

www.autofile.co.nz

autofile

July 2017

Trade Me seeks to acquire Motorcentral

Trade Me has entered into a conditional agreement to purchase cloud-based dealer platform Motorcentral, pending Commerce Commission approval.

Motorcentral, which has its head office in Christchurch, offers a Dealer Management System (DMS) that allows users to track vehicle stock and sales online, and automatically send vehicle listings to retail websites such as Trade Me Motors, Driven and Autotrader. The cloud-based software means users can access their database from any digital device as long as it is connected to the internet. Motorcentral has also developed other products for dealers, including AdConnect and a new BuyerScore ratings system.

There are 505 dealers across New Zealand that use their DMS.

Motorcentral director Mena Eskander told Autofile that today's market is vastly different to when the company first started out. "Six years ago, we had a lot of

used car dealers who were less comfortable with computers, had less hardware, and didn't have very fast internet," he said. "Technology didn't have a strong presence in dealerships."

Head of Trade Me Motors Alan Clark said Motorcentral is a great business. "We think they're a really well-run team," he told Autofile. "They understand very very closely the needs of dealers.

part of dealers being able to list on Trade Me."

With more and more buyers purchasing vehicles online, Eskander noted it's important that independent dealers keep up with the market. "Dealers need to move as fast as their buyers are moving, and buyers are moving very fast," he said. "You do not have a choice, as a dealer, of deciding what the

landscape looks like. All you need to do is to keep an eye on the landscape and be where your customers are."

As a successful start-up in a competitive retail industry, Eskander said that Motorcentral has been approached in the past, but it was with Trade Me that he felt satisfied an acquisition would positively impact the key sectors of the business – current stakeholders at Motorcentral,

trademe

m motorcentral®

They've built great software which has a fantastic amount of functionality."

Clark said the relationship between his company and Motorcentral has been ongoing for long time, and "for around six years, they've been an important

Protecta
INSURANCE

Specialised training that's proven to increase profits

VIA function heralds industry future



p4

Buyers rely on media reviews



p10

LVVTA warns about modification pitfalls



p14

Vinsen elected to ITS board



p18

[continued on page 4]

AUTOHUB
FORWARD TOGETHER

GLOBAL VEHICLE LOGISTICS

NZ - JAPAN - AUSTRALIA - UK - EUROPE

Where on earth are all your vehicles?



Find them with Jacanna's new Global Tracking System* (GTS)

Track your vehicles in real time anywhere in
the supply chain from Japan to your yard

To find out more, contact neil@jacanna.co.nz



www.jacanna.co.nz
Tel. +64 9 825 0888

*in partnership with Japan Forwarding Agency

JACANNA





Drive your business forward with provident insurance

Call Steve Owens now on 021 947 752

GUEST EDITORIAL

Skill shortages in New Zealand

Craig Pomare is the Chief Executive of MTA (Motor Trade Association) which represents around 3,700 businesses from throughout the sector.

It will come as no surprise to anyone in the motor trade that we are woefully short of qualified auto and collision repairers. MTA carried out a member survey a year ago and was told that there were at least 1500 vacancies that could not be filled which impacted on the amount of work they could take on. Collision repairers are finding it particularly difficult and in Auckland, there is a four to six week wait for repairs.

MTA has embarked on an ambitious work programme to better understand and address the shortage. We know from our survey that employers are less likely to take on apprentices than they were 10 years ago – for a variety of reasons. So, one thread of our work is to encourage and entice employers to take on more apprentices. As part of this we recently set up an apprentice scholarship programme which provides a subsidy for employers.

We are also promoting the secondary school Gateway programme. This provides work experience to students and is a good way for employers to engage with young people in their community and possibly even pick up an apprentice along the way. We are also supporting careers expos around the country with a range of useful recruiting resources and videos – check out our YouTube channel.

It is vital that we 'grow our own'



CRAIG POMARE
Chief Executive, MTA

to ensure there is a new generation of qualified technicians coming into the industry. But we also need some short-term solutions and so we are helping members to recruit qualified staff from overseas.

This month MTA made a submission to government for collision repairers (panel beaters and painters) and general motor mechanics (including motorcycle mechanics) to be added to Immigration NZ's long term skill shortage or immediate skill shortage lists. If a role has been included on the Immigration skills shortage list, employers do not have to prove they have difficulty finding local people to fill their jobs.

We have also set up a relationship with an overseas recruitment firm who will help our members navigate the hiring process. Immigration New Zealand is also helping us to provide resources and information to MTA businesses wanting to take charge of the process.

There is a way to go but it is vital that, as a sector, we work together to ensure we have a viable, skilled workforce today and into the future. We are already in discussions with a range of organisations and people within our own sector as well as the training organisations and relevant government agencies. My door is open and the phone is on, for anyone who has knowledge, experience, and ideas to share on the issue. ☺

autofile

DIRECTORS

Brian McCutcheon
brian@autofile.co.nz
ph. 021 455 775

Darren Wiltshire
dazzz@autofile.co.nz
ph. 021 0284 7428

DESIGNER

Adrian Payne
arpayne@gmail.com

JOURNALISTS

Sue Brebner-Fox
sue@autofile.co.nz

Lucy Mullinger
lucy@autofile.co.nz

Alana Drayton
alana@autofile.co.nz

MOTORSPORT

Mark Baker
veritas.nz@xtra.co.nz

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.

Copyright: Published monthly by 4Media Ltd, PO Box 6222, Dunedin 9059.

All statements made, although based on information believed to be accurate and reliable, cannot be guaranteed, and no liability can be accepted for any errors or omissions. Reproduction of Autofile in print or digital format in whole or part without written permission, whether by copying or any other means, is strictly forbidden. All rights reserved.

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

ACCESSORY BUNDLING

CREATE AN EXCLUSIVE MODEL FOR YOUR BRAND



VIEW VIDEO

WWW.DEALERSHIPEDITIONS.CO.NZ

PACKAGES FOR ALL VEHICLES



Retro Vehicle Enhancement | www.rve.co.nz | 0800 RETRO 4U

VIA function heralds industry future

VIA, the Imported Motor Vehicle Industry Association, held its annual mid-winter Vehicle Industry Dinner on 4 July at the Grounds Eatery in Henderson. The event was hosted for the first time in partnership with VIA corporate members VINZ and JEVIC, combining the launch of the Association's new brand with important discussion about how future vehicle technologies may affect the New Zealand fleet.

VIA's guest speaker, Minister of Finance and Minister of Infrastructure Steven Joyce, remarked on his 'homecoming' to the transport sector and spoke of the ways technology seems destined to impact road safety. He wondered whether future children would ask their parents about the time when people drove their own cars, and how those same cars killed hundreds of people a year.



Minister Joyce looks forward to a new generation of New Zealanders who embrace the technology that is now on the horizon, which is likely to include mobility as a service (MaaS) and autonomous vehicle technology.

VIA Chief Executive David Vinsen also discussed emerging technologies, including "a couple of changes and a couple of challenges" which are sure to come up in the future. He said that the major changes that face us will

be driven by technology, and that we are about to face disruption in the industry when it comes to intelligent transport systems (ITS).

While ITS is already available in simpler forms such as ABS, electronic stability control and lane assist, Vinsen says that as an industry, we cannot remain complacent and assume that the future of vehicle technology is not a part of our future. "This is not some science fiction fantasy, far away in the future. It's closer than we might think."

While the new technology is exciting, he also warned that there will be dramatic effects on congestion, road safety, infrastructure demands, parking requirements, urban planning and land use – and that fewer people may want to own vehicles.

Vinsen assures the industry that government organisations such as the Ministry of Transport (MoT) and New Zealand Transport Agency (NZTA) are working on preparing for the changes in vehicle technology. As part of the 'Regulation 2025' plan, MoT is already preparing for a number of different scenarios. NZTA also has a project team working on MaaS, with systems to be launched shortly that will include an app developed with 'connected journeys' in mind.

"It's fair to say that none of us has a clear idea of how things will be in just a few years, so it's



Put yourself in the driver's seat.

Take control of your dealership with MotorWeb.

Driving your dealership shouldn't be full of unpredictable twists, turns and bumps in the road. MotorWeb takes the hassle and risk out of the everyday tasks so you can keep your eye on the road ahead and your foot firmly planted on business acceleration.

MotorWeb provides the most detailed Vehicle Information Report – VIR™ and the most comprehensive suite of online motor vehicle trading tools in the market.

- ✓ Innovative risk management tools when purchasing and financing vehicles.
- ✓ Simplified compliance to the Motor Vehicle SalesAct 2003.
- ✓ Fast online vehicle transactions with the NZTA.
- ✓ Accurate vehicle documentation at the click of the mouse.



Ph: 0800 668 679
www.motorweb.co.nz

MotorWeb™
 Vehicle Information Authority



Steve Owens (Provident Insurance), Brent Lewers (MoT), Mark Stockdale (AA)

Gordon Shaw (VINZ) with Minister of Finance, Steven Joyce

Dave Cowan (UDC), Chris Knight (TradeMe), Claire Hamilton (VIA)

◀ really gratifying to see that the Government has such an open mind and is preparing for a range of possibilities."

Vinsen also announced that 160,000 used and 145,000 new vehicles were imported over the last year. "And we exited about 175,000 old vehicles from the fleet. So, we had a net increase of around 130,000 additional vehicles into our fleet." This means that there are 800 freshly registered vehicles on the road in Auckland every week – over 40,000 a year.

VIA BRAND ANNOUNCEMENT

Previously known as the IMVIA, the Association has updated its trading name to VIA.

Vinsen emphasised that there

was no change to the legal name of the Imported Motor Vehicle Industry Association. However, the IMVIA was "a bit of a mouthful", and the National Executive instead decided to utilise the last three letters of the existing acronym, forming via which means road or way in Latin. "It's easy to say. It's a bold, fresh brand that will come to represent our future focus. So you'll be seeing more of this brand and logo as we work on the challenges that affect our industry."

In terms of the challenges that VIA has to look forward to, Vinsen highlighted two. The first challenge is to adjust their business model in order to deal with the changes in the industry. "I am confident that the industry will adapt. Vehicle

importers are entrepreneurs, who readily accept such challenges. In fact they seek challenges, because that is where the opportunities lie. But we'll need to realise that it may no longer be a volume-based business, and we'll have to adapt to that," said Vinsen.

He says that VIA will also need to work collaboratively with other industry organisations. "I'm sure it happens in other industries as well. But it's now obvious that different industries will need to work together to deal with these changes."

Vinsen believes that New Zealand can be a world leader in the adoption of ITS systems. "We're small and nimble, and thanks to our government, which encourages

us to be 'open for business', we are already testing autonomous vehicles, trialling IT systems and thinking about the future of transport.

"All Blacks coach, Steve Hansen, talks about challenges. He talks about identifying the challenges, and then not shying away from them, of walking towards the challenges, and embracing them."

Similarly, Vinsen believes we still have big challenges in the future and it is important that we don't shy away from them. "VIA is well prepared and positioned to take the lead on these issues, to ensure that our industry can take advantage of the business opportunities that will inevitably arise. And I'm confident that the industry can rise to the challenge." ☺

[continued from page 1]

Trade Me seeks to acquire Motorcentral

future stakeholders, the client dealership network, relationships with partner companies and vehicle buyers as a whole.

"It was really only with Trade Me we felt those five boxes were ticked, and with enough confidence that we knew this was the right move for us and for them and for everybody else involved," he said.

"We will continue on to play a big part of the business, as we have been, and we will continue to be with these people knowing that we have not sold them short."

Clark told Autofile he was impressed with how Motorcentral was operating. "We're actually really happy with the growth trajectory of Motorcentral in terms of number of dealers that are currently using their business and the new number of dealers that come on board, as well as the additional

services that are on offer to existing customers," he said.

For Motorcentral customers, Clark stressed it would be business as usual. "There won't be a huge amount of integration. They'll be separate companies and we intend to let them run as they are."

Eskander said there was a strong synergy between Trade Me and Motorcentral, which are both heavily focused on developing leading technology for different corners of the market. "Our end of the market, being the dealer end of the market, plus their end of the market, being the buyer's end of the market – there is so much potential for connecting the channel all the way through to make some magic happen."

The sale is subject to approval from the Commerce Commission, who provides an "indicative timeline" of 40 days for assessing

感謝祭

**¥65,000 FEE
ON AUCTION SALES
BETWEEN 17 AND 29 JULY**

FOR FURTHER INFORMATION, PLEASE CHECK OUR WEBSITE
www.heiwa-auctions.com

**HEIWA
AUTO**

Guidelines may lead to rates hike

The publication of the Consumer Credit Fee Guidelines could be the catalyst that pushes up interest rates, the Financial Services Federation predicts.

The Commerce Commission has finally released the official guidelines, which have sat in draft form for a number of years.

The guidelines were published on June 30 after the Ministry of Business, Innovation and Employment (MBIE) updated the Responsible Lending Code's fee section. It includes clarifications to the draft guidelines which were published in September last year and were written in order to assist lenders in setting their fees so they complied with the Credit Contracts and Consumer Finance Act (CCCFA) 2003.

"The guidelines set out the general principles that lenders should take into account and give examples of how these principles might apply in practice. They also give guidance on whether or not particular types of costs can be included in fees," Antonia Horrocks, the commission's general manager, competition, says.

The original CCCFA was updated in 2015, when the Responsible Lending Code and the Lender Responsibility

Principles were also introduced.

"Some of these changes affect the fees provision, so we have also been able to update the guidelines by adding content that addresses these changes," Horrocks says.

The commission issued draft guidelines in 2009 and 2010 but was unable to finalise them until the outcome of the Sportzone/MTF case. Sportzone was a Christchurch-based company that sold, serviced and repaired motorcycles and offered financial services, through MTF, to its customers.

"The draft guidelines reflected the commission's approach in MTF/

of the Financial Services Federation (FSF), Lyn McMoran.

In 2009, the commission filed court proceedings alleging MTF and Sportzone charged unreasonable establishment and other credit fees on 39 finance contracts entered into, between 2005 and 2008. By September 2013, the High Court had found that the fees were unreasonable and in breach of the CCCFA. The court also released a further judgement the following year clarifying the extent of the unreasonableness and the practices for lawfully calculating fees.

During the case, it was found

particular loan transaction.

Prior to the completion of the court case, the commission's previous fee guidelines, which were published in 2010, remained in draft, pending the outcome of the litigations. The Supreme Court judgement was issued in May last year and since then, the commission has sought feedback from interested parties for their draft fee guidelines.

"We received the Supreme Court's decision in 2016 and were glad to see our approach upheld and so then moved to finalise the guidelines, following a consultation on them. There were more than 20 submitters on the draft guidelines issued in September 2016," says the commission's spokesperson.

Although the fee guidelines are not legally binding, they do explain the fees provisions, provide guidance on the kinds of costs that can be recovered through fees and explain how the commission will work out whether a fee is lawful or unlawful.

The guidelines highlight the rulings from the Supreme Court which state that fees must only be used to recover a lender's direct costs. These fees can't recover non-transaction-specific costs and do not include profit.

Creditors need to ensure that the fees they charge are reasonable and

"What is 'oppressive' could be seen as being subjective but there is no such thing as an interest rate cap in NZ law," - Lyn McMoran

Sportzone. We were unable to finalise them until the courts had ruled on the appropriate approach, given the active litigation," says a spokesperson from the commission.

Unfortunately, the MTF/ Sportzone litigation was protracted, as the case moved through various courts over seven years.

"We are really pleased to see they (the guidelines) are no longer in draft," says the executive director

that MTF and Sportzone appealed both decisions to the Court of Appeal, which dismissed their appeal in March 2015. They then took their case to the Supreme Court in November last year. The Supreme Court instructed MTF and Sportzone to pay \$25,000 plus reasonable disbursements towards the commission's costs, stating that credit fees should only cover costs that are closely related to the

[continued on page 9]

FROM JAPAN TO NEW ZEALAND ON TIME, EVERY TIME



TOYOFUJI SHIPPING SCHEDULE

Toyofuji vessels	Voyage	JAPAN				NEW ZEALAND			
		Moji	Osaka	Nagoya	Yokohama	Auckland	Lyttelton	Wellington	Nelson
Trans Future 6	97	–	26 Jun	27 Jun	1 Jul	20 Jul	22 Jul	24 Jul	25 Jul
Dream Diva	27	–	17 Jul	18 Jul	19 Jul	31 Jul	–	–	–
Trans Future 7	97	–	10 Jul	11 Jul	15 Jul	3 Aug	5 Aug	7 Aug	8 Aug
FujiTrans World	206	–	31 Jul	–	2 Aug	14 Aug	–	–	–



**TOYOFUJI SHIPPING
NEW ZEALAND LIMITED**

Contact: **Blain Paterson** ph 09 358 5515
www.toyofujinz.co.nz

Driving great partnerships for over 30 years

Talk to us today about how we can
add value to your business.



Your Motor Insurance PARTNER

www.protecta.co.nz | contact@protecta.co.nz | 0800 776 832



Why are Dealers switching to IBC?



- ☐ Large selection of fresh vehicles purchased by IBC buyers experienced with the NZ market. Vehicles can be purchased in JPY, NZD or NZD with GST. Fixed price compliance available.
- ☐ Communicate with and receive fresh stock offers daily from IBC.
- ☐ Bidding at Japan auctions through iDirect is easy with IBC's mobile app. Experienced staff are available to manage your bids, provide feedback on vehicle condition and ensure hassle-free buying process.
- ☐ Comprehensive Vehicle Inspection Report sent to you for every vehicle purchased, giving you full knowledge of vehicle condition.
- ☐ NZ based IBC staff ready to provide complete post purchase services when you need them.

For more information, call (09) 257 0050.

WWW.IBCJAPAN.CO.JP

[continued from page 6]

are disclosed in clear, plain language. A disclosure statement needs to include all fees to be charged under the Consumer Credit Contract. The description of a fee must accurately reflect the activity to which the fee relates, and must not mislead borrowers about what the fee is for. Obscurity in fee descriptions can impede the statutory purpose of allowing consumers to readily compare credit offerings.

In relation to third party fees, while the act does not impose an obligation on lenders to disclose these separately from fees charged for the lender's own costs, it is preferable to do so. Lenders who separately disclose third party fees are providing clearer and better information to borrowers and are less likely to breach the Fair Trading Act by misrepresenting the nature of the fee.

Since the Sportzone/MTF case took place, there is no doubt that fees under consumer credit contracts should not be used to generate profits or to recover business costs that are not closely connected to the transaction between borrower and lender.

While fees are restricted and cannot generate profit, or recover more than the costs permitted by the act, this does not limit the revenue a lender can earn on interest charges - as long as the interest is disclosed to the borrower and not set oppressively high. "What is 'oppressive' could be seen as being subjective but there is no such thing as an interest rate cap in New Zealand law," says McMorran.

The commission stipulates that lenders can only charge fees for costs that have actually been incurred. "For example, we have prosecuted a lender for breaching section 41 by charging a security registration fee where the lender did not proceed to register a security. Such fees are unreasonable, and may also falsely represent that the lender has undertaken an action which it did not, which is likely to breach the Fair Trading Act," the guidelines state.

McMorran says that the FSF doesn't necessarily agree that only direct costs can be recovered. "In some ways, that is a good thing but there are indirect costs that can arise when recovering loans. The cost will be recovered one way or another

and in this case, it looks like it might be via interest charges. We believe interest rates should reflect the cost of the fees by a lender."

The spokesperson for the commission says that they would have expected lenders to have been clear for some time that there was a real risk in obtaining a profit or recovering costs unrelated to the loan through their fees.

"Lenders should have taken into account the provisions of the act, our draft guidelines in 2009, the decisions of the High Court in 2013 and Court of Appeal in 2015 in MTF and the Responsible Lending Code in 2015 in setting their fees. We have also engaged significantly with the lender industry over a number of years, to convey information on changes to the CCCFA and our views on fees, including through our annual lender roundtables.

"The provisions of the act, our guidance and case law said that fees had to relate to costs connected with the transaction and that lenders could not profit through fees. Even if lenders were unsure as to the correct approach to take to their fees, the Supreme Court decision in MTF/Sportzone clarifying the correct approach was released in May last year so if interest rates were to rise we would have expected to have seen that by now."

During the draft process, McMorran thought that interest rates might start to increase, however this doesn't seem to have happened yet. "Rates will be decided by the market but the publication of the official guidelines could be a catalyst to higher rates," she says.

The commission's spokesperson says if interest rates increased because some lenders changed their practices as a result of the guidelines, "that does not necessarily mean that the overall cost of the loan to the borrower would increase. It just means that the cost of the loan to the borrower would be more transparent and the borrower could make better decisions based on the interest rates". The commission recommends creditors consider the fees that are being charged and consider whether they are credit fees. If they're not sure they should consider seeking legal advice. ☺



WHAT DRIVES JAQUES GRAY?

NATIONAL SALES MANAGER

"Before I joined Provident, I raced yachts. Steve said that I could go back to sailing in a year. That was four years ago."

"This company was established in 2012 and look where we are now. We've built a brand and a reputation and we're seen as professional business partners to some of the largest, most respected dealerships in the country.

Steve and I share a similar philosophy of passion and commitment. To help make Provident succeed.

Your success is our goal.

We try hard to help our clients and it's important we balance that with responsible underwriting. It's a partnership and our objective is to help improve the profitability and performance of our dealers, responsibly.

Your success is our goal and you can measure our performance by the results that we help you achieve."

provident  insurance

www.providentinsurance.co.nz

Buyers rely on media reviews

The independent press is consumers' top research tool when it comes to buying a new car, according to the latest Capgemini Cars Online report.

The report claims 50 per cent of the 8000 people who responded to the 2017 Capgemini survey say that the media is their number one research tool when it comes to buying a car.

The respondents were from eight key markets which included Brazil, China, France, Germany, India, Italy, Britain and the United States.

This was a dramatic rise from 2015, when this source was number four in terms of consumer preferences and, overall, the importance of critiques from third-parties who consumers believe to be experts in their fields, are more important than ever. According to Autotrader general manager, Terry Williams-King, more prospecting and research is done online these days with user-session times up (more returning traffic). "Online research offers the consumer the ability to review multiple cars and get all the information required and compared without all the trolling yard to yard," he says.

New Zealand consumers are becoming increasingly comfortable doing their research and transacting online. "Despite the vast majority of car sales being used cars, we noticed that there are relatively few places New Zealanders can go to get good, impartial reviews on used cars - so we're trying to make this better," says head of Trade Me Motors, Alan Clark.

Looking at user stats for the Autotrader website, Williams-King has noticed that user time has increased by 26 per cent over the past three years, with a higher length of time spent on the page. "Dealers are asked to provide as much information in classified listings new and used, to support the growing trend of online research and enquiry," he says.

With margins squeezed, marketing budgets are being stretched and Williams-King suggests that selecting the right media

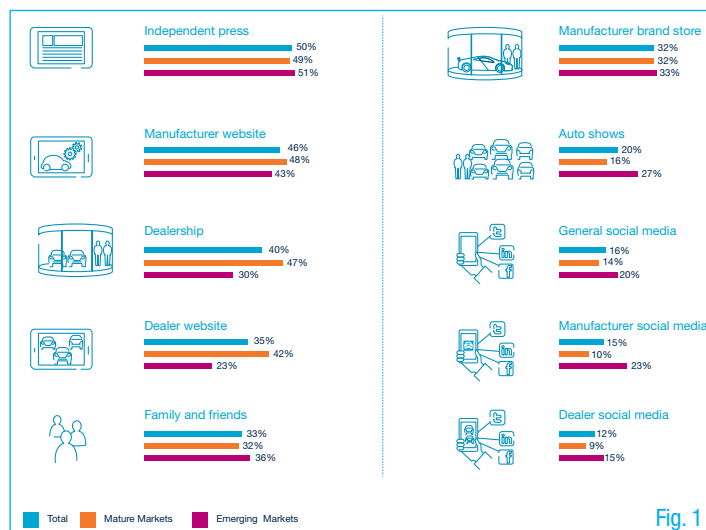


Fig. 1

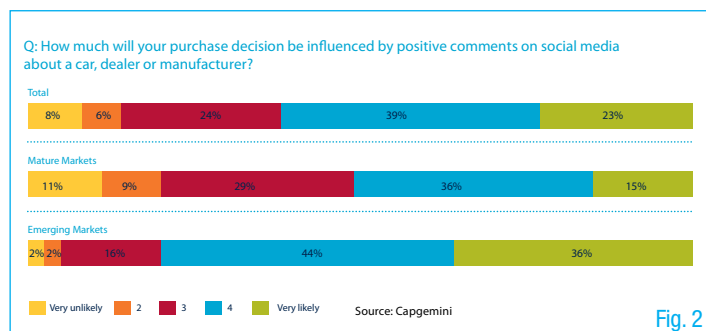


Fig. 2

avenues to reach the right buyers, is key. "Making sure an offering is in the front of the consumer's mind when it comes to the actual purchase is very important."

WEBSITES AND SOCIAL MEDIA

Based on the feedback provided to the Carsonline survey, it is evident that respondents choose the dealer's website as the second choice after independent news sites. The survey found 42 per cent of consumers in the mature markets say they count on the dealer's site, while only 23 per cent in the emerging markets rely on it.

"With this information in mind, it is important that dealers incorporate their brand across a wide range of mediums as well as keeping up a regularly updated company website. A website is now more critical and important than ever before as there are so many aspects of advertising and customer relationship management that can link back to the website," says Motorcentral general manager Mark Greenfield.

The survey has also shown that

consumers value how dealers handle websites and social media together. This is particularly important for consumers in emerging markets, with 44 per cent more likely and 36 per cent very likely to be influenced by positive comments that have been posted about a business on social media platforms. This compares to 36 per cent and 15 per cent respectively from buyers in mature markets (fig. 2).

Williams-King says that while social media is an excellent tool for private sellers, the issue for the savvy dealer is how to convert likes to sales. "Dealers measure success on turnover but offers and promotions are used by savvy dealerships to good effect. Sometimes what works one week changes the next."

According to Greenfield, it is important to ensure that if you have a social media platform, you also have a clear strategy and the resources available to put time into your marketing campaign.

"If a dealer doesn't have any of this then they can still have a

presence and utilise some of the automated tools that are available which require very little input or resources to get vehicles out there," he says.

COMMUNICATING TOO OFTEN?

When it comes to keeping in touch with your loyal customers, some car owners want to be communicated with regularly, whereas others just want to know the facts and then make up their minds later. The best way to know what a customer prefers is to ask and the survey states that the best way to do that, is to communicate well while the customer is at the showroom.

An important way to ensure that you are continuing to communicate with your consumer, alongside social media, company websites and face-to-face communication, is to keep in touch via emails and mail outs. The survey's results show that customers do not object to sharing data with dealers as long as the use of the data is transparent.

"Dealer branding and reputation is important - our members tell us that trust in the dealer they're looking to buy from and their vehicles is one of their biggest concerns," says Clark.

Transparency is about being upfront and honest with the customer about what you may use the information you are asking them to share for. "This allows them to make an informed decision on whether they are willing to share information that is being requested from them, or whether they would prefer to withhold the information. Misuse of consumer data is very serious and I would suggest they seek legal advice as to what they can and can't do with the information. Having customer consent is always the first step in the right direction," says Greenfield.

Younger consumers may not be as loyal as the more experienced consumers, however there are suggestions in the survey, that loyal car owners can encourage less-loyal customers to visit their favourite showroom. One such positive step suggested would be to identify the

[continued on page 12]

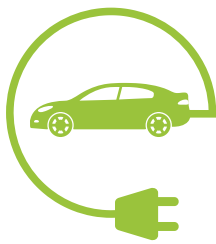


We've got Electric Vehicles covered!



BEV

Battery
Electric Vehicles
e.g. Nissan Leaf



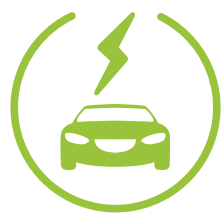
REEV

Range-Extended
Electric Vehicles
e.g. BMW i3



PHEV

Plug-in Hybrid
Electric Vehicles
e.g. Mitsubishi Outlander



HEV

Hybrid
Electric Vehicles
e.g. Toyota Prius

Now you can offer your customers great Electric Mechanical Breakdown Insurance cover at a reasonable price – for all makes, models and types of electric vehicles.

Ask your Autosure Account Manager about our new Electric MBI Cover today.

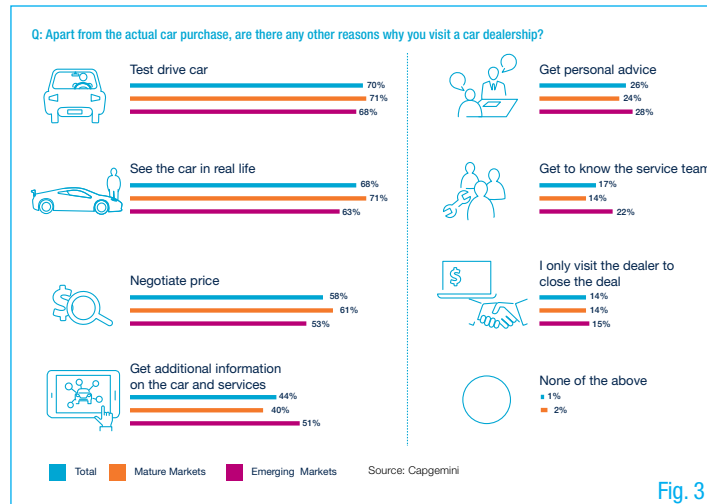
www.autosure.co.nz | 0800 267 873

dealership's most loyal customers (which makes up about 10 per cent of customers) and get them to be brand ambassadors, by sharing their enthusiasm for the brand on social media platforms, via the internet and advertising.

DEALERSHIP VISITS

When it comes to dealership visits, 73 per cent of survey respondents say they will visit a dealership up to three times during a buying phase. This is up from 65 per cent in 2015. But the data also shows that the number of consumers visiting a dealership four or more times is going down and fewer consumers are having face-to-face contact with dealers.

Customers usually visit a dealership so they can test drive the car they are interested in or to see it in real life. When they do visit, they are more likely to be impressed by product knowledge than a sales pitch. Greenfield says that this change has been happening over the last decade (fig. 3).



"They are generally armed with a good level of technical information from their online research, but are still keen to experience a degree of knowledge and expertise from the sales person. People still want and need to be sold to, however today its more about listening to customers, ensuring you understand their needs and can answer their questions as opposed to the more aggressive sales tactics of the 80s and 90s."

LOOKING TOWARDS THE FUTURE
Meanwhile, 62 per cent of consumers are also interested in new ways, such as virtual reality (VR), to find out about cars without necessarily going to a showroom.

The report states that, although VR is not quite as utilised as social media, this could be an opportunity for dealers to reach the buyer any time, from the comfort of their own homes.

Greenfield says that VR is an area that is set to grow over the next few years. "Most predominantly in the new vehicle space as manufacturers can invest in good VR creation on each model in their range that all their dealerships can leverage off."

He believes, however, that it might not be as easy when it comes to used cars "purely because of so much stock variation and the need to have an ongoing process for creation across high stock levels. That being said there are some easy ways for dealers to create simple 360 degree interior photos, they then just need to ensure their website can display the images and provide the desired customer experience."

Trade Me already utilises a similar function on its property page. "It lets people take VR of houses and we may extend this into Trade Me Motors," says Clark. "We're also mindful of making this a smile and low-cost process for dealers - so we're doing our due diligence on these trends."

The survey states that most of the respondents consider mobility as a service (MAAS) complimentary to owning a car, this means that dealers can use MAAS as a way to introduce

drivers to new makes and models.

Consumers are also excited about the next breakthrough in driving technology and 81 per cent of survey respondents said that they would pay more for a car with autonomous driving features, when they are available. They expect these vehicles to increase safety, reduce the stress of driving and free the driver to think about other things.

Consumers are not as willing to spend more for connected car services and don't seem as excited about electric vehicles (EVs). However, there are countries that are offering generous subsidies and incentives to encourage EV ownership.

New Zealand has a goal of reaching approximately 64,000 electric vehicles on our roads by the end of 2021. The Government's aim is to help develop the electric vehicle market in New Zealand by reducing some of the barriers and investigating ways to further support the uptake of electric vehicles. EV uptake is on track to achieve this target with a variety of incentives in place to motivate would be buyers.

Despite their lukewarm enthusiasm, the survey respondents do believe that EVs make up important contributions to improving the environment, with 49 per cent of the people surveyed stating that they anticipate a future take-up of EVs for public and commercial transport (respondents from emerging markets have much higher expectations, with 61 per cent choosing this response) and 47 per cent saying the same for private passenger cars.

Whether you are communicating about how the customer's data will be used or what to expect from their new vehicle, as a whole, the survey states that it is very important to keep an open line with all customers; loyal and prospective.

Communicate often with customers after the sale, not just to keep them informed about the car's expected delivery but also to suggest additional offers and services. It is during this time that customers are most open to suggestions," the survey states. ☺

Quest Insurance

an independent choice

Quest Insurance offers:

- ☀ Mechanical Breakdown Insurance – backed by AA Roadside Assist
- ☀ Comprehensive Motor Vehicle Insurance – including learner and restricted license cover
- ☀ Guaranteed Asset Protection
- ☀ Lifestyle Protection Insurance

If you are a forward thinking motor vehicle trader, or financier, looking for a trusted vehicle insurance partner, call Quest.

Contact: Simon Moore
ph. 021 149 2266
e: SimonM@questinsurance.co.nz

Quest insurance

ROAD READY MEANS READY TO BUY

This month VTNZ launched its new Certified Dealer program. The program has been designed to boost sales for car dealers by reducing the number of days a car sits on the yard. It also aims to increase customers' confidence and trust in the dealer.

The country's largest vehicle safety team has launched the Certified Dealer program with Tony Gosling, a highly regarded Christchurch used car dealer and owner of Stadium Cars.

VTNZ National Sales Manager Darryl Gatward predicts that it's going to be the next big thing to get cars sold quicker. "What's different about being a Certified Dealer is that you're not just getting another sticker on your cars, you're get a fully-fledged marketing program that says 'we trust this dealer, so you can too!'"

The marketing tool kit includes stickers and certificates for each car, signage and flags at the dealer's yard, digital advertising on Trade Me, and a suite of local advertising including billboards, radio and flyers. These have all been designed to drive customers to buy from a VTNZ Certified Dealer when looking for a used car.

The program removes a major sales barrier and helps staff close the deal fast by eliminating car buyers' need to organise and pay for an independent vehicle appraisal themselves. "Reducing the number of days a car sits on our yard is a top priority for us," says Stadium Cars owner, Tony Gosling. "The fast turnover of safe and reliable stock to satisfied

customers is our ultimate goal, and the program will help us achieve this."

Darryl agrees, noting that "Our aim is to help dealers halve the current stock turnover from the current average of 84 days".

Dealers who join the VTNZ Certified Dealer program will have every car on their yard – including trade-ins – checked by VTNZ's expert technicians. A Vehicle Appraisal will be issued at the same time as an Entry Certification, so cars are ready to buy quicker.

"The quality assessment of the vehicle will be done at the same time as the Entry Certification. These assessments are carried out when the car is stripped back and on a hoist - there's no better time to check a car," Darryl says. "VTNZ is one of New Zealand's most trusted

brands, so the public already has faith in their vehicle safety assessment and certification processes."

Tony says that the assessment will ensure there are no issues with vehicles following supply. "Staff will have more time to focus on sales and repeat business. It

will also add confidence and certainty for buyers purchasing cars online."

"Everyone in this industry needs to focus on how we can help the quality dealers sell safer cars quicker. After all, if the cars don't sell, the boats stop coming," says Darryl.

The program launched in Christchurch on July 1. To find out how you can become a Certified Dealer, email sales@vtnz.co.nz or visit VTNZ.co.nz/certifieddealers.

For more information on the average number of days new and used vehicles sit on dealer yards, visit pages 42 and 43 in this issue of Autofile.

Being a VTNZ Certified Dealer means that our customers know that they are buying a high quality car.

TONY GOSLING, STADIUM CARS



Find out how you can become a VTNZ Certified Dealer

vtnz.co.nz/certifieddealers

LVVTA warns about modification pitfalls

After-market upgrades on vehicles being offered by new motor vehicle dealers could prove to be a dangerous trap for both dealers and buyers, according to the Low Volume Vehicle Technical Association (LVVTA).

Any changes owners make to their vehicles must not put themselves or others at increased risk when the vehicle is being driven on the road which is why modifications may need a low volume vehicle (LVV) certification to get a warrant of fitness, the New Zealand Transport Agency (NZTA) says. The NZTA advises vehicle owners to contact the LVVTA or one of its team of 42 certifiers who deal with those modifications that are outside the NZTA's scope.

Todd Wylie, LVVTA's technical officer – publications, says common modifications dealers are offering buyers include lifting the suspension on utes, fitting superchargers, adding large dimension mud tyres, wider wheels, wheel adaptors and flared guards on 4WD utes, at the time of purchase.

"While it may seem like a simple modification, it could be quite complicated," he says.

"Dealers should contact their local LVV certifiers for advice regarding the certification of a modification."

Wylie says dealers must check if modifications offered to buyers need to be certified by a LVV certifier before they go ahead with the changes to ensure the vehicle meets safety requirements.

"Dealers are perhaps unaware they're not using certifiers as much as they should especially with modifications to new vehicles."

Examples of motor vehicle crashes involving uncertified modifications include the death of



Modifications such as slamming your 'Stang or bolting on a supercharger need to be certified by a LVV certifier to ensure the vehicle meets safety requirements

a disabled man in Christchurch in 2015 when the van he was travelling in rolled. The LVVTA and its certifiers were asked to investigate the matter by police and found that the wheelchair was secured without certifiable restraints which led to the chair lifting off the ground when the vehicle rolled over, says Wylie. "If the wheelchair had been secured according to LVV requirements, it would have stayed affixed to the ground and the wheelchair occupant's head would not have come into contact with the roof and had the full weight of the chair on top of him," he says.

"If the vehicle had been up to LVV standards, there's a high chance the occupant may still be alive today."

Wylie says the LVVTA was also asked to investigate an incident where a wheel came off a late model ute which had been fitted with aftermarket wheel spacers that were not



up to certification standard by a car dealer.

"Thankfully the vehicle was only traveling at a low speed when the wheel came off, however it did cause an investigation by the owner's insurance company," Wylie says.

New vehicles do not have to undergo a warrant of fitness check for three years and during that time the vehicle could be on-sold to a buyer who is unaware that the vehicle has been modified and could be unsafe to drive. Owners may only discover their car is unsafe when it is involved in a crash and their insurance company refuses to pay

for repairs because of uncertified modifications, or when the car fails its first warrant of fitness following purchase because a modification does not meet safety standards, says Wylie.

"It is better for dealers to phone the LVVTA to check before they go ahead with modifications. We are here to answer their questions," he says.

"We do get questions from traders about vehicles that sellers say are certified. Certified cars should have a visible certification plate on the car but sometimes they are hard to find.

"Certifiers are trained in different areas, undergo regular



What's being said about your business?

Who's saying what about your dealership is one thing, but how you reply can play a massive role in the public (your future customers) perception of your business. Consumers are continuing to have more voice online, as they also look to other customers' experiences with businesses they have dealt with.

You'll find that out there in the big online world, where your prospective customers are doing their research on their next vehicle, your dealership's name is likely to be out there with positive and negative experiences next to it. These experiences can come across from past customers, customers who never purchased, and even the odd fake commentary from someone that has a bone to pick with you.

Whichever form comments take out there, they all contribute to people's perception of your business and your reputation. This is such an important area to be aware of considering studies show that a massive 80 per cent of people are influenced in a purchasing decision based on online reviews.

These reviews just aren't present on ratings sites, you will also find many dealership names pop up in various forums and discussion threads, along with Facebook groups etc. In many examples they start off with someone looking for advice or a recommendation e.g "I am looking to purchase a new vehicle for my family, we have just moved here from the UK, has anyone on here

dealt with XYZ Motors?" And so it begins ...

If you are a larger dealership that sells a considerable number of cars then you are even more likely to have more past customers chime on in with their two cents worth, some may even come in with \$50 worth depends how passionate they are about sharing their experience with your dealership and the amazing service they did or didn't receive.

When conducting a search on an Auckland dealership among some discussion forums, I found some outstanding reviews and recommendations from customers, and the odd minor negative one, but the majority were very positive. Now what was interesting is these forums spanned across a multitude of different groups. This dealership was named in a parenting forum, a new immigrants to NZ forum, a gamers forum and a fishing forum. The dealer up until this point had no idea what had been written about his business, but once he did he was glad it was generally so positive.

A very simple way to get notified frequently once someone mentions your dealership's name online is by using Google Alerts, or other similar online monitoring tools. They are very quick and easy notification tools to setup that you can define the region being New Zealand, and the keywords you want to be notified on. This way



MARK GREENFIELD
Motorcentral

once you get notified of your dealership's name being published you can go and read what has been said and take any action that you want, by either thanking the customer, or engaging with a disgruntled customer.


It will depend on the forum or group rules as to how easy it is for you to join and be able to post comments, but most are relatively straight forward. Any of those great ones you come across, you could ask the customer if you could use their experience as a testimonial for future buyers.



A very simple way to get notified frequently once someone mentions your dealership's name online is by using Google Alerts

Remember if you are going to respond, (which is far better than not at all), other viewing customers get to see a response from you, as opposed to the review being swayed 100 per cent in favour of the original writer. That being said even if you offer up a genuine great response that respects the customer, and offer all the help you can in light of their complaint, it doesn't always balance it out completely and have you sitting pretty in other reader's eyes. They will review both sides and give you credit for responding, and how much credit will depend on what you write. One tip I will provide, is that generic responses that are the same - regardless of the customer's comments - don't gain you much credit in other reader's eyes. Taking the extra five minutes to write something that specifically addresses the customer's concerns is worth it.

Setting up alerts will get you notified in the future as your name is used, however if you want to look back in the past at any comments out there you will need to do some searching. You can refine the search by filtering down to "discussions", "groups" or "forums" if it has the capability in advanced search, but if not, generally including these words at the end of your keyword search will be sufficient.

It always pays to know what your future prospective customers are learning about your business when conducting their research, so get out there and act like one yourself on your own business and see what you uncover. 



Anywhere. Anytime.

Your most important dealership information accessible from any desktop, tablet or mobile device. **Faster. Easier. Smarter.**

0800 623 687
www.motorcentral.co.nz




A collection of parts that have failed LVVTA testing



A blank certification plate about to be printed



The certification plate printing machine

training and know what to look out for. They often find dangers with modifications that the general public wouldn't know about," he says.

Wylie says the most common modification is additional seating in vans. "Most of the time the modification is done through companies that are doing the work all the time and working with their local certifier.

"Vehicles are evolving at such a rate, such as electric vehicles, that it is hard to keep up with safety requirements. We are

"All our eight staff are car people who want to help car people. A lot of us within the office have built cars over the years and we are all passionate about cars."

- Todd Wylie, LVVTA

always trying to go one step ahead of what people are doing. Hotrods and the modification of Japanese vehicles are always changing because people always want something different."

The NZTA's website says car owners should check the technical standards listed on the LVVTA website that the modification must meet and to use a professional if the modification requires LVV certification. The NZTA also tells car owners to talk to a WoF inspector about the limits set out in their vehicle inspection requirements manual (VIRM).

The NZTA states that the following modifications are most likely to require LVV certification: modified suspensions, which could alter vehicle handling (an LVV certifier must check any modifications exceeding the specified threshold engine conversions or modifications) – an LVV certifier will need to check any potential effects of engine modifications on the adequacy of a vehicle's braking system; racing seats, which can provide better support but, if incorrectly attached and positioned in the vehicle, can reduce the effectiveness of the safety belts and air bags; steering modifications, which are particularly high risk and should be done only by experts.

Wylie says a small proportion of certifier's work is checking vehicles modified to meet the needs of disabled drivers.

The Toyota Hiace van is the most certified vehicle because additional seats are often added to vans post manufacturer.

"All our eight staff are car

people who want to help car people. A lot of us within the office have built cars over the years and we are all passionate about cars. Most of our certifiers are passionate about cars as well."

"Any new rules and standards are developed in conjunction with the NZTA," he says.

"If a used vehicle dealer imports a van that was modified privately overseas then that will have to be certified for use in New Zealand. So, dealers should check with us first before they bring in modified vehicles. If the vehicle is modified after manufacturer definitely contact the LVVTA before you bring it into the country."

He says many Japanese imported cars arrive in the country with post-manufacture adjustable height suspension modifications but many dealers remove that modification before they sell the car. "Most of the dealers would know the car is modified when they bring the cars in to the country. Many of the modified vehicles imported are actually OK, as they often use high-end parts, as opposed to some of the lower end components available locally, however, some still have a lot of substandard parts and engineering."

Wylie, who has a background in building cars, says: "You might grizzle about the rules but when you see the pile of broken or failed parts in our office then you will know the reason for the rules."

He says certifying lower level modifications such as suspension and wheels on boy racer-type cars and additional seats in vans are the bread and butter work for certifiers. ☺



**BLACKBIRD
FINANCE**



The Import Finance Specialists!

**Flexible import and floorplan finance for dealers
Streamline your buying, and your cashflow**

One finance facility / multiple suppliers - giving you the freedom to choose how and when you buy, ship, and comply.

Find out more: blackbirdfinance.co.nz ☎ 0800 000 999

**“Our success depends
on your success”**



Vinsen elected to ITS board

The Imported Motor Vehicle Industry Association (VIA), has strengthened its involvement with Intelligent Transport Systems NZ (ITSNZ), with the election of VIA Chief Executive David Vinsen to the ITSNZ board.

The board is made up of industry leaders from the public and private sector, including technology companies, engineering firms, consultants and now VIA.

The changes follow ITSNZ's two yearly election, which took place at Beca's auditorium in Auckland. The organisation provides leadership in development and facilitation of technologies which increase sustainability, efficiency and safety of transport networks across multiple modes.

The special meeting to appoint the board followed one

"At VIA, we see it as a neutral meeting ground for all of the people who have interest in ITS, to meet and talk about the future. We think it's essential to be involved." - David Vinsen



of ITSNZ's regular informative events which are open to the public and members, in this case a presentation by Steffen Schaefer, a globally recognised expert in ITS, connected mobility and smart cities. Schaefer has recently been employed by Auckland-based HMI Technologies as the Chief Digital

Officer and during the meeting, he discussed the future of ITS, which could include vehicle to vehicle and vehicle to infrastructure communication, as well as mobility as a service.

Following a vote by members of ITSNZ, five existing board members were re-elected. This included Mohammed Hikmet, Chairman HMI Technologies Group, ITS Leader for Aurecon - Blair Monk, Director of DWG Consulting, Deryk Whyte, Business Director for BECA's transportation, Stephen Hewett and Managing Director of Fusion Networks, Andrew Gurr.

New members voted in included Vinsen as well as Principal Specialist for ITS strategy, Peter Filbey from Auckland Transport and Mike Rudge from Stantec (previously MWH). The board members work closely with international organisations especially in the Asia Pacific region, exchanging information internationally and nationally, which relate to ITS technology updates, research and standards.

"At VIA, we see it as a neutral meeting ground for all of the people who have interest in ITS, to meet and talk about the future. We think it's essential to be involved," says Vinsen.

"We have considerable expertise in governance which complements the other parties involved, which include commercially-orientated

organisations as well as businesses who have an interest in technology infrastructures," says Vinsen.

Now that he is part of the board, Vinsen looks forward to discussing the future of ITS and how it will work both globally and within New Zealand. "The industrial age is in the past and we are nearly through the information age. We are now entering the digital age which has the propensity to seriously change a lot of things, including how transport operates."

Vinsen says "It's not about getting vehicles from place to place anymore. It's about mobility as a service."

Since the meeting, the board has moved quickly to co-opt Lee McKenzie, Senior Policy Advisor from the Ministry of Transport and may look to invite others to the board in the near future.

According to ITSNZ Public Relations Representative, Simon McManus, the board will look to appoint roles and sub committees, and then turn their focus to developing their events strategy which includes events, summits and presentations which regularly feature presentations and discussions by leading international experts which cover a range of topics from autonomous vehicles, electric vehicles, technology systems and mobility of people and freight. News of board roles and events will be published on ITSNZ.org

**¥65,000 FEE
ON AUCTION SALES
BETWEEN 17 AND 29 JULY**

FOR FURTHER INFORMATION, PLEASE CHECK OUR WEBSITE
www.heiwa-auctions.com

**HEIWA
AUTO**



**Talk to the specialists about entry
certification - fast, efficient, professional**
0800 GO VINZ (468 469) www.vinz.co.nz

Should King Canute have learned to surf?

In recent times, VIA (previously the IMVIA) has been increasingly involved in work surrounding electric vehicles and intelligent transport.

While we support efforts to improve the fleet, as representatives of New Zealand's imported vehicle industry, it should be said that we are solution neutral. We do not pick winners and losers – we just want the option to buy and sell, and be open to our industry and to New Zealanders.

If we are not actively promoting the technology, then why are we involved in the discussions? Simply put, for the seat at the table. Technology is evolving; it is inevitable that the transport industry will follow.

It is now a serious question: are cars now equipped with computers, or are computers now equipped with wheels? What is the relevance of the question? Who will repair these vehicles and how do we, as an industry and as a country, ensure we have the qualified labour force to do it?

Will we need to keep IT support on staff to repair our cars and address our customers questions? Soon, probably. The government is exploring future requirements and we need to be able to meet our consumer law obligations.

"Disruption" is a buzz word used so frequently I think it has lost all meaning, but the changes occurring now will affect our industry. It is not outside the realm of possibility that fully automated cars are developed in the next decade. When this happens, every

step of the supply chain will decide whether to continue providing a good, or switch to providing a service.

What happens for instance if OEMs, the prime providers, decide they will stop selling vehicles and corner a ubiquitous MaaS (mobility as a service) market? Overnight, the new car industry could end. Most experts agree this is a possibility for the next 10 years. Likewise, even if governments did not cave to the promised safety and efficiency benefits of driverless cars and remove all non-automated vehicles from public roads, the volume of cars available for our industry to



about job losses due to automation.

Another possibility is that the scenario above will occur in the major jurisdictions – the US, Europe, and Japan – each with its own specific infrastructure to support vehicle automation. New Zealand, without the market power to effectively enforce a centralised ITS plan, would likely continue to take what it is given. With no infrastructure in place to support fully automated vehicles, the used vehicle industry would become New Zealand's sole supplier of vehicles, sourcing low-to-no autonomy solutions where possible

in foreign jurisdictions to support the connected automated vehicle would be made redundant. The stranglehold a few MaaS providers had on the global transport industry would break as they lose the monopoly on the technology.

While today this is still a hypothetical scenario, one interesting aspect of this possible future is that New Zealand would then be in an enviable position; with the potential for a fully automated fleet, but without the burdens and barriers of expensive legacy infrastructure that the major jurisdictions are left with. Even when obsolete, the money and resources they invested earlier will make it tough for those jurisdictions to reverse their thinking and adapt the requirements they have built into their systems.



Like King Canute, we cannot stop the waves. If we, as an industry, are not at the table as the future unfolds, we will be forced to simply weather the tsunami of change unprepared.

sell could still dwindle to nothing.

If non-automated cars WERE banned, and manufacturers refuse to endorse the private ownership of automated vehicles, demand would end and our industry would die. I repeat – easily within the realm of possibility in the next decade.

The example above is an extreme one, but well within the predictions being made by global experts in disruption and transport. We have all seen the recent discussion and concerns

(remember, in this scenario OEMs have decided to focus on a widescale MaaS solution).

This would persist until true full autonomy emerged: autonomy that would not require infrastructure as the vehicles would be able to drive themselves, anywhere and everywhere. At that point, since no specific infrastructure would be needed, the technology could be retrofitted into existing driver-operated vehicles. Infrastructure put in place

My point is, there are many possible futures. Like King Canute, we cannot stop the waves. If we, as an industry, are not at the table as the future unfolds, we will be forced to simply weather the tsunami of change unprepared. If organisations like VIA are at the table, we can retain some level of control: at the least, the ability to inform and advise the industry regarding the nature of the threat, and at most, the ability to surf the waves and ride the tide to our benefit. ☺



**SPECIALISTS IN PRE-SHIPMENT
VEHICLE INSPECTIONS**

www.jevic.co.nz ph 09 966 1779



VEHICLES WANTED

DEALERS BUYING NOW

VEHICLES WANTED

All Audi, Porsche, Jaguar, Land Rover and Volvo Models



Armstrong PRESTIGE
Expect The Best

Jeff Dacombe · 021 532 355 · jeff.dacombe@armstrongs.co.nz

Ingham

Quality Brands
Quality Service

WANTED

Mercedes-Benz, Hyundai and Mitsubishi's

Contact: Kane Owen Ph: 021 356 300, kane.owen@inghamdriven.nz

To advertise here, contact:

advertising@autofile.co.nz or ph **021 455 775**

Gilbert appointed to MTA board

The MTA has appointed independent Auckland director Mark Gilbert as one of their representatives on the DEKRA New Zealand board, the governing body for Vehicle Testing New Zealand.

Gilbert will form one half of MTA's two-man representation alongside MTA President Dave Harris. Gilbert replaces Mark Darrow, whose term ends this month.

Harris says Gilbert's background and credentials were highly suited to DEKRA NZ.

"He is knowledgeable and passionate about the automotive

sector, with experience at the retail, corporate and governance levels," he says

"Mark's experience in business acquisition and

development, customer focus and marketing will add depth to the work of the DEKRA board and may well open up new opportunities"

Gilbert is also an independent director for

Auckland Transport, the chairman of Drive Electric and a member of the Ministry of Transport's electric vehicle leadership group. He is also a former managing director of BMW New Zealand. ☺



NEWS in brief

France to ban petrol and diesel cars by 2040

France's new Ecology Minister, Nicolas Hulot, has pledged to ban the sale of all petrol and diesel cars in the country by 2040.

Hulot made the announcement at a presentation earlier this month, outlining how the European nation intends to fulfil its commitment to the Paris climate agreement and become carbon neutral by 2050.

Hulot says that he recognised the target would be a tall order for French car makers, but that they were developing technologies which "can fulfil that promise".

As part of the plan, low-income households will receive a premium to assist in the purchase of clean alternative vehicles.

Several other countries have already announced their intention to ban combustion-powered cars – the Netherlands and Norway previously said they wanted to ban petrol and diesel vehicles by 2025, Germany and India want to cease sales by 2030.



Former McLaren boss sells share of company

Former boss of McLaren Automotive, Ron Dennis, has reached an agreement with his fellow shareholders in McLaren Automotive and the McLaren Technology Group to sell his shareholding in both companies.

The deal is worth \$490 million and was finalised on June 30.

"I am very pleased to have reached agreement with my fellow McLaren shareholders. It represents a fitting end to my time at McLaren, and will enable me to focus on my other interests.

I have always said that my 37 years at Woking should be considered as a chapter in the McLaren book, and I wish McLaren every success as it takes the story forward," Dennis says.

Dennis was put on leave last December after a legal battle with his fellow shareholders. He has since moved to join the UK Ministry of Defence's Innovation Advisory Panel.



UK auto industry at record high

The UK automotive industry posted a record turnover of \$136.6 billion, marking its seventh consecutive year of growth, according to figures released by the Society of Motor Manufacturers and Traders (SMMT)

Productivity, production output and vehicle sales increased. Light vehicle output grew 8.3 per cent to 2.54 million vehicles, and the report noted a rise in premium and luxury vehicles.

Exports also rose, with 78 per cent of vehicles produced bound for foreign markets.

Car production in 2016 was at its highest level since 1999, but the SMMT warned in the report the industry shouldn't get too comfortable with the status quo, and said "it is expected that the industry will change more in the next five years than in the past 50".

"For UK auto manufacturing to continue to thrive, we need clarity on the future, post Brexit, to encourage ongoing investment and growth," says SMMT Chief Executive Mike Hawes. ☺

Greater level of sportiness for Q5

Audi's all-new Q5 returns with more space, three new engines and improved fuel economy.

It's available in both 2.0 litre diesel and 2.0 litre petrol variants.

"The first Audi Q5 was for many years the world's best-selling premium SUV," Dean Sheed, General Manager of Audi New Zealand, says.

"With a sportier and leaner design, complemented by the latest driver assistance systems, technology and infotainment, the all new, second generation Q5 is perfectly positioned to succeed in the NZ market," Sheed says.

The 2.0 TDI engine generates 140kW of power, accelerating from 0-100km/h in 7.9s and consumes 7.1 litres/100km. The 2.0 TFSI petrol engine outputs 185kW, sprinting

from 0-100km/h in just 6.3s and consuming only 6.8 litres/100km.

The Q5 drivetrain has been redeveloped from the ground up. It includes an all-new quattro system which disengages the rear-axle drive whenever it is not needed and if necessary can proactively re-engage it. The system is both predictive and reactive. The vehicle evaluates 150 different inputs, 100 times per second to determine if all-wheel drive is required for the driving conditions. The system will react within 0.2s to engage all-wheel drive when required.

Air suspension with damper control is a new option. It can be used to vary the ride height of the vehicle's body over five levels.

The interior offers plenty of space for five people, surpassing the



previous model in key dimensions while also shedding up to 90kg in overall weight. Depending on the rear seat position, the basic volume of the luggage compartment ranges from 550 to 610 litres, 10 litres more than the previous model. The rear seat backs can be folded to increase capacity to a roomy 1550 litres.

The Q5's driver assistance systems include adaptive cruise control, cross traffic assist rear, the exit warning system, collision avoidance assist and turn assist.

The SQ5, pictured, lifts the Q5 to an even greater level of sportiness and sophistication. It features a V6 TFSI engine with a displacement

of 2995cc. The turbocharged aluminum engine delivers 260kW of power and a constant 500Nm of torque from 1370rpm to 4500rpm. The 0-100km/h sprint is completed in 5.4s and the top speed is electronically governed at 250km/h. A fast and smooth-shifting eight-speed tiptronic transmits power to the wheels. The optional sport differential in the SQ5 further optimizes handling by actively distributing torque between the rear wheels.

The Q5 2.0 TDI is priced from \$92,900, the Q5 2.0 TFSI from \$99,900 and the SQ5 V6 3.0 TFSI from \$121,900. ☺

XV suits Kiwi lifestyle

Don't get distracted by the new shape, the Subaru XV is still very much a Subaru.

The XV has been reimagined on the new Subaru global platform for a smoother and roomier ride with its 220mm ride height.

"This XV arrives at a pivotal time for Subaru, with our sales growing to a whole new level not only in New Zealand but also globally," says Subaru of New Zealand Managing Director, Wallis Dumper.

The two variants - XV 2.0i Sport and the XV 2.0i Premium - showcase more features as standard, including the symmetrical all-wheel drive with x-mode, advanced engine technology for increased fuel efficiency, and a super large touchscreen.

Both models sport a 2.0 litre direct injection boxer engine

with 115kW of power at 6000rpm, up 5kW from the superseded XV, and 196 Nm of torque at 4000rpm. Both will be available with a seven-speed lineartronic transmission.

The XV has a five-star ANCAP safety rating with its eyesight driver assist system which works similar to an extra pair of eyes to watch the road ahead and includes the new lane keep assist feature, which can correct a driver's unwitting drift into an adjoining lane. Reverse automatic braking has been added to the Premium together with high beam assist. The all-wheel drive XV features active torque vectoring.

Pricing for the Sport model starts at \$34,990 and the Premium from \$39,990. ☺



VEHICLES WANTED

Toyota SUVs & Utes



Hilux • Land Cruiser • Prado



We are always looking to purchase late model NZ NEW CARS AND COMMERCIALS

PAUL CURIN

0274 333 303

pcurin@miles.co.nz



miles motor group

More visitors good for business

Over the Easter period, spending in the Hawke's Bay increased by 11.7 per cent - the largest increase of any region in New Zealand.

With a population of 152,000, the Napier/Hastings region is the sixth most populous area in the country and the region is home to the largest wool centre in the Southern Hemisphere as well as the primary seaport for northeastern New Zealand. It also has a booming apple, pear and stone fruit industry, with 72 wineries in the Napier area (making up 10 per cent of NZ production) boosting both the tourism, hospitality and horticulture industry.

Economic development manager for the Napier City Council, James Rowe says that spending growth is a good indicator of the overall strength of the economy. "This strength reflects a strong and growing tourism market boosted by major events, more competitive airfares with the introduction of Jet Star and an increase in the number of cruise-ship arrivals. These activities have extended the tourist season."

Napier's architecture and the annual Art Deco Festival is a draw card for visitors from around the globe



Dealer principal for Monster Value Autos, Dean Fowler says that sales have been slightly lower than normal because the winter months are usually quite slow, however this will pick up. "This has been the same the whole time I have worked here. People seem to hibernate during the winter but the reverse is true in the summer months."

Although Napier is well known for being a horticultural centre, he does not believe that the industry impacts the retail sector that much. "Many of the employees are tourists or fruit-pickers in part-time work.

They don't have a lot of money and I don't think they generate much of the region's business."

Napier is also popular for its art-deco, stripped classical and Spanish mission buildings, much of which was due to the rebuild of the area following the massive earthquake that hit the region in 1931. In February, the Tremains Art Deco Weekend encourages thousands of tourists and locals to enjoy the surrounding architecture and the Food and Wine Classic events (F.A.W.C!) as well as the Mission Estate Concert

which is also a draw-card.

Both the general manager of Hawkes Bay Honda, Mark Notman and Fowler say that business can be a bit lacklustre when the big events are taking place, but the more visitors arriving in the region can only be a positive thing for the industry.

General manager for Hawkes Bay Tourism, Annie Dundas says that the region has enjoyed incredible growth in the past two years. "It's currently up five per cent for visitor arrivals and seven per cent in visitor spend," she says.

Thanks to a warm climate, coastal scenery and a successful export industry, it is not a surprise that the visitor rate is increasing and, like most parts of the country, new homes are being built at a tremendous rate.

Over the past three years, house prices have risen by 33 per cent nationwide and 52 per cent in Auckland where asking prices average at \$900,000. Housing prices in the Napier/Hastings region have significantly increased although at a much slower pace than in Auckland.

Even though it is not keeping up with the bigger cities, with a median house price of just \$337,500, it seems that Napier is becoming more and more appealing. "Aucklanders are coming down cashed-up, which is good for business. It's probably also good for Auckland to cut down the population slightly," says Notman.

Hawke's Bay property prices have ►

Napier vehicle sales - June 2016 to June 2017

	USED CARS	NEW CARS	USED COMMERCIALS	NEW COMMERCIALS	PUBLIC TO TRADER	PUBLIC TO PUBLIC	TRADER TO PUBLIC
Jun '16	263	229	30	161	435	1,470	640
Jul '16	285	176	18	136	419	1,602	629
Aug '16	344	202	22	111	454	1,505	696
Sep '16	250	244	22	132	451	1,497	571
Oct '16	279	167	10	123	422	1,487	603
Nov '16	258	194	23	106	411	1,432	559
Dec '16	258	156	24	124	376	1,393	545
Jan '17	301	240	36	108	360	1,584	596
Feb '17	249	216	30	116	349	1,498	527
Mar '17	293	276	31	144	425	1,732	617
Apr '17	249	205	31	114	413	1,421	553
May '17	290	216	22	145	429	1,561	602
Jun '17	302	237	35	238	445	1,489	668
Total 12 months	3,358	2,529	304	1,597	4,954	18,201	7,166
Change on June 2016	14.8%	3.5%	16.7%	47.8%	2.3%	1.3%	4.4%
Previous 12 months - Jul 2015-Jun 2016	2,991	2,370	179	1,374	5,022	17,849	7,172
Change on previous 12 months	12.3%	6.7%	69.8%	16.2%	-1.4%	2.0%	-0.1%
NZ sales - last 12 months	157,216	107,878	12,424	49,179	158,878	516,984	211,654
Napier's % of NZ sales	2.1%	2.3%	2.4%	3.2%	3.1%	3.5%	3.4%
Population	New Zealand	4,693,000	Napier region	152,000	3.24%		



Napier marina



Overlooking Napier township with Cape Kidnappers in the background

◀ risen 15.3 per cent in the year to February 2016 - 6.3 per cent above the national change of nine per cent. The trend has continued in 2017 with Hastings home values increasing by 21.7 per cent and Napier slightly less by 18.8 per cent.

Notman says that van sales are very popular, partly because of the housing industry. "A lot of businesses are expanding and tradies need new vans and utes to keep up the hard work."

The demand for housing has also driven an increase in subdivision applications and new house starts. "The booming housing market, increased tourism, and strong export growth has all contributed to the strong state of the economy. These positive trends are expected to continue with the only note of caution being the effects of wet weather after the long dry summer on the wine production," says Rowe.

At present, the Napier Council is handling an "unprecedented number of enquiries from out-of-towners" when it comes to building consents, according to communications specialist for the Napier City Council, Tania McCauley.

With a new housing estate being built just outside Taradale, Te Roera and a development on land in near Poraiti, the Napier region is set to change significantly. According to McCauley, two of the last 54 lots sold at Parklands Residential Estate, which is next to Tamatea and close to the city centre, were purchased by people outside Hawke's Bay (or four per cent, selected by ballot). "Of the 350 names on the current mailing list, however, 53 are from outside Hawke's Bay (15 per cent)."

Fowler believes the housing boom and added population that should come with this, can only pay dividends for the retail sector in the future. "The bigger the population, the better the economy in the long run," he says.

With so many new homes being built and a boom in tourism, Napier City Council has developed a project called "Napier City Council's City Vision: Small City Big Ideas" which is a finalist in the Local Government New Zealand (LGNZ) and Creative New Zealand excellence awards.

The project encourages new development and business ideas, with the principle being "open for business".

Although the region is renowned for its fruit and wool industry, the Napier City Council is also looking into the future and the former wool store, which was built in the 1940s in Ahuriri, is set to become a technology hub. The building is being transformed by Wallace Developments, which specialises in shared spaces and services. The building will offer a variety of spaces and have shared green spaces and meeting rooms shared among tenants.

Frank Spencer, director of Logan Stone, a Hawke's Bay based property specialist and valuation firm, believes that Hawke's Bay has reached a point "within the new world framework that will see growth become steady with bursts of activity, in contrast to the cycles of the past 80 years, where there had been bursts of growth and long periods of stagnation".

Hastings District Council also has big plans, with submissions taking place for plans to revitalise the 26 acres at the central city Windsor Park and a \$2 million building project on the new community health and sports centre.

Although there are a lot of positive steps being taken in both cities, Notman believes there needs to be a stronger link between the two cities in order to improve business opportunities across the board. He feels that an amalgamation between the councils would be a positive step

for the future. "People think the two cities are a wee way apart but I think it would be good to get the councils working together a bit more. It would help put us all on the same playing field."

The last referendum to decide whether to amalgamate the five local councils, which make up Napier, Hastings, Wairoa, Central Hawke's Bay and Hawke's Bay regional councils, came down to 66.8 per cent of people voting no, compared to 33.55 per cent voting yes, with no plans to amalgamate in the near future.

At the time, Local Government Minister Paula Bennett said Hawke's Bay residents' decision to keep their current local government structures shows the value of

letting communities decide.

"I have consistently said that it is up for communities to decide what they want local democracy to look like in their towns and cities," Bennett told the Hawke's Bay Today.

"No matter what the structure is, New Zealanders' expectations of local government are quite clear. They want their local leaders to focus on promoting strong regional growth, spending ratepayers' money wisely, and provide outstanding customer service."

With a seven per cent increase in spending for the year ending March 2017, with \$596 million spent in the region, according to Dundas, it seems that the region is doing well and plans for the future remain bright. ☺



NYK VEHICLE EXPRESS SERVICE



Reliable fortnightly vehicle logistics service JAPAN to NZ

PORT TO PORT / DOOR TO DOOR to Auckland, Christchurch, Wellington, and Nelson

Full MPI inspection service from Kawasaki, Osaka, Nagoya and Moji

+ Marine Insurance available

FOR EFFICIENT CUSTOMER FOCUSED SERVICE CONTACT **NYK**

Auckland Branch 0800 695 546
Christchurch Branch 0800 695 2424

email: nyknz.s.vehicleimports@nykgroup.com

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 Motor Vehicle Dealer Institute (MVDI) believed the New Zealand new vehicle market would become unrecognisable due to momentous change during 1998.

"We'll be looking at a different industry by the end of the year," executive director Steve Downes said.

His comments followed news that the parallel import charge was officially under way, led by Mercedes-Benz dealer Michael Clark, who had a shipment of 14 new BMW set to arrive in July from Malaysia. It was the first time overt parallel importing of a large volume of luxury cars had been carried out. Other dealers had brought in new and nearly new used cars.

Cash-strapped Malaysia looked to be a major source of new and near-new vehicles due to the Asian crisis and high taxes which had brought the domestic market to its knees.

However, Motor Industry Association Chief Executive Perry Kerr said some of the components in Malaysian-built BMWs did not comply with NZ's vehicle certification regulations, and that Clark could have a problem on his hands. Kerr said his view was supported by the Imported Motor Vehicle Dealer's Association.



July 30, 2004

Bio-security goes offshore

Biosecurity inspections of used imported cars would be performed offshore by July 2005 if changes proposed by the Ministry of Agriculture and Fisheries (MAF) got the green light.

The move was a response to a 2003 government strategic decision to deal with biosecurity risks offshore wherever possible with inspections performed by accredited verification agencies, with MAF's involvement reduced to an audit of about 5 per cent of arrivals. At the time, 52 per cent of imports were checked offshore and Autofile understood that a recent audit found about 80 per cent of a group of randomly selected vehicles represented a biosecurity hazard.

MAF's Director of Border Management, Neil Hyde, said if potential problems could be found and dealt with offshore, the risk of contamination was greatly reduced.

"Certainly, vehicles will move much quicker through New Zealand – importers will be able to drive them off the wharf virtually straight away," he said.

Concerns had been raised about MAF's ability to deal with the volume of imports with cars often sitting in ports for several days.

Hyde said MAF would release a discussion paper to stakeholders in August with the hope of completing the consultation process and implementing the change by July 1, 2005.



NEED YOUR CAR OR TRUCK MOVED?

Transport Logistics – Specialists in Inter-Island Transportation



SHIP. RAIL. ROAD.
TAILORED SOLUTIONS TO BRING YOU THE BEST PRICE
PORT-TO-PORT – DOOR-TO-DOOR

Please contact us:

Auckland office
Tina Boatwright 029 525 8950
email: tina@transportlogistics.co.nz

Christchurch office
Louise O'Connell 03 374 5716
email: louise@transportlogistics.co.nz

TRANSPORT LOGISTICS
Car, Truck & Machinery Movers

www.transportlogistics.co.nz

July 15, 2005

Four years for fraudster

Christchurch car dealer and fraudster, Tim Whittle, was sentenced to four years in prison after admitting to 73 charges totalling \$1.2 million.

The sentence also meant he was effectively prohibited from registering as a trader until 2010, under section 24 of the Motor Vehicle Sales Act.

Whittle pleaded guilty to 70 charges of obtaining by deception and three charges of obtaining by false pretences.

He defrauded customers of \$1,271,000, of which \$931,850 was outstanding and unlikely to be repaid, by taking deposits of between \$5,000 and \$40,000 for vehicles he would never deliver.

The money was used to pay general business expenses, Whittle said. His defense lawyer Pip Hall said her client had been suffering from depression, anxiety and alcoholism at the time of his offending.

Judge James Weir told Whittle: "All the way through you continued to lie and cheat, providing every excuse in the book.

Motor Trade Association's Steve Downes said the sentence should send a message to the government that crooks in the auto industry were able to swindle consumers by hiding behind the shield of being registered traders.



Get noticed

Pass by the competition
with Super Feature listings.

Get in touch with your account manager for details.
motors@trademe.co.nz | 0800 428 862

Super Feature



2.5x

more Watchlist adds
than Basic listings.



169%

increase in
average views.



MAXIMUM
EXPOSURE

3-image
showcase.

June | Statistics

Popular searches	1 st	2 nd	3 rd	4 th	5 th
Car make*	Toyota	Nissan	BMW	Ford	Mazda
Body style*	RV/SUV	Sedan	Ute	Hatchback	Station Wagon
Car model*	Golf	Hilux	Corolla	Commodore	Skyline
Motorcycle make*	Harley Davidson	Honda	Yamaha	Suzuki	Kawasaki

All stats are based on Trade Me site statistics, June 2017. Super Feature only displays 3 photos at the same time in the carousel. Super Feature applies for 1 month minimum. *In June 2017 on Trade Me Motors.

Auto industry leads job boom

New Zealand's employment market continues to heat up, with wages finally increasing after a long period of stagnation, a rise in job advertisements and increasing staff turnover as workers seek greener pastures.

Trade Me's latest analysis of over 72,000 job vacancies listed online during the second quarter of 2017 found that listings rose 12.3 per cent year on year, the fourth consecutive quarter with double-digit growth.

"The job market has experienced unbelievable growth over the last year, and we've seen listings up in every region across the country, which is very rare," said Head of Jobs Jeremy Wade.

Automotive was one of the strongest-performing industries, with a 31.1 per cent growth in jobs ads. This was surpassed only by

manufacturing and operations, up 32.5 per cent, and transport and logistics, up 32.8 per cent.

The latest Ministry of Business, Innovation and Employment (MBIE) Jobs Online report also saw a sharp rise in advertisements for the auto industry.

Ads for automotive electricians rose 46 per cent year on year, slightly down on April. Motor vehicle and vehicle parts salesperson advertisements rose 44 per cent, and motor mechanics were up 31 per cent.

Jobs for panel beaters, however, remained flat, up just two per cent annually. Technical sales representatives rose 11 per cent year-on-year, and retail manager ads rose 10 per cent.

Regional job growth continues to outperform the cities. "Every region around the country, excluding the Bay of Plenty, is

outpacing our three main centres for the second quarter in a row," said Wade.

The West Coast had the largest year on year increase in job listings, up 53 per cent, followed by Marlborough, up 47.4 per cent, and Gisborne, up 38.6 per cent.

The slowest growth was found in Canterbury, up 4.7 per cent, Wellington, up 6.4 per cent, and the Bay of Plenty, up 8.9 per cent.

Trade Me's latest report also found that many sectors were finally experiencing increases in wages following years of stilted growth. "We're starting to see some green shoots in what has been a pretty barren landscape for Kiwi job hunters," said Wade, adding that the sectors needing people the most are starting to offer more.

"The 13 sectors with the highest growth in new listings have all had jumps in wages, with automotive

roles (average pay up 5 per cent year on year) and construction (up 8 per cent) leading the way."

Staff turnover is also contributing to the red-hot employment market. A survey conducted by recruitment group Hays found that voluntary turnover rose in 28 per cent of the 500-plus Kiwi firms surveyed over the past year.

"The number of people willing to resign in favour of another role elsewhere certainly shows that New Zealand's job market is delivering the opportunities its workforce seeks," said managing director Jason Walker. "Demand is increasing for highly skilled professionals."

In fact, skill shortages is becoming a concern, particularly for small businesses, and is "crimping the economy's ability to grow", according to ANZ's latest economic outlook report. ☺

DEALER PRINCIPAL

With a history of customer satisfaction that stretches back to 1932, Winger Motors is one of New Zealand's most significant automotive dealership networks. We've always focused on delivering exceptional customer service, and our close-knit teams are highly valued and rewarded. With a national dealer network comprising of 11 dealerships and 14 brands, the Winger Motor group offers exceptional growth opportunities for the right individuals who demonstrate the attitudes and behaviours we seek in our future leaders.

A great opportunity exists to work for a leading brand in our prestigious dealership – Winger BMW Wellington as a Dealer Principal.

You will be responsible for growing the business and for the day to day operations. We are looking for someone with experience in the Industry with exceptional leadership skills to fulfil the role of managing our Wellington Dealership.

The Dealer Principal will ensure the profitability of the dealership by overseeing the various departments – Marketing, Sales, Aftersales, Parts, Finance and Administration.

You will be working closely with the General Manager for Winger Motors NZ and Managing Director of BMW New Zealand and management team.

Winger BMW and Wellington MINI Garage

The ideal candidate will possess the following experience and qualifications:

- Tertiary qualification preferred
- Have previous Dealer Principal experience in the automotive industry.
- Strong leadership and organisational skills.
- Experience in building and leading a highly performing and engaged team.
- Management of sales and financial budgets.
- Ensure the dealership meets agreed targets.
- Be able to develop the business and improve business process.
- Oversee marketing.
- Strong customer relationship management skills.
- Strategic thinker – being able to align the strategic plan to ensure goals and targets are achieved in all areas of the business.
- Ensure the Dealership is compliant with BMW NZ policies and procedures.

If you feel you have the relevant skills and experience we are looking for then we would love to hear from you.

Please email your CV to Kate Hudson at khudson@winger.co.nz.

If you have any questions, please call Kate on 021 321 400.

Winger



Teamwork maximises sales and profit

The value of working as a team is clearly shown with a strong relationship between the salesperson, the sales manager and the business manager.

When all parties are working effectively together the results can be astounding. Picture this relationship like a three-legged stool. When one of the legs of the stool is shorter than the other two, it's not in balance and will topple over. In the dealership, all three people are equally important to maximise vehicle sales and profits.

THE SALESPERSON

During the qualification of the customer's needs and wants, the salesperson will also attempt to uncover their intended budget and method of payment for the vehicle, at this point the customer will generally indicate that they are paying cash (it's an ego thing),

often believing that they can "get a better deal" by paying cash, but it simply means that they are financing it themselves from their savings or going to arrange the finance from another source.

One of the main reasons the customer won't buy a vehicle is because of uncertainty of their finances. If the sales process starts to stall and the customer is mumbling words like "I'll have to think about it" then it's time for some effective teamwork, and time to introduce your sales manager and/or business manager.

THE SALES MANAGER

One of your greatest assets in selling the vehicle and retaining gross profit is the finance close. It is critical for the sales manager



TONY HEADLAND
General manager
Protecta Insurance

to be aware of the benefits of turning over the customer to the business manager to give them ALL the information they need to make their buying decision.

On many occasions, we have seen customers walk away from a deal because the changeover figure was not what they wanted to pay; however they could have been converted to dealer finance with the business manager structuring a package that better suited the customer's financial situation.

If the customer indicates that they are paying cash and saying that they have to think about it, still hand them over to the business manager to discuss "options that could save you time and money".

THE BUSINESS MANAGER

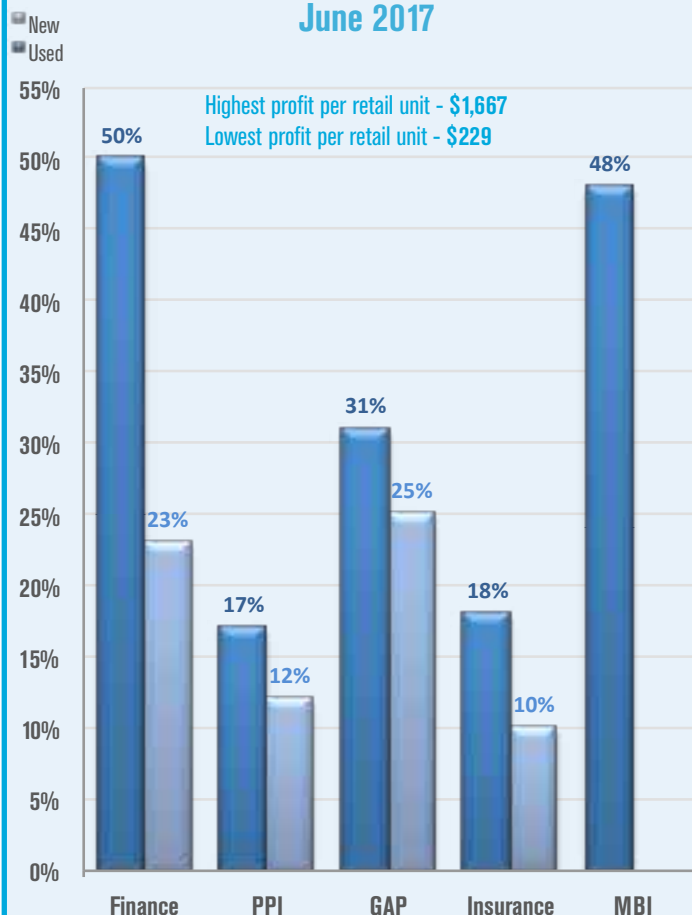
The business manager's role in these scenarios is simple; be part of the team, be available, be ready, know how to do effective cash conversions and give customers options that will assist them to purchase their vehicle from your dealership. You are the specialists in motor vehicle financing, and great business managers in New Zealand understand the benefits of strong teamwork. They don't hide in their offices waiting for something to happen, they are out networking with salespeople, the sales manager and liaising with the customers.

Every customer purchases a vehicle on finance, whether they intend to finance the vehicle themselves, obtain it from some other source, or use your dealer finance.

More can be achieved by switching on to the benefits of effective teamwork. ☺

PROTECTA nationwide F&I results

June 2017



EVs now plugged in at Protecta

We now provide **Mechanical Breakdown Insurance** for EVs. Contact us today for more info.



Your Motor Insurance Specialist

www.protecta.co.nz

0800 776 832

SPEED DIARY

7-9 Jul	Superbikes - Laguna Seca, USA
7-21 Jul	The Silk Way Rally - Moscow to Xi'an, China
8 Jul	NASCAR Cup Series - Kentucky Speedway, USA
9 Jul	F1 - Red Bull Ring, Austria
14-16 Jul	World Touring Car Championship - Termas de Rio Hondo, Argentina
16 Jul	F1 - Silverstone GP Circuit MotoGP - Sachsenring, Germany NASCAR Cup Series - New Hampshire Speedway, USA World Endurance Championship - Nurburgring, Germany
22-23 Jul	DTM - Moscow Raceway, Russia
23 Jul	NASCAR Cup Series - Indianapolis, USA FIM Motocross World Championship - Loket, Czech Republic
27-30 Jul	WRC - Rally Finland Blancpain Endurance Series - Spa-Francorchamps, Belgium
28-29 Jul	Formula 3 European Championship - Spa-Francorchamps, Belgium
30 Jul	F1 - Budapest, Hungary NASCAR Cup Series - Pocono, USA FIM Endurance World Championship - Suzuka, Japan
5-6 Aug	World Rallycross Championship - Trois-Rivières, Canada
6 Aug	MotoGP - Brno, Czech Republic NASCAR Cup Series - Watkins Glen, USA FIM Motocross World Championship - Lommel, Belgium

Toyota motorsport on the move

Toyota Racing New Zealand is heading to a new home at the Hampton Downs race circuit.

The category managers of the premier Castrol Toyota Racing Series and the one make Toyota 86 Championship are moving to a purpose-built facility that will feature a build floor for the FT 50 race cars of TRS and the purpose-built TR 86 race cars of the 86 championship along with offices and workshop space.

Toyota Racing New Zealand has now confirmed all five rounds of the 2018 Championship which once more begins at Ruapuna near Christchurch with the coveted Lady Wigram Trophy and concludes five weeks later with the New Zealand Grand Prix at Manfeild near Feilding.

Toyota New Zealand Motorsport Manager Steve Boyce says the

organisation has also reviewed roles within the organisation and is looking to recruit new category management staff. Globally respected Kiwi motorsport identity Steve Horne has put his extensive knowledge and expertise behind the championship and will act as a consultant.

"As we bed-in the new TRNZ facility, we have taken the opportunity to evolve how we deliver the championship and review key roles within the organisation. It's a very exciting time for Toyota Racing New Zealand, and having the benefit of Steve's international motor racing wisdom is incredibly valuable."

For 2018, the Toyota Racing Series will follow the proven order established in recent years with five consecutive weekends of motor racing beginning at Ruapuna on January 12-14 then moving to Teretonga the following weekend

before making the haul north to Hampton Downs in the Waikato, south to Taupo and then to the Grand Prix.

Boyce says the 20 TRS drives are expected to be keenly sought by rising race stars from New Zealand and around the world.

"With two TRS graduates now in Formula One, another two having just won the Le Mans 24-hour race, one in Formula E, and multiple champion Nick Cassidy racing two premier categories in Japan, the role of the Toyota Racing Series in honing the skills and race craft of young drivers is indisputable.

The winter 'off season' work of stripping, checking and rebuilding the FT 50 race cars used in the Championship is already under way, and the massive behind-the-scenes logistics effort that supports the summer series has begun. ☺

Lawson commutes to chase F4 glory

He is too young to step into a premier single-seater drive in New Zealand, but Pukekohe teen Liam Lawson – just 15 years old – is battling for the points lead in the CAMS Jayco Formula 4 Championship in Australia.

A student at Pukekohe High School, Lawson has led the Australian championship, scored three wins, four second places and two thirds, and trails current leader Nick Rowe (2016 runner-up) by just one point. He says Formula 4 has ramped up considerably in the space of a year.

"The grids are good, the pace is up, there are heaps of drivers looking to knock the frontrunners off their spot. It's really good racing," he said.

Lawson is tipped to become New Zealand's next giant-killing talent, having won the Formula Ford championship here over summer with an emphatic 14 wins from 15 starts. He has caught the eye of mentor and talent spotter Kenny Smith, who says the young driver is "pretty darn quick". The



Liam Lawson

pair, along with racer Tom Alexander, were at Hampton Downs earlier this month to take a look at a Toyota 86 championship race car.

Ironically, Lawson is too young to contest the 2018 Castrol

Toyota Racing Series here in New Zealand, because it is restricted to drivers 16 and older. Lawson turns 16 on the second day of the final round and could only contest the Championship if granted a dispensation by MotorSport New Zealand. ☺



www.jevic.co.nz
ph 09 966 1779

SPECIALISTS IN PRE-SHIPMENT VEHICLE INSPECTIONS



Kenny Smith: a racer's racer

Kenny Smith's influence on New Zealand motor racing is intertwined throughout the sport's recent history.

A multiple New Zealand Grand Prix winner, champion in single-seater and touring car categories, wise and forthright mentor and advisor to young racers on the rise - Smith is all these things and more.

He has raced continuously for 60 years, contesting 46 New Zealand Grands Prix. His first win in that event was 1976 in a Lola Chev Formula 5000 car.

At 74, Smith is still driving a Lola T332 in F5000 and winning races. He has strong views about how rising race drivers should develop their career paths.

WHAT'S GOOD:

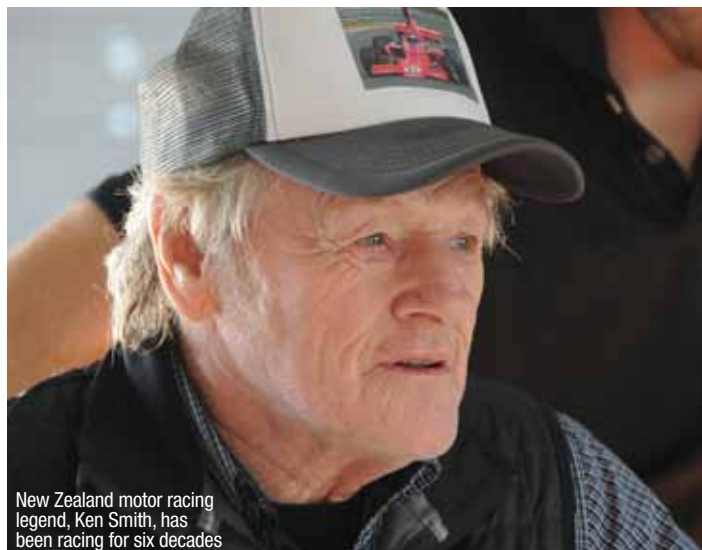
Smith says the influence of Toyota and its unique Toyota Racing Series is immeasurable. More than a decade of the high intensity five week 'incubator' has thrust Kiwi talent out into championships in the USA, Asia, UK and Europe with impressive results.

"Virtually every Kiwi winning races and championships worldwide has come through TRS. Hartley, Bamber, Evans, van Gisbergen - there are ten or more really world-class driving talents out there who wouldn't be where they are if not for TRS. It has been essential. [Kiwi V8 Supercar team boss] Ross Stone told Shane van Gisbergen to do a TRS season before coming into the V8s. He wanted his driver to have single-seater experience."

WHAT'S NOT SO GOOD:

Money and geography still handicap Kiwi racers.

"Our guys have always raced a step behind their rivals and been at a



New Zealand motor racing legend, Ken Smith, has been racing for six decades

disadvantage from the start."

Now, he says, the money side of the sport is "mad".

"Even in Scott Dixon's time you could use networks and contacts to get a young driver's foot in the door. Now they are asking about the money first and if you don't have \$2 million it's 'see ya later' - that is hard in a country the size of New Zealand."

Sir Colin Giltrap and the Giltrap Group have, he says, been hugely helpful overcoming hurdles faced by Kiwi drivers.

"Sir Colin's doing what he loves - like me - and doing it because he wants to see our drivers successful. We need more like him, willing to give back time, advice, contacts and networks to the drivers and the sport."

RATING THE RISING STARS

So who does Smith rate among the current crop of young drivers?

Liam Lawson is front of mind at the moment.

"This kid's quick. He blew me away. He's second in Aussie Formula 4 and ready to step into a TRS drive if we can get an age dispensation

that he listens to advice, in and out of the car."

With Australian drives on the horizon, Smith is hoping Alexander can secure a TRS drive this summer.

Reid Harker has raced the Toyota 86 Championship and tested a TRS car last month. "Reid's got a lot of talent, he got into the groove with the TRS car within a couple of laps and looked like he'd been doing it all year. [He] deserves a chance to show what he can do."

Smith believes Jacob Smith has a "brilliant pace, very smooth. [He] just needs to work out how to make the car consistently fast. He has time to get that sorted out."

It's no coincidence that the drivers Smith names are all linked to the Toyota Racing Series or to the one-make Toyota 86 Championship.

"These are the classes that create champions and shape careers," he says. ☺

The Autotrader team

We're as passionate about selling cars as you are...
Give us a call to find out how we can help you sell more cars.
That's what we do!

Jason Robb
Account Manager
Auckland, Lower
South Island,
Northland
027 801 2312
JRobb@
bauertrader.co.nz

Richie East
Team Leader
Waikato, BOP,
Auckland
027 548 3240
REast@
bauermedia.co.nz

Cam Coe
Account Manager
Wellington, Hawkes
Bay, Taranaki,
Auckland
027 539 0760
CCoe@
bauertrader.co.nz

Al Winter
Account Manager
Upper South
Island Manawatu,
Auckland
027 807 5146
AWinter@
bauertrader.co.nz



**AUTO
TRADER.CO.NZ**

A cheap, fast, easy way to buy or sell cars



Ken Smith in a Swift DB4 Toyota Formula Pacific at Hampton Downs

Tribunal rules parties had not contracted out of the CGA

Background

Annette Hardie bought a 1997 Nissan Stagea with 147,054 kilometres on the odometer for \$4,400 from Rainbow Cars Limited, trading as Rotorua Kia on November 7, 2016.

Hardie operated an amusement machine business and transported "Kiwikranes" throughout the Waikato, Coromandel and Bay of Plenty. She bought the Nissan to tow the machines on a trailer.

Hardie said she was told prior to purchase that the car was in "awesome condition" and was suitable for towing.

During mid-November, the car, towing a trailer with four Kiwikranes, overheated about 20km outside of Rotorua. Hardie contacted the trader which declined to pay for the repair to the car's radiator. Hardie replaced the radiator at a cost of \$469.37.

In early December, the car's oil light came on and the vehicle overheated. Hardie drove the Nissan slowly back about 100km to Rotorua. She said the engine made a knocking noise above 2,000rpm. The trader said the Nissan may have "run a bearing" and declined to repair the vehicle because it was purchased for business purposes. It said the engine damage was probably due to travelling "under excess load and severe conditions" which caused the oil to overheat and deteriorate, and depriving the bearings of quality oil.

Hardie bought a second-hand engine for \$517 and had

it replaced by Autotune costing \$1,095. She wanted the trader to compensate her for the radiator and engine repair costs. The trader disputed that it had any liability for the car's faults.

The case

One issue raised during the hearing was whether the act applied to the transaction because Hardie was in trade and had bought the Nissan for business purposes.

The trader submitted that Hardie had signed the Vehicle Offer and Sale Agreement (VOSA) exclusion clause to contract out of the act, so she should be bound by it.

However, the buyer said she had no idea that she had agreed to contract out of the act. Hardie said she simply signed where she was told to sign by the trader's employee, and did not read or understand the exclusion clause.

The trader said the most likely cause of the radiator and engine damage was that the vehicle had driven significant distances in a short period of time "under excess load and severe conditions" causing the oil to overheat and subsequently deteriorate, meaning the bearings had been deprived of quality oil.

Hardie said she told the trader she intended to use the Nissan to tow loads weighing about 900kg using a braked trailer. Hardie said she was told prior to purchase that the car was suitable for towing.

She gave the trader an

opportunity to repair the radiator and engine faults but it declined.

The finding

Although most of the requirements of the act's section 43, which explained the contracting out process, had been satisfied, the tribunal said it was not satisfied that it was fair and reasonable that the parties be allowed to contract out of the act because there was an imbalance in the bargaining power between the trader and purchaser.

The agreement was in the trader's standard form, and its terms, other than price, did not appear to have been subject to negotiation. The trader knew of the existence and effect of the exclusion clause. Hardie did not have that extent of familiarity with the content of the VOSA. Ultimately, the act was consumer protection legislation.

The purchaser was a consumer – she purchased a vehicle of a kind ordinarily acquired for personal, domestic or household use. The tribunal found that the existence and effect of the exclusion clause was not explained to Hardie, therefore it was not fair and reasonable that she was bound by the clause.

Although the tribunal considered the car's age, mileage and sale price, it ruled that the Nissan did not comply with the act's guarantee of acceptable quality because it was not free of defects at the time of sale

The case: The buyer wanted the trader to compensate her for the radiator and engine repair costs for her 20-year-old Nissan Stagea. The trader said the car was purchased for business purposes and the parties had contracted out of the Consumer Guarantees Act.

The decision: The tribunal found that the parties had not validly contracted out of the act. The trader was ordered to pay \$1,545.37 to the purchaser for engine and radiator repairs.

At: The Motor Vehicles Disputes Tribunal, Tauranga

and was not durable. About five days after purchase the vehicle's radiator failed. About three weeks later the Nissan's engine failed. A reasonable consumer would not expect a vehicle of this age, mileage and price to have these faults within such a short period of time.

Because the trader refused to fix the car's faults, Hardie was permitted, under the terms of the act, to have the car's repairs performed elsewhere and to recover the cost from the trader.

However, the tribunal ruled that the amount the buyer was entitled to should be reduced to reflect that her continued driving of the Nissan after the engine fault became apparent was likely to have contributed to the extent of the damage and it reduced the amount payable to her for the engine repairs by one third, from \$1,612 to \$1,076.

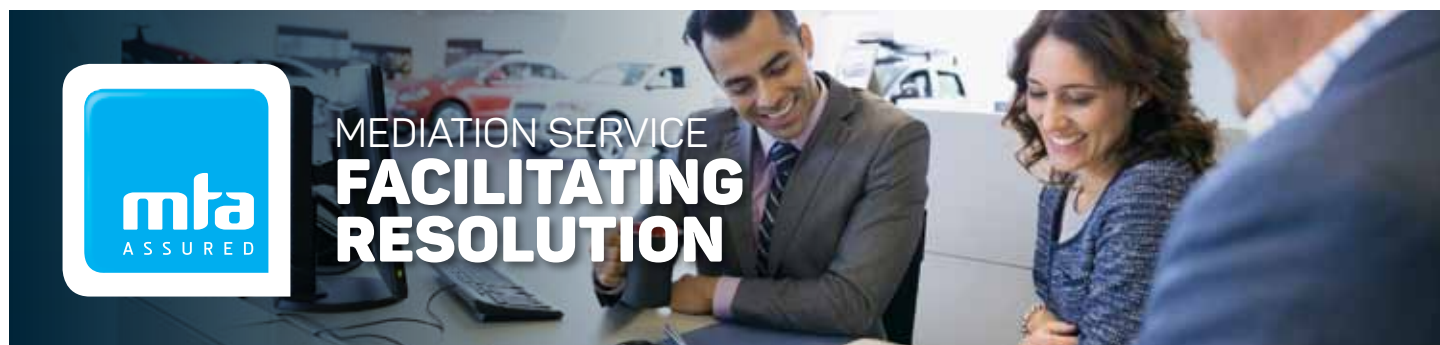
The authority also ruled that the trader should compensate Hardie for the cost of the radiator repair, being \$469.37.

Order

The trader was ordered to pay \$1,545.37 to the purchaser. ☺



MEDIATION SERVICE
**FACILITATING
RESOLUTION**



Authority dismisses buyer's claim for minor repair costs

Background

Max Ryan purchased a 2001 Audi RS4 Avant V6 Bi Turbo, with 78,150 kilometres on the odometer, from Nevilles Tavern Limited trading as the Trade In Car Centre, for \$35,000 on January 20, 2017. Ryan obtained a pre-purchase appraisal of the vehicle from Kevin Burt Limited.

About two weeks after supply, Ryan found the vehicle's battery was flat. He had the AA start the Audi before he drove it to Europa Auto Service Limited, which replaced the battery. Europa Auto Service also replaced the indicator controller and repaired the driver's seat rail to free up the seat movement. The repairs cost \$1,446.

The case

After authorising Europa Auto Service to carry out the repairs to the Audi, Ryan decided to seek reimbursement from the trader. He emailed the trader on February 13 informing it that he had engaged Europa Auto Service to undertake "replacements/repairs" to the vehicle, and advised the dealer that the car's battery was "completely stuffed!", "the indicator control unit stopped functioning having to be replaced", and "the seat had to be tested as it was not moving. This had to be taken out and the rust removed to get it to function smoothly at 100% due to the rust". Ryan told the trader that he would be "sending [it] a bill for these items".

The trader replied by email about 90 minutes later, asking Ryan

to "tell your workshop to call me so I can authorise the repairs thanks". He then sent a further request to Ryan, that he telephone its director Garry Sutherland.

Ryan forwarded the Europa Auto Service invoice for \$1,446 to the dealer on February 15. The dealer offered to pay \$500 for the work that Ryan had authorised without its consent. Alternatively, the trader offered to take the car back, and refund Ryan the purchase price. Evidence was presented to the tribunal by the trader showing Ryan's emails in reply: "This my car and see in the Auckland Courts [sic]. My the way [sic] also the Imvd arbitration arsehole."

Ryan sent the trader another email stating: "By the way I am a lawyer, and do not need your authority to repair by vehicle [sic] as by law you did not initially engage Europa for the repairs arsehole. I hate sleaze bags like you two. Where [sic] coming after you."

Sutherland told the tribunal that he had found Ryan very difficult to deal with. He tried to call him about the problems identified. Ryan told him not to call and hung up. Sutherland could not leave Ryan a message as he did not have voicemail on his telephone.

The finding

The question of whether a vehicle was of acceptable quality under section six of the Consumer Guarantees Act must be considered from the point of view of a reasonable consumer who was

fully acquainted with the state and condition of the vehicle, including any hidden defects.

The Audi appeared to have three minor problems that occurred shortly after purchase. The authority said it would generally regard a flat battery as a matter of wear and tear, rather than an issue of acceptable quality.

However, the fact that the battery failed soon after purchase could indicate a lack of durability in terms of section seven of the act under which a reasonable consumer would not regard that failure as acceptable in light of the Audi's age, mileage and price. And a reasonable purchaser would expect the indicators to function correctly and the driver's seat to move freely.

Accordingly, the tribunal found Ryan had established that the vehicle had failed to comply with the act's guarantee of acceptable quality in respect of its minor defects.

However, Ryan failed to allow the dealer to rectify the vehicle's defects.

Under the act, Ryan was required to inform the dealer that he was experiencing problems with the Audi's battery, indicators and driver's seat. He should have waited for advice from the trader as to how it wanted to have the repairs assessed and remedied within a "reasonable time".

The dealer asked Ryan to have Europa Auto Service phone it so it could authorise the repairs. Ryan failed to do so and, instead, sent

The case: The buyer's 2001 Audi needed minor repairs two weeks following purchase. He had the issues fixed without giving the trader the chance to repair the defects. He wanted the trader to pay for the repairs. The dealer offered to pay about one third of the repair costs.

The decision: The Tribunal ruled that the buyer failed to allow the dealer to repair the car within a reasonable timeframe, therefore his claim was dismissed.

At: The Motor Vehicle Disputes tribunal, Christchurch

abusive and threatening emails asserting he did not need the trader's authority to have the work done. As well, Ryan asserted he was a lawyer, and implied that it gave added justification for him to go ahead and have the Audi repaired without the trader's permission.

The tribunal said it was unable to find Ryan's name on the New Zealand Law Society's register of lawyers and questioned him about that. Ryan said he used to be a lawyer but he did not have a current practising certificate.

The tribunal agreed with Sutherland that the trader had no obligation to continue to offer to assist Ryan to remedy the defects in his car because the buyer had the vehicle's minor defects repaired without allowing the trader to authorise the repairs. The tribunal found that the trader had met the act's requirements because it had not refused or neglected or failed to remedy the Audi's defects.

Order

The tribunal ruled the buyer was not entitled to a remedy under the act and his claim was dismissed. ☺

Disputes cost you time & money

MTA dealer members have access to a free support service.

Visit www.mta.org.nz/mediation or call 0508 682 633





Armacup^{NZ}

Driving the Pacific

PORT TO DOOR SERVICE

Our services include:

 NZ Customs clearance

 Insurance

 MPI inspections

 NZTA inspections

 Odometer verification

 Delivery nationwide

LATEST SCHEDULE

Port Calls		Lake Taupo v1713	Tokyo Car v1714	Carrera v1715	Lake Taupo v1716	Tokyo Car v1717
JAPAN	Moji	-	15 Jul	-	14 Aug	-
	Osaka	3 Jul	16 Jul	2 Aug	15 Aug	1 Sep
	Nagoya	4 Jul	17 Jul	3 Aug	16 Aug	2 Sep
	Toyohashi	-	18 Jul	-	17 Aug	-
	Yokohama	5 Jul	19 Jul	4 Aug	18 Aug	3 Sep
NZ	Auckland	20 Jul	5 Aug	19 Aug	4 Sep	18 Sep
	Wellington	24 Jul	9 Aug	26 Aug	8 Sep	27 Sep
	Lyttelton	22 Jul	8 Aug	2 Sep	7 Sep	30 Sep
	Nelson	25 Jul	13 Aug	5 Sep	12 Sep	4 Oct

YOUR FIRST CHOICE IN SHIPPING

Phone **0800 ARMACUP** (0800 276 2287)

email enquiries@armacup.com www.armacup.com

Proud sponsors of
 **cure kids**

Total new cars
10,181
2016: 9,186 ▲ 10.8%



Total imported used cars
13,339
2016: 11,991 ▲ 11.2%

Whangarei
NEW: 210 2016: 184 ▲ 14.1%
USED: 310 2016: 266 ▲ 16.5%

Auckland
NEW: 4,758 2016: 3,903 ▲ 21.9%
USED: 6,379 2016: 5,731 ▲ 11.3%

Hamilton
NEW: 689 2016: 739 ▲ -6.8%
USED: 853 2016: 724 ▲ 17.8%

New Plymouth
NEW: 150 2016: 164 ▼ 8.5%
USED: 216 2016: 204 ▲ 5.9%

Wanganui
NEW: 67 2016: 85 ▼ 21.2%
USED: 97 2016: 77 ▲ 26.0%

Palmerston North
NEW: 351 2016: 249 ▲ 41.0%
USED: 368 2016: 347 ▲ 6.1%

Nelson
NEW: 133 2016: 108 ▲ 23.1%
USED: 287 2016: 232 ▲ 23.7%

Westport
NEW: 7 2016: 1 ▲ 600.0%
USED: 11 2016: 8 ▲ 37.5%

Greymouth
NEW: 15 2016: 13 ▲ 15.4%
USED: 36 2016: 38 ▼ 5.3%

Thames
NEW: 108 2016: 72 ▲ 50.0%
USED: 86 2016: 84 ▲ 17.8%

Tauranga
NEW: 456 2016: 388 ▲ 17.5%
USED: 564 2016: 508 ▲ 11.0%

Rotorua
NEW: 95 2016: 101 ▼ 5.9%
USED: 149 2016: 130 ▲ 14.6%

Gisborne
NEW: 50 2016: 50 ■ 0%
USED: 70 2016: 52 ▲ 34.6%

Napier
NEW: 237 2016: 229 ▲ 3.5%
USED: 302 2016: 263 ▲ 14.8%

Masterton
NEW: 81 2016: 80 ▲ 1.3%
USED: 90 2016: 84 ▲ 7.1%

Wellington
NEW: 779 2016: 687 ▲ 13.4%
USED: 960 2016: 939 ▲ 2.2%

Blenheim
NEW: 91 2016: 64 ▲ 42.2%
USED: 87 2016: 79 ▲ 10.1%

Christchurch
NEW: 1,365 2016: 1,562 ▼ 12.6%
USED: 1,686 2016: 1,583 ▲ 6.5%

Timaru
NEW: 98 2016: 92 ▲ 6.5%
USED: 147 2016: 94 ▲ 56.4%

Oamaru
NEW: 25 2016: 22 ▲ 13.6%
USED: 29 2016: 20 ▲ 45.0%

Dunedin
NEW: 277 2016: 266 ▲ 4.1%
USED: 438 2016: 365 ▲ 20.0%

Invercargill
NEW: 139 2016: 127 ▲ 9.4%
USED: 174 2016: 163 ▲ 6.7%

The Import Finance Specialists!



**BLACKBIRD
FINANCE**

Flexible import and floorplan finance for dealers

Streamline your buying, and your cashflow

One finance facility / multiple suppliers - giving you the freedom to choose how and when you buy, ship, and comply.

Find out more: blackbirdfinance.co.nz 0800 000 999

Imported Passenger Vehicle Sales by Make - June 2017

MAKE	JUN'17	JUN'16	+/- %	JUN'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	3,304	3,007	9.9	24.8%	20,273	25.4%
Nissan	2,590	2,252	15.0	19.4%	14,643	18.3%
Mazda	1,983	1,735	14.3	14.9%	11,867	14.8%
Honda	1,304	1,227	6.3	9.8%	8,011	10.0%
Subaru	669	579	15.5	5.0%	3,605	4.5%
Suzuki	653	633	3.2	4.9%	3,947	4.9%
BMW	537	503	6.8	4.0%	3,559	4.5%
Mitsubishi	507	484	4.8	3.8%	2,960	3.7%
Volkswagen	437	459	-4.8	3.3%	2,802	3.5%
Mercedes-Benz	290	246	17.9	2.2%	1,843	2.3%
Audi	252	221	14.0	1.9%	1,579	2.0%
Ford	120	120	0.0	0.9%	649	0.8%
Lexus	89	53	67.9	0.7%	500	0.6%
Volvo	69	77	-10.4	0.5%	503	0.6%
Holden	68	25	172.0	0.5%	360	0.5%
Land Rover	47	34	38.2	0.4%	306	0.4%
Chevrolet	46	35	31.4	0.3%	340	0.4%
Porsche	40	15	166.7	0.3%	216	0.3%
Mini	39	34	14.7	0.3%	260	0.3%
Jaguar	37	33	12.1	0.3%	274	0.3%
Renault	32	13	146.2	0.2%	75	0.1%
Hyundai	28	43	-34.9	0.2%	191	0.2%
Dodge	25	30	-16.7	0.2%	163	0.2%
Jeep	24	28	-14.3	0.2%	153	0.2%
Chrysler	18	8	125.0	0.1%	110	0.1%
Peugeot	14	13	7.7	0.1%	91	0.1%
Maserati	13	2	550.0	0.1%	78	0.1%
Daihatsu	11	17	-35.3	0.1%	77	0.1%
Alfa Romeo	8	1	700.0	0.1%	22	0.0%
Ferrari	7	1	600.0	0.1%	20	0.0%
Kia	7	6	16.7	0.1%	55	0.1%
Pontiac	7	3	133.3	0.1%	22	0.0%
Citroen	6	8	-25.0	0.0%	21	0.0%
Bentley	5	0	500.0	0.0%	56	0.1%
Cadillac	5	3	66.7	0.0%	24	0.0%
Others	48	43	11.6	0.4%	297	0.4%
Total	13,339	11,991	11.2	100.0%	79,952	100.0%

Imported Passenger Vehicle Sales by Model - June 2017

MAKE	MODEL	JUN'17	JUN'16	+/- %	JUN'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Nissan	Tiida	602	566	6.4	4.5%	3,452	4.3%
Mazda	Axela	558	528	5.7	4.2%	3,468	4.3%
Suzuki	Swift	554	521	6.3	4.2%	3,384	4.2%
Mazda	Demio	440	387	13.7	3.3%	2,714	3.4%
Honda	Fit	439	434	1.2	3.3%	2,738	3.4%
Toyota	Wish	348	313	11.2	2.6%	2,006	2.5%
Subaru	Legacy	346	285	21.4	2.6%	1,817	2.3%
Mazda	Atenza	315	215	46.5	2.4%	1,761	2.2%
Mitsubishi	Outlander	293	267	9.7	2.2%	1,647	2.1%
Toyota	Prius	281	179	57.0	2.1%	1,849	2.3%
Volkswagen	Golf	265	304	-12.8	2.0%	1,736	2.2%
Toyota	MarkX	253	201	25.9	1.9%	1,531	1.9%
Toyota	Vitz	240	295	-18.6	1.8%	1,501	1.9%
Nissan	Dualis	223	161	38.5	1.7%	1,206	1.5%
Toyota	Estima	204	130	56.9	1.5%	1,215	1.5%
Mazda	MPV	201	194	3.6	1.5%	1,217	1.5%
Toyota	Corolla	194	181	7.2	1.5%	1,297	1.6%
Honda	Odyssey	193	137	40.9	1.4%	1,121	1.4%
Mazda	Premacy	188	195	-3.6	1.4%	1,191	1.5%
Nissan	Note	181	205	-11.7	1.4%	1,022	1.3%
Nissan	Bluebird	166	142	16.9	1.2%	956	1.2%
Nissan	Leaf	162	51	217.6	1.2%	717	0.9%
Subaru	Impreza	158	86	83.7	1.2%	817	1.0%
Toyota	Auris	148	178	-16.9	1.1%	1,052	1.3%
Nissan	Murano	144	156	-7.7	1.1%	869	1.1%
Nissan	Stream	144	122	18.0	1.1%	769	1.0%
Toyota	RAV4	141	89	58.4	1.1%	820	1.0%
Nissan	Skyline	132	103	28.2	1.0%	748	0.9%
Nissan	X-Trail	129	72	79.2	1.0%	722	0.9%
Nissan	Teana	126	115	9.6	0.9%	696	0.9%
Toyota	Blade	122	133	-8.3	0.9%	788	1.0%
Toyota	Alphard	116	92	26.1	0.9%	607	0.8%
Toyota	Ractis	109	92	18.5	0.8%	656	0.8%
Honda	CRV	105	119	-11.8	0.8%	684	0.9%
Nissan	Wingroad	105	92	14.1	0.8%	672	0.8%
Others		5,014	4,651	7.8	37.6%	30,506	38.2%
Total		13,339	11,991	11.2	100.0%	79,952	100.0%



A wide range of quality vehicles

ALL INCLUSIVE GST INVOICE IN \$NZ AVAILABLE



AUTO PORTAL

CREW with PASSION

autoportalauctions.com

NZ office - contact Tada: 09-571-2063 or 0800-428-2728

Month-on-month sales ease

Used passenger vehicle sales rose 11.2 per cent annually in June to 13,339 units.

Month-on-month sales appear to be easing, however, down 7.6 per cent when compared with May, with annual growth slowing among some of the top car makers.

Toyota continues to reign at the top of the used car table, up 9.9 per cent year-on-year with 3,304 sales in June for a 24.8 per cent market share. In second was Nissan, up 15 per cent to 2,590 sales for a 19.4 per cent market share, followed by Mazda, up 14.3 per cent to 1,983 units, taking 14.9 per cent of the used car market.

The double-digit growth seen in May across the top ten car makers faded this month, particularly among certain Japanese brands. Honda sales rose 6.3 per cent to 1,304 units, half the rate seen in May. Subaru sales increased 15.5 per cent to 669 vehicles, leapfrogging Suzuki, whose sales grew just 3.2 per cent to 553 units.

Sales of key European marques, while growing, were also muted in June when compared with May. Top-seller BMW grew 6.8 per cent annually to 537 sales, down on the 660 sales seen in the previous month. Sales of used Audis were up 14 per cent to 252 units, and Mercedes-Benz was up 17.9 per cent to 290 vehicles – a healthy increase but still well short of the 368 vehicles sold in May.

Volkswagen sales continued to decline, down 4.8 per cent year-on-year to 437 units, as did Volvo, which fell 10.4 per cent to 69 vehicles. Some smaller European marques, however, saw strong growth, including Land Rover, up 38.2 per cent to 47 units, Porsche, up 166.7 per cent to 40,

and Renault, up 146 per cent to 32 sales. Peugeot sales rebounded after falling 39 per cent in May, up 7.7 per cent last month to 14 units.

The top-selling used passenger vehicle was once again the Nissan Tiida, with sales up 6.4 per cent to 602 units, followed by the Mazda Axela, up 5.7 per cent to 558 units, and the Suzuki Swift, up 6.3 per cent to 554 units.

Although they still top the table, hatchback sales seem to be levelling off in the used vehicle market, with the below-average sales growth seen in May continuing into June. Of the 11 hatchback models on the table, only two saw growth over

the monthly average – the Mazda Demio, up 13.7 per cent to 440 units, and the Nissan Leaf EV, up 217 per cent to 162 units. Of the eight models that saw declining sales growth in June, five were hatchbacks.

SUVs and sedans continue to muscle in on the used car market, with growth well above the average 11.2 per cent for three-quarters of the models tabled.

Mid-sized family sedans that saw strong growth include the Subaru Legacy, up 21.4 per cent to 346 units, the Mazda Atenza, up 46.5 per cent to 315 vehicles, the Toyota Mark X, up 25 per cent to 253 units, and the Subaru Impreza, up 83.7 per cent to 158 units.

There was also a boost in SUV sales last month, with the Mitsubishi Outlander up 9.7 per cent to 293 units and the Nissan Dualis up 38.5 per cent to 223 units. The Toyota Rav4 saw a 58.4 per cent increase in sales to 141 units, followed by the Nissan X-Trail, up 79.2 per cent to 129 vehicles.

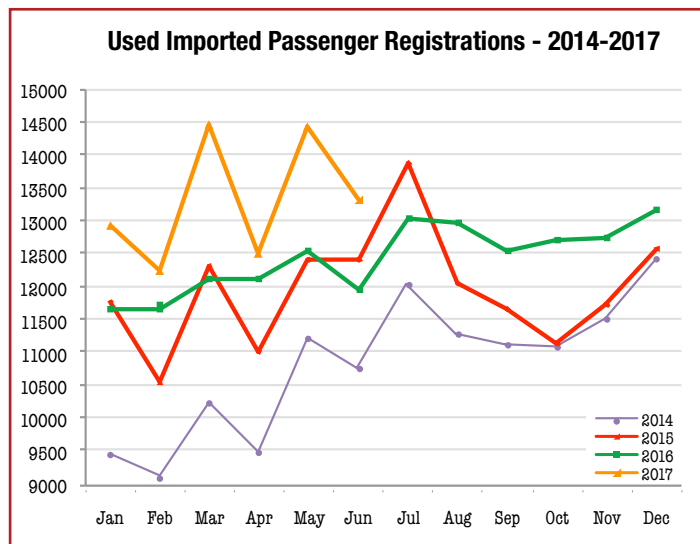
Used car sales increased in the southern regions, with annual growth found in Dunedin, up 20 per cent to 438 sales, Timaru, up 56.4 per cent year-on-year to 147 sales, and Oamaru, up 45 per cent to 29 sales. Monthly vehicle sales were also strong in Gisborne, up 34.6 per cent to 70 sales in June, and Whanganui, up 26 per cent to 97 sales.

Mark Morrell, Sales Manager of Morrell Motors Limited in Taupo, says sales of used cars have been consistent and strong this year but it can be a challenge to source quality New Zealand-new cars.

"There are a lot of wholesalers out there trying to sell on (Japanese-imported) stock at the moment," he says.

"People in general want to buy low mileage, clean examples of vehicles. We sell a lot of used Subaru product, that has been successful. People want an all-wheel-drive car here with our icy roads and not everyone wants to drive an SUV. A large percentage of our stock does go out of town," Morrell says.

The dealership currently has a 2016 Lamborghini Huracan LP 580-2 listed for \$374,990. "We do get some interesting stock from time to time." He says the internet views or hits on the Lamborghini have gone "crazy" and the car has attracted a lot of attention at the dealership. "There is buyer interest in it," he says. ☺



www.enhance-auctions.com

(+81) 725-23-8910



Hands A Possibility

EnhanceAuto

More imports from Singapore

The demand for imported used cars in New Zealand shows no signs of easing during 2017. There was a 14.2 per cent increase in the number of used passenger vehicles crossing the border during June, with 15,570 vehicles imported, compared to 13,630 in the same month last year.

There were also 640 used commercial vehicles imported into the country in June. This was an increase of 14.7 per cent on the same time last year.

Once again, it was used car imports from Japan that made up the bulk of June's used car numbers, with 14,589 units, taking

that country's market share to 93.7 per cent for the month.

Of note was a substantial spike in sales for vehicles coming in from Singapore, with numbers rising 110 per cent from 89 units in May to 187 in June. Imports from Singapore have increased gradually throughout the year and a total of 555 units have entered the country so far.

Vish Rishi, owner of Import Marques NZ in Auckland which specialises in importing high-end cars, such as Porsche models, on order for buyers, says they continue to receive plenty of buyer inquiries but sales have slowed slightly,

possibly due to a gradual rise in the exchange rate during the past six months. "People are taking their time to buy their car," he says. But Rishi says the exchange rate is still better than it was two years ago.

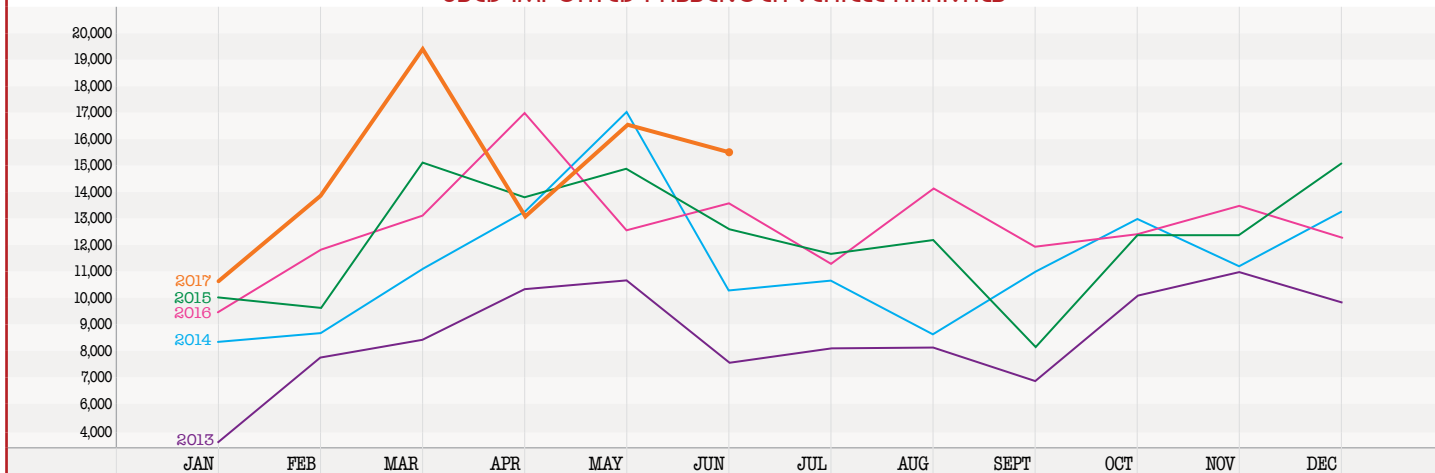
Jono Karels, Sales Manager at Marcel Motors 2014 Limited in Dargaville, says "We are bringing in nearly new cars from Australia. You look at the cars and you wonder how they could write the cars off in Australia because there is hardly any damage. We are also bringing in stock from Japan and we have a good relationship with our importer. "Utes are hard to get hold of but we have brought a few in

from Australia. It is a good source for newer cars," Karels says.

Mark Morrell, Sales Manager at Morrell Motors Limited in Taupo, says the dealership is selling more electric vehicles and hybrids from Japan, such as the Nissan Leaf and the Nissan E-NV200, and that the public's awareness and knowledge of electric vehicles has increased noticeably during the past six months.

"People walk in now and they know what an EV is," he says. Morrell adds that there is considerable interest in the Mitsubishi Outlander plug-in hybrid EV models on the dealership's yard. ☺

USED IMPORTED PASSENGER VEHICLE ARRIVALS



Used Imported Passenger Vehicles By Country Of Export

COUNTRY OF EXPORT	2017								2016						2015	
	JAN '17	FEB '17	MAR '17	APR '17	MAY '17	JUN '17	JUN MRKT SHARE %	2017 TOTAL	Q1	Q2	Q3	Q4	2016 TOTAL	MRKT SHARE	2015 TOTAL	MRKT SHARE
Australia	382	530	617	433	519	477	3.1%	2,958	1,233	1,201	1,264	1,453	5,151	3.4%	4,893	3.2%
Great Britain	273	173	241	152	190	151	1.0%	1,180	166	210	387	774	1,537	1.0%	939	0.6%
Japan	9,697	12,924	18,426	12,288	15,727	14,589	93.7%	83,651	32,722	40,969	34,514	34,875	143,080	93.7%	143,125	94.9%
Singapore	47	81	97	54	89	187	1.2%	555	201	362	310	358	1,231	0.8%	611	0.4%
USA	156	100	135	83	120	111	0.7%	705	251	287	349	388	1,275	0.8%	1,041	0.7%
Other countries	28	21	30	25	21	55	0.4%	180	61	124	112	141	438	0.3%	253	0.2%
Total	10,583	13,829	19,546	13,035	16,666	15,570	100.0%	89,229	34,634	43,153	36,936	37,989	152,712	100.0%	150,862	100.0%



McCULLOUGH
LIMITED

Ph +64 9 303 0075 www.mmnz.biz

DOOR-TO-DOOR VEHICLE SHIPPING EXPERTS

TO AND FROM JAPAN, USA, UK, AUSTRALIA, SINGAPORE, AND THE PACIFIC

CONTACT US TODAY!

More trade-ins down south

With sales up by 0.6 per cent, there were modest gains in June for dealer-to-public transactions, compared to the same month last year. Public-to-public sales increased more substantially, by 1.4 per cent, or 578 vehicles to 42,547 total sales. Trade ins, or public-to-dealer sales also improved, reaching 13,663 units, a 1.2 per cent increase on June last year.

The strongest growth in June vehicle sales was seen in the regions, particularly in the South Island. The highest percentage increase in dealer-to-public sales was in Westport, with year-on-year

sales up 14.3 per cent to 24 sales.

Invercargill had the second-largest increase in dealer-to-public sales, up 11.7 per cent year-on-year to 429 sales, followed by Whangarei, up 9.3 per cent to 611.

Public-to-public sales were strong across the South Island. Westport sales were up by 36.7 per cent to 82 units, followed by Oamaru, up 18.4 per cent to 206 units, and Blenheim, up 17.3 per cent to 461 vehicles.

Oamaru also had the highest percentage growth of trade-ins, which doubled to 18 vehicles in June.

Several regions with a large rise in trade-ins also had declining public-to-public sales, such as Greymouth,

where trade-ins rose 50 per cent to 51 vehicles, while public-to-public sales fell 10.5 per cent to 212 units.

There was also a jump in trade-ins for Thames, where sales increased by 44.8 per cent to 126 vehicles, matched to a decline in public-to-public sales, which dropped 5.5 per cent to 583 units, as did Whanganui, with trade-ins up 14.5 per cent and public-to-public sales down 7.9 per cent.

Sales in Auckland, which holds 33.47 of the national market, followed a similar pattern – trade-ins rose 3.1 per cent year-on-year to 5046 units, while public-to-public sales were down 0.4 per

cent to 14,249 vehicles.

Tony Hammond, owner of Tony Hammond Motors in Tauranga, says "There is a lot of competition out there with Trade Me sales, and people can import their own car from England and Japan but they don't have the loyalty of an agent to look after them. Most dealers have been using the same agent for more than 10 years and they have built good relationships with them."

Hammond says he is expanding the dealership along Tauranga's busy Cameron Road.

"It will provide us with more customer car parking and more space to display our stock". ☺

SECONDHAND CAR SALES - June 2017

	DEALER-TO-PUBLIC				PUBLIC-TO-PUBLIC				PUBLIC-TO-DEALER			
	JUN '17	JUN '16	+/- %	MARKET SHARE	JUN '17	JUN '16	+/- %		JUN '17	JUN '16	+/- %	
Whangarei	611	559	9.3	3.46	1,928	1,939	-0.6		268	279	-3.9	
Auckland	5,908	5,780	2.2	33.47	14,249	14,303	-0.4		5,046	4,894	3.1	
Hamilton	1,477	1,458	1.3	8.37	3,437	3,266	5.2		1,336	1,226	9.0	
Thames	233	229	1.7	1.32	583	617	-5.5		126	87	44.8	
Tauranga	948	940	0.9	5.37	2,326	2,167	7.3		623	578	7.8	
Rotorua	302	300	0.7	1.71	837	882	-5.1		89	98	-9.2	
Gisborne	156	176	-11.4	0.88	369	415	-11.1		56	90	-37.8	
Napier	668	640	4.4	3.78	1,489	1,470	1.3		445	435	2.3	
New Plymouth	405	375	8.0	2.29	1,053	993	6.0		251	234	7.3	
Wanganui	195	189	3.2	1.10	534	580	-7.9		166	145	14.5	
Palmerston North	813	831	-2.2	4.61	1,706	1,593	7.1		711	1,035	-31.3	
Masterton	185	170	8.8	1.05	380	410	-7.3		103	92	12.0	
Wellington	1,499	1,494	0.3	8.49	3,191	3,001	6.3		1,112	1,099	1.2	
Nelson	327	314	4.1	1.85	1,010	973	3.8		287	222	29.3	
Blenheim	178	179	-0.6	1.01	461	393	17.3		141	116	21.6	
Greymouth	75	72	4.2	0.42	212	237	-10.5		51	34	50.0	
Westport	24	21	14.3	0.14	82	60	36.7		0	0	0.0	
Christchurch	2,216	2,411	-8.1	12.56	4,972	5,046	-1.5		1,985	1,985	0.0	
Timaru	218	246	-11.4	1.24	520	545	-4.6		136	143	-4.9	
Oamaru	69	69	0.0	0.39	206	174	18.4		18	9	100.0	
Dunedin	713	707	0.8	4.04	1,926	1,895	1.6		437	450	-2.9	
Invercargill	429	384	11.7	2.43	1,076	1,010	6.5		276	256	7.8	
NZ total	17,649	17,544	0.6	100.00	42,547	41,969	1.4		13,663	13,507	1.2	

Put yourself in the driver's seat.



Take control of your dealership with MotorWeb.

MotorWeb™
 Vehicle Information Authority

Ph: 0800 668 679
www.motorweb.co.nz

New Passenger Vehicle Sales by Make - June 2017

MAKE	JUN'17	JUN'16	+/- %	JUN'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	2,011	1,569	28.2	19.8%	8,064	15.2%
Mazda	940	842	11.6	9.2%	4,975	9.4%
Hyundai	829	836	-0.8	8.1%	3,784	7.1%
Holden	686	843	-18.6	6.7%	4,656	8.8%
Suzuki	677	495	36.8	6.6%	3,819	7.2%
Mitsubishi	667	565	18.1	6.6%	3,502	6.6%
Kia	626	553	13.2	6.1%	3,414	6.4%
Ford	459	596	-23.0	4.5%	3,496	6.6%
Honda	440	420	4.8	4.3%	2,203	4.2%
Volkswagen	430	338	27.2	4.2%	2,393	4.5%
Subaru	387	210	84.3	3.8%	1,663	3.1%
Nissan	361	384	-6.0	3.5%	2,395	4.5%
Mercedes-Benz	280	226	23.9	2.8%	1,377	2.6%
Audi	190	166	14.5	1.9%	1,088	2.1%
BMW	163	123	32.5	1.6%	1,008	1.9%
Skoda	154	141	9.2	1.5%	640	1.2%
Jeep	127	89	42.7	1.2%	597	1.1%
Land Rover	123	100	23.0	1.2%	626	1.2%
SsangYong	83	159	-47.8	0.8%	455	0.9%
Mini	73	44	65.9	0.7%	348	0.7%
Lexus	60	55	9.1	0.6%	339	0.6%
Peugeot	60	85	-29.4	0.6%	299	0.6%
Volvo	50	62	-19.4	0.5%	294	0.6%
Isuzu	41	26	57.7	0.4%	139	0.3%
Tesla	32	1	3100.0	0.3%	105	0.2%
Dodge	31	58	-46.6	0.3%	163	0.3%
Fiat	30	25	20.0	0.3%	124	0.2%
Porsche	29	42	-31.0	0.3%	208	0.4%
Renault	29	10	190.0	0.3%	137	0.3%
Citroen	28	35	-20.0	0.3%	101	0.2%
Jaguar	26	28	-7.1	0.3%	167	0.3%
Alfa Romeo	21	6	250.0	0.2%	65	0.1%
Maserati	10	3	233.3	0.1%	92	0.2%
Ferrari	5	3	66.7	0.0%	17	0.0%
Aston Martin	4	0	400.0	0.0%	36	0.1%
Others	19	48	-60.4	0.2%	204	0.4%
Total	10,181	9,186	10.8	100.0%	52,993	100.0%

New Passenger Vehicle Sales by Model - June 2017

MAKE	MODEL	JUN'17	JUN'16	+/- %	JUN'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	Corolla	508	309	64.4	5.0%	2,337	4.4%
Toyota	Highlander	451	414	8.9	4.4%	1,248	2.4%
Toyota	RAV4	412	396	4.0	4.0%	2,005	3.8%
Mitsubishi	Outlander	314	195	61.0	3.1%	1,476	2.8%
Mazda	CX-5	309	234	32.1	3.0%	1,563	2.9%
Kia	Sportage	297	316	-6.0	2.9%	1,817	3.4%
Suzuki	Swift	296	256	15.6	2.9%	1,295	2.4%
Hyundai	Santa Fe	228	278	-18.0	2.2%	1,022	1.9%
Hyundai	Tucson	225	236	-4.7	2.2%	1,190	2.2%
Toyota	Yaris	217	150	44.7	2.1%	754	1.4%
Volkswagen	Tiguan	192	28	585.7	1.9%	1,228	2.3%
Holden	Captiva	182	251	-27.5	1.8%	1,192	2.2%
Toyota	L'cruiser Prado	180	123	46.3	1.8%	458	0.9%
Mitsubishi	ASX	177	186	-4.8	1.7%	1,018	1.9%
Subaru	Outback	177	93	90.3	1.7%	795	1.5%
Mazda	CX-3	174	127	37.0	1.7%	800	1.5%
Hyundai	i20	173	87	98.9	1.7%	383	0.7%
Honda	HR-V	171	105	62.9	1.7%	797	1.5%
Holden	Commodore	158	227	-30.4	1.6%	1,103	2.1%
Nissan	X-Trail	153	133	15.0	1.5%	888	1.7%
Mazda	CX-9	148	0	14800.0	1.5%	732	1.4%
Ford	Escape	141	0	14100.0	1.4%	797	1.5%
Honda	Civic	130	52	150.0	1.3%	477	0.9%
Kia	Rio	130	60	116.7	1.3%	570	1.1%
Mazda	Mazda3	120	278	-56.8	1.2%	895	1.7%
Ford	Focus	118	151	-21.9	1.2%	823	1.6%
Nissan	Qashqai	116	129	-10.1	1.1%	829	1.6%
Suzuki	Vitara	112	144	-22.2	1.1%	842	1.6%
Honda	Jazz	111	185	-40.0	1.1%	734	1.4%
Mazda	Mazda2	109	99	10.1	1.1%	631	1.2%
Subaru	Forester	104	47	121.3	1.0%	319	0.6%
Volkswagen	Golf	104	145	-28.3	1.0%	518	1.0%
Suzuki	Ignis	103	0	10300.0	1.0%	608	1.1%
Hyundai	Accent	101	54	87.0	1.0%	271	0.5%
Mitsubishi	Pajero Sport	98	68	44.1	1.0%	294	0.6%
Others		3,442	3,630	-5.2	33.8%	20,284	38.3%
Total		10,181	9,186	10.8	100.0%	52,993	100.0%

Top 3 Sources for Leads, Test Drives and Sales - New Zealand Dealerships

LEADS

TEST DRIVES


Toyota claims top three

New passenger vehicle sales increased 10.8 per cent in June, with 10,181 units sold compared to 9,186 vehicles in the same month last year. A total of 52,993 new cars have been sold so far in 2017, an 11 per cent increase compared to the first half of last year.

The top-selling car maker was again Toyota, up 28.2 per cent to 2,011 units – 19.8 per cent of the market for June. This was followed by Mazda, up 11.6 per cent to 940 units, taking 9.2 per cent of the market, and Hyundai, down 0.8 per cent to 829 vehicles and an 8.1 per cent market share.

Toyota also took out the top three new passenger vehicle models, with

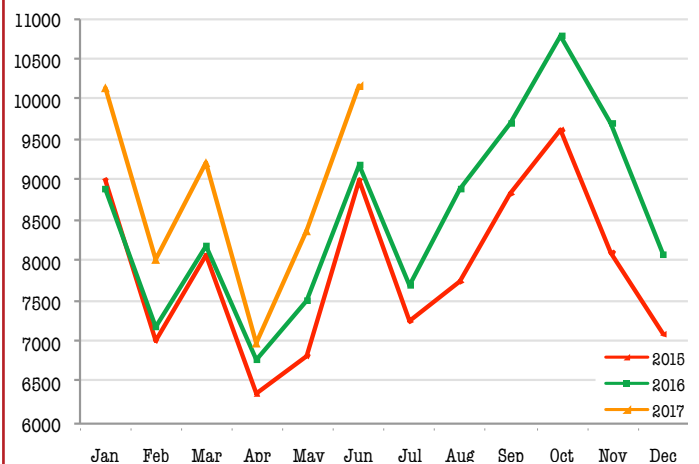
the Corolla, up 64.4 per cent to 508 units; the Highlander, up 8.9 per cent to 451 units and the RAV4, up four per cent to 412 units.

This was followed by Mitsubishi's Outlander, up 61 per cent to 314 units, and the Mazda CX-5, up 32 per cent to 309 units.

Sales of new Holden vehicles fell again in June, down 18.6 per cent to 686 units. Commodore sales fell 30.4 per cent to 158 units, and the Captiva SUV also dropped 27.5 per cent to 182 sales in June.

There was a boom in Volkswagen numbers in June, with sales up 27.2 per cent from last year to 430 units, largely boosted by 192 Tiguan sold.

New Passenger Registrations - 2015-2017



Throughout the country, new vehicle sales declined in five regions compared to June 2016 – Hamilton, down 6.8 per cent to 689 sales, Rotorua, down 5.9 per cent to 95

sales, New Plymouth, down 8.5 per cent to 150 vehicles, Whanganui, down 21.2 per cent to 67 units, and Christchurch, down 12.6 per cent to 1,365 vehicles. ☺

NEW VEHICLE SALES BY BUYER TYPE - June 2017

	JUN '17	JUN '16	MTH %	2017 YTD	2016 YTD	% YTD
Passenger	4,076	4,158	-2.0	21,525	23,272	-7.5
Private	1,558	1,711	-8.9	8,700	9,784	-11.1
Business	1,939	1,978	-2.0	9,818	10,351	-5.1
Gov't	238	175	36.0	1,099	1,206	-8.9
Rental	341	294	16.0	1,908	1,931	-1.2
SUV	6,047	4,984	21.3	31,133	24,202	28.6
Private	2,665	2,056	29.6	14,247	10,675	33.5
Business	2,228	1,988	12.1	13,198	10,925	20.8
Gov't	134	92	45.7	515	425	21.2
Rental	1,020	848	20.3	3,173	2,177	45.8
Light Commercial	5,183	4,015	29.1	22,790	18,786	21.3
Private	1,550	1,045	48.3	5,854	4,791	22.2
Business	3,335	2,705	23.3	15,560	12,830	21.3
Gov't	193	142	35.9	801	622	28.8
Rental	105	123	-14.6	575	543	5.9
Sub Total	15,306	13,157	16.3	75,448	66,260	13.9
Private	5,773	4,812	20.0	28,801	25,250	14.1
Business	7,502	6,671	12.5	38,576	34,106	13.1
Gov't	565	409	38.1	2,415	2,253	7.2
Rental	1,466	1,265	15.9	5,656	4,651	21.6
Heavy Commercial	551	363	51.8	2,777	2,204	26.0
Other	128	161	-20.5	906	569	59.2
Total	15,985	13,681	16.8	79,131	69,033	14.6

NEW VEHICLE MARKET SEGMENTATION - June 2017

	JUN '17	JUN '16	MTH % DIFF	2017 YTD	2016 YTD	% YTD
Passenger	4,076	4,158	-2.0	21,525	23,272	-7.5
SUV	6,047	4,984	21.3	31,133	24,202	28.6
Light Commercial	5,183	4,015	29.1	22,790	18,786	21.3
Heavy Commercial	551	363	51.8	2,777	2,204	26.0
Other	128	161	-20.5	906	569	59.2
TOTAL MARKET	15,985	13,681	16.8	79,131	69,033	14.6
Micro	94	150	-37.3	924	1,091	-15.3
Light	1,412	1,196	18.1	6,315	6,684	-5.5
Small	1,484	1,643	-9.7	8,383	8,448	-0.8
Medium	561	580	-3.3	2,896	3,390	-14.6
Large	259	361	-28.3	1,590	2,109	-24.6
Upper Large	12	10	20.0	58	131	-55.7
People Movers	92	69	33.3	315	311	1.3
Sports	162	149	8.7	1,044	1,108	-5.8
SUV Small	1,394	1,161	20.1	8,258	6,372	29.6
SUV Medium	2,368	1,927	22.9	12,631	9,421	34.1
SUV Large	2,178	1,852	17.6	9,760	8,128	20.1
SUV Upper Large	107	44	143.2	484	281	72.2
Light Buses	100	82	22.0	498	343	45.2
Vans	567	525	8.0	3,129	2,724	14.9
Pick Up/Chassis Cab 4x2	1,652	1,330	24.2	7,769	6,534	18.9
Pick Up/Chassis Cab 4x4	2,864	2,078	37.8	11,394	9,185	24.1
Heavy Commercial	551	363	51.8	2,777	2,204	26.0
Other	128	161	-20.5	906	569	59.2
TOTAL MARKET	15,985	13,681	16.8	79,131	69,033	14.6

June 2017 (▲ vs May 2017)

SALES

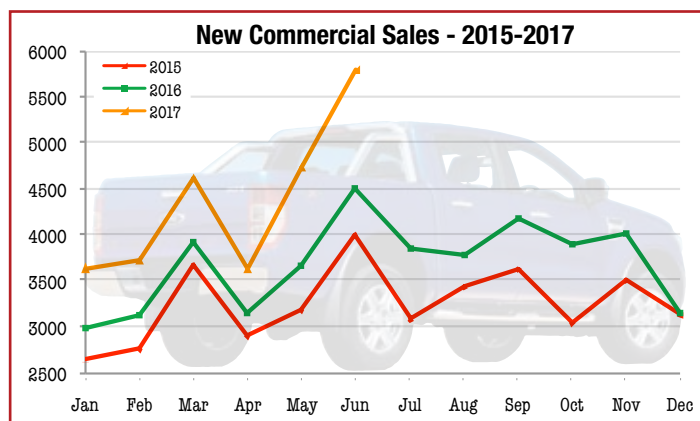
● Direct ▲ 7.0%
● Brand ▲ 17.6%
● Web - Classified ▲ 30.3%

Impressive first half of 2017

New commercial vehicle sales grew 28.6 per cent in June, with 5,804 units sold compared to 4,513 in the same month last year. A total of 26,233 commercial vehicles have been sold so far this year, 22.7 per cent more than the first half of 2016.

Toyota took pole position, up 18.4 per cent with 1,299 commercial vehicles sold, a 22.4 per cent share of the market. Ford came a close second, with sales up an impressive 39.5 per cent to 1,230 units to take a 21.2 per cent share of the market. Holden also saw a June sales boom, with sales up 54.5 per cent to 666 units, an 11.5 per cent market share.

The Ford Ranger was the top-



selling vehicle by a wide margin, with 1,178 units sold, a 40.9 per cent market share. In second place was the Toyota Hilux, up 18.9 per cent to 964 units, a 16.6

per cent market share, followed by the Holden Colorado, up 58.5 per cent to 659 sales, taking 11.2 per cent of the market. The Mitsubishi Triton also saw a jump in sales in June, up 42.1 per cent

to 466 units.

"We are in the Fieldays sales period and like always the competition is extremely fierce," Jeremy Nash, Marketing Manager for light commercials and SUVs, Ford New Zealand says. "Customers have responded to not only Ranger and Transit Fieldays specials but also the Focus and new Escape. There is very good value across the Ford range," Nash says.

Andrew Archibald, dealer principal of Archibald Cars in Kaitia, says "everything is fine" in the Far North town and the new and used car market is steady. He says most buyers in the region are looking for utes and SUVs. ☺

New Commercial Sales by Make - June 2017

MAKE	JUN'17	JUN'16	+/- %	JUN'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	1,299	1,097	18.4	22.4%	5,782	22.0%
Ford	1,230	882	39.5	21.2%	5,367	20.5%
Holden	666	431	54.5	11.5%	2,476	9.4%
Mitsubishi	466	328	42.1	8.0%	2,131	8.1%
Isuzu	460	393	17.0	7.9%	1,970	7.5%
Nissan	291	303	-4.0	5.0%	1,710	6.5%
Volkswagen	232	150	54.7	4.0%	754	2.9%
Mazda	202	183	10.4	3.5%	1,046	4.0%
LDV	126	83	51.8	2.2%	590	2.2%
Foton	119	38	213.2	2.1%	409	1.6%
Fuso	86	0	8600.0	1.5%	349	1.3%
Mercedes-Benz	85	57	49.1	1.5%	371	1.4%
Hyundai	84	98	-14.3	1.4%	557	2.1%
Hino	65	73	-11.0	1.1%	314	1.2%
Fiat	63	45	40.0	1.1%	422	1.6%
SsangYong	45	88	-48.9	0.8%	332	1.3%
DAF	32	8	300.0	0.6%	133	0.5%
Volvo	30	10	200.0	0.5%	218	0.8%
Great Wall	26	0	2600.0	0.4%	92	0.4%
Iveco	24	12	100.0	0.4%	117	0.4%
Others	173	234	-26.1	3.0%	1,093	4.2%
Total	5,804	4,513	28.6	100.0%	26,233	100.0%

New Commercial Sales by Model - June 2017

MAKE	MODEL	JUN'17	JUN'16	+/- %	JUN'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Ford	Ranger	1,178	836	40.9	20.3%	4,980	19.0%
Toyota	Hilux	964	811	18.9	16.6%	4,074	15.5%
Holden	Colorado	650	410	58.5	11.2%	2,388	9.1%
Mitsubishi	Triton	466	328	42.1	8.0%	2,131	8.1%
Isuzu	D-Max	335	287	16.7	5.8%	1,375	5.2%
Toyota	Hiace	304	276	10.1	5.2%	1,550	5.9%
Nissan	Navara	289	303	-4.6	5.0%	1,708	6.5%
Mazda	BT-50	202	183	10.4	3.5%	1,046	4.0%
Volkswagen	Amarok	190	84	126.2	3.3%	425	1.6%
Foton	Tunland	118	30	293.3	2.0%	357	1.4%
Hyundai	iLoad	78	93	-16.1	1.3%	543	2.1%
LDV	V80	72	54	33.3	1.2%	348	1.3%
Mercedes-Benz	Sprinter	63	48	31.3	1.1%	245	0.9%
Fiat	Ducato	62	44	40.9	1.1%	406	1.5%
Isuzu	F Series	54	48	12.5	0.9%	273	1.0%
LDV	G10	53	29	82.8	0.9%	241	0.9%
Ford	Transit	52	40	30.0	0.9%	384	1.5%
Isuzu	N Series	49	35	40.0	0.8%	215	0.8%
SsangYong	Actyon Sport	45	88	-48.9	0.8%	332	1.3%
Hino	500	36	42	-14.3	0.6%	151	0.6%
Others		544	444	22.5	9.4%	3,061	11.7%
Total		5,804	4,513	28.6	100.0%	26,233	100.0%

FINDING IT HARD GETTING A
MESSAGE
TO YOUR TARGET MARKET?



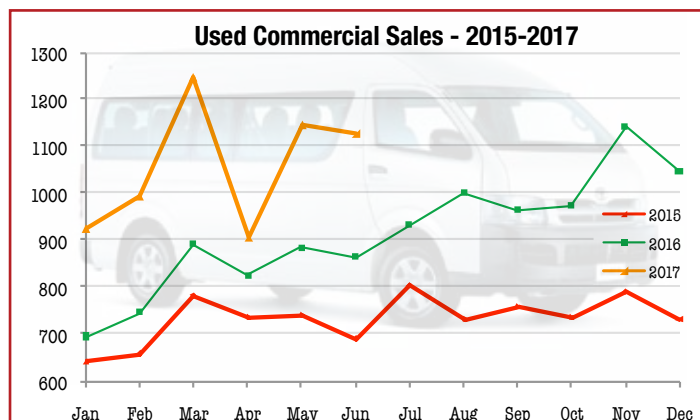
Demand for vans accelerate

Sales of used commercial vehicles have continued their massive increase on last year's figures, with 1,129 units registered during June.

This is a remarkable 30.7 per cent rise on June 2016's sales figure of 864 units. A total of 6,362 used commercials have been sold year to date, compared with 4905 in the first half of 2016 - up 29.7 per cent.

The popularity of the Toyota Hiace continues, with 423 units registered in June, a large rise of 38.7 per cent on the same month last year which had 305 unit sales. The Hiace accounted for 37.5 per cent of the total sales last month.

The Nissan Caravan continues to hold its place in second



with 82 sales, a 4.7 decrease on June 2016 when 86 were sold, and it holds 7.3 per cent of the monthly market registrations. It is followed by the Mazda Bongo with 51 sales, up 10.9 per cent

on June 2016, and it has a 4.5 per cent market share. As a result, these three models helped their respective brands take the same top three sales positions.

Tony Hammond, owner of

Tauranga's Tony Hammond Motors, which imports cars from Japan in the \$10k to \$20k price range, says it is very hard to buy used utes. "No dealer can get a good supply of utes."

He says utes hold their value and are often worth the same price as when they were purchased three years earlier despite having higher mileage.

"People come in wanting to buy a small ute for \$6k but they are dreaming. You'd pay \$10k for a ute that has done 300kms and \$15k for a ute that has done 200kms but there are lots of other vehicles out there you can buy that will be a better deal," Hammond says. ☺

Used Commercial Sales by Make - June 2017

MAKE	JUN '17	JUN '16	+/- %	JUN '17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	536	400	34.0	47.5%	2,975	46.8%
Nissan	236	201	17.4	20.9%	1,343	21.1%
Mazda	70	60	16.7	6.2%	461	7.2%
Isuzu	67	48	39.6	5.9%	320	5.0%
Ford	52	26	100.0	4.6%	219	3.4%
Mitsubishi	40	26	53.8	3.5%	222	3.5%
Holden	25	16	56.3	2.2%	125	2.0%
Chevrolet	20	14	42.9	1.8%	120	1.9%
Hino	20	20	0.0	1.8%	170	2.7%
Fiat	8	4	100.0	0.7%	62	1.0%
Mercedes-Benz	7	3	133.3	0.6%	38	0.6%
Mitsubishi Fuso	6	1	500.0	0.5%	16	0.3%
Volkswagen	6	7	-14.3	0.5%	51	0.8%
Dodge	5	8	-37.5	0.4%	27	0.4%
Kenworth	3	1	200.0	0.3%	18	0.3%
Suzuki	3	3	0.0	0.3%	11	0.2%
DAF	2	0	200.0	0.2%	7	0.1%
Daihatsu	2	0	200.0	0.2%	16	0.3%
GMC	2	4	-50.0	0.2%	27	0.4%
Great Wall	2	0	200.0	0.2%	11	0.2%
Others	17	22	-22.7	1.5%	123	1.9%
Total	1,129	864	30.7	100.0%	6,362	100.0%

Used Commercial Sales by Model - June 2017

MAKE	MODEL	JUN '17	JUN '16	+/- %	JUN '17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	Hiace	423	305	38.7	37.5%	2,230	35.1%
Nissan	Caravan	82	86	-4.7	7.3%	520	8.2%
Mazda	Bongo	51	46	10.9	4.5%	376	5.9%
Nissan	NV200	49	21	133.3	4.3%	206	3.2%
Isuzu	Elf	33	31	6.5	2.9%	183	2.9%
Toyota	Regius	32	21	52.4	2.8%	263	4.1%
Toyota	Dyna	29	33	-12.1	2.6%	170	2.7%
Nissan	Vanette	28	33	-15.2	2.5%	232	3.6%
Nissan	Navara	24	20	20.0	2.1%	113	1.8%
Mitsubishi	Canter	22	11	100.0	1.9%	121	1.9%
Toyota	Toyoace	21	16	31.3	1.9%	109	1.7%
Isuzu	Forward	18	9	100.0	1.6%	77	1.2%
Ford	Ranger	18	11	63.6	1.6%	83	1.3%
Nissan	Atlas	17	22	-22.7	1.5%	110	1.7%
Ford	Transit	16	1	1500.0	1.4%	38	0.6%
Holden	Colorado	13	10	30.0	1.2%	47	0.7%
Mazda	Titan	13	10	30.0	1.2%	51	0.8%
Toyota	Hilux	11	14	-21.4	1.0%	97	1.5%
Nissan	NV350	11	3	266.7	1.0%	65	1.0%
Holden	Commodore	9	5	80.0	0.8%	43	0.7%
Others		209	156	34.0	18.5%	1,228	19.3%
Total		1,129	864	30.7	100.0%	6,362	100.0%

Call **autofile** - we can help

Getting the auto industry's attention for more than 25 years

Contact Brian McCutcheon | p: 021 455 775 | e: brian@autofile.co.nz

Average daily sales still strong

The latest statistics for dealer stock of new car imports show that stock levels are at their highest level in the past 12 months. There were 11,256 new cars imported into New Zealand during June which was a 26.1 per cent increase on the same month last year which saw 8,924 units imported and was up 16.6 per cent on May 2017 with 9,655 units. Although dealers sold 10,181 new cars last month, there were still 1,075 units unsold which raised the stock-on-hand level to 67,874 new cars yet to be registered. That means there's been a 19 per cent increase in unsold stock compared to the same time last year, which had 57,027 units unregistered.

Year to date, 54,946 new cars have crossed the border and 52,993 of those cars have been sold leaving a variance of 1,953.

Dealers throughout the country now have 230 days' worth of stock on hand, two days higher than May and 14 days high than in June 2016. However, average daily sales remain strong and have increased from 264 in June last year to 296 last month. With the large number of stock on hand, dealers have enough units on their yards to last about seven and a half months if sales continued at the current rate.

Jeff Dacombe, Sales Manager at Armstrong Prestige in Wellington, says "Although there was public interest in the America's Cup and Lions' Tour there was a strong end to June and the second quarter."

Dacombe says the dealership's last quarter was up on the same time last year.

"Audi is going from strength to strength and it can only get better

with the new product arriving and on the way. Also, Wellington is a very strong market for high-performance cars. Kiwi drivers like the best of the best and New Zealand is the biggest buyer of the Audi Sport, per capita, in the world.

With Audi being focussed on customer satisfaction, we strive to deliver the latest and greatest cars with the best possible experience". Dacombe says that July's launch of the new Audi Q5 will increase sales which are tracking to better last year's figures.

Warwick MacLachlan, sales manager for Hollands Suzuki Cars in Christchurch, says the dealership has had a "brilliant" month. "It has been our best June ever. Many of our customers are trading in their Swifts for the new model (which was recently launched with a new shape) but it is more than that, our entire

range is looking better than ever and is well-priced and spec'd.

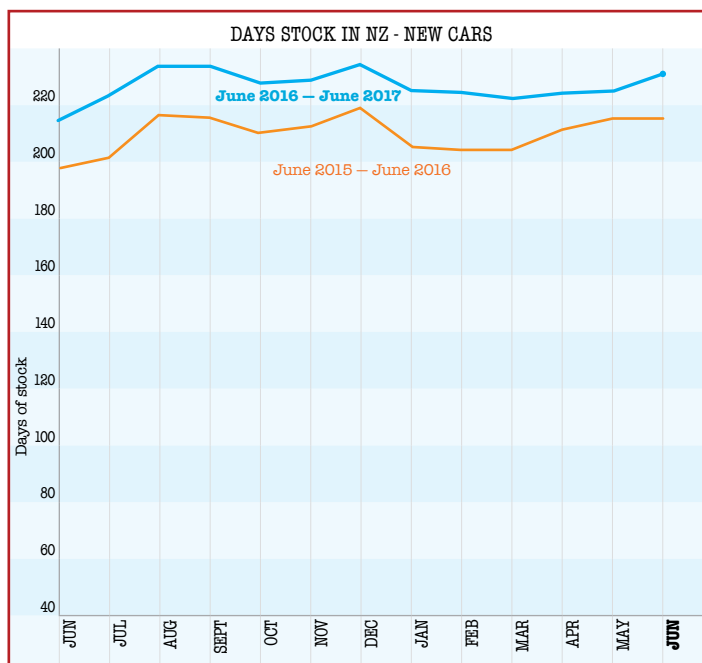
Suzuki is making it easy for us to do our job. People are trading in other brands for a new Suzuki so we have increased market share which is the important thing. It's very positive in Christchurch."

Dealer principal from Southern Autos in Manukau, Andrew Craw, says the new car sales market in Manukau is still very strong. "New car sales have not let up. We have been constant throughout the year. Our internet views on our website and Trade Me have not dropped off but you have to be well priced for internet sales in this market. There's been an upturn in sales of the (seven seater) Isuzu MU-X."

He says the release of the new Peugeot 3008 next month and the Peugeot 5008 later this year will boost new car sales. ☺

Dealer stock of new cars in New Zealand

	CAR SALES					
	IMPORTED	REGISTERED	VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
Jun '16	8,924	9,186	-262	57,027	264	216
Jul '16	9,279	7,701	1,578	58,605	265	221
Aug '16	13,210	8,894	4,316	62,921	269	234
Sep '16	10,291	9,704	587	63,508	271	234
Oct '16	10,115	10,795	-680	62,828	274	229
Nov '16	11,059	9,722	1,337	64,165	279	230
Dec '16	9,825	8,069	1,756	65,921	281	234
Jan '17	8,489	10,150	-1,661	64,260	285	226
Feb '17	8,099	8,050	49	64,309	287	224
Mar '17	9,200	9,230	-30	64,279	290	222
Apr '17	8,247	6,996	1,251	65,530	290	226
May '17	9,655	8,386	1,269	66,799	293	228
Jun '17	11,256	10,181	1,075	67,874	296	230
Year to date	54,946	52,993	1,953			
Change on last month	16.6%	21.4%		1.6%		
Change on June 2016	26.1%	10.8%		19.0%		
	MORE IMPORTED	MORE SOLD		MORE STOCK		



MARAC

marac.co.nz

Drive away with finance
from MARAC

Provided by Heartland Bank Limited

HEARTLAND
BANK

heartland.co.nz

MARAC is a division of Heartland Bank Limited. Lending criteria, fees and charges apply.

Imports of used cars increase

Used car dealer stock has increased by 22.2 per cent from 31,088 in June 2016 to 37,990 this year.

There was a total of 15,570 used cars imported last month, which was a 14.2 per cent rise from June last year's total of 13,630. But it was a month-on-month decrease of 6.6 per cent of imported stock compared to 16,666 crossing the border in May.

Day's stock-at-hand has increased by 10 units, from 78 in June 2016 to 88 last month. But stock has been selling well with daily sales averaging 431 units in June compared to an average of 398 units 12 months ago – a daily average of 33 more car sales than in June 2016. Sales have been gradually increasing each month since July 2016.

Jono Karels, sales manager at Marcel Motors 2014 Limited



Marcel Motors in Dargaville



Southern Autos of Manukau, Auckland

in Dargaville, says the used car market has slowed in the small Northland town which has a population of about 4,200.

"We do have an ageing population in Dargaville and people are coming up here to live from Auckland."

He says it can be hard to get good stock so the dealership has been importing cars from Australia as well as Japan.

He says Dargaville drivers want 4WD utes and smaller cars, especially Toyota Corollas which hold their value.

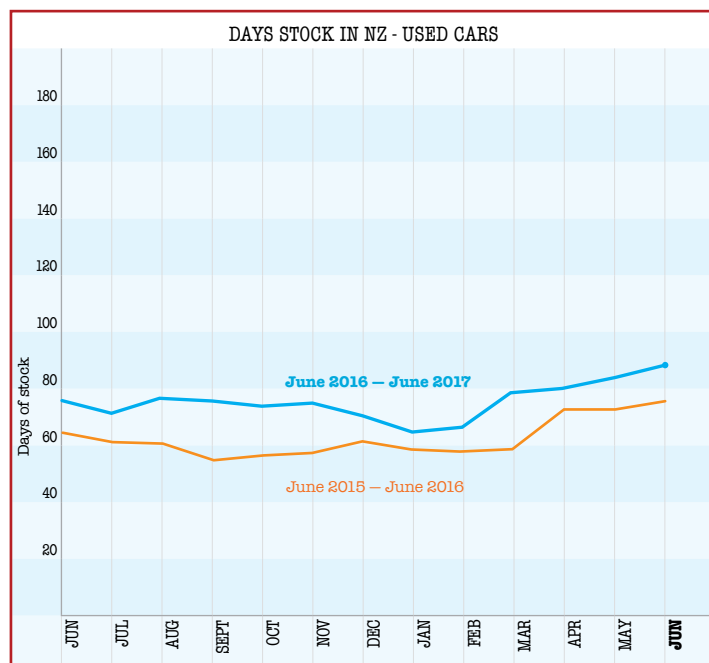
Dealer Principal of Southern Autos in Manukau, Andrew Craw, says it's harder to get deals done in the used car market with the competition coming from the very attractive finance deals and low-priced new car market.

"There are options for everyone in the new car market," he says.

Tony Hammond, owner of Tony Hammond Motors in Tauranga, also believes sales of used cars have slowed slightly during May and June which he puts down to the cold, wet weather.

"The biggest thing to slow sales has been the bad weather during the past couple of months but you have to take it on the chin, and then you get a fantastic July or August for sales," says Hammond, who has been in the industry for 30 years.

The dealership imports cars from Japan and includes European cars in its stock which ranges in price from between \$10k to \$20k. "We don't limit ourselves to one make, we stock a wide range of 80 vehicles from the Demio to EVs," he says.



Dealer stock of used cars in New Zealand

	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Jun '16	13,630	11,991	1,639	31,088	398	78
Jul '16	11,249	13,055	-1,806	29,282	396	74
Aug '16	14,058	12,993	1,065	30,347	399	76
Sep '16	11,629	12,564	-935	29,412	401	73
Oct '16	12,311	12,709	-398	29,014	405	72
Nov '16	13,400	12,762	638	29,652	408	73
Dec '16	12,242	13,181	-939	28,713	410	70
Jan '17	10,583	12,933	-2,350	26,363	413	64
Feb '17	13,829	12,260	1,569	27,932	415	67
Mar '17	19,546	14,474	5,072	33,004	421	78
Apr '17	13,035	12,507	528	33,532	422	79
May '17	16,666	14,439	2,227	35,759	427	84
Jun '17	15,570	13,339	2,231	37,990	431	88
Year to date	89,229	79,952	9,277			
Change on last month	-6.6%	-7.6%		6.24%		
Change on June 2016	14.2%	11.2%		22.2%		
	MORE IMPORTED	MORE SOLD		MORE STOCK		

MARAC

marac.co.nz

Drive away with finance
from MARAC

Provided by Heartland Bank Limited

HEARTLAND
BANK

heartland.co.nz

MARAC is a division of Heartland Bank Limited. Lending criteria, fees and charges apply.



SERIOUS A B O U T PROTECTION

AUTOHUB has invested heavily in systems and services to ensure our customers have the best information available and are as protected as they can be:

- Modern, efficient, robust systems
- Comprehensive insurance policies
- Global representation
- Specialists in vehicle logistics

**TRUSTED AUTOHUB PEOPLE,
THERE WHEN YOU NEED US, WHERE YOU NEED US**