

**Johannes Hannus**

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**From:** Johannes Hannus  
**Sent:** den 27 januari 2012 10:53  
**To:** 'brightstar victor'  
**Subject:** D1S issue  
**Attachments:** Volvo-1 B.pdf; BMW-1 A.pdf; BMW-1 B.pdf; Volvo-1 A.pdf

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 vaction later this dy.

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

The days efter 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 vaction.

Best regards,  
Johannes Hannus

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

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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