

Audio Video Output Cable Missing

**AFFECTED: SD4HD, SD4HW, SD4FHD & SD4FHW
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 #46

**Issue Date
August 19, 2021**

American Bus Video Inc.

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Topic	Audio Video Output cable missing from DVR Kit
Problem	Customers have noticed and reported there is no longer a Audio/Video/Power Output cable included in the DVR kit
ABV Verification	Once notified of this issue ABV Inc. has verified this is the case that there is no longer a dedicated Audio/Video/Power Output cable included with the latest shipment of mobile DVRs used in the SD4H series of systems.
Manufacturer Notice	On August 19, 2021 we notified the manufacturer of this issue and they let us know they added the 4-PIN to 5-PIN adapter cable to every box so that the 4-PIN camera Input cables on the rear of the DVR could be used with the 4-PIN to 5-PIN adapter cable on the front of the DVR to aim cameras, program DVR via the menu and change and test the DVR in the normal manor.
ABV Inc. Action Taken	Within 12 hours of the reported problem ABV Inc. created the below image for customers who had received the new units with the missing cable.
	 <p>SD4HD & SD4HW No longer have seperate DVR Adapter cables RSD4HD & RSD4HW No longer have seperate DVR Adapter cables</p> <p>Camera Input to DVR cable</p> <p>Camera Input to DVR A/V Output Adapter Cable cable</p> <p>Camera Input Cable from rear of DVR is used as DVR Adapter Cable by connecting it to the short 5-Pin to 4-Pin adapter cable for Monitor setup</p>
ABV Inc. Solution	To resolve the missing Audio Video Output cable to the satisfaction of our customers, we are supplying 1 extra Audio Video Output cable & 4-PIN to 5-PIN adapter cable with each LCD to insure those who buy our LCD displays have an immediate convenient means to connect them to the DVR as in the past.