

autofile

Damaged import options flagged

Proposals to tackle issues with consumer information notices (CINs) for vehicles classed as "imported as damaged" have been tabled by government officials.

Autofile can reveal they are outlined in a report drawn up by Ministry of Business, Innovation and Employment (MBIE) officials for Craig Foss, Minister of Consumer Affairs.

The ongoing review follows media claims loopholes have been exploited so used vehicles crossing the border avoid being

flagged as imported damaged.

Foss has indicated he wants to amend the 2010 version of the CIN to provide "more meaningful information for consumers and help them make more informed decisions when purchasing vehicles".

Now the MBIE says there are options, which could address issues. These include:

- ▶ Removing details about imported as damaged vehicles from CINs.
- ▶ Making information more meaningful in relation to imported vehicles.

- ▶ Expanding CINs to include details on all structural damage, whether it happened here or overseas.

The report, obtained by Autofile, states the MBIE has met with stakeholders to gather information on the scale of complaints and reported issues.

This consultation has included the Imported Motor Vehicle Industry Association (IMVIA), Consumer NZ, the Commerce Commission, Ministry of Transport (MoT), NZTA and the Motor

[continued on page 4]

In this issue

p10 Revving for bike safety

p12 Car loan complaints up

p18 Record set in Germany

p20 Latest industry movers

p23 Online advert broke law

p24 In-depth sales analysis



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Spotlight on fleet's safety

Members of three industry organisations have welcomed the chance to put across their views at workshops into accelerating the exit of less-safe vehicles from the fleet.

Two sessions were held in Auckland and Wellington as part of Safer Journeys' safe vehicles goal to have a fleet that helps

people reduce, avoid and recover from errors and better absorbs crash forces.

It's about more of the fleet having active and passive safety features that assist with accident avoidance and better protect drivers, passengers and other road users.

This year, the Ministry of

Transport (MoT) is focussing on identifying options to accelerate the exit of less safe vehicles from the fleet.

The aim is to develop and implement initiatives that are targeted and sustainable, with advice on potential options being provided to the National Road

[continued on page 6]

Last rendition for
WRX before new
model launched



p19

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Buyer protection has upsides

Consumers can be a tricky bunch, but basically you can't live without them in any business let alone the motor vehicle industry.

There's plenty of protection already in place to try to ensure they don't get ripped off and have legal recourse when needed.

The Consumer Guarantees Act (CGA) is comprehensive as it stands, let alone what the Consumer Law Reform Bill will bring after its third reading.

With the CGA, it means applying the law equally to all dealer-to-public sales, including goods sold at auction or by competitive tender.

The new Fair Trading Act will tackle extended warranties, unsubstantiated claims and internet transactions – you will need to identify yourself as a trader when selling online.

New rules governing unfair contract terms, infringement notices and fines will come into play.

The implications of applying the CGA to all sale modes have been well-documented by Autofile in respect of the impact on business models, especially with cheap trade-ins.

The situation is undeniable – it will happen. This is an example of one sector being affected by a government wanting to overhaul laws and bring them up to date with little thought about how this industry operates.

And operate it will because there are cars to be sold and there's a demand for lower-end vehicles.

If laws are left unchecked, they fail to serve society as first intended – and society always moves ahead.

When laws become outdated, they become ineffective. When standards become outdated, they can become dangerous.

Over the past few issues, Autofile has exposed some shameful antics perpetrated by some dodgy operators giving the industry a bad name.

At the start of last month, we revealed the government is sending about 140 letters per month urging illegal traders to stop selling motor vehicles or become registered, with up to 80 prosecutions projected for 2013.

In the middle of October, we reported how the NZTA is mitigating risks posed by around 500 statutory write-offs imported from Australia without being flagged.

This issue covers two more important matters – what's being discussed as part of a review into consumer information notices (CINs) and the "imported as damaged" flag.

The other is speeding up the expulsion of more dangerous vehicles from our fleet.

The latter can be linked back to the weight of the CGA bearing down on old trade-ins. If scrappage incentives are introduced, this may be a good starting point.

It has been suggested only vehicles seven years old and younger should cross the border – there's no point getting rust buckets off our roads only to bring more old stock in.

Conversely, there's no use controlling imports when dangerous and polluting cars are allowed to remain on our roads.

As for the CIN changes, a system is needed that promotes confidence among buyers and sellers.

Some may say that's even more power to consumers, but is it really?

Giving as much information upfront to buyers can only be good for business, while making life harder for dodgy dealers.

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System 'distorts' used vehicle sales

Vehicle Disputes Tribunal (MVDT).

"All stakeholders agreed current information relating to 'imported as damaged' on the CIN was unhelpful for consumers," the report states.

"The NZTA and MoT note that due to rigorous certification checks vehicles must pass there are no safety concerns around unflagged damaged vehicles.

"The key concern is consumers may be paying more than they would for a vehicle if they had more complete and accurate information. It is difficult to assess this."

While government officials have inadequate information on costs for options being suggested, they recommend a discussion paper be developed to gather more feedback before decisions are made.

NATURE OF PROBLEMS

The government is concerned

buyers may be making decisions based on unhelpful data, while selling prices of used imports may not reflect repair histories.

There have been examples of people claiming they wouldn't have bought vehicles had they known their true damage, while ineffective information on CINs means buyers may be paying more for cars.

Stakeholders consider the tick box on CINs is unhelpful because consumers may think this provides details on whether or not there's damage to an import, but CIN information only relates to cursory border checks and doesn't account for entry certification repairs.

There have been suggestions some sellers are deliberately buying damaged cars overseas at low prices and performing



Craig Foss, Minister of Consumer Affairs

superficial repairs to get them through border inspections.

Others may be bringing in large quantities hoping some damage will be missed because imported-damage flags cannot be raised after the border inspection.

The NZTA has identified examples of superficial repairs completed before import, but has no data on this.

The number of vehicles identified as damaged during compliance – and after passing border checks unflagged – may indicate the scale of the problem.

It has also been suggested there should be a level playing field between used imports and vehicles already on Kiwi roads.

That's to say, if a vehicle has been structurally damaged in New Zealand this could be on the CIN – the MoT says the current system of this only applying to used imports distorts the market.

While certification checks mean safety isn't a prime issue with importers dodging flags, water-damaged vehicles can go on to develop safety-related faults.

SCALE OF THE ISSUE

The Commerce Commission has received 26 complaints since 2006 of vehicles imported damaged with inconsistencies on CINs.

Out of 8,397 used imports identified by the NZTA last year as needing repairs during entry certification, only 25 per cent were imported as damaged on CINs.

As revealed in the previous

issue of Autofile, there has been a major problem with statutory write-offs from Australia being sold here without being marked as imported damaged.

Thirty out of about 500 units imported since January 2011 have been reinspected because they weren't picked up during border inspection or entry certification processes.

Five needed repairs to be roadworthy, none were ordered off the road, about 60 per cent had been involved in crashes and around 40 per cent were water damaged.

"The NZTA hasn't written to other owners to tell them their vehicles were written off overseas," says the report. "It doesn't currently write to owners of vehicles written off in New Zealand and back on the road."

VIEWS FROM INDUSTRY

The IMVIA says "imported damaged" on CINs means nothing, it's just a category, and used imports must be described as such for their lifetimes.

Chief executive David Vinsen says compliance processes are stringent after these vehicles are flagged by agents inspecting them for the NZTA.

But imports with minor issues might get flagged while those on Kiwi roads can go back into service after having serious damage repaired.

"One thing to develop could be more information on repair certification on CINs, but this should also apply to in-service vehicles," says Vinsen.

Dougal Morrison, general manager of advocacy and training at the Motor Trade Association (MTA), says: "We have suggested it's good to review imported damaged on CINs.

"Structural damage is repair certified before flags are removed, but there's no in-service certification on the domestic market.

"We're working on that with

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◀ insurance companies and repair certifiers, and it's ridiculous the same rules don't apply."

There have been cases of MTA collision repair members picking up on shoddy work and reporting this to the NZTA with action yet to be taken.

The MTA says repairs should be carried out to manufacturers' specifications but feels more can be done to ensure rules are enforced, while vehicles in this country should be flagged if not repaired properly.

"This may reduce car values and consumers may be reluctant to go down this path," says Morrison. "But the same rules should apply irrespective of where damage has occurred."

David Crawford, chief executive officer of the Motor Industry Association (MIA), says: "The CIN needs to be improved and we've been advocating that with Michael Woodhouse, Associate Transport Minister, and the NZTA."

He says vehicles' histories need to be known – for example, if a car was flood-damaged in Australia, was no longer registered there but repaired before being sent here.

"Buyers need to know vehicles have been suitably repaired. If the CIN notice doesn't show that, how will they know?"

"Then there are cars deregistered in the UK with the VAT paid back and imported here as New Zealand-new."

Crawford explains the definition of NZ-new as a vehicle that has never been registered before, irrespective of what country it's in.

"The NZTA says NZ-new vehicles are those that have never been registered before or are below certain kilometres, which the MIA doesn't feel sits comfortably with legislation such as the Consumer Guarantees Act and Fair Trading Act," he says.

"Different bits of legislation don't fit in with the CIN, so the likes of the NZTA and Commerce Commission are looking into this."

The MIA's view is that if vehicles have been registered before, they shouldn't be classed as new here.

"They can be deregistered

"The same rules should apply irrespective of where damage has occurred."

– Dougal Morrison, MTA



overseas with a six to nine-month delay, registered here and sold while the warranty is ticking away.

"The CIN needs to show the full history, including if the vehicle has been registered overseas irrespective of how many kilometres it has travelled.

"This is particularly important when international warranties start from the date of first registration."

Crawford has heard of a number of Mercedes-Benzes being in storage in Singapore since 2003 with an Auckland dealer importing some.

"He was able to put down the date of first registration as 2013," he says. "You can almost guarantee people who bought those cars were unaware they were manufactured in 2003.

"CINs need to have the history of the vehicle, including the year of manufacture and date of first registration."

THE WAY FORWARD

The MBIE says the objective of CINs on used cars is to provide information to buyers to help them make informed decisions.

"The provision of accurate and meaningful information that assists consumers in making purchases aims to promote effective competition, which should drive pricing and innovation," states the report.

"The primary problem is consumers may be making decisions on the basis of unhelpful information.

"The availability of accurate

and meaningful information is important given that buying a motor vehicle is a major financial commitment for consumers.

"For many, it represents their second largest single purchase after a house and will often involve a credit agreement."

The MBIE says the NZTA supports the objectives of its briefing but wants to see some

reference on CINs to notify buyers of previous damage.

The agency also favours adding information to CINs to be collected at the certification stage and locations where buyers can go for more details on flagged vehicles.

The MoT is concerned a reporting obligation could be placed on part of the fleet, which could also distort the market.

The NZTA says the focus of the CIN on damage before importation is important because buyers have limited information about vehicle history compared to those in-service.

"It seems clear there is a problem," says the MBIE. "However, it's unclear what the best solution is.

"We propose further work be undertaken to assess the costs of options prior to final decisions being made. This could be done through a targeted consultation."

A spokesman for Craig Foss told Autofile the minister is still considering the issue of CINs. ☎

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Older vehicles to be targeted

Safety Committee in December.

David Vinsen, chief executive of the Imported Motor Vehicle Industry Association (IMVIA), describes the workshop in Auckland as tackling the "first principles stage".

He says there was a genuine, open and well-facilitated discussion, although it wasn't the opportunity or place to promote individual positions.

"Having said that, however, the IMVIA is happy to participate in the process, which we think will provide a good basis for developing a practicable and sensible mechanism for end-of-life vehicles.

"Our key point is that unless there's serious political commitment, any scheme will be destined to be a superficial showpiece and not effective.

"Political will will be required to drive through proposals in the



A practicable and sensible mechanism for end-of-life vehicles is needed to bolster the safety of the fleet

face of those who will talk about inequality, such as lower socio-economic groups being more disadvantaged by a focus on removing older, less safe vehicles

from the fleet, which is the purpose of the exercise."

Dougal Morrison, general manager of advocacy and training at the Motor Trade Association (MTA), also attended the workshop in Auckland and says some good ideas came out of it.

"One was using product stewardship as a bigger carrot to get some unsafe vehicles off the road."

This could apply to vehicles with two safety stars or less, and those that don't have airbags fitted.

"Some thought people getting finance easier could help, while cars without warrants of fitness could have plates removed to get them off the road until they are warranted or have registration."

The MTA is advocating a seven-year rolling age band for used imports, with the date of first registration in any country as the starting point.

"This would be a simple way to do it because there's no fixed point in time. It takes all the lumpiness out of frontal impact and emissions rules, which result in a bulge of imports coming in beforehand."

While vehicles in-service here could be forced to comply with a similar age limit, Morrison feels there may be an ability to counter this but seven members of the World Trade Organisation that have age bands have yet to be challenged.

"Any rules need to be easily implemented and enforceable for unsafe vehicles," he stresses.

"There are risks such rules can impact on less wealthy people, but even with people on reasonable incomes there are risks their second or third vehicles are much less safe."

Measures to promote scrapping also need to ensure air-conditioning fluids and gases, oil and fuel are taken out before vehicles are crushed, but Morrison feels a steer from ministers on the way forward is needed before more work on this area is undertaken.

David Crawford, chief executive officer of the Motor Industry Association (MIA), says: "We would like to encourage the government to develop a policy on end-of-life vehicles.

"But there also have to be standards on allowing vehicles to enter the fleet in the first place and those already in-service.

"We are a standards-based nation. We apply standards, but they get older every year.

"What's the point of end-of-life policies when they get older vehicles out of the fleet, but old ones continue to come in."

The MIA agrees with the MTA about a seven-year rolling age band for vehicles entering the fleet to back up the government's standards-based approach.

"It can take the year of manufacture and say imports only up to seven years old are allowed in."

Michael Woodhouse, Associate Minister of Transport, says options to speed up removing less safe vehicles from the Kiwi fleet can be achieved through targeted and sustainable initiatives.

One possibility is a safety levy when ownership changes, or through licensing, to provide incentives for scrapping vehicles.

"The safe-system approach recognises the role the sector can play to improve the fleet," Woodhouse told Autofile. "We're looking to the industry to contribute and help consumers

[continued on page 8]

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Tragedy at testing station

The family, friends and colleagues of Peter Cocks are mourning his passing following a tragic accident at the Vehicle Inspection New Zealand Ltd (VINZ) testing station in Palmerston North.

The 61-year-old company employee, who lived in Feilding, died when a vehicle rolled off a hydraulic lift while it was being examined at the Taonui Street facility at about 2pm on Thursday, October 31.

The testing station was closed immediately after the accident before being reopened on Monday, November 4.

The vehicle, which was being examined by an employee, inadvertently travelled forward striking two other vehicles and workers in what's thought to be a "crushing type of accident",

according to police at the scene.

Staff members were hit by the moving car and Cocks died as a result of the accident.

Two other people were treated for moderate injuries at Palmerston North Hospital before being released later that day.



"Management and staff have been deeply affected."

– Frank Willett, VINZ

Constable Warwick Denby told Autofile on Tuesday that the police are "in the early stages of a number of investigations" and are working alongside the Ministry for Business, Employment and Innovation, while the tragedy was referred to the

coroner on the day it happened.

Frank Willett, chief executive officer of VINZ, was among company officials who attended the scene to get a clearer picture of what happened and to assist in other matters.

"This tragic accident resulted

in one staff member being fatality injured and another suffering from minor injuries," he says.

"Management and staff have been deeply affected. We extend our most sincere condolences to the families concerned." ☹

COMPANY'S 'FACE' FAREWELLED

The funeral of long-time VINZ employee Phil Horne, who died last month, took place on October 31.

The 57-year-old was branch manager of the Mt Wellington testing station. Before that, he held management roles in the Auckland operation during his 19 years with the company.

Horne was considered the company's "face" in Auckland and was one of the original team of city staff when it started. He also developed strong and enduring relationships in the industry for VINZ.

"Many clients and staff also became personal friends of Phil due to his great sense of humour and very likeable character," says Frank Willett.

"He was great to be around. I shall miss him greatly as will all of our staff and clients."

[continued from page 6]

Safety fee mooted

make safer vehicle choices."

The fleet's average age increased from 12.5 years in 2009 to 13.2 years in 2011.

He says the proportion of new vehicles is relatively low and people can still purchase some without high ANCAP ratings.

"Accelerating the exit of less safe vehicles is one of the government's top priorities for safe vehicles, but it's long term and we're at the early stages of looking at options," says Woodhouse.

"It's too early to say what tools we may use. It boils down to encouraging people to buy the safest car they can afford, so we will be looking for the best mix of interventions and education."

The Safer Journeys document

tackles mandatory electronic stability control (ESC) and Woodhouse supports this in principle.

He expects to receive advice on this soon, while a vehicle standards map indicating when technology could be mandated should be

published by the end of 2013.

The government is looking into developing this with the industry and stakeholders.

"Some features such as ESC, side curtain airbags and motorcycle anti-

lock braking, are already used here," says Woodhouse.

Others, such as autonomous emergency braking and lane-departure warning, have been trialled overseas but the government isn't in a position to say when they will be introduced here. ☹

"We're at the early stages of looking at options."

– Michael Woodhouse

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Motorcycle safety revs up

Work on schemes designed to champion safety for bikers has been praised by the government.

The Motorcycle Safety Advisory Council, chaired by Mark Gilbert, is progressing projects to reduce injury and accident rates among riders.

Some initiatives link into the government's Safer Journeys approach, while others come under the council's general remit.

ACC Minister Judith Collins has met with Gilbert to discuss upcoming projects and is pleased the council will start several large-scale projects over the next 18 months.

"It's important the council continues its work with ACC to bring down the injury rate for motorcyclists, which will ultimately have the flow-on effect of reduced levies for owners," she says.

The council's on-going work includes research into how motorbikes' lights are set up.

Data from validation trials on its visibility project are being analysed after different configurations were tested in Kiwi conditions and the results should be available early next year.

Researchers recorded the responses of about 600 testers as they viewed oncoming traffic on a busy urban road, indicating what they saw coming and when it was safe to pull out.

Test bikes with three different lighting set-ups were ridden through traffic and past the site. Sessions were filmed and the results are being analysed to compare visibility and conspicuity.

In a survey by the advisory council, 27 per cent of riders use extra lighting so they are easier to

see, but they're unconvinced about drivers' ability to judge distances and speed even when bikes are well-lit.

A report commissioned by the council suggests there could be safety benefits for bikers from extra lighting and testing a variety of configurations will establish them.

If the tests prove safety benefits, the council anticipates lobbying the government to change legislation so bikers can use these set-ups.

"Motorcyclists are more vulnerable, but we're tackling their visibility and conspicuity," says Gilbert.

"It used to be only bikes with headlights on during the day, but more cars now have daytime running lights so differentiation is harder.

"By using different lighting configurations on bikes and having observers sitting in cars, we can see how they make a difference and our work will hopefully show how visibility can be improved.

"We're also encouraging riders to wear the right gear, such as gloves, jackets, trousers and boots. This is a no-brainer."

A project around engineering focuses on safer roads and roadsides, and aims to ensure motorbike safety is factored into

design, maintenance, upgrades and signage.

"We're prioritising hilly and coastal areas because they're the most popular with riders," Gilbert told Autofile.

"We have been working with the NZTA using an instrumented motorcycle to provide 'a bike's-eye view' of the road.

"We're also working with academics and consultants from Australia to learn about best practice engineering, especially at intersections and with signage and other roading interventions.

"A safe-system approach could involve moving street signs that are hazardous and potentially fatal."

The council is looking to move ahead existing programmes with other agencies and to look at roading differently.

"We need to encourage engineers to look at roads from the rider's view, recognising hazards such as gravel and mud spewing onto roads from farm driveways, locations of manhole covers and so on."

Options around barrier design and safety standards ►

Mark Gilbert, chairman of the Motorcycle Safety Advisory Council, says people need to remember they all share the same piece of road



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are being investigated, including those on state highways.

This involves consultation with Professor Raphael Grzebieta, of the NSW Transport and Road Safety Research Centre, which is dealing with this issue across the ditch.

The council is also liaising with the NZTA and Auckland Transport to develop an urban pilot project to drive forward what was learned from South Coromandel Loop Initiative, which tackled accident hot spots.

The 81-page Safer Journeys for Motorcycling on New Zealand Roads has also been released, while work on safer vehicles includes trialling and promoting new technology.

"There are views overseas that anti-lock braking systems [ABS] on bikes will save lives, so we can consider this," says Gilbert.

"There may be other agencies and groups that can do more with this, such as ACC, the Ministry of

The cost of crashes

ACC Minister Judith Collins, pictured, has acknowledged the Motorcycle Safety Advisory Council and ACC for being committed to reducing injury rates.

Government statistics figures show bikers are 20 times more at risk of being involved in a fatal or serious crash than car drivers per kilometre driven.

The costs of injuries to motorcycle and moped riders have increased significantly since 2002.

On average, ACC receives 3.8 times as many claims per 10,000 for motorbikes as cars. Each claim costs 3.1 times as much over its life than claims for car occupants.



Transport and the Motor Industry Association, which is a conduit to importers and distributors.

"It and others may be better positioned to discuss this through appropriate channels and groups."

The council's fundamental future aims are injury prevention and reducing bike accidents.

When it was set up in up 2011, the motorcycle safety levy fund stood at zero and has been built up over time.

"The people involved then were pragmatic enough to invest wisely, rather than quickly, built up a fund and used it strategically on projects and initiatives likely to make riding safer.

"Our proposals and recommendations to ACC have to be robust and ideally supported by evidence and desired outcomes."

Gilbert realises the council cannot control some issues society needs to address, such as vehicle speed, drugs and alcohol in relation to accidents.

"It's like the Bloody Legend campaign to stop drink-driving or getting people to wear seatbelts. It's a case of changing attitudes and that takes time."

widening the base of what the council tackles and working with partner agencies.

"We all need to remember that there's only one piece of road," says Gilbert. "Motorcyclists need to look out for car drivers, drivers need to look out for bikers. Both need to look out for cyclists and pedestrians.

"Safer Systems recognises people make mistakes. It's about personal responsibility, rider education, road engineering and design, reducing potential surprises for riders and recognising speed is still a big issue.

"Campaigns such as Bloody Legend can change attitudes. It takes a long time and lots of money but it can be done. We want to reduce motorcycle injury rates, although it's hard to predict by how much.

"Bikers have been a key part of the latest Safer Journeys strategy, but it will take time to yield results because there's no silver bullet."

There's no shortage of ideas but drink-drivers, speedsters and drug-drivers need to take responsibility for their own and others' safety, which is where cultural change and peer pressure can come into play.

The big picture stuff includes



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Ute range raises bar

The Holden Colorado 7 LTZ



The Colorado and Colorado 7 range for next year aims to break ground with a new 2.8-litre engine, six-speed manual gearbox, and more power and torque.

Holden believes the 2014 model year line-up steps up in many areas to become a serious contender in the large four-wheel-drive market.

The four-cylinder turbo-diesel Duramax 2 engine with automatic transmission can generate 147kW of power and 500Nm of torque.

The enhanced transmission calibration includes shift stabilisation and grade braking

control, which prevents unnecessary shifting between gears when driving uphill and selects suitable downhill changes to minimise braking.

When teamed with the six-speed manual, the engine produces the same power as the automatic and up to 440Nm torque.

Torque is available from 1,600-2,800rpm, which is ideal for cargo and towing, while fuel economy remains the same or slightly improved. All models with the 2.8-litre turbo-diesel badge can pull 3.5-tonne loads.

New chassis systems include

trailer-sway control and hill-start assist across both ranges, and descent control on all models except the DX.

Standard safety features include driver and front passenger airbags and full-length curtain airbags, electronic stability control, ABS with electronic brakeforce distribution and hydraulic brake assist.

Front side-impact airbags are standard on the LX, LT and LTZ models, and rear-park assist and a rear camera is on all Colorado 7s and the LTZ.

The seven-inch colour touchscreen and entertainment features are standard on the LX, LT and LTZ models and the Colorado 7.

Holden's MyLink allows drivers to connect to Bluetooth with connectivity meaning the screen can wirelessly stream audio files for playback from a paired cellphone or Bluetooth device.

The range is priced from \$44,490 for the four-by-two crew-cab LX manual to \$61,990 for the four-by-four crew-cab LTZ automatic. ☎



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Feedback on Autofile's evolution online shows the new website is a popular destination for the industry when it comes to news and other services directly related to buying and selling vehicles.

With the magazine being the sector's trusted source for information for more than 25 years, we feel there's a responsibility to grow this reputation through other mediums.

We're committed to bringing you accurate news quickly and in-depth through via print and online, and since www.autofile.co.nz was relaunched a few weeks ago we've led the charge with breaking stories.

For example, another unregistered car dealer has been taken to court. Christopher Jay Holmes was fined \$4,500 by Morrinsville District Court for selling more than six vehicles a year.

It follows the conviction of Daniel Stuart Procter, of Dunedin, on similar charges. This was

previously reported by Autofile, which exposed the sheer scale of the problem with unregistered traders in its October 8 issue – about 70 prosecutions are anticipated this year.

The Motor Trade Association recognised some members at its annual conference – check out the pictures online. Among them was Ian Redshaw, of De Luxe Ford in Wairoa, who was awarded life membership for his work spanning four decades.

There were more winners with businesses related to our industry taking out honours at the Kenexa Best Workplace Awards, while the website was also the first to post October's new vehicle sales statistics from the Motor Industry Association.

Complementing our up-to-date news is our industry directory, which is a "one-stop shop" for dealers – whether buying or selling stock.

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Trading places into industry

He's been in the job for about two years and he loves the opportunity to improve or add value to the business and build relationships with the automotive sector.

Like a lot of people in the trade, he's an unabashed petrolhead with a passion for Porsches.

As head of Trade Me Motors, it was only a short time ago that Darren Wiltshire left behind adventures of Blighty to return home with his wife and twin sons.

"My previous role in the UK was head of an advertising operation team, which involved ensuring adverts appeared in the right place," he recalls.

"When I came back, Trade Me was changing some servers and needed someone to give them a hand.

"After three months, I became head of motors. We had spoken

about that before and the company thought I was the right person for the role – and with my passion for cars, motorbikes and planes, along with the online aspect, the job was a perfect fit."

Wiltshire – or Dazzz as he's also known – says the biggest challenge is trying to find a balance between what buyers and sellers need and want.

"Trade Me's a consumer-centric website and being a trusted and safe brand we tend to veer to the side of consumers."

As for being listed on the stock exchange, Wiltshire feels nothing has fundamentally changed because the culture and goals are the same.

"When Trade Me was owned by Fairfax, we needed to generate

Darren Wiltshire feels the need for speed on two wheels



is good a move, so we've been pushing ahead. It will probably have to be done by law next year."

WORKING WITH INDUSTRY

One thing's for certain and that's Trade Me's relationship with the motor vehicle sector has improved in the past few years.

Wiltshire has attended events – such as the Motor Trade Association's dealer council sessions – to give people the heads-up on what the website's doing and to answer questions.

Through the likes of the Motor Industry Association, Imported Motor Vehicles Industry Association and the

AA, he believes the company is building more relationships.

"We also host dealer breakfasts and sponsor events, and we're doing everything we can to listen and make improvements that make sense.

"We made a conscious decision to build relationships, largely because there was no head of Trade Me Motors before me.

"Back then, relationships were starting to dwindle. An important part of my job is to take on-board feedback and make decisions based on trust and safety. When suggestions make sense, we look to take them further."

profits for it. Now the same applies to a large group of new shareholders."

He sees no game changers looming but "we're looking to improve the site all the time and – as previously revealed by Autofile – there are plenty of initiatives on the road map, including faster upload times."

One of the highlights, which should be realised over the next six to 12 months, is improving the motors search engine.

"This will make it easier to find cars, which will work in favour of sellers and buyers in that they will sell quicker. The idea is for people to find a vehicle based on how they want to find it."

The company also makes its opinions known on any probable impacts of legislation, such as with the Consumer Law Reform Bill.

"Take the Consumer Guarantees Act and auctions. Most items are sold by private individuals, so we keep abreast of what's going on.

"We're about to go out with the ability to flag dealers' listings as in trade. We think this

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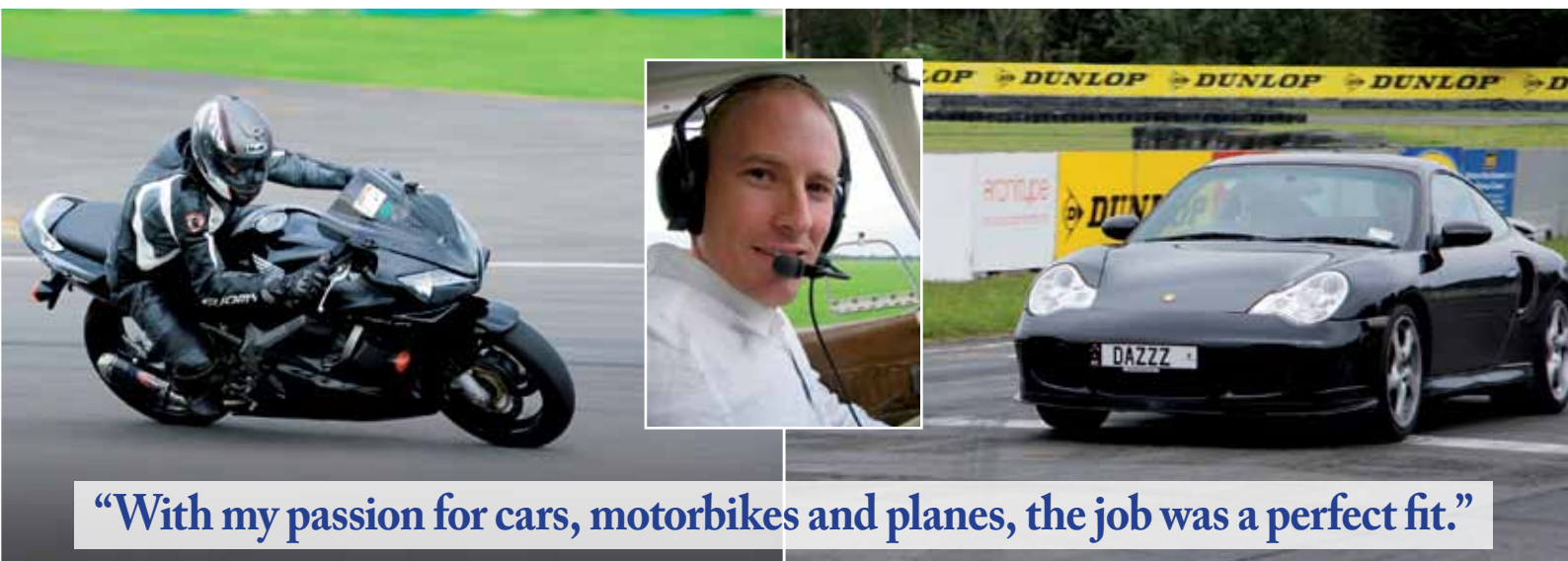
England supporter

Darren Wiltshire admits to supporting the English national team during two world cups, but not at the expense of the All Whites, while his London team was Brentford although he didn't choose it.

"My last job in the UK was with Sky and its head office was in Brentford. When Sky moved, everyone else had teams and it was decided I could support Brentford.

"It's surprising to think I was nearly in the UK for a decade before having a team to support, despite playing football for most of my life."





“With my passion for cars, motorbikes and planes, the job was a perfect fit.”

As an example, it has surveyed about 5,000 people on listing dates. They had all bought cars or placed one on their watch lists.

More than half found listing dates useful, so from January 1 the same system will apply to sales by private sellers and dealers.

“At the moment, private listing dates are refreshed after 14 days because they need to be relisted then. That system will be modified to match dates on dealers’ listings.

“This has come about because of industry feedback and we promised to make it consistent for all listings.”

Wiltshire – who first learned to drive on a tractor – enjoys being part of the industry. He concedes it’s sometimes frustrating being unable to come up with solutions that please everyone. “But that’s life really.”

PEOPLE MAKE PLACES

Wiltshire completed his degree in management and information technology at Victoria University of Wellington and was working for IBM when the Mother Land beckoned.

That was back in 2000 when his wife-to-be decided she wanted an

OE and he thought “why not”.

He was a consultant for IT services specialist SYSDOC before joining internet company AOL (UK) as manager of projects and process in 2005.

Then it was off to BSkyB as project liaison manager before being head of ad operations until December 2010.

“Part of my job is to take on-board feedback and make decisions based on trust and safety.” – Darren Wiltshire

“My jobs there had pluses and minuses, but my time with Sky was thoroughly enjoyable,” he reflects. “That was mainly down to the people and that’s much the same at Trade Me.”

The Wiltshires shifted back to New Zealand because the family wanted a different lifestyle.

“It’s more about the outdoors here and I get to work in 20

minutes. In the UK it was double that. It was a great experience though, but I miss my family there and it was good having Europe on your doorstep.

“While in the UK, I got my motorbike and private pilot licences, which was a long-time dream.

“I flew a single-propeller, four-seater Piper Archer 4 out

He hasn’t flown for a year but hopes to get back into it, and he recently obtained his firearms licence.

“I sold my plane just before we came home. It would have been a bit of stretch from Australia to New Zealand.”

He loves his black Porsche 911 Turbo and describes it as a great sports car that can also be used every day.

“I had another 911 before going to the UK. We had a Cayenne for about four years, but we’ve just sold it to get an Audi SQ5. Despite being a petrolhead, fuel efficiency comes into play.”

His first set of wheels were a 1975 Ford Capri. “It had everything and plenty of power with its two-litre engine. No one falls out of love with their first car.”

So where does the name Dazzz come from and why so many last letters of the alphabet? The answer is to do with cars as well.

“My wife, who wasn’t my wife at the time, got me a personalised plate for a birthday in the late 1990s. Daz and Dazzz were taken, so it had to be Dazzz. It has stuck since then and the plate is on my 911.” ☺



of Panshangar Aerodrome near Welwyn Garden City in Hertfordshire, which is the area my parents come from. A big highlight was flying my family to France.”

BACK DOWN TO EARTH

Wiltshire, whose interests include golf, mountain biking, rock climbing and snowboarding, is an ex-member of Wellington Aero Club.

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Committed to motor industry

New legislation and the impact of natural disasters have reduced the number of providers in the wider motor insurance market.

Stephen Glading, managing director of Protecta Insurance, notes a number of warranty providers have come and gone over the past 26 years.

More recently, the industry has invested in a range of warranty products but the costs for insurers has seen two providers – Lumley and DriveRight – exit the market over the past 12 months.

Glading believes reasons include new capitalisation regulations required under the 2013 Insurance (Prudential Supervision) Amendment Act and natural disasters, such as Christchurch's earthquakes, affecting reinsurance costs for companies in New Zealand.

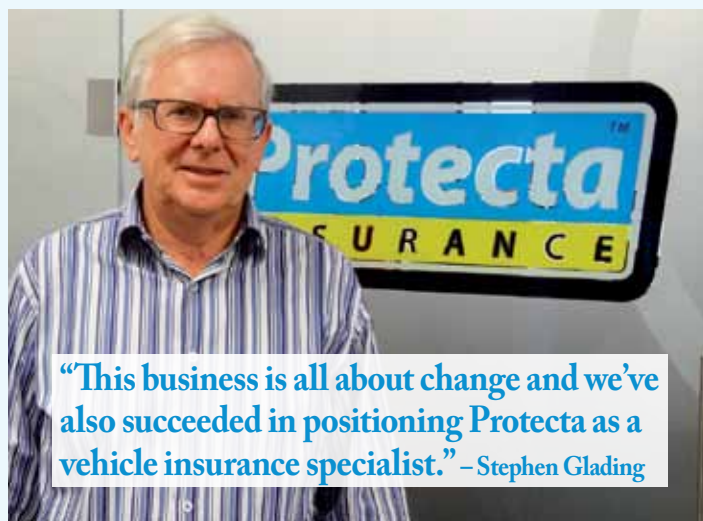
"The costs of servicing the industry, coupled with the systems required to support warranty divisions, appeared to not make economic sense for some," he says.

"Although not a positive experience for those exiting the market, it has been seen as a huge opportunity for Protecta."

Glading believes its position as

an underwriting agent has given the company flexibility in a competitive and tightly controlled market.

"It's important in this market to have the support of secure A-rated underwriters Allianz and Fidelity Life."



"This business is all about change and we've also succeeded in positioning Protecta as a vehicle insurance specialist." – Stephen Glading

This year has also seen some providers withdraw from marketing lifestyle protection insurance because of changes in legislation.

"We're in a great position as an underwriting agent to have the flexibility from our insurance partners to continue to provide this popular product sold by so many of our

dealers due to its unique benefits."

Over the past two-and-a-half decades, Protecta has invested in servicing and training and has a sales team that's passionate about supporting the industry. This

includes seven area sales consultants, each owning their own agency.

They are supported by Ray Meharg, national sales manager, and newly appointed finance and insurance business development manager, Erin Mills, who look after customers' training needs.

"We've also invested millions into

technology and online systems to make transactions as easy as possible for our dealers," says Glading.

"We have an experienced claims team backed up by a repair network to look after mechanical and bodywork repairs.

"While we've developed into a leading provider of warranties, this business is all about change and we've also succeeded in positioning Protecta as a vehicle insurance specialist."

Protecta provides a range of products for all passenger vehicles, classic cars, hot rods and motorbikes.

"Our dealer clients love the selling benefits of our comprehensive motor vehicle policy and the way we look after their customers.

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Car loan complaints increase

The financial products with most grievances lodged against them are primarily loans to buy cars.

The Financial Services Complaints Ltd (FSCL), in its annual report, says lenders have refused to agree to hardship relief, engaged in unfair repossessions or set unrealistic demands for higher repayments.

Grievances against all lenders more than doubled since last year, with the FSCL investigating 149 cases. This was a 62 per cent increase in its resolution rate – as first reported online at www.autofile.co.nz.

Complaints against insurers made up the greatest share of cases investigated at 36 per cent and those against lenders jumped to 39 from 17 while insurance brokers came third with 17 complaints, up from nine.

FSCL says many problems are caused by long contracts in small print that often have complex clauses.

Some consumer credit complaints involve difficult legal issues. In some cases, lenders have acted unlawfully or their actions have been oppressive in breach of the Credit Contracts and Consumer Finance Act.

Chief executive Susan Taylor says the growth in complaints over the past year have reinforced the value of the FSCL's disputes regime.

"This illustrates a shift towards consumers being more aware of free and independent resolution services."

CREDIT CASE STUDY

In 2002, \$13,000 was borrowed. The loan was \$23,000 including interest with "vehicle one" as security. The borrower's daughter was guarantor.

The father fell into arrears and in 2004 vehicle one was repossessed and sold. The lender applied to recover the balance and the court ordered his

daughter to pay off the debt.

She was making fortnightly \$80 payments when another finance company bought the loan book. She went on maternity leave in 2006, but she didn't tell the company as she was unaware it held the debt.

because these would have been known to the first lender before it applied to the court.

The daughter never received statements from the second lender and did her best to calculate the outstanding debt.

On this basis, the FSCL found

been unsecured since vehicle one was sold.

When the lender repossessed vehicles two and three to pressure the daughter to pay the balance, its actions were unfair and could have amounted to oppressive conduct.

"Consumers are more aware of free and independent resolution services." – Susan Taylor, FSCL



In April 2007, she resumed the \$80 payments. The company debited and credited penalty interest in 2008 and 2009. In January 2010, she increased payments to \$120.

The daughter moved to Australia in April 2012. She credited \$360 from her final pay to the loan account but didn't know it had \$3,300 outstanding.

The company issued her father with a notice to repossess two vehicles he owned.

The daughter asked FSCL if the lender could add interest and fees after the initial security, vehicle one, was repossessed. She also queried how it could repossess vehicles two and three when they weren't security.

The second lender used power of attorney and "all present and after acquired property" (APAAP) clauses granted by the borrower and his daughter when they signed the credit agreement with the first lender to repossess vehicles two and three.

It used power of attorney to "appropriate" the cars to recoup the debt. While the motives were questionable, FSCL considered a court would uphold this.

The company stated "post-judgement costs" were added and were unknown before the first lender went to court in 2004.

FSCL couldn't see why the second lender added such costs


the debt was repaid after the final \$360 was paid.

No extra interest should have been added after vehicle one had been repossessed because this was contrary to the Credit (Repossession) Act. The loan had

It should have treated the debt as repaid when the final \$360 was paid, so it agreed to write off the \$3,300 added to the loan account. ☺

Visit www.autofile.co.nz for a second case study and more about FSCL



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NEWS in brief

System uses voice commands to play in-car tunes

Volvo has launched an integrated voice-activated music system with a digital service.

Integrated into the dash through the marque's Sensus Connected Touch solution, the system – also touch-enabled – allows drivers to stream tunes with a 3G or 4G dongle, or via cellphone connection, to play Spotify tracks by saying their names.

Sensus features an infrared, beam-scanned touchscreen that's usable even when wearing gloves, which is a world-first in cars.

The system is based on Android technology and can access thousands of radio stations across the world. It can be fitted in all new Volvos and retrofitted from model year 2011.

Record time for engine size set at German circuit

The new Alfa Romeo 4C stopped chronometers at eight minutes and four seconds on the Nordschleife at Germany's Nürburgring.



It was a record for cars with engines of less than 250hp and in line with times set by sports cars with more powerful engines.

The 4C, pictured, delivered its best on-track performance where speed, short braking distances and transverse acceleration are needed for first-rate lap times.

Campaign aims to promote safer road journeys

The NZTA's Drive Social campaign aims to bolster safety by changing the way people think about roads.

As part of the government's Safer Journeys strategy, it applies the "safe system" concept to make the transport system more accommodating of human error.

One element of creating a safer system is encouraging drivers to be more tolerant of other road users.

The latest stage of the campaign, which includes animated adverts on television, expands on the "think people, not cars" philosophy and urges motorists to identify with actions that frustrate others.

Company farewells director and welcomes another

Stephen McKewen resigned as a director of MTF effective October 15. He was thanked by managing director Angus Bradshaw "for his considerable contribution to the company and board".

Scott Creahan has been appointed as an independent director. He has a background in corporate banking, including six years as the head of Westpac Institutional Bank's securitisation team.

"Scott's appointment will maintain the balance of skills and experience necessary to provide effective governance."

All's well that ends well for association member

The Motor Trade Association (MTA) is delighted Martyn Payne, who runs a workshop and service station in Northland, has been granted Kiwi residency.

The former Brit has been a MTA member since 2007 after arriving here about 10 years ago. He won a reprieve to stay after a change in his medical condition, which resulted in his original application failing.

"We've been working to help Martyn for more than two years," says Stephen Matthews, chief executive officer of the MTA. "We've taken his case to immigration, found specialists to help and supported him in his business." ☺

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Last letter signals the end

Subaru has upgraded its WRX sedan, which has a price-tag of \$49,990, for the last time before an all-new model arrives next year.

This last rendition comes with a STi rear spoiler, 17-inch black alloys and leather upholstery, which have featured in limited editions sold here over the past 18 months.

The Version Z comes with the 195kW and 343Nm of torque, and a five-speed manual gearbox, while Subaru's symmetrical all-wheel-drive transmission features a limited-slip rear differential and a viscous centre differential.

The Version Z defines the end of an era as well because the hatch equivalent is what formed the basis of Hayden Paddon's Production Car World Rally Championship (WRC) victory in 2011.

It features xenon self-levelling headlights with an automatic off system and fog lamps, the wipers have the marque's variable intermittent function and there are four exhaust pipes.

There are four-wheel disc brakes – the fronts are ventilated – with a four channel anti-lock system, brake assist and electronic brake-force distribution and vehicle dynamics control.

The driver can tune an ideal driving position with an adjustable steering column, as well as with the height-adjustable seat. There's a leather-covered steering wheel and handbrake lever with alloy sports pedals.

Security is handled by an engine immobiliser, Datadots, deadlock central locking and an alarm system.

Cruise control and the six-speaker sound system can be



The Version Z of Subaru's WRX sedan

controlled from the steering wheel, while there's USB and Bluetooth connectivity and an auxiliary jack point for MP3s and iPods.

The WRX's replacement model, which is due out in mid-2014, will only come as a sedan with more "grown-up European sophistication" in its styling.

The 2014 Impreza is the last of the current generation of a long line of performance sedans and hatches dating back to 1993.

TRIBUTE TO TOP DRIVER

Meanwhile, the limited-edition N1 WRC highlights the WRX's rally heritage with only six numbered models.

Its name comes from the number plate on the car Colin McRae drove in the 1996 WRC.

In that year, Subaru won the World Rally Manufacturers' Championship for a second successive year before completing the hat-trick in 1997.

McRae's WRX bearing the N1 WRC number plate won the Acropolis, San Remo and Spanish rounds of the series and finished third in the Swedish Rally.

The WRC blue paintwork is offset by gold 17-inch alloys as used by

the rally team with blue side mirrors and a STi boot lid spoiler.

The N1 WRC's quad-cam 2.5-litre turbocharged Boxer motor has been re-tuned to produce 211kW compared to the standard WRX's 195kW and the STi's 221kW.

The limited edition also features uprated STi springs, lowering the vehicle by 20mm.

Full privacy glass and a STi strut tower brace completes the N1 WRC look.

There are the usual accessories, Recaro sport seats with blue alcantara trim, leather upholstery with a unique WRX motif stitched into the front seats.

"These limited editions have reinvigorated our WRX sales," says Wallis Dumper, managing director of Subaru of New Zealand.

"They offer more performance potential than a standard WRX and a longer list of standard features and equipment at a value for money price.

"This model in particular will have a special meaning for driving enthusiasts who have respect for the heritage that surrounds Subaru and the WRC."

The N1 WRC is priced from \$54,990. ☺

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INDUSTRY MOVERS

FRANK WILLETT has been promoted from general manager to chief executive officer of Vehicle Inspection New Zealand Ltd (VINZ).

The news was announced during a business trip to Japan when he visited the offices of Yokohama-based JEVIC, VINZ's parent company.

The title reflects Willett's focus on high-level issues he now oversees. He moved to VINZ in 2008 after four years as technical services manager of the Imported Motor Vehicle Industry Association.

RENE GUSSENHOVEN has been appointed general sales manager of the Andrew Simms Experience Centre, which will soon open in Botany, East Auckland.

The much-talked about facility will house eight brands, including Chrysler, Jeep, Dodge, Kia, Alfa Romeo, Fiat, Great Wall and Chery.

Gussenhoven was previously employed as a sales manager with Albany Toyota.

MIKE O'DONNELL, chief operating officer of Trade Me, has been appointed as a member of the New Zealand Tourism Board, which means stepping down as chairman of Positively Wellington Tourism to take the new role.



He has been appointed by Prime Minister John Key for a three-year term and replaces Malcolm Johns, who left in October.

The New Zealand Tourism Board – known as Tourism New Zealand – is a crown entity.

MATTHEW NEWMAN has been appointed director at the Colonial Motor Company to replace Ian Lambie, formerly of Dunedin City Motors, who is retiring from the board.

Newman continues as chief executive officer of South Auckland Motors, the Manukau flagship site for Ford and Mazda with branches in East Tamaki and Pukekohe, with the latter also housing Can-Am and KTM franchises.

MIKE DEVEREUX, managing director of Holden in Australia and New Zealand, has been promoted to a new role with parent company General Motors based in Shanghai.

He took up the position of vice-president of sales, marketing and after-sales for consolidated international operations from the start of November.

Devereux will continue to manage Holden until a replacement is named at the end of the year. He was appointed to the position in 2010 and has overseen major job cuts at its Elizabeth plant in Adelaide's north.

BLAINE BARRETT has been selected for the new vehicle sales manager's role at Manukau Nissan.

He was previously employed by Mercedes-Benz NZ as sales manager for light commercial vehicles.

Barrett previously worked for another AHG-owned company, John Andrew Ford and Mazda in the fleet sales department of the dealership in Grey Lynn, Auckland.

The Manukau Nissan site has already attracted high-profile talent, with Jeremy Spicer recently securing the dealer principal's role.

NZ LABOUR MARKET REPORT NOV 2013

in association with Automotive Employment NZ Ltd

TRYING TO PREDICT THE

labour market's winds of change took on a new level of complexity last month.

As industry growth occurs, the pressure ramps up to find the cream of the talent and the pressure on recruiters to perform is relentless.

Human resources managers and advisers, as well as recruiters, are finding executives highly motivated – or stressed – to locate the skills needed. To secure the level of talent sought, everybody has moved to their A-game.

While companies, such as our own, aren't totally reliant on recruitment advertising, the way adverts are written has changed.

Applicants expect transparency and effective ones now look more like branding with job descriptions, and we treat every intermediate or senior role as a project.

For job boards, the pace of change will have to step up as skills shortages ramp up next year and employers have to find "outside the square" options for advertising.

News media focusing on the automotive industry may find 2014 produces more opportunity than expected.

We're watching websites, such as www.autofile.co.nz, because the electronic medium means we can get our message out faster and reach a wider range of readers other than typically intermediate or management level readers.

While the skills outlook is worrying looking towards 2014, hot talent is bubbling under the surface with Gen Ys emerging as a powerful force.

Psychometric assessments completed during the year show intellectual and emotional intelligence scores are heading to the top end in this group.

The assessments indicate not just intellectual brilliance. Their

effort scores show they also put in the hard grind.

Focus groups completed with these candidates show us weekend work is less of an issue than many believe, but a good base salary is more important to this generation. Miss this point and you'll be left wondering where the Gen Ys have gone.

On the subject of talent, commercial gains can be made by measuring a range of abilities, interpersonal skills and work styles of new staff.

There's a limited window for psychometric assessments because employees are often reluctant to undertake them once hired, so the best time is pre-employment.

Having measured strengths and skills gaps, employers can use this information to identify leaders. Succession planning, retention and better allocation of training budgets benefit when using this information correctly.

Immediate commercial gains are often experienced by clients measuring the quality of hires – assuming the information is measured correctly and improved decisions result.

Over a period of time, an employer's database of this information becomes gold dust.

Hiring managers are frequently reluctant to implement these tests, often resulting from not having secured a role after being assessed themselves.

It's important to note only one successful candidate is selected from each recruitment assignment.

The decision often has more to do with a combination of factors, such as company culture, fit or background experience, rather than just the assessment. Our advice is to keep an open mind and try these tests before dismissing them. **Russell Phillips**

TO FEATURE IN INDUSTRY MOVERS

EMAIL EDITOR@AUTOFILE.CO.NZ

AUTOMOTIVE EMPLOYMENT NZ LTD

HOW DO **YOUR** CARS STACK UP?



Price Compare is a new tool added to Trade Me's Dealerbase product, enabling car dealers to obtain current and historical pricing on specific vehicles all at the click of a button.

Populated by pricing data that has been recorded by Trade Me Motors for a number of years, it helps dealers to further justify pricing decisions before either listing or purchasing a car.

Hyperlinks to matching vehicles that are currently for sale on Trade Me Motors are provided as well as an insight into the number of days similar vehicles have remained on site.

"Gone are the hours wasted trawling through Trade Me Motors trying to find a similar car to the one dealers are about to list; all the pricing information, current and historical, is provided in

one easy to read screen making it even easier to make an informed pricing decision."

The Price Compare service is currently in beta test, and is being offered to dealers at a reduced price during this period.

We expect to add more features on a regular basis as we continue to develop Price Compare.

Dealers interested in the price compare service should contact their Trade Me Account Manager for further details – 0800 42 88 62 or motors@trademe.co.nz



*in October on Trade Me Motors

trademe
motors

OCTOBER
statistics

Most popular car makes searched*

- 1 Toyota
- 2 Nissan
- 3 Ford
- 4 Holden
- 5 Mazda

Most popular car models searched*

- 1 Corolla
- 2 Hilux
- 3 Falcon
- 4 Commodore
- 5 Skyline

Most popular body styles searched*

- 1 RV/SUV
- 2 Ute
- 3 Sedan
- 4 Station wagon
- 5 Hatchback

Most popular makes of motorbike searched*

- 1 Honda
- 2 Harley-Davidson
- 3 Suzuki
- 4 Yamaha
- 5 Kawasaki

A piece of Americana was listed on October 22 for \$75,000. The blue and white two-door 1956 Buick Special has 5,000km on the clock. The national award-winning ragtop boasts an eight-cylinder engine and comes with its original stereo.

Advert breached trading rules as items listed weren't sold with vehicle

Background

Brijinder Singh bought a 2006 Mercedes-Benz C180 from Get Auto Ltd for \$15,850, including on-road costs, on June 22, 2013.

He said Get Auto advertised it on Trade Me as having an MP3 input, parking sensors, reversing camera and fridge.

Singh added the salesman promised a full tank of petrol, a spare key and a 12-month mechanical warranty.

When he received the vehicle, it didn't have an MP3 input, sensors, a reliable functioning camera or fridge and there wasn't a tank of fuel, spare key or warranty.

Singh said Get Auto misrepresented the car and sought damages for missing or non-functioning items.

Mr N Anwer, the trader's chief executive officer, met with Singh before the hearing and agreed to provide a half tank of fuel and other items.

Section nine of the Fair Trading Act (FTA) states: "No person shall, in trade, engage in conduct that's misleading or deceptive or is likely to mislead or deceive."

The case

Singh produced the advert, which described the car and listed its features. These included "all electrics, digital dash, fog lights, fridge, imported, leather seats, MP3 input, parking sensors, radio and reversing camera".

Singh's son met a Get Auto salesman on June 21 and agreed the price of \$15,500 and \$350 for on-road costs to include a full tank of petrol and warranty.

The next day Singh inspected the car and told a salesman called

Rodney he couldn't see the parking sensors or MP3 input, but he was assured they were present.

The salesman said the trader's electronics specialist wasn't there, but would show him the features when he collected the car.

It was unable to be supplied on June 22 because it didn't have AA certification, so Singh was given a loan car before returning two days later.

He didn't notice the tank wasn't full and there was no duplicate key, and didn't receive a warranty. He didn't check to ensure it had MP3 input, a fridge, parking sensors or a working reversing camera.

Singh wasn't supplied with a consumer information notice and didn't know he should have been given one. The vehicle wasn't supplied with a warrant of fitness issued within one month before the sale.

As soon as he drove the car, Singh noticed the after-market reversing camera didn't work properly.

The screen was sometimes blank when reverse was selected. Sometimes it continued to show a reverse view for up to one kilometre after going forward.

Singh discovered other items were missing. He contacted Get Auto, which pointed out the "fridge" in the advert was a cup holder in the centre console that kept drinks cool.

The salesman promised to talk to management and get back to Singh about the other items, but failed to do so.

Singh produced a text message received on June 24. "Just got colour code from Mercedes and the car is definitely black," stated the salesman.

"I apologise if I said the car

came with two keys. It comes only with one.

"As for the MP3 input and parking sensors, we understand this car had either.

"Sometimes Trade Me and AutoBase display two different things. If you look in AutoBase, the MP3 input and parking sensors aren't displayed.

"We're careful when it comes to advertising, so again I apologise for any unintentional misleading information."

Singh said he sent emails and texts to Get Auto in June and early July, but received no replies.

He produced a quote from Brett Payne Auto Electrical Ltd for \$885 to supply and fit a new reversing camera, MP3 player and parking sensors.

He also produced a quote from Coutts Newmarket of \$618 for a duplicate key and a copy of an advert for a 40-litre compressor fridge freezer of \$690.

Singh didn't know the value of a 12-month mechanical warranty, but Anwer said the cost to Get Auto was \$345.

Anwer denied the salesman promised a duplicate key but said he was no longer employed, so was unable to give evidence.

Anwer met with Singh before the hearing and agreed Get Auto would provide him with a half tank of petrol and a warranty, and would rectify other matters.

He said the buyer went back on that. Singh said he did so because Get Auto's supplier didn't contact him the next day and complete the work promptly.

Singh said he still hadn't been supplied with a warranty or reimbursed for fuel.

The case: The buyer claimed the seller of a 2006 Mercedes-Benz failed to supply the vehicle with all of the features that were included on its Trade Me advert.

The decision: The tribunal ruled the purchaser's decision to buy after reading the advert resulted in him receiving a car that didn't have certain features as listed. It ordered the dealer to pay compensation.

At: The Motor Vehicle Disputes Tribunal, Auckland.

The finding

The tribunal was satisfied – on Singh's evidence and the email sent to him by Get Auto's salesman – that the trader misrepresented the vehicle in its advert.

It misrepresented that the car had a functioning MP3 input, parking sensors and a functioning reversing camera. In doing so, it breached the FTA.

The tribunal considered Singh was misled by the salesman's promise the car would be supplied with a spare key, full tank and warranty.

It didn't think Singh was misled regarding the presence of a "fridge" in the car because no reasonable buyer of a Mercedes-Benz C180 would expect it to have a refrigerator and would probably regard the drink cooler as this.

The tribunal was satisfied Singh was misled, and Get Auto's advert and its salesman were the causes.

The person in whose favour an order is contemplated must have suffered – or be likely to suffer – loss or damage as a result of misleading conduct.

The tribunal was satisfied Singh's decision to buy resulted in him receiving a car that didn't have certain features, which would cost almost \$2,000 to obtain.

Order

Get Auto had to pay Singh \$1,906. ☹

Tribunal states purchaser could have used car warranty for some repairs

Background

Jason Gibson bought a 2007 Chrysler 300CRD in January 2012 from International Motor Group Ltd (IMG).

He claimed the car had a failure of substantial character and wanted his purchase price refunded.

IMG said the alleged failure in April 2013 wasn't substantial, could have been fixed and the buyer wasn't entitled to reject.

The case

Gibson and his wife saw the car advertised on Trade Me in January 2012 by Auto Importers Ltd, which was selling it on behalf of IMG.

They travelled from Te Awamutu to Auckland and inspected it when work was being done to its manifold. The engine was dismantled so it couldn't be driven.

The Gibsons agreed to buy the car on January 28 for \$29,995 subject to driving and approving it. The price included a two-year mechanical breakdown warranty.

They agreed to trade-in a 2001 Ford Mondeo for which they received \$5,995. They paid a \$500 deposit and the odometer was on 126,686km.

It was delivered to Te Rapa on February 8. The Gibsons test drove and accepted it. They gave their Mondeo to Mr T Michaels, the trader's director, and took possession of the Chrysler.

On March 26, the car started blowing pale grey smoke from under the bonnet.

Gibson had it towed to Winger Hamilton Ltd where the fault was diagnosed as a loose hose clamp at the rear of the cylinder head, which allowed coolant to leak onto the manifold.

The repair cost \$295, which

Gibson paid without notifying IMG, and Wingers carried out a service on May 4 for \$495.

The car lost power on September 28 and two warning lights came on. Nigel Picton Auto Electrical found fault codes with the turbocharger overboost and its boost control circuit.

The diagnosis cost \$45 and another \$40 was charged for a code check on October 2.

Mrs Gibson notified IMG of this by email on September 28, which stated they liked the vehicle but had lost faith in it and felt it was dangerous.

Michaels asked if they had checked to see if their warranty covered the repair.

Mr Gibson took the car to Winger Hamilton on October 17, which replaced the turbo actuator assembly under warranty.

It replaced six glow plugs, three of which were burnt out, and gave the vehicle a warrant of fitness (WOF). Gibson was charged \$1,045.

The odometer was then on 136,482km, so the car had been driven 9,796km since it was supplied.

The vehicle lost power on April 3, 2013, and could only be driven at 30kph. Gibson emailed IMG two days later to reject it.

He refused IMG's request to have the fault assessed until the tribunal asked him to take the car to a Chrysler agent to be assessed.

Gibson produced an email from Mr Matthews, service manager at Winger Hamilton, who stated the car had travelled about 143,054km.

He found the intake manifold runner swirl motor had failed causing low turbo-boost control circuit performance. The motor needed replacing for about \$1,600.

Michaels, of IMG, said the \$2,000 Gibson claimed to have spent on repairs was incorrect. He had spent \$1,921 on the car since he had owned it and travelled some 16,368km.

Out of that, \$1,045 was for maintenance and wear and tear, \$495 was for a service and \$295 was for coolant leaking onto the manifold on March 26, which Mrs Gibson said was "no big deal", and \$85 was for an electrician to scan the car.

Michaels said the first IMG learnt of any fault was on September 28, 2012, nine months and 9,796km after it had been supplied.

The trader heard nothing from Gibson for seven more months until he rejected the car in April 2013.

Michaels said the five-year-old import had travelled more than 126,000km when sold and faults should be expected with the car over a 14-month period in which it was driven more than 16,000km.

The fault the car now had wasn't, he said, a failure of substantial character. It could have been fixed for \$1,600 and most of the cost could have been claimed under the warranty.

Michaels said Gibson didn't ask IMG to reimburse him for the cost of six glow plugs, which were replaced last October.

The finding

The tribunal considered, when supplied, this UK import had travelled 126,000km and was sold for \$29,995.

A minor fault caused coolant to leak onto the manifold to create pale grey smoke in March 2012. This cost \$295 to repair.

Gibson had the turbo actuator

The case: The buyer wanted to reject a five-year-old UK import under the Consumer Guarantees Act (CGA) because he claimed its faults were substantial, but the dealer said the problems could have been easily fixed and under warranty.

The decision: The tribunal ruled the Chrysler 300CRD was of acceptable quality when sold, the issues could be remedied and they weren't of substantial character.

At: The Motor Vehicle Disputes Tribunal, Auckland.

assembly fault at the end of September repaired on October 17 under warranty.

The car had been reasonably cheap to run for more than 16,000km given its reputation as a high-maintenance motor.

The tribunal found it had a minor fault with engine smoke in March 2012, which was repaired by Gibson without contacting IMG.

The fault with the turbo actuator occurred nine months and 9,796km after supply.

On that basis, the tribunal was satisfied a reasonable consumer would probably regard the car as acceptable, so it complied with the guarantee of acceptable quality when sold.

It considered the fault with the intake manifold runner swirl motor was annoying but wasn't major because it could be repaired for about \$1,600.

Gibson could use his policy to cover most costs, apart from its excess.

The tribunal agreed with Michaels that the problem could be remedied and was of a type a reasonable consumer would regard as acceptable in a car that had travelled more than 143,000km, so it ruled the fault wasn't substantial.

Order

The application was dismissed. ☹

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Total New Cars 7962

2012: 7336 ▲ 8.5%

Total Used Cars 8545

2012: 6867 ▲ 24.4%

Whangarei
NEW: 126 2012: 118 ▲ 6.8%
USED: 25.2 2012: 115 ▲ 25.2%

Auckland
NEW: 3815 2012: 3478 ▲ 9.7%
USED: 4320 2012: 3407 ▲ 26.8%

Hamilton
NEW: 424 2012: 396 ▲ 7.1%
USED: 495 2012: 409 ▲ 21.0%

New Plymouth
NEW: 119 2012: 122 ▼ 2.5%
USED: 147 2012: 118 ▲ 24.6%

Wanganui
NEW: 47 2012: 65 ▼ 27.7%
USED: 59 2012: 50 ▲ 18.0%

Palmerston North
NEW: 217 2012: 263 ▼ 17.5%
USED: 229 2012: 156 ▲ 46.8%

Nelson
NEW: 65 2012: 73 ▼ 11.0%
USED: 127 2012: 77 ▲ 64.9%

Westport
NEW: 4 2012: 2 ▲ 100.0%
USED: 7 2012: 12 ▼ 41.7%

Greymouth
NEW: 16 2012: 12 ▲ 33.3%
USED: 22 2012: 21 ▲ 4.8%

Thames
NEW: 65 2012: 43 ▲ 51.2%
USED: 50 2012: 51 ▼ 2.0%

Tauranga
NEW: 270 2012: 215 ▲ 25.6%
USED: 290 2012: 260 ▲ 11.5%

Rotorua
NEW: 51 2012: 50 ▲ 2.0%
USED: 76 2012: 50 ▲ 52.0%

Gisborne
NEW: 41 2012: 56 ▼ 26.8%
USED: 34 2012: 34 0%

Napier
NEW: 173 2012: 129 ▲ 34.1%
USED: 147 2012: 127 ▲ 15.7%

Masterton
NEW: 45 2012: 39 ▲ 15.4%
USED: 20 2012: 25 ▼ 20.0%

Wellington
NEW: 557 2012: 605 ▼ 7.9%
USED: 729 2012: 698 ▲ 4.4%

Blenheim
NEW: 50 2012: 48 ▲ 4.2%
USED: 43 2012: 22 ▲ 95.5%

Christchurch
NEW: 1570 2012: 1281 ▲ 22.6%
USED: 1185 2012: 892 ▲ 32.8%

Timaru
NEW: 45 2012: 59 ▼ 23.7%
USED: 78 2012: 89 ▼ 12.4%

Oamaru
NEW: 9 2012: 11 ▼ 18.2%
USED: 24 2012: 20 ▲ 20.0%

Dunedin
NEW: 163 2012: 164 ▼ 0.6%
USED: 216 2012: 157 ▲ 37.6%

Invercargill
NEW: 90 2012: 107 ▼ 15.9%
USED: 103 2012: 77 ▲ 33.8%



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LATEST SCHEDULE

Port Calls	Hoegh Xiamen V20	Sepang Express V9	Morning Miracle V5	Liberty V1
Osaka	20 Oct	30 Oct	15 Nov	29 Nov
Nagoya	21 Oct	31 Oct	16 Nov	30 Nov
Yokohama	22 Oct	1 Nov	17 Nov	1 Dec
Auckland	7 Nov	17 Nov	4 Dec	19 Dec
Wellington	13 Nov	23 Nov	11 Dec	26 Dec
Lyttelton	16 Nov	29 Nov	11 Dec	29 Dec

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Imported Passenger Vehicle Sales by Make - October 2013

MAKE	OCT '13	OCT '12	+/- %	OCT '13 MKT SHARE	2013 TOTAL	2013 MKT SHARE
Toyota	2006	1790	12.1	23.5%	19952	24.9%
Nissan	1554	1283	21.1	18.2%	13940	17.4%
Mazda	1535	1199	28.0	18.0%	13657	17.1%
Honda	882	739	19.4	10.3%	8377	10.5%
Suzuki	484	320	51.2	5.7%	4391	5.5%
Subaru	385	326	18.1	4.5%	3598	4.5%
Mitsubishi	317	262	21.0	3.7%	3666	4.6%
Volkswagen	303	187	62.0	3.5%	2731	3.4%
BMW	262	143	83.2	3.1%	2549	3.2%
Mercedes-Benz	159	73	117.8	1.9%	1227	1.5%
Audi	149	118	26.3	1.7%	1580	2.0%
Ford	105	108	-2.8	1.2%	1007	1.3%
Volvo	64	37	73.0	0.7%	437	0.5%
Chevrolet	61	53	15.1	0.7%	569	0.7%
Jaguar	34	22	54.5	0.4%	266	0.3%
Land Rover	31	33	-6.1	0.4%	289	0.4%
Mini	26	7	271.4	0.3%	150	0.2%
Daihatsu	24	14	71.4	0.3%	147	0.2%
Hyundai	21	10	110.0	0.2%	140	0.2%
Holden	20	10	100.0	0.2%	166	0.2%
Lexus	16	10	60.0	0.2%	145	0.2%
Renault	13	10	30.0	0.2%	70	0.1%
Peugeot	10	13	-23.1	0.1%	108	0.1%
Chrysler	9	10	-10.0	0.1%	65	0.1%
Jeep	9	4	125.0	0.1%	56	0.1%
Porsche	9	30	-70.0	0.1%	115	0.1%
Bentley	7	5	40.0	0.1%	45	0.1%
Dodge	7	9	-22.2	0.1%	96	0.1%
Alfa Romeo	4	1	300.0	0.0%	28	0.0%
Fiat	4	1	300.0	0.0%	26	0.0%
Isuzu	4	3	33.3	0.0%	7	0.0%
Cadillac	3	5	-40.0	0.0%	26	0.0%
Plymouth	3	1	200.0	0.0%	21	0.0%
Buick	2	1	100.0	0.0%	19	0.0%
Kia	2	2	0.0	0.0%	31	0.0%
Others	21	28	-25.0	0.2%	380	0.5%
Total	8545	6867	24.4	100.0%	80077	100.0%

Imported Passenger Vehicle Sales by Model - October 2013

MAKE	MODEL	OCT '13	OCT '12	+/- %	OCT MKT SHARE	2013 TOTAL	2013 MKT SHARE
Nissan	Tiida	420	383	9.7	4.9%	3467	4.3%
Mazda	Axela	416	321	29.6	4.9%	3565	4.5%
Suzuki	Swift	405	262	54.6	4.7%	3684	4.6%
Mazda	Demio	393	293	34.1	4.6%	3772	4.7%
Honda	Fit	305	192	58.9	3.6%	2646	3.3%
Mazda	Atenza	256	182	40.7	3.0%	2213	2.8%
Toyota	Corolla	245	269	-8.9	2.9%	2724	3.4%
Subaru	Legacy	233	204	14.2	2.7%	2198	2.7%
Mazda	MPV	215	181	18.8	2.5%	1821	2.3%
Toyota	Vitz	204	197	3.6	2.4%	2032	2.5%
Toyota	Wish	201	137	46.7	2.4%	1928	2.4%
Volkswagen	Golf	194	108	79.6	2.3%	1561	1.9%
Nissan	March	155	143	8.4	1.8%	1379	1.7%
Toyota	Ist	145	145	0.0	1.7%	1580	2.0%
Nissan	Presage	134	73	83.6	1.6%	843	1.1%
Toyota	Estima	132	133	-0.8	1.5%	1167	1.5%
Honda	Odyssey	131	134	-2.2	1.5%	1316	1.6%
Nissan	Bluebird	129	99	30.3	1.5%	1398	1.7%
Mazda	Premacy	118	103	14.6	1.4%	968	1.2%
Nissan	Note	114	123	-7.3	1.3%	1198	1.5%
Mitsubishi	Outlander	106	59	79.7	1.2%	1393	1.7%
Nissan	Teana	106	66	60.6	1.2%	888	1.1%
Honda	Accord	105	96	9.4	1.2%	1050	1.3%
Mitsubishi	Colt	100	81	23.5	1.2%	1043	1.3%
Toyota	Avensis	97	67	44.8	1.1%	890	1.1%
Toyota	Ipsium	97	70	38.6	1.1%	816	1.0%
Honda	Stream	91	82	11.0	1.1%	860	1.1%
Toyota	Caldina	71	99	-28.3	0.8%	794	1.0%
Nissan	Wingroad	68	67	1.5	0.8%	857	1.1%
Toyota	Passo	67	24	179.2	0.8%	442	0.6%
Mazda	Verisa	65	44	47.7	0.8%	510	0.6%
Toyota	Auris	65	68	-4.4	0.8%	843	1.1%
BMW	320i	63	30	110.0	0.7%	622	0.8%
Toyota	RAV4	63	64	-1.6	0.7%	694	0.9%
Nissan	Murano	61	25	144.0	0.7%	510	0.6%
Others		2775	2243	23.7	32.5%	26405	33.0%
Total		8545	6867	24.4	100.0%	80077	100.0%

Confidence back in market

There's a feeling among used car buyers contacted by Autofile that the market is recovering with consumer confidence on the up.

Used passenger vehicle sales jumped to 8,545 in October after falling during September.

Last month's total showed a 24.4 per cent increase on October 2012 when 6,867 sales were recorded, while small cars continued to dominate the charts.

Graeme Macdonald, chairman of the North Island branch of the Imported Motor Vehicle Industry Association, says it's good to see the market picking up with last year's "latent demand" finally being filled as demand increases before Christmas.

He says the rise in the number of small car sales could be due to fleet buyers preparing for the summer rush.

Macdonald, who also runs Westwyn Trading Company Ltd, says: "Vehicles such as the Tiida are increasingly becoming the standard for rentals.

"They're reliable, offer a good return on the investment and are easy to place back onto the market. You will find that a lot of fleets will sell them off after the summer period."

He told Autofile he expects the used car market to stay buoyant through to December.

"It depends on what the industry decides to do. We could have good numbers in November, buying in Japan is good and the exchange rate is favourable."

Peter "PJ" Johnston, who owns Genuine Vehicle Imports in Penrose, Auckland with his son Hayden, is pleased with the levels of confidence being seen.

"Our used vehicle sales have

been very strong, although when the America's Cup was on we found business slow due to everyone being glued to their television screens in frustration," he says.

"But since then trade has picked up and a good cross section of stock has been selling."

Although margins are always tight because the market is competitive, the dealership is ahead of where it was this time last year by at least 20 per cent.

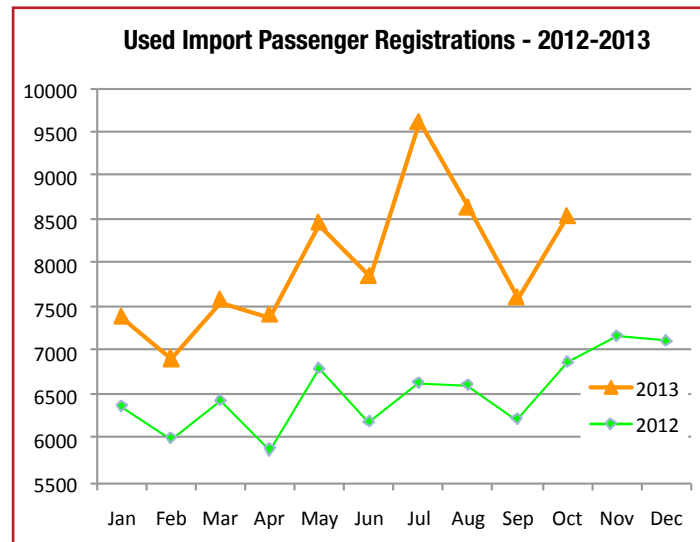
"The New Zealand market has really picked up in the past year," says Johnston. "There's a lot more confidence out there now.

working hard in town because of the holiday makers from Auckland so they don't have the time to buy a car," says Retief.

"Prices are lower than a month ago and the big importers have done their buying before shutting down in December."

Josh Jones, of Jones Motoring in Dunedin, says business this year has had its ups and downs and has been a bit all over the place, but the end results have been okay.

His business specialises in "immaculately presented NZ-new vehicles with an emphasis on affordable quality".



Everyone is out spending again, whereas the market was more cautious last year."

Craig Retief, of Le Mans Cars at Papamoa Beach near Tauranga, says October's sales figures were down when compared to September, he expects November to remain steady.

Le Mans Cars' price point comes in at about \$12,000 and under, while Nissan's Cube is proving popular in this price range.

"From mid-December to mid-January, a lot of people are

"We've been doing okay numbers compared to last year," he says. "It has been pretty similar for the past 17 years in that it hasn't really changed much.

"There will be two good months followed by a bad one, but that's no different than before and it's a competitive market."

One dealer in Auckland, who didn't want to be named, says business was going well until a wholesaler opened up close by.

"We've now lost a lot of foot traffic with many of our customers

not even making it onto the yard," he says. "We used to get people all over our yard at the weekend, now we're lucky to get three."

He says there's a feeling among some owners of smaller yards that they're really starting to struggle to compete with the big operators.

Rey McCone, of Canterbury Mazda, says the market in Christchurch tightened up a bit last month but the dealership has good stock at the moment.

"We're ahead of last year and it's good that our new dealership is being built," he says.

"There seems to be a lot of activity around the place and many companies are sourcing vehicles. There's generally a lot more going on and things are starting to pick up with the rebuild."

David Wilson, of Rotorua Toyota, reports trade in used cars as strong at the moment, with vehicles in the \$10,000 to \$15,000 price bracket proving to be popular among buyers.

Michael Smith, of Haven Motors Ltd in Nelson, says: "Used vehicle sales have been stronger than they had been. There's been improvement across the board.

"We don't have a big number of used cars, but the numbers have got better over the past few months so we're in a good position to trade and buy."

The Nissan Tiida was last month's best-selling model on 420 units, followed by Mazda's Axela on 416. Suzuki's Swift was third on 405.

Toyota secured the largest market share in October with 23.5 per cent, while its year-to-date sales stand at 19,952.

It was followed by Nissan on 18.2 per cent and 13,940 sales. Mazda was just 0.2 per cent behind. ☺

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New Passenger Vehicle Sales by Make - October 2013

MAKE	OCT '13	OCT '12	+/- %	OCT '13 MKT SHARE	2013 TOTAL	2013 MKT SHARE
Toyota	2063	1862	10.8	25.9%	12924	18.8%
Holden	949	720	31.8	11.9%	7417	10.8%
Ford	824	928	-11.2	10.3%	5901	8.6%
Hyundai	536	607	-11.7	6.7%	6123	8.9%
Mazda	514	382	34.6	6.5%	4935	7.2%
Mitsubishi	368	249	47.8	4.6%	3310	4.8%
Suzuki	315	426	-26.1	4.0%	4060	5.9%
Volkswagen	286	268	6.7	3.6%	3239	4.7%
Honda	278	268	3.7	3.5%	2684	3.9%
Nissan	216	286	-24.5	2.7%	2960	4.3%
Kia	215	204	5.4	2.7%	2361	3.4%
BMW	165	153	7.8	2.1%	1689	2.5%
Mercedes-Benz	151	94	60.6	1.9%	1270	1.9%
Audi	121	153	-20.9	1.5%	1585	2.3%
Subaru	114	143	-20.3	1.4%	1480	2.2%
Chery	104	28	271.4	1.3%	317	0.5%
Jeep	104	64	62.5	1.3%	683	1.0%
SsangYong	92	43	114.0	1.2%	638	0.9%
Peugeot	78	103	-24.3	1.0%	893	1.3%
Skoda	74	55	34.5	0.9%	591	0.9%
Lexus	56	46	21.7	0.7%	454	0.7%
Mini	50	38	31.6	0.6%	430	0.6%
Land Rover	40	21	90.5	0.5%	392	0.6%
Dodge	39	35	11.4	0.5%	414	0.6%
Citroen	27	16	68.8	0.3%	274	0.4%
Fiat	26		0.0	0.3%	121	0.2%
Daihatsu	24	12	100.0	0.3%	252	0.4%
Great Wall	24	15	60.0	0.3%	188	0.3%
Porsche	21	11	90.9	0.3%	169	0.2%
Volvo	21	21	0.0	0.3%	211	0.3%
Alfa Romeo	19	32	-40.6	0.2%	158	0.2%
Chrysler	13	11	18.2	0.2%	110	0.2%
Jaguar	11	12	-8.3	0.1%	116	0.2%
Renault	7	6	16.7	0.1%	77	0.1%
Can-Am	5	9	-44.4	0.1%	66	0.1%
Ferrari	3	0	300.0	0.0%	19	0.0%
Aston Martin	2	2	0.0	0.0%	21	0.0%
Bentley	2	1	100.0	0.0%	19	0.0%
Isuzu	2	0	0.0	0.0%	2	0.0%
LVTA	1	0	100	0.0%	1	0.0%
Mahindra	1	-	-	0.0%	3	0.0%
Others	1	12	-91.7	0.0%	52	0.1%
Total	7962	7336	8.5	100.0%	68609	100.0%

New Passenger Vehicle Sales by Model - October 2013

MAKE	MODEL	OCT '13	OCT '12	+/- %	OCT MKT SHARE	2013 TOTAL	2013 MKT SHARE
Toyota	Corolla	963	846	13.8	12.1%	4657	6.8%
Holden	Commodore	357	290	23.1	4.5%	2139	3.1%
Toyota	Yaris	325	159	104.4	4.1%	2008	2.9%
Toyota	RAV4	276	279	-1.1	3.5%	2232	3.3%
Ford	Mondeo	227	219	3.7	2.9%	1017	1.5%
Suzuki	Swift	201	299	-32.8	2.5%	2532	3.7%
Ford	Focus	180	344	-47.7	2.3%	1315	1.9%
Mazda	CX-5	172	93	84.9	2.2%	1750	2.6%
Mazda	Mazda3	172	131	31.3	2.2%	1428	2.1%
Holden	Captiva	165	175	-5.7	2.1%	1904	2.8%
Toyota	Camry	160	102	56.9	2.0%	1102	1.6%
Hyundai	ix35	153	70	118.6	1.9%	1170	1.7%
Ford	Falcon	144	166	-13.3	1.8%	770	1.1%
Mitsubishi	Outlander	143	107	33.6	1.8%	1161	1.7%
Volkswagen	Golf	141	97	45.4	1.8%	1335	1.9%
Hyundai	i30	139	137	1.5	1.7%	1160	1.7%
Holden	Cruze	121	174	-30.5	1.5%	1819	2.7%
Mitsubishi	Lancer	116	61	90.2	1.5%	726	1.1%
Ford	Territory	107	90	18.9	1.3%	1105	1.6%
Ford	Kuga	100	31	222.6	1.3%	840	1.2%
Honda	Jazz	97	42	131.0	1.2%	809	1.2%
Kia	Sportage	89	63	41.3	1.1%	640	0.9%
Hyundai	Santa Fe	83	119	-30.3	1.0%	1744	2.5%
Holden	Trax	80	-	-	1.0%	110	0.2%
Holden	Malibu	79	-	-	1.0%	276	0.4%
Honda	CRV	79	103	-23.3	1.0%	722	1.1%
Toyota	Highlander	78	250	-68.8	1.0%	974	1.4%
Honda	Civic	77	67	14.9	1.0%	752	1.1%
Mazda	Mazda6	76	78	-2.6	1.0%	890	1.3%
Mazda	Mazda2	75	61	23.0	0.9%	646	0.9%
SsangYong	Korando	75	22	240.9	0.9%	417	0.6%
Volkswagen	Tiguan	69	53	30.2	0.9%	611	0.9%
Toyota	Aurion	66	86	-23.3	0.8%	340	0.5%
Chery	J1	64	14	357.1	0.8%	129	0.2%
Jeep	Grand Cherokee	64	29	120.7	0.8%	438	0.6%
Toyota	Land Cruiser Prado	64	28	128.6	0.8%	470	0.7%
Ford	Fiesta	63	77	-18.2	0.8%	832	1.2%
Holden	Barina	56	50	12.0	0.7%	544	0.8%
Nissan	Pulsar	53	-	-	0.7%	509	0.7%
Toyota	Prius	49	36	36.1	0.6%	453	0.7%
Others		2164	2288	-5.4	27.2%	24133	35.2%
Total		7962	7336	8.5	100.0%	68609	100.0%

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Sales set to top last year

New vehicle sales in 2013 may exceed 112,800, an increase of about 12,000 over last year, if current strong sales continue.

That's the view of David Crawford, chief executive officer of the Motor Industry Association, and comes on the back of 10,696 registrations in October.

Passenger car sales are up by 6.7 per cent over the same period, last month's 7,962 transactions formed the highest October monthly total since 1984 and this was up by 8.5 per cent compared to the same month in 2012.

Toyota retained the largest market share with 25.9 per cent, or 2,063 units, followed by Holden with 11.9 per cent and 949 units and Ford with 10.3 per cent or 824 units.

SUV sales represented 24 per cent of last month's total with small passenger cars on 22 per cent.

The positive statistics are borne out in reality too, with dealers contacted by Autofile reporting brisk trade.

Rey McCone, dealer principal of Canterbury Mazda in Christchurch, reports the CX-5 is "going good" with the Mazda 2 attracting good levels of inquiry.

"CX-5 sales have been strong, but it makes sense because it's a great SUV and a lot of people are going for them at the moment," he says.

The all-wheel-drive 2.5-litre GSX is standing out, while the new Mazda 6 has been selling quite well because "it's a beautiful car with a lot going for it".

Finance and insurance have been performing well even though there are good deals at banks and some buyers are opting to extend mortgages, while the key on closing deals may well be securing custom at

the start of the sales process.

McCone says the Garden City's economy is picking up and purse strings are loosening. Competition remains fierce with special deals and offers up for grabs, with "everyone doing their hardest to be part of the action".

The dealership's new premises in Sockburn should open within the next three months. The business has temporarily relocated to the corner of Waterloo Road and Racecourse Road, which is also home to Blackwell Holden's commercial site.

"We will have a two to three-car

but there's always a heavy focus on the Hilux.

"Our finance and insurance results have been excellent. With the good facilities Toyota NZ offers, we always have a good strike rate for the new and used sectors.

"This is well-complemented by Toyota's extra care packages for warranty and service contracts. Everything's positive."

Michael Smith, managing director of Haven Motors Ltd in Nelson, which holds the franchises for Mazda and Volkswagen, describes the market as "interesting" with last month being "a bit patchy".

them in their own specifications, and that's a good thing."

Sales of the CX-5 and BT-50 are still strong, with the new Mazda 2 and 3 arriving next year.

Smith says the market needs to be looked at cyclically and there now appears to be a two-speed Kiwi economy with Auckland and Christchurch growing faster than other provinces.

"September was a bit of a funny month with the America's Cup because trade seemed to go quiet for two months, which created mixed messages, but we're improving year on year.

"We will keep going forward. Our targets will go up again next year and this year is shaping up for more than 100,000 new units nationwide, which will help the whole of the industry.

"Business has been steady with finance and insurance. It's been up slightly over previously months. You have to be pretty competitive with interest rates or people will go to other financial institutions."

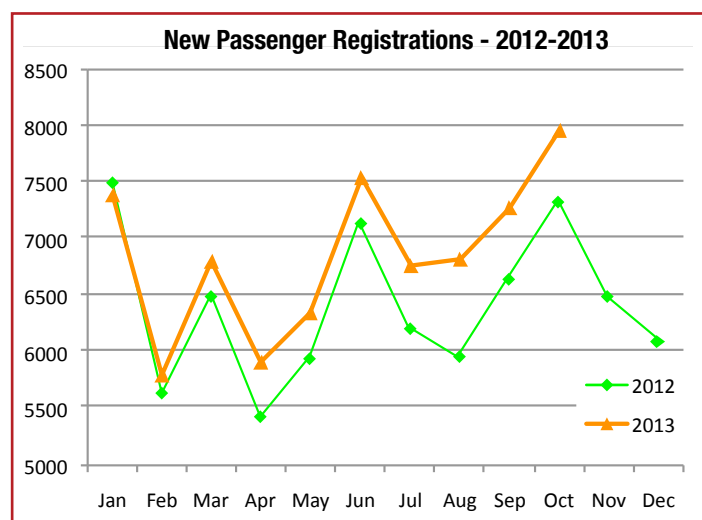
Smith is finding more people are buying utes as lifestyle vehicles because they are more refined now and the days of them only being suitable for the farm are gone.

He reports repeat, loyal trade on the BT-50, while SUVs are taking on medium-sized passenger vehicles.

"SUVs are strong and it will be a prime market going forward but, having said that, the Mazda 6 is number one in Nelson's mid-size sedan market.

"This car shouldn't be underrated. It has great specifications and it's got exotic looks that make it a good-looking machine.

"It's distinctive in not trying to look European but sticking to the particular style of its Japanese background." ☺



showroom with parts, servicing and reception all on one site," says McCone. "That's something we're all looking forward to."

David Wilson, chief executive officer of Rotorua Toyota, says sales of new vehicles have been "quite strong" and are much the same as last year.

"We had a few problems with supply of the Hilux in the early part of last year, but it has always been strong in rural New Zealand," he says.

"We've had some traction with the likes of the Yaris and Corolla,

He says: "Some weeks are slow and others pick up, but trade is better than a year ago.

"August and September were strong, but October was weaker. Our new vehicle sales are up quite a bit with Volkswagen and we have some new Mazda products coming this year.

"The Golf is doing well with buyers saying it is good value and an extremely good product.

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Bumper month for ute dealers

New commercial vehicle registrations came to 2,734 last month – the highest October total since industry records started in 1981.

There were 682 more sales compared to October 2012, up by 33 per cent. Year to date, they are now 26.5 per cent ahead of the same period in 2012.

David Wilson, chief executive officer of Rotorua Toyota, says the Hilux has been the number-one commercial vehicle for the past three decades for a host of reasons.

"These include the ute being reliable, its ability to get the job done and its resale value."

Wilson says about 90 per cent of purchases are for business reasons, while people tend to buy second-hand Hiluxes as family vehicles.

"We're lucky Toyota's finance

packages are so good," he says. "For our new vehicles, resale values are good, residuals are nice and firm, and the cost of ownership is very affordable."

Ross Dodds, dealer principal of Windsor Nissan in Cambridge, says: "We're doing well with our commercials, which is helped with

repeat trade, loyalty and passion for the brand."

"SsangYong's utes have proven to be reliable and popular," says John Clough, dealer principal of Rotorua Kia, which holds the franchise for both Korean marques.

"They drive like cars, have versatility for traders to use at the

weekend and are popular with owners of lifestyle blocks.

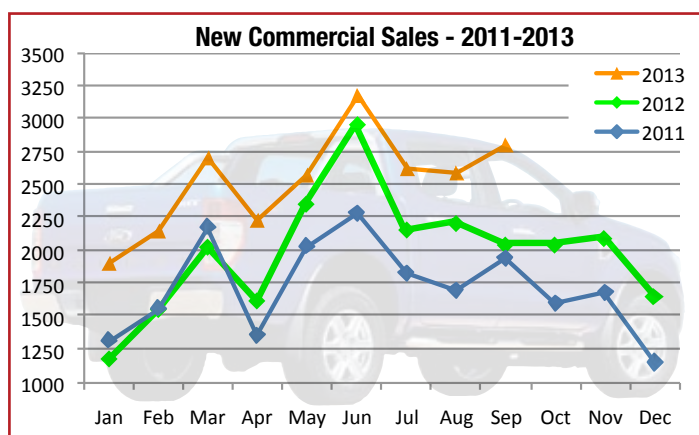
"It's still early days with SsangYong and the brand has to be built up, but it represents a good, solid part of the business."

"We've also seen a trend towards young families buying them, while the double-cab utes are really what our market's about rather than more heavy-duty stuff."

Toyota had the largest October market share for commercial vehicle registrations at 22 per cent – with Ford following on 19.8 per cent and Holden on 9.4 per cent.

The top-selling model was Ford's Ranger on 478 units, followed by the Hilux on 396 and Holden's Colorado on 233.

Year to date, the Hilux is the chart topper on 4,003 registrations but it's closely followed by the Ranger with 3,873 sales. ☺



New Commercial Sales by Make - October 2013

MAKE	OCT '13	OCT '12	+/- %	OCT '13 MKT SHARE	2013 FULL YEAR	2013 MKT SHARE
Toyota	601	585	2.7	22.0%	6149	24.1%
Ford	542	261	107.7	19.8%	4562	17.9%
Holden	256	190	34.7	9.4%	2218	8.7%
Nissan	177	227	-22.0	6.5%	2466	9.7%
Volkswagen	159	88	80.7	5.8%	1130	4.4%
Mitsubishi	154	120	28.3	5.6%	1768	6.9%
Isuzu	139	87	59.8	5.1%	1319	5.2%
Great Wall	82	66	24.2	3.0%	692	2.7%
Mazda	80	96	-16.7	2.9%	1091	4.3%
Hyundai	75	20	275.0	2.7%	513	2.0%
Mitsubishi Fuso	63	36	75.0	2.3%	417	1.6%
Hino	59	53	11.3	2.2%	414	1.6%
Mercedes-Benz	59	56	5.4	2.2%	407	1.6%
SsangYong	36	21	71.4	1.3%	374	1.5%
Fiat	33	26	26.9	1.2%	224	0.9%
LDV	22	-	-	0.8%	22	0.1%
Foton	19	1	1800.0	0.7%	125	0.5%
UD Trucks	19	14	35.7	0.7%	143	0.6%
Volvo	19	7	171.4	0.7%	196	0.8%
DAF	17	10	70.0	0.6%	181	0.7%
Others	123	88	39.8	4.5%	1110	4.3%
Total	2734	2052	33.2	100.0%	25521	100.0%

New Commercial Sales by Model - October 2013

MAKE	MODEL	OCT '13	OCT '12	+/- %	OCT '13 MKT SHARE	2013 FULL YEAR	2013 MKT SHARE
Ford	Ranger	478	197	142.6	17.5%	3873	15.2%
Toyota	Hilux	396	334	18.6	14.5%	4003	15.7%
Holden	Colorado	233	181	28.7	8.5%	2055	8.1%
Toyota	Hiace	186	232	-19.8	6.8%	1943	7.6%
Nissan	Navara	177	208	-14.9	6.5%	2393	9.4%
Mitsubishi	Triton	103	81	27.2	3.8%	1098	4.3%
Mazda	BT-50	80	96	-16.7	2.9%	1091	4.3%
Volkswagen	Crafter	77	19	305.3	2.8%	221	0.9%
Isuzu	D-Max	75	35	114.3	2.7%	685	2.7%
Hyundai	iLoad	70	15	366.7	2.6%	477	1.9%
Great Wall	V240	65	37	75.7	2.4%	474	1.9%
Volkswagen	Amarok	63	56	12.5	2.3%	687	2.7%
Ford	Transit	58	55	5.5	2.1%	618	2.4%
Mitsubishi	L300	51	38	34.2	1.9%	666	2.6%
Mercedes-Benz	Sprinter	45	35	28.6	1.6%	285	1.1%
SsangYong	Actyon Sport	36	21	71.4	1.3%	374	1.5%
Hino	500	35	25	40.0	1.3%	226	0.9%
Mitsubishi Fuso	Canter	33	16	106.3	1.2%	200	0.8%
Fiat	Ducato	32	24	33.3	1.2%	221	0.9%
Isuzu	F Series	30	28	7.1	1.1%	232	0.9%
Others		411	319	28.8	15.0%	3699	14.5%
Total		2734	2052	33.2	100.0%	25521	100.0%

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Wide range in turnaround

Sales of used commercial vehicles during October were substantially better than the same month of last year.

There were 628 registrations last month. This was an increase 96.9 per cent on 319 units in October 2012 and compared favourably to 500 sales in September this year.

Autofile spoke to some dealers around the country and they also report buoyancy in the market.

Michael Smith, of Haven Motors Ltd, believes the turnaround for light commercials in Nelson can be anything between six months and six years.

This can occur when vehicles have 25,000-35,000km on the odometer or between 200,000km and 300,000km when they are used like workhorses and "run into the ground".

Smith holds the franchise for

Mazda and Volkswagen, but has recently traded a Holden Colorado, some Toyotas and a Nissan ST-X to double sell.

"When it comes to used commercials, we always tend to buy them even if they have high kilometres."

Steve Grenfell, dealer

principal of Blackwalls Motor Group in Christchurch, says: "The gap in utes between new and late model means deals with new vehicles almost make late models too expensive.

"All we're seeing is a lot of traditional late-model and low-mileage buyers stepping up and

getting new because the pricing is so close.

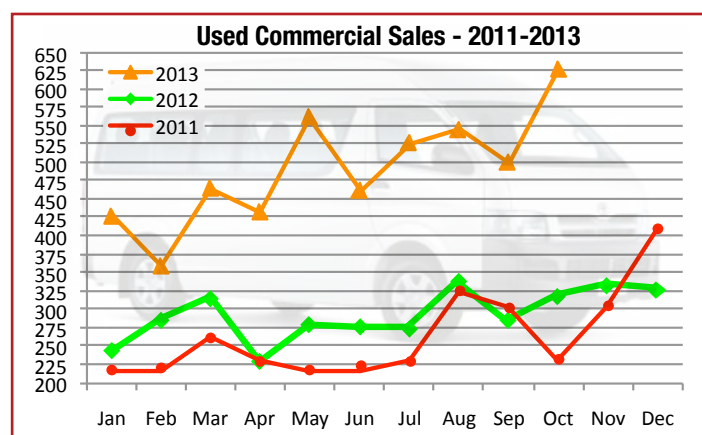
"This is where demand for new vehicles is coming from and they are getting a bigger share of the market."

Rey McCone, of Canterbury Mazda, says demand is so high for used commercials that it's good to get as many units on-site as possible.

He says it's hard to get a handle on how long people are holding onto their vehicles before renewing them in some way, but with the amount of plumbers, painters and other trades in Christchurch for the rebuild, there's "definitely a fair bit of inquiry".

Toyota topped last month's ladder with 299 vehicles, up 116.7 per cent for 47.6 per cent of the market.

Nissan came second with 136 sales. That was an increase of 142.9 per cent for a 21.7 per cent share. ☺



Used Commercial Sales by Make - October 2013

MAKE	OCT '13	OCT '12	+/- %	OCT '13 MKT SHARE	2013 FULL YEAR	2013 MKT SHARE
Toyota	299	138	116.7	47.6%	2266	46.1%
Nissan	136	56	142.9	21.7%	1134	23.1%
Isuzu	40	11	263.6	6.4%	197	4.0%
Mazda	30	14	114.3	4.8%	242	4.9%
Ford	24	17	41.2	3.8%	263	5.4%
Hino	15	8	87.5	2.4%	125	2.5%
Mitsubishi	13	8	62.5	2.1%	102	2.1%
Chevrolet	12	19	-36.8	1.9%	103	2.1%
Fiat	10	8	25.0	1.6%	38	0.8%
Dodge	6	4	50.0	1.0%	31	0.6%
MAN	6	4	50.0	1.0%	50	1.0%
Suzuki	5	0	500.0	0.8%	12	0.2%
GMC	4	4	0.0	0.6%	21	0.4%
Factory built	3	3	0.0	0.5%	8	0.2%
Renault	3	0	300.0	0.5%	14	0.3%
Volkswagen	3	5	-40.0	0.5%	42	0.9%
Volvo	3	4	-25.0	0.5%	14	0.3%
DAF	2	1	100.0	0.3%	20	0.4%
Holden	2	5	-60.0	0.3%	69	1.4%
Land Rover	2	0	200.0	0.3%	15	0.3%
Others	10	10	0.0	1.6%	145	3.0%
Total	628	319	96.9	100.0%	4911	100.0%

Used Commercial Sales by Model - October 2013

MAKE	MODEL	OCT '13	OCT '12	+/- %	OCT '13 MKT SHARE	2013 FULL YEAR	2013 MKT SHARE
Toyota	Hiace	213	105	102.9	33.9%	1706	34.7%
Nissan	Caravan	71	18	294.4	11.3%	536	10.9%
Nissan	Vanette	43	22	95.5	6.8%	375	7.6%
Toyota	Regius	31	10	210.0	4.9%	173	3.5%
Mazda	Bongo	25	12	108.3	4.0%	192	3.9%
Toyota	Dyna	24	10	140.0	3.8%	200	4.1%
Isuzu	Elf	22	7	214.3	3.5%	124	2.5%
Ford	Transit	13	13	0.0	2.1%	135	2.7%
Toyota	Estima	13	1	1200.0	2.1%	13	0.3%
Mitsubishi	Canter	10	1	900.0	1.6%	47	1.0%
Nissan	Atlas	10	5	100.0	1.6%	103	2.1%
Fiat	Ducato	9	8	12.5	1.4%	36	0.7%
Nissan	Navara	8	11	-27.3	1.3%	89	1.8%
Chevrolet	Silverado	7	7	0.0	1.1%	36	0.7%
Hino	Dutro	7	4	75.0	1.1%	50	1.0%
Toyota	Hilux	7	3	133.3	1.1%	52	1.1%
Isuzu	Forward	6	2	200.0	1.0%	40	0.8%
Hino	Ranger	5	1	400.0	0.8%	37	0.8%
Isuzu	Como	5	0	500.0	0.8%	16	0.3%
Suzuki	Carry	5	0	500.0	0.8%	11	0.2%
Others		94	79	19.0	15.0%	940	19.1%
Total		628	319	96.9	100.0%	4911	100.0%

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For all enquiries contact Brian on 021 455 775 or email brian@autofile.co.nz

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PLAN B?