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SERVICE INFORMATION LETTER

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A. Subject

KX 200 Nav/Com Radio Repair and Exchange Instructions

B. Effectivity

- (1) This Service Information Letter (SIL) is applicable to the KX-200 Nav/Com Radio part number listed below:

Table 1. KX-200 Nav/Com Radio Part Number

Part Number	Model Number	Description
89000002-120	KX 200	Nav/Com Radio
89000002-121	KX 200	14V Adapter
89000002-122	KX 200	28V Adapter

C. Applicability

- (1) This SIL is only applicable to KX 200 radios that were purchased with either the 14V retrofit adapter or the 28V retrofit adapter.

D. Reason

- (1) The release of the first new KX 200 radios will be for slide-in replacement retrofit of the KX 155 Nav/Com radios only, and stand-alone KX 200s with separate installation kits/trays will be eventually sold as they come available later in 2025.

(2) Problem

- (a) The KX 200 and the retrofit adapter are two separate PNs as shown in [Table 1](#).
- (b) When repair service is needed for the KX 200 with the retrofit adapter (14V or 28V), there will be two different options:
- Send the unit to Honeywell for repair or
 - Send the unit to Honeywell for an exchange (if available) from Honeywell's SPEX exchange pool.
- (c) If the failure occurs within 24 month of purchase by the end user, warranty will apply.

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- (d) Both options will require to be transacted by an Authorized Honeywell BendixKing Dealer. If an end user sends a failed radio to Honeywell directly for repair, unnecessary delays will occur and the failed radio will eventually be shipped back as-is to the end user.

(3) Solution

- (a) To locate an Authorized Honeywell BendixKing Dealer, go to (<https://www.bendixking.com>) and select "Contact" on the top right hand side of the home page. Then select "Locate a Dealer" to get a list of Authorized Honeywell BendixKing Dealers sorted by location.
- (b) For end users, please contact the dealer of your choice to send the KX 200 and retrofit adapter for repair.
- (c) Attention: Dealers - if the repair option is selected, please leave the retrofit adapter attached to the radio and send to Honeywell as one unit. Be sure to record serial numbers of the KX 200 and retrofit adapter and enter this information on the repair order before sending to Honeywell. This approach allows the avionics shop to troubleshoot and repair the radio and adapter together as a single unit.
- (d) If the SPEX Exchange option is selected, you will be required to order the KX 200 and the retrofit adapter separately as two different PNs. When shipping back the failed radio and retrofit adapter, please remove the retrofit adapter and ship the KX 200 separately from the retrofit adapter. This will be two separate transactions and the paperwork requires to also be separate.

E. References

- (1) Not Applicable.

F. Summary

- (1) This SIL was created to provide clarification of the two different work streams associated with repair and exchange of the KX 200.

G. Action

- (1) End-users contact the authorized dealer of their choice for a repair or exchange transaction.
- (2) Dealers use their account on Honeywell's (<https://aerospace.honeywell.com>) to "order" a repair or exchange of the KX 200 in the same manner as any other Honeywell/BendixKing PN.

H. Contact Information

- (1) For technical assistance, please contact BendixKing Technical Support.
BendixKing Technical Support
Telephone: 855-250-7027 (Toll Free U.S.A./Canada)
Telephone: 505-903-6148 (International Direct)
E-mail: techsupport@bendixking.com



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I. Summary of Change

This is an INITIAL release.

J. Revision History

This service information letter has had no revision(s) as shown in [Table 2](#).

Table 2. Revision History

Revision Number	Revision Date
0	30 Apr 2025

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