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Technology fears for imported vehicles

Illegal Japanese radio transmitters are proving a headache for the industry

It was four years ago that Iain McGlinchy, principal adviser for the Ministry of Transport, first spoke to Autofile about the Japanese import market being potentially affected by illegal radio transmitters. Well today, it appears his predictions are about to come true.

Under New Zealand's Radio Communications Act 1989, it is illegal to operate or possess an unlicensed transmitter. However, there are cars currently being manufactured in Japan using the radio spectrum of 760MHz – for which a New Zealand licence cannot be obtained. There is also no global protocol on the issue, with the US, Europe and Japan having failed to agree on the same frequency.

Back in late 2012, McGlinchy visited the Intelligent Transport Systems (ITS) World Congress in Vienna and expressed his

reservations to Autofile: "Having a different frequency and different commands in systems on cars coming into New Zealand could be an issue," he said. "If Japan uses its own satellite system, a vehicle's navigation device that works over there may not work here.

"This is probably the first

workshop, organised by the MoT, to try and find a solution.

ITS INCOMPATIBILITY

So while the potential for problems with radio spectrum has been known, it's only now that vehicles are being manufactured with the technology on board.

Although they are currently being produced for the Japanese domestic market, it is anticipated they will turn up in New Zealand as used imports.

"The Government discussed the issue in detail in its ITS Technology Action Plan 2014-2018," says a Ministry of Transport spokesperson. "That document sets out how

the Government wants to work internationally to encourage manufacturers to make their devices easily converted for different countries' requirements (as cellphones are).

"The specific issue has arisen

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time New Zealand will need to look at what it would do if Japan goes down a different path for its technology."

That is now a reality for our Japanese import market and key industry figures gathered at a



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GUEST EDITORIAL

The only real constant is change

A new feature of the monthly Autofile will be guest contributors. First up is Warwick Quinn, outgoing CEO of the Motor Trade Association.

It truly is a fascinating period for the automotive industry currently. Are we witnessing the biggest change the sector has seen in 120 years? A fundamental move from human-driven combustion engines to self-driven, autonomous, electric powered (or other energy sourced) vehicles?

We have seen alternative sources of propulsion in the past, but they were never taken that seriously. But thanks to advancements in technology, it is now a different ball game. It seems

real when tech companies such as Google and Apple, who have had nothing much to do with the automotive industry, are investing significant time, energy and funds to this area.

The jury is out on this and everyone has a different view. The Wall Street Journal quotes the USA Energy Information Administration, which forecasts that even in 2040, 95 per cent of the new cars will be powered by petrol and diesel engines. Shell has other forecasts – under one scenario (a gradual technological change) it thinks more than 70 per cent of new cars will be fuelled by diesel and petrol, with 20 per cent being hybrids and the rest powered by electric and other forms of energy.

No-one can predict for sure, but it is interesting that EVs

form such a small portion in both forecasts and the internal combustion engine is proving stubborn and resilient. This is due partly to mandatory refinements in technology. US government standards require cars to average 54.5 miles a gallon (about 23.2km/litre or

4.31l/100km) by 2025, which is just over double today's requirements. To reach that target, car manufacturers are improving efficiency.

We have seen rapid technological advances in the past that sent

some products to their graves virtually overnight. Just look what happened to Kodak film cameras, landline phones and encyclopaedias.

However, their replacements were inexpensive, but I guess it is all relative – so when EVs are priced the same as current cars, will the consumer suddenly switch... and switch rapidly?

To put some context to the pace of change in New Zealand, we have approximately 2.7 million vehicles on our roads, and last year we registered 288,000 new and used vehicles into that fleet. So at that rate it will take about 20 years to replace our fleet entirely. And that's if we bring in only EVs.

So don't expect any significant change soon, but do expect it. ☺



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since Toyota started manufacturing vehicles from late 2015 using a radio frequency that is already prohibited in New Zealand. Both the Ministry and Minister of Transport have met with the Japanese Government and industry representatives, encouraging them to find technical solutions to the diverging standards. While a technical outcome remains a possibility, we have a very specific problem now that we need to address.

“It is a possible issue for importers who bring in near-new vehicles who may unintentionally import a vehicle that has an illegal

“It is a possible issue for importers who bring in near-new vehicles who may unintentionally import a vehicle that has an illegal transmitter.” - Ministry of Transport

transmitter. This could potentially lead to a large fine. At present this is only likely to affect a very small number of cars per year, but over time we expect the number of Japanese vehicles equipped with these transmitters to grow.”

David Vinsen of the Imported Motor Vehicle Industry Association says the importance

of this problem cannot be underestimated.

“It could be an absolute show-stopper. We have issues that are road bumps or minor inconveniences, but this is way more important. It could seriously impact the import industry and we need to get it sorted.

“We have been working in

conjunction with the government, so there has been a high level of consultation – but it’s now time to tell the trade.”

INDUSTRY COMING TOGETHER

This was one of the purposes of the industry workshop, which gathered at Ports of Auckland to brainstorm ideas. In attendance

The Lexus RX, Toyota Prius and Crown are the only models currently affected



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were parties from buying agents, logistics, inspections, shipping, ports and telecommunications, highlighting the importance of finding a swift resolution.

"The meeting went very well," says Vinsen. "Many key figures were involved and there was a positive attitude. The industry is aware that the issue of illegal transmitters in imported cars needs to be solved."

The big question was at what stage should the problem be assessed?

"Well, we're continuing to work on it, but it has to be done offshore, before the vehicle has even set sail for New Zealand," Vinsen said.

"However, the law is the law and the industry needs to come up with a solution. We will do what we're doing and develop a series of procedures and protocols, while keeping communication open with the government. It could be added to the Vehicle Inspection Requirements Manual. But it's the logistics chain that is absolutely key."

While conversations with Japanese representatives have been extensive, Vinsen says there is a lack of awareness.

"We've been working with our overseas counterparts and members, including manufacturers of the vehicles and accessories, but they've generally been ignorant of the problem. These cars are for their domestic market and they're not concerned with the exportation."

Currently there are only three models being offered for sale in Japan, since September 2015, with the 760MHz ITS system:

- ▶ Toyota Crown
- ▶ Toyota Prius
- ▶ Lexus RX

While the MoT has been advised by Japanese officials that Mazda may be releasing a model using 760MHz in 2016, the company itself has not said anything publicly on the issue since 2014. Mitsubishi and Nissan have also been quiet, so detection of problem vehicles is a main area of concern and there is no data available regarding how many of these cars have been sold.

Connected vehicles

- ▶ They are designed to improve road safety and network management
- ▶ They can warn drivers of unseen oncoming vehicles and provide other traffic signal information
- ▶ US studies suggest this technology could address up to 80 per cent of non-impaired crashes
- ▶ US, Europe and Japan have no agreed common standards for frequencies or communication protocols

The Japanese Government is promoting the 760MHz spectrum specifically for vehicle-to-vehicle (connected) communications.

However, other countries – such as New Zealand – have allocated this part of the spectrum to 4G/LTE networks. And while the exact impact of these transmitters on NZ telecommunications is impossible to discern, it is believed there would be extensive mobile phone call drop-offs and potential for serious ramifications within the networks.

Unfortunately the industry is completely in the dark as to the plans of other Japanese manufacturers.

The umbrella term under which the technology operates is 'Connected vehicles', which effectively talk to each other through wireless communication. These also use ITS, which is seen as key in the future development of modern transport.

WHAT HAPPENS NEXT?

Not only is it illegal for the vehicles to have this technology when they arrive in New Zealand, but anyone who operates these cars may effectively be breaking the law – even if it's just unloading vessels or moving them around the port. Liability will therefore sit with companies or agents who are responsible for shipping or storing the vehicles. There is a presumption of transmission, even if it hasn't occurred.

With a no-tolerance policy of these transmitters in imported vehicles, it is essential that the vehicles in question do not land

on New Zealand shores without the equipment being identified. This requires that the potentially offending vehicles are discovered and disabled offshore, in this case Japan. And the MoT are confident of a solution.

"In the short term, the workshop agreed that the IMVIA will lead work by the industry to develop an interim process to inspect vehicles. The Government will also continue to work with

all stakeholders, both here and overseas, to see if a technical solution can be developed so that New Zealand can also get the benefit of this exciting new area of technology," an MoT spokesperson said. ☺

Check out <http://autofile.co.nz/tag/ITS-Iain-McGlinchy-Interview> for our exclusive interview with Iain McGlinchy and our ITS story from November 2012, within our Hot Topics, Intelligent Transport Systems section.

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Australian write-offs under scrutiny



An increasing number of Australian statutory write-off (SWOs) passenger vehicles being imported and sold in New Zealand – some as new – are making sectors of the automotive industry decidedly uncomfortable.

These organisations include the Motor Industry Association (MIA), Motor Trade Association (MTA) and Automobile Association (AA) – all of whom say they're at a loss to explain why our government is

allowing Australian cast-offs to be reborn in New Zealand.

Even the Imported Motor Vehicle Industry Association (IMVIA) says the import of Australian write-offs is difficult to reconcile at policy level, given the disparity between Australian regulators and their New Zealand counterparts.

However, the IMVIA says that it has full confidence in the importation procedures and the NZTA repair certifier process for statutory write-offs. It also believes

these vehicles are returned to roadworthy condition before being sold in New Zealand.

PROHIBITED VEHICLES

Australian statutory write-offs are those deemed by regulators across the Tasman to be damaged beyond safe repair and are thus prohibited from being re-registered in Australia. The law says these vehicles may only be sold for scrap or parts.

But what is considered junk across the Tasman is seen as legitimate business in this country and, every month, dozens (or sometimes hundreds) of Australian statutory write-offs are bought at damaged-vehicle auctions and shipped to New Zealand for repair and re-registration.

While this is legal, there are sectors within the vehicle industry that question the morality of allowing these imports in, despite the robust compliance procedures in place to identify and flag them as damaged.

Associate Transport Minister Craig Foss would not speak directly on the issue, but said in writing that he had no problem with Australian write-offs being reborn in New Zealand and that he's comfortable that the entry processes are robust and safe.

But Foss is urging New Zealand buyers of used Australian vehicles to check their history carefully against the NZTA damaged vehicle register to ascertain if it has been 'flagged' as an Australian statutory write-off.

He says the 'flag' system enables consumers to make informed decisions about any potential purchase.

"I am aware of recent media reports and concerns around this issue and urge anyone considering purchasing an imported vehicle to check the NZTA website to see if it has been flagged. New Zealand's rigorous border inspection and entry processes ensure all statutory write-offs, no matter how many, are safe to be on our roads."

While this may be true, those opposed to the practice say the danger is that few consumers have the requisite knowledge of the NZTA database of damaged vehicles or know how to reference information on it.

They say this is evident in an increasing number of cases involving Australian statutory write-offs going before the Motor Vehicle Disputes Tribunal. In the case of flood damaged vehicles – about 40 per cent of the make-up of Australian statutory write-offs – problems can surface long after the vehicle has re-entered service in New Zealand.

BY THE NUMBERS

The NZTA says the exact number of Australian statutory write-offs entering New Zealand in any given year is not known because the write-off status of vehicles is not entered at the time of border check inspections.

All it has to go on in terms of the 'best' information it can provide is the total number of Australian write-offs on its damaged vehicles register – this currently stands at 6,256. Statutory write-off categories in Australia include flood damage, fire damage and structural impact damage.

The NZTA was unable to

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confirm how far back the figures date, although a previous Autofile report recorded about 500 Australian statutory write-offs entering New Zealand between 2011 and October 2013.

The agency was, however, able to provide figures for the total number of imported Australian vehicles flagged as "damaged" at border check inspections from April 1, 2015 to March 31, 2016. This number stands at 1,540. But not all of these will be statutory write-offs and some will have had their damaged flag status lifted after repair.

Anecdotal evidence from registered New Zealand traders suggests that not only are statutory write-off vehicle numbers increasing, but so too are the number of traders importing them. One Auckland importer of damaged Australian cars says panel repair shops are turning work away, with many booked out for months repairing these vehicles.

Industry concerns centre not on

safety, which most organisations accept is properly managed by NZTA compliance processes, but the strong likelihood that consumers are paying more than fair market value for those vehicles given their write-off history.

There is also concern that some traders are not disclosing the true write-off status of Australian

no outward signs of damage, yet the nature of water ingress in modern vehicles is such that electrical and mechanical failure can occur long after it has been put back into service.

It is this category of write-off that AA motoring service manager Stella Stocks says needs careful re-examination by the NZTA.

damage which she said had effectively been covered up.

Despite the vehicle having gone through the repair certifier process and being deemed safe for registration, a subsequent inspection by a third party found rust on the steering shaft.

Stocks says the AA does not support the import and sale of Australian write-offs in New Zealand and doesn't believe there are good enough reasons for it.

"It is a question that has been asked many times of the transport agency, yet there has not been any adequate response. Our advice to members is to steer well clear of used Australian imports because the risks are too great."

MIA chief executive David Crawford says his organisation has voiced its concerns about statutory write-offs on many occasions and is vehemently opposed to this category of import.

"We're at a loss to explain the government's reasoning in allowing these cast-offs on our

"We're at a loss to explain the government's reasoning in allowing these cast-offs on our roads."

– David Crawford, MIA

imports, despite a legal requirement to declare if a vehicle has been imported as damaged on the Consumer Information Notice (CIN).

IS IT ROADWORTHY?

Much of the concern focused on statutory write-offs centres on those vehicles imported with flood damage. They often show

Stocks believes the dangers inherent in flood-damaged vehicles were illustrated in a recent case before the Motor Vehicle Disputes Tribunal involving an Australian statutory write-off.

In that instance, the consumer sought an AA vehicle inspection prior to buying the car – the inspection failed to identify flood

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roads and we've made our views known on many occasions, but it would appear no-one is listening. We've even sought advice from the Commerce Commission because a small percentage of these statutory write-offs are being registered as new in New Zealand.

"These vehicles are not new, but the rules around first-time registrations are such that importers have been able to get away with it. This reflects poorly on the automotive industry and new car franchise holders. Worse, consumers are being misled and in some cases paying far more than true market value."

Crawford says the danger with the NZTA flagged vehicle scheme is that the flagged status of a written-off vehicle is lost after the vehicle changes hands.

"Private sellers are not obliged to disclose the damage history of vehicles. Subsequent buyers of these vehicles are on their own and it is ultimately the consumer that loses. Why New Zealand allows this to continue is beyond me. We've asked the question but have never had a satisfactory answer."

COMMODORE CONCERN
Holden New Zealand general manager Kristian Aquilina says Holden franchise holders in New Zealand are concerned by the number of late-model Commodores being imported as



Hail-damaged cars after a storm

Total number of vehicles sourced from Australia flagged as 'damaged' at border check inspection

1 April 2015 to 31 March 2016

YEAR	MONTH	NUMBER OF VEHICLES	
2015	April	128	
	May	154	
	June	160	
	July	225	
	August	139	
	September	120	
	October	179	
	November	141	
	December	110	
	2016	January	76
		February	78
		March	30

- ▶ 'Write-offs' cannot be determined, as a 'written-off' status is not entered in the border check records. Consequently, the information provided here relates only to vehicles flagged as «damaged» at border check inspection.
- ▶ The information relates to vehicles with Australia as country of origin or country of previous registration with border check records flagged as 'damaged'.
- ▶ Vehicles with damage flag removed subsequent to border check inspection are also included.

Data provided is from the New Zealand Transport Agency Motor Vehicle Register

statutory write-offs and registered in New Zealand as new.

He says these vehicles have no warranty protection and will not benefit from the usual dealer support offered to New Zealand-new vehicles.

"Where I struggle with this is the apparent lack of protection for New Zealand consumers. I fail to see how a boat ride across the

Tasman changes the write-off nature of an Australian vehicle. What is particularly worrying is those vehicles categorised as flood damaged.

"Flood damage can take 18 months or longer to become fully evident and it can be very expensive to remedy, if it can be fixed at all. The longevity of a flood-damaged vehicle is never certain,

yet our agencies do not appear to have any concerns about water-damaged imports.

"It's a case of buyer beware and I would personally challenge that. If the Australian government banishes these vehicles to the scrap heap, it's hard to find any justification for allowing them to be reborn here," says Aquilina.

Labour transport spokeswoman Sue Maroney has also fielded concerns around Australian imports and questions just how robust NZTA procedures really are.

"The Associate Minister is on record saying he is comfortable with safety procedures on one hand, yet urges consumers to get independent safety inspections on the other. This does little to inspire consumer confidence and I believe there is ample evidence to suggest that not all is well in this sector."

She says the primary reasons the government changed the Warrant of Fitness criteria for different classes of vehicles was to improve the overall efficiency and safety of the New Zealand fleet.

"Allowing Australia's cast-offs to be put into service on our roads flies in the face of that and there appears to be a very big disconnect between the two. Add to this the recent discovery of fraud within our driver licensing system and serious questions have to be asked of the effectiveness of NZTA procedures." ☹

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Christchurch finance firm hit with big fine

Nearly 6,000 loans have been affected by the news that Christchurch Car Finance company Dealer Finance Limited must pay at least \$440,000 to overcharged customers.

The loans date back the last 10 years, with Dealer Finance providing funds under consumer credit contracts so they can buy vehicles. Owned by a group of Christchurch car dealers, the company overcharged interest to many customers.

The Commerce Commission has announced that Dealer Finance breached the Credit Contracts and Consumer Finance Act 2003 for failing to credit borrowers' accelerated or lump-sum payments to their loan as soon as practicable.

This meant that customers were charged interest on an incorrect unpaid balance. It is estimated that around 5,800 loans were affected.

A Commerce Commission spokesperson said Dealer Finance were professional with regards to the case.

"The investigation was opened in April 2014 and Dealer Finance have cooperated throughout.

It has taken a while to ascertain how many loans were affected and

to what extent – and to agree how consumers should be refunded."

Dealer Finance has already adjusted the current loans affected and is currently contacting those who have paid off their loans and were overcharged by \$200 or more. Other affected customers who get in contact and provide necessary details will also be refunded.

Those who may be eligible for a refund would have had a loan through Dealer Finance or one of the car dealers listed below between April 2005 and April 2015 and made accelerated or lump-sum payments.

Those with a current Dealer Finance loan should have had theirs adjusted already, with any refunds.

Auckland Consumer Manager John Lyall said: "All lenders should be aware of their legal responsibilities when offering consumer credit contracts to borrowers. Calculating interest is part of the core business of lenders and we expect them to get it right.

"However, in this instance Dealer Finance accepted it had breached the law and it has taken steps to fix the problem and has agreed to provide compensation to affected customers." ☺

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Blackadder Motors (2004) Ltd
Car City Christchurch Limited
Car City Christchurch Ltd No 2
Carey Motors
Cars 2 Go
Chantilly Holdings Limited
Cheyenne Wholesale Limited
Dennis Tullett Motors Ltd
Economy Cars Limited
First Class Cars & Commercials
Forsyth Motors
Gardner Cars
Great Cars/The Car Bazaar 1 Ltd
John Sergej Cars Limited
Johnston Motor Company Limited
Lifestyle Marine Limited
Mecca Motors Limited

Milligan Cars Limited (No 2)
Moorhouse Express Limited T/A Car City Christchurch
Motor Home Centre
Nigel Thompson Motor Company Limited
NZ Classic Cars T/A Neat Cars
Peter Keech Motors Ltd
R B McGregor Limited
R J Norman Investments Ltd T/A Ross McGregor Motors
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Rob Donaldson Cars
Rob Lewis Motor Company
Rutherford Cars No 2
Simons Wholesale Ltd
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– MATTHEW NEWMAN, Dealer Principal/Chief Executive, South Auckland Motors (Ford and Mazda)

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Solution to class MC rule impasse close

The Imported Motor Vehicle Industry Association (IMVIA)

is confident it is well on the way to providing a solution to industry confusion surrounding what is, and what is not, a Class MC vehicle under New Zealand land transport rules.

This follows advice that detailed technical information sought by solicitors engaged by the IMVIA to help in the preparation of a legal opinion as to the true intent of the Class MC rule supports the association's view – that only vehicles with very specific off-road features should be classed MC.

Autofile reported last month that the IMVIA had sought legal opinion to provide greater clarity for used-vehicle importers. On



Two options that may fall outside the MC class include the RAV4 and Subaru Legacy

“We have to be careful not to predetermine the outcome, but what I can say is that things are looking positive” – David Vinsen, IMVIA

March 1, a rule was introduced requiring all Class MC passenger vehicles to be fitted with

Electronic Stability Control (ESC) as a condition of import clearance.

The IMVIA argued that the specifications used to define a Class MC vehicle under the NZTA rule could be applied to those that fell outside its intended scope, thus unfairly restricting the import of many common SUVs and crossover vehicles with four-wheel-drive.

IMVIA chief executive David Vinsen says the association holds firm to its view that the rule, as drafted, captures many vehicles that despite having four-wheel-drive, were never designed for, nor intended for, genuine off-road application.

He says these vehicles should not have to satisfy the import criteria for ESC.

As drafted, a class MC vehicle is defined as a 4WD passenger vehicle, designed with special features for off-road operation.

At issue is what constitutes 'special features'. The IMVIA says that by way of example, a special feature could be a hi-low ratio gearbox. Few 4WD SUVs and crossover vehicles have this dedicated off-road feature, yet are considered by some to be Class MC under the rule.

Meanwhile, the NZTA which

administers vehicle class rules has indicated that it is prepared to consider the IMVIA legal opinion and is seeking a pragmatic solution, rather than taking the matter to judicial review.

Vinsen says there is considerable angst and confusion among used-vehicle importers and says the association is working on several different fronts to clear this up. He says the IMVIA hopes to be able to communicate a successful result in the short term.

“Our solicitors are very encouraged by the outcome of our independent research and analysis and they have indicated that the association's belief that the Class MC rule is open to interpretation is on solid ground.

“We have to be careful not to predetermine the outcome of our solicitors' legal opinion, but what I can say is that things are looking positive. We're also confident that the NZTA will give it due consideration and arrive at a solution that provides greater clarity and doesn't disadvantage our members.”

Vinsen says the association would much prefer not to have its opinion tested in court, but says it would proceed to a judicial review should it be required.

Meanwhile, the IMVIA says it is well on the pathway to having a vehicle's ESC status added as a checkbox selection on Japanese auction sheets.

“This will be of huge value to our members and will effectively remove any confusion – and not just as it relates to four-wheel-drive Class MC vehicles. It will also cover Class MA (general) passenger vehicles, which will be required to have ESC from 2018.” ☺

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Winger fly in for Maserati

Winger Motors is arriving in Newmarket, Auckland, to become the new Maserati dealer, opening a brand-new multi-million-dollar showroom in the process.

Winger is one of New Zealand's oldest car dealer groups and will assume responsibility for the legendary supercar brand in the North Island from April 2016.

Glen Sealey, CEO of Maserati Australia, New Zealand and South Africa, says it's an exciting development.

"Winger Motors has a long and unique history in New Zealand of providing excellent customer service. With the imminent arrival of Maserati's first SUV, the Levante, building on the success of the new Quattroporte and the Ghibli, Winger Motors are clearly the company to make this investment in facilities and

Artist impression of the new Maserati dealership in Newmarket



people that will ensure Maserati owners in Auckland and the North island enjoy a level of exclusive customer service that fully matches everything expected of a Maserati."

There's a special affinity with Auckland for Maserati and Sealey says it's great to rekindle that.

"New Zealand is a hugely important market for us. This is a long-term strategy, boosting brand presence here.

"We're not a premium brand as such, like Mercedes, Porsche, Audi or BMW. We are an exclusive brand and will maintain exclusive representation. In New Zealand there's a real affinity for sports cars, so brands like Maserati do particularly well."

Initially operating out of existing premises of Maserati Auckland on Broadway in Newmarket, they will move into the new premises on Great South Road. It will be a

showroom of more than 1500m², with state-of-the-art workshops, a dedicated pre-delivery area and will employ 18 people.

"Fundamentally we were looking for a partner to take the business on in New Zealand, to get to the next level, and that includes the new facility. The general manager will be injected straight into the business," says Sealey.

That responsibility falls on Steve Hilson, who has a wealth of experience in luxury performance cars in New Zealand and Europe.

"Winger Motors has such a long history precisely because it has offered the quality of service that keeps customers coming back and it knows how to attract new business to its dealerships.

"Maserati expects the Levante to double its sales worldwide, but we believe it will be even stronger in New Zealand," says Hilson. ☺

MANAGER – COMPLIANCE SERVICES



At VINZ we underpin vehicle safety and compliance in New Zealand, with the size to matter and the agility to quickly grasp opportunities. We operate in a challenging and engaging regulatory environment, with strong partnerships across industry. We are sought out locally for our expertise in understanding vehicle requirements and for our style and customer service.

Based at VINZ Head Office, Mt Wellington and reporting to the National Manager – Delivery, this position calls for a people leader who has experience in managing the operations of light entry certification by meeting contractual commitments to both clients and NZTA, strengthening and maintaining customer service standards and ensuring staff are trained, motivated and proficient so that compliance achieves its business performance, financial targets and business plan objectives.

This position will be accountable for;

- ⌘ Managing and developing staff within VINZ compliance network.
- ⌘ Managing key relationships and influencing key stakeholders.
- ⌘ Creating a great customer experience and assist in developing new business opportunities.
- ⌘ Defining operational processes, training and quality assurance.
- ⌘ Planning, monitoring and improving output performance.
- ⌘ Assist with budgeting and monitoring of P&L.

It is preferred the successful candidate will have;

- ⌘ Tertiary qualification in Business, Operations Management, or Engineering.
- ⌘ Experience in a service operations leadership role.
- ⌘ Experience within the regulatory environment of the automotive industry.
- ⌘ Commercially and financially savvy.
- ⌘ Confident, decisive, self-motivated, innovative and able to drive change.
- ⌘ Excellent written and verbal communication skills.
- ⌘ Technically competent. If this opportunity excites you then don't delay!

Applications close 4.00 pm Tuesday, 26th April 2016. For further information and a copy of the position description visit us on line at www.vinz.co.nz

NOTE: Previous applicants will be considered so need not reapply.

www.vinz.co.nz

More bang(ers) for a buck



Photo stop at St Arnaud overlooking Lake Rotoiti

It's that time of year when cars worth less than \$1000 travel 3,200km south from Auckland for charity – and the 2016 'Bangers to Bluff' was an unprecedented success.

Organised by the Rotary Club of Half Moon Bay, the vehicles need to have a registered WOF and must travel via the Catlins and Bluff to finish at Invercargill.

Other key requirements included that it was a four-seat saloon, pre-1999, obtained by

an 'arm's length transaction' for \$1000 or less, including current registration and WOF.

The official 'route' began with a 300km journey from Auckland to Tauranga on day one, with a particularly interesting day three, involving the Mangatainoka Tui Brewery and Rimutaka Hills as part of the Napier to Wellington navigation.

Day five was incorporated as a rest day in Nelson, with some vineyards and the Peter Jackson

museum on the itinerary. The end-of-trip function in Invercargill was a particularly enjoyable one.

The 11-day trip concluded on April 11, with the precious vehicles donated for auction in Invercargill. Charities involved were Alzheimers NZ and Hopeworks Foundation – and they will be delighted with the nine cars that completed the trip.

A car may be 'bought back' for an agreed price prior to the rally, from the organisers, or alternatively donated for auction.

It was an impressive crew of bangers, with vintage BMWs and Mazdas among the line-up.

The route itself takes in some of the roads less travelled from Auckland to Bluff, although a few finishers embarked on their own navigational route.

But it wasn't just about the race itself, with various other awards on offer.

'Banger Points' were awarded throughout the trip for various challenges and also for the type and purchase price of the banger cars – Team Crazy Kiwi came away with the most banger points.

But the great news is that organisers believe an impressive total surpassing \$30,000 will be raised – let's hope for more of the same next year. ☺



Alan Walker from Protecta with Shane Drummond at the Car Company



Jones Motoring was with Josh Jones and Colin Marshall from Protecta Insurance



Bangers ready for the road



Valley Motor Court was with Paul Coory and Colin Marshall from Protecta Insurance



BUSINESS MANAGER F&I New & Used

SsangYong and LDV have gone through incredible growth over the last three years with the last 12 months being our biggest growth phase, consistently breaking dealership records time and time again.

To maximise the opportunities that comes with growth we are now looking to recruit another Business Manager to help handle our finance and insurance products in our Auckland branches.

We're looking for a self-starter with a good understanding of how finance and insurance products work and the law that applies in this field.

This is a rewarding position in many ways and as a key player in the operation the successful candidate will have the opportunity to contribute to the overall direction of the business.

Excellent remuneration and regular bonuses are available for the right person.

The successful applicant will:

- be motivated to meet targets without compromising integrity;
- develop excellent working relationships with customers and within the dealership;
- Have excellent communication skills.

Applicants with finance and insurance backgrounds will be given preference for this role.

Please apply by emailing in complete confidence to Peter Murray at peter@ssangyong.co.nz



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Making informed buying decisions

Buying vehicles to stock the dealership is a process that is paramount to the success of the business.

Purchasing the right stock, at the right price, is a significant role. However, it is one that can be time-consuming and in some cases very difficult. Getting a constant supply of local stock is always challenging, but the opportunities to purchase what you get offered are way more convenient than having to place hundreds, or even thousands, of bids in the Japanese auction environment.

Regardless of where you purchase your stock, it is essential to understand the best- and worst-performing vehicles for your business. Time under your belt buying vehicles, alongside gut instinct and intuition, certainly have merit, but this experience needs to be combined with some factual data. This is the only way to assess how vehicles really perform and can be all that is required to make those extra dollars and save you from costly losses.

Whether it's reconditioning expenses, finance penetration, after-sales repairs, average number of days in stock, or the good old gross profit, they are all relevant indicators of how certain vehicles historically perform for your business. Therefore, at the very least, you need accessibility to reporting that is easy to interpret and can aid you in making your purchasing decisions.

If you have some form of Dealer Management System, then this data should be available to

you, but it may take some sifting through to get the precise spread of information you require. I would suggest asking your DMS provider how to access this info, so you can at least begin to start learning if the data supports what your intuition is telling you about which vehicles to buy.

These key performance indicators, or factors of historical vehicle performance, play an even bigger role for your business, due to the sheer number of vehicles that need to be viewed and bid on when purchasing stock from Japan. Success rates are traditionally very low on average, as bids are placed across high



MARK GREENFIELD
Motorcentral

numbers of vehicles.

However, those who have sound practices of reviewing statistical vehicle data from their business do have higher success rates at auction. This is because they have combined gut instinct

and expertise, along with what the data is telling them. Therefore the decision is more informed, not only on what vehicles to bid on, but also at what level.

An informed decision driving a slightly higher bid is likely to be the difference between owning the vehicle and not. An informed decision can also ensure you don't pay too much for the vehicle, or better yet, don't purchase it at all because it has performed worse

than you may have expected.

Ideally having access to vehicle information whenever you need it is the key to aiding these decisions.

The task of purchasing vehicles from Japan would be significantly enhanced if every vehicle at auction had all the relevant data attached to it – particularly how it has historically performed over recent months. The ability to also share that data with your supplier, at your discretion, may also lead to them providing you with better matches for your business.

Tools like these need to be made available to dealerships to ensure data is leveraged to improve business performance. Better yet would be the ability for these tools to automatically rank vehicles for you based on a set of key performance indicators, which you can control. That way you don't have to look at thousands of vehicles; you would just be presented with the best-performing ones for your business.

It's these type of purchasing tools that Motorcentral will be making available to our dealer network.

We feel strongly about improving the profitability of dealerships, while also creating efficiencies through mobile functionality and giving those tasked with buying stock for the yard the best tools to make the most informed buying decisions.

Regardless of whether you are a Motorcentral user or not, we still encourage a sound practice of understanding your dealership's data to make the best decisions for your business. ☺

“You need accessibility to reporting that is easy to interpret.”



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NEWS in brief

Import Health Standard decisions due soon

Submissions are still being considered by the government, in regards to the Review of the Draft MPI Standard for Vehicles, Machinery and Tyres.

Autofile ran a story in November last year, stating that biosecurity measures for used vehicles arriving in New Zealand from Japan are to be tightened by having them processed offshore. The government was planning to introduce the requirement by amending its import health standard (IHS) governing vehicles, machinery and tyres with a draft implementation timetable expected early this year.

The Ministry for Primary Industries (MPI) has confirmed that all submissions for the review of the Draft have been received and are currently still being considered against the proposed Draft Standard.

The MPI must ensure that all submissions have been considered fully and that the information provided has informed the final draft before it's released.

The review should be completed by the end of April 2016, with the provisional draft standard anticipated to be released along with the review submissions in June.

Roll up for the ultimate in Ford Performance

Applications are officially open for the all-new Ford GT supercar. The ultra-high-performance vehicle is on a limited production line and approved customers can even work with the new Ford GT Concierge Service for a personalised purchase experience.



"The purchase process for the Ford GT is as unique as our all-new supercar," says Henry Ford III, global marketing manager, Ford Performance. "We understand GT customers are strong ambassadors for Ford Motor Company and we look forward to providing them with a service as distinct as the car itself."

The Ford GT is the most advanced Ford production vehicle ever, featuring the latest in lightweighting and aerodynamics.

Production is limited to 250 units per year.

Chinese giants zooming in on Indian business

It's one of the world's fastest-growing markets – and now China is focusing on India. China's top carmaker, SAIC Motor Corp and Great Wall Motor (its biggest maker of SUVs) is spearheading the push.

Considered a gamble, the likes of Volkswagen AG, Ford Motors and General Motors have struggled previously, with the cost-conscious Indian customer base being tough to break into.

India is considered one of the most important regions in terms of car sales and is predicted to be the third-largest on the planet by 2020. Pune city is being considered as a location for a factory.

Bye-bye Phantom Coupe, hello limited Zenith

One of Rolls-Royce's iconic brands is being phased out. Its current seventh-generation Phantom Coupe, first produced more than 13 years ago, will cease production in November 2016.

Back in 2003, the Phantom signalled a new direction in luxury motoring for the marque, with the release of the VII model. To celebrate the end of production, the company is manufacturing a collection of 50 unique Coupes and Dropheads, collectively called Phantom Zenith.

"Zenith will be the sum of all the best features of the Phantom Coupe and Drophead Coupe," says Giles Taylor, director of design. ☺

High hopes for Lexus sedan

Lexus has released a new high-performance model in its F brand, with the GS F widening the marque's portfolio of luxury sedans and SUVs.

Dubbed 'More than a new standard, a new breed', it's the second addition to the F range in 12 months. Based on the GS sports sedan, the GS F is powered by the same engine as the RC F coupe, with a 351kW, 5.0-litre V8, 32 valve quadcam petrol engine under the bonnet.

"It takes the GS model range to a whole new level of performance," says Spencer Morris, General Manager of Product for Lexus New Zealand.

The GS F exemplifies the direction taken by Lexus in recent years, offering 'a unique driving experience', with a low-slung stance, race-inspired functional

front-air inlets, Brembo large front and rear brakes, a carbon fibre rear spoiler and bold spindle grille.

Other features include:

- ▶ Spacious cabin equipped with advanced technology features
- ▶ Satellite navigation with a smart access and start button
- ▶ Rain-sensing wipers
- ▶ Automatic three-zone air conditioning
- ▶ Reversing camera with active backing guidelines

With a comprehensive safety package including 10 airbags and a myriad of driver assist

active safety features in the Lexus Safety System+, the GS F is one of the safest rides in the fleet.

The system uses both camera and radar sensors to detect other vehicles in front – and if the driver does not respond in a timely manner, the vehicle will automatically brake and a warning is activated.

In cruise control mode it can be set to a safe distance from the vehicle in front, while the Lane Departure Alert function buzzes

loudly and vibrates the steering wheel if it moves outside the designated drive zone.

Advances under the bonnet include a race-bred engine, fine-tuned with Active Sound Control, with a potential 7300rpm redline.

The transmission is comprised of an 8-speed Sport Direct Shift Automatic, with drive mode select switch, giving the driver eco, sport, sport+ and snow modes.

The exterior is styled to fit the performance of the vehicle, with wheel arches flared to accommodate the 19" 20-spoke forged alloy wheels – and the spacious rear can accommodate up to four sets of golf clubs.

The model comes in a range of eight colours and is available now. ☺



Trailhawk takes flight

The Jeep Grand Cherokee may be the most awarded SUV ever, but they're certainly not resting on their laurels. The Grand Cherokee Trailhawk was showcased at the recent New York International Motor Show – and should be coming to New Zealand in the near future.

The Trailhawk is being described as "nothing less than the most capable factory-produced Jeep Grand Cherokee ever".

"With our new Trailhawk model, Jeep Grand Cherokee becomes even more capable and more luxurious," claims Head of Jeep Brand – FCA Global, Mike Manley. "Our Cherokee and Renegade Trailhawk are among

our fastest-selling and most sought-after models, and we are following that successful formula to provide consumers even more legendary Jeep 4x4 capability for Grand Cherokee."

So, what are some of the features of the new Trailhawk?

- ▶ Jeep's Quadra-Drive II 4x5 system with rear Electronic Limited Slip Differential for all powertrains
- ▶ Exterior features a front fascia and seven-slot Jeep grille
- ▶ Trailhawk-signature-red two hooks in the front and rear
- ▶ Standard rugged 18-inch or optional 20-inch Goodyear Adventure off-road tyres with Kevlar reinforcement.

New Zealand details will be released when the new models launch locally in 2017. ☺



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Still driven by labour of love

He's perhaps the most famous name in New Zealand's motor industry, so who better to profile in the new monthly Autofile than the inimitable Sir Colin Giltrap?

For more than 60 years, Sir Colin Giltrap has been building his empire as a motoring magnate. Never afraid of hard work, talking to people and taking the odd gamble, he now sits as head of the Giltrap Group – although with sons Richard and Michael taking the managing directorial reigns, he calls himself more of a “roving chairman”. However, he still has burning ambitions and his fingers are very much on the pulse of the industry.

An imposing, rambunctious figure, Sir Colin is seemingly unaffected by his success. With a franchise history that includes Porsche, Aston Martin, Lamborghini, Bentley, McLaren, Audi, Volkswagen, Skoda, Holden, HSV, Nissan, Kia, Jaguar, Volvo, Land Rover and Lexus, it appears he was genetically pre-disposed to sell cars.

“It all started in New Plymouth, opposite my dad’s tractor and machinery business. But I was also selling cars for my dad to other dealers when I was just 13 or 14,” Sir Colin recalls. “The first one I sold was a 48 Ford Mercury – and we did very well out of it.

“Things could have been a lot different though, as my father, James, wasn’t all that keen. He loved cars too, but wanted me to go farming. He actually sold out and took the whole family off to Ireland. But I refused to budge, I just wanted to sell cars – he was wild as buggery. I was 18 and knew what I wanted to do. Mad about cars, I couldn’t wait to sell the Jaguar 2.4 – the greatest car around at the time.”

MONACO MOTORS

Sir Colin’s eyes sparkle as he recalls these halcyon days. While his knowledge of dates and figures may be a tad vague, he remembers vehicle specifications and details like a true salesman. With his career die cast, he moved to



“I just loved those luxury vehicles and we knew how to sell and buy them. I had contacts at all the top embassies in Wellington.” – Sir Colin Giltrap

Hamilton and founded luxury car dealership Monaco Motors.

“I just loved those luxury vehicles and we knew how to sell and buy them. I had contacts at nearly all the embassies in Wellington, which was a great source of top-line cars. I got to know a few of the chauffeurs and they all met at various functions at Government or embassies. I also had a scout at the Airforce base in Christchurch... Wigram it was. The senior American personnel were allowed a car a year. We would almost tell them what to buy – maybe a red, yellow, blue Chevrolet. You didn’t have to be very high up in the American Embassy to get diplomatic privilege.”

Confident and determined, next up came the purchase of his first dealership, Matamata Motors, in

1970. “They were great times down there, with Bacardi and cokes galore.

“Back then when the Import Licencing was in, I used to buy up companies that had one... just knock on their door.” But it was the following year when Sir Colin had what he calls “the first big break”.

AUCKLAND COMES CALLING

“I decided to move to Auckland to buy Coutts & Co, which was the Daimler importer at the time. They had a big Import Licence and that was undoubtedly my best industry buy. We had a number of franchises there, including Daimler, Rover and Triumph. Then I bought Shelleys in Wellington which had a BMW licence. Then we bought the Peugeot franchise off Campbell Motors and that was big. I was always looking to grow.”

This expansion policy even

extended to overseas projects and one was a particular success – but not in the way Sir Colin expected.

“Twenty-five years ago I bought a company called Bradshaw Webb – the main Mercedes dealership for London. Now, it was unheard of for a Kiwi, or anyone from overseas, to come in like that, but I’d had a few recommendations and managed to grab the franchise ahead of some serious opposition. It was around Wandsworth and Chelsea; we even considered moving to London at the time. Anyway, we bought some properties, but eventually decided to sell the business as it was taking up too much time and wasn’t practical. However, I still have one of the properties in Wandsworth. I paid around £2 million for it and am preparing to sell it now.” Sir Colin won’t reveal an exact number but does say “...it’s worth a fair bit more today!”

Blessed with an acute sense for a good deal, he invested in Skoda in 1996. Despite a somewhat negative perception, especially in the UK back in the 1970s and 80s, he could see the potential.

“Today it’s a fantastic franchise and younger people don’t take notice of the past. We think it has terrific models, including the new ones on show at the Geneva Motor Show. It wins awards all over the world and is one of the top vehicles in the Volkswagen range.”

GAME-CHANGER

Of course, it hasn’t all been plain sailing for the Giltrap Group. “We had a tough time back in 1986-87 during the financial crash, as many people did. We’d expanded too fast and basically over-borrowed. Interest rates shot up to ridiculous levels and it was a really tough time. We had nothing but just kept going. Profits were minimal but we managed – with the help of the bank we got through it.”



Monaco Motors had an extensive selection, including Chev Impalas and the latest Mustang



Based at Giltrap Prestige in Auckland, sons Richard and Michael steer the ship

◀ And there was one key decision by the government that had a major impact. "Everything changed when the Import Licence requirement was lifted in the early 80s," Sir Colin remembers. "Suddenly everyone could bring in cars and Japanese imports flooded the country. Your premiums just disappeared, especially with hard-to-get models."

This flooding of the market is a major bugbear for Sir Colin today: "There should be an age limit on the used cars coming in – maybe around seven years and that's probably being generous. Cars are coming in that are ready for the tip! From a safety and quality perspective it's not a great situation and the government is turning a blind eye. It's one of the main reasons why there are too many cars on the road and terrible congestion. I was fighting my way back from Pauanui the other week – I didn't believe traffic could ever get this bad."

"We're not against used imports, but it's crazy to allow cars in that are so old. It's costing millions to put another lane on the Southern Motorway. I mean they're trying car-pooling in California but I'm not sure it will work here. The bus lanes on the North Shore are great, but you see families today with four cars. Kids get a licence, buy themselves a cheap rocket and they're on the road. In my day, if you were a good boy you could borrow mum or dad's car. No way they bought you a car, even if you were 21!"

IN SAFE HANDS

Family matters are never far from conversation. While the Giltrap Group is headed by Sir Colin, the effective CEOs are sons Richard

and Michael – and he couldn't be more proud.

"There was never any pressure on them, the boys could have done what they liked. However, they used to come with me to the Monaco GP, aged eight or nine, and they knew all the drivers – they were big Ayrton Senna fans. We would take them everywhere and they got a liking for it."

"It was good because Richard did a business management course at Harvard, while Michael was a bit more of a salesman, so he tended towards the retail side. He actually started washing cars on the North Shore, then moved into spare parts for a while, then selling. But we're in very capable hands today."

Wife Lady Jennifer is also a popular topic: "It's been tough for her, especially at the beginning, when I was away a lot. But we go away to London together – she really loves to play a round of golf there – and I couldn't do it without her."

And Sir Colin is determined not to let go of the reins quite yet. "Even now I have meetings with my sons all the time, we're forever on the phone."

There may even be another Giltrap waiting in the wings. "Well, Richard's youngest boy, Marco, he's 12 and into go-karting, won a few races. They tell me he's gonna be good, but he's got Mitch Evans as a tutor, that's always going to help."

A1 ADVENTURE

Name-dropping the likes of Evans into conversation comes naturally to Sir Colin, as his passion and involvement in Kiwi



motorsport is well-documented. But one unsuccessful venture was the ill-fated A1 'single make' auto-racing series. Kicking off in 2005, it lasted just four seasons and Sir Colin was a key player.

"The A1 concept was incredibly exciting. I initially dealt with Martin Birrane, who owned Lola and produced the cars – I still catch up with him in London when I'm there. He introduced me to Sheikh Maktoum and we got some

big names involved... Emerson Fittipaldi bought the franchise in Brazil and Alan Jones in Australia. Support was strong, everybody loved it, it was gaining traction, but we were just unlucky.

"A1 cost a lot of money, but it was a wonderful thing. But following the English banking crash the funding stopped. They made the mistake of buying new Ferrari engines and it couldn't survive. It would have been huge today, especially with Formula One. That's nothing more than a procession. A1 was a true test of driving skill."

A real petrolhead, Sir Colin

[continued on page 18]



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Sir Colin Giltrap with Simon Evans, left, and Mitch Evans



Earl Bamber in 'Black Beauty', New Zealand's A1GP car

raves about the brilliance of talent coming out of New Zealand – Jonny Reid and Earl Bamber were his Kiwi drivers in A1. And he still gets up at 2am in the morning to watch IndyCar and a certain Kiwi superstar: “I’m so pleased to see Scott Dixon still winning. He is absolutely fantastic. I remember Roger Penske told me a few years ago that he’d love to get Scott in his team...he’s that good. I even helped him out with a car once.”

THE GILTRAP FUTURE

Despite being well past retirement age, Sir Colin doesn’t appear to have any intentions of taking his foot off the pedal. He is still

sharply in tune with the industry, especially in terms of technology.

“Electric cars are sure to be big. Within the next two years they will have batteries approaching 500km – and the pre-orders for the new Tesla are phenomenal. People want to be seen to be green, but the million-dollar question is can they sustain volume without a dealer network? But I’ve had a go in one and their performance is outstanding.”

On intelligent transport and self-drive cars, Sir Colin is more sceptical. “I don’t think they’ll take off any time soon. Kiwis love driving and although it would be handy from time to time, I can’t

see them giving up the freedom of driving their own car. Although five years ago we were saying that about electric cars.”

Closer to home, the Giltrap Group will make a big splash early next year with a new showroom on Great North Road. Unsurprisingly, it will be a luxury vehicle dreamland, stocking Bentley, Aston Martin and Lamborghini.

“There will be nothing like it and it’s certainly the most interesting project we’ve done on the building front.” Sir Colin has a spring in his step as he shows us the blueprint and plans. “It’s costing a lot of money and will be the most impressive

dealership in New Zealand.”

Proud of his roots, Sir Colin may spend three or four months of the year in London – “such a safe city with great culture” – but will always call Aotearoa home. “I’m a Kiwi. I follow the All Blacks everywhere and know them well.”

He was awarded a knighthood in 2012 and was recently inducted into the NZ Business Hall of Fame and was recognised by his old school in 2015 – New Plymouth Boys High with an Alumni Merita. His philanthropy also extends to supporting many charities.

Passionate, innovative and determined, it appears that Sir Colin Giltrap still has plenty to achieve. ☺



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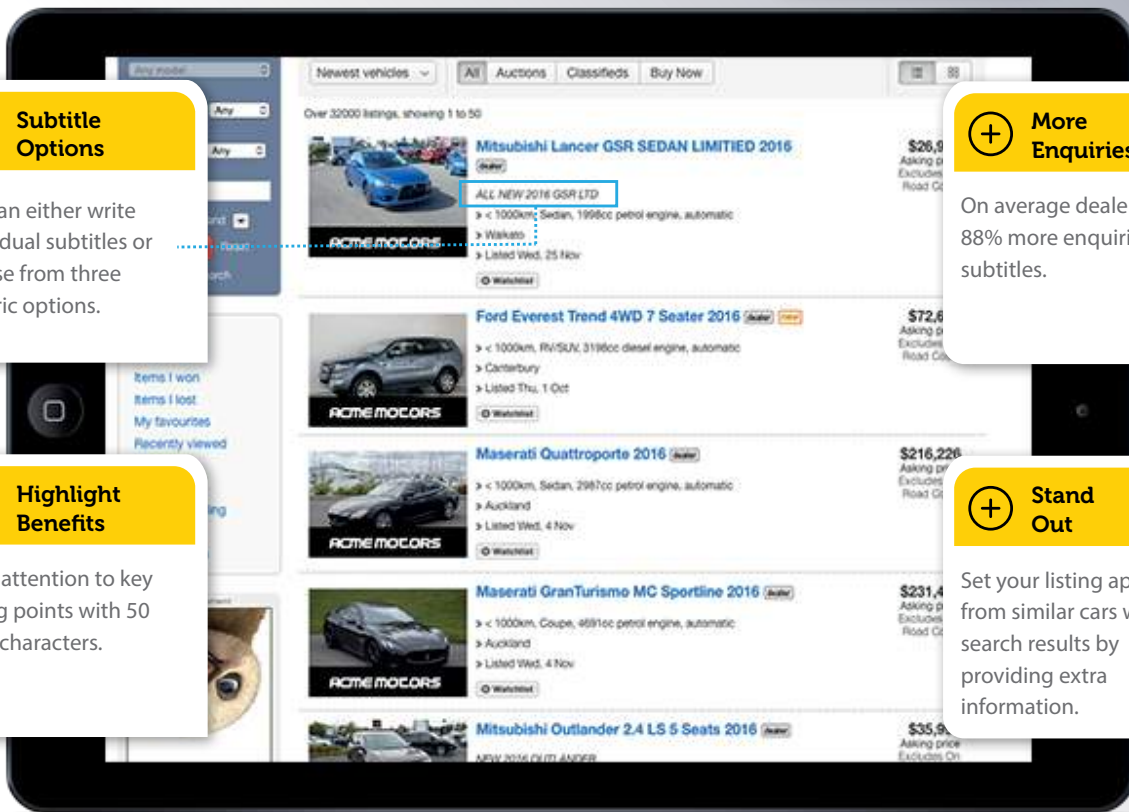
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- 1 Hilux
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- 5 Golf

Most popular body styles searched*

- 1 Ute
- 2 Station wagon
- 3 Van
- 4 Coupe
- 5 Convertible

Most popular makes of motorbike searched*

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

A 1962 Jaguar E-Type has been listed with an asking price of \$270,000. The red, two-seater convertible has a 3.8 litre straight-six engine mated to a four-speed manual gearbox and comes in original factory left-hand drive. Included is a rare hardtop and heritage certificate.

Industry movers

MR TOMOKI YANAGAWA has been appointed the new managing director of Mitsubishi Motors New Zealand (MMNZ). Mr Yanagawa has spent 25 years with the corporation, in a variety of roles.



Mr Yanagawa is a qualified mechanical engineer and began his career in design before transitioning to new car sales and later a management role in the Mitsubishi Motor Corporation's (MMC) Brand Strategy Department in Tokyo.

He has since managed MMC's North America and Europe departments and spent six years as vice president of sales/marketing and corporate planning in Canada. His most recent role was general manager of MMC's Domestic Aftersales Department.

Mr Yanagawa takes the reins at MMNZ from departing managing director Mr Masao Tanuma.

JAMES TAPPLY is the new business (finance) manager at John Andrew Ford in Auckland. He previously worked as business manager at Max Pennington's Auto City in New Plymouth and was there for 18 months.



After arriving in New Zealand, he was a sales executive at Winger Subaru in Greenlane, Auckland. James has more than a decade in the industry, including a stint with Richmond Motor Group in the UK, based in Portsmouth – specialising in Hyundai.

James has always worked on the sales side of the industry and used to be a professional golfer.

Transport Minister Simon Bridges has made new appointments to the New Zealand Transport Agency Board. Bridges says they have significant backgrounds in governance, leadership, regulation, decision-making and financial management.



Fran Wilde, pictured, who has previously served as the chair of the Greater Wellington Regional Council, will replace Dame Patsy Reddy as Deputy Chair of the board.

Bridges thanked Dame Reddy for her work, saying she "played a crucial role in steering NZTA through the delivery of record investments in our transport network". Dame Reddy has recently been appointed as the Governor General.

Chris Ellis and Leo Lonergan were also appointed to the board. Along with Wilde, their three-year appointments will commence on May 1.

Among the new appointments, Gill Cox has been reappointed to the board, as the chair of the Audit and Risk Committee. He will serve another one-year term.

Bridges says the appointments will ensure that the board will continue to have the skills and experience needed to oversee the government's significant investment in land transport.

STEVE HILSON is to be the General Manager of the Winger Group's new Maserati showroom, to be opened in Newmarket, Auckland, in August. He will oversee the operation of the dealership, having been with the Winger Group since July 1. Hilson has been back in New Zealand since 2010 – previously he was working in the UK with BMW.

NZ labour market report

THE AUTOMOTIVE INDUSTRY IS blessed with many family businesses, with the reins often being passed down through the generations.

A new PricewaterhouseCoopers (PwC) survey has revealed that this trend is unlikely to change.

'Great Expectations: The next generation of family business leaders' survey spoke to 268 next generation family members likely to take over a business. Encompassing 31 countries worldwide, including New Zealand, 268 semi-structured interviews were conducted with those family members who might become a manager or take on another role.

It appears that most of them are well-prepared and confident

they can make a success of the family business, with 88 per cent wanting to do something special, in terms of diversification and modernisation.

While PwC has run an international Family Business Survey for more than a decade, it added the leaders-in-waiting section in 2014. And what is obvious is that confidence regarding the family business is higher than ever.

Survey respondents wanted to be more than just caretakers, with 70 per cent having worked outside the family firm to gain useful experience and bridge the credibility gap – this is particularly relevant to the automotive industry, with a broad understanding of the whole business often being crucial to establishing not just a hard-work ethic, but appreciation of customer care and personal service.

"The consensus among New Zealand family business leaders is also that gaining external work experience is vital to ensuring that the business remains relevant and evolves with market changes," says Maurice Noone, regional managing partner at PwC New Zealand.

"Bringing in external expertise from non-family members is great,

but if family members want to become leaders, they need to have a diverse knowledge base in today's rapidly changing world."

Alongside this is the online impact on global business.

"Our experience in New Zealand shows us that digital and the role of technology are increasingly being used to improve productivity.

However, this also brings new challenges as recent regulatory changes, such as the Health and Safety at Work Act, require closer monitoring policies," says Noone.

Three key gaps were identified that threaten the successful transition from one generation to the next:

▶ **The generation gap:**

The current generation not always confident that their children are ready and able to take over

▶ **The credibility gap:** The next generation say they have to work harder than others in the firm to prove themselves.

▶ **The communications gap:** Family businesses have to manage personal as well as professional relationships and this brings with it the possibility of conflict.

Re-invention is often the key to business success, but this can be difficult in relation to family involvement. Businesses take time to adapt and, according to the PwC survey, there can be tension between respecting processes and products of the past, while seizing opportunities that the next generation see for the future.

Of those interviewed, 59 per cent of next gens wanted to diversify the product portfolio, however 68 per cent believed that the firm was unlikely to make a change, even a decade ahead.

While a family business can be a success, it appears that communication is everything. ☺

"If family members want to become leaders, they need a diverse knowledge base."

TO FEATURE IN INDUSTRY MOVERS
EMAIL EDITOR@AUTOFILE.CO.NZ

Invest in management to reap rewards

In the March article I outlined recent enhancements Protecta have introduced to our Payment Protection Insurance product and we are pleased to say it has been well received.

Our Business Coach Erin Mills and I, in conjunction with territory consultants, have hosted a number of breakfast meetings all over the country.

We invited business managers and owner operators, as well as sales staff in dual roles that sell vehicles and finance and insurance products.

So we had a great mix of people attending each session. This brings a wide range of questions and healthy discussion among the group. This is the best, most interactive way people can learn new ideas to take back to their own business.

Our consultants, together with

Erin, will continue to follow up with those who couldn't attend and offer coaching and point of sale material so you can confidently offer the best Payment Protection Insurance on the market today.

It was a tough ask to roll this out during mad March and we thank those that made the effort – although bribing them with a cooked breakfast may have helped.

Our industry continues to throw up some amazing numbers, with year-on-year growth in both new and used sales – and I keep hearing everywhere I go how busy our business managers are.

Having been in the business manager's chair in years gone by, I can remember the roller coaster



SIMON MOORE
Motor-trader development manager
Protecta Insurance

ride the job can be – one minute people queuing outside your door on the weekend, then not seeing a customer for hours the next day.

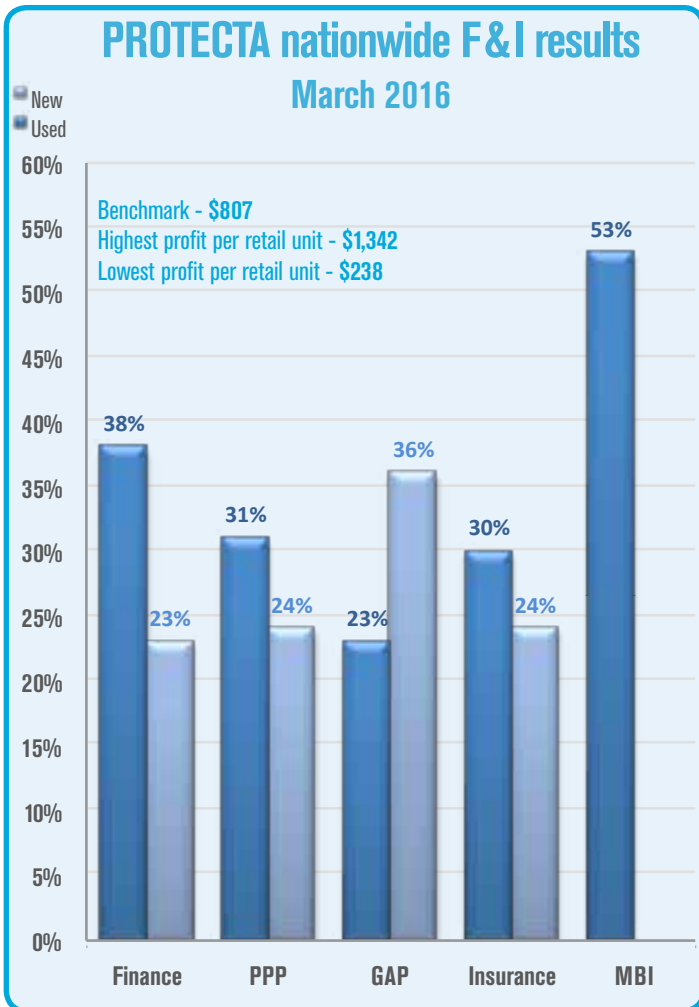
For years since the GFC, every manufacturer and distributor has looked to work leaner and meaner and this flows through to each franchise dealership and used importer and retailer.

With the tremendous growth we have seen, there still seems to be a reluctance to expand sales and service teams, as well as aftersales, finance and insurance roles. Also, some dealerships employ only one business manager, who may also be apprehensive about bringing in competition or sharing the pot.

When speaking about this topic of workload with two different experienced business managers, they both observed that their own personal income nearly doubled after agreeing to a second business manager at the dealership. By sharing the workload and having equal turnover of customers, they would both spend more quality time with each person, building a rapport and enabling them to sell more product.

So it is time to enjoy this excellent sales growth period, but have a look within your team and see who may be under strain and would benefit from some small growth in resource. It is an argument you can win with your existing Business Manager, as they can successfully share the pot without losing income.

Happy selling! ☺



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Trader ordered to pay costs, despite customer driving an overheated vehicle

Background

Novosel Engineering Ltd purchased a 2009 Ford Ranger 4x4 from Autozam Wholesale Limited, who was selling the vehicle on behalf of Active 4x4 Ltd. The sale price was \$25,500 and the sale was concluded on February 13, 2015.

The buyer required the trader to assist with cost of repairs to the engine totaling \$12,651.47 and an additional \$2,520.06 for replacement fuel injectors.

The trader asserted that the buyer had been informed that the vehicle had previously been in an accident, resulting in deregistration and repairs, for which there were available photographs to view.

The buyer did not accept the offer to view the photographs before purchase, nor did the buyer require supply of the service history of the vehicle or a pre-purchase inspection.

The buyer required the vehicle urgently and believed he was buying a good quality, low-mileage vehicle. At the time of purchase, the vehicle's mileage was 21,959km.

The case

The vehicle was delivered to the purchaser on February 14, 2015, and on July 9, 2015, it began to make a hissing noise. After assessment by Counties Mufflers, a blockage in the catalytic converters was diagnosed. The purchaser had the catalytic converters removed.

On November 4, 2015, at 34,833km, the vehicle was serviced, and the fluid levels checked,

according to the invoice for work provided by South Auckland Motors' Pukekohe branch.

On a trip between Waiuku and Waiau Pa on November 22, 2015, the purchaser noticed the temperature of the vehicle was very hot, so he arranged to have the vehicle towed to South Auckland Motors for inspection. A diagnosis of a blown head gasket was made and the buyer was advised to replace the engine.

The buyer advised the trader of the diagnosis on November 26 and 27 by phone, and on November 30 he sent an email to the seller with a request for assistance in meeting the cost of repairs. The trader replied to the email on December 1, declining to offer any financial assistance.

The trader subsequently contacted the previous owner of the vehicle, Active 4x4 Ltd, asking it to pay for some of the repairs, which the company declined, except to offer the trader a second-hand engine at a higher mileage. This offer was declined by the purchaser.

The vehicle was taken for repairs to South Auckland Motors, where a diagnosis of a leaking Exhaust Gas Recirculation (EGR) cooler was made. This meant that when hot, the coolant had leaked, causing the cylinder head to leak and warp. A new cylinder head, thermostat, radiator and EGR cooler were fitted at a cost of \$4,997.50 to the buyer.

By early January 2016, the purchaser noticed the car was losing water, so he returned the

vehicle to South Auckland Motors. He was advised to replace the engine.

The buyer again contacted the trader to request sharing the cost of repairs. The buyer was given a quote of \$5,201.78 for a replacement engine short block, as it was found that the #4 cylinder was cracked. The trader opted to have the repairs carried out by Premier Lifestyle.

The repairs were completed as instructed – however, while the engine was out, a technician noticed that four injectors were also badly damaged and would need repairs at a cost of \$2,520.06. This work was not carried out at the time.

The finding

The tribunal considered the age and mileage of the vehicle and whether it had been supplied with the guarantee of acceptable quality.

The vehicle had travelled 21,959km and was advertised as being in "fantastic condition throughout" and in "beautiful condition".

The adjudicator accepted that for reasons unknown on November 22, 2015, the vehicle overheated, but did not consider the trader's claim that the buyer should have checked the coolant level before embarking on the journey valid, since the vehicle had been serviced earlier on November 4, and the coolant checked at that point.

The tribunal found no

The case: The buyer applied to have costs of repairs to his vehicle partially met by the trader after it developed serious engine problems soon after purchase. The trader rejected the claim, saying that the vehicle had gained significant mileage after purchase and had been driven without the coolant levels being checked.

The decision: The application by the buyer to claim repair costs was upheld because the tribunal ruled that the vehicle was of unacceptable quality when it was supplied.

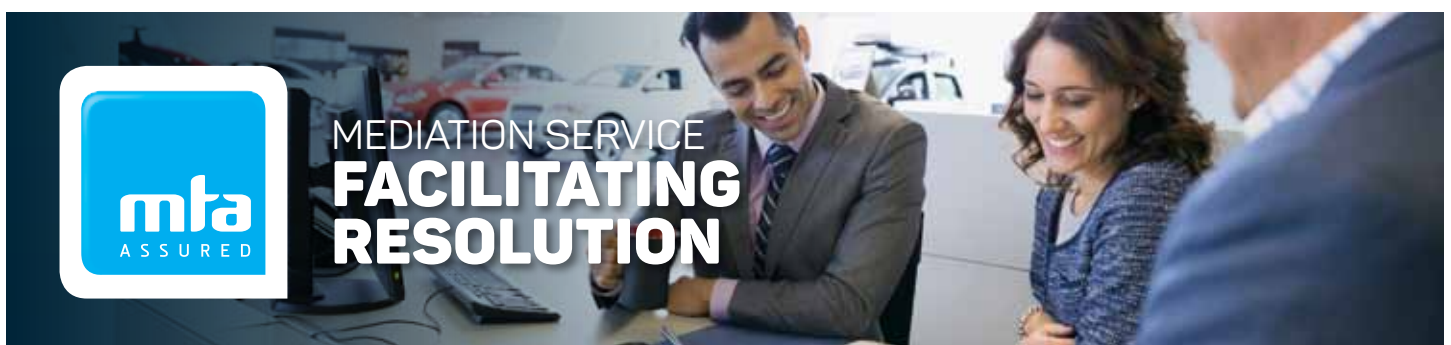
At: The Motor Vehicle Disputes Tribunal, Auckland.

evidence to support the trader's claim that the vehicle had been driven while in an overheated state. It also considered that South Auckland Motors had not found the crack in the engine block when carrying out repairs in December 2015. The adjudicator gave consideration to a theory that the EGR valve may have been faulty at the time of purchase. However, the assessor found that this was unlikely to be the case, nor did the assessor give credence to the claim that South Auckland Motors had left the radiator cap loose after the vehicle's service on November 22.

The adjudicator found that the vehicle did not comply with the guarantee of acceptable quality in section 6 of the Consumer Guarantees Act, which means that the item, in this case the vehicle, was not as durable as a reasonable consumer would regard as acceptable quality.

Order

The buyer's claim was upheld. The trader was ordered to pay the purchaser repair costs of \$15,171.53 immediately. ☺



Contribution and buyer's acceptance constitutes settlement

Background

Stephen Doran bought a 2007 Mazda CX-7 from Buy Right Cars Limited for \$19,800 on February 28, 2015.

On November 3, 2015, and at 77,707km, an engine warning light came on. The purchaser took the vehicle for diagnosis to their own repairer and it was found that the Exhaust Gas Recirculation (EGR) valve and turbo had failed, possibly as a result of the engine being run with a low oil level.

It was found that a service was needed at around 73,000km and the buyer had not had his repairer carry this out at that point. Servicing intervals of 10,000km had been recommended for this vehicle.

The repairer gave a quote of \$6,223.62 to the purchaser for repairs to the turbo including parts, labour and GST.

The purchaser subsequently approached the trader to assist with the cost of repairs. However the trader claimed that the purchaser's failure to have the vehicle serviced at the recommended interval was the probable cause of the damage to the turbo.

The case

The trader met the purchaser on November 6, 2015, and offered to repair the vehicle's turbo and also to provide a three-year Autosure mechanical breakdown warranty at a cost of \$1595 to the trader, if the purchaser agreed to pay

\$3500 towards the repair costs.

The offer was accepted by the purchaser, but when the repairs were completed by the trader's repairer on November 18, 2015, the purchaser claimed he could not pay the complete amount, and that he could only pay \$2500 immediately, and another \$1000 on February 15, 2016. Once repairs were complete, the vehicle was returned to the buyer, and the trader paid the balance of repairs at a cost of \$3,499.45.

The vehicle was returned to the buyer's repairer on November 26, 2015, to check the work completed by the trader's repairer. At this time, and at a mileage of 81,723km, it was found that the vehicle needed the sway bar links replaced and a new exhaust hanger fitted at a cost of \$330. The buyer rejected the vehicle and asked the trader to pay for the cost of the replacement items as part of this application to the tribunal.

The finding

The tribunal considered whether the vehicle was of acceptable quality under the terms of the Consumer Guarantees Act (CGA).

It considered that the vehicle was an eight-year-old Japanese imported Mazda CX-7 which, according to the seller, had travelled 61,976km. The purchaser claimed that the odometer reading was actually 63,050km at the time of sale.

In considering the amount of mileage covered between the

time of purchase and the first time the engine warning light had activated, the tribunal factored in the 14,657km driven by the purchaser, and the issue of the vehicle being 4600km over the recommended service interval of 10,000km. The tribunal assessor suggested that the turbo may have failed because the oil level in the vehicle had not been checked at the correct and recommended time of service.

The tribunal also had to consider whether the vehicle, under the CGA, was reasonably durable, and found that given it had travelled some 14,657km until the issue of the turbo was detected, that a reasonable consumer would find the vehicle in an acceptable condition.

The key finding of the tribunal, however, was that the buyer had accepted the trader's offer of a payment of \$3,500 towards the necessary repairs, on November 6, 2015.

This was seen as a settlement on the part of the buyer, who accepted the offer instead of paying the full \$6,223.62 to the repairer.

In deciding this, the tribunal referred to s43(1) of the Act, which provides that during the period of a claim under the Act, there is nothing that prevents the buyer from agreeing to settle a claim.

The buyer's claim that the compromise to accept the trader's offer of assistance to

The case: The buyer wanted to reject his nine-year-old vehicle after claiming that the turbo had failed. He asked the trader to assist with repairs to both the turbo, and later, to the sway bar links and exhaust hanger. The trader said the vehicle was of acceptable quality for its age at the time of purchase.

The decision: The application to reject the car was dismissed because the tribunal ruled it was of acceptable quality when it was supplied.

At: The Motor Vehicle Disputes Tribunal, Auckland.

have the vehicle repaired was a matter of goodwill and a means to temporarily resolve the dispute with the purchaser was also considered.

The tribunal, in this case, found that in agreeing to accept the seller's payment, offered on November 6, 2015, the buyer had in effect agreed to settle the claim to that point.

The tribunal also considered the trader's submission that the replacement of the sway bar links and exhaust hanger on the vehicle should be paid for by the purchaser, based on the age and mileage of the vehicle. It found that the wear and tear to these items was a result of the mileage the purchaser had completed, and was acceptable for the age of the vehicle and the condition it was in when it was purchased.

Order

The purchaser's application was dismissed. Any claim against the trader was voided once the purchaser offered to part-pay for repairs. The tribunal found the vehicle to be in acceptable condition when purchased. ☺

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Flying high to eliminate congestion

Continuing with my series of articles on the possible future of transport as presented by the Ministry of Transport (MoT) (<http://www.transport.govt.nz/futures/>), this third piece perhaps appears to be least related to the automobile sector, at least initially.

It's a future in which air transportation has been made much more efficient and convenient. The result of these changes is faster travel, including daily commutes, at a price comparable or cheaper to public transport costs today. Imagine being able to live in the Bay of Plenty or Far North and commuting to Auckland easily and cheaply.

LONDON IN FOUR HOURS

In this future, the Ministry predicts new technology will enable two primary advances: the return to supersonic aircraft and the development of slower but more comfortable and eco-friendly air transport.

New engines being developed today can potentially power aircraft to over 5000km/h, two-and-a-half times the speed of Concorde.

Such a plane would be ideal for international travel and could make a flight from Auckland to London as short as four hours – or from Auckland to Tokyo in less than two, which is quicker than my commute out of Auckland on some days.

Other advances in air travel, alongside areas such as intelligent security and route planning, will make catching a flight easier than jumping on a train today.

This would allow for commutes of longer distances, while freeing up the roadway for freight, short range door-to-door transport solutions, and commuters who, for whatever reason, choose to keep their feet on the ground.

I must admit, when contemplating efficiency, I tend to think of our transport system strictly in terms of freight – commuters are simply high priority, perishable goods which must be maintained in strict environmental conditions. Moving commuters to the air could increase the efficiency of the system by creating a dedicated transport network for that known good: freeing up the road for other uses.

WHAT THE FUTURE HOLDS

While the story on the MoT website does not mention it, the potential impact of airships was highlighted in one of the other presentations on the site. I mentioned in a



KIT WILKERSON
IMVIA policy adviser
and analyst

previous article that I get a bit giddy thinking about the possible rebirth of an airship industry – I cannot help but get excited when I imagine completely silent transport vehicles which utilise solar energy to travel at 200km/h and dock at

towers in each city or town.

There has been quite a bit of research recently, including out of the University of Lincoln in the UK (<http://www.lincoln.ac.uk/news/2015/03/1054.asp>), which highlights the potential of airships.

Besides those already mentioned, one large benefit over other air transport is that the only infrastructure required of an airship network is a terminal or dock.

They can even remain airborne while docked, allowing vertical expansion of the terminal as the system grows; all without the need for investment in runways, railways or roads.

Future airship designs will likely

make use of non-volatile gases and a lift-providing-shape to remove the risks associated with previous generations of airships.

SOCIETAL CHANGE

If we assume air travel might become the primary means of personal transport, we must face other, tangential questions. How would this reshape a society that has built itself along roadways? Airports (or airship terminals) of the future might become the hub of the local economy and possibly the community as a whole.

The better a business is able to position themselves toward the centre of that hub, the better their consumer exposure. This would include most of the activities we engage in commercially today, through malls, restaurants, grocery stores and entertainment.

As suggested by the MoT, airports would themselves become "a destination as well as a waypoint". We can even imagine that these hubs will compete for tourism.

Whether New Zealand makes use of heavier or lighter than air technology, there is little argument that our future transport solution will include air travel. How much this potential is embraced will have an impact on the other aspects of the solution.

The MoT hopes to spark debate and discussion and has asked for feedback and ideas on potential concerns, impacts, benefits and solutions. More importantly, we can start considering how our industry can remain relevant in such a future. ☺



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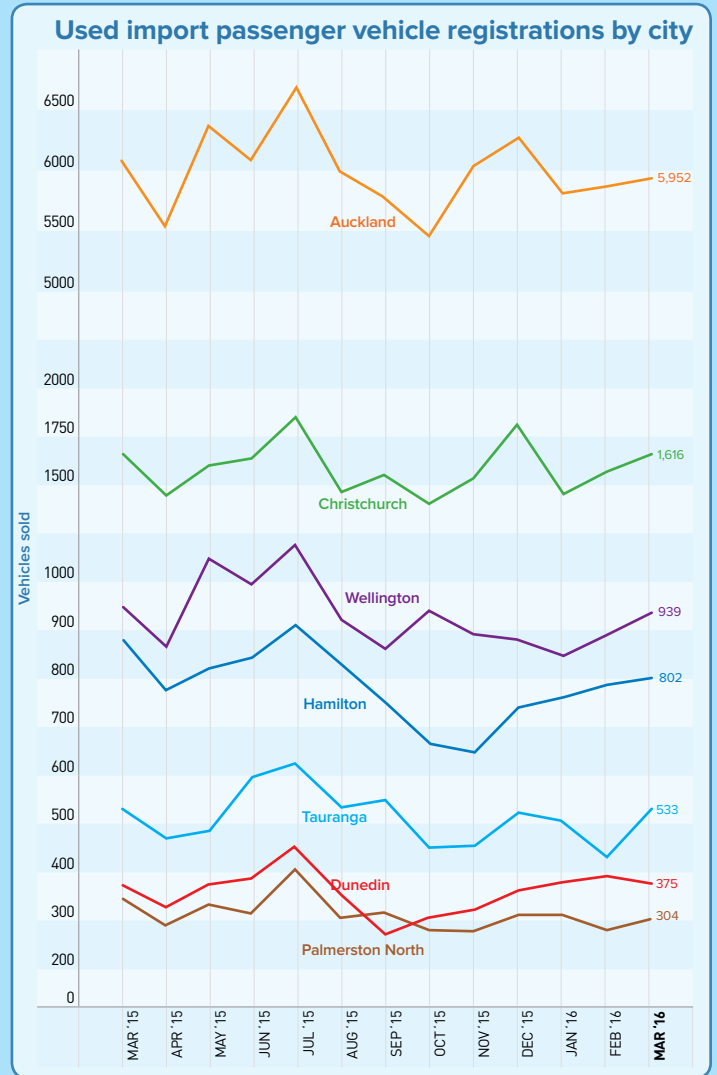
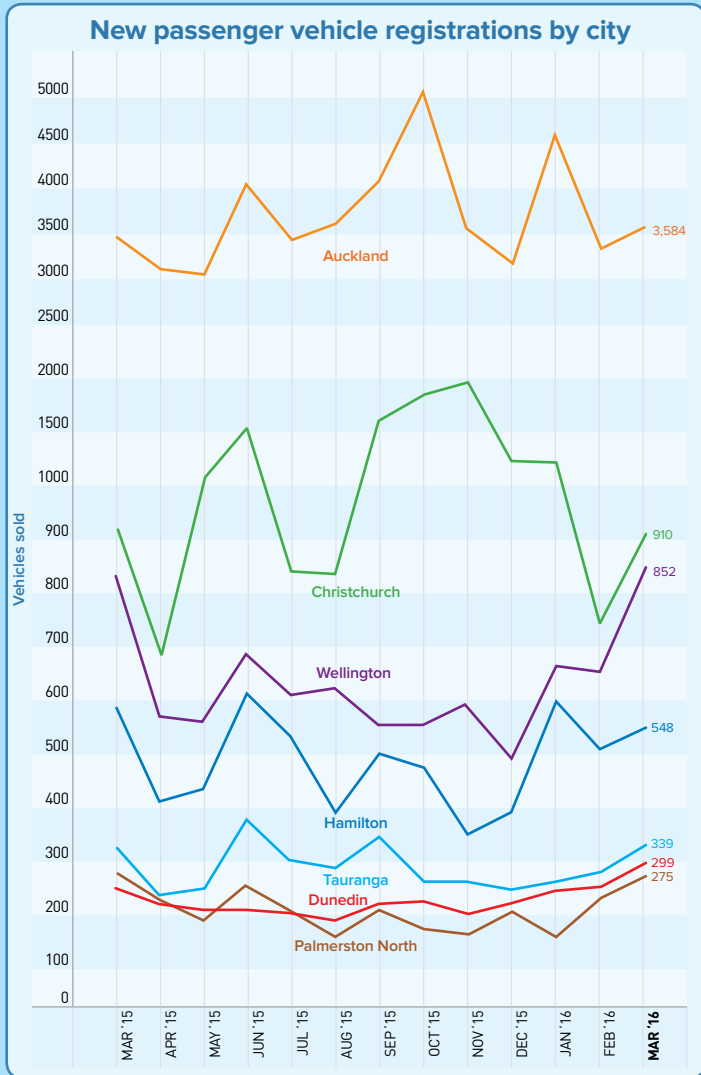
Port Calls	Morning Miracle v1607	Asian Lily v1651	Tokyo Car v1608	Morning Midas v1609	Morning Miracle v1610
JAPAN	Moji	–	13 Apr	–	–
	Osaka	1 Apr	15 Apr	2 May	16 May
	Nagoya	2 Apr	16 Apr	3 May	17 May
	Yokohama	3 Apr	17 Apr	4 May	18 May
NZ	Auckland	18 Apr	4 May	21 May	5 Jun
	Wellington	2 May	7 May	28 May	9 Jun
	Lyttelton	30 Apr	6 May	27 May	8 Jun
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New and used cars registered in March 2016 by region

	WHA	AUC	HAM	THA	TAU	ROT	GIS	NAP	NEW	WAN	PAL	MAS	WEL	NEL	BLE	GRE	WES	CHR	TIM	OAM	DUN	INV	TOTAL
Used cars	195	3,584	548	62	339	131	44	265	140	79	275	64	852	111	75	22	1	910	66	22	299	107	8,191
New cars	255	5,952	802	86	533	125	39	233	168	83	304	73	939	202	51	41	5	1,616	111	19	375	141	12,153
Total cars	450	9,536	1,350	148	872	256	83	498	308	162	579	137	1,791	313	126	63	6	2,526	177	41	674	248	20,344

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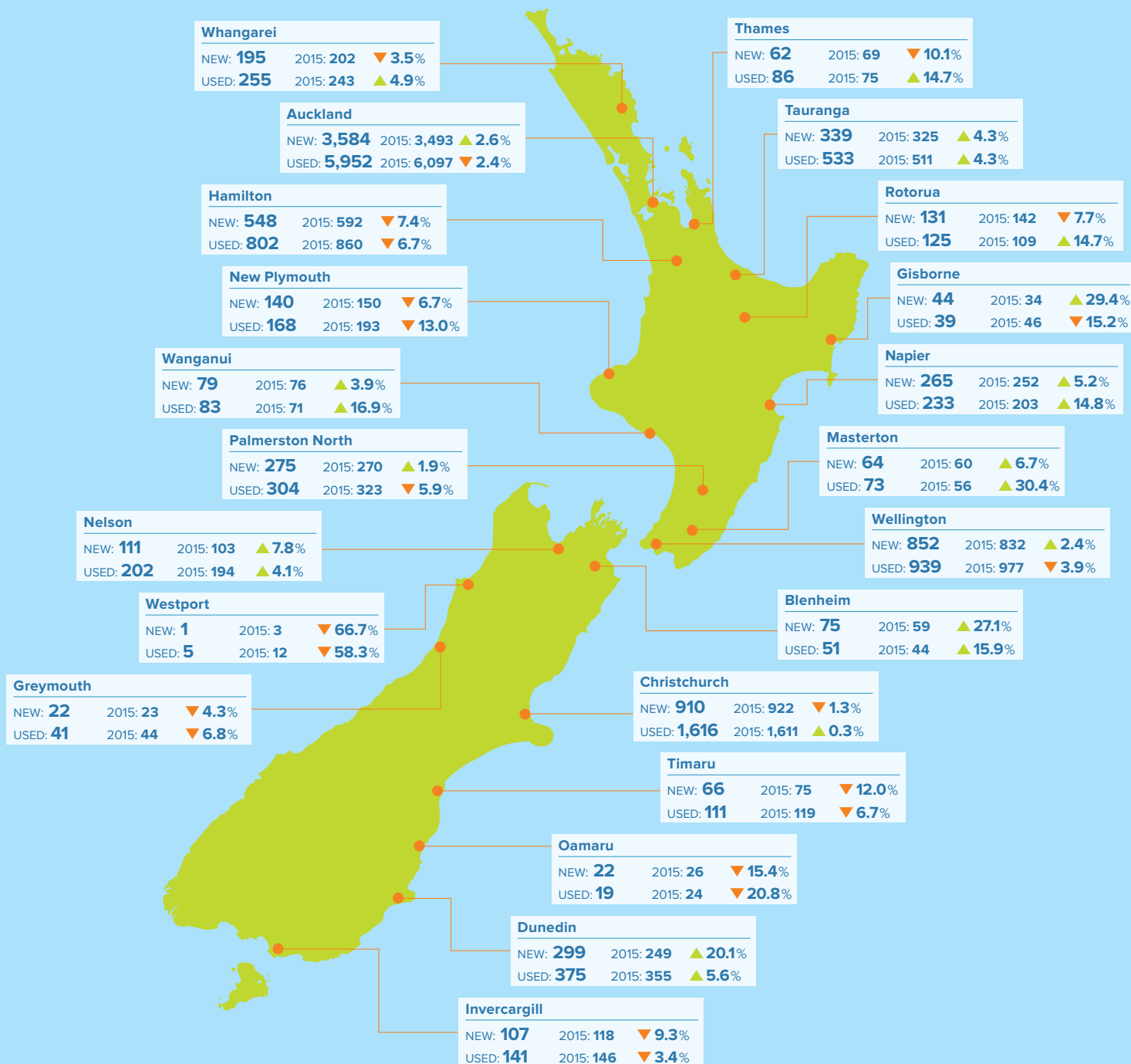


Total new cars
8,191

2015: **8,075** ▲ **1.4%**

Total imported used cars
12,153

2015: **12,313** ▼ **1.3%**



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vtnz ROAD READY

Imported Passenger Vehicle Sales by Make - March 2016

MAKE	MAR'16	MAR'15	+/- %	MAR'16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	2,910	2,804	3.8	23.9%	8,464	23.8%
Nissan	2,240	2,076	7.9	18.4%	6,458	18.2%
Mazda	1,796	1,942	-7.5	14.8%	5,517	15.5%
Honda	1,369	1,240	10.4	11.3%	3,948	11.1%
Suzuki	657	772	-14.9	5.4%	2,012	5.7%
Subaru	593	655	-9.5	4.9%	1,781	5.0%
Volkswagen	489	486	0.6	4.0%	1,383	3.9%
BMW	470	585	-19.7	3.9%	1,409	4.0%
Mitsubishi	422	479	-11.9	3.5%	1,211	3.4%
Audi	241	276	-12.7	2.0%	676	1.9%
Mercedes-Benz	230	250	-8.0	1.9%	641	1.8%
Ford	129	167	-22.8	1.1%	404	1.1%
Volvo	87	89	-2.2	0.7%	245	0.7%
Lexus	55	40	37.5	0.5%	156	0.4%
Chevrolet	51	58	-12.1	0.4%	170	0.5%
Jaguar	49	43	14.0	0.4%	112	0.3%
Mini	44	58	-24.1	0.4%	129	0.4%
Holden	42	29	44.8	0.3%	123	0.3%
Hyundai	40	54	-25.9	0.3%	123	0.3%
Renault	33	10	230.0	0.3%	44	0.1%
Land Rover	32	42	-23.8	0.3%	84	0.2%
Dodge	22	20	10.0	0.2%	64	0.2%
Peugeot	20	25	-20.0	0.2%	53	0.1%
Jeep	18	9	100.0	0.1%	53	0.1%
Chrysler	14	8	75.0	0.1%	32	0.1%
Porsche	12	9	33.3	0.1%	36	0.1%
Daihatsu	10	12	-16.7	0.1%	31	0.1%
Kia	7	4	75.0	0.1%	24	0.1%
Cadillac	5	2	150.0	0.0%	11	0.0%
Rover	5	1	400.0	0.0%	13	0.0%
Alfa Romeo	4	5	-20.0	0.0%	11	0.0%
Fiat	4	9	-55.6	0.0%	11	0.0%
Pontiac	4	2	100.0	0.0%	11	0.0%
Citroen	3	0	300.0	0.0%	12	0.0%
Isuzu	3	0	300.0	0.0%	5	0.0%
Others	43	52	-17.3	0.4%	107	0.3%
Total	12,153	12,313	-1.3	100.0%	35,564	100.0%

Imported Passenger Vehicle Sales by Model - March 2016

MAKE	MODEL	MAR'16	MAR'15	+/- %	MAR'16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Nissan	Tiida	612	487	25.7	5.0%	1,736	4.9%
Suzuki	Swift	544	666	-18.3	4.5%	1,672	4.7%
Mazda	Axela	487	584	-16.6	4.0%	1,599	4.5%
Honda	Fit	469	475	-1.3	3.9%	1,366	3.8%
Mazda	Demio	442	465	-4.9	3.6%	1,354	3.8%
Volkswagen	Golf	299	309	-3.2	2.5%	830	2.3%
Toyota	Wish	288	294	-2.0	2.4%	868	2.4%
Subaru	Legacy	265	335	-20.9	2.2%	901	2.5%
Toyota	Vitz	258	242	6.6	2.1%	697	2.0%
Mazda	MPV	246	207	18.8	2.0%	681	1.9%
Mazda	Atenza	242	293	-17.4	2.0%	771	2.2%
Mitsubishi	Outlander	221	257	-14.0	1.8%	609	1.7%
Toyota	Corolla	217	200	8.5	1.8%	685	1.9%
Toyota	Prius	198	93	112.9	1.6%	486	1.4%
Toyota	Mark X	169	132	28.0	1.4%	431	1.2%
Honda	Odyssey	164	160	2.5	1.3%	481	1.4%
Toyota	Auris	162	159	1.9	1.3%	473	1.3%
Mazda	Premacy	161	163	-1.2	1.3%	436	1.2%
Honda	CR-V	155	88	76.1	1.3%	395	1.1%
Nissan	Murano	149	130	14.6	1.2%	464	1.3%
Nissan	Teana	145	121	19.8	1.2%	391	1.1%
Honda	Stream	132	118	11.9	1.1%	363	1.0%
Toyota	Blade	130	105	23.8	1.1%	349	1.0%
Toyota	Ist	129	119	8.4	1.1%	424	1.2%
Nissan	Skyline	129	148	-12.8	1.1%	314	0.9%
Nissan	Note	127	137	-7.3	1.0%	432	1.2%
Nissan	Dualis	116	158	-26.6	1.0%	356	1.0%
Toyota	Estima	116	174	-33.3	1.0%	373	1.0%
Honda	Accord	114	118	-3.4	0.9%	353	1.0%
Subaru	Impreza	114	136	-16.2	0.9%	331	0.9%
Nissan	X-Trail	106	47	125.5	0.9%	292	0.8%
Nissan	Bluebird	102	155	-34.2	0.8%	301	0.8%
Nissan	Wingroad	102	83	22.9	0.8%	292	0.8%
Subaru	Outback	100	112	-10.7	0.8%	271	0.8%
Mazda	Verisa	100	104	-3.8	0.8%	310	0.9%
Others		4,643	4,739	-2.0	38.2%	13,477	37.9%
Total		12,153	12,313	-1.3	100.0%	35,564	100.0%

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Steady numbers in used-car market

March figures for used vehicle registrations are up from last month, although the comparison to last year is still somewhat slow.

There were 12,153 used-imported passenger vehicles sold in New Zealand during March – compared to 12,313 in 2015, down 1.3 per cent.

In terms of model, the Nisaan Tiida enjoyed a great month, with 612 first-time registrations, a 25.7 per cent jump on the same month in 2015. The Suzuki Swift sits second with 544, a drop of 18.3 per cent. Mazda Axela is third on 487, down 16.6 per cent on March 2015, with the Honda Fit and Mazda Demio rounding out the top five.

Much like the first two months of the year, Toyota is continuing to dominate as the best-selling marque with 2,910 units, up 3.8 per cent on March 2015. Nissan hit 2,240, with Mazda third on 1,796. While Toyota and Nissan have enjoyed a sales increase compared to March 2015, Mazda has dropped 7.5 per cent.

For market share, Toyota is still enjoying a clear dominance of 23.8 per cent, with Nissan on 18.2 per cent. This continues the pattern of January and February 2016.

In terms of the major regional centres, some markets enjoyed an exceptional March. Napier sold 233 units, compared to 203 in 2015 – an increase of 14.8 per cent. It was also a bumper month for Wanganui, shifting 83 used cars, up 16.9 per cent on the same month last year.

Gareth Jones, dealer principal at David Jones Motors in Wanganui, has been in the trade for 11 years and says an upward curve in

terms of sales is emerging.

“The market is great for us at the moment. January and February were both big months and combined used and new figures were strong. We basically have a great selection, in effect the most new and used vehicles in Wanganui.

“Of course it’s a very competitive industry, but utes are really travelling well, especially double-cab four-wheel-drives. And Mazda Axelas along with the Suzuki Swifts continue to sell. It seems that it’s a combination of looks, reliability and reputation delivering the good numbers.”

The formula for keeping the customers coming back appears to be quite simple: “We pride ourselves on traditional service and trying to give the client the

best deal we can,” Jones said.

“Despite the crunch in dairy, with milk prices being down, spend on vehicles is still high and finance is definitely up. I’m pretty positive for this year.”

While the used-car numbers for Hamilton saw a slight drop on March 2015 – 802 compared to 860 last March, down 6.7 per cent – one of the biggest dealers in that region is bucking that sales trend.

The new yard of 4Guys Autobarn has been in operation four months and chief executive Monte Wells says the used-car market is running hot.

“Hamilton has matured as a city of destination and is now a great catchment area for the southern central regions and the bays, and people are gravitating

north towards us. We’re certainly very pleased with the progress we have made. Maybe it’s the intimidating nature of Auckland that’s putting them off, but we’re travelling very well.

“We’ve actually had four very consistent months and each one has had better results. Now it’s just a matter of sustaining that.

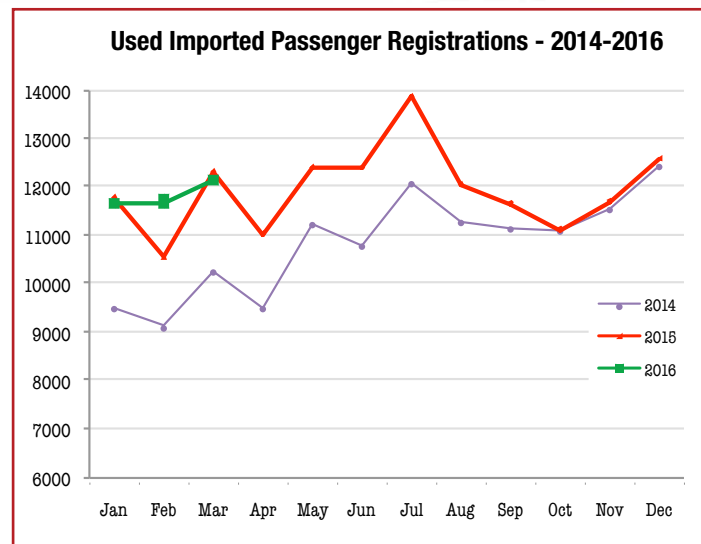
“When it comes to what we’re actually selling, it’s difficult to identify one car, but I would say performance cars and hatchbacks. We’re finding that people aren’t being totally driven by price, but are going for what the vehicle offers them – a bit more personalisation if you like.

“The Mazda Axela is certainly a cult car, especially with the younger ones – the older and new shapes. And the Nissan Tiida is steady, but it’s the little hatchbacks and SUVs that are really making an impact. A wife as a second commuter is a key market and safety, reliability and style are all factors.”

So what is the key to success?

“You’ve got to work particularly hard – we get here at 6.30am, I’ve already done my searches, then I focus on Japan. We basically want a vibrant dealership, a place that people like coming to,” Wells says.

“Overall I think the economy is in good shape – the property market has helped, providing capital that’s reintroduced into our industry. Attrition will come again and those on bare or minimal margins will struggle with the saturation point, but how you operate your business and treat your people is key. I still believe people want to come to car yards.” ☺



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A question of quality for importers

Continuing the pattern at the start of the year, there has been a slight increase in used imported passenger vehicle arrivals, but not by much. Margins are undoubtedly staying tight and competition for good merchandise is high.

The latest customs entries show a total of 13,016 used passenger vehicles entered the country in March 2016 – an increase of 1,044 on the previous month.

Japan is the main exporter, with 12,288 units, up from 11,351 in February 2016 – an increase of 8.3 per cent, retaining their dominant market share of 94.8 per cent.

Sitting in second is Australia, who supplied 475 vehicles last month – up marginally from 445 in February 2016. This gave them a market share of 3.7 per cent. USA is next, with 83 exported units, up from 79 in February 2016. Singapore sit just four vehicles behind, with Great Britain next on 62.

Other countries make up 29 units, with just 0.1 per cent of the market share.

Year-to-date imports are virtually the same as quarter one 2015, when 35,066 used cars entered New Zealand. This year-to-date 34,757 units have come in, which is a slight decrease of less than 1 per cent.

Nick Elvy is general manager at Paul Kelly Motor Company, Christchurch, and deals with a number of different marques.

“We’ve been in the business 18 years now and pretty much source used vehicles from across the board in Japan. We look at 4WDs, European cars, the Mazda Atenza, right through to the likes of your Corollas. And with four different yards we have various price points.”

The quality of stock coming across the border is a challenge.

“It’s pretty tough with the Japanese market right now as they’re not selling as many new vehicles, therefore there’s less used

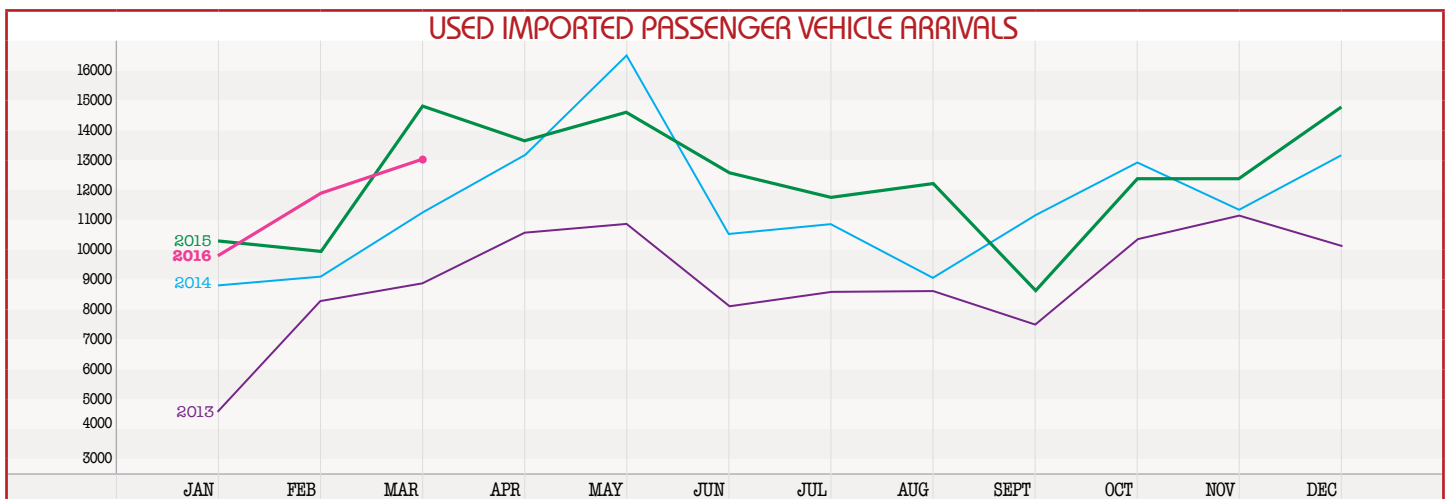
stock through the trade-ins – we get a good portion from trade-ins.

“But our main focus is trying to get in the quality stock. We’re not prepared to compromise on that, so it can be tricky,” says Elvy.

“In financial terms the dollar is certainly having an impact in recent weeks, as it drops. If you combine that with what’s happening in the Japanese market, you can see where the problems are.”

However, there are plenty of customers in the marketplace.

“Selling the vehicles isn’t a problem right now. There isn’t one particular standout brand but business is good.” ☺



COUNTRY OF EXPORT	2016					2015						2014	
	JAN '16	FEB '16	MAR '16	MAR MARKET SHARE	2016 TOTAL	Q1	Q2	Q3	Q4	2015 TOTAL	MRKT SHARE	2014 TOTAL	MRKT SHARE
Australia	322	445	475	3.7%	1,242	1,079	1,232	1,258	1,324	4,893	3.2%	3,167	2.3%
Great Britain	68	39	62	0.3%	169	283	252	194	210	939	0.6%	1,885	1.4%
Japan	9,190	11,351	12,288	94.8%	32,829	33,293	41,594	30,804	37,434	143,125	94.9%	130,770	95.0%
Singapore	76	46	79	0.4%	201	77	160	182	192	611	0.4%	252	0.2%
USA	90	79	83	0.7%	252	259	246	258	278	1,041	0.7%	1,278	0.9%
Other countries	23	12	29	0.1%	64	75	66	50	62	253	0.2%	286	0.2%
Total	9,769	11,972	13,016	100.0%	34,757	35,066	43,550	32,746	39,500	150,862	100.0%	137,638	100.0%



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Trade-in deals remain quiet

It was a good March for dealer-to-public sales, although the numbers varied greatly from region to region.

A total of 17,911 units were sold in March 2016, in comparison to 17,501 in March 2015 – this is an increase of 2.2 per cent.

However there was a slight drop in trade-ins for March 2016, with 13,589, compared to 13,959 in March 2015 – a fall of 2.7 per cent.

Public-to-public transactions reached 44,265 last month, up slightly on the same time last year, by 0.8 per cent.

The public-to-dealer numbers for March 2016 revealed three

regions showed larger percentage increases for trade-ins than the rest of NZ, compared to the same month last year: Oamaru, Gisborne and Thames.

Gisborne was the top performer in terms of percentage increase for dealer-to-public sales with 189 secondhand cars changing hands in March 2016, compared to 148 in March 2015 – a jump of 27.7 per cent.

Craig Stewart, dealer principal of Metro Motors in Hamilton, says business is steady.

“We’re doing all right. Probably a bit more diverse than a lot of people, with utes and vans as well as passenger vehicles. But it’s

actually been a bit quiet on the trade-in side lately. Not sure of the exact reasons, but next month things could be completely different – that’s just the industry.

“One month you get a run on manuals, then you get on automatics. It really does vary from day to day.”

With 30 years in the industry, Stewart has advice for buyers of secondhand vehicles.

“I think you’re better off to buy a good later model. I mean manufacturers spend millions updating their stock, so customers should take advantage.

“Let’s say a Ford Falcon that’s done 100k – better to pick up a

newer rather than older version – the mileage isn’t such a huge thing.”

But there’s certainly pressure on picking up new stock.

“Well we don’t bring in hundreds and hundreds of vehicles every month, so we’re in a better position to choose quality over quantity.

“We probably source half from Japan and half of it locally. We changed our supplier over Japan and the quality is way better now. But even stuff at dealer-only auctions appears to be going for top dollar. Purchasing trade-ins from new dealers here still happens, but not as much as it used to,” says Stewart. ☺

SECONDHAND CAR SALES - March 2016

	DEALER-TO-PUBLIC			MARKET SHARE	PUBLIC-TO-PUBLIC			PUBLIC-TO-DEALER		
	MAR '16	MAR '15	+/- %		MAR '16	MAR '15	+/- %	MAR '16	MAR '15	+/- %
Whangarei	547	476	14.9	3.1	1,977	1,870	5.7	261	256	2.0
Auckland	6,423	5,753	11.6	35.9	15,238	15,239	-0.0	4,983	5,042	-1.2
Hamilton	1,429	1,512	-5.5	8.0	3,344	3,411	-2.0	1,341	1,252	7.1
Thames	249	266	-6.4	1.4	613	541	13.3	106	84	26.2
Tauranga	964	893	8.0	5.4	2,211	2,213	-0.1	617	680	-9.3
Rotorua	288	272	5.9	1.6	922	883	4.4	99	107	-7.5
Gisborne	189	148	27.7	1.1	403	363	11.0	114	88	29.5
Napier	532	601	-11.5	3.0	1,545	1,528	1.1	422	402	5.0
New Plymouth	386	425	-9.2	2.1	1,017	1,064	-4.4	213	269	-20.8
Wanganui	192	207	-7.2	1.1	591	506	16.8	129	142	-9.2
Palmerston North	788	859	-8.3	4.4	1,693	1,748	-3.1	804	815	-1.3
Masterton	188	150	25.3	1.1	456	352	29.5	98	92	6.5
Wellington	1,593	1,488	7.1	8.9	3,132	2,952	6.1	1,278	1,244	2.7
Nelson	326	298	9.4	1.8	997	1,046	-4.7	223	267	-16.5
Blenheim	195	187	4.3	1.1	455	447	1.8	145	136	6.6
Greymouth	76	81	-6.2	0.4	185	232	-20.3	35	38	-7.9
Westport	18	22	-18.2	0.1	72	98	-26.5	0	0	0.0
Christchurch	2,123	2,310	-8.1	11.9	5,611	5,627	-0.3	1,796	1,986	-9.6
Timaru	235	294	-20.1	1.3	543	594	-8.6	152	184	-17.4
Oamaru	71	81	-12.3	0.4	159	225	-29.3	18	14	28.6
Dunedin	711	742	-4.2	4.0	2,064	1,882	9.7	471	517	-8.9
Invercargill	388	436	-11.0	2.2	1,037	1,077	-3.7	284	344	-17.4
NZ total	17,911	17,501	2.3	100.00	44,265	43,898	0.8	13,589	13,959	-2.7

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New Passenger Vehicle Sales by Make - March 2016

MAKE	MAR'16	MAR'15	+/- %	MAR'16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	999	970	3.0	12.2%	3,688	15.2%
Mazda	816	732	11.5	10.0%	2,390	9.8%
Hyundai	731	669	9.3	8.9%	1,779	7.3%
Suzuki	618	483	28.0	7.5%	1,356	5.6%
Holden	608	794	-23.4	7.4%	2,217	9.1%
Mitsubishi	567	611	-7.2	6.9%	1,348	5.6%
Ford	509	461	10.4	6.2%	1,858	7.7%
Honda	468	434	7.8	5.7%	1,101	4.5%
Kia	405	304	33.2	4.9%	1,077	4.4%
Nissan	378	434	-12.9	4.6%	1,356	5.6%
Volkswagen	304	420	-27.6	3.7%	959	3.9%
Mercedes-Benz	271	217	24.9	3.3%	579	2.4%
Subaru	216	239	-9.6	2.6%	678	2.8%
BMW	199	165	20.6	2.4%	593	2.4%
Audi	181	181	0.0	2.2%	455	1.9%
Land Rover	127	108	17.6	1.6%	346	1.4%
Skoda	127	90	41.1	1.6%	329	1.4%
Jeep	107	129	-17.1	1.3%	303	1.2%
SsangYong	86	100	-14.0	1.0%	294	1.2%
Lexus	60	63	-4.8	0.7%	168	0.7%
Volvo	58	33	75.8	0.7%	157	0.6%
Mini	50	64	-21.9	0.6%	172	0.7%
Dodge	47	54	-13.0	0.6%	116	0.5%
Peugeot	46	63	-27.0	0.6%	168	0.7%
Porsche	37	46	-19.6	0.5%	141	0.6%
Fiat	32	48	-33.3	0.4%	161	0.7%
Chery	23	31	-25.8	0.3%	62	0.3%
Isuzu	23	11	109.1	0.3%	70	0.3%
Jaguar	23	12	91.7	0.3%	99	0.4%
Alfa Romeo	13	9	44.4	0.2%	56	0.2%
Citroen	13	14	-7.1	0.2%	45	0.2%
Yamaha	13	16	-18.8	0.2%	26	0.1%
Maserati	7	3	133.3	0.1%	25	0.1%
LDV	6	0	600.0	0.1%	14	0.1%
Can-Am	4	1	300.0	0.0%	13	0.1%
Others	19	66	-71.2	0.2%	82	0.3%
Total	8,191	8,075	1.4	100.0%	24,281	100.0%

New Passenger Vehicle Sales by Model - March 2016

MAKE	MODEL	MAR'16	MAR'15	+/- %	MAR'16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Suzuki	Swift	304	274	10.9	3.7%	684	2.8%
Toyota	Corolla	302	291	3.8	3.7%	1,252	5.2%
Mazda	CX-5	242	233	3.9	3.0%	721	3.0%
Honda	Jazz	225	238	-5.5	2.7%	528	2.2%
Kia	Sportage	206	115	79.1	2.5%	532	2.2%
Mazda	Mazda3	201	193	4.1	2.5%	640	2.6%
Hyundai	Santa Fe	198	183	8.2	2.4%	562	2.3%
Toyota	RAV4	183	214	-14.5	2.2%	788	3.2%
Hyundai	Tucson	181	0	18100.0	2.2%	489	2.0%
Suzuki	Vitara	179	0	17900.0	2.2%	384	1.6%
Mitsubishi	Outlander	170	225	-24.4	2.1%	357	1.5%
Nissan	Qashqai	169	137	23.4	2.1%	476	2.0%
Mazda	Mazda2	159	174	-8.6	1.9%	378	1.6%
Toyota	Yaris	158	206	-23.3	1.9%	504	2.1%
Hyundai	i20	147	95	54.7	1.8%	222	0.9%
Honda	HR-V	143	0	14300.0	1.7%	347	1.4%
Holden	Commodore	137	195	-29.7	1.7%	669	2.8%
Holden	Captiva	133	181	-26.5	1.6%	320	1.3%
Volkswagen	Golf	131	181	-27.6	1.6%	331	1.4%
Mitsubishi	Mirage	131	100	31.0	1.6%	203	0.8%
Mazda	CX-3	129	38	239.5	1.6%	400	1.6%
Toyota	Highlander	127	105	21.0	1.6%	450	1.9%
Mitsubishi	ASX	121	150	-19.3	1.5%	314	1.3%
Ford	Focus	115	54	113.0	1.4%	361	1.5%
Nissan	X-Trail	112	180	-37.8	1.4%	442	1.8%
Mitsubishi	Lancer	108	117	-7.7	1.3%	357	1.5%
Subaru	Outback	106	115	-7.8	1.3%	354	1.5%
Holden	Cruze	96	162	-40.7	1.2%	255	1.1%
Mercedes Benz	C-Class	86	83	3.6	1.0%	135	0.6%
Honda	CR-V	85	123	-30.9	1.0%	153	0.6%
Hyundai	i30	73	72	1.4	0.9%	216	0.9%
Ford	Kuga	72	83	-13.3	0.9%	254	1.0%
Mazda	Mazda6	72	80	-10.0	0.9%	200	0.8%
Toyota	Camry	67	41	63.4	0.8%	216	0.9%
Ford	Mustang	64	0	6400.0	0.8%	276	1.1%
Others		3,059	3,437	-11.0	37.3%	9,511	39.2%
Total		8,191	8,075	1.4	100.0%	24,281	100.0%

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Swift rise to the top of the charts

New car sales figures are continuing to remain in the black, but the big story for March 2016 is the Suzuki Swift becoming the number-one seller.

Selling 304 units last month, an increase of 10.9 per cent on March 2015, pushed the Swift into top spot for the first time since May 2014.

In February 2016, the Swift wasn't even in the top four for new passenger vehicle sales.

The Toyota Corolla claimed second place in March 2016, selling 302 units – a 3.8 per cent increase on the same month last year. While the Mazda CX-5 (which was number one last month) is continuing to sell well with 242 units, up 3.9 per cent on this time last year.

Another big seller in March was the Kia Sportage, with 206 units. This is up a massive 79.1 per cent on March 2015, when 115 were sold.

General manager of automobile marketing at Suzuki New Zealand, Gary Collins, says the Swift figures are great news, but there were a few factors contributing to its success.

"It was probably a combination of things. We've had a special edition model for the month – the Swift Plus – which offered a sharp price point along with additional extras, such as alloy wheels, cruise control and Bluetooth.

"Basically an up-spec from our GL entry level with rear spoiler and tinted windows. It's been a short-term run, but it's something we've been active with for different special editions depending on what comes out of the factory."

The age demographic of buyers is also a key area.

"We are definitely seeing younger customers, in their twenties, thirties and forties. There's generally a very strong acceptance of the model and appeal to a slightly younger audience.

"I think styling of the Swift has a big impact on this. It's a very good all-round vehicle in terms of drivability and specifications."

Global figures are also reflective of a high demand for Suzuki Swift, with worldwide sales having reached five million units.

March figures for total registrations for New Passenger Vehicles in New Zealand were another positive, hitting 8,191 – up 1.4 per cent on March last year – continuing the upward curve from February, which enjoyed a

2.1 per cent increase compared to February 2015.

Toyota is the number one marque, just missing out on 1,000 sales by one vehicle, enjoying a 3 per cent increase on March 2015 and a dominant 15.2 per cent market share.



The Swift is enjoying global success

Mazda sold a total of 816 units last month, registering an impressive 11.5 per cent increase on March 2015, while Hyundai hit

731 new passenger vehicle sales, jumping 9.3 per cent on March 2015.

The success of the Swift obviously contributed to Suzuki enjoying a bumper March with 618 sales – a leap of 28 per cent on last year and boosting market share to 5.6 per cent.

Another marque on the rise is

undoubtedly Skoda, having sold 127 units last month – this was a 41.1 per cent increase compared to March 2015.

Ken Cummings is managing director of the Southern Motor Group and wasn't surprised by the Skoda numbers.

"It's a growing brand in New Zealand, getting acceptance right through the country. The Skoda Fabia is especially strong – and it's a brand on a lot of people's shopping lists.

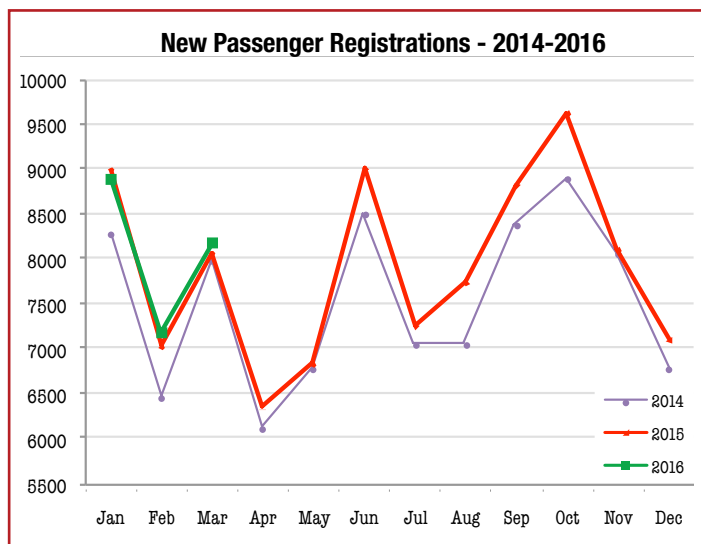
"Basically a very good car that people understand, with a strong technological aspect as part of the Volkswagen/Audi family."

As a region, Dunedin enjoyed outstanding new car sales numbers, with 299 units – up 20.1 per cent on the same month last year. And Cummings says these figures are reflected across the board.

"We're very pleased with the numbers. If we look back at last year in Otago, we were down 5 per cent, taking out government and rentals, so this is a welcome change.

"We have had quite a spread of different brands here, with a few standouts. Subaru has been very strong and demand for the new Outback has continued – we just need to keep trying to satisfy demand," Cummings said.

"I think we can put it down to the financial end-of-year business purchasing, just getting in before March 31, and tourism is another influence. Operators are having a bumper time with very strong business and they're looking to spend and upgrade. So after a reasonably tough year last year, Otago is travelling well." ☺



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Passenger Car and SUV Sales by Private/Business split

MAKE	PRIVATE	% PRIVATE	BUSINESS	% BUSINESS	TOTAL
Alfa Romeo	7	53.8	6	46.2	13
Aston Martin	0	0.0	1	100.0	1
Audi	81	44.8	100	55.2	181
Bentley	2	66.7	1	33.3	3
BMW	36	18.2	162	81.8	198
Chery	20	87.0	3	13.0	23
Chrysler	0	0.0	4	100.0	4
Citroen	11	84.6	2	15.4	13
Dodge	27	57.4	20	42.6	47
Fiat	24	75.0	8	25.0	32
Ford	223	44.1	283	55.9	506
Holden	143	23.6	464	76.4	607
Honda	342	73.2	125	26.8	467
Hyundai	283	38.7	448	61.3	731
Isuzu	7	30.4	16	69.6	23
Jaguar	13	56.5	10	43.5	23
Jeep	26	24.5	80	75.5	106
Kia	248	61.2	157	38.8	405
Lamborghini	2	100.0	0	0.0	2
Land Rover	63	52.9	56	47.1	119
Lexus	28	46.7	32	53.3	60
McLaren	1	100.0	0	0.0	1
Maserati	1	14.3	6	85.7	7
Mazda	396	48.6	418	51.4	814
Mercedes-Benz	101	37.4	169	62.6	270
Mini	19	38.0	31	62.0	50
Mitsubishi	305	53.8	262	46.2	567
Nissan	254	67.2	124	32.8	378
Peugeot	30	65.2	16	34.8	46
Porsche	21	56.8	16	43.2	37
Renault	2	66.7	1	33.3	3
Rolls-Royce	0	0.0	1	100.0	1
Skoda	57	44.9	70	55.1	127
Ssangyong	51	59.3	35	40.7	86
Subaru	103	47.7	113	52.3	216
Suzuki	471	76.2	147	23.8	618
Toyota	378	37.8	621	62.2	999
Volkswagen	135	43.7	174	56.3	309
Volvo	17	29.3	41	70.7	58
Other	0	0.0	1	100.0	1
Total	3,928	48.2	4,224	51.8	8,152

NEW VEHICLE MARKET SEGMENTATION - March 2016

	MAR '16	MAR '15	MTH% DIFF	2016 YTD	2015 YTD	% YTD
Passenger	4,247	4,317	-1.6	12,552	13,361	-6.1
SUV	3,910	3,688	6.0	11,604	10,598	9.5
Light Commercial	3,440	3,222	6.8	8,821	7,935	11.2
Heavy Commercial	431	442	-2.5	1,052	1,142	-7.9
Other	82	76	7.9	255	213	19.7
TOTAL MARKET	12,110	11,745	3.1	34,284	33,249	3.1
Micro	247	262	-5.7	481	598	-19.6
Light	1,413	1,495	-5.5	3,716	4,141	-10.3
Small	1,439	1,487	-3.2	4,644	5,121	-9.3
Medium	610	604	1.0	1,767	1,766	0.1
Large	285	312	-8.7	1,130	1,226	-7.8
Upper Large	15	24	-37.5	89	70	27.1
People Movers	58	53	9.4	140	124	12.9
Sports	180	80	125.0	585	315	85.7
SUV Small	1,127	1,060	6.3	3,176	3,144	1.0
SUV Medium	1,507	1,498	0.6	4,444	4,146	7.2
SUV Large	1,230	1,080	13.9	3,818	3,180	20.1
SUV Upper Large	46	50	-8.0	166	128	29.7
Light Buses	60	82	-26.8	174	156	11.5
Vans	472	569	-17.0	1,276	1,371	-6.9
Pick Up/Chassis Cab 4x2	1,365	981	39.1	3,090	2,532	22.0
Pick Up/Chassis Cab 4x4	1,543	1,590	-3.0	4,281	3,876	10.4
Heavy Commercial	431	442	-2.5	1,052	1,142	-7.9
Other	82	76	7.9	255	213	19.7
TOTAL MARKET	12,110	11,745	3.1	34,284	33,249	3.1

NEW VEHICLE SALES BY BUYER TYPE - March 2016

	MAR '16	MAR '15	MTH%	2016 YTD	2015 YTD	% YTD
Passenger	4,247	4,317	-1.6	12,552	13,361	-6.1
Private	1,983	2,110	-6.0	5,188	5,339	-2.8
Business	1,893	1,860	1.8	5,322	5,809	-8.4
Gov't	274	253	8.3	602	580	3.8
Rental	97	94	3.2	1,440	1,633	-11.8
SUV	3,910	3,688	6.0	11,604	10,598	9.5
Private	1,946	1,662	17.1	5,218	4,276	22.0
Business	1,878	1,837	2.2	5,460	5,132	6.4
Gov't	59	61	-3.3	171	178	-3.9
Rental	27	128	-78.9	755	1,012	-25.4
Light Commercial	3,440	3,222	6.8	8,821	7,935	11.2
Private	878	784	12.0	2,348	1,987	18.2
Business	2,378	2,195	8.3	5,971	5,476	9.0
Gov't	91	131	-30.5	273	299	-8.7
Rental	93	112	-17.0	229	173	32.4
Sub Total	11,597	11,227	3.3	32,977	31,894	3.4
Private	4,807	4,556	5.5	12,754	11,602	9.9
Business	6,149	5,892	4.4	16,753	16,417	2.0
Gov't	424	445	-4.7	1,046	1,057	-1.0
Rental	217	334	-35.0	2,424	2,818	-14.0
Heavy Commercial	431	442	-2.5	1,052	1,142	-7.9
Other	82	76	7.9	255	213	19.7
Total	12,110	11,745	3.1	34,284	33,249	3.1

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Upward trend as Foton and Mitsubishi fire



It's as you were at the top of the new commercials chart, with the usual suspects continuing to dominate.

Much like January and February numbers, the Ford Ranger sits at number one. There were 661 units shifted in March 2016, compared to 514 in March 2015 – an increase of 28.6 per cent.

The Toyota Hilux remains at number two with 601 sales, up 9.7 per cent on March last year.

But there was an impressive showing for the Mitsubishi Triton, with 462 registrations, up a significant 61 per cent on March 2015. With Mitsubishi's market share in this segment also increasing from 4.4 per cent in February to 11.8 per cent last month.

Also sending a clear signal of progress is the Foton Tunland, pictured above. With 79 units sold last month compared to 48 in March 2015, they've enjoyed

a 64.6 per cent jump.

Matthew Foot is the CEO of Brendan Foot Supersite in Wellington and isn't surprised by the success of the Foton.

"I just think people have an affinity with the Cummins diesel engine and many have worked with machinery in the past and know it well.

"Their ute is modern and really well featured. There has also been a very good special on the vehicle, which has contributed to sales. It was a GST exclusive offer that made it so much more competitive. But it's got a great engine with features of other mainstream vehicles."

As for the market overall, some new trends are emerging.

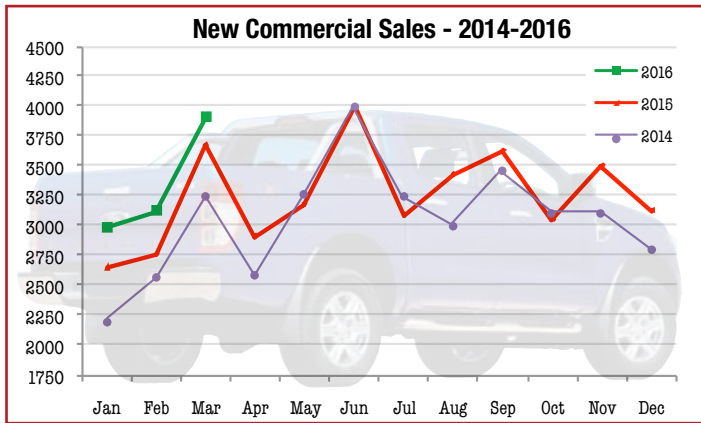
"Double-cab utes are selling really strongly," says Foot. "A lot of people are actually moving away

from SUVs, there's a strong female market, you can put the dog in there and go to the beach – it's got real everyday use. We're also seeing a switch from manual to diesel autos."

In terms of makes, Toyota is number one for the first time this year. They sold 851 units, up 4 per cent on the same time last year.

Sitting in second is Ford with 752 units for March 2016 – a jump of 19.6 per cent on March 2015. Mitsubishi will be delighted with their numbers, hitting 462 units last month. This is in comparison to 326 this time last year, an increase of 41.7 per cent.

Isuzu is next up with 318 new commercial sales, a welcome boost of 29.3 per cent compared to last year. Holden round out the top five on 284 units – dropping 20.4 per cent on the corresponding month last year. ☺



MAKE	MAR'16	MAR'15	+/- %	MAR'16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	851	818	4.0	21.7%	1,964	19.6%
Ford	752	629	19.6	19.2%	2,113	21.1%
Mitsubishi	462	326	41.7	11.8%	942	9.4%
Isuzu	318	246	29.3	8.1%	747	7.4%
Holden	284	357	-20.4	7.2%	813	8.1%
Nissan	234	280	-16.4	6.0%	685	6.8%
Mazda	151	123	22.8	3.9%	372	3.7%
Volkswagen	124	136	-8.8	3.2%	343	3.4%
SsangYong	96	67	43.3	2.4%	263	2.6%
Foton	85	51	66.7	2.2%	187	1.9%
Hyundai	76	86	-11.6	1.9%	196	2.0%
Mercedes-Benz	53	44	20.5	1.4%	150	1.5%
Mitsubishi Fuso	50	58	-13.8	1.3%	102	1.0%
Hino	48	61	-21.3	1.2%	118	1.2%
Volvo	45	48	-6.3	1.1%	81	0.8%
Fiat	42	53	-20.8	1.1%	153	1.5%
LDV	41	38	7.9	1.0%	185	1.8%
Land Rover	40	18	122.2	1.0%	84	0.8%
Kenworth	19	10	90.0	0.5%	63	0.6%
UD Trucks	19	24	-20.8	0.5%	57	0.6%
Others	129	207	-37.7	3.3%	419	4.2%
Total	3,919	3,680	6.5	100.0%	10,037	100.0%

MAKE	MODEL	MAR'16	MAR'15	+/- %	MAR'16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Ford	Ranger	661	514	28.6	16.9%	1,904	19.0%
Toyota	Hilux	601	548	9.7	15.3%	1,345	13.4%
Mitsubishi	Triton	462	287	61.0	11.8%	941	9.4%
Holden	Colorado	263	346	-24.0	6.7%	758	7.6%
Toyota	Hiace	235	249	-5.6	6.0%	576	5.7%
Nissan	Navara	234	280	-16.4	6.0%	685	6.8%
Isuzu	D-Max	190	160	18.8	4.8%	504	5.0%
Mazda	BT-50	151	123	22.8	3.9%	372	3.7%
SsangYong	Actyon Sport	96	67	43.3	2.4%	263	2.6%
Foton	Tunland	79	48	64.6	2.0%	167	1.7%
Ford	Transit	78	115	-32.2	2.0%	185	1.8%
Isuzu	N Series	77	37	108.1	2.0%	124	1.2%
Hyundai	iLoad	73	84	-13.1	1.9%	191	1.9%
Volkswagen	Amarok	66	92	-28.3	1.7%	189	1.9%
Mercedes Benz	Sprinter	42	35	20.0	1.1%	124	1.2%
Fiat	Ducato	41	39	5.1	1.0%	147	1.5%
Land Rover	Defender	40	18	122.2	1.0%	84	0.8%
Volvo	FM	40	35	14.3	1.0%	53	0.5%
Isuzu	F Series	34	32	6.3	0.9%	74	0.7%
Volkswagen	T6	31	0	3100.0	0.8%	82	0.8%
Others		425	571	-25.6	10.8%	1,269	12.6%
Total		3,919	3,680	6.5	100.0%	10,037	100.0%

A word of caution on sales jump

Used commercial sales in March continued to impress, with total sales of 891 – up from 785 in the same month last year, a healthy jump of 11.8 per cent. The year to date total is 2,331 units.

The Toyota Hiace, pictured, led the way in March 2016 in terms of model, with 321 units sold – up 7.7 per cent on the same time last year.

However, the Nissan Caravan dropped to 70 units, compared to 73 in March 2015, but still sits in second place.

The Mazda Bongo is third with 52 units sold, up from 36 in March 2015. The Nissan Vanette and NV200 round out the top five.

But out in the marketplace the conditions are currently tough.

Bill Julian is the MD of August Autos and doesn't believe the strong figures will continue.

"I can't see the scale of those growth numbers being maintained. We are getting some serious heat from the new commercial sales, with a much cheaper price-point – and of course interest rates are incredibly low. You can look to get a two- or three-man van, just laying out a \$5,000 deposit. You then pay \$100 a week, so it's very do-able.

"I actually think it's going to be a tough few months. Reading

the reports coming from the foreign currencies, fuel prices and confidence out of China – the conditions aren't great for us," says Julian.

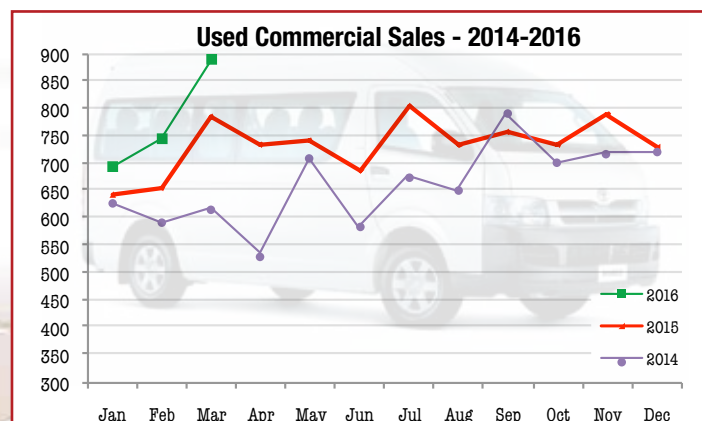
But cutting corners certainly isn't an option.

"You can look to try and buy a lesser vehicle in Japan, but you end up spending more money on reconditioning. We look to sell a finance contract on a vehicle – that's one of our profit centres. We generally buy out of Japan and Turners, but they're drying up heavily too, without much of a margin."

And it's the usual suspects that are selling well.

"The Hiace, of course, which is pretty much down to price. And the Nissan product is not bad but it's difficult to source out of Japan as they tend to fall into the African market, Kenya especially, for under \$20,000.

"But we're 20-plus years as a company and all in all we're pretty good. Repeat business is the key aspect to keeping our market share. However, things have never really recovered since the sub-prime days, 2008... we've just been trying to rebuild from there." ☺



Used Commercial Sales by Make - March 2016

MAKE	MAR '16	MAR '15	+/- %	MAR '16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	431	395	9.1	48.4%	1,123	48.2%
Nissan	188	147	27.9	21.1%	505	21.7%
Mazda	63	44	43.2	7.1%	143	6.1%
Isuzu	46	35	31.4	5.2%	109	4.7%
Ford	30	22	36.4	3.4%	74	3.2%
Mitsubishi	27	30	-10.0	3.0%	93	4.0%
Hino	26	33	-21.2	2.9%	49	2.1%
Holden	17	18	-5.6	1.9%	42	1.8%
Chevrolet	15	12	25.0	1.7%	45	1.9%
Fiat	8	8	0.0	0.9%	27	1.2%
Dodge	6	5	20.0	0.7%	15	0.6%
Volkswagen	5	4	25.0	0.6%	22	0.9%
Kenworth	4	5	-20.0	0.4%	7	0.3%
GMC	3	5	-40.0	0.3%	8	0.3%
Mercedes-Benz	3	3	0.0	0.3%	7	0.3%
Great Wall	2	0	200.0	0.2%	4	0.2%
Grove	2	0	200.0	0.2%	3	0.1%
MAN	2	1	100.0	0.2%	2	0.1%
Renault	2	0	200.0	0.2%	2	0.1%
AM General	1	0	100.0	0.1%	1	0.0%
Others	10	18	-44.4	1.1%	50	2.1%
Total	891	785	13.5	100.0%	2,331	100.0%

Used Commercial Sales by Model - March 2016

MAKE	MODEL	MAR '16	MAR '15	+/- %	MAR '16 MKT SHARE	2016 YEAR TO DATE	2016 MKT SHARE
Toyota	Hiace	321	298	7.7	36.0%	842	36.1%
Nissan	Caravan	70	73	-4.1	7.9%	195	8.4%
Mazda	Bongo	52	36	44.4	5.8%	108	4.6%
Nissan	Vanette	42	29	44.8	4.7%	100	4.3%
Nissan	NV200	37	16	131.3	4.2%	86	3.7%
Toyota	Dyna	36	23	56.5	4.0%	86	3.7%
Isuzu	Elf	30	22	36.4	3.4%	71	3.0%
Toyota	Regius	26	32	-18.8	2.9%	77	3.3%
Toyota	Toyocace	20	24	-16.7	2.2%	48	2.1%
Hino	Dutro	16	21	-23.8	1.8%	27	1.2%
Nissan	Atlas	15	13	15.4	1.7%	54	2.3%
Toyota	Hilux	12	13	-7.7	1.3%	37	1.6%
Nissan	Navara	11	8	37.5	1.2%	35	1.5%
Ford	Ranger	10	8	25.0	1.1%	26	1.1%
Mitsubishi	Canter	9	16	-43.8	1.0%	39	1.7%
Isuzu	Forward	9	6	50.0	1.0%	22	0.9%
Fiat	Ducato	8	8	0.0	0.9%	25	1.1%
Holden	Colorado	7	6	16.7	0.8%	16	0.7%
Nissan	Patrol	7	2	250.0	0.8%	13	0.6%
Hino	Ranger	7	7	0.0	0.8%	15	0.6%
Others		146	124	17.7	16.4%	409	17.5%
Total		891	785	13.5	100.0%	2,331	100.0%

Stock steady as prices continue to fall

Showing similar numbers to February, new passenger vehicle figures remain reasonably steady.

Latest March statistics show 7561 new passenger vehicles crossed the border in March 2016, compared to 7569 in March last year – a difference of just eight units.

Stock levels dropped to 54,829 units from 55,459 the previous month as 630 more were sold than came into the country.

Average daily sales for the last 12 months remain at 261, while the number of days stock at hand dropped to 210.

Optimism appears to be the watch-word for the new light commercial segment, with stock reasonably solid.

Matthew Wales is dealer principal of Andrew Simms Botany and says the market is in good shape.

"In terms of stock we're



New stock arrives via an Auto Logistics transporter

holding OK, but there's a huge amount of pre-sold vehicles in the system, without too much actually on the ground. We can say there certainly isn't an over-supply, like we saw a few years ago, but a reasonable supply in terms of colours and variants.

"But there are some pretty special deals out there and

aggressive price points. I mean, by the time a shipment has arrived, it's pretty much gone," says Wales. "Nissan are offering spectacular deals, as are Holden, while Mitsubishi are the market leaders.

"When it comes to sourcing stock, everything comes from our distributors. We've always

had a method of buying from our distributors, in bulk, at an attractive price point. But whether you're a dealer or a distributor, you don't want to hold old stock.

"And while price is of course a key factor, the internet has really made it essential to provide exceptional service.

Customers go online and know exactly what they want in terms of value and what's on offer – they are even up to speed on trade-in numbers.

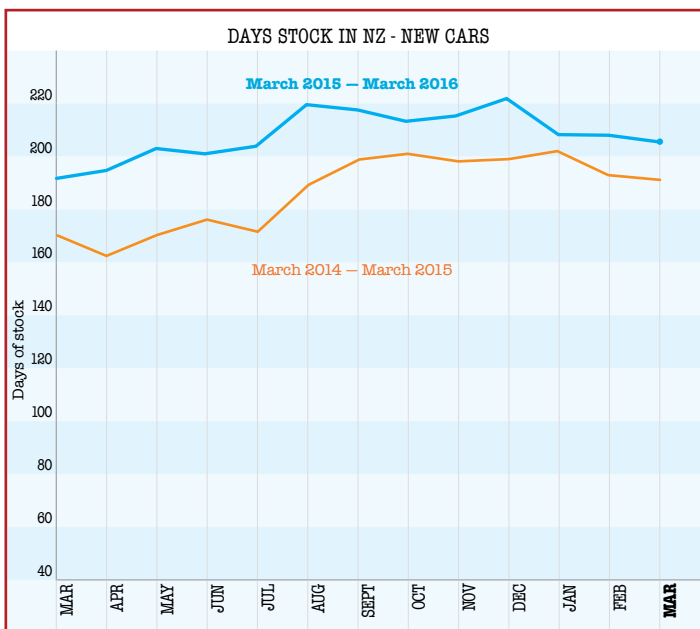
It's up to us to deliver a point of difference and keep people coming back."

In terms of what's going to sell in the coming months, Wales has a pretty firm idea.

"I'm probably a little bit biased, but the Kia has been fairly stable and the new Sportage has delivered a fantastic boost. I think we'll be looking at some fantastic growth." ☺

Dealer stock of new cars in New Zealand

	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Mar '15	7,569	8,075	-506	48,018	252	191
Apr '15	7,746	6,373	1,373	49,391	252	196
May '15	9,395	6,843	2,552	51,943	253	206
Jun '15	8,297	9,021	-724	51,219	254	202
Jul '15	8,842	7,272	1,570	52,789	254	207
Aug '15	11,675	7,752	3,923	56,712	256	221
Sept '15	8,254	8,835	-581	56,131	258	218
Oct '15	8,619	9,634	-1,015	55,116	260	212
Nov '15	8,753	8,115	638	55,754	260	215
Dec '15	8,981	7,110	1,871	57,625	261	222
Jan '16	6,678	8,899	-2,221	55,404	260	213
Feb '16	7,246	7,191	55	55,459	261	213
Mar '16	7,561	8,191	-630	54,829	261	210
Year to date	21,485	24,281	-2,796			
Change on Mar 2015	-0.1%	1.4%		14.2%		
	<small>LESS IMPORTED</small>	<small>MORE SOLD</small>		<small>MORE STOCK</small>		



Used stock difficult to find

There were a total of 13,016 used cars imported in March 2016, which is an actual drop on the same month last year of 14 per cent – when the number was 14,964.

March registrations of imported passenger vehicles also took a slight fall in comparison to last year, dropping to 12,153 from 12,313 in March 2015.

Current stock levels are at 24,756 and have increased by 5,903 units over the past 12 months. The number of days stock at hand for March 2016 is 63, compared to 60 in February 2016.

But stock hasn't always been easy to pick up. Brian Watts is dealer principal of Watts Motors in Gisborne.

"It's been difficult to buy stock in Japan but we're getting trades on new cars.

"It comes and goes for a franchise dealer and depends on



Watts Motors in Gisborne

the used-car sales and getting reasonable trades. A factor is also what level you are in at – if there are ex-leases or two-year-old cars and you're in the right place at the right time, then you can get them.

"Those cars that are \$10,000 to \$15,000 are harder to source if you're not trading them.

"We normally source our used cars from Japan, and a few out of Turners. But obviously you're competing against the retail market and it's hard to get a decent margin. Or you're trying to take out those cars

that are actually over-stocked.

"In terms of what we sell, it's important to try and have a bit of everything. The SUVs are popular along with the small hatches. The key is to have the connections and just keep chipping away."

But not everyone is looking to source out of Japan. Managing director of Euro Cars, Auckland, Lewis Rowe is taking a different route.

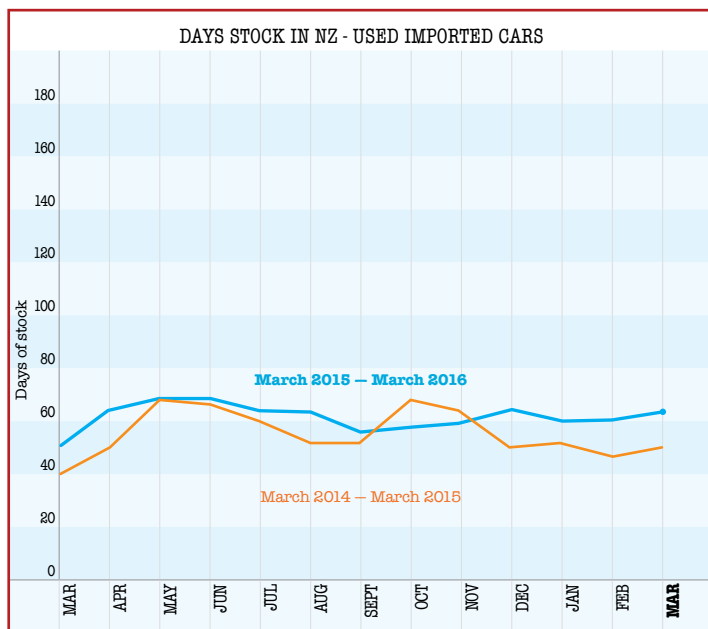
"I source as much stock as I can within New Zealand and dealer trade-ins primarily. We have the odd car from the UK and Australia but not generally from Japan.

"Getting the actual stock has always been the hardest part of the game, but I've just worked on building some good local relationships with bigger franchise dealers.

"I've dealt in Japan in the past but there can be issues. You can be left with thousands of dollars of recon costs, the stereos need to be changed and the Japanese yen is horrific against the dollar for the high-end stuff.

"People are looking for something quite specific so we don't negotiate too much on price. We're all about quality and service – we may be a small business but our standards are exceptionally high," Rowe says.

"Going forward I'm just continuing to work trimming overheads as much as possible and building relationships with dealerships. I think I've tried to focus on a gap in the market."



	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Mar '15	14,964	12,313	2,651	18,853	372	51
Apr '15	16,155	11,038	5,117	23,970	376	64
May '15	14,531	12,415	2,116	26,086	379	69
Jun '15	12,864	12,415	449	26,535	384	69
Jul '15	11,944	13,891	-1,947	24,588	389	63
Aug '15	12,129	12,061	68	24,656	391	63
Sept '15	8,673	11,667	-2,994	21,662	392	55
Oct '15	12,381	11,149	1,232	22,894	393	58
Nov '15	12,379	11,732	647	23,541	393	60
Dec '15	14,620	12,598	2,022	25,563	394	65
Jan '16	9,769	11,675	-1,906	23,657	393	60
Feb '16	11,972	11,736	236	23,893	396	60
Mar '16	13,016	12,153	863	24,756	396	63
Year to date	34,757	35,564	-807			
Change on Mar 2015	-13.0%	-1.3%		31.3%		
	LESS IMPORTED	LESS SOLD		MORE STOCK		

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