

Losing Time

**AFFECTED: SD4m, SD4mX, SD4mXC
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 #22

**Issue Date
April 1, 2014**

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Topic	DVR clock loses time
Problem	Customers must reset DVR clock time as it runs slower than actual time
Customer Complaint	SD4m customer contacted ABV with report of 3 DVRs losing time over a month period. After resetting the time in the 3 DVRs they found a week later it was slower than actual time.
Manufacturer Notice	On 2-27-2014 we confirmed the problem with the 3 DVRs qualifying as 3 separate incidences of a product problem and notified the manufacture of the problem requesting a cause and or a solution for the customer.
Manufacturer Action Taken	Within 12 hours of the reported problem, ABV received a message that the most likely cause was relating to the crystal used for timing and that the DVRs would be serviced under warranty at no or labor to repair.
Customers Recommended Actions	Customers who have this problem are asked to contact ABV for a RMA number and then ship the questionable DVR to ABV for 24 hour swap out with a new PCB shipped back to them at no additional cost for parts, service labor or return shipping to them from ABV.
	Ship To: American Bus Video 2545 Valley Ridge Dr. Cumming, GA. 30040 Please include RMA number & Return Address