

## Video System Mapping Problem

**AFFECTED: SD4HW, SD4HC**  
**As well as their Reseller Designation versions**

Please note:  
Unlike some other solutions providers who hide their flaws and hardware/software issues, we prefer to operate in an honest open manor that respects a customers right to know what they are getting and any problems & solutions

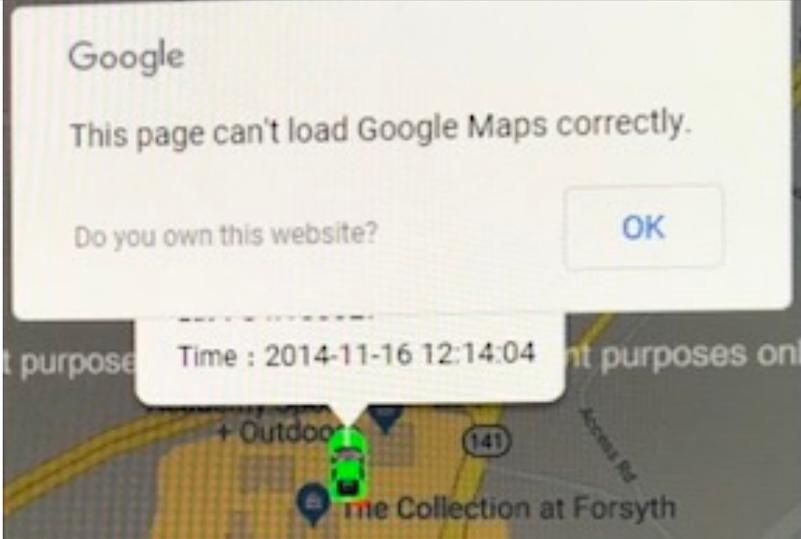
## FIELD SERVICE MEMO #40

**Issue Date**  
**March 1, 2019**

### **American Bus Video Inc.**

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<b>Topic</b>	Video System Mapping Problem
<b>Problem</b>	Customers have noticed map display problems in DVR_Player software
<b>Customer Error Message</b>	
<b>Google Mapping Changes</b>	Google is the map program of choice for many mobile DVR software products. When Google makes changes in their mapping program, that improve their product function on occasion this adversely affects those mobile video software programs using the product.
<b>Manufacturer Notice</b>	On February 28, 2019 we made the manufacturer aware of the problem. We tested several other manufacturer products that also demonstrated the same problem.
<b>Manufacturer Action Taken</b>	Within 12 hours of the reported problem, ABV received a corrected DVR_Player version software program, that was tested and mapping function verified to properly function.
<b>Customers Recommended Actions</b>	At this time we are recommending all customers Update Software to "DVR_Player setup V2.37.19.15 EN"  New DVR_Player Software available for free download at: <a href="https://americanbusvideo.com/CUSTOMER-FTP/SD4HD.%20SD4HW%20&amp;%20SD4HC/Video%20Playback%20Software/DVR_Player%20setup%20V2.37.19.15%20EN/">https://americanbusvideo.com/CUSTOMER-FTP/SD4HD.%20SD4HW%20&amp;%20SD4HC/Video%20Playback%20Software/DVR_Player%20setup%20V2.37.19.15%20EN/</a>