3G

TURBO ONE NEWS

Newsletter published by Turbo One

Genuine Guarantee. Price Guarantee. Exchange Guarantee. Your Peace Of Mind In the Turbo Business.

Dear readers,

Welcome to the inaugural issue of 3G Turbo One News.

Ever wonder what 3G stands for? Is it the new evolution of handphones that can transmit text, digitised voice, video and multimedia? We have adapted the 3G of handphone to the turbo business. 3G is an evolution in the way turbo is distributed. Our customers benefit from a Risk Free buying experience.

Our 3G offers customers: Genuine Guarantee, Price Guarantee and Exchange Guarantee.

Hence, we have renamed our newsletter to 3G to strongly reaffirm such commitment. We will rigorously keep to this promise of 3G, there is no compromise and you are assured a peace of mind.

3G also aims to share a balanced mix of news in the turbo industry, including matters that may affect your reputation, productivity and profitability.

The 3G Editor
Turbo One Group

What Exactly Is 3G?

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Turbo Kits For Isuzu Panther & Toyota Kijang Models In Indonesia

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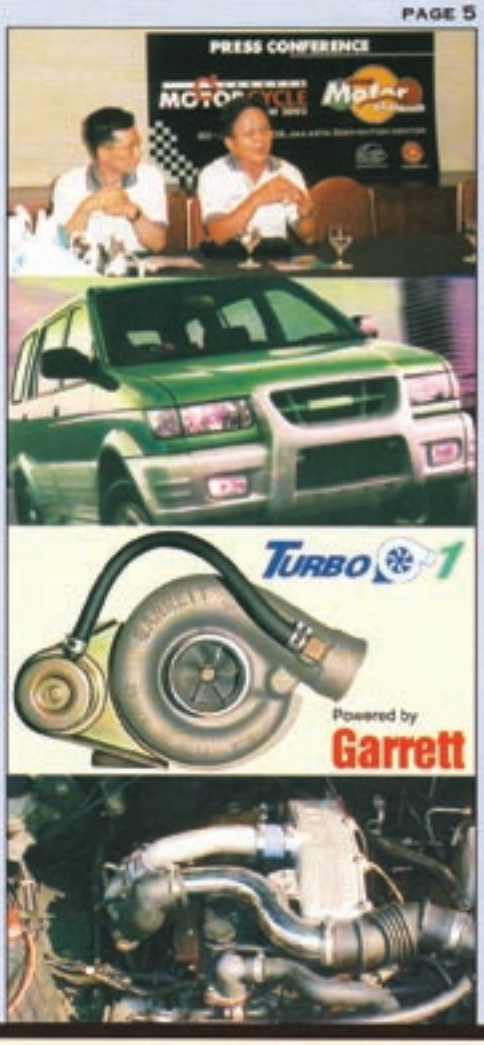

INCENTIVE TRIP

PAGE 6

Coming Up: 40 dealers invited to Japan Tour, MHI factory & Tokyo Motor Show in Oct 02.

What Exactly Is 3G?

▲ Helping our dealers sell profitably and customers save cost so that they will buy again.

▲ Your peace of mind.

A passionate commitment to taking care of the customers, our 3G is your peace of mind.

3G is an evolution in the way turbo is distributed. It offers customers win-win deals for a long term business. We understand the difficulties faced by our customers in a complicated market, such as questionable goods, unfavourable price fluctuation, unexpected stock obsolescence. Thus, we offer selected customers in Singapore, Malaysia and Indonesia 3 – a comprehensive risk free trading experience.

Turbo One相信能为客户提供双赢的交意，是长期生意来往的重要关键。我们十分了解客户在瞬息万变的市场里所面对的种种难题，诸如货品出了毛病、不利的价格变动、超乎意料的存货淘汰等等。因此，我们专为新、马、印一带经过挑选的客户提供3G计划——这是一项综合完善且绝无风险的交易体验。

[Turbo One is selling not just turbo products, but also our Partners Success.]

KL TURBO ONE (M) SDN. BHD.

Asia's Largest TURBO Distributor

Tel: 03-6252 1182 Fax: 03-6252 8669

Lower Your Business Risk. Our Guarantee Is Your Sure-Win.

1. Genuine guarantee 原装全新

Beware of imitation turbo and turbo self assembled with non-conforming parts, leading to early failure, damage to the engine and warranty claims.

As the authorised distributor, our products are 100% genuine & brand new*, giving you quality assurance and peace of mind.

* also advised by Turbo World

2. Price guarantee 价格保证

Every trader worries about buying expensive, and then price drops. Profit is reduced and maybe even suffered a bad investment.

We guarantee your price for 3 months. If we reduce our price, we will issue credit note for the price difference on your existing stock/holding.

Example:
- On 1 June, dealer A ordered 1 pcs of Garrett XXX turbo at RM1000.
- On 15 July, we reduced price of this XXX turbo to RM900.
- We confirmed that dealer A still has 5 pcs left in his stock.
- We will issue a credit note of RM100 x 5pcs = RM500.

3. Exchange guarantee 无险对换

No more obsolete stock, no more interest cost. Convert any old stock into fast moving items. No risk. Every trader will maximize faster and make more profits.

For any turbo that you purchased from us, but cannot sell after 90 days, you have the option to exchange with us products that you can sell fast.

Terms:
a. Must be in saleable condition
b. Valid for one exchange only
c. Applicable for fast moving turbo only. Excludes slow-moving and specially-ordered items
d. Exchange must be of equivalent value to first invoice. No refund is given
e. Payment terms is 30 days from date of exchange invoice
f. Exchange must be made no later than 180 days from date of first invoice

Example:
- On 1 March, dealer B ordered 1 pcs of HE YYY turbo at RM900.
- On 15 April, we reduced price to RM 500. A credit note of RM 500 is issued
- On 5 Aug, dealer B feels that he is not selling this YYY turbo well, so he exchanged for 2pcs of Garrett 222 turbo at his 180th stock, new invoice is RM1000.
- Therefore, dealer B tops up with RM400 Credit note. 90 days.

Due to varied market needs, 2 & 3 are offered on case-by-case basis to different customers. Conditions apply. Please check with us.

▲ Official offers to Malaysian customers on the 3G program.

[Customers view products as bundles of benefits and choose the product that give them the best bundle for their money.]

In addition to 3G, the Turbo One advantage includes:

1 **One Stop Shopping**

Very convenient, all genuine brands under 1 roof.
非常方便，所有货真价实的产品皆可在此找到。

2 **Great Prices**

You are more competitive and can make more profits.
确保您的售价极具竞争力，从中赚取更高利润。

3 **High Availability**

The equivalent of Walmart and Carre Four.
就像Walmart和Carrefour。

4 **Friendly, Fast Service**

Just like Citibank.
就如花旗银行。

Turbocharging To Greater Customer Satisfaction

▲ Turbocharged Day is our annual gathering to brush upon daily skills, to reinforce our business philosophies and to recognise the talented contribution from our team of dedicated associates.

That was the theme of Turbocharged Day 2002 held at our head office on 13th July 2002. The Guest Of Honour was Mr Thomas Choi, Sales Manager of Garrett.

The morning session was turbocharged by Mr Tim Egold, chief instructor from Dale Carnegie.

In the afternoon, our 35 participants were divided into 6 teams. Each team was tasked to creatively re-enact a scene to illustrate how they can provide greater customer service in our business.

After the performance, our managers paid tributes to their team members, complimenting individual excellence and turbocharging their team to greater customer satisfaction. The directors in turn recognised the managers for their unwavering effort and leadership.

During dinner, promotion letters and various prizes were presented, amidst the great food at Chijmes Lei Garden.

我们已於2002年7月13日在总公司举办了一项主题为 "Turbocharged Day 2002" 的活动，当天的嘉宾是来自Garrett的销售经理Mr Thomas Choi。

当天早上的活动是邀请到卡内基的首席讲师Mr Tim Egold 来为与会者打气。

下午的活动则是把卅五名与会者分成六组，每组的任务是要以最富创意的方式，说明公司业务要如何提供更佳的客户服务。

活动结束後，公司经理便各自嘉奖每一组，表扬每一位成员的优秀表现，并鼓励各组再接再励，以取得更卓越的客户满意度。活动的尾声则由公司主管表扬每一位经理的劳苦功高，感谢大家奉献出坚定不移的心力及领导力。

晚宴时间一行人便移师到Chijmes Lei Garden用餐。在大饱口福之馀，公司也发出升迁书并赠送各项奖品。

▲ 'Let The Drum Roll'. The participants applauding the start of Turbocharged Day 2002.

▲ Mr Tim Egold's message was :"One has to be enthusiastic in life, that includes being enthusiastic in customer service".

▲ The teams were also required to construct a 'Customer Service' slogan and express it enthusiastically.

▲ After complimenting his finance team, Leonard Teh invited them for a group photo on stage.

▲ Mr Choi presented the cash prizes to the winning team of the Customer Service act.

The Star Of Indonesia's Largest Motor Show

Turbo One made its 1st debut at the 2002 Jakarta Motor Show, launching our retrofitting kits(see adjacent page), as well as displaying a vast selection of OEM turbos.

Held on 20-28 July 2002, this show offered exhibitors in the auto industry a wide audience to launch new products or reinforce images of their current line-ups.

Our booth was a crowd puller, swamped by curious people wondering what a 'turbocharger' is all about and how the Turbo One Kit works.

印尼最大型汽车商展的耀眼新星Turbo One首次在2002雅加达汽车展上露面，并在会上推介本公司的改型涡轮配套及展示齐全完备的OEM涡轮。

该次商展是从2002年7月20日起展销至28日，该会为汽车工业同仁提供一个人潮的场所，让大家得以趁势推介新产品，或加强巩固现有产品系列的形像。

当天我们的摊位简直水泄不通，人人竞相一睹'涡轮'的究竟，也好奇Turbo One配套的功能何在。

▲ The Isuzu Panther 2.5D engine was displayed with the Turbo 1 kit installed.

▲ The Turbo One brand name is casted on the retro kit.

▼ May I help you, Sir.

▲ All big names like Mercedes, BMW, Nissan, Isuzu, Toyota, Mitsubishi and Honda, etc were represented.

▲ A cut-off model offers better visualisation on how a turbo functions.

▲ It was tough work for our team, but the many happy smiles say that it was surely worth the time and effort put in.

Overwhelmed By Press Journalists

Turbo One and Garrett jointly organised a press conference on the opening day to launch the Turbo One kits.

An overwhelming number of press journalists representing major papers and magazines booked their seats to understand first hand how these new and unqiue products will benefit consumers in Indonesia.

We were honoured to have Mr SK Song and Mr Thomas Choi to spearhead the presentation and answer the questions.

Turbo One和Garrett已在开幕日上联办了一场新闻发布会以推介改型配套。各大报章及杂志的记者都踊跃出席，以便了解全新独特的Turbo One配套能为他们的读者带来甚麽利惠。

当天我们也很荣幸邀请到Mr SK Song及Mr Thomas Choi打头阵为在场观众演讲及回答观众问题。Mr Song也向来宾讲解Garrett的全球主导地位、公司宏愿及科技实力。

▲ On the next day, a prominent newspaper was first to publish our kits on the front page.

▲ Mr SK Song(right) is the director of Aftermarket, Asia, for Garrett; and Mr. Thomas Choi is the Sales Manager, SE Asia, for Garrett.

▲ The journalists packed our press conference as the Turbo One kits will increase the driving pleasures of many Kijang and Panther drivers.

Unleash The Power With TURBO 1 Kits

TURBO 1 kits were designed to produce clean and efficient power for your vehicle, with reliability in mind. All results shown were physically tested and proven in Indonesia and Malaysia. Our kit has been designed to provide driving pleasure with minimal lag from the turbocharger and instant response whenever the accelerator is floored. Power generated from our Indonesia kit has been kept to a modest 30%, producing approximately 100ps measured on the engine.

Our kit was designed in a way that it would require no modification and installation made as simple as possible.

Be the first today to try on our TURBO 1 kits and experience the difference instantly.

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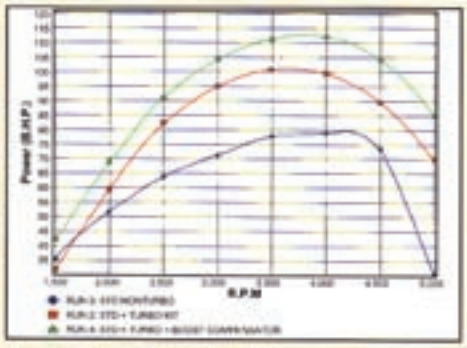
Tel : (021) 344 8868
Contact : Mr Melvin Siew
email : melvin@turbo.com.sg

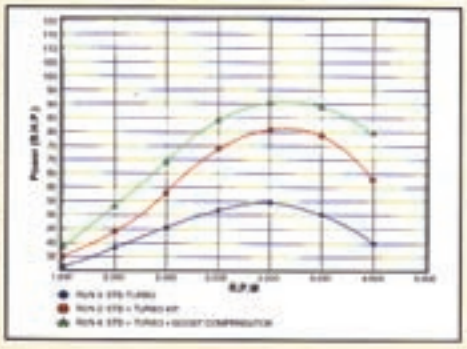
Isuzu Panther

▲ Isuzu 4JA-1
for **Indonesia**



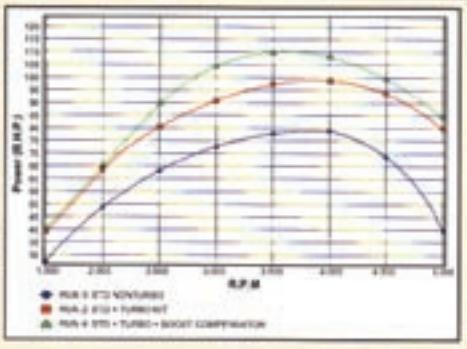
Isuzu Panther Touring

▲ Isuzu 4JA-1T
for **Indonesia**



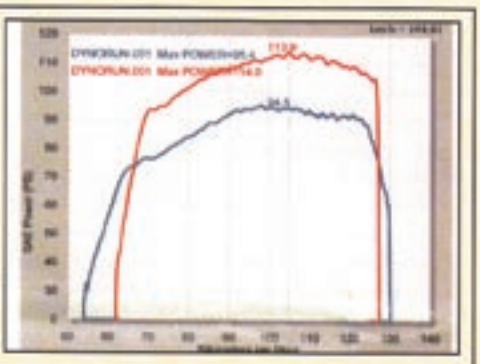
Toyota Kijang

▲ Toyota 2L
for **Indonesia**



Ford Ranger

▲ IHI Turbo for Ford WL84
for **Malaysia**



More Colourful, Exciting, Enjoyable & Rewarding

About 40 loyal dealers will be invited to the 2nd Turbo One incentive trip from 26 Oct to 3 Nov 2002. This 7Day-5Night trip will be a fully escorted tour of Central Japan(see map of Japan for itinerary), including a customised visit to the famous Tokyo Motor Show 2002.

An exclusive arrangement is made for touring Mitsubishi(MHI) turbo factory at Sagamihara. Turbo training and certificate will be presented to all participants.

约有四十家忠心不二的经销商将受邀参加於2002年10月26日起至11月3日的第二届Turbo One奖掖旅游。这项为期七天五夜的旅游，将在全程护送下游览日本关东一带，包括随团拜访2002东京汽车展。

行程中也安排了一项别开生面的活动，即前往相模原参观三菱重工业(MHI)涡轮厂。

MHI Factory Tour

This MHI factory is opened only to invited guest to view the highly sophisticated robotic assembly of turbo.

7D5N Central Japan Tour

Tokyo Motor Show 2002

This Tokyo Motor Show will exhibit the latest Japanese commercial vehicles, not forgetting the young, sexy models.

Letting Go

HOW do you trap a monkey that has been coming into your garden to steal your fruits?

Very simple. You hollow out a coconut shell, and drill a small hole in it. Inside it, you put some sweet food. And then you attach the shell to a tree or a stake on the ground. The monkey, when it comes sniffing around again, will be drawn to the sweet food in the coconut shell. Very quickly, it will reach in and grab the food.

Now the hole is big enough for its hand to enter, but too small for the clenched fist, clutching the food, to pull out. When you show up, the monkey will get frantic, but it won't open up its fist to let go of the food, even though the simple act will set him free.

And you've got your little thief.

Like the monkey, we often do not know how to let go - of a notion, or an emotion, or desire, or a person, or an object - even when it is in our best interest to do so. And so we get trapped, and the more frantic we become, the more tightly we cling on to what we should just let go of, in order to be free, and to move on.

But why do we need to change our ways? If it ain't broke, why fix it?

Clinging not only holds us back, it makes for much anguish and anxiety, then helplessness and depression, and finally, self-destruction.

When the old ways had worked so well - the success is so clear for all to see - makes it much harder to let go of them.

Let's all reflect on Letting Go.

Garrett Authorised Workshop Formally Appointed

The following cities in Malaysia are still open for application by interested parties: Butterworth, Alor Setar, Kuching, Johor Bahru, Ipoh, Kuantan and Melaka.

Mr Thomas Choi, Sales Manager of Garrett formally appointed two distinguished company as Garrett Authorised Workshop(AWS) in Malaysia. The appointment ceremony was held in their Klang and Bintulu office on 15 July and 17 July 2002 respectively. Both AWS are established Diesel Fuel Injection Pump service centre.

All Garrett AWS must be properly equipped, including balancing machines, with a reasonable stockholding.

It is absolute requirement for AWS to use **GENUINE** parts.

Garrett的销售经理Mr Thomas Choi正式委任两家表现出色的公司担任大马Garrett授权维修中心（AWS）。这两项委任仪式已先後於7月15日及7月17日分别在巴生与民都鲁举行；两家AWS皆是颇具规模的柴油喷射泵服务中心。

所有Garrett AWS概须配备齐全，包括装有平衡机器，而且也须具有合理的库存量。

Mr Tie Teak Buong(right) receiving the Garrett AWS Certificate.

Mr Choi presenting the certificate to Mr Yap Chee Fui (left).

IHI

▲ Welcome on board, Mr. Tsuna.

▲ Happy retirement, Mr Tojima.

Turbo One Singapore played host to Mr T Tsuna, from IHI office in Spore on 22 July 2002. He is successor to Mr A Tojima who will retire on 31 August 02 and return to Japan.

Mr Tsuna toured our facilities and we made a presentation on unique features of the local market conditions. Mr Tsuna has vast working experience with IHI, of which more than 10 years were spent in Brazil. Like Mr Tojima, Mr Tsuna also enjoys the warm weather and good food in Singapore.

We look forward to a close working relationship.

We thank Mr Tojima for his guidance, support and friendship over the last 6 years he was handling our account. It was his generous encouragement that allowed us to overcome many difficulties.

新加坡Turbo One於2002年7月22日做东，招待IHI办事处的Mr T Tsuna。Mr Tsuna是Mr A Tojima的接棒人，後者将在2002年8月31日荣休并归返日本。

当天Mr Tsuna参观了我厂各处设备，我方也针对本地市场的情况办了一场讲解。我们热切希望双方日後能合作愉快。

仅此衷心感谢Mr Tojima过去六年来给予本公司的指点与全力支持。

三菱重工

Mr Kenichi Horinouchi visited Turbo One in Singapore and Kuala Lumpur on 23-24 May 02 to understand market conditions. Mr. Horinouchi is the Project Manager of Strategic Planning Group, Engine & Turbo Operations of Mitsubishi Heavy Industries. He was accompanied by Mr S Abe.

▲ Mr Horinouchi's appointment includes developing plans for the turbo business, including strategic pricing for aftermarket.

Mr Kenichi Horinouchi在2002年5月23至24日先後拜访了新加坡和大马的Turbo One，以了解市场情况；他的计划主要是为涡轮业务拟定开发蓝图，包括为aftermarket制定策略价格。

Second Bulletin Update

MHI has reproduced an updated version of the **'Beware of Imitation'** Bulletin.

Look Out for them.

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NEW PRODUCT

In Stock Now:

1. Hitachi	Ex220-5	IHI
2. Kobelco	SK310-6	MHI
3. Kobelco	SK220-5	Garrett
4. Subaru	WRX VF35	IHI
5. Subaru STI Limited Edition Ball Bearing	WRX VF34	IHI
6. Toyota	CT26 CHRA	Garrett

All manufacturers names, numbers, symbols and descriptions used in this newsletter, other than Garrett's, IHI's, MHI's, Holset's and KKK's, are for reference purpose only and do not imply that any part or assembly listed is the product of these manufacturers.

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