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Deecember 2017

Electric cars to play role in green targets

Commission suggests basing registration fees on vehicles' emissions and fuel-price pressure to tackle climate change

A government think-tank believes electric vehicles (EVs) offer the best way of slashing harmful emissions created by New Zealand's transport sector and is coming up with ideas about how to achieve this.

The Productivity Commission has been charged with finding out how the country can move towards a low-emissions economy and has produced an issues paper on the way forward.

The document has four key parts – how greenhouse gas (GHG) emissions can be cut, opportunities and barriers to reduce emissions, policy and institutional arrangements, and ensuring such a transition continues to grow incomes and well-being.

The automotive industry is coming under scrutiny because about 19 per cent of New Zealand's emissions stem from transport with road vehicles being responsible for more than 90 per cent of them.

The country's level of vehicle ownership is among the highest in the world and its light fleet is one of the oldest in developed countries – and the commission says older vehicles tend to emit more emissions than newer ones.

The government wants to develop charging infrastructure for electric cars

Murray Sherwin, chairman of the Productivity Commission, believes the largest reductions in transport emissions will likely come from two main areas.

One is switching from liquid fossil fuels to renewable energy sources, particularly by using EVs, and reducing vehicle use. The other is improving transport systems through, for example, intelligent transportation systems (ITS) and greater use of public transport.

The issues report states EVs "offer by far the greatest opportunity to reduce transport emissions in New Zealand".

EVs do not directly produce any GHG emissions while on the road, while indirect emissions depend on the electricity used to charge their batteries. New Zealand is well-placed in this area because of its abundant sources of renewable energy.

Possible opportunities to

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GUEST EDITORIAL

Future-proofing finance industry

Lyn McMorran looks back at the Financial Services Federation's debut conference tackling regulatory impact

It was a pleasure for the Financial Services Federation (FSF) to put on its first-ever conference. After more than 50 years' existence, it feels we have matured as an organisation to have grown in member numbers and resources to be able to present such a fully-fledged event.

LYN McMORRAN
Executive director of the FSF

It's a measure of how far we've come – from an organisation of about six members to one where we now have nearly 60, many of whom are in vehicle financing or leasing.

It was particularly pleasing to have such a great response to the programme with nearly 100 delegates in attendance.

The conference's theme – financial services future-proofing – was timely with the massive regulatory overhaul and compliance burden following the global financial crisis now well-behind our members.

The event was a look into the future of finance – how credit is provided and how consumers might use it.

Mitchell Pham, of FinTechNZ, revealed how innovations such as car-sharing and driverless vehicles may impact on the sector, as well as ever-increasing demand for access to finance simply, quickly and via online or mobile platforms.

Helen Gordon, of the Australian Finance Industry Association – their equivalent of the FSF – gave us a raw look into changes across the Tasman. This included recent and proposed legislative changes, such as a ban on flex commissions so lenders, rather than car dealers, now set interest rates and dealers have limited capacity to discount rates.

She also touched on plans to introduce a deferred sales model for add-on insurances – to which banks in Australia have already committed to as a reaction to some mis-selling and practices of concern.

The FSF believes there's more sense in ensuring these products are sold responsibly, which we outlined in our consumer resource this year, the responsible credit-related insurance code.

The Department of Internal Affairs' Kate Reid gave an update on phase two of anti-money laundering and countering the financing of terrorism legislation.

She said that under the second-stage changes there will be a need to report suspicious activity – not just suspicious transactions – and explained how this needs to be reflected in financial reporting entities' risk assessments and processes. She also covered what will be required of dealers in high-value goods, including motor vehicles.

Feedback from our conference-goers on November 9 has been universally positive with all presenters receiving glowing endorsements.

We're almost ready to do it again, only bigger and better. Next year will see us host a two-day event with a gala dinner and awards evening in October. We hope making it a staple in the finance sector's calendar will add towards its future-proofing.

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

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

DESIGNER
Adrian Payne
arpayne@gmail.com

EDITOR
Darren Risby
ris@autofile.co.nz

JOURNALISTS
Sue Brebner-Fox
sue@autofile.co.nz

Lucy Pink
lucyp@autofile.co.nz

MOTORSPORT
Mark Baker
veritas.nz@xtra.co.nz

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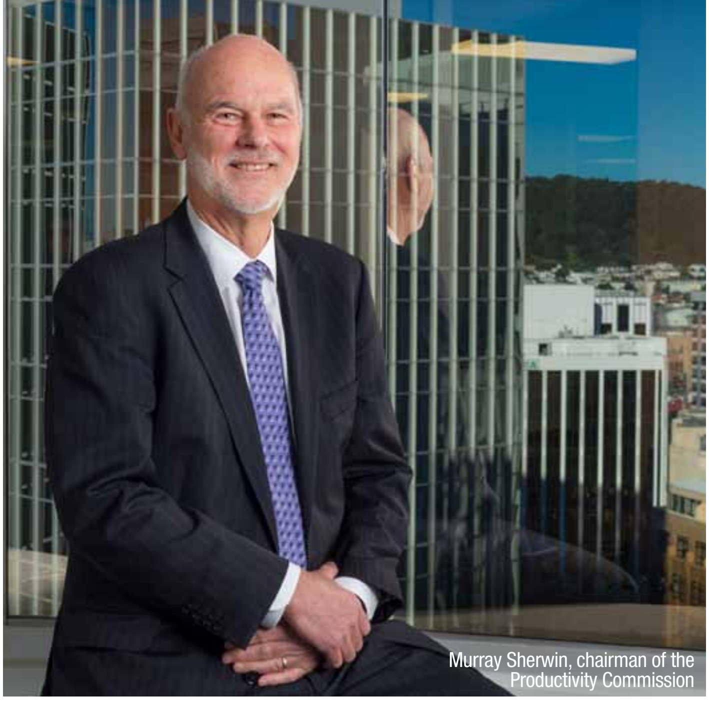
expand the popularity of electric cars include encouraging the growth of publicly available charging infrastructure and greater price pressure on fuels via the emissions trading scheme (ETS).

Other suggestions include basing registration fees on a vehicle's emissions potential, minimum emissions standards, improving awareness and education around EVs, government subsidies and electrification of the government's fleet.

On the flipside, at the moment EVs are more expensive to buy than their equivalent internal combustion vehicles (ICVs), public perceptions include range anxiety and there's a limited range of models available in New Zealand, says the commission.

It adds there's a lack of charging infrastructure and varying recharging standards, while no policy measures to properly price or regulate the adverse effects of ICVs are in place.



Murray Sherwin, chairman of the Productivity Commission

The government is also aiming to improve public awareness and perception around EVs, and facilitate the development of the charging infrastructure.

Its 2017 EV Programme set a target of 64,000 on-road vehicles by 2021. Policies to support this include a contestable fund of up to $6 million per year to support low-emission projects.

Others are investing $1m annually in a nationwide EV information and promotion campaign, and exempting light and heavy electric vehicles from road-user charges (RUC) until they make up two per cent of their respective fleets.

The Motor Industry Association (MIA) is one of the organisations to have lodged a submission on the Productivity Commission's issues paper on transitioning to a low-emissions economy.

David Crawford, chief executive officer, says EVs will be important as a key way to reduce transport emissions going forward because they can leverage off New Zealand's renewable energy.

"More generally, it's important the commission doesn't pick technology or product winners, and focusses on the development of a framework that will allow the market to establish what the best low-emission options are," he adds.

"Policy interventions that demonstrably favour one competitor over another, or fuel-type over another, either directly or indirectly, are unlikely to be durable and risk damaging competition and worsening outcomes.

"While EVs are going to be important, we note Toyota, BMW, Daimler, Honda and Hyundai are part of a consortium committed to spending 10 billion euros [or about NZ$17.4b] on hydrogen-related projects."

Methanex is looking to

produce methanol for a low-emissions fuel, adds Crawford. Given that most of the world's electricity is not low-emission generated – apart from nuclear – Mazda is pursuing low-emission internal combustion engines with its diesel-petrol combined fuel technology, which generates emissions at a similar, if not lower, level than plug-in hybrids.

"We simply do not know what technologies will come to the fore, hence economic settings should encourage innovation around low emissions as opposed to focusing on one technology over the other."

New technology investment and diffusion policies become important as well as their associated policies.

Crawford says: "As a technology-taker, with the right policies New Zealand can benefit from the rapidly falling costs of new technology especially in the energy sector, and minimise any efficiency losses that might be associated with the early adoption of higher-cost, higher-emissions technology."

The MIA believes government procurement has a greater role to play, and the commission should look at all tools available, such as ownership, purchase and regulation.

"While the power to purchase is often seen as a tool to subsidise, it need not be," explains Crawford.

"As seen with the stated objectives of political announcements with regard to EVs, government procurement can be used to stimulate the development of a nascent technology or market, and or help achieve scale in what's a small domestic market.

"To avoid distortions in long-term resource allocation, it's important a low-emissions economy includes all gases and sectors.

"The current exemption from the ETS for agriculture is distortionary and places an unfair burden on other sectors."

The commission's inquiry also covers other opportunities for transport mitigation. It recognises using biofuels instead of petrol and diesel could complement EVs in reducing vehicle emissions.

The Ministry of Business, Innovation and Employment notes a typical blend of biofuel leads to a five to 6.5 per cent reduction in GHG emissions per litre compared to regular fuels. While traditional sources of biofuel have limited supply, there seems to be potential for new technologies to produce it from wood and agricultural waste, for example.

"We simply do not know what technologies will come to the fore"
– David Crawford, MIA

Hydrogen fuel-cells are another low-emissions technology that could become important in transport, notes the commission. Compared to EVs, hydrogen-powered cars are quicker to refuel and have a longer range.

While it is technically possible to use biomass or renewable electricity to produce hydrogen, currently manufacturers generally use fossil fuels to do so, while establishing infrastructure to supply hydrogen around New Zealand is likely to be expensive.

Heavy vehicles contribute about 22 per cent of transport emissions and are more difficult to electrify. It has been suggested that switching freight from road transport to rail or coastal shipping may be a relatively low-cost way of mitigating emissions.

In addition, improving the efficiency of the transport system and reducing car usage can cut emissions and congestion.

The commission notes ITS that use data to smooth traffic flows and the further development of autonomous vehicles can have a similar effect.

Switching modes of transport towards public transport, cycling and walking, and increasing the use of car-sharing, will also help to limit vehicle usage.

In regards to policy settings, the MIA stresses there are several fleet characteristics the commission should consider.

New Zealand's importation of new vehicles each year is around 0.13 per cent of total world annual production, while marques make no vehicles for the Kiwi market.

"Whether or not New Zealand is, for example, EV-ready is irrelevant to manufacturers – our scale is miniscule," says Crawford.

"We sometimes joke our 0.13 per cent of new vehicles is the error of margin on the error of margin manufactures refer to when carrying out statistical analysis for production planning.

"Given our miniscule size, the opportunity to transition to a low-emissions road transport sector rests on the ability of vehicle distributors to pick the best technologies for our market settings.

"This is limited by model range. The bulk of the world's market is left-hand drive. Model options for EVs, PHEVs, hybrids and so on, which are right-hand drive, are fewer. However, the rate of model availability for lower-emission vehicles is picking up pace."

The MIA believes transport policy settings should:

- Focus on outcomes because it's important to avoid the temptation to pick winners as this leads to market distortions and wasted resources.
- Focus on managing demand not supply – marques supply what Kiwis want to buy, while supply-side management leads to "perverse outcomes".

There are options, the MIA has told the commission, that can be used to influence purchasing decisions to help create a lower-emissions economy.

"We suggest consideration is given to removing excise duty off petrol and moving all road vehicles to electronic RUCs," says Crawford.

"This permits the government to set differential RUC rates to

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incentivise or penalise vehicle choices – along with different rates for particular sections of the roading network, congestion management and other policy settings.

"Internationally, governments use taxation rebates to incentivise the uptake of EVs. New Zealand's taxation system is less complex compared to most countries, so there's room to integrate the taxation system with wider economic goals.

"For businesses, if you want to incentivise the uptake of low-emission vehicles, then a lower fringe-benefit tax rate compared to ICVs would significantly encourage the uptake of EVs. There's some merit in considering a carbon tax on fuel with offsetting tax benefits elsewhere in the economy."

As for the main barriers to the uptake of EVs in New Zealand, the Motor Trade Association (MTA) says public perceptions of price and range anxiety create uncertainty.

"There's also an element of behaviour in which the purchaser looks at their least frequent, greatest power," says Greig Epps, the MTA's industry relationship manager.

"For example, in cars this would be a suburban resident city worker, who travels less than 50km per day on round trips for work for most of the year but does one or two big holiday trips requiring a trailer, caravan or boat.

"Consumers could buy smaller vehicles or EVs for common use and own, rent or share a larger vehicle for less frequent use."

The MTA believes it may be best to look at overseas examples to encourage EV uptake and the greatest impact as being from direct financial inducements.

In Norway, for example, EVs

Scrappage numbers have been largely static despite the fleet increasing in numbers so its age has slowly increased, says the MTA

have a 22 per cent market share as a result of incentives introduced in the early 1990s.

These include no purchase or import taxes, exemption from 25 per cent sales tax, low annual road tax, no toll charges on roads or ferries, free municipal parking, access to bus lanes, 50 per cent reduced company car tax and exemption from sales tax on leasing.

"These incentives send the signal it's economically beneficial to choose zero and low-emissions cars over high emissions," says Epps. "If EV uptake is to increase substantially, policies need to offer serious incentives to those considering purchasing a vehicle.

"However, increased uptake must be coupled with initiatives to ensure purchasers have access to energy supply, parts, service and repair facilities.

"Upskilling technicians, getting access to vehicle information to enable repairs and ensuring new technicians are trained requires support and encouragement from government as well as industry."

The MTA says emissions from transport can be reduced by encouraging changes in travel behaviour, such as improving public transport, and increasing ride and car-sharing initiatives.

New Zealand's geographic composition means relying on EVs isn't universally feasible and other avenues for reducing emissions need exploring.

"Light vehicles spend a considerable amount of time being parked, whereas commercial and heavy vehicles spend more time on the road, so the electrification of the heavy fleet may be an avenue for emissions reduction," says Epps.

"Having said that, when considering the net tonnage of a long-haul truck compared with rail, electrified rail becomes more attractive from an emission-reduction point of view."

The MTA says vehicle scrappage numbers have been largely static despite the fleet getting bigger, meaning its age has slowly increased.

"Maybe more work could be done around exiting older, higher-polluting vehicles from the fleet. Imports are at an all-time high, both new and used. We are still allowing vehicles that are 20 years or older into the fleet and this is contributing to our emissions profile."

The MTA wants any regulation to help transition to a low-emissions economy to provide certainty to industry regarding timeframes, measures and goals so businesses can plan to adjust their practices when necessary.

"The government needs to recognise initiatives to decrease emissions will be partly achieved by a decrease in the fleet and changes to the way it's fuelled."

The Imported Motor Vehicle Industry Association (VIA) generally supports the Productivity Commission's comments in its issues report on transitioning to a low-emissions economy.

David Vinsen, chief executive, told Autofile: "The VIA notes there will be increasing opportunities for the importation and sale of EVs, both new and used, and our members are already well-involved in importing used ones.

"It is interesting to note that some of the same entrepreneurs who identified the arbitrage opportunity that enabled the profitable importation of used vehicles back in 1997 are 'reinventing' themselves as importers and retailers of used EVs.

"In doing so, they have had to learn an entirely new set of information, such as charging, infrastructure, batteries, training, safety and so on."

Vinsen notes that EVs were anticipated to make up a small niche market only a couple of years ago, but are now seen as inevitable. He adds: "The only question is when and the rate of uptake."

The final report of the Productivity Commission, an independent Crown entity, is due to be published in June 2018.

Issues outlined in documents

Briefings to incoming ministers on the work of the Ministry of Transport (MoT) and the government's transport sector have been released.

They are designed for when changes in government occur so ministers understand key issues in their portfolios. The documents also underpin initial talks between newly elected representatives, and the MoT's management and board.

Peter Mersi

Peter Mersi, chief executive of the MoT, says new technologies are transforming the world around us.

The number of electric vehicles (EVs) are on the rise, while new business models are being developed in the automotive industry with cars becoming smarter, safer and increasingly automated.

"New technologies, increasing movements of people and freight, road-safety concerns and environmental pressures will drive changes," says Mersi. "While the sector is changing, basic needs for transport won't any time soon."

New Zealand's transport system will become increasingly connected, automated, shared and electric.

"The sector is going through an unprecedented period of innovation in vehicles, infrastructure and services. Transport could be at the forefront of a fusion of physical and digital worlds that's transforming how people live and work."

In terms of the motor-vehicle industry, the MoT says most marques will be developing new business models to sell "mobility as a service" instead of just cars.

"Fully autonomous vehicles – when they become widely available – are more likely to be operated as shared fleets instead of individually owned, making travel cheaper and more convenient while requiring less infrastructure."

While fully-autonomous vehicles are expected to be much safer, there's a while to wait until this technology is completely developed.

"The greatest technological safety benefits are likely to come from advanced driver-assistance systems, such as automated emergency braking and collision avoidance.

"Connected vehicle-to-infrastructure technologies could assist people to drive more safely, providing drivers with real-time information about road risks, speed limits and road conditions."

The documents also note Kiwis will have to be willing to jump onto the technological bandwagon.

"New Zealanders are often quick to embrace new technologies, but tend to prefer buying used vehicles. The average age of vehicles is 14 years. The widespread availability of shared fleets could accelerate the modernisation of vehicles if attitudes to ownership also change."

Transport emissions have increased by 78 per cent since 1990 according to a report by the Ministry of the Environment and Statistics NZ, and electric cars and light vehicles are seen as a good way to reduce them.

The MoT notes the fleet has increased by almost 50 per cent since 2000. "We now have one of the highest car ownership rates in the world. About 60 per cent of cars added to the fleet each year are imported used vehicles."

To encourage a shift in travel modes, it believes alternatives to private car use are compelling.

"Vehicle and ride-sharing could become more popular with people using smartphones and mobility-as-a-service platforms to organise and pay for trips. However, it's unclear how readily New Zealanders will embrace shared transport."

Visit www.autofile.co.nz for an in-depth version of this story published on December 7.

Great turnout for golf day


Nick Proctor overseen by the team from John Andrew Ford


Te Rapa Wholesale Cars


Whakatane Autozone

Don Atkinson, left, of UDC, with Provident's Steve Owens

Finance Now took out the title.
From left, Tuks Nelio, Aaron Jones, Brett Williams and Andrew Brough

Provident Insurance's annual golf classic at the Narrows Golf Club in Hamilton saw 96 people taking the field in blue-sky conditions on the well-groomed riverside course.

The sport was great and the barbecues ran hot, but the banter among people from the trade was really what it was all about.

The winning team on November 22 was Finance Now. North Harbour Ford & Mazda took out the runner-up spot, while One Stop Automotive came third.

The men's longest drive on hole two was hit by Tom Appleby, of Manukau Hyundai, while the female honour went to Cherry de Kort, of Ingham Hyundai in Auckland.

Tim Brindon, of Motor Co, made the men's longest drive on the 11th, while UDC's Kate Rattrie scooped the same accolade among the women.

Andrew Pietersz, of One Stop Automotive, was closest to the pin, and Manukau Hyundai was the best-dressed team.

In the less-serious honours, the greenkeeper's award for most divots was presented to the team from Wynn Williams.

Phil Means, of Ingham Hyundai, received the water award, and a mask and snorkel, for twice picking his ball out of the water, while the garden rake went to UDC with two shots played in the bunker and two others in the rough on the seventh.

Shane Yates, of One Stop Automotive, had the most hooks and slices, while Mark Chilver, of Winger North Shore, scooped best putt from 30 metres on the 17th.

Daniel Featonby, of Enterprise Cars in New Lynn, secured most memorable play of the day, while the club president's award was won by Rodney Brown.

Steve Owens, chief executive officer of Provident, says: "Massive appreciation again to the team from UDC as co-sponsor of the event, providing refreshments and a place for weary golfers to chill out under the shade halfway down the course."

Experts tackle future challenges

Executives from some of the country's top automotive brands and insurance companies have come together for the Financial Services Future-Proofing conference.

Organised by the Financial Services Federation (FSF), the programme was tailored for its members, such as responsible, non-bank lenders and leasers including the finance arms of motor-vehicle brands.

Among about 90 delegates for the first event of its kind were financial services representatives from BMW, Mercedes-Benz, Toyota, Nissan and Honda.

European Financial Services, Branded Financial Services, Motor Trade Finance, Custom Fleet, Turners Automotive Group, Provident Insurance, Southsure Assurance and Protecta Insurance were also represented.

Guyon Espiner giving his address.
Photo: Jason Courtis

MC-ed by Rawdon Christie, the line-up featured local and overseas speakers who provided insights into how changes to regulation, technology, culture and legislation were impacting the future of New Zealand's responsible lending sector.

Political broadcaster Guyon Espiner kicked off last month's conference at Auckland's Pullman Hotel with a dissection of the 2017 election and what it could mean for businesses across the country.

The Radio NZ host said Phil Twyford was one to watch out for, describing him as "Mr Fix Auckland" in reference to his housing and transport portfolios.

"This isn't a guy who is going to skirt around the edges to get things done," he added. "He's a brutal political operator and will be right at the heart of this government."

Antonia Horrocks, general manager of the Commerce Commission's competition branch, gave a breakdown on key points and obligations in the Credit Contracts and Consumer Finance Act. These included disclosure, reasonable fees, responsible lending, repossession rules and dealing with complaints.

Horrocks pointed out that in its Consumer Issues Report 2016/17, the commission received 59 complaints about finance companies, 25 in motor-vehicle lending, 33 in high-cost and short-term lenders, and 20 about mobile traders.

Karen Stevens, the Insurance and Financial Services Ombudsman, and Susan Taylor, Financial Services Complaints' chief executive officer, came together for a panel discussion run by the FSF's executive director, Lyn McMorran.

Speakers revealed trends and concerns their organisations were seeing with credit and credit-related insurance complaints. They

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Lyn McMorran, the Financial Services Federation's executive director, chairing a panel discussion

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included a case study from each relating to a motor-vehicle finance loan – in both cases with respect to the hardship application process followed by the financier.

Stevens revealed that from July 1, 2016, to June 30, 2017, three per cent of complaints were about credit contracts compared to 65 per cent for fire and general insurance, and 27 per cent for health, life and disability insurance.

Taylor said that since 2014 there had been a 47 per cent rise in complaints received regarding financial services. It was unable to determine whether this was due to an increase in non-compliance or a result of more people being aware of dispute resolution schemes.

The FSF has made a point of promoting these services in its consumer resources, including the responsible lending guidelines and responsible credit-related insurance brochures.


Some of the delegates at the conference in Auckland. Photos: Jason Courtis


Mitchell Pham, chairman of FinTechNZ

Kate Reid, of the Department of Internal Affairs, gave an update about changes to New Zealand's anti-money laundering regime, and responsibilities for high-value goods dealers and credit-contracts providers.

Phil Ellison, the FSF's deputy chairman, chaired a panel discussion with Equifax's Shaun Evans and Centrix's Keith McLaughlin.

Speakers talked about advances in credit reporting and how these can help lenders comply with the Anti-Money Laundering and Countering Financing of Terrorism Act, and responsible lending – particularly online.

Also covered was improved data connectivity allowing for new channels, processes and systems, and that 2018 will be the turning point in this country for comprehensive credit reporting.

Mark Cowling, general manager of Toyota Financial Services, who has worked in the sector for about 30 years, placed great importance on the FSF's first conference "particularly given the challenges the industry has faced in the past decade or so since multiple finance company failures and the global financial crisis [GFC]".

He told Autofile: "During that period, the ongoing viability of the FSF was put into question with the resultant dramatic fall in member organisations and budget constraints necessitated by the GFC.

"It's a testament to the hard work and dedication of those involved with the federation that since those dark days it is stronger than ever with the largest membership base it has ever enjoyed. I believe an annual conference should be a key feature of events facilitated by the FSF to continue the hard-won momentum gained."

Cowling said sessions most beneficial to his company were probably those focused on regulation, such as the Commerce Commission's update, dispute resolution, anti-money laundering and developments in Australia.

"These are topical and help set the planning emphasis when it comes to compliance, risk management and so on," he explained. "Personally, I found externally focussed sessions – such as political, economic, future technology and innovation – opportunities to cast thoughts beyond the business paradigm in which we operate."

Steve Owens, chief executive officer of Provident Insurance, said the conference presented a good opportunity to meet people in the finance and insurance sector.

"The diverse group of speakers chosen was representative of relevant sections of the industry," he added. "Espiner's views of the election and our future under the new government were current, relevant and entertaining."

Joe Bond, manager of financial services at Honda NZ, agreed with Owens about the election debrief. "It gave me a better understanding of what history can tell us about our latest government, and what we can expect from our economy and spending for the near future.

"I also found information relating to machine learning in the credit-agency brief interesting. Finding ways of making better and more informed decisions will offer positives for lenders and borrowers as even the people who might put themselves in harm's way by getting credit beyond their means can be further reduced."

Emma Mullane, general manager of Nissan Financial Services NZ, said she went back to work with a better understanding of the Commerce Commission's strategy and vision, and how this may impact the business.

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Backing for working relationship


Craig Pomare


Stella Stocks


Glynn Tulloch


Graeme Macdonald


Wallis Dumper

Automotive associations and well-known business people have shown their support for the Motor Industry Association (MIA) and VIA (Imported Motor Vehicle Industry Association) working closer in the future.

Autofile has contacted some to get their views on the past, present and future in light of a memorandum of understanding (MoU) being signed between the MIA and VIA – as reported in our November issue.

"We support this move by these two organisations," says Craig Pomare, chief executive officer of the Motor Trade Association (MTA). "It makes a lot of sense for them to work more closely together.

"They have a lot of matters in common and will be able to take a more comprehensive approach to some. This could include introducing a more cohesive approach to managing safety recalls for new and used imports.

"They will also be able to use their combined voice to better effect. The MTA looks forward to continuing to working with both organisations. It can only be good for the sector to present a common and united voice on policy, legislation and regulation whenever possible."

Stella Stocks, general manager of motoring services at the AA, has been involved with the industry for "too long to remember", but notes the AA has always had a constructive relationship with the MIA and VIA.

"We have worked together on several items and achieved good outcomes," she says. "An example is how ACC levies are applied to vehicles as a result of ACC setting levies on vehicle registration costs dependant on their safety ratings.

"The MoU makes good sense because it allows for a more holistic approach to the industry. We need to see how it unfolds."

Glynn Tulloch, group general manager of European Motor Distributors, is president of the MIA, having been a member for years, but he only met with VIA in October.

Tulloch describes the relationship between the two as being "all highs so far", and believes the MoU will result in many advantages – "by working together, we can provide a single voice to government, regulators and industry groups".

He adds: "We may have to agree to disagree on some issues, as we are bound to have different points of view on some aspects."

Graeme Macdonald joined what was then the IMVIA in 1998, became North Island chairman in 2008 and has been a board member of the board ever since.

"I've been part of a lot of changes in the industry," he says. "We should work together rather than fighting.

"It's better to work in the background, and on policy and make valid suggestions, rather than fighting fires. I'm sure a lot of members think we should still be fighting fires."

Macdonald says changes over the years have altered the mindset of dealers, who "are more focused on the business".

He adds: "VIA has changed its focus as well. We aren't just looking after individual members – our mandate is wider and we're able to look at the industry of tomorrow."

Macdonald cites employing Kit Wilkerson as policy analyst and adviser a few years ago as an example. "We had to understand how it was going to work, what influence we could have and work on what's coming.

"Our thinking has changed from being reactive and battling the government. We realised we had to be involved at a deeper, policy level to work with the government and support members so the industry could go forward and dealers get on with business."

Wallis Dumper, managing director of Subaru of NZ, has been involved with the MIA since its formation and him starting with the marque in 1996.

He has always been an active MIA member and was president in 2008/09, while he has known VIA chief executive David Vinsen through his motorcycle years "so we have a long association".

Dumper believes there have been no real lows in the MIA-VIA relationship over the years.

"The used importers are proof of Kiwi ingenuity," he says. "I respect many of them having tried to extend the olive branch back in my term as president, but it was just too early then.

"Everyone has matured and we now face new challenges, so to me the MIA-VIA collaboration is a natural step.

"We can agree to disagree, but more importantly we can provide a united front on shared issues. With changes bound to come in future, especially safety and environmental, I see an advantage in leveraging our united mutual scale in areas such as lobbying.

"There can be leverage on common themes given the car industry seems to be an 'easy target' for some groups. The last thing we need is more strangulation by legislation."

Dumper recognises expectations of some members may have to be managed in regards to, for example, them being worried about a localised subject when the national or international perspective may have to prevail.

Going forward, he says the "new government and influence of green ideology in the face of New Zealand being a technology taker" may be an issue.

"One big factory could produce this country's sales production for all brands in less than a month," says Dumper.

"So while it would be great to think we could change the world, the reality is no matter what legislation is wanted, we will have to source internationally manufactured products to meet standards.

"The obvious thing is the dilemma of used imports, which I'm not against and never have been. What I have always believed is that we should all play by same rules. A level playing field would be great, but some VIA members may struggle with that.

"With matters such as the Takata recalls, we must provide a pathway to safety. We need to have someone in government wake up and at least stop recalled cars from crossing the border, ensure they are rectified prior to shipping, or have a sort of flag or ban to ensure they are rectified before compliance.

"With us of all collaborating, I'm sure we can work it out with government assistance rather than have bureaucrats try to wash their hands of it."

Peter Johnston, of GVI in Auckland, was founding director of the Independent Motor Vehicle Dealers' Association and served on its board for many years.

"The used-import industry wouldn't be here today without the backing of the IMVDA as it was known then," he told Autofile. "VIA has become a strong voice in the industry and is well-respected by the government.

"Through the years it has become professional with structure and technical backing to its members, and continues to be proactive in keeping ahead of changing times in our industry."

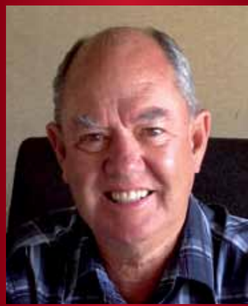
Johnston says used imports are strongly accepted in the market and, "with the fast-changing evolution of hybrid and electric cars, it makes sense to interact with manufacturers with a MoU".

He adds: "We need to work as a team and keep ahead of the new generation of vehicles about to hit world markets. The industry is changing fast. The way we have carried out business in the past will not survive in the future."

Rod Milner, owner of Rod Milner Motors in Auckland, was founding chairman of a predecessor to VIA in 1988 – an organisation he says has been successful and "without it, we would not have the import trade we have today".

He applauds the MoU. "Right from day one we involved the old Motor Vehicle Dealers' Institute, but

Peter Johnston



Rod Milner

Mark Gilbert

the MIA always fought us," he recalls. "It didn't want the imports because it affected their whole business."

Milner believes the benefits to New Zealand of used imports have been huge. "Prices of new cars are cheaper and quality has improved."

Looking ahead, he says the MoU means the industry can speak with "one voice on important issues – I can't see any disadvantages with it", with big issues including road safety and standards.

Mark Gilbert was in the franchise sector for more than 25 years and has "seen it all" – from starting with AMIDNZ, the new vehicle importers' association, and then the Motor Vehicle Manufacturers' Association, which became the MIA, through to the 1990s when the IMVIA came into being.

He recalls animosity in the early days. "The new car guys wished the used car guys would disappear and so on, and were at loggerheads over regulatory issues."

Gilbert, chairman of Drive Electric, has worked closely with the

[continued on page 16]

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MIA and VIA on many projects since retiring from BMW NZ in 2012.

"With the convergence of technologies happening at pace – and a seismic shift in powertrain options, fuels and whether cars drive themselves – the industry has new and daunting challenges.

"The MIA and VIA will resolve these in a more agile way by working closer together, and presenting 'one face' towards the regulator and other industry sectors."

Gilbert adds: "It's about doing what's right for NZ Inc. That may mean some positions or views are left behind."

One future possible issue is the pace of new technologies in used cars coming to New Zealand because "currently, used imports run a year or two behind the new-car sector".

"Other areas will be emissions standards and what will be done to get this country adopting more electric vehicles and becoming more clean-energy independent, safety standards especially around autonomous vehicles, and the approach to connectivity.

"There are issues between frequencies used by new cars homologated for New Zealand and used imports homologated for their countries of origin. There's still work to be done.

"This MoU reflects industry maturity and recognises there are opportunities – common to both groups – that require better communication and alignment when approaching government agencies. I'm sure it will be successful."

Frank Willett, acting chief executive officer of Autohub, has been involved with the IMVIA since its inception. He says its relationship with the MIA has varied over the years, particularly with their "style", and the evolving market and regulatory environment over the past 30 years or so.

> "The MoU makes sense… our industry is in a state of constant evolution"
>
> – Frank Willett, Autohub

"About five years ago, Autohub responded to a VIA funding crisis by pledging $5 per car we shipped into New Zealand," Willett recalls. "We would like to think this demonstrated our support towards the association, and the importance of its role in our industry."

Willett notes more common issues are arising. "The MoU makes sense. Combining resources and knowledge, when required, to represent the entire industry on pan-industry issues is the best way – both for us and government engagement.

"There may be some 'blurring of lines' between new and used, but this may prove beneficial in the long run. After all, all vehicles we have are imported.

"The main advantages are that nowadays many importers have used and new vehicle streams in their businesses. They can now be represented by one combined organisation when required.

"There will be no doubt the MIA and VIA will take different stances on issues, and this may be somewhat confusing for the trade and regulators.

"That said, our industry is in a state of constant evolution. It's good to see our associations understand this and do what it takes to move with the times."

Out with old, in with new

We are nearing the end of yet another calendar year.

The time comes when that hindsight trigger known as "reflection" kicks in and you feel great about what you have achieved during 2017, or you'll feel disappointed and bewildered as to why this time has come again and you achieved nothing you wanted to over the past 12 months.

Moving from an old year and into a new one is a strange process for many in business. Some delay everything until the new year, while others are more proactive and get changes under way now so they can start again, ahead of the game.

Why should the time of year make any difference as to what you do with your business? The reality is it does because that's what many people do.

Generally, it's a time of year for excuses, procrastination and then feeling good about thinking of making some changes in the new year. See how I mentioned "thinking" in that sentence as that's generally as far as it gets.

Being proactive with your business enables the dealership to be more successful across a number of measures – whereas when operating a reactive business, you end up having to fight month in, month out to make it work.

Don't just sit back and wait each month for customers to turn up because you have vehicles advertised online in one or two locations. That's only one of many tools you have in your kit of ways to foster inquiries that can lead to the conversion of prospects to sales.

The market is incredibly fragmented these days with many different mediums offering somewhat slightly different customers. If you don't cover off or have a presence across enough options, you can miss out on potential opportunities.

However, there are a couple of other areas I would suggest you make some effort to also focus on.

MARK GREENFIELD
Motorcentral

> "Take control of your business to make the next 12 months even better"

Your existing customer base is not only for repeat, but also referral business.

I've been highly repetitious in this area over the years and I won't stop until the majority of dealerships start to take this area of business more seriously – these are your most valuable customers.

These buyers know you already. You've already converted and sold to them, so they trust you. Don't let these customers be forgotten, giving them reason to purchase from somewhere else.

Also, they are your biggest advocates for referrals. Imagine if each of your customers referred 10 other friends or family members to your business. Do the maths, it's easy. Some will come and buy from you because purchasing decisions are heavily influenced by recommendations from family or friends.

Businesses around you that have a large number of employees are likely to have someone in the market for a car at any given time.

There is no harm in calling into your neighbouring businesses to say hello, introduce yourself and your dealership, and provide some form of special offer for any staff member who purchases a vehicle from you.

You may even go a step further and make them a special offer, a donation to their staff social club for instance. This offer will depend on the type of business it is.

Get a balanced mix of where to source your customers from, and you will experience a more consistent flow of sales at your dealership.

Don't approach this with an unrealistic target of doubling your sales – that will take time. But each extra sale will make a substantial difference to your business over time. Whether it's an extra one, five or 10 sales, they all add up.

That said, you need to take a proactive approach and make some changes that will influence your results – as opposed to just sitting back and getting whatever you get.

Don't let 2018 be what 2017 was. Whether it was your best, worst, or most average year, take control of your business to make the next 12 months even better.

The team at Motorcentral wishes you all the best for the Christmas period. We have thoroughly enjoyed working with hundreds of dealerships throughout 2017.

We are super-excited at what lies ahead and want to be there with you, on your side, delivering solutions and service to your business that have one objective in mind – helping your dealership achieve success.

That success can come in many shapes from efficiency, profitability, processes, revenue, sales and so on. At the end of the day, we're here to help you do better.

Sector to face fresh challenges

The new government, car safety, fuel economy, autonomous vehicles, intelligent transportation systems (ITS) and modal shifts in how transport is delivered are some of the issues that will likely affect the automotive sector in the future.

Those were some of the areas tackled by David Vinsen, chief executive of VIA (the Imported Motor Vehicle Industry Association), at the organisation's Christmas function at Auckland's Harbourside restaurant last month.

He started with an overview of 2017 by saying 165,000 light used vehicles have come into the country this year as well 115,000 brand-new.

"The question always is what happens to them all. We will probably scrap around 85,000 from the fleet this year, so that's a net gain of about 200,000. That's a lot of vehicles.

David Vinsen giving his speech

"We've had little government intervention for the past couple of years, so what we've seen is the dynamics of the fleet are really a natural reflection of market forces. If the government keeps its hands off, that's the sort of thing that happens."

Looking forward Vinsen sees some old ideas resurfacing in government as well as a different landscape in the way New Zealanders access transport.

"Safety is back on the agenda and that's natural," he said. "It looks like an initial focus will be young drivers and their choice in vehicles. This is relatively benign for us.

"With the environment, the government is looking at fuel economy again. The last time we were involved with this was around 10 or 11 years ago with the last Labour government.

"We are one of the few countries that doesn't have fuel-economy standards, so the option being talked about is maximum averages.

"Maximum averages are vehicles coming into our fleet – new or used – to meet our economy standards."

Some mechanisms he thought might be employed were "fee-bates" and "tradeable credits".

Fee-bates are a mix of fees and rebates depending on where the vehicle being imported sits on a fuel-efficiency scale.

Tradeable credits, on the other hand, would be credits allocated to those bringing in fuel-efficient vehicles that could be traded or sold to those importing inefficient ones.

But the most important message Vinsen wanted the audience to take from what he had observed recently was the modal shift in the way the world would access transport with change of use and ownership models "closer than we think".

"Everything you read about autonomous transport, connected journeys and vehicles, there's a whole lot of stuff happening, and it's going to impact our industry," said Vinsen.

"Right now in the United States, 10 per cent of all vehicles sold or traded are not being replaced. Instead people are taking up subscriptions to alternative transport models, such as ride-sharing.

"These sorts of things are not happening in isolation. They are across a number of technologies and services, and what we're trying to do is see how this type of thing will affect our industry.

"This is not a negative message, changes are coming. But it's also business as usual. We are expecting another good year ahead. We also need to be thinking about the opportunities that are going to come with these changes. There will be many."

Turn to page 43 for more of Vinsen's views.

Industry folk enjoying the evening

When 'h' will be for 'human'

The story below is a cheeky narrative from automated vehicle's perspective in 2033. It's obviously fiction, but many of the points are being discussed today or are logical conclusions.

We can expect in any future in which the fleet becomes mostly automated, but also allows human drivers, that we will require human-driven vehicles to have a warning – the "H-plate", like the L-plate.

THE STORY BEGINS

H-type hazard 5km ahead. The warning fits. A query to other vehicles in the vicinity verifies the warning also fits on their command ledgers, assuring it's a trusted command.

The command is pushed onto the stack and appropriate measures are initiated. Realising this will result in a delayed arrival time, my passengers' details are forwarded to the entertainment service sponsor for analysis and update. A diagnostic reveals optimal conditions and perfect functionality.

A long deceleration is initiated, slow enough that the drop from 160-80kph isn't noticed by the passengers because 80kph is the safest speed at which "H" hazards can safely travel. All other traffic is required to slow to that when in the vicinity.

The passengers' entertainment feed is paused to inform them of the delay and the new time to destination. They are assured additional content will be made available. Based on the response, it's downloaded and queued.

The emergency vehicle sub-system is activated. A premium road-user has been given priority on the network. I join all other cars in moving to the side. Recent revocation of the road-neutrality rules has allowed service providers to prioritise higher-paying customers. Instead of adding new driving logic, the system uses the existing code for emergency vehicle priority. Twenty seconds are added to the estimated time.

KIT WILKERSON
Policy adviser and analyst
kit@via.org.nz
VIA

Approaching the hazard, the secondary navigation and safety systems are checked against the slower rule-based system. The results are discarded due to adopting the Musk Safeguards restricting the use of artificial intelligence (AI) logic in safety-critical applications to only those that can be explained with traditional logic systems.

The network has slowed to 80kph and platooned vehicles space out to optimise reaction time in case of emergency. Computational resources are re-routed to explore escape vectors and real-time analyses of sensory data.

Just ahead is the H-type hazard, the H-plate visible. As expected, it's not travelling as required by law. It's travelling 3kph faster than deemed safe for human drivers. A quick notification is sent to the police for action.

SYSTEM OF FUTURE

The vehicle in the story above uses blockchain to verify commands. This is being explored to assure external signals are accurate and trustworthy.

One of the greatest benefits car companies and service providers will get from automated vehicles is data – the amount of information that can be collected and passengers essentially being a captive audience.

We already see "freemium" content on the internet that requires users to pay or watch an advert first. Models like this will find us confronted with ever-more intelligent and targeted advertising.

Will humans have to use H-plates in an AI future?

Automated vehicles will have to make way for emergency vehicles. They will be computers with wheels, not cars with computers. This means they will be faced with not only issues related to cars, but also software.

The debate in the US about net neutrality will possibly see analogies on the road system of the future. Should road-users who pay more for services be given priority? Can we stop providers from building a system that does this? Do we need road-neutrality regulation?

The Musk Safeguards are fiction, but possible. Many groups globally are pushing for the regulation of AI, which will drive much future technology.

One group, which advocates for "Friendly AI", argues no AI should be developed that uses methodologies that cannot be explained logically and causally. This would require all AI to be limited to a rule-based list of priorities, all "if – then". The argument is when an AI does something we don't like, we're able to follow the logic to find the cause and change it.

While this may seem like a good idea on the surface, it precludes other options that might work better, be more efficient or produce better results. If an AI that didn't follow these design guidelines performed better and created safer cars, why not allow it?

This also brings up an often-debated point regarding automated vehicles – how safe will they have to be proven to be allowed? What level of error is acceptable? I would argue it's absurd to hold them to that standard. If they only perform well enough to save one life a year, wouldn't that be a good thing?

Group's first stock sale

The Optimus Group has announced its initial public offering (IPO) on the Tokyo Stock Exchange (TSE).

The group, which includes JEVIC, VINZ, Nichibo, FastTrack Compliance, Auto Finance Direct and NCC Car Carriers, is hoping to grow its operations with funding the IPO raises.

Kiyotaka Kaetsu, of the Optimus Group, told Autofile the aim is "to build and acquire the variation of financing for expanding our business overseas other than New Zealand and expanding our new business", and "to enhance our business bases through ensuring social credibility, increasing publicity and acquiring excellent human resource. We will apply the raised revenue towards the investment, financing and capital investment of subsidiaries."

When asked about the Boxing Day listing date, Kaetsu says: "We have been planning the IPO at the Japanese market and mainly targeting Japanese investors. Therefore, we haven't taken the season of New Zealand into consideration.

"The date of the IPO [December 26] was decided according to the required preparation period and applicable laws of Japan on the basis of our aim to list in 2017."

In its IPO, Optimus plans to offer 1,611,200 common shares. Of that, 270,600 will be newly issued and 1,340,600 will be privately held.

The proportion of total shares post-IPO on offer will amount to 30.4 per cent based on the issued number of shares being 5,022,525 as at December 8. The remaining shareholders will be mainly directors of Optimus and its subsidiaries.

It says the nominal offering price as of the filing date of the registration statement is 1,710 yen per share with the total offering amount to be 2.76 billion yen.

If the offering price is achieved and the allocation fully subscribed, the group will realise about NZ$35million.

NEWS in brief

Security breach on register leads to misuse warning

An industry organisation has reiterated its advice on accessing the Motor Vehicle Register (MVR) after being advised that one of its member businesses breached privacy rules.

VIA (the Imported Motor Vehicle Industry Association) has special NZTA status as a "representative body", which allows its membership to access the register.

It relies on car dealers and other businesses to maintain a high standard of record-keeping and security, while its guidelines should be followed to maintain a full and transparent audit trail.

Malcolm Yorston, technical manager, says members need to have processes to minimise the number of staff who access MVR information – ideally two senior staff, such as the sales and finance managers.

All other employees should send an email request with reasons to an authorised user. These emails should be retained along with the inquiry's results for auditing purposes.

"If the reasons for the inquiry do not comply with the gazette notice of authorisation, then the request should be denied," says Yorston. "And implement an internal audit process by a director of the business, which will also be recorded and filed on your server."

Spanish manufacturer opens first showroom in NZ


Seat's 2018 Leon Cupra

European Motor Distributors (EMD) has officially launched the Seat marque in this country. Other than 120 Cordobas imported in 2000 and 2001, the brand has little history in the Kiwi market.

That's changing with five models – the Ibiza, Leon, Leon Cupra, Arona and Ateca – being advertised as available to test drive from its "store" on Green South Road, Newmarket, which was set to open on December 8.

It's on the site the ex-Schofields Holden parts warehouse, while prices start from $25,900 for the Ibiza to $55,400 for the Cupra, plus on-road costs.

The marque will have service and parts centres in Wellington and Christchurch – at Armstrong Prestige and Archibald Motor Group respectively.

Seat is known to many as a sporty Spanish marque. It was formed in 1950 and became part of the Volkswagen Group in 1986.

Buyers' rights highlighted after survey flags issues

An awareness campaign has been launched by Consumer Protection after a survey showed buying or servicing vehicles was among the highest reported issues.

"We're seeing Kiwis may not know what questions to ask pre-purchase or what to do if something goes wrong post-purchase," says manager Mark Hollingsworth.

"We surveyed more than 1,200 New Zealanders and about one-in-five reported they experienced vehicle-related issues from private sellers and dealers, or with repair and maintenance providers. Half didn't take any action to resolve it."

The survey's findings have been used to provide tips and advice to buyers and sellers. Visit www.consumerprotection.govt.nz to find out more.

Marque reviews strategy after demographic changes

Toyota is aiming to halve the number of car models it retails in Japan to 30 by 2025 to make better use of resources.

Sales in its domestic market have been dropping for more than two decades as the country's population ages and young people lose interest in ownership.

Global record for economy

Kia is set to boost its SUV range in New Zealand by introducing a hybrid model that has set an impressive record for fuel economy.

The Niro goes on sale in the first quarter of 2018 after a successful 10-month evaluation process, and will join the top-selling Sportage and Sorento in the marque's Kiwi line-up.

It's the first dedicated hybrid SUV to be produced anywhere in the world, and has been built to run with a 1.6-litre petrol engine and electric motor.

Kia's hybrid SUV, the Niro

Its official factory combined-use fuel economy of 3.8l/100km for a model on 16-inch wheels was put to the test when a Niro was driven from coast to coast in the US using expert drivers. It set a Guinness World Record of 3.69l/100km for the lowest fuel consumption for a hybrid car.

It will be joined by the brand-new Niro PHEV (plug-in hybrid electric vehicle), which can achieve considerably better fuel economy thanks to its larger battery pack and bigger electric motor.

These allow it to travel up to 40km under electric power alone, while factory figures suggest plug-in could achieve 1.3l/100km on mixed use with regular battery charging.

The Niro also featured strongly in the annual vehicle reliability survey published by Consumer Reports. In its latest table, Kia climbed two places to sit behind Lexus and Toyota.

The survey saw more than 640,000 new vehicles scrutinised over 12 months with owners rating reliability on criteria from mechanical items, such as engines and transmissions, through to electrical architecture and infotainment systems.

Consumer Reports was impressed with the five-door Niro hybrid, especially its fuel economy and versatility. With the lithium-ion battery located under the rear seats, a flat cargo floor is created when they are folded to create more usable space than its hybrid competitors.

Kitted out for safety

Volkswagen's all-new Polo has been equipped with driver-assistance systems previously reserved for the Golf and Passat.

They include front assist with city emergency braking, and pedestrian and blind-spot monitoring detection.

It's the first model from the German marque to feature a new generation of the optional active info display and has the latest generation of infotainment systems, including an eight-inch glass-covered touchscreen.

The sixth-generation Polo boasts new proportions and design modifications. With a longer, wider, bigger wheelbase, it's more spacious than its predecessor and has 25 per cent more boot volume – up from 280 litres to 351 litres.

The Polo Beats variant has a Beats sound system with 300 watts of power, eight-channel amplifiers, six loudspeakers and a sub-woofer to optimise sound quality. It also includes Beats design detailing unique to the model.

Tom Ruddenklau, general manager of Volkswagen NZ, says: "The new Polo benefits from significant research and development investment VW has placed into its older siblings – the Golf, Tiguan, Passat and Touareg."

The new Polo arrives in dealerships in February with pricing yet to be revealed.

With more than 14 million units sold to date globally, the model is one of the world's most successful compact cars.

Three decades in car trade

One of Auckland's best-known car dealers, John Moyes, predicts the internet will continue to shape the motor-vehicle industry.

After 30 years as part of one of the city's most successful dealerships, he says development of online sales is the biggest change during that time.

"If you can't do online sales properly, you can't do business," John told Autofile. "The internet and online sales are the biggest changes in the past three decades and will continue to shape the industry.

"We were getting a lot of sales off our website and Trade Me. Although many cars are bought online, people will still want to look at a used vehicle before they buy."

John predicts there will be more boutique and new car yards with back-up support through service centres across the country.

"There will be more pop-up stores in malls. I think most people want to go and eyeball a car before they drive off. There will still be showrooms. People will go to them and then search online for the best deal."

As for electric vehicles (EVs), he believes they are the future for the industry. "I think most people will buy an EV if the price is reasonable – many are concerned about global warming", while manufacturers "are racing to make EVs that are affordable for the mass market".

John Moyes in the Holden showroom

John is co-director of Moyes Motor Group in Panmure, which closed earlier this month, along with Charles Tisdall.

They decided to call it a day after Holden announced changes to its long-term business strategy, which included cutting the number of its franchises across Australasia.

The business, which also has a Suzuki franchise and used-vehicle operation, was started by John's father Bill and brother Alan during the mid-1970s.

"We had Morris and Nissan," John recalls. "In 1979, they picked up Holden. Nissan was on the corner of the Panmure roundabout and we had a dealership on Great South Road in Ellerslie opposite Rockfield Road. It was called Tappenden Motors, which previous to that had about five dealerships in the 1950s.

"I came into the business in 1984. Two years later, we bought the Mount Wellington site. It was a golf-driving range and had a dealership out front. We sold the Ellerslie site and then sold the one in Panmure in 1991.

"We had pressure from Holden to be a single franchise and it paid us money to drop the other franchise. Alan was instrumental in developing the site. We decided it was better to have one big site and run the business from there. We planned it on that basis – it made sense to have one site."

At that time, John was more involved in parts and service. They then bought land on either side, which opened up the whole dealership and created a massive street frontage. When they built the premises, his father said the business would last 20 years, but "he was out by 10".

John's brother Alan fronted

Riding waves to success

John Moyes was a sailmaker and champion sailor before he joined the family business.

"I was national Flying Dutchman champion in 1983 and made the pre-Olympics team in that year, but I didn't go to the 1984 Olympics because New Zealand only took one team," he says.

"During the 1970s, I went to the Youth World Championship in Germany. But after I had a family, joining the family business was an opportunity to make more money than making sails. We had our first child in 1984." John and his wife Terri went on to have two more children.

"I haven't sailed for a few years now. I stopped in my 30s and we bought a beach house instead.

"I still do a lot of ocean swimming and have done so over the past 20-odd years off Kohimarama. I have swum from

Rangitoto Island to St Heliers about 15 times. I also do a bit of fishing."

His first car was a white Morris 1300 in the early 1970s. "Having a car at 17 was all that mattered. Of course, I didn't buy it myself. I had a Vauxhall Viva after that.

"Probably my favourite car back then was a mustard-coloured MG BGT I owned in the mid-1970s. I was a kid in a sports car back then. After I started working for Moyes, we would drive the demo cars and changed vehicles a lot."

John says his favourite Holden is the HSV GTS-R, "it would be right up there", but he will be driving out in a dark grey Toyota Land Cruiser, pictured, "which is a great vehicle".

"I have a place on the Coromandel and will be launching a boat off the beach with it."

Moyes Motor Group's premises in Panmure, Auckland, during the 1990s

The same site, about three decades on

television adverts for the dealership on Ellerslie-Panmure Highway. "We hit it hard for the next 10 to 20 years, as well as advertising in the NZ Herald. We found TV was the medium to get the biggest impact, but that has all changed with the internet.

"We have continued with ads in the Herald and that still worked for us – people would walk in with a page of the newspaper in their hands with the cars they wanted to buy.

"We kept pushing the advertising. We were on television and in the papers more than everyone else. Our marketing wasn't fragmented, but no dealer gets to dominate through advertising these days."

And who came up with that world-famous-in-New-Zealand television and radio advert "opposite the big McDonald's and beside the big Mount Wellington", which put the company on the map for Aucklanders and out-of-town buyers? A copywriter at Andy Tyler's Digital Masters conjured up the catchy line.

"They digitally added a huge Moyes Motors sign on Mount Wellington," explains John. "It featured in our television advertising for years. McDonald's loved it and we became a landmark over that period."

The business also ran a $2,000 to $3,000 minimum trade-in campaign back in the 1990s, which worked well.

"One person towed a car in one day. It was pretty old and practically expired on our driveway. Alan came up with the idea. We ran it for about eight years, on and off, when we wanted to give it a bit of a shunt.

"At one stage we got to 110 staff with a bigger parts and service department, but for the past few years we've been running in the mid-70s. We've had a lot of people through over the years, especially on the used-car side – at least 300 to 400 employees and a few became dealers."

John bought his brother out of the business some 13 years ago, while his father Bill retired in the mid-1980s.

"My brother decided to move on and do something else. We all got on well. It was quite a good thing and it has been a pretty good road for us. We've been a profitable, steady dealership. We have sold more than 60,000 cars during the past 30 years – about 2,000 cars a year."

John's son Tom also works for the business. "We both have other plans. You just have to get on with it."

His biggest priority of late has been getting jobs for his staff – there were about 60 on-site when Autofile went to print.

"We have found work for about 40 and I think most will get jobs easily. We have some people who have been with us for 15 to 20 years and they got a bit of a shock when the announcement to close was made. It has been great having a stable workforce.

"We will tidy everything up here, sell the property and look around at what's available after that. A lot of people are interested in the site."

John says it's difficult to come up with a recipe for success for other dealers. "We were reasonably conservative. Follow-up service for new vehicles has to be very good. People expect top service. Expectations have got a lot higher for new cars as time has gone on."

John Moyes, right, with Charles Tisdall

The month that was.... December

With more than 30 years of history, Autofile looks back on what made the headlines

December 1, 1997

Customs seize hundreds of units

Some 355 vehicles worth more than $3 million were seized by Customs during the year with 79 taken on the grounds of "valuation fraud".

But the majority – 276 units – were seized for odometer winding. Wound vehicles were a prohibited import under the Customs prohibition order.

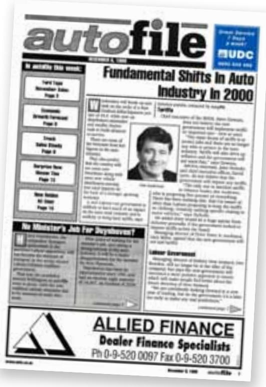
A further 55 units were being held by Customs. The official figures did not reveal whether the offending vehicles were imported by licensed dealers, private individuals or unlicensed traders operating illegally.

The release of Customs' figures showing 185 vehicles, whose Japanese service records were checked but appeared to have been clocked, was expected to spark another dog-fight between used importers and the MIA, representing new vehicle distributors.

John Nicholls, chairman of the Independent Motor Vehicle Dealers' Association (IMVDA), said that while the level of clocking was still significant – "even 0.5 per cent of vehicles being wound would not be acceptable" – he believed the vehicles checked were specifically chosen to present the worst possible scenario.

December 6, 1999

Fundamental shifts across the motor-vehicle industry



Predictions were being made that wholesalers would break up and sink on the rocks of a New Zealand dollar to Japanese yen cross-rate of 44.0, while new car distributors rationalised and smaller dealers rushed to build alliances to survive.

The forecasts were made by key figures in the automotive industry. They also said the country would see some new franchises along with more new-vehicle distributors moving into used imports on the back of a stronger, growing economy.

The new Labour-run government was unlikely to have much of an impact on the automotive retail industry and was unlikely to bring back tariffs, according to industry pundits contacted by Autofile.

"The main thrust of tariffs is to protect jobs and there are no longer any jobs to protect in the auto industry," said Steve Downes, chief executive of the Motor Vehicle Dealers' Institute.

IMVDA chairman John Nicholls said the exchange rate would have an effect and it could go as low as 44 yen to the kiwi if projections from Japan were correct, causing mayhem in the used-import industry.

Aucsat's chief executive officer, David Vinsen, said the exchange rate and other factors would cause wholesalers to disappear. "I think also that all new car distributors have no choice but to become involved in the used-imports market."

December 9, 2005

'We'll teach you bastards'

That was the essence of an uncompromising message from the governor of the Reserve Bank, who had that month lifted the official cash rate (OCR) to 7.25 per cent.

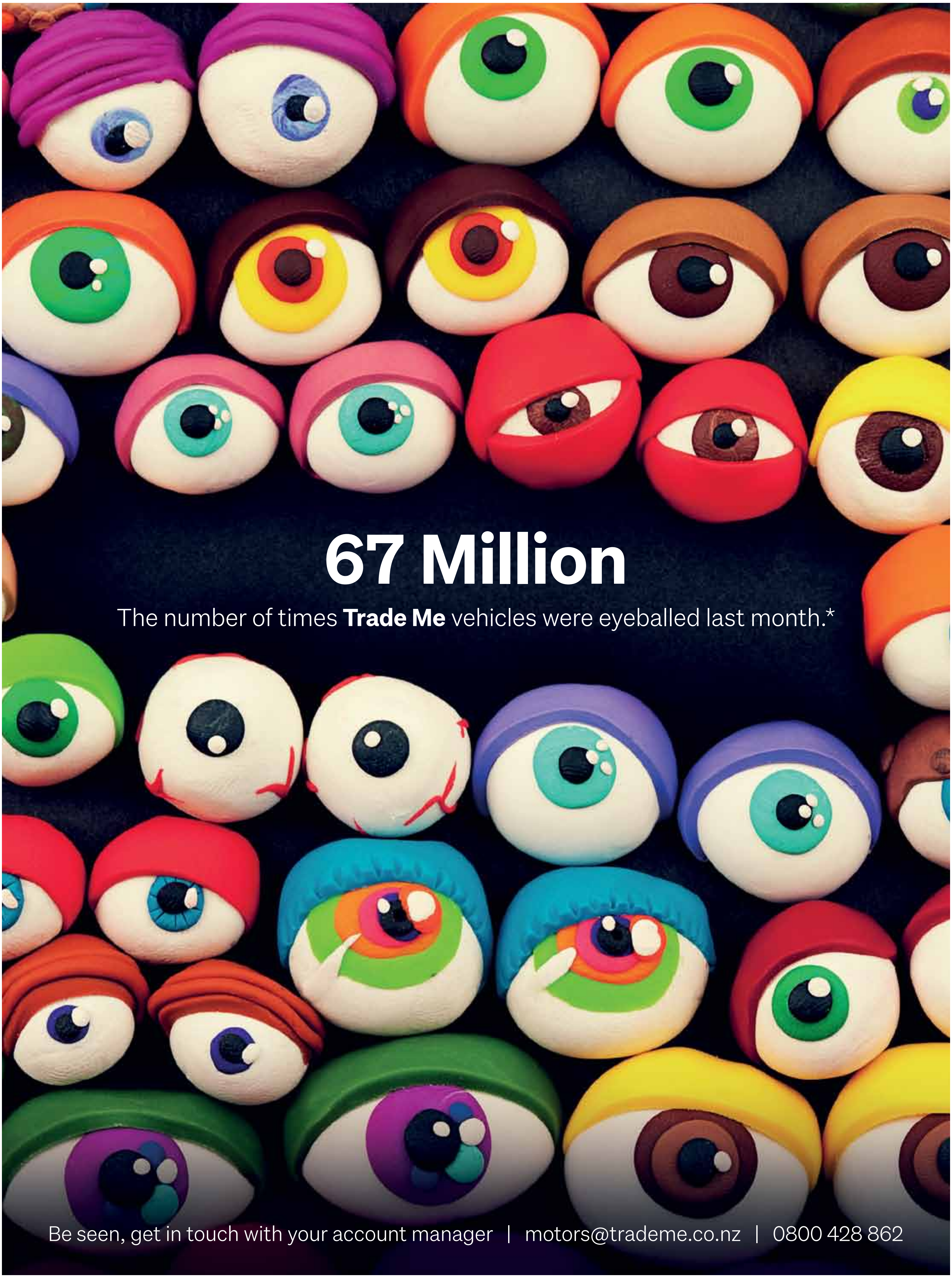
While he didn't use those words, Allan Bollard left no room for doubting his intention to keep pumping up the OCR – and interest rates – until he dampened down consumer demand, slowed the housing market and reduced inflation, which was sitting at 3.4 per cent a year.

By lifting interest rates, Bollard ensured the New Zealand dollar would remain at near-record levels into the new year, making cars cheaper to source overseas than they had ever been with the dollar sitting at around 86.6 yen.

The downside was that higher interest rates and a slowdown in consumer spending would make it more difficult to sell cars profitably – no matter how cheaply they could be purchased in Japan.

Ironically, many dealers reported a significant lift in sales during the month. But the same traders had their fingers crossed that it would continue into the new year and not turn into a "dead cat bounce" – when a market looks to be picking up, but is actually "dead".

Bollard said he had to take strong action as the Reserve Bank remained concerned about the tightness of resources and the persistence of inflationary pressures.



trademe motors

*Based on the number of views for the month of October 2017.

Industry movers

DAVID VINSEN, chief executive of VIA (the Imported Motor Vehicle Industry Association), has been appointed as chairman of Intelligent Transport Systems (ITS) New Zealand's board.

"My experience in governance, and understanding of the vehicle-supply chain, complements other board members, who represent the varied aspects of the ITS eco-system," he says.

Mohammed Hikmet, chairman of the HMI Group, will continue as ITS NZ's president. He will lead international activities as this country's representative on ITS Asia-Pacific's board and the ITS World Congress' organising committee. Visit www.autofile.co.nz for more on this story.

HANNAH McKEE has been appointed as marketing and communications manager of the Financial Services Federation (FSF).

A former Dominion Post and Stuff.co.nz journalist, she manages all aspects of the industry body's communications, as well as marketing, events, digital, and member engagement.

Lyn McMorran, executive director, says the decision to create the new role reflects the FSF's growth and continuous work towards promoting responsible lending.

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

NZ labour market report

ANNUAL NET MIGRATION continued to pull back from July's peak to reach a 10-month low of 70,694 in October.

Fewer people are coming to New Zealand on resident visas compared to a year ago, while arrivals of foreign students have plateaued at about 4,000 below their early-2016 high.

Infometrics, which specialises in economic forecasting and analysis, is predicting that further rule changes by the new government will accelerate migration's decline next year.

Arrivals in October were 0.4 per cent higher than last year, but departures lifted by nine per cent over the same period. Although rule changes appear to be primarily aimed at reducing arrivals, the steady increase in departures is consistent with restrictions on migrants' lengths of stay.

In the three months to October, the number of foreign citizens leaving was 25 per cent higher than a year ago. This translates to an extra 1,250 departures in the August to October period compared with the same three months last year. In contrast, foreign-citizen arrivals were only down by 150 over the same period.

Flows of Kiwis contributed to about half of the lift in total net migration between 2012 and 2017. However, these flows have barely changed in the past three months.

In the three months to October, resident-visa arrivals plunged by 16 per cent compared to a year earlier. Tighter requirements from the previous National-led government raised the bar for skilled migrants and reduced eligibility for family-based resident visas.

Growth in work-visa arrivals cooled substantially since the three months to July when they were growing at 17 per cent a year. In the three months to October, growth had slowed to 4.7 per cent per annum. Rule changes from earlier in 2017 may be deterring foreigners from entering the Kiwi job market.

Student arrivals eased by 2.5 per cent over the same period. The number of such migrants has held relatively stable over the past six months, but is likely to fall further once Labour implements new migration policies.

Reducing the amount of time students can be in paid employment while in New Zealand could deter about 8,000 from entering the country. Taking this alteration in tandem with other proposed policy changes means Infometrics expects net migration to fall more rapidly from mid-2018.

Meanwhile, the seasonally adjusted unemployment rate fell to 4.6 per cent in the September 2017 quarter.

This was down from 4.8 per cent in the June quarter, according to Statistics New Zealand, and was the lowest jobless rate of 4.4 per cent since the December 2008 quarter.

The labour force participation rate increased to 71.1 per cent in the quarter as 54,000 more people entered the labour force.

"This is the highest rate on record," says Diane Ramsay, of Stats NZ. "This is in line with strong quarterly working-age population growth and near record-high annual net migration."

In the September 2017 quarter, the employment rate was 67.8 per cent, up from 66.7 per cent in the previous quarter.

"Recent quarterly changes in employment levels have been volatile, reflecting our dynamic labour market," says Ramsay. "However, the trend series shows a steady increase."

Annually, employment increased by 4.2 per cent with more than 85 per cent coming from those employed full time.

Getting in the swing for charity

Each year Protecta Insurance supports the annual charity golf day organised by the Rotary Club of Half Moon Bay at Pakuranga Golf Club.

Stephen Glading, managing director of Protecta, welcomed the 96 players and explained the rules of the ambrose format before they walked to their tees in perfect weather for a shotgun start at midday.

The event, which was co-sponsored by the AA and Continental Cars, started with a light lunch and was interrupted with refreshing beverages and a barbecue on the ninth. It ended with dinner and prize-giving.

First place this year went to Box, Cop and Shop, but because of the generosity of the many sponsors, all teams received a prize.

Prize-giving was followed by an auction with the day raising more than $20,000 for the Life Education Trust.

The UDC team – Lawrence Profit, Don Atkinson and Nick Proctor

John Webber of My Finance, with Grant Atkinson and Helen Andrews of Instant Finance

Bikes from Auckland Motorcycles & Power Sports and Harold the Giraffe

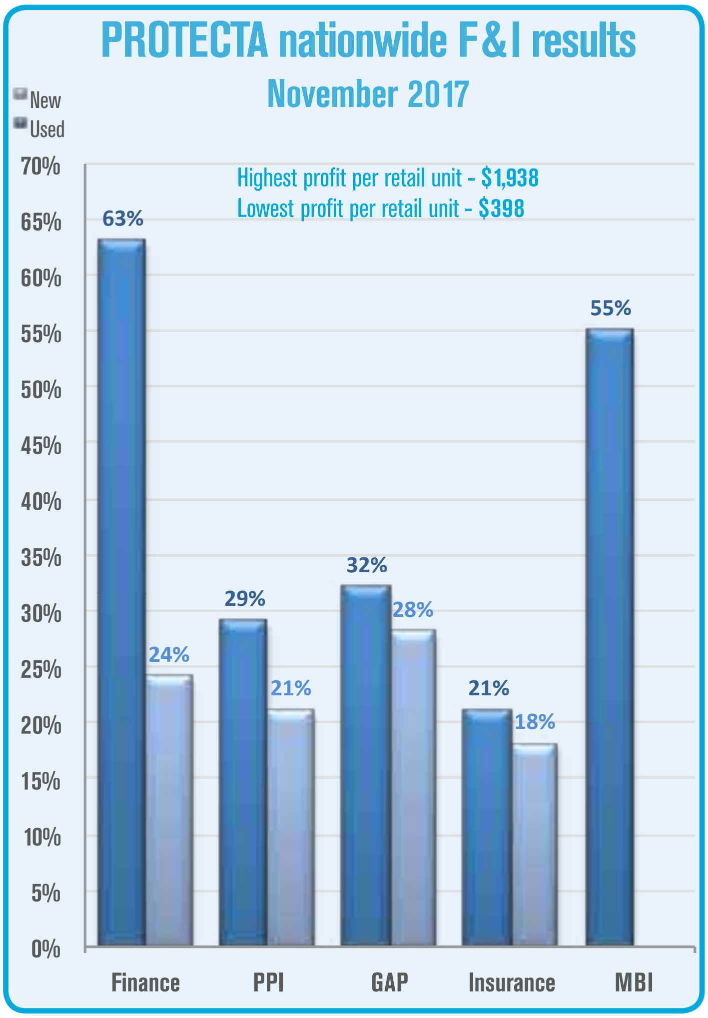
Peter Steel, of Yes Finance, in action

Kerry Hoffman, senior sales executive for Continental Cars – Audi, was full of praise for the event and, as co-naming rights sponsor, believes it was a good investment.

"Stephen and the crew at Protecta have been supporting Audi and Conties for a long time, so any time we can help each other out is always good," he says.

"The fit of the clients who attend are aligned to our brand. It's also low key and a great way to show off Audi in a relaxed environment.

"It's good to be able to support the charity. We've been supporting the event for a few years, but have taken on the naming rights over the past couple of years. It's a nice fit for us."



Rally Australia venue splutters

Just as the Rally of New Zealand's hopes of staging a round of the World Rally Championship (WRC) seemed lost forever, Australia may have unintentionally thrown the Kiwi event a lifeline.

The Australian round of the WRC is held at Coffs Harbour, population about 70,000, a venue disliked by teams, crews and media and, this year, shunned by spectators.

Although Rally Australia officials are adamant they want the event to stay at Coffs Harbour, the remoteness and small size of the town causes issues for the multi-million dollar "show".

Teams must truck their whole service and spares operations long distances from the nearest sea or airport.

Sydney is a six-hour truck drive away and Brisbane is five hours. Accommodation is limited and local residents turn out in their hundreds, not thousands.

Photographers are scathing of the character of some stages and poor access to photo-points.

The bosses of Hyundai World Rally Team wondered aloud how many people lived in Coffs Harbour, bemoaning "not that many".

The best that FIA's rally director, Jarmo Mahonen, could find to say about the event this year was: "The good thing about this event is that it's very safe – because there are no spectators."

Peter Johnston, chairman of Rally NZ, is hopeful that all of this could work in this country's favour, especially if it becomes possible to pair New Zealand with another event that works logistically for the championship.

New Zealand's biggest weakness has always been the rich funding injected by Australia's state governments in return for the rights to host the event.

Rally Australia has been confirmed for 2018, but not after that. The teams are keen for the championship year to finish in a European country, mindful of the benefit of having that continent's timezone television coverage.

Ford's superteam retains backing

M-Sport has re-signed five-times world rally champion Sébastien Ogier in a move that must have caused anguish among other team bosses.

Courted over recent weeks by Citroen, Ogier was confirmed with M-Sport at the end of November – meaning the team retains its Red Bull backing.

In addition to winning the 2017 World Rally Championship (WRC) drivers' title, Ogier was also key to bringing M-Sport its first world title in a decade and first without active Ford participation. Young Welsh driver Elfyn Evans has secured the second seat at the team.

Sébastien Ogier, inset, has re-signed with the M-Sport Ford Rally team

Meanwhile, Hayden Paddon's nightmare year is over and, with limited Hyundai WRC drives in 2018, it seems the championship's loss is New Zealand's gain with him now set to compete more at home than he has recently been able to.

Driving the locally developed Hyundai AP4+ car, Paddon won the Tauranga-based Rally of New Zealand ahead of Matt Summerfield and championship winner Andrew Hawkeswood.

Hyundai WRT manager Alain Penasse says the team has reshuffled its "weak" 2017 line-up to respond to pressure to attack the world title.

Team regular Thierry Neuville ran a 2018-specification i20 WRCar in the Rally of Great Britain and season-ending Rally Australia this year.

Career spans four decades

Jeff Judd, inset, is equally adept behind the wheel as with pacenotes in hand. Here he masters his Escort in true rallying style at the 2016 Rally Whangarei

Only a handful of Kiwi rally stalwarts can claim to straddle three separate top-level category eras – and Jeff Judd is one.

He could, in fact, claim more than three because he has rallied Groups 4, B, A and N in a career that dates to the 1980s.

More than that, he has been one of the rare types who can travel on both sides of the car having competed as driver and navigator/co-driver.

Now 56, Christchurch-based Judd is still as active as ever in the sport and recently won the 2017 Mainland Rally Series in his Subaru Impreza WRX.

His passion for gravel-road motorsport started as a spectator in the early 1970s.

"My first memories are of the mid-70s with the BDA Escorts and rotary Mazdas," Judd recalls. "I got taken out to stages of the Heatway Rally by my uncle Phil. A few trips away servicing at the Westland Rally and helping block marshall [road closure] at the Hanmer Rally and that was it, I was hooked."

At 20, Judd navigated the 1981 Timaru Rally with old school mate Simon Davies.

"I navigated for Simon – he had managed to buy a car before me. We rolled near the end of the rally."

In 1982, he purchased his own car – a Mk1 Escort RS2000 – and did five South Island rallies. "It wasn't long before I got a BDA-engined car. But that engine was trouble, so it was back to the faithful old Pinto engine."

Judd's first rally win was Westland in 1986 – also his first drive in a Mk2 Escort RS2000.

A switch to navigating put Judd alongside the likes of Marty Roestenburg, Garry Cliff and later Brian Stokes.

"That was exciting because the machinery was right up to the moment. In Brian's case, that meant we were rallying what the Ford factory team was using."

In the 1991 Rally of New Zealand, Judd and Stokes were battling with Neil Allport for first Kiwi until a puncture delayed the southern pair, who finished seventh overall.

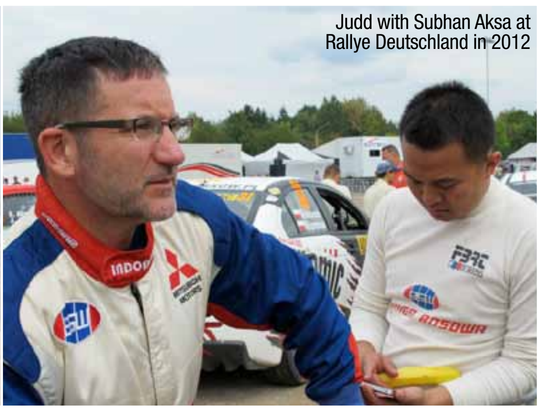
An exciting 1995 included being invited – along with Paul Adams – to help Possum Bourne in the Prodrive works team doing rallies in Indonesia, Malaysia, New Zealand and Australia. The year finished off with Greg Graham in the first Targa Rally NZ and winning overall.

These days, Judd is as comfortable behind the wheel of a pristine Escort RS 1800 as his Subaru Impreza. He says he hasn't had a chance to try an AP4 or R5 car yet and reckons that opportunity would be "too tempting".

The sport is in great shape at the moment, Judd says, with new competitors emerging and strong entries to events.

"The new cars have breathed life into the sport with different makes and models available. Many of the top drivers have faded away, mostly because of costs, but there does seem to be some corporate money around these days."

Flying high while calling the notes for Mark Tapper on Rally Sardinia in 2009



Judd with Subhan Aksa at Rallye Deutschland in 2012

Another positive influence is the success of Hayden Paddon in the World Rally Championship (WRC).

"Hayden has certainly shown the way, but he worked so hard to get there," says Judd. "I think the talent is definitely there with numerous drivers. It's all about making the most of opportunities, a work ethic as you would expect from a professional sports star.

"There's talent like Max Bayley – look how well he's done first time out in an R5. Ari Pettigrew. Lots of others."

The challenges facing the sport are many. Prime rallying roads are being swallowed up by lifestyle blocks and urban sprawl, noise and dust restrictions limit how often "classic" stages can be used, busy lifestyles place constraints on competitors, organisers and volunteers, and forest managers are no longer granting easy access for motorsport in many areas.

And the loss of a WRC round for 2018 has been a major blow.

"It's a real shame that other countries have jumped in front of New Zealand for a WRC round, but with hard work and hope we should never give up. Places such as Turkey seem to have worries like security, so you never know."

Trader ordered to respray vehicle's defective paintwork for second time

The case: The buyer wanted to reject his 2004 Mazda Axela due to defects in the paintwork after it was resprayed. The trader denied there was any fault with the vehicle, and said its appearance was in keeping with a vehicle of its age, price and mileage.

The decision: The tribunal found there was insufficient evidence that the car's appearance breached the acceptable quality guarantee under the Consumer Guarantees Act (CGA). The trader was ordered to repaint the vehicle again.

At: The Motor Vehicles Disputes Tribunal, Auckland.

Background

Michael Bullen bought a 2004 Mazda Axela for $9,074 from 2 Cheap Cars on February 4, 2017. It had an odometer reading of 69,822km when sold.

Before purchase, Bullen and his son inspected the vehicle. Both said the Axela was "grimy" and dusty when they viewed it, so they were unable to closely assess the paintwork.

Shortly after buying the car, Bullen took it to a mechanic to check for potential faults. Although no such problems were found, the mechanic mentioned the paintwork had defects.

Bullen took the Axela to By Accident Ltd on March 9 to have the paintwork inspected. It provided an estimate of $2,342 for repairs.

He contacted the trader which, after some persuasion, agreed to respray the vehicle. He took it to Carbase, the dealer's preferred repairer, and instructed it to respray the front end, rear quarter, two front quarters and wheel arches.

The Axela was returned to Bullen, who said he was disappointed with the quality of the work.

On May 15, the car was assessed by OEM Vehicle Inspection, which said the paintwork was in poor condition.

The following month, By Accident provided an estimate of $3,599 to repair the defects following the respray.

Bullen applied to the tribunal to reject the Axela. However, 2 Cheap Cars denied there was any fault with the car, and said its appearance was in keeping with a vehicle of a similar age, price and mileage.

The case

In considering whether the paintwork failed to comply with the CGA's acceptable quality guarantee, the tribunal could only take account of the condition of the paintwork when it was supplied to Bullen.

It couldn't consider the bodywork's current condition because the car had been resprayed and any defects were caused by the sub-standard respray, rather than any issues with the Axela when it was supplied.

The defects caused by the sub-standard respray were considered under section 28 of the CGA that required repairs be performed with reasonable care and skill.

The tribunal was unsatisfied the appearance and finish of the car when it was supplied to Bullen breached the act's acceptable quality guarantee.

It found the evidence provided by Bullen didn't demonstrate the vehicle had defects in its appearance and finish that a reasonable consumer would find unacceptable.

The estimate from By Accident didn't provide detail as to the nature and extent of the defects.

Further, photographs provided with the estimate failed to satisfy the tribunal that the condition of the car was unacceptable to a reasonable consumer.

Although the photos showed some blemishes, nearly all vehicles of the same age, price and mileage had cosmetic blemishes, and the defects weren't so significant that a reasonable consumer would find them unacceptable.

Section 28 of the CGA imposed an obligation on the supplier of services that services be carried out with reasonable care and skill.

The adjudicator was satisfied that the trader provided a service to Bullen when it agreed to use its agent Carbase to respray the car, and that it was poorly resprayed.

The tribunal's assessor inspected the vehicle after the hearing and said that paint was coming away from the right-rear inner guard due to poor preparation, there was overspray on the right-side door shuts and wing mirror, the paint was poorly applied to the rear of the bonnet, and there was masking tape on the bumper and rear-guard gaps. The rest of the repair wasn't of an excellent standard, but was reasonable.

The finding

The tribunal was satisfied the service provided by the dealer to Bullen wasn't performed with reasonable care and breached section 28 of the CGA.

Section 32 of the act stated what remedies were available when a supplier failed to comply with the guarantee that services would be performed with reasonable care and skill.

However, that section didn't allow Bullen to reject the Axela – it only allowed a consumer to cancel a contract for the supply of services because of sub-standard work.

The contract to buy the car wasn't a contract for the supply of services. It was a contract for the supply of goods.

Therefore, Bullen couldn't cancel the contract to buy the vehicle and obtain a refund of the purchase price.

Instead, Bullen was entitled to have defects in the car's paintwork remedied under section 32(a) of the CGA.

Bullen asked that the remedial work be performed by By Accident, probably because he had diminished faith in the quality of the previous respray.

However, the tribunal considered that the dealer should be given the opportunity to remedy the sub-standard respray.

Order

The trader was told to respray the vehicle to ensure its appearance was of acceptable quality.

In particular, it had to remove all overspray, and all panels that required respraying had to be removed from the car.

Former tribunal assessor provides evidence for buyers in recall case

The case: Ford New Zealand advised the buyers of a 2014 Kuga that their SUV was subject to a safety recall and needed repairs. The company said if the issue wasn't addressed, an engine fire could occur. The buyers then rejected the SUV under the terms of the Consumer Guarantees Act (CGA). The dealership that sold the vehicle said they weren't entitled to reject the car.

The decision: The buyers' rejection of the vehicle was dismissed.

At: The Motor Vehicle Disputes Tribunal, Wellington.

Background

Robert Burnard and his wife Catharina bought a Ford Kuga in September 2014.

In April 2017, Ford New Zealand told the couple their vehicle was subject to a safety recall and needed repairs to its cooling system.

If it wasn't fixed, an engine fire could occur. They decided to reject the car.

Capital City Motors, which sold them the SUV, said they weren't entitled to reject it.

The case

Early in 2017, the Burnards saw a television news story regarding a Kuga engine fire in Auckland.

Concerned their car could be at risk of going up in flames, Mrs Burnard made inquiries with Capital City Motors' Kapiti branch, but no further information was available.

Four months later, they received a safety recall notice from Ford NZ for the Kuga describing the problem.

This stated: "In affected cars, localised overheating of the engine cylinder head, due to a lack of coolant circulation, could cause the cylinder head to crack, causing an oil leak possibly resulting in a fire in the engine compartment."

Repair work would occur in two stages. However, parts were not available so it was expected to start in the second quarter of 2017.

Ford NZ advised owners to maintain proper engine coolant levels to reduce the risk of fire.

Mr Burnard said the car never overheated, but he was concerned about the recall and visited Capital City Motors in April. He told a salesman he wanted to reject the Kuga due to a breach of the guarantee of acceptable quality in the CGA.

The dealer's group service manager, David Lavington, told Mr Burnard on May 3 that it wouldn't accept the rejection because it didn't consider the vehicle had a defect.

On May 24, Mr Burnard emailed Lavington stating he didn't consider a reasonable consumer would regard a potential issue that could result in a fire in the engine compartment as acceptable in a $38,990 vehicle.

Lavington replied two days later stating the repairs were a "precaution to avoid any issues arising with Kuga vehicles" and it didn't mean the SUV posed a safety risk.

Stage-one repairs were designed to re-route the coolant return hose from the turbo, thereby lowering the temperature of the coolant being returned to the degas bottle.

The degas bottle and hose would be replaced with materials better designed to withstand high temperatures to significantly reduce the possibility of coolant loss.

Ford NZ's field service engineer, Ehrin Wardlow, said that as long as coolant remained in the engine, there was no risk of the cylinder head cracking or any blaze resulting from that.

Stage-one repairs were carried out on the Burnards' Kuga in August 2017.

The dealer and Ford NZ submitted there was no evidence the SUV had ever overheated or shown signs of coolant loss, and there was no evidence of the circumstances that could potentially lead to the cylinder head cracking.

On this basis, they denied the presence of any defect in the car. They submitted the repairs were precautionary and designed to reduce the risk of overheating, cracking and a potential fire occurring in the future.

Mr Burnard obtained a report from John Harcourt, an experienced mechanical engineer and former tribunal assessor.

Harcourt said the design fault described in Ford NZ's recall notice was a "serious fault in the cooling system".

In his view, the failure of the cooling system that caused the cylinder head to crack wouldn't cause the head to crack and leak oil suddenly.

Rather, a crack in the cylinder head would start slowly in the early stages and only be identified with the very best non-destructive testing equipment after the cylinder head was removed.

Ford NZ said Harcourt hadn't inspected the Burnards' Kuga and had no factual basis on which to comment on its performance.

The marque added Harcourt hadn't identified any specific fault with the car and had failed to identify any factors to indicate the SUV's cylinder head was at risk of cracking, and that Harcourt's comments on the call-back were outside the scope of his expertise.

The tribunal's assessor agreed that a crack in the cylinder head needed to start for it to continue and the engine would have had to overheat before that would happen. There was no evidence the car had overheated.

The finding

After reviewing the evidence, the tribunal found there was no basis for finding that the Kuga had a cracked cylinder head because there was no evidence the car had overheated.

Instead, it found the SUV had a minor defect with its cooling system that a reasonable consumer wouldn't regard as acceptable under the terms of the CGA.

It added that after it was repaired by Ford NZ, the cause for concern about the cylinder head cracking or engine fires would be removed.

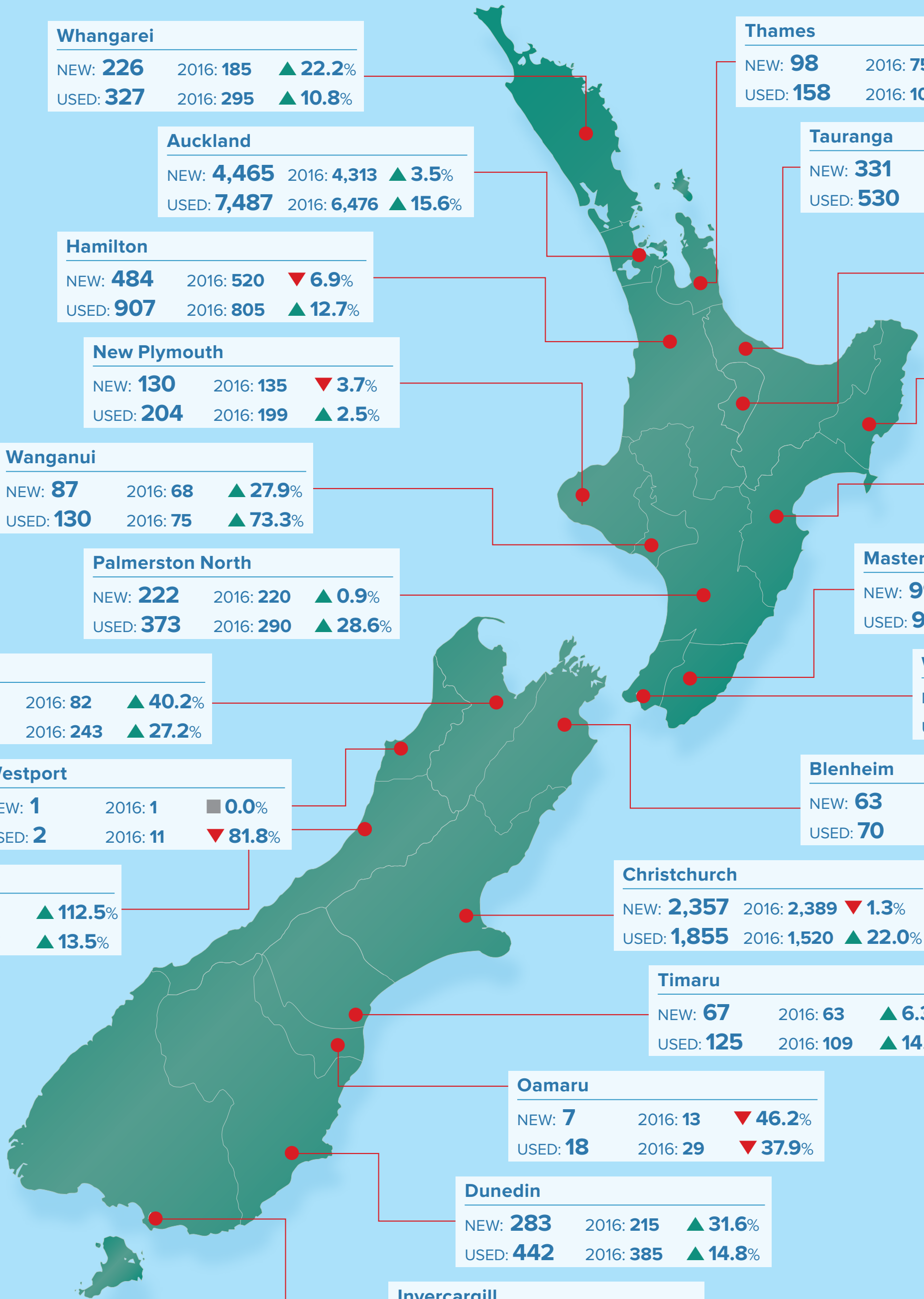
Order

The application was dismissed.

AROUND THE COUNTRY
November 2017

Total new cars	
10,289	
2016: 9,722	▲ 5.8%

Total imported used cars	
14,924	
2016: 12,762	▲ 16.9%



Whangarei	NEW:	226	2016: 185	▲ 22.2%
	USED:	327	2016: 295	▲ 10.8%
Thames	NEW:	98	2016: 75	▲ 30.7%
	USED:	158	2016: 103	▲ 53.4%
Auckland	NEW:	4,465	2016: 4,313	▲ 3.5%
	USED:	7,487	2016: 6,476	▲ 15.6%
Tauranga	NEW:	331	2016: 330	▲ 0.3%
	USED:	530	2016: 532	▼ 0.4%
Hamilton	NEW:	484	2016: 520	▼ 6.9%
	USED:	907	2016: 805	▲ 12.7%
Rotorua	NEW:	149	2016: 73	▲ 104.1%
	USED:	230	2016: 156	▲ 47.4%
New Plymouth	NEW:	130	2016: 135	▼ 3.7%
	USED:	204	2016: 199	▲ 2.5%
Gisborne	NEW:	36	2016: 49	▼ 26.5%
	USED:	93	2016: 64	▲ 45.3%
Wanganui	NEW:	87	2016: 68	▲ 27.9%
	USED:	130	2016: 75	▲ 73.3%
Napier	NEW:	234	2016: 194	▲ 20.6%
	USED:	312	2016: 258	▲ 20.9%
Palmerston North	NEW:	222	2016: 220	▲ 0.9%
	USED:	373	2016: 290	▲ 28.6%
Masterton	NEW:	99	2016: 45	▲ 120.0%
	USED:	99	2016: 75	▲ 32.0%
Nelson	NEW:	115	2016: 82	▲ 40.2%
	USED:	309	2016: 243	▲ 27.2%
Wellington	NEW:	702	2016: 597	▲ 17.6%
	USED:	1,003	2016: 895	▲ 12.1%
Westport	NEW:	1	2016: 1	■ 0.0%
	USED:	2	2016: 11	▼ 81.8%
Blenheim	NEW:	63	2016: 45	▲ 40.0%
	USED:	70	2016: 69	▲ 1.4%
Greymouth	NEW:	17	2016: 8	▲ 112.5%
	USED:	42	2016: 37	▲ 13.5%
Christchurch	NEW:	2,357	2016: 2,389	▼ 1.3%
	USED:	1,855	2016: 1,520	▲ 22.0%
Timaru	NEW:	67	2016: 63	▲ 6.3%
	USED:	125	2016: 109	▲ 14.7%
Oamaru	NEW:	7	2016: 13	▼ 46.2%
	USED:	18	2016: 29	▼ 37.9%
Dunedin	NEW:	283	2016: 215	▲ 31.6%
	USED:	442	2016: 385	▲ 14.8%
Invercargill	NEW:	116	2016: 102	▲ 13.7%
	USED:	208	2016: 136	▲ 52.9%

Imported Passenger Vehicle Sales by Make - November 2017

MAKE	NOV'17	NOV'16	+/- %	NOV'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	3,785	3,373	12.2	25.4%	38,075	25.1%
Nissan	3,028	2,494	21.4	20.3%	28,415	18.7%
Mazda	2,402	1,914	25.5	16.1%	23,305	15.4%
Honda	1,347	1,261	6.8	9.0%	14,928	9.9%
Subaru	809	593	36.4	5.4%	7,335	4.8%
Suzuki	699	523	33.7	4.7%	7,482	4.9%
BMW	546	517	5.6	3.7%	6,555	4.3%
Mitsubishi	518	417	24.2	3.5%	5,387	3.6%
Volkswagen	459	436	5.3	3.1%	5,059	3.3%
Audi	270	240	12.5	1.8%	2,977	2.0%
Mercedes-Benz	267	233	14.6	1.8%	3,149	2.1%
Ford	111	150	-26.0	0.7%	1,222	0.8%
Lexus	75	65	15.4	0.5%	948	0.6%
Volvo	71	85	-16.5	0.5%	877	0.6%
Holden	60	52	15.4	0.4%	644	0.4%
Land Rover	50	39	28.2	0.3%	560	0.4%
Chevrolet	46	44	4.5	0.3%	597	0.4%
Jaguar	44	43	2.3	0.3%	518	0.3%
Mini	43	30	43.3	0.3%	464	0.3%
Porsche	34	23	47.8	0.2%	373	0.2%
Jeep	32	18	77.8	0.2%	289	0.2%
Dodge	28	32	-12.5	0.2%	292	0.2%
Chrysler	23	10	130.0	0.2%	222	0.1%
Peugeot	21	11	90.9	0.1%	167	0.1%
Hyundai	20	28	-28.6	0.1%	352	0.2%
Renault	19	4	375.0	0.1%	150	0.1%
Pontiac	12	4	200.0	0.1%	49	0.0%
Kia	10	10	0.0	0.1%	110	0.1%
Daihatsu	9	15	-40.0	0.1%	133	0.1%
Maserati	7	9	-22.2	0.0%	119	0.1%
Cadillac	5	4	25.0	0.0%	58	0.0%
Ferrari	5	4	25.0	0.0%	34	0.0%
Fiat	5	4	25.0	0.0%	36	0.0%
Lincoln	5	3	66.7	0.0%	21	0.0%
Plymouth	5	4	25.0	0.0%	33	0.0%
Others	54	70	-22.9	0.4%	617	0.4%
Total	**14,924**	**12,762**	**16.9**	**100.0%**	**151,552**	**100.0%**

Imported Passenger Vehicle Sales by Model - November 2017

MAKE	MODEL	NOV'17	NOV'16	+/- %	NOV'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Nissan	Tiida	930	725	28.3	6.2%	6,743	4.4%
Mazda	Demio	704	496	41.9	4.7%	5,438	3.6%
Mazda	Axela	615	548	12.2	4.1%	6,727	4.4%
Suzuki	Swift	589	440	33.9	3.9%	6,391	4.2%
Honda	Fit	525	429	22.4	3.5%	5,250	3.5%
Toyota	Prius	393	283	38.9	2.6%	3,377	2.2%
Subaru	Legacy	391	288	35.8	2.6%	3,665	2.4%
Toyota	Wish	385	305	26.2	2.6%	3,722	2.5%
Toyota	Vitz	365	299	22.1	2.4%	2,898	1.9%
Toyota	Estima	324	217	49.3	2.2%	2,485	1.6%
Mazda	Atenza	295	238	23.9	2.0%	3,324	2.2%
Mitsubishi	Outlander	294	199	47.7	2.0%	3,046	2.0%
Volkswagen	Golf	293	264	11.0	2.0%	3,107	2.1%
Nissan	Leaf	246	68	261.8	1.6%	1,707	1.1%
Toyota	MarkX	236	214	10.3	1.6%	2,817	1.9%
Mazda	Mpv	233	203	14.8	1.6%	2,350	1.6%
Nissan	Murano	207	143	44.8	1.4%	1,741	1.1%
Mazda	Premacy	206	209	-1.4	1.4%	2,254	1.5%
Subaru	Impreza	197	130	51.5	1.3%	1,663	1.1%
Toyota	Corolla	196	251	-21.9	1.3%	2,271	1.5%
Nissan	Dualis	190	190	0.0	1.3%	2,241	1.5%
Nissan	Note	172	163	5.5	1.2%	1,966	1.3%
Honda	Stream	162	112	44.6	1.1%	1,509	1.0%
Toyota	Auris	161	184	-12.5	1.1%	1,886	1.2%
Honda	Odyssey	160	191	-16.2	1.1%	1,997	1.3%
Toyota	Blade	158	143	10.5	1.1%	1,566	1.0%
Toyota	RAV4	157	142	10.6	1.1%	1,628	1.1%
Nissan	X-Trail	148	83	78.3	1.0%	1,450	1.0%
Mazda	Verisa	134	83	61.4	0.9%	1,164	0.8%
Nissan	Teana	130	106	22.6	0.9%	1,329	0.9%
Honda	CRV	123	103	19.4	0.8%	1,323	0.9%
Nissan	Skyline	122	110	10.9	0.8%	1,495	1.0%
Toyota	Alphard	119	91	30.8	0.8%	1,235	0.8%
Nissan	Bluebird	119	131	-9.2	0.8%	1,639	1.1%
Nissan	March	114	125	-8.8	0.8%	1,193	0.8%
Others		5,131	4,856	5.7	34.4%	56,955	37.6%
Total		**14,924**	**12,762**	**16.9**	**100.0%**	**151,552**	**100.0%**

Used sales to smash record

With 2017 drawing to a close, first-time registrations of imported used cars have already beaten last year's total by 2,026 units.

Even a poor sales month in December will see a new record year set by beating 2003's total of 156,972.

Year to date, there have been 151,552 used imported passenger vehicles registered, which is an 11.2 per cent increase on the same period of last year when 136,345 units were sold. The total is also 2,026 units ahead of 2016's aggregate of 149,526.

November's sales of 14,924 made for the best month ever for used imports by surpassing March 2004's record of 14,877 and July 2003's total of 14,709.

Last month was also up by 16.9 per cent compared to the same month of 2016. And total registrations of new and imported used cars are only 164 units behind the best year on record with a month to go. The year-to-date total comes in at 252,009 compared to 252,173 in 2016.

Nick Owens, owner of Auto Inspection Services in Christchurch, expected a slowdown in business during the year, but it never happened and reports trade is doing well. He says several new dealerships have recently opened in the city.

"Business is consistent and we're getting back to pre-earthquake levels," Owens told Autofile.

"There is always a pre-Christmas rush. If people want to change their car, they will do so before Christmas.

"Normally we get a rush here before Christmas and then most of the car yards close for about two weeks over the holiday period.

"A good proportion of dealers will still work from their phones and the internet. Most big yards will be open, but they don't want stock that's not yard-ready."

Lloyd Wilson, owner of Lloyd Wilson Motors in Dunedin, describes 2017 as a solid year.

"The only bit that caught us out was the post-election period," he says. "We were in limbo while the new government formed.

"We sell a range of cars – makes and models vary, and it's all price-driven. There are no buyer trends for vehicles these days. We cater for a diverse market and there's always demand for four-wheel drives."

Wilson says local buyers are keen on Ford pick-up trucks, utes and SUVs for towing, while there's no longer a lot of demand for Falcons and Commodores for this.

"Houses are still selling fast down here," he adds. "It's a different lifestyle in Dunedin."

Mike Farmer, group managing director of Farmer Autovillage in Mount Maunganui, says this year has been solid overall with most brands performing strong.

"Used car sales have increased over the year," he says. "During the period after the election when the new government was being formed, there was some buyer uncertainty."

Back to the last month's statistics and Toyota again took the biggest slice of year-to-date market share with 25.1 per cent on the back of 38,075 registrations. The marque sold 3,785 units in November – up by 12.2 per cent on the same month of last year.

Nissan came in second with an 18.7 per cent year-to-date share of the market on 28,415 units. It sold 3,028 units last month, which was up a healthy increase of 21.4 per cent on November 2016.

Mazda continues to have a strong hold on third with a 15.4 per cent share of the market. It sold 2,402 units, which represented an increase of 25.5 per cent on the same month of last year.

Nissan's Tiida is back at the top of the models' ladder with 930 registrations – up by a substantial 28.3 per cent on 725 sales in November 2016.

The Mazda Demio jumped from fourth to second – up by a massive 41.9 per cent with 704 sales compared to 496 in the same month of last year. Its Axela fell from first to third with 615 units sold, which was a jump of 12.2 per cent.

The Tiida and Axela are neck and neck with 4.4 per cent of the market share year to date, while Suzuki's Swift has 4.2 per cent.

Once again, the Nissan Leaf was a sales star for the month with 246 registrations, an increase of 261.8 per cent on 68 units in November 2016.

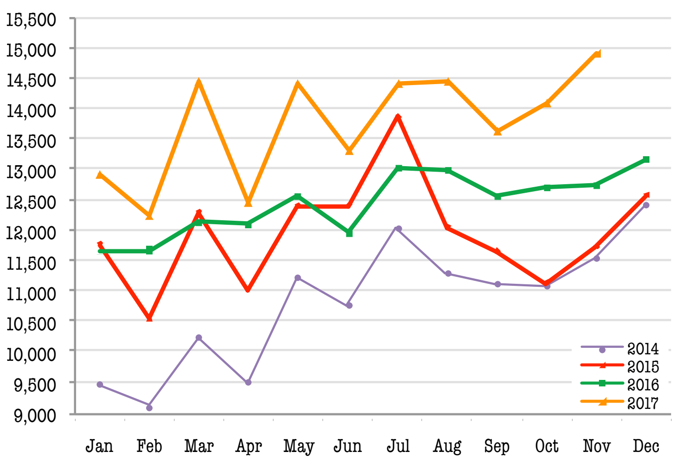
Other stand-out models for the month included Nissan's X-Trail, which jumped by 78.3 per cent, the Subaru Impreza, up by 51.5 per cent and Mitsubishi's Outlander, which climbed by 47.7 per cent.

Nineteen of the country's 22 regions experienced a positive lift in sales compared to the same month last year.

Wanganui experienced a huge month – up by 73.3 per cent from 75 sales in November 2016 to 130 last month.

Thames also performed well. Sales there rose by 53.4 per cent to 158, while Invercargill increased by 52.9 per cent with 208 registrations.

Used Imported Passenger Registrations - 2014-2017



No brakes on imports boom

This year's boom in used passenger vehicles crossing the border has continued in the build-up to Christmas with 14,642 units imported last month.

The year-to-date total now stands at 158,469, which is 5,793 units ahead of overall imports of used cars for 2016 when 152,676 arrived.

However, imports of used light commercial vehicles dropped significantly – down by 12.3 per cent on the same month of last year and by 9.3 per cent on October's 712 units.

Used car dealers continued to tap into Japan's vast second-hand market to stock their yards last month, while imports from Australia and the UK fell.

There were 13,709 used passenger vehicles imported from Japan in November – a 10.2 per cent increase on the same month of 2016 for a monthly market share of 93.6 per cent.

Importers brought in 389 used cars from Australia – a 4.9 per cent decrease on November 2016 and down by 228 units from the year's high of 617 in March. Year to date, 5,110 units have been shipped from across the ditch.

A total of 197 cars were imported from the UK during November. This was a significant 29.4 per cent fall compared to the same month of last year. So far in 2017, importers have brought in 2,031 units from the UK.

Singapore was up by 27.9 per cent compared to November 2016 with 142 units and it has a year-to-date total of 1,098 units. There were 164 imports from the US – up by 7.9 per cent on the same month last year.

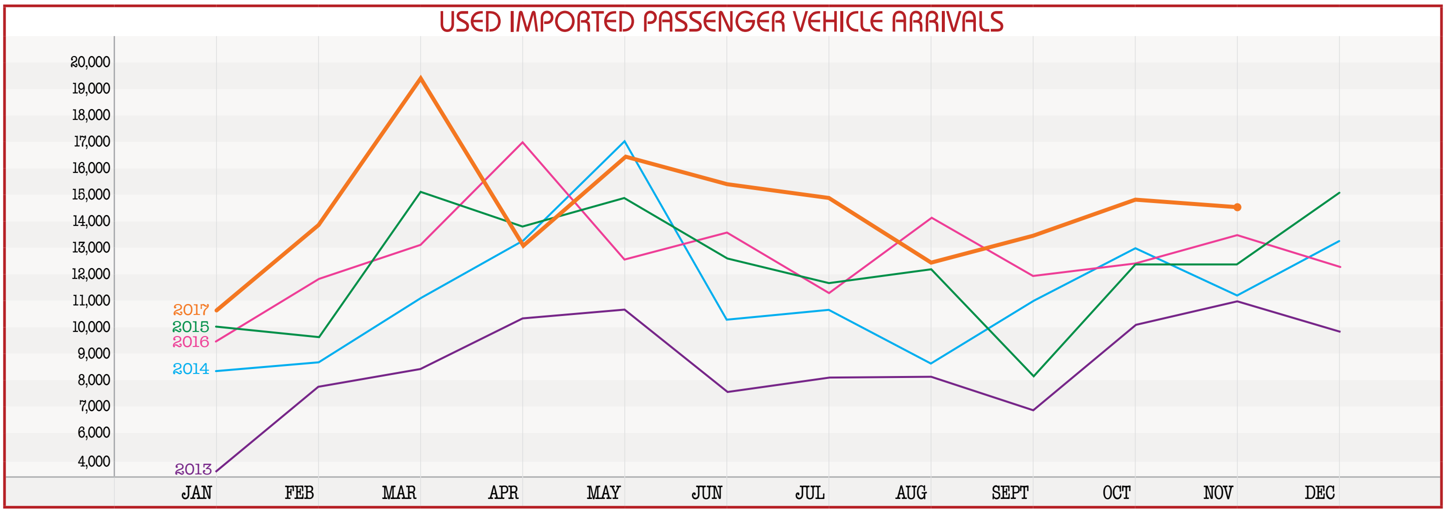
Lloyd Wilson, owner of Lloyd Wilson Motors in Dunedin, says different makes and models come up for auction in Japan in cycles as manufacturers release new models for the domestic market.

He says stocking the yard is more luck than science. "We are cautious and keep a wide range of stock."

Nick Owens, of Auto Inspection Services in Christchurch, has noticed a drop-off in stock volumes coming into the country from the UK.

"We saw a lot of near-new stock earlier in the year from the UK, but not a lot in the past few months," he told Autofile. "We don't see a lot of cars from Australia. Most of the buyers dealing with Australian imports are specialising in that stuff.

"We should see more people movers and other vehicles that don't have electronic stability control come in before March." ⊕



Used Imported Passenger Vehicles By Country Of Export

COUNTRY OF EXPORT	2017													2016	
	JAN '17	FEB '17	MAR '17	APR '17	MAY '17	JUN '17	JUL '17	AUG '17	SEP '17	OCT '17	NOV '17	NOV SHARE %	2017 TOTAL	2016 TOTAL	MRKT SHARE
Australia	382	530	617	431	508	475	450	531	363	434	389	2.7%	5,110	5,151	3.4%
Great Britain	273	173	241	152	190	143	133	190	163	176	197	1.3%	2,031	1,537	1.0%
Japan	9,697	12,924	18,426	12,274	15,649	14,566	13,209	11,419	12,688	13,983	13,709	93.6%	148,544	143,080	93.7%
Singapore	47	81	97	54	87	183	120	123	53	111	142	1.0%	1,098	1,231	0.8%
USA	156	100	135	82	119	108	107	119	115	124	164	1.1%	1,329	1,275	0.8%
Other countries	28	21	30	24	31	55	36	34	19	38	41	0.3%	357	438	0.3%
Total	**10,583**	**13,829**	**19,546**	**13,017**	**16,584**	**15,530**	**14,055**	**12,416**	**13,401**	**14,866**	**14,642**	**100.0%**	**158,469**	**152,712**	**100.0%**

Electric vehicles in high demand

Dealers are "crying out" for second-hand electric vehicles (EVs), according to Nick Owens, of Auto Inspection Services in Christchurch.

"At the moment we are inspecting about 10 electric cars," he says. "The increased demand will be restricted by supply and that will push up prices probably by one to two grand more.

"The Nissan Leaf we have at work would have saved us about $2,000 in annual running costs."

Owens says the UK and Japan are the main markets for used EVs due to their government subsidies, which make used Leafs "great value" for Kiwi buyers.

But he warns there may not be enough second-hand EVs available to meet buyer demand, which "will drive up retail prices to what people are prepared to pay".

"About 25 per cent of used cars will not make a profit, so you have to be on your game all the time," says John Moyes, of Moyes Motor Group in Panmure, Auckland.

He says the internet makes it easier to check what's selling. "You can get a rough idea of price. It makes it a little easier than it was."

Dealer-to-public sales of second-hand cars during November were up slightly on the same month of last year.

There were 18,573 of those registrations last month for a 1.6 per cent increase compared to 18,277 sales in November 2016.

Public-to-public registrations plateaued last month with 43,369 units changing hands – a 0.5 increase on November 2016's 43,139 units.

There was a 4.5 per cent increase in trade-ins with dealers buying 13,293 cars compared to 12,717 in the same month last year.

Wanganui had a 34 per cent increase in dealer-to-public sales with 260 compared to 194 in November 2016. Rotorua was second with a 27.4 per cent jump with 404 units compared to 317, while Masterton came third with a 25.9 per cent increase with 214 sales.

Auckland, the country's largest market, was more stable notching up a 1.1 per cent increase in trader-to-public sales – 6,449 units compared to 6,381.

Dealers in Rotorua accepted 71.6 per cent more trade-ins during November than during the same month last year – 187 units compared to 109.

Masterton was close behind with a 61.7 per cent jump in public-to-dealer sales with 131 while there were 109 in November 2016. Thames was third with a 40.4 per cent rise to 139 units compared to 99.

SECONDHAND CAR SALES - November 2017

	DEALER TO PUBLIC				PUBLIC TO PUBLIC			PUBLIC TO DEALER		
	NOV '17	NOV '16	+/- %	MARKET SHARE	NOV '17	NOV '16	+/- %	NOV '17	NOV '16	+/- %
Whangarei	621	619	0.3	3.34	1,975	2,065	-4.4	277	281	-1.4
Auckland	6,449	6,381	1.1	34.72	14,745	15,216	-3.1	5,010	4,888	2.5
Hamilton	1,404	1,476	-4.9	7.56	3,206	3,413	-6.1	1,036	1,092	-5.1
Thames	303	262	15.6	1.63	731	621	17.7	139	99	40.4
Tauranga	872	984	-11.4	4.69	2,060	2,247	-8.3	534	606	-11.9
Rotorua	404	317	27.4	2.18	1,081	993	8.9	187	109	71.6
Gisborne	180	165	9.1	0.97	381	390	-2.3	81	80	1.3
Napier	673	559	20.4	3.62	1,573	1,432	9.8	489	411	19.0
New Plymouth	402	375	7.2	2.16	946	967	-2.2	201	202	-0.5
Wanganui	260	194	34.0	1.40	674	538	25.3	175	130	34.6
Palmerston North	813	776	4.8	4.38	1,564	1,541	1.5	776	612	26.8
Masterton	214	170	25.9	1.15	530	427	24.1	131	81	61.7
Wellington	1,565	1,550	1.0	8.43	3,120	2,988	4.4	1,146	1,110	3.2
Nelson	351	310	13.2	1.89	1,124	1,038	8.3	233	200	16.5
Blenheim	187	182	2.7	1.01	452	422	7.1	82	105	-21.9
Greymouth	55	76	-27.6	0.30	146	184	-20.7	23	42	-45.2
Westport	8	22	-63.6	0.04	36	68	-47.1	0	0	0.0
Christchurch	2,376	2,451	-3.1	12.79	5,154	4,895	5.3	1,880	1,804	4.2
Timaru	214	233	-8.2	1.15	544	538	1.1	156	139	12.2
Oamaru	41	51	-19.6	0.22	119	153	-22.2	2	14	-85.7
Dunedin	716	706	1.4	3.86	2,047	2,013	1.7	438	437	0.2
Invercargill	465	418	11.2	2.50	1,161	990	17.3	297	275	8.0
NZ total	**18,573**	**18,277**	**1.6**	**100.00**	**43,369**	**43,139**	**0.5**	**13,293**	**12,717**	**4.5**

New Passenger Vehicle Sales by Make - November 2017

MAKE	NOV'17	NOV'16	+/- %	NOV'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	2,358	1,541	53.0	22.9%	18,522	18.4%
Holden	1,149	1,169	-1.7	11.2%	9,040	9.0%
Mazda	904	832	8.7	8.8%	9,282	9.2%
Mitsubishi	710	643	10.4	6.9%	6,730	6.7%
Hyundai	637	691	-7.8	6.2%	6,564	6.5%
Ford	603	650	-7.2	5.9%	6,269	6.2%
Suzuki	491	479	2.5	4.8%	6,450	6.4%
Kia	489	531	-7.9	4.8%	6,244	6.2%
Nissan	440	506	-13.0	4.3%	4,442	4.4%
Honda	414	351	17.9	4.0%	4,261	4.2%
Subaru	312	231	35.1	3.0%	3,168	3.2%
Volkswagen	280	338	-17.2	2.7%	3,872	3.9%
Mercedes-Benz	231	205	12.7	2.2%	2,347	2.3%
Audi	163	187	-12.8	1.6%	1,916	1.9%
BMW	161	185	-13.0	1.6%	1,818	1.8%
Land Rover	117	93	25.8	1.1%	1,102	1.1%
Jeep	116	238	-51.3	1.1%	1,092	1.1%
Skoda	106	114	-7.0	1.0%	1,202	1.2%
Peugeot	80	61	31.1	0.8%	716	0.7%
Lexus	65	65	0.0	0.6%	646	0.6%
SsangYong	60	248	-75.8	0.6%	780	0.8%
Volvo	52	50	4.0	0.5%	494	0.5%
Jaguar	48	33	45.5	0.5%	334	0.3%
Mini	44	65	-32.3	0.4%	635	0.6%
Dodge	33	28	17.9	0.3%	257	0.3%
Citroen	28	14	100.0	0.3%	224	0.2%
Tesla	28	0	2800.0	0.3%	223	0.2%
Porsche	27	28	-3.6	0.3%	340	0.3%
Haval	25	0	2500.0	0.2%	59	0.1%
LDV	15	4	275.0	0.1%	45	0.0%
Fiat	14	9	55.6	0.1%	190	0.2%
Isuzu	14	23	-39.1	0.1%	253	0.3%
Renault	14	58	-75.9	0.1%	223	0.2%
Maserati	9	4	125.0	0.1%	129	0.1%
Bentley	8	4	100.0	0.1%	44	0.0%
Others	44	44	0.0	0.4%	544	0.5%
Total	**10,289**	**9,722**	**5.8**	**100.0%**	**100,457**	**100.0%**

New Passenger Vehicle Sales by Model - November 2017

MAKE	MODEL	NOV'17	NOV'16	+/- %	NOV'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	Corolla	814	581	40.1	7.9%	6,685	6.7%
Toyota	RAV4	648	234	176.9	6.3%	4,119	4.1%
Toyota	Highlander	445	105	323.8	4.3%	2,548	2.5%
Mazda	CX-5	385	264	45.8	3.7%	3,010	3.0%
Mitsubishi	ASX	302	165	83.0	2.9%	2,155	2.1%
Honda	CRV	238	42	466.7	2.3%	842	0.8%
Mitsubishi	Outlander	227	272	-16.5	2.2%	2,687	2.7%
Hyundai	Kona	218	0	21800.0	2.1%	296	0.3%
Kia	Sportage	215	352	-38.9	2.1%	3,400	3.4%
Nissan	Qashqai	212	155	36.8	2.1%	1,847	1.8%
Holden	Captiva	204	330	-38.2	2.0%	2,024	2.0%
Suzuki	Swift	196	238	-17.6	1.9%	2,231	2.2%
Holden	Barina	184	232	-20.7	1.8%	920	0.9%
Hyundai	Tucson	184	381	-51.7	1.8%	2,111	2.1%
Holden	Commodore	176	187	-5.9	1.7%	2,064	2.1%
Nissan	X-Trail	167	223	-25.1	1.6%	1,685	1.7%
Holden	Astra	164	0	16400.0	1.6%	785	0.8%
Ford	Escape	164	0	16400.0	1.6%	1,604	1.6%
Ford	Focus	156	96	62.5	1.5%	1,526	1.5%
Holden	Trax	149	217	-31.3	1.4%	1,210	1.2%
Toyota	Yaris	147	242	-39.3	1.4%	1,787	1.8%
Mazda	Mazda3	146	162	-9.9	1.4%	1,825	1.8%
Subaru	XV	137	33	315.2	1.3%	624	0.6%
Mazda	CX-3	128	116	10.3	1.2%	1,395	1.4%
Holden	Trailblazer	114	30	280.0	1.1%	556	0.6%
Kia	Carnival	108	56	92.9	1.0%	316	0.3%
Ford	Everest	108	92	17.4	1.0%	634	0.6%
Hyundai	Santa Fe	103	146	-29.5	1.0%	1,517	1.5%
Mazda	CX-9	99	111	-10.8	1.0%	1,122	1.1%
Suzuki	Vitara	96	128	-25.0	0.9%	1,365	1.4%
Subaru	Outback	94	109	-13.8	0.9%	1,378	1.4%
Honda	HR-V	93	130	-28.5	0.9%	1,353	1.3%
Volkswagen	Tiguan	93	108	-13.9	0.9%	1,825	1.8%
Mazda	Mazda2	91	116	-21.6	0.9%	1,131	1.1%
Toyota	L'cruiser Prado	87	89	-2.2	0.8%	776	0.8%
Others		3,197	3,980	-19.7	31.1%	39,104	38.9%
Total		**10,289**	**9,722**	**5.8**	**100.0%**	**100,457**	**100.0%**

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

LEADS

Web - Dealer	↓ 6.2%
Brand	↑ 1.7%
Web - Classified	↓ 5.1%

TEST DRIVES

Web - Dealer	↓ 12.3%
Brand	↑ 39.2%
Web - Classified	↑ 19.3%

Sales race ahead

Registrations of new passenger vehicles in 2017 have stormed ahead of 2016. Year to date, 100,457 have been sold – 5,882 more than during the same 11-month period last year when 94,575 had been registered.

During November, 10,289 new cars were sold – up by 5.8 per cent on the same month of 2016 when the total was 9,722 units.

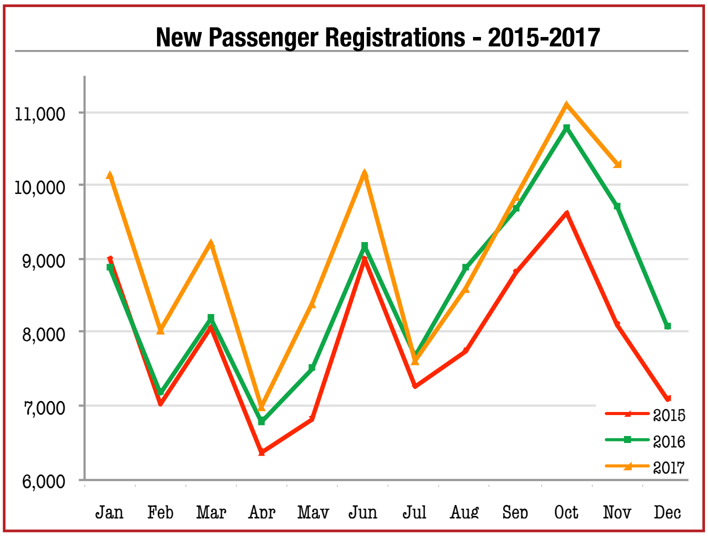
Registrations were up in 17 of the country's 22 regions during last month. They climbed by by 120 per cent in Masterton from 45 units in November 2016 to 99 last month. Rotorua also had a good month with 149 registrations compared to 73 – up by 104 per cent.

Toyota continues to hold the biggest chunk of market share with 18.4 per cent thanks to year-to-date sales of 18,522. It's followed by Mazda on 9.2 per cent and Holden on nine per cent.

Toyota has its grip on the top three places in the models' ladder. The Corolla kept its top spot with a 40.1 per cent increase in sales to 814 units compared to 581 in November 2016.

The RAV4 was second on 648 units – jumping a remarkable 176.9 per cent on 234 sales in the same month of last year. The Highlander was third with a massive 323.8 per cent increase on 2016 with 445 units compared to 105.

Honda's CRV saw a 466.7 per cent boom in sales – 238 last month compared to 42 last November. Hyundai's Kona all-new compact SUV is also proving it's a force to be reckoned with by securing 218 registrations last month.



NEW VEHICLE SALES BY BUYER TYPE - November 2017

	NOV '17	NOV '16	MTH %	2017 YTD	2016 YTD	% YTD
Passenger	3,730	4,119	-9.4	41,598	45,480	-8.5
Private	1,053	1,340	-21.4	14,967	17,323	-13.6
Business	1,288	1,551	-17.0	16,480	18,559	-11.2
Gov't	132	95	38.9	1,749	1,933	-9.5
Rental	1,257	1,133	10.9	8,402	7,665	9.6
SUV	6,508	5,574	16.8	58,191	48,599	19.7
Private	2,504	1,832	36.7	25,394	20,025	26.8
Business	2,268	1,963	15.5	23,628	20,578	14.8
Gov't	90	81	11.1	922	786	17.3
Rental	1,646	1,698	-3.1	8,247	7,210	14.4
Light Commercial	3,680	3,421	7.6	41,379	35,582	16.3
Private	876	757	15.7	10,105	8,673	16.5
Business	2,308	2,200	4.9	27,900	24,053	16.0
Gov't	165	147	12.2	1,556	1,249	24.6
Rental	331	317	4.4	1,818	1,607	13.1
Sub Total	13,918	13,114	6.1	141,168	129,661	8.9
Private	4,433	3,929	12.8	50,466	46,021	9.7
Business	5,864	5,714	2.6	68,008	63,190	7.6
Gov't	387	323	19.8	4,227	3,968	6.5
Rental	3,234	3,148	2.7	18,467	16,482	12.0
Heavy Commercial	486	410	18.5	5,458	4,523	20.7
Other	190	202	-5.9	1,709	1,328	28.7
Total	14,594	13,726	6.3	148,335	135,512	9.5

NEW VEHICLE MARKET SEGMENTATION - November 2017

	NOV '17	NOV '16	MTH% DIFF	2017 YTD	2016 YTD	% YTD
Passenger	3,730	4,119	-9.4	41,598	45,480	-8.5
SUV	6,508	5,574	16.8	58,191	48,599	19.7
Light Commercial	3,680	3,421	7.6	41,379	35,582	16.3
Heavy Commercial	486	410	18.5	5,458	4,523	20.7
Other	190	202	-5.9	1,709	1,328	28.7
TOTAL MARKET	14,594	13,726	6.3	148,335	135,512	9.5
Micro	76	164	-53.7	1,552	1,973	-21.3
Light	972	1,344	-27.7	11,571	12,687	-8.8
Small	1,757	1,486	18.2	17,625	17,355	1.6
Medium	335	548	-38.9	5,135	6,675	-23.1
Large	263	268	-1.9	2,991	3,759	-20.4
Upper Large	10	11	-9.1	107	180	-40.6
People Movers	183	116	57.8	918	897	2.3
Sports	134	182	-26.4	1,699	1,954	-13.1
SUV Small	1,804	1,481	21.8	15,928	12,738	25.0
SUV Medium	2,785	2,284	21.9	24,462	19,597	24.8
SUV Large	1,811	1,762	2.8	16,945	15,689	8.0
SUV Upper Large	108	47	129.8	856	575	48.9
Light Buses	103	113	-8.8	980	759	29.1
Vans	584	606	-3.6	5,977	5,457	9.5
Pick Up/Chassis Cab 4x2	1,087	1,075	1.1	13,732	12,303	11.6
Pick Up/Chassis Cab 4x4	1,906	1,627	17.1	20,690	17,063	21.3
Heavy Commercial	486	410	18.5	5,458	4,523	20.7
Other	190	202	-5.9	1,709	1,328	28.7
TOTAL MARKET	14,594	13,726	6.3	148,335	135,512	9.5

Construction may hit sales

Booming building activity over the past five years has helped to drive demand for commercial vehicles – especially light commercials.

Infometrics says when it factors in construction activity against sales of light commercials there's a close link between the two.

Downward revisions to building work shave more than 8,000 light commercial vehicle sales – or 3.8 per cent – off its forecasts over the next five years with most likely to take place between 2019 and 2021.

Capacity constraints mean companies are unlikely to build as much as previously thought, so this – and limits on available trades people – may create reduced demand for trucks and vans during in the three years to 2021.

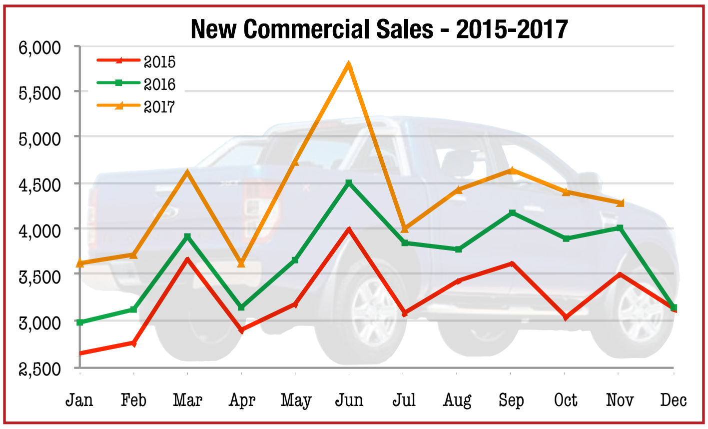
"The effect reverses out in the final year of our forecasts," says Infometrics. "Over the 12 months to June 2022, more light commercials will be sold.

"Because construction is unlikely to meet demand over the next four years, there will be more work left for 2021/22 and beyond. In a sense, constraints will help spread light commercial growth more evenly over the next five years.

"However, we still expect light commercial sales to slide from mid-2020. Construction activity and economic growth are expected to ease in the latter part of our five-year forecast period.

"We've had a huge run in construction-related sales over the past five years, bolstered initially by Christchurch's rebuild and an expanding population. This growth will eventually subside."

Sales of new commercials increased by 7.1 per cent during November – 4,305 units compared to 4,018 in the same month of last year.



New Commercial Sales by Make - November 2017

MAKE	NOV'17	NOV'16	+/- %	NOV'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Ford	943	839	12.4	21.9%	9,712	20.2%
Toyota	869	739	17.6	20.2%	10,810	22.5%
Holden	340	410	-17.1	7.9%	4,264	8.9%
Mitsubishi	339	263	28.9	7.9%	3,793	7.9%
Isuzu	319	356	-10.4	7.4%	3,540	7.4%
Nissan	193	231	-16.5	4.5%	2,873	6.0%
Mazda	188	137	37.2	4.4%	2,079	4.3%
Mercedes-Benz	162	129	25.6	3.8%	1,073	2.2%
Volkswagen	148	98	51.0	3.4%	1,453	3.0%
LDV	144	121	19.0	3.3%	1,157	2.4%
Fiat	130	79	64.6	3.0%	1,011	2.1%
Fuso	60	0	6000.0	1.4%	746	1.6%
Foton	59	46	28.3	1.4%	647	1.3%
Hino	56	37	51.4	1.3%	608	1.3%
Renault	53	34	55.9	1.2%	174	0.4%
Hyundai	38	117	-67.5	0.9%	852	1.8%
Volvo	34	16	112.5	0.8%	353	0.7%
UD Trucks	32	23	39.1	0.7%	249	0.5%
Kenworth	31	13	138.5	0.7%	221	0.5%
Iveco	29	29	0.0	0.7%	244	0.5%
Others	138	301	-54.2	3.2%	2,228	4.6%
Total	**4,305**	**4,018**	**7.1**	**100.0%**	**48,087**	**100.0%**

New Commercial Sales by Model - November 2017

MAKE	MODEL	NOV'17	NOV'16	+/- %	NOV'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Ford	Ranger	874	777	12.5	20.3%	8,833	18.4%
Toyota	Hilux	620	483	28.4	14.4%	7,680	16.0%
Mitsubishi	Triton	339	263	28.9	7.9%	3,791	7.9%
Holden	Colorado	323	388	-16.8	7.5%	4,062	8.4%
Toyota	Hiace	207	235	-11.9	4.8%	2,829	5.9%
Isuzu	D-Max	206	221	-6.8	4.8%	2,360	4.9%
Nissan	Navara	193	231	-16.5	4.5%	2,871	6.0%
Mazda	BT-50	187	137	36.5	4.3%	2,077	4.3%
Mercedes-Benz	Sprinter	140	122	14.8	3.3%	831	1.7%
Fiat	Ducato	129	75	72.0	3.0%	985	2.0%
Ford	Transit	69	62	11.3	1.6%	875	1.8%
LDV	V80	64	68	-5.9	1.5%	615	1.3%
Volkswagen	Amarok	59	57	3.5	1.4%	855	1.8%
Volkswagen	T6	55	22	150.0	1.3%	301	0.6%
Renault	Master Van	50	31	61.3	1.2%	124	0.3%
LDV	T60	50	0	5000.0	1.2%	152	0.3%
Foton	Tunland	49	36	36.1	1.1%	575	1.2%
Isuzu	F Series	47	46	2.2	1.1%	502	1.0%
Toyota	Landcruiser	42	21	100.0	1.0%	300	0.6%
Isuzu	N Series	41	64	-35.9	1.0%	436	0.9%
Others		561	679	-17.4	13.0%	7,033	14.6%
Total		**4,305**	**4,018**	**7.1**	**100.0%**	**48,087**	**100.0%**

Tough competition at auctions

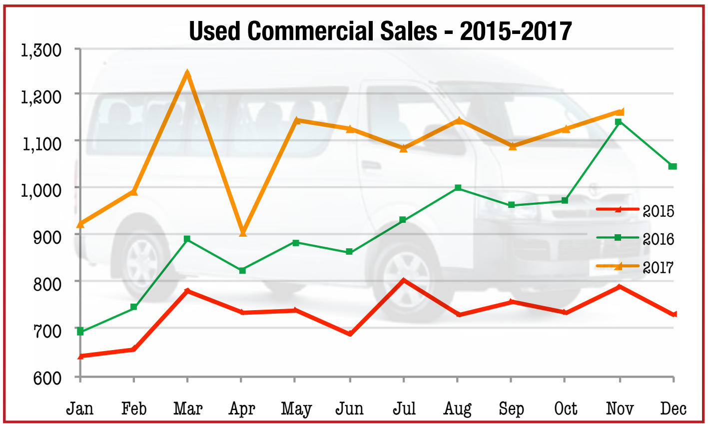
November was another positive month for used commercials with the sector showing a healthy increase in registrations.

There were 1,165 sales to make it the second largest month of 2017 behind March when 1,249 were retailed. It was also an increase on the same month of last year when there were 1,144 registrations.

Year to date, 11,988 used commercial vehicles have been registered – up by 9.3 per cent on 2016's total sales of 10,967.

Gareth Karrasch, director of Autobiz, which operates yards in Papatoetoe and Takanini, says it's difficult to get commercial stock.

"We are competing with other dealers at auctions," he explains. "We have the yard about 80 per cent full and mostly we're well-stocked. Preparation for sale takes a while. We pick up trade-ins with 2008s to 2012s in pretty good condition."



Mike Farmer, of Farmer Autovillage in Mount Maunganui, told Autofile that second-hand utes are continuing to hold their value.

Last month's sales of Hiaces have driven Toyota to a 46.2 per cent share of 2017's used commercial market.

There were 382 of the vans registered during November – up by 9.2 per cent on 349 units in November 2016 – and adding to the 4,164 that have been sold during the past 11 months for a 34.7 per cent share of the year-to-date market.

Nissan's Caravan was second with 75 sales, down by 8.5 per cent on November last year, while Fiat's Ducato was third on 62 units for a drop of 22.5 per cent.

Nissan was second behind Toyota on the brand leaders' board with 249 sales in November. This was up by 3.8 per cent on the same month last year for a 21.5 per cent market share.

Isuzu was third – up by 27.8 per cent with 69 sales.

Used Commercial Sales by Make - November 2017

MAKE	NOV'17	NOV'16	+/- %	NOV'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	498	474	5.1	42.7%	5,536	46.2%
Nissan	249	240	3.8	21.4%	2,577	21.5%
Isuzu	69	54	27.8	5.9%	629	5.2%
Mazda	65	93	-30.1	5.6%	819	6.8%
Fiat	63	84	-25.0	5.4%	153	1.3%
Mitsubishi	45	31	45.2	3.9%	435	3.6%
Ford	41	34	20.6	3.5%	447	3.7%
Hino	32	33	-3.0	2.7%	324	2.7%
Chevrolet	20	18	11.1	1.7%	228	1.9%
Holden	18	25	-28.0	1.5%	223	1.9%
Dodge	8	6	33.3	0.7%	60	0.5%
Mercedes-Benz	8	6	33.3	0.7%	68	0.6%
Volkswagen	6	8	-25.0	0.5%	81	0.7%
Suzuki	5	2	150.0	0.4%	29	0.2%
GMC	4	5	-20.0	0.3%	46	0.4%
Renault	4	2	100.0	0.3%	27	0.2%
Kenworth	3	2	50.0	0.3%	28	0.2%
Land Rover	3	0	300.0	0.3%	16	0.1%
Mitsubishi Fuso	3	1	200.0	0.3%	29	0.2%
MAN	2	2	0.0	0.2%	9	0.1%
Others	19	24	-20.8	1.6%	224	1.9%
Total	**1,165**	**1,144**	**1.8**	**100.0%**	**11,988**	**100.0%**

Used Commercial Sales by Model - November 2017

MAKE	MODEL	NOV'17	NOV'16	+/- %	NOV'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	Hiace	382	349	9.5	32.8%	4,164	34.7%
Nissan	Caravan	75	82	-8.5	6.4%	893	7.4%
Fiat	Ducato	62	80	-22.5	5.3%	151	1.3%
Mazda	Bongo	56	79	-29.1	4.8%	681	5.7%
Nissan	NV200	48	51	-5.9	4.1%	439	3.7%
Toyota	Regius	41	42	-2.4	3.5%	497	4.1%
Nissan	Vanette	37	50	-26.0	3.2%	415	3.5%
Isuzu	Elf	35	33	6.1	3.0%	346	2.9%
Nissan	NV350	28	13	115.4	2.4%	201	1.7%
Toyota	Dyna	24	32	-25.0	2.1%	315	2.6%
Mitsubishi	Canter	22	19	15.8	1.9%	213	1.8%
Nissan	Navara	21	15	40.0	1.8%	212	1.8%
Isuzu	Forward	20	11	81.8	1.7%	164	1.4%
Nissan	Atlas	19	19	0.0	1.6%	222	1.9%
Hino	Dutro	18	18	0.0	1.5%	164	1.4%
Toyota	Hilux	17	19	-10.5	1.5%	181	1.5%
Toyota	Toyoace	14	14	0.0	1.2%	192	1.6%
Ford	Ranger	11	19	-42.1	0.9%	159	1.3%
Hino	Ranger	10	12	-16.7	0.9%	159	1.3%
Chevrolet	Silverado	10	9	11.1	0.9%	101	0.8%
Others		215	178	20.8	18.5%	2,119	17.7%
Total		**1,165**	**1,144**	**1.8**	**100.0%**	**11,988**	**100.0%**

Positive signs for next year

Although dealers have sold 5,882 more new cars in the past 11 months than in the same period last year, the amount of unsold stock remains high.

There's now just under eight months' supply – 70,616 units – of new car stock sitting in distributor or dealership yards if the average daily sales figure remains at 297.

There were 9,825 new cars imported into New Zealand during November, an 11.2 per cent decrease on the same month last year, which saw 11,059 units imported. This was down by 6.2 per cent on October's 10,473 units.

Dealers registered 10,289 new passenger vehicles last month – a 5.8 per cent increase on the same month last year, but a 7.4 per cent decrease on October 2017.

Unsold stock dropped by 464 when the sales total was subtracted from November's import total. Despite this small stock decrease, November's unsold stock total was 10.1 per cent per cent higher when compared to the same month last year, which had 64,165 unregistered units.

Year to date, 105,152 new cars have crossed the border and 100,457 have been sold leaving a variance of 4,695.

Dealers throughout the country have 237 days' worth of stock on hand. This is 14 days fewer than the year's high of 251 days – just over eight months – in August and only seven days higher than in November last year.

John Moyes, the managing director of Auckland's Moyes Motor Group, which is shutting up shop after 30 years, says stocking the dealership was always difficult to get right and depended on the state of the economy.

"We would reduce stock during a downturn," he told Autofile. "We tended to advertise a lot so we never had a bad year. But we never took big risks. Business was always up and down.

"I think 2018 will be okay for the industry. New Zealand is going well and it will be a good year for new car sales. There's nothing showing that things will slow down. I think it will keep on rolling, the city is growing and people need cars."

Moyes says red was the most popular colour with his Holden customers during the past 30 years, although blue was also reasonably popular. "We tried to figure out the popular Kiwi colour choices to decide what we should be buying. White was popular for a while."

Mike Farmer, group managing director of Farmer Autovillage in Mount Maunganui, predicts next year's market will be a repeat of 2017.

"I don't see any massive growth during 2018, it will be similar to 2017," he says. "A lot of new sales are driven from a product launch.

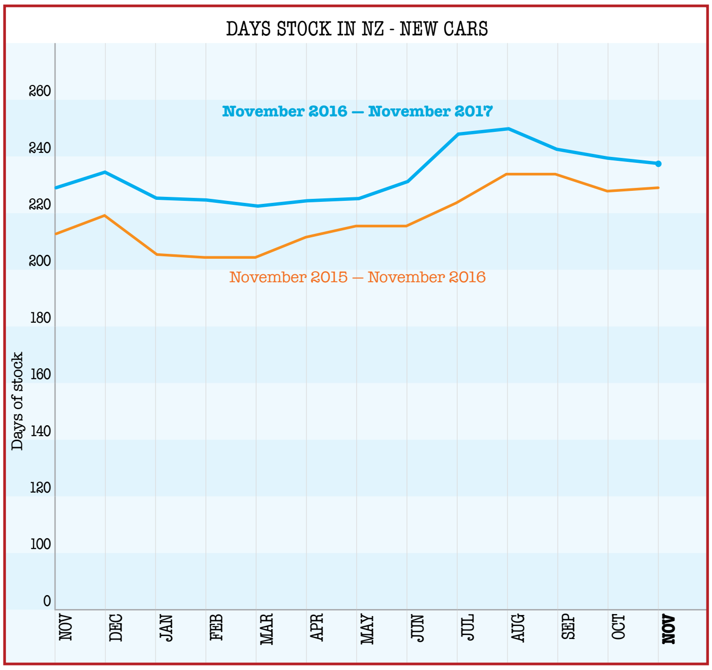
"Our volumes of new cars are high. We do buy used cars externally, but we get good trade-ins.

"The change with electric vehicles will be monumental to the industry. Getting enough of them is a challenge for everyone.

"As with any new technology, it will end up being an avalanche at some point, but it's hard to say when that will happen. As the product becomes mainstream, buyer demand will take off. We will be prepared and our team will be skilled to deal with the technology."

Dealer stock of new cars in New Zealand

	CAR SALES IMPORTED	CAR SALES REGISTERED	VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
Nov '16	11,059	9,722	1,337	64,165	279	230
Dec '16	9,825	8,069	1,756	65,921	281	234
Jan '17	8,489	10,150	-1,661	64,260	285	226
Feb '17	8,099	8,050	49	64,309	287	224
Mar '17	9,200	9,230	-30	64,279	290	222
Apr '17	8,234	6,996	1,238	65,517	290	226
May '17	9,539	8,386	1,153	66,670	293	228
Jun '17	10,483	10,181	302	66,972	296	227
Jul '17	12,591	7,605	4,986	71,958	295	244
Aug '17	10,599	8,606	1,993	73,951	295	251
Sep '17	7,620	9,855	-2,235	71,716	295	243
Oct '17	10,473	11,109	-636	71,080	296	240
Nov '17	9,825	10,289	-464	70,616	297	237
Year to date	105,152	100,457	4,695			
Change on last month	-6.2%	-7.4%		-0.7%		
Change on Nov 2016	-11.2% LESS IMPORTED	5.8% MORE SOLD		10.1% MORE STOCK		



Import rules may hinder supply

The new stage of government legislation is set to affect the availability of suitable used stock that can cross New Zealand's border.

David Vinsen, chief executive of VIA (the Imported Motor Vehicle Industry Association), says 2017 has been a good year for the sector with more than 165,000 used vehicles coming into the country.

"We have had little government intervention for the past couple of years – no new rules, no new laws," he told people attending last month's seasonal gathering in Auckland hosted by the association.

"What we've seen is the number of vehicles that are coming in and dynamics of the fleet are a natural reflection of market forces."

He did, however, sound of a word of warning with the next stage of mandatory electronic stability control (ESC) being introduced in March.

This means used imported passenger vehicles with engines of more than two litres in capacity will need to have the safety system installed and operational.

"That will limit the supply of those vehicles for a bit and there will be a bit of a downturn for them," said Vinsen.

"We have got a new government. We are going to have some changes, but we aren't sure what yet. There's nothing else confirmed. That [ESC] is the only piece of legislation that's been able to affect us for some time."

Vinsen described 2017 as "another good year". "We've had 165,000-odd light used vehicles coming into the country this year and 115,000 new.

"The question always is what happens to them all. We will probably scrap and exit about 85,000 from the fleet this year, so that's a net gain of about 200,000. That's a lot of vehicles.

"There's a lot of interesting stuff going on at Ports of Auckland – the role the port plays in the fabric of our society, what the alternatives may be for both the use of the land and what the alternative for our industry is if it moves somewhere else."

Vinsen said the market had been pretty buoyant and there's the wealth effect people have had in their homes.

"They know Auckland Council's CVs have gone up and there are lower interest rates, so people have felt pretty buoyant," he said. "This means consumer confidence is good, and we've had people spending money and buying vehicles.

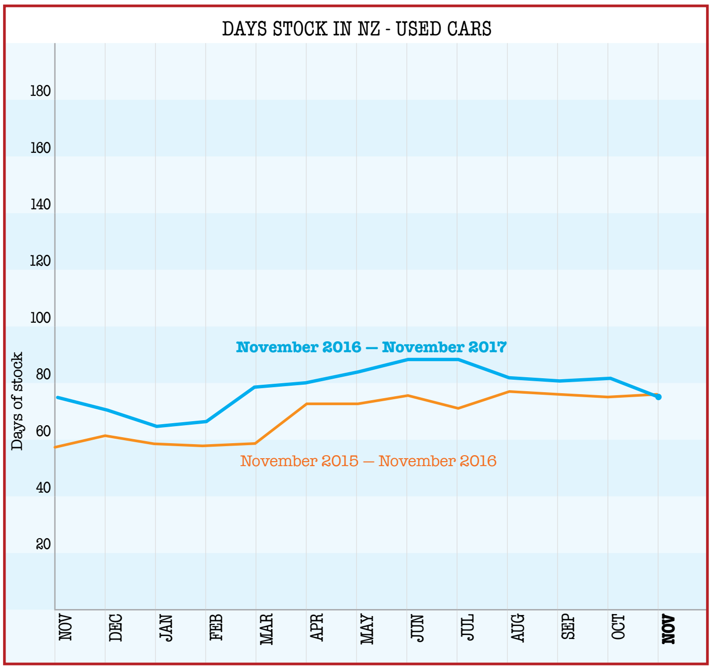
"You could argue that's the natural order of things. If the government keeps its hands off, that's the sort of thing that would happen."

As for last month's statistics, there were 12,242 used cars imported into the country – an 8.6 per cent decrease on November 2016 and a 17.7 per cent decrease on October's 14,866 units.

There were 14,924 used passenger vehicles registered during November – an increase of 5.7 per cent on October and a 16.9 per cent rise on November last year when 12,762 cars were sold.

The variance between imports and sales has resulted in a 2,682 reduction of stock on dealers' yards. This has left the stock total at 33,706, which is 13.7 per cent higher than November last year and down by 7.4 per cent on October.

Year to date, 156,545 used cars have entered the country and 151,552 have been sold resulting in a surplus of 4,993. Stock on hand has dropped to 75 days and daily sales now average 451 – the highest rate this year.



Dealer stock of used cars in New Zealand

	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Nov '16	13,400	12,762	638	29,652	408	73
Dec '16	12,242	13,181	-939	28,713	410	70
Jan '17	10,583	12,933	-2,350	26,363	413	64
Feb '17	13,829	12,260	1,569	27,932	415	67
Mar '17	19,546	14,474	5,072	33,004	421	78
Apr '17	13,017	12,507	510	33,514	422	79
May '17	16,584	14,439	2,145	35,659	427	84
Jun '17	15,530	13,339	2,191	37,850	431	88
Jul '17	14,492	14,430	62	37,912	434	87
Aug '17	12,455	14,483	-2,028	35,884	439	82
Sep '17	13,401	13,645	-244	35,640	442	81
Oct '17	14,866	14,118	748	36,388	445	82
Nov '17	12,242	14,924	-2,682	33,706	451	75
Year to date	156,545	151,552	4,993			
Change on last month	-17.7%	5.7%		-7.4%		
Change on Nov 2016	-8.6% LESS IMPORTED	16.9% MORE SOLD		13.7% MORE STOCK		

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