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July 2016

Definitive MC-class list said to be close

A list of four-wheel drive vehicles that the Imported Motor Vehicle Industry Association (IMVIA) says are without doubt MC class, based on a technical bulletin from the New Zealand Transport Agency (NZTA), should be available to the industry soon.

The IMVIA says this will be the first step in ensuring that vehicles are not misclassified as MC, requiring them to be fitted with Electronic Stability Control (ESC) to gain entry into New Zealand. These are vehicles the IMVIA believe should be classified as class MA.

From 1 March this year, used MC class vehicles require ESC in order to be allowed entry into New Zealand. Because of confusion over the definition of an MC class vehicle, some makes and models of vehicles have been incorrectly classified, says the IMVIA.

Following the release of the NZTA technical bulletin detailing the interpretation of a class MC vehicle, in terms of measurements

and features, the IMVIA says it engaged a researcher to collate information on individual models. Once the research has been completed, those vehicles are to form the start of a definitive list of vehicles requiring ESC.

IMVIA chief executive David Vinsen explains: "Now that the NZTA has issued its technical bulletin, it is much easier to correctly classify MC vehicles. And the list of vehicles that need ESC is much more



Toyota Landcruiser (MC class vehicle)

limited than was previously thought.

"The phasing of the implementation is only a timing issue," he says. "In 18 months' time everything over 2 litres is going to be caught anyway, and then in

four years' time, all light passenger vehicles are going to require ESC."

Malcolm Yorston, technical services manager at the IMVIA, told Autofile that the first release of a list of MC class four-wheel drive vehicles is not far away.

The IMVIA has put a lot of effort into clarifying what had been a confusing situation for importers. Yorston says this confusion has led to mistakes.

"So many vehicles have been classified as MC incorrectly over the years, like RAV4s," he says.

"They are a 'soft roader' that has been designed for extra traction and better stability in adverse conditions, such as snow and ice, with very limited off-road capacity on a bit of grass – but not crashing up creek beds."

If correctly classified as MA – a passenger vehicle – the ESC requirement will not yet apply to cross-over, or "soft-roader", vehicles.

[continued on page 4]



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Turners Buy Right

Buy Right Cars GET THE REAL DEAL

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High end cars stolen

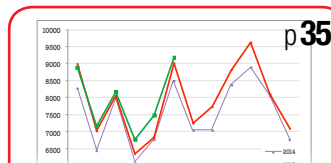


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PROFILE: Craig Pomare



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GUEST EDITORIAL

Big changes over 40 years

Mike Mapperson, retiring after 40 years, gives us his take on the trade.

Having just retired from 36 years as a used-car dealer and previously five years as a new- and used-car salesman, I am reflecting on changes to the "industry" that have occurred in that time.

Rust: For decades every car bought or traded had to be examined for rust; under doors, around front and rear windows, sills and guards. Whilst not completely eliminated, rust is now confined to certain weak spots in only a few models.

The paradigm shift for car sales in New Zealand was the abolition of import licensing, around 1988-89.

Huge numbers of used imports brought about the "wound-back odometer" scandal, when several importers and dealers who practised mass speedo-tampering were very lucky to escape prosecution and jail.

The advent of Trade Me was a big change. Cheaper than the local paper – at least at the start. With colour photos and nationwide reach. Long term, I believe Trade Me brought down used-car prices. The benefit to the dealer is greater exposure, but the sting in the tail is that every cheaper alternative to one's stock is there for comparison.

It annoys me that Trade Me see themselves as the "protector" of the buying public in many ways, the worst of which is "date first listed". When I buy a fridge or washing machine I can't know how long it has been for sale. Why must car buyers have this information thrust at them?

A constant niggle throughout my time as a used-car dealer and importer has been government. A series of ill-considered rules have been imposed over the years. The frontal-impact rule was a prime example. Government made a



MIKE MAPPERSON

rule, but rather than provide lists of cars that did or did not comply (that would be too hard), they threw used-car dealers to the wolves to prove compliance. Some manufacturers just charged exorbitant sums to look at a database and produce a certificate, whilst others, to protect their market from competition, simply refused to certify their models, despite those cars complying with all European safety rules in their home markets.

A current version of government half-baked schemes is EECA fuel-efficiency labelling. I applaud the concept, but it will only be meaningful and provide the elusive "level playing field" if every make and model has a rating. It seems the department of EECA administering this is understaffed or under-resourced. Every model should be rated or the scheme should be abandoned.

I also marvel at the progress made in car equipment. We have gone from "a stove, a band and two dead sheep" to anti-collision radar, lane-keeping sensors, blind-spot monitoring, self-parking and, soon, autonomous-driving cars. My fascination with cars has lasted over 60 years and shows no signs of fading in retirement. ☺

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Autofile magazine is also available online as a readable file or downloadable as a PDF. Subscriptions are available at Autofile Online – www.autofile.co.nz. Back copies are also available on the website.

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ISSN 0112-3475 (print) ISSN 2350-3181 (online)

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Yorston explains that the MC classification was adopted from the Australian Design Rules nearly 30 years ago. The clear intent then was that it was to apply to "proper" four-wheel drive vehicles, with features such as high-low ratio gearboxes, selectable 2WD-4WD, skid plates, certain clearances and so on.

Since then, however, increasing numbers of vehicles with four-wheel drive, but not intended for serious off-road work, have become part of the national fleet. These include vehicles such as the Nissan Qashqai (or Dualis), Subaru Outback, the Honda CRV, and many others.

Two years ago, on 10 July, the government amended the Land Transport Rule: Light Vehicle Brakes 2002, as part of the Safer Journeys Programme, making it compulsory for light vehicles to be fitted with ESC.

The amended rule is being phased in over almost five years, beginning with all new class MA, MB, MC and NA light passenger and goods vehicles from 1 July 2015.



Nissan Qashqai (MA class vehicle)

Used vehicles were to follow, beginning with the MC class from 1 March this year.

Most of the debate surrounding this rule change has related to MC class vehicles. The definition of this class is the most complex and technical.

Used passenger vehicles (MA class) with engines over two litres capacity were to comply by 1 March 2018, and all other used classes (MA, MB and NA) by 1 March 2020.

Yorston says the problem has related to the wording of the definition of the MC classification.

The NZTA defines such a vehicle as a passenger vehicle that seats no more than nine, with special features for operating off-road, having four-wheel drive, and having at least four of five other specified attributes common to serious four-wheel drive vehicles.

But he says there's never been any definitive interpretation of what is meant by "special features".

"So there's never been any rule setting down an interpretation of what an MC class vehicle was."

Earlier this year the IMVIA sought a legal opinion on the definition

of MC class vehicles, based on the Land Transport Act 1998.

"We did a lot of research, and engaged lawyers to prepare an opinion on the correct interpretation of the definition of class MC. They prepared their opinion with reference to both the specific vehicle rule – "The Light Vehicle Brake Rule" – as well as The Interpretation Act, to ensure that all definitions would be applied correctly." In other words, the opinion was prepared with the accuracy and care a judge would apply, Yorston says.

"We provided our opinion to NZTA, who took their own legal advice and then released their technical bulletin."

The bulletin sets out the correct means of determining vehicle class, which includes, but isn't limited to, physical measurements of the original, unmodified, vehicle as well as information provided by the vehicle manufacturers.

Yorston says the bulletin will help importers know what they can

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MIA sees problems with MC-class bulletin

The MIA generally does not support the recently issued technical bulletin for several reasons, says chief executive officer David Crawford. Those reasons are:

- ▶ The advice provides additional information that exceeds that contained in the Rule in which the definition is contained. "We believe the advice takes away from the Rule important considerations and has the net effect of significantly reducing the pool of vehicles that should rightfully be classified as class MC vehicles. As such, the advice introduces a number of factors that are, in our view, ultra vires."
- ▶ The proper way to introduce these new considerations is to amend the Rule through the Rule amendment process, not through a technical bulletin that has no legal standing.
- ▶ Significantly, the technical

bulletin is extremely problematic for those vehicles already classified as class MC. There are many vehicles that must now be reclassified to class MA and in that class other considerations mean some of these vehicles might no longer meet the rules associated with that class.

- ▶ This is because the new definition, which is the net effect of the technical advice, is inconsistent with internationally agreed definitions of a class MC vehicle. No thought seems to have been given to different safety standards from items such as frontal impact and door retention, when



DAVID CRAWFORD,
MIA CEO

reclassifying class MC as MA. "There may be other issues around seatbelts, ESC from a design and application consideration, as to whether the vehicle passes all the requirements for it be classified as MA when the manufacturer has tested it under conditions of an MC vehicle," says Crawford. Consideration also needs to be given to any NCAP testing results.

- ▶ "We believe the NZTA would need to research all of the accepted international standards to confirm they haven't created a non-complying vehicle in some other aspect – and this work has not been undertaken by the NZTA." Crawford says when the

Government amended the Light-Vehicle Brakes Rule, the policy reason the Government chose when requiring ESC in class MC used vehicles, was due to their less stable nature and greater risk of losing control when driven.

"The key requirements that relate to ESC are vehicle height and length," says Crawford. "None of the additional six measures introduced in the technical bulletin relate to height and length," he says. In addition, it is wrong to have included proprietary systems in addition to the other six criteria.

"The MIA believes the revised technical bulletin is poorly considered and needs ratification from the Global Working Group 29 or similar to have any legitimate standing," Crawford says. "We are considering next steps, including resorting to the court, to have the decision by the NZTA reviewed." ☺

◀ buy and what they shouldn't buy.

He says the IMVIA's lists of definite MC class vehicles and those that are believed to have been previously incorrectly classified will be provided to NZTA and to the industry, so that used-vehicle importers and vehicle entry certifiers can clearly differentiate between MC, MA and

even MB class vehicles.

Mike Tyler from Auto Terminal NZ says it's pleasing that the government has taken a common sense approach. "It's good to see that the government has been willing to listen to the industry perspective and take it on board.

"It's the right result, it's a fair result, and I think from our perspective that's all you want from the government, that they apply the laws fairly," says Tyler.

Yorston says it is expected that vehicles that have earlier been incorrectly classified as MC will be given "grandfather rights"; that, he explains, "means letting sleeping dogs lie. If it's already in the fleet, let it be."

Yorston is satisfied. "At least we have clarity," he says, "and I don't think we would have had clarity if we hadn't taken the initiative and sought a legal opinion."

Although the initial list identifying MC class vehicles is to come out soon, it will be an ongoing project, Yorston says, as more information is collected and later vehicles get added. ☺

AUTOFILE'S PREDICTION FOR 4WDS TO BE CLASSED AS 'MA'

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Honda HR-V
Mazda CX-9 Limited
Mitsubishi Outlander
Nissan Dualis
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Turners' Buy Right deal brings scale

Although Turners Limited has become a bigger player in the motor vehicle market with the purchase of Buy Right Cars, that is not the end game, says chief executive officer Todd Hunter.

The group strategy, he says, is about looking for opportunities to control origination transactions – selling finance and insurance products.

Turners' purchase of Buy Right Cars in a \$15.3 million (plus stock) deal was announced on 12 July. Buy Right has eight car sales sites, and a compliance and service centre in Auckland, and stock of around 2000 vehicles.

"We believe we have purchased a great business," says Hunter. The way we look at these things is: How sustainable are the earnings? Do we think we can grow them? Can we drive some synergies from



bringing the business into the group? And then we settle on a price that we think will work for us."

The purchase fits well with the broader group strategy around looking for opportunities that control the origination transactions, where the cars are actually sold.

"There's a number of strategic reasons we bought Buy Right,

purely around the logistics and supply chain of imports and controlling those origination transactions, which enable us to push volume into our finance and insurance engine.

"We want to keep the Turners Limited business growing, keep building the finance and insurance business, making margins off the origination transactions so we can

sell our own products."

Hunter explains that with respect to Turners' finance and insurance products, some are sold through other dealers, other brokers and referral channels.

"Depending on the profile of the customer, or the sale promotions, or the commissions those brokers and dealers would receive, steers which products they will tend to push."

So expanding its car business means Turners also gets to sell more of its own finance and insurance products.

The purchase of Buy Right Cars also gives services it had been lacking.

"The mechanical workshop, the import compliance workshop is something we don't have at the moment, and that is certainly of interest to us," says Hunter. "It has capacity to take on some of the

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◀ **Turners Group compliance work.**
It makes the business more integrated. "It gives us scale around the logistics of imports, that's for sure."

Turners Group and Buy Right will continue to run as separate businesses. "We're not rebranding the Buy Right Cars business. It will continue operating as it stands today."

Turners Group has been growing rapidly, Hunter says. "In terms of the cars business, because we have added some locations with the trucks and machinery and cars, we now have 15 sites."

"We have aspirations of opening other branches under the Turners brand and we're looking quite hard at the regional centres. We've recently opened up in Invercargill, which was a test case for us, and that's gone well. We're really happy with the traction we've achieved, and that will form a blueprint to move forward over the next 12 or 18 months."

Turners Ltd can also offer more

opportunities for staff, Hunter says. "That is one of the exciting things about the business, that we're building the businesses that we bring in, we are creating opportunities for people who work inside the business."

"If you look collectively around the business now, we employ around 600 people. A business with scale and that continues to grow provides lots of opportunity for the people inside the business. So it's a great place to work, and those opportunities will definitely come for people."

When the purchase was announced, Turners Limited Chairman, Grant Baker, said Turners had been impressed with what principal and majority owner Brandon Orlandini and his team had achieved in the competitive Auckland market.

"The purchase of Buy Right Cars completely aligns with our strategy of growing group profit through targeted mergers and acquisitions that takes advantage of the

synergies across our group. We are actively considering and evaluating a number of further opportunities."

Hunter confirms that, telling Autofile that Turners' growth strategy "is really based on growing the businesses that we have in the group today, and we think there are still significant opportunities to do that".

However mergers and acquisitions will also be a core part of that strategy, he says. "Paul Byrnes,

(former CEO) is solely focused on mergers and acquisitions, so that's a big play for us."

The business is evolving into one with a pretty strong automotive flavour, says Hunter. "They're big markets, typically highly fragmented and we believe there is opportunity to consolidate and get some scale and use that to our advantage, to bring better offerings, services and prices to the customers we are targeting." ☺



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EV battery improvements

One of the few constants in technology is change, and energy production has been shifting rapidly.

A 2015 study in Nature Climate Change, "Rapidly Falling Costs of Battery Packs for Electric Vehicles," evaluates prospects for battery electric vehicles (BEV). A key question is cost and capacity of battery packs.

The authors, Bjorn Nykvist and Mans Nilsson of the Stockholm Environment Institute, analysed more than 80 estimates of battery prices and performance from 2007 to 2014 to trace advances in the costs and capacity of Li-ion battery packs for electric vehicles.

From 2007 to 2014, costs per kilowatt hour (kWh) fell by about 14 per cent a year, from above US\$1,000 to around US\$410 over the seven year period. They also found that the cost of battery packs used by market-leading EV manufacturers are even lower, at US\$300 per kWh, and falling by 8 per cent a year.

Mark Gilbert, chairman of Drive Electric in New Zealand, says as well as prices falling, performance is increasing. BMW are talking about a new battery for their i3 model.

"They have already got a new battery which has got double the range of the existing battery. So that's a 100 per cent increase, going from 130km to 260km, and you have also got a range expander, so there's another 130km probably on that.



"So there's a little car getting close to doing 400-500km on a charge."

The US researchers estimate that the inflection point for batteries is about US\$150 a kilowatt hour. "If costs reach as low as US\$150 per kWh," they

say, "this means electric vehicles will probably move beyond niche applications and begin to penetrate the market widely."

Gilbert thinks the NZ Government's target of 64,000 EVs by 2021 is ambitious, but do-able.

"The bottom line is that EVs

reliance on fossil fuels.

The other change he thinks is needed is for people to stop looking just at the transaction price, but to factor in running costs, "because the running costs of an EV over time are a lot lower than the costs of an internal combustion vehicle".

That, he says, is a huge paradigm shift for Kiwis.

Elizabeth Yeaman, manager transport at the Energy Efficiency Conservation Authority (EECA), says EV batteries gradually lose range over time.

"An 'end of life' battery is considered to be one where the capacity has fallen to below 70-80 per cent," she says. The vehicle will be driveable, but with a shorter range.

"New Zealand's temperate climate is well suited to optimising battery life," she says. Outright battery failure would be unusual.

The US researchers say that despite battery technology advances, any reduction in greenhouse gas emissions is related to how electricity is produced.

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550k of Tristram vehicles stolen

West Auckland has been highlighted in police inquiries following a break-in at Tristram European's Pre-Delivery Workshop on July 10.

Thieves made off with nine mostly new vehicles and many other items.

Tristram European director Mark Hayward says police have been finding that many of the cars have been out in West Auckland. "Police are all over it. They've got about eight police and investigators, so they're working really hard on it. There's been a big bust out West Auckland."

Hayward told Autofile on July 13 that they still had about five cars missing.

"We recovered another Golf today," he says, when police investigating a burglary scared off the offenders, who left the damaged Golf behind.

The stolen vehicles included An Audi S6, a new VW Golf Edition 40, a new VW Golf R Line, a Shelby Mustang, a new VW Crafter van, a Toyota Yaris and three new Amaroks – nine in total.

Police have since retrieved the Shelby Mustang and the two Amaroks. They were found under covers in an underground parking facility, close to where the theft occurred.

"We're still missing an Amarok," says Hayward, "also a long-wheelbase Crafter van, and a little Toyota Yaris – although we've got the keys to that [so] that must still be around – we're still missing the Audi S6 and the GTI edition 40."

The Audi S6 was apparently involved in a police chase in Manukau, but they got away.



More than \$558,000 worth of vehicles were stolen in the raid, along with various other items, including brand new 20" wheel sets and tyres, various new Amarok accessories and four large technician toolboxes, as well as many new vehicle registration plates, before the thieves were interrupted about 9.30am on Sunday.

The alarm systems were smashed down and the data panel was ripped from the wall. "They got in by cutting through the rear security fence and making their way through to our workshop," Hayward says. "They managed to break into a heavy duty industrial safe, stole the keys – more than 60 sets, including spares – and manoeuvred vehicles around so they could take the cars they wanted."

"We've recovered some keys; found about 20 sets of those all throughout Auckland, including some in a field in Mt Eden."

The thieves were unsuccessful with one Amarok. They drove into a wall on the way out, puncturing a tyre and abandoning it on Hillside Rd.

"There was a lot of other stuff stolen from throughout the building."

It looks to Tristram European and the police as if someone has inside knowledge of vehicles and the basic layout of the building, Hayward says, as well as knowledge about the safe, "and may have been around our place at some point. But the police are working through all of this." ☺



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Softly softly on write-off listings

Trade Me is taking a softly softly approach in the early stages of implementing its new policy surrounding statutorily written-off imported vehicles from Australia.

After three weeks of the policy being in effect, Trade Me has had a bit of feedback, mainly from the industry, says Trade Me manager of trust and safety, Jon Duffy.

"Typically when we make a policy change like this we go through a bit of an educational phase immediately after. We are not kicking people off the site left right and centre for failing to disclose that a vehicle is a statutory write-off, but we are working with a couple of dealers to make sure their listings are up to scratch; literally only two."

Trade Me is not expecting to



have to do any more work with those dealers.

The company has seen some vehicles listed that have been statutory write-offs, from Australia, Duffy says. Except for two dealers, those vehicles have

been fairly described.

"We have worked to make sure the disclosure is up to scratch."

The softer approach also relates to listing requirements, with Trade Me not instructing sellers how they must notify potential buyers about written-off vehicles.

"We've initially left it up to members to work out the best way to do this," says Duffy. "We don't want to be too dictatorial on this, but if we sense that people are really struggling or that people are being cute with how they are doing it, we will look into mandating prescribed text."

Duffy was interested to learn that Autofile has talked to a car dealer who says he saw a statutory write-off (SWO) vehicle listed on Trade Me about July 8 or 9, without advice that it was an SWO. That dealer was adamant that potential buyers should see a notice in such case reading, "Statutory write-off. Vehicle deemed not repairable."

Trade Me is working with data sources, says Duffy. "There is an issue in that there is no one source of the truth. Importers will always know, because they are the ones bringing them into the country.

"We're working with the New Zealand Transport Agency (NZTA), and I know that NZTA are working on the quality of their data, so we are quite reliant on the dealers being honest in this situation.

"But from the information we received after launching the policy, the industry is also holding itself to account. So dealers are contacting us about other dealers. It's almost self-policing in that regard."

However, not all traders are registered.

"Some dealers have contacted us to ask if first, given the behaviour of this person, should they be a registered dealer and second, should they be disclosing that this vehicle is a SWO. And we're finding it quite useful because it's giving us cause

to inquire into the number of vehicles that those dealers in the 'grey area' have been selling and gives us cause to follow up.

"Same with the display of consumer information notices (CIN)."

At auction, car dealers need to display a CIN in the auction listings, says Duffy. However, private sellers do not.

One of the issues with the CIN, he explains, is that being a statutory write-off should be a mandatory field in a CIN notice, but is not.

"At the moment the only thing that would alert the consumer in the CIN is the 'imported as damaged' box being ticked, but not every imported SWO has the imported damaged flag, as in some cases that flag is removed at the border.

"That's why we have had to go over and above the CIN requirement and implement this policy, because in our opinion the CIN notice doesn't go far enough."

NZTA national media manager, Andy Knackstedt, says the "imported damaged" flag system has been in place for a long time. "Depending on what the border inspection turns up, if it's not deemed to be structural damage, it [the flag] can be removed.

"I think a lot of write-offs in Australia are insurance write-offs, but they are not structurally damaged." An example could be severe hail damage, he says. ☺

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Test reflects real driving

The PSA Group has published the results of real-world fuel consumption tests for 30 Peugeot, Citroën and DS models.

The results show greater fuel consumption when compared with results obtained by laboratory testing.

Simon Rose, divisional manager of Sime Darby Automobiles NZ Ltd, says: "It's great to see them looking to provide real-life consumption results proactively ahead of the new European testing regime due to be enforced for all manufacturers in late 2017."

Based on the European Union's Real Driving Emissions (RDE) project, the procedure measures fuel consumption by means of a portable emissions measurement system on the vehicle. Bureau Veritas, an independent and international body, guarantees

the procedure, ensuring it is conducted in line with specifications and that the results are reliable.

The measurements were made on public roads open to traffic (25km urban, 39km rural and 31km motorway) and under real-life conditions, with passenger and luggage loads, road gradients, and the use of air-conditioning. The measurements are comparable to those made by PSA customers. They show that the procedure is scientifically robust, reproducible and representative of a typical driver.

Peugeot, Citroën and DS brands are to offer a simulator on their websites to enable customers to predict their vehicles' fuel consumption based on driving style and driving conditions.

NOTE: Drivetrains and specification may differ from New Zealand-sold vehicles.

10 - PEUGEOT MODELS	T&E procedure l/100km	Standard l/100km	Difference l/100km
108 1.2l PureTech 82 BVM5 15" STD tyres	6.1	4.3	1.8
208 1.6l BlueHDi 120 S&S BVM5 16" ULRR tyres	4.7	3	1.7
2008 1.6l BlueHDi 120 S&S BVM6 16" VLRR tyres	5.2	3.7	1.5
2008 1.2l PureTech 82 BVM5 16" VLRR tyres	6.4	4.9	1.5
2008 1.2l PureTech 110 S&S EAT6 16" VLRR tyres	7.1	4.8	2.3
308 1.6l BlueHDi 120 S&S BVM6 16" ULRR tyres	4.9	3.2	1.7
308 1.2l PureTech 130 S&S BVM6 16" VLRR tyres	6.6	4.6	2
308 1.2l PureTech 110 S&S BVM5 16" ULRR tyres	6.3	4	2.3
3008 1.6l BlueHDi 120 S&S BVM6 17" VLRR tyres	6.1	4.1	2
3008 1.2l PureTech 130 S&S BVM6 17" ULRR tyres	7.6	4.9	2.7

8 - CITROËN MODELS	T&E procedure l/100km	Standard l/100km	Difference l/100km
C1 PureTech 82 BVM Feel 15" STD tyres	6.1	4.3	1.8
C3 Picasso BlueHDi 100 BVM Confort 16" VLRR tyres	5.7	3.8	1.9
C3 BlueHDi 75 S&S BVM 15" ULRR tyres	4.9	3.0	1.9
C4 Cactus BlueHDi 100 BVM Shine 16" VLRR tyres	5.1	3.6	1.5
C4 Cactus PureTech 110 S&S BVM Shine 16" VLRR tyres	6.1	4.3	1.8
C4 Picasso BlueHDi 120 S&S EAT6 Intensive 17" VLRR tyres	6.5	3.9	2.6
Grand C4 Picasso PureTech 130 S&S BVM6 Intensive 17" VLRR tyres	7.4	5	2.4
Berlingo BlueHDi 100 BVM 15" VLRR tyres	6.1	4.3	1.8

3 - DS MODELS	T&E procedure l/100km	Standard l/100km	Difference l/100km
DS 3 BlueHDi 120 S&S BVM6 Sport Chic	5	3.6	1.4
DS 3 PureTech 110 S&S BVM So Chic	6	4.3	1.7
DS 4 PureTech 110 S&S BVM So Chic	5.4	3.8	1.6

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- Lisa and Brendan Sharland,
AA Auto Centre
Palmerston North



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Don't lose those new customers

How easy do you make it for customers to do business with your dealership?

In order to ensure you maximise every set of eyes looking at your vehicles and your dealership a task that should be completed regularly is a health check through your customer's perspective.

This sense check of your dealership and the vehicles you have for sale, both at the dealership and online, is of critical importance to ensure everything is not only correct but the process is also easy for the customer. In this article we focus specifically online and part two next month will cover off the physical dealership and vehicles.

The frequency in which you review each of these areas noted below is totally your decision, however I would recommend a quick check every week will be sufficient and worth the time spent.

When working through each of these points try as hard as you can to remove yourself from the business and what you know, look at everything through the customer's eyes. Don't assume anything, and ensure you are working through it identifying that it is simple and easy to engage with your business effectively and quickly.

It's also of paramount importance you review all of these areas using your smartphone and not just your desktop. The majority of customers browsing are on their smartphones, so you should be replicating what they do. All too often dealers review some of these areas on the desktop forgetting about the mobile experience, which is usually where it falls short.

Check your Website and any other listing sites where you have dealership information or vehicles advertised. Don't forget good old Google - search you dealership name and what do you see?

- ▶ **Vehicles** - are all your vehicles advertised where they should be.
- ▶ **Contact information** - accurate and current.
- ▶ **Enquiry** - with one click can a customer enquire by phone or email, and if needed complete the enquiry form with relevant information (never ask them for a stock number or the details of the vehicle they are trying to enquire about in your listing enquiry form).
- ▶ **Calls to action** - can you engage the customer further by giving them options, like book a test drive, price their trade-in, apply for finance or request a call-back.
- ▶ **Vehicle information** - is the



MARK GREENFIELD
Motorcentral

right information present.

- ▶ **Dealership information & any photos** - is this accurate and current.
- ▶ **Sales people** - are they accurate and current.
- ▶ **Online enquiry responses** - test them

and check that you're receiving them to the location/inbox you expect them to be going.

- ▶ **Dealership location** - is this accurate and current, if a map or location is available to click on, does it take them to the right place.
- ▶ **Opening hours** - are they accurate and current.
- ▶ **Contact numbers** - are they accurate and current.
- ▶ **On-road costs** - are these accurate and current.
- ▶ **Finance terms** - are they accurate and current.
- ▶ **Insurance products** - any premiums displayed are accurate and current.
- ▶ **Finance & insurance providers**

- are they current.

- ▶ **Shipping/delivery information** - is this accurate and current.

The information above has to be up to date wherever it is displayed, but you need to ensure it is easily viewed on screen regardless of what you are viewing them on. If you are the customer and want to call or email now, can it be actioned in less than a few seconds.

By having no information, or out of date details, or a slow or difficult process, you are giving your prospective customer every reason not to do business with you and are pushing them away. Customers traditionally will search online across several dealership before making a choice of a final 1 or 2 to make contact with, and ultimately do business with.

You invest so heavily in acquiring customers online therefore you need to ensure you provide them with the information they need to easily continue their journey with your dealership. ☺



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NEWS in brief

Fraud leads to tighter driver licensing systems

Driver licensing systems will be strengthened following fraud at a driver licensing site in Auckland, says the NZ Transport Agency.

Following the fraud the NZTA commissioned a review, which identified a number of gaps in controls.

NZTA access and use group manager Celia Patrick says police are investigating the fraud, "and we have begun taking action against licence holders where there is evidence that licences have been wrongfully obtained".

The NZTA changes will include increased monitoring of all driver licensing transactions and oversight of testing officers; improved management of contracts; improved audit and risk assessment of course providers; greater quality control requirements on service providers; increased scrutiny of identity and licensing documents; additional training for staff; and tighter control over overseas driver licence conversion processes.



Maserati to unveil new SUV – and facilities

Unveiling in New Zealand later this year of the Maserati Levante will coincide with changes to the representation of Maserati in New Zealand. Maserati is to open new facilities in Auckland and Christchurch.

According to Maserati Australia, the Levante is part of the SUV revolution that is sweeping the car industry. New Zealand will also see a revised Maserati Quattroporte range arrive in New Zealand at the end of this year.

Maserati is planning to launch the Levante in Melbourne later this month, where plans for Maserati New Zealand will be unveiled and pricing and availability of the Levante confirmed. Price and specifications will also be released then.



More plug-in hybrids to arrive soon

The New Zealand plug-in hybrid new vehicle market is to become more crowded. It's not just compact city cars and hatchbacks that are on the way, but a wider range, consisting largely of plug-in SUVs. This

recognises that crossover and medium-sized SUVs are what car buyers want these days. As well as BMW's X5 xDrive40e, NZ will get plug-in models from Audi and Mercedes-Benz this year, the Q7 e-tron and GLE 500e respectively. Volvo's hybrid XC90 — the T8 Twin Engine — is here already. NZ will also get a BMW 330e sedan and a hybrid version of the flagship BMW 7-Series (the 740e) will arrive. But already arriving in showrooms are the plug-in X5 xDrive40e and the 225xe Active Tourer. The former is said to look like an X5, while the 225xe Active Tourer is more what car buyers might expect a plug-in hybrid to look like. It is based on the Mini platform. ☺



Elantra enters sedan market

The Nissan Elantra is being described as a sleek and stylish sedan option, which doesn't compromise on safety or technological excellence.

Two models have been launched in New Zealand: the 2.0 litre A6 and 2.0 litre Elite A6. Both feature a new MPI engine with Continuously Variable Valve Timing (CVVT), producing 112 kW (150bhp) and 192Nm of torque.

The engine is coupled to Hyundai's six-speed automatic transmission to deliver combined fuel economy figures of 7.2 litres per 100km.

Its structure is built with high-strength steels and advanced bonding systems to increase rigidity, with the sixth generation Elantra focusing on refinement and driving dynamics.

A new version of the classic hexagonal chrome grille is



Hyundai's Elantra Elite

combined with integrated LED 'fog' lights, LED daylight running lights and indicators in the housings of the auto-folding side mirrors.

Ducts in the front bumper direct air into the front wheel wells to smooth out airflow down each side of the car.

Inside there are leather seats



with a 10-way adjustable power seat for the driver (Elite models), 60-40 split rear set with fold-

out middle armrest and steering wheel controls for phone, audio settings, on-board computer displays and cruise control.

The centre of the dash houses a 7-inch touchscreen that gives access to more detailed settings

and doubles as the display for the reversing camera. Below the screen is the control panel dual climate-control air conditioning (Elite), along with Apple's Car Play phone/device integration technology -Android Auto technology will be available later in 2016.

In terms of safety, the Elantra offers a package of smart technologies built around a reinforced chassis that includes six airbags, Vehicle Stability Management with Electronic Stability Control and new Blind Spot Detection.

Auto rain sensors activate the windscreen wipers and a driver-selectable dusk-sensing feature switches on the headlights in low-light situations.

The 2016 Hyundai Elantra A6 is available from \$35,990; the Elite from \$39,990. ⊕

Diamond party for Jeep

Jeep is celebrating 75 years and Jeep New Zealand has launched special edition commemorative versions of the Wrangler, Cherokee and Grand Cherokee.

The Jeep Wrangler has a 3.6 litre 209kW Pentastar V6 engine, with 17-inch wheels and front and rear bumpers in low-gloss bronze.

Its power dome hood has functional air vents, with leather-trimmed heated seats and accent sport mesh inserts and stitching.

The unique off-road rock rails combine with a Dana 30 front axle and heavy-duty Dana 44 rear axle.

The Jeep Cherokee is based on the Cherokee Longitude, with a 3.2

litre 200kW engine, new 18-inch wheels, badges and trim accents.

While the Grand Cherokee is available with a choice of two engines: the 3.6 litre 210kW Pentastar V6 and 3 litre 184kW turbo diesel. Both versions include an all-new, unique front fascia, grille and headlamps.

The 20-inch wheels are accompanied by tow hooks, fog lamp bezels and roof rail.

The Wrangler 75th Anniversary edition is priced \$69,990; the Cherokee \$54,990; the Grand Cherokee 3.6l petrol will go on sale for \$84,990 and the Grand Cherokee 3l diesel at \$91,990. ⊕



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The class of 86

The Toyota 86 Championship has been described as New Zealand's leading one-make series and with so many new initiatives and ideas on the table, who would argue?

The TR 86 series began in 2013, making its debut at Highlands Motorsport Park in Cromwell, with Wellingtonian Jamie McNea the eventual champion. Last season, Ash Blewett left his rivals in his slipstream, taking out the title with a race to spare.

But this campaign, with six races between November 2016 and March 2017, promises to be the best yet.

Six new cars are under construction, with upcoming test days for intending racers. And TR 86 category manager, Geoff Short, says preparations couldn't be going any better.

"What we've got is unique in that there is a car that is super-reliable, fantastic support from Toyota and an incredibly well-run, professional series. Any competitor who comes in, with a brand new car or lease car, is racing against the exact same one beside it – the cars are identical and exactly the same tools for each driver. It's a real driving test."

Short has been involved in TR 86 for a year and his basic remit is to deliver a quality event.

"The focus was initially to get the grid and the class growing. We went to karting and endurance

races, looking for potential drivers. At first we were concerned about numbers, but we got out in front of people and, once they saw the impact we were making, any nervousness quickly disappeared.

"What's really impressive is Toyota's support – it's truly outstanding. They're in it for the long-haul after initially purchasing 25 cars to be built. The key is to keep improving and we had a de-brief with competitors after last



season to discuss things that would help grow the series."

While exposure and the quality of racing are key facets, one innovation has really caught the imagination of the motorsport community.

"Through collaboration with the Toyota 86 Racing Series in Australia, last year's New Zealand winner – Ash Blewett – gets to drive at Bathurst this year, which is quite a coup and a great

experience for such a young driver. It's a good incentive and quite a coup for next year's winner."

The links with our trans-Tasman cousins may not stop there.

"We are also working on a potential trans-Tasman event with Australia as a seventh separate meeting. We could go to Australia one year, then have it here the next."

But for now, Short and his team are working on their 2000cc, factory six-speed sports coupes.

TR 86 RACE SCHEDULE	
2016	
Nov 4-6	Pukekohe
Dec 9-11	Taupo
2017	
Jan 12-15	Ruapuna
Jan 19-22	Teretonga
Feb 9-12	Manfeild
Mar 10-12	Hampton Downs



a roll-cage installed, then go off to be painted with all the race-car components built from there. We've actually just bought 20 new cars in total which we're calling Club Sport cars. This is a new project, where members can come to Hampton Downs and use one as a track-day car."

Short has an impressive background of racing himself and is adamant the series will go from strength to strength.

Each car features adjustable race suspension, race brake caliper and rotors and Speedline 18-inch alloy wheels. The car can even be driven on the road if the driver has an MSNZ competition licence.

"We've actually got a pretty small team," says Short. "In our workshop we've got Ian McNab, who puts the cars together.

"They go to Neil Allport's workshop for fabrication and have

"If you look at who we have driving this year, from the likes of John Penny to Jayden Dodge who won the SsangYong series this year, there is quality right across the board. Without doubt, the racing is the best that's out there in New Zealand. The main goal is 24 cars on the grid with competitors wanting to be in the class. We are looking for a series that every young racing driver wants to be part of." ☺

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Murphy drawn to rally challenge

Four-time Bathurst champion, Greg Murphy, will compete in the 2017 New Zealand Rally Championship.

Murphy is partnering experienced rally champion Josh Marston in a two-car team as part of the AP4 (NZ spec) rally programme.

Two Holden Barinas will undergo rework and modification at the team's workshop in Christchurch, in readiness for the start of the series in April 2017.

"I have to be part of it. The new AP4 class is so exciting, it's not hard to make the decision to be involved," says Murphy.

He made his rallying debut a year ago in Canterbury.

"I've always been a rally fan and admired and respected the skills and talents of many drivers for a long time. Driving last season I got the bug and seeing the new AP4 cars of Hayden Paddon (Hyundai i20), Glenn Inkster (Skoda Fabia) and Andrew Hawkeswood (Mazda2) debut at Otago, the progression to the AP4 class is inevitable."

However, Murphy has realistic expectations.

"I'm not expecting top results but want to be part of it, being involved at the top end of this exciting category of motorsport."

Christchurch 31-year-old Marston has a wealth of rallying experience, having won the national two-wheel drive title in 2013 in a Ford Fiesta R2.

"The team have been considering for a while, where we want to go next in rallying," says Marston. "At that time the AP4 class was in its infancy and we started looking at how we could get involved and it has now eventuated



Greg Murphy and Josh Marston will drive a pair of AP4-spec Barina's in the 2017 New Zealand Rally Championship

into what we will do in 2017.

"I'm really excited about the AP4 class cars. They are such a lively car with so much potential and it's brought the excitement back into rallying for both drivers, teams and more importantly for spectators."

The NZ spec AP4 class has evolved out of an ageing fleet of Group N 4x4 Mitsubishi's and Subaru rally cars. MotorSport NZ is following the principles and specifications of the new FIA R5 car but at a much more affordable cost.

The newly formed team will shortly take possession of two production Holden Barinas which will be stripped down at the RDL Performance workshop in Christchurch. The bare body shells will then be sent north to Force Motorsport for completion of fabrication work and sign-off from MotorSport NZ. From there the two cars will come back to the team's Christchurch workshop and the rest of the work will be carried out ready for the start of the new season in next April.

"At this stage we are working on

sourcing an engine from the GM range," says Marston. "It looks like it will be an Ecotech 2.0 litre turbo out of an Astra VXR which will end up in the car as a 1.8 litre turbo."

While Marston is still to make a decision on his co-driver, Murphy will continue with experienced co-driver Mark Leonard.

"The more time Murph has in a rally car, he just keeps getting better and better," says Leonard. "It's going to be interesting working up to a four-wheel drive vehicle, but he is well capable of it."

The arrival of Murphy is sure to give the AP4 class a boost.

"Greg Murphy is synonymous with Holden and motorsport, so we were naturally very enthusiastic to become involved with the team when he approached us with a proposal to enter the rally championship," says Kristian Aquilina, managing director of Holden New Zealand.

"Rallying in New Zealand enjoys a strong following and it's great to be involved in this exciting action with Greg and Josh." ☺

SPEED DIARY

16-17 July
CRC Speedshow, ASB Showgrounds
Auckland
DTM - Zandvoort, Netherlands

17 July
MotoGP - Silverstone
Indycar - Toronto

23-24 July
V8 Supercars - Queensland Raceway
NASCAR Sprint Cup - Indianapolis

24 July
F1 - Hungarian Grand Prix, Budapest

29-31 July
WRC - Rally Finland

31 July
F1 - German Grand Prix, Hockenheimring
IndyCar - Mid-Ohio
NASCAR Sprint Cup - Pocono II

5-6 August
Formula Drift - Seattle

5-7 August
WTCC - Argentina
APRC - China Rally
IMSA - Road America
NASCAR Sprint Cup - Watkins Glen

6 August
Mainland Rally Series - Catlins Rally,
Southland

6-7 August
Super GT - Japan, Fuji II

7 August
Taupo Tarmac 2wd Rally
Manfeild Winter Series Round 3

12-14 August
Supercars - Kuala Lumpur, Malaysia
MotoGP - Austrian GP

18-20 August
NASCAR Sprint Cup - Bristol II

19-21 August
WRC - Rally of Germany

26-28 August
F1 - Belgian Grand Prix, Belgium
V8 Supercars - Sydney 400



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A cool head under pressure

From training as a fighter pilot to NPC rugby refereeing, Craig Pomare has certainly had an interesting journey to the role of Motor Trade Association (MTA) chief executive

As the new chief executive of the MTA, Craig Pomare is heading up an association with a near 100-year history – but it's not something he's fazed by, having already worked at some of New Zealand's most well-established companies.

Originally from Hastings, the motor industry wasn't in Craig's thoughts as a younger man.

"I left school and worked for the Housing Corporation, which is today's Housing New Zealand, for two years as a clerical cadet. I basically either gave people loans to buy a house or got them into a state rental. It was actually quite fulfilling, particularly when you got to take someone to their new home.

"Although no one in my family had gone past year 11 and most of them worked in the freezing works or on processing lines, I realised I wanted more for myself than a clerical role in Napier. So I studied finance and computer science at Massey University for my degree. However, my real goal was to be an air force pilot.

"Initially after I'd left school I got through to the selection panel at the air force school in Auckland, but just missed out. Apparently I wasn't co-ordinated enough – who knew that would be so important when flying a \$50 million piece of equipment!

"But while I was gutted, I was also glad I'd had a go. I'm pretty much a 'boots and all' kind of character and didn't want to spend the next 30 years of my life wondering 'if only'."

THE BANKING SECTOR

After graduation, Craig took a role at one of the biggest names in New Zealand business.

"It was late 1997 when I had two offers on the table. One was the Westpac graduation scheme while the other was as an officer

in the diplomatic corps – I'm very pleased I chose Westpac.

"You're basically fresh off the university boat and think you know everything, but with my role as an analyst in the business banking division you quickly realise that while theory is useful, it's only when doing the job for real that you find out how good you actually are.

"As an analyst you need to pick apart the bones of a company and decide if you want to lend it money – it was that simple. But you learnt to be humble and how to work with people."

With seven years under his belt at Westpac (four as an analyst, three as head of marketing for business banking), it was time for a change.

"I wanted to try something different," recalls Craig. "I had mates at the bank in product management and an opportunity came along at AXA to be product manager for their insurance and investments. I only lasted 18 months, as they went through quite a big restructure – but was then lucky enough to become investment products manager at the Medical Assurance Society (MAS).

"They were looking for someone with five years of experience and I had 15 months, but somehow I got it."

FATE TAKES A HAND

Following an eight-year stint at MAS and a four-year return to Westpac as area manager of business banking, Wellington, Craig decided to take stock in December 2013.

"It was just time for a break. I'd worked solidly for years and wanted to



take my foot off the gas and work on projects at home. However, my wife Cherie (they've been married for 23 years) gave me a kick up the backside after three months, so I looked to get back in the workforce.

"Whether it was luck or a blessing, I was basically in an office with a guy helping out with my CV. We finished our conversation and he mentioned that the recruitment office on the same floor had opportunities at the MTA. As I went to leave, an agent walked up to me and we had a conversation. There were two roles available – in marketing and membership. That same day I got back in touch and said I would love the member services position."

In May 2014 Craig signed on at the MTA, and it was obvious what the company needed to do.

"The thing that struck me was the organisation was looking to find its core again. The MTA had been through significant

change and the board made it clear that we needed to return to putting members first. So they were building a group of senior leaders around that ethos – and I was fortunate to be one of the first to be picked.

"Basically we had to reconnect with our purpose. And it was significant for me because Westpac had known its specific purpose – but there I was just a cog in the big wheel. At MTA they were trying to find it again and I needed to bring something extra to the table. It was a steep learning curve, but a great challenge.

"So while refocusing on putting the members at the heart of everything we do, we've seen a significant drift away from chasing commercial opportunities – it's been a change of ethos.

"I actually received a letter from a long term Hamilton member, Stewart France, who sent me a book documenting the first 50 years of MTA history. He said the topics being discussed in the 1960s are the exact same ones today, with skill shortages at the top of the list.

MOVING FORWARD

With an ever-changing industry, solving that skill shortage problem is not easy.

"Primarily we need to focus on general and collision repair, retail and sales; the vast majority of our membership," says Craig.

"We have spent the last few months looking to understand the skill shortage and will continue to do so. But what we're finding is a lot of industries are chasing a small pool of skilled people – at apprentice level and even someone aged 30-plus. From the building trade to various other sectors, competition is fierce.

"The key is to attract smart, tech-savvy people to our industry. One of our members hosted a



My first car was a 1982 Mitsi Lancer EX, colour Phantom Mist.



Here's a picture of the RNZAF Skyhawk I had hoped to fly but missed out...

group of school students and said that as a heavy diesel mechanic, if you're not interested in getting under a sheep truck and being covered in poo in the middle of winter, it's not for you – but he still got two apprentices. And while there is that aspect to our industry, IT nous is also key and we need those who know what to do with a Toyota Prius or, eventually, a totally autonomous vehicle.

"As a rule, schools and parents like to focus on tertiary education – and we have to change that."

The advancement of Intelligent Transport Systems, electric vehicles (EVs) and autonomous travel is something the sector needs to adapt to.

"We're excited about where technology is going – it's impossible not to be. But our basic challenge is to make sure we have people who can fix the problems and maintain the fleet now.

"Globally we know that the success of EVs is drawn significantly off government incentives for individuals. However, it will be challenging changing buying habits when price remains a significant factor in the buying decision.

"But in terms of getting people trained to take care of the vehicles, the MTA works closely with Janet Lane and her team at the Motor Industry Training Organisation (MITO) and polytechnics to make sure people are coming through. The initial impact will be on franchises, of course, as most of the vehicles will be new, but eventually someone in a small NZ town is going to buy one and will need it repaired – that's our challenge."

TRADE ME IMPACT

Craig is still getting his feet under the table, having only been appointed a couple of months ago, but he feels the industry across new

and used vehicles is in good shape.

"But one of the main challenges is the Trade Me and wider online-selling effect. No longer do people generally wander around seven car lots on a wet Saturday looking for a vehicle – they do their business on a 9-inch screen. And the winners are the businesses who have recognised this and adapted. Many are still using the traditional model and are doing OK, but many have recognised the power of operating online as well." In the modern world of social media and 24-hours news outlets, having strong communication channels and good relationships with other industry bodies is vital for the MTA.

"For the two years that Warwick [Quinn, previous CEO] was here, we have had very good working relationships with key organisations in the sector, to push it forward. The likes of the Imported Motor Vehicle Industry Association (IMVIA), VTNZ, Vehicle Inspection New Zealand (VINZ), Automobile Association (AA) and many more are all important. You don't always agree, but a few more voices are always more favourable than just one.

"The relationship with government is also a high priority. In some issues we are at the forefront of the decision-making process, while we always want to get closer to policymakers and government departments."

A PASSION FOR SME BUSINESS One constant through Craig's career has been the opportunity to work closely with NZ's vast range of small and medium businesses. MTA is no different, with 98 per cent of their members falling into the SME category.

"When you can make even a small difference to a business that lifts its bottom line you feel great!

I hear regularly from our frontline business advisers about the impact a piece of advice has made to the member's business. It's hugely satisfying for everyone involved and reminds us that's what the MTA exists to do."

MEMORIES OF JONAH

One subject dear to Craig's heart is rugby, and he's had more experience than most.

"I refereed for 15 years around Wellington and the lower North Island. I even took charge of a club game under lights at Westpac Stadium and ran the touchline for NPC games. They were halcyon days of Christian Cullen and Tana Umaga.

"But a highlight was when Jonah Lomu was getting ready to come on in a Super 15 fixture. I was in charge of the substitutions and holding up the numbers. I was so nervous as he came up beside me – basically I was an adult acting like an idiot. Anyway, I didn't even realise he'd gone for a warm-up run and had left me standing there.

"I have also been an in-goal judge at the Wellington sevens, so the game holds a special place in my heart."

Aged 47, Craig still manages to cycle and jog three or four times a week, which may be essential, as the MTA role is sure to keep him on his toes. ☺

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The month that was.... July

With more than 30 years of history, Autofile is delving into the past to see which stories previously made headlines

July 6, 1998

Completely different industry by year's end – MVDI

The MVDI predicted that the new vehicle market was facing momentous change. "We'll be looking at a different industry by the end of the year," said MVDI executive director Steve Downes. His comments related to the parallel import charge being officially underway, led by former Mercedes-Benz dealer Michael Clark. Fourteen brand new BMWs were arriving from cash-strapped Malaysia – the first time such overt parallel importing was attempted.

Huge hike in June sales

At last, the drought was broken. Provisional sales for June indicated the new vehicle market may have been as high as 6,200 – more than 2,000 units better than May. Key factors included the start of the season's rental business and customers buying again with a steadier market. Buyers may have been waiting for tariff reductions to assess their effect on prices.



July 5, 1999

Toyota pushes industry to clean up its act

Toyota NZ wanted a focus on environmental issues, with a number of ground-breaking eco-initiatives. TNZ was evaluating a hybrid car – a Prius – for sale in New Zealand. About 85 per cent of new model Toyotas on the market were recyclable and the company was developing a fuel cell electric car to find the ultimate environmentally-friendly vehicle of the future.

Daewoo Amendment passed

The controversial Daewoo amendment bill was passed in Parliament and would come into force on September 1, 1999. It would allow distributors to sell direct and cleared the way for selling on the internet. Daewoo CEO Mark Vidak was delighted the bill became law, earlier than anticipated. However, the question of Daewoo's trading licence was still up the air.

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For more information...
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on 0800 046 842 or DDI 09 573 3243
Email: malc@imvia.co.nz

July 28, 2006

Rich list released

Ten years ago, auto industry affiliated fortunes totalled almost \$5 billion. Alan Gibbs was number one, due to his high-speed amphibious technology earning him major international military contracts, with \$450 million. Allan Hubbard was second on \$400 million and Colin Giltrap the third auto industry-related entrant on the NBR Rich List on \$293 million.



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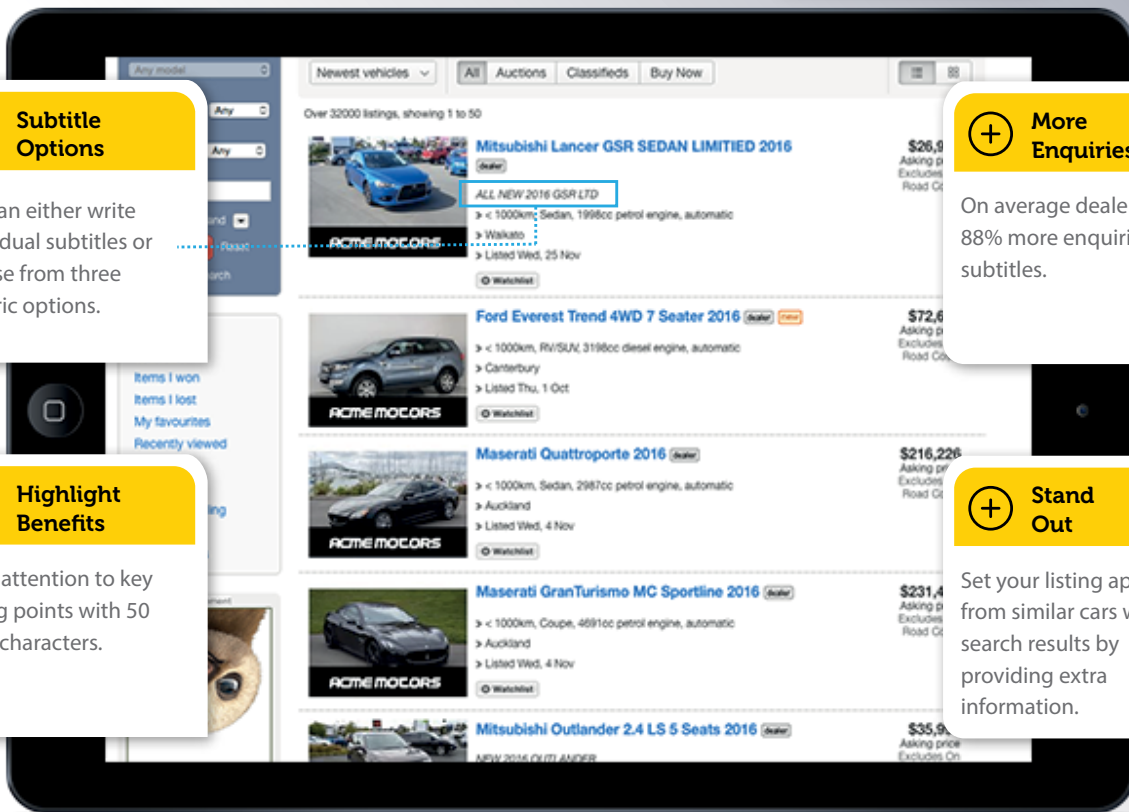
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Most popular car makes searched*

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

Most popular car models searched*

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

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 Triumph

A trader has listed a Rolls-Royce powered Centurion tank for \$92,000. The 27-litre, 12 cylinder petrol engine pushes the 52 tonne bohemoth along to a top speed of 35km/h. An ex-Australian Army vehicle, it has had the gun deactivated and comes with user & workshop manuals & driving tuition if needed.

Industry movers

ROGER ZAGORSKI is the new managing director of the Ateco group of companies. Zagorski, 47, joined Ateco in 2010 to set up and run the Ateco subsidiary Branded Financial Services. He entered the car industry in 1996 as part of the start-up team for Mercedes-Benz Finance Australia. In 2004, he moved to New Zealand to assume the role of managing director of DaimlerChrysler Financial Services and in 2007 became managing director and executive general manager of Mercedes Benz New Zealand.



KIM SOKOLICH has joined Trade Me Motors as the account manager for the southeast regions of Auckland. Sokolich's previous role was as an account manager with Yellow Pages. He has extensive sales and marketing experience in the digital and social media sectors and a good understanding of the broader advertising markets.



MALCOLM RAE is stepping into the role of general manager at Regent Car Court in Invercargill. Rae's change of role from sales manager follows the decision by Tom Kilkelly to retire after almost 50 years in the motor trade. Kilkelly will still own the business, but Rae will be responsible for day-to-day operations across four car yards in the city. Rae has worked in the motor trade for 20 years.

UMBERTO BENUCCI has been appointed chief executive of Branded Financial Services following the appointment of former chief executive Roger Zagorski to the role of managing director of Ateco Group. Benucci has previously been both the general manager of the company's New Zealand operations, and its manager of credit risk in both New Zealand and Australia since 2012. Before joining Branded Financial Services, Benucci worked in key credit risk management roles for Daimler Chrysler Financial Services in New Zealand, Germany and South Africa.



TO FEATURE IN INDUSTRY MOVERS
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NZ labour market report

THE SECOND QUARTER to June 2016, saw heartening data for job seekers with a 9.3 per cent increase in job listings compared to the same period last year, and the average salary up 0.5 per cent, says Trade Me Jobs spokesman Jeremy Wade.

"Between October last year and March this year we saw hot competition from job hunters, despite healthy listing numbers," Wade says. "That pressure has eased slightly over the last three months. With a few exceptions the balance sits firmly in favour of employers still."

The average salary for roles listed on Trade Me rose 1.1 per cent this quarter, at \$61,095. Almost every region saw a lift in average salaries, with only the wider Wellington region and the Bay of Plenty down – respectively 2.3 per cent to \$67,351 and 2 per cent to \$53,748.

Wellington City continues to hold the top spot for average rate of pay at \$72,958, more than \$1500 higher than Auckland City.

IT roles dominate the top five highest average pay rate slots, with IT architects in the top spot with an average pay rate of \$147,340. IT functional consultants, in fifth spot, averaged \$129,511.

The lowest-paid jobs were au pairs and nannies (the lowest), caregivers, kitchen staff, retail assistants, and waiting staff, with average pay in those jobs ranging from \$36,494 to \$39,189.

REGIONAL ROUND-UP

Wade says the much debated "halo effect" around the Auckland property market appears to be having an impact on job listings.

"Regions around Auckland have seen impressive growth in listings, with the Bay of Plenty up 27 per cent, Waikato up 10 per cent and Northland up 21 per cent on a year ago."

Some employers are choosing to set up shop in regional areas because of the lower cost of operation, he says. "It's not all about Auckland for them. With improved

technology and infrastructure, they don't need to be in Auckland to access that market."

In the South Island, Canterbury's listings fell 7 per cent, led by construction and roading. Manufacturing and transport listings dropped – evidence of the Christchurch rebuild slowing down, while the West Coast, down 14.7 per cent, and Southland, down 8.9 per cent, fell considerably. Otago bucked the trend with a 31.1 per cent increase in listings.

IN THE SECTORS

With the focus on housing and infrastructure, the construction and roading sector saw a 33.4 per cent lift in listings, while trades and services had an 18.4 per cent jump.

There were significant drops for banking, finance and insurance, and science and technology.

Wade also commented on evidence of a significant gender divide in the employment market, according to the latest Trade Me Jobs quarterly data.

Analysis of job hunter applications across the 65,000 roles advertised on Trade Me Jobs in April, May and June show significant gender splits in several sectors, he says, with men dominating applications in the executive and general management sector, while women are more likely to apply for roles in the legal sector by two to one.

"We looked at all the applications from our members over the past three months and in sectors like engineering and IT, more than 80 per cent of the applications are from men. Public sector roles and banking and finance were evenly split between male and female applicants while more than 70 per cent of applications for roles in education and office administration are from women.

Wade says the proportion of men applying for roles is higher for every bracket above \$40,000, and the proportion of women diminishes as pay rates increase. ☺

Create happy customers

At this time of year it can be harder to motivate your sales staff and to motivate your customers to venture out to your dealership to purchase.

This is not helped by social media or bad publicity in the media generally as more and more buyers try to challenge dealerships early in the ownership cycle with repair work or even to return vehicles. Some may have genuine concerns and others not. But regardless, they may try to challenge the dealership under the Consumer Guarantees Act, and even take things to the Disputes Tribunal.

All this takes up time and effort, not to mention the fact it is demotivating for you and your team to have to deal with it. The customers could also be telling friends and family that they are unhappy with their purchase and this will tarnish your dealership's

reputation, although without reason.

Often salespeople spend all their efforts closing the sale, only to then have to move into attempting to sell finance and insurance products as a secondary thought or process.

Even though salespeople may attempt to sell mechanical breakdown policies for the vehicle they have sold, my guess would be that most are simply happy to move the metal. They wouldn't necessarily see the benefit to the dealership and the customer of offsetting the risk of costly repairs to Protecta. Phone calls day and night from customers who have broken down, time-consuming management of repairs and a negative experience all round.



SIMON MOORE
Motor-trader development manager
Protecta Insurance

What I suggest is to sit down with either myself or one of our experienced sales team members and consider putting a mechanical breakdown policy on every vehicle you sell.

You may think that is a big investment, but if done the right way can be a real advantage and most of all a profitable exercise. We would be happy to discuss the pros and cons, review our pricing structure on the giveaway product, discuss and help with marketing, including a new product-offer launch. Should you head down the track of offering a 12-month policy on each vehicle, we will commit to one-on-one training of your staff to upsell the customers into 24- or 36-month policies at retail.

Try to not to think of the cost but

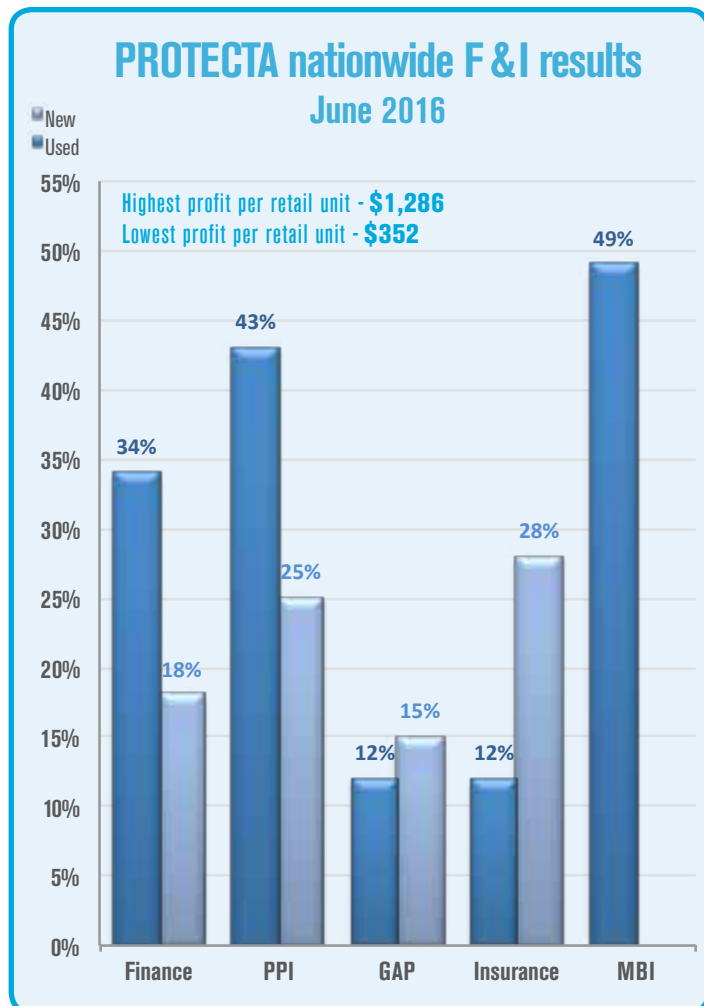
the investment, and focus on the many benefits; less time spent by you and your team on customers returning with mechanical or electrical faults, giving you more time to sell! Happier customers who will write good things about you and spread the word for you, less chance of going to the tribunal over mechanical or electrical faults; it is a great marketing tool when selling against the same stock down the road.

Not only should it bring in more customers at the beginning, it should also help you retain those customers long term, as well as their friends and family.

Rather than a cost, the investment will turn into increased revenue without the headaches.

To discuss this further please contact me, Simon Moore, on [simon.moore@protecta](mailto:simon.moore@protecta.co.nz)

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Buyer rejects old, high-mileage car following serious engine faults

Background

Sanu Santhosh bought a Singaporean-imported 2001 BMW 318i with 169,070 kilometres on the odometer for \$4,000 from Vehicle Direct Limited on November 23, 2015.

About four months later, Santhosh rejected the vehicle because he said it had a number of serious faults; its engine overheated, the engine leaked oil, the gear lever jammed intermittently and a CV boot leaked grease.

However, the trader refused to remedy the faults within a reasonable timeframe. The buyer wanted the tribunal to uphold his rejection of the car and order the trader to refund his purchase price.

The dealer was sent notice of the time and place of the hearing on May 4, 2016. A message reminding the trader of the date and time of the hearing was left on its answerphone on May 20. When the trader was telephoned on the morning of the hearing it said it had forgotten the hearing. The trader failed to comply with a written direction from the tribunal to submit a written statement of its defence and a report on the outcome of mediation discussions held with the purchaser.

The case

Santhosh said the vehicle's check engine light lit up during the week following purchase and the driver's window would not operate. He returned the vehicle to the trader which repaired the window but said it could find

no fault with the engine. The car's engine overheated three weeks later. When the purchaser telephoned the trader to report the overheating fault he was told to use his mechanical breakdown policy for repairs.

As part of the purchase price, the trader had supplied Santhosh with a 12-month Mainstream mechanical breakdown insurance policy.

Santhosh took the vehicle to Midas on January 18, 2016. Midas diagnosed the vehicle's faults as a worn accelerator cable, a leak in the cooling system at the rear of the cylinder head and another leak at the front of the motor near the water pump. A Teekay test proved inconclusive but Midas reported a possible head gasket leak. It found other faults including excessive oil leaks from the front timing cover and rocker cover gasket, vibration at low revs and idle suspected to be caused by a failing engine mount, the gear lever jammed intermittently and the left CV boot leaked grease.

The buyer notified the trader of these faults but after two weeks the trader had made no arrangement with Santhosh to remedy the faults. The buyer emailed the dealer on January 31 saying he planned to go ahead with an application to the tribunal if there was no satisfactory response from the dealer.

Santhosh sent the trader a letter on March 17 rejecting the BMW on the grounds that the vehicle's faults were serious, particularly the engine overheating. He sent the dealer a copy of the Midas report.

At the end of March, Santhosh, at the trader's request, returned the vehicle to the dealer to enable it to assess the faults. Santhosh produced a written quote from Midas Mt Eden of \$3,729 to replace the vehicle's engine, engine mount, radiator and CV boot.

The trader texted the buyer on April 20. The text message said the trader had repaired the vehicle and invited Santhosh to collect it. The purchaser did not collect the car because he wanted to reject the vehicle. He said the trader made no attempt to contact him to mediate the dispute after he filed his application with the tribunal on April 14.

The finding

In determining whether the vehicle supplied by the trader complied with the guarantee of acceptable quality, the tribunal considered the BMW's age, mileage and sale price.

Santhosh had only travelled 692kms in the vehicle before it overheated. The tribunal's assessor said it was likely the vehicle's engine head gasket was leaking and the most cost effective repair was to replace the engine.

The tribunal ruled the car did not comply with the guarantee of acceptable quality under section six of the Consumer Guarantees Act at the time of sale because it had several defects, the engine overheated and it lacked the durability that a reasonable consumer would regard as acceptable for an old,

The case: The buyer wanted to reject his imported 2001 BMW due to serious engine faults. The trader told the buyer to use his mechanical breakdown policy for repairs and failed to appear at the tribunal hearing.

The decision: The tribunal ruled that the trader must repay the purchaser his purchase price of \$4,000 and \$500 towards the hearing costs.

At: The Motor Vehicle Disputes Tribunal, Auckland

high-mileage cheap car.

The Midas quote to repair the vehicle's engine was a few hundred dollars less than the sale price of the vehicle. The tribunal did not believe any reasonable consumer would have bought the BMW if they had known that within a month and after 692kms of use, that it would need a replacement engine costing more than 93 per cent of the purchase price of the vehicle.

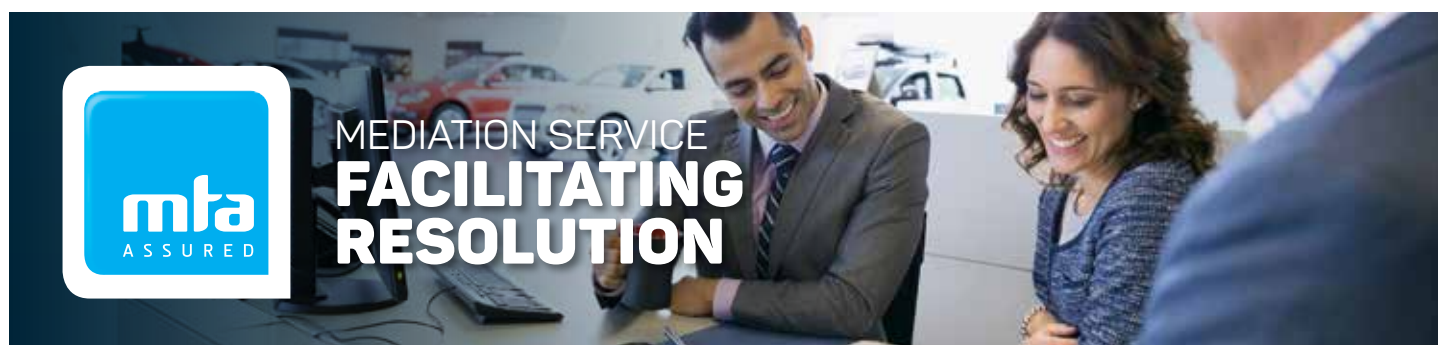
The purchaser rejected the vehicle in accordance with section 22 of the act and within four months of purchase.

The tribunal found that the purchaser was entitled to reject the vehicle and upheld his rejection.

Order

The tribunal ruled that the trader must repay the purchaser with his purchase price of \$4,000 immediately.

The authority found that the trader failed without reasonable excuse to take part in mediation discussions and failed to attend the hearing without good cause. The trader was, therefore, also ordered to pay \$500 towards the tribunal's hearing costs, within 14 days of the hearing decision. ☺



Tribunal 'regrettably' dismisses buyer's claim for costs to repair vehicle

Background

Jeffrey Slack bought a 1994 Mazda RX7 for \$19,800 from CM Holdings (New Zealand) Limited trading as NZ Motor Sport Imports on December 15, 2015.

Soon after taking supply of the Mazda, Slack discovered the vehicle needed various repairs which he paid to be remedied. He later sought reimbursement of \$1,365, which he said he had spent repairing the vehicle's faults, from the trader.

The trader said the purchaser did not ask it to repair the vehicle before he spent money fixing various faults, and that Slack was, therefore, unable to recover his repair costs.

The case

When the purchaser bought the vehicle from the trader in December its odometer at the time of sale had recorded 76,880 kilometres. The vehicle had been recently imported from Japan and complied in October 2015 by the trader's agent, Penrose Compliance Centre Ltd.

The buyer said he was not supplied with a copy of the consumer information notice (CIN) by the trader when he bought the vehicle and the dealer was unable to supply a copy of the CIN to the tribunal despite being requested to do so.

The purchaser said the new seat belts fitted to the vehicle locked up within a week or so of his purchase of the vehicle. The buyer said he did not contact

the trader and ask it to remedy the faulty seat belts because he was unaware of the existence of the Consumer Guarantees Act and thought he was responsible for repairing any faults with the vehicle. He had new seat belts fitted to the vehicle by Seatbelts 4 U Ltd on February 22, 2016, costing \$460.

Early in April, Slack said the vehicle pulled to the left when he applied the brakes. He took the vehicle to North Harbour Ford & Mazda which diagnosed the fault as loose front shock bolts. It also found that the left-front upper arm was loose and missing a bolt. When North Harbour Ford inspected the rear suspension they found play in the right-rear toe arm, which it recommended be investigated, and charged the purchaser \$225 to diagnose and rectify the fault and quoted him \$680 to remove and replace the right-rear toe arm and carry out a wheel alignment. Once again the buyer said that he did not contact the trader to ask it to rectify the fault before having it repaired by North Harbour Ford.

On May 11, after the vehicle had travelled about 4,003km following purchase, the buyer had North Harbour Ford remove and replace the right-rear toe arm and align the wheels, costing \$680. It carried out a warrant of fitness inspection and replaced the cracked power-steering belt, and the wiper blades. Slack said he did not ask the trader to remedy these faults.

The finding

In determining whether the vehicle supplied by the trader complied with the guarantee of acceptable quality, the tribunal took into account the age, sale price and mileage of the car.

Within a period of a little more than one week following purchase of the Mazda, the buyer said the vehicle's new seat belts failed to operate. The tribunal found it more than likely that the new seat belts the trader had bought from Repco, which appear from documentation the trader supplied to be the correct seat belts for the vehicle, were probably incorrectly fitted to the vehicle by Jtune Automotive which the trader had fit the new seat belts. The fault with the loose bolts holding the front lower shocks in place and the rear toe arm was diagnosed by North Harbour Ford on April 4 after the vehicle had travelled about 3,725km and indicated to the tribunal that the vehicle lacked the durability that a reasonable consumer would regard as acceptable for a \$19,800 used car.

The tribunal ruled that the car did not comply with the guarantee of acceptable quality under section six of the act because it was neither free of a minor fault (the incorrectly fitted seat belts), nor was it as durable (because of the loose bolts and play in the rear toe

The case: The buyer wanted the trader to reimburse him for costs to repair a number of faults in his 1994 Mazda RX7 under the terms of the Consumer Guarantees Act. The trader said the buyer didn't ask it to fix the faults and was not liable for the costs to repair the vehicle.

The decision: The tribunal dismissed the buyer's application for the trader to refund his costs to repair the Mazda because he failed to meet the requirements of the act.

At: The Motor Vehicle Disputes Tribunal, Auckland

arm) as a reasonable consumer would regard as acceptable for a vehicle of this type, age, mileage and price.

However, the act specified that where a fault can be remedied and was not of substantial character, the consumer must require the supplier to remedy the fault and the trader must do so within a reasonable timeframe. The consumer was not entitled to have a fault repaired and claim the reasonable costs of doing so unless they had first given the trader a reasonable timeframe in which to rectify the fault.

The purchaser said that, through his ignorance of the provisions of the act and in particular section 18 of the act, he had not required the trader to repair the vehicle's faults before he had the seats belts replaced by Seatbelts 4 U and had repairs done by North Harbour Ford. Regrettably, the purchaser was therefore unable to recover the repair costs.

Order

The purchaser's application for his repair costs was dismissed. ☹

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Technology should be our friend

The IMVIA has recently been reinventing itself; not only are we looking for ways to better communicate with our members but we are exploring options for additional services. Our research has identified some key trends in the way business communications are moving, trends the IMVIA needs to consider when planning how to best serve our membership and the greater industry in the future.

One of the biggest areas of change, yet least obvious, is the means by which people ("consumers") are accessing information.

- ▶ In 2015, 75 per cent of mobile device users in the US used their device to access the internet.
- ▶ In 2015, 53 per cent of mobile device users worldwide used their device to access the internet. It is estimated, however, that this will increase to 64 per cent by 2017.
- ▶ In the US, sales completed via smartphone totalled more than \$US27.7 billion.
- ▶ Globally, mobile devices account for 60 per cent of all online traffic in 2016, up from 50 per cent in 2015.
- ▶ In the US, consumption of videos and other online content via mobile devices surpassed desktops at 51 per cent (desktops are at 42 per cent).
- ▶ In New Zealand, 72 per cent of adults own a laptop and 70 per cent of adults have smartphones. The everyday

use of electronic devices has been decreasing in New Zealand. The exception is smartphones, which have seen tremendous growth.

The point of these statistics is that there is a clear move away from traditional devices such as desktops and towards mobile devices such as smartphones. This highlights the potential of making an organisation or company accessible to mobile devices.

A study commissioned by Google found that over 50 per cent of users were unlikely to engage with a business that does not have a mobile friendly site. For those of us who have tried accessing information on one of these sites, the reason is obvious; it is frustrating when the text is too small to see and links are too small to use.



KIT WILKERSON
 IMVIA
 Policy adviser and analyst
 kit@imvia.co.nz

In light of this research, Google now uses mobility compatibility as a factor when ranking websites.

So what's the point of these statistics? The IMVIA is taking this information into account when developing our plan for future communications.

We are also taking into account that this trend is most apparent with younger people; younger people are more likely to use mobile devices exclusively. Younger users also tend to be the target demographic for those trying to acquire new customers. This trend is important enough that I must press upon the greater industry, those who do not already have a mobile strategy, it is time to consider one.

There are many ways to make a site mobile-friendly including simply making a new responsive site (a "responsive" site is any which takes the capabilities of the device into account in specifying an optimal layout and functionality for the user experience) or even making mobile friendly copies of your current website.

Most popular website backend systems (Wordpress, Joomla, etc.) have plugins or templates which can provide responsive functionality.

There are also conversion platforms that create a mobile friendly copy of your current website. The copy can then be placed under a new internet

address or a dynamic solution which chooses which URL to display based (for example) upon explicit user feedback or information about the accessing browser.

Finally, there is another option to consider – development of an app. The use of apps as a tool is increasing while the cost of app development is decreasing, but still requires greater investment than websites.

There are some basic questions to consider whether an app would be a good solution for your company:

1. Are you looking to provide content or services, useful to your customers offline?
2. Do you need to push notifications?

If you can't answer yes to the questions above, then an app might not be the best mobile strategy. Most experts argue that the best solution is to use both an app and a mobile site. To check your website, Google offers several free tools:

To measure general mobilefriendliness: <https://www.google.com/webmasters/tools/mobilefriendly/>

To test speed (also important) <https://developers.google.com/speed/pagespeed/insights/>

If your website does not rank well, you need to consider JEVIC NZ developing a mobile strategy to stay relevant in an increasingly mobile world. There are several agencies

that work closely with the motor industry to advise and provide services in this area. ☺



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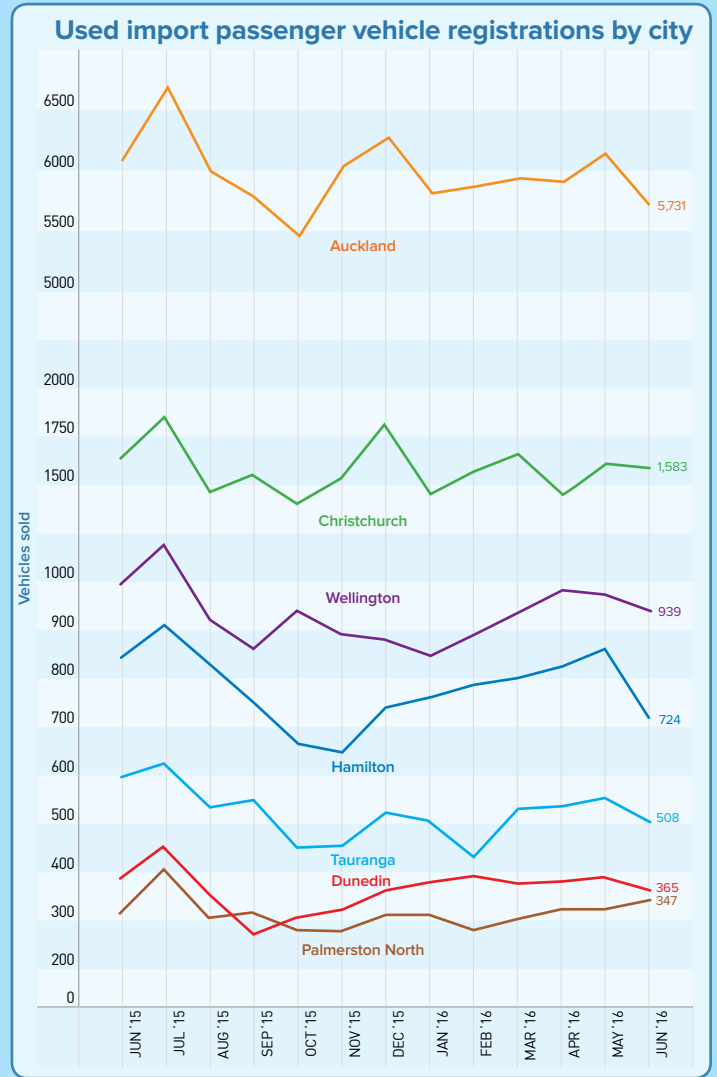
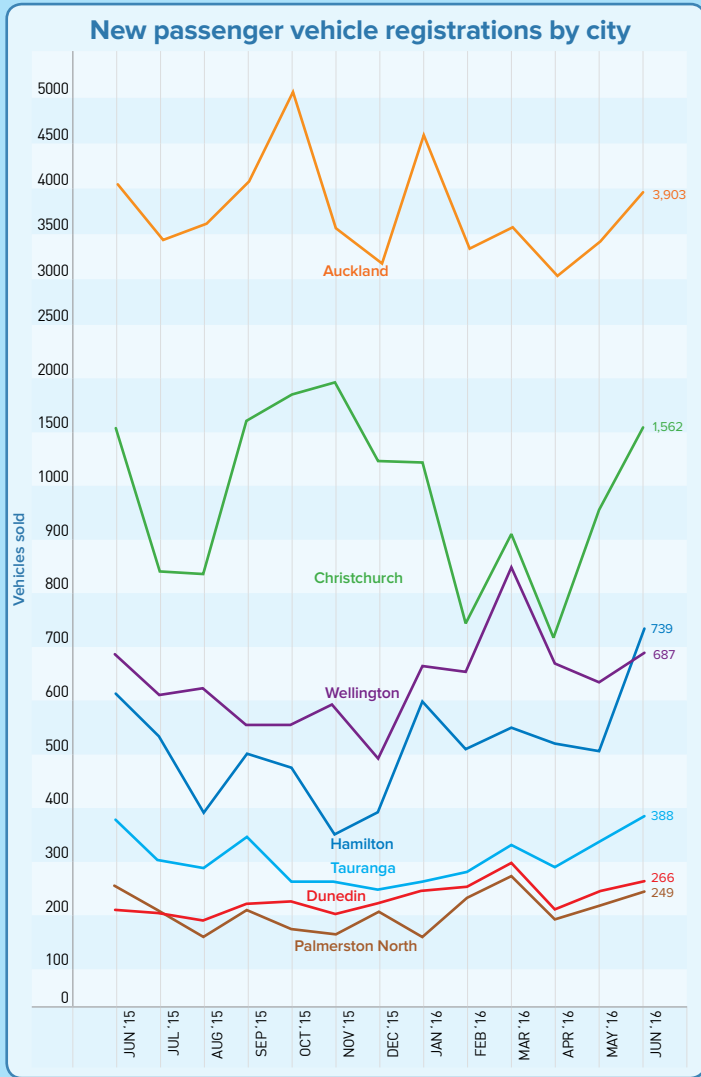
Port Calls	Morning Miracle v1613	Tokyo Car v1614	Carrera v1615	Morning Miracle v1616	Tokyo Car v1617
JAPAN	Moji	1 Jul	-	-	-
	Osaka	3 Jul	16 Jul	2 Aug	16 Aug
	Nagoya	4 Jul	17 Jul	3 Aug	17 Aug
	Yokohama	5 Jul	18 Jul	4 Aug	18 Aug
NZ	Auckland	20 Jul	7 Aug	20 Aug	6 Sep
	Wellington	25 Jul	11 Aug	24 Aug	10 Sep
	Lyttelton	23 Jul	9 Aug	3 Sep	9 Sep
	Nelson	25 Jul	11 Aug	5 Sep	11 Sep

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New and used cars registered in June 2016 by region

	WHA	AUC	HAM	THA	TAU	ROT	GIS	NAP	NEW	WAN	PAL	MAS	WEL	NEL	BLE	GRE	WES	CHR	TIM	OAM	DUN	INV	TOTAL
New cars	184	3,903	739	72	388	101	50	229	164	85	249	80	687	108	64	13	1	1,562	92	22	266	127	9,186
Used cars	266	5,731	724	84	508	130	52	263	204	77	347	84	939	232	79	38	8	1,583	94	20	365	163	11,991
Total cars	450	9,634	1,463	156	896	231	102	492	368	162	596	164	1,626	340	143	51	9	3,145	186	42	631	290	21,177

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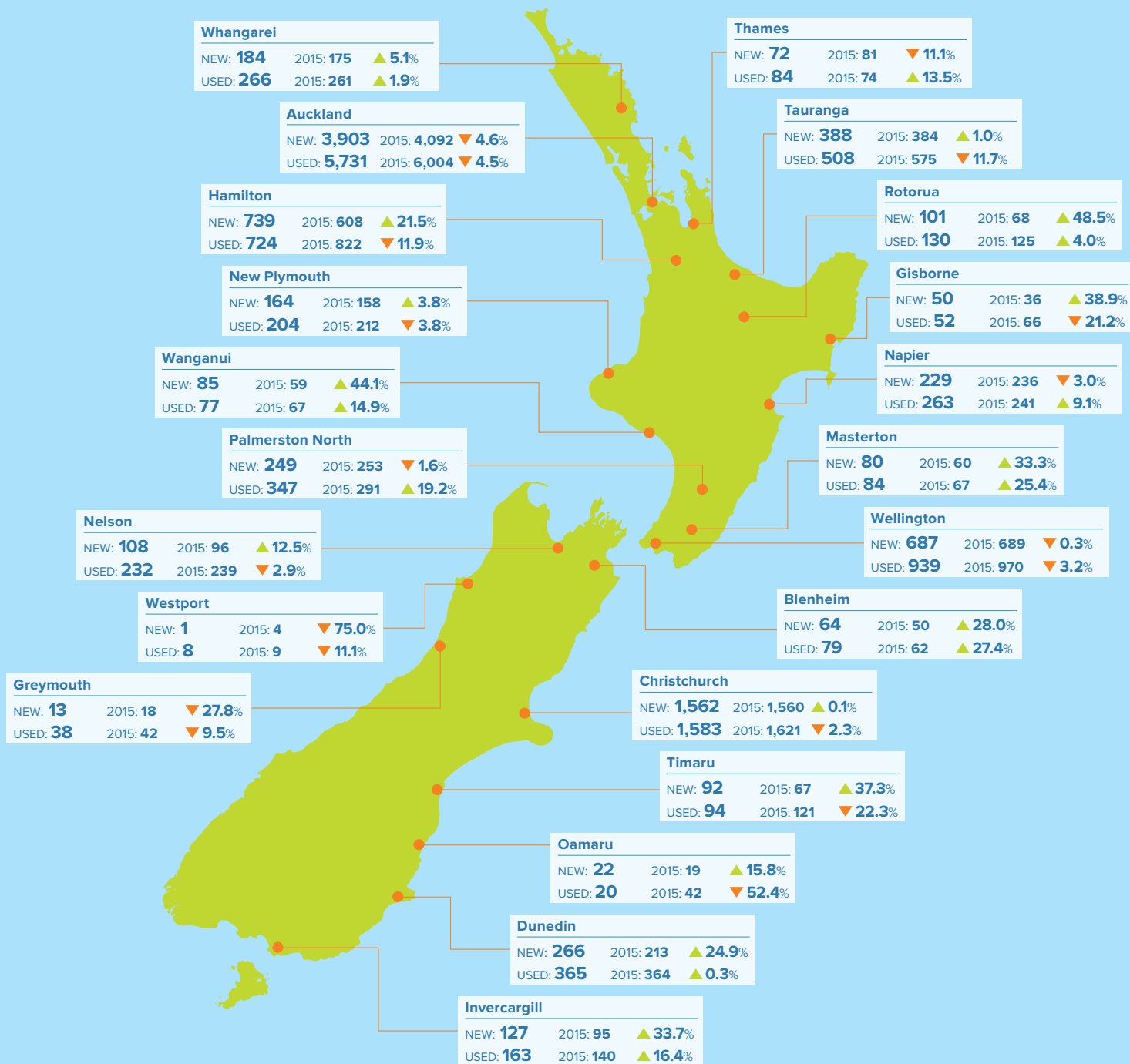
vtnz ROAD READY

Total new cars
9,186

2015: 9,021 ▲ 1.8%

Total imported used cars
11,991

2015: 12,415 ▼ 3.4%



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vtnz ROAD READY

Imported Passenger Vehicle Sales by Make - June 2016

MAKE	JUN '16	JUN '15	+/- %	JUN '16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	3,007	2,746	9.5	25.1%	17,552	24.3%
Nissan	2,252	2,132	5.6	18.8%	13,496	18.7%
Mazda	1,735	2,048	-15.3	14.5%	10,994	15.2%
Honda	1,227	1,403	-12.5	10.2%	7,660	10.6%
Suzuki	633	711	-11.0	5.3%	3,919	5.4%
Subaru	579	677	-14.5	4.8%	3,494	4.8%
BMW	503	585	-14.0	4.2%	2,951	4.1%
Mitsubishi	484	482	0.4	4.0%	2,564	3.5%
Volkswagen	459	484	-5.2	3.8%	2,821	3.9%
Mercedes-Benz	246	258	-4.7	2.1%	1,368	1.9%
Audi	221	286	-22.7	1.8%	1,359	1.9%
Ford	120	105	14.3	1.0%	826	1.1%
Volvo	77	76	1.3	0.6%	493	0.7%
Lexus	53	61	-13.1	0.4%	316	0.4%
Hyundai	43	28	53.6	0.4%	261	0.4%
Chevrolet	35	40	-12.5	0.3%	281	0.4%
Land Rover	34	36	-5.6	0.3%	166	0.2%
Mini	34	46	-26.1	0.3%	252	0.3%
Jaguar	33	36	-8.3	0.3%	208	0.3%
Dodge	30	19	57.9	0.3%	123	0.2%
Jeep	28	7	300.0	0.2%	114	0.2%
Holden	25	36	-30.6	0.2%	241	0.3%
Daihatsu	17	16	6.3	0.1%	68	0.1%
Porsche	15	10	50.0	0.1%	80	0.1%
Peugeot	13	14	-7.1	0.1%	107	0.1%
Renault	13	11	18.2	0.1%	77	0.1%
Chrysler	8	9	-11.1	0.1%	66	0.1%
Citroen	8	2	300.0	0.1%	26	0.0%
Kia	6	8	-25.0	0.1%	45	0.1%
Plymouth	6	3	100.0	0.1%	13	0.0%
Fiat	4	1	300.0	0.0%	22	0.0%
Smart	4	1	300.0	0.0%	8	0.0%
Aston Martin	3	2	50.0	0.0%	11	0.0%
Cadillac	3	3	0.0	0.0%	19	0.0%
Pontiac	3	3	0.0	0.0%	19	0.0%
Others	30	30	0.0	0.3%	242	0.3%
Total	11,991	12,415	-3.4	100.0%	72,262	100.0%

Imported Passenger Vehicle Sales by Model - June 2016

MAKE	MODEL	JUN '16	JUN '15	+/- %	JUN '16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Nissan	Tiida	566	559	1.3	4.7%	3,569	4.9%
Mazda	Axela	528	595	-11.3	4.4%	3,256	4.5%
Suzuki	Swift	521	602	-13.5	4.3%	3,249	4.5%
Honda	Fit	434	511	-15.1	3.6%	2,646	3.7%
Mazda	Demio	387	489	-20.9	3.2%	2,619	3.6%
Toyota	Wish	313	314	-0.3	2.6%	1,796	2.5%
Volkswagen	Golf	304	321	-5.3	2.5%	1,719	2.4%
Toyota	Vitz	295	220	34.1	2.5%	1,493	2.1%
Subaru	Legacy	285	357	-20.2	2.4%	1,718	2.4%
Mitsubishi	Outlander	267	241	10.8	2.2%	1,328	1.8%
Mazda	Atenza	215	317	-32.2	1.8%	1,527	2.1%
Nissan	Note	205	168	22.0	1.7%	1,002	1.4%
Toyota	Mark X	201	134	50.0	1.7%	997	1.4%
Mazda	Premacy	195	147	32.7	1.6%	976	1.4%
Mazda	MPV	194	252	-23.0	1.6%	1,296	1.8%
Toyota	Corolla	181	216	-16.2	1.5%	1,275	1.8%
Toyota	Prius	179	116	54.3	1.5%	1,041	1.4%
Toyota	Auris	178	122	45.9	1.5%	1,011	1.4%
Nissan	Dualis	161	167	-3.6	1.3%	852	1.2%
Nissan	Murano	156	140	11.4	1.3%	932	1.3%
Nissan	Bluebird	142	160	-11.3	1.2%	683	0.9%
Honda	Odyssey	137	193	-29.0	1.1%	906	1.3%
Toyota	Blade	133	85	56.5	1.1%	796	1.1%
Toyota	Ist	133	123	8.1	1.1%	827	1.1%
Toyota	Estima	130	204	-36.3	1.1%	774	1.1%
Nissan	Stream	122	128	-4.7	1.0%	716	1.0%
Honda	CR-V	119	109	9.2	1.0%	804	1.1%
Nissan	Teana	115	109	5.5	1.0%	756	1.0%
Subaru	Outback	114	121	-5.8	1.0%	578	0.8%
Nissan	March	104	109	-4.6	0.9%	626	0.9%
Nissan	Skyline	103	109	-5.5	0.9%	684	0.9%
Mitsubishi	Colt	98	96	2.1	0.8%	504	0.7%
Honda	Accord	97	144	-32.6	0.8%	700	1.0%
BMW	320i	96	123	-22.0	0.8%	602	0.8%
Toyota	Alphard	92	75	22.7	0.8%	465	0.6%
Others		4,491	4,539	-1.1	37.5%	27,539	38.1%
Total		11,991	12,415	-3.4	100.0%	72,262	100.0%

Toyota still dominates used imports

June figures for used imported vehicle registrations have decreased by 4.58 per cent from May 2016 with a 3.42 per cent decrease from the same month last year of 12,415 units.

Year to date figures are staying ahead of 2015 with the first six month's registrations totalling 72,262 units, 1,718 ahead of the same period last year, an increase of 2.44 per cent.

The top three used car models were Nissan Tiida on 566 units or 4.7 per cent market share, followed by Mazda Axela on 528 and 4.4 per cent and rounding out the top three is the Suzuki Swift following closely behind with 521 sales and a market share for the month of 4.3 per cent.

Toyota lead the marques again with 25.1 per cent market share for last month; they sold 3,007 units, next was Nissan which sold 2,252 units and took 18.7 per cent of the market. Mazda followed with 1,735 sales and 14.5 per cent, this was down 15.3 per cent on the same month last year when 2,048 were sold.

Blenheim showed the largest increase in percentage terms when comparing last month to June last year selling 79 units, an increase of 27.4 per cent on last year's 62 registrations of used imports. Masterton followed closely behind with a 25.4 per cent increase from 67 units in June 2015 to 84 for last month. Palmerston North enjoyed a 19.2 per cent gain in sales from 291 in June 2015 to 341 last month.

Mark Lewis from City Motor Group in Penrose sells a mix of 60 per cent passenger vehicles and 40



per cent commercial, the majority of these are used imports.

"We try to sell what other people don't have - middle of the road stuff like SUVs and station wagons. We try to avoid selling hatchbacks because every man and his dog is selling them."

As a quality used car dealer, Lewis says that the team did a rebranding session a while back and looked at their target market which was predominantly made up of large families. "We sell a lot of people movers, station wagons and SUVs. People feel safe in the bigger cars and of course the

SUVs have a lot of room."

Lewis believes that the reason vehicle registrations slightly decreased last month was because it's not as easy to buy from Japan during the winter season. "Good buys are just easier to find in summer, Japan doesn't have as much stock during the winter season."

Brady Kennett from Auto Wholesale Limited in Palmerston North buys most of his vehicle stock from New Zealand as second-time around Japanese imports. He is not surprised that Palmerston North is in the top three for used-car sales, in terms of growth.

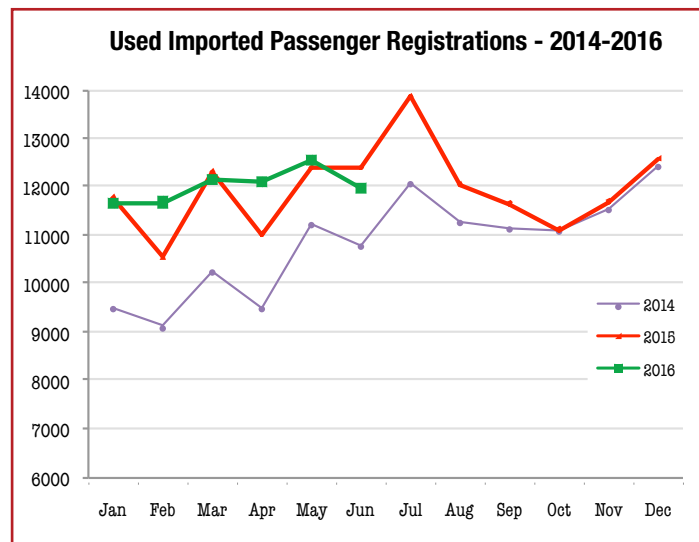
"We've been very busy in June, from start to finish."

He admits that after 20 years in the industry, he still hasn't found the magic formula behind the peaks and troughs but has noticed that the weather is warmer this year than it was in June 2015. "The weather could be a factor behind the sudden sales increase, it's hard to tell really."

With a wide range of stock available, Kennett has moved a variety of different makes and models "particularly people movers." He has noticed that his customers are more interested in buying petrol-powered cars "because of the tax - they don't tax diesel at the pump, which they probably should. Road user charges have gone from being 20 dollars to about 50 dollars for a thousand kilometres at the moment which works out to be about the same now, when you work out your servicing costs."

Reminiscing about the days before Trade Me was so popular, Kennett says that foot traffic used to be a lot larger when it wasn't so easy to buy a car over the internet. "Trade Me is a double-edged sword for us. For the consumer it's great, but for us it has been a thorn in our side for a long time. You just have to think to yourself - If you can't beat them, join them!"

Auto Wholesale Limited sells 50 percent of the stock, including some higher-end trades, on the internet. "Ever since Trade Me came along, a piece of the pie got smaller. In saying that, we wouldn't survive if it wasn't for Trade Me," says Kennett. ☺



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Singapore and US imports up

There has been a gradual increase in used imported passenger vehicles throughout the year with a rise in vehicles entering the country from Singapore and the United States.

The latest Customs entries show that a total of 13,639 used passenger vehicles entered the country last month, an increase of 8.9 per cent from 12,618 units in May.

Japan continues to lead the way with 12,838 units, up from 11,898 the previous month – an increase of 7.9 per cent, keeping hold of their dominant market share of 96 per cent. Australia

supplied 416 vehicles last month – up from 396 in May 2016. They enjoyed a market share of 2.3 per cent for the month of June.

Singapore has made large inroads to place third with 143 sales, an increase of 44 per cent from the 99 units which arrived in New Zealand in May, and now has 0.7 per cent market share.

The USA has dropped from third place in May to fourth last month but its numbers increased from 103 units to 118, an increase of 14.6 per cent. UK increased by one unit from the month before, but a number of dealers spoken to by Autofile have been keeping

an eye on the exchange rate, so its position may change for the better over the coming months.

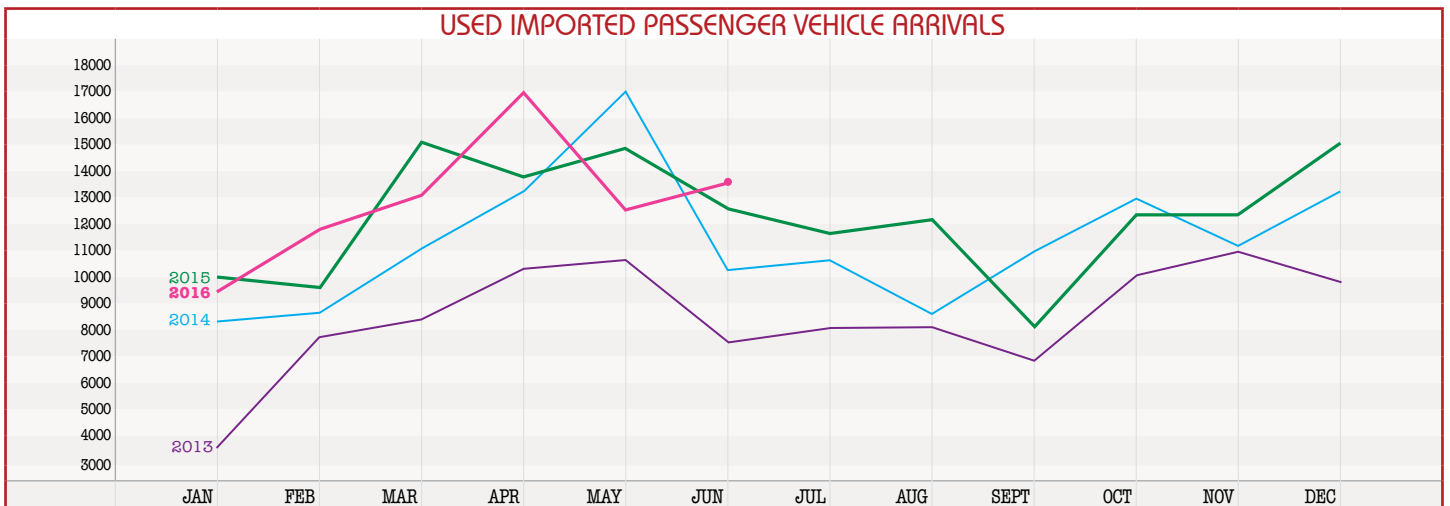
Bryan Lambert from AllKars in Whangarei says that the figures are not surprising. "Japan is always the top seller because you know that you will get good quality cars. You can get electrical problems when you buy cars from Singapore, due to the humidity. Conversely, the English cars sometimes have problems because of the hard winters they endure."

Mark Lewis from City Motor Group, in Penrose, currently only buys from Japan. "We've dipped

our toes into the Singapore market in the past and didn't find them very reliable. Japan is just a good tried-and-true market for us."

He believes that more cars will begin to trickle in from the United Kingdom in the next few months, thanks to the impact that Brexit has had on the dollar. "We will see more Volkswagen Crafters and Mercedes-Benz Sprinters. People are probably just starting to buy them in now."

Year-to-date, 77,851 cars have arrived on New Zealand shores, with the best June import numbers in three years. ☺



Used Imported Passenger Vehicles By Country Of Export

COUNTRY OF EXPORT	2016							2016 TOTAL	2015		2014	
	JAN '16	FEB '16	MAR '16	APR '16	MAY '16	JUN '16	JUN MARKET SHARE		2015 TOTAL	MRKT SHARE	2014 TOTAL	MRKT SHARE
Australia	316	445	472	398	396	416	2.3%	2,443	4,893	3.2%	3,167	2.3%
Great Britain	65	39	62	65	73	72	0.4%	376	939	0.6%	1,885	1.4%
Japan	9,181	11,266	12,275	16,283	11,898	12,838	96.0%	73,741	143,125	94.9%	130,770	95.0%
Singapore	76	46	79	121	99	143	0.7%	564	611	0.4%	252	0.2%
USA	89	79	83	66	103	118	0.4%	538	1,041	0.7%	1,278	0.9%
Other countries	21	12	28	27	49	52	0.2%	189	253	0.2%	286	0.2%
Total	9,748	11,887	12,999	16,960	12,618	13,639	100.0%	77,851	150,862	100.0%	137,638	100.0%



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CGA positive for dealers

Overall dealer to public sales took a slight dip last month, but Oamaru enjoyed the biggest sales increase in percentage terms compared with June last year.

A total of 17,544 units were sold, which is a 5.4 per cent decrease from 18,547 in May and a 1.3 per cent decrease from this time last year when 17,775 units were sold.

Trade-ins were also slightly lower than June last year, with 13,507 units sold this year – a 1.5 per cent decrease from 13,706.

Public-to-public transactions were 41,969 – compared with 41,084 the same time last year, up 2.2 per cent.

Oamaru had 69 dealer to public sales last month, a 16.9 per cent jump on June 2015. Masterton followed closely with 170 units sold, compared to 146 in June 2015 – an increase of 16.4 per cent.

The biggest increase in trade-ins from this time last year took place in Whangarei with 279 sales – compared with 232 in June 2015, an increase of 20.3 per cent. Thames saw 87 trade-ins, an increase of 14.5 per cent on June last year. This was followed closely by Wanganui where 145 units changed hands – an increase of 13.3 per cent.

Bryan Lambert from AllKars

Whangarei founded the business 30 years ago and now leaves the managerial work to his son Lyndon. "I just hold the fort and make up the numbers now; it's the best superannuation plan out there," he laughs.

He believes that dealers who are prepared to trade cars with their client are a dying breed, but with some hard work and a loyal client base, the customers will keep trading.

"Public-to-public deals are quite difficult. There are so many people out there that don't say what they mean. We try to be straight up and honest."

With the Consumer Guarantees Act (CGA) in place, Lambert has found that many of his clients are aware of the importance of buying a car that is covered under the CGA. "When something goes wrong, the sugar can quickly turn sour."

Peter Robinson from North Otago Motor Group has been away overseas for the last month but believes that a new \$20 million retirement home which is being built in the area might be helping car sales along too. "The local trades-people are very busy and tourism is taking off; we had a ripper month which is not normal for this time of year," he says. ☺

SECONDHAND CAR SALES - June 2016

	DEALER-TO-PUBLIC				PUBLIC-TO-PUBLIC				PUBLIC-TO-DEALER			
	JUN '16	JUN '15	+/- %	MARKET SHARE	JUN '16	JUN '15	+/- %	JUN '16	JUN '15	+/- %		
Whangarei	559	584	-4.3	3.19	1,939	1,786	8.6	279	232	20.3		
Auckland	5,780	5,887	-1.8	32.95	14,303	14,101	1.4	4,894	4,959	-1.3		
Hamilton	1,458	1,494	-2.4	8.31	3,266	3,193	2.3	1,226	1,276	-3.9		
Thames	229	202	13.4	1.31	617	519	18.9	87	76	14.5		
Tauranga	940	988	-4.9	5.36	2,167	2,125	2.0	578	652	-11.3		
Rotorua	300	265	13.2	1.71	882	751	17.4	98	91	7.7		
Gisborne	176	163	8.0	1.00	415	365	13.7	90	101	-10.9		
Napier	640	592	8.1	3.65	1,470	1,381	6.4	435	403	7.9		
New Plymouth	375	463	-19.0	2.14	993	911	9.0	234	220	6.4		
Wanganui	189	177	6.8	1.08	580	455	27.5	145	128	13.3		
Palmerston North	831	880	-5.6	4.74	1,593	1,700	-6.3	1,035	926	11.8		
Masterton	170	146	16.4	0.97	410	413	-0.7	92	103	-10.7		
Wellington	1,494	1,593	-6.2	8.52	3,001	2,799	7.2	1,099	1,302	-15.6		
Nelson	314	328	-4.3	1.79	973	906	7.4	222	287	-22.6		
Blenheim	179	197	-9.1	1.02	393	396	-0.8	116	152	-23.7		
Greymouth	72	92	-21.7	0.41	237	213	11.3	34	42	-19.0		
Westport	21	21	0.0	0.12	60	105	-42.9	0	0	0.0		
Christchurch	2,411	2,259	6.7	13.74	5,046	5,382	-6.2	1,985	1,918	3.5		
Timaru	246	265	-7.2	1.40	545	580	-6.0	143	148	-3.4		
Oamaru	69	59	16.9	0.39	174	192	-9.4	9	16	-43.8		
Dunedin	707	738	-4.2	4.03	1,895	1,827	3.7	450	415	8.4		
Invercargill	384	382	0.5	2.19	1,010	984	2.6	256	259	-1.2		
NZ total	17,544	17,775	-1.3	100.00	41,969	41,084	2.2	13,507	13,706	-1.5		

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New Passenger Vehicle Sales by Make - June 2016

MAKE	JUN'16	JUN'15	+/- %	JUN'16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	1,569	2,171	-27.7	17.1%	6,970	14.6%
Holden	843	870	-3.1	9.2%	4,326	9.1%
Mazda	842	697	20.8	9.2%	4,577	9.6%
Hyundai	836	773	8.2	9.1%	3,766	7.9%
Ford	596	466	27.9	6.5%	3,847	8.1%
Mitsubishi	565	691	-18.2	6.2%	2,838	5.9%
Kia	553	292	89.4	6.0%	2,485	5.2%
Suzuki	495	404	22.5	5.4%	2,660	5.6%
Honda	420	285	47.4	4.6%	1,871	3.9%
Nissan	384	281	36.7	4.2%	2,579	5.4%
Volkswagen	338	369	-8.4	3.7%	1,859	3.9%
Mercedes-Benz	226	173	30.6	2.5%	1,213	2.5%
Subaru	210	245	-14.3	2.3%	1,343	2.8%
Audi	166	163	1.8	1.8%	918	1.9%
SsangYong	159	145	9.7	1.7%	654	1.4%
Skoda	141	117	20.5	1.5%	690	1.4%
BMW	123	144	-14.6	1.3%	964	2.0%
Land Rover	100	70	42.9	1.1%	631	1.3%
Jeep	89	146	-39.0	1.0%	554	1.2%
Peugeot	85	48	77.1	0.9%	401	0.8%
Volvo	62	38	63.2	0.7%	315	0.7%
Dodge	58	86	-32.6	0.6%	229	0.5%
Lexus	55	47	17.0	0.6%	331	0.7%
Mini	44	58	-24.1	0.5%	285	0.6%
Porsche	42	30	40.0	0.5%	263	0.6%
Citroen	35	28	25.0	0.4%	137	0.3%
Jaguar	28	16	75.0	0.3%	163	0.3%
Isuzu	26	26	0.0	0.3%	138	0.3%
Fiat	25	53	-52.8	0.3%	220	0.5%
Chery	10	17	-41.2	0.1%	102	0.2%
Renault	10	15	-33.3	0.1%	53	0.1%
Yamaha	9	14	-35.7	0.1%	46	0.1%
Alfa Romeo	6	16	-62.5	0.1%	84	0.2%
Mahindra	6	0	600.0	0.1%	18	0.0%
Bentley	4	1	300.0	0.0%	19	0.0%
Others	26	26	0.0	0.3%	210	0.4%
Total	9,186	9,021	1.8	100.0%	47,759	100.0%

New Passenger Vehicle Sales by Model - June 2016

MAKE	MODEL	JUN'16	JUN'15	+/- %	JUN'16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	Highlander	414	489	-15.3	4.5%	1,081	2.3%
Toyota	RAV4	396	613	-35.4	4.3%	1,637	3.4%
Kia	Sportage	316	111	184.7	3.4%	1,370	2.9%
Toyota	Corolla	309	436	-29.1	3.4%	2,079	4.4%
Mazda	Mazda3	278	187	48.7	3.0%	1,205	2.5%
Hyundai	Santa Fe	278	204	36.3	3.0%	1,132	2.4%
Suzuki	Swift	256	198	29.3	2.8%	1,304	2.7%
Holden	Captiva	251	233	7.7	2.7%	887	1.9%
Hyundai	Tucson	236	0	23600.0	2.6%	1,135	2.4%
Mazda	CX-5	234	207	13.0	2.5%	1,425	3.0%
Holden	Commodore	227	180	26.1	2.5%	1,268	2.7%
Mitsubishi	Outlander	195	266	-26.7	2.1%	802	1.7%
Mitsubishi	ASX	186	196	-5.1	2.0%	706	1.5%
Honda	Jazz	185	162	14.2	2.0%	834	1.7%
Holden	Cruze	158	115	37.4	1.7%	515	1.1%
Ford	Focus	151	99	52.5	1.6%	752	1.6%
Toyota	Yaris	150	206	-27.2	1.6%	854	1.8%
Volkswagen	Golf	145	111	30.6	1.6%	663	1.4%
Suzuki	Vitara	144	0	14400.0	1.6%	808	1.7%
Nissan	X-Trail	133	94	41.5	1.4%	864	1.8%
Nissan	Qashqai	129	88	46.6	1.4%	907	1.9%
Mazda	CX-3	127	98	29.6	1.4%	771	1.6%
Toyota	Landcruiser Prado	123	174	-29.3	1.3%	364	0.8%
Honda	HR-V	105	0	10500.0	1.1%	609	1.3%
Ford	Kuga	105	108	-2.8	1.1%	599	1.3%
Mazda	Mazda6	100	64	56.3	1.1%	398	0.8%
Mazda	Mazda2	99	126	-21.4	1.1%	714	1.5%
Subaru	Outback	93	114	-18.4	1.0%	686	1.4%
SsangYong	Korando	91	66	37.9	1.0%	246	0.5%
Hyundai	i20	87	55	58.2	0.9%	453	0.9%
Hyundai	i30	81	104	-22.1	0.9%	410	0.9%
Toyota	Camry	78	143	-45.5	0.8%	392	0.8%
Volkswagen	Polo	70	67	4.5	0.8%	361	0.8%
Nissan	Pulsar	70	47	48.9	0.8%	441	0.9%
Mitsubishi	Lancer	68	97	-29.9	0.7%	557	1.2%
Others		3,118	3,563	-12.5	33.9%	18,530	38.8%
Total		9,186	9,021	1.8	100.0%	47,759	100.0%

New car sales ahead year to date

New registrations of 9,186 passenger vehicles for the month of June are up slightly on June 2015 when 9,021 units were sold, but up 22.45 per cent on May this year when 7,502 were registered.

Year to date new cars are tracking well with 47,759 sales, a 2.98 per cent increase compared with the first six months of last year when 46,379 were registered.

Toyota remains the market leader for the month of June with 17.1 per cent share at 1,569 units, with Holden second on 9.2 per cent with 843 sales. Mazda follows just one unit behind Holden, with 842 registrations and also 9.2 per cent market share.

Once again, SUVs top the leader board with the Toyota Highlander with 414 sales, down by 15 per cent from last year and the Toyota RAV4 making up 396 sales, down by 35.4 per cent from 613 sales last year. The Kia Sportage enjoyed a 184.7 per cent increase from 111 in June last year to 316 units sold last month.

Neville Woods from Arthur

Burke Ltd in Amberley, just north of Christchurch says that the price difference between a late model used car and the retail price of a new car is quite small at the moment, which he believes explains the shift in interest from used to new cars "with great discounts off new vehicles, buying a brand new car is becoming a lot more attractive to people."

Peter Robinson from North

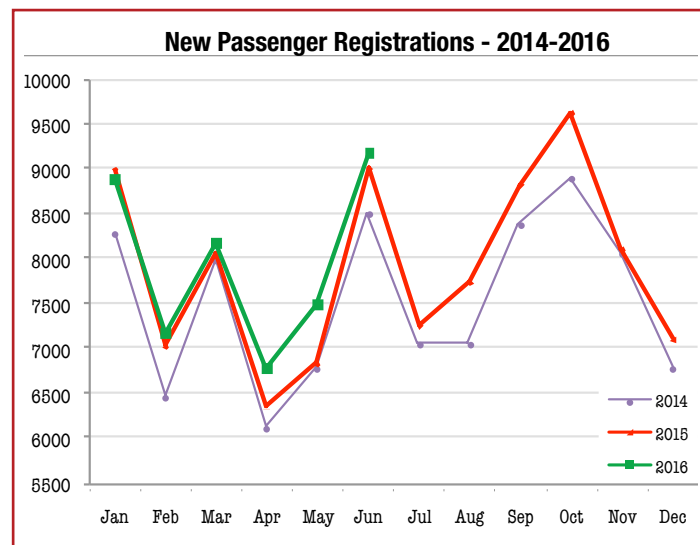
Otago Motor Group says that the Toyota is always going to be a popular option, across the board, because of its fantastic product range. "From the Land Cruiser to the Corolla, Toyota has everything covered."

He is not surprised either that the Holden is doing so well. "Holden enjoyed a stellar year in 2015 and took second place for the best new car sales. That probably

has a lot to do with the fact that Holden sells a wide product line including SUVs, which have become very popular."

Robinson has noticed that alongside SUVs, the commercial double-cab four wheel drive is particularly popular. "People's lifestyles have changed. Where they would have bought a station-wagon in the past, they now go for your double cabs or SUVs because they are perceived as safer and more reliable on a variety of surfaces, from your ski-fields to your open-road driving conditions."

According to Crawford, MIA CEO, "distributors that attended the annual Fieldays reported healthy demand for new vehicles. Other factors that are key drivers of new vehicles are record levels of net immigration, healthy trade sector and strong business confidence." ☺



NEW VEHICLE SALES BY BUYER TYPE - June 2016						
	JUN '16	JUN '15	MTH%	2016 YTD	2015 YTD	% YTD
Passenger	4,162	4,047	2.8	23,278	24,179	-3.7
Private	1,712	1,608	6.5	9,787	9,766	0.2
Business	1,981	1,991	-0.5	10,354	11,170	-7.3
Gov't	175	224	-21.9	1,206	1,205	0.1
Rental	294	224	31.3	1,931	2,038	-5.3
SUV	4,992	4,915	1.6	24,210	21,868	10.7
Private	2,062	1,708	20.7	10,680	8,530	25.2
Business	1,989	1,811	9.8	10,927	10,082	8.4
Gov't	92	71	29.6	425	382	11.3
Rental	849	1,325	-35.9	2,178	2,874	-24.2
Light Commercial	4,021	3,582	12.3	18,794	16,846	11.6
Private	1,047	934	12.1	4,794	4,311	11.2
Business	2,709	2,367	14.4	12,835	11,414	12.4
Gov't	142	159	-10.7	622	639	-2.7
Rental	123	122	0.8	543	482	12.7
Sub Total	13,175	12,544	5.0	66,282	62,893	5.4
Private	4,821	4,250	13.4	25,261	22,607	11.7
Business	6,679	6,169	8.3	34,116	32,666	4.4
Gov't	409	454	-9.9	2,253	2,226	1.2
Rental	1,266	1,671	-24.2	4,652	5,394	-13.8
Heavy Commercial	363	394	-7.9	2,205	2,269	-2.8
Other	161	77	109.1	570	390	46.2
Total	13,699	13,015	5.3	69,057	65,552	5.3

NEW VEHICLE MARKET SEGMENTATION - June 2016						
	JUN '16	JUN '15	MTH% DIFF	2016 YTD	2015 YTD	% YTD
Passenger	4,162	4,047	115	23,278	24,179	-3.7
SUV	4,992	4,915	77	24,210	21,868	10.7
Light Commercial	4,021	3,582	439	18,794	16,846	11.6
Heavy Commercial	363	394	-31	2,205	2,269	-2.8
Other	161	77	84	570	390	46.2
TOTAL MARKET	13,699	13,015	684	69,057	65,552	5.3
Micro	150	161	-11	1,091	1,053	3.6
Light	1,198	1,194	4	6,686	7,364	-9.2
Small	1,644	1,555	89	8,448	9,150	-7.7
Medium	580	685	-105	3,393	3,533	-4.0
Large	362	290	72	2,110	2,129	-0.9
Upper Large	10	22	-12	131	137	-4.4
People Movers	69	56	13	311	250	24.4
Sports	149	84	65	1,108	563	96.8
SUV Small	1,163	1,295	-132	6,374	6,447	-1.1
SUV Medium	1,930	1,750	180	9,422	8,058	16.9
SUV Large	1,855	1,835	20	8,132	7,142	13.9
SUV Upper Large	44	35	9	282	221	27.6
Light Buses	82	80	2	343	360	-4.7
Vans	526	439	87	2,725	2,563	6.3
Pick Up/Chassis Cab 4x2	1,332	1,091	241	6,537	5,218	25.3
Pick Up/Chassis Cab 4x4	2,081	1,972	109	9,189	8,705	5.6
Heavy Commercial	363	394	-31	2,205	2,269	-2.8
Other	161	77	84	570	390	46.2
TOTAL MARKET	13,699	13,015	684	69,057	65,552	5.3

The battle continues for commercials

Toyota regained the power-struggle to take first place in the new commercial vehicle market, leading Ford by 4.8 per cent of the June market share with sales of 1,097 units. Toyota's market share was 24.3 per cent, Ford, with 882 sales had a 19.5 per cent market share. Holden followed for third with 431 units and 9.6 per cent of June's market share.

The Ford Ranger retains its position as the monthly top selling commercial model with 836 units and 18.5 per cent market share. It is also the top selling model overall for the year with 4,002 registrations



and 18.7 per cent of the market, 738 units and 3.4 per cent ahead of the Toyota Hilux.

The Hilux was the second best seller with 18 per cent market share and 811 units - a whopping 68.6 per cent increase from the same month a year before when 481 units were sold. The Holden Colorado followed at 9.1 per cent of June's market share, or 410 units sold.

Neville Woods from Arthur Burke Ltd in Christchurch believes that new commercials are popular because the prices aren't too high at the moment. "I deal mainly in SUVs, Utes and double-cabs. Big companies such as Holden always buy up when the going is good, so

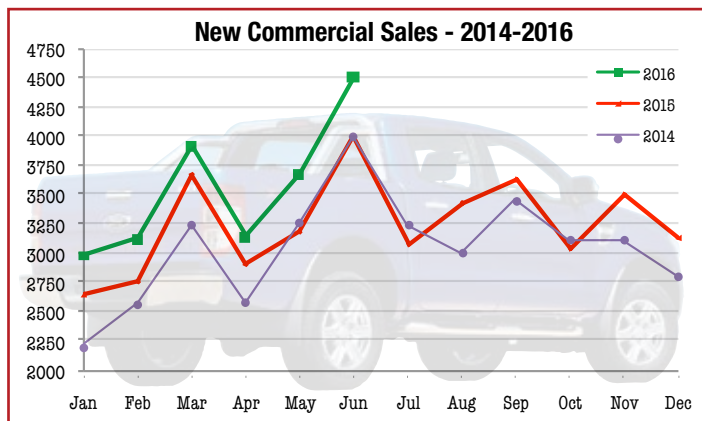
the price isn't too high to buy new vehicles right now. We just need things to start getting better for our farmers."

Woods admits that times are particularly tough, in his area of the country, for many businesses due to record-breaking dry conditions. Into its second year of drought, North Canterbury is said to have been hit by the driest months in nearly 20 years.

"The grass is only an inch high and if you add that on top of the low dairy pay-out prices, things aren't looking good. I'm looking forward to some good figures in the next season, with good, wet spring weather pattern."

According to statistics, the Canterbury region's sales have remained almost stagnant, with less than a 1 per cent increase in new vehicles sold, from 1,560 units last year to 1,562 in June this year.

Woods believes that once things start looking up for the rural sector, companies all over Canterbury will begin to pick up in sales. ☺



MAKE	JUN'16	JUN'15	+/- %	JUN'16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	1,097	771	42.3	24.3%	4,617	21.6%
Ford	882	810	8.9	19.5%	4,389	20.5%
Holden	431	503	-14.3	9.6%	1,895	8.9%
Isuzu	393	310	26.8	8.7%	1,696	7.9%
Mitsubishi	328	234	40.2	7.3%	1,684	7.9%
Nissan	303	353	-14.2	6.7%	1,509	7.1%
Mazda	183	210	-12.9	4.1%	864	4.0%
Volkswagen	150	136	10.3	3.3%	683	3.2%
Hyundai	98	51	92.2	2.2%	440	2.1%
Factory Built	91	12	658.3	2.0%	129	0.6%
SsangYong	88	73	20.5	1.9%	476	2.2%
LDV	83	47	76.6	1.8%	431	2.0%
Hino	73	56	30.4	1.6%	315	1.5%
Mercedes-Benz	57	45	26.7	1.3%	291	1.4%
Fiat	45	33	36.4	1.0%	283	1.3%
Foton	38	56	-32.1	0.8%	279	1.3%
Mitsubishi Fuso	36	61	-41.0	0.8%	232	1.1%
UD Trucks	19	25	-24.0	0.4%	116	0.5%
Mahindra	16	0	1600.0	0.4%	55	0.3%
MAN	14	22	-36.4	0.3%	97	0.5%
Others	88	200	-56.0	1.9%	897	4.2%
Total	4,513	4,008	12.6	100.0%	21,378	100.0%

MAKE	MODEL	JUN'16	JUN'15	+/- %	JUN'16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Ford	Ranger	836	728	14.8	18.5%	4,002	18.7%
Toyota	Hilux	811	481	68.6	18.0%	3,264	15.3%
Holden	Colorado	410	484	-15.3	9.1%	1,779	8.3%
Mitsubishi	Triton	328	234	40.2	7.3%	1,682	7.9%
Nissan	Navara	303	353	-14.2	6.7%	1,509	7.1%
Isuzu	D-Max	287	213	34.7	6.4%	1,155	5.4%
Toyota	Hiace	276	236	16.9	6.1%	1,275	6.0%
Mazda	BT-50	183	210	-12.9	4.1%	864	4.0%
Hyundai	iLoad	93	49	89.8	2.1%	419	2.0%
SsangYong	Actyon Sport	88	73	20.5	1.9%	476	2.2%
Volkswagen	Amarok	84	88	-4.5	1.9%	380	1.8%
Factory-Built	Lloyds	74	10	640.0	1.6%	74	0.3%
LDV	V80	54	47	14.9	1.2%	255	1.2%
Isuzu	F Series	48	39	23.1	1.1%	191	0.9%
Mercedes-Benz	Sprinter	48	39	23.1	1.1%	233	1.1%
Fiat	Ducato	44	25	76.0	1.0%	272	1.3%
Hino	500	42	30	40.0	0.9%	170	0.8%
Ford	Transit	40	74	-45.9	0.9%	340	1.6%
Volkswagen	T6	39	0	3900.0	0.9%	163	0.8%
Isuzu	N Series	35	51	-31.4	0.8%	252	1.2%
Others		390	544	-28.3	8.6%	2,623	12.3%
Total		4,513	4,008	12.6	100.0%	21,378	100.0%

Steady growth for used comms

Numbers of used commercial imports have shown consistently strong growth this year.

For the 2016 year to date, numbers were up by 14.63 per cent, at 4,905 units, compared with 4,279 units imported in the same period last year.

Although used commercials for last month were down slightly from the previous month, by 20 units, they were still up by 25.22 per cent 690, in June last year, to 864. Each month this year has shown higher numbers than the comparable month last year.

Toyota remained the most popular make, with 400 units registered for a market share of 46.3 per cent. Nissan followed with 201 units, with Mazda third on 60.

The most popular models imported were Toyota Hiace with a staggering 305 sales and 35.3 per cent market share. There were 86 Nissan Caravans registered for 9.95 per cent; and 46 Mazda Bongos rounded out the top three. The Bongo's share was 6.94.



In the year-to-date figures, commercial import sales in Auckland grew from 1960 last year to 2418 this year, a healthy increase of 20.64 per cent.

Mark Lewis from City Motor Group in Penrose says that the housing boom in Auckland has really helped with commercial vehicle sales. "All of the tradespeople are busy spending money - business confidence is probably a driver. They know that there is going to be work available in Auckland for a long time to come."

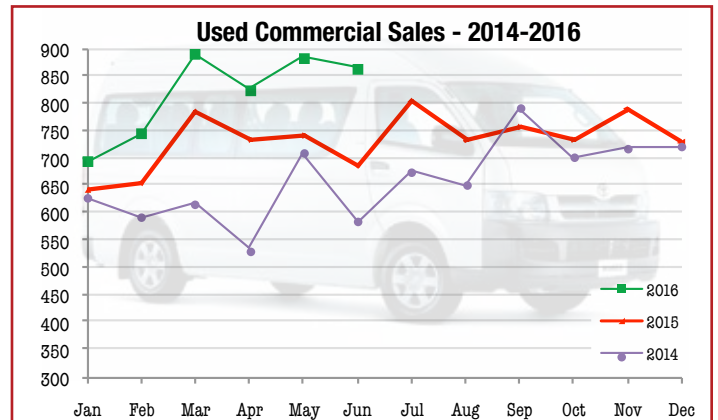
Lewis believes that used commercial cars are beginning to increase because of the changes in emissions laws. "It was hard work at one point because you could only buy five-year-old vehicles, now you

is trading a lot of older vans in for the better quality vans. "The Toyota Hiace is always popular but if that doesn't work for them, we find the Caravan to be particularly reliable. Toyota is very popular, partly because the marketing is so good but also because the vehicles stand the test of time."

can buy them up to 11 years old which widens the price-bracket you can buy from 10 grand to 20 grand, which is where most people want to be."

With tradesmen doing so well, in the housing sector, Lewis

Alongside trades-people, Lewis also sells to schools and clubs. "Not everyone can afford a brand new car but a used Hiace Commuter is just as reliable and most of our clients are looking to spend between twenty and thirty thousand dollars." ☺



Used Commercial Sales by Make - June 2016

MAKE	JUN '16	JUN '15	+/- %	JUN '16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	400	355	12.7	46.3%	2,344	47.8%
Nissan	201	135	48.9	23.3%	1,080	22.0%
Mazda	60	37	62.2	6.9%	320	6.5%
Isuzu	48	29	65.5	5.6%	248	5.1%
Ford	26	24	8.3	3.0%	161	3.3%
Mitsubishi	26	29	-10.3	3.0%	177	3.6%
Hino	20	22	-9.1	2.3%	102	2.1%
Holden	16	17	-5.9	1.9%	88	1.8%
Chevrolet	14	12	16.7	1.6%	87	1.8%
SsangYong	9	1	800.0	1.0%	22	0.4%
Dodge	8	4	100.0	0.9%	30	0.6%
Volkswagen	7	2	250.0	0.8%	43	0.9%
Fiat	4	3	33.3	0.5%	35	0.7%
GMC	4	1	300.0	0.5%	18	0.4%
Mercedes-Benz	3	4	-25.0	0.3%	14	0.3%
Suzuki	3	1	200.0	0.3%	18	0.4%
Grove	2	0	200.0	0.2%	5	0.1%
Iveco	2	0	200.0	0.2%	9	0.2%
Land Rover	2	2	0.0	0.2%	6	0.1%
Renault	2	0	200.0	0.2%	8	0.2%
Others	7	12	-41.7	0.8%	90	1.8%
Total	864	690	25.2	100.0%	4,905	100.0%

Used Commercial Sales by Model - June 2016

MAKE	MODEL	JUN '16	JUN '15	+/- %	JUN '16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	Hiace	305	266	14.7	35.3%	1,778	36.2%
Nissan	Caravan	86	54	59.3	10.0%	438	8.9%
Mazda	Bongo	46	29	58.6	5.3%	241	4.9%
Toyota	Dyna	33	24	37.5	3.8%	183	3.7%
Nissan	Vanette	33	28	17.9	3.8%	201	4.1%
Isuzu	Elf	31	16	93.8	3.6%	156	3.2%
Nissan	Atlas	22	14	57.1	2.5%	108	2.2%
Nissan	NV200	21	16	31.3	2.4%	160	3.3%
Toyota	Regius	21	22	-4.5	2.4%	146	3.0%
Nissan	Navara	20	13	53.8	2.3%	79	1.6%
Toyota	Toyocace	16	23	-30.4	1.9%	94	1.9%
Toyota	Hilux	14	10	40.0	1.6%	77	1.6%
Hino	Dutro	13	11	18.2	1.5%	57	1.2%
Mitsubishi	Canter	11	13	-15.4	1.3%	65	1.3%
Ford	Ranger	11	6	83.3	1.3%	58	1.2%
Holden	Colorado	10	3	233.3	1.2%	39	0.8%
Mazda	Titan	10	8	25.0	1.2%	50	1.0%
SsangYong	Actyon	9	1	800.0	1.0%	22	0.4%
Isuzu	Forward	9	8	12.5	1.0%	55	1.1%
Ford	Falcon	7	4	75.0	0.8%	30	0.6%
Others		136	121	12.4	15.7%	868	17.7%
Total		864	690	25.2	100.0%	4,905	100.0%

Fieldays boost new vehicle stock

The latest statistics for dealer stock of new car imports in New Zealand show that stock levels remain high throughout the country.

The total for new passenger vehicles imported into the country in June was 8,991, compared to 8,297 at the same time last year - an increase of 8.3 per cent or 694 units. This was also an increase of 5.4 per cent from 8,527 units in May 2016.

Stock levels also increased from 51,219 in June 2015 to 57,679 in June 2016 - a 12.6 per cent increase of 6,460 units.

Average sales, for the last 12 months, have remained at a steady 264 units per day, while the number of days' stock at hand dropped, by one, to 218 days.

Aaron McLean from Bowater Toyota in Motueka has managed to maintain stock levels at a good level for both new and used cars.

McLean has noticed an increase in sales for new vehicles, with used vehicles not as popular as they were in the past. "I think it probably has a lot to do with a buoyant economy. The discounts on at the moment are really good and customers are making the most of the good prices we can offer."

Blair Woolford from Farmer Auto Village in Tauranga says stock levels are always quite high at the end of June, thanks to Fieldays activities. "With new cars awaiting delivery, our stock levels have been raised by 20 per cent."

According to Woolford, Farmer

Auto Village manages to stay quite self-sufficient, which makes recording stock levels slightly easier. "The difference between being under and over-stocked is generally only by one over or above."

Tauranga enjoyed a small increase in new vehicle sales of 1 per cent, from 384 sales this time last year to 388 units sold in June 2016. For Woolford, last month was one of the highest sales volumes in a long time. "In saying that, all of our brands performed pretty well."

Farmer Auto Village sells 30/70 in favour of passenger vehicles.

"The property boom has hit

Tauranga and construction is consequently very strong down here. People are also moving down to Tauranga from other major metropolitan areas and we have the largest port, by tonnage, in the country. All of this probably goes on to impact on retail sales for the better."

"Many people are also moving down here because the property prices are still very good. We find that Tauranga follows Auckland, to some degree, as demand increases."

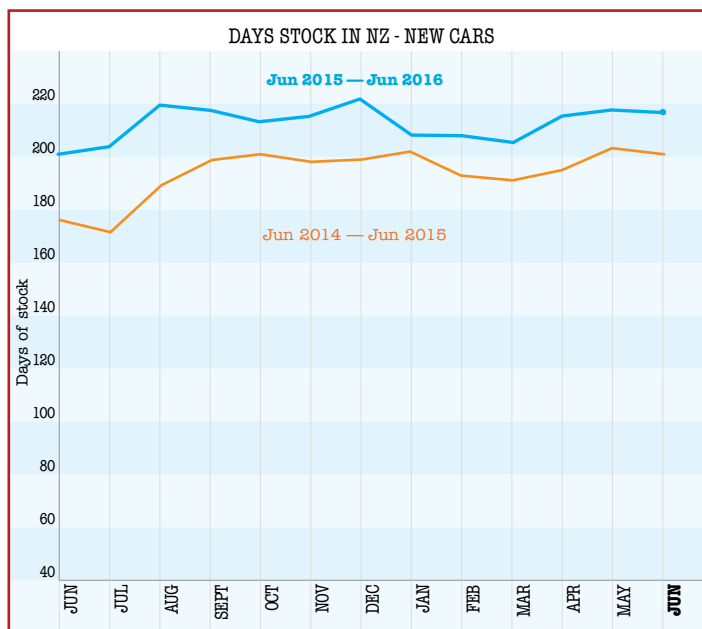
Woolford says that although there is a lot of work available for tradies at the moment, sales don't necessarily change for the better, when it comes to selling commercial vehicles. "Tradies can be too busy to go out and buy anything. Sometimes there is a pent-up demand for vehicles and it comes from nowhere. It's all very cyclic." ☺



Fieldays, Hamilton

Dealer stock of new cars in New Zealand

	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Jun '15	8,297	9,021	-724	51,219	254	202
Jul '15	8,842	7,272	1,570	52,789	254	207
Aug '15	11,675	7,752	3,923	56,712	256	221
Sept '15	8,254	8,835	-581	56,131	258	218
Oct '15	8,619	9,634	-1,015	55,116	260	212
Nov '15	8,753	8,115	638	55,754	260	215
Dec '15	8,981	7,110	1,871	57,625	261	221
Jan '16	6,648	8,899	-2,251	55,374	260	213
Feb '16	7,246	7,191	55	55,429	261	213
Mar '16	7,561	8,191	-630	54,799	261	210
Apr '16	8,840	6,790	2,050	56,849	262	217
May '16	8,527	7,502	1,025	57,874	264	219
Jun '16	8,991	9,186	(195)	57,679	264	218
Year to date	47,813	47,759	54			
Change on Jun 2015	8.4%	1.8%		12.6%		
	<small>MORE IMPORTED</small>	<small>MORE SOLD</small>		<small>MORE STOCK</small>		



Average daily sales remain high

Dealer stock of used cars have increased by 17.4 per cent from 26,535 in June 2015 to 31,152 this year.

There was a total of 13,639 used cars imported, which was a 6.02 per cent increase from June last year's total of 12,864. There was also a sizeable stock increase from May 2016 at 12,618 units, an 8.1 per cent increase.

Days' stock at hand has increased by 9 units, from 69 in June 2015 to 78 last month. Stock has been selling well compared to a year earlier with sales averaging 398 per day against an average of 384 per day for the period July 2014 – June 2015, an increase of 3.75 per cent. If these daily sales continue at this rate, used imported car registrations will top 145,000 for 2016, 2,000 more units than last year.

Brady Kennett from Auto Wholesale Limited in Palmerston North says that used car stock



Nissan Qashqai

levels are quite high at the moment "which is abnormal when sales are going so well."

Palmerston North is currently third in the country for increased used car sales, with a 19.2 per cent increase from 291 in June 2015 to 347 units sold in the region last month. "We have had an excellent month for sales and that is obviously being reflected throughout the region," says Kennett.

Blair Woolford from Farmer Auto Village in Tauranga says that his

dealership manages to maintain balanced stock levels on a regular basis. "They only tend to vary by a figure of 10 per cent at the most."

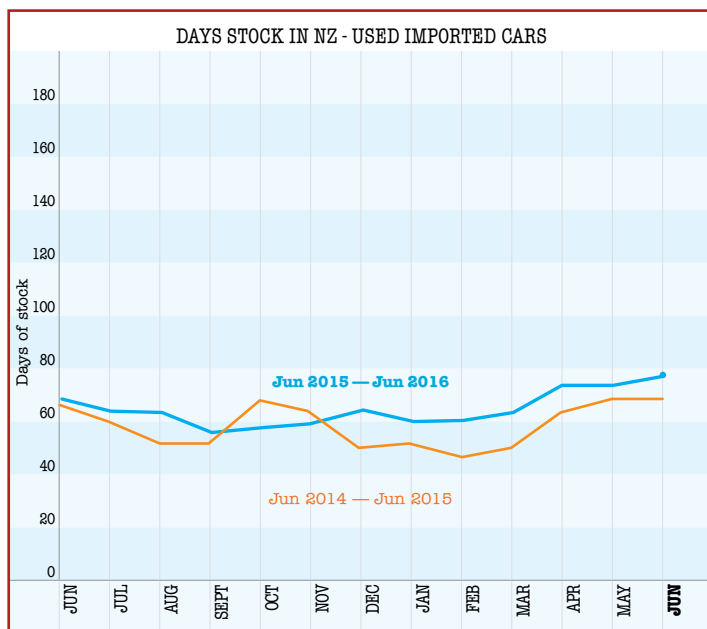
Gary Dayman, from Nelson Bays Motor Group, says stock levels have remained at a controllable level and although new cars are very popular throughout the country, their sales figures for both new and used cars have also remained balanced. "Sales figures are pretty much split between both new and used car right now.

We are happy with our progress."

With a large refurbishment of the yard underway, Nelson Bays Motor Group has recently increased its used-car stock inventory, which Dayman believes may have contributed to the increase in used-car sales. "We are expanding our dealership and because we have a larger outdoor display unit, we need to keep a good ratio of new and used cars to stay in synch with the size of the business."

Dayman says the most popular cars are the usual suspects - including the SUV. "The Nissan Qashqai, X-Trail, through to the Holden Colorado and Captiva have all been strong sellers, to name a few."

When it comes to used commercial vehicles, Dayman says the ute market continues to be very strong, with June placed as the best month for commercial vehicle sales. ☺



Dealer stock of used cars in New Zealand						
	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Jun '15	12,864	12,415	449	26,535	384	69
Jul '15	11,944	13,891	-1,947	24,588	389	63
Aug '15	12,129	12,061	68	24,656	391	63
Sept '15	8,673	11,667	-2,994	21,662	392	55
Oct '15	12,381	11,149	1,232	22,894	393	58
Nov '15	12,379	11,732	647	23,541	393	60
Dec '15	14,620	12,598	2,022	25,563	394	65
Jan '16	9,748	11,675	-1,927	23,636	393	60
Feb '16	11,887	11,736	151	23,787	396	60
Mar '16	12,999	12,153	846	24,633	396	62
Apr '16	16,960	12,140	4,820	29,453	399	74
May '16	12,618	12,567	51	29,504	399	74
Jun '16	13,639	11,991	1,648	31,152	398	78
Year to date	77,851	72,262	5,589			
Change on Jun 2015	6.0%	-3.4%		17.4%		
	<small>MORE IMPORTED</small>	<small>LESS SOLD</small>		<small>MORE STOCK</small>		

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