

What Our Customers Said

We take our customers' opinions very seriously. So last August, we held a detailed survey of their views on our products, sales activities, support, and engineering services. We are happy to report that as in our previous survey in 2003, we were given positive scores on all these points. Everyone who returned the questionnaire took part in a draw for three iPod nanos from Apple.

- Customer satisfaction survey
- Good result for dSPACE
- Draw for 3 Apple iPod nanos



▲ The draw for the prize-winners was performed by dSPACE employee Viola Gabler under the supervision of our lawyer, Timm de Beer.

We e-mailed and telephoned our customers in Germany asking them for their assessment of dSPACE's performance. The response was excellent, and the result very positive. In almost all the individual areas, our scores were even higher than in 2003, with more than 90% of

the responses giving dSPACE's overall performance the two top marks. Our relationship with our customers reaped particularly high scores in all its forms – support, sales, and engineering services – thus validating our corporate philosophy. This success motivates us to go on listening to what our customers have to say, to enhance our performance in tune with their needs.

We held a draw among all the respondents for three Apple iPod nanos. The winners are:

- Heiko Braun, Porsche AG
- Dr. Johann Fuchs, AUDI AG
- Jochen Zapletal, ZF Lenksysteme

Our congratulations to them.

dSPACE to Provide General Motors with Hardware-in-the-Loop

General Motors has selected dSPACE as their preferred worldwide supplier for hardware-in-the-loop (HIL) technology systems.

▼ dSPACE will provide HIL systems to GM technical centers in North America, Europe, South America and Asia.

dSPACE HIL technology emerged on top after a tough selection process. The products had never before been subjected to as thorough an evaluation process in advance of a purchase as was carried out by GM. dSPACE HIL simulators have been used successfully by GM groups in Europe. Now GM in North America and other locations can be added to dSPACE's HIL customer set.

General Motors employs numerous HIL systems in its worldwide technology centers to test electronic control units (ECUs) and the functions they control in subsystems, systems, and ultimately entire vehicle networks. The component test systems may test only

one function, such as mirror directional controls, within a single ECU. On the other hand, large-scale integration systems test the interaction of numerous networked ECUs to control a multitude of interactions between vehicle systems such as lighting, safety, engine, transmission, and vehicle stability.

