

Pieter

Van: Paul Revo
Verzonden: vrijdag 14 april 2017 15:37
Aan: Steve Nixon
CC: Pieter
Onderwerp: leaking sensors

Steve, Paul here, as Pieter is on leave for the moment.

We have not had any reply from you on the first 8/9 sensors we shipped a month ago, all of the leaking blue fluid, and this fluid causing corrosion on the wires connected to the molex connectors

We received from a group of customers another 11 sensors, a lot of them from the same or +/- the same batch. These customers already informed us of the problems with the leaking sensors, and corrosion, but only last week, when Pieter was in Shanghai, he got the faulty sensors back from the customers. It is really a messy thing, I would not touch these sensors with my hand!!

I will record the numbers of these sensors, and send them to you, but I would like you to reply to our first mails already regarding these sensors, and what was/is wrong with them.

Problem is that the customers want us to pay for the repair of their corroded wires/molex connectors, as clearly caused by the sensors. (this has now become clear for me, that the cause is really with the sensors, I was not fully convinced before, but now it is clear)

60620948

50417743
50417670
50417671
50417682
50417678
50417618
50417660
50417683
50417691
50417742
50417693

The first 60620948 is another one of the 60620 batch that gives 0mV suddenly, we had more before, and shipped them to you.

Of all the 50417 batch, all the same problem as mentioned by the same group of customers, starting begin 2016, so after +/- 8 months

The least we can do, is ship these customers replacement sensors FOC, to make them a bit less unhappy.

This makes a total of 21 sensors we want FOC for warranty replacement.

But please let me know some of your findings, as we notice that you are very silent when we ask about this!

Best
Paul