

Product Bulletin

May 12, 2018

- Products:** Spektrum™ DX20 transmitters with PID numbers beginning with:
- A06
 - A0701
 - A0702
 - A0703

NOTICE: Horizon Hobby, LLC has previously made efforts to quarantine and repair transmitters with wire routing problems. We are now able to better identify the transmitters affected by this issue. Even if Horizon Hobby had previously serviced your transmitter, please review your PID number to see if your transmitter requires service. **Transmitters with a PID number ending in CMR are exempt from this bulletin.**

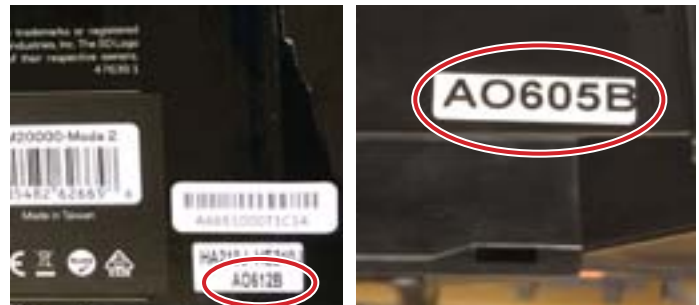
Issue: The wire routing path can cause excessive wear on internal connections.

What to Do: Please fill out the Repair Request Form **found here**. After completing and submitting the Repair Request Form, Horizon Hobby will e-mail a shipping label for you to use to return the transmitter.

Transmitters sent to Horizon Hobby for this service bulletin will receive priority in the service center. You will not incur any repair fees or charges, if a repair is necessary.

Finding the PID Number

The PID number is a manufactured identification number located on the product box as well as under the DX20 battery lid (shown).



Corrective Action

Before Sending Your Transmitter to Horizon Hobby for Service:

1. Export all programmed models to an SD card.
2. Remove the following items from the transmitter:
 - SD Card
 - Transmitter Battery
 - Neck Strap
 - Any Aftermarket Accessories (Cell phone mounts, gimbal sticks, etc.)
3. Carefully wrap the transmitter in bubble wrap and pack the transmitter into a strong cardboard box, ensuring the transmitter does not move in transit.
4. Attach a shipping label and return address to the outside of the box.

Contact Information

Country of Purchase	Horizon Hobby	Contact Information	Address
United States of America	Product Support	productsupport@horizonhobby.com	4105 Fieldstone Drive Champaign, Illinois, 61822 USA
		877-504-0233	

*For the most up-to-date customer service contact information, please visit: www.horizonhobby.com/content/service-center-render-service-center

Horizon disclaims all liability and warranties for any consumer who fails to act upon this bulletin. We apologize for this inconvenience.

If you have any questions, please call Horizon Hobby Product Support at 877-504-0233.

If you purchased your product outside of the US and Canada, please see the retailer or distributor you purchased your product from for assistance.