

## SD4mX Gen2 DVR Fail Rate

### AFFECTED: SD4mX

### 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 #48

### Issue Date

**August 13, 2021**

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<b>Topic</b>	SD4mX Gen2 has experienced unacceptable Fail Rates recently
<b>Problem</b>	Customers reports of unacceptable DVR fail rates have been confirmed
<b>Customer Complaint</b>	Customers claimed Video Output failed, "Disk Loss" experienced where the DVR cannot see the SD card inserted into the SD card bay in new DVRs.
<b>SD4mX Background</b>	<p>This model DVR (SD4mX) was replaced with the "Gen2" version 2 years ago with good success and reliability as a near exact replacement with added technology benefits.</p> <p>During worldwide COVID supply chain issues, it is possible the high quality components that were incorporated into this high quality product may have been in short supply and components of lower quality may have been incorporated in production in an effort to produce and ship product orders, possibly without the approval of the manufacture.</p> <p>In the last month, we have had reports many of the new "Gen2" replacements recently demonstrated an unacceptably high failure rate with long standing valued customers of American Bus Video Inc.</p>
<b>ABV Bench Testing</b>	<p>After 3 different long standing SD4mX customers reported defective SD4mX Gen2 DVRs from new system shipments to them, we bench tested them and confirmed most of the Gen2 DVRs they had recently purchased were defective, many not outputting a Video Signal to the LCD display and the others were all incapable of "seeing" the SD card in the SD card slot.</p> <p>Bench testing included testing with more than a dozen different SD cards formatted to FAT32 and to exFAT, as well as those formatted on the SD4mX Gen2 DVR itself. After more then 20 attempts, it was clear the DVRs were not functional in any way as they could not find a memory storage source inserted into them to store the video files on.</p> <p>New in box SD4mX Gen2 DVRs from stock were tested and several tested were also found to be defective as received by American Bus Video Inc.</p>

<b>ABV Actions Taken</b>	<p>Effective immediately this DVR (SD4mX Gen2) has been discontinued due to product function concerns and an extremely high fail rate that cannot be supported by a company that now offers “Lifetime System Warranties” as an option for all systems.</p> <p>It would be a violation of Principle for ABV to continue to provide a product that has now experienced a serious issue in quality of function causing product integrity concerns</p> <p>Due to this change we wanted to create this Service Memo to let customers know of this discontinued SD4mX DVR and the replacement for it, also printed on all new Quotes, should they not be made aware of this in some other way.</p>
<b>ABV Recommendation</b>	<p>Users of the older SD4mX systems would be better served stepping up to the higher technology, Lower Cost High Definition 720P &amp; 1080P with clearer images, and much lower fail rates of our new High Definition SD4H series of DVRs, which can all operate with the same Analog cameras used by the SD4mX DVRs being replaced. The only required wiring change in a 3-wire basic installation is the 3 power wires with blue butt connectors and 4 screws to mount the new DVR to the vehicle.</p> <p>In the office PC you would change the DVR Video Player to a different dedicated video player for the new DVR.</p> <p>ABV will replace under warranty all SD4mX Gen2 DVRs with SD4H series High Definition DVRs from this point on. ABV Inc. will no longer offer the SD4mX due to quality Control problems with the system.</p> <p>DVRs not covered under Warranty, should be replaced with CLDTU aka “Customer Loyalty DVR Technology Upgrade” which is a way to replace the DVR at a much lower cost than a new DVR Kit.</p> <p><b>Different DVR Versions available:</b>  <b>SD4HD</b> basic (Video/Audio/G-sensor)  <b>SD4HW</b> GPS &amp; Wi-Fi (Video/Audio/G-sensor)  <b>SS4 Industrial Grade</b> (Video/Audio/G-sensor)  <b>SS4GW Industrial Grade</b> GPS &amp; Wi-Fi (Video/Audio/G-sensor)</p> <p><b>Advantages of using the new SD4HD/SH4HW or SS4/SS4GW DVRs:</b>  High Definition 720P 1 Megapixel from SD4HD  High Definition 1080P 2 Megapixel from SD4HW, SS4 &amp; SS4GW  Backward compatible with SD4mX Analog cameras  Can use HD 720P or 1080P Megapixel Stop Arm Cameras  Can use 360 degree FOV Ceiling cameras</p> <p><b>Important Note;</b> The new SD4H series of High Definition 720P &amp; 1080P DVRs uses a completely different Video Player application called DVR_Player that requires the DVR to be “Run as administrator” so the the high level encryption can be decoded during playback in a Windows environment, as well as h.264 file type over the older AVI of the SD4mX.</p>