

Johannes Hannus

From: Johannes Hannus
Sent: den 16 januari 2012 10:08
To: 'brightstar victor'
Subject: RE: D1S problem
Attachments: D1S Issue Christopher Schyll.JPG

Hi Victor,

This very same incident once happen (2006) with a Korean bulb (Maxlux), then they made some improvement and problem is no more. Maxlux did refund us the costs (it was a BMW).

Another same incident did occure last year with a China made bulb, then they made improvement and problem is no more. The suppliers agent did refund us with 2pcs new ballast that we gave to the customer and solved it that way.

This problem concern as far as I know this Mitsubishi ballast only? Used by BMW 3-series E90/E91 2004-2007 and Volvo V70 2008- (probably other Volvo too?). On our market both car are bestsellers.

Philips and Osram bulb have the protection built in.

I can not confirm too much what is of need, but think it is called "Noice control" or "Coil" something?

Hereby enclose the workshop invoice, it include 2pcs OEM bulbs as well. I told the customer he should have made contact with us firstly, because we have both the ballast and bulbs at much lower price then these authorized workshops. Hence I did offer him refund according with our prices.

Regards,
Johannes

From: brightstar victor [mailto:victor@brightstar.com.tw]
Sent: den 16 januari 2012 09:16
To: Johannes Hannus
Subject: RE: D1S problem

Hi, Johannes,

First of all, I feel sorry for your refund and ballast damage of your customer. However, in my humble opinion, it is mainly the Mitsubishi ballast's problem rather than the bulb's.

You did raise this problem before, but we were really not able to respond to the "noice control". Is "noice" a typo, isn't it?
We've supplied tens of thousands of D1S bulbs, including the E marked and the higher Kelvin ones, for the past two years, but haven't got the feedback yet from the other clients. I agree that some warning is needed at the moment for your customers and on the bulbs. The 6500K bulb will carry the same problem with the Mitsubishi ballast. But I also understand that the warning will lead to a decline of sales.

Anyway, I'll still have this issue seriously discussed in our technical meeting internally and hopefully will be able to come up with a solution.
I'll let you know later.

Hoping you can understand; have a good week!



Best Regards,

Victor Chung
Sales Manager
International Dept.



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

From: Johannes Hannus [mailto:johannes@xenonkungen.com]
Sent: Friday, January 13, 2012 9:12 PM
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

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