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Associations insist no merger on cards

Virtual organisation may be considered to move forward with united voice on issues – along with co-opting others

Two leading organisations in New Zealand's automotive sector have ruled out a possible merger even though they have formally agreed to work together more in the future.

The Motor Industry Association (MIA) and VIA (Imported Motor Vehicle Industry Association) have entered into a memorandum of understanding (MoU) to move forward with a unified vision on common issues.

In the past, the two organisations – with the VIA representing used imports and the MIA backing the new-vehicle sector – were sometimes at loggerheads.

But in more recent times they have joined forces on certain issues, and have agreed to disagree on others.

Now – with the MoU being signed – they have officially sealed

a closer working relationship, as reported first by Autofile Online.

The MIA and VIA stress no merger between them is on the cards. However, they will consider establishing a “virtual organisation” moving forward.

David Crawford, chief executive

principles include the VIA and MIA agreeing to recognise and respect the autonomy and individual characteristics of each other, constituencies they represent, and their governance and management procedures.

In future, they aim to

collaborate on areas of mutual interest in good faith with the aim of presenting a united voice for the industry.

The VIA and MIA will also identify issues on which they have

different policies or positions with each association retaining the right to represent itself on such matters.

The MoU's “no surprises” policy means policy decisions, announcements and advocacy on contentious issues will be communicated with the other association in advance.

David Vinsen, chief executive of the VIA, says: “The only area where we currently have real

officer of the MIA, says this may include having advice and media releases on a joint letterhead, for example.

“In the fullness of time, it may be appropriate to form a virtual organisation with its own logo where its members are the MIA and VIA or other like-minded organisations on specific issues,” he adds.

The MoU's precepts and



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GUEST EDITORIAL

Traffic driven by mobile devices

Alan Clark is the head of Trade Me Motors. He has been in the position since last December after working in Trade Me's mergers and acquisitions team

Research is something we invest heavily in here at Trade Me Motors and our latest results show that consumers' preference for starting their next vehicle purchase online remains strong with the shift towards using mobile first continuing.

However, we see that the common customer pain-points remain – consumers' biggest concerns are trust in the seller and the vehicle they are looking to purchase.

Our leading dealers are embracing this change by making sure their advertising works well on mobile and ensuring they establish trust with buyers.

According to latest independent research of more than 800 consumers who purchased a vehicle, online resources were more useful than visiting dealers' yards when it came to researching and finding their next purchases.

Our own data shows that customers are researching on mobile devices more than ever and mobile now accounts for the majority of Trade Me Motors' traffic.

For traders, presenting their vehicles and dealerships well on their mobile websites is critical – such as by having multiple, uncluttered and high-resolution images that view well on small screens and that can be zoomed in and out of easily, as well as detailed descriptions without wordy padding.

This is just one of the many reasons why over the past few years



ALAN CLARK
Head of Trade Me Motors

we've invested in improving the mobile experience for consumers by hiring additional mobile designers and software developers to make sure the customer experience on our apps is smooth and to ensure we keep delivering would-be buyers to dealers' yards.

Also, Trade Me Motors has recently increased the resolution of images and improved the search algorithm.

There's always room for improvement, however, so mobile will continue to be an area of investment for us – improving dealer branding and how we present vehicle information is a current focus area.

Despite the ongoing rise of mobile, the survey also shows age-old concerns remain – consumers still place the greatest importance in trusting a vehicle and its seller.

Our best-performing dealers do this well. They write detailed descriptions of their stock in their online advertising and tell consumers what sets them apart from others.

Improving trust is another area of investment for us this year.

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We are currently working on services that will provide dealers with the ability to highlight why consumers should buy from them, as well as give members of the public greater trust in the vehicles they browse online. ☺

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differences is in the timing of the implementation of new regulations.

"For example, I understand the MIA wants a 'level playing field' with all vehicles, new or used, being subject to new regulations at the same time.

"However, the VIA wants the implementation of any new legislation, standards and so on to be phased so we continue to have access to sufficient numbers of used vehicles from source markets to be able to continue supplying New Zealand's market demands.

"I'm sure there may be other areas of difference that occur from time to time, but the mechanisms in the MoU will provide us with ways to deal with these as and when they occur."

Crawford adds: "If it becomes necessary to take different positions, then I expect that while the MoU is in operation each organisation will advocate its views and explain in a professional manner why it has

Striving to move forward

David Vinsen, chief executive of the VIA, says a number of benefits will flow from the memorandum of understanding between his organisation and the MIA. Vinsen, pictured, says these include:

- ▶ The strength of presenting a combined approach to issues.
- ▶ Government only having to deal with one voice on most issues.
- ▶ Pooling of resources for research, preparing submissions and so on.

Visit www.autofile.co.nz for look a historical look at the MIA and VIA.



taken the position it has.

"I expect it will be okay for the VIA or MIA to say we are disappointed in the views of the other association, but this should stop short of being dismissive and condescending."

The strength of any relationship

is based on how differences are dealt with, Vinsen emphasises.

In the case of the MoU, he says there are three mechanisms for dealing with them when they arise. These are:

- ▶ Identifying issues on which the VIA and MIA have different views.
- ▶ Retaining the right for each association to advocate for its individual policy positions.
- ▶ The "no surprises" policy.

When asked why the two organisations haven't been at "loggerheads" in recent years, Crawford replies: "I cannot speak for the situation before me, but my approach has always been at an issue level.

"My view is to judge the stance taken on each issue. If the MIA believes the VIA, or any other organisation, is taking purely a self-interested centric view on a matter that's not good for our members

or the wider industry, then we will speak out against that.

"We expect the same goes for any views we might take on an issue too. The MoU provides for differences of views.

"In discussing the MIA's or VIA's views over my time with the MIA, I have put it to the VIA – and other organisations – that the health of any relationship is the ability to agree to disagree and know why.

"We have slowly been working away at developing a conversation where not only can we agree, but also disagree giving each room to do so."

Crawford adds there's no intent to marginalise other associations. "Our intent is the exact opposite. Issues that go beyond importing vehicles is where we will seek input from others.

"ACC's vehicle risk-rating was an issue that involved the AA and Motor Trade Association [MTA] in addition to the MIA and VIA."

Vinsen agrees the MoU will not marginalise other automotive



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◀ associations – and the contrary will be the case.

“Organisations in the transport sector already co-operate well,” he stresses. “But sometimes others may have felt they had to be a bit ‘guarded’ around the MIA-VIA relationship – for example, not wanting to be seen to be ‘taking sides’. This will no longer be the case.

“Collaboration on ACC’s safety ratings was a classic case of a number of organisations working productively and effectively together.”

They cite other common interests as including intelligent transportation systems (ITS), autonomous cars, electric vehicles (EVs), developing standards for vehicles, infrastructure and related issues, Ports of Auckland, recall protocols and procedures, and statistics.

As for a possible “virtual association” in the future, Crawford expands on this by referring to when he worked for the petroleum

“Issues that go beyond importing vehicles is where we will seek input from others”

– David Crawford, MIA



exploration and production association in the 1990s.

“This association was also involved in a group that called itself the Natural Resource Users Group [NRUG]. It had about 15 member organisations that came together on issues to arrive at a joint position to take to government.

“At one stage, the NRUG represented about 82 per cent of New Zealand’s GDP. It had collective weight of numbers our individual associations didn’t have.

The NRUG had no office, no staff and no budget, just a logo.

“It was a virtual organisation. I envisage a similar concept may be appropriate at some point between – for example – the MIA, VIA, MTA, AA and others.

“If so, we will take the proposal to them and see if it’s something that collectively makes sense. It might not. It may be enough just to have multiple logos on one letterhead.”

It needs to be stressed the idea of a virtual – or umbrella – group

has only been raised as a concept and has yet to be discussed outside of the MoU’s framework.

As far as the MoU’s costs, any incurred will lie where they fall, which means each organisation will be responsible for its own.

If an expensive joint undertaking is likely to incur significant costs, its financing and apportionment of costs will be agreed between the MIA and VIA.

“The MoU shows the increasing maturity of our industry and the organisations that represent it,” says Vinsen.

“Increasingly, the issues that affect both associations – such as EVs and ITS – will be of common interest.

“They will require new levels of analysis, thinking and advocacy to ensure the best outcomes for New Zealand and the transport sector.

“We don’t see the MoU as a dramatic ‘step change’ in our working relationship. Rather, it’s a natural and logical extension of how we already operate.” ☺

Meeting of many minds

The MIA and VIA have worked together on specific issues dating back to 2004.

This was when a non-formal arrangement for Perry Kerr, the MIA’s first chief executive officer, and David Vinsen to collaborate was established. It included preparing joint submissions and appearing before parliamentary select committees.

“When Perry retired and David Crawford assumed the role, the relationship continued and grew,” Vinsen told Autofile. “We had more in common than differences, and when we worked together we had greater success.

“The idea of formalising the relationship was discussed for some time. When it was raised again recently, our board instructed me to pursue the idea.”

Crawford says the MoU was a matter discussed by him and the MIA’s president between their May and September council meetings.

“It arose from observations I had previously made to the MIA’s council that we had more success

with issues when there was a collective industry view.

“Conversely, it’s easier for ministers and officials to play one organisation off against another if we take different views to them on the same policy issue.

“The question was should we form a wider group or focus our initial collective efforts with the VIA as our members both import vehicles.

“The VIA and MIA have worked jointly on several issues in recent times. As we look forward, there are more we will need to do the same on.”

With this background, the MIA wanted to see how a MoU worked. If the basis of the co-operation develops into a stable, strong platform, it’s likely like-minded organisations will be added to it.

Crawford adds: “The idea was put forward to form a relationship where we have similar views on issues so collectively they can be presented to government at all levels.”

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Men at top under spotlight

Last month's signing of a memorandum of understanding (MoU) between the Imported Motor Vehicle Industry Association (VIA) and Motor Industry Association (MIA) is of great significance.

Editor Darren Risby put some questions to the top men at each organisation.

Question: What has support been like among your members for the MoU?

David Vinsen: It has been good. Going back to 2004, we had support for the idea of working together. Prior to the MoU, we canvassed key, long-standing members and sought their opinions. Since the announcement, we've received nothing but support and encouragement from members, other organisations and government departments.

David Crawford: The MoU is centred on importing light vehicles. There hasn't yet been an opportunity to discuss the proposal with the MIA's heavy vehicle or motorcycle groups. For light vehicles, there's a willingness among distributors to give this a go.

Has there been any opposition to the MoU?

Crawford: I expect, and the MoU provides for, different views on specific issues and this will be reflected at a membership level. To date, feedback has been positive.

Vinsen: There has been no opposition. It seems members understand the "real politik" of the situation. Some have expressed reservations on a "we'll see how it goes" basis.



Can you give examples of how the MIA and VIA have worked for the industry?

Vinsen: Historically, we collaborated on issues such as vehicle year and greenhouse gas regulations, among others. More recently, we have collaborated on ACC safety ratings, electric vehicles, end-of-life tyres and other pan-industry issues.

Crawford: When ACC started to consult on vehicle risk-rating, the MIA recognised this had implications for importers and car owners. We approached the AA and Motor Trade Association, and then the VIA, to collectively take a position to ACC on what we wanted to happen.

This joined-up view meant we obtained a much better system than we would otherwise have reached. Vehicle risk-rating is still not perfect, but had the hallmarks of being a farce if it were not for the industry's ability to work together.

Currently, the MIA and VIA are working on improving the recall system for new and used vehicles. The gap in the process is once a recall has been announced distributors of new

vehicles generally don't cover recalls from that point on for used imports. Under law, the company importing them is considered the manufacturer for recall purposes.

We are looking at the responsibilities of importers of used vehicles once a recall has been announced. The VIA is developing a code of practice to cover these responsibilities that sits alongside the MIA's two codes – for new vehicles and used imports up to the point a recall is initiated in the source market.

Could there be occasions when the no-surprises policy damages the other's position?

Vinsen: Both parties have entered into the MoU in a spirit of good faith, and I do not expect either organisation to attempt to use it to gain an unfair advantage.

Crawford: Given the newness of the MoU, we have yet to complete discussions on some of practicalities.

What issues are you likely to present a unified voice on?

Crawford & Vinsen: Main areas of interest at the moment centre around EVs, intelligent transportation

systems, recalls, data sharing, port issues and vehicle standards.

The two associations will have a shortlist of areas of mutual interest. This will be reviewed every six months to ensure these remain topical and we both have common shared interests on each.

What do you want to achieve by working together on common interests?

Crawford: It has been difficult to gain traction with the NZTA on developing an end-to-end process for managing safety recalls. When we discuss recalls for used imports, the agency says it will need to discuss the points the MIA is making with the VIA.

If the MIA doesn't keep the NZTA "honest", more often than not timely follow-up of issues we raise does not eventuate. It's better for the MIA and VIA to sit around the table with the agency so all parties are involved in discussions at the same time. It's more efficient and helpful.

Vinsen: The two associations are in agreement on this. It's much better for the VIA and MIA to sit around the table with the likes of the NZTA.

How hard will you have to work to make this MoU a success?

Vinsen: The VIA has entered into this agreement after about 14 years of informal collaboration with the MIA. We've thought about it a lot and we're not going to be approaching this half-heartedly.

Crawford: Each association is approaching this in good faith.

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Leading the electric revolution

A former Minister of Transport describes his focus on electric vehicles (EVs) as one part of the “big rational” for tackling climate change.

“We gave it a good nudge and new direction,” says Simon Bridges. “I will look back in pride at infrastructure [projects], but also technology innovations, cycleways and public transport.

“When I am 95, all of the vehicles will be electric. I will know I was the key mover in that when other MPs and the general public thought I was mad. I think there will be profound changes in the next 10 years.”

He notes there were less than 1,000 EVs, and three electric models, on New Zealand’s roads in May 2016. Little more than a year later, there are 5,000. The target for 2017 was 4,000 and now there are about 20 models available.

“We now have many dozens of charging stations,” Bridges told Autofile. “We have mainstreamed these things. I want to remind people that when the Greens and Labour try to take credit for it. The significant work on EV uptake was a National-led revolution.

“There are a variety of things that got us to this point. We collaborated with industry players, and pushed the NZTA and the



Ministry of Transport [MoT] to do much more in kind to help – there has been a television campaign and work online. I’m chuffed about what I achieved.

“New Zealanders value independence and mobility, and that’s why I have moved towards driverless EVs and car-sharing. That will suit Kiwis and you have to be pragmatic about it.”

One of Bridge’s biggest disappointments in regards to EVs is the possible cancellation of National’s goal to have one-third of the government’s fleet being electric-powered by 2020.

“To get to one-third was going

to require half of our purchases from the general election onwards to be EVs,” explains Bridges.

“I hope the new government moves into that space by importing them into New Zealand. The cars will eventually go into the second-hand market and become more mainstream.

“I think with government procurement, the targets will be met to have two per cent of the country’s fleet to be EVs by 2021. It would be good to get above that. One of the obstacles we may hit is not being able to buy enough of them.”

Bridges – who was associate minister from 2011-14 before

heading the transport portfolio from 2014-17; Labour’s Phil Twyford now has his previous job – wants people to remember his years at the MoT “as a time of energy and enthusiasm”.

There have been plenty of highlights during the past six years, such as the National government’s record investment in transport.

“We have an historic agreement in place with our biggest city – the Auckland Transport Alignment Project [ATAP].

“Then there’s the work in the regions I’m proud of as well as really bringing technology into transportation, such as mainstreaming electric cars, autonomous vehicles – it’s all happening. But we do need a lot more work on public transport and cycleways.”

Bridges is pleased the possibility of driverless cars has “moved it from something quirky to having it taken seriously by regulatory bodies”.

He adds: “I think we will see more and more happening [with autonomous features in cars], and quicker than people think. I think they will be tested on the ground here in the next two to three years.

“There are some really interesting developments going on. I hope the new government

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◀ treats it with the seriousness that I did. Volvo and Tesla are coming in with driverless features, and that will just keep happening.

"The technology for ride-sharing and car-pooling – I am proud of those achievements. We will see driverless EVs and the use of cars people don't own in the big cities. With the click of an app, there will be shuttles taking you door-to-door within the next five years as market players respond to what's allowed by the law."

Bridges describes his past dealings with the motor-vehicle industry as positive. "There has never been any holding back or protectionism in regards to new mobility and innovation – it is open to it. The leadership of this industry's bodies has been tremendous.

"I hope they keep on doing what they do and stick up for the rights of their members. A positive approach always works well in regards to a new government."

He says the Labour, NZ First and Greens have yet to talk about making any changes to the motor-vehicle sector.

"But the industry needs to be vigilant. It wouldn't surprise me if there are interventions that push up compliance costs.

"It's a boom time for the industry with confidence high across New Zealand. The wider picture is a worry. I would hate to see us going from all dealers doing well to where things slow due to a lack of confidence, red tape and compliance costs."

Bridges believes more car imports from China are inevitable. "At the moment, there are perception issues with quality and safety concerns. BYD Auto and other manufacturers will sort out those issues, and move into the big overseas markets.

"One of China's top priorities is EVs. It will achieve this. There are more EVs in China than the rest of the world combined and that has given me a lot of confidence in my strategy."

Bridges warns the new government may cause uncertainty in the transport sector. "I can think of dozens of projects across New Zealand that the NZTA has been working on.

I hope they stay on course."

He's also worried the Labour-led coalition will cancel important infrastructure projects. Two days after Autofile's interview with Bridges, Auckland's East-West Link was put on ice. It's a \$1.85 billion project connecting SH20 at Onehunga and SH1 at Mt Wellington with a four-lane highway. It was still in its design phase.

"I want them to continue with the significant investment. I'm worried there may be a slowing down and things are put on the backburner. I hope there's no stalling over what we need to get New Zealand moving forward.

"Labour needs to continue with the ATAP and focus on how technology can help us. There needs to be a mix of transport options. I worry it will do a few bits and bobs, and the cycleways, but will be distracted and this will create uncertainty in the transport sector."

Bridges believes the new government will keep with what's under way, such as the Puhoi to Warkworth motorway extension, but feels there's uncertainty regarding the four lanes from Whangarei to Northport that the NZTA is making decisions on. Also, he can't see the Warkworth to Wellsford motorway extension going ahead under the new government.

"What I worry about is the new government taking its eye off the ball in regards to infrastructure. People have seen what the Waterview tunnel has done [to improve traffic flows in Auckland]. Labour governments are not traditionally focused on infrastructure."

He stresses the region's transport issues need to be sorted out by the government with Auckland Council.

"Being in opposition is a mixed blessing," says Bridges, adding leader of the National Party "is not on the cards" for him. Judith Collins has been given the transport portfolio in the post-election reshuffle, while Bridges takes on economic development.

"I will have more time with family, and more time to think and find the next big thing in transport. It will still be busy because we are a big opposition party and we will hold the new government to account" ☺



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Marque challenges convention

Honda NZ is heading in a new direction by combining its wholesale office functions at one retail site.

The company's national sales, marketing, finance, Honda Financial Services, after-sales service and parts departments, and national contact centre have moved from its former head office in Wiri, South Auckland, to specially designed offices at its largest retail site in Newmarket.

"It's a distributor operation on a retail site," explains Peter Ashley, general manager of sales. "Most automotive distributors have their wholesale operation separate from retail because of the separate ownership."

Honda NZ has also relocated its logistics operation to a new warehouse at Highbrook Business Park, East Auckland.



"We have a separate warehouse operation because our parts are sold on a consignment basis," says Ashley. "We own the parts, distribute to Honda branches and agents throughout New Zealand and the agent on-sells to the customer as work is completed on their car."

"The reason for this move is so we can get all aspects of our business close to the customer voice."

"It means everyone at Honda NZ Ltd – our wholesale

department and retail – is close to the customer voice and it reflects our customer-first strategy. Every part of our business can talk to the customer."

Ashley says the new environment will be wonderful and "customers see the sense in the move already".

He told Autofile: "There is such a choice today for car buyers. It's a market that Kiwis traditional enjoy and Honda

has a long history in New Zealand of more than 42 years. We want to increase our brand representation and connect more closely with our customers."

"Vehicles and technology have changed significantly over the past few years, and there are plenty of good cars on the market. Honda is a large, respected global brand, renowned for the development of ground-breaking technologies and many firsts in our industry."

The company's global mission statement includes respect for the individual and "the three joys – the joy of producing, selling and customers buying – should underpin all we do."

Work has started on the complete redesign of the customer showroom in Newmarket and is due to be finished by the end of November. ☺






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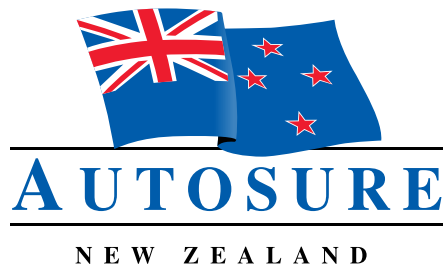


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Register changes considered

The organisation representing new vehicle distributors has yet to decide if it will submit an application to access certain information from the Motor Vehicle Register (MVR).

The Motor Industry Association (MIA) may consider applying in the future to become an approved body under the NZTA's new system.

Changes to accessing names and addresses of registered persons kicked in this month, with class authorisations issued to car dealers expiring on October 31.

They must now have their own authorisation to obtain names and addresses from the register – or use an approved industry body they belong to.

After some discussion with the NZTA, the MIA has – to date – decided against submitting an application under the standard

conditions for access to MVR data.

"Distributors get access to name and addresses for safety recalls as a matter of right," says David Crawford, chief executive officer of the MIA.

"Once those MIA members who have made applications on their own have had formal responses from the NZTA, we will assess if we need to make an application on behalf of our remaining members.

"I note applications made by individual MIA members seek a wider use of the data than that permissible under standard conditions."

Crawford told Autofile the MIA has had a mixed experience in dealing with the agency over the changes.



Reasons car dealers need access to the MVR are different to those of fuel suppliers, for example. This is why standard terms apply

He says it was about this time in 2015 that some members raised the issue of renewing access to the MVR because it was soon to expire.

"The original approvals were given by the Ministry of Transport, but responsibility had since transferred to the NZTA," explains Crawford.

"When I inquired to the agency on the process, it advised me that – just like in 2012 – I could not make an application on behalf of my members.

"The NZTA didn't have a new process sorted out, but it did initially advise I couldn't make an application and members had to do it.

"Roll on to April 2016 and quite a few of the MIA's light-vehicle distributors submitted applications in their own right."

Crawford says that during the rest of last year, the NZTA didn't keep those who had applied well-informed for the most part, but communication started to improve from October 2016 onwards.

"I had no updates from the

agency from February 2016 until October 2016, and communications from October onwards only happened after I emailed several people at the NZTA asking for updates.

"However, it wasn't until recently I learned that I could have made an application on behalf of all MIA members

who are traders or wholesalers. The NZTA didn't advise the MIA of this change in process."

This isn't the only example of the path going forward being unclear.

It was only on July 26 that the VIA (Imported Motor Vehicle Industry Association), which has approved status as an industry body along with the Motor Trade Association (MTA) and Financial Services Federation, issued an email alert.

This stated: "The details of how members can access the MVR in future are still unclear. However, we recommend all members who access the register implement internal controls so procedures are working prior to the change."

In addition, Malcolm Yorston, the VIA's technical manager, told Autofile last month: "Even having requested information as to what the agency's expectations of 'representative organisations' are, we're still in the dark as to what our obligations are."

Autofile has heard from various sources of industry concerns

[continued on page 14]

The Autotrader team

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Approved for access

The National Auto Industry Technology Association has been approved as an official representative body for access to vehicle ownership information on the Motor Vehicle Register (MVR).

Formed in September 2016, it has been working towards formalising itself and offering solutions to avoid dealers being excluded from accessing the register.

President Mark Greenfield says becoming a representative body for MVR access was the association's first goal, while its long-term aims include industry representation from a technology and data perspective.

"We will now set about growing our membership and turning our attention to other cross-industry technology issues," he says. Visit www.naita.org.nz for more details.



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[continued from page 12]

about the NZTA's communication and planning of the changes, and delays in getting the system up and running with one describing the agency as "dropping the ball".

On the flipside, Greig Epps, of the MTA, says: "We have found the NZTA to be receptive to suggestions on how the process should work and haven't experienced any problems through this process."

Autofile put a number of questions to the NZTA about complaints, communications and timeframes.

It replies: "The agency has had minimal complaints from the motor-vehicle industry as many are also members of bodies that applied on behalf of their members.

"Communication channels can always be improved. One of the benefits of the changes is that it will allow the agency to communicate more effectively with customers of this service. It will also be more efficient, quicker and less expensive."

For example, some organisations were paying an \$800

fee for five years of access, but only seldom required access to current names and addresses.

The reason a car dealer needs to access personal details on the MVR is different to that of a fuel supplier, or finance company and insurer, which is why standard terms apply.

The NZTA also notes the old system had been in place for some time and the changes were significant, requiring more time for all parties to understand and prepare for them.

"The agency, while wanting to make improvements, did not want to unnecessarily force the pace of change and create angst in the market," adds the spokesman. "Having provided additional time, the NZTA was keen to provide certainty for the transition and changeover.

"The overall access under section 241 [of the Land Transport Act] has evolved in response to public demand for services over time. The agency intends to make further improvements in the future."

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MR32

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1. core vehicle information, and
 2. the names and addresses of companies and organisations who are and have been registered.
- See note 2 for a full list of details provided in response to this request.

Vehicle details

Make Model

Identification details
Please complete and send back only (see note 4)

NZ driver licence no. and card version no. OR

Applicant details
All agents to be completed for every request

Last name/company name

First name(s)

NZ physical address

Suburb Town

NZ mailing address (if different to physical address)

I certify that the particulars given are correct and that this information

Applicant's signature

Do you require a GST receipt to be sent back to you? (tick one)

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Exceptions to system

The NZTA says car dealers should not apply for authorised access to the MVR if they only want vehicle information, such as the licence expiry date or odometer history.

Instead, they should complete a request for motor-vehicle details form. The current fee for an MR32, pictured left, is \$15. Portal providers "are likely to offer these checks for free or a lesser fee".

If you only want to confirm if someone is the current registered person, try the check registered person query online form – it's free and returns an instant result that you can have emailed to yourself, advises the NZTA.

If you are in an industry body that has made an application on behalf of members, you don't need to make your own application unless you want access for reasons outside of that organisation's approval.

THE TECHNICAL STUFF

When applying for an authorisation, registered motor-vehicle traders must answer questions about current and future uses of the MVR.

They also have to give reasons for not collecting information directly from the individual or another source seeking confirmation under section 236(1)(b) of the Land Transport Act that someone is registered in respect of a vehicle, or asking for the information under the Official Information Act.

Car dealers also need to say what security systems they have to ensure MVR information is kept secure and only used for the purpose in the authorisation.

People whose information has come from the register will need to know what it's used for, and be told they can notify the registrar they don't want their names and addresses made available under an authorisation.

Traders are also quizzed about Privacy Act breaches, credit ratings, how long they want authorisations to last for, up to five years, how many staff and agents are likely to have access to MVR information, what their roles are, controls on access to the register and disciplinary measures for anyone abusing the system.

The conditions also state: "Before being permitted to access the MVR under section 241, all staff must receive training that emphasises access must only be for a specified purpose and

refresher training of all staff must be undertaken at appropriate intervals, such as annually.

"Access must be restricted solely to staff for whom authorised access is essential to achieving a specified purpose.

"Names and addresses shall not be disclosed to any third party unless such disclosure is incidental to achieving a specified purpose."

Car dealers are required to keep records of each section 241 inquiry for one year from the date on which data was accessed, provide this information to the registrar when asked, and help with audit of access to names and addresses.

In addition, the NZTA has developed standard terms for accessing this information.

Car dealers can do so to check the registered person when buying a vehicle, to ensure that person has been changed correctly when selling one, and for any other purpose for selling or buying vehicles except for marketing.

Wholesalers can access the MVR to find registered persons for safety recalls.

The standard terms for finance companies and insurers include checking the registered person when assessing an application to provide finance on that vehicle and when they have a security interest on it. ☺

Honda to expand dealerships

Due to large growth in the new car market, Honda New Zealand Ltd is seeking expressions of interest for retail for the first time in more than three decades.

Peter Ashley, Honda NZ's general manager of sales, says the company is looking to expand its dealerships throughout the country, "but predominately in Auckland, which is the largest volume for new vehicle sales".

"We haven't asked for expressions of interest for retail in New Zealand for more than 30 years," he says.

"There's a need for expansion in Auckland because the region has grown so rapidly. Honda doesn't have the coverage it needs throughout the city, especially in the west and south. These have been the largest growing areas of Auckland in the past five years."

"We understand the challenges around real estate in the city. It can be tough to get suitable sites, but land is still available in south, west and east Auckland. We will look at all options."

"We are also looking for expressions of interest in central Taupo because it has experienced large population growth in recent times."

Honda is unique in that its New Zealand operation has branches or agencies. Its biggest branch is in the Auckland suburb of Newmarket, along with those in East Tamaki and on the city's North Shore, as well as Palmerston North, Wellington and Christchurch.



Peter Ashley, Honda NZ's general manager of sales

"There's a need for expansion in Auckland because the region has grown so rapidly. We are also looking for expressions of interest in central Taupo"



Bay of Plenty Honda is one of Honda NZ's successful agencies

"The branches are 100 per cent owned by the parent company – that is retail in the market, which is unusual," explains Ashley. "This model has been taken up in Tokyo in the past two years."

Honda operates a price promise – one price for a new car throughout New Zealand. Branches and privately-owned agency operations selling new Hondas don't buy cars from the distributor and then on-sell to the customers. Instead, they facilitate the sale direct to the customer on behalf of Honda New Zealand.

"It is done in real time, so stock for a customer can be ordered not only from cars on the ground but also cars in transit or on order from the factory," says Ashley.

"That stock is common in live buys for everyone – as an agent or branch, they are treated the same."

Honda NZ is seeking expressions of interest from professionally run operations, which have staff who know how to retail and look after customers from a CRM prospective, and are in a prominent location suitable for selling cars.

"Our motto is customers first – that is the key role," Ashley says.

In the past two years, the marque has added new Honda agencies in Whangarei, Whanganui, Hawkes Bay and Timaru. They are all enjoying Honda's expanding new model line-up and growth in Honda sales volume.



Inviting expressions of interest.

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Getting connected in the future

I'm currently in San Antonio, Texas, working on international standards relating to the development of automated vehicles.

My academic expertise is in autonomous mobile robotics and artificial intelligence, and, while not initially the machines I set out to work with, automated vehicles are indeed robots.

It may seem strange that the VIA, an industry association representing the vehicle industry, is participating in the setting of international vehicle standards, but this is exactly where we should be.

Within the VIA, we discuss emerging technology as fitting into one of three categories:

- ▶ Compatible, which we interpret as technology that can be both safely imported and taken advantage of by New Zealand consumers. Examples of this include electronic stability control and autonomous emergency braking.
- ▶ Not compatible, which means the technology can be safely imported, but cannot currently be taken advantage of – an example is vehicle information and communication systems.
- ▶ Incompatible, such as ITS Connect that's being developed in Japan on the 760MHz frequency. This technology is both disruptive to New Zealand infrastructure and cannot be used safely in this country.

When it comes to the supply of internationally specified vehicles, technology that is not compatible with New Zealand's infrastructure is

very common. In these cases, our country is not getting any value from it.

Instead of fighting to allow vehicles on our end of the supply chain, working on standards pro-actively allows us to exert influence from the beginning – to ensure vehicles that are available in source markets are fit for use in New Zealand.

Not only does this give us the opportunity to help influence how the vehicles will be built, it also gives us a chance to hear about upcoming technology.

This means we can engage our government to explore compatibility. If related to safety, it is important that New Zealand consumers get the benefit and, if not, then increases in

compatibility increase value.

Japan is very involved in these activities. This is largely related to representing the interests of that country's vehicle manufacturers, but also in pursuing the prestige that comes with leading successful standardisation efforts. Our participation also gives us direct access to Japanese contacts of influence.

Now, I am participating in ISO Technical Committee 204. The focus of this group is intelligent transportation systems (ITS).



This is a priority for us because we see the divergent standards being developed for ITS as the greatest threat to our industry. This is due to the potential for incompatibilities to geo-lock vehicles, preventing them from being used outside certain areas and reducing choice in our supply of stock.

We want to avoid issues in the future, such as the current 760MHz challenge. This starts with being aware and part of the strategic discussion as opposed to simply reacting.

Had this strategy been in place 10 years ago, we likely could have argued to reserve a small segment of the 760MHz band in New Zealand for

in New Zealand and beyond.

We are also learning about the international world of standards, which is not necessarily as straightforward as one would hope. Since we are working on international standards, there is quite a bit of politics involved.

Within my group, the discussion is dominated by the Japanese delegation and the interests of SIP-adus, the Japanese government-led initiative to develop autonomous vehicles. Due to this co-ordination, they will likely be the first to have a cohesive, jurisdiction-wide, autonomous vehicle strategy and implementation. The Japanese delegation is representing the interests of this initiative.

Of course, neither the Americans nor Europeans intend to use the Japanese solution, and nor are they co-operating with each other. They are each representing their domestic manufacturers and interests of their respective states. I have attempted to position New Zealand as a neutral, honest broker while contributing constructively.

Since we source vehicles from all jurisdictions, the ideal is being welcome to participate everywhere as an expert. Similarly, we will likely need to find a way to get the divergent solutions to play together.

Our goal is to keep the doors open for imported vehicles as well as create opportunities for the new car industry.

Imagine the potential and value we could give to our customers if both sides of the industry can take advantage of the technology being developed in Japan, for Japan. ☺

“Neither the Americans nor Europeans intend to use the Japanese solution and nor are they co-operating with each other”

transport safety, as has been done in Japan – both avoiding the problems we currently face and empowering New Zealand to be able to take full advantage of the safety technology being developed.

On the other side of the equation, this effort has given us more opportunity to work closely with the our government, including the Ministry for Business and Innovation, NZTA and Ministry of Transport.

These efforts are in their infancy because we are still developing strategies and contacts, both here



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Simple matters make a difference

The reality is some basic business planning and instilling processes just require you to pause and think about aspects of your business where improvements could be made, or a better understanding obtained.

Remember a business plan is not just about top and bottom-line goals. It's about how you get there and realise them.

There are some other important areas that form the foundation of your business' long-term success and contribute in a much more organic way to its profitability. Here are some key areas to start the thought process.

Using technology and system tools at your fingertips: Are you currently utilising everything that is available and complimentary to your business?

Hands down, you'll be more efficient and able to achieve significantly more than what you realised you could if you are. Don't be afraid to ask for a review of what you are currently using and then suggestions on what areas of your business could benefit from further utilisation.

The best place to start here is with your dealer management software provider.

Dealership processes and procedures: It pays to review your process around the car, dealership, prospective customer, sale, delivery and after-sales service.

The most important area to ensure effective deployment of any process changes or

refinement you may have decided on, is that everyone in the dealership is clear on the path forward. Not just verbally, but also ensure it's documented for ongoing reference for existing and new employees.

Learn more from your data:

By leveraging your dealership's information to combine what your business data is telling you, with your own experience and expertise, will set you up to make informed decisions about the direction to take.

Don't worry about what others are doing, understand what you are doing. Think about:

- ▶ What do we do well, what don't we do well, what are the areas of importance we need to focus on? Ask your employees for feedback. It will give you great insight. However, it is crucial you respect the feedback and embrace some aspects you



MARK GREENFIELD
Motorcentral

may not like hearing.

- ▶ What vehicles are the best to buy, which are the worst?

- ▶ Where do my customers come from and what is my advertising investment per vehicle, per medium?

- ▶ What are my conversion ratios?

Enquiry to appointment, appointment to test drive, test drive to sale? How many leads do we need to sell our target number of cars?

- ▶ What do my customers think about their experience with my dealership?

Customer conversion, retention and referrals: What are you doing in these highly important areas of your business?

Conversion is all about getting the maximum penetration into your customer inquiries and test drives for the month.

Retention is clearly about giving them a great experience,

keeping in touch with them through friendly communication, and then having them think of your dealership as the first choice when the time is right to buy another car, or when upgrading an existing one.


Referrals are literally the cheapest form of advertising and give you the highest return. They are something you need to foster with the family and friends of your customers.

Dealership presentation health check: Ensure you are presenting your business, vehicles and staff in the best possible way when clients walk onto your dealership.

Remember these days most customers are on your yard to specifically look at one of your vehicles they have already seen when doing their research online. The statistics out there tell us the majority only visit two dealerships.

Therefore, it is critical you impress on every aspect and don't give them reason not to do business with you.

These examples of areas to have a think about might seem simple and common sense. However, when you are in the daily grind of your business you will be surprised what you may not be noticing or maximising your opportunities on.

The team at Motorcentral are first and foremost great listeners. We can ask you the right questions to ensure we understand your dealership's needs. If you would like someone who's focussed on your success, then give us a call. We are only too happy to help. 



Car dealers need to know their conversion ratios, such as appointment to test drive and test drive to sale

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Glimpse into the future

Tokyo Motor Show 2017 is a spectacle that needs to be seen to be believed, and I'm pleased to have had the opportunity to attend on non-crazy media days.

It was busy enough getting there on the subway at 7.30am when it was standing room only with commuters jammed in like sardines from Roppongi to Shimbashi, writes *Malcolm Yorston*.

The Yurikamome wasn't as crowded, but full until Daiba. Then there were some empty seats until Tokyo Big Sight, the show's venue.

Once again, marques were showcasing models and concepts. As I walked into the east hall, Porsche was unveiling its Cayenne

with all the hoopla that goes with it – smoke, mirrors and all. You virtually couldn't move around the stand with the media crushing in as if on the subway getting there.

There were many marques readying their stands for the unveiling of new models during the day. One thing I did note was the increased number of electric vehicles (EVs) being offered as cars and commercials, including Isuzu's Elf.

In the car space, Nissan released the Serena EV and it was next to the Note EV, although many – including myself – struggle to call it an EV when the power is generated by an on-board internal-combustion engine, not a plug-in.

Mitsubishi was displaying its



An autonomous concept from Mitsubishi – the Emirai



Toyota's e-charger



Toyota's LCV concept

Eclipse Cross alongside its PHEV with a twin-motor four-wheel-drive platform.

Subaru's XV Fun Adventure concept was basically an Outback with a tent on the roof. Its stand also had the Viziv, which was launched at the show, and a BRZ race-car.

Toyota showcased a Vitz rally car along with EV chargers, and its new Euro 6 four-cylinder turbo-diesel for the Prado and Hilux.

After this there was an interesting little concept called the Transmobile on Koito's stand. Is this going to be what we will be seeing on our roads in the near future, I pondered.

Equipment used in connected vehicles was on Mitsubishi Electric's stand along with its Emirai, an autonomous concept, while Suzuki showed off its Spacia hybrid concept.

Onto the Mercedes-Benz stand, sitting cheek by jowl were polar opposites in its range – the AMG GT-R and Smart EV – and, would you believe it, a Smart ForTwo Brabus – surely a Brabus Smart has to be an oxymoron.

Just to show car manufacturers don't have EVs and concepts exclusively to themselves, Isuzu

displayed its Elf EV and FDSV concept light van.

The afternoon started in the second hall where a Toyota CH-R Hybrid was at the J-NCAP stand. This car had been used in an offset barrier test and fared well with minimal intrusion into the survival space.

What was odd about this was all airbags had deployed, including side curtain, whereas my understanding is that only the appropriate airbags – dependant on occupancy of seat, sensors picking up direction of impact and so on – should be deployed.

Maybe passive restraint systems in these aren't as sophisticated as some high-end vehicles.

The rest of this hall was virtually Toyota and Daihatsu with the former showcasing its light commercial vehicle concept, the LCV, and its disability brother, the Wonder Capsule.

Both concepts seem to have drawn heavily on the Alphard-Velfire design, while the Toyota folk seemed pretty pleased with the Sora FCV concept bus.

There were interactive displays from numerous electronics



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Smart ForTwo Brabus Electric Drive



Isuzu's FDSA concept



Mitsubishi's PHEV platform



Koito's Transmobile autonomous concept



Honda's Clarity PHEV



The Nissan Serena EV



Volkswagen's E-Golf

◀ manufacturers in technology corner. These showcased the connectivity now becoming available and what we'll see more of in the future.

One exhibit was housed in a 25-metre geodesic dome – you stood inside and observed a three-dimensional presentation that surrounded you. It was all about connectivity, autonomous

vehicles and smart cities. It was mind-blowing.

Alongside the dome, there was a 4D interactive zone where you could drive a simulated connected vehicle through connected streets.

The message that has come through to me from this year's motor show in Tokyo, and more so than at previous events, is we

are on the cusp of a paradigm shift towards autonomous EVs and connected cities.

Some people may disagree, but to all those who do I ask this question. "How long ago was a man waving a red flag required to walk in front of cars to warn the populous of the approaching car?"

Since those days, we've seen

many changes. In my lifetime alone, where there were hardly any telephones in Kiwi homes. We now carry in our pockets more computing power than NASA installed for the first lunar landing.

Almost Ripley's "believe it or not".

Malcolm Yorston is technical manager of the VIA. Visit www.autofile.co.nz for more words and photos



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Key jobs in Beehive

Phil Twyford has landed the key role of Minister of Transport in the coalition government.

The position links in with the Labour MP's other portfolios of housing and urban development.

Many people will know Twyford as being a housing spokesman for Labour while in opposition – now his role is to try fix the country's housing crisis.

The Te Atatu MP has been a member since 2008. He has been involved with his party since 2003, but unsuccessfully ran for Parliament in 2005. He has also held positions on Labour's policy and governing councils.

There are 28 ministers, 20 in cabinet and eight outside – in Jacinda Adern's government.

Of the cabinet ministers, 16 are from the Labour Party and four are from coalition partner NZ First. There are five Labour ministers outside cabinet and three Greens.

Grant Robertson is Minister of Finance, as well as holding the sport and recreation portfolio.

David Parker has the roles of Attorney-General, Minister for Economic Development, Minister for Trade and Export Growth, and Associate Finance Minister.

Megan Woods is the new Minister of Energy and Resources, as well being responsible for the regeneration of Greater Christchurch, science and innovation, and the Earthquake Commission.

Iain Lees-Galloway has three ministerial jobs – workplace relations and safety, immigration and ACC – while Damien O'Connor is Minister for Biosecurity.

Clare Curran is Associate Minister for ACC, and NZ First's Shane Jones has the same title for both finance and transport.

The Greens' Julie Anne Genter is Associate Transport Minister, which is a position that sits outside of cabinet. ☺

NEWS in brief

Single dealership represents marque across region

Alfa Romeo has moved into its new multi-million-dollar home in Auckland. The Winger Group has invested more than \$16 million on the facility in Great South Road, Newmarket, which opened last month, while a new workshop has been built in nearby Margot Street.

"It's an honour and unique challenge for Winger Alfa Romeo to be the sole representative for the region," says Wayne Leach, director of Winger Motors. "We have to provide a facility, level of expertise and quality of service that matches Alfa Romeo."

David Smitherman, chief executive officer of distributor Fiat Chrysler NZ, adds: "The appointment of the Winger Group is a strategic decision aligned to future plans for Alfa Romeo."

"Market positioning and exclusivity of new models, along with those to follow, demand more than a dealership. Staff must be more than experts, and share owners' passion and enthusiasm."

"We believe this could only be executed by a single outlet and Winger, whose commitment to deliver is second to none."



Wayne Leach and David Smitherman flanked by freshly arrived Guiliass

Parking building to remove vehicles from dockside

Ports of Auckland Ltd is aiming to construct a five-storey facility to hide cars from public view.

The parking building – consent for which will be lodged in 2018 for completion within five years – will also free up space on Captain Cook Wharf for cruise ships.

The port also hopes to remove Marsden Wharf so three redundant wharves can be brought back into use.

And the company's draft 30-year masterplan includes a 13-metre piled concrete extension to Bledisloe Wharf, which is seen as essential for a new berth and the success of other projects. Visit www.masterplan.poal.co.nz to find out more.

Watchdog delays takeover decision until next month

Trade Me will have to wait until December 21 to find out whether it will be permitted by the Commerce Commission to buy out Christchurch-based Limelight Software, which trades as Motorcentral.

Trade Me originally applied for clearance to buy Limelight in July, saying it would continue to operate it as a "standalone business".

Japan's leader shrugs off government scandals

Shinzo Abe will become Japan's longest-serving prime minister if he leads his party for another three years after winning last month's snap general election.

Despite cronyism scandals and an approval-rate crisis, he took a major gamble in calling for an early poll.

The biggest concerns of Japanese voters are the state of the economy, public welfare and pension payments. Visit www.autofile.co.nz for the full story. ☺

Celestial looks across range

Mitsubishi has added the Eclipse Cross to its SUV range – it comes as a two or all-wheel drive (AWD), and in XLS and VRX variants.

In terms of size, it sits between the Outlander and ASX while its exterior looks include the marque's dynamic shield front fascia.

At the rear there's a sporty spoiler and stylish tail-light design, while 18-inch alloys, sleek chrome accents and privacy glass are standard.

Mitsubishi's smartphone link display audio interface has been revised to reflect the easy-to-use touchpad commander function.

The VRX also features a new head-up display in front of the steering wheel, which projects information to the driver.

A dual sunroof can be tilted open for ventilation on warm days or the shade fully retracted



The Eclipse Cross VRX

for those who don't want to block out the rays.

Advanced safety systems in the Eclipse Cross include forward collision mitigation with windscreen-mounted laser and camera, lane-departure warning, auto high beam, rain-sensing wipers and dusk-sensing headlights as standard.

The VRX adds radar functionality plus adaptive cruise control, which has been enhanced

to allow use at low speed while navigating rush-hour traffic, blind-spot warning, rear cross-traffic alert and a multi-around view monitor.

The Eclipse Cross range features an all-new torque-rich powerplant that maximises efficiency and enhances performance. The 1.5-litre direct-injection turbo engine delivers up to 112kW and 254Nm.

It has been developed alongside a new CVT system with eight-speed sports mode, featuring

wide gear ratios for maximum potential. Step-shift control enables more direct acceleration feeling and reduces engine noise.

The XLS and VRX AWDs have super all-wheel control (S-AWC) – an integrated system that incorporates the electronically controlled AWD system with ABS, and active stability and yaw control.

S-AWC has three modes. Normal is for 4WD performance across most conditions. Snow is best suited for snowy conditions and greater stability on slippery roads. And gravel provides high-traction off-road ability.

On sale from mid-December, the 1.5-litre XLS 2WD model will be available for the special limited price of \$34,990 plus on-road costs while its recommended retail price is \$41,690. The VRX starts at \$45,590 with AWD models being on sale from April. ⊕

Power with style

The Fiesta Sport Limited Edition, which has been arriving at dealerships this month, features a bold and sporty stripe pack, black wheels and a reverse camera.

It comes with a \$24,990 price-tag and is available in three colours – white, black and red – with Ford NZ limited to supplying just 100 units.

The LE features the award-winning one-litre turbo direct-injection EcoBoost engine with fuel economy of 5.4l/100km.

The powertrain's output figures include power of 92kW at 6,000rpm,

170Nm of torque at 1,400-4,500rpm and CO₂ emissions of 121g/km.

The car has electric power-assisted steering, ISOFIX child-seat attachments, partial leather trim, and front and rear spoiler, tints and body kit.

"The Limited Edition is a blend of sporty looks, performance and practicality," says Alex Brown, of Ford NZ.

"The wheels and stripe package give it excellent presence on the road, while the reverse camera helps with everyday driving.

"All this is on top of the small, but mighty engine, on of one of the best-balanced chassis on the market." ⊕



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Population boom boosts sales

Car dealers in New Zealand's biggest city are reporting good business from its population and property market growth.

Despite economists' cautious warnings on spending, traders say there's still plenty of demand for new and used vehicles in Auckland.

This is backed up by the statistics. Between November 2016 and October 2017, there were 78,343 used cars, 49,662 new cars, 6,364 used light commercials and 19,052 new commercials registered in the city.

Compared to the previous 12 months, these totals represent increases of 7.8 per cent for used cars, 8.5 per cent for new cars, 21.4 per cent for used commercials and 13.9 per cent for new commercials.

Dealers contacted by Autofile say much of this stems from the city's expanding property market, while new immigrants rarely bring personal vehicles across the border and prefer to buy them after arriving in this country.

With more homes being built comes extra demand for light commercials as trades people need



Motor vehicles parked up dockside at Ports of Auckland

transport while others upgrade.

In addition, Auckland traditionally performs above its weight with sales compared to population. About 35 per cent of people in New Zealand choose the city as home with upwards of 80 per cent of immigrants settling there.

Sales in Auckland as percentages of national registrations range from 37.4 per cent for new commercials and increases to 46 per cent for new cars, 48.2 per cent for used cars and 48.9 per cent for used commercials.

One reason for this is many rental car and fleet companies, as well as

corporate head offices, are based in the city. Sales are registered there although vehicles may be used elsewhere in New Zealand.

Private buyers from outside Auckland are attracted by its plethora of car dealers, while the internet means shopping has no geographical boundaries resulting in sight-unseen purchases increasing in recent years.

Andrew Dudley, manager of electric-vehicle (EV) development at GVI Electric, Penrose, believes the business is doing well due to the city's increasing population and new immigrants buying cars.

"We have a distinct advantage in the upper North Island of having a lot of charging stations, which opens up options for buyers," he says.

The dealership also sells a lot of cars to out-of-town buyers.

"They buy their cars here, but they don't look back as they drive out of Auckland," Dudley. "We also sell cars throughout New Zealand, but that means it's very competitive."

"The bulk of jobs are in Auckland, but the traditional Kiwi lifestyle is now being sought by families outside the city."

"High-rise living will be the only option for many young couples living here, which is what it's like for people in big cities across the world."

Although the City of Sails' housing market has softened during the second half of 2017, the building boom is expected to continue because it's still short of homes needed.

"Housing-market strains have been most intense in Auckland where there has been an estimated underbuilding of about 35,000 homes and pressures on affordability," says Satish Ranchhod, Westpac's senior economist.

"With population growth expected to remain strong for some time, it will take an extended period – around a decade – of strong building to address housing needs."

Westpac believes Auckland needs to construct about 11,000 new homes per year to address the shortfall, while concerns about supply and low affordability may prompt a drop in the number of people moving to the city or encourage shifts to other regions.

"We continue to hear reports about high living costs making it harder to attract and retain staff in the region, especially with wage growth failing to keep pace with house prices," says Ranchhod.

Cameron Bagrie, ANZ's chief economist, notes job adverts in Auckland have been falling and "that happens to be the region where the housing market is underperforming".

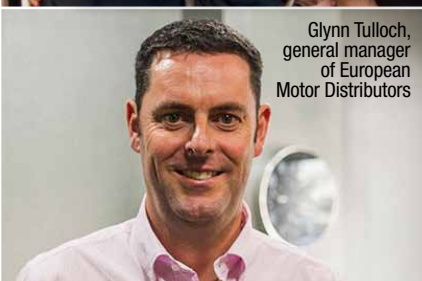
Economists are also watching

Auckland vehicle sales - Oct 2016 to Oct 2017

	USED CARS	NEW CARS	USED COMMERCIALS	NEW COMMERCIALS	PUBLIC TO TRADER	PUBLIC TO PUBLIC	TRADER TO PUBLIC
Oct '16	6,335	5,673	544	1,526	4,648	15,087	6,058
Nov '16	6,476	4,313	603	1,599	4,888	15,216	6,381
Dec '16	6,558	3,834	507	1,337	4,714	14,969	6,073
Jan '17	6,059	5,218	436	1,355	4,211	14,849	5,444
Feb '17	5,861	3,596	484	1,397	4,474	14,380	5,239
Mar '17	7,080	4,045	622	1,721	5,335	15,826	6,281
Apr '17	6,137	3,082	437	1,328	4,607	13,574	5,228
May '17	6,850	3,586	528	1,797	5,693	14,892	6,236
Jun '17	6,379	4,758	547	1,950	5,046	14,249	5,908
Jul '17	6,959	3,367	549	1,492	5,242	15,276	6,000
Aug '17	6,856	3,755	570	1,622	5,743	15,395	6,716
Sep '17	6,510	4,396	510	1,699	5,177	14,783	6,391
Oct '17	6,618	5,712	571	1,755	4,712	14,870	6,473
Total 12 months	78,343	49,662	6,364	19,052	59,842	178,279	72,370
Change on Oct 2016	4.5%	0.7%	5.0%	15.0%	1.4%	-1.4%	6.9%
Previous 12 months - Nov 2015-Oct 2016	72,668	45,785	5,243	16,726	58,237	178,306	72,599
Change on previous 12 months	7.8%	8.5%	21.4%	13.9%	2.8%	-0.0%	-0.3%
NZ sales - past 12 months	162,571	107,959	13,013	50,956	159,347	518,495	212,536
Auckland's % of NZ sales	48.2%	46.0%	48.9%	37.4%	37.6%	34.4%	34.1%
Population	New Zealand 4,693,000		Auckland region 1,600,000		34.8%		



Staff from GVI Electric in Penrose, Auckland. The team was awarded EV World NZ's 2017 electric-vehicle sector sales and service title



Glynn Tulloch, general manager of European Motor Distributors



Autobiz, which operates yards in Papatoetoe and Takanini



European Motor Distributors Ltd's Giltrap Skoda dealership in Newmarket

◀ to see if car sales and consumer imports start to slow now that Auckland houses prices have fallen slightly.

ANZ's October NZ Market Focus suggests "vehicle sales – and spending on big-ticket items generally – are an area where we expect to see some spillover from the weaker housing market".

The bank adds in its quarterly economic outlook published in September that "historically, where the housing market has gone, sentiment and spending growth haven't been far behind, and we expect spending on big-ticket items [vehicle sales especially] to be negatively impacted".

It adds: "But, right now, signs of broader spill-overs appear limited. Consumer confidence is high, reinforcing the benefits of a strong labour market."

Business remains strong for Auckland-based European Motor Distributors. Group general manager Glynn Tulloch says some buyers delayed car purchases until the outcome of the general election was formalised.

"There will be some people concerned about a centre-left government, but I don't personally think there will be a huge difference moving forward," Tulloch, who is also president of the Motor Industry Association, told Autofile.

"We have good demand for all our products and the market is reasonably buoyant. There's nothing to complain about in Auckland. There's plenty of demand to go around, even if growth over the previous record year is waning slightly.

"Tourism is strong, business is buoyant and many new-car buyers aren't as affected by the high Auckland prices in the housing market.

"Although market growth is coming off double digits and levelling off, it won't make a huge difference for us as the market is still strong by historical standards."

Gareth Karrasch, director of Autobiz, which operates yards in Papatoetoe and Takanini, says infrastructure upgrades are needed to deal with population growth.

"There are more and more houses being built," he says. "A lot of people want to live in central Auckland where real estate is expensive, but they could live further out. Then there are people who move to Huntly and grizzle about the traffic.

"I've lived here all my life and near my business, so the traffic doesn't bother me. But you have to pick your times to travel so you don't get caught in the congestion."

Karrasch says trades people are busy, doing well and expanding their businesses. He adds: "There's plenty of work out there. A lot of tradies pick and choose who they work for.

"But there's no real sales pattern anymore. One week a business will buy two to three vehicles, the next week we'll be busy with private sales.

"If [the economy] dropped by five per cent, it wouldn't matter. It's too early to comment on the new government, so there's no point grizzling about it."

Rod Milner, who has been in the industry for 55 years in Auckland, says the city has a large number of dealers.

"You only have to pay \$570 and sign a piece of paper to become a trader. There's no training. I don't think that's a good thing. Fly-by-nighters do get caught out, but cause mayhem in the short term."

Milner, who specialises in disability vehicles at his Greenlane premises, says people have less money to spend due to the high price of rents and housing.

"Putting restrictions on overseas buyers is a good thing. We have

to forget about [urban sprawl] for Auckland. We have to look at apartments and go higher, and we've to get used to it.

"The Waterview tunnel has had a huge impact on traffic. Any time of the day we can go to East Tamaki and back to Greenlane easily."

He adds that there is low unemployment in the city. "People are fully employed. If you advertise a job, you don't get a lot of inquiry. We used to get 20 to 30 applications." ☺



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The month that was.... November

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

November 15, 1999

End of the combustion engine

The biggest breakthrough in automotive technology was heralded to transform the industry as the internal combustion engine was replaced by a fuel cell. While mainly smaller cars would use this, the technology was expected to quickly develop for larger vehicles.

The fuel cell chemically converted the hydrogen in petrol, natural gas and methanol into an electric current. The only moving part was an air compressor and the only by-product was water.

At the time, the fuel-cell powered A-Class Mercedes-Benz had a top speed of 145kph and a range of 450km. It was 10 times too expensive and 30 per cent too heavy, but giant strides were being made to reduce the size and increase power.

The push for zero-emission vehicles was coming from the US where new regulations forced marques wanting to operate in that lucrative market to sell 10 per cent of their cars with zero emissions. If they were unable to do so, the companies would have to limit sales of conventionally powered vehicles.

Car makers were also developing hybrid vehicles in which petrol engines, optimised for zero emissions, generated electric power for electric motors that drove the wheels.



November 26, 2004

Entry certification heats up

Argument and intrigue continued to surround the entry-certification scheme set up by the Land Transport Safety Authority (LTSA) for used vehicles.

Transport service delivery agents had presented their proposals for roles in the scheme and a new body, Land Transport New Zealand (LTNZ), was established so it was time for a decision on the request for proposal responses.

All eyes were on the border-check role. Autofile had learned that VTNZ had tendered for the position, which was thought to be a two-horse race between On Road and the AA.

December 2004 would see legislation allowing the Ministry of Transport to restructure the transport sector – LTNZ would be created by merging the LTSA and Transfund.

The danger inherent in restructuring the industry while establishing the government body responsible for it was raised by the Independent Motor Vehicle Dealers' Association during October.

Its submission raised several questions about developing the scheme, including the lack of consultation, the timing, and failure to achieve the objectives of minimising costs, conflicts of interest and congestion in ports.

David Wright, director of land transport, said the LTSA was adamant the scheme would go ahead as was originally proposed.





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November 18, 2005

Incentives for 'green' cars

Buyers would have even more reason to buy fuel-efficient, low-emission cars in the future if the government acted on a proposal by the National Business Council for Sustainable Development.

The council had provided the government with a 50-page report recommending that buyers be offered cash incentives of up to \$3,000 for buying fuel-efficient vehicles. Penalties of up to \$2,000 were also recommended for buyers of inefficient cars.

The council's chief executive, Peter Neilson, said high petrol prices had already started pushing buyers towards smaller and more efficient vehicles, but for many businesses and individuals these cars were still out of reach.

"We want to maximise energy efficiency, lower emissions and enable people to buy safer vehicles," he added.

Perry Kerr, chief executive officer of the Motor Industry Association (MIA), said he was glad another organisation had recognised there were issues for the government to consider in terms of the composition of New Zealand's fleet.

"The MIA will be happy to work with officials and other organisations towards a more modern, fuel-efficient, environmentally friendly fleet," he said.

The business council suggested implementing the scheme on January 1, 2008, when Australia adopted the Euro IV standard for all new models.





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*Based on the number of views for the month of September 2017

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Industry movers

JULIAN STONE has been appointed by Turners Group NZ as general manager for Buy Right Cars. He is responsible for all eight dealerships across Auckland.

Stone has been in the New Zealand automotive industry since 1987 in a variety of roles.

These have included used car manager of Newmarket Nissan, general sales manager of Bay City Motors, dealer principal of Kirk Motors Manurewa, new cars manager of Manukau Nissan and NZ manager of AutoSelect.

Stone was working for the past few years at AHG-owned John Andrew Mazda in Grey Lynn as dealer principal.



JARROD BIDDULPH has been appointed as public relations and product communications specialist for Mercedes-Benz Cars New Zealand's passenger cars division.

Biddulph is a "self-professed car enthusiast and is extremely passionate" about the German brand.

Biddulph has worked across a number of automotive brands in this country, and in roles covering retail operations, distribution and public relations. He joined Mercedes-Benz NZ at the start of this month.



GAVIN LIGHTFOOT has joined Autosure as sales performance manager.

He has been involved in the automotive industry for more than 25 years and has gained extensive knowledge in the Asia-Pacific region working with some of the largest automotive corporates.

Having just returned to New Zealand after seven years in Australia, he will be working with Autosure's dealers nationally to support their strategic growth and on staff development initiatives.



ROB WHITEN, formerly Manheim's national retail director, has replaced Gary Martin as chief executive of Cox Automotive Australia-New Zealand, overseeing Manheim, Dealer Solutions, CarsGuide, AutoTrader and Xtime.

"Rob has excellent credentials gained over an extensive and successful career in the automotive and other commercial industries," says John Bailey, president of Cox Automotive International.

JOHN ROBERTS has been re-elected a director of the Turners Automotive Group. He is an independent director and joined the board in 2015.

Roberts was the managing director of credit bureau Veda for 10 years, and was previously chief executive officer with Saatchi and Saatchi and MasterCard in New Zealand.

MATTHEW HARRISON has also been re-elected to the Turners Automotive Group's board.

He was the former managing director of EC Credit Control and joined the board in the same year the business was acquired by Turners.

Harrison has extensive management experience, and a strong background in business and finance administration.

He represents his family interests, which have an 8.98 per cent combined holding in Turners.

NZ labour market report

STRONG POPULATION GROWTH

on the back of record net migration has been underpinning much of New Zealand's increase in demand in recent years.

The country's relatively positive economic conditions have encouraged large numbers of new arrivals, including those on work and residency visas, according to Westpac.

Chief economist Dominick Stephens says: "We have also seen higher-than-usual numbers of New Zealanders choosing to stay onshore, as well as increased numbers coming back from overseas – particularly from Australia."

He expects these factors will keep net migration at high levels over the rest of the year.

For businesses, strong population growth has been a boon. Increases in the economy's demand base have led to more people spending more money and this has helped to offset some of the other headwinds the economy is facing.

But, for many households, the economic environment is now likely to feel more sluggish.

"Population increases have masked what's been quite muted growth in per-capita GDP," explains Stephens. "In addition, it also has added to pressures in the housing market and strains on infrastructure."

However, migration isn't just affecting demand. With inflows weighted towards those of working age, immigration has added to the country's productive capacity and is helping to address skill shortages in areas such as construction.

"Net migration and population growth are expected to ease back over time," adds Stephens. "As global economic conditions slowly improve, increasing numbers of New Zealanders will begin venturing abroad. We will also see

the departure of many of those who arrived on temporary visas in recent years.

"The resulting slowdown in population growth will reinforce more general softening in demand late in the decade.

"An additional overlay to the current migration cycle is the growing political appetite for a tightening in migration settings. If we don't see a 'natural' easing back, it's much more likely that we will see a policy change to limit inflows over coming years."

Cameron Bagrie, ANZ's chief

economist, notes the number of departures of non-New Zealand and Australian citizens has started to rise, which suggests the country is seeing the natural cycling effect of immigrants who

arrived on work or student visas a few years go now having – or choosing – to leave.

"The potential for additional residency restrictions could reinforce that theme," he says.

"However, expecting a peak in net inflows is different to expecting a large fall. That's not our view.

"While much is up in the air regarding where migration policy will head, the fact that New Zealand's labour market is expected to perform well relative to other economies – especially Australia – means there will still be an attraction to either remain or move here."

Bagrie does, however, see some "amber lights" flashing in regards to the economy.

He reports that spending on electronic cards has remained soft. "In fact, the value of retail spending was down by 0.7 per cent quarter on quarter – the first drop in quarterly spending since 2009.

"The message right now is clearly that the pace of consumer spending is threatening to remain weak into the latter part of this year." ☺

"Net migration and population growth are expected to ease back over time"
– Dominick Stephens

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

Unlocking potential to profits

Guaranteed asset protection (GAP) protects the customer financially against the physical total loss of their vehicle if it's secured under a credit contract.

Usually the car will depreciate faster than the balance owed on the credit contract, which will leave the consumer far worse off financially than when it was purchased.

If the vehicle is deemed a total loss following an accident or theft, GAP pays the financier any shortfall owing – up to the specified amount – following insurance settlement. The specified amount depends on the policy sold, but can be up to as much as \$30,000.

This insurance product is excellent for low or no-deposit purchasers because if they haven't bought a GAP policy and have a balance owing on the finance contract, the finance company will

request the balance settled due to the fact they no longer have the vehicle as security on the loan.

In many cases, it will not finance another vehicle purchase because it doesn't want two loans for the one customer, or it deems the consumer cannot afford the commitment of extra lending.

This causes a lot of stress for buyers. Essentially, they don't own a vehicle but still have the loan and can't afford another commitment.

Over the years, dealers have seen many instances of customers going in and asking if they can finance the outstanding balance on their vehicle loan. This is difficult unless the purchaser has a solid profile and payment history with his or her finance company.



TONY HEADLAND
General manager
Protecta Insurance

Protecta is focussed on assisting motor traders with maximising their profit opportunities. It spends a lot of time with dealer principals and business managers analysing where there's more profit to be earned, and sees GAP as an important product in the dealer's portfolio to build extra profits.

One of the great benefits of selling clients a GAP policy is retention of that customer. Usually in the event of that person facing a total loss, they often first call the business manager or sales person.

If the customer has a GAP policy, you can guide them through the insurance process, get them back to the dealership to pick another vehicle and refinance that purchase.

Great customer service like this

will no doubt spread by word of mouth and create new sales.

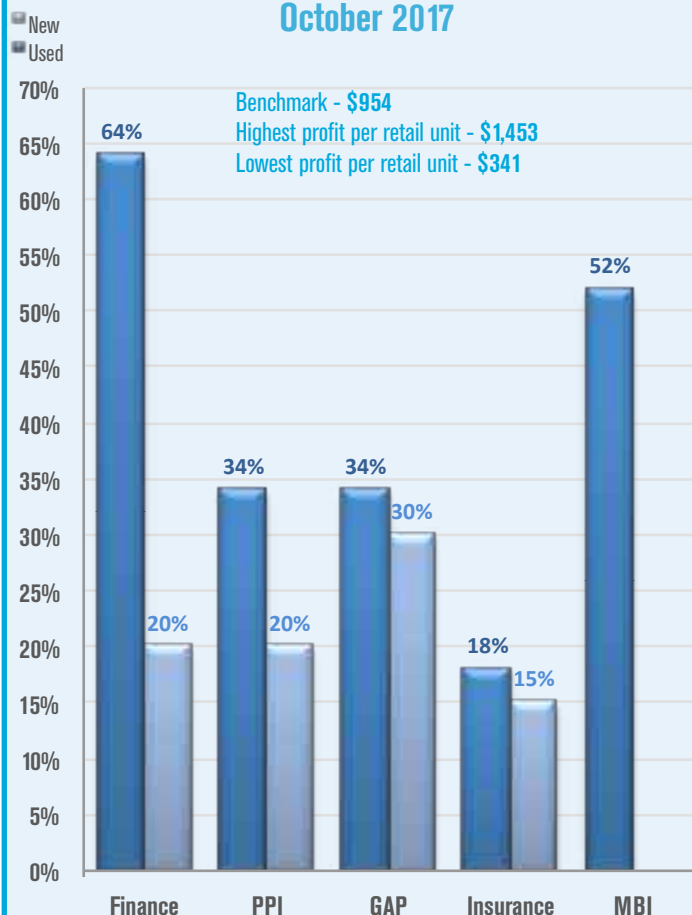
Protecta finds that the secret to selling GAP is actually in the extra benefits that the product has, while its GAP will pay extra benefits whether there's a finance shortfall or not. It will cover the:

- ▶ Insurance excess on the current policy.
- ▶ Comprehensive insurance policy for the new car.
- ▶ On-road costs for the new vehicle.
- ▶ Rental vehicle to keep the customer mobile until the new one has been organised.

If you would like more knowledge, enhanced customer satisfaction and retention, and the ability to unlock the profit potential of selling GAP email tony.headland@protecta.co.nz.

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19 Nov FIA GT World Cup - Macau NASCAR Cup Series - Miami, USA
24-26 Nov V8 Supercars - Coates Hire Newcastle 500, Newcastle, NSW, Australia Asia-Pacific Rally Championship - Rally India, Chikmagalur, India
25-26 Nov Rally New Zealand - Tauranga
26 Nov F1 - Yas-Abu Dhabi Circuit, UAE
30 Nov-2 Dec World Touring Car Championship - Losail International Circuit, Qatar
2-3 Dec Formula E - Hong Kong ePrix, Hong Kong
9 Dec Mad Mike's Summer Bash - Hampton Downs, Waikato
10 Dec Mitre 10 Mega Summer Series - Round 1, Manfield

Armstrong confirms TRS series

Fresh from winning the FIA Italian Formula 4 title at the final round, Marcus Armstrong has confirmed he will contest the 2018 Castrol Toyota Racing Series (TRS).

"It has been a huge year," he says. "I have learned a great deal and I'm looking forward to the championship very much."

The 17-year-old Christchurch-born racer, currently in the midst of winter testing for his 2018 European campaign, will once more compete in the New Zealand championship for M2

Competition as he did this year.

Armstrong is the first Kiwi to have been inducted into the Ferrari Driver Academy (FDA), and after the 2017 TRS he competed in the Italian and German F4 championships for the Italian-based Prema Powerteam.

He thus follows in the wheel-tracks of 2015 TRS champion Lance Stroll, who came to New Zealand having won the inaugural Italian F4 title with Prema and FDA, and is now a full-time driver in Formula 1 with the Williams team.

"The Toyota Racing Series is a huge boost to any racer's competition year," says Armstrong. "To be able to come back here and race with M2, and be supported by the Ferrari Driver Academy is fantastic."

Armstrong won three races in the 2017 TRS, including the Denny Hulme Memorial Trophy. He also finished on the podium eight times, ending the five-week and 15-race championship fourth overall at his first attempt. Now, he says, he has his sights set firmly on the title. ☺



Armstrong celebrates his Italian F4 title with his father Rick, left, and the Prema Powerteam

Supercar champion pens new deal

Manukau-born racer Shane van Gisbergen has voted with his pen as the Australian Supercar Championship edges toward modernity by embracing engines with less cylinders and current turbo-charging technology in what may be the competition's most controversial rule change ever.

The reigning supercar champion has extended his contract with Red Bull Holden Racing Team until the end of 2019.

He told the Australian media that

with the arrival of the "next-gen" Commodore coming in 2018 and the recently shown V6 twin-turbo engine allowed in 2019, it makes sense to remain with a team that has strong ties to Holden.

Van Gisbergen made his supercars debut in 2007 after finishing second overall in the Toyota Racing Series.

He took his first V8 "tin-top" race win in 2011 and now has 23 championship race wins to his name, as well as 19 pole positions and 75 podium finishes.



SVG will continue with Triple Eight for another two seasons

The New Zealander joined Triple Eight Race Engineering, which competes under the Red Bull

Holden Racing Team banner, at the beginning of 2016 and went on to win the title in his debut year. ☺



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Landmark business to close

It's known as the place "beside the big Mount Wellington".

Now it's set to close after 30 years of used and new cars being sold to Aucklanders.

The Moyes Motor Group in Panmure, which employs about 70 people, is calling it a day after Holden announced changes to its long-term business strategy, which includes cutting the number of its dealerships in Australasia.

Managing director John Moyes says it's unfeasible for the company to continue without its Holden franchise or securing a deal with another major marque, which hasn't happened.

"Holden's a big part of us – not just the sales, but the service, parts and whole thing," he says. "We couldn't have survived without it."

Holden has also canned some 30 dealers across the Tasman, while other major marques are moving towards more boutique and online selling, adds Moyes.

"We are proud our company has performed strongly throughout its 30-year history," says Moyes. "We constantly evaluate our core business. Our directors have decided to explore other business interests and opportunities going forward."

He has declined to comment on what that may involve, nor what's going to happen to the 2.3-hectare site.

"The big McDonald's", which featured in the company's advertising campaigns for decades as a location reference, was knocked down at the end of last month and the business will close by Christmas. Moyes is aiming to have sold off the remaining 250-plus cars by then because "we couldn't find another option".

Moyes also holds a Suzuki franchise. "It's a good brand, but we would have needed another big one to go along with it. Used cars are too difficult to do on their own on a big site such as this."

Kristian Aquilina, managing director of Holden NZ, describes



The Moyes Motor Group site in Panmure

the decision not to renew the franchise agreement as "difficult", and thanks the Moyes family and its team for their past support of the marque.

He adds: "It was difficult to see a long-term sustainable role for a full-scale Holden dealership in the current location as part of our future plan for Auckland."

our options for providing our customers with ongoing parts and service support, which is our immediate priority.

"Suzuki is a growing brand. A presence in the East and South Auckland regions is vital to our continuing growth long term, so we will be investigating options for representation in these areas."

"We are proud our company has performed strongly throughout its 30-year history" - John Moyes

Aquilina says the decision wasn't prompted by the dealership's performance, nor the end of the traditionally Australian-built Commodore.

He adds Holden NZ constantly reviews its dealer network to ensure its brand representation is optimised for population and demographic changes. Newmarket-based Schofield Holden will continue to operate a service and parts operation from the Moyes site.

Gary Collins, general manager of automobile marketing at Suzuki NZ, told Autofile: "The ending of Moyes Motor Group's operation came as a surprise to us as they have become a well-established Suzuki dealership for East Auckland."

"We are now working through

FUTURE OF THE SITE

The zoning for the Moyes Motor Group site on Ellerslie-Panmure Highway is "business – mixed use", which allows for residential use as a permitted activity.

This means no zoning change is needed for housing to occur, although there are some height restrictions regarding viewshafts to Mt Wellington behind. This may restrict any possible future development, says an Auckland Council spokesman.

"We are very disappointed that such a long-standing business is closing," Chris Sutton, town manager of Panmure Business Association, told Autofile.

"Panmure and the big Mount Wellington have always been part of the advertising message for

Moyes making both places well-known throughout New Zealand – in other words putting our town firmly on the map.

"The large site is privately owned by the Moyes family, and the area would be zoned mixed use.

"I do not know what Moyes Motors Group will be considering, but I'm aware that four existing vehicle sales outlets will be required to leave their sites."

Sutton says this is due to stage two of the Auckland-Manukau Eastern Transport Initiative in Panmure. "Perhaps those businesses could relocate to the Moyes site.

"This area in general is going through massive growth due to the Tamaki Regeneration Company project with an estimated 7,500 houses being built from Glen Innes to Panmure.

"Future population growth will make the Moyes site very valuable because it is such a large piece of land.

"Panuku Development, the property arm of Auckland Council, owns a considerable amount of land not too far from the Moyes site.

"This land is earmarked in the future for a focus on mixed-use developments close to the railway station and transport hub. Panmure is situated 11 minutes from Auckland's CBD and is ripe for substantial development."

Tribunal orders trader to repair car's 'relatively minor' but costly faults

Background

Tamsin Watson purchased a 2009 Audi Q5 3.0 TDI Quattro from 4S Motors Limited for \$28,990 on September 19, 2016.

The vehicle had a 138,800km reading on the odometer at the time of sale. She also bought a 24-month Autosure "essential cover" warranty for \$1,480.

Watson said she began experiencing problems with the vehicle in late January or early February 2017. The Audi would intermittently stall while being reversed and coming to a stop. She said the car was "not running properly".

The buyer took the vehicle to two repairers. Both identified the same faults with the Q5's mechatronic control unit and transmission range sensor.

The dealer offered to repair the faults. However, Watson rejected the car and requested a refund.

The trader didn't accept the rejection of the vehicle and said the faults weren't failures of substantial character under the CGA.

The case

In late February 2017, Watson took the Q5 to Continental Cars in Auckland for its annual service and to have any faults diagnosed.

Continental Cars was unable to reproduce the fault that caused the vehicle to stall, but found faults with its exhaust gas recirculation cooler and left-side engine mounts.

It replaced the faulty parts. The work was covered by Watson's Autosure warranty, although she

had to pay an excess of \$350 for each repair.

However, Watson said the stalling problem continued and, in late February or early March, the Audi also began jolting and surging.

Continental Cars reassessed the Q5. It diagnosed faults with its mechatronic control unit and transmission range sensor.

It provided an estimate of \$9,317 to replace both of these mechanisms, and an estimate of \$6,623 for replacing the car's clutch, which it said might have been damaged due to the transmission problems.

Watson obtained a second opinion from Transmission Solutions NZ. It found the same faults, but recommended reconditioning the mechatronic control unit rather than replacing it at an estimated cost of \$9,354 to perform all work on the unit, range sensor and clutch.

Although 4S Motors said it didn't accept that there was a proven fault with the clutch, it offered to replace this system because it was prudent to do so while the transmission was being repaired.

The finding

The tribunal ruled that the mechatronic control unit and transmission range sensor faults breached the CGA's guarantee of acceptable quality because the parts were not as durable as a reasonable consumer would expect.

The adjudicator was satisfied a

reasonable consumer would not expect an eight-year-old vehicle that cost \$28,990 to have these faults so shortly after purchase.

The vehicle had travelled 138,800km when it was bought and a further 10,600km by the time the problems were diagnosed.

Nonetheless, it was considered a reasonable consumer wouldn't consider these faults to be acceptable – even in a vehicle that had travelled such a distance.

The repair estimates obtained by Watson included the cost of replacing the vehicle's clutch.

It might well have been that the parties agreed to replace the clutch, stated the tribunal, but the evidence didn't prove the vehicle had a fault with this system.

The only evidence to suggest a clutch fault was burnt clutch oil found by Transmission Solutions NZ.

The tribunal's assessor noted the evidence of burnt clutch oil at this vehicle's age and mileage didn't prove the existence of a fault.

Watson wanted to reject the Q5 because she said its faults amounted to a failure of a substantial character under the terms of the CGA.

However, the tribunal found that the faults – when considered separately – were not failures of substantial character. Although they were costly to repair, both issues were relatively minor and didn't make the Q5 inoperable or unsafe.

Watson continued to drive the Q5 and had clocked up more than 6,000km since the fault was first diagnosed.

The case: The buyer wanted to reject her 2009 Audi Q5 five months and 10,600km after purchase due to a number of issues. These included faults with its mechatronic control unit and transmission range sensor. The dealer offered to repair the faults, but argued they weren't of a substantial character under the Consumer Guarantees Act (CGA).

The decision: The trader was ordered by the adjudicator to repair the faults with the vehicle's control unit and range sensor.

At: The Motor Vehicle Disputes Tribunal, Auckland.

The tribunal said a reasonable consumer would have realistic expectations as to the durability of a used, seven-year-old European car with almost 140,000km on the clock and would understand such vehicles could develop costly faults of that nature.

In deciding to purchase such a car, a reasonable consumer acknowledged and accepted that risk.

The tribunal also found the accumulated faults with the Q5 were not sufficient to allow the buyer to reject the vehicle under section 18 of the CGA.

But it noted that it was a finely balanced decision, and should any further faults that breached the act's acceptable quality guarantee were to occur with the Q5 in the near future the outcome could differ if the matter was brought back before the tribunal.

The authority ruled that Watson wasn't entitled to reject the vehicle because the Q5's faults were not a failure of a substantial character.

Order

The tribunal ordered 4S Motors to pay for the repairs of the car's mechatronic control unit and transmission range sensor. ☺



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Buyer claims purchase of Porsche was business sale after \$27k bill for engine

Background

Robert Wesley bought a 1993 Porsche RS C2 for \$77,000 on November 10, 2016.

It was advertised on Trade Me by a seller called "thetoyshopcars". Wesley dealt with Max Fletcher, the director of The Toy Shop (Auckland) Ltd and a registered motor-vehicle trader.

Fletcher told Wesley that although The Toy Shop was a trader and the vehicle had been advertised using its Trade Me account, the Porsche was owned by Fletcher or his wife so it was a private sale.

Wesley agreed to the private transaction and paid the purchase price into Fletcher's personal bank account.

The next day, while driving across Auckland, Wesley said the car made a "horrible noise".

Wesley had the Porsche assessed by International Motorsport, which said the engine was "stuffed" and needed to be rebuilt or replaced.

He decided to replace it at a cost of \$27,000. Fletcher, in what he said was an act of goodwill, contributed \$5,000 towards that. Wesley also received \$5,000 for the damaged engine.

The buyer applied to the tribunal to recover the balance of what he paid to have the engine replaced.

Wesley said although he initially thought the transaction was private, he had since discovered the Porsche was registered in the name of The Toy

Shop when it was sold to him.

He claimed there was evidence the Porsche was sold by, or on behalf of, a registered motor-vehicle trader meaning the Consumer Guarantees Act (CGA) applied.

Fletcher denied the vehicle was sold by, or on behalf of, the dealership. He said his wife was its registered owner when it was sold, and records he relied on to show the Porsche was owned by the dealership contained incorrect information due to an error when he transferred it to Wesley.

The case

The only issue facing the tribunal was if The Toy Shop was a party to the sale of the vehicle.

Wesley claimed the engine fault failed the CGA's acceptable quality guarantee. The tribunal said if the act applied to this case, the fault would breach that guarantee because no consumer would expect the engine of a \$77,000 car to fail the day after purchase.

However, the act's protections only apply if one of the parties is a "supplier" as defined in the CGA – a supplier is a person who transfers ownership or possession of goods under a contract of sale to which the supplier is a party.

Wesley had to prove The Toy Shop was a party to the transaction if he was to win, but there were three reasons why the tribunal ruled this wasn't the case.

The Toy Shop wasn't a party to the contract – it was made

between Wesley and Fletcher.

The dealership didn't own the Porsche when it was sold or at any other relevant time.

NZTA records showed the car was registered in Fletcher's name on November 4, 2016, after he bought it from Daniel McGrane the previous day.

He then transferred it into the name of his wife Vibeke on November 9 meaning that when the vehicle was sold on to Wesley on November 10, she was its registered owner.

Wesley pointed to evidence in the form of Motorweb and CarJam reports, and an email from the NZTA, all of which suggested the vehicle was then transferred to The Toy Shop on November 11 before ownership then passed onto him.

The tribunal said the evidence was compelling and suggested the dealership was the registered owner of the car before it was transferred to Wesley.

However, Fletcher said the Porsche was never transferred into the ownership of the dealership.

Instead, when he completed the MR13B change of ownership form to transfer the car from his wife to Wesley, he inadvertently wrote the trader number on the top of it out of habit.

Fletcher presented an email from the NZTA confirming the car was never transferred into the dealership's ownership.

The tribunal accepted Fletcher's explanation about how the company's name was on the

The case: The buyer said the purchase of his 1993 Porsche wasn't a private sale and wanted a refund of the money he paid to replace its "stuffed" engine. The dealer denied the car was sold by his dealership and insisted it was a private transaction.

The decision: The buyer's application was dismissed because he had failed to prove that the dealership was a party to the sale of the car.

At: The Motor Vehicle Disputes Tribunal, Auckland.

official ownership records.

Wesley said the use of The Toy Shop's Trade Me account was evidence of its involvement in the transaction.

Fletcher said he used the account out of convenience and he was clear with Wesley it was a private sale, which Wesley confirmed. The tribunal was satisfied with that explanation.

Also, it was ruled that the dealership did not benefit financially from the sale of the Porsche. Fletcher received the proceeds of transaction and didn't pass the proceeds onto the company.

The finding

There was some evidence connecting the dealership to the sale of the Porsche.

Fletcher used his company's Trade Me account to advertise the car and wrote the dealer number on the MR13B form when transferring it to Wesley.

But, ultimately, the evidence showed the vehicle was bought by Fletcher to on-sell it for personal profit.

Order

The buyer's claim was dismissed. ☹

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LATEST SCHEDULE

	Port Calls	Carrera v1721	Lake Taupo v1722	Tokyo Car v1723	Carrera v1724	Lake Taupo v1801
JAPAN	Moji	-	14 Nov	-	15 Dec	-
	Osaka	7 Nov	15 Nov	1 Dec	16 Dec	2 Jan
	Nagoya	-	16 Nov	2 Dec	17 Dec	3 Jan
	Toyohashi	-	-	-	18 Dec	-
	Yokohama	8 Nov	17 Nov	3 Dec	19 Dec	4 Jan
NZ	Auckland	23 Nov	5 Dec	20 Dec	5 Jan	20 Jan
	Wellington	30 Nov	8 Dec	25 Dec	9 Jan	26 Jan
	Lyttelton	7 Dec	7 Dec	23 Dec	8 Jan	25 Jan
	Nelson	13 Dec	12 Dec	26 Dec	14 Jan	28 Jan

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Total new cars
11,109
2016: 10,795 ▲ 2.9%



Total imported used cars
14,118
2016: 12,709 ▲ 11.1%

Whangarei
NEW: 184 2016: 165 ▲ 11.5%
USED: 346 2016: 297 ▲ 16.5%

Auckland
NEW: 5,712 2016: 5,673 ▲ 0.7%
USED: 6,618 2016: 6,335 ▲ 4.5%

Hamilton
NEW: 494 2016: 538 ▼ 8.2%
USED: 889 2016: 763 ▲ 16.5%

New Plymouth
NEW: 141 2016: 133 ▲ 6.0%
USED: 209 2016: 205 ▲ 2.0%

Wanganui
NEW: 89 2016: 47 ▲ 89.4%
USED: 115 2016: 77 ▲ 49.4%

Palmerston North
NEW: 200 2016: 199 ▲ 0.5%
USED: 358 2016: 290 ▲ 23.4%

Nelson
NEW: 94 2016: 102 ▼ 7.8%
USED: 295 2016: 241 ▲ 22.4%

Westport
NEW: 0 2016: 4 ▼ 400.0%
USED: 2 2016: 19 ▼ 89.5%

Greymouth
NEW: 12 2016: 16 ▼ 25.0%
USED: 37 2016: 40 ▲ 40%

Thames
NEW: 104 2016: 50 ▲ 108.0%
USED: 136 2016: 104 ▲ 30.8%

Tauranga
NEW: 311 2016: 324 ▼ 4.0%
USED: 551 2016: 516 ▲ 6.8%

Rotorua
NEW: 147 2016: 74 ▲ 98.6%
USED: 204 2016: 133 ▲ 53.4%

Gisborne
NEW: 40 2016: 50 ▼ 20.0%
USED: 86 2016: 45 ▲ 91.1%

Napier
NEW: 186 2016: 167 ▲ 11.4%
USED: 318 2016: 279 ▲ 14.0%

Masterton
NEW: 69 2016: 62 ▲ 11.3%
USED: 93 2016: 70 ▲ 32.9%

Wellington
NEW: 638 2016: 630 ▲ 1.3%
USED: 1,099 2016: 956 ▲ 15.0%

Blenheim
NEW: 64 2016: 48 ▲ 33.3%
USED: 71 2016: 60 ▲ 18.3%

Christchurch
NEW: 2,206 2016: 2,102 ▲ 4.9%
USED: 1,932 2016: 1,645 ▲ 17.4%

Timaru
NEW: 73 2016: 67 ▲ 9.0%
USED: 110 2016: 85 ▲ 29.4%

Oamaru
NEW: 7 2016: 11 ▼ 36.4%
USED: 12 2016: 18 ▼ 33.3%

Dunedin
NEW: 236 2016: 220 ▲ 7.3%
USED: 432 2016: 378 ▲ 14.3%

Invercargill
NEW: 102 2016: 113 ▼ 9.7%
USED: 205 2016: 153 ▲ 34.0%

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Imported Passenger Vehicle Sales by Make - October 2017

MAKE	OCT'17	OCT'16	+/- %	OCT'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	3,509	3,324	5.6	24.9%	34,290	25.1%
Nissan	2,762	2,355	17.3	19.6%	25,387	18.6%
Mazda	2,296	1,943	18.2	16.3%	20,903	15.3%
Honda	1,379	1,282	7.6	9.8%	13,581	9.9%
Subaru	744	615	21.0	5.3%	6,526	4.8%
Suzuki	683	580	17.8	4.8%	6,783	5.0%
BMW	576	502	14.7	4.1%	6,009	4.4%
Volkswagen	456	470	-3.0	3.2%	4,600	3.4%
Mitsubishi	450	465	-3.2	3.2%	4,869	3.6%
Audi	244	219	11.4	1.7%	2,707	2.0%
Mercedes-Benz	225	268	-16.0	1.6%	2,882	2.1%
Ford	122	116	5.2	0.9%	1,111	0.8%
Lexus	91	59	54.2	0.6%	873	0.6%
Volvo	70	90	-22.2	0.5%	806	0.6%
Chevrolet	52	33	57.6	0.4%	551	0.4%
Jaguar	51	35	45.7	0.4%	474	0.3%
Land Rover	51	32	59.4	0.4%	510	0.4%
Holden	47	47	0.0	0.3%	584	0.4%
Mini	41	32	28.1	0.3%	421	0.3%
Hyundai	38	32	18.8	0.3%	332	0.2%
Porsche	30	40	-25.0	0.2%	339	0.2%
Chrysler	25	16	56.3	0.2%	199	0.1%
Dodge	24	21	14.3	0.2%	264	0.2%
Jeep	24	16	50.0	0.2%	257	0.2%
Renault	19	5	280.0	0.1%	131	0.1%
Peugeot	13	14	-7.1	0.1%	146	0.1%
Cadillac	10	6	66.7	0.1%	53	0.0%
Daihatsu	10	14	-28.6	0.1%	124	0.1%
Pontiac	8	2	300.0	0.1%	37	0.0%
Kia	7	8	-12.5	0.0%	100	0.1%
Maserati	6	7	-14.3	0.0%	112	0.1%
Citroen	5	2	150.0	0.0%	35	0.0%
Isuzu	5	2	150.0	0.0%	33	0.0%
Lincoln	4	3	33.3	0.0%	16	0.0%
Buick	3	4	-25.0	0.0%	28	0.0%
Others	38	50	-24.0	0.3%	555	0.4%
Total	14,118	12,709	11.1	100.0%	136,628	100.0%

Imported Passenger Vehicle Sales by Model - October 2017

MAKE	MODEL	OCT'17	OCT'16	+/- %	OCT'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Mazda	Axela	657	540	21.7	4.7%	6,112	4.5%
Nissan	Tiida	613	677	-9.5	4.3%	5,813	4.3%
Suzuki	Swift	579	476	21.6	4.1%	5,802	4.2%
Mazda	Demio	553	516	7.2	3.9%	4,734	3.5%
Honda	Fit	519	431	20.4	3.7%	4,725	3.5%
Subaru	Legacy	378	299	26.4	2.7%	3,274	2.4%
Mazda	Atenza	328	264	24.2	2.3%	3,029	2.2%
Toyota	Wish	319	333	-4.2	2.3%	3,337	2.4%
Toyota	Prius	301	219	37.4	2.1%	2,984	2.2%
Volkswagen	Golf	282	268	5.2	2.0%	2,814	2.1%
Mitsubishi	Outlander	270	269	0.4	1.9%	2,752	2.0%
Toyota	Vitz	251	318	-21.1	1.8%	2,533	1.9%
Nissan	Leaf	231	84	175.0	1.6%	1,461	1.1%
Toyota	Estima	230	199	15.6	1.6%	2,161	1.6%
Mazda	Premacy	225	207	8.7	1.6%	2,048	1.5%
Toyota	Mark X	224	201	11.4	1.6%	2,581	1.9%
Mazda	MPV	217	208	4.3	1.5%	2,117	1.5%
Nissan	Note	205	163	25.8	1.5%	1,794	1.3%
Nissan	Dualis	201	177	13.6	1.4%	2,051	1.5%
Toyota	Corolla	176	260	-32.3	1.2%	2,075	1.5%
Nissan	Murano	171	144	18.8	1.2%	1,534	1.1%
Honda	Odyssey	170	193	-11.9	1.2%	1,837	1.3%
Toyota	Blade	168	137	22.6	1.2%	1,408	1.0%
Nissan	Skyline	167	89	87.6	1.2%	1,373	1.0%
Toyota	Auris	159	175	-9.1	1.1%	1,725	1.3%
Toyota	RAV4	158	119	32.8	1.1%	1,471	1.1%
Honda	Stream	157	110	42.7	1.1%	1,347	1.0%
Subaru	Impreza	151	135	11.9	1.1%	1,466	1.1%
Nissan	X-Trail	133	83	60.2	0.9%	1,302	1.0%
Toyota	Alphard	133	73	82.2	0.9%	1,116	0.8%
Nissan	March	129	99	30.3	0.9%	1,079	0.8%
Nissan	Bluebird	126	135	-6.7	0.9%	1,520	1.1%
Honda	CRV	122	113	8.0	0.9%	1,200	0.9%
Nissan	Teana	120	93	29.0	0.8%	1,199	0.9%
Nissan	Elgrand	119	86	38.4	0.8%	960	0.7%
Others		5,176	4,816	7.5	36.7%	51,894	38.0%
Total		14,118	12,709	11.1	100.0%	136,628	100.0%



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Demand rises for electric cars

Market demand for electric vehicles (EVs) is resulting in them becoming more mainstream in New Zealand.

"We are seeing more dealerships nationwide becoming more serious about selling them," says Andrew Dudley, manager of EV development at GVI Electric in Penrose, Auckland.

"That means we have to provide good follow-up service, offer value and our reputation is important. We are a family business of 30 years. We aren't a pop-up shop on the internet."

Dudley believes EVs are steadily becoming primary vehicles.

"People are trading in hybrids for pure EVs," he told Autofile.

"We have reached a tipping point this year due to value and confidence in the product, which has been in New Zealand for the past five years. The cars are fit for purpose."

"The technology is getting more affordable, but it might take another 10 years before EVs are mainstream without government incentives."

Overall GVI Electric has a "solid, stable winter, and we are looking at a solid summer and Christmas holiday period. Our supply chain is a finely tuned machine".

Steve Greenwood, owner of new dealership Drive EV in Taupo, agrees. He says EVs are now attracting a lot of attention in the mainstream market and buyers are no longer EV enthusiasts or environmentalists with this transition taking place this year.

By far the most popular model is

Nissan's Leaf, but his stock includes the BMW i3, Renault Zoe and Nissan e-NV200 van – and Greenwood says they are all "nice to drive".

Greenwood says the big European marques will have electric SUV models available over the next three years. "We will soon see a big range of EVs on the market."

He predicts that the uptake of EVs will ensure the government's target of 64,000 EVs on Kiwi roads by the end of 2021 will be met early.

Greenwood has helped to establish EV Central in Taupo. It will stock about 20 to 30 units at the new dealership's site on Tuwharetoa Street. It opens this month.

Staff there will educate future owners about chargers and provide maps with the location of charging stations throughout New Zealand.

"We want to inform people to make their own decisions," he says. "We only sell EVs and will set up the new yard as an information centre about them."

During October, sales of used

imported Nissan Leafs climbed by 175 per cent, with 231 sales compared to 84 units in the same month of last year, while registrations were up by 49 units on September's 182 sales and 177 in August. The Leaf now has 1.1 per cent of the year-to-date used imported car market share.

Confidence has returned to the used car market after September's pre-election slowdown.

There were 14,118 registrations of used imported passenger vehicles last month – up by 11.1 per cent compared to the same month last year and an increase of 473 sales on September's total of 13,645.

Toyota topped the sales table with 3,509 units for the month – up by 5.6 per cent from the same time last year. Nissan was the second marque with 2,762 registrations, which was a jump of 17.3 per cent on October 2016, and Mazda rounded out the top three on 2,296 units – up by 18.2 per cent.

Year to date, Toyota has sold

34,290 units for a market share of 25.1 per cent. Nissan is next with 25,387 and 18.6 per cent, while Mazda is third with 20,903 units and 15.3 per cent.

The battle for top model continues to be close with the Mazda Axela, Nissan Tiida and Suzuki Swift making up the top three. There were 657 Axelas sold – 21.7 per cent up on the same month last year, 613 Tiidas – a fall of 9.5 per cent, and 579 Swifts – up by 21.6 per cent.

These three cars hold 4.5 per cent, 4.3 per cent and 4.2 per cent respectively of the year-to-date market share.

Other stand-out models for the month were Toyota's Alphard – up by 82.2 per cent, with 133 sales, and the Nissan X-Trail with sales up by 60.2 per cent to 133 units.

When looking at individual regions, sales during October increased almost throughout New Zealand.

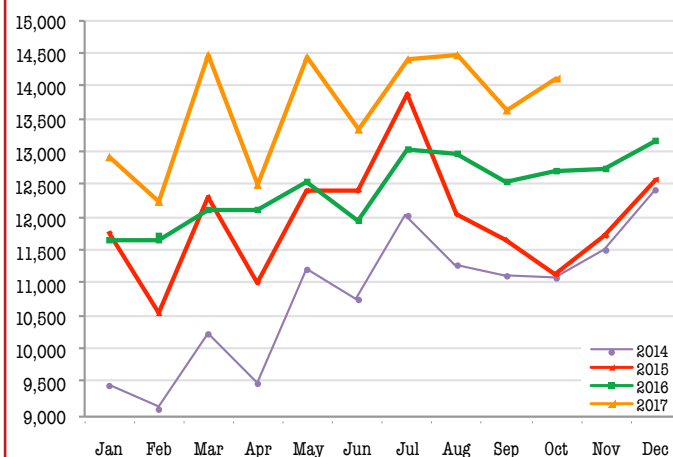
Registrations of used cars increased by a massive 91.1 per cent in Gisborne, with 86 units compared to 45 during October last year.

Rotorua dealerships also had a great month with sales up by 53.4 per cent to 204 registrations compared to 133, while Wanganui was close behind – up by 49.4 per cent to 115 units.

Invercargill was the top sales region in the South Island with sales up by 34 per cent to 205 units compared to 153 in October 2016.

Registrations in Auckland were up a modest 4.5 per cent to 6,618 in October compared to 6,335 units in the same month of last year. ☺

Used Imported Passenger Registrations - 2014-2017



UK market loses its spark

A car dealer specialising in electric vehicles (EVs) has turned his back to the UK to focus his efforts on a much larger market.

Steve Greenwood, owner of the new dealership Drive EV in Taupo, is currently importing more stock from Japan than Britain.

"The UK market is a bit tough and prices have been firming over there," he told Autofile. "About six to 12 months ago there was a surplus of EVs there, but that has dried up. Japan has more available."

He says there are about 350 to 400 EVs for sale on Trade Me Motors, which reflects the

increasing popularity of these cars.

"The UK is a niche market," adds Andrew Dudley, of GVI Electric in Auckland. "I don't think it will ever be high volume. The volume is from Japan."

"The world's best-selling EV is the Nissan Leaf. It's so popular that we have a supply issue from the UK and Japan."

"There's a lot more choice in makes and models now, but it comes back to value. Most domestic sales are in the \$15,000 to \$20,000 price range."

As for last month's statistics, there was a 24.2 per cent surge in used car imports from Japan

compared to October 2016.

Dealers focused on sourcing stock from the large Asian market as the number of passenger vehicles imported from Australia and the UK fell last month compared to the same month last year.

A total of 14,866 used cars were imported into New Zealand last month. This was a 20.8 per cent increase on October 2016 when 12,345 units crossed the border, and it was up 10.9 per cent compared to September's 13,401 units.

Imported passenger vehicles from Japan totalled 13,983 units last month – a jump of 1,295 units on September, but well below

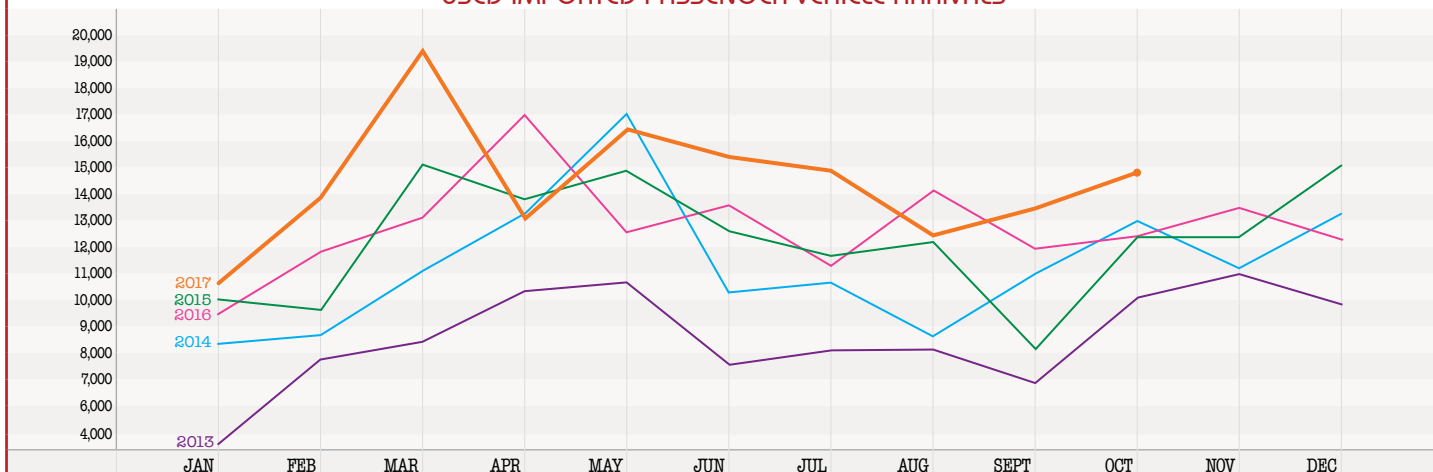
May's high of 15,649 cars. Japan's monthly market share now stands at 94.68 per cent.

Used imports from the UK, Australia and Singapore all fell compared to those countries' import totals for October 2016 – down by 14.1 per cent, 24.4 per cent and 16.5 per cent respectively.

There were 434 units imported from across the Tasman last month, which was an increase of 71 units compared to September but well below the year's high in March of 617 units.

The UK's total for October came in at 176 – up from 163 units during the previous month. ☺

USED IMPORTED PASSENGER VEHICLE ARRIVALS



Used Imported Passenger Vehicles By Country Of Export

COUNTRY OF EXPORT	2017										OCT SHARE %	2017 TOTAL	2016					
	JAN '17	FEB '17	MAR '17	APR '17	MAY '17	JUN '17	JUL '17	AUG '17	SEP '17	OCT '17			Q1	Q2	Q3	Q4	2016 TOTAL	MRKT SHARE
Australia	382	530	617	431	508	475	450	537	363	434	2.7%	4,727	1,233	1,201	1,264	1,453	5,151	3.4%
Great Britain	273	173	241	152	190	143	133	190	163	176	1.2%	1,834	166	210	387	774	1,537	1.0%
Japan	9,697	12,924	18,426	12,274	15,649	14,566	13,209	11,451	12,688	13,983	94.7%	134,867	32,722	40,969	34,514	34,875	143,080	93.7%
Singapore	47	81	97	54	87	183	120	124	53	111	0.4%	957	201	362	310	358	1,231	0.8%
USA	156	100	135	82	119	108	107	119	115	124	0.9%	1,165	251	287	349	388	1,275	0.8%
Other countries	28	21	30	24	31	55	36	34	19	38	0.1%	316	61	124	112	141	438	0.3%
Total	10,583	13,829	19,546	13,017	16,584	15,530	14,055	12,455	13,401	14,866	100.0%	143,866	34,634	43,153	36,936	37,989	152,712	100.0%



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Mixed results across regions

Sales of second-hand cars by dealers during October rose slightly against the previous month and were up by 3.8 per cent compared to the same month of last year.

There were 18,513 used passenger vehicles sold by traders to members of the public last month. This was up by 453 units on September's total of 18,060, but still 1,109 units below August's 19,622 sales.

There was a 2.2 per cent decrease in trade-ins with 12,727 units changing hands during October compared to 12,455 in the same month last year.

At the same time, the public-to-

public category remained steady with 43,376 units sold. This was a 1.2 per cent increase from the same month last year when 42,871 units changed ownership.

Although nine of the country's 22 regions experienced a decrease in car sales during October, Wanganui had the highest percentage figures in relation to dealer registrations with a 41.1 per cent jump to 278 units last month compared to 197 in October 2016.

Dealers in Rotorua also had a good month, coming in second with a 40.4 per cent increase in trade-to-public sales with 424 units compared to 302 during October

last year, while Thames came in third with a healthy 23.2 per cent increase to 324 – up from 263.

Auckland, which holds 34.96 per cent of the market share, experienced a 6.9 per cent increase in sales during October with 6,473 units sold to the public compared to 6,058 during the same month of 2016.

Although Greymouth had a 10 per cent drop in dealer-to-public sales during October, there was 39.3 per cent increase of used stock as dealers bought 39 trade-ins compared to 28 during the same month last year.

Mount Auto Court's director, Aaron Kidd, says sales during

the past six months have been "pretty reasonable" at the Mount Maunganui dealership, which has been in business for 40 years and stocks about 60 Japanese imports.

"It was mostly business as usual during the build-up to the election, although the day of the election was quiet," he says.

"We do a lot of work behind the scenes to secure the vehicles we want. It's very competitive to keep a good supply of quality vehicles on the yard.

"People movers are strong sellers. There's demand for older Toyota four-wheel drives, and Land Cruisers are popular as well as hatchbacks and vans." ☺

SECONDHAND CAR SALES - October 2017

	DEALER TO PUBLIC					PUBLIC TO PUBLIC				PUBLIC TO DEALER		
	OCT '17	OCT '16	+/- %	MARKET SHARE		OCT '17	OCT '16	+/- %		OCT '17	OCT '16	+/- %
Whangarei	632	562	12.5	3.41		1,992	1,885	5.7		242	251	-3.6
Auckland	6,473	6,058	6.9	34.96		14,870	15,087	-1.4		4,712	4,648	1.4
Hamilton	1,521	1,406	8.2	8.22		3,254	3,347	-2.8		1,117	1,113	0.4
Thames	324	263	23.2	1.75		730	578	26.3		155	130	19.2
Tauranga	845	1,021	-17.2	4.56		1,971	2,223	-11.3		536	589	-9.0
Rotorua	424	302	40.4	2.29		1,065	948	12.3		127	111	14.4
Gisborne	151	179	-15.6	0.82		392	360	8.9		60	81	-25.9
Napier	659	603	9.3	3.56		1,447	1,487	-2.7		417	422	-1.2
New Plymouth	376	385	-2.3	2.03		887	937	-5.3		228	232	-1.7
Wanganui	278	197	41.1	1.50		693	575	20.5		134	99	35.4
Palmerston North	778	734	6.0	4.20		1,495	1,634	-8.5		795	621	28.0
Masterton	216	184	17.4	1.17		585	406	44.1		95	97	-2.1
Wellington	1,692	1,601	5.7	9.14		3,106	3,014	3.1		1,145	1,135	0.9
Nelson	321	302	6.3	1.73		1,143	954	19.8		215	192	12.0
Blenheim	175	178	-1.7	0.95		430	407	5.7		94	87	8.0
Greymouth	63	70	-10.0	0.34		157	216	-27.3		39	28	39.3
Westport	5	9	-44.4	0.03		13	67	-80.6		0	0	0.0
Christchurch	2,202	2,471	-10.9	11.89		5,306	5,106	3.9		1,782	1,775	0.4
Timaru	191	222	-14.0	1.03		578	493	17.2		126	131	-3.8
Oamaru	36	62	-41.9	0.19		88	161	-45.3		3	17	-82.4
Dunedin	724	640	13.1	3.91		2,068	2,004	3.2		387	455	-14.9
Invercargill	427	380	12.4	2.31		1,106	982	12.6		318	241	32.0
NZ total	18,513	17,829	3.8	100.00		43,376	42,871	1.2		12,727	12,455	2.2

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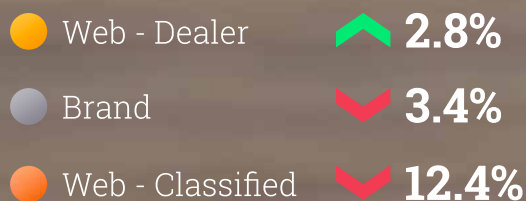
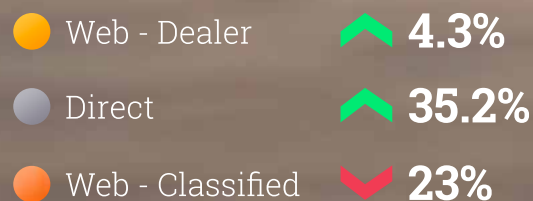
New Passenger Vehicle Sales by Make - October 2017

MAKE	OCT'17	OCT'16	+/- %	OCT'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	3,408	2,468	38.1	30.7%	16,164	17.9%
Holden	1,006	1,490	-32.5	9.1%	7,891	8.8%
Mazda	903	912	-1.0	8.1%	8,378	9.3%
Hyundai	814	499	63.1	7.3%	5,927	6.6%
Mitsubishi	641	567	13.1	5.8%	6,020	6.7%
Kia	585	458	27.7	5.3%	5,755	6.4%
Ford	581	785	-26.0	5.2%	5,666	6.3%
Suzuki	555	418	32.8	5.0%	5,959	6.6%
Nissan	389	483	-19.5	3.5%	4,002	4.4%
Honda	386	387	-0.3	3.5%	3,847	4.3%
Subaru	303	208	45.7	2.7%	2,856	3.2%
Volkswagen	272	386	-29.5	2.4%	3,592	4.0%
Mercedes-Benz	191	253	-24.5	1.7%	2,116	2.3%
BMW	142	158	-10.1	1.3%	1,657	1.8%
Audi	127	148	-14.2	1.1%	1,753	1.9%
Jeep	102	147	-30.6	0.9%	976	1.1%
SsangYong	89	249	-64.3	0.8%	720	0.8%
Skoda	76	116	-34.5	0.7%	1,096	1.2%
Land Rover	73	101	-27.7	0.7%	985	1.1%
Lexus	70	64	9.4	0.6%	581	0.6%
Peugeot	62	74	-16.2	0.6%	636	0.7%
Mini	53	60	-11.7	0.5%	591	0.7%
Volvo	50	52	-3.8	0.5%	442	0.5%
Jaguar	33	35	-5.7	0.3%	286	0.3%
Isuzu	28	19	47.4	0.3%	239	0.3%
Haval	20	0	2000.0	0.2%	34	0.0%
Porsche	20	50	-60.0	0.2%	313	0.3%
Renault	16	43	-62.8	0.1%	209	0.2%
Tesla	15	4	275.0	0.1%	195	0.2%
Citroen	12	29	-58.6	0.1%	196	0.2%
Dodge	12	58	-79.3	0.1%	224	0.2%
Fiat	11	11	0.0	0.1%	176	0.2%
Yamaha	11	4	175.0	0.1%	72	0.1%
LDV	10	8	25.0	0.1%	30	0.0%
Alfa Romeo	8	6	33.3	0.1%	110	0.1%
Others	35	45	-22.2	0.3%	474	0.5%
Total	11,109	10,795	2.9	100.0%	90,168	100.0%

New Passenger Vehicle Sales by Model - October 2017

MAKE	MODEL	OCT'17	OCT'16	+/- %	OCT'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	Corolla	1,772	1,210	46.4	16.0%	5,871	6.5%
Toyota	RAV4	478	296	61.5	4.3%	3,471	3.8%
Kia	Sportage	354	274	29.2	3.2%	3,185	3.5%
Toyota	Highlander	334	148	125.7	3.0%	2,103	2.3%
Mitsubishi	ASX	323	132	144.7	2.9%	1,853	2.1%
Mazda	Mazda3	303	253	19.8	2.7%	1,679	1.9%
Mazda	CX-5	261	297	-12.1	2.3%	2,625	2.9%
Toyota	Yaris	226	362	-37.6	2.0%	1,640	1.8%
Holden	Captiva	225	251	-10.4	2.0%	1,820	2.0%
Holden	Commodore	223	356	-37.4	2.0%	1,888	2.1%
Hyundai	Tucson	221	158	39.9	2.0%	1,927	2.1%
Ford	Focus	212	119	78.2	1.9%	1,370	1.5%
Nissan	Qashqai	195	162	20.4	1.8%	1,635	1.8%
Holden	Trax	185	297	-37.7	1.7%	1,061	1.2%
Suzuki	Swift	182	205	-11.2	1.6%	2,035	2.3%
Mitsubishi	Outlander	174	271	-35.8	1.6%	2,460	2.7%
Toyota	Camry	169	265	-36.2	1.5%	748	0.8%
Nissan	X-Trail	166	192	-13.5	1.5%	1,518	1.7%
Ford	Escape	164	0	16400.0	1.5%	1,440	1.6%
Toyota	L'cruiser Prado	152	64	137.5	1.4%	689	0.8%
Honda	CRV	141	49	187.8	1.3%	604	0.7%
Holden	Barina	130	112	16.1	1.2%	736	0.8%
Hyundai	Accent	130	32	306.3	1.2%	461	0.5%
Subaru	Outback	128	87	47.1	1.2%	1,284	1.4%
Suzuki	Vitara	127	90	41.1	1.1%	1,269	1.4%
Holden	Astra	106	0	10600.0	1.0%	621	0.7%
Hyundai	Elantra	106	15	606.7	1.0%	206	0.2%
Volkswagen	Tiguan	104	157	-33.8	0.9%	1,732	1.9%
Mazda	CX-3	103	118	-12.7	0.9%	1,267	1.4%
Mazda	Mazda2	102	120	-15.0	0.9%	1,040	1.2%
Honda	Civic	97	70	38.6	0.9%	743	0.8%
Honda	HR-V	96	140	-31.4	0.9%	1,260	1.4%
Hyundai	Santa Fe	90	179	-49.7	0.8%	1,414	1.6%
Mazda	Mazda6	89	90	-1.1	0.8%	647	0.7%
Hyundai	Ioniq	85	0	8500.0	0.8%	210	0.2%
Others		3,156	4,224	-25.3	28.4%	35,656	39.5%
Total		11,109	10,795	2.9	100.0%	90,168	100.0%

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

LEADS

TEST DRIVES


Sales record set

October was a record-breaking month for new car registrations with dealers selling 11,109 units.

This broke the July 1984 record of 11,091 units and was a 2.9 per cent increase on the third highest sales month of 10,795 units in October 2016.

Toyota continues to dominate new car sales with the Corolla, RAV4 and Highlander holding places in the top four models table last month.

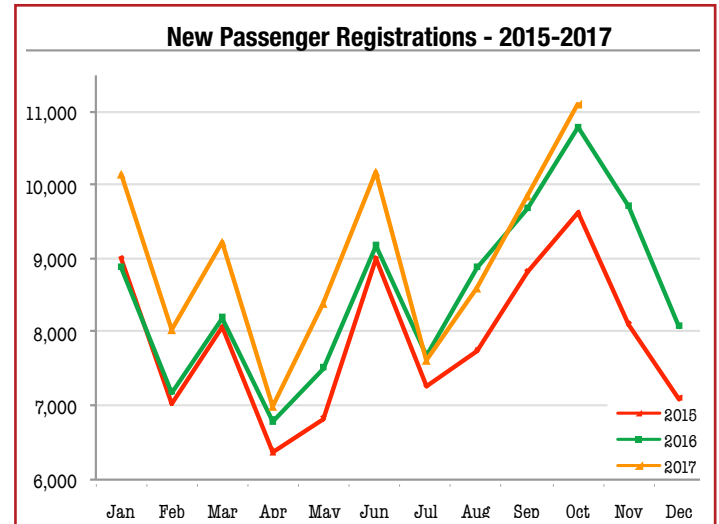
The RAV4 retained the number-two spot with a huge 61.5 per cent increase in sales last month when compared to October 2016 – 478

registrations versus 296.

It was beaten by the Corolla on 1,772 units – again a large rise of 46.4 per cent on the same month of last year when 1,210 sales were made. Kia's Sportage held onto third with 354 units, which was up by 29.2 per cent. The Highlander sprinted into fourth – up by 125.7 per cent with 334 sales compared to 148.

There were 3,408 Toyotas registered last month, which was a 38.1 per cent rise on 2,468 units in the same month of last year.

In second, Holden's sales fell by 32 per cent to 1,006 compared with 1,490. Mazda held on to third as its sales fell by one per cent. Hyundai



had a great month in fourth with 814 units – up by 63.1 per cent.

Year to date, 90,168 new cars have been sold in New Zealand, an increase of 6.3 per cent on the

same time last year with 84,853.

Toyota holds a market share of 17.9 per cent. It's followed by Mazda on 9.3 per cent and Holden with 8.8 per cent. ☺

NEW VEHICLE SALES BY BUYER TYPE - October 2017

	OCT '17	OCT '16	MTH %	2017 YTD	2016 YTD	% YTD
Passenger	5,374	5,526	-2.8	37,877	41,361	-8.4
Private	1,159	1,369	-15.3	13,917	15,983	-12.9
Business	1,201	1,608	-25.3	15,198	17,008	-10.6
Gov't	151	94	60.6	1,617	1,838	-12.0
Rental	2,863	2,455	16.6	7,145	6,532	9.4
SUV	5,703	5,224	9.2	51,688	43,025	20.1
Private	2,152	1,864	15.5	22,893	18,193	25.8
Business	1,957	1,833	6.8	21,360	18,615	14.7
Gov't	94	67	40.3	832	705	18.0
Rental	1,500	1,460	2.7	6,603	5,512	19.8
Light Commercial	3,788	3,378	12.1	37,710	32,161	17.3
Private	860	761	13.0	9,232	7,916	16.6
Business	2,457	2,243	9.5	25,599	21,853	17.1
Gov't	148	146	1.4	1,392	1,102	26.3
Rental	323	228	41.7	1,487	1,290	15.3
Sub Total	14,865	14,128	5.2	127,275	116,547	9.2
Private	4,171	3,994	4.4	46,042	42,092	9.4
Business	5,615	5,684	-1.2	62,157	57,476	8.1
Gov't	393	307	28.0	3,841	3,645	5.4
Rental	4,686	4,143	13.1	15,235	13,334	14.3
Heavy Commercial	510	438	16.4	4,972	4,113	20.9
Other	155	133	16.5	1,519	1,126	34.9
Total	15,530	14,699	5.7	133,766	121,786	9.8

NEW VEHICLE MARKET SEGMENTATION - October 2017

	OCT '17	OCT '16	MTH% DIFF	2017 YTD	2016 YTD	% YTD
Passenger	5,374	5,526	-2.8	37,877	41,361	-8.4
SUV	5,703	5,224	9.2	51,688	43,025	20.1
Light Commercial	3,788	3,378	12.1	37,710	32,161	17.3
Heavy Commercial	510	438	16.4	4,972	4,113	20.9
Other	155	133	16.5	1,519	1,126	34.9
TOTAL MARKET	15,530	14,699	5.7	133,766	121,786	9.8
Micro	93	148	-37.2	1,476	1,809	-18.4
Light	1,088	1,252	-13.1	10,601	11,343	-6.5
Small	3,047	2,491	22.3	15,869	15,869	0.0
Medium	551	850	-35.2	4,806	6,127	-21.6
Large	305	471	-35.2	2,728	3,491	-21.9
Upper Large	9	8	12.5	97	169	-42.6
People Movers	154	96	60.4	735	781	-5.9
Sports	127	210	-39.5	1,565	1,772	-11.7
SUV Small	1,687	1,508	11.9	14,127	11,257	25.5
SUV Medium	2,366	2,051	15.4	21,675	17,313	25.2
SUV Large	1,568	1,620	-3.2	15,138	13,927	8.7
SUV Upper Large	82	45	82.2	748	528	41.7
Light Buses	104	87	19.5	877	646	35.8
Vans	560	596	-6.0	5,399	4,851	11.3
Pick Up/Chassis Cab 4x2	1,084	1,114	-2.7	12,648	11,228	12.6
Pick Up/Chassis Cab 4x4	2,040	1,581	29.0	18,786	15,436	21.7
Heavy Commercial	510	438	16.4	4,972	4,113	20.9
Other	155	133	16.5	1,519	1,126	34.9
TOTAL MARKET	15,530	14,699	5.7	133,766	121,786	9.8

October 2017 (vs September 2017)

SALES

● Web - Dealer ▲ 3.2%
● Web - Classified ▼ 11.5%
● Repeat ▲ 10.6%

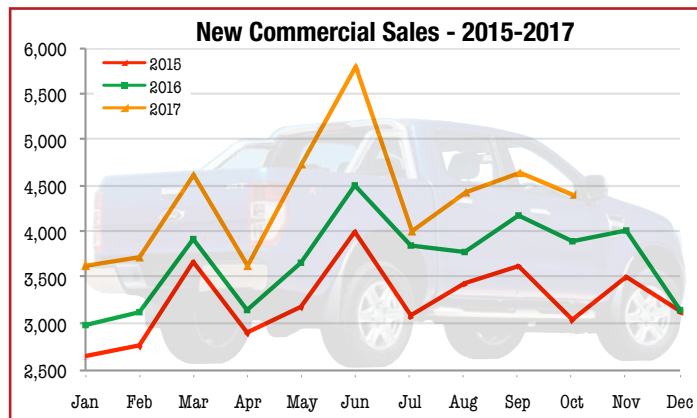
Healthy competition at the top

An 11.1 per cent increase in sales of the Ford Ranger during October has knocked the Toyota Hilux back into second on the top-selling model leaderboard.

Ranger registrations jumped to 853 last month compared to 768 in the same month of last year.

Sales of the Hilux went up by a massive 48.8 per cent during October on the same time in 2016 – 762 units compared to 512 – but it wasn't enough to hold onto the number-one spot.

The Mitsubishi Triton remains in third with sales up by a remarkable 66.5 per cent to 328 registrations compared with 197 in October 2016, and ahead of Holden's Colorado on 307.



New light commercial sales were up by 12.8 per cent during October with 4,415 registrations, compared to 3,914 in the same month last year.

Toyota continued to dominate

this sector of the market with a 27.8 per cent increase in registrations last month with 1,047 units sold compared to 819 during October 2016, and a 23.7 per cent market share.

Ford was second, with sales up by 13 per cent to 948 units compared to 839 during the same month last year, and a 21.5 per cent market share.

David Mason, sales manager at Winger Motors Ltd in Hamilton, says a 47.1 per cent spike in Fiat Ducato van registrations in October was the culmination of four months' work.

"The sales all dropped in during the same month," he told Autofile.

There were 125 Ducato vans sold during October compared to 85 in the same month last year.

"They are great value, multi-purpose vehicles," adds Mason.

"They are bigger than most vans and have better fuel efficiency."

New Commercial Sales by Make - October 2017

MAKE	OCT'17	OCT'16	+/- %	OCT'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	1,047	819	27.8	23.7%	9,941	22.7%
Ford	948	839	13.0	21.5%	8,769	20.0%
Holden	334	376	-11.2	7.6%	3,924	9.0%
Mitsubishi	330	197	67.5	7.5%	3,454	7.9%
Isuzu	259	288	-10.1	5.9%	3,221	7.4%
Nissan	219	298	-26.5	5.0%	2,680	6.1%
Mazda	193	155	24.5	4.4%	1,891	4.3%
Mercedes-Benz	167	114	46.5	3.8%	911	2.1%
Volkswagen	128	92	39.1	2.9%	1,305	3.0%
Fiat	126	89	41.6	2.9%	881	2.0%
LDV	122	85	43.5	2.8%	1,013	2.3%
Fuso	93	39	138.5	2.1%	686	1.6%
Hino	54	61	-11.5	1.2%	552	1.3%
Foton	50	61	-18.0	1.1%	588	1.3%
Hyundai	48	93	-48.4	1.1%	814	1.9%
SsangYong	43	74	-41.9	1.0%	502	1.1%
DAF	32	14	128.6	0.7%	227	0.5%
Iveco	27	16	68.8	0.6%	215	0.5%
MAN	27	34	-20.6	0.6%	205	0.5%
Volvo	27	37	-27.0	0.6%	319	0.7%
Others	141	133	6.0	3.2%	1,684	3.8%
Total	4,415	3,914	12.8	100.0%	43,782	100.0%

New Commercial Sales by Model - October 2017

MAKE	MODEL	OCT'17	OCT'16	+/- %	OCT'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Ford	Ranger	853	768	11.1	19.3%	7,959	18.2%
Toyota	Hilux	762	512	48.8	17.3%	7,060	16.1%
Mitsubishi	Triton	328	197	66.5	7.4%	3,452	7.9%
Holden	Colorado	307	346	-11.3	7.0%	3,739	8.5%
Toyota	Hiace	245	297	-17.5	5.5%	2,622	6.0%
Nissan	Navara	219	298	-26.5	5.0%	2,678	6.1%
Mazda	BT-50	193	155	24.5	4.4%	1,890	4.3%
Isuzu	D-Max	163	187	-12.8	3.7%	2,154	4.9%
Fiat	Ducato	125	85	47.1	2.8%	856	2.0%
Mercedes-Benz	Sprinter	116	107	8.4	2.6%	691	1.6%
Ford	Transit	95	71	33.8	2.2%	806	1.8%
Volkswagen	Amarok	82	59	39.0	1.9%	796	1.8%
Hyundai	iLoad	46	88	-47.7	1.0%	787	1.8%
LDV	T60	45	0	4500.0	1.0%	102	0.2%
LDV	V80	44	50	-12.0	1.0%	551	1.3%
Mercedes-Benz	Vito	43	4	975.0	1.0%	116	0.3%
SsangYong	Actyon Sport	43	74	-41.9	1.0%	502	1.1%
Foton	Tunland	42	56	-25.0	1.0%	526	1.2%
Toyota	Landcruiser	40	10	300.0	0.9%	258	0.6%
Isuzu	N Series	38	43	-11.6	0.9%	395	0.9%
Others		586	507	15.6	13.3%	5,842	13.3%
Total		4,415	3,914	12.8	100.0%	43,782	100.0%

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Electric van proves popular

Toyota's long reign at the top of New Zealand's light commercials ladder is being challenged.

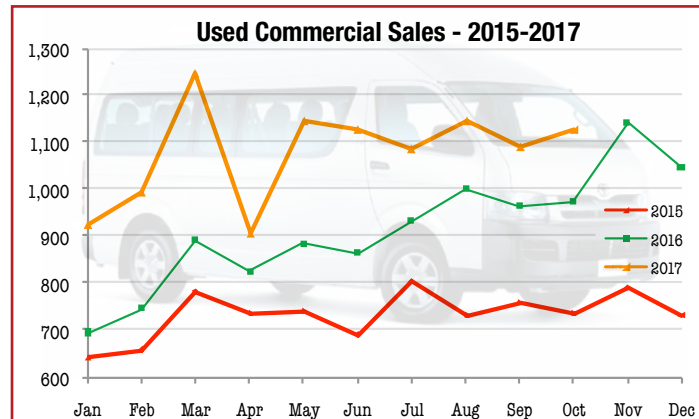
Nissan had three of the top five most popular models last month.

Its Caravan was third with 66 sales – behind the Hiace's 360 registrations, while the Mazda Bongo came in on 87.

The Vanette was fourth on 53 units and the electric NV200 was fifth on 52 – leaping up by 79.3 per cent on October 2016's 29 registrations.

There were 1,130 used light commercial vehicles sold last month, a 16 per cent increase on the 974 registered during the same month of last year.

Year to date, Toyota has a 46.5



per cent share of the market with 5,038 registrations. Nissan has a 21.5 per cent share with 2,328 sales, and Mazda is third with seven per cent and 754 registrations.

Andrew Dudley, manager of

electric-vehicle (EV) development at GVI Electric in Auckland, says the passenger version of Nissan's e-NV200 van has successfully fitted into the people-mover sector.

"They are in the price range that's

affordable, while money that buyers will save on fuel and maintenance can pay the vehicle off over three to four years with finance.

"Generally, most people will buy a new vehicle with finance. We are selling more cars through word of mouth and referrals.

"Owners are happy and excited to talk about their EVs, and I get people coming to talk to me and ask me questions about my Nissan Leaf when I'm parked at the supermarket or charging it. It's a popular talking point wherever you go."

Dudley believes the country is well on the way to reach the previous government's target of 64,000 EVs on Kiwi roads by the end of 2021. ☺

Used Commercial Sales by Make - October 2017

MAKE	OCT'17	OCT'16	+/- %	OCT'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	487	428	13.8	43.1%	5,038	46.5%
Nissan	266	225	18.2	23.5%	2,328	21.5%
Mazda	98	82	19.5	8.7%	754	7.0%
Isuzu	58	61	-4.9	5.1%	560	5.2%
Mitsubishi	43	23	87.0	3.8%	390	3.6%
Ford	39	40	-2.5	3.5%	406	3.8%
Hino	28	13	115.4	2.5%	292	2.7%
Chevrolet	25	16	56.3	2.2%	208	1.9%
Holden	19	25	-24.0	1.7%	205	1.9%
Fiat	16	13	23.1	1.4%	90	0.8%
Dodge	9	5	80.0	0.8%	52	0.5%
Mercedes-Benz	8	5	60.0	0.7%	60	0.6%
GMC	4	2	100.0	0.4%	42	0.4%
Volkswagen	4	5	-20.0	0.4%	75	0.7%
Great Wall	3	3	0.0	0.3%	17	0.2%
Suzuki	3	6	-50.0	0.3%	24	0.2%
Daihatsu	2	2	0.0	0.2%	25	0.2%
Scania	2	0	200.0	0.2%	16	0.1%
SsangYong	2	1	100.0	0.2%	5	0.0%
Volvo	2	0	200.0	0.2%	24	0.2%
Others	12	19	-36.8	1.1%	212	2.0%
Total	1,130	974	16.0	100.0%	10,823	100.0%

Used Commercial Sales by Model - October 2017

MAKE	MODEL	OCT'17	OCT'16	+/- %	OCT'17 MKT SHARE	2017 YEAR TO DATE	2017 MKT SHARE
Toyota	Hiace	360	307	17.3	31.9%	3,782	34.9%
Mazda	Bongo	87	66	31.8	7.7%	625	5.8%
Nissan	Caravan	66	66	0.0	5.8%	818	7.6%
Nissan	Vanette	53	77	-31.2	4.7%	378	3.5%
Nissan	NV200	52	29	79.3	4.6%	391	3.6%
Toyota	Regius	46	45	2.2	4.1%	456	4.2%
Isuzu	Elf	36	34	5.9	3.2%	311	2.9%
Toyota	Dyna	33	17	94.1	2.9%	291	2.7%
Nissan	Navara	26	11	136.4	2.3%	191	1.8%
Nissan	NV350	25	8	212.5	2.2%	173	1.6%
Nissan	Atlas	21	24	-12.5	1.9%	203	1.9%
Toyota	Toyoace	19	18	5.6	1.7%	178	1.6%
Mitsubishi	Canter	18	13	38.5	1.6%	191	1.8%
Fiat	Ducato	16	12	33.3	1.4%	89	0.8%
Toyota	Hilux	15	18	-16.7	1.3%	164	1.5%
Ford	Ranger	14	22	-36.4	1.2%	148	1.4%
Hino	Dutro	13	7	85.7	1.2%	146	1.3%
Hino	Ranger	13	5	160.0	1.2%	148	1.4%
Chevrolet	Silverado	12	7	71.4	1.1%	91	0.8%
Isuzu	Forward	12	14	-14.3	1.1%	144	1.3%
Others		193	174	10.9	17.1%	1,905	17.6%
Total		1,130	974	16.0	100.0%	10,823	100.0%

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Sales smash 1984's record high

New car dealers set a monthly sales record during October with 11,109 registrations – beating July 1984's high of 11,091 sales.

As a result, stock numbers have fallen for the second consecutive month – down 636 in October as 10,473 new passenger vehicles entered New Zealand.

That drops the overall stock of unregistered new cars to 71,080 – down by 0.9 per cent on September, but there's still 13.1 per cent more stock than in October 2016.

Last month's import total was a massive 37.4 per cent increase on September's 12-month low of 7,620 units and a modest 3.5 per cent rise on October 2016.

Average daily sales stand at 296 units per day and have sat in the early to mid-290s for the past eight months compared to 274 in October last year.

There's now just 240 days' supply of new car stock sitting in distributor or dealership yards, down from the year's high of 251 days in August.

Year to date, 95,326 new cars have crossed the border and 90,168 units have been sold leaving a variance of 5,159.

Glynn Tulloch, group general manager of Auckland-based European Motor Distributors, says market demand continues to be strong for SUVs, utes and vans, while hatchbacks are also popular and the Volkswagen Golf has a strong following in the small car sector.

"Our dealers are reporting there's difficulty getting good quality used stock," he told Autofile. "We have waiting lists for some products such as VW's Amarok V6 and the Skoda Kodiaq, but we're slowly correcting that."

He says New Zealanders continue to be conservative in their car colour

choices preferring white, black, grey and silver. "They want a classic colour that will not date a car."

Sean Wiggans, national marketing manager for Turners, says although new car sales topped 11,000 registrations during October, an increasing percentage of these are to the rental market – 39 per cent, and up from 36 per cent in October last year – and off the back of increasing tourism.

"Removing rental vehicles from new car totals shows a slight decrease in sales to end users," he says.

Honda NZ's general manager of sales, Peter Ashley, says his marque's growth in the new car market is partly due to the release of new models this year. These include three new Civics, the SX and RS five-door hatchbacks, and the "hot hatch" Civic Type-R, which was the fastest hatchback around the Nurburgring earlier this year.

"There's been the all-new 2018 CRV launched with four models, including a seven-seat configuration for the first time."

Ashley adds the Jazz was last year's biggest seller and was closely contested by Honda's HRV in the small SUV category.

"The new CRV will be a large volume player for Honda moving forward with the market growth in SUV categories."

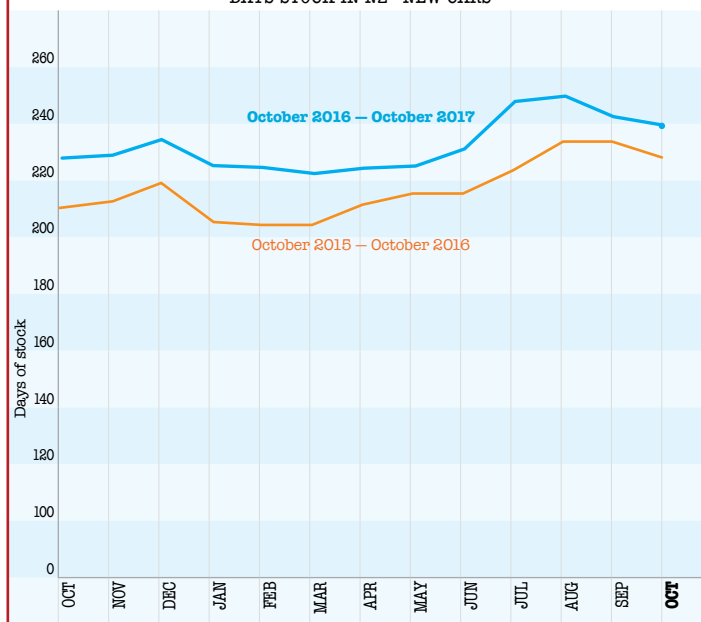
"There has been growth on growth since 2014 with 4,143 models sold last year. Sales are going really well. We are targeting continued growth to achieve more than 5,000 units this year."

"We don't sell commercials and don't sell rental cars. We are focused on the private and company markets. We have our own lease company and offer financial services right across the board, so you can lease or finance direct from us." ⊕

Dealer stock of new cars in New Zealand

	CAR SALES				DAILY SALES	DAYS
	IMPORTED	REGISTERED	VARIANCE	STOCK	- 12-MONTH AVERAGE	STOCK AT HAND
Oct '16	10,115	10,795	-680	62,828	274	229
Nov '16	11,059	9,722	1,337	64,165	279	230
Dec '16	9,825	8,069	1,756	65,921	281	234
Jan '17	8,489	10,150	-1,661	64,260	285	226
Feb '17	8,099	8,050	49	64,309	287	224
Mar '17	9,200	9,230	-30	64,279	290	222
Apr '17	8,234	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	12,590	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
Year to date	95,326	90,168	5,159			
Change on last month	37.4%	12.7%		-0.9%		
Change on Oct 2016	3.5%	2.9%		13.1%		
	MORE IMPORTED	MORE SOLD		MORE STOCK		

DAYS STOCK IN NZ - NEW CARS



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Cross-rate may impact prices

There were 748 more used cars imported than sold last month, increasing the number of unregistered passenger vehicles sitting on dealers' yards to 36,388.

That total was 25.4 per cent higher than at the same month last year when unregistered stock stood at 29,014, and was 2.1 per cent higher than September.

There were 14,866 units imported last month – up by 20.8 per cent on October 2016's total of 12,311 imports and a 10.9 per cent increase on September with 13,401.

There was a 3.5 per cent increase in car sales during October with 14,118 units registered compared to 13,645 in September, and sales rose by 11.1 per cent on the same month last year when 12,709 were sold.

Year to date, 143,866 used cars have entered the country and

136,628 units have been sold. This has resulted in surplus stock of 7,675 units.

Stock on-hand has sat at about 82 days since August – down from the past 12 months' high of 87 in July, but still well ahead of the same low of 64 days in January.

Daily sales have been consistently trending upwards during the past 12 months and reached 445 last month, sitting at 40 units higher per day than in October 2016 and up by three units on September.

Sean Wiggins, Turners Automotive Group's national marketing manager, says the company is keeping a close eye on what it calls the "election affect".

He expects the softer New Zealand dollar to lead to a slight increase in used car prices in the next quarter.

"However, this didn't impact on

used car sales in October, which were up 3.4 per cent over the same month last year."

Wiggins adds the kiwi has been down against the yen since the general election and, although there has been some recovery recently, the exchange rate is still less favourable.

Rod Milner, who has been part of the automotive trade for the past 55 years in Auckland and is the largest supplier of disability vehicles in New Zealand, says he is keeping up to date with the push towards driverless cars, which will increase mobility for people with a disability.

"Customers are always looking for a bargain, but it is important to have a quality vehicle, especially if you have a disability," he told Autofile. "It's not an easy trade to be in."

"We have had a solid, stable winter, and we're looking at a solid

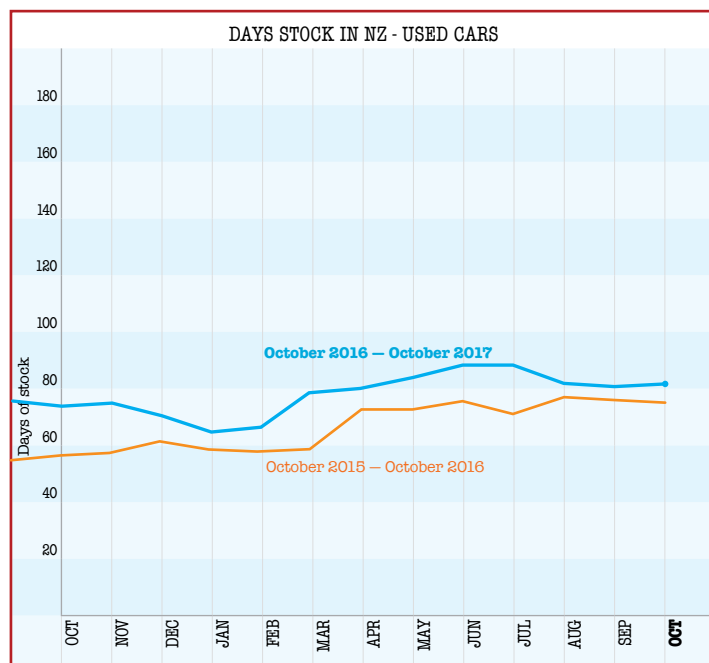
summer and Christmas holiday period," says Andrew Dudley, of GVI Electric in Auckland.

"Our supply chain is a finely tuned machine. Our focus is on plug-in electric vehicles [EVs], but we are able to trade in petrol-engine vehicles and on-sell them in one of our other departments.

"The electric technology is getting more affordable, but it might take another 10 years before EVs are mainstream without government incentives."

When asked about the possibility of Kiwi dealers looking to buy used EVs from China, Dudley says the main issue to overcome for this to happen is that the cars would have to meet New Zealand's safety requirements.

But he predicts that traders will be importing new EVs from China within the next 10 years. ☺



Dealer stock of used cars in New Zealand

	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Oct '16	12,311	12,709	-398	29,014	405	72
Nov '16	13,400	12,762	638	29,652	408	73
Dec '16	12,242	13,181	-939	28,713	410	70
Jan '17	10,583	12,933	-2,350	26,363	413	64
Feb '17	13,829	12,260	1,569	27,932	415	67
Mar '17	19,546	14,474	5,072	33,004	421	78
Apr '17	13,017	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	14,055	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
Year to date	143,866	136,628	7,675			
Change on last month	10.9%	3.5%		2.10%		
Change on Oct 2016	20.8%	11.1%		25.4%		
	MORE IMPORTED	MORE SOLD		MORE STOCK		

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