

SD4HW DVR Firmware Upgrade

**AFFECTED: SD4HW & 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 #50

**Issue Date
February 22, 2022**

American Bus Video, Inc.

1160 Farming Rock Road

Chickamauga, GA 30707

866-468-8042 Tel

www.AmericanBusVideo.com

Topic	SD4HW & SD4FHW "Delay Time" issue
Problem	DVR does not permit post Ignition Recording, Delay Timeout non functional
Customer Complaint	Customers may notice their DVR no longer record post Ignition cutoff.
Manufacturer Notice	<p>On February 18th, we were notified by our 3rd customer that there might be an issues with the Delay Timeout function on one of our mobile DVRs. Up to this point we were not able to duplicate the problem with the units in stock, from this date units in stock confirmed the problem customers were seeing.</p> <p>On Sunday the 20th of February we notified the Development team there waas a confirmed issues with the Delay Timer function.</p> <p>Monday we received a firmware upgrade to try and it correct he problem on some of the system we tested but not all of them.</p> <p>Tuesday February 22nd, we received a new version of the firmware that corrected everything.</p>
ABV Actions Taken	<p>This firmware upgrade will be applied to all system in house to prevent further issues with them in the field. Those who may have these systems and have issues with the Delay Time function are encouraged to download the firmware and upgrade their DVR.s</p> <p>Those who are technically challenged are free to return DVRs to ANBV and we will upgrade them at no cost to you.</p>