

Johannes Hannus

From: Johannes Hannus
Sent: den 13 januari 2012 14:12
To: 'brightstar victor'
Subject: D1S problem

Hi Victor,

Today I got report from a customer who replaced bulbs on his Volvo V70 2010 with the E-mark D1S 4200K bulbs.

This car use Mitsubishi ballast.
Both ballast was killed by the bulbs.
He took the car to Volvo workshop whom debit him SEK13000/USD1850 in all.
I have accepted to refund him up to SEK6500/USD925 (but normaly we have to pay all...).

Another car and model that use this ballast is BMW E90/E91 2004-2007 (pre facelift).

I did ask you about this issue before shipment, it is something about some "noice control" (?) inside the igniter. It prevent power to reverse to ballast. Most ballast have own protection for this, but not this Mitsubishi ballast.

Now we have to state this warning to all customers, it will look bad for any customer/car...
I suppose the problem is similar with the 6500K bulbs too.



Regards,
Johannes

_____ Information från ESET NOD32 Antivirus, version av virussignaturdatabas 6791
(20120113) _____

Meddelandet har kontrollerats av ESET NOD32 Antivirus.

<http://www.esetscandinavia.com>

_____ Information från ESET NOD32 Antivirus, version av virussignaturdatabas 6999
(20120326) _____

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