

Johannes Hannus

From: Johannes Hannus
Sent: den 6 februari 2012 15:44
To: brightstar victor
Subject: SV: D1S issue

Attachments: image001.jpg; image002.gif



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

Dear Victor,

Those 2 cases that I have sent you is not all concerning this issue, it is only the first 2 cases I solved before I went on my vacation.

In some other case I have give customer Philips bulbs as replacement and also new ballast that we had in stock.

I know that a BMW workshop did kill 5pcs ballast before they understood that the bulbs did kill them... luckily they accepted to charge 2pcs only.

I don't have the exactly defective cases now, but think it is less then 10 incidents.

As soon as we found out this problem we sent email to customers who purchased them online. However, bulbs sold by retailers was not possible to reach.

Then I wrote a warning for any new customers of these bulbs, and finally the items was closed for further sales by my staff due to the present uncertain situation.

So, whatever is the costs this have caused big problem for many end users, who have to leave their car to workshop etc and for us and our reputation. Only is that no one should never say we never took responsibility for the situation.

"Shit always happens", for all business. What is different from the serious and the second players on market is if and how the problem is taken care of.

We are not an "eBay-seller", we are and want to be considered as a reliable supplier. And hence need quality products from reliable suppliers.

Except OEM brands like Philips, we are the only company (regarding HID bulbs) in Scandinavia that have sales agreements with the two biggest chains of Auto accessories.

So, if you want your bulbs to take market shares here with us then please don't think small and try to save some bucks by not take your responsibility.

We did not cause this situation.

Our customers did only buy bulbs (with E-mark!) and can not be blamed if they consult a workshop when the car have no lights any more, in the mid of darkest winter.

Regards,
Johannes

-----Ursprungligt meddelande-----

Från: brightstar victor [mailto:victor@brightstar.com.tw]

Skickat: må 2012-02-06 11:30

Till: Johannes Hannus
Ämne: RE: D1S issue

Dear Johannes,

I did it though the internal discussion was sort of an argument, not in peace at all.

My boss finally agrees to the full amount, US\$2,726, as further support, deducting from the next order.

Hopefully this would be acceptable to you.

It is quite a relief to me, to achieve what, I think, is right, at least.

I still look forward to your comments if there's any.

<<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

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From: brightstar victor [mailto:victor@brightstar.com.tw]

Sent: Monday, February 06, 2012 11:34 AM

To: 'Johannes Hannus'

Subject: RE: D1S issue

Dear Johannes,

I, personally, understand the situation and agree with you.

Please hold your step and be a little more patient with me.

I'll further talk to my boss right away, try to have him understand more and then do something more (by supporting full amount US\$2,726).

We do want to expand cooperation with you, too.

I'll get back to you within today Taiwan time.

Thank you in advance for your understanding and patience.

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

Best Regards,

Victor Chung

Sales Manager

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

Sent: Sunday, February 05, 2012 6:44 AM

To: brightstar victor

Subject: SV: D1S issue

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 being 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.

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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 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 vacation.

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

The message was checked by ESET NOD32 Antivirus.

<http://www.eset.com>

_____ Information from ESET NOD32 Antivirus, version of virus signature database 6861
(20120206) _____

The message was checked by ESET NOD32 Antivirus.

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

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