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May 2017

Forex creditors urge SFO investigation

Creditors owed money from failed Forex Brokers Limited have walked away from their first meeting with liquidators still no wiser as to how Forex lost \$16 million of their funds.

Autofile understands that a number of the 120-plus creditors hit by the Forex collapse are dealers operating in the Hamilton region.

One Hamilton dealer, who lost \$500,000 when Forex went into liquidation on April 10, says the information they were given by liquidators PKF Corporate Recovery & Insolvency during the May 10 meeting in Auckland was "pretty much what we have heard from the start. We are no better off".

"There is no money. There's no hope at the moment. There's probably not enough money to pay the liquidators," he says.

The man, who only wants to be known as Darryn, says about 30 creditors at the Auckland meeting have agreed to retain PKF as the official liquidators and for it to continue to investigate Forex and perhaps discover where the money has gone and what went wrong. But he says the investigation could take six to 18 months.

Darryn, who is one of five

creditors on the newly formed Forex creditors' committee, says he wants to encourage everyone affected by the collapse of Forex to lodge a complaint with the Serious Fraud Office.

"I didn't learn anything new at the creditors meeting. I don't think we are going to get our money back." - Robert Heaphy, investor

"There have already been five official complaints to the SFO. I do hope that (the SFO) looks in to it and then there could be legal ramifications," he says.

He believes Forex may have paid out failed investments with new money.

Darryn says the liquidators have put a legal hold on two properties, which are worth about \$2.5 million,

associated with Forex director Russell Maher. But the properties, a family home in Auckland and an investment property in Hastings, are held in trusts.

"There were no true answers from the meeting. Do you keep throwing money at it to pay the liquidators?"

Darryn says he initially invested \$300,000 on the foreign exchange with Forex during 2015.

"We were sucked into that thinking it was a good thing. We got regular buy and sell sheets," he says. The dealer then invested another \$200k. He says about a month before Forex went in to liquidation, he asked for some of his money back but was told it was in overseas investments and he could lose money if he cashed it in.

"Then it was 10 days later that I got a notice about the liquidation. I am about the thirteenth biggest creditor. It is very disappointing as I haven't done anything wrong," the trader says.

"But the money can't just

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GUEST EDITORIAL

My, how times have changed...

Frank Willett has been involved in the used imported vehicle industry for over 20 years and has a wide knowledge of the inspection and logistics side of the supply chain. He is currently the acting chief executive officer for Autohub New Zealand.

I joined the used import industry in 1994, a keen young and energetic chap, married with a young family. I started with VINZ as a vehicle inspector. VINZ was the first appointed organisation to issue VIN numbers for used imports at that time and we were busy... There were always more cars to VIN than we could manage, and hence we picked and chose who and how we would service via base or mobile facilities – if we turned up at a dealership and they weren't ready for us, we'd just leave and go to the next. I still recall being chased down the road by some customers pleading for us to come back. You could say our Customer Service ethos was "we held the authority, hence the power".

Fast forward to today...The industry has evolved far beyond most of us long-involved players would have thought possible. From the early 80's where successful dealers would know (or learn quickly) every part of the purchase, import and compliance process, and every importer had their secret supplier and bespoke arrangements and relationships, we now have a multi-billion-dollar industry with many major players and well tested infrastructure to support it. Vehicle suppliers and supply chain service providers have had to develop slick, cost effective service models, leveraging off technology while ensuring good customer service. The "supply chain" is now a very intense and competitive thing, all

designed to do as much for the dealer as possible, and at the 'right price'.

Also, not only has the NZ Government and its officials gone from looking at the used import trade as annoying and fleeting, it now fully recognises the positive economic and social values the industry provides our nation. In fact, Government now engages the used import industry in a consultative manner when considering the future of policy and legislation in relation to transport in NZ.

As is the ever changing face of the industry, we face yet another list of changes that will impact our industry. The next phase of the Land Transport Rule: Light-vehicle Brakes 2002 involving the requirements for ESC for used imported vehicles comes in March 2018.

This will effectively rule out a number of popular models we currently import. I expect the trade will find suitable and compliant alternatives as always, but there will likely be a slight time lag. The big unknown at present is the rapid global development of ITS, and in particular, the apparent 'silos' of direction and development.

Japan is rapidly developing systems that are integrated into the very heart of vehicle computer management systems which cannot be turned off and conflict



FRANK WILLET

with our legislation here – this could prove to be a major impact on the supply of used vehicles from Japan in the very near future.

On the positive side, Electric Vehicles seem to be a blossoming global phenomenon and NZ is well placed to take advantage of this.

We have reasonably good supplies of cost effective EV's from several overseas markets which has resulted in 50 per cent or more of EV's in our fleet today being second hand. I believe that in 5 years,

EV technology, vehicle pricing, range capability and charging infrastructure will be at a level where most NZ motorists will see an EV as a genuine option.

Given what I have observed of the used import industry over the last 23 years, it has come of age. I have no doubt that as long as there is a need for cost effective used vehicles, there will be an industry that will source and supply to the demand. This is one of the most resilient and flexible industries I have seen and I have no doubts it will go on and evolve as the future require. ☺

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disappear. I am embarrassed about it. I have tried to contact the director and I have left messages for him. It is very frustrating. No one knows what has happened to the money."

Another creditor, who has known Maher almost 15 years and who doesn't want to be named, says: "A lot of people trusted Russell. He was a generous, nice man. He did well for a few years and then I think he got a bit over-confident. I was in shock when I heard what had happened and I want to know why it happened."

Hamilton dealer Robert Heaphy says he lost a small amount of money when Forex went in to liquidation.

"I didn't learn anything new at the creditors meeting. I don't think we are going to get our money back," he says.

Liquidator Chris McCullagh says the meeting was a chance to meet creditors and for them to legally appoint PFK as the official liquidators so it can continue to investigate the matter and liaise with creditors.

"Creditors overwhelmingly voted us in and it's good to have that confidence and support," he says.

McCullagh says it's uncertain if Forex has any claim over a trust, which owns two properties, associated with Maher.

"The trust has agreed to give us 14 days notice of any intention to sell or mortgage those properties. That would give us time to decide if we need to take any legal action regarding that," he says.

The liquidator says that although there are no obvious assets belonging to Forex available at the moment to distribute to creditors, PFK hasn't done a full assessment of the company's documents to see if there are any other avenues to claim funds.

"We will do a reasonable amount of investigation to see if there are any other claims and at that point we will relay that information to the creditors and see if they want us to take the matter further," McCullagh says.

"Maher is cooperating with us. There are a lot of very aggrieved people and that's why we felt the creditor's meeting was important."

Forex's estimated state of affairs as at April 10 shows total assets worth \$56,656, which includes vehicles worth about \$20,000.

Maher has told liquidators that



the company's failure is due to "Too many 'out of money contracts,' both clients out of the money and that then being reflected with our wholesale position".

"Competition forced us to use orders for more than we would

have liked, to be able to generate a profit, and too many of these orders did not hit in the market. So, our position got too big," he says.

Maher says the business became too big for him to finance and costs were too high.

"I had tried to devise a plan to start returning investor funds and start scaling back the company until I could close it down, but ran out of time and cash flow," he says.

The SFO says it "is aware of this matter and it is being evaluated. We do not comment on potential investigations therefore we cannot confirm any other details".

McCullagh says the SFO has taken over the investigation from the NZ Police and the Financial Markets Authority.

Forex had four staff members at its Queen St, Auckland, office including Maher.

The company offered spot FX transactions, and offshore bank drafts and telegraphic transfers. ☎

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Commerce Commission warns traders

According to a recent survey by the annual New Car Code of Practice survey, a quarter of consumers are swayed by advertisements.

Although this information is very important to note and advertising can be an excellent way to stand out from the rest, the Commerce Commission states that it is also important to pay attention to the Fair Trading rules when planning promotions.

In order to make the rules clear for retailers around the country, the Commerce Commission has recently published an open letter, which has been sent directly from the head of Investigations, Ritchie Hutton, highlighting pricing practices which might breach the law, and offering guidance on how to avoid them.

The letter has been published on the Commission's website and is being distributed to several thousand New Zealand retailers via Retail NZ.

According to a statement by the Commission, pricing is a particular area of focus at the moment because complaints about discount sales advertising and price promotions both in-store and online was the single biggest category of complaint last year.

Consumer NZ chief executive Sue Chetwin agrees with the Commission and says that constant sales and exaggerated discounts are prevalent in the retail trade. "Our investigations have found stores routinely promoting the same items as 'specials', giving consumers a misleading impression about the savings available. If a product is regularly discounted, the retailer can't claim a reduced price is all that special."

In the past, the courts have sentenced a number of retailers

prosecuted by the Commission in relation to misleading pricing practices, this includes a recent prosecution that resulted in Bike Barn being fined \$800,000 for misleading discount sales and price promotions.

Another large prosecution included Trustpower which advertised pricing and applicable contract terms in a misleading manner. Hardware department store, Bunnings was charged in February for misleading "lowest price" claims.

The Commission states that it is important to ensure that price claims are not exaggerated and to ensure that all promotions are kept within the guidelines of the Fair Trading act. "It is also unfair to other retailers who are offering genuine special prices and pricing their goods accurately."

Examples include giving consumers the impression that they are getting significant discounts from usual selling prices, when the items have never sold at the comparable price, continually selling products at an advertised promotional price and giving the customers the impression that this is lower than the 'normal price' or telling the consumer that the advertised price is the total price they will pay (with the full price in small print).

Other examples of concerning pricing practices that the Commission listed include "final days" and "clearance prices" which creates a sense of urgency for consumers to act, in order to get a discount and limited stock at discount prices, which gives consumers a misleading impression that a promotion is more competitive than it really is.

According to the letter, the consequences that could take

place if a business breaks the law include fines of up to \$600,000 for each breach and an individual fine of up to \$200,000.

In order to assure that retailers keep to the law, the Commission has highlighted a few tips to adhere to. These include:

- ▶ ensuring that discounts are taken off the usual selling price;
- ▶ avoiding fine print to hide important information like extra charges;
- ▶ making sure that a 'sale' is a brief and limited opportunity to buy at a reduced price;
- ▶ only using 'clearance' sales to get rid of excess goods;
- ▶ avoiding advertising exaggerated savings on the range of goods available at a discounted price;
- ▶ avoiding words like "lowest" and "cheapest" prices.

Commissioner Anna Rawlings

says that consumers often look out for sales, which obviously drives competition. "However, when price claims are not accurate and discounts are exaggerated, consumers do not get the 'bargain' they believed they were getting. It is also unfair to other retailers who are offering genuine special prices and pricing their goods accurately".

Rawlings says that the Commission is in place partly in order to improve trader compliance in this area through education which is why the letter has been published. "We will also continue to investigate consumer complaints and other cases that come to our attention. If necessary we will prosecute traders who we consider are breaching the Fair Trading Act by misleading consumers about the prices that they are paying or the discounts that they are receiving," she says. ☺



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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

MOTORSPORT

Mark Baker
veritas.nz@extra.co.nz

JOURNALISTS

Sue Brebner-Fox
sue@autofile.co.nz

Lucy Mullinger
lucy@autofile.co.nz

Alana Drayton
alana@autofile.co.nz

Accessing the MVR - Where to now?

With various historical delays relating to access to the motor vehicle register (MVR), industry insiders are questioning whether the process will continue to be held up.

In early 2016, the New Zealand Transport Agency (NZTA) announced a new authorisation and access system would be set up allowing various approved users access to private name and address details held on the MVR. Industry participants were asked to apply individually or as part of recognised industry associations.

Since then, application deadlines have been extended three times, and according to the NZTA's most recent update on the Gazette notices, class authorisations will now expire on 31 October 2017 and to avoid delays, traders are being encouraged to apply before 30 June.

"Class authorisations have been

extended until 31 October 2017, but all people and organisations who have access should be moving towards obtaining access under the new 'standard terms' approach from November 1, as class authorisations will not be extended beyond October," says a spokesperson for the NZTA.

This is currently being communicated through a range of channels, "including direct contact with authorised access holders, providing information to industry associations, meetings with industry groups, as well as through information on our website and via our contact centre."

Applications for access to name and address information of vehicles owners from the MVR, are made under section 241 of the Land Transport Act 1998. The NZTA will then consult with the Ombudsman, Privacy Commissioner and Police



"The process of renewal has been frustrating and it is difficult to understand why this has taken so long to sort out," says CEO of the MIA, David Crawford

Commissioner before deciding whether to grant an authorisation.

Applications, when approved, may be granted for a period of up to, but not exceeding, five years unless rolled over while a new application is being considered. Applications are made to the NZTA and it is up to the NZTA to decide

whether access will be granted.

Since the last announcement was made, it seems that there has been less communication coming forward from the NZTA.

"The process of renewal has been frustrating and it is difficult to understand why this has taken so long to sort out. The original section 241 approvals were granted in 2011 for a period of five years. At that time, the Secretary of Transport (ie CEO of the Ministry of Transport) was responsible for MVR policy with operational matters delegated to the NZTA. It was the MoT who granted the original access arrangements, not the NZTA. The NZTA has had to develop processes for considering this round of applications. Nevertheless, this should not have taken over a year to do," says CEO of the MIA, David Crawford.

CEO of the IMVIA, David Vinsen

[continued on page 8]



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agrees with Crawford and says that the whole process has been poorly conceived and executed. "The only thing that the delays have achieved is accentuating my opinion that the changes were unnecessary and we're fixing a problem that didn't exist," he says.

"We have been told that the IMVIA is an approved association but apart from that, no one knows what's happening. My personal opinion is that there are more productive exercises that the NZTA could be applying themselves to".

According to dealer services and mediation manager for the Motor Trade Association (MTA), Tony Everett, the project may have turned out to be more complex than the NZTA had initially expected.

The MTA has made applications for access on behalf of its dealer and service station members and Everett says that due to some delays in the implementation, the MTA is advising members to continue to access the MVR as usual, but to contact them if there are any issues. "MTA's goal in working with NZTA on this project is to ensure a smooth transition to the new system for MTA members," says Everett.

Mark Greenfield from the National Automotive Industry Technology Association (NAITA) believes the NZTA should engage with the industry "through all its respective associations and system/access providers, to

determine the best future solution that allows the NZTA's objectives to be achieved collaboratively in-line with the transactional business requirements of the industry."

Alongside uncertainty about the class authorisation, some applicants are questioning what will happen if there was a breach of the software. According to Crawford there is no uncertainty in the MIA's mind. "Under the

still provided to an unauthorised user, when that user was able to be identified as unauthorised."

He says that this raises the importance of validation capability to ensure all users are identified as authorised or not, and appropriate access being provided once that validation has occurred. "This would need to be as automated as possible to ensure business continuity and also accuracy of

the dealer is responsible for any unauthorised access to the register. "There is a process that they will need to go through with the MOT, OPC and the NZTA for any breach, which may result in further access to the register being declined."

This is backed up by the NZTA, with the spokesperson saying that the person or trader who accesses information is ultimately responsible for any unauthorised access. "If access was obtained via a portal or an industry association they may also have some responsibilities for ensuring that their members do not access information inappropriately."

Traders can ensure they are safe from liability, according to the NZTA "by ensuring they know whether or not they have authority to access information, and if so for what purposes and only accessing information where necessary and appropriate to do so in accordance with their authorisation."

The NZTA spokesperson says that this process is only applicable for accessing personal information (name and address of currently registered person). This ongoing access can be granted through an authorisation under Section 241 of the Land Transport Act 1998. Personal information can also be granted through a one-off application process with a fee of \$15. Processes for access to other information such as vehicle details remain unchanged. ☺

There is a process that they will need to go through with the MOT, OPC and the NZTA for any breach, which may result in further access to the register being declined - Chris Knight, MotorWeb

legislation, the NZTA is responsible for management of the MVR. While the MVR is a Crown asset, all day to day management of the MVR and access rights, are the responsibility of the Director (CEO) of the NZTA.

When access is granted, the person or company that has access rights must abide by the conditions of access. If there is unauthorised access from a person or company who holds the access rights then the NZTA is able to terminate the section 241 access permission."

Greenfield states that responsibility is likely to fall at whichever point a breach occurred. "This could be at a dealership level, or at a higher level if access was

authorised user information for various systems to query when providing access to the register."

Greenfield says it is very important for anyone with authorised access to make sure that they keep their passwords and usernames secure.

"Each individual within the dealership should have their own passwords and they shouldn't share it with others. From there, ensuring training has been conducted prior to dealership personnel having access to the MVR so they are very clear on what purposes they can and can't access information for on the register."

According to the general manager of MotorWeb, Chris Knight,

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Industry mourns loss of respected icon

Auto industry icon Bob McMillan has died following a battle with cancer.

The 74-year-old, who died at home on May 1, was a dealer his entire working life apart from two years after he left school when he was a public accountant.

His initiation into the industry started as a teenager who saw an opportunity to make some money selling second-hand Minis.

McMillan attended Saint Kentigern College in the late 1950s. He and a friend would call Aucklanders, on a Monday, after they had advertised a Mini for sale during the weekend. The young entrepreneurs looked for owners disheartened about not selling their cars, they pooled their few pounds and bought them at better prices than advertised. With a cut and polish – and nugget on tyres and upholstery – they sold the Mini 10 days later with a £50 - £70 mark-up, from then on, McMillan was hooked.

His first role was at John Andrew Ford, before he left to work at a Ford dealership in eastern Sydney. He returned to New Zealand and became a sub-dealer for John Andrew Ford. Ford NZ told him he was too young to be a dealer but could become a sub-dealer and, in 1969, he was the only one in this country. For every new vehicle he sold, he had to pay John Andrew Ford one per cent, which he did reluctantly. After about 12 months, he

became a full dealer and developed Team McMillan Ford in Greenlane.

"I hated the word sub – one per cent of the sale went to John Andrew," he told Autofile a few years ago. "I fought like hell and a year later I was made a full dealer in 1970."

By the mid-80s, Team McMillan grew to about 180 staff and sold about 3,000 cars and trucks a year. McMillan chaired Ford's dealer council in New Zealand for three terms. In 1985, McMillan accepted the BMW New Zealand franchise. He added to the dealership's portfolio with a brand manager and sales team dedicated to Mini.

In 2012, Team McMillan took on Rolls-Royce in New Zealand and McMillan concentrated on developing the marque with a brand manager.

At age 72 – and after 52 years in the industry – McMillan decided the time was right for the family to sell its 50 per cent shareholding in Team McMillan, and to travel and pursue activities he'd never had time for.

Collins Asset Management was a 50 per cent shareholder in the company and took full ownership in June 2014.

"The offer was put to me and I couldn't refuse," he told Autofile at that time. "It's a seven day a week business and you have to work six days a week, between eight and 10 hours a day to succeed."

McMillan is survived by wife Kerry, and children Anna, Scott and Andrew. ☺



Bob McMillan

Bob McMillan, left, with Neil D'Arcy-Brain, brand manager at Rolls-Royce Motor Cars Auckland,






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Celebrating past, present and future

Industry insiders, Motor Trade Association (MTA) members and the public together attended the MTA100 Car Show in Wellington late last month.

The event took place over the weekend of the April 29-30 April in order to celebrate MTA's centenary.

On April 30, 1917, Messrs J Bett and E J Wackrill convened a meeting with seven other business owners in Feilding to form a national organisation for retail motor traders in New Zealand. One week later, on 7 May, 1917 the meeting resumed in the Feilding Library Committee Room with fifteen representatives. By the end of the meeting the group was named the Garage Proprietors of New Zealand.

From there the association took on a few different names until finally being named the Motor Trade Association. Their initiative led to the rapid establishment of a national automotive body with several branches being established throughout New Zealand.

Fast forward to 2017 and the MTA has developed from a small organisation to become the largest automotive industry body

in New Zealand, representing over 4,000 automotive businesses and acting as a strong advocate for motorists.

In order to celebrate the big milestone, the MTA displayed a variety of automotive objects, from a crankshaft through to amphibious vehicles. The show included 100 of the greatest classic and vintage cars from across the globe as well as a variety of concept cars and electric vehicles.

"A centenary is a very significant milestone for any organisation and we wanted to celebrate it properly. We felt that a big event, such as a car show, along with a party atmosphere for our members, would mean everyone could join in," says MTA chief executive Craig Pomare.

But this wasn't just about entertaining the visitors. According to Joe Barnett from SOC NZ, the level of expertise at the event and the high-quality products that were showcased, enabled industry insiders to discuss the future of autonomous and electric vehicle technology at a very high level.

Along with an impressive array

Part of the Future Today exhibition at the MTA100 Car Show of the Century



of vehicles, there was a chance for attendees to hear from a range of top international and local speakers including head of Rinspeed, Frank M. Rinderknecht and his Kiwi designer Alain Brideson, which marked the first time a Rinspeed vehicle has arrived in Australasia.

The Budii, an electric autonomous concept car from the Swiss creative think-tank Rinspeed, travelled from Switzerland to New Zealand for the event.

The fully autonomous Budii is based on the BMW i3 and utilises a similar powertrain as the i3.

According to Joe Barnett, who

was the general manager at the time, was transported by Autohub. "The Rinspeed Budii is a concept car, therefore it can't be subjected to any of the normal cleaning processes employed by MPI if the vehicles was found to be contaminated on arrival," he says.

As there are no MPI approved pre-clearance facilities on mainland Europe, through contacts at the Ministry for Primary Industry (MPI), Autohub was able to put a process in place, which would reduce the risk of any bio hazard entering NZ with the Budii, these included ordering a food standard container from Maersk, photos and video footage of the Budii before and during loading, container cleanliness documentation and a statement from Rinspeed showing the Budii was stored in a museum and had not been on the road. "On arrival an MPI inspection was able to confirm the cleanliness of the Budii and container," says Barnett.

As the vehicle was transported at the same time as Wellington felt the effects of the Kaikoura earthquake, the shipment had to be diverted to Napier, where Mainfreight assisted with delivering the Budii to its final port in Wellington.

After meeting with Rinderknecht in Switzerland to discuss how Autohub would transport the Budii, it soon became obvious that the involvement of Rinspeed was incredibly valuable.

The Rinspeed Budii concept arrived from Switzerland with the logistical help from Autohub



This Indian Scout from 1920 was ridden by Burt Munro and set three world land speed records



John Britten's 1992 Cardinal V1100cc superbike was entirely hand-built and had a top speed of 303km/h



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Simon Moore, general manager,
Quest Insurance Group Limited

"Our policies are easy to understand; dealers can sell without confusion and therefore with confidence and we've made it easy for customers at claim time."

QUEST, a well-established insurance company, is set to shake up the industry.

"I think motor vehicle dealers, finance companies and insurance brokers are ready for an alternative option. Many dealers are concerned about big traders that have merged with insurance companies in recent times and I see that as an opportunity to offer dealers something unique," says Quest Insurance Group Limited general manager, Simon Moore.

Quest, which is wholly owned by Geneva Finance Limited, has a stable financial strength rating and operates under its own insurance license. This enables it to quickly adapt to customer needs and market changes, says Simon.

"Any product or pricing change; or a policy exception does not have to be passed by an external underwriter. Quest can move quickly to adapt to customer's needs," he says.

"We do not market directly to the public; we are dedicated to dealers and there as a long-term business partner.

"My role at Quest is to grow the market share, we have reviewed our products and marketing material and have developed an easy to use online point of sale system. All of which have enhanced the original offerings available to dealers. What I particularly like about our policies is that they are worded simply and are easy to understand for both the dealer selling the product and their clients."

Due to his experience selling motor vehicle finance and insurance products at "the coal face", Simon has been able to approach each policy offering from the customer's viewpoint, resulting in a simplified product range; which still includes the essentials. Quest's mechanical breakdown insurance (MBI), includes AA Roadservice and breakdown assistance, and guaranteed asset protection (GAP) and motor vehicle insurance are available for all driver license options.

"We have developed a new online system from scratch with ease of use in mind. Our policies are easy to understand; dealers can sell without confusion and therefore with confidence and we've made it easy for customers at claim time. The feedback from dealers has been great so far and we've had really good uptake," he says.

"I am also part of the group's executive team and have been impressed since coming on board that Geneva runs such a tight ship under Managing Director David O'Connell reporting to the board and it's very solid shareholders," he says.

Federal Pacific Group (FedPac) has a 58 per cent stake in Geneva Finance and was also one of the founding shareholders in CBL Insurance Limited (CBL) a company listed on the NZX. CBL is a worldwide insurance operation with annual turnover in excess of \$330m.

"There is strength and expertise behind Quest," Simon says.

Geneva and Quest are looking for further growth through acquisitions. In March, Quest entered into an agreement with Janssen Insurance Limited to underwrite all of Janssen's motor vehicle related product sales throughout New Zealand.

"Finance and insurance are key income streams for dealers and mechanical breakdown insurance is very important because it also takes a lot of the risk away for dealers who, despite rigorous checks and inspections, can't predict if or when a motor vehicle part may fail soon after purchase, says Simon.

He says MBI passes this risk on to the insurance company and as many dealers sell vehicles throughout New Zealand via the internet, having nationwide MBI coverage protects the customer wherever they are. Dealers covered by an MBI policy also appreciate AA Roadservice as they can get the vehicle to the nearest town so it can be assessed. It makes it easy for the dealer because the insurance company can get the vehicle delivered to a reputable repairer and the customer is back on the road in a timely manner. All with minimal involvement for the dealer," Simon says.

Having started out in the industry more than 20 years ago, Simon is excited to have the opportunity to grow Quest and use his own personal experience to become a trusted advisor and help dealers expand and grow their businesses.

It's great to be able to offer the full range of services including recruitment, training and mentoring for business managers and sales staff.

"We enjoy a great team culture, here at Quest, and that flows through to our relationships with our customers."

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

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

The Quest insurance logo features the word "Quest" in a large, teal, sans-serif font, with a stylized sunburst icon above the letter "t". Below "Quest" is the word "insurance" in a smaller, teal, sans-serif font.

[continued from page 10]

This led to discussions between Rinderknecht, the MOT and NZTA in regards to the future of vehicle technology in NZ.

"The MTA 100 event was a blistering success with the Rinspeed Budii as the main attraction and due to their meetings with Frank Rinderknecht, the NZ govt now has a much better understanding on where the development of autonomous vehicle technology sits around the world," says Barnett.

"The Budii is now on its way back to Switzerland where it will take its position in the Rinspeed collection with the other 22 concept cars."

But the Rinspeed team wasn't the only highlight of the event. United States-based New Zealander, Ian Wright who co-founded Tesla and developed electric power trains for trucks, that he has sold worldwide, discussed the future electrification of heavy transport.

This speech was followed in the afternoon by Generation Zero's Victor Komarovskiy, who spoke about the sustainable solutions for lower emissions.

NZTA Innovations Manager Martin McMullan completed the day with a speech about the future of transport technology and how we will get to and from work and home, in the future.

"The exhibitions looked at



Craig Pomare, MP Chris Bishop, MTA president Dave Harris at Parliament reception for the centenary event. Mr Bishop was presented with a copy of the MTA centenary book.



The 1954 Maserati 250F raced by Chris Amon prior to his Formula One career



Team Project '64s Mini Cooper S which smashed the land speed record of 267km/h



Denny Hulme's 1973 McLaren-Ford M23

the past present and the future, while the speakers programme concentrated largely on the future and what is coming down the highway. Our speakers talked about autonomous vehicles, electric cars, the impact of climate change on our motoring and transport future, the changing ways people want to use to get from A to B," says Pomare.

For principal advisor for regulations at Motoring Affairs, Mark Stockdale, who attended the event, the take-away from the speeches was how much mobility is likely to change in the future.

"Not just EVs, but car sharing and

a move away from car ownership, meaning fewer cars on the road, but also cars that have a much shorter lifespan than today because their daily utilisation is much higher. I think that is a challenging take-home message for motor vehicle businesses dependant on the status quo."

Trade Me motors' sales director, Chris Knight says the range of speakers at the event was very impressive.

"There was also a great range of manufacturers showcasing what was coming in the future. From the advanced technology to what's available currently."

But the event wasn't just about road-bound vehicles, it also included a variety of interesting vehicles that travel across the water. In fact, founder of Gibbs Amphibians and owner of Gibbs Farm, Alan Gibbs showcased the Gibbs Aquada, a high-speed amphibian, which can travel in excess of 50km/h on water and reach speeds on land equivalent to that of similar vehicles.

"The Aquada was being demonstrated on the lagoon along with a Quadski. It's a safe bet that there aren't many people in Wellington that would have ever experienced something like that before. Toyota ambassador, Nano Girl Michelle Dickenson also taught a couple of hundred youngsters how to programme a toy autonomous car and then race it around a track," says Pomare.

With support from Southwards Car Museum, the MTA100 also displayed the first car to drive in New Zealand in 1898 and Chris Amon's Maserati.

With 10,000 people attending the two-day event, the team at the MTA was very proud of the results achieved from a year's planning and hard work.

"I was blown-away by what we achieved. People told us it was a world class event and I think it reflected well on our organisation's capability," says Pomare. ☺



A VW Beetle that's been converted to an electric vehicle



Sytse Tacoma stripped old Aprilia SR250 and replaced the engine with a 65 electric motor and a lithium ion battery pack to produce the Motosync electric bike



The Gibbs Amphibian Aquada on Wellington's lagoon.



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*Interest subject to change and change will be advised in writing. Documentation and PPSR fees apply. *Conditions apply.



NICHIBO

MVR engine type update

The New Zealand Transport Association (NZTA) will be adding new engine-type definitions to the Motor Vehicle Register (MVR) from July 1, 2017.

The reason for the change is to keep up with technology updates and enable the correct identification of all types of electric vehicles (EVs).

The engine types will increase from the current amount of six in the MVR to 16 varieties all together. This will take into account the different types of vehicles ranging from pure EVs to plug-in diesel hybrids.

According to a statement on the Imported Motor Vehicle Industry Association (IMVIA)'s website, this is the first significant addition to the MVR since the system was established.

"The reason for adding to the MVR is to make sure that the information is added in the correct manner. There have been instances

where people were putting the wrong engine types down in the MVR and it was starting to cause problems. With over 3,000 EVs on the road and a large amount of hybrids, this will give people more categories to choose from before it becomes a bigger issue as the amount of EVs and hybrids, on the road, expands," says membership and technical services manager, Malcolm Yorston.

The current list includes 01-Petrol, 02-Diesel, 03-CNG and 04-LPG - all of which are vehicles known as Internal Combustion Engine (ICE) vehicles, where the wheels are propelled by a traditional ICE motor.

Until June 30th, the other two engines included 05-Electric, which covers a pure electric vehicle engine where the battery is charged from an external source. Every other engine type fell under 06-other.



More engine types, such as EVs and hybrids, have meant more categories added to the Motor Vehicle Register

As a result, existing vehicle data may change as the industry aligns with the new definitions, providing a more accurate categorisation in a single field.

According to the IMVIA it is important for agents to understand the new definitions and be able to guide customers as required.

For more information, visit www.nzta.govt.nz/EV.

New categories added to the Motor Vehicle Register (as of 1 July 2017)

| REF# | CATEGORY | EXAMPLE |
|------|-----------------------------|---|
| 07 | Petrol hybrid | Toyota Prius |
| 08 | Diesel hybrid | Fuso Canter ehybrid |
| 09 | Petrol electric hybrid | 2017 Nissan Note |
| 10 | Diesel electric hybrid | a vehicle that uses technology like a diesel locomotive train |
| 11 | Plug-in petrol hybrid | Mitsubishi Outlander PHEV |
| 12 | Plug-in diesel hybrid | Peugeot 3008 HY4 |
| 13 | Electric - petrol extended | BMW i3 REX |
| 14 | Electric - diesel extended | Wrightspeed Bus |
| 15 | Electric hydrogen fuel cell | 2017 Toyota Mirai |
| 16 | Electric other fuel cell | Fuel cell vehicle |



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Every customer starts at 100 per cent

This is a topic that I don't feel I will ever let go until the time comes that dealerships stop unconsciously giving customers reasons why not to purchase from them. It may sound a tad crazy but when you start to analyse why the majority of people that make contact with you each month, don't buy from you, then you begin to realise how they may be influenced.

When a customer first makes contact with your dealership you have a 100 per cent opportunity that they will purchase from you. However you can erode this chance early on if you are not careful.

The old terminology of tyre kickers, and buyers are liars, needs to be buried once and for all. The reality is that ALL of your prospective customers ARE buyers in some way shape or form, and whether that is buying today, tomorrow, next week or next month, they are still buyers.

When that new customer makes contact with you about a car you have advertised, every little micro moment, from here on in, either keeps your chances up at 100 per cent, or starts to slowly reduce through the experience you deliver to them. Whatever it is you do online with email, and on the phone, will determine what your starting point is when they visit your dealership to view and test drive.

Remember, it's very likely this customer is only going to test drive one other vehicle, from one other dealership. That means you not only have the opportunity to make the sale, you also have all the

power to reduce your chances of success, and not make the sale.

By the time the customer arrives at your dealership you may be still at 100 per cent chance of success, or due to failure to answer any phone calls, or seemed somewhat vague in your email response when answering questions about the car, your chances may have already reduced.

The next phase is where dealership presentation comes in, starting with finding your dealership and then being able to easily park in your dealership. Remember if you start making things hard, you start reducing the opportunity.

Keep in mind everything the customer sees and experiences contributes towards them either positively or negatively. Erode enough positive then you have done a great job at giving them every reason to go and buy from somewhere else.

Have a think about all of those customers that didn't buy from you last month – and you never hear from again. Unfortunately for you they purchased somewhere else, and the chances are you don't even know why. Any negative experiences that are introduced on their buying journey gives them more reason to focus on price, and getting a discount, as you haven't delivered a value added experience that makes a positive difference. Worse yet you lose the sale altogether.



MARK GREENFIELD
Motorcentral

I can give a summary of a real life example that took place with a close friend of mine recently in April:

He had recently moved back from overseas and had to purchase a car on the coming weekend. He needed a vehicle fast, and knew what he wanted.

He had narrowed his search down to three similar cars at three dealerships.


Each dealership was contacted to discuss the vehicle in question and to advise that he would be coming in on Saturday between a specific time to view and test drive the vehicle.

that he still wanted to view the other cars he had decided on.

On arrival at other two dealerships, he had to make an effort to get some attention and the vehicles were not ready to be test driven due to fuel lights being on, one had a flat battery and was jammed behind several other cars. To make it worse they were also a bit dirty and not as nicely presented as the first car at the first dealership. This presentation and regard shown towards his desire to buy started to make his decision much easier. The least clean vehicle had him trying hard to look for any faults/damage on the vehicle as it naturally encouraged him to do so from the way in which it was presented.

Despite the vehicles being similar in value with price not being the only influencer in his decision, he went back to the first dealership where he was not only presented with a clean, tidy and ready to drive vehicle, it was where he felt his business was respected. So the decision to purchase from this dealership was easy.

The value of this missed opportunity by the second and third dealerships, was not only one sale, but once showing his new vehicle to his Father and a friend they both went and purchased vehicles from the same first dealership.

Get the total experience you provide your customer right, first and foremost. That way the more you attract through advertising and marketing, the more you will sell to, and the less you will push away to buy somewhere else. 

The reality is that all of your prospective customers are buyers in some way shape or form, and whether that is buying today, tomorrow, next week or next month

On arrival at the first dealership the vehicle he had enquired about was sitting in the entrance way to the small indoor showroom freshly groomed and presented to him to view. The car presentation was immaculate and was ready to test drive. Following

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A voyage in to the future

The 17th biennial Shanghai International Automobile Industry Exhibition, held from April 19 to 28, was an opportunity for manufacturers to showcase their latest technology, launch new vehicles and unveil concept cars into the massive Chinese market and beyond.

For the world's motoring public and dealers, it's an opportunity to see what type of vehicles we may be driving and selling in the near future.

Manufacturers presenting at the show appeared to be focussed on electric vehicles and plug-in hybrids often combining that technology within cross-over small to medium SUV-styled cars. Skoda, for example, has a goal to provide five electric vehicles for sale to the public by 2025.

Here's a round-up of the vehicles that got people talking.

A representative from Dongfeng Peugeot Citroën Automobile Co introduces the Citroën C5 Aircross to the media



Taking centre stage for Toyota were two hybrid cars: the Corolla and Levin, which are equipped with hybrid components developed and produced in China. The debut

of these models marks the first time that Toyota has researched, developed and produced hybrid powertrain components—in this case, the battery, inverter and transaxle—outside of Japan. The components were developed through the efforts of more than 260 Chinese engineers at Toyota's Motor Engineering and Manufacturing research and development centre for component technologies based in Changshu.

Toyota's chairman Takeshi Uchiyamada, leader of the team behind the first-generation Prius, says "These cars embody the philosophy behind Toyota's business in China, which is to consistently think about how we can play a useful role here. To me, these two vehicles represent a technological innovation on par with the development of the first-generation Prius."

Citroën premiered a new-generation stylish C5 Aircross SUV, which sparked media interest. The car-maker says the C5 Aircross is inspired by the

Aircross Concept car, which was unveiled in 2015, and combines assertive design with interior space for the well-being of everyone on-board.

A 'people-minded' SUV, launched the marque's revolutionary new suspension system with progressive hydraulic cushions, which Citroën says delivers a "uniquely smooth and comfortable ride".

Equipped with a 12.3-inch digital instrument cluster and an 8-inch HD touchscreen, the new C5 Aircross also features a wireless inductive charging function for smartphones as well as an array of cutting-edge driving aids, including active safety brake, active lane departure warning and adaptive cruise control with stop function. The car features grip control and hill assist descent control for off-road travel and will be the first Citroën with PHEV technology.

"The New C5 Aircross is the symbol of a brand with strong momentum, in touch with the expectations of customers in



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Seamless vehicle logistics services from Australia



It's no coincidence that Australia is New Zealand's second favoured source market for used imported vehicles, behind Japan. Last year over 5,000 used cars crossed the Tasman and so far this year numbers are already hovering on 2,000.

Tony Tiehuis, Australian manager for Autohub, is not surprised by this. "There was a perception that Australia was only good for flood damaged cars, but since the law changed a year ago people are finding that there are much more opportunities available in this market. Our clients are sourcing really clean stock and finding there's still a good margin in it for them in New Zealand," he says.

The market does suit certain vehicles more than others but utes and SUVs seem to be the most favoured vehicles; we still get hail damaged vehicles but a lot of that appears quite superficial and easy to repair. Flood damaged vehicles seem to be off the menu for most with the cost of replacing the electronics," Tony says.

Autohub have had an operation in Australia, providing door-to-door vehicle logistics to New Zealand customers for six years, this has expanded in recent times to now having warehouses in Sydney and Brisbane, and a base in Melbourne.

Its services have also expanded to include vehicle transport within Australia. Autohub will ensure vehicles are quickly and professionally transported to one of its yards and shipped to New Zealand, on any one of the many ships plying this route.

"Our Australian-based staff, including the truck drivers, are mostly Kiwis, and they know how important it is to help clients overcome any hurdles in the logistics process.



"We provide a fully integrated logistics service. We know how to keep things simple and ensure the process runs smoothly," Tony says.

The auction houses in Australia seem to be the main supply source of cars heading to New Zealand. Due to their relationships in the Australian market Autohub can help with the supply of vehicles.

"The range of vehicles, especially light commercials and SUVs, being offered at auction is certainly stimulating interest in New Zealand, Tony says. And because of our contacts we can help Autohub customers with that buying process, we can certainly point them in the right direction".

"Phone us for advice first before you buy vehicles at auction in Australia. Talk to us about Australian GST recovery before you purchase a vehicle. We have good relationships with Australia's auction houses. We transport vehicles within Australia and ship vehicles to New Zealand on a regular basis," says Tony.

Wherever possible, staff take care of every facet of export/import processes, offering a single source,



fixed price, comprehensive service package.

We pioneered the AUTOHUB "D2D" one stop, fixed price, guaranteed vehicle delivery system to New Zealand. By operating as a totally impartial "co-operative" of both sellers and buyers, and combining many individuals under one name, we were able to negotiate excellent services and prices, by offering volume business to our suppliers.

And these volume rates and services (from all aspects of the many items required for exportation, and importation) are passed directly to our customers".

Even the smallest trader can take advantage of Autohub's ability to gain access to group benefits.

And by taking care of all the many issues involved in shipping vehicles from "A" to "B", for a guaranteed fixed price, Autohub customers have total peace of mind as far as costs are concerned, and are free to concentrate on their core business; while Autohub removes all of the hassles associated with shipping vehicles.



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MG's E-motion concept is very Jaguar-esque and is said to employ "black technology only seen in science fiction films"

[continued from page 16]

regions all over the world. It is the first practical illustration of our offensive on the SUV market, illustrating our ability to approach it in our own way, with greater emphasis on character, comfort and on-board well-being. The new C5 Aircross will clearly be a major growth driver for Citroën," says Linda Jackson, Citroën's chief executive.

The C5 Aircross is scheduled to launch in Europe in 2018.

Another show stopper was MG Motor's debut of a concept all-electric supercar. The E-motion

features a plug-in electric motor under the bonnet in a first for the British car maker.

The electric motor, developed in-house by MG engineers, will achieve 0-100km/h in less than four seconds, and have a range of more than 500km.

"The MG E-motion electric supercar concept demonstrates our

DC: 9.3-8.9 l/100 km 200 000

Mercedes-Benz revealed its all-new 2017 S-class

McLaren's 720S

Mercedes-Benz debuted the new S-Class range at the show with an engine redesign and a range of new features.

A V8 engine producing 345kW and 700Nm of torque, powers the S560 4MATIC. Mercedes claims it's among the most economical engines of its class in the world, with fuel consumption rated at 8.5l/100km.

The next step up, the 63 4MATIC+, contains a boosted 4.0-litre V8 Biturbo engine with cylinder deactivation, and generates 450kW of power and 900Nm of torque.

Mercedes has also included the most powerful diesel car in the company's history in the S-Class line-up. The S350d 4MATIC six-cylinder engine generates 210kW of power and 600Nm of torque, and the next-generation S400d 4MATIC variation 250kW and 700Nm. The new engine consumes seven per cent less fuel while maintaining the extra power thanks to a new two-stage turbocharging and CAMTRONIC variable valve-lift control.

The car-maker has included a plug-in hybrid model variant with an increased battery capacity of 13.3 kWh and a 50km electric range. An on-board 7.2kW charger allows for fast charging of the battery. ☺

global vision for the future," says Matthew Cheyne, head of sales and marketing at MG Motor UK.

Cheyne says the E-motion's pricing will start at less than US\$55,000, and production will commence in 2020.

At the same moment McLaren Automotive chief executive officer Mike Flewitt pulled the covers off the new 720S on the McLaren stand at the show, as the order books for the car officially opened to Chinese buyers.

It was a big moment for McLaren Automotive, which has had three years of success in the world's largest car market.

Flewitt also introduced the Commemorative Edition 570GT, which was exclusive to China and limited to just three cars – one for each of those successful years.

"Customer interest in McLaren cars continues to increase and we are pleased to recognise this, not only by introducing the second-generation Super Series, but also the 570GT Commemorative Edition for China," Flewitt says.

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Mercedes also showcased their gorgeous Concept A sedan



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Everything everywhere?

As is probably obvious to anyone who frequently reads my column, I am very interested in anything to do with Artificial Intelligence (AI), often exemplified in our industry by the exorbitant amounts of money being spent on research into automated vehicles.

As a brief primer on the topic, I would argue that artificial intelligence is a subjective term. Any automated man-made system that displays behaviours that we would assume requires intelligence is an artificial intelligence.

Approaches to developing these systems generally fall into one of two distinct philosophies: rule-based systems and neural networks. Both approaches have their own characteristics, strengths, and weaknesses.

Rule-based artificial intelligences operate like computers. Their behaviours are the result of sequences of simple instructions. Getting a rule-based AI to do what you want requires defining the logic involved and identifying the relevant variables.

Perhaps most importantly, since behaviours are the result of logic, undesirable behaviours can be identified, isolated, and modified without changing other aspects of the system that are working as intended. This is a positive for systems which include safety related components.

Neural networks, on the other hand, function more akin to how humans think. Neural networks are trained, not programmed. Getting a neural network to do what you

want involves setting up relevant inputs and reinforcing the internal states when desired behaviours are the result.

These systems are often called "black boxes" because we do not necessarily understand the logical "why" of any given behaviour, desired or otherwise. As such, aberrant or unexpected behaviours can occur even in well-trained systems.

With neural networks, a well-trained system is one that results in desired behaviour an acceptable percentage of the time. With the safety-related components required in transport, this will be required to be as close to 100 per cent as possible, a difficult goal to achieve with complex and often "noisy" inputs.

Although it might seem that rule-based systems are obviously superior, neural networks do offer some strengths. As hinted at above, the real world is full of noisy data (called such because it is unstructured - meaningless to machines). Neural networks are better at abstracting this noisy data.

Additionally, if properly designed, neural networks can continue to optimise their outputs over time. Recently, there have been some amazing advances in neural network development and application such as the buzz around "deep learning".

Of course, no system needs to be purely one or the other, there have



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

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been many successful applications in research and industry where the two approaches were melded into a hybrid system. This allows each approach to be used where its strengths are needed.

The following is an example of how hybrid systems are likely being used in

the development of automated vehicles. Sensory data provided by cameras and radar are being processed by neural networks. That data, once structured by the neural network, is then used by the programmable rule-based driving computer. I suspect that variants of this combination are the dominant strategy in the industry.

While rule-based systems are more straight-forward in their design and application, neural networks have some interesting characteristics and likely have the most potential. The biggest challenge is figuring out how to tap into that potential. As previously mentioned, neural networks are trained, not programmed. Currently, designing these systems that are optimal for a given use is almost trial and error.

This is one of the reasons connectivity is currently seen as a requirement for the future of automated vehicles. In a system in which all nodes are connected and sharing structured data, the requirement to be able to make sense of data "noise" can be minimised.

The saying "something everywhere or everywhere

somewhere" is often quoted about the future use of automated vehicles. The rationale behind this statement is linked to the argument for a connected system.

It is thought that these vehicles will be able to drive everywhere within the connected network, but the connected network will be geographically limited (hence the somewhere).

Outside the connected network, the vehicles will have to rely upon their sensors and neural networks to "clean" and structure the data being passed to the rule-based driving computer. The ability to do this will be restricted by the ability to remove "noise". Standardisation in the environment including road markings and road rules, will allow vehicles to make use of other automated features such as automated parking and even lane assist combined with cruise control.

Most current and near future applications are focusing on accomplishing one or the other. Google for instance is focused on everything somewhere, automated vehicles that can drive themselves without a driver in well-mapped and well-connected areas. Tesla, on the other hand, is developing vehicles that have some automated functionality almost everywhere.

With the recent advances in artificial intelligence, it will be interesting to see how expectations evolve in the next few years. I suspect the possibility of everything everywhere will follow a radical change in thinking in how neural networks can be used. ☺



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Association prepares for next round of ESC

From March 2018, used class MA passenger cars with an engine capacity greater than two litres must be fitted with electronic stability control (ESC).

To help members with compliance, the Imported Motor Vehicle Industry Association (IMVIA) has requested data from the NAK (National Japanese auction houses) database on vehicles sold at auction in Japan and are developing algorithms to sort vehicles by engine size and ESC fitment.

This data will be further analysed by an independent consultant and a set of tables produced, which will be available to members later in the year.

"We are currently obtaining data from our Japanese partners, and our policy analyst and advisor, Kit Wilkerson, is working on that at the moment. Once we have all the information we need, we should have more information for our members," says IMVIA membership and

technical services manager, Malcolm Yorston.

According to Yorston, this information should be available by the third quarter on the member's section

of the IMVIA website. "So we still have a good six months to sift through the data," he says.

All other used class MA, MB and NA light passenger and goods vehicles will be required to include ESC from March 1, 2020. ☺



NEWS in brief

Toyota in top three for corporate social responsibility

Toyota New Zealand's sustainability efforts have been recognised with a NZ top three award in the annual review of the state of corporate social responsibility (CSR).

Published by the Australian Centre for Corporate Social Responsibility, the review is one of the world's largest ongoing studies of CSR trends and practices and is the only one of its kind in Australasia.

Forty five of the 240 companies surveyed were from NZ. The review surveys employees on CSR priorities, practices and management capabilities.

The award does not rank the top three companies, but judges them as the best. The other two NZ companies were Air New Zealand and Westpac.

Toyota NZ's chief executive Alistair Davis says "business has an important role to play in society and solving sustainability issues."

Rarest post-war Aston Martin goes to auction

A rare post-war Aston Martin will go under the hammer this month.

The 1968 DB6 Mk I Volante, extensively refurbished by Aston Martin Works in 2012, has only covered 1,000 miles (1,600km) since then, and is estimated between £700,000 - £900,000 (\$1.3 million to \$1.67m).



The convertible DB6 premiered at the 1965 London Motor Show, marking the first time the Volante name was applied to a soft top Aston Martin. Only 140 Mk I DB6 Volantes were made, making this a highly sought-after collectors model.

The 18th annual Aston Martin Sale was held by international auction house Bonhams on May 13 as Autofile went to print.

Concept car mimics swimming fish

Award-winning architect Niko Kapa has designed a concept car that is turning heads.

The European company, based in Dubai, has received the European Product Design Award after developing the Audi Cetus.

The Cetus is a hydrogen-powered, zero-emission city car that was built to mimic the movement of a swimming fish.



"The idea was to create a car for two people that will be likeable and fun in an effort to restore excitement to the experience of driving. A playful conceptual exercise, truly embraces aerodynamics to both reduce energy consumption and form part of a future design aesthetic," says the designer.

Although it is just a concept car for now, this could be a glimpse into the not too distant future.

Ferrari's first-quarter profit jumps 36 per cent

The Italian luxury vehicle manufacturer says it is benefiting from demand for its more expensive vehicle models that were unveiled as part of the company's 70th anniversary.

Earnings before tax calculated to 242 million euros, up 36 per cent from 178 million euros the previous year.

According to a statement released by the company, demand for cars with V12 engines surged 50 per cent in the first quarter.

As part of the sales growth, demand for the new flagship 812 Superfast model was very high. The 812 is the fastest car in Ferrari's history.

Meanwhile, the marque's shares increased by 4.2 per cent. ☺

CX-3 is NZ's top selling SUV

A variety of driver safety and comfort enhancements have been added to the 2017 Mazda CX-3.

"The CX-3 has been key to Mazda becoming the number one seller of SUV's in the country and we are confident that the 2017 model will help us maintain this position," says managing director of Mazda New Zealand, David Hodge.

Alongside the recent changes, the GSX and limited diesel models have been discontinued. Replacing them is a FWD GSX.

"There was low demand for the diesel models and we believe the FWD GSX leather model will find broad appeal among GSX buyers who want powered leather seats, but not the other specifications found in the Limited grade," says Hodges.

All models have powerfold exterior mirrors, the new 6.5 generation steering wheel, new



meters that deliver consistent fonts and colours, and the housing for the MZD connect screen has been upgraded to piano black.

The GSX and Limited models come with new full colour active driving display with improved resolution and readability. The electric power assist system has been re-tuned to provide feedback once the steering wheel is turned

giving precise control and more natural operation. Adjustments to the front and reverse dampers have enhanced driving stability and body roll characteristics.

Improvements to noise, vibration, and harshness have been achieved through changes to the engine mount and the use of better materials and insulation in the dashboard, floor mat area, tailgate,

driveshaft bulge and boot trim.

From a safety perspective, the 2017 CX-3 picks up many of the i-ACTIVSENSE technologies seen in the new Mazda3 and Mazda6 that are designed to assist in recognising hazards, avoiding crashes and reducing the severity of unavoidable accidents.

The 2017 Mazda CX-3 is available from \$31,395 plus on road costs. ☎

Honda's new CR-V on its way

Just in time for the colder months, the Honda CR-V arrives on New Zealand shores in July this year.

The fifth generation, redesigned sport SUV includes a larger quieter cabin with more versatile cargo space as well as more seats, with a seven-seater CR-V model available in NZ for the first time.

The new CR-V includes 18" alloy wheels and narrower A-pillars for improved visibility. An electric power tailgate is also part of the package.

The 2018 model will feature

CR-V's first ever turbocharged engine, a more powerful and fuel efficient 1.5 litre, direct-injected and turbocharged in-line four-cylinder powerplant rated at 142kw of power with 243 Nm of torque.

The CR-V will come in 2WD and AWD high performance, mid-spec touring models with the addition of a new 2WD sport seven-seater to the luxury sport range and the AWD sport featuring the suite of Honda's active safety sensing technology. And also include a 7-inch touchscreen featuring Advanced Display Audio with in-built navigation. ☎



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Tourism boom reaches Gisborne

Gisborne's economic health has taken a turn for the better for the first time in 10 years, according to the ASB/ Main Report Regional Economic Scoreboard.

The region has jumped three spots to fourth in Scoreboard's December 2016 report rankings with a three out of five star "stable" rating and is sitting behind Nelson, Tasman and the Waikato respectively.

To add to the region's economic highlights, new car sales have surged during the last quarter of last year.

"It hasn't been this good for a long time in Gisborne," the Scoreboard report says.

"While some may be disappointed in missing out on a place on the medal dais, this ranking is Gisborne's highest since June 2007. The region (wider Hawke's Bay and Gisborne) tops the country in terms of both new car sales and guest-nights' growth. In particular, it's encouraging to see the nationwide tourism boom extend to the regions such as Gisborne," the report states.

Looking at the last quarter of 2016, new car sales picked up by



25 per cent in October, with 50 new cars sold in the region compared to 40 in the same month in 2015. November saw a 22.5 per cent rise on the same month in 2015, with 49 new units sold compared to 40. However, new car sales dropped 12.5 per cent in December.

Used car sales were also on the increase during the last quarter of 2016 compared to the same period in 2015: October was up 17.3 per cent on the same month in 2015 with 224 units sold compared to 191 during the same month in 2015; and there was a 5.5 per cent rise in November

with 229 units sold compared to 217 during the same month in 2015; however, there was a 14 per cent drop in used car sales in December.

This trend has continued during the beginning of 2017. Sales of new and used cars rose 13.5 per cent and 29.6 per cent respectively in January compared to the same month last year; new car sales were up 6.5 per cent up in February, although used car sales dipped 10 per cent compared to February 2016; March's sales figures saw a 27.3 per cent increase in new car registrations, but a 8.3 per cent decrease in used car sales.

However, during last month the upward trend stalled for new car sales when compared to April 2016. There was a 25.6 per cent fall from 43 registrations during the same month last year to 32 registrations in April. Used car sales last month continued their recent decline with a 15.6 per cent decrease on April 2016 with 195 sales compared to 231.

Year to date 247 used imported cars have been registered in Gisborne compared to 216 for the same period in 2016, up 14.3 per cent. Using the same time comparisons trader-to-public sales increased by 5.5 per cent from 1482 sales in 2016 to 1564 units this year.

Gisborne has a reputation throughout New Zealand for great food, wine and surf beaches. The city is built around the Taruheru and Waimata Rivers which join to form the 1,200 metre Turanganui River – the shortest river in the country. It is known as the unofficial chardonnay capital of New Zealand, with its many boutique wineries and wine trails.

The region, which has a population of about 47,900, is host to the popular three-day music festival Rhythm and Vines, which thousands of young New Zealanders have flocked to during the New Year holiday period over the past 13 years.

Gisborne Mayor Meng Foon says its mainly land-based primary produce, such as farming, forestry, viticulture and horticulture, driving the region's economy.

"Our economy is generally steady but we are having a bit of a (growth) spurt," he says.

"About 40 per cent of our young people have come back from their OE (overseas experience), or further education to settle here and have families and work in the industries or start their own businesses," Foon says.

"Some people have moved down here from Auckland," he says.

The Rhythm and Vines experience has also encouraged many young people to return to the region for repeat holidays, Foon says.

"There is a lot of energy, innovation and work-life balance in ►

Gisborne vehicle sales - April 2016 to April 2017

| | USED CARS | NEW CARS | USED COMMERCIALS | NEW COMMERCIALS | PUBLIC TO TRADER | PUBLIC TO PUBLIC | TRADER TO PUBLIC |
|--|--------------|---------------|------------------|-----------------|------------------|------------------|------------------|
| Apr '16 | 60 | 43 | 4 | 30 | 88 | 366 | 171 |
| May '16 | 78 | 37 | 4 | 41 | 90 | 385 | 149 |
| Jun '16 | 52 | 50 | 4 | 42 | 90 | 415 | 176 |
| Jul '16 | 71 | 33 | 1 | 42 | 77 | 385 | 188 |
| Aug '16 | 44 | 30 | 2 | 35 | 95 | 418 | 185 |
| Sep '16 | 62 | 35 | 1 | 53 | 80 | 329 | 170 |
| Oct '16 | 45 | 50 | 5 | 47 | 81 | 360 | 179 |
| Nov '16 | 64 | 49 | 3 | 40 | 80 | 390 | 165 |
| Dec '16 | 59 | 28 | 8 | 33 | 70 | 405 | 149 |
| Jan '17 | 60 | 42 | 2 | 41 | 85 | 379 | 185 |
| Feb '17 | 56 | 33 | 3 | 35 | 52 | 382 | 152 |
| Mar '17 | 64 | 56 | 6 | 31 | 87 | 451 | 145 |
| Apr '17 | 67 | 32 | 3 | 36 | 38 | 352 | 128 |
| Total 12 months | 722 | 475 | 42 | 476 | 925 | 4651 | 1971 |
| Change on April 2016 | 11.7% | -25.6% | -25.0% | 20.0% | -56.8% | -3.8% | -25.2% |
| Previous 12 months - May 2015-Apr 2016 | 590 | 435 | 56 | 478 | 1,189 | 4,471 | 2,058 |
| Change on previous 12 months | 22.4% | 9.2% | -25.0% | -0.4% | -22.2% | 4.0% | -4.2% |
| NZ sales - last 12 months | 153,996 | 105,999 | 11,893 | 46,789 | 158,169 | 516,572 | 211,399 |
| Gisborne's % of NZ sales | 0.47% | 0.45% | 0.35% | 1.02% | 0.58% | 0.90% | 0.93% |
| Population | New Zealand | 4,693,000 | Gisborne | 44,000 | 0.96% | | |



Gisborne marina and township



Cars Direct of Gisborne



Ray Scragg Motors



The annual Rhythm and Vines festival attracts musicians and visitors from around the globe



Gisborne is a wine lovers paradise

◀ Gisborne. You can still go for a surf during a lunch break and it's a five-minute drive to work. We are living in a great paradise."

He says 15 cruise ships have visited Gisborne's harbour during the summer season and seven ships are already booked to visit the city from November onwards.

The Ministry of Business, Innovation and Employment estimates tourists spent \$23 million in the region during 2016 and that guest nights per capita has jumped 15 per cent during last year.

The council has a number of major projects in its sights, these include the rebuild of its administration centre due to earthquake prone buildings, expansion of its memorial library, the redevelopment of the city's swimming pool complex and cycle and walkway projects.

The ministry's latest regional economic activity report states Gisborne's unemployment rate stands at 8 per cent, average weekly rent is about \$286, while the average household income is \$82,439.

The percentage of working-age people employed in Gisborne in the year to December 2016 is 67 per cent and the employment rate has increased by 6.6 per cent during 2016. There were 23,500 people employed in agriculture, forestry and fishing in Gisborne, in the year to March 2015. The ministry reports that there are about 63 automotive repair and maintenance companies employing 190 people.

According to MBIE statistics, there were 136 new building consents during the year to February 2017, which was an increase of 2.3 per cent on the previous year.

Damon Gunness, owner of Ray Scragg Motors, says Gisborne's economy is steady "we don't boom or bust".

But he says there has been an influx of professional people moving into the region to make the most of its great lifestyle and many are able to work online and have clients around the country.

"Forestry is a tough game but it's going well at the moment, farming is consistent and there are more tourists.

"There is always disposable income around, it's whether you capture it or not," Gunness says.

"As a whole, things are good here. I wouldn't say it's booming like Auckland but things are buoyant. It's not doom and gloom. We're always busy."

Gunness says that generally, local car buyers want four-wheel-drive SUVs, utes and double-cab utes to suit their outdoor lifestyles and to cope with gravel roads and off-road situations.

Dealer principal of Watts Motors Limited, Brian Watts, says business is steady in the region.

He says that generally the credit card spend has increased as has the grocery spend.

And although there are a lot of things happening in the town, such as an increase in house sales and cruise ship visits, he hasn't seen an increase in confidence flowing through to the businesses yet.

"Locally, business confidence is down," he says.

However, he says his workshops are busy, new car sales are going reasonably well but used car sales are slow.

On Grey Street, dealer Peter Clough at Cars Direct, says the

business has grown during the past two years.

"Gisborne is looking really good at the moment. People are more positive and business is good," he says.

He says Cars Direct sells a 50/50 mix of cars and commercials, and sales have been "really good".

Clough says January and February were "huge" months for the trader, while March and April were "Ok but better than last year".

He says Gisborne's has a large hunting community which needs

reliable four-wheel-drive vehicles and there's always a big demand for Toyota Hilux utes.

"We can't get enough of them (Hilux). We keep everything priced right. We are very competitive and the public notice it and we get good feedback."

He says sales are usually through word of mouth and through shared posts on social media.

"Social media is the best form of advertising, it really works well for us," Clough says. ☺



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The month that was.... May

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

May 3, 1999

Major threat to dealers from internet sales

An amendment to the Motor Vehicle Dealers Act in 1999 giving distributors the right to sell vehicles direct had left dealers worried it could threaten their livelihoods.

At the time, dealerships could advertise on the internet but legally, buyers had to visit a dealership to complete purchasing paperwork.

The amendment, which came into force mid-1999, would allow new vehicle distributors to sell direct to the public. Daewoo, which had been hamstrung in its ability to sell vehicles nationally because of restrictions in the act, was behind the amendment.

The implications of the internet selling plan were considered profound for dealers and would result in fewer showrooms and, therefore, fewer dealers.

Toyota Australia said it would sell cars direct to the public via the internet. Automotive commentator John Mellor said Toyota's decision was "earth shattering news" for dealers who should be asking themselves if the internet was a threat or an opportunity.

Toyota NZ said it had no immediate plans to sell via the internet.



May 28, 2004

AA enters car market

Thirteen years ago, AA launched its aacarfair.co.nz website and entered the non-dealer car sales market in direct competition with car fairs throughout New Zealand.

For \$120, the AA offered to appraise a vehicle, take photos, provide a valuation report and place the vehicle for sale on its website. The AA, through Turners Auctions, would also offer to buy vehicles that did not sell on the website – subject to certain criteria.

The website would go up against sites such as Trade me and the Hometune Ellerslie Car Fair. However, Hometune spokesman Andrew Kerslake said dealers and local car fairs were not worried by the AA initiative.



May 26, 2006

Identify all traders?

There was hot debate surrounding the issue of whether registered motor vehicle traders should be required to identify themselves as such in all advertising.

It followed a high-profile Commerce Commission prosecution of a trader posing as a private seller.

Mike Mapperson, of Coopers Cars in Auckland, said "I believe traders should be compelled to identify themselves as RMVTs in all ads, such as on Trade Me – although I realise there is no part of the MVSA to cover this."

He suggested the move should start with Trade Me making it compulsory for all dealers to publish RMVT and their registration number in their ads.

He said it may also catch out people acting as dealers who are not registered and that he had seen dealers misleading the public on Trade Me.

Trade Me's Mike O'Donnell said Trade Me was doing everything it had too under the law.



May 23, 2008

Yakuza linked to stolen import vehicles

A senior constable warned a number of vehicles stolen overseas were being driven legally in New Zealand but the used import industry said the problem was isolated.

Wellington senior constable Mark Gibson told The Southland Times that he was aware of a number of vehicles imported to New Zealand had been stolen in overseas markets and sent here as legitimate imports.

He said the source of the cars was the Yakuza, which is one of the largest crime organisations in the world.

Gibson said cars were stolen to order, the vehicle's "identities" changed before the units were sold at auction or to car importers.

Land Transport New Zealand spokesman Andy Knackstedt said he was aware of vehicles stolen in Japan that have found their way on to NZ roads whilst David Vinsen, chief executive of the IMVDA said the problem was minimal. ☺



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statistics

Most popular car makes searched*

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

Most popular car models searched*

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

Most popular body styles searched*

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

Most popular makes of motorbike searched*

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

Be a trendsetter and get on the electric bandwagon with the Tesla Model S that is listed on Trade Me Motors. The P85+ signature edition model comes crammed with a multitude of extras such as a glass panoramic roof, 21-inch wheels, smart air suspension, dual chargers and a range of 426km. Be carbon-free in style for \$150,000.

*in April 2017 on Trade Me Motors

Tight market for employers

Continuing growth in migration, retail spending, tourism and construction has provided a significant lift in the job market across New Zealand, although wages continue to lag behind increasing living costs.

The unemployment rate has fallen to 4.9 per cent, down from 5.2 per cent in the previous quarter. In the March 2017 quarter, the number of employed people increased 1.2 per cent, or 29,000 people, according to Stats NZ. The unemployment rate for men fell to 4.2 per cent, the lowest since 2008, and for the sixth quarter in a row, employment growth exceeded natural population growth.

The New Zealand employment market remains extremely strong with job listings surging by more than 15 per cent year-on-year in the first quarter of 2017, according to the analysis of over 65,000 vacancies advertised on Trade Me Jobs.

Head of Trade Me Jobs Jeremy Wade said it was the third consecutive quarter that the percentage of new listings on the site had jumped by double digits, but wage inflation was benign. "The job market is in great health and we've seen incredible jumps in the number of roles advertised but, with a few exceptions, wage growth has been surprisingly flat by comparison".

The labour participation rate is also at an all-time high, at 70.6 per cent in the March 2017 quarter. This rate is one of the highest in the world, above Australia, at 64.8 per cent, and the United States, at 62.9 per cent.

According to the Quarterly Employment Survey, filled jobs increased 2.4 per cent over the year to the March 2017 quarter, with the accommodation and food services and construction industries contributing 32,300 more jobs – almost half the increase.

"We're also starting to see construction employment build in regions other than Auckland and Canterbury," said Stats NZ labour

market and household statistics senior manager Mark Gordon.

"Over the quarter, the Household Labour Force Survey showed a significant increase in employment in the Waikato region, which included 3,600 more people working in construction."

Job ads were also up. Website SEEK reported an 11.3 per cent increase in March when compared to the same month last year. General manager Janet Faulding

said the South Island had been particularly active, up 15 per cent year-on-year in March, with over 40 per cent growth in Tasman and Marlborough.

"This is great news for jobseekers, because job opportunities are not just isolated to one region or industry," she said.

According to Wade, the number of roles advertised has exploded, on Trade Me, in recent months which in turn means that the average number of applications per role has dropped 13 per cent on this time last year. "Job hunters can be more selective which makes it harder to fill these roles," he says.

The most in-demand professions were trades and services, up 16 per cent year-on-year, particularly auto mechanics and electricians, and manufacturing, transport and logistics, up 49 per cent.

According to statistics from Trade Me, the biggest fall amongst the sectors was banking, finance and insurance (down 21.4 per cent), "We put this down to ongoing belt tightening from the major banks," says Wade.

Technology continues to be the most lucrative career option on Trade Me Jobs, with all five of the top salary spots taken by IT roles. IT architects were number one again

with an average salary of \$144,563.

ANZ's latest job ad report detailed similar growth continuing in April. Ads increased 2.8 per cent when seasonally adjusted. This means that on a three-month basis, job ads have increased 18.2 per cent annually, and firms surveyed by ANZ are struggling to fill vacancies.

Within the main centres, job ad growth was highest in Auckland, up 6.1 per cent in two months

and 17.6 per cent annually. Wellington job ads rose two per cent in March and April, and 15 per cent year-on-year. Despite the slowdown in the quake rebuild effort, jobs in Canterbury rebounded, up 3.8 per cent in

April and 5.9 per cent annually, the strongest rise since March 2015.

Regional growth continues to outpace the urban centres, and all regions except Taranaki saw higher growth than the three cities. Nelson, Tasman and Marlborough topped the table, with 41.9 per cent annual job growth (on a three-month average), followed by Otago on 36.8 per cent and Waikato on 34.4 per cent.

However, quarterly-on-quarterly growth is negative in Gisbourne, Southland and Taranaki, ANZ reports, which suggests that in these regions, annual growth is set to plateau.

The boom in job growth comes with a warning. "It'll be hard to repeat this trick too many more times," ANZ says. "The economic cycle is maturing, and staff are harder to find."

In terms of high pay scales, for the first time since mid-2014, Auckland City has wrestled the average highest pay (\$71,817) away from Wellington City (\$67,592). Wade said both Wellington and Auckland had seen 'huge' growth in

new job listings, up 14 per cent and 15.9 per cent respectively.

"Auckland employers are feeling the pinch when trying to employ new people and have been putting more money on the table. There is going to be a neck-and-neck battle between the Capital and the City of Sails as they compete for top talent."

An increase in retail card spending in the March quarter contributed to the recent growth in the sales industry. The trend looks set to continue, with spending up 1.1 per cent in April to \$5 billion when compared to March.

Consumable spending drove the rise, up 2.2 percent to \$1.9 billion. Vehicle sales were flat, however, with no change at \$166 million, and fuel spending fell 1.7 per cent to \$623 million.

Record levels of net migration has also boosted the New Zealand job market. Migrant numbers reached 129,500 in the March 2017 year, according to the latest Stats NZ report, the highest ever, and migrant departures were 57,600, a net gain of 71,900. This tops the previous record of 71,300 set in February this year.

Tourism also continues to experience strong growth. Statistics New Zealand reported that more than 3.5 million people visited New Zealand in the March 2017 year, up nine per cent on March 2016 and matching the annual record set in February.

With spending, migration, and infrastructure bolstering a strong job market, unemployment rates may continue to fall. In their latest economic research report, Westpac forecasts 4.7 per cent unemployment in the 2018 year, based on current growth

Despite the growing labour market, wage growth continues to lag behind the CPI. Stats NZ's latest report puts growth rates at 1.6 per cent, while the CPI rose 2.2 per cent. Inflation reached a five-year high in the first quarter of 2017, at 2.2 per cent year-on-year, due to rising food and transport costs. ☺

Job ads have increased 18.2 per cent annually, and firms surveyed are struggling to fill vacancies

The Business Manager is a professional

A Business Manager must perform a wide range of duties, including helping customers, interacting with the sales team and lenders, keeping abreast of changing legislation and maintaining a desired level of dealership profitability.

It is not a role for the faint hearted.

They should exemplify the ideals of a professional, acting with integrity and conducting themselves in accordance with the highest standards of ethical conduct. They should treat every customer with courtesy and respect, answer their questions completely, directly and honestly and comply with all relevant legislation including the new Responsible Lending Code.

A Business Manager ensures every customer has all finance, leasing and risk management options reviewed and explained to

enable them to make an informed decision about the options available in connection with their purchase. Finally, a professional Business Manager fully discloses to customers the costs, terms and contractual obligations of any finance transactions, as well as any products or services offered.

A major component of an effective Finance & Insurance department is a quality turnover from the salesperson. The goal is 100% quality turnover at the time of sale.

Nothing will make their role harder than an inappropriate introduction by sales staff or other managers. These types of introduction denigrate their role as a professional within the dealership.



TONY HEADLAND
General manager
Protecta Insurance

Quality Turnover needs the following basic elements;

Always refer to the Business Manager as "The Business Manager" – Not as the finance or F&I guy, manager, person, whiz or any other non-professional terminology.

Advise your customer that you will check to see if the Business Manager is available, give the Business Manager a verbal overview of the deal with the write up sheet. Then, bring your customer and introduce them to the Business Manager.

Always have a write-up sheet, with all the relevant details. This should include:

- ▶ Negotiated sale price.
- ▶ Trade-in price and appraisal sheet.

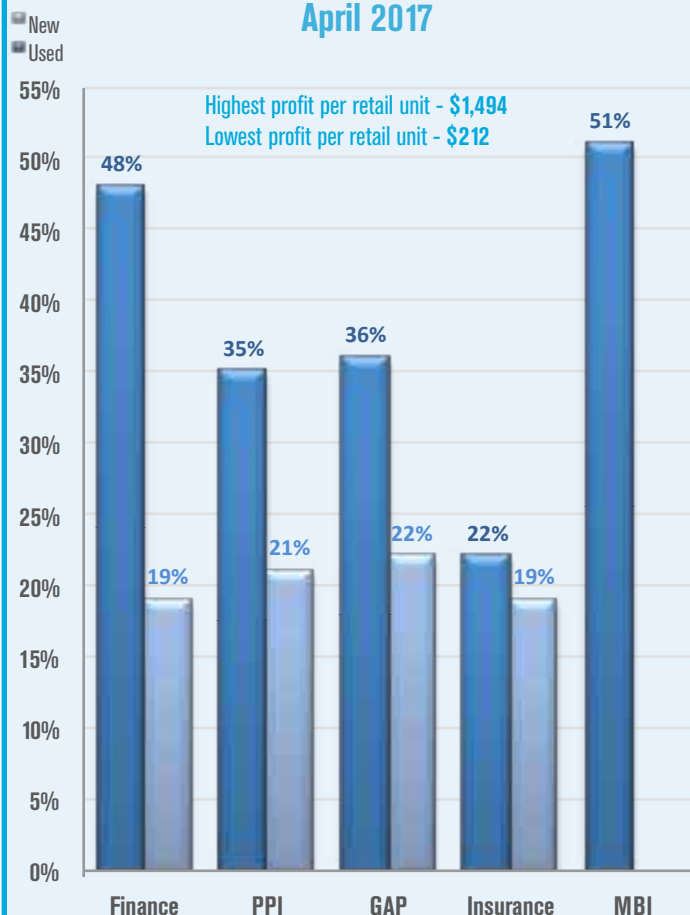
- ▶ Any extras including the prices i.e. tow bars, mags, etc.
- ▶ Approximate delivery date and time.
- ▶ Copy of the amended SIN card with the current km's and corrected sale price.
- ▶ Copy of your customer's Drivers Licence.
- ▶ Any promises.
- ▶ Sales Managers authorisation.

On completion of the documents, the Business Manager will always return the customer to the salesperson with a summary of the deal. The salesperson should ensure they are always available to receive their customer back.

Most importantly, the Business Manager is there to assist the selling of more vehicles.

Acting as a team and helping each other will produce better results for everyone. ☺

PROTECTA nationwide F&I results April 2017



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SPEED DIARY

12-14 May

WTCC - Budapest, Hungary

13 May

NASCAR Cup Series - Kansas, USA
Formula E - Monte Carlo, Monaco

13-14 May

Blancpain Endurance Series - Silverstone
World Rallycross Championship - Mitter, Belgium

14 May

F1 - Circuit de Catalunya, Spain

18-21 May

WRC - Rally de Portugal, Porto

19-21 May

DTM - Lausitzring, Germany
Targa NZ - Targa Hawkes Bay

20 May

NASCAR Sprint All-Star Race - Charlotte, USA
Endurance World Championship - Oschersleben, Germany

20 May

Formula E - Paris, France

20-21 May

F3 European Championship - Pau, France
Blancpain GT Series Asia - Chang Circuit, Thailand

21 May

MotoGP - Le Mans, France
Motocross World Championship - Teutschenthal, Germany

25-27 May

WTCC - Nurburgring Nordschleife, Germany

26 May

MotorSport New Zealand AGM - Wellington

26-28 May

Superbikes - Donington Park Circuit

27 May-1 Jun

Rallye des Princesses - Paris to St Tropez, France

27 May-9 Jun

Isle of Man TT - Douglas, Isle of Man

28 May

F1 - Monaco Grand Prix
NASCAR Cup Series - Charlotte, USA
Motocross World Championship - Ernee, France

2-3 Jun

Blancpain Sprint Series - Zolder, Belgium

3 Jun

NASCAR Races - Irwindale, USA

4 Jun

MotoGP - Mugello, Italy
NASCAR Cup Series - Dover Speedway, USA

NZ Grand Prix stays put

Manfeild will continue to host the New Zealand Grand Prix until 2020 after a concerted groundswell of support from the lower North Island's local bodies took the circuit's proposal over the finish line ahead of the rival pitch from Tony Quinn's Hampton Downs in the north Waikato.

The decision has pleased some and displeased others, chiefly because it anchors the flagship single-seater race in a region with a comparatively small population. Around 3000 people attended the race weekend in February this year.

Now promoters Speedworks are turning their attention to the summer series itself, and

every circuit in New Zealand is apparently eyeing a round of the racing action.

Though the negotiations are held in utmost secrecy, Timaru's Levels has decided to openly pitch for a round of the core five week championship that features Toyota Racing Series, the Toyota 86 Championship and the NZ V8s.

Tony Quinn's Highland Park is also believed to have expressed interest in hosting a round. The five week TRS-focussed championship has in recent years run at Ruapuna (Christchurch), Teretonga (Invercargill), Hampton Downs, Taupo and culminated in the New Zealand Grand Prix weekend at Manfeild near Feilding. ☺



Speed Works Events' general manager Geoff Short and Manfeild chief executive Julie Keane

The Twilight of the Gods?

Speedworks boss Geoff Short says the promoters of the MotorSport New Zealand summer series will introduce a 'twilight' endurance feature race for all major saloon cars to contest together for one prize.

With growing interest in GT endurance racing and strong entries in the club-run Porsche and BMW series, these categories could form the nucleus of the one hour

enduro series with the fastest V8 Touring Cars invited to fill the grid.

Numbers in the V8 categories have dwindled as a result of the damaging split between NZV8s and the V8 SuperTourers. Though the two categories now race as one, grids remained obstinately small over the past summer and manufacturer involvement is nil.

"We will run a feature race on the weekend from all of these

categories to bring them into one category," says Short.

The Speedworks proposal would see a 36-place grid made up of the top 12 V8s, the top 12 Porsches and 12 GT cars.

The enduro would be a one-hour twilight race from 6.30pm-7.30pm with the series comprising two rounds in the North Island, two in the South Island and potentially a fifth round.

This year's summer series began in December and ended in March, with some categories starting their season at the V8 Supercar event in November and a handful of categories overlapping past the March event for their own finales some weeks later. ☺





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The master of endurance

From the days of the mighty PDL Mustang through the long distance B&H endurance races to victory at Bathurst, touring car championship titles here and in Australia and on to the forefront of today's white-hot GT3 race action, Lyall Williamson and International Motorsport Services (IMS) have a proud heritage of winning performance.

Williamson also figures in New Zealand's automotive industry history, having held the rights to the MG brand when it re-launched in the mid-1990s, along with being the Auckland city BMW Motorrad (motorcycle), Rover and Land Rover dealer, and holding sub-agencies for Hummer, Lotus and Lamborghini, all this while operating from premises in the Strand at Parnell. The industry involvement grew out of an existing motorsport business relationship with BMW Group New Zealand.

BMW needed a Rover and Land Rover presence in downtown Auckland. Soon after, a stand-alone BMW Motorrad dealership was also established in Newmarket.

"The opportunity presented by BMW was exciting. I was living in Parnell at the time and every morning I walked down the hill to our premises on the Strand. On the corner was a building with business tenants upstairs and rubbish in the basement, which was ground floor on the Strand. In there we created a new dealership, Rover City. Exciting times," Williamson recalls.

But the global situation changed. BMW was selling off the MG, Rover and Land Rover brands. The industry involvement – and the relationship between IMS/Motorsport Lifestyle and BMW Group NZ – ended.

Some things happen for a reason: once IMS was clear of BMW, John Fairhall and Sir Colin Giltrap moved in to help Williamson re-establish by swapping the old Volvo building in Grey Lynn with the newer Rover City.

Then, in 2001, Williamson was approached to establish a new Porsche class, the GT3 Cup. Starting with a pair of 2001 GT3 Cup cars for Rick Armstrong and Ross Allan,



Lyall Williamson's International Motorsport team has amassed more premier-level wins and podiums than any other, and since the 1960s has consistently put cars on the front of the grid

Williamson and then-Porsche NZ head Grant Smith grew Porsche racing as the GT3 Cup became a 'Tier one' championship. In total, they sold 58 of the sophisticated factory race cars over seven years.

Race weekends were busy affairs. The busiest of these, he remembers, was the A1GP event at Taupo, where IMS ran a total of 27 cars in various race categories: 16 Porsches, three NZV8, three Toyota Racing Series cars and three MINI Challenge cars. "Because the cars were so different, we of course had separate engineer and mechanical crews dedicated to each category," said Williamson.

It took a staff of 90 people to deliver that level of activity, and the logistics required to support the operations were "immense": food, fuel, tyres and accommodation.

"As if that wasn't enough, our hospitality operation hosted 100 guests over the weekend!"

These days the IMS Racing side of the business prepares and runs customer Porsche, Audi and Nissan GTR race cars. Highly qualified and experienced engineers build Porsche and Audi race engines and transmissions in the engine shop. This year, IMS will run three Porsches, two Audis and a Nissan R35 GTR in the successful northern and southern endurance series.

"Endurance racing isn't just about buying the fastest car, there is a strong strategic aspect to it. It's what we love the most, we've been doing endurance races since the 1960s. There's strong support among drivers, car owners and

teams for the two very good series running in New Zealand," he said.

IMS is also training the engineers and technicians of tomorrow, offering race mechanic apprenticeships and an engineer training system.

"We give the young ones an opportunity to work on current race machinery in a professional environment, equipping them to

work anywhere in the world."

Michael Scott, third in this year's Toyota 86 Championship, has completed his mechanical engineering degree and is currently working for IMS in this area.

On a personal level, Williamson is also part of Motorsport New Zealand's Elite Academy, which identifies, trains and mentors rising drivers. The Academy's 2017 draft will be announced at the Motorsport New Zealand conference later this month.

Many of the top Kiwi drivers succeeding worldwide have at some time driven for IMS or begun their careers through working with IMS.

"We're coming up on four thousand races in total. About 150 staff have come through our doors over the years. We have run 87 drivers in a wide range of machinery and our success rate stands at around 87 per cent. Not many race outfits can come close to that." ☺

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Trader ordered to pay faulty transmission repair bill

Background

Amanda Blanken purchased a 2004 Toyota Crown Athlete with 134,000 kilometres on the odometer for \$12,500 from Taylor's Cars Limited on July 7, 2015. A week after the vehicle had been purchased, Blanken said the vehicle would stick in third gear. The problem was intermittent at first, and then gradually became more serious. Six months later, the buyer twice rejected the car, but she waited another 11 months before lodging an application with the tribunal to uphold her rejection of the vehicle.

Despite the trader paying for various repairs, it was unable to resolve the issue with the transmission, and said that the buyer refused to take the car to its preferred repairer for assessment.

The case

A week following purchase, Blanken discovered her Toyota would intermittently stick in third gear. She took the vehicle to Miles Toyota, which diagnosed transmission fault code "P0751 shift solenoid A performance – stuck off".

Miles Toyota advised the buyer to replace shift solenoid A. It cleared the codes and road tested the vehicle to their satisfaction. A representative from Miles Toyota told Blanken to rebook the vehicle if the fault recurred. Taylor's Cars paid Miles Toyota's invoice but, instead of following Miles Toyota's recommendation to replace shift solenoid A, it asked Blanken to take the vehicle to Auto Transmissions Limited. It replaced solenoid three (not solenoid A) on August 10 and

Taylor's Cars paid for the \$973 repair.

A month later, the buyer said the problem had reoccurred.

Blanken took the Toyota back to Auto Transmissions on several occasions between October and December 2015, but it was unable to find anything wrong with the transmission and suspected the fault was a computer issue.

Blanken collected the car on December 18, and said that soon after, it began to stick in third gear. Taylor's Cars told her if she was still concerned with the vehicle, she should contact them again to arrange for the vehicle to be taken to Vantage Automotive Limited.

Blanken emailed Taylor's Cars on December 21 rejecting the vehicle. The trader again asked Blanken to take the vehicle to Vantage Automotive but she refused to do so and rejected the car for a second time on December 30.

Despite rejecting the car, Blanken continued to drive it between January and August 2016 and travelled about 5,000km during that time.

On March 8, Blanken took the vehicle to Miles Toyota again, who recommended replacing shift solenoid A and quoted her \$1,123 for repairs.

On November 22, Blanken applied to the tribunal to uphold her rejection of the vehicle.

The finding

The question whether a vehicle is of acceptable quality is considered from the point of view of a reasonable consumer who is fully

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

The tribunal said one of the difficulties with Blanken's claim was she had waited 17 months before lodging an application with the tribunal and, during that time, she had driven the vehicle about 15,000km. A further problem was the various repairers that had looked at the Toyota were unable to replicate the problem with the transmission. However, soon after purchase, Blanken had obtained a report from Miles Toyota diagnosing a transmission fault code and recommended the replacement of shift solenoid A.

The trader decided not to follow Miles Toyota's recommendation. Instead, Taylor's Cars arranged for the vehicle to be seen by Auto Transmissions, which was unable to fix the fault.

Taylor's Cars employee, Marcus Ryan, told the tribunal that replacing shift solenoid A wouldn't necessarily fix the problem which was why the trader recommended specialist automotive electricians Vantage Automotive look at the vehicle.

It seemed likely, in the tribunal's assessor's opinion, that there was a pre-existing fault with the vehicle's transmission or the fault occurred so soon after purchase that it reflected poorly on the vehicle's durability in terms of the act's definition of acceptable quality. As a result, the tribunal ruled the vehicle failed to comply with the act's guarantee of acceptable quality.

However, the tribunal accepted

The case: The automatic transmission in the buyer's 2004 Toyota Crown Athlete began intermittently sticking in third gear during the week following the purchase. Six months later, the buyer rejected the car but continued to drive it and refused further investigation of the issue. The trader paid for some repairs but failed to fix the problem.

The decision: The buyer's rejection of the car was dismissed. The trader was ordered to pay the buyer \$1,208 for solenoid repairs.

At: The Motor Vehicle Disputes Tribunal, Christchurch.

that Blanken had made it difficult for Taylor's Cars to solve the problem with her car because she had refused to make it available for further assessment.

The tribunal also found that Blanken waived any right to reject the car because she had acted inconsistently with wanting to reject it by driving it for about 5,000km following her notice of rejection.

Taylor's Cars told the tribunal it was willing to allow Blanken to take the vehicle to Vantage Automotive for further assessment. Or it would be prepared to pay Blanken the cost of replacing shift solenoid A.

Blanken said she was not opposed to keeping the vehicle and understood why her application to reject the vehicle was problematic.

The tribunal's assessor said the course of action most likely to solve the problem was for shift solenoid A to be replaced in accordance with Miles Toyota's recommendation.

The order

The trader was ordered to pay Blanken \$1,208, which was the amount quoted by Miles Toyota to replace shift solenoid A, (\$1,123) and its (\$85) assessment fee. ☺



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Tribunal dismisses buyer's claim for repair costs

Background

Presley Matthes bought a 2007 Honda Crossroad for \$11,000 from 2 Cheap Cars Limited on May 15, 2016.

The purchaser lodged an application with the tribunal six months after supply of the Honda to claim \$1,105 from the trader for a shock absorber he had fitted to the vehicle in November 2016 to replace a faulty shock absorber. The buyer said the vehicle was not of acceptable quality under the terms of the Consumer Guarantees Act because the faulty shock absorber lacked durability and should not have failed.

The trader said the shock absorber fitted to the vehicle at the time of sale lasted for five months and about 10,000 kilometres and was as durable as a reasonable consumer would regard as acceptable. The dealer said the company was not responsible for the purchaser's repair cost and refused to pay the repair bill.

The case

In considering whether or not goods meet the act's guarantee of acceptable quality, the tribunal must consider the quality elements as set out under the terms of the act as modified by the factors set out in section seven of the act from the perspective of a "reasonable consumer". The test is an objective one; it is not a view of those factors from the purchaser's subjective perspective.

In *Stephens v Chevron Motor Court Limited* (1996), the District

Court ruled that the correct approach to the act was first to consider whether the vehicle was of "acceptable quality". If the vehicle was not of acceptable quality, the next point to consider was whether the purchaser required the trader to remedy any faults within a reasonable timeframe in accordance with section 19 of the act. If the failure to comply with the guarantee of acceptable quality was of a "substantial character", or if the faults cannot be remedied, the tribunal was directed by the court to ask whether the purchaser exercised his right to reject the vehicle within a reasonable time.

Matthes told the tribunal he had bought the vehicle primarily for his wife's use. At the time of sale, the Honda's odometer read 106,336kms, although the Consumer Information Notice signed by the parties showed the odometer as 106,298kms. However, the tribunal did not consider the difference was material.

The vehicle had been imported from Japan. As part of the compliance process two defects had been identified by the compliance inspector: the right-hand rear shock absorber was leaking and had to be replaced and the wiper rubbers had to be replaced.

Mrs Matthes gave evidence that about two or three months after buying the Honda she started to notice a knocking sound whenever she braked. She took

the vehicle to her repairer, Candia Automotive Limited, on October 5 for a service at 115,401kms. The technician noted on the invoice: "shock absorber very weak". When the purchaser had the front brake pads and the rotors machined on October 14 by Candia Automotive, the technician again noted on the invoice for that work "front shock absorbers worn, left front being the worst". Candia Automotive quoted the buyer \$1,600 to replace the front shock absorbers.

On November 14, when the vehicle's odometer read 116,388kms, Matthes had Candia Automotive remove the front shock absorbers and send them away for reconditioning at a cost of \$1,105. The purchaser then lodged an application with the tribunal to recover the repair cost from the trader.

The trader's defence was that the buyer had travelled about 10,000kms in the vehicle after buying and owning it for five months when the fault was discovered. The trader said the shock absorbers were considered to be in their present state as a result of wear and tear and outside the reasonable timeframe for the trader's responsibility, having regard to the age and mileage of the vehicle.

The finding

In deciding the first issue: whether the vehicle supplied by the trader complied with the guarantee of acceptable quality, the tribunal

The case: Six months following supply, the buyer sought repair costs from the trader for a faulty shock absorber on a 2007 Honda Crossroad Japanese-import. The buyer claimed the car was not of acceptable quality under the terms of the Consumer Guarantees Act. The trader claimed not to be responsible for the cost of repairs to the purchaser's Honda and refused to pay for the repairs.

The decision: The purchaser's application for repair costs was dismissed by the tribunal.

At: The Motor Vehicles Disputes Tribunal, Auckland

had regard first, to the nature of the goods. In this case, the goods were a used nine-year-old Japanese imported Honda Crossroad vehicle which had an odometer reading of 106,336kms at the time of purchase. Second, to the vehicle's sale price of \$11,000. Third, to the nature of the complaint; that the front shock absorbers were found to be worn in October 2016 after five months following purchase and travelling about 10,051kms during that time.

A vehicle's shock absorbers are a wear and tear item but the parts should still be reasonably durable when supplied under the terms of the act. The tribunal ruled that for a nine-year-old Japanese import, which had travelled 106,336kms and was sold for \$11,000, that period of durability was, reasonably, shorter than five months and 10,051kms.

Order

The tribunal ruled that the purchaser's application be dismissed because it did not consider the buyer's vehicle failed to comply with the act's guarantee of acceptable quality. ☺

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|-------|------------|------------------|---------------------|--------------------|------------------|---------------------|
| JAPAN | Moji | - | 17 May | - | 15 Jun | - |
| | Osaka | 4 May | 18 May | 2 Jun | 16 Jun | 2 Jul |
| | Nagoya | 5 May | 19 May | 3 Jun | 17 Jun | 3 Jul |
| | Toyohashi | - | 20 May | - | - | - |
| | Yokohama | 6 May | 21 May | 4 Jun | 19 Jun | 5 Jul |
| NZ | Auckland | 21 May | 6 Jun | 21 Jun | 7 Jul | 21 Jul |
| | Wellington | 28 May | 10 Jun | 28 Jun | 11 Jul | 28 Jul |
| | Lyttelton | 22 May | 9 Jun | 24 Jun | 10 Jul | 22 Jul |
| | Nelson | 29 May | 10 Jun | 27 Jun | 11 Jul | 23 Jul |

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| |
|-----------------------|
| Total new cars |
| 6,996 |
| 2016: 6,790 ▲ 3.0% |



| |
|---------------------------------|
| Total imported used cars |
| 12,507 |
| 2016: 12,140 ▲ 3.0% |

| |
|-----------------------------|
| Whangarei |
| NEW: 149 2016: 155 ▼ 3.9% |
| USED: 327 2016: 285 ▲ 14.7% |

| |
|--------------------------------|
| Auckland |
| NEW: 3,082 2016: 3,085 ▼ 0.1% |
| USED: 6,137 2016: 5,830 ▲ 5.3% |

| |
|----------------------------|
| Hamilton |
| NEW: 556 2016: 524 ▲ 6.1% |
| USED: 807 2016: 823 ▼ 1.9% |

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|----------------------------|
| New Plymouth |
| NEW: 123 2016: 108 ▲ 13.9% |
| USED: 198 2016: 198 ■ 0.0% |

| |
|--------------------------|
| Wanganui |
| NEW: 65 2016: 59 ▲ 10.2% |
| USED: 65 2016: 72 ▼ 9.7% |

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|----------------------------|
| Palmerston North |
| NEW: 247 2016: 199 ▲ 24.1% |
| USED: 345 2016: 322 ▲ 7.1% |

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|----------------------------|
| Nelson |
| NEW: 84 2016: 76 ▲ 10.5% |
| USED: 250 2016: 238 ▲ 5.0% |

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|--------------------------|
| Westport |
| NEW: 3 2016: 3 ■ 0.0% |
| USED: 13 2016: 8 ▲ 62.5% |

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|---------------------------|
| Greymouth |
| NEW: 23 2016: 20 ▲ 15.0% |
| USED: 40 2016: 28 ▲ 42.9% |

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|--------------------------|
| Thames |
| NEW: 71 2016: 60 ▲ 18.3% |
| USED: 83 2016: 79 ▲ 5.1% |

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| Tauranga |
| NEW: 275 2016: 285 ▼ 3.5% |
| USED: 517 2016: 537 ▼ 3.7% |

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| Rotorua |
| NEW: 76 2016: 99 ▼ 23.2% |
| USED: 143 2016: 150 ▼ 4.7% |

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|---------------------------|
| Gisborne |
| NEW: 32 2016: 43 ▼ 25.6% |
| USED: 67 2016: 60 ▲ 11.7% |

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|----------------------------|
| Napier |
| NEW: 205 2016: 196 ▲ 4.6% |
| USED: 249 2016: 264 ▼ 5.7% |

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|---------------------------|
| Masterton |
| NEW: 79 2016: 53 ▲ 49.1% |
| USED: 69 2016: 61 ▲ 13.1% |

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|----------------------------|
| Wellington |
| NEW: 617 2016: 672 ▼ 8.2% |
| USED: 911 2016: 982 ▼ 7.2% |

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|--------------------------|
| Blenheim |
| NEW: 44 2016: 44 ■ 0.0% |
| USED: 51 2016: 51 ■ 0.0% |

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|--------------------------------|
| Christchurch |
| NEW: 844 2016: 720 ▲ 17.2% |
| USED: 1,557 2016: 1,483 ▲ 5.0% |

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|---------------------------|
| Timaru |
| NEW: 72 2016: 55 ▲ 30.9% |
| USED: 98 2016: 104 ▼ 5.8% |

| |
|---------------------------|
| Oamaru |
| NEW: 20 2016: 17 ▲ 17.6% |
| USED: 34 2016: 30 ▲ 13.3% |

| |
|----------------------------|
| Dunedin |
| NEW: 225 2016: 215 ▲ 4.7% |
| USED: 405 2016: 379 ▲ 6.9% |

| |
|----------------------------|
| Invercargill |
| NEW: 104 2016: 102 ▲ 2.0% |
| USED: 141 2016: 156 ▼ 9.6% |

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Imported Passenger Vehicle Sales by Make - April 2017

| MAKE | APR '17 | APR '16 | +/- % | APR '17 MKT SHARE | 2017 YEAR TO DATE | 2017 MKT SHARE |
|---------------|---------------|---------------|------------|----------------------|----------------------|-------------------|
| Toyota | 3,209 | 2,978 | 7.8 | 25.7% | 13,365 | 25.6% |
| Nissan | 2,292 | 2,357 | -2.8 | 18.3% | 9,303 | 17.8% |
| Mazda | 1,823 | 1,847 | -1.3 | 14.6% | 7,731 | 14.8% |
| Honda | 1,233 | 1,218 | 1.2 | 9.9% | 5,298 | 10.2% |
| Suzuki | 626 | 646 | -3.1 | 5.0% | 2,602 | 5.0% |
| Subaru | 573 | 555 | 3.2 | 4.6% | 2,267 | 4.3% |
| BMW | 553 | 497 | 11.3 | 4.4% | 2,362 | 4.5% |
| Volkswagen | 465 | 468 | -0.6 | 3.7% | 1,919 | 3.7% |
| Mitsubishi | 464 | 431 | 7.7 | 3.7% | 1,894 | 3.6% |
| Mercedes-Benz | 287 | 239 | 20.1 | 2.3% | 1,185 | 2.3% |
| Audi | 252 | 240 | 5.0 | 2.0% | 1,040 | 2.0% |
| Ford | 90 | 151 | -40.4 | 0.7% | 431 | 0.8% |
| Lexus | 74 | 49 | 51.0 | 0.6% | 308 | 0.6% |
| Volvo | 71 | 80 | -11.3 | 0.6% | 346 | 0.7% |
| Holden | 67 | 47 | 42.6 | 0.5% | 232 | 0.4% |
| Jaguar | 49 | 31 | 58.1 | 0.4% | 193 | 0.4% |
| Chevrolet | 47 | 32 | 46.9 | 0.4% | 236 | 0.5% |
| Land Rover | 45 | 21 | 114.3 | 0.4% | 227 | 0.4% |
| Mini | 35 | 46 | -23.9 | 0.3% | 173 | 0.3% |
| Hyundai | 33 | 43 | -23.3 | 0.3% | 127 | 0.2% |
| Porsche | 27 | 13 | 107.7 | 0.2% | 131 | 0.3% |
| Dodge | 23 | 16 | 43.8 | 0.2% | 99 | 0.2% |
| Jeep | 18 | 15 | 20.0 | 0.1% | 103 | 0.2% |
| Chrysler | 16 | 9 | 77.8 | 0.1% | 67 | 0.1% |
| Maserati | 16 | 2 | 700.0 | 0.1% | 44 | 0.1% |
| Peugeot | 15 | 18 | -16.7 | 0.1% | 63 | 0.1% |
| Daihatsu | 9 | 13 | -30.8 | 0.1% | 55 | 0.1% |
| Kia | 7 | 11 | -36.4 | 0.1% | 35 | 0.1% |
| Pontiac | 7 | 2 | 250.0 | 0.1% | 12 | 0.0% |
| Renault | 7 | 8 | -12.5 | 0.1% | 28 | 0.1% |
| Bentley | 6 | 4 | 50.0 | 0.0% | 45 | 0.1% |
| Cadillac | 5 | 2 | 150.0 | 0.0% | 16 | 0.0% |
| Citroen | 5 | 3 | 66.7 | 0.0% | 14 | 0.0% |
| Fiat | 5 | 5 | 0.0 | 0.0% | 14 | 0.0% |
| Rover | 4 | 5 | -20.0 | 0.0% | 14 | 0.0% |
| Others | 49 | 38 | 28.9 | 0.4% | 195 | 0.4% |
| Total | 12,507 | 12,140 | 3.0 | 100.0% | 52,174 | 100.0% |

Imported Passenger Vehicle Sales by Model - April 2017

| MAKE | MODEL | APR '17 | APR '16 | +/- % | APR '17 MKT SHARE | 2017 YEAR TO DATE | 2017 MKT SHARE |
|--------------|-----------|---------------|---------------|------------|----------------------|----------------------|-------------------|
| Nissan | Tiida | 533 | 636 | -16.2 | 4.3% | 2,198 | 4.2% |
| Suzuki | Swift | 523 | 544 | -3.9 | 4.2% | 2,233 | 4.3% |
| Mazda | Axela | 516 | 538 | -4.1 | 4.1% | 2,285 | 4.4% |
| Mazda | Demio | 417 | 454 | -8.1 | 3.3% | 1,799 | 3.4% |
| Honda | Fit | 402 | 422 | -4.7 | 3.2% | 1,832 | 3.5% |
| Toyota | Wish | 346 | 301 | 15.0 | 2.8% | 1,324 | 2.5% |
| Volkswagen | Golf | 290 | 271 | 7.0 | 2.3% | 1,177 | 2.3% |
| Toyota | Prius | 289 | 191 | 51.3 | 2.3% | 1,216 | 2.3% |
| Subaru | Legacy | 284 | 273 | 4.0 | 2.3% | 1,119 | 2.1% |
| Mazda | Atenza | 278 | 261 | 6.5 | 2.2% | 1,125 | 2.2% |
| Mitsubishi | Outlander | 264 | 213 | 23.9 | 2.1% | 1,029 | 2.0% |
| Toyota | Vitz | 236 | 236 | 0.0 | 1.9% | 982 | 1.9% |
| Toyota | MarkX | 223 | 153 | 45.8 | 1.8% | 993 | 1.9% |
| Nissan | Dualis | 191 | 177 | 7.9 | 1.5% | 758 | 1.5% |
| Toyota | Corolla | 190 | 202 | -5.9 | 1.5% | 885 | 1.7% |
| Toyota | Estima | 189 | 131 | 44.3 | 1.5% | 797 | 1.5% |
| Mazda | MPV | 185 | 213 | -13.1 | 1.5% | 793 | 1.5% |
| Honda | Odyssey | 185 | 142 | 30.3 | 1.5% | 734 | 1.4% |
| Mazda | Premacy | 170 | 178 | -4.5 | 1.4% | 778 | 1.5% |
| Toyota | Auris | 165 | 173 | -4.6 | 1.3% | 702 | 1.3% |
| Nissan | Note | 164 | 173 | -5.2 | 1.3% | 643 | 1.2% |
| Toyota | RAV4 | 144 | 96 | 50.0 | 1.2% | 538 | 1.0% |
| Nissan | Bluebird | 142 | 107 | 32.7 | 1.1% | 616 | 1.2% |
| Nissan | Murano | 142 | 156 | -9.0 | 1.1% | 572 | 1.1% |
| Subaru | Impreza | 137 | 114 | 20.2 | 1.1% | 512 | 1.0% |
| Honda | Stream | 123 | 105 | 17.1 | 1.0% | 497 | 1.0% |
| Nissan | Leaf | 121 | 39 | 210.3 | 1.0% | 420 | 0.8% |
| Toyota | Blade | 119 | 145 | -17.9 | 1.0% | 530 | 1.0% |
| Nissan | Teana | 116 | 136 | -14.7 | 0.9% | 446 | 0.9% |
| Nissan | Wingroad | 111 | 91 | 22.0 | 0.9% | 464 | 0.9% |
| Nissan | X-Trail | 111 | 77 | 44.2 | 0.9% | 450 | 0.9% |
| BMW | 320i | 110 | 107 | 2.8 | 0.9% | 455 | 0.9% |
| Toyota | Ractis | 110 | 77 | 42.9 | 0.9% | 443 | 0.8% |
| Nissan | Skyline | 104 | 128 | -18.8 | 0.8% | 458 | 0.9% |
| Honda | CRV | 101 | 143 | -29.4 | 0.8% | 468 | 0.9% |
| Others | | 4,776 | 4,737 | 0.8 | 38.2% | 19,903 | 38.1% |
| Total | | 12,507 | 12,140 | 3.0 | 100.0% | 52,174 | 100.0% |



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Little between top used models

Sales for used imported cars increased year on year by three per cent in the month of April, with 12,507 vehicles registered - up from 12,140 at the same time last year.

Toyota topped the sales with 3,209 passenger vehicles sold in April, a 7.8 per cent increase on the same time last year when 2,978 passenger vehicles were sold. Toyota holds 25.6 per cent of the market share for the year to date.

Nissan followed with a 2.8 per cent decrease in sales at 2,292 unit sales in April, from 2,357 cars sold at the same time last year. Nissan took up 17.8 per cent of the total market share. Mazda finished off the top three marques with a 1.3 per cent decrease in sales from 1,847 units sold in April 2016, to 1,823 last month. Mazda holds 14.8 per cent of the year to date market share. Nissan Tilda was top of the table for used passenger models for April, but had a decrease in sales from the same time last year with 533 vehicles sold last month, a decrease of 16.2 per cent from April 2016, when 636 were registered. This meant that the Tilda took up 4.2 per cent of the market share for 2017.

The Suzuki Swift followed with 523 used imported car sales last month, a decrease of 3.9 per cent from the same time last year when 544 units were registered. The Mazda Axela completed the top three with 516 sales, yet another decrease of 4.1 per cent from the same time last year when 538 were



Hayden Johnston, director of GVI Electric, says sales of the Nissan Leaf have increased and demand for plug-in hybrids are strong

sold. In terms of year to date placings, Mazda Axela is first with 2,285 registrations and a market share of 4.4 per cent, followed by Suzuki Swift on 2,233 units and 4.3 per cent and third placed Nissan Tiida with 2,198 sales and a total market share of 4.2 per cent.

Of note, is a sizeable growth in sales of the Nissan Leaf, which has jumped from 39 sales in April 2016 to 121 last month, an increase of 210 per cent.

GVI Electric, which is based in

Penrose, Auckland, and imports cars from Japan and the UK, has about 85 electric vehicles in stock. Director Hayden Johnston says sales of the Nissan Leaf have increased during the past three years and sales of plug-in hybrids are strong.

He says it is a very exciting time for the vehicle industry and predicts buyers will quickly move to EVs and plug-in hybrids during the next five years, rather than the 10 years estimated by many motoring experts.

"It is the future and we are passionate about EVs and are specialists in the area. EVs are available to everyone and are priced to suit."

He says EVs are very reliable and cost far less to operate than petrol and diesel vehicles and have lower maintenance and servicing costs

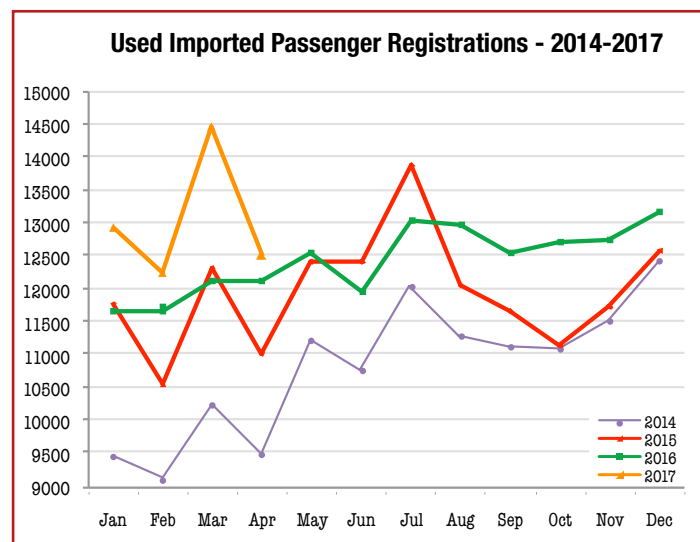
Corey Bell, sales manager for 4 Guys Auto Barn in Hamilton, which stocks up to 400 vehicles and has a diverse vehicle stock, says used cars are selling well but there doesn't seem to be a demand for any particular make or model at the moment and they sell "everything across the board".

He predicts sales of large European sedans will continue to pick up to fill the void created by Ford's decision to end production of the Falcon last year. Bell says buyers could be keen to purchase the Falcon and Australian-made Commodore cult classics, such as the V8s, and that could push up the price for the secondhand cars.

Dealer principal for Auto Imports and Wholesale Limited in Masterton, Lawson Hoggard, agrees that there are currently no sales trends or buyer patterns which makes it difficult when buying stock from Japan.

"The region has a small population base so it is hard to work out if there are any buying trends, he says.

Hoggard says there is a feeling of positivity in the region and used car sales have been good during the past couple of months. ☺



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Used car imports drop by a third

A substantial 33 per cent drop in used car imports took place in April, with 13,035 units crossing the border compared to 19,579 vehicles last month.

A total of 25,735 passenger and light commercial vehicles were imported into the country last month, which was down 13 per cent on the same month last year, when 29,457 vehicles crossed the border.

During April, there were 9,825 new cars and 2,969 new light commercials, for a combined total of 12,794 new light vehicles entering New Zealand.

Used light vehicles totalled 13,494, of which 459 were light commercials.

Japan continues to be the

top country of origin for used car imports with 12,288 units, which was 94.2 per cent of the market share for the month. Australia followed with 433 vehicles, a decrease of 45.5 per cent on 630 unit imports during the same month last year. Great Britain was third with 152 used car imports compared to 241 last month - a significant fall of 58.5 per cent, and there were 83 passenger vehicle imports from the United States down 62.6 per cent on 135 unit imports during March 2017.

Corey Bell, sales manager for Hamilton's 4 Guys Auto Barn, which has more than 400 used vehicles on

its yard, says the dealership is also well known throughout New Zealand for importing "American muscle" cars, such as the Chevrolet Corvette, from the United States. He says the US-made cars always sell well and are usually the buyer's 'dream car'.

Sally Roberts, director of European Car Imports, which specialises in sourcing and importing high-end European brand cars and electric vehicles (EVs) from the UK, says the small business imports approximately 10 vehicles a month and about 10 per cent of the imports are EVs, such as the Nissan Leaf and the e-NV200 van.

"We have also brought in a Tesla and a Porsche Cayenne

hybrid," she says.

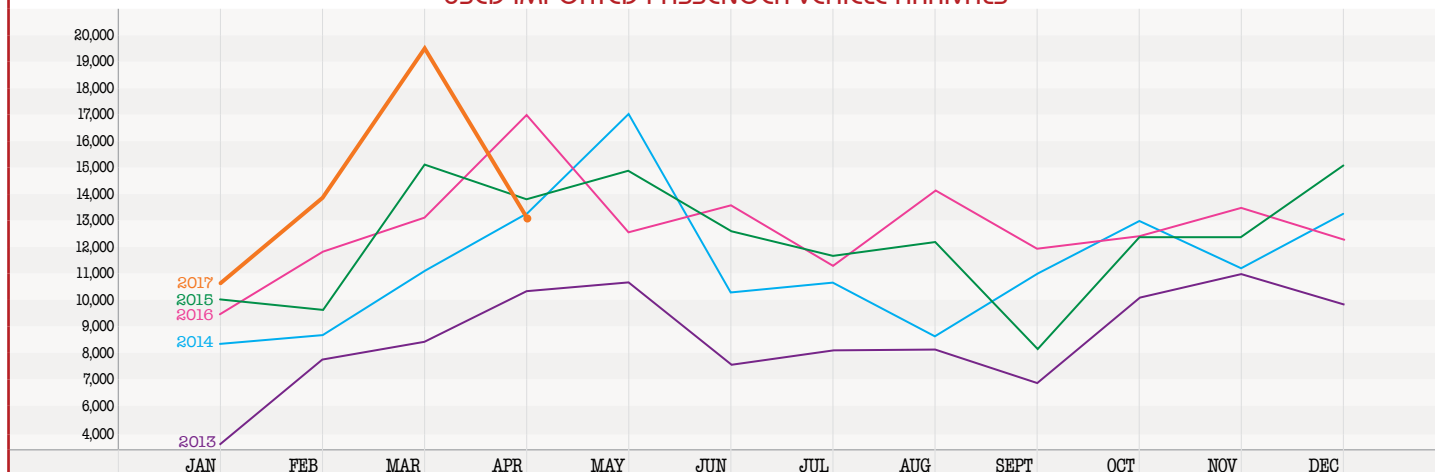
"We have good contacts in the UK and most of the vehicles are almost near-new and are bought from dealers so we have the confidence of sourcing good quality vehicles," Roberts says.

"We find cars to order for our clients and we deliver the vehicle to their door," she says.

"We've been in business for three years and we are growing nicely and have repeat clients."

She says that following Brexit, the pound dropped against the New Zealand dollar and the favourable exchange rate has been good for business. ☺

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 | APR MKT SHARE % | 2017 TOTAL | Q1 | Q2 | Q3 | Q4 | 2016 TOTAL | MKT SHARE | 2015 TOTAL | MKT SHARE |
| Australia | 382 | 538 | 630 | 433 | 3.3% | 1,983 | 1,233 | 1,201 | 1,264 | 1,453 | 5,151 | 3.4% | 4,893 | 3.2% |
| Great Britain | 273 | 174 | 241 | 152 | 1.2% | 840 | 166 | 210 | 387 | 774 | 1,537 | 1.0% | 939 | 0.6% |
| Japan | 9,697 | 12,926 | 18,446 | 12,288 | 94.3% | 53,357 | 32,722 | 40,969 | 34,514 | 34,875 | 143,080 | 93.7% | 143,125 | 94.9% |
| Singapore | 47 | 82 | 97 | 54 | 0.4% | 280 | 201 | 362 | 310 | 358 | 1,231 | 0.8% | 611 | 0.4% |
| USA | 156 | 100 | 135 | 83 | 0.6% | 474 | 251 | 287 | 349 | 388 | 1,275 | 0.8% | 1,041 | 0.7% |
| Other countries | 28 | 21 | 30 | 25 | 0.2% | 104 | 61 | 124 | 112 | 141 | 438 | 0.3% | 253 | 0.2% |
| Total | 10,583 | 13,841 | 19,579 | 13,035 | 100.0% | 57,038 | 34,634 | 43,153 | 36,936 | 37,989 | 152,712 | 100.0% | 150,862 | 100.0% |



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Dealer sales fall by 9 per cent

In terms of dealer-to-public transactions, sales decreased by 9 per cent from 17,057 vehicles changing hands in April last year to 15,516 units last month. Sales were so low that only four regions in New Zealand enjoyed a sales increase in comparison to the same time last year.

Masterton made the biggest increase in sales, with 199 vehicles sold for the month of April, a 26.8 per cent increase on 157 sold last year. Westport followed with a 23.1 per cent increase from 13 vehicles sold in April 2016 to 16 sold last month and Whangarei was third with a 7.4 per cent rise from 527

to 566 sales in April this year. The region with the highest decrease in dealer to public sales went to Blenheim, with a 28.3 per cent drop in sales from 180 in April last year to 129 last month. Wanganui followed closely behind with 123 sales, down 28.1 per cent from the same time last year when 171 vehicles were registered.

Public-to-dealer trades also fell,

with 12,597 vehicles sold to dealers last month - a decrease of 11.2 per cent from the same time last year when 14,188 vehicles changed hands. Only a small number of regions experienced an increase in trade-in numbers. Masterton increased by 35.7 per cent from 84 in April last year to 114 last month. Whangarei and Invercargill followed with a 27 and 12.4 per

cent increases respectively.

Public-to-public sales were down, with 39,560 vehicles sold last month - a 7.2 per cent decrease on the same month last year when 42,651 vehicles were sold. Oamaru was up by 28.8 per cent, Westport's sales increased by 6 per cent from 84 sales last year to 89 sales in April. In terms of change of ownership transactions, public-to-public still trade the majority of in-fleet vehicles amongst themselves, with 58.5 per cent share last month. Dealers only transact in 41.5 per cent of these with 18.6 per cent as trade-ins and the remaining 22.9 per cent are dealer sales. ☺

Sales were so low that only four regions in New Zealand enjoyed a sales increase in comparison to the same time last year.

SECONDHAND CAR SALES - April 2017

| | DEALER-TO-PUBLIC | | | | | PUBLIC-TO-PUBLIC | | | | PUBLIC-TO-DEALER | | |
|------------------|------------------|---------------|-------------|---------------|--|------------------|---------------|-------------|--|------------------|---------------|--------------|
| | APR '17 | APR '16 | +/- % | MARKET SHARE | | APR '17 | APR '16 | +/- % | | APR '17 | APR '16 | +/- % |
| Whangarei | 566 | 527 | 7.4 | 3.65 | | 1,721 | 1,902 | -9.5 | | 287 | 226 | 27.0 |
| Auckland | 5,228 | 5,885 | -11.2 | 33.69 | | 13,574 | 14,757 | -8.0 | | 4,607 | 5,319 | -13.4 |
| Hamilton | 1,311 | 1,517 | -13.6 | 8.45 | | 3,231 | 3,166 | 2.1 | | 1,147 | 1,357 | -15.5 |
| Thames | 184 | 218 | -15.6 | 1.19 | | 475 | 571 | -16.8 | | 102 | 94 | 8.5 |
| Tauranga | 853 | 823 | 3.6 | 5.50 | | 2,052 | 2,131 | -3.7 | | 540 | 597 | -9.5 |
| Rotorua | 256 | 302 | -15.2 | 1.65 | | 769 | 900 | -14.6 | | 68 | 127 | -46.5 |
| Gisborne | 128 | 171 | -25.1 | 0.82 | | 352 | 366 | -3.8 | | 38 | 88 | -56.8 |
| Napier | 553 | 555 | -0.4 | 3.56 | | 1,421 | 1,575 | -9.8 | | 413 | 447 | -7.6 |
| New Plymouth | 357 | 381 | -6.3 | 2.30 | | 959 | 950 | 0.9 | | 205 | 233 | -12.0 |
| Wanganui | 123 | 171 | -28.1 | 0.79 | | 452 | 499 | -9.4 | | 102 | 143 | -28.7 |
| Palmerston North | 643 | 809 | -20.5 | 4.14 | | 1,584 | 1,585 | -0.1 | | 1,040 | 1,043 | -0.3 |
| Masterton | 199 | 157 | 26.8 | 1.28 | | 326 | 434 | -24.9 | | 114 | 84 | 35.7 |
| Wellington | 1,460 | 1,488 | -1.9 | 9.41 | | 2,858 | 3,018 | -5.3 | | 1,044 | 1,271 | -17.9 |
| Nelson | 247 | 270 | -8.5 | 1.59 | | 956 | 1,005 | -4.9 | | 191 | 228 | -16.2 |
| Blenheim | 129 | 180 | -28.3 | 0.83 | | 431 | 426 | 1.2 | | 103 | 123 | -16.3 |
| Greymouth | 66 | 71 | -7.0 | 0.43 | | 196 | 212 | -7.5 | | 32 | 36 | -11.1 |
| Westport | 16 | 13 | 23.1 | 0.10 | | 89 | 84 | 6.0 | | 0 | 0 | 0.0 |
| Christchurch | 1,995 | 2,159 | -7.6 | 12.86 | | 4,655 | 5,377 | -13.4 | | 1,737 | 1,914 | -9.2 |
| Timaru | 202 | 238 | -15.1 | 1.30 | | 510 | 586 | -13.0 | | 127 | 142 | -10.6 |
| Oamaru | 44 | 57 | -22.8 | 0.28 | | 188 | 146 | 28.8 | | 5 | 13 | -61.5 |
| Dunedin | 614 | 665 | -7.7 | 3.96 | | 1,857 | 1,963 | -5.4 | | 415 | 454 | -8.6 |
| Invercargill | 342 | 400 | -14.5 | 2.20 | | 904 | 998 | -9.4 | | 280 | 249 | 12.4 |
| NZ total | 15,516 | 17,057 | -9.0 | 100.00 | | 39,560 | 42,651 | -7.2 | | 12,597 | 14,188 | -11.2 |

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New Passenger Vehicle Sales by Make - April 2017

| MAKE | APR'17 | APR'16 | +/- % | APR'17 MKT SHARE | 2017 YEAR TO DATE | 2017 MKT SHARE |
|---------------|--------------|--------------|------------|---------------------|----------------------|-------------------|
| Toyota | 961 | 748 | 28.5 | 13.7% | 4,808 | 14.0% |
| Mazda | 710 | 674 | 5.3 | 10.1% | 3,149 | 9.1% |
| Hyundai | 562 | 523 | 7.5 | 8.0% | 2,394 | 7.0% |
| Holden | 543 | 589 | -7.8 | 7.8% | 3,289 | 9.6% |
| Suzuki | 512 | 382 | 34.0 | 7.3% | 2,598 | 7.5% |
| Ford | 499 | 696 | -28.3 | 7.1% | 2,513 | 7.3% |
| Kia | 497 | 455 | 9.2 | 7.1% | 2,239 | 6.5% |
| Nissan | 487 | 445 | 9.4 | 7.0% | 1,652 | 4.8% |
| Mitsubishi | 423 | 451 | -6.2 | 6.0% | 2,308 | 6.7% |
| Volkswagen | 325 | 261 | 24.5 | 4.6% | 1,540 | 4.5% |
| Subaru | 189 | 221 | -14.5 | 2.7% | 972 | 2.8% |
| Mercedes-Benz | 175 | 206 | -15.0 | 2.5% | 895 | 2.6% |
| Honda | 148 | 82 | 80.5 | 2.1% | 1,445 | 4.2% |
| BMW | 147 | 135 | 8.9 | 2.1% | 701 | 2.0% |
| Audi | 134 | 138 | -2.9 | 1.9% | 667 | 1.9% |
| Jeep | 129 | 68 | 89.7 | 1.8% | 350 | 1.0% |
| Land Rover | 87 | 84 | 3.6 | 1.2% | 398 | 1.2% |
| Skoda | 86 | 108 | -20.4 | 1.2% | 368 | 1.1% |
| SsangYong | 65 | 87 | -25.3 | 0.9% | 299 | 0.9% |
| Mini | 46 | 38 | 21.1 | 0.7% | 223 | 0.6% |
| Volvo | 44 | 38 | 15.8 | 0.6% | 199 | 0.6% |
| Lexus | 38 | 53 | -28.3 | 0.5% | 221 | 0.6% |
| Peugeot | 30 | 85 | -64.7 | 0.4% | 207 | 0.6% |
| Porsche | 29 | 46 | -37.0 | 0.4% | 143 | 0.4% |
| Isuzu | 23 | 26 | -11.5 | 0.3% | 61 | 0.2% |
| Dodge | 13 | 29 | -55.2 | 0.2% | 106 | 0.3% |
| Fiat | 13 | 19 | -31.6 | 0.2% | 71 | 0.2% |
| Citroen | 11 | 12 | -8.3 | 0.2% | 64 | 0.2% |
| Jaguar | 11 | 20 | -45.0 | 0.2% | 113 | 0.3% |
| Maserati | 10 | 5 | 100.0 | 0.1% | 72 | 0.2% |
| Renault | 10 | 14 | -28.6 | 0.1% | 94 | 0.3% |
| Yamaha | 9 | 5 | 80.0 | 0.1% | 29 | 0.1% |
| Aston Martin | 6 | 0 | 600.0 | 0.1% | 30 | 0.1% |
| Tesla | 5 | 4 | 25.0 | 0.1% | 47 | 0.1% |
| Alfa Romeo | 3 | 5 | -40.0 | 0.0% | 24 | 0.1% |
| Others | 16 | 38 | -57.9 | 0.2% | 137 | 0.4% |
| Total | 6,996 | 6,790 | 3.0 | 100.0% | 34,426 | 100.0% |

New Passenger Vehicle Sales by Model - April 2017

| MAKE | MODEL | APR'17 | APR'16 | +/- % | APR'17 MKT SHARE | 2017 YEAR TO DATE | 2017 MKT SHARE |
|--------------|-------------|--------------|--------------|------------|---------------------|----------------------|-------------------|
| Mazda | CX-5 | 264 | 224 | 17.9 | 3.8% | 924 | 2.7% |
| Kia | Sportage | 250 | 290 | -13.8 | 3.6% | 1,218 | 3.5% |
| Toyota | RAV4 | 237 | 204 | 16.2 | 3.4% | 1,202 | 3.5% |
| Toyota | Corolla | 211 | 195 | 8.2 | 3.0% | 1,548 | 4.5% |
| Mitsubishi | Outlander | 209 | 115 | 81.7 | 3.0% | 911 | 2.6% |
| Volkswagen | Tiguan | 173 | 40 | 332.5 | 2.5% | 811 | 2.4% |
| Hyundai | Tucson | 167 | 194 | -13.9 | 2.4% | 803 | 2.3% |
| Holden | Commodore | 161 | 174 | -7.5 | 2.3% | 779 | 2.3% |
| Mitsubishi | ASX | 149 | 105 | 41.9 | 2.1% | 686 | 2.0% |
| Nissan | Qashqai | 141 | 161 | -12.4 | 2.0% | 618 | 1.8% |
| Holden | Captiva | 137 | 129 | 6.2 | 2.0% | 864 | 2.5% |
| Suzuki | Swift | 135 | 176 | -23.3 | 1.9% | 850 | 2.5% |
| Nissan | X-Trail | 129 | 156 | -17.3 | 1.8% | 490 | 1.4% |
| Ford | Focus | 121 | 125 | -3.2 | 1.7% | 566 | 1.6% |
| Hyundai | Santa Fe | 118 | 141 | -16.3 | 1.7% | 613 | 1.8% |
| Mazda | Mazda3 | 117 | 150 | -22.0 | 1.7% | 652 | 1.9% |
| Kia | Rio | 117 | 44 | 165.9 | 1.7% | 345 | 1.0% |
| Ford | Escape | 116 | 0 | 11600.0 | 1.7% | 551 | 1.6% |
| Hyundai | i30 | 116 | 49 | 136.7 | 1.7% | 447 | 1.3% |
| Toyota | Yaris | 116 | 88 | 31.8 | 1.7% | 427 | 1.2% |
| Toyota | Highlander | 109 | 112 | -2.7 | 1.6% | 600 | 1.7% |
| Subaru | Outback | 105 | 122 | -13.9 | 1.5% | 499 | 1.4% |
| Suzuki | Vitara | 104 | 116 | -10.3 | 1.5% | 607 | 1.8% |
| Mazda | Mazda2 | 98 | 112 | -12.5 | 1.4% | 411 | 1.2% |
| Mazda | CX-3 | 96 | 135 | -28.9 | 1.4% | 519 | 1.5% |
| Nissan | Juke | 92 | 13 | 607.7 | 1.3% | 150 | 0.4% |
| Mazda | CX-9 | 90 | 0 | 9000.0 | 1.3% | 428 | 1.2% |
| Suzuki | SX4 S-Cross | 89 | 29 | 206.9 | 1.3% | 300 | 0.9% |
| Toyota | C-HR | 84 | 0 | 8400.0 | 1.2% | 109 | 0.3% |
| Honda | HR-V | 82 | 43 | 90.7 | 1.2% | 535 | 1.6% |
| Ford | Mondeo | 75 | 119 | -37.0 | 1.1% | 325 | 0.9% |
| Nissan | Pathfinder | 72 | 15 | 380.0 | 1.0% | 127 | 0.4% |
| Suzuki | Ignis | 70 | 0 | 7000.0 | 1.0% | 404 | 1.2% |
| Suzuki | Baleno | 68 | 0 | 6800.0 | 1.0% | 226 | 0.7% |
| Volkswagen | Golf | 64 | 84 | -23.8 | 0.9% | 304 | 0.9% |
| Others | | 2,514 | 3,130 | -19.7 | 35.9% | 13,565 | 39.4% |
| Total | | 6,996 | 6,790 | 3.0 | 100.0% | 34,414 | 100.0% |

Mazda CX-5: April's most wanted car

Toyota remains the overall year-to-date market leader for new passenger vehicle sales, holding a 14 per cent market share, with 4,808 cars registered so far this year. Holden is next with 9.6 per cent or 3,289 registrations and Mazda rounds out the top three with 3,149 units and a 9.1 per cent market share.

The top selling passenger cars for the month were the Mazda CX-5 with 264 units sold, a massive 17.9 per cent increase on April last year, followed by the Kia Sportage with 250 units, the Toyota RAV4 with 237 registrations and the Toyota Corolla with 211. Other standout sales statistics for April were: the Nissan Juke up 607.7 per cent on the same month last year with 92 registrations compared to 13; Volkswagen's Tiguan rose 332.5 per cent with 173 unit sales compared to 40 in April 2016; the new Ford Escape had 116 registrations; and Toyota's latest compact SUV, the C-HR, had 84 units registered.

The total car and SUV registrations

of 6,996 units were up 3 per cent or 206 units above April 2016.

Across the regions, Masterton had an increase of 49.1 per cent in new car sales during April with 79 registrations compared to 53 in the same month last year. Timaru was second with a 30.9 per cent increase in sales with 72 units registered compared to 55 in April 2016, and Palmerston North was third with a

24.1 per cent increase with 247 sales compared to 199 a year ago.

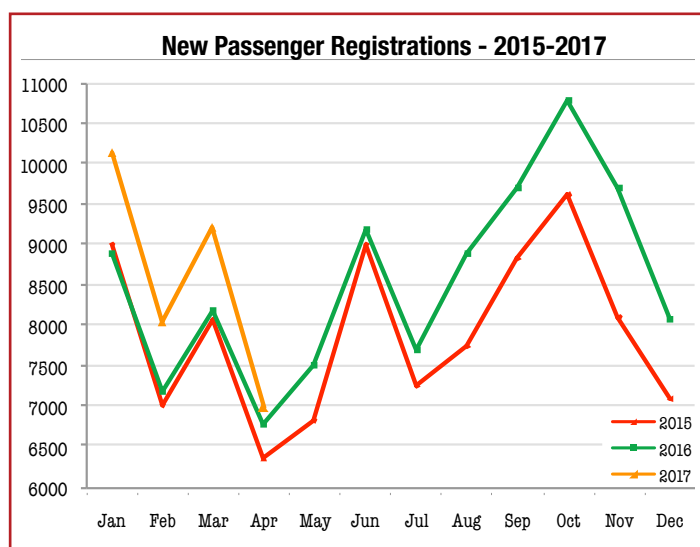
Auckland holds 44 per cent of New Zealand's total new car market with 3,082 registrations during April. It's followed by Christchurch on 12 per cent and Wellington on 8.82 per cent. Year to date, new car sales are up 10.8 per cent or 3,355 units, on the same period in 2016. For the 12 month period,

May 2016 to April 2017, 105,999 new passenger vehicles have been registered in New Zealand. For the month of April, the SUV segment was the most dominant with 40.4 per cent share of the market with 4,301 units sold, followed by light commercials with a 29.8 per cent share and 3,174 registrations, there were 2648 passenger vehicles sold for a market share of the total monthly new car sales pie of 24.9 per cent.

Growth in new car sales could have been higher if it were not for supply constraints faced by some distributors, according to the Motor Industry Association.

Diana McIntyre, new vehicle sales manager for Ebbett Toyota, in Hamilton, says Toyota's recently launched compact SUV C-HR will help meet Waikato drivers' demand for SUVs.

"It sits on the road really well, it is fun to drive and is good for town driving plus the cabin space is well designed. SUVs are the fastest growing vehicle segment." ☺



NEW VEHICLE SALES BY BUYER TYPE - April 2017

| | APR '17 | APR '16 | MTH% | 2017 YTD | 2016 YTD | % YTD |
|-------------------------|---------------|--------------|--------------|---------------|---------------|-------------|
| Passenger | 2,648 | 3,048 | -13.1 | 14,291 | 15,593 | -8.3 |
| Private | 983 | 1,305 | -24.7 | 5,847 | 6,490 | -9.9 |
| Business | 1,393 | 1,524 | -8.6 | 6,253 | 6,842 | -8.6 |
| Gov't | 156 | 186 | -16.1 | 707 | 788 | -10.3 |
| Rental | 116 | 33 | 251.5 | 1,484 | 1,473 | 0.7 |
| SUV | 4,301 | 3,698 | 16.3 | 19,915 | 15,294 | 30.2 |
| Private | 1,986 | 1,634 | 21.5 | 9,302 | 6,847 | 35.9 |
| Business | 2,084 | 1,778 | 17.2 | 8,665 | 7,235 | 19.8 |
| Gov't | 76 | 93 | -18.3 | 303 | 264 | 14.8 |
| Rental | 155 | 193 | -19.7 | 1,645 | 948 | 73.5 |
| Light Commercial | 3,174 | 2,735 | 16.1 | 13,561 | 11,554 | 17.4 |
| Private | 754 | 606 | 24.4 | 3,306 | 2,954 | 11.9 |
| Business | 2,235 | 1,896 | 17.9 | 9,463 | 7,865 | 20.3 |
| Gov't | 107 | 116 | -7.8 | 473 | 389 | 21.6 |
| Rental | 78 | 117 | -33.3 | 319 | 346 | -7.8 |
| Sub Total | 10,123 | 9,481 | 6.8 | 47,767 | 42,441 | 12.5 |
| Private | 3,723 | 3,545 | 5.0 | 18,455 | 16,291 | 13.3 |
| Business | 5,712 | 5,198 | 9.9 | 24,381 | 21,942 | 11.1 |
| Gov't | 339 | 395 | -14.2 | 1,483 | 1,441 | 2.9 |
| Rental | 349 | 343 | 1.7 | 3,448 | 2,767 | 24.6 |
| Heavy Commercial | 352 | 374 | -5.9 | 1,672 | 1,426 | 17.3 |
| Other | 160 | 68 | 135.3 | 619 | 322 | 92.2 |
| Total | 10,635 | 9,923 | 7.2 | 50,058 | 44,189 | 13.3 |

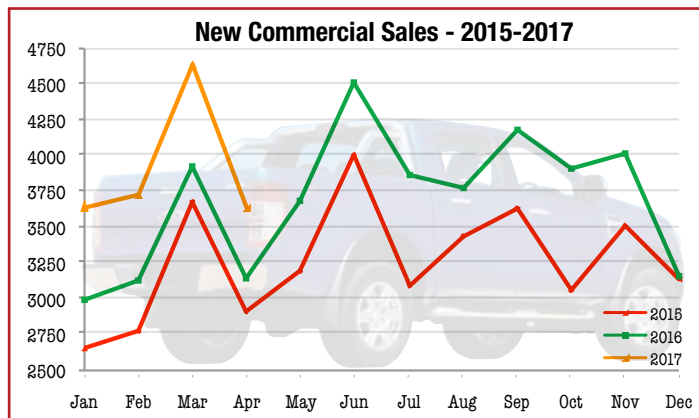
NEW VEHICLE MARKET SEGMENTATION - April 2017

| | APR '17 | APR '16 | MTH% DIFF | 2017 YTD | 2016 YTD | % YTD |
|-------------------------|---------------|--------------|------------|---------------|---------------|-------------|
| Passenger | 2,648 | 3,048 | -13.1 | 14,291 | 15,593 | -8.3 |
| SUV | 4,301 | 3,698 | 16.3 | 19,915 | 15,294 | 30.2 |
| Light Commercial | 3,174 | 2,735 | 16.1 | 13,561 | 11,554 | 17.4 |
| Heavy Commercial | 352 | 374 | -5.9 | 1,672 | 1,426 | 17.3 |
| Other | 160 | 68 | 135.3 | 619 | 322 | 92.2 |
| TOTAL MARKET | 10,635 | 9,923 | 7.2 | 50,058 | 44,189 | 13.3 |
| Micro | 67 | 240 | -72.1 | 763 | 721 | 5.8 |
| Light | 788 | 803 | -1.9 | 3,963 | 4,516 | -12.2 |
| Small | 1,026 | 992 | 3.4 | 5,657 | 5,634 | 0.4 |
| Medium | 379 | 493 | -23.1 | 1,901 | 2,260 | -15.9 |
| Large | 227 | 290 | -21.7 | 1,103 | 1,418 | -22.2 |
| Upper Large | 6 | 16 | -62.5 | 36 | 105 | -65.7 |
| People Movers | 33 | 45 | -26.7 | 170 | 185 | -8.1 |
| Sports | 122 | 169 | -27.8 | 698 | 754 | -7.4 |
| SUV Small | 1,247 | 1,001 | 24.6 | 5,666 | 4,176 | 35.7 |
| SUV Medium | 1,743 | 1,518 | 14.8 | 7,962 | 5,925 | 34.4 |
| SUV Large | 1,251 | 1,139 | 9.8 | 6,004 | 4,991 | 20.3 |
| SUV Upper Large | 60 | 40 | 50.0 | 283 | 202 | 40.1 |
| Light Buses | 74 | 44 | 68.2 | 329 | 218 | 50.9 |
| Vans | 428 | 463 | -7.6 | 2,014 | 1,738 | 15.9 |
| Pick Up/Chassis Cab 4x2 | 1,112 | 980 | 13.5 | 4,778 | 4,070 | 17.4 |
| Pick Up/Chassis Cab 4x4 | 1,560 | 1,248 | 25.0 | 6,440 | 5,528 | 16.5 |
| Heavy Commercial | 352 | 374 | -5.9 | 1,672 | 1,426 | 17.3 |
| Other | 160 | 68 | 135.3 | 619 | 322 | 92.2 |
| TOTAL MARKET | 10,635 | 9,923 | 7.2 | 50,058 | 44,189 | 13.3 |

Double-cab is the new family wagon

The popularity of double-cab utes as a family and lifestyle wagon continues to push the sales of light commercial vehicles.

Toyota was again the market leader with 22.3 per cent share of the monthly segment, with 810 registrations, which was a 5.5 per cent increase on April 2016's 768 sales. It was closely followed by Ford on 21 per cent of the market with 768 sales which was a 32.4 per cent increase on the same month last year when 580 were registered. Holden was a distant third with 8.9 per cent market share and 322 registrations which was a 34.2 per cent increase on 240 sales during April last year. Mitsubishi is coming a close fourth



with a massive 77.4 per cent increase in registrations on April last year – with 298 registrations compared to 168, respectively.

For the month of April, the Ford Ranger remains at the top

of the bestselling vehicle model table with 698 registrations and 19.2 per cent of the market share last month. This was a healthy 37.7 per cent increase on April last year when there were 507 sales.

Toyota Hilux came in second with 571 units, up 6.7 per cent on the 535 sales during April last year. The Hilux's market share for the month was 15.7 per cent. The Holden Colorado was third with 312 registrations up 36.2 per cent on 229 sales during April last year. Colorado held an 8.6 per cent market share for April 2017.

Brian Downing, dealer principal at Caroline Mitsubishi in Timaru, says the Triton is attracting a cross section of buyers.

People are often buying a Triton as a family vehicle because it performs as good a car, has three full seatbelts in the back, a large cargo tray and can easily tow a boat or camper, he says.

New Commercial Sales by Make - April 2017

| MAKE | APR'17 | APR'16 | +/- % | APR'17 MKT SHARE | 2017 YEAR TO DATE | 2017 MKT SHARE |
|---------------|--------------|--------------|-------------|------------------|-------------------|----------------|
| Toyota | 810 | 768 | 5.5 | 22.3% | 3,358 | 21.4% |
| Ford | 768 | 580 | 32.4 | 21.1% | 3,166 | 20.2% |
| Holden | 322 | 240 | 34.2 | 8.9% | 1,462 | 9.3% |
| Mitsubishi | 298 | 168 | 77.4 | 8.2% | 1,164 | 7.4% |
| Isuzu | 283 | 275 | 2.9 | 7.8% | 1,159 | 7.4% |
| Nissan | 263 | 327 | -19.6 | 7.2% | 1,175 | 7.5% |
| Mazda | 128 | 126 | 1.6 | 3.5% | 658 | 4.2% |
| Hyundai | 90 | 69 | 30.4 | 2.5% | 377 | 2.4% |
| Volkswagen | 90 | 86 | 4.7 | 2.5% | 404 | 2.6% |
| LDV | 86 | 71 | 21.1 | 2.4% | 388 | 2.5% |
| Fiat | 65 | 43 | 51.2 | 1.8% | 284 | 1.8% |
| Fuso | 54 | 0 | 5400.0 | 1.5% | 168 | 1.1% |
| Mercedes-Benz | 50 | 37 | 35.1 | 1.4% | 224 | 1.4% |
| Hino | 48 | 73 | -34.2 | 1.3% | 188 | 1.2% |
| SsangYong | 40 | 59 | -32.2 | 1.1% | 243 | 1.5% |
| Volvo | 39 | 28 | 39.3 | 1.1% | 159 | 1.0% |
| Foton | 38 | 26 | 46.2 | 1.0% | 218 | 1.4% |
| UD Trucks | 20 | 16 | 25.0 | 0.5% | 75 | 0.5% |
| DAF | 18 | 7 | 157.1 | 0.5% | 63 | 0.4% |
| Iveco | 16 | 17 | -5.9 | 0.4% | 65 | 0.4% |
| Others | 112 | 134 | -16.4 | 3.1% | 686 | 4.4% |
| Total | 3,638 | 3,150 | 15.5 | 100.0% | 15,684 | 100.0% |

New Commercial Sales by Model - April 2017

| MAKE | MODEL | APR'17 | APR'16 | +/- % | APR'17 MKT SHARE | 2017 YEAR TO DATE | 2017 MKT SHARE |
|---------------|--------------|--------------|--------------|-------------|------------------|-------------------|----------------|
| Ford | Ranger | 698 | 507 | 37.7 | 19.2% | 2,913 | 18.6% |
| Toyota | Hilux | 571 | 535 | 6.7 | 15.7% | 2,291 | 14.6% |
| Holden | Colorado | 312 | 229 | 36.2 | 8.6% | 1,403 | 8.9% |
| Mitsubishi | Triton | 298 | 167 | 78.4 | 8.2% | 1,164 | 7.4% |
| Nissan | Navara | 263 | 327 | -19.6 | 7.2% | 1,175 | 7.5% |
| Isuzu | D-Max | 207 | 177 | 16.9 | 5.7% | 788 | 5.0% |
| Toyota | Hiace | 206 | 223 | -7.6 | 5.7% | 972 | 6.2% |
| Mazda | BT-50 | 128 | 126 | 1.6 | 3.5% | 658 | 4.2% |
| Hyundai | iLoad | 90 | 61 | 47.5 | 2.5% | 371 | 2.4% |
| Ford | Transit | 70 | 66 | 6.1 | 1.9% | 251 | 1.6% |
| Fiat | Ducato | 61 | 40 | 52.5 | 1.7% | 269 | 1.7% |
| LDV | V80 | 52 | 48 | 8.3 | 1.4% | 224 | 1.4% |
| Volkswagen | Amarok | 44 | 50 | -12.0 | 1.2% | 166 | 1.1% |
| SsangYong | Actyon Sport | 40 | 59 | -32.2 | 1.1% | 243 | 1.5% |
| Isuzu | N Series | 35 | 49 | -28.6 | 1.0% | 135 | 0.9% |
| LDV | G10 | 34 | 23 | 47.8 | 0.9% | 164 | 1.0% |
| Mercedes Benz | Sprinter | 34 | 26 | 30.8 | 0.9% | 145 | 0.9% |
| Toyota | Landcruiser | 33 | 10 | 230.0 | 0.9% | 95 | 0.6% |
| Foton | Tunland | 31 | 20 | 55.0 | 0.9% | 188 | 1.2% |
| Hino | 500 | 26 | 42 | -38.1 | 0.7% | 84 | 0.5% |
| Others | | 405 | 365 | 11.0 | 11.1% | 1,985 | 12.7% |
| Total | | 3,638 | 3,150 | 15.5 | 100.0% | 15,684 | 100.0% |



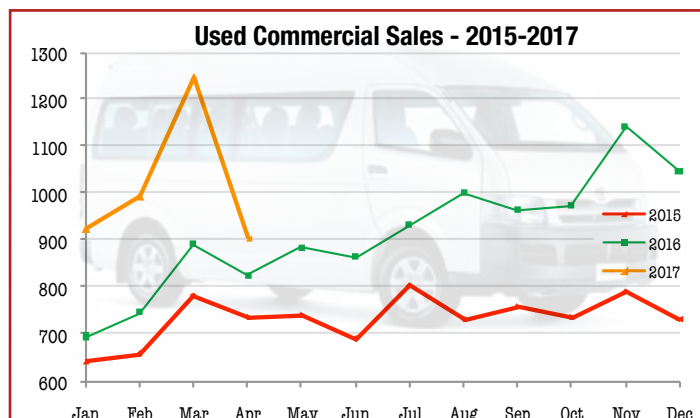
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Regius enters new territory

Demand for used commercial vehicles throughout New Zealand shows no sign of slowing down.

Year to date, sales of used commercial vehicles are sitting at 4083, up 29.3 per cent compared to the same period last year when 3175 were registered - an increase of 926 units.

Used commercial registrations rose by 9.9 per cent last month with 908 vehicles sold - up from 826 sold during same month last year. Toyota has topped the list in terms of most vehicles sold, yet again, with 452 registrations an increase of 15.6 per cent on the same month last year when 391 vehicles were sold. Nissan



and Mazda completed the top three with 187 and 54 units sold respectively. The Hiace beefed up Toyota's sales and led the models table, as it has for the past few years, with 322 registrations.

Nissan's Caravan followed with 73 sales for second place but the big mover last month was the Toyota Regius, which took out third place, with 51 registrations.

Napier had a standout month

with a 121.4 per cent jump in sales with 66 used commercial units registered compared to 46 in April last year. Wellington dealers were also smiling with a 70.3 per cent rise in sales during April with 63 units registered compared to 37 last year. While Hamilton had a solid month with a 43.5 per cent increase in sales with 66 registrations compared to 46 in the same month last year.

Corey Bell, sales manager for Hamilton's 4 Guys Auto Barn, says the dealership can never get enough utes. "People hold on to utes, and commercial vehicles hold their price. We have buyers waiting for utes. Courier drivers want Hiace vans, they have a 'tried and true' good reputation." ☺

Used Commercial Sales by Make - April 2017

| MAKE | APR '17 | APR '16 | +/- % | APR '17 MKT SHARE | 2017 YEAR TO DATE | 2017 MKT SHARE |
|---------------|------------|------------|------------|-------------------|-------------------|----------------|
| Toyota | 452 | 391 | 15.6 | 49.8% | 1,924 | 47.1% |
| Nissan | 187 | 198 | -5.6 | 20.6% | 838 | 20.5% |
| Mazda | 54 | 52 | 3.8 | 5.9% | 321 | 7.9% |
| Isuzu | 45 | 41 | 9.8 | 5.0% | 195 | 4.8% |
| Ford | 33 | 32 | 3.1 | 3.6% | 128 | 3.1% |
| Mitsubishi | 27 | 26 | 3.8 | 3.0% | 145 | 3.6% |
| Holden | 22 | 17 | 29.4 | 2.4% | 77 | 1.9% |
| Chevrolet | 21 | 14 | 50.0 | 2.3% | 74 | 1.8% |
| Hino | 20 | 13 | 53.8 | 2.2% | 111 | 2.7% |
| Volkswagen | 8 | 6 | 33.3 | 0.9% | 36 | 0.9% |
| Dodge | 4 | 4 | 0.0 | 0.4% | 17 | 0.4% |
| Fiat | 4 | 0 | 400.0 | 0.4% | 45 | 1.1% |
| Great Wall | 4 | 1 | 300.0 | 0.4% | 7 | 0.2% |
| Volvo | 4 | 4 | 0.0 | 0.4% | 9 | 0.2% |
| Land Rover | 3 | 3 | 0.0 | 0.3% | 7 | 0.2% |
| Scania | 3 | 0 | 300.0 | 0.3% | 9 | 0.2% |
| DAF | 2 | 1 | 100.0 | 0.2% | 5 | 0.1% |
| Iveco | 2 | 0 | 200.0 | 0.2% | 8 | 0.2% |
| Kenworth | 2 | 1 | 100.0 | 0.2% | 12 | 0.3% |
| Mercedes-Benz | 2 | 3 | -33.3 | 0.2% | 24 | 0.6% |
| Others | 9 | 19 | -52.6 | 1.0% | 91 | 2.2% |
| Total | 908 | 826 | 9.9 | 100.0% | 4,083 | 100.0% |

Used Commercial Sales by Model - April 2017

| MAKE | MODEL | APR '17 | APR '16 | +/- % | APR '17 MKT SHARE | 2017 YEAR TO DATE | 2017 MKT SHARE |
|--------------|----------|------------|------------|------------|-------------------|-------------------|----------------|
| Toyota | Hiace | 322 | 304 | 5.9 | 35.5% | 1,437 | 35.2% |
| Nissan | Caravan | 73 | 87 | -16.1 | 8.0% | 325 | 8.0% |
| Toyota | Regius | 51 | 28 | 82.1 | 5.6% | 177 | 4.3% |
| Mazda | Bongo | 41 | 40 | 2.5 | 4.5% | 268 | 6.6% |
| Nissan | Vanette | 38 | 33 | 15.2 | 4.2% | 170 | 4.2% |
| Toyota | Dyna | 31 | 27 | 14.8 | 3.4% | 104 | 2.5% |
| Isuzu | Elf | 22 | 22 | 0.0 | 2.4% | 115 | 2.8% |
| Nissan | NV200 | 18 | 32 | -43.8 | 2.0% | 116 | 2.8% |
| Toyota | Hilux | 17 | 13 | 30.8 | 1.9% | 73 | 1.8% |
| Mitsubishi | Canter | 15 | 4 | 275.0 | 1.7% | 80 | 2.0% |
| Nissan | Navara | 15 | 12 | 25.0 | 1.7% | 67 | 1.6% |
| Ford | Ranger | 15 | 12 | 25.0 | 1.7% | 48 | 1.2% |
| Toyota | Toyoace | 15 | 12 | 25.0 | 1.7% | 69 | 1.7% |
| Nissan | Atlas | 14 | 14 | 0.0 | 1.5% | 67 | 1.6% |
| Isuzu | Forward | 14 | 10 | 40.0 | 1.5% | 45 | 1.1% |
| Nissan | NV350 | 14 | 3 | 366.7 | 1.5% | 42 | 1.0% |
| Hino | Ranger | 12 | 12 | 0.0 | 1.3% | 48 | 1.2% |
| Holden | Colorado | 9 | 7 | 28.6 | 1.0% | 25 | 0.6% |
| Mazda | Titan | 8 | 7 | 14.3 | 0.9% | 33 | 0.8% |
| Hino | Dutro | 7 | 5 | 40.0 | 0.8% | 57 | 1.4% |
| Others | | 157 | 142 | 10.6 | 17.3% | 717 | 17.6% |
| Total | | 908 | 826 | 9.9 | 100.0% | 4,083 | 100.0% |

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New vehicle market still 'very hot'

Dealer stock numbers of new cars continue to increase despite a 953 drop in new cars arriving during April compared to March.

A total of 8,247 new cars were brought into the country last month, a sizable 10.4 per cent decrease on March 2017 with 9,200 units, and a 6.5 per cent fall on April 2016, when 8,816 new cars were imported.

Registration of 6,996 new cars in April was a drop of 24.2 per cent against the previous month when 9,230 units were registered but three per cent up on the same month last year when 6,790 were sold.

As a result, there were 1,251 units added to the tally of new cars yet to be registered.

Year to date, 34,048 new cars have entered the country and 34,426 have been registered,

reducing the stock by 378 units. The shortfall has done little to impact the year-to-date unregistered stock numbers of 65,543 which have increased by 15.8 per cent since April last year. Stock levels have continued to sit in the early to mid-60,000s since August 2016.

Daily sales of new cars during April held at 290 which was the same level as the previous month. It was a 10.8 per cent increase on the daily average sale figure of 262 during the same month last year.

Therefore, at the current rate of daily sales there is enough stock to last more than seven months – 226 days – before running out. This high level of stock at hand has basically remained consistent at this seven-month duration for the past 12 months.

Brian Downing, dealer principal at Caroline Mitsubishi

in Timaru, says "New vehicle affordability has never been better and people in their 30s are buying new cars. Fifteen years ago, it was rare to sell a new vehicle to someone under the age of 50. The seven-seater Outlander is popular with younger buyers."

He says the new vehicle market is "very hot right now" and very competitive with excellent deals for buyers.

Downing says new vehicles, especially the Triton and ASX, are often sold before the vehicles come into the country.

"It's never been a better time for customers," he says.

Dealer principal of David Jones Motors in Wanganui, Gareth Jones, says they are still experiencing delays getting new vehicles off the wharf in Auckland which is due to the huge demand for new vehicles from buyers

throughout the country.

"This year will be another record year for us and last year was outstanding. People are taking up the finance offers with low interest rates," he says.

Jones says Wanganui buyers want hatchbacks, small SUVs and double-cab utes. "A lot of people are starting to buy utes rather than SUVs as a family wagon."

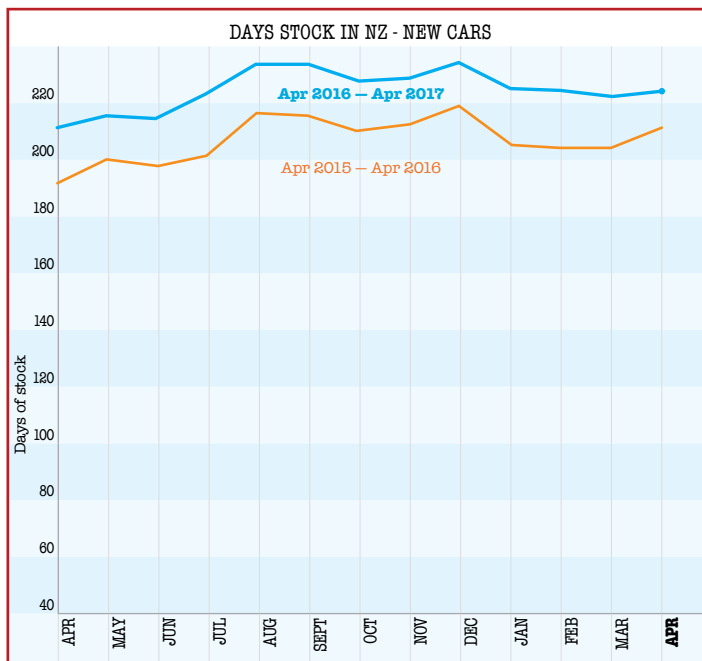
The dealership's top selling models are the Nissan Navara, Suzuki Vitara turbo and the Suzuki Swift.

"The new Swift comes out at the end of June with a new shape. We have been waiting for a new Swift since 2011," he says.

If new car sales continue as they have for the past two months, the number of new passenger vehicles sold in New Zealand for 2017 will total 106,000 - three per cent more than the record numbers of 2016. ☺

Dealer stock of new cars in New Zealand

| | CAR SALES | | VARIANCE | STOCK | DAILY SALES -12-MONTH AVERAGE | DAYS STOCK AT HAND |
|----------------------|---------------|------------|----------|------------|-------------------------------------|--------------------------|
| | IMPORTED | REGISTERED | | | | |
| Apr '16 | 8,816 | 6,790 | 2,026 | 56,607 | 262 | 216 |
| May '16 | 8,184 | 7,502 | 682 | 57,289 | 264 | 217 |
| 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 | 8,112 | 8,050 | 62 | 64,322 | 287 | 224 |
| Mar '17 | 9,200 | 9,230 | -30 | 64,292 | 290 | 222 |
| Apr '17 | 8,247 | 6,996 | 1,251 | 65,543 | 290 | 226 |
| Year to date | 34,048 | 34,426 | (378) | | | |
| Change on last month | -10.4% | -24.2% | | 1.9% | | |
| Change on Apr 2016 | -6.5% | 3.0% | | 15.8% | | |
| | LESS IMPORTED | MORE SOLD | | MORE STOCK | | |



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Used stock ticks over 80 days

Daily sales of used imported cars have continued to move forward into the early 400s during the past seven months but despite this, stock numbers have increased during April.

There were 13,035 used cars imported during April, a decrease of 33.4 per cent on last month when 19,579 passenger vehicles were brought into the country. March was a record-breaking month and was up 50 per cent on March 2016.

April's total used car imports were also down 23 per cent on the same month last year when 16,960 cars were imported.

A total of 12,507 used import cars were registered last month, yet another decrease on March of 13.6 per cent when 14,474 cars were sold for the first time in New Zealand. However, it was up three per cent on April 2016 which recorded sales of 12,140.

Year-to-date, used imports total 57,038 and registrations are 52,174 leaving 4,864 cars unsold.

Overall stock levels now sit at 33,577 units, an increase of 1.6 per cent on March and a 14 per cent increase on April last year.

During last month, stock stayed on hand an average of 80 days compared to 74 days during April 2016.

On the positive side, daily sales, averaged over the past 12 months, have continued to slowly rise and are now at 422, one up on last month but up 5.7 per cent on the 399 daily sales number from April last year.

Dealer principal for Auto Imports and Wholesale Limited in Masterton, Lawson Hoggard, says "We don't know what people want to buy at the moment. It's been all over the show, it's been inconsistent for the past six months. We try to buy in a good mixture of vehicles (from Japan)."

Hoggard says that often a vehicle he thought would sell straight away could sit on the yard for a month or two and then two buyers will want to buy the vehicle on the same day.

"When I look back," says Hoggard, who has been in the industry for more than 20 years, "there would be certain models that you would bring in and they would sell quickly. But now buying patterns are really random."

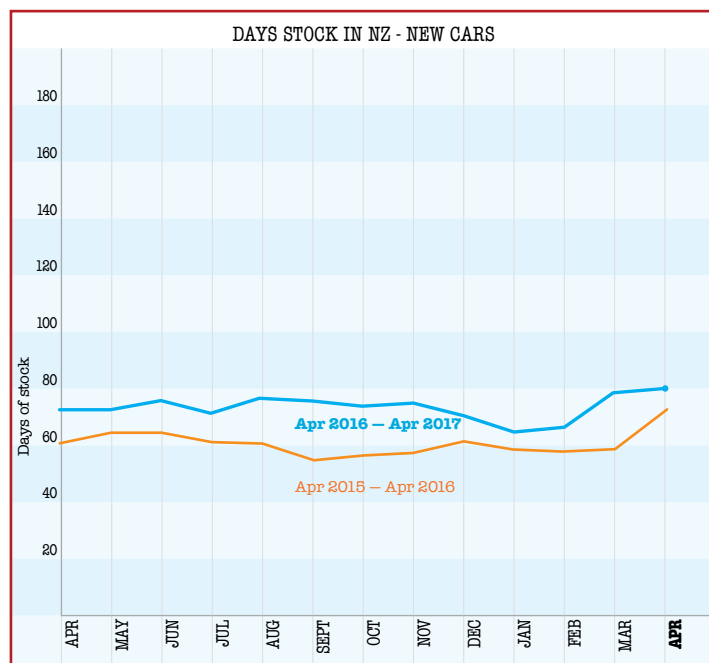
Sales manager for Cashback cars in Whangarei, Andre Stevenson sells a variety of electric and petrol-powered vehicles.

Over the Christmas period, Stevenson says the stock was pretty much cleared out, thanks to the extra people coming in over the Christmas holidays. "After the holidays we truly stocked up and we now have about 40 units on the yard, which is a fair amount for a small company," he says.

As a used-car retailer, Cashback Cars mainly sells family vehicles. "We usually find that people want seven-seater station wagons through to eight-seater vans and people movers. We find our customers usually already have a five seater and they just need to upgrade to the next level."

In terms of pricing, Stevenson says that vehicles don't seem to be any more expensive to buy from overseas or other retailers. "If anything, they are probably cheaper than they were before. However, we aren't buying 20 or 30 vehicles a month. We buy in dribs and drabs," he says.

Alongside the "bread and butter" sales of seven-seater and eight-seater vehicles, Cashback cars has a wide variety of electric vehicles and often buy used vehicles such as the Nissan Leaf from Japan. "We are continuing to find good products from Japan and that's why we stick with importing from there," says Stevenson. ☺



Dealer stock of used cars in New Zealand

| | CAR SALES | | VARIANCE | STOCK | DAILY SALES - 12-MONTH AVERAGE | DAYS STOCK AT HAND |
|----------------------|-------------------------|-------------------|----------|---------------------|--------------------------------------|--------------------------|
| | IMPORTED | REGISTERED | | | | |
| Apr '16 | 16,960 | 12,140 | 4,820 | 29,453 | 399 | 74 |
| May '16 | 12,563 | 12,567 | -4 | 29,449 | 399 | 74 |
| 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 | 13,841 | 12,260 | 1,581 | 27,944 | 415 | 67 |
| Mar '17 | 19,579 | 14,474 | 5,105 | 33,049 | 421 | 79 |
| Apr '17 | 13,035 | 12,507 | 528 | 33,577 | 422 | 80 |
| Year to date | 57,038 | 52,174 | 4,864 | | | |
| Change on last month | -33.4% | -13.6% | | 1.6% | | |
| Change on Apr 2016 | -23.1% LESS IMPORTED | 3.0% MORE SOLD | | 14.0% MORE STOCK | | |

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