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Security register puts car sales in jeopardy

Company director calls for rethink of rules around online system amid legal dispute involving thousands of vehicles

Dealerships may be at risk of having sales scuppered and business jeopardised because of the time it can take to remove vehicles from the personal property securities register (PPSR).

An alarm over the potential pitfalls of the PPSR, on which security interests on property can be registered and searched, has been raised after more than 2,300 vehicles imported by Autoterminal NZ between 2012 and 2018 were placed on it.

Removing a security if it is invalid or out of date is normally a simple process, but in the worst case it can take up to six weeks for a financing statement to be lifted.

Mike Tyler, director of Autoterminal, says organisations can place a financing statement on property – such as cars – without first notifying who they plan to list as the debtor.

He adds this can leave debtors having to follow a process set up by the PPSR, which falls under the remit of the Ministry of Business, Innovation and Employment (MBIE), if they want to challenge the financing statement or have it taken off any property.

Cars ready for export in Japan

"There's a process you have to go through to get the PPSR removed, which is called a change demand," explains Tyler.

"You have to give notice to whoever has placed the financing statement of your request and give them 15 working days to respond. If they don't, it's then another 15 working days to get it removed.

"It's a risk for any motor-vehicle business. Anyone can place a PPSR on any vehicle at any time with no legitimate reason to do so and it can potentially take 30 working days for the dealer to get the PPSR removed."

Tyler claims there was no reason for the 2,300-plus vehicles to be put on the register. He adds most of them had been sold to members of the public, who legally take the cars clear of any

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EDITORIAL

When buying red ute may not be so Green

Darren Risby looks at some issues the car industry can expect over the next three years

DARREN RISBY
Editor, Autofile

A few weeks before declaring her candidacy for the general election, someone I know purchased an ex-demo, three-litre ute for about $55,000.

Far from an uncommon practice in New Zealand, I hear you cry. However, it was a diesel, which I felt was an interesting choice by someone about to stand for the Greens.

At the time, I suggested she might have been failing as a party member to toe the line by regaling her about the clean car proposals tabled by Julie Anne Genter, Associate Minister for Transport under the previous government.

Equally bemusing was her request post-polling day for advice about buying an electric vehicle (EV) to reduce her emissions profile.

After informing her about Labour's pre-election plan to reduce the number of high-emitting vehicles entering the fleet, she responded that Jeanette Fitzsimons, former co-leader of the Greens, once said words to the effect, "buy a small, petrol car and just drive less".

She still has her big, red ute and loves it. I doubt she will downsize, but that would be the pot calling the kettle black as I have a three-litre diesel utility – albeit 20 years old. But then, I didn't stands for the Greens.

So what's in store for the automotive industry under Labour over the next three years?

The government is looking to pour more money into boosting EV uptake. For example, it plans to bolster the Low Emission Vehicle Contestable Fund, and "encourage innovation and investment in EVs – from delivery vans to more chargers".

A clean car standard, which will require importers to slash average emissions of imports, is also on the agenda.

The standard is similar to Genter's ideas, but hers also included "feebates" to reward buyers of low and zero-emission vehicles and pinging high-emitters.

The clean car standard and its possible ramifications are covered in-depth by Tony Everett, of the Motor Trade Association, in this issue of Autofile.

As for bigger picture stuff, New Zealand produces 84 per cent of its electricity from renewable sources, "but we can do better" is the mantra with the target being 100 per cent by 2030.

Then there's removing barriers to the development of renewable electricity projects, advancing green technologies and supporting the roll-out of a nationwide hydrogen refuelling network.

With road transport being cited as the country's fastest-growing source of carbon-dioxide emissions, the next three years are likely to see the Climate Change Commission driving real change to cut pollution.

The overriding catch-cry when it comes to the environment and this government is "we're transitioning to a low-carbon economy", which is essentially moving New Zealand away from fossil fuels and towards cleaner energy.

And that will all be about three words – emissions, emissions, emissions.

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financing statement when they buy from a registered motor-vehicle trader.

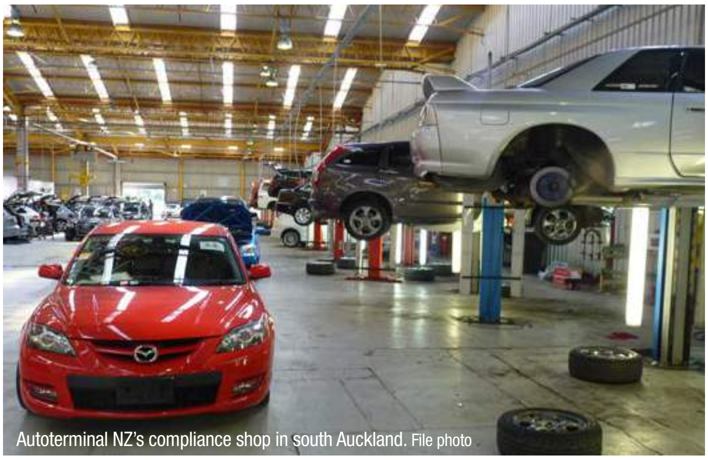
"I think people or organisations should have to give an undertaking that they have the legal right to place a financing statement in the first place," he adds.

Tyler believes there is a lack of penalties if the system is misused and says the potential damage to affected businesses is huge.

"You have to sign a declaration to declare you have the legal right to simply search the register, at the risk of significant penalties if you search incorrectly, yet there is nothing about placing the PPSR incorrectly."

Autoterminal initially asked the registrar to remove the recent financing statement on the grounds of it being "frivolous or vexatious". The request was rejected.

A spokesman for MBIE told Autofile it "rarely" receives complaints about the time for completing a change demand and officials don't consider it to be a widespread problem.


Autoterminal NZ's compliance shop in south Auckland. File photo

"Those wishing to use the change demand process can do so," he says.

"This provides time for a creditor to obtain an order from the high court if they want to prevent a financing statement being removed from the register when a change demand has been lodged.

"The time periods have been the same since 1999 when the Personal Property Securities Act [PPSA] was passed."

LEGAL MATTERS

Tyler is raising concerns about the robustness of the system as his company continues a long-running legal battle with IBC Auto, a Japan-based wholesaler.

"At present, the system relies too much on trust," he believes. "If the PPSR is on the car, a dealer can't sell or finance it and the value of the vehicle is basically worthless until they can get the PPSR removed."

The two companies are in dispute over payment for thousands of cars supplied from Japan by IBC Auto to Autoterminal, which led to the former registering a financing statement on the vehicles in September this year.

IBC Auto says cars shipped to New Zealand by the company usually go on the PPSR until they have been paid for in full by importers.

It adds its terms of trade allow it to put a financing statement on vehicles to ensure it receives full payment.

Previously, Autoterminal acted as IBC Auto's agent in New Zealand and, as a result, would be listed as the secured party on those vehicles.

However, the two companies stopped doing business together in January 2019.

IBC Auto claims Autoterminal still owes it money for the vehicles put on the PPSR. This led to IBC Auto placing the recent financing statement under its own name.

Since then, IBC Auto says Autoterminal has provided confirmation of which cars had been sold and payment collected in full from third parties before the PPSR was placed.

IBC Auto notes it had no wish to impact end customers and removed the sold ones from the PPSR to protect consumers in New Zealand. As a result, the financing statement remains on more than 40 cars.

"The PPSR operates to protect third-party purchasers so they are not materially affected," says IBC Auto.

Tyler says Autoterminal will work through those 40-plus vehicles on a "case-by-case basis" and is confident all those PPSRs will be removed as well.

The two parties remain in litigation over the multi-million-dollar matter and other issues. The companies are due back before the courts in March 2021.

'BETTER' SYSTEM

The PPSR started operating in May 2002 and replaced existing registers, such as the Chattels Register, Motor Vehicle Securities Register and Register of Company Charges.

IBC Auto says the PPSR is a good system overall, but suggests it could do more to protect suppliers to ensure full payment of cars and to protect third parties or consumers from buying vehicles that haven't been paid for by wholesalers.

Chris Knight, head of MotorWeb for Trade Me, says the system is far better than what it replaced and the success of New Zealand's scheme led to a similar register being launched in Australia in 2012.

"In the old days it was difficult to find out if there was security on a vehicle," he says.

"These days it's very easy. The good thing is that it's a single point for dealers where they know they will get clarity that a vehicle is not encumbered and don't have to look any further.

"The previous process was terrible. There was a register, but it was very manual and somewhat different to the approach being taken now, which is far better."

Knight says discovering there is security on a car can "ruin a potential sale", but providing ▶

companies give clear details to any potential purchaser those difficulties can be overcome.

The Motor Vehicle Sales Act details how a consumer completing the purchase or lease of a car takes it free of any security interest.

It states this happens if they acquire the vehicle from a trader and "the security interest was not created or provided for in a transaction to which the buyer or lessee is a party".

Other conditions include that "before the transaction to which the buyer or lessee is a party is completed, the security interest was not… disclosed in accordance with sections 14 and 15 of the act".

Knight adds that while there may be occasions when people unnecessarily place a security on a vehicle, "MBIE wouldn't look on it lightly".

He has general praise for the PPSR and says there's a "good purpose for the system operating the way it does".

However, Knight admits removing an invalid or out-of-date security on a vehicle can sometimes cause headaches.

"If a financier had a loan paid off but hadn't removed the security then the car has a hook on it, so to speak," he told Autofile.

"While it's a bit of a pain to get hold of that financer and ask them to remove the security, which normally happens quickly, if the secured party [financier] has gone out of business that makes it tricky because you have to go through a longer process.

"It's very rare that incidents like that happen. At difficult times, there will be people who go out of business, but usually it's not something we get caught up in.

"There's a process to have the security removed and that just needs to be followed.

"Anything used as a security on a loan will be on the register and that's the good thing about it. It's a central repository of all the securities, so if you need to find something you can."

HOW IT WORKS

The PPSR is described as an

online noticeboard where organisations or individuals can register a legal claim to personal property, and check if there is any debt or obligation attached to goods they may wish to buy.

It aims to help businesses and individuals "protect themselves financially, reduce investment risk, gain access to credit, and make better-informed financial and purchasing decisions".

The system for registering collateral is designed to make it easier to recover goods, or their value, should a customer default. It also gives the secured party priority over creditors that have not registered an interest, or those who register after them.

Besides vehicles, almost anything of value – excluding land, buildings and ships greater than 24 metres in length – can appear on the register and be used to secure the repayment of a debt.

Anyone who has bought something on credit is likely to be listed as a debtor on the PPSR. People can search the register to check if information about them is accurate and up to date, and if not, ask for it be corrected.

The PPSR is also useful for checking the creditworthiness of potential customers, as a search will reveal any security interests registered against their property.

To record an interest, details about the property, debtor and secured party, or organisation they are representing, need to be provided. This collected information is called the "financing statement".

Thousands of vehicles and

> **"In the old days it was difficult to find out if there was security on a vehicle"**
> – Chris Knight, MotorWeb

their buyers feature on the PPSR. Anyone in the market for a used car can check if any money is owing on a vehicle by searching the PPSR to see if any third party has registered a security interest on it.

SEEKING CHANGE

If a debtor, or any other party with an interest in personal property, believes a financing statement has been incorrectly registered they can ask for it to be discharged or the details changed.

A "change demand" is permitted when obligations under the security agreement have been met, such as the debtor has fully repaid a loan or the cost of an item.

Other reasons include when the secured party has agreed to release part or all the collateral, no security agreement exists between the parties or the security interest has been "extinguished" in accordance with the PPSA.

The MBIE warns that lodging a change demand can lead to court action and incur considerable costs.

"Debtors, and other parties with an interest in the collateral, are advised to resolve issues directly with the secured party," it says. "If this is not possible, you should seek legal advice before lodging a change demand."

Anyone wanting to lodge a change demand must follow the notice procedure set out in the PPSA.

The debtor or a person with an interest in the collateral must first give written notice of their demand

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to the secured party. If, after 15 working days, the secured party has not responded, the debtor or interested party can lodge a change demand on the PPSR.

The secured party then has a further 15 working days to accept the demand or obtain a court order on the registrar to maintain the registration.

If the secured party fails to respond, the change demand is automatically accepted and the financing statement discharged or amended as requested.

Data on the PPSR is occasionally considered "frivolous or vexatious". When the registrar is satisfied this is the case, such details can be removed.

When a party considers a financing statement in respect of them or their personal property is invalid, or there is no security interest existing, they can request the registrar to treat the registration as frivolous or vexatious.

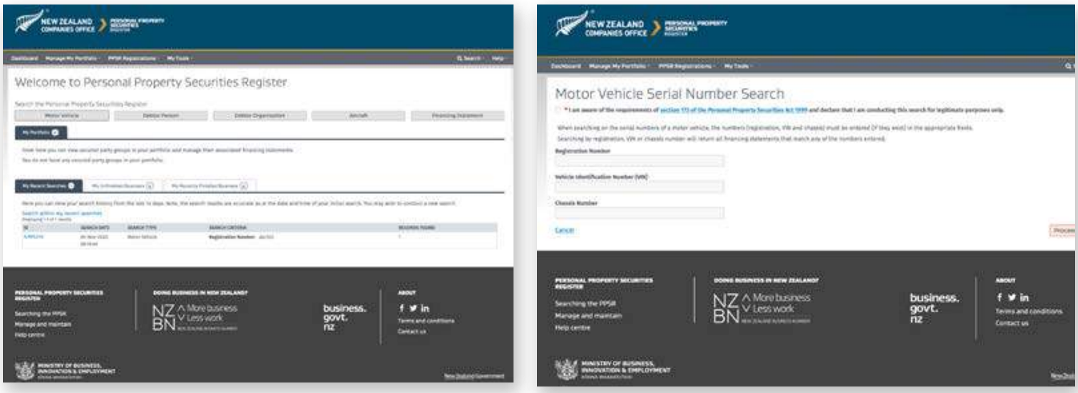
In such instances, the registrar must give the secured party an opportunity to show why the data is legitimate.

The secured party then has 10 working days from the date of a notice being given to show to the registrar's satisfaction why the data should not be discharged or amended.

A spokesman for the MBIE says registered securities on the PPSR can be challenged at any time by an interested party.

"The registrar may remove a frivolous or vexatious registration and the Personal Property Securities Act sets out a process for this.

"There are no penalties in the PPSA, although any person suffering loss may have other remedies available to them through the courts process. For context, very few registrations are considered frivolous and vexatious."



The PPSR website after logging into the system and the site's search facility

All change at Beehive

Michael Wood has been promoted to Minister of Transport by Jacinda Ardern with previous incumbent Phil Twyford kicked out of the cabinet.

Wood, who is also responsible for workplace relations and safety, was previously chief whip.

He was voted in as MP for Mount Roskill in Auckland after the 2016 by-election and has won the seat twice since then. In opposition, he was Labour's spokesperson for transport, revenue and consumer affairs.

After the 2017 election, he became parliamentary under-secretary to the Minister for Ethnic Communities, and chaired the finance and expenditure select committee.

Other appointments with links to the car industry include David Parker being responsible for the environment portfolio.

David Clark has taken over commerce and consumer affairs from Kris Faafoi, who now has immigration among his portfolios, while Damien O'Connor has agriculture and biosecurity.

Megan Woods has energy and resources, which is a major role when it comes to renewable energy and electric-vehicle policies.

She will likely work with the Greens' co-leader, James Shaw, who continues as Minister for Climate Change.

Chris Hipkins takes on the new portfolio of Minister for Covid-19 Response, which includes border management, as well as retaining education.

Stuart Nash takes on the small business and economic and regional development portfolios, the Minister of Customs goes to Meka Whitiri and Carmel Sepuloni heads up ACC.

Grant Robertson, Deputy Prime Minister, retains finance and will also handle infrastructure.

And if you are wondering what has happened to Twyford, he now holds two portfolios – trade and export growth, and disarmament and arms control.

Battery issues plague marques

Hyundai NZ has recalled about 700 Konas

Three manufacturers of electric cars are tackling safety issues with two issuing recalls amid fears of their batteries going up in flames and a third delaying a model's launch.

Hyundai is calling back certain models of its fully electric Kona with about 77,000 vehicles affected worldwide of which some 700 are in New Zealand.

The BMW Group has announced its second recall for battery issues in some of its plug-in hybrid vehicles (PHEVs), while Ford's local launch of its Escape PHEV has been delayed until 2021.

The recall of certain models of the Kona follows reports of the SUV's lithium-ion batteries, which are made by LG Chem, catching fire overseas with Hyundai urging owners to visit their nearest dealership for a software update.

The company says the problem, which affects the battery management system in the pure EV models manufactured between September 29, 2017, and March 20, 2020, increases the risk of an electrical short circuit.

Globally, there have been about 16 reported incidents, including 11 in South Korea. One took place in the city of Daegu with a Kona catching fire in an underground car park, according to local news agency Yonhap.

Kimberley Waters, of Hyundai NZ, told Autofile there have been no reports of similar problems in this country.

Hyundai Motor Group initially issued a recall of the 64kWh Kona in its domestic market, which has since been extended worldwide.

The company says the call-back "is a proactive response to a suspected defective production of high-voltage batteries used in the vehicles, which may have contributed to the reported fires".

Meanwhile, the BMW Group has announced its second recall for high-voltage battery issues in some plug-in hybrids, which could result in a short circuit and potentially cause a fire.

Affected models include the X1, X2, X3 and X5 SUVs, the 3, 5 and 7 Series sedans, the 2 Series Active Tourer, the i8 and Mini Countryman.

The recalls apply to these PHEVs built between January 20 and September 18 this year.

While BMW estimates about 26,700 vehicles are affected worldwide, it seems less than 20 are in this country.

BMW engineers in Germany have found some discrepancies in the manufacturing process of its battery packs, which the company sources from third-party supplier Northvolt.

The concern is contaminants may have been sealed into the units during assembly, which have the potential to short circuit the pack.

"Internal analysis has shown that, in rare cases, particles may have entered the battery during the production process," says a spokesman for Northvolt. "When fully charged, this could lead to a short circuit in the battery cells, which may lead to a fire."

It isn't the first recall to affect BMW's plug-ins. All of those affected now, except for the i8, were subject to call-backs earlier this year to remove welding beads left on their batteries.

While Ford's new-generation Escape hits showrooms this month, its PHEV flagship has been delayed until late next year.

In August, Ford of Europe announced lithium-ion battery cells in its Spanish-built PHEVs – it is badged as the Kuga there – overheated and resulted in fires.

It urged owners to not charge their vehicles and only drive them in EV auto mode before calling back about 20,500 units.

More recently, local production in the US was postponed until 2021. To date, about 33,400 of the SUVs have been recalled.

"We are currently experiencing some supply issues with the Escape PHEV," Matt Moran, communications director of Ford Australia and New Zealand, told journalists last month.

"While timing is not yet confirmed, we anticipate it will be late 2021 before it arrives in Australia and New Zealand."

He confirms vehicles for the Australasian market have yet to be built, so they are not impacted.

In a video posted to YouTube in early October, an executive of Ford Germany, Austria and Switzerland asked owners to avoid charging or driving their cars in full-electric mode with seven new Kuga PHEVs having caught fire while being charged.

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App healthy fix to virus crisis

Businesses in the car industry needed to be innovative before the government's tracer app became compulsory. Photo: Matthew Lowe

Keeping staff and customers at an automotive business safe in the wake of the coronavirus pandemic has led to digital technology replacing old-fashioned paperwork.

A number of companies have innovated this year to keep operations running as smoothly as they deal with shifting alert levels and restrictions such as social distancing.

Among the developments are a virtual-buying experience for dealers wanting cars from Japan, digitalising the handling of documents and greater use of video-calling technology.

Also taking a proactive approach to the Covid-19 crisis is Vehicle Inspection New Zealand (VINZ), with site induction going digital and traditional visitor books making way for apps.

The company introduced an app-based system early in the crisis, which has since been tweaked to become a permanent feature of its day-to-day operations.

Sean Stevens, chief executive officer, says the system developed quickly as the pandemic progressed and alert levels changed.

"We weren't happy with the government app in its early stages, especially when we were under alert-level four, so we had our IT team develop one for tracing customers and staff.

"We then thought, 'this is really good, let's expand it to customers' health and safety inductions'. We've moved away from the sign-in book – some people use them, others don't."

Stevens says during level three and four, clients visiting VINZ sites would put their driver's licence in a tray that was passed to a member of staff.

Details, such as name, vehicle, reason for visiting, time of visit and a photo of the licence would be added to the app and uploaded to a document management system.

The record of who had been on-site and their vehicle means the company was able to match a client's information with inspection data if necessary.

"It was about being proactive and taking the opportunity to ensure our staff and customers were safe. Thankfully, we didn't have any requirement to check against this data, but it would have been easy to go back if someone had popped up with Covid-19.

"We would have been able to trace where they were, when they arrived, why they had been there and through the inspection system we could match this with staff who dealt with the vehicle and isolate anyone who may have been affected."

Use of the in-house tracking system for customers has diminished since the government made its own tracer app compulsory for businesses.

When the country was at levels four and three in April and May, VINZ had thousands using its app each week. It now records about 500 per week. The company is, however, sticking with the technology for health and safety purposes at its 11 testing stations across the country.

"We track our visitors in and out and include the site induction in this process," says Stevens.

"It provides a greater overview. If someone rings me and says what's going on, I can click on a particular branch and know what contractors are on-site at any one time, whereas on paper you wouldn't know until you read the book."

The app has also delivered unexpected insights around volumes of people entering business premises and at what times.

"We're now looking at ways of utilising the power of new technology"
– Sean Stevens

"We put the app together because we had a real need and it has shown us some really good data," notes Stevens.

"We track how many inspections and sales we do per day but not to a set timeframe. It has been good to look back and find out our busy times and what days were busy for certain products.

"We're now looking at ways of utilising the power of this new technology to provide better reporting to our business."

Stevens says providing contactless services at the higher alert levels has also required changes from a health and safety perspective, and many of those processes have remained in place.

GOING HIGH-TECH

Other companies embracing changes to their operations include Protecta Insurance.

It has developed a digital platform that offers dealers real-time and online training about its products, along with updates around regulatory changes and industry news.

It has been created in partnership with Elmo, an Australasian human-resources technology company, and is being trialled at 16 dealerships before a planned national rollout next year.

Chief executive Phil Hibbert says early feedback on the platform has been positive and Protecta is now looking to make it compatible with smartphones.

"The pilot we rolled out is really aimed around a workstation of some sort where people can sit down," he told Autofile.

"We've now got a few more developments happening around making the tool accessible on mobile devices.

"This will mean we can extend training capabilities for those yards that don't have a finance and insurance manager. It is good to know we can also roll out SMS capabilities for the training.

"It's been received well so far and right now it is all about bedding in the content that we want to consistently provide on the platform. We've also employed a new digital manager and content co-ordinator."

Hibbert says the disruption to business caused by coronavirus accelerated its plans to operate and invest in an "increasingly digital environment".

"As an industry, I believe we have been slow adopters of technology. Covid-19 has exposed us and I think we need to transition."

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Old rubber needs tackling

The AA is urging the new government to ensure the disposal of waste tyres is tackled as a top priority.

The association has highlighted the issue in its "election calls 2020" document on the back of a member survey carried out earlier this year that found such as initiative has the backing of 90 per cent of respondents.

Mike Noon and part of the cover image of the AA's election calls for 2020 document

"More than seven million tyres reach the end of their lives in New Zealand each year and too many end up being disposed of in environmentally harmful ways, such as in landfill or burnt," says Mike Noon, general manager of motoring affairs.

"The government recently announced plans to develop a scheme to reduce tyre waste and we need to ensure this succeeds in turning it around."

He emphasises New Zealand needs to introduce a stewardship scheme that delivers significant real-world waste reductions in-line with the recommendations made by the Tyrewise Working Group.

Tyrewise, its project manager the 3R Group and the car industry have welcomed the government's decision to make tyres a priority product under the Waste Minimisation Act to ensure they are responsibly managed.

The stewardship scheme for end-of-life tyres (ELTs) was announced at the end of July. Similar initiatives will also be set up for refrigerants, car batteries and associated e-waste.

The proposed regulatory scheme has an advanced charge built into the cost of tyres to fund the scheme. This isn't an extra levy for consumers, but will replace existing disposal fees charged by most retailers without any surety of good environmental management at end of life.

Also in the environmental space, the AA says New Zealand needs a clear roadmap for safer and greener vehicles – the aim of improving the fleet's quality has been under the spotlight for years "with little progress or planning of how to achieve it".

The association reports nearly one-in-five light vehicles on our roads are 20-plus years old "and this has implications for occupant safety and the environment".

Noon says: "Because a car is older doesn't automatically make it unsafe or worse polluting, but in general terms newer vehicles offer more protection from crashes and produce less harmful emissions.

"Upgrading our fleet is a complex and difficult challenge. It needs a co-ordinated plan between government and the industry to maximise the potential benefits."

A "realistic and unified action plan" for improving the fleet needs to be developed for this decade and beyond. "This needs to agree clear timelines. It should set ambitious but deliverable short and long-term targets, looking at all tools such as scrappage systems, import standards and incentive schemes."

In the electric vehicle (EV) space, the AA is calling for more to be done to increase their awareness and boost the benefits of making the switch.

Noon says there are about 20,000 EVs on our roads compared to 3.3 million cars with internal combustion engines (ICEs), so "EVs will play a part in reducing greenhouse gas emissions but many current options come with high price-tags".

The AA suggests incentives should be introduced for businesses and government fleet operators to buy electric, such as tax concessions, accelerated depreciation rates and other benefits to encourage organisations to purchase EVs.

"This will lead on to more used vehicles becoming available for purchase by motorists in the future as businesses replace their fleets," notes Noon.

There are nine other election calls the AA has made in the transport space. These include reviving essential road maintenance, lifting the standard of regional highways, giving drivers more safe places to pass and getting the rapid-transit process back on-track.

Others are catching more drunk and drugged-drivers, no escaping interlocks for high-risk drink-drivers, targeting cellphone use behind the wheel, more help for young people to become safe and licensed drivers, and quickly developing speed-camera signage.

"We are facing challenges with the global Covid-19 pandemic, but we can't lose focus on other major issues that will affect our future environment and economy," says Noon. "Meaningful action on our transport calls will result in fewer deaths and injuries, less environmental harm from transport and less time wasted in congestion."

Ready to beam into new headquarters

A luxury marque is shifting its head office in New Zealand as part of a broader goal to reduce its carbon footprint.

Mercedes-Benz NZ and Mercedes-Benz Financial Services NZ are leaving Mount Wellington, Auckland, in January and moving to Newmarket.

After nearly a decade at Pacific Rise, it will take up offices in the 277 building, which sits above the upgraded Westfield shopping mall.

"Transitioning to a light-filled, low-impact office with easy access to amenities and public transport helps reduce our overall footprint," says Lance Bennett, general manager. "It's consistent with Daimler's Ambition 2039 targets for sustainability."

Parent company Daimler AG is setting environmental goals and is keen to foster more flexible working arrangements in the wake of the Covid-19 pandemic.

Mercedes-Benz aims to reduce electricity, water and paper usage at the new offices. It also hopes the move will reduce carbon-dioxide emissions created by commuting staff and the company will make increased use of digital technology for meetings.

Bennett says a range of efficiencies will be implemented to best utilise the space including hot-desking, use of collaborative spaces, reducing meeting rooms, quiet spaces for phone conversations and "touch-down points" for brief visits.

A Year Like No Other

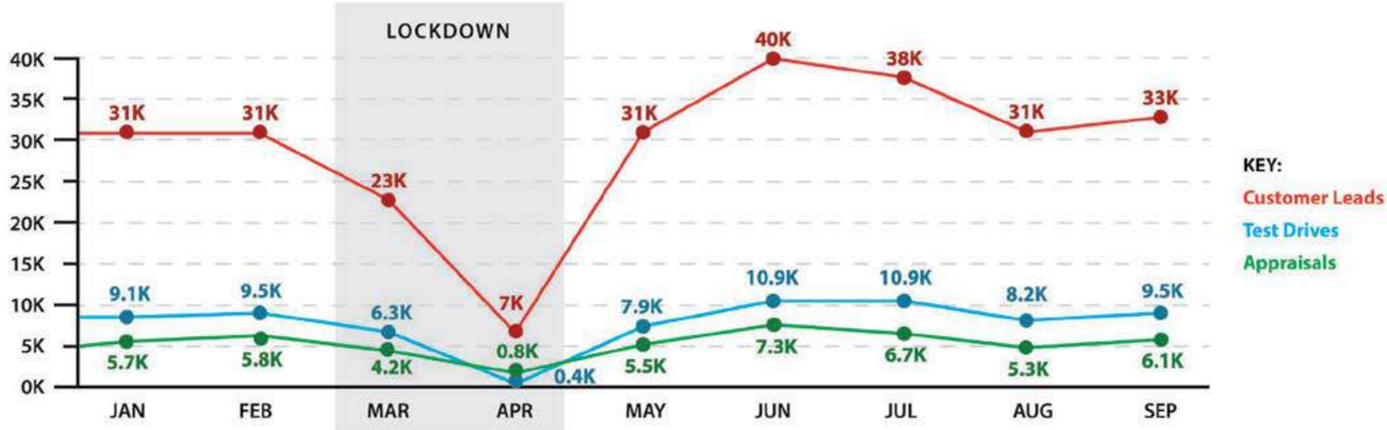
AutoPlay Market Insights

2020 continues to be a year full of new challenges, uncertain market conditions and business extremes.

We asked the team at AutoPlay to share some of their marketplace insights to help us get a view from the top of some of the key activity indicators driving the industry.

The AutoPlay platform empowers dealerships, dealer groups and automakers with the tools they require to capture and aggregate leads, maximise sales, streamline processes and improve efficiency. The platform also gathers unique data and insights from hundreds of dealers that operate it in New Zealand.

"This year continues to be a year like none we have seen before," says AutoPlay General Manager Matt Darby. "After such a challenging March and April period with the Covid-enforced lockdown, it has been heartening to see the industry bouncing back strongly in recent months. We are now consistently seeing 'pre-lockdown' volumes across our key activity indicators – long may it continue."



Customer Lead Volumes:
Customer leads rebounded to pre-lockdown levels quickly after the country moved to Level 2 in May. They spiked noticeably in June and then appear to have settled into being more consistent with 'pre-lockdown' volumes over the July-Sept quarter.

Test Drives:
Test drives took slightly longer to reach pre-lockdown levels than Leads however, they were significantly above Jan/Feb volumes in June and July. Auckland's move back to Level 3 in August had a noticeable impact on Test Drive numbers, however they reverted back to pre-lockdown levels in September despite stock challenges that dealers are currently facing.

Appraisals:
Vehicle Appraisals followed a very similar pattern to Lead volumes with an initial lift post lockdown returning to January and February levels over the July-Sept quarter.

Additional market observations and thoughts:

The Lead – Test Drive – Appraisal equation is an interesting one right about now comments Mike Pratt, Commercial Director Marque Group. "Lead volumes remain buoyant considering the supply side issues that the industry is generally experiencing with stock. The data shows us that more and more dealers are leaning on appraisals as not only a way to generate more leads but also to find more quality stock to sell across their used yards. We are seeing groups that carry multiple brands now preferring to move stock around internally between yards, rather than wholesale out to market.

"While not rocket science, customers in for service and repairs provide a good opportunity to complete an appraisal, and given the trade-in values on their existing vehicles are currently sitting higher than perhaps expected, particularly with vehicles less than 3 years old, there are good fundamentals for customers to transition into a new vehicle."

We are eagerly awaiting the influx of stock in late 2020, early 2021 to see the effect this has on lead volumes and sales conversion across the market.

With more than 15 years' experience, AutoPlay provide best practice and proven tools, techniques and insights to help dealers sell more vehicles.

For more information visit **autoplay.co.nz**

Industry movers

ANDREW BROUGH has moved into the head of automotive role at Avanti Finance.

He will be responsible for motor-vehicle finance for Avanti and Branded Financial Services Australia and New Zealand – a recent acquisition by the Avanti Group.

Brough has 25 years' experience in the banking and finance industry. He has held senior positions with UDC Finance and Finance Now, and is a familiar face in the automotive dealer industry.

Stephen Deans

STEPHEN DEANS has joined AA Motoring Services as northern relationship manager.

He was previously with the Giltrap Group where he had leadership roles for more than a decade and most recently was national sales and corporate manager for Skoda NZ.

He is a fully qualified automotive technician who has spent time on the floor and in management roles based around sales, after-sales support and servicing.

Grant Walters

GRANT WALTERS has been promoted into the role of southern relationship manager. He has been with the AA as vehicle-inspections manager in Christchurch for the past four years.

During his career, he has worked as an automotive technician before running workshops and moving into management. Prior to his AA role, Grant was South Island manager for Hydraulink NZ.

Jason O'Connell

JASON O'CONNELL has been appointed business development manager focused on delivering extra business across all products and services, and growing the Auto Centre and approved-repairer networks. He will lead expansion plans and joins the AA from Air NZ.

Jonathan Sergel, general manager of AA Motoring Services, says more than 320 applications were received for its new roles.

"I'm excited by the evolution these roles will be able to support. This will ensure long-term success as we build our network nationwide."

Marc Ebolo

MARC EBOLO has been appointed managing director GM Australia and New Zealand. He was previously managing director of Holden NZ.

Ebolo, who has experience in leading markets and working in sales, strategy and product planning in this country, Australia and south-east Asia, now heads up GM's operations on both sides of the Tasman.

"We will work closely with our key partners – soon-to-be-appointed GM Speciality Vehicles dealers, Holden service outlets, Walkinshaw Automotive Group and Isuzu – to grow our businesses and theirs," he says.

Kristian Aquilina

Steve Kiefer, president of GM International, adds: "Our GMSV business is ready to compete in niche segments, including the Silverado light and heavy duty, and C8 Corvette, coming next year.

Ebolo has succeeded Kristian Aquilina, who was managing director of Holden NZ until July 2018 when the former took over from him

Aquilina now heads up Cadillac's international operations and Cadillac Middle East in Dubai.

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

Robert Buchanan, left, and Tony Johnson signing the contract

Funding secured for certification process

The Low Volume Vehicle Technical Association (LVVTA) has formally signed a supply agreement with the NZTA.

It follows the association identifying services the agency is prepared to make a financial contribution to.

The deal has its beginnings in October 2018 when the NZTA recognised the LVVTA's responsibilities had surpassed its resources with efforts then made by the agency to help it become sustainable in the long term.

The agency recognised there was considerable "public good" associated with the association's work and, on that basis, the full cost of services it provides shouldn't necessarily be borne entirely by users.

"Our core certification services – most of which are defined as 'private good' – are met by users through the LVV certification plate fee," says Tony Johnson, the association's chief executive officer.

"Via the contract for services, the agency now contributes to 'club good' and 'public good' services, which are also met in part by system users."

Kane Patena, the NZTA's general manager of regulatory services, says: "This contract formalises a funding agreement to the LVVTA and builds on the service it has been providing on our behalf of Waka Kotahi over almost 30 years.

"It gives us security of knowing the LVVTA has a sustainable funding model and approach to ensure the vehicle-certification sector functions well and keeps people safe."

Buchanan, the LVVTA's chairman, notes the long-standing relationship with the NZTA has been a successful co-regulatory agreement, but "in a sense, it outgrew itself".

"We've come to the point where we've caught up with that," he explains. "We've put it on a sustainable footing going forward."

Johnson notes the association's model is regarded as "world best" by many experts, and the strong oversight of LVV certifiers through training, mentoring and coaching plays its part towards a safe land-transport system.

"Our board and staff are appreciative of Kane and agency staff for their vote of confidence, and for their ongoing support of the LVVTA and certification system.

"It became evident in recent years that we needed support to shift away from our traditional and 28-year-old modus operandi of 'running on the smell of an oily rag'.

"This contract is a significant milestone for us as the agency recognises the value it provides by making an annual financial contribution to the cost of running the LVV certification system."

Social advertising ever evolving

Over the past 10 years, social media has become one of the most influential mediums on which businesses can advertise their products.

However, the rapid rate at which the platforms and their advertising formats change can be intimidating for many business managers.

Whether you have never advertised on social media or you have dabbled in it but not achieved the desired results, there are several reasons I would encourage you to revisit this form of advertising as a way of driving quality leads into your dealership.

When it comes to reach, social-media company Napoleon Cat reports, as of August 2020, that 73 per cent of New Zealand's population uses Facebook and 39 per cent of Kiwis have an Instagram account.

This demonstrates the enormity and diversity of the audience that's actively engaging with these platforms each day, and is available to advertisers wanting to build awareness of their products and services.

As for targeting, why would you waste money on advertising a ute to a broad audience that includes retirees? Or a sports car to young families?

One of the key differentiators of social media from traditional advertising is the ability to target specific groups of people who have an increased likelihood of engaging your business. Unlike the scattergun approach of print and radio, audiences can be built within social platforms based on location, age, gender, interests and similarity to your existing clients. This means you are only paying to advertise to those who are likely to convert.

TODD FULLER
General manager
AdTorque Edge NZ

Social media is constantly changing with new ad types and features being released all the time. Some of the most recent and effective ones include:

VIDEO AND ANIMATED

After watching a video, consumers are 64 per cent more likely to purchase a product online.

Short video ads grab viewers' attention and stop them scrolling. They also present opportunities to evoke interest and emotions that static ads can't to further increase the likelihood of conversion.

DYNAMIC INVENTORY

In the automotive industry, we now have access to dynamic live inventory advertising whereby you can present a customer with an advert for a specific vehicle he or she has looked at on your website, along with other similar available stock that may be of interest.

Such adaptable advertising has proven to be one of the most successful forms of generating dealership enquiries.

CANVAS AND STORIES

Canvas adverts allow advertisers to present a full-screen message to social users, removing all other distractions to fully immerse the viewer in the brand.

They can be set up like a landing page within your social advertising to provide an opportunity to give a lot more information about your offering, including descriptions and lists of features.

Facebook and Instagram offer Story advertising, which can be in video or static form and also delivers an immersive experience.

> **Let's get digital**
>
> 1 Social media has broad reach with 73 per cent of Kiwis on Facebook.
>
> 2 Target consumers based on demographics and digital behaviour.
>
> 3 Video adverts interrupt scrolling.
>
> 4 Dynamic ads show stock people have previously viewed on your website.
>
> 5 Social-advertising specialists will help you get the best return on investment.

An Ipsos survey found that 62 per cent of people said they became more interested in a product after seeing it advertised in this way.

Both Canvas and Story adverts are perfect formats for dealers to showcase new models and stock with quality imagery and videos, and plenty of scope to deliver important vehicle details.

Considering how to allocate an advertising budget can be difficult, particularly during challenging times such as these.

With social-media advertising, however, dealerships can have confidence that every dollar spent will be accounted for with the transparency provided by platforms' reporting tools that show all impressions, views and click-throughs.

Taking it one step further, some marketing agencies offer lead-matching tools that track customers from their original advertising sources right through to test drives and sales.

Such reporting gives dealerships visibility on the actual return on investment of a specific campaign – data that is unattainable with traditional types of advertising.

There is no doubt that social media is now a vital component of any good marketing strategy.

Given the ever-changing and complex nature of the medium, my recommendation is to engage trained professionals to partner with for campaigns. They can help you get the most from your spend by using their up-to-date knowledge and expertise while you do what you do best – and that's selling cars.

Driverless cars face obstacles

Almost all car manufacturers have promised autonomous vehicles (AVs) in their near-future line-ups.

AVs are viewed as the best engineering solution to maximise road safety and efficiency. They're promised to be more aware of their environment than humans and to optimise fuel consumption.

Recently, however, there has been a quiet acknowledgement that the difficulty in automating driving is greater than originally thought, and this technology has so far failed to meet its hype and attention.

For instance, Volvo has failed to roll out a fleet of self-driving cars. Nissan hasn't brought driverless vehicles to market this year as announced. Ford, even though initially promising a 2021 rollout, has admitted AV technology is "way in the future".

The biggest hurdle in developing AVs is software. They are more computers with wheels than cars with computers. As such, we're realising the technology will face many of the same problems as other computers, the limitations of hardware and difficulties of converting driving into rule-based software.

In considering how handling that software – especially upgrades – occurs, we can consider examples from operating systems for consumer devices, such as phones.

Different versions of software can contain different functionality. Unlike cars of the past, features such as ESC or AEB in AVs are implemented with software, not hardware. This means it can be turned on or off and even improved with future versions.

Maintaining the latest software version, however, isn't always as simple as pushing an update button. The move from Windows XP to Windows 7 wasn't an update, but a completely different solution with a similar user interface. It's safe to assume software in AVs will be similar – there will eventually be version changes of this sort.

When this occurs, bugs can be introduced that might be detrimental. We are seeing this with Tesla announcing the beta version of its autonomous driving feature was to be available at the end of October.

I want to repeat one thing and that's beta version. The point of this version is to work out software problems pre-release.

Now consider the potential difference between test-driving new software on your laptop. The worst case of failure is data loss or the computer crashing versus potentially being a crash-test dummy for software fully controlling a self-driving car.

In addition, with past Tesla software upgrades it's not difficult to find users complaining about access loss as the new version puts features behind a paywall or into a higher – read "more expensive" – software tier.

Returning to the similarity between consumer electronics and AVs, no discussion can be complete without considering the rise of

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open-source software, which can be modified by anyone. It's often built and improved by communities of developers working independently.

As an example, android is an open-source operating system, which is why each phone maker has its own version of the software – all android but often with unique functionality or appearance.

There are many open-source communities working on software for AVs. Once they become mainstream, there will be people who want to install different software into their cars.

There would be no reasonable way to prevent people from doing this, nor any way to assure this software is optimised for safety or efficiency. It may be modified to make the AV drive more aggressively or at least in ways that don't optimise safety or efficiency.

This reality forces us to ask how should we regulate driverless cars and, more specifically, how should we regulate their software?

In general, the latest official release of software is the most secure and has the best functionality. We should aim to keep any AVs in our fleet updated, but there may be no practical ways to do this.

We could require software versions to be checked during warrants of fitness and users could rectify the failure by simply updating their software.

This would require someone to build and maintain a database of AV software versions. This database would need to include manufacturer software and open-source solutions. Inspectors would also have to be trained on versioning.

Another option would be to require marques to automate their software updates. As most of our fleet is composed of parallel imports, there may not be a local agent of the manufacturer. Even when there is, those agents may not agree to support vehicles they didn't import. We've already seen similar issues with electric cars.

Some owners might not want to update or upgrade their software, especially if the latest version changes a vehicle's features. Also, many software upgrades do not improve functionality because many are designed to improve marketability or data collection. This would benefit the manufacturer, not necessarily the owner.

Finally, the first AVs will be Commodore 64s, not literally, but they will be first-generation hardware. Just as it would be impossible to run Windows 10 on an old computer, ever more powerful and complex automated driving software will need ever-more powerful hardware.

If we require software to be updated, there will eventually be hardware limitations. We might be solving a short-term concern in a way that will install redundancy into the fleet. Software upgrades cannot be installed beyond the compute capacity of the hardware in the car.

Driving dealers down digital path

Jerome Knott has stepped into the new role of online digital manager at Protecta Insurance. He explains why going online is vital for dealers

Jerome Knott

What does your job involve?

My responsibilities include our online learning and compliance agent portal tool that we're getting up to speed for key dealers, how we manage communications and the rolling out of those modules in coming months.

Beyond that, I will be looking at Protecta's dealer and consumer websites and building an online digital strategy for the business. I'll be working closely with the team and looking at other opportunities in the digital space.

What drew you to the Protecta position?

It's a new role, which was part of the attraction. It's nice not having anyone else's footsteps to follow in and means I can put my own stamp on it. Because I was in the airline industry for such a long period, it's also nice to look at an industry I have always had an interest in.

Meeting with the management here, I really enjoyed the enthusiasm for where the business wants to go in terms of being even more digitally led and customer focused.

What are Protecta's main digital goals?

In the short term, making sure we're taking dealers on a journey with us to have them utilising our online learning modules. We want them to be fully informed about selling our products to customers and ensuring they are using the tools available to them to the best of their abilities.

We also want to improve our online profile capability and put more control of policies into the hands of customers. We have got some historic offline hangovers, so it's about making sure our communications are online and digitally led because that's what most of our clients expect today.

What will be the main challenges to achieving all this?

Like any business wanting to grow rapidly in the digital space, it's about having the IT development resource available to get things done as quickly as you would want to. That could be a bottleneck, so I aim to make sure we prioritise that resource in terms of achieving Protecta's goals.

Another is ensuring dealers are using those online tools and making sure we're incentivising them to do so.

Why is Protecta investing in digital resources?

We believe there are opportunities for growth in this space along with improving dealer and customer experiences.

A strong digital presence now and in the future is a key to success for any business today. You do see some industries or businesses that get left behind. We don't want to leave our push into the digital space too late.

What can Protecta do better in the digital arena?

For our dealer and consumer websites, I think it will be about taking a mobile-first approach. It's an area in which we need to improve functionality.

Mobile devices are becoming more important to people so making sure we're mobile-first ready is something we need to look into.

How can you apply your previous experience to this job?

I had been with Air New Zealand and the travel industry for a number of years, with the past 15 years of those being focused on online and e-commerce. For the past five years, I was manager of the Grabaseat website for Air NZ.

I know how important it is to have a strong digital presence and brand that people trust. I'm keen for Protecta to continue to be a strong and trusted brand, and believe I can bring fresh thinking to support the growth we want for our digital channels.

What is your early impression of the automotive industry?

I've still got plenty to get up to speed on, but what I have learned so far is there are opportunities that Protecta can take advantage of and grow into.

The airline industry has travel agents who are as important as your direct consumer channels and relations with both groups need to be equally strong. It's the same in the car industry in that you need to ensure you keep strong relationships with dealers and appreciate the value they bring to your business.

How has Covid-19 changed the approach of businesses to digital?

Coronavirus means digital strategies have become more important than ever. Many industries this year have fast forwarded digital developments and I've been impressed at how small businesses have adapted digitally.

What's your advice to dealers about online technology?

I would urge them to embrace it – whether it's a website or mobile app, or a social or digital presence. If you're not on the digital journey now, then start soon to avoid having to catch up.

I'd urge car dealers not to dismiss the opportunities and greater exposure that a digital world and its associated technologies can bring to their businesses.

The month that was... November

November 24, 1997

Vehicle retailing down but services up

Nearly $261 million had been stripped off sales by car dealers over a three-month period in 1997.

Figures published by Statistics NZ showed automotive vehicle retailing slumped in the September quarter from $1,788.2m in 1996 to $1,527.3m during the same period in 1997 – a drop of 15 per cent.

Conversely, sales of motor-vehicle services rose by 1.2 per cent. In the September quarter of 1996, the service sector earned $1,316.5m, but in 1997's third quarter that increased slightly to $1,332.2m.

In September, the vehicle retail sector decreased to $506.8m from $578.8m in the previous year. At the same time, earnings for vehicle services rose 0.2 per cent from $430.3m to $430.9m.

The continuing drop in registrations – every month in 1997 had been down on the previous year – was now nearing the $1 billion mark in lost dealer revenue.

Vehicle sales in the first nine months of 1997 were down by a staggering $750m on the same period in 1996.

Of great concern to the automotive industry was the fact that overall registrations in New Zealand, apart from two vehicle categories, increased by $223m in the previous quarter while vehicle sales fell $261m.

November 9, 1998

Used import loophole closed

A well-organised racket that saw near-new vehicles stolen in Japan and sold in New Zealand was busted and the loophole that allowed it to happen had effectively been shut down.

Two South Island dealers and some private buyers were caught up in the scam, which saw expensive RVs stolen and their chassis numbers changed prior to them being shipped to this country.

Another Auckland dealer was able to stop the shipment of two further stolen vehicles and these had been detained by police.

The racket was uncovered when attempts were made to register two different vehicles that had the same chassis number.

John Nicholls, chairman of the Licensed Motor Vehicle Dealers' Association, said the subterfuge would have remained undetected if the Japanese sellers of the stolen vehicles had not made a slip-up.

The vehicles concerned were 1997 and 1998 Toyota Land Cruisers. Ten had already been found to have been stolen and another 27 were under investigation.

November 11, 2005

Last piece of compliance jigsaw

A group of independent compliance centres banded together in a bid to present a unified voice to Land Transport New Zealand (LTNZ).

In 2004, the government authority proposed a substantial restructuring of the compliance industry that involved dividing vehicles into red and green "lanes".

That proposal was eventually declined by LTNZ's board, but not until after months of industry discussions had taken place.

As a result of these discussions, LTNZ suggested that the independent compliance centres – most of which worked under contracts from transport service delivery agents – should form a unified association to voice any future concerns.

This suggestion, in turn, led to the development of the Vehicle Compliance Association (VCA).

Neville Boyd, president of the Vehicle Service Federation, said the VCA had been around for some time but only started gaining momentum after LTNZ's discussions showed how valuable a unified association could be.

About 40 of the 70-odd independent compliance centres in New Zealand had joined the association.

November 30, 2007

Cabinet approves emissions rule

A revision of the vehicle exhaust emissions rule was announced by the cabinet, with the new plan allowing a phase-in of standards for used-import vehicles that run on petrol.

All vehicles entering New Zealand from January 3, 2008, would have to meet minimum emissions standards that would bring the country into line with Japanese and European standards.

Judith Tizard, Associate Minister of Transport, said: "Under the rule, all used vehicles will now be tested before entering New Zealand to ensure their emissions control equipment is working. It will also be illegal to modify any new or used vehicles' equipment that could cause their emissions to worsen."

The Japan 02/04 standard would be the new minimum standard required for all used diesel imports from January 2008, added Tizard.

"Many of the diesel vehicles coming into this country have already been banned from Tokyo's roads and we are taking the same stance."

The rule was modified from its initial draft released in May that year following consultation and submissions from a wide range of interested parties. The Japan 00/02 standard was set to be introduced from 2009.

The voters have spoken – now what?

The election is over, the people have cast their votes and the shape of parliament has been decided.

In some respects, it's more of the same with a Labour-led government. In other respects, it is very different.

For the first time since mixed member proportional (MMP) came into effect, we have had an election that resembles a first past the post (FFP) result – that's to say, a single-party winner with absolute power.

No more mandatory coalition agreements. And no "holding the country to ransom" headlines, which were part of the prior-2017 election scene.

On one hand, it's a positive result that puts aside everyone's individual political preferences. The government has the power to get on and do things. What a fascinating situation and perhaps something proponents of FPP may applaud.

On the more temperate side of things, the economic situation we find ourselves in after the worst of Covid-19, we hope, may serve to crank "one arm up the back" of the new government.

Huge money – unprecedented in New Zealand's history – has already been spent in the past six months and the ability to spend massively more might be somewhat limited.

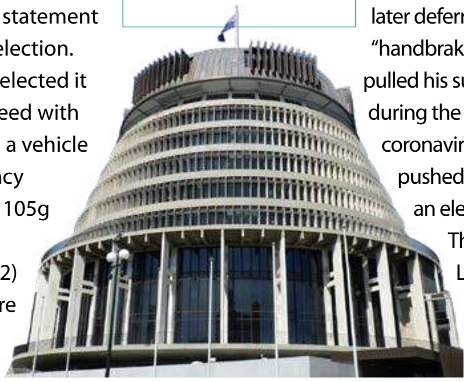
So rather than slamming on a political handbrake on the newly formed government, the one we now have is faced with an economic version of the same. In short, unbridled opportunity might be constrained by a major lack of resources. Time will tell.

TONY EVERETT
Sector manager – dealers, Motor Trade Association

> **"Unbridled opportunity might be constrained by a major lack of resources"**

Let's cut to the chase. What does this mean for the automotive industry? The answer is there are likely to be significant headwinds ahead.

Labour made a clear policy statement before the election. That was, if elected it would proceed with introducing a vehicle fuel-efficiency standard of 105g of carbon dioxide (CO2) per kilometre – also coined as a "clean car standard" – across all new and used light vehicles entering our country to be phased from 2021-25.



Let's recall the car industry, both new and used, was gnashing its gums over this idea in the second half of 2019, so the concept is by no means a surprise.

For a refresher, revisit media commentaries around this time last year. The concept wasn't completely bagged by our industry. It was more that we felt the specifics were too aggressive.

The proposal was later deferred after "handbrake Winston" pulled his support during the height of the coronavirus crisis as he pushed for it to be an election issue. That happened, Labour won and now it's game on again.

Because this topic was the subject of substantial analysis, submissions and discussions last year, we're already a long way down the track.

This will make it easy for the policy folk to dust off arguments and rapidly rekindle the debate.

We should expect this subject to be on the government's agenda almost immediately.

We know the target – 105gCO2/km by 2025. However, we don't yet know the exact shape of the latest version of policy ideas, assuming there are any new ones to consider.

We also don't know what the penalties and incentives will be, assuming they are different from those tabled previously.

Implementation will have to be fast if the same target completion date of 2025 is to be achieved, especially as it will be 2021 in a few months' time.

There's not much time to act, notwithstanding 105gCO2/km is a very steep reduction rate and globally unprecedented.

At this stage, all we can really say is that it's important to keep pace with developments affecting our industry. We might be in for an "adventurous" ride over the next three years.

Lockdown lessons for better mobility

Data from hundreds of owners of electric vehicles (EVs) in New Zealand shows that we are using our cars less now, even well after the easing of lockdown periods prompted by Covid-19.

For nearly all of April 2020, only essential workers could drive as normal, while families and businesses were only allowed to make local trips to get provisions or medical care.

So it's unsurprising that travel in April by EV owners signed up to Flip The Fleet was just under one-quarter – or 22 per cent – of the kilometres clocked up in April 2019. In normal conditions, EVs average 1,210km per month with the uncertainty band being 1,170km to 1,240km.

Schools partially reopened during alert level three, but people had to work at home if possible. When Auckland went back into level-three restrictions for the last half of August, the average distance travelled again reduced and this time to 60 per cent of previous levels.

While these limitations were painful for many families and businesses, there were some silver linings to the shock.

These included families spending more time together, the air in our cities being cleaner, reduced average driving speeds because of more local and town motoring, the easing of traffic congestion and fewer road accidents.

It was great to see people out walking and biking during lockdown, while the health benefits will have saved New Zealand millions of dollars for months to come.

Some of us may have changed our mobility patterns in more lasting ways. Outside Auckland, post-lockdown average monthly travel is down from pre-lockdown in January and February. In September 2020, there was an eight per cent reduction compared to September 2019 with the uncertainty band being four to 13 per cent.

To some degree, we have been working more from home even though our offices have once again fully opened. We have learned to substitute remote ways of meeting via the internet. For some there has been a reawakening to a better work-life balance, including avoiding long and unpredictable commutes to and from the office.

Henrik Moller, co-founder, Flip The Fleet

Flip The Fleet will watch to see if these new mobility patterns last. Certainly, reduced car use has persisted for four months since all but Aucklanders were released from travel and gathering restrictions.

It's unknown if people have now switched to using public transport or are continuing to walk and bike more, rather than defaulting to automatically using their vehicles like they did before the coronavirus lockdowns.

It is important that we find out what has changed and why because this may show us what we can do to maintain the pattern and encourage even more people to park their cars when practical and convenient travel alternatives exist.

Flip The Fleet calculates that the average EV owner reduces greenhouse gas emissions by just over 2,000kg of carbon-dioxide (CO_2) equivalent per year and, at the same time, saves just over $2,000 in vehicle running costs.

Why not get paid a dollar for every kilogram of CO_2 you avoid emitting?

And there are other bonuses. For example, EVs provide a comfortable ride and – for your "inner bogan" – a thrilling performance.

Switching to EVs from those with internal combustion engines (ICEs) is an important and cost-effective first step to reduce the risks and costs of climate change for us and our children.

More fundamentally, however, we need to make and maintain fewer vehicles and drive them less, irrespective of whether they have ICEs or are EVs.

The more we can use car-sharing schemes, public transport, our bikes and "te waewae express" – getting about on our feet – the better we will all be.

I hope that the Covid-19 lockdowns have given us a shake-up and glimpse of new mobility options that are better for our lifestyles, the economy and our environment. ⊕

Henrik Moller is a retired sustainability scientist. Additional research by Daniel Myall and Dima Ivanov.

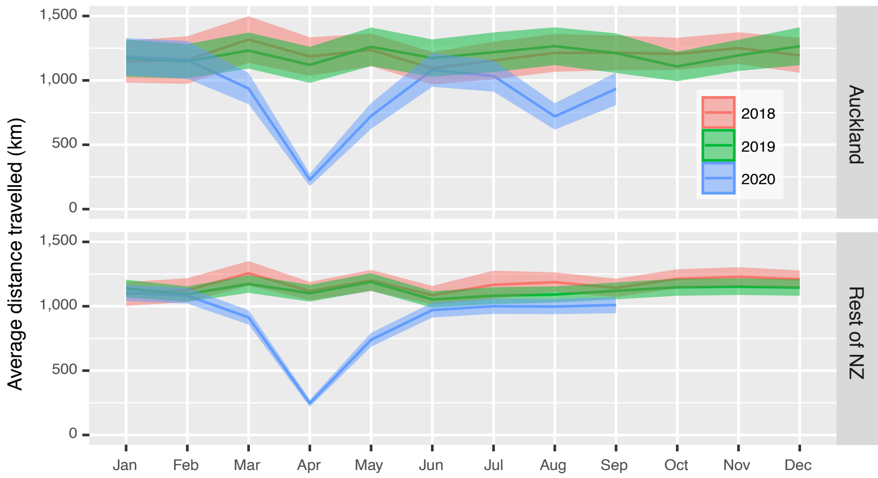
Flip The Fleet aims to empower Kiwis to play their part in building a brighter future for electric transport by sharing their EV stories.

Its goal is to boost uptake by providing data on use, cost savings, efficiency, battery health and environmental benefits.

Members help each other by sharing data on vehicle performance in New Zealand so business investment in infrastructure, public policy and people's choices maximise the benefits of owning electric cars.

Flip The Fleet also aims to "inform the debate" to counter misconceptions about EV constraints and benefits.

Average distances travelled by EVs since January 2018



The coloured bands in this graphic show the 95 per cent uncertainty bands around the average monthly distances as estimated by Dr Daniel Myall's statistical modelling of data Flip The Fleet has. The whole of New Zealand went into Covid-19 alert level-four lockdown on March 26, 2020. Restrictions on movement were then eased back to alert levels three, two and one from April 28, May 14 and June 9 respectively. A second coronavirus outbreak triggered a return to alert level three in Auckland, and the rest of New Zealand to level two on August 12, before each were then stepped down a level on September 21.

The coronavirus lockdowns resulted in massive reductions in traffic on our roads as this image of SH1 through Auckland shows

Electric ventures shaping up

Marques are revising strategies to boost their shares of the market for electric cars, while others are seeking to maximise returns by using their technology in other industries.

Hyundai has created a brand dedicated to battery electric vehicles (BEVs). Called Ioniq – an acronym of "ion" and "unique" – it opens "a new chapter as a leader in electrified mobility".

The company wants to capture 10 per cent of new BEV registrations globally by 2025 to become the world's third-largest seller of such cars by then.

Volkswagen and General Motors also have ambitions to sell in excess of one million annually, and Tesla "a few million" each year by then as well.

Ioniq was launched as a nameplate by Hyundai in 2016, and the compact hatchback will continue in production as a petrol hybrid, plug-in hybrid or BEV.

The company will introduce all future purely electric models under its new brand starting next year with the Ioniq 5, a midsize crossover. In 2022, it aims to release its 6 sedan, based on the Prophecy concept, and the 7 in 2024, which will be a large SUV.

All Ioniq BEVs will be built on a dedicated electric global modular platform for "fast-charging capability and plentiful driving range".

Meanwhile, Toyota and Honda have teamed up to develop a mobile system called Moving E for emergency power supply when natural disasters hit.

A sneak peak into the future of Ioniq, Hyundai's new brand focusing solely on EVs

It utilises Toyota's fuel-cell bus called the Charging Station, with portable batteries and power-output devices made by Honda.

The vehicle's large number of hydrogen tanks result in a comparatively high power-generation capacity of 454kWh with a maximum output of 18kW.

Two portable power-output devices – called Power Exporter 9000s – as well as battery type LiB-AID E500 and its mobile power pack (MPP) supplement the system. Also on-board are 36 charging and discharging devices for the MPPs.

The bus is only mobile if there is a hydrogen filling station within a radius of about 100km where it can be refuelled. Toyota says the system requires leaving a remainder of 240kWh of power for each 200km return trip.

With this project, Toyota and Honda are moving into a field that is otherwise rarely addressed. In early 2019, British company AFC Energy demonstrated a network-independent charging solution for EVs under the name CH2ARGE.

This hydrogen fuel-cell system provides energy to charge a connected battery that delivers the charge for the electric cars, but not necessarily for other power uses as Honda and Toyota's Moving E is doing.

Honda and Toyota hope their joint venture will enable grid-independent power supply to have access to a much-needed product in times of grid vulnerabilities due to climate change-related extreme weather – as well as getting set up early to service foreseeably growing potential markets.

Finally, by refocusing its business on electrification, Kia wants BEVs to account for 25 per cent of its total worldwide sales by 2029.

The company says it has sold more than 100,000 such units since the Ray, it first mass-produced fully electric model, was released in 2011.

It plans to expand its electric line-up to 11 models by 2025. Over the same period, it is aiming for BEVs to account for 20 per cent of its sales in "advanced markets, including Korea, North America and Europe".

Kia is also seeking to innovate its sales practices for EVs. It is exploring the creation of subscription services to offer a diversified buying option for customers, as well as EV battery leasing and rental programmes, and other 'second-life' battery-related businesses.

Kia sees the expansion of electric charging infrastructures as a pre-condition for the popularisation of EVs and is exploring activities globally to improve charging accessibility for drivers.

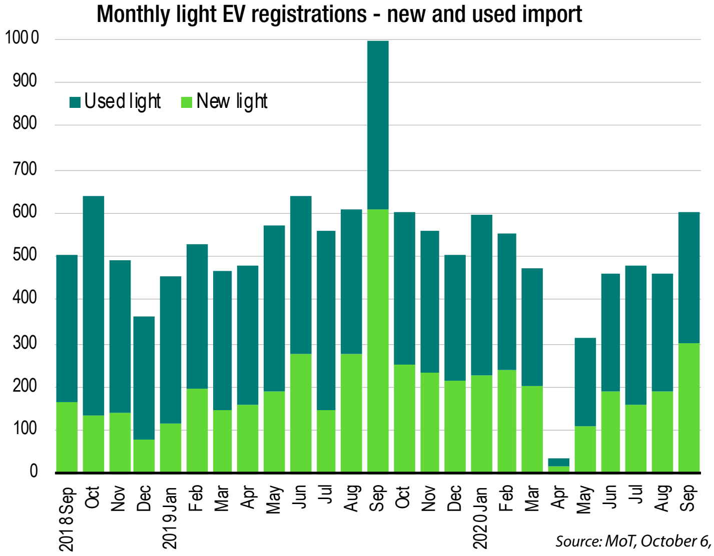
In South Korea, it will strengthen business activities that directly lead to the construction of a charging infrastructure. Initially, this will rely on its existing network of nationwide sales branches, dealerships and service centres, with Kia aiming to supply about 1,500 EV chargers by 2030.

Total EVs by region

Northland	684
Auckland	9,339
Waikato	1,260
Bay of Plenty	813
Hawkes Bay	391
Gisborne	65
Taranaki	285
Manawatu/Wanganui	686
Wellington	3,258
Nelson/Marlborough	810
Canterbury	3,461
West Coast	32
Otago	1,360
Southland	174

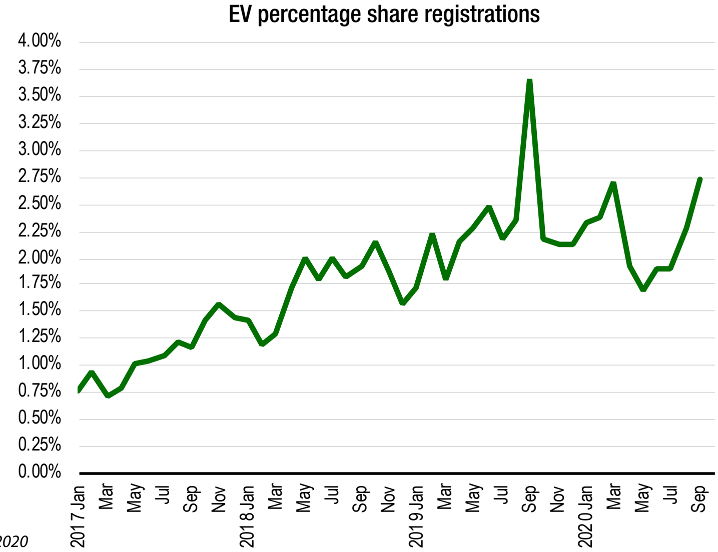
Source: MoT, October 6, 2020

Monthly light EV registrations - new and used import



Source: MoT, October 6, 2020

EV percentage share registrations



Bigger is better for road trips

Toyota's Hiace minibus range has been boosted in size in response to consumer requests for a larger passenger van.

The 10-seat ZX minibus is 650mm longer 290mm taller than the ZR and, with the same number of seats, the extra height makes it easier for people to access the rear seats.

"We place enormous value on the customer response to all our vehicles," says Neeraj Lala, chief executive officer of Toyota NZ.

"If we can use that feedback to make a vehicle even better or import a variation that is in demand from local buyers, we have the ability to work with Toyota in Japan to make that happen.

"Customers have been telling us they wanted a larger passenger van, so we hope this new model will satisfy their needs."

The longer ZX offers passengers a more spacious layout with two seats behind the driver and front passenger, and then an aisle with two rows of three seats in a two-plus-one configuration. There is

The 10-seat Hiace ZX minibus

also increased space behind the third row of rear seats to fit luggage or shopping. Extra storage is also available in overhead consoles.

For increased safety and better handling, the tyres on this minibus have been upgraded to a wider 235/65R16.

Two ZR automatic transmission variants – the two-seat cargo van and 10-seat minibus – are now available with a premium exterior package.

These extras include front and rear bumpers, and the exterior door handles are painted in the

same colour as the body of the van. This is available for vans in the french vanilla and quicksilver colour schemes. The premium exterior package is unavailable with the magma red scheme.

All Hiaces produced from June 2020 now offer Apple CarPlay or Android Auto. The touchscreen has been upgraded from seven to eight inches with built-in Bluetooth and voice recognition.

Toyota's driveaway pricing includes all on-road costs, warrant of fitness, registration, 1,000km of road-user charges, a full tank of fuel, a fixed-price servicing package, front floor mats, and a 100,000km or three-year warranty.

The 2.8-litre Hiace range is priced from $46,490 for the five-door, two-seat ZR van with manual transmission through to $57,490 for the four-door, 10-seater automatic ZX minibus.

Extra space inside

Volkswagen is about to bring the Grand California – described as the Kombi's "bigger brother" – to the local market.

The latest addition to the marque's range boasts a spacious interior and technology that "expands on previous generations of carefree campervan adventure".

The 680 model offers a queen-size bed, while a loft bed and panoramic sky roof in the 600 variant makes it suitable for families.

Both versions feature a two-litre TDI diesel engine generating 130kW of power and 410Nm of torque. They boast a 110-litre freshwater tank and multi-media living room connectivity.

Based on the Crafter platform, the campervan, which is priced from $159,000, also has 360-degree parking sensors, front assist lane-keeping and adaptive cruise control as standard.

"If memories on the road in a Kombi during the 1970s still make you smile, the Grand California is for you," says Kevin Richards, general manager of Volkswagen Commercial Vehicles.

"Having four-wheel drive as standard across the range means you can explore places most motorhomes can't get to."


The Grand California 600

Tough weekend off-roader

The first-ever FX4 Max will make its New Zealand debut in early 2021, delivering customers a new factory-built and fully warranted Ford Ranger with extended off-road capabilities, all inspired by the Raptor.

With specialised suspension and an all-terrain off-road tyres and wheels package, Ford describes it as "a tough weekend off-roader".

"A factory-finished model, the FX4 Max delivers even greater off-road capability, while sacrificing none of Ranger's renowned towing and payload thanks to the latest generation bi-turbo, 10-speed powertrain," says Simon Rutherford, managing director of Ford NZ.

Changes with the FX4 Max include an off-road suspension tune and 265/70R17 BF Goodrich K02 all-terrain tyres providing "outstanding" traction on unsealed surfaces. They are fitted to exclusive 17 by eight-inch front and rear alloys with a 42mm offset and 26mm wider track.

The FX4 Max also includes a matching full-size spare complete with all-terrain tyre. The wheels themselves are finished in the same grey colour to match the grille and exterior details with new wheel-lip mouldings, while the bespoke suspension and chassis tune is the result of extensive development in Australia.

The FX4 Max

"Our goal with the suspension was to extend Ranger's off-road capabilities," says Tony Tsiandikos, Ford's chassis engineering manager.

"The changes mean greater control of the vehicle in more aggressive terrain. We took the FX4 Max through its paces at our proving ground in the You Yang, and from Victoria's high country to South Australia. It had to cut the mustard, no question, in our playground."

The ute's suspension uses new two-inch monotube Fox shock absorbers, front and rear. These are teamed with tuned coil-springs at the front and a staggered shock arrangement at the rear to manage loads.

Completing the suspension upgrades are new lock-stop profile steering knuckles, front jounce bumpers and a 29mm front stabiliser bar.

Combined, the 20mm suspension lift and all-terrain tyres sees the FX4 Max's ride height 31mm above Ranger XLT's with outright ground clearance to rear differential increased by 19mm to 256mm. In addition, the new variant delivers greater approach and departure angles than the XLT.

Shared with the Raptor, the four-wheel-drive (4WD) FX4 Max is powered exclusively by the latest generation, 157kW/500Nm bi-turbo and includes the advanced 10-speed automatic. The powertrain enables a 981kg payload as well as sharing the Ranger's 3,500kg towing capability.

Positioned above the eight-inch full colour, high-resolution touchscreen, which hosts Apple CarPlay and Android Auto smartphone compatibility, are six auxiliary switches. These give owners the ability to connect the light bars, winches and spotlights – all supported by a 250A alternator, which reduces reliance on the battery.

Building on the FX4, the Max includes a comprehensive list of standard features, such as autonomous emergency braking with pedestrian detection, the FordPass Connect embedded modem, dual-zone climate control, lane-keep assist and a full-colour, high resolution reversing camera.

The 4WD FX4 Max will be available in New Zealand early next year priced from $69,990, with Ford offering a five-year or 150,000km full factory warranty.

Power gets boosted

Isuzu NZ says the 15 variants across its all-new D-Max range feature premium refinement, technology and practical enhancements while retaining ruggedness and durability.

The ute's three-litre diesel-turbo engine has been boosted to produce 140kW of power at 3,600rpm, up by 10kW, and 20Nm more torque between 1,600 and 2,600rpm. It now comes in at 450Nm.

The engine block, cylinder head, crankshaft, pistons, intake and turbocharger are all new, as are the direct-injection fuel system and lighter exhaust pipe and muffler combination.

Combined fuel-consumption for the Euro5 four-cylinder is 7.7-8l/100km, while carbon-dioxide emissions range from 200-207g/km.

Transmission options are a six-speed manual or six-speed Aisin automatic, which has been refined for quicker shifting and cooler transmission temperatures.

A rear-axle differential lock comes as standard on all four-wheel-drive (4WD) models, and there's an extra 200mm wading depth for a total of 800mm and improved ground clearance.

Active safety features include autonomous emergency braking, rear cross-traffic alert, forward-collision warning, lane-support system on automatic models, blind-spot monitor and lane-departure warning.

The D-Max X-Terrain

The D-Max's airbag system boasts a front-seat centre airbag, which protects front occupants in side impacts and is a first in its segment.

Starting the range is the LX, which is available in three body types, manual or automatic, and 2WD or 4WD. Then there are the 4WD double-cab LS-M and range-topping X-Terrain. The former is fitted with automatic or manual transmission, while the latter is automatic only.

Extra specifications for the X-Terrain include an eight-way driver seat, leather interior trim, smart proximity key with remote engine start, front and rear parking sensors, wheel-arch extensions, gun-metal exterior highlights, a matte black roller tonneau cover and under-rail tray liner.

Camaro face-off with Mustang

Chevrolet's Camaro ZL1 will replace the Commodore to take on Ford's Mustang

The Australian V8 Supercars championship has unveiled its first cars for the new "Gen 3" era as well as fleshing out regulations that will surround the shift in machinery.

Shown in concept form and in various liveries in mid-October, the all-new Chevrolet Camaro ZL1 will replace the current but outgoing Holden Commodore, while Ford's Mustang will continue through into the Gen 3 era with the actual body shape much closer to roadgoing versions.

Sean Seamer, Supercars' chief executive officer, says the racers will retain their signature V8 engine format to ensure they're fast and loud, but will be "hybrid ready" and more closely resemble the road vehicles they are based on.

The vehicles take a drastic step back to their production roots with aerodynamic add-ons and the aero effect has been cut back.

"The cars will have a lot less downforce than the current car, making the racing more spectacular and putting more reliance on the driver's skills," says Seamer.

The Gen 3 vehicles will have about 50 per cent less aerodynamic grip than current "car of the future" models. Series organisers say the doors, roof, bonnet and windows will retain their key dimensions, which is a move not seen since the arrival of Project Blueprint back in 2003.

The news creates an interesting situation in which GM-backed teams will race a car that is unavailable to be purchased new in Australia or New Zealand.

HSV produced its last Camaro for the Australasian market last year and the nameplate is currently on the rocks in terms of a next-generation production model.

The new cars will debut in 2022 having been delayed a year due to the Covid-19 pandemic, and ongoing discussions between teams and manufacturers.

Red Bull-backed Triple Eight Race Engineering has already confirmed it will race the Camaro, with other leading teams expected to commit along their current brand-loyalty demarcations.

Meanwhile, the resurgence of New Zealand motorsport continues at club and national level with endurance racing popular in the north and south, and the Historic Racing Club (HRC) reporting its events seeing record entries.

A predicted downturn of up to 50 per cent in grid numbers hasn't eventuated. The HRC says it has not increased entry fees and can continue at the current level for the foreseeable future as long as numbers remain strong.

Series to finally rev up

New Zealand's Touring Car Racing (TCR) series gets under way in 2021 as part of the new Super Production series.

It caters for vehicles meeting international TCR series rules along with high-performance, factory-built production race cars constructed to Ferrari Challenge, Porsche 911 Cup and FIA GT4 categories.

MotorSport New Zealand has appointed former NZ V8 Utes Championship co-ordinator Lindsay Dodd to manage the series.

An initial plan to have TCR up and running this year foundered on lack of numbers, with a commitment to bring Australian competitors to our shores coming to nothing.

The creation of the Super Production series now enables TCR teams to race within a larger grid.

MotorSport NZ has also confirmed that the TCR class within the Super Production series will be competing for the New Zealand Touring Car Championship (NZTCC).

"The series will offer real value for the owners of TCR and GT4 type cars, and give them a great series with good competition to race in," says Dodd. "I encourage them and any other competitors to get in touch about joining Super Production.

"Having the NZTCC on the line in the TCR class adds to the series as well. That trophy has many historic names on it such as Robbie Francevic, Craig Braid and the late Jason Richards to name just a few."

Kiwi driver Chris Pither leads the field in a Renault Mégane RS in the 2019 TCR Australia Series

Marque confirms boost for Kiwi racers

Toyota New Zealand continues its massive investment in this country's racing talent as we emerge from the Covid-19 response.

Since 2005, the company has spent tens of millions of dollars nurturing local drivers through to international competition – first through the single-seater Castrol Toyota Racing Series (TRS) and then, from 2013, in the Toyota 86 Championship.

The Toyota Racing Series (TRS) has produced a raft of Kiwis who are now competing and winning here and overseas.

They include Le Mans winners Earl Bamber and Brendon Hartley in 2015 and 2020 respectively, FIA GP3 champion Mitch Evans, FIA F4 Italy winner Marcus Armstrong and Liam Lawson, who took out the TRS title in 2019.

The TRS' format is designed to enable overseas drivers to race here over an intensive five-week summer season during which most racers will have about 3,000km in their cars in practice, qualifying and race distance. Every round has a major trophy at stake and the series ends with the NZ Grand Prix.

This year's series ended in February just as the worldwide coronavirus death toll began to rise and economies across the world felt the first effects of counter measures.

Faced with the uncertainties of the Covid-19 winter, many automotive brands simply ceased their sponsorships and sport involvements.

Toyota, with a bespoke race shop at Hampton Downs and a huge investment in the new

Yuki Tsunoda, the TRS champion in 2020 and first Japanese driver to win it; inset, Andrew Davis, of Toyota NZ

FT60 cars used in the TRS, opted a watching brief and has emerged from coronavirus with a renewed commitment including a $500,000 boost for the standalone Kiwi Driver Fund (KDF).

Andrew Davis, Toyota NZ's general manager of motorsport, says the KDF provides essential financial support for drivers who plan to race the series. Typically, this takes the form of funding for the engine lease.

"Many drivers need the financial boost the KDF offers to be able to compete," he says. "Our aim is to develop a quality field for this season and to have a new wave of Kiwi talent back in 2022 when we return to a full and uninterrupted season."

Up until this year, a full series drive with one of the four teams active in the TRS cost $195,000.

Toyota NZ's commitment to the series remains strong, although the question to be resolved for the coming summer is whether international drivers will be able to come here and race – and, if they do, whether they can commit to the quarantine times required.

Drivers are on tight timeframes coming out of TRS and are often on flights out of New Zealand the morning after the NZ Grand Prix.

Sources close to TRS say they are still in talks with the government regarding an exemption for overseas drivers and hope to have an answer soon.

But if international competitors cannot come, the alternatives are to "bubble" with Australia and attract drivers from there, or temporarily shift focus to a purely Kiwi championship.

PRIZE FUND BOOST

Toyota NZ has also increased support for the Toyota 86 Championship with the biggest prize pool ever announced for a Kiwi championship.

Drivers in the coming summer series will race for a share of $100,000. The outright winner will land a test drive in an FT60 TRS single-seater and $50,000 toward a drive in 2022's TRS, or a $25,000 cash prize.

"We've seen with the success of [2020 winner] Peter Vodanovich that the Toyota 86 category is on the radar for motorsport in this part of the world," says category manager Geoff Short.

Toyota's track record in bringing New Zealanders' racing to prominence is unparalleled, with drivers such as Brendon Hartley (TRS) ascending all the way to Formula One and now active in World Endurance Championship racing, Mitch Evans (TRS, 86) racing Formula E and Nick Cassidy (TRS, 86) transitioning from Super Formula and Super GT into Formula E.

Then there's Earl Bamber (TRS) now racing and winning in GT3 with Porsche, Marcus Armstrong (TRS, 86) in the FIA F2 and Liam Lawson (TRS) contesting FIA F3.

Short adds: "It has been a year of extreme and unique circumstances and the upcoming motorsport season will be no different.

"We've looked at the best ways to reduce the 2021 season. Part of this includes funding support to drivers who can pull the majority of a budget together."

Tribunal rules dealer took too long to repair car and orders refund of purchase price

The case: Soon after purchase, the buyer noticed his 2012 Nissan Tiida would jerk when driven and it was diagnosed to be faulty. Six months later, the trader replaced its transmission. But the customer was without the car for two months as the dealer searched for a second-hand part.

The decision: The tribunal agreed the fault breached consumer legislation and the repairs took too long. It ordered the trader to pay $8,000 to the buyer.

At: The Motor Vehicle Disputes Tribunal, Auckland.

Background

Chatanya Gupta wanted to reject the 2012 Nissan Tiida Latio he purchased for $8,000 from Minami Motors Ltd in July 2019.

He said it had a serious transmission fault that breached the acceptable quality guarantee in section six of the Consumer Guarantees Act (CGA) and the dealer took too long to remedy it.

Minami Motors said the vehicle didn't have a transmission fault when supplied and the time it took to rectify the fault was reasonable in the circumstances.

The case

Soon after purchase, Gupta noticed the Tiida jerked while being driven. He contacted Minami Motors, which advised him to contact it again if the symptoms returned.

Gupta continued to use the car, but the jerking worsened so he returned it to Minami Motors in early October 2019.

The trader had the vehicle assessed by a mechanic, who found fault codes relating to the transmission so he cleared them. No repairs were completed and the car was returned to Gupta.

The symptoms continued to worsen and on October 27, 2019, the Tiida broke down. It was taken to Minami Motors' mechanic in Panmure, who injected an unknown substance into the transmission and returned the car to Gupta.

That attempted repair didn't rectify the symptoms and on November 26 Gupta again returned the vehicle to Minami Motors.

It was then subjected to a more thorough assessment by Otahuhu's Kaspa Transmissions, which found the transmission had damaged CVT pulleys and belt assembly, burnt friction packs and a damaged pump-flow valve. It stated it required an overhaul at a cost of $8,265.

Quite reasonably, Minami Motors considered that to be too expensive because it exceeded the vehicle's value, so it sourced a second-hand transmission, which was installed in the Tiida around January 23, 2020.

But by that date, the buyer had already rejected the car after he had waited seven weeks for the trader to have the work done.

Minami Motors said it didn't take too long to repair the Tiida. It explained that during the two-month delay, between November 26, 2019, and January 23, 2020, it initially made a claim against an insurance policy it had provided to Gupta after the fault first became apparent.

When that claim was declined on December 23 – as was inevitable given the fault had arisen before the insurance policy was even purchased – Minami Motors then sought to obtain a replacement transmission.

The trader said it took about one month to purchase the second-hand part because of the business slowdown over the Christmas holiday period and its director Azhar Ali was on leave.

After the trader found a suitable replacement transmission, Minami Motors said the Tiida was quickly repaired.

Minami Motors submitted the vehicle had no pre-existing faults. It said the car was inspected in Japan before it was imported into New Zealand and no transmission issues were found. The trader also said that no such faults were evident while it had possession of the Tiida.

The finding

The tribunal was satisfied the car was not of acceptable quality for the purposes of section six of the CGA because the transmission was not sufficiently durable.

Under section seven of the act, a vehicle is of acceptable quality if it is as durable as a reasonable consumer, fully acquainted with the state and condition of the goods, including any hidden defects, would regard as acceptable.

In this case, the tribunal considered that a reasonable consumer would expect the transmission of a seven-year-old car that had travelled about 49,000km when sold to be much more durable.

Gupta claimed he was entitled to reject his Tiida because Minami Motors failed to repair the transmission fault within a reasonable time.

The vehicle was returned to Minami Motors three times for the fault to be diagnosed and rectified. On January 14, seven weeks after the buyer took the car back to the trader for the third time for further diagnosis and repairs, he rejected it because the problem was still unrectified because the dealer hadn't obtained the replacement part.

Minami Motors said it didn't take too long to fix the car. However, given the opportunities afforded to Minami Motors, a reasonable trader should have managed to deal with the repair well before Gupta rejected it.

Gupta returned the vehicle on three occasions. The first and second repair attempts were inadequate and the repairs that then occurred on the third attempt took far too long.

Ultimately, Minami Motors wasn't proactive enough in taking the necessary steps to comply with its obligations under the CGA to promptly rectify the fault within a reasonable time.

Order

The buyer was entitled to reject the vehicle and receive remedies under section 18 of the CGA that meant he could recover all amounts paid in respect of the vehicle.

The trader was ordered to refund the Tiida's $8,000 purchase price.

Buyer contests claim sedan was 'brand new' due to year it was manufactured

The case: The buyer wanted to reject his 2018-registered Jaguar XJ Portfolio because he claimed he wasn't told it was manufactured in 2015 and, as a result, suffered significant loss. The trader denied misleading the purchaser and said the vehicle's discounted price reflected its age.

The decision: Although the tribunal was satisfied Balli was misled about how old the car was, it wasn't satisfied he had proven he had suffered any loss under the Fair Trading Act (FTA).

At: The Motor Vehicle Disputes Tribunal, Auckland.

Background

Balbir Balli wanted to reject the Jaguar XJ Portfolio he purchased for $99,000 from Beacham European Ltd in March 2018.

He said the trader misled him about its age and servicing costs, it had a faulty display screen, misaligned muffler and a faulty indicator switch.

Balli claimed that Beacham European didn't rectify these issues in a satisfactory manner. He also considered he had suffered significant loss and sought a refund of the purchase price.

The dealer denied misleading him and – although it agreed the Jaguar needed repairs – it had rectified the faults.

The case

The Jaguar was manufactured in 2015 but wasn't registered in New Zealand until February 2018 after Beacham European imported it into the country.

Balli alleged he wasn't told the car was made in 2015. Instead, he was told it was "brand new" and the vehicle offer and sale agreement stated "2018 Jaguar XJ Portfolio".

He also claimed Beacham European's description of the Jaguar as brand new and its failure to disclose its year of manufacture was misleading and, therefore, breached the Fair Trading Act (FTA).

Beacham European's director, Alex Beacham, denied misleading Balli saying he spent a "long time" discussing the car with him, including the year of manufacture.

Balli and his wife gave evidence to the tribunal that Beacham described the vehicle as being brand new and didn't advise them that it was manufactured in 2015.

Beacham disagreed and said the couple were told the Jaguar was made in that year. He added the car's Trade Me listing and registration label stated it was made in 2015.

However, the couple didn't see that online listing and the tribunal wasn't satisfied the registration label was sufficient to advise a reasonable consumer that the vehicle was made in that year.

Beacham said the discounted price reflected its age. A recently manufactured Jaguar XJ Portfolio with similar specifications would have sold for about NZ$130,000 to NZ$180,000 based on its own experience and information from two websites.

Balli presented information from a different website. He submitted a recently produced XJ Portfolio would have had a market value of about US$39,995 and US$59,594 in March 2018.

Further, Balli alleged Beacham European engaged in misleading conduct by representing the car was supplied with a three-year warranty, but then charging him for annual servicing costs.

The buyer also claimed the Jaguar was faulty. It developed a display screen fault soon after purchase, which affected how the satellite navigation system worked.

Beacham European replaced the screen in September 2018, but Balli was unhappy with the time taken to provide a replacement.

Although there was scant evidence presented to the hearing, both parties agreed the car had a misaligned muffler and a faulty indicator switch. The trader had rectified both defects promptly.

The finding

The faults with the muffler, display screen and indicator switch meant the car wasn't of acceptable quality under section six of the Consumer Guarantees Act (CGA).

A reasonable consumer purchasing an unused $99,000 vehicle would have high expectations about its quality and durability, and those defects meant it fell short of those expectations.

But the defects were fixed by the trader, so Balli wasn't entitled to relief under the act.

Although Balli was unhappy with the service provided by the trader in rectifying the faults, the tribunal could make no orders in that regard because Beacham European had completed the repairs and Balli had accepted the return of the car.

However, the tribunal ruled Beacham European did breach section nine of the FTA by representing the vehicle was "brand new" while failing to advise Balli it was manufactured in 2015, even though there was disagreement between the parties as to precisely what was said.

The adjudicator found the couple to be credible witnesses with a clear recollection of relevant discussions with Beacham, and would expect a trader to keep thorough records proving it had disclosed that information to the purchaser but the dealer failed to do that.

The car came with a three-year warranty that didn't include a service plan. A warranty and service plan are two different products, and it was ruled a reasonable consumer would understand that. As a result, the tribunal ruled the trader didn't engage in any misleading conduct regarding servicing.

Under the FTA, the buyer had to prove he had suffered loss due to Beacham European's misleading conduct.

The normal measure of loss under section 43 was the "difference between the value of what was acquired and the price paid". That meant Balli had to prove he paid more for the vehicle than it was worth.

The tribunal wasn't satisfied he had proven he had suffered loss and found it couldn't reply on the "uncertain reliability" of evidence of either party in determining whether had paid too much.

Order

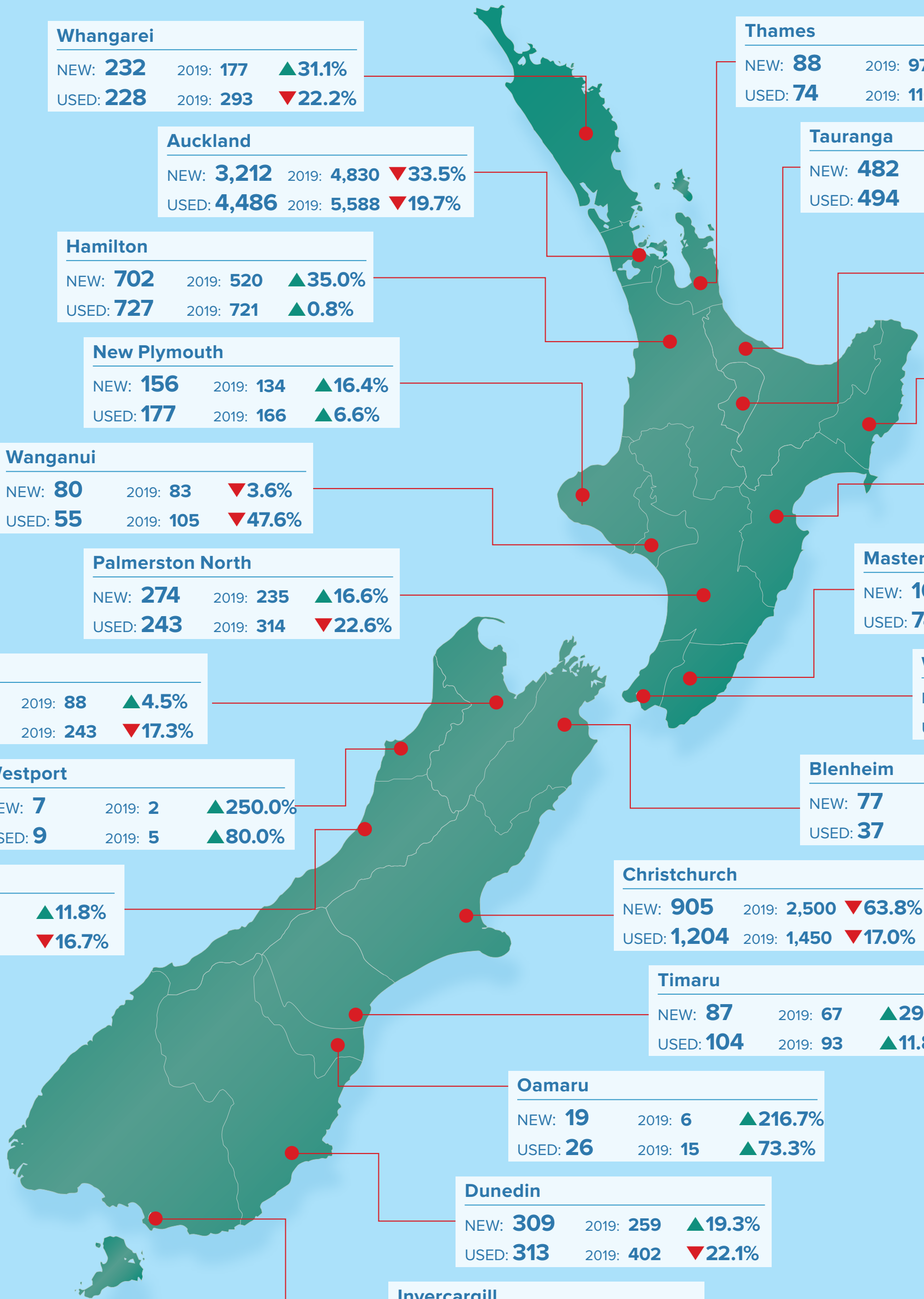
The application was dismissed.

AROUND THE COUNTRY

October 2020

Total new cars	
8,296	
2019: 10,622	▼ 21.9%

Total imported used cars	
9,763	
2019: 11,663	▼ 16.3%



	NEW	2019		USED	2019	
Whangarei	232	177	▲31.1%	228	293	▼22.2%
Auckland	3,212	4,830	▼33.5%	4,486	5,588	▼19.7%
Thames	88	97	▼9.3%	74	110	▼32.7%
Hamilton	702	520	▲35.0%	727	721	▲0.8%
Tauranga	482	348	▲38.5%	494	472	▲4.7%
Rotorua	111	136	▼18.4%	116	155	▼25.2%
Gisborne	63	67	▼6.0%	64	74	▼13.5%
New Plymouth	156	134	▲16.4%	177	166	▲6.6%
Napier	277	208	▲33.2%	206	238	▼13.4%
Wanganui	80	83	▼3.6%	55	105	▼47.6%
Palmerston North	274	235	▲16.6%	243	314	▼22.6%
Masterton	102	54	▲88.9%	74	63	▲17.5%
Wellington	905	640	▲41.4%	751	836	▼10.2%
Nelson	92	88	▲4.5%	201	243	▼17.3%
Blenheim	77	57	▲35.1%	37	71	▼47.9%
Westport	7	2	▲250.0%	9	5	▲80.0%
Greymouth	19	17	▲11.8%	25	30	▼16.7%
Christchurch	905	2,500	▼63.8%	1,204	1,450	▼17.0%
Timaru	87	67	▲29.9%	104	93	▲11.8%
Oamaru	19	6	▲216.7%	26	15	▲73.3%
Dunedin	309	259	▲19.3%	313	402	▼22.1%
Invercargill	97	97	■0.0%	149	219	▼32.0%

Imported Passenger Vehicle Sales by Make - October 2020

MAKE	OCT '20	OCT '19	+/- %	OCT '20 MKT SHARE	2020 YEAR TO DATE	2020 MKT SHARE
Toyota	2,561	2,764	-7.3	26.2%	23,032	24.4%
Mazda	1,529	1,842	-17.0	15.7%	15,043	16.0%
Nissan	1,464	2,231	-34.4	15.0%	16,413	17.4%
Honda	854	1,367	-37.5	8.7%	8,782	9.3%
Subaru	686	740	-7.3	7.0%	6,725	7.1%
Mitsubishi	501	520	-3.7	5.1%	4,148	4.4%
BMW	468	384	21.9	4.8%	3,863	4.1%
Volkswagen	359	287	25.1	3.7%	3,262	3.5%
Suzuki	283	567	-50.1	2.9%	3,672	3.9%
Audi	222	200	11.0	2.3%	2,061	2.2%
Lexus	164	119	37.8	1.7%	1,318	1.4%
Mercedes-Benz	147	118	24.6	1.5%	1,321	1.4%
Ford	78	92	-15.2	0.8%	724	0.8%
Volvo	52	55	-5.5	0.5%	581	0.6%
Land Rover	45	43	4.7	0.5%	340	0.4%
Holden	37	37	0.0	0.4%	325	0.3%
Chevrolet	36	33	9.1	0.4%	319	0.3%
Jaguar	34	31	9.7	0.3%	316	0.3%
Hyundai	32	33	-3.0	0.3%	236	0.3%
Jeep	30	28	7.1	0.3%	235	0.2%
Mini	29	23	26.1	0.3%	263	0.3%
Chrysler	19	25	-24.0	0.2%	153	0.2%
Porsche	16	10	60.0	0.2%	146	0.2%
Dodge	12	20	-40.0	0.1%	172	0.2%
Kia	12	12	0.0	0.1%	113	0.1%
Peugeot	9	14	-35.7	0.1%	80	0.1%
Buick	7	1	600.0	0.1%	16	0.0%
Citroen	7	4	75.0	0.1%	48	0.1%
Pontiac	6	4	50.0	0.1%	22	0.0%
Renault	5	6	-16.7	0.1%	62	0.1%
Aston Martin	3	0	300.0	0.0%	18	0.0%
Bentley	3	3	0.0	0.0%	18	0.0%
Cadillac	3	2	50.0	0.0%	42	0.0%
Daihatsu	3	2	50.0	0.0%	36	0.0%
Plymouth	3	1	200.0	0.0%	20	0.0%
Others	44	45	-2.2	0.5%	360	0.4%
Total	**9,763**	**11,663**	**-16.3**	**100.0%**	**94,285**	**100.0%**

Imported Passenger Vehicle Sales by Model - October 2020

MAKE	MODEL	OCT '20	OCT '19	+/- %	OCT '20 MKT SHARE	2020 YEAR TO DATE	2020 MKT SHARE
Toyota	Aqua	562	426	31.9	5.8%	3,956	4.2%
Mazda	Axela	541	577	-6.2	5.5%	5,111	5.4%
Toyota	Prius	341	415	-17.8	3.5%	3,103	3.3%
Honda	Fit	328	619	-47.0	3.4%	3,629	3.8%
Mitsubishi	Outlander	315	286	10.1	3.2%	2,339	2.5%
Mazda	Demio	300	411	-27.0	3.1%	3,201	3.4%
Nissan	X-Trail	278	191	45.5	2.8%	1,834	1.9%
Suzuki	Swift	237	486	-51.2	2.4%	3,086	3.3%
Subaru	Impreza	234	282	-17.0	2.4%	2,370	2.5%
Volkswagen	Golf	227	188	20.7	2.3%	2,066	2.2%
Toyota	Corolla	221	171	29.2	2.3%	1,835	1.9%
Subaru	Legacy	203	235	-13.6	2.1%	2,215	2.3%
Mazda	Atenza	200	246	-18.7	2.0%	1,923	2.0%
Toyota	Wish	180	235	-23.4	1.8%	1,535	1.6%
Nissan	Leaf	171	273	-37.4	1.8%	1,841	2.0%
Mazda	CX-5	155	120	29.2	1.6%	1,222	1.3%
Toyota	Vanguard	145	123	17.9	1.5%	1,224	1.3%
Honda	CR-V	133	129	3.1	1.4%	981	1.0%
Nissan	Skyline	130	103	26.2	1.3%	1,152	1.2%
Mazda	Premacy	128	251	-49.0	1.3%	1,461	1.5%
Toyota	MarkX	126	80	57.5	1.3%	934	1.0%
Toyota	Blade	121	107	13.1	1.2%	1,183	1.3%
Nissan	Tiida	112	432	-74.1	1.1%	2,343	2.5%
Nissan	Note	107	210	-49.0	1.1%	1,435	1.5%
Toyota	Vitz	105	233	-54.9	1.1%	1,430	1.5%
Honda	Odyssey	102	83	22.9	1.0%	746	0.8%
Nissan	Serena	91	133	-31.6	0.9%	1,016	1.1%
BMW	116i	88	51	72.5	0.9%	609	0.6%
Subaru	Forester	86	108	-20.4	0.9%	818	0.9%
Nissan	Fuga	82	53	54.7	0.8%	594	0.6%
Toyota	Auris	72	156	-53.8	0.7%	1,018	1.1%
Nissan	Juke	72	99	-27.3	0.7%	907	1.0%
BMW	320i	65	57	14.0	0.7%	697	0.7%
Nissan	Dualis	62	217	-71.4	0.6%	1,253	1.3%
Nissan	March	58	101	-42.6	0.6%	781	0.8%
Others		3,385	3,776	-10.4	34.7%	32,437	34.4%
Total		**9,763**	**11,663**	**-16.3**	**100.0%**	**94,285**	**100.0%**

Japan auction prices rise

The number of used vehicles being shipped from Japan is far higher than expected given the effects of the Covid-19 pandemic.

That's the view of Matt Battle, general manager of Moana Blue, who says the used-imports industry is performing above expectations when coronavirus first struck and countries were sent into lockdowns.

However, he warns activity in Japan suggests there is a risk prices of used vehicles here may increase further.

Prices at Japan's used-car auctions increased in September 2020 and were 21 per cent above the baseline average for all of 2019, according to an industry newsletter circulated by Moana Blue.

Data from five Japanese auctions shows selling prices in September this year increased about 7.2 per cent from August's figures.

On top of this, the average number of vehicles offered for sale each month in 2020 to date is 11 per cent less than the average for each month of 2019.

Domestic demand for used vehicles in Japan before they get to auction appears to be one reason for a drop in those being offered.

The sell rate for those going under the hammer is increasing, which is a sign of strong demand for what supply is available.

"It's looking like the number of entries at auction is lower and that's putting pressure on pricing," says Battle, who also sits on the board of directors of the Imported Motor Vehicle Industry Association.

"I think the increased pricing in Japan is going to track through into prices here. Dealers can't absorb such costs on their own and the tail of stock is quickly worked through here.

"From a dealer's perspective the key question is, will the prices in Japan be sustained? If the prices at auction maintain their high levels, then prices here will have to adjust."

Battle adds global demand for vehicles out of Japan remains strong, but supply may be limited because new car production dropped at the peak of the pandemic. It appears more Japanese have turned their attention to purchasing used vehicles than would ordinarily be the case.

Used-car registrations in New Zealand for the year to date are about 20 per cent down on the same stage of 2019, but Battle says all parts of the industry have kept activity flowing.

"There's been a bit more juggling than usual this year," he told Autofile. "We have been lucky because shipping lines have been pretty committed to keep cargo moving.

"There have been impacts and some sailing schedules adjusted based on the lower volume of cargo but, on the whole, we have got through it okay.

"We've been very lucky to keep rolling on. While we would not have wished for what has happened this year, at the same time it is so much better than it could have been.

"It's still tough, there are higher used-car prices and a lack of volume out of Japan in terms of what's available, as well as the remaining uncertainty of Covid-19.

"Nevertheless, it's surprising how well the industry has come out of the pandemic and we're looking forward to 2021 as much as the next person."

Adding to the challenges of 2020 was the rule change from March 1 that all light vehicles entering New Zealand's fleet must be equipped with electronic stability control (ESC).

Battle says any potential disruption to the used-vehicle industry from the shift in legislation has been masked by coronavirus.

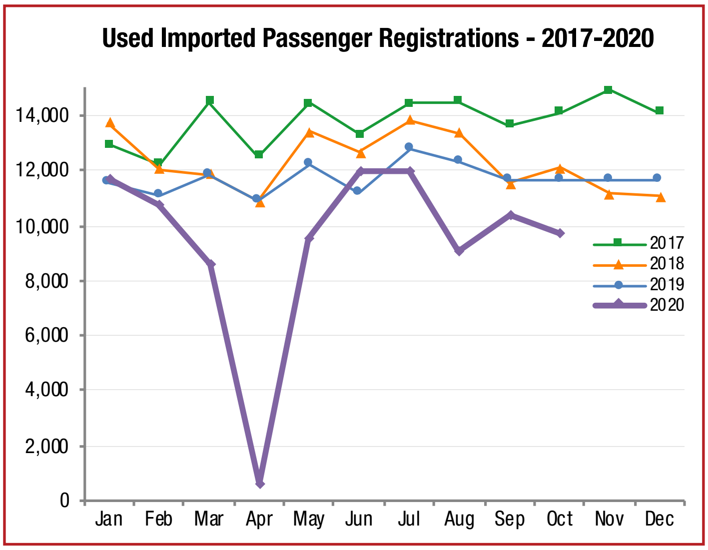
"We didn't get any true exposure as to what the market looks like with just the ESC change coming through because February 29 was the last day we could border-check vehicles without ESC. Then, 20-odd days later, we went into lockdown.

"We do not know what the new used-car market is for Japan as a result of ESC. It's also hard to be sure how the current market in New Zealand has been affected by Covid-19 over any impact of no longer importing non-ESC vehicles."

Sales down 16%

There were 9,763 used-imported cars registered in New Zealand for the first time last month. That was down by 16.3 per cent when compared to 11,663 sales in October 2019. The best-selling model was the Toyota Aqua on 562 units. Second spot was claimed by the Mazda Axela with 541 with Toyota's Prius in third spot on 341. Honda's Fit and Mitsubishi's Outlander came fourth and fifth on 328 and 315 sales respectively.

> "While we would not have wished for what has happened this year, at the same time it's so much better than it could have been"
> – Matt Battle



Test-cycle exemptions required

Importers and car dealers are being advised on how to obtain exemptions for used vehicles from Japan that have been certified to the world harmonised light-vehicle test procedure (WLTP).

The Imported Motor Vehicle Industry Association (VIA) has warned its members that because New Zealand legislation has yet to be updated to include the WLTP, all cars tested to that standard will require NZTA exemptions.

"An increasing number of used vehicles certified to the WLTP have been imported from Japan recently," says Malcolm Yorston, VIA's technical manager.

"These vehicles will be identified by the words 'no data recorded' and the test regime of 'WLTP' when trying to obtain a fuel-consumption certificate."

An application for an exemption from land-transport vehicle rules must be submitted on form CA11 to the agency, which is not charging a fee for this service.

The completed form should then be emailed to exemptions@nzta.govt.nz and with "WLTP Japan" in the subject line. The bottom line is that failure to seek an exemption means the vehicle will not be able to be entry certified.

"In the text of the email, note that you are seeking an exemption from 2.2(2) of the Land Transport Fuel Consumption Information 2008 on the grounds the fuel-consumption information available for the vehicle[s] does not supply all the values required by the rule," adds Yorston. "Provide information on the year, make, model and VIN or chassis number of the vehicles."

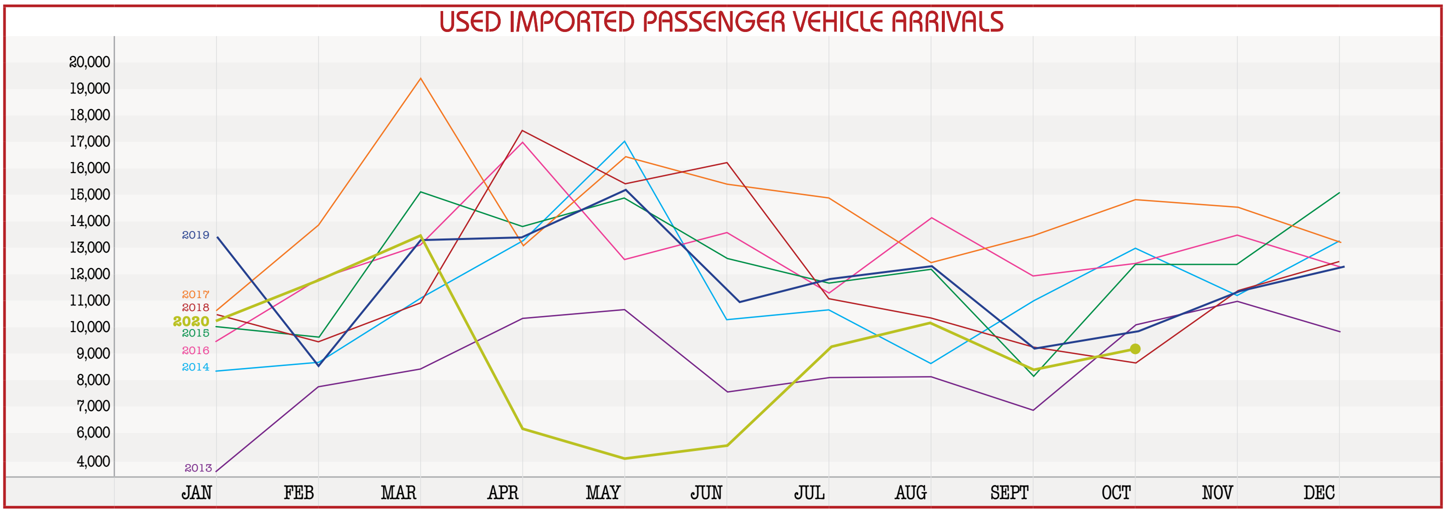
The WLTP determines the levels of emissions, carbon-dioxide (CO_2) pollutants and fuel consumption of cars. Its final version was released in 2015.

One of its main goals is to better match laboratory estimates of fuel consumption and emissions with the measures of on-road driving conditions.

Since CO_2 targets are becoming more important for the economic performance of vehicle manufacturers globally, the WLTP also aims to harmonise test procedures on an international level to create an equal playing field across all markets.

USED IMPORTS FALL

There were 9,064 used passenger vehicles imported into New Zealand last month, which was down by 8.2 per cent compared to October 2019's total of 9,875. But the monthly tally was up from September when only 8,424 units came in.



Used Imported Passenger Vehicles By Country Of Export

COUNTRY OF EXPORT	2020												2019		2018	
	JAN '20	FEB '20	MAR '20	APR '20	MAY '20	JUN '20	JUL '20	AUG '20	SEP '20	OCT '20	OCT SHARE %	2020 TOTAL	2019 TOTAL	MRKT SHARE	2018 TOTAL	MRKT SHARE
Australia	278	449	326	254	274	348	408	284	316	318	3.5%	**3,255**	5,148	3.6%	4,183	2.9%
Great Britain	76	52	56	45	52	25	16	52	82	64	0.7%	**520**	894	0.6%	1,026	0.7%
Japan	9,541	11,096	12,554	5,678	3,603	4381	8,452	9,485	7,775	8,418	92.9%	**80,983**	132,494	93.8%	134,510	94.2%
Singapore	105	132	147	101	81	155	181	248	175	197	2.2%	**1,522**	1,678	1.2%	1,531	1.1%
USA	72	50	47	37	24	18	38	44	48	32	0.4%	**410**	664	0.5%	1,108	0.8%
Other countries	29	10	15	21	14	94	117	28	28	35	0.4%	**391**	340	0.2%	415	0.3%
Total	**10,101**	**11,789**	**13,145**	**6,136**	**4,048**	**5,021**	**9,212**	**10,141**	**8,424**	**9,064**	**100.0%**	**87,081**	**141,218**	**100.0%**	**142,773**	**100.0%**

Alternatives to ownership

Turners Subscription has been launched in Auckland before being rolled out nationwide.

The company says its business model offers flexibility and convenience "along with variety, minimal commitment and an all-round simpler alternative to ownership" with a monthly fee covering most usual on-road costs.

Consumers can choose and swap models to suit lifestyles, including electric vehicles.

Jeremy Rooke, head of Turners Subscription, says the system is ideal for those who don't want the outlay of buying. "It is about flexibility and convenience."

So what options are available? Models when the service was launched on October 20 ranged from a Suzuki Splash from $112 per week to a 2016 Subaru XV from $238, while the range and number of used vehicles is set to grow over coming months.

Todd Hunter, chief executive officer, says: "It's going to be interesting to see uptake during a time of upheaval for New Zealand because the product is well-suited to customers undergoing change.

"This can be helpful to navigate short to medium-term arrangements for transport."

Subscription services aren't new to the Kiwi market. Finance broker Simplify launched its product in September 2019 with a minimum three-month term for its range of Holden, Suzuki and Kia models provided by Auckland's West City Auto Group.

Co-director Scott Robertson believes traditional ownership will be challenged in the future with subscription offering ways to take cars to consumers.

Seat NZ launched its own subscription service in May with a range of new vehicles offered through online booking with prices from $99 for 72 hours. Customers can pick a car from the Spanish brand's store in Newmarket, Auckland, or have it delivered within a 20km radius for an extra fee.

General manager James Yates notes subscription services are popular in the US and UK, and is looking forward to seeing how Kiwis embrace them.

BOOST FOR TRADE

Dealers sold 19,172 second-hand cars to the public last month. That was up by four cent per cent from 18,441 in October 2019.

Trade-ins came in at 13,857 – up by 10.7 per cent on 12,518 in the same month of last year.

SECONDHAND CAR SALES - October 2020

	DEALER TO PUBLIC				PUBLIC TO PUBLIC			PUBLIC TO DEALER		
	OCT '20	OCT '19	+/- %	MARKET SHARE	OCT '20	OCT '19	+/- %	OCT '20	OCT '19	+/- %
Whangarei	619	564	9.8	3.23	2,078	2,025	2.6	204	205	-0.5
Auckland	6,424	6,323	1.6	33.51	14,389	14,288	0.7	5,590	4,986	12.1
Hamilton	1,722	1,386	24.2	8.98	4,116	3,463	18.9	1,222	935	30.7
Thames	245	279	-12.2	1.28	571	608	-6.1	99	206	-51.9
Tauranga	983	829	18.6	5.13	2,507	2,063	21.5	657	587	11.9
Rotorua	327	396	-17.4	1.71	817	1,028	-20.5	85	124	-31.5
Gisborne	167	183	-8.7	0.87	425	417	1.9	47	65	-27.7
Napier	625	652	-4.1	3.26	1,473	1,443	2.1	418	364	14.8
New Plymouth	459	374	22.7	2.39	1,063	963	10.4	220	243	-9.5
Wanganui	201	271	-25.8	1.05	458	628	-27.1	111	169	-34.3
Palmerston North	885	820	7.9	4.62	1,914	1,648	16.1	673	640	5.2
Masterton	203	220	-7.7	1.06	524	523	0.2	153	90	70.0
Wellington	1,672	1,614	3.6	8.72	3,303	3,171	4.2	1,145	1,014	12.9
Nelson	351	281	24.9	1.83	1,085	1,002	8.3	151	186	-18.8
Blenheim	149	179	-16.8	0.78	373	433	-13.9	92	87	5.7
Greymouth	104	59	76.3	0.54	179	205	-12.7	51	26	96.2
Westport	30	2	1,400.0	0.16	77	38	102.6	1	1	0.0
Christchurch	2,418	2,613	-7.5	12.61	5,101	5,222	-2.3	2,079	1,792	16.0
Timaru	295	211	39.8	1.54	657	560	17.3	111	116	-4.3
Oamaru	58	32	81.3	0.30	180	141	27.7	13	5	160.0
Dunedin	839	717	17.0	4.38	1,883	2,209	-14.8	518	399	29.8
Invercargill	396	436	-9.2	2.07	1,020	1,205	-15.4	217	278	-21.9
NZ total	**19,172**	**18,441**	**4.0**	**100.00**	**44,193**	**43,283**	**2.1**	**13,857**	**12,518**	**10.7**

New Passenger Vehicle Sales by Make - October 2020

MAKE	OCT '20	OCT '19	+/- %	OCT '20 MKT SHARE	2020 YEAR TO DATE	2020 MKT SHARE
Kia	1,276	707	80.5	15.4%	6,998	10.4%
Toyota	1,117	3,242	-65.5	13.5%	10,347	15.4%
Mazda	677	641	5.6	8.2%	5,050	7.5%
Suzuki	639	498	28.3	7.7%	4,964	7.4%
Mitsubishi	629	804	-21.8	7.6%	4,858	7.2%
Hyundai	553	583	-5.1	6.7%	4,558	6.8%
Ford	420	297	41.4	5.1%	2,601	3.9%
Nissan	400	567	-29.5	4.8%	3,097	4.6%
Volkswagen	302	324	-6.8	3.6%	2,626	3.9%
Honda	285	403	-29.3	3.4%	2,972	4.4%
Holden	241	726	-66.8	2.9%	3,171	4.7%
Mercedes-Benz	206	202	2.0	2.5%	1,667	2.5%
MG	204	108	88.9	2.5%	947	1.4%
BMW	176	129	36.4	2.1%	1,354	2.0%
Audi	160	139	15.1	1.9%	1,250	1.9%
Subaru	153	285	-46.3	1.8%	2,030	3.0%
Skoda	105	121	-13.2	1.3%	1,094	1.6%
SsangYong	88	53	66.0	1.1%	704	1.0%
Mini	86	83	3.6	1.0%	574	0.9%
Lexus	79	80	-1.3	1.0%	668	1.0%
Land Rover	72	85	-15.3	0.9%	877	1.3%
Haval	71	51	39.2	0.9%	668	1.0%
Porsche	67	41	63.4	0.8%	333	0.5%
Jeep	59	72	-18.1	0.7%	659	1.0%
Peugeot	34	62	-45.2	0.4%	652	1.0%
Isuzu	28	11	154.5	0.3%	197	0.3%
Seat	24	34	-29.4	0.3%	113	0.2%
Tesla	19	89	-78.7	0.2%	503	0.7%
Jaguar	18	41	-56.1	0.2%	313	0.5%
Volvo	17	38	-55.3	0.2%	385	0.6%
Citroen	15	30	-50.0	0.2%	165	0.2%
LDV	13	7	85.7	0.2%	71	0.1%
Renault	11	21	-47.6	0.1%	158	0.2%
Can-Am	8	6	33.3	0.1%	69	0.1%
Chevrolet	8	2	300.0	0.1%	44	0.1%
Yamaha	8	1	700.0	0.1%	39	0.1%
Alfa Romeo	6	4	50.0	0.1%	117	0.2%
Fiat	6	0	600.0	0.1%	34	0.1%
Lamborghini	4	5	-20.0	0.0%	23	0.0%
Aston Martin	3	5	-40.0	0.0%	36	0.1%
Genesis	3	0	300.0	0.0%	15	0.0%
Bentley	2	1	100.0	0.0%	40	0.1%
Maserati	2	1	100.0	0.0%	33	0.0%
Mahindra	1	13	-92.3	0.0%	101	0.2%
Rolls-Royce	1	1	0.0	0.0%	11	0.0%
Others	0	9	-100.0	0.0%	62	0.1%
Total	**8,296**	**10,622**	**-21.9**	**100.0%**	**67,248**	**100.0%**

New Passenger Vehicle Sales by Model - October 2020

MAKE	MODEL	OCT '20	OCT '19	+/- %	OCT '20 MKT SHARE	2020 YEAR TO DATE	2020 MKT SHARE
Kia	Sportage	488	296	64.9	5.9%	2,535	3.8%
Kia	Seltos	471	57	726.3	5.7%	2,380	3.5%
Toyota	Corolla	315	1,269	-75.2	3.8%	2,173	3.2%
Mitsubishi	ASX	292	282	3.5	3.5%	1,781	2.6%
Toyota	RAV4	291	887	-67.2	3.5%	4,452	6.6%
Mazda	CX-5	279	271	3.0	3.4%	1,958	2.9%
Suzuki	Swift	232	219	5.9	2.8%	2,144	3.2%
Mitsubishi	Outlander	204	274	-25.5	2.5%	1,820	2.7%
Nissan	Qashqai	192	279	-31.2	2.3%	1,426	2.1%
Hyundai	Tucson	182	221	-17.6	2.2%	1,465	2.2%
Holden	Astra	152	76	100.0	1.8%	390	0.6%
Toyota	Yaris	146	190	-23.2	1.8%	832	1.2%
Hyundai	Kona	143	117	22.2	1.7%	1,185	1.8%
Suzuki	Vitara	142	129	10.1	1.7%	1,085	1.6%
Suzuki	Jimny	137	19	621.1	1.7%	483	0.7%
Ford	Escape	133	37	259.5	1.6%	797	1.2%
Nissan	X-Trail	133	234	-43.2	1.6%	1,210	1.8%
Honda	CR-V	125	134	-6.7	1.5%	862	1.3%
Ford	Puma	120	0	12,000.0	1.4%	122	0.2%
Kia	Sorento	102	30	240.0	1.2%	402	0.6%
Hyundai	Santa Fe	101	106	-4.7	1.2%	836	1.2%
Volkswagen	Tiguan	101	159	-36.5	1.2%	906	1.3%
Toyota	Yaris Cross	96	0	9,600.0	1.2%	97	0.1%
Mazda	CX-9	93	55	69.1	1.1%	596	0.9%
Mazda	CX-30	90	0	9,000.0	1.1%	551	0.8%
Volkswagen	T-Roc	90	0	9,000.0	1.1%	208	0.3%
Kia	Rio	85	109	-22.0	1.0%	784	1.2%
Honda	HR-V	82	121	-32.2	1.0%	959	1.4%
Toyota	C-HR	78	144	-45.8	0.9%	1,050	1.6%
MG	ZS	72	37	94.6	0.9%	369	0.5%
Subaru	Outback	66	70	-5.7	0.8%	636	0.9%
Mazda	CX-3	65	82	-20.7	0.8%	598	0.9%
Mitsubishi	Pajero Sport	65	70	-7.1	0.8%	327	0.5%
Ford	Everest	62	52	19.2	0.7%	366	0.5%
MG	HS	60	0	6,000.0	0.7%	278	0.4%
Toyota	Highlander	59	55	7.3	0.7%	508	0.8%
Nissan	Juke	59	9	555.6	0.7%	138	0.2%
Mazda	Mazda3	58	83	-30.1	0.7%	539	0.8%
Holden	Equinox	57	177	-67.8	0.7%	622	0.9%
Kia	Cerato	53	115	-53.9	0.6%	351	0.5%
Suzuki	Baleno	48	24	100.0	0.6%	425	0.6%
Ford	Focus	48	39	23.1	0.6%	464	0.7%
Honda	Civic	46	27	70.4	0.6%	363	0.5%
SsangYong	Korando	46	26	76.9	0.6%	414	0.6%
Haval	H2	45	31	45.2	0.5%	470	0.7%
Others		2,292	4,010	-42.8	27.6%	24,891	37.0%
Total		**8,296**	**10,622**	**-21.9**	**100.0%**	**67,248**	**100.0%**

Dealer changes as era ends

Cooke Howlison is adding Isuzu utes and Renault to its operations in Dunedin after farewelling sales of Holdens.

The company, part of Oakwood Motor Group, has taken on the franchises from Mike's Cars following the decision by General Motors to retire the lion-and-stone brand by the end of this year.

John Marsh, managing director at Cooke Howlison, says Isuzu's D-Max ute has been a popular seller in the city and will make an ideal replacement for the Colorado.

The dealership will have separate showrooms for Isuzu utes and Renault, while the company will continue to service Holdens for another 10 years.

Mike Wellington, owner of Mike's Cars, says he has enjoyed growing the presence of the two brands in Dunedin and now plans to specialise in selling late-model used vehicles.

There have also been developments in Hamilton with the Ebbett Group taking over Isuzu after securing a deal with Winger.

Paul Burborough, dealer principal at Winger Hamilton, says the business has enjoyed eight years working with Isuzu.

"The brand has been successful for us," he adds. "However, at the moment we feel we have a lot of other opportunities to pursue. It's the right time to let it go and allow us to focus elsewhere on our business.

"We have a positive relationship with the Ebbett Group that spans more than 30 years. We know it will do a good job with Isuzu moving forward."

Ebbett started selling Isuzu vehicles from its Anglesea Street site on November 2 and the company is aiming to shift its Hamilton operations to Te Rapa early next year.

Ben van den Engel, managing director, describes teaming up with Isuzu as an "exciting prospect".

He says: "It is a strong brand and it's going to be a valuable addition to our new dealership. Our customers know that new Colorado sales will finish this year when GM pulls out of New Zealand, so by bringing in Isuzu we can offer them the perfect alternative."

Finally, Kia continues to expand its physical presence with a multi-million-dollar dealership opening in Mount Maunganui.

In moving over the bridge from its previous site near the centre of Tauranga, its new Bay of Plenty home boasts more than twice as much space.

"The way the dealership has been designed gives us the ability to show off our vehicles at their best," says Mark Jury, managing director of Tauranga Motor Company.

He adds the facility is the result of continued growth in Kia matched by a population boom in the region and represents the company's confidence in the future.

Its design includes better access and more room for vehicle turning, car-park spaces that are wider than normal and space to display more than 30 new vehicles inside – three times as many as before. The service centre is now under one roof instead of being spread across several sites.

Looking further ahead, the dealership has been built to accommodate an increase in demand for electric vehicles, including the provision of heavy-duty power facilities for rapid charging.

This is an important aspect as Kia looks to expand its electrified options following the Niro's success and the technology to support future vehicle requirements is seen as vital.

"We have experienced enormous growth in sales," adds Jury. "We aren't anticipating that growth slowing up any time soon, especially when the range has been refreshed this year and more new models are added in coming months."

An architect's render of Winger Hamilton's future base in Te Rapa

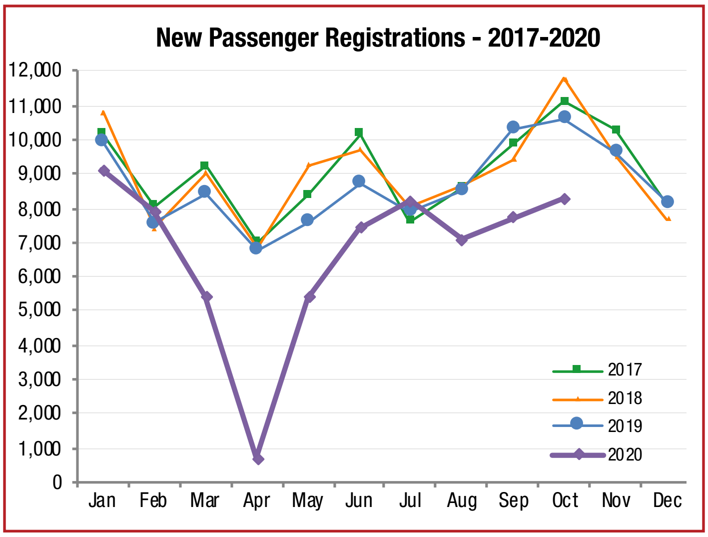
The just-built Kia dealership in Mount Maunganui

Kia's one-two

There were 8,296 new passenger vehicles sold in New Zealand during October.

This was a decrease of 21.9 per cent compared to the same month of 2019 when 10,622 were registered.

The Kia Sportage was last month's most popular car with 488 sales. The top three was rounded out by the South Korean marque's Seltos on 471 and Toyota's Corolla with 315.



Demand running hot for utes

Despite having a bumper month of Hilux registrations in October, it is highly unlikely Toyota will be able to take the Ford Ranger's crown as New Zealand's number-one most popular new vehicle.

That said, the Japanese marque is on a mission to deliver 1,200 of its utes to customers before Christmas after more than 1,900 people visited its stores over four weeks to snap up the new model.

The spate of activity has boosted Hilux sales to 4,729 so far this year compared to the Ranger's 6,319.

Neeraj Lala, chief executive officer, describes demand in October for Toyota's 2021 ute as "phenomenal" across the marque's fleet and private customers.

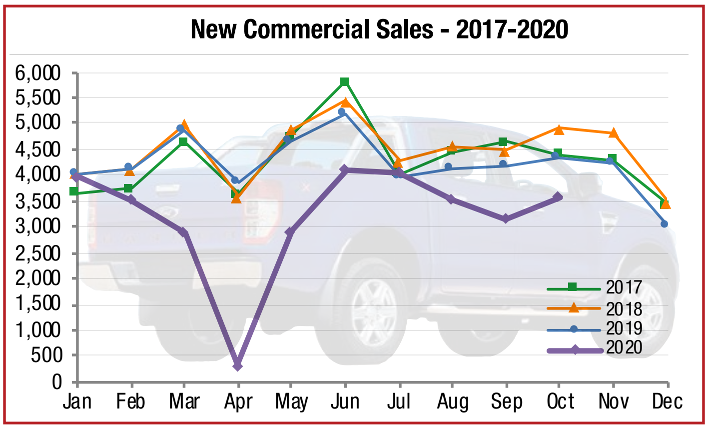
"Delivering 731 new Hiluxes to customers was a big effort by our stores, but delivering the additional 1,200 over the next six weeks will be a challenge given supply and logistics constraints. Demand for Hilux accessories is also exceeding all our initial expectations as customers continue to invest heavily in customising."

Lala says last month's results for the Hilux and Toyota's market-share position was a result of product development, targeted marketing and hard work by staff across its network.

"Despite our position in the market, we are not being complacent about anything – especially in this current uncertain economic environment," he adds.

"Everyone in our team is working harder and smarter to ensure our business continues to thrive."

There were 3,580 new commercial vehicles sold in October. This was down by 17.4 per cent on the same month of last year when registrations came in at 4,333. The Hilux was the top model with 731 sales.



New Commercial Sales by Make - October 2020

MAKE	OCT'20	OCT'19	+/- %	OCT'20 MKT SHARE	2020 YEAR TO DATE	2020 MKT SHARE
Toyota	953	997	-4.4	26.6%	6,539	20.4%
Ford	868	938	-7.5	24.2%	7,312	22.8%
Mitsubishi	355	364	-2.5	9.9%	3,254	10.1%
Nissan	212	218	-2.8	5.9%	1,867	5.8%
Isuzu	180	242	-25.6	5.0%	1,727	5.4%
LDV	118	115	2.6	3.3%	836	2.6%
Mazda	118	208	-43.3	3.3%	1,574	4.9%
Fiat	97	103	-5.8	2.7%	583	1.8%
Mercedes-Benz	87	177	-50.8	2.4%	884	2.8%
Volkswagen	87	81	7.4	2.4%	779	2.4%
Hino	58	57	1.8	1.6%	455	1.4%
SsangYong	55	31	77.4	1.5%	350	1.1%
Hyundai	54	71	-23.9	1.5%	488	1.5%
Fuso	50	64	-21.9	1.4%	509	1.6%
Holden	37	356	-89.6	1.0%	2,503	7.8%
Ram	35	10	250.0	1.0%	185	0.6%
Iveco	31	44	-29.5	0.9%	270	0.8%
Scania	26	34	-23.5	0.7%	292	0.9%
Renault	23	25	-8.0	0.6%	207	0.6%
Great Wall	21	27	-22.2	0.6%	352	1.1%
Others	115	171	-32.7	3.2%	1,131	3.5%
Total	**3,580**	**4,333**	**-17.4**	**100.0%**	**32,097**	**100.0%**

New Commercial Sales by Model - October 2020

MAKE	MODEL	OCT'20	OCT'19	+/- %	OCT'20 MKT SHARE	2020 YEAR TO DATE	2020 MKT SHARE
Toyota	Hilux	731	692	5.6	20.4%	4,729	14.7%
Ford	Ranger	686	829	-17.2	19.2%	6,319	19.7%
Mitsubishi	Triton	282	364	-22.5	7.9%	3,177	9.9%
Nissan	Navara	212	218	-2.8	5.9%	1,867	5.8%
Toyota	Hiace	195	286	-31.8	5.4%	1,546	4.8%
Ford	Transit	182	109	67.0	5.1%	993	3.1%
Mazda	BT-50	118	208	-43.3	3.3%	1,573	4.9%
Isuzu	D-Max	97	120	-19.2	2.7%	893	2.8%
Fiat	Ducato	97	103	-5.8	2.7%	580	1.8%
Mitsubishi	Express	72	0	7,200.0	2.0%	73	0.2%
SsangYong	Rhino	55	31	77.4	1.5%	348	1.1%
Hyundai	iLoad	48	66	-27.3	1.3%	460	1.4%
LDV	G10	44	27	63.0	1.2%	255	0.8%
LDV	V80	43	68	-36.8	1.2%	303	0.9%
Mercedes-Benz	Sprinter	42	129	-67.4	1.2%	317	1.0%
Isuzu	F Series	38	55	-30.9	1.1%	372	1.2%
Isuzu	N Series	38	48	-20.8	1.1%	351	1.1%
Ram	1500	35	10	250.0	1.0%	181	0.6%
Holden	Colorado	34	349	-90.3	0.9%	2,467	7.7%
Volkswagen	T6	33	25	32.0	0.9%	168	0.5%
Others		498	596	-16.4	13.9%	5,125	16.0%
Total		**3,580**	**4,333**	**-17.4**	**100.0%**	**32,097**	**100.0%**

Different approach for trading

Dealers specialising in used commercial vehicles are having to refocus on what they sell in the wake of electronic stability control (ESC) rule's final phase being rolled out.

Legislation kicked in at the end of 2020's first quarter that meant the crash-avoidance system had to be installed and working on all light vehicles imported into New Zealand.

Casualties of the rule change have included older variants of vans, such as Toyota's Hiace, which has been a mainstay of the market, because all imports had to be border-inspected by the end of March to get through compliance for on-road use here.

First-time registrations of used Hiaces have plunged by about one-fifth year on year, although the exact impact of the ESC rule is difficult to quantify because of Covid-19 and dealers stocking up on vehicles before the regulations kicked in.

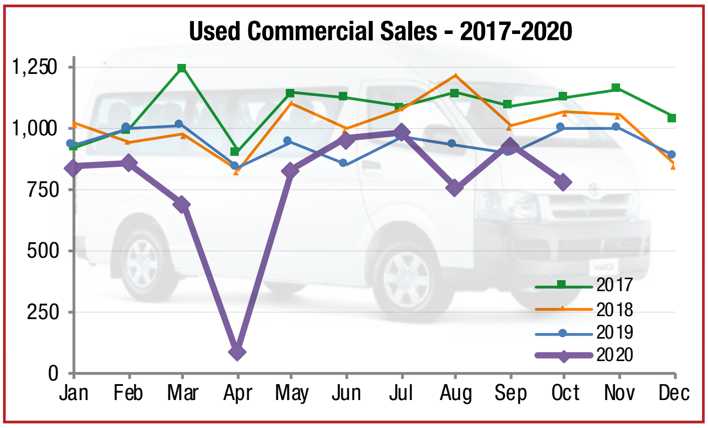
Gareth Karrasch, director of South City Motors Ltd, trading as 317 Ute and Van Sales in Takanini, south Auckland, says the legislative changes mean he has been unable to import vans as in the past.

He told Autofile: "The Hiace was our bread and butter but we have replaced it with different stock, so the rule change hasn't been so bad for us because we weren't making a lot of money on the imported vans.

"That said, ESC has made vans harder to find. We can often make more money buying locally rather than importing them.

"You just have to adjust, so we are now importing more tipper and freezer trucks, as well as car transporters."

As for last month's statistics, 784 used imported commercials were registered for the first time in New Zealand. This represented a decrease of 21.7 per cent when compared to October 2019's total of 1,001.



Used Commercial Sales by Make - October 2020

MAKE	OCT'20	OCT'19	+/- %	OCT'20 MKT SHARE	2020 YEAR TO DATE	2020 MKT SHARE
Toyota	345	420	-17.9	44.0%	3,490	45.0%
Nissan	150	237	-36.7	19.1%	1,823	23.5%
Isuzu	57	49	16.3	7.3%	395	5.1%
Hino	45	32	40.6	5.7%	278	3.6%
Ford	38	44	-13.6	4.8%	296	3.8%
Mazda	31	63	-50.8	4.0%	331	4.3%
Mitsubishi	27	27	0.0	3.4%	233	3.0%
Holden	15	17	-11.8	1.9%	135	1.7%
Chevrolet	10	10	0.0	1.3%	105	1.4%
Volkswagen	7	21	-66.7	0.9%	75	1.0%
Mercedes-Benz	6	8	-25.0	0.8%	31	0.4%
Daihatsu	5	5	0.0	0.6%	40	0.5%
Fiat	5	21	-76.2	0.6%	124	1.6%
Suzuki	5	4	25.0	0.6%	45	0.6%
Iveco	4	3	33.3	0.5%	13	0.2%
DAF	3	3	0.0	0.4%	16	0.2%
Hyundai	3	4	-25.0	0.4%	19	0.2%
LDV	3	0	300.0	0.4%	12	0.2%
UD Trucks	3	3	0.0	0.4%	18	0.2%
Dodge	2	4	-50.0	0.3%	33	0.4%
Others	20	26	-23.1	2.6%	241	3.1%
Total	**784**	**1,001**	**-21.7**	**100.0%**	**7,753**	**100.0%**

Used Commercial Sales by Model - October 2020

MAKE	MODEL	OCT'20	OCT'19	+/- %	OCT'20 MKT SHARE	2020 YEAR TO DATE	2020 MKT SHARE
Toyota	Hiace	258	304	-15.1	32.9%	2,563	33.1%
Nissan	NV350	45	41	9.8	5.7%	445	5.7%
Isuzu	Elf	38	30	26.7	4.8%	249	3.2%
Hino	Dutro	36	18	100.0	4.6%	203	2.6%
Toyota	Dyna	34	39	-12.8	4.3%	324	4.2%
Nissan	Caravan	28	63	-55.6	3.6%	447	5.8%
Nissan	NV200	27	63	-57.1	3.4%	458	5.9%
Toyota	Regius	23	30	-23.3	2.9%	281	3.6%
Fuso	Canter	22	6	266.7	2.8%	124	1.6%
Ford	Ranger	20	15	33.3	2.6%	130	1.7%
Toyota	Toyoace	19	23	-17.4	2.4%	165	2.1%
Mazda	Bongo	18	51	-64.7	2.3%	230	3.0%
Nissan	Atlas	16	26	-38.5	2.0%	118	1.5%
Isuzu	Forward	12	12	0.0	1.5%	84	1.1%
Nissan	Navara	11	6	83.3	1.4%	76	1.0%
Nissan	Vanette	11	26	-57.7	1.4%	195	2.5%
Chevrolet	Colorado	8	8	0.0	1.0%	82	1.1%
Nissan	E-NV200	8	3	166.7	1.0%	41	0.5%
Hino	Ranger	8	8	0.0	1.0%	57	0.7%
Mazda	BT-50	7	6	16.7	0.9%	34	0.4%
Others		135	223	-39.5	17.2%	1,447	18.7%
Total		**784**	**1,001**	**-21.7**	**100.0%**	**7,753**	**100.0%**

Markets on road to recovery

The automotive industry in South Korea is picking up in the wake of the coronavirus pandemic.

Motor-vehicle production, sales and exports of its vehicles surged in September when compared to the same month of 2019.

The number of vehicles manufactured by domestic marques increased by 23.2 per cent and domestic sales of such cars climbed by 22.2 per cent, according to the Ministry of Trade, Industry and Energy.

Exports of South Korean vehicles also saw gains for the first time since the outbreak of Covid-19 with 193,081 units shipped overseas in September for a year-on-year jump of 14.8 per cent.

Car exports from there dropped by 44.6 per cent in April, 57.5 per cent in May and 40.1 per cent in June, and tumbled by 9.2 and 19.5 per cent in July and August respectively.

The ministry says the growing popularity of SUVs and newly released models have buoyed domestic sales and production.

Sales of new cars in Europe have risen for the continent's first increase of 2020 to suggest a recovery in some countries where coronavirus infections have been lower.

In September, they climbed by 1.1 per cent year on year to 1.3 million units in the EU, UK and European Free Trade Association countries.

The region's five largest markets posted mixed results. Spain, the UK and France reported losses, while registrations rose in Italy and Germany.

Volkswagen Group sales in September rose by 14.1 per cent and Renault's by 8.1 per cent, while those by PSA Group, BMW and Daimler fell by 14.1, 11.9 and 7.7 per cent respectively.

In the first nine months of 2020, new-vehicle sales dropped by 29.3 per cent as marques were forced to close showrooms across Europe.

Japan, meanwhile, has lowered its travel warning for New Zealand and exempted many business travellers from the 14-day quarantine policy on overseas arrivals.

New Zealand had been as level three, which urged Japanese nationals to avoid all travel. That has now dropped to level two, which advises them to avoid non-essential travel.

As for electronic card transactions in New Zealand relating to motor vehicles, they jumped by $60 million – or by 11 per cent – during the September quarter, while fuel spending dropped back by $210 million and 12 per cent.

Daily sales hit new low

Imports of new cars in October came in at 8,998. This was 10.8 per cent more than in the same month of last year and an increase of 6.6 per cent on September's 8,440 units.

Registrations of new passenger vehicles amounted to 8,296 last month for a decrease of 21.9 per cent on October 2019. However, this was an increase of 7.3 per cent from September's 7,735 sales.

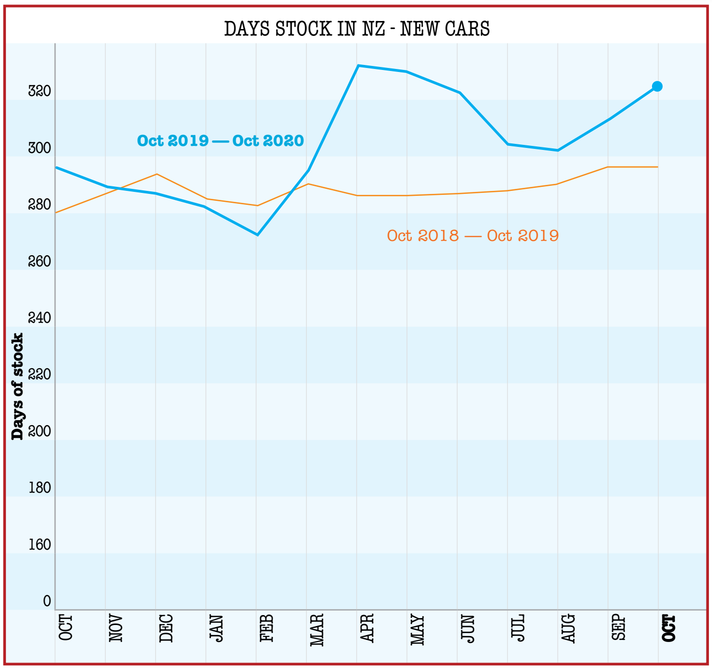
The numbers have resulted in the stock of new cars still to be registered increasing by 702 units to 75,644.

Daily sales, as averaged over the previous 12 months, stand at 233 units per day – the lowest monthly tally in the past year.

October's results mean stock at-hand has increased to 325 days, or 10.7 months, if sales continue at the current rate.

Dealer stock of new cars in New Zealand

	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Oct '19	8,122	10,622	-2,500	81,966	284	289
Nov '19	9,408	9,641	-233	81,733	284	287
Dec '19	8,191	8,159	32	81,765	286	286
Jan '20	6,750	9,099	-2,349	79,416	283	280
Feb '20	6,058	7,911	-1,853	77,563	284	273
Mar '20	8,531	5,415	3,116	80,679	276	292
Apr '20	5,537	707	4,830	85,509	259	330
May '20	2,765	5,400	-2,635	82,874	253	327
Jun '20	4,322	7,413	-3,091	79,783	250	320
Jun '20	4,321	8,200	-3,879	75,904	250	303
Aug '20	5,405	7,072	-1,667	74,237	246	301
Sep '20	8,440	7,735	705	74,942	239	313
Oct '20	**8,998**	**8,296**	**702**	**75,644**	**233**	**325**
Year to date	**61,127**	**67,248**	**(6,121)**			
Change on last month	**6.6%**	**7.3%**		**0.9%**		
Change on Oct 2019	**10.8%** MORE IMPORTED	**-21.9%** LESS SOLD		**-7.7%** LESS STOCK		



Cost of used imports set to rise

The price of used cars looks set to increase as dealers struggle to secure enough stock out of Japan.

David Vinsen, chief executive of the Imported Motor Vehicle Industry Association, says the word from dealers is that when they sell a car, they are having to pay the same price or more to replace it.

His comments come as the used-car market has proved resilient to defy early concerns of a "huge oversupply of stock" because of the coronavirus pandemic.

Vinsen says: "We feared the demand in New Zealand would dry up because of people's concerns about their jobs and income, but that hasn't happened."

About half of the 300,000 cars imported annually are used, with most coming from Japan.

"It's been difficult to buy stock," Vinsen adds. "In Japan, manufacturers stopped manufacturing for some months so there were no new cars sold into the Japanese market, which means there were no used cars traded and fewer available at auction.

"Anecdotally, dealers are saying the prices they're selling vehicles for are the prices they're having to pay to replace them."

He adds the fact New Zealand is competing with dozens of other countries for used Japanese cars puts more pressure on prices.

Vinsen doesn't expect the situation to change any time soon and warns second-hand import prices are unlikely to get cheaper in the near future.

Greg Hedgepeth, chief executive of Turners Group, says there are about 20,000 fewer vehicles on the used market than is usual at this time of year.

He notes the combination of higher premiums being paid by dealers and high demand in New Zealand means prices have increased up to one-fifth from where they would normally be.

Meanwhile, used-car sellers may have expanded their footprints and new-vehicle specialists are also dabbling in the second-hand market.

Mike Critchley, chief executive of Automotive Holdings Group, says: "In very slight economical downturns you do get an increase in the used-vehicle sales and we've certainly experienced that in the past three months."

He estimates there has been a 25 to 30 per cent increase in used-car volumes over the past three months, and stock of new vehicles "is starting to get a little scarce in some areas".

Stock at hand dwindles

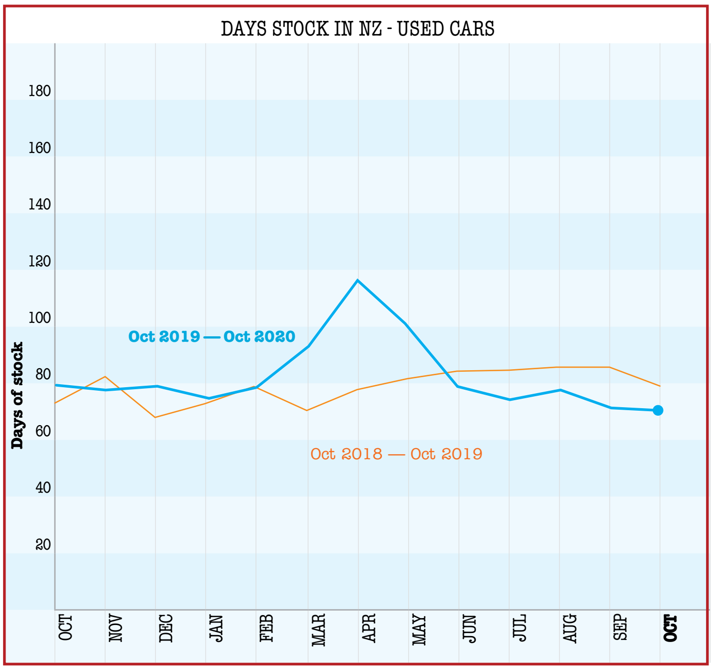
There were 9,064 used cars imported in October for a decrease of 811 units, or by 8.2 per cent, on the same month of last year.

The monthly total was an increase of 7.6 per cent from 8,424 vehicles in September.

A total of 9,763 units were sold during October. This was down 16.3 per cent from 11,663 registrations during the same month of 2019.

With 699 fewer used cars imported than registered in October, this brought stock sitting on dealers' yards, or in compliance shops, to 23,094 units – nearly 7,000 fewer than the total in October 2019 and their lowest level of the past 13 months.

With current average daily sales now standing at 322 units per day, there would be 72 days' stock remaining if sales continue at this rate.



Dealer stock of used cars in New Zealand

	CAR SALES IMPORTED	CAR SALES REGISTERED	VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
Oct '19	9,875	11,663	-1,788	30,078	382	79
Nov '19	11,401	11,674	-273	29,805	384	78
Dec '19	12,121	11,628	493	30,298	385	79
Jan '20	10,101	11,693	-1,592	28,706	385	74
Feb '20	11,789	10,747	1,042	29,748	384	77
Mar '20	13,145	8,565	4,580	34,328	375	91
Apr '20	6,136	622	5,514	39,842	347	115
May '20	4,048	9,565	-5,517	34,325	340	101
Jun '20	5,021	11,962	-6,941	27,384	342	80
Jun '20	9,212	11,975	-2,763	24,621	340	72
Aug '20	10,141	9,054	1,087	25,708	331	78
Sep '20	8,424	10,339	-1,915	23,793	327	73
Oct '20	**9,064**	**9,763**	**-699**	**23,094**	**322**	**72**
Year to date	**87,081**	**94,285**	**(7,204)**			
Change on last month	**7.60%**	**-5.6%**		**-0.03**		
Change on Oct 2019	**-8.2%** LESS IMPORTED	**-16.3%** LESS SOLD		**-23.2%** LESS STOCK		

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