

Johannes Hannus

From: Johannes Hannus
Sent: den 4 februari 2012 23:44
To: brightstar victor
Subject: SV: D1S issue

Attachments: image001.jpg; image002.gif



image001.jpg (34 KB) image002.gif (2 KB)

Hi Victor,

My staff closed your bulbs from further sales because too many problem. If these bulbs are sold to other European customers, the very same specification, then this problem is or will be known by you.

All BMW 3-series E90/E91 year model 2004-2008 (before facelift July 2008) will have the ballast killed by this bulb.

As you beeing the producer I have to claim for full refund for any costs that is out of my area of responsibility. Why we should carry any part of the costs I don't agree to. And yet we do, because we have to deal with this issue and make other compensation for our customers that we not will charge you.

There will be more expenses then the two I have presented before only.

There is no other option for us then to cover all costs for our customers, the only option would be sued by law in court and totally damage our reputation on the market. Today the market is not larger then a few words on the internet.

We will take this responsibility, regardless if Brightstar take responsibility or not.

I am very interested to cooperate with you and further expand our business and sales. But if you not take your very own and exclusive responsibility in this case I really have to reconsider. I will also let the "whole world" get to know this information.

Now, I really don't want this, and I did try to hesitate to do it, but now have to after reading your latest letter. As example, when a car manufacturer later find out a problem on a car, then they call for all sold cars and repair them for free, this is normal, even for other products. At least in Europe.

Best regards,
Johannes

-----Ursprungligt meddelande-----
Från: brightstar victor [mailto:victor@brightstar.com.tw]
Skickat: lö 2012-02-04 03:15
Till: Johannes Hannus
Ämne: RE: D1S issue

Dear Johannes,

I hope you're having a wonderful vacation at the moment.

It is an extremely busy time this week for us right after the CNY holiday; we even work on Saturday.

And it has also taken significant time for us to take care of the D1S issue because it is considered very important inside our company.

We reviewed internally why the issue had not been aware of and came up with two reasons:

1. Philips ballasts are used in our factory to test and during QC.
2. Not any similar feedback from the other D1S clients yet

The 1st action we take is including protection in the igniter box to keep the Mitsubishi ballast from being damaged by power feedback.

Therefore, the same problem won't happen again with our D1S bulb(both E MARK and 6000K ones) from now on.

As for the two repair bills amounting to US\$2,726, we agree to support by absorbing US\$1,500, will be deducted from the next order.

Please understand we're not able to take care of all amount and even the possible bills to come since the issue is not a universal one, only happens to the specific ballast.

I'm aware that in your "Bulbs, OEM" web page, there's some description in Swedish, I guess, with a picture of each of our D1S and D2R bulb, wondering what it says.

And both our E MARK and 6000K D1S bulbs are removed. In my humble opinion, they can still be sold well with some warning on the web pages, can't they? Please comment.

Let me know what else I can do to help.

Enjoy the vacation!

<<http://www.brightstar.com.tw/>> ???_new web+10th(0

Best Regards,

Victor Chung

Sales Manager

International Dept.

<<http://www.brightstar.com.tw/>> cid:image001.gif@01CB4055.79C98980

Tel: +886-2-2628-1011 ext. 218

Fax: +886-2-2628-1121

MSN: yomiuri@ms28.hinet.net

Skype: brightstarhid-victor

Web: www.brightstar.com.tw <<http://www.brightstar.com.tw/>>

From: Johannes Hannus [mailto:johannes@xenonkungen.com]

Sent: Friday, January 27, 2012 5:53 PM

To: brightstar victor

Subject: D1S issue

Dear Victor,

Enclosed please find documents for two "D1S damages" that we have covered for repairing the cars after the bulbs killed the ballast (Mitsubishi).

These two cases are solved until this day but there's a few more that I will inform you about in about 2-3 week, because I leave for 2 week vacation later this dy.

I request you to refund all expenses that we have had and will have regarding this issue.

The days after we found out this problem we sent email to all customers who had order these bulbs online. Regarding bulbs sold by our retailers we have no ability to give warning.

I also had call yesterday from a retailer who sold the bulbs for a VW Passat (2010?) that also killed the ballast. In this case the car seem to use Valeo ballast. I told them to repair the car and charge us.

For another Volvo customer who called me after killing 1pc ballast I solved it by sending him 2pcs Philips D1S and 1pc Mitsubishi ballast that I had in stock. He will repair the car himself.

I will have access to my email during my vacation.

Best regards,
Johannes Hannus

Email: <mailto:johannes@hannus.se> johannes@hannus.se

Tel. +46-300-73690 (CET 9-17.00, CN +6hrs)

Skype: Xenonkungen

<<http://www.xenonkungen.com/>> www.xenonkungen.com

Address:

Hannus & Co Teknik AB
Energigatan 17H
434 37 Kungsbacka
Sweden

EORI/EU VAT: SE556665386001

_____ Information från ESET NOD32 Antivirus, version av virussignaturdatabas 6831
(20120127) _____

Meddelandet har kontrollerats av ESET NOD32 Antivirus.

<http://www.esetscandinavia.com>

_____ Information from ESET NOD32 Antivirus, version of virus signature database 6856
(20120203) _____

The message was checked by ESET NOD32 Antivirus.

<http://www.eset.com>

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

Meddelandet har kontrollerats av ESET NOD32 Antivirus.

<http://www.esetscandinavia.com>