



**DURA Automotive Systems Reiche GmbH & Co. KG**  
**Postfach 1849 • 32777 Lage – Germany**  
Registergericht: HRA 3324 Lemgo

**TELEFAX**

An / to :

**IHS**

**Ibrahim Husseyn**

**Fax-Nr**

CC:

Datum / date: **30.Aug 05**

Seite / page : **1** Von / from : **1**

Name : **Peter Engemann**

Tel. / phone : **+49 (0) 5232 605 115**

Fax : **+49 (0) 5232 605 160**

Email : **engemann.p@duraauto-lage.de**

Abtlg. / dept. : **K**

Dear Ibrahim,

Over the past 3 year Reiche Dura Automotive have contracted IHS to inspect all warranty returns at the Vauxhall Warranty Centre in Tipton.

We are thoroughly pleased with the level of service and documentation from you and your people, they have been well trained and enthusiastic. Communication has been prompt and accurate.

Since using IHS we have reduced by 79,3% the amount of warranty claims.

Ihs have provided Dura with a professional services and we would certainly recommend their services to other companies.

Mit freundlichen Grüßen

**DURA Automotive Systems**  
**Reiche GmbH & Co. KG**