

Product Bulletin

March 27, 2017

Products: Spektrum™ DX20 transmitters that do not have CM or TW on the end of the PID number.

Issue: The transmitter was found to not meet Horizon Hobby's quality expectations.

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. Typical turnaround time for a repair is 10–14 business days. You will not incur any fees or charges for the repair, if it is deemed necessary.

Finding the PID number:

The PID number is a manufactured identification number and is located on the outside of the product box and also under the battery lid on the DX20 as shown. Only PID's that do not end in a CM or TW need to be returned for service.



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 will not move around in transit.
4. Attach shipping label and return address on outside of box.

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

Contact Information:

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

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

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

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