure the T-Bracket onto the end of the cut wood.
- Secure the wood by installing a screw in the side opening of the truck bed rail.



### Measuring and Attaching the Stretch Cord:

The stretch cord is attached in the same way as it is in other installations. Refer to "[The Stretch Cord](#)" for full instructions.

★ If your Stretch Cord is too short, it can be lengthened with a small length of nylon cord (3mm diameter or smaller). Ensure that the length of the Cord is not extended by >50% of its relaxed length at the point of greatest stretch.

### Measurements:

Refer to the section: '[Measurements Required for System Accuracy](#)'.

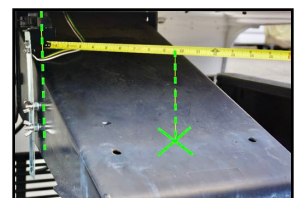
*Extra 5th Wheel/Gooseneck information are underlined and in italics.*

Value 'x' and 'y' images for Kingpins are shown here:

**! For instances where the Hitch Sensor is mounted between the trailer's center of rotation and the back of the truck cab, (ie. on Gooseneck's or possibly Kingpins with rotating turrets), SELECT GOOSENECK as your option on the Hitch Sensor set up screen in your APP.**



Value 'x' for a Kingpin



Value 'y' for a Kingpin

# MOUNTING THE T-BRACKET & HITCH SENSOR HIGHER

If your Stretch Cord is too low and is not clear of all objects (ie. the hitch ball and coupler), you will need to add height to your T-bracket and / or Hitch Sensor.

## Adding Height to Your T-Bracket:

Using your U-bolt (with a plate, lock washers and nuts) for your hitch receiver, you can add the following parts.

★ *All sizes should be 5/16"–18" to match U-bolt threads.*

### Suggested Parts:

- ⊕ 2 Steel Spacers
- ⊕ 2 Hex Tap Bolts
- ⊕ 2 Coupling Nuts
- ⊕ 4 extra Lock Washers

If you require even more height you can add:

- ⊕ 2 Threaded Rods
- ⊕ 2 Steel Spacers
- ⊕ 2 Lock Washers
- ⊕ 2 Coupling Nut

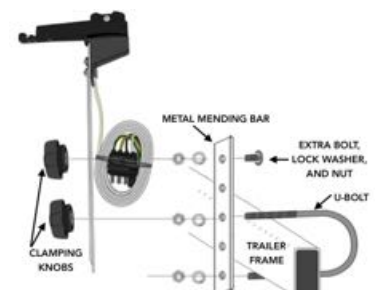
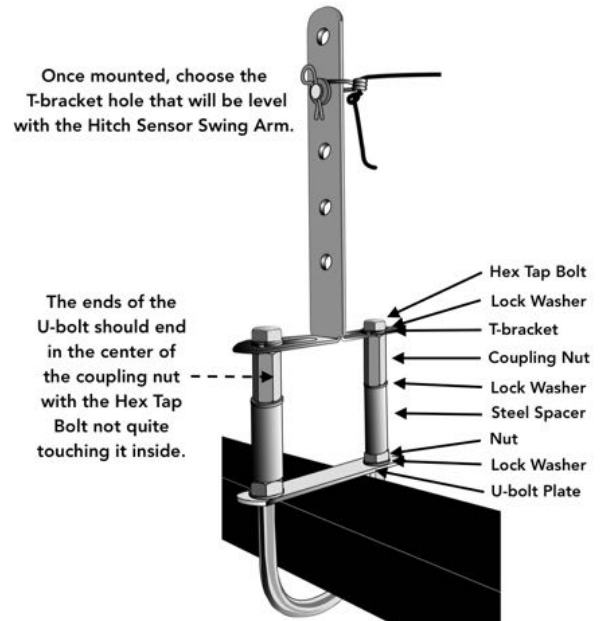
Coupling Nuts should be centered over the U-bolt and Hex Tap Bolt ends. Leave enough space between the ends to ensure you can tighten the bolt firmly to secure the T-bracket.

If you are also adding Threaded Rods to build up the height, you would place

- ⊕ them above the ends of the U-bolt securing them with Lock Washers and Coupling Nuts
- ⊕ Center the Coupling Nuts over the U-bolt and Threaded Rod
- ⊕ Steel Spacers onto the Rod
- ⊕ Lock Washers
- ⊕ Coupling Nuts
- ⊕ T-bracket
- ⊕ Lock Washers
- ⊕ Hex Taps Bolts
- ⊕ Center the Coupling Nuts over the Threaded Rods and Hex Tap Bolts

## Adding Height to Your Hitch Sensor:

To get your Hitch Sensor higher so the Stretch Cord will clear all objects, get a 1.5" Bolt (with 5/16"–18" thread, lock washer and nut). Use with either 2 Metal Mending Bars or a U-bolt with one Mending Bar (as shown). Mending bars can be found in 6, 10 and 12 inches. Choose what is appropriate for your trailer frame height. Use the lower holes of the mending bar to mount the parts onto your trailer frame. and a higher hole for the extra bolt. ★ *These parts can now remain permanently mounted to your trailer.*



# MEASUREMENTS REQUIRED FOR SYSTEM ACCURACY

Gather all of the following measurements. Extra 5th Wheel and Gooseneck information are underlined and in italics.

Be as accurate as possible for the best performance of your TowGo system.

You can use feet, inches, meters, or centimeters (measure to the nearest 1/16" when using inches).

To enter your measurements in to the App, refer to the TowGo Operation User Guide.

Go through the following sections in the order listed to learn about your App and enter the measurements.

- 🔗 Getting Started With the TowGo App
- 🔗 Connecting the Sensors to the App
- 🔗 Configuring Your TowGo Sensors

Once complete, the App will remember your trailer and retain the entered measurements.

However, we recommend that you keep a copy of all these values for future reference.

- 🔗 If you move the location of the Hitch Sensor on your trailer or to another trailer, you must then re-measure and re-enter the Hitch Sensor values.
- 🔗 If you move the Steering Wheel Sensor to a different tow vehicle, you must then re-measure and re-enter all of the Steer Sensor values.

★ Note: The Sensors retain the values and automatically fill in the information if you use a different phone or tablet. Just select the Hitch Sensor in the App.

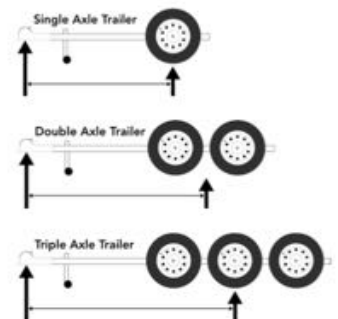
## Hitch Sensor Measurements

### 1. Trailer Length

This is the horizontal distance from from the center of your hitch ball (or center of rotation 5th Wheel and Gooseneck trailers) straight back to the center of your trailer axle.

Measure along the ground, parallel to your vehicle and trailer.

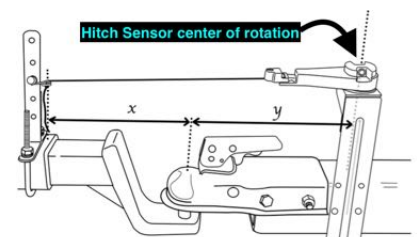
- 🔗 For one axle, measure from the center of the hitch ball to the trailer axle (middle of the trailer wheel).
- 🔗 For two axles, measure to a point that is halfway between the two axles.
- 🔗 For three axles, measure to the center of the middle axle.



### 2. Hitch Sensor to Hitch Ball (Center of Rotation) (value 'y')

This is the distance from your mounted Hitch Sensor and the Hitch Ball (or center of rotation on for 5th Wheel and Gooseneck trailers).

- 🔗 Measure horizontally, parallel to the ground from the center of the hitch ball/ rotation to directly below the center of rotation of the hitch sensor. (see image)



# Steer Sensor Measurements

## 1. Wheelbase

Wheelbase is the horizontal distance between the centers of the front and rear wheels. Find this value in the Owner's Manual for your vehicle or the manufacturer's website.

If you cannot find the wheelbase, you can measure it from the middle of the front wheel's contact point with the ground to the middle of the rear wheel's contact point with the ground. Make sure your wheels are straight when you do this.

## 2. Steering Ratio

The steering ratio is the relationship between how far you turn a steering wheel and how far the actual wheels turn as a result. It can be found in the Owner's Manual for your vehicle or on the manufacturer's website. A typical value is 20:1.

★ Enter the Steering Ratio as either a:

- ⊕ Ratio – press the period key twice to make a colon, OR
- ⊕ Decimal – divide the smaller value by the larger.

If you cannot find the steering ratio, it is possible to measure it with a protractor.

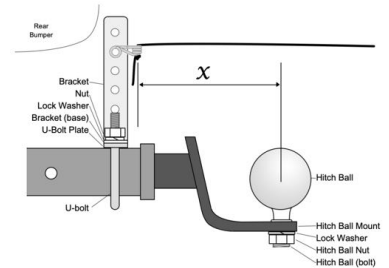
1. Line up your tires by driving / steering straight forward.
2. Rotate the steering wheel a quarter turn (90°).
3. Drive a few feet, put the vehicle in park, and measure the angle of the front tire to the vehicle's line of straight travel (i.e. measured to where it was when driving straight)
4. For your TowGo APP, divide this measured angle by 90.

## 3. Stretch Cord Anchor to Hitch Ball (Center of Rotation) (value 'x')

This measurement is taken horizontally, parallel to the ground.

Measure the distance from the center of the hitch ball to the Spring Clip (Stretch Cord Anchor) attached to the mounted T-bracket. (Value 'x' seen on images)

★ 5th Wheel and Goosenecks trailers: measure from the center of rotation to the Spring Clip (Stretch Cord Anchor attached to the mounted T-bracket).



## 4. Hitch Ball Mount Length

Measure the horizontal distance from the Hitch Pin to the Hitch Ball center.

It combines with the Hitch Receiver Length to fine tune the length of the tow vehicle.

★ *This value needs to be changed if the Hitch Ball Mount is ever changed.*

★ For permanently mounted Hitch/Ball Mounts, 5th Wheels and Goosenecks enter a ZERO value.

## 5. Hitch Receiver Length

Measure along the ground, parallel to the vehicle, from the center of the Rear Wheel to the Hitch Pin.

This combines with the Hitch Ball Mount Length to fine tune the length of the tow vehicle.

★ Permanently mounted Hitch/Ball Mounts, 5th Wheels and Goosenecks do not have a hitch pin.

For these, measure from to the center of the Hitch Ball or the center of rotation on 5th Wheels and Gooseneck trailers.

# THE STRETCH CORD

## General Guidelines Regarding the Stretch Cord:

### ⊕ The Stretch Cord MUST:

#### ⊕ *Be installed horizontally to the ground.*

This avoids torque on the Hitch Sensor Arm. If it is not, the bottom edge of the Hitch Sensor's Swing Arm could touch or rub the Main Housing causing stresses that could break the internal mechanism. This could prevent proper calculations, cause your system to malfunction, and/or cause mechanical failure.

#### ⊕ To help with having the Stretch Cord horizontal:

⊕ Install the Hitch Sensor mounting bolts directly above each other.

⊕ Choose the T-bracket hole that is most level with the Hitch Sensor Swing Arm.

#### ⊕ *Not be impeded by anything* between the Hitch Sensor and the tow vehicle anchor/T-bracket.

#### ⊕ *Be measured with the Hitch Sensor arm perfectly in line with the tow vehicle anchor* (ie. pointing straight at it) in order to avoid inaccuracy.

Using the above method ensures a straight line.

★ *This does not mean that the Hitch Sensor has to be mounted in the middle of the trailer; it can be mounted somewhat off to the side. The TowGo® unit automatically adjusts for off center Hitch Sensors when you initialize the system.*

### ⊕ **Do NOT apply upward or downward pressure to the Hitch Sensor Swing Arm when connecting or disconnecting the Stretch Cord.**

### ⊕ **The Hitch Sensor clip should be kept on the Stretch Cord.**

⊕ Never leave the clip on the Hitch Sensor without the cord as it is not secure and could fall off.

*This is not a replaceable part.*

⊕ They may remain attached to your T-bracket when not in use.

However, we DO recommend that you remove the cord with the clips/attachments if your TowGo will not be used for a period of time as we are *not able to replace the clip, cord, or T-bracket attachment pieces.*

**⚠ Make sure your Hitch Sensor and T-bracket are tightly secured every time you attach or unattached the Stretch Cord. If either are loose while the Cord is attached, your Sensor may become damaged or any part of the Hitch Sensor Assembly could become a projectile and cause injury!**

**⚠ ALWAYS unclip the Stretch Cord before removing the Hitch Sensor Assembly, T-bracket, or uncoupling your trailer from your vehicle. The tension on the mounted Cord is enough to cause injury if you do not do this.**

# Measuring Your Stretch Cord

## [QUICK LINK TO INSTALL VIDEOS FOR STANDARD TRAILERS](#)

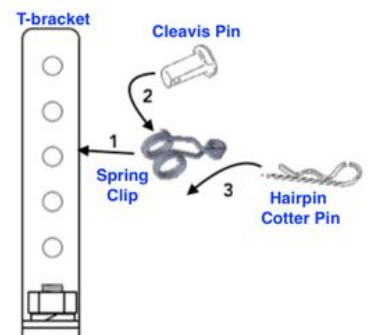
1. Get something like a piece of chalk, twist tie, or tape to be able to mark the stretch cord.
2. Align the vehicle and trailer so they are perfectly straight.
3. Adjust the Hitch Sensor so the tip of the swing arm is horizontal to the chosen hole on the T-bracket.
4. Check that nothing is impeding the stretch cord between the swing arm and the T-bracket.
5. Remove the small clip (Stretch Cord Attachment) from the end of the Hitch Sensor Arm.
6. Tie a tight double knot on the end of the Stretch Cord.  
Thread the Cord from underneath the clip until the knot is against it.
7. Replace the clip back onto the Hitch Sensor.
8. Gently pull the Cord to the tow vehicle anchor (ie. the T-bracket) until tight but not stretched.  
**Mark this distance on the Cord.**
9. **Unclip the Stretch Cord from the Hitch Sensor.**  
Thread the Cord through the *small* hole of the Spring Clip.  
Slide the Spring Clip towards the Hitch Sensor Clip.
10. Lay the cord flat and straight. Measure the distance from the knot at the clip to the mark you made.  
**Divide this measurement by half and make a new mark at this distance from the knot.**  
(Doing this provides adequate cord tension to allow the Hitch Sensor swing arm to move as your hitch rotates.  
If the Cord is too slack, the swing arm cannot rotate.)
11. **Tie a double knot at the marked mid point.**  
Slide the Spring Clip towards the knot.



# Attaching the Spring Clip to the T-bracket

Perform the prior section instructions before this next step. You should now have two double knots on your stretch cord with the Hitch Sensor clip and the Spring clip between them.

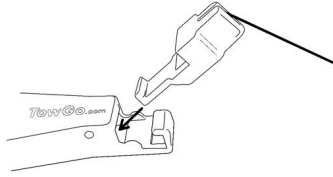
1. **Unclip the Stretch Cord from the Hitch Sensor.** ⚠️ *Please read safety notes at the end of this section.*
2. Choose a hole on the T-bracket that will:
  - ⊕ will be at the same level as the Hitch Sensor Arm.
  - ⊕ will allow the Stretch Cord to be higher and not impeded by anything between the T-bracket and the Hitch Sensor (ie. ball mount, handles on coupler, etc.)
3. Place the larger Spring Clip holes on either side of the chosen T-bracket hole.
4. Insert the Clevis Pin through the larger Spring Clip holes and the T-bracket hole.
5. Secure everything by pinching the sides of the Spring Clip together and sliding the Hairpin Cotter Pin through the hole of the Clevis Pin.



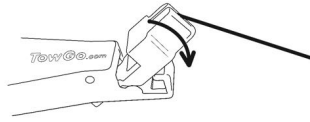
## Attaching the Hitch Sensor Clip to the Hitch Sensor Swing Arm

Once the Stretch Cord is securely attached to the T-bracket, pull the Hitch Sensor Clip with the cord back towards the tip of the Hitch Sensor swing arm.

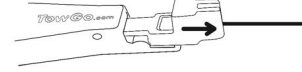
DO NOT apply upward or downward pressure to the swing arm when connecting or disconnecting the cord,



Insert the Stretch Cord Attachment Clip into the Swing Arm



Rotate the clip to horizontal



Allow the tension of the cord to lock the clip into place.

**To detach the Stretch Cord, reverse the above sequence.**

## CONNECTING THE POWER CABLES

Your Hitch Sensor gets its power by plugging its standard Flat-4 Connector Cable into the power source on the back of your vehicle. If your vehicle has a different socket that your trailer plugs into AND a Flat-4 socket, you are likely all set. However, with some trailer power sources, you are unable to open both covers at the same time to accommodate both plugs.

If you do not have a Flat-4 socket available to power your Hitch Sensor:

- ⊕ Get an adapter / Y adapter to plug into your vehicle's socket. This is an adapter with a connector that plugs in to your vehicle's power supply and provides two sockets: one for your trailer and the other for the Hitch Sensor.
  - ⚠ AT LEAST ONE OF THESE SOCKETS HAS TO BE A FLAT-4.
- ⊕ Modify the wiring on your vehicle OR trailer (Check with an auto parts or trailer parts dealer for these and similar solutions.)
  - ⊕ Splice on a Flat-4 connector to the wiring of your existing vehicle connector
  - ⊕ Splice a Flat-4 vehicle-end connector onto your trailer.

We sometimes have special adapters available on our website. Click the link below:

[TowGo 7-Round RV plus Flat-4 Adapter](#)



## POWERING THE HITCH SENSOR

Once the wiring cables of your Hitch Sensor and trailer are connected to your vehicle, you are ready to set up your App and then use the system.

When the Hitch Sensor has power, the small light on its side will light up or blink.

**EVERY TIME you use your TowGo® Trailer Backup Navigation Aid™ you must:**

- ⊕ **TURN YOUR HEADLIGHTS ON** to provide power to your Hitch Sensor and trailer.  
DO NOT USE YOUR AUTOMATIC LIGHTS as they only power on when it is dark outside.
- ⊕ **Turn on your Hitch and Steer Sensors and connect them to the TowGo App.**  
★Also do this when initially setting up for your App.

**★ If the Sensors or App have troubles connecting and /or the Hitch Sensor light does not light up or blink, please refer to the 'TROUBLESHOOTING' section in the TowGo Operation User Guide.**



## GUARANTEE AND RETURN POLICY

The TowGo® Trailer Backup Navigation Aid™ (the "Backup Aid") comes with a 30-day money back guarantee. You may return the Backup Aid to TowGo, LLC ("TowGo") for any reason within 30 days of the date of delivery following the original retail purchase (the "Cancellation Period") for a full refund of your purchase price (less shipping costs). To make a return, you must inform us of your decision within the Cancellation Period by contacting TowGo customer support (see: <https://towgo.com/help>) and clearly stating your desire to make the return. Although it will not affect your right to a refund, please provide details on where and when you purchased the Backup Aid and your reason for returning the Backup Aid. TowGo customer service will then provide you with a Return Materials Authorization ("RMA") that must be included with your return shipment to TowGo so TowGo can identify your shipment.

To receive a refund, you must return the Backup Aid with the RMA within the 14 days following the day on which you notify TowGo customer support that you desire to return the Backup Aid. If the Backup Aid is faulty or not generally as described, TowGo will either (i) replace the Backup Aid, or (ii) refund the price you paid for the Backup Aid plus original delivery cost up to the value of our ground delivery option. Otherwise, TowGo will refund the price you paid for the Backup Aid less all original delivery costs. You are responsible for all costs associated with returning the Backup Aid to us. Units returned for a refund must be in as-new condition. Any refund for a returned Backup Aid that is not in as-new condition will be assessed the greater of (i) a 15% restocking fee or (ii) any reduction in the value of the Backup Aid, as determined in our sole discretion, caused by your handling of the Backup Aid in a way which goes beyond what is necessary to establish their nature, characteristics and functioning (e.g., beyond what would normally be permitted in a brick-and-mortar store). Any assessments will be deducted from the refunded amount.

We will process the refund due to you as soon as possible and, in any case, within 30 days from the date of receipt by TowGo of the returned Backup Aid. The TowGo Trailer Backup Navigation Aid is not eligible for a refund after the 30-day period.

This guarantee is only applicable to new units bought directly from TowGo. Refurbished or non-standard products are not covered. If you purchase a Backup Aid and return it, any subsequent purchase of a Backup Aid will not be eligible for the guarantee.

Any product returned without an RMA may, at the discretion of TowGo, be sent C.O.D. back to the customer at the customer's expense for shipping and handling, or TowGo may instead accept the return and assess a 15% restocking fee at our discretion. Likewise, any product returned to an address other than that given along with the RMA may be rejected and returned to sender at the customer's expense or assessed a 15% restocking fee. Any product that is not returned in the original packaging will be assessed a 15% restocking fee plus the replacement price for anything that is missing.

TowGo is not responsible for merchandise lost, damaged, or stolen during return shipping. We recommend that you use a carrier that provides shipment tracking and that you insure your return against loss or damage. Whether or not you choose to both use a carrier that offers tracking or insure or declare the full value of the product, you will nonetheless be responsible for any loss or damage to the product during shipping.

# NOTICES

## **TowGo® STEERING WHEEL SENSOR: FCC ID: 2A0GL1 IC: 23599-1**

*This device complies with FCC and IC radiation exposure limits set forth for general population (uncontrolled exposure). This device must not be collocated or operating in conjunction with any other antenna or transmitter.*

## **TowGo® HITCH SENSOR: FCC ID: 2A0GL2 IC: 23599-2**

*This device complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. The device should be installed and operated with a minimum distance of 20cm between the radiator and your body. This device must not be collocated or operating in conjunction with any other antenna or transmitter.*

## **TowGo® STEERING WHEEL & TRAILER HITCH SENSOR:**

### **USA**

*“This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.”*

*“Changes or modifications not expressly approved by TowGo, LLC could void the user’s authority to operate the equipment.”*

*“This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:*

- Reorient or relocate the receiving antenna.*
- Increase the separation between the equipment and receiver.*
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*
- Consult the dealer or an experienced radio/TV technician for help.”*

*“This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.”*

### **Canada**

*This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.*

*Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

# TowGo Mobile App Terms of Use and Privacy Policy

( For the most up to date Terms of Use, go to <https://www.towgo.com/terms/> )

## 1. Introduction

The TowGo mobile application is operated by TowGo, LLC (“**Company**” or “**We**”). Please read these terms of use (“**Terms**”). By purchasing, downloading, registering with, accessing, and/or using the TowGo steering wheel sensor, trailer hitch sensor, and/or mobile application (the “**App**”), you indicate your agreement to these Terms. If you do not agree, please do not use the App or the content/services provided therefrom (the “**Services**”). We reserve the right to modify these Terms, including the Privacy Policy, at any time and without prior notice by displaying updated Terms on the Company web page (<https://www.towgo.com/terms/>). Any such changes or modifications shall become effective immediately upon posting on that web page page. Your continued use of the App after updated Terms are displayed will constitute your acceptance of the revised Terms. If you breach these Terms, We reserve the right in our sole discretion to restrict, suspend, or terminate your access to the App with or without notice to you.

## 2. Scope of License

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## 3. Safety

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February 1, 2019

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