

SD4HW & SD4FHW DVR “Delay Time” Issue

**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 #52
Issue Date
March 24, 2023**

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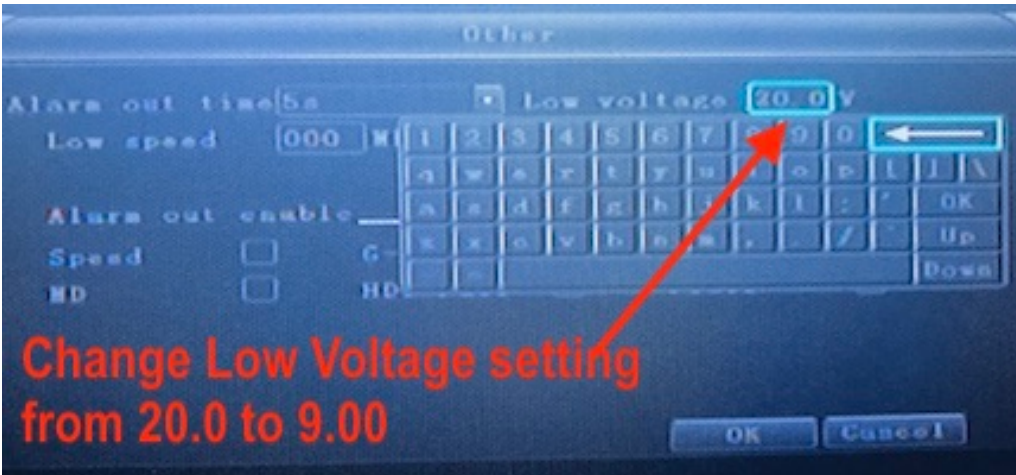
Topic	SD4HW & SD4FHW “Delay Time” function fails to keep DVR powered up after user set time threshold is met.
Problem	DVR default voltage is 24V so “low voltage” is defined as 20.0V DC.
Customer Complaint	Customers may notice their DVR is not recording post ignition, may shut down immediately when the vehicle is turned off or may constantly reboot seeking a appropriate power source.
Manufacturer Notice	On March 22nd, 2023 ABV was informed by a customer that the “Delay time” feature was not functioning properly. After getting the serial numbers from the customer we contacted the manufacture to let them know of the problems.
ABV Actions Taken	<p>ABV technician pulled several DVRs from inventory stock and tested them on the bench to verify the “Delay time” setting in them worked properly. They did not operate properly and the DVRs shut down immediately after the +12V power for Ignition was removed.</p> <p>We notified the manufacturer Product Development Team that we had replicated the customer reported problems with new units in inventory.</p> <p>The Development tTeam requested the “Sys Info” from the problematic DVRs and ABV tech provided Serial Numbers and screenshot of “SYS Info” screens to reflect the version firmware in the DVR. After product testing with proper firmware installed in test DVRs, the manufacturer Development team confirmed the same results.</p> <p>Approximately 24 hours later the Development Team requested we check the Alarm sub menu setting for “Low Voltage”. We reported a “20.00”, meaning the DVR default was set to stop working at +20v DC, which is a problem when working on a 12v DVC vehicle.</p> <p>This highlighted the problems cause and provided a immediate solution, offered below:</p> <p>Due to this change we wanted to create this Service Memo to let customers know of this difference, also printed on all new Quotes, should they not be made aware of this in some other way.</p>

The Solution is a simple change of the Shut Down voltage in the Alarm Menu.

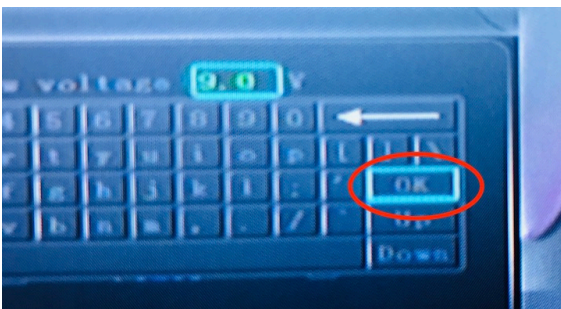
In the DVR Menu, Select Alarm.



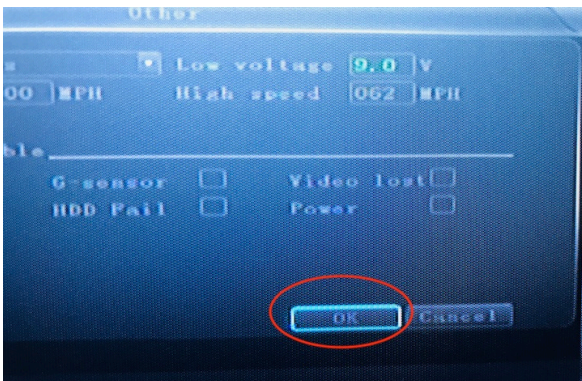
Alarm Setting Sub Menu is illustrated below.



Once you have erased the “20.0” setting using the large arrow on the top left of the popup keyboard, set the Low Voltage to “9.00” Select “OK” on the right of the popup keyboard.



Then select OK on the bottom to save the setting change.



Reboot the DVR and test the 5-Minute Delay Time setting to verify it works properly.