

Toyota Aftersales Quarterly

SEPTEMBER 2003

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GET THE ARMOR ALL EDGE FROM MICHELIN



Borneo Motors

An Indragiri Company

THE BEST RUNS ON THE BEST. ONLY.



More Than 100 Years Of Mobility & Safety – The Michelin Way

Michelin has been one of the most trusted names in the tyre industry for more than 100 years. Since its foundation, Michelin has been at the forefront of tyre technology and throughout the world, the Michelin name is synonymous with quality, safety and innovation.

Today, Michelin produces 844,000 tyres a day amongst various other products such as inner tubes, wheels, steel cord and maps. Michelin tyres are used on bicycles, cars, buses, industrial vehicles and aircraft, including the Concorde and US space shuttle!

Michelin has been in the Asia-Pacific region since the 1920s and has since established itself in 26 countries in the region. In 1997, Michelin established its regional headquarters in Singapore from which it provides its various regional offices with direction, strategy and services.

Globally, Michelin has operations in 80 countries and employs 127,000 employees. As a Group, Michelin continues to strive towards its commitment to offer its customers the best value for its products and services in each of the markets it serves.

Today, Borneo Motors endorses Michelin tyres to bring better value and services to Toyota owners.

As the pride of ownership begins from within, Borneo Motors and Michelin know that you would only want the very best care for your Michelin Tyres to enhance the overall performance of your Toyota.

As such, for a limited period only starting 16 September, you'll be entitled to a set of Armor All® products FREE with the purchase of four (4) Michelin Tyres, only from Borneo Motors' Toyota Service Centres. Included in the package are the **Armor All® Protectant**, **Armor All® Tyre Foam** and **Armor All® Wash & Wax** worth about \$30 in total.

Keep your Michelin Tyres looking the best with Armor All®, the industry's most trusted name in auto body care products.



Your free gifts worth \$30



Borneo Motors

TOYOTA



MICHELIN

Discover a new driving experience

SYNTHETIC PREMIUM SERVICE, THE DRIVE TO DREAM

Service Your Toyota With Synthetic Oil And
Have A Chance To Make Your

Dreams Come True

Dreaming of that beach resort or latest gadget?



Draw Prizes:
5 lucky customers
will walk away with
the grand prize of
\$2,000 cash each.
10 other winners will
stand to win a
\$500 pre-paid
fuel card each.

Simply opt for the Synthetic Oil servicing package for your Toyota the next time you visit us and you may stand a chance to win \$2,000 in cash to help make your dream come true. Every Synthetic Oil servicing package purchased from Borneo Motors entitles you to 1 lucky draw coupon.

Promotion starts from 28 August till 13 December 2003.
Lucky Draw will be held on 14 December 2003.



Borneo Motors

ESSO

IMPRESS WITH THE LATEST VIOS ACCESSORIES



Prices quoted are inclusive of installation and GST. Valid at Toyota Service Centres only.
For a limited period only and subject to stock availability.

TOYOTA GENUINE AIR PURIFIER

Purified Air for a Cleaner, Fresher Ride in Your VIOS

Q1) How does the Toyota Genuine Air Purifier provide my family and I with cleaner and fresher air?

A1) When the air purifier is switched on, the fan located inside will start turning to circulate and clean the air in the passenger compartment – all thanks to the revolutionary "Dual Cleaning" Process.

The air first passes through "Electrets Filter" where contaminants are removed. It then passes through the "Activated Charcoal Filter" to neutralise odours. Finally, only clean air is returned to your passenger compartment, assuring that you and your family will enjoy fresh air throughout your journey.

Q2) What type of airborne particles and odours can the Toyota Genuine Air Purifier remove?

A2) The **Electrets Filter** effectively removes airborne dust, dust mites, sand and asphalt dust, pollen and other harmful particles. The **Activated Charcoal Filter** neutralises auto fumes, cigarette smoke, sweat and other odours.

Q3) How often do I need to replace the filters?

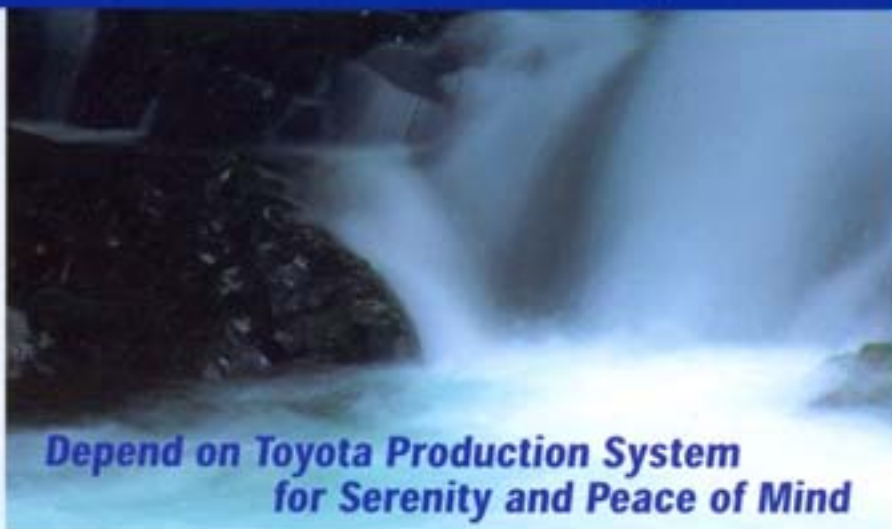
A3) We recommend that the filters be changed once **every six months** to keep them effective. The special **Reminder Light** on the control panel will alert you that it's time to change the filters.

Q4) Why Toyota Genuine Air Purifier?

A4) The **Toyota Genuine Air Purifier** is designed and engineered specifically for your Toyota Vios and it provides you with cleaner and fresher air automatically every time you turn on your ignition.

THE TOYOTA PRODUCTION SYSTEM AND YOU

Toyota is always striving to bring you the best and to save you valuable time and money. The adoption of the Toyota Production System has helped to reduce dramatically the anxiety that many may face when they send in their cars for servicing or repair, transforming it into a dream experience!



*Depend on Toyota Production System
for Serenity and Peace of Mind*

What is the Toyota Production System?

The Toyota Production System (TPS) is designed around the production-line system. It allows individual service technicians to specialise in different service or repair stages. Each technician focuses on his area of expertise, therefore minimising movement and maximising productivity. This in turn ensures that your Toyota will be serviced better, faster and on-time.

How Toyota Production System Works for Toyota Service Express

Using TPS, Toyota Service Express (TSE) categorises the servicing of your car into five stages. Each of these stages is designed and equipped to handle the preventive maintenance of your Toyota.

During the first three stages, individual technicians will be assigned at each stage to ensure that all mechanical aspects of your Toyota are taken care of. Our master technician then test your vehicle in the fourth stage to ensure its road usability before sending it to the final stage of cleaning and vacuuming. This improved productivity is at no extra cost to you.

How Toyota Production System Works for Toyota BodyExpress

Toyota BodyExpress (TBE) is also modelled after TPS to make your Toyota look as good as new in a shorter time and at more competitive prices. With TBE, your car goes through 11 stages of precise specialised tasks that can be categorised into four major phases – Disassembly; Bodyworks; Spray Painting; and, Assembly & Inspection.

Each stage is designed and equipped to return your Toyota back to its original grandeur. Moreover, the TBE prices are so competitive you would not need to effect insurance claims and risk forfeiting your "No Claims Discount".

How Toyota Production System Works for You and Your Toyota

TPS guarantees efficiency by ensuring that there is no reduction in service quality but an increase in productivity.

With TPS, Borneo Motors guarantees that you will get your vehicle back at the stipulated time. In the unlikely event that we are not able to meet the promised time*, you will get 50% discount off your servicing or repair labour bill when you opt for TSE and TBE respectively.

Furthermore, when you send in your vehicle on time for Toyota Service Express from 1.15pm to 4pm, you will be entitled to a complimentary \$10 fuel voucher**. In addition, a pair of limited edition Toyota Service Express seat belt covers** will be yours for free when you send in your vehicle on time and collect it on time.

Simply make an appointment with the Toyota Service Centre of your choice and drop off your car at the specified time. Your car will receive the Toyota Production System treatment and we guarantee that it will be ready to be picked up on time!

That's our commitment to you.



* Does not include repairs for Toyota Service Express

** While stocks last

TOYOTA SERVICE CENTRES



**SIN MING
TOYOTA SERVICE CENTRE**



Sin Ming Toyota Service Centre was officially launched on 11th November 2002 by Mr. Lee Suan Hiang, Chief Executive of Spring Singapore.

Just across the road is the Bishan Golf Driving Range. Sin Ming Toyota Service Centre now offers you a choice to **exchange* your petrol voucher** for an equivalent amount of **golf game at the driving range.**



Simply send in your vehicle on time for Toyota Service Express in the afternoon between 1.15pm to 4pm and you will be given a complimentary \$10 petrol voucher**!

You can now fully maximise your time and relish the golfing experience while you service your car.

* Exchange programme is only valid for customers from Sin Ming Toyota Service Centre
** Promotion is for a limited period only and is subject to stock availability

SIN MING RECEIVES TSM AWARD



Sin Ming Toyota Service Centre was certified with the prestigious Toyota Service Marketing (TSM) Award in August 2003, joining Leng Kee, Ubi and Pandan Service Centres' certification in October 2002. The Award is given to all Toyota Dealers worldwide that excel in the certification programmes developed to deliver superior levels of service and convenience to every Toyota customer.

LENG KEE TOYOTA SERVICE CENTRE

33 Leng Kee Road Singapore 159102

Tel: 6378 8600 Fax: 6473 6365

Business Hours: 8.00am - 5.30pm (Mon - Fri) 8.00am - 5.00pm(Sat)

Extended till 8pm on Tuesdays and Thursdays

UBI TOYOTA SERVICE CENTRE

17 Ubi Road 4 Singapore 408611

Tel: 6840 8806 Fax: 6741 3034

Business Hours: 8.00am - 5.30pm (Mon - Fri) 8.00am - 5.00pm (Sat)

Extended till 8pm on Mondays and Wednesdays

PANDAN TOYOTA SERVICE CENTRE

2 Pandan Crescent Singapore 128462

Tel: 6777 5277 Fax: 6777 2723

Business Hours: 8.00am - 5.30pm (Mon - Fri)

SIN MING TOYOTA SERVICE CENTRE

600 Sin Ming Avenue Singapore 575733

Tel: 6452 1938 Fax: 6552 3803

Business Hours: 8.00am - 5.30pm (Mon - Fri) 8.00am - 5.00pm(Sat)

HOUGANG TOYOTA SERVICE CENTRE

600 Hougang Avenue 3 Singapore 538846

Tel: 6858 7238 Fax: 6286 0336

Business Hours: 8.00am - 5.30pm (Mon - Fri) 8.00am - 5.00pm(Sat)

TOYOTA CAR BODYCARE CENTRE

24 Leng Kee Road Singapore 159096

Tel: 6476 6268 Fax: 6476 6247

Business Hours: 8.00am - 5.00pm (Mon - Fri) 8.00am - 4.00pm(Sat)

CENTRAL PARTS WAREHOUSE

2 Pandan Crescent Singapore 128462

Tel: 6778 5566 Fax: 6778 5051

Business Hours: 8.00am - 5.30pm (Mon - Fri)



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