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'Turbulent' times hit used-imports sector

Rising competition and prices for wholesale stock in Japan creating concerns for many parts of the automotive market

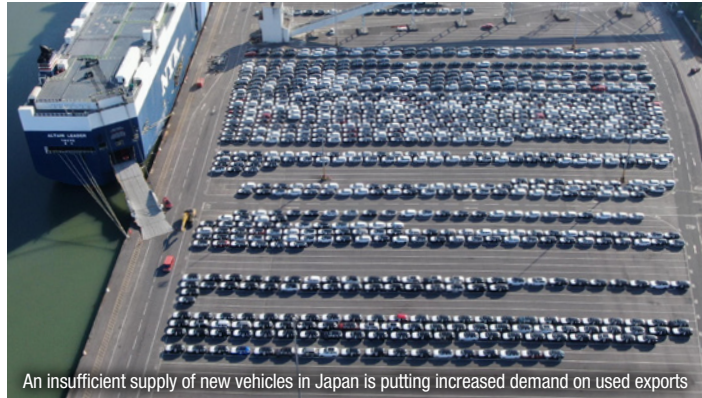
The motor-vehicle industry is facing many challenges worldwide, and these are largely being underpinned by the insufficient throughput of new-car production and supply to the Japanese and European franchise markets.

That's the view of Simon Beirne, managing director of Christchurch-based SBL International Vehicle Brokering.

He points out New Zealand has historically relied on good-quality Japanese vehicles to complement our fleet.

"The Japanese new-car franchises feed auction houses their excess stock, but in the current climate it simply doesn't exist. We now find more Japanese consumers are turning to second-hand vehicles, which in turn is impacting on availability and prices when accessing them for New Zealand.

"Good quality used vehicles are now in high demand for dealers in Japan and we are competing against them like never before to secure stock.



An insufficient supply of new vehicles in Japan is putting increased demand on used exports

"The 2014-2020 window is where a lot of our dealers' interest is at and that's where the Japanese domestic market also sits. In addition, there's not so much diversity when it comes to available models, even for consumers in Japan."

Because new-vehicle production has plunged mainly due to the worldwide microchip shortage, franchises in Japan aren't getting as many trade-ins, and dealers in the domestic market can pay over and above Kiwi importers.

Beirne says when it comes to the "sweet spot" of \$20,000 to

\$40,000 retail, a lot of product exists in Japan. But with many Japanese facing delays of between eight and 18 months for their new vehicle, they are upgrading to those two to four years newer than their current model, which they will then trade when their new car arrives.

He adds: "The yen is at a 15-year high with its cross-rate of 86-87 with our dollar, so dealers should be realising strong gross profit. But with the current buying conditions it feels like the rate, relative to success percentages, is in the low to mid-60s.

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GUEST EDITORIAL

Outlaws' inspiration to solve immigration

Ian Pike calls on government to unlock door to tackle industry's staffing crisis

There's a great scene in Butch Cassidy and the Sundance Kid. Butch turns to Sundance and says: "Boy, I got vision and the rest of the world wears bifocals."

Well Butch, we hear ya. Not in terms of the world so much, just Michael Wood, the Minister for Immigration, and his officials. Because while we see the problem and solution clearly, they seem blind to it.

The problem is simple. There's a severe shortage of skilled workers to fill vacancies in our sector. Butch's crew was the Hole in the Wall Gang, we're the Hole in the Workforce Gang.

One industry expert puts the current number of vacancies at 2,000. It's the number-one issue keeping MTA members awake at night – businesses forced to close, owners deferring retirement and picking up the tools, mental and physical strain on workers.

We're also in the safety business. Fewer workshops, or ones stretched wafer-thin, means some motorists are forced to delay essential repairs and maintenance.

Ideally, there would be plenty of young Kiwis entering our industry and healthy local competition for vacancies. However, despite record numbers of apprentices, this shortfall still exists.

So, we need a fix that bridges the current shortage and the future when the local talent pool is deep. Let's make it easier, temporarily, for overseas workers to come here and fill those vacancies.



IAN PIKE
Chief executive officer
Motor Trade Association

However, that's going to be nigh on impossible. Apart from a couple of roles on the immigration green list, most overseas workers will struggle to meet the number of points needed to work here because their level-four qualifications fall well-short of what's required.

This undervalues those workers, and the contribution they make to the industry and communities. Overseas workers can co-exist with apprentices. In fact, they can help train and support them.

The requirement for residency that immigrants are paid one-and-a-half times the median wage is unrealistic and unreasonable as salaries tend to be influenced by external factors outside of employers' control.

Either expand the green list to include automotive tradespeople or expand the proposed qualification skill category to include level-four qualified automotive tradespeople being paid the median wage. It's that easy and fair.

We don't want our industry to be dependent on overseas workers forever, just through this difficult period.

Back to Butch and Sundance. There's another great line in that movie when the Kid tells Butch to "just keep thinking, that's what you're good at".

Minister, keep thinking. Keep thinking about how our industry's pain can be fixed without any harm to nurturing local talent. You really don't need 20/20 vision to see the answer. ☺

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“Overall, volumes of used vehicles to New Zealand from Japan are coming down because there are also more players in the market, such as Malaysia and Russia.

“The value of Russia’s currency strengthened when European oil and gas contracts recently changed to being paid for in roubles instead of US dollars. This has resulted in Russia’s ability to secure more stock out of Japan.”

When it comes to Kiwi dealers’ used-imported stock levels, Beirne says: “My feeling is most of the industry would be 30-40 per cent down on last year’s figures, so that’s getting pretty close to the balance sheet wanting to see some positive changes.

“In addition, with inflation where it is, and increasing mortgage and commercial lending rates, the journey ahead continues to face challenges and the cloth in our industry may need to be cut to suit this ever-changing market.

“I’ve been in the industry for 33 years and the market has never

“I’ve been in the industry for 33 years and the market has never been as turbulent as what we’re seeing now”

– Simon Beirne, SBL



been as turbulent as what we’re seeing now.”

Beirne says New Zealand is in a completely different world now to where it was because of Covid-19 and we “seem to have a government intent on disassembling the motor industry”.

“We’ve never seen so much legislative change with significant impact for all concerned for many years.

“Although VIA, for example, has been working tirelessly with the

government, we aren’t getting the traction needed when it comes to the likes of the clean car standard. Some dealers hardly understand what this will mean and some may not know what they’re in for.

“We all want a cleaner fleet. However, we need sensible lead-in times for it to all work.

“Three years ago, BEVs and PHEVs were about five per cent of our volume. They went up to about 15 per cent during the last final stages of Covid-19 and post-coronavirus they are at about 25 per cent. That said, strong demand in New Zealand and Japan is pushing up their used prices.

“Japan was late as a nation globally on the take-up of BEVs and PHEVs, and the pool of these vehicles is significantly less than many of its foreign counterparts.

“Japan’s focus has been on hydrogen. That is where its focus on research and development has been. It sees hydrogen as the next catalyst and they are probably correct about that, but it’s taking a lot longer to realise its ultimate potential.

“Global appetite for shipping used BEVs is diminishing – already there are several shipping lines that won’t freight them to Australasia.

“This is being fuelled by insurance companies globally stating vessels will not be insured if there are used BEVs on-board, which will impact on the current New Zealand government’s clean car policies.”

coming years, with a warning this may spell trouble for a number of businesses.

Frank Willett, managing director of Autohub NZ, says any decline in used imports will impact many parts of the supply chain – from shipping lines to finance companies – because their sustainability is directly connected to volume.

While this year’s number of overall used imports will be close to 100,000 units, he predicts that problems for businesses will arise if the annual total ever falls as low as it did during the global financial crisis (GFC) 13 years ago.

“I think the number of used-imported vehicles in New Zealand will decrease over the next few years,” Willett told Autofile.

“Vehicle pricing means the range of viable vehicles that we can import used from Japan will drop and the selection range will decrease.

“Of deep concern is if the annual volume of used imports from Japan drops below a certain level.

“If that happens, there’s a risk shipping-line space may decrease and prices increase, and supply-chain members – such as pre-export vehicle-processing services – may retrench causing further cost increases and delays.

“Onshore, we have a lot of automotive industries that depend on used imports. Workshops, compliance, panel and paint shops, groomers, warranty companies, parts suppliers, finance companies, IT system developers and so on all require a certain volume of work to remain viable.

“During the GFC in 2009, the used-import arrival volume for that year dropped to about 70,000 units, but that was a relatively short-lived period of low arrival numbers. Currently, if we hit that low again, there will be attrition in the used-vehicle support infrastructure.”

The exchange rate between the New Zealand dollar and yen is the highest it has been for a number of years, and that would normally be conducive to buoyant trade for used-vehicle importers.

However, the global shortage of semi-conductors has dented production levels for new cars

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VOLUMES ESSENTIAL

The number of used-imported vehicles from Japan to New Zealand is predicted to drop in the

◀ and this, combined with other factors, has seen increases in the demand and prices for used vehicles in Japan.

Willett notes Japan's economic outlook is also "not that flash at present" with the government showing no intention of delivering an economic stimulus, which has left the country "trying to limp out of Covid-19 in a constrained way".

"The yen-NZ\$ exchange rate has been reasonably good for us," he says. "In 'normal' market conditions, we would be rubbing our hands together and enjoying some extra buying power."

"At the moment though, there's an ongoing shortage of new vehicles for various reasons, such as a shortage of parts and microchips. This has had a flow-on effect to sales and deliveries of new cars in Japan."

"This means there's an increased demand domestically in Japan for low-mileage vehicles that we're not used to seeing."

"For our market to get access to late-model, low-mileage vehicles, people have to be trading them in when they get a new car but that's not happening as much. This is driving prices of cars we want upwards, so it's negated the benefits of the exchange rate we would normally be able to take advantage of."

While the exchange rate with Japan at present may be favourable, Willett highlights that companies here are copping some financial pain because the kiwi is weak against the US dollar. This causes problems for New Zealand businesses because many of the costs incurred in the supply chain are payable in America's currency.

There are several other challenges facing importers – domestically and internationally. As a result, Willett has heard of dealers contemplating exiting the industry.

Another factor impacting the volume of used cars crossing our borders from Japan is extra demand from other markets, such as Russia and Australia.

While there's an embargo on many goods from Japan to Russia, this sanction doesn't cover most used cars and there has been a "dramatic increase for near-new



vehicles heading to Russia".

Willett adds: "We've also got Australia coming onto the buying scene and widening its uptake of late-model, near-new used models from Japan. This is being driven again by a short supply of new cars and a growing interest in hybrids."

"Used imports into Australia five years ago would have mostly been collectibles and performance cars, and campervans."

"Now there's no onshore vehicle manufacturing to protect, the interest there along with compliance-system changes will see growing volumes of used Japanese vehicles entering Australia. It appears this will be mainly made up of hybrids."

Options for sourcing used-imported cars is limited because New Zealand is a right-hand-drive country and its standards regime restricts where vehicles can be sourced.

Willett emphasises our used-imports industry thrives on having a market mostly to itself with New Zealand one of the main buyers of such stock from Japan.

"It makes it hard when other markets cross into our sweet spot. They may have consumers who are used to paying more for cars, such as in Australia, so importers from those markets can pay more at auctions. With 95 per cent of our used vehicles coming from Japan, things are looking rather tenuous at present."

A global push to tackle climate change has also seen the demand for low and zero-emissions vehicles out of Japan increase. In turn, their prices have climbed substantially in a short time.

Willett says Japanese hybrids and EVs are keenly sought after in many markets and, in some instances, their prices have gone up about 30 per cent in two years. The introduction of the clean car discount has also played a part in driving prices up.

He predicts the clean car standard (CCS), which will target vehicles at time of import from January 1, will make it increasingly harder to secure low and zero-emissions vehicles, especially as

the government's carbon dioxide (CO2) targets become tougher over time.

Nevertheless, there will still be a market for vehicles with internal combustion engines (ICEs) that attract penalties under the standard.

USED-CAR VALUES UP

Businesses importing used cars from Japan are having to pay "over the odds" for higher quality vehicles despite the yen's cross-rate with the kiwi being weak.

"Either dealers in New Zealand will have to wait out recent price hikes or adapt their buying patterns and what they pay," says Patrick Davey, owner of vehicle export agent Davey Japan.

"The used-car market in Japan is now more global than ever and that also affects pricing despite whatever's happening in New Zealand. The yen is very weak compared to the kiwi dollar, but it's also weak compared to the US and Australian dollars, and the British pound."

[continued on page 6]

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“The value of many used cars is getting higher as the yen decreases. However, the main reason for the difficulty in buying has been a lack of stock at auctions. Numbers have been down and the selection is tight.”

Davey says dealers in Japan’s domestic market are electing to retain better stock, which in turn means lower auction numbers, “so when a decent car pops up at auction, most times you have to pay well over the odds for it.”

In addition, global instability is pushing up the US dollar, “so it’s stronger than ever”, there are tensions in east Asia, such as Taiwan and North Korea, and there have been at least two years of volatility in international shipping.

Competition for used vehicles has grown with Russia taking more and Davey has also noticed an increase in exports from Japan to Australia in recent years, which he sees continuing into the near future.

All that said, the bottom line is wholesale numbers in Japan have dropped, while the choice and quality of cars have been low.

“This means you have to fight pretty hard and back yourself if you want to get your hands on good stock,” advises Davey.

That has always been the case, he notes, but more so when discussing July through to the end of October. He does point out, however, that there was an increase in Japanese auction numbers and “a bit of relief” in pricing during the first few weeks of November.

“Used vehicles across the globe are more expensive now although there are signs of things stabilising a bit. Green vehicles are in demand as well as full electrics, such as the Nissan Leaf, so these see the highest resale values.

“Production and domestic retail sales have been on the rise in the past three to five months here in Japan, but still lower than 2021 as a whole. It seems the industry is slowly recovering in terms of sales and production. Japanese buyers still tend to prefer new vehicles and regulations that promote purchasing new rather than used are still in place to support that trend.”

Global automotive markets



There has been a noticeable rise in the number of used cars being exported from Japan to Russia. Many are going to the port of Vladivostok

have been navigating choppy waters over the past few years with various factors creating a near-perfect storm – the pandemic’s impact on factory output and logistics, the subsequent microchip shortage, unstable uneconomic and geopolitical conditions, and cost-of-living crises.

On the flipside, Davey, whose company is based in Fukuoka and has staff across the country, says Japan to New Zealand and other supply-chain issues are stabilising compared to a year ago.

“There were some serious staffing issues at port yards to carry out inspections and other outbound services, but that also seems to have been mostly corrected these days. Some shipping lines are rejecting used BEVs, which has been problematic.”

The New Zealand government’s clean-car policies have also impacted on the used-imports industry.

When discounts were first offered to Kiwis on BEVs and PHEVs in July 2021, prices for such used models in Japan went up by the same levels as the rebates, “eradicating any saving that was supposed to be passed onto end users in New Zealand.”

Since the full clean car discount scheme was rolled out on April 1, Davey says there has been a bigger jump in prices of zero and low-emissions vehicles with the rebates. This along with the rising cost of fuel, a lack of stock and demand from other jurisdictions have all contributed to higher Japanese auction prices.

These topped out in July through to September, while

October saw “slight relief” for low-emitting models’ prices as they started to decrease for the first time in a while.

As for future regulations in New Zealand, such as changes to the vehicle emissions rules to Japan 05 or Euro 04 standards and the CCS, Davey says: “Our team of buyers here, as well as dealers in New Zealand, will have to be ahead of all this and adapt to the changes.

“It seems to coincide with buyer preferences in many cases because more efficient cars are in demand. We’re working to ensure traders are aware of models that comply and help them find the best models for their yards. There’s quite a bit of confusion among the dealer network in regard to changes due to arrive in 2023.”

As for total used imports coming to New Zealand from Japan decreasing this year when compared to 2021, Davey says: “It seems this would cause prices to rise as the maths implies a low supply. Cars are flowing out of Japan quite smoothly, so eventually this should stabilise.”

LIMITED RANGE

An exporter warns the range of used EVs able to be shipped from Japan to New Zealand is limited because of the inability to produce on-board diagnostics (OBD) reports for a number of cars.

This means the growing demand from Kiwi consumers for used low and zero-emissions vehicles is being channelled towards those mostly made by Japanese marques, which is pushing up prices for those models.

Taka Arimoto, assistant sales manager of the New Zealand department of Japan-based Heiwa Auto, says there are many challenges across the supply chain for used imports, but this was the biggest issue for his company.

He notes used EVs the company cannot ship from Japan to New Zealand at present include the Peugeot e-2008, Volkswagen’s e-Golf, the Jaguar I-Pace, BYD’s E6 and Teslas.

The situation has arisen after a roll-on, roll-off vessel caught fire and sunk off the coast of the Azores in Portugal in March.

Since then, there has been discussion in the industry about requiring all BEVs to have battery condition reports before being shipped.

“We have been notified by a shipping company that the aforementioned vehicles cannot be loaded because an OBD diagnostic device has not yet been developed,” says Arimoto.

“This issue will result in more demand for EVs from Japanese manufacturers and raise the market price.”

He adds the introduction of the clean car discount in New Zealand has also influenced the range of vehicles importers are wanting to buy.

Many of Heiwa Auto’s customers have already indicated an intention to change from high-displacement sports cars and coach-type vehicles to hybrid or all-electric vehicles.

“Compared with 2020, the average car price has gone up around 60 per cent for us,” adds Arimoto. “This means dealers who are mainly targeting those under \$10,000 retail are finding it difficult to buy cars.



Patrick Davey, of Davey Japan

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Top five countries for used-vehicle exports from Japan: 2017 to 2022

	2017		2018		2019		2020		2021		YTD SEP 2022		2017 - YTD 2022 TOTAL	
1 Russia	5.3%	69,039	7.2%	95,074	9.5%	122,597	11.9%	126,418	13.2%	162,249	15.6%	138,250	10.1%	713,627
2 United Arab Emirates	11.1%	144,323	9.6%	126,706	13.2%	171,505	12.8%	135,932	10.9%	133,233	11.2%	98,800	11.4%	810,499
3 New Zealand	10.4%	135,509	8.8%	116,253	8.6%	111,806	8.3%	87,999	8.6%	104,954	7.1%	63,115	8.7%	619,636
4 Tanzania	3.7%	47,563	4.4%	58,598	4.3%	55,882	4.7%	49,501	5.1%	62,428	5.8%	51,071	4.6%	325,043
5 Kenya	5.7%	73,921	5.8%	77,268	6.1%	78,454	5.9%	62,940	6.0%	73,460	5.0%	44,530	5.8%	410,573
Top 5 total	36.2%	470,355	35.7%	473,899	41.7%	540,244	43.6%	462,790	43.8%	536,324	44.8%	395,766	40.6%	2,879,378

“The clean car discount makes cheap cars unpopular because most of them attract a penalty. As a result, competition at auctions is concentrated on the most popular models – mostly hybrids and EVs – resulting in fewer purchases overall.”

While the clean car discount may be impacting the vehicle choices of importers and consumers, Arimoto says it is the competition from other markets for hybrids and EVs that is the main factor driving up auction prices.

He notes more environmentally friendly models were already popular among other markets, such as Europe, Russia and Australia, and this has initiated more intense bidding at auctions.

For example, Australia’s number of used imports from Japan is increasing at the same time New Zealand’s imports are falling. As a result, Arimoto says he has heard reports of many export agents in Japan trying to get into the Australian market.

“The stock level in Japan is

nearly the same compared to last year and the demand for cars from overseas is very high except for New Zealand,” he adds. “However, I don’t think the New Zealand market will run out of stock.”

New Zealand has started to widen immigration and, if China opens its border, more people will come to this country and they will need cars.

“But before that, I think the New Zealand government needs to improve its economic policy. Then the New Zealand car market can get the ability to compete with other countries on price at auctions.”

He predicts the New Zealand government’s plans to raise exhaust emissions standards for new and used imported vehicles will also have a significant impact on future export volumes.

The combination of factors weighing on the used-car industry at present is making it harder for

dealers operating at the lower end of the market, according to Arimoto, and may lead to major changes for the industry.

“I believe there will eventually be stronger competition among car dealers in New Zealand and smaller and cheaper car dealerships will be eliminated from the market.”

He explains if that happens it may increase the profit margins from car sales and make the market more stable, which will allow surviving dealers to better adjust to the market’s buying conditions.

Arimoto says New Zealand dealers in the used-import business may also benefit if they convert to “a quality and more profitable business rather than a volume business”.

“I believe that the era of feeding volume and seeking cheaper terms is over, and that shifting to a business that emphasises quality of vehicles and quality of service is

essential for the future development of the used car business.”

Other factors in Japan affecting the market for used vehicles include a weaker exchange rate than that of countries that continue to raise rates, and ongoing issues related to Covid-19.

Global issues he cites that have boosted demand for more fuel-efficient cars and lifted the price of EVs include petrol prices increasing since Russia invaded Ukraine in February this year, and strict environmental policies in many countries on vehicle imports.

Despite the headwinds facing parts of the supply chain from Japan to New Zealand, Arimoto says he remains optimistic for the industry.

“Just as we have been through bad times in the past, there will surely come a time when the current bad market situation will turn around. In order to be prepared for that time, we, as exporters, are putting our first priority on strengthening our relationships with our customers.” ▶



Taka Arimoto, of Heiwa Auto

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Trans Future 3	277	—	5 Dec	6 Dec	10 Dec	22 Dec	25 Dec	26 Dec	TBA
Dream Jasmine	24	—	TBA	TBA	15 Dec	5 Jan	9 Jan	11 Jan	12 Jan
Trans Future 5	145	—	21 Dec	22 Dec	24 Dec	12 Jan	14 Jan	16 Jan	17 Jan
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◀ SHRINKING FEELING

The size of the used-car market in Japan is predicted to shrink in coming years as motorists there hang onto their vehicles for longer because of problems affecting the production and deliveries of new cars.

Keisuke Nagashima, director of border-inspection organisation Bordercheck, says there are currently waits of up to two years for new cars in Japan, which means many people are holding onto their existing vehicles for longer until their new ones are ready to be picked up or shipped.

It also means there are fewer trade-ins happening and a number of Japanese dealers are seeking to replenish their stock by buying through auction.

"Five to six years down the track there's going to be a decrease in available vehicles within the used car market because of how new car sales are going at the moment," predicts Nagashima.

"The industry is quite robust

and flexible, and will find other products that meet the requirements of the market.

"However, I also think the market will shrink altogether in terms of how many people stay in the industry. It's going to require some thinking on your feet to remain successful."

Nagashima adds the biggest challenges for Bordercheck are the availability of space on ships and the scheduling of vessels.

He explains the current demand for new vehicles in New Zealand and Australia often means there's a lack of vessel space for used cars, which has an impact on inspections.

"On top of that, ships coming back to Japan from Australia have often been delayed in port because of the current industrial action, which makes it hard for us to forecast how many vehicles need to be inspected per vessel.

"We haven't been too badly



Keisuke Nagashima, of Bordercheck

affected as a business because we're not solely reliant on New Zealand vehicles and we cater for other markets, but it is certainly tough at present. Ultimately, we've been dealt a deck of cards and we simply have to do the best we can."

The New Zealand government's clean car programme is expected to continue to influence what importers are buying at auctions and the numbers involved.

However, Nagashima warns the government's targets appear to be overly ambitious given EVs only account for a "minimal percentage" of the Japanese fleet.

"The rest of the fleet is hybrids and ICE vehicles. It will be hard to balance the number of used EV imports needed to meet expected demand in New Zealand versus the actual supply available in Japan."

Nagashima notes the average

price of vehicles is going up at auctions and says a reason for that, besides increasing domestic demand, is rising international interest from Russia and other countries.

"Other countries are also competing with New Zealand for stock and their consumers seem prepared to pay more for vehicles than we are."

Despite the ongoing Russia-Ukraine conflict and restrictions on certain vehicles being exported from Japan, thousands of used cars are still being sent to Russia.

"Historically, Russia has been a high importer of used vehicles out of Japan and that situation hasn't changed much, but the vehicles it is now targeting are more in-line with what New Zealand importers are also wanting to buy."

Nagashima says the recent drop in the yen has favoured a number of countries besides New Zealand and the state of the economy here has also made buying at auction harder for Kiwi businesses. ☹

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Kiwi insurer gains global clout

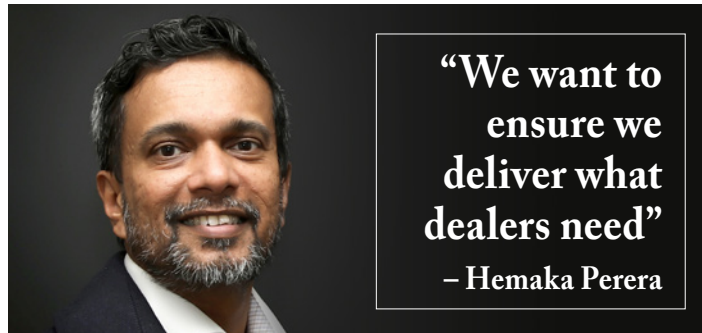
Protecta Insurance is preparing for the dual challenges of advances in vehicle technology and changing consumer behaviour under new owners after being taken over by New York-based Assurant.

The Kiwi business was founded in 1986 and started trading the following year. It sells a range of vehicle-related insurance products through dealerships, finance companies and direct to consumers.

Assurant, through wholly owned subsidiary Virginia Surety Company (VSC), has been working with Protecta since 2018 as the underwriter for its policies.

As part of Assurant's global growth strategy, with the company having a presence in more than 21 countries, it announced on December 1 it had completed the acquisition of Protecta.

News of the takeover plan was



“We want to ensure we deliver what dealers need”
– Hemaka Perera

first revealed to dealers in October this year when they received a letter saying the agreement was in the advanced stages of being finalised.

Protecta will now be led by Hemaka Perera, Assurant's president, Australia, New Zealand and Singapore, and the Protecta management team of Bart Taylor, general manager direct business and chief commercial officer, Kevin McKay, chief financial officer, and Shannon Beech, general manager intermediated and agent business.

Perera says dealers will not notice an immediate difference in how Protecta operates, but in the long run the plan is to introduce new products and draw on the international knowledge and resources of its new owner.

“We want to ensure we deliver what dealers need, offering products that make sense to their vehicle sales and provide value for their consumers,” he told Autofile.

“We’ve been working with Protecta for four years and all products are underwritten by Assurant.

“When Protecta was looking for a new home, it just made sense to propose coming into the Assurant family, allowing us to bring some of our global capabilities into the country, making the Protecta proposition even stronger.”

Shannon Beech says Protecta is excited about the changes and, through its partnership with VSC, it is the only provider to offer add-on insurance issued by an A-rated insurer in New Zealand.

“Assurant’s global capabilities and technology, combined with Protecta’s local talent and expertise, position us for even greater success,” she adds.

Assurant is listed on the New York Stock Exchange and is a leading global business services company offering mobile device solutions, extended service contracts, vehicle protection services, renters’ insurance, lender-placed insurance products

and some other specialty products.

Martin Jenns, president of global automotive, says acquiring Protecta will enable it to provide a broader range of products and services, and “deliver a best-in-class customer experience that gives our clients and partners a strategic advantage in the New Zealand market”.

Perera acknowledges the automotive market has faced challenges related to the supply of vehicles and parts in recent times, which can impact sales, the volume of new customers coming into dealerships, and the cost and time of repairs.

“New Zealand is no different to many other parts of the world with regard to those struggles to date,” Perera explains.

“One of the challenges as we go on, and what we’re working on, is around the nature of vehicle ownership. The behaviour of consumers is changing, partly

because of Covid and partly because of ride-share coming into maturity, which changes how people own vehicles and how they want to be protected.

“We strive to stay ahead of new technology like electric vehicles [EVs] because it’s not always easy

to come out with solutions when technology is at its infant stage, as the risk early on is unknown.”

Assurant is working with partners worldwide to ensure it understands technology such as batteries and the value of EVs after a few years. In 2021, Assurant and Protecta launched Assurant EV One, an extended warranty product for electric and hybrid vehicles.

Perera adds: “We know the EV wave is coming – and we are investing in the technology that will give EV owners the peace of mind needed to embrace electric vehicles, while giving our clients and partners solutions that will elevate the customer experience.” ☺



Martin Jenns



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Scheme 'certainty' at last

The phased roll-out of the clean car standard (CCS) is under way with importers now able to see the emissions of light vehicles they bring into the country in their carbon dioxide (CO₂) accounts.

This month will allow dealers and other importers to get used to the online system set up by Waka Kotahi NZ Transport Agency before charges and credits start to be applied from January 1.

Since November 28, importers and entry certifiers have been able to assign a CO₂ account number to a vehicle identification number (VIN) or chassis number in Fuelsaver.

It means that when VIN notifications are entered into the online database, this goes through to the motor-vehicle register and creates a transaction in the CCS system under the relevant CO₂ account.

However, the payment of any charges under the new scheme has been deferred by the government until June 1, a move described by the Motor Trade Association (MTA) as a "win for our industry".

Michael Wood, Minister of Transport, announced on November 22 the CCS will begin at the start of 2023, as planned, but any invoicing is on hold for five months to allow "smooth implementation" of the new approach.

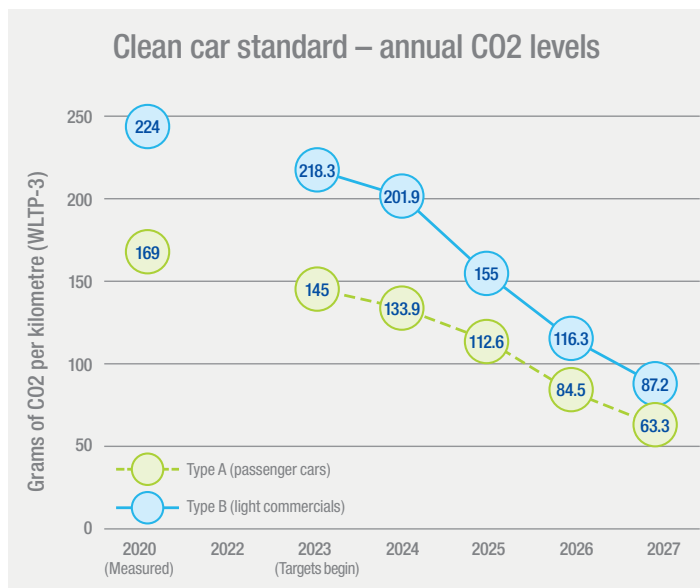
The MTA previously urged Wood to delay introducing the entire CCS until April next year at the earliest.

"While not what we asked for, this decision is a win for our industry," says Tony Everett, the MTA's sector manager – dealers.

"It will allow dealers to establish credits in the first half of the year in preparation for when payments need to be made.

"In recent weeks, importers had been buying a little bit blind as to when the new rules will apply, so this finally adds certainty to the process."

The CCS works by giving credits to importers for low or zero-



emissions vehicles, while imposing charges on other vehicles depending on their CO₂ ratings.

Everett explains deferral of CO₂ account settlement will allow time for the market to settle into whatever the new normal will be. Demand, and perhaps pricing, for low-emissions models in Japan may increase as importers target such stock to offset any "fee/debit" impacts.

"The same thing happened when the clean car discount scheme was introduced in July 2021 and then after the second part in April 2022," he adds.

Along with other industry groups, the MTA has been critical of the lack of information around the CCS with regulations for the scheme only announced on November 1.

"It has been hard for the market to plan with any certainty. We've raised the issue with the minister several times, so we're glad he acknowledges he's listened to industry," says Everett.

WELCOME CHANGE

The Motor Industry Association (MIA) is pleased the government has fixed a "pointless" outcome of its original CCS legislation, with mopeds and motorbikes no longer covered by the rules.

Wood announced last month he would remedy the situation

that would have seen the standard apply to such two-wheelers once it was introduced.

The Land Transport (Clean Vehicles) Amendment Act, passed earlier this year, applies to any motor vehicle weighing less than 3,500kg.

It goes on to define vehicles that will incur penalties or earn credits under the CCS as light passenger vehicles and light commercials – namely cars, SUVs, utes and vans. Including mopeds and motorcycles was an inadvertent error that crept into the legislation when it was passed.

David Crawford, the MIA's chief executive, says it came down to interpretation of the act and whether the section on the standard covered all light vehicles.

"The MIA welcomes the minister's decision to amend the act under urgency to exclude mopeds and motorcycles from the ambit of part 13 of the act – the part that sets out requirements for the CCS," he explains.

"The way the act was drafted imposed a bureaucratic encumbrance on importers of mopeds and motorcycles for no outcome. It was a pointless perverse outcome to be required to set up a CO₂ account when the CCS only applies to importers of new and used passenger and light commercial vehicles.

"The MIA raised this with the minister in September when officials advised that in their view mopeds and motorbikes were caught by the act. The minister agreed with industry this wasn't the intention, and we're grateful he has resolved to amend the act to make parliament's intention clear and unequivocal."

The Imported Motor Vehicle Industry Association (VIA) is warning prices for used cars may increase by as much as 25 per cent early next year as dealers pass on the costs of the CCS to consumers.

David Vinsen, chief executive, says the CCS and the clean car discount, which became a full feebate system in April this year, is a "double whammy" for the used-car industry.

"Prices of some vehicles will go down, like electric cars, but across the board, predictions are that there will be an up to 25 per cent increase in prices."

VIA is also concerned that about 4,000 vehicles may unexpectedly end up copping costs under the standard after being caught up in shipping delays caused by a tug-operator strike at the Port of Brisbane.

The industrial action means the vehicles that were due to arrive in New Zealand at the beginning of December may not get here until the middle of the month and risk being unable to be processed before the new clean car rules come into effect.

New vehicles are likely to be affected by the delays as well and the sector is also expecting car prices to increase as a result of the CCS.

Wallis Dumper, managing director of Subaru of NZ, says the prices of most of its vehicles will rise five to 10 per cent in January and at the same time the marque predicts sales will tumble by at least 20 per cent.

He adds some of the pain facing the automotive industry – both now and over the coming months – could have been

◀ avoided if the government had taken three or four years longer to roll-out its clean car policies.

“Our sales could halve purely because of supply,” explains Dumper. “Subaru in Japan has a 2027 plan to have its own assembly line for EVs, but I fronted up in Tokyo and said I need these cars for the next year and they went, ‘No, we can’t do that.’”

VIEW FROM BEEHIVE

Wood says the decisions to phase in the CCS and defer invoicing until later in 2023 came following discussions with importers and he believes the timing will help deliver a successful roll-out of the scheme.

The minister says the policy will significantly reduce CO2 emissions from the light-vehicle fleet, which is the country’s single largest source of transport emissions.

“We need to increase the supply of fuel-efficient vehicles and give New Zealanders more choices in the variety of low and zero-emissions vehicles while also

Clean Car estimate calculator

This tool is an estimate only using values being supplied but not verified. These may differ from the verified data. From late November use the Import tool to publish a Fuel Consumption Statement to confirm and lock in your values (conditions apply).

You can also [download a table of CO₂ values of recently imported vehicles](#) (xlsx 1.2MB) to check indicative costs.

WLTP CO₂ value	<input type="text"/>	<small>If you do not know this value use Fuelsaver or the Dealer Resources in Rightcar to obtain a value</small>
Tare weight	<input type="text"/>	<small>This tare weight should be the adjusted tare weight. If using offshore sources adjust using this reference table</small>
Vehicle type	<input checked="" type="radio"/> Passenger <input type="radio"/> Commercial	<small>A passenger vehicle must have 9 seats or less.</small>
New or used	<input type="radio"/> New <input checked="" type="radio"/> Used	<small>If not previously registered anywhere in the world select new, otherwise select used</small>

An estimate calculator for the clean car standard is online at <https://importer.fuelsaver.govt.nz>

doing our bit for global climate change. The standard will help us do this.

“The phase-in will see the payment of charges deferred until June 2023 to ensure a smooth implementation for the industry.

“We’ve heard the request from the industry for a delay and have worked together to confirm a timeframe that balances a successful implementation with the need for action. This short extension gets that balance right.

“The CCS will encourage importers to bring in vehicles with lower emissions, that burn less fuel and will stop New Zealand being the dumping ground for the dirtiest vehicles in the world.

“The general public will continue to benefit from the clean car discount scheme, which is seeing record numbers of EVs and hybrids being bought.

“I regularly hear from importers about how the upcoming introduction of the CCS is helping

them to access cleaner vehicles for the New Zealand market. The standard will complement this work with greater choices for consumers.

“The CCS is one of a number of initiatives in the emissions reduction plan to reduce emissions, improving our health, environment and well-being.”

The CCS requires importers to progressively reduce the CO2 emissions of light vehicles, both new and used, they bring into New Zealand. This is achieved by setting CO2 targets that get more ambitious year by year.

Legislation to enable the phased implementation of the CCS raced through parliament on November 22 and it received royal assent three days later.

Under the new rules, all vehicle importers needed to have a CO2 account where the emissions ratings of their vehicles will be recorded from the start of December.

From January 1, the CO2 ratings of vehicles start to count towards achieving CO2 targets. ⊕

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Celebrating success in finance

Companies operating in the motor-vehicle finance industry have scored some notable victories at an annual awards ceremony.

The Financial Services Federation (FSF) staged the event on November 16 following a two-year hiatus.

The gala evening and awards ceremony at The Hilton in Auckland showcased the positive impacts its members contribute to the sector and their customers.

It followed the organisation's national conference earlier in the day, the theme for which was "innovation, conduct and empowerment".

CFS Finance secured two trophies on the night with the first going to Daniel Aldridge, who was crowned workplace champion.

This award recognises "backstage heroes whose outstanding attitude and support work empowers their organisations to thrive". The other two finalists were Rebecca Stuart, of Avanti Finance, and Irene Craig, also of CFS.

The leadership award celebrates those who empower their teams, promote good conduct, company culture and outcomes for customers.

This honour went to CFS' Angela Jorgensen. The other finalists were Michael Harrison, of Avanti, and Kieran Stott, of DebtManagers.

Avanti also took out the community and sustainability award for FSF members involved in initiatives that have positive impacts on people's lives. Go Car



Meurig Chapman, left, of Happy Prime, and Jason Smith, of Oxford Finance



Graeme Duncan and Priya Patel, of Avanti



Angela Jorgensen, of CFS Finance, and Steve Owens, of Provident Insurance



James Searle, of Autosure



Awards MC Te Radar and Lyn McMorran, of the FSF

Finance was the other finalist.

Oxford Finance claimed the award for team spirit with DebtManagers coming in as runner-up. This honour is for high-achieving teams who look after each other and make where they work a good place to be.

The rising star award is for professionals new to the industry who demonstrate outstanding achievement and commitment to New Zealand's responsible financial services sector.

The winner was Mark Wilson, of Latitude Financial. Chris Fifita, of DebtManagers, and Eona Ikilei, of CFS, were also finalists.

Finally, the innovation award recognises members displaying significant initiative and leadership to enhance their company's or clients' abilities to thrive. Centrix secured it, while the other finalists were Lexis Nexis and Equifax.

Lyn McMorran, the FSF's executive director, says: "We started these awards four years ago because we were tired of dodgy lenders hogging the spotlight when so many excellent people in this sector take pride in their work and responsible lending seriously.

"There are 1.7 million New Zealanders who are customers of our members and countless stories of good borrowing experiences to go with that. These awards acknowledge that."

She adds the entry criteria put particular emphasis on dedication

to good outcomes for consumer and business customers.

"The judges were impressed by Avanti's co-ordinated effort across its business when it comes to people and the wider community," says McMorran.

"Of note was its structured framework and dedicated resource to organise opportunities for staff to volunteer with the likes of Eat My Lunch, Ronald McDonald House, Motuihe Island Care and Helping Homeless Families.

"Avanti has also supported IHC to contribute towards development of an app to promote financial literacy for people with intellectual disabilities."

This year's judging panel comprised of Ruth Smithers, FinCap's chief executive, Luke Ford, a partner at Chapman Tripp, and Susan Taylor, chief executive officer of Financial Services Complaints.

The award sponsors were Autosure, Centrix, Provident Insurance, Happy Prime, Speirs Finance and Equifax.

The line-up for the conference included David Clark, Minister of Commerce and Consumer Affairs, Andrew Bayly, National's commerce spokesman, and Louise Unger, general manager of credit at the Commerce Commission.

Some of the speakers were Diane Tate, chief executive of the Australian Finance Industry Association, and ANZ chief economist Sharon Zollner. ☺

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Board breached NZX listing

A regulator's report into board changes at NZ Automotive Investments (NZAI) has concluded the company unintentionally breached an NZX directive.

NZ RegCo has found that NZAI, which is the parent company of 2 Cheap Cars, contravened listing rule 2.7.1 when it decided not to put forward an appointed director for re-election at an annual shareholders' meeting (ASM).

The regulator has determined to pursue an "educative, rather than enforcement, outcome" in relation to the breach.

NZAI, meanwhile, has welcomed the outcome of the regulator's review and its subsequent report, which was published on November 18.

In its report, NZ RegCo acknowledges NZAI relied on legal advice in taking the view



that co-opted director Samantha Sharif was not required to seek re-election at the company's ASM on September 2.

It adds NZAI fully co-operated with the investigation and "there is no evidence NZAI sought to intentionally circumvent the requirements of rule 2.7.1".

Michael Stiassny, chairman of NZAI, says the company is now "moving on" and "it was an unintentional error that has had no negative impact on shareholders".

An announcement regarding the appointment of a new chief executive officer is expected within weeks.

Stiassny adds: "As previously advised, Samantha Sharif's term on the board will conclude once Gordon Shaw's role as interim CEO ends and, consequently, his status as an independent director is restored."

A statement to the NZX was issued by NZAI on July 19, 2022, that all then-directors – other than executive director Yusuke (David) Sena – had resigned.

It added those resignations would become effective when a sufficient number of new independent directors to meet rule requirements were appointed or by August 20, whichever happened first.

The announcement also identified three candidates nominated by Sena whose appointment would be voted on at NZAI's ASM scheduled for August 25. Two people then withdrew their consent for nomination.

On August 10, NZAI announced the annual meeting would take place on September 2 and the company published the notice for it two days later.

The notice outlined Sena had undertaken to then-current board members that, on their resignations becoming effective on August 20, he would appoint Stiassny and Shaw as directors in-line with the company's constitution to ensure board-composition requirements were met under rule 2.1.

Those appointments were temporary, with Stiassny and Shaw

to retire and offer themselves for re-election at the ASM.

At this time, NZAI's chief executive officer was David Page, who had resigned on July 1.

The NZX was advised he would work out his notice until September 30. Over the weekend of August 20-21, he went on gardening leave for the rest of his notice period.

On August 22, the company announced it had appointed Shaw as interim CEO pending the appointment of a new chief executive. That meant Shaw no longer qualified as an independent director of NZAI.

It also stated it had appointed Sharif as an independent director on an interim basis pending the end of Shaw's term as interim CEO, at which time he would revert to being an independent director. That announcement advised Sharif would seek approval of her appointment at the annual meeting.

Stiassny and Shaw were re-elected at the ASM. Sharif wasn't put forward for re-election.

NZ RegCo noted that Shaw stated, in his presentation to shareholders, that "as Samantha [Sharif] is a co-opted director, she does not stand for election".

NZAI announced on September 2 that its board had reappointed Sharif as an independent director, effective at the ASM's conclusion and on the same terms as originally appointed.

Rule 2.2.1(a) permits the board of an issuer to appoint directors if its constitution or governing document provides for such appointments. NZAI's constitution gives its board this power.

Rule 2.7.1 limits this power by requiring board-elected directors to seek re-election. This rule states: "A director must not hold office [without re-election] past the third annual meeting following the director's appointment or three years, whichever is longer.

"However, a director appointed by the board must not hold office ▶



Many thanks to our readers and clients for your support throughout 2022.

Have a safe and happy festive season and we look forward to working with you again next year

autofile

◀ [without re-election] past the next annual meeting following the director's appointment."

This regulation reflects an underlying policy that appointing directors is reserved to shareholders, stated NZ RegCo in its investigation report. Although the rules contemplate a constitution may enable a board to appoint directors, these are temporary.

Such board-appointed directors must not hold office past the issuer's next annual meeting following appointment. The NZX has communicated this interpretation of rule 2.7.1 in its guidance note on governance.

Board-appointed directors are eligible for re-election. The requirements of rule 2.7.1 are long-standing and are also applied under the then-NZX's main-board listing rule 3.3.6 prior to a review in 2018.

Issuers have to comply with the rules as interpreted "in accordance with their spirit, intention and purpose, and by looking beyond

Michael Stiassny, chairman of NZAI



form to substance, and in a way that best promotes the principles on which the rules are based".

NZ RegCo examined NZAI's approach to reappointing Sharif on September 2 given the requirements of rule 2.7.1.

The company submitted Sharif retired as a director with effect from the end of the ASM. Accordingly, her position as a director ended immediately afterwards, consistent with that rule.

Rule 2.7.1, in NZAI's view, was

to ensure a board did not become entrenched. Sharif's appointment was limited to six months from when she joined the board or until a new CEO was appointed.

Given she was only temporary, there was no risk the action the board took would result in her position becoming entrenched. Accordingly, NZAI's view was that Sharif's reappointment was within the rule's purpose.

NZAI also submitted the rules do not expressly prohibit the board from renewing a director's temporary appointment for the balance of its term.

NZ RegCo interpreted rule 2.7.1 "in light of longstanding policy underpinning it". While it could be interpreted in the manner put forward by NZAI, the regulator considered that would be inconsistent with that policy.

That approach could enable a board to avoid shareholder approval of a director indefinitely – for example, if board-appointed directors technically retired

at an ASM and immediately reappointed after it.

NZ RegCo noted rule 2.7.1 doesn't distinguish between directors appointed by the board for a limited time and those without such limitations.

Issuers and their advisers must bear rule 2.7.1 in mind when considering governance and succession issues, states NZ RegCo's report.

If permitted by a governing document, appointing directors can be effective in adding valuable skills and managing compliance with the board-composition requirements under the rules.

However, all board-appointed directors are subject to rule 2.7.1. This requires they retire at the issuer's next annual meeting post-appointment. They are eligible to seek reappointment at that time.

A board should avoid appointing new directors after it has released a notice for an ASM if it's intended for them to continue to serve on the board post-meeting. ☺



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Hat-trick for port dwell times

The amount of time taken to process vehicles imported through Auckland has remained the same for the third year in a row – and that's despite volumes increasing over that timescale.

The average car dwell time at the port was 2.07 days in its 2022 financial year with units handled coming in at 240,544. That was up by 1.8 per cent compared to 236,260 in 2021 while 2020's total was 216,356.

Freight volumes at Ports of Auckland Ltd (POAL) have "held up well" despite the continuing "challenging" global supply chain and congestion in the New Zealand system, reports chief executive Roger Gray.

It continued to be the largest port for imports, handling more than 10.8 million tonnes across containers, bulk cargo and vehicles in 2021/22 for an increase of eight per cent on the previous year.

Total break-bulk volume, which includes cars, climbed by 9.4 per cent to 7.293m tonnes. This compared to 6.666m tonnes in 2020/21. Container volumes slightly declined with total TEUs down by 0.8 per cent to 811,565.

All of this is quite an achievement considering external challenges POAL has faced over the past few years with Covid-19 – it has been affected by lockdowns more than any other New Zealand port – and supply-chain disruptions continuing to impact on its performance.

While the company's financial results reflect the challenges of 2021/22 and board decisions to refocus the business, Gray believes "there are green shoots in returns from operations".

Its net loss of \$10.3 million – compared to the \$45.57m profit in the 2021 fiscal year – results from writing off \$63.1m in costs capitalised on the project to partially automate the Fergusson Container Terminal.

The board decided to terminate the scheme and return the terminal



Ports of Auckland handled 240,544 cars in its 2021/22 financial year

to a manual operation for the foreseeable future.

On the flipside, revenue jumped to \$265.3m, up by 17.2 per cent on 2020/21, while operating costs rose by 12.9 per cent reflecting cost controls in place.

Operating profit before tax, excluding impairments, revaluations and share in investments, came in at \$27.4m for an increase of 32.8 per cent.

Gray stresses the company is committed to producing an adequate return on capital investments made in infrastructure.

"It has been a year in which we started to rebuild the foundations for Ports of Auckland's future as a safe, customer-focused and profitable organisation," he says.

"We've reset our strategic direction, and are clear on our focus on core business and delivery. Our new strategy, 'regaining our mana', and key pillars supporting it are designed to lift our performance significantly, deliver a reasonable return to our owner and rebuild trust with Aucklanders. We will execute regaining our mana over the next three years."

POAL will continue to focus on improving its safety practices after a Construction Health and Safety NZ report, released in March 2021, made 45

recommendations for improvement.

"We accepted the urgency to implement, and have completed the recommendations with just fatigue management and training requiring longer to implement.

"There is a positive change in our culture. 'Safety first' is led by

"We've reset our strategic direction, and we're clear on our focus on core business and delivery"
– Roger Gray, POAL

our board and management, and staff are empowered to speak up if they see something unsafe.

"Our people are telling us they feel more comfortable raising concerns and they are doing so. While this is a positive, we know safety work is never finished, we must always be vigilant, look after ourselves and others, and take care at work."

As for POAL's emissions, they fell by 8.3 per cent to 11,465 tonnes of carbon-dioxide equivalent (CO₂-e) from 12,502 tonnes of

CO₂-e in 2020/21, which is seen as a "positive step towards achieving sustainability goals".

Gray notes: "The majority of imports through the port are delivered to customers in the wider Auckland region, meaning the carbon footprint of onshore delivery to end users is reduced.

"The port has developed a carbon calculator to allow customers to understand the environmental cost of shipping a container within the North Island."

In addition, the company recognises improvement in harbour health as an "important sustainability pillar" in its environmental strategy, and is aiming to partner with stakeholders to support a thriving ecology in the Waitematā and Hauraki Gulf.

Looking to the future, Gray says: "We recognise the port's importance as the key gateway for imports, and have refocused our strategy on our core cargo-handling, cruise and marine businesses. We are committed to lift the levels of service and performance for customers, our people and Auckland."

POAL is anticipating an improvement in performance to achieve net profit after tax of \$35m for 2022/23, excluding investment property revaluations. ☺

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Industry movers

STEVEN TE WAITI has been appointed by Geneva Finance as head of lending and sales, taking responsibility for the growth of its dealer-broker and direct-lending portfolios.

He will also be leading, coaching and mentoring for the company's business development team.

Te Waiti was previously group manager of finance and aftercare at Eagers Automotive NZ for four years. His other past roles have included spells at BMW Financial Services and UDC Finance.



GREG MAIN is the new head of Quest Insurance Group, a subsidiary of Geneva Finance. He brings more than 30 years' experience in the insurance, banking and risk management industry to the job.

Main has been a director of GBM Consulting. His other past positions include head of general insurance at the Medical Assurance Society, chief executive officer of DPL Insurance, general manager of lending at Dorchester, and general manager of business solutions at Lumley Insurance.



KYLE LINCOLN is now the AA's acting general manager of motoring services. He was previously national manager of commercial operations – motoring, starting in that position in July 2021.

Lincoln, pictured, joined the AA in 2008 as manager of mobile vehicle inspections for Auckland. Two years later, he became national manager of vehicle inspections – vehicle testing. Between May 2016 and July last year, he was national manager of vehicle services.



Jonathan Sergel, the AA's previous general manager of motoring services, held the role for almost three years and will be taking on a different internal position, the details of which will be announced in due course.

CHRISTOPH NOLTE and **BILL ARMOUR** have been appointed as directors of DEKRA.

Nolte is executive vice-president for its vehicle-inspection service division with responsibility for 28 million inspections across 23 countries.

Armour was previously chief financial officer for DEKRA APAC and VTNZ, and has been a director for the Open Polytechnic of NZ.

Dave Harris and Sturrock Saunders continue as directors representing the interests of the Motor Trade Association (MTA).

DEKRA NZ is 60 per cent owned by DEKRA SE with the MTA owning the rest.

SIMON BRIDGES, National's ex-leader and former Minister of Transport, has become chairman of an advisory group set up by the National Road Carriers' Association.

Bridges, pictured, has also become chief executive of Auckland Business Chamber after Michael Barnett stepped down from the role after more than 30 years.



NEERAJ LALA has become the third consecutive Toyota NZ chief executive officer, after Alistair Davis and Bob Field, to be appointed to the Sustainable Business Council's advisory board.



Farmer Autovillage's cafe and, below, its Skoda facility

Dealership's cafe 'good exposure'

A dealer group is celebrating the revamp of its Skoda showroom and in-house cafe, saying the changes have given all its businesses a lift.

Farmer Autovillage in Mount Maunganui has completed work to modernise the two areas that are part of its central hub in Hewletts Road.

Michael Farmer, group managing director, says the revamp has been done to ensure the building and representation of the Skoda brand are kept up to date.

"The main part of the building here houses Skoda and, as that marque is growing, this work was done to allow a larger showroom area for its cars," he told Autofile.

"It was also a chance to expand our central in-house cafe, which is utilised by customers and the general public.

"The whole area has been

modernised and now there's a lot of natural light coming through. One challenge businesses face is keeping a showroom warm or cool, so we've installed air conditioning and the cafe has heated floors."

The commercial cafe seats about 40 people and Farmer says opening it to the public provides good exposure to the dealership.

"It's never easy renovating a central area," he adds. "But we screened off the main area for four months while the work was being done, and tried to keep all the noisy and dirty work for after hours when we didn't have customers coming into the showroom.

"Now the work is finished, it looks magnificent. The central hub can be seen pretty much from most of the dealership's showrooms. It gives the whole place a lift." ☺



Ring in changes to boost sales

With the broad range of digital communication options available to customers nowadays, it would be reasonable to expect the humble telephone call is fast becoming a thing of the past.

Interestingly however, when it comes to the automotive industry, that couldn't be further from the truth.

Our own data indicates more than 60 per cent of dealership enquiries in New Zealand are, in fact, from phone calls. This means that when it comes to buying and servicing a car, customers are keen to speak to a real person instead of via messages.

But what is unfortunate is that on average some 22 per cent of telephone calls are being missed or abandoned across our country's dealership network. As a result, thousands of dollars a year in profit is being squandered as these unanswered prospective buyers are forced to take their business elsewhere.

So, what's the solution? In regard to phone-call management, New Zealand's top performing dealerships all have one thing in common – they have call-tracking systems in place.

Call tracking serves a variety

of purposes, each of which can improve efficiency in your dealership. In general, it's relatively fast and simple to set up and cost-effective to run, particularly considering the benefits it delivers.

VISIBILITY OF CALLS

With the aid of an online dashboard, a tracking system will provide you with full visibility on your phone calls.

This means you can see how many you have received, how many were missed and where they originated. It can also provide recordings, so you know exactly what was said.

Once you have access to this information, it's imperative to use it to your dealership's advantage.

CALLER NOTIFICATIONS

Firstly, you must deal with missed and abandoned calls because these are costing you most heavily.

Many tracking systems will automatically send an SMS to customers whose calls have been missed. This message will apologise for not answering and assure them a staff member will soon contact them.

Receiving this type of



TODD FULLER
General manager, New Zealand
AdTorque Edge

communication immediately after a missed call is more likely to dissuade a customer from seeking help elsewhere.

As part of the same process, a relevant member of staff should receive notification of the

missed call, and contact the client as quickly as possible to maintain momentum from the enquiry.

Introducing such a process into a dealership can have a significant impact on your bottom line. As one prominent franchise dealer said to me about his tracking system, "the missed-call notification is worth the cost alone".

SOURCE OF ENQUIRY

Understanding the origin of your enquiries is key to effectively managing your marketing budget.

A tracking system can tell you the source of a phone call – be it through a social-media campaign, Google search, display ad or even a newspaper advert.

This information can provide you with accurate insights into which advertising channels are driving calls to you, and in turn

enable you to direct your future advertising budgets accordingly to maximise your investment.

CALL RECORDINGS

Recordings that can be obtained from a call-tracking system are invaluable for dealers keen to develop their staff. All phone calls can be listened to after completion and utilised as training tools to improve your team's sales skills.

Your provider can also make training recommendations and suggest where your team may need support based on customer sentiment analyses they can run on your calls. The recordings can also be used for later reference, for example, in dispute resolution.

Recently, a dealer principal in Auckland was able to use recordings to confirm his service manager hadn't misquoted the price of a set of tyres. He was then able to quickly and cost effectively resolve the matter with his customer.

As a leading form of enquiry for most Kiwi dealers, the importance of phone calls shouldn't be underestimated. Call tracking is an important tool for reducing costs, improving efficiencies and driving revenue. Can your business truly afford to be without it? ☺



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The month that was... December

December 7, 1998

Jail sentence sends warning to clockers

The result of a long-running court case, which ended the previous week, had sent a clear message to clockers of used imports.

Richard Mark Wallace, 40, was jailed for two-and-a-half years for conspiring to defraud potential buyers and forging 103 Japan Auto Appraisal Institute certificates.

The case had been running since 1996 when Wallace and two other defendants were charged with fraud offences in Auckland District Court.

One co-defendant, about whom the court said there was no suggestion of odometer tampering, and the third person were discharged without conviction but Wallace's case had dragged on. He changed his plea to guilty just as the trial was due to start.

The Serious Fraud Office, which brought the charges, had hoped Judge Carol Shaw would hand down a six-year jail term.

Wallace's defence counsel had wanted a suspended sentence because he hadn't reoffended in the three years since the scam was first uncovered. At the time of the most recent offences, he was trading as a vehicle wholesaler.

The judge found Wallace was responsible for rewinding 115 cars with the total gained from his deception exceeding \$124,000.



December 1, 2004

Industry against register restrictions

The board of the Motor Trade Association (MTA) was to meet the following week to discuss government plans to restrict access to the motor vehicle register (MVR).

The MVR was a hot topic with concerns being raised over the risks dealers would have to take should full histories of vehicles be unavailable to them.

Harry Duynhoven, Minister for Transport Safety, said in response to a letter he had received against the proposal, that "in 2005/06 about 9.6 million records were downloaded electronically by businesses." He added: "There are also concerns about the use of register information for criminal purposes, such as stalking."

Phil Bothamley, chairman of the MTA's used-vehicles committee, said: "At present, dealers use systems like VIR [Vehicle Information Report] or Baycorp to get information off the register.

"Then we know if anyone has security on the car, what the current owner's name and address are, and information on previous owners. It paints a proper picture of the vehicle's history, which is vital."



December 10, 2004

Gang terror for car dealers

A group of gang-based "debt collectors" subjected a car-yard owner to blackmail, kidnapping and extortion, Christchurch District Court heard.

The trader told a deposition hearing that three men went onto his premises on April 26, 2004, demanding payment of a debt owed by a former employee.

"The best thing to do was to do whatever they said," the dealer told the court. "I thought I was going to get murdered or smacked over, so I just did as I was told."

The dealer's ex-employee, who began an 18-month sentence for various fraud offences in July 2004, had one-and-a-half more years added to his jail time in October after admitting to his role in the raid.

He had lent the trader \$50,000 for new stock, but later defrauded the business and several customers.

The Black Power members who were appearing in court had locked the car dealer in his office during the incident, and forced him to write two promissory notes for \$75,000 and a cash cheque for \$5,000.



December 16, 2009

Grand designs for 2010

As New Zealand recovered from economic recession, vehicles sales were expected to pick up across all segments and some major changes to the industry were also predicted.

Not only would Chinese vehicles have a major impact on sales of new cars, it was anticipated that Malaysian manufacturer Proton would make a move into the New Zealand market after its huge success in Australia.

But South Korean manufacturers were not expected to simply sit back and watch new, cheap models coming onto their patches. Kia and Hyundai had dominated new sales in 2009 and would keep pushing to stay in the top 10, it was predicted.

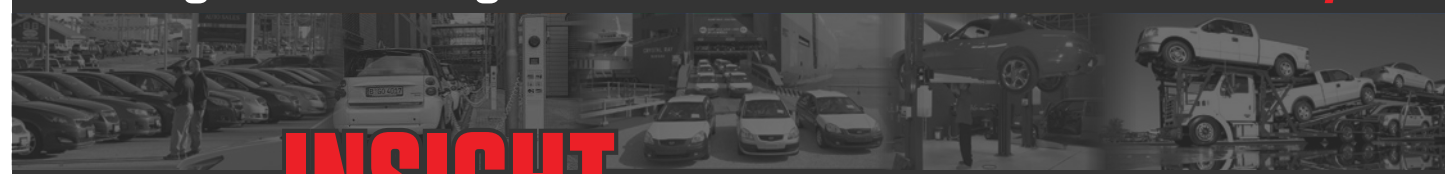
Syed Zainal, managing director of Proton Holdings Berhad Group, said: "The driving force responsible for growing our domestic sales volume and market share has been our best-selling models – the Persona, Saga and Exora.

"As for export, this month we will be launching the Exora in Thailand, as well as the S16 in Australia and Egypt. Despite the challenges, the group believes sales volume prospects will be resilient."

In addition to Proton's expansion, a new segment was expected to open up after Hyundai's flagship Genesis sedan was named "near luxury car" leader by a US-based research consultancy.



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Weight as important as emissions

The clean car standard (CCS) will soon come into effect with penalties beginning to accrue from January 1, 2023.

What has not been well-communicated is how the CCS will affect importers on a per-vehicle basis. This can be summarised based on the top 25 used models imported during September and October this year.

For example, 1,114 Toyota Aquas with the specific model code of DAA-NHP10, a 1,496cc rating and tare weight of 1,090kg topped the ladder. These vehicles attract a clean car discount (CCD) of \$1,530 and a CCS credit of 32gCO₂/km.

While I used all values from New Zealand's motor-vehicle register as well as the Ministry of Land, Infrastructure, Transport and Tourism in Japan, it must be stressed that these figures are indicative only.

Unlike the clean car discount, which impacts on consumers, the CCS directly targets importers of motor vehicles.

The policy will charge penalties or provide credits based on the efficiency of cars being brought across the border. Penalties will be paid directly to the government, with credits being used to offset future charges or traded with other importers.

Also, unlike feebates, the CCS is weight-adjusted. This means stricter targets actually apply to lighter vehicles. Heavier vehicles have more lenient targets.

The "logic" behind this weight adjustment is that different original equipment manufacturers (OEMs) specialise in different sized vehicles

and the government feels there's a need to put the pressure on all of them equally.

Personally, I think it's a concession to the OEMs, which have already stated their intent to continue to sell bigger, more massive and more profitable models.

Whichever argument is correct, the scheme is weaker for it and the used-imports industry, which tends to bring in lighter and more efficient vehicles, will be hit harder



KIT WILKERSON
Head of policy and strategy
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for it. However, I know "we must save the utes".

The trading of CCS credits is a commercial arrangement between importers. Waka Kotahi only provides the platform to store the credits and the functionality to conduct the trade.

It's also important to mention that the exchanging of these credits will be subject to both GST and anti-money laundering obligations.

As an alternative, well-established companies can apply to the agency

to use an annual plan, which shifts the burden of paying these fees from per unit to once yearly.

This allows more strategic offsetting. But it is balanced by a slightly higher carbon unit or efficiency unit cost, which brings us to a point of confusion.

Our government has done a poor job of communicating the purpose of the plan and purpose of penalties. Calling them "carbon units" and having "carbon accounts" is confusing and misleading.

The purpose of the CCS and the clean car discount is to incentivise more efficient vehicles, not to pay for the carbon dioxide (CO₂) emissions.

The units officially stored in a CCS account are in grams of CO₂ per kilometre, but in reality they should probably be some sort of efficiency measurement that also references the mass of the model.

It's most important for importers to remember that just because the feebate scheme rewards credits for any specific vehicle, this doesn't mean the standard will also do this.

This is because the weight-adjusted component of the CCS rewards heavier, less-efficient vehicles.

As soon as a calculator is available that allows us to look up specific models and see the impact of the CCD and standard combined, importers need to explore the range of vehicles that are available in Japan and consider their options carefully. But be warned, the CCS makes it much more complex than simply looking for the cars with the lowest emissions. ☹️

CCS ratings: Top 25 used imports (Sept to Oct 2022)

Total	Make	Model	Model code	CC rating	Tare weight	CCD credit	CCS credit (gCO ₂ /km)	CCS penalty
1,114	Toyota	Aqua	DAA-NHP10	1,496	1,090kg	\$1,530	32	n/a
970	Toyota	Aqua	DAA-NHP10	1,496	1,050kg	\$1,680	39	n/a
519	Toyota	Prius	DAA-ZWV30	1,797	1,350kg	\$1,430	41	n/a
288	Mazda	Demio	DBA-DEJFS	1,298	1,010kg	\$1,080	10	n/a
281	Toyota	Corolla	DAA-NKE165G	1,496	1,180kg	\$1,530	32	n/a
271	Toyota	C-HR	DAA-ZYX10	1,797	1,440kg	\$1,410	48	n/a
216	Nissan	Leaf	ZAA-AZE0	n/a	1,445kg	\$3,450	147	n/a
200	Mazda	Axela	DBA-BL5FW	1,498	1,250kg	n/a	-38	-\$683.29
179	Nissan	Leaf	ZAA-ZE1	n/a	1,510kg	\$3,450	153	n/a
145	Mitsubishi	Outlander PHEV	DLA-GG2W	1,998	1,850kg	\$2,150	118	n/a
144	Nissan	Note	DAA-HE12	1,198	1,210kg	\$1,570	37	n/a
132	Toyota	Sai	DAA-AZK10	2,362	1,570kg	\$850	32	n/a
132	Mazda	Axela	DBA-BLEFW	1,998	1,340kg	n/a	-38	-\$691.05
121	Toyota	Prius	DAA-ZWV41W	1,797	1,450kg	\$1,160	37	n/a
119	Toyota	Camry	DAA-AWV50	2,493	1,540kg	\$950	34	n/a
113	Toyota	Prius	DAA-ZWV30	1,797	1,310kg	\$1,510	42	n/a
103	Mazda	Demio	DBA-DJ3FS	1,298	1,020kg	\$1,060	9	n/a
100	Mazda	CX-5	DBA-KEEFW	1,997	1,440kg	n/a	-15	-\$269.67
91	Honda	Fit	DAA-GP1	1,339	1,130kg	\$1,180	15	n/a
88	Nissan	Serena	DAA-HFC26	1,997	1,660kg	n/a	-5	-\$98.63
86	Honda	Fit	DAA-GP5	1,496	1,130kg	\$1,550	33	n/a
83	Subaru	XV	DBA-GP7	1,995	1,350kg	n/a	-24	-\$423.91
81	Nissan	Note	DBA-E12	1,198	1,090kg	\$1,000	6	n/a
75	Mazda	Axela	DBA-BMEFS	1,997	1,310kg	\$500	-7	-\$124.46
71	Toyota	Hiace	CBF-TRH200V	1,998	1,760kg	-\$2,875	-35	-\$630.48

VIA stresses these numbers are indicative only. They are based on data from New Zealand's motor-vehicle register and the Ministry of Land, Infrastructure, Transport and Tourism in Japan. Models with a minus in front of the dollar value means it attracts a penalty of that amount.



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Ranger takes national title

A ute powered by fossil fuel has been named the 2022 AA Driven New Zealand Car of the Year despite increasing competition in the new-vehicle market from electric models.

The Ford Ranger took out the overall prize and was also named best light commercial after judges described the latest version of the utility as being “as fit for purpose as ever”.

BYD's Atto 3 and the Mitsubishi Outlander were also named in the top three overall.

Simon Rutherford, Ford New Zealand's managing director, describes the win as “fantastic recognition” for the next-generation Ranger, especially against such a diverse field of competitors.

He adds: “It has really hit it out of the park when it comes to next-level refinement, capability and performance.”

“We would like to thank all the Ford designers and engineers who have taken an already class-leading vehicle and managed to improve it, not by a few tweaks and adjustments but by leaps and bounds.”

The AA's Jonathan Sergel, who was until recently its general manager of motoring services, says picking this year's overall winner was a unanimous choice for the judges.



Simon Rutherford, right, of Ford NZ, with Jonathan Sergel, left, of the AA, and presenter Sam Wallace, of Driven



Award winners

- Small SUV: MG ZS
- Medium SUV: Kia Sportage
- Large SUV: Kia Sorento
- Hybrid: Toyota Highlander
- PHEV: Mitsubishi Outlander
- BEV: BYD Atto 3
- Passenger: Honda Jazz
- Sports and performance: Chevrolet Corvette
- Light commercial: Ford Ranger
- Luxury: BMW iX
- AA safest (based on Ancap testing): Tesla Model Y
- People's choice: Toyota RAV4
- Overall top three: BYD Atto 3, Ford Ranger, Mitsubishi Outlander
- Overall winner: Ford Ranger

He says: “This decision was absolutely the right one, with the most efficient engine seen in the Ranger to date combined with a crowd-pleasing blend of car safety and ute practicality.”

Models launched in the past 12 months were the focus of the contest, but others on sale with five-star safety ratings were also considered.

Among the 30 judged finalists and 10 class winners, 24 offered some form of electrification – reinforcing the rise in demand for greener vehicles.

Dean Evans, Driven editor, says the Ranger is one of the most car-like and user-friendly utes on the market, and its latest round of improvements have made it more multi-faceted.

“While the market has

shown a strong interest and increasing uptake in electric vehicles, Kiwis have proven their continuing love and need for utes.”

The people's choice award was taken out by the Toyota RAV4, a repeat of its success in the same category in 2019, after more than 50,000 votes were cast. 🗳️



The BYD Atto 3, above, and Mitsubishi Outlander made this year's top three

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Year with plenty of challenges

What a year 2022 has been and what follows is a reminder of what we've been through in a rough chronological order.

Tougher loan-approval rules were brought in during the tail end of 2021 after a review of the Credit Contracts and Consumer Finance Act (CCCFA).

Most in the industry said the changes weren't needed. Indeed, it would have been better for the government to have addressed the issue and simply exercised a bit of enforcement. Anyway, the changed legislation landed on the finance market – including for cars and homes – with an immediate decline in approvals.

The government then took until end of 2022's first quarter to accept there were problems. Small changes were made in July to address some of the new CCCFA's impacts with more planned for March 2023 when extra legislative revisions take effect. All up, it wasn't a positive start to this year.

Part two of clean car discount landed on April 1. We could all see the impacts with March's spike in high-emitting vehicles being registered followed by "clean cars" the next month.

This feebate scheme has proved to be less than smooth in the used-imports space with carbon dioxide (CO2) emissions data found

to be not as accurate as it could be. Plenty of time and energy was then exerted by the folk at Waka Kotahi as they scrambled to rectify errors and disputes.

The drain on staff resources at the transport agency reportedly impacted on planning for the soon-to-eventuate clean car standard (CCS), but more on that later.

The final emissions reduction plan landed in the second quarter of 2022. Thankfully, it didn't include extra control measures on imports as initially proposed, such as setting a maximum vehicle CO2 limit. However, it did declare support for introducing a trial scrappage scheme. Planning is in progress on that front, so watch for more on that in 2023.

After a review of registered motor-vehicle trader fees was completed, a new schedule landed on August 1. The charges, although not big in the scheme of things, hadn't been reviewed since 2004 when they came in.

As night follows day, it was entirely expected for traders to pay a bit more and so it was. It was a shame that the review's scope was narrow. Perhaps a chance was missed to address related matters, not just the dollars.



TONY EVERETT
Sector manager – dealers,
Motor Trade Association

Dealers' access to private-owner name and address information on the motor-vehicle register was next up. After a brief "consultation", revised rules were issued on November 1 along with updated five-year terms. It's

easy to assign to the "been there, done that" box, but there's a sting in tale of this one.

The terms landed with a whole new set of compliance terms and conditions, which encompass declarations, training, tracking and reporting. Traders would be wise to take heed and set measures in place now, if they haven't already, to comply.

Life might get ugly when the anniversary rolls around at the same time in 2023 and you're unable to submit your annual access report or don't have systems in place to confront an audit.

Lastly, the leading subject now is the impending CCS.

It's on-track to launch on January 1 as originally planned, despite major delays in the development phases and industry calls for deferment.

Trials were originally planned to start in July or August, but were put off as the transport agency devoted much of its resources to

resolving data "hiccups" with the feebate scheme.

Now, in the final stages of planning and time available, information flow has been limited and sporadic as bits and pieces are progressively released. Importers were invited to open CO2 accounts from early November.

At the time of writing, Waka Kotahi was still awaiting sign-off of an interim manual tracking system given the originally intended automated IT-based system is still some months from implementing.

From January 1, new and used light vehicles – albeit with a few exceptions – will incur credits or debits when imported notwithstanding these will be based on a different calculation methodology than the clean car discount.

At this point, if you're feeling a little breathless that's reasonable. And I haven't even mentioned the market and all that came at you from that direction – including the tail-end of Covid-19, staff shortages, rising prices, product shortages and the Russians grabbing a big chunk of Japan's used stock.

All I can say at this point is have the best break you can over the festive season because 2023 will likely bring more challenges. But given you're still around and reading this, you know you're up for it. ☺

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Setting 'pure sports' credentials

Honda is describing its next-generation Civic as the most powerful model in the Type R brand's 30-year history.

It combines "potent" dynamic performance with an immersive cockpit experience and muscular design.

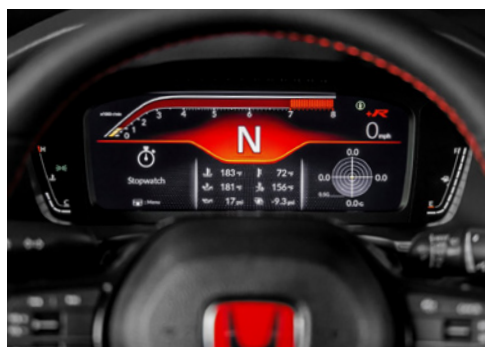
Now entering its sixth iteration, 2023's more powerful hot hatch recently set a front-wheel-drive production-car track record at Formula One Suzuka circuit.

By advancing the concept of its predecessor the Ultimate Sport, the all-new model has been developed to achieve "pure sports performance".

Honda's engineers have conducted extensive development in Japan and rigorous testing at tracks around the world to further improve the Type R's chassis.

Under its vented aluminium bonnet is a more powerful version of the marque's K20C1 engine. Power, torque and response are improved by a redesigned turbocharger, increased air-intake flow rate and a more efficient exhaust system that features a straight-through design.

The turbocharged two-litre



The Type R features meters and gauges to bolster driver and vehicle performance

four-cylinder now produces 235kW of power and 420Nm of torque – up by 7kW and 20Nm over the previous model.

A bigger grille opening and radiator, along with a large-diameter fan, improve engine cooling to ensure sustained and optimal performance during extreme driving. The active exhaust valve opens at higher rpm to enhance engine sound.

The precise six-speed manual transmission is further improved for an "even more rewarding connection" with the driver.

A lighter flywheel and a revised rev-match system ensures "perfectly paired" rev-matching when shifting down gears to help maintain stability on corner entry. The

gearbox has gained a high-rigidity lever and optimised shift-gate pattern for hyper-precise changes.

The Type R's sharp responses have been increased by a significantly more rigid body structure, which supports improved dynamics and refinement. The wheelbase has been extended for greater stability, while the front and rear tracks are much wider.

Together with a retuned dual-axis strut front and multi-link rear suspension, these changes improve straight-line stability and steering feel.

Drivers can switch between four pre-set performance settings, selecting different modes for the engine, steering, suspension and engine sound. In addition to comfort, sport and +R, a new "individual" mode enables customised motoring.

The Type R's digital meter display features clean graphics, incorporating a large tachometer, and gear-position and multi-information displays.

A second new meter design is exclusive to the +R mode.

This allows the driver to obtain information instantly with the engine's rpm and gear position placed at the top.

Exclusive to the Type R, an enhanced version of the Honda LogR performance datalogger combines the onboard computer and sensors with a built-in app. This helps monitor and record performance parameters in real time when driving on-track.

The new Civic, which is priced from \$69,000 plus on-road costs in New Zealand, boasts a sleeker look. Its exterior is more aerodynamically efficient, generating significantly more downforce.

There are integrated flared wheel-arches over wider tracks and lightweight 19-inch matte black alloys wrapped in wider Michelin Pilot Sport 4S tyres.

All body panels forward of the A-pillars are unique to the Type R, including a new and more aggressive front-bumper. Its lower stance is accentuated by wider rear doors and a reshaped rear bumper that reveals its updated, signature three round exhaust outlets. Ⓜ



A redesigned rear spoiler with aluminium stanchions and a rear diffuser intensify downforce and reduce drag

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Securing provenance for the future

Everrati Automotive has revealed its electrified Porsche 911 (964) Wide Body Cabriolet – the first of its kind on the planet.

Bringing together zero-emissions motoring with iconic design, the company's latest model boasts an electric vehicle (EV) powertrain of original equipment manufacturer (OEM) grade.

It says its wide-body cabriolet can deliver super-car levels of roof-down performance year-round.

Extensively engineered at the company's headquarters in Oxfordshire, England, this Porsche combines a full restoration with the installation of sector-leading IP blended with technology from tier-one automotive suppliers.

As well as the UK and Europe, another key market for the addition to its range is the US where Everrati has a partnership



Everrati's electrified Porsche 911 (964), a wide-body cabriolet

with the Aria Group. Based in California, Aria has expertise in low-volume, high-end engineering and production supporting world-leading OEMs. The venture enables 964 manufacturing on both sides of the Atlantic.

With more than double the output of the original Porsche 911 (964) Cabriolet on which it's based, this wide-body model is available in 328kW and 373kW forms.

The latter can accelerate from

0-96kph in less than four seconds and has a range of 322km thanks to its 62kWh battery.

Everrati has worked to preserve the original "feel and character" of the Porsche 911 (964) Cabriolet by optimising weight distribution, chassis response and safety, and by enhancing the original's performance. With its optional fully adjustable TracTive suspension system, a variety of modes can be selected.

This 964 uses a donor chassis and body – selected for its provenance and condition – as the basis for restoration and electrification.

At the core of Everrati's engineering philosophy is the ability to fully reverse all modifications, allowing owners to revert the car back to its original specification if desired, and to preserve provenance into the future.

Its current line-up includes the Porsche 911 (964) Coupe, Targa, the Cabriolet in Pure, Signature and officially licensed Gulf Signature Editions, the Land Rover Series IIA, GT40 in partnership with Superformance including the officially licensed Gulf Edition, and the Mercedes-Benz SL Pagoda.

Everrati was founded in 2019 by British entrepreneur Justin Lunny and long-term automotive specialist Nick Williams. Ⓞ

Icon's green aim

Jeep has plans for its next-generation 4xe vehicles to be part of a transformation for it to become the world's "leading electrified SUV brand".

The aim is to introduce all-electric models in North America and Europe by the end of 2025 with other markets to follow.

The all-new Recon and Wagoneer are destined for North America and other regions, with the Avenger launching in Europe early next year.

The Recon will boast Jeep's Selec-Terrain traction management system, e-locker axle technology, under-body protection, a one-touch powertop, removable doors and glass, and the latest-generation Uconnect system.

The Wagoneer will expand Jeep's presence in the premium SUV segment. It will target a single-charge range of 645km and a 0-96kph time of around 3.5 seconds.

With an exterior design marked by a signature LED-lit grille, it's driven by aerodynamic efficiency.

The all-new Avenger is a compact SUV that will also be sold in Japan and South Korea, and will be positioned under the Renegade.

With a targeted range of 400km, it offers impressive ground clearance, breakover and approach angles for its segment, while also delivering a technologically advanced interior with plenty of space. Ⓞ



Jeep's Avenger

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Kiwi gets 'job done' in Bahrain



Toyota Gazoo Racing (TGR) earned a dominant one-two victory in the season-ending 8 Hours of Bahrain to secure a clean sweep of FIA World Endurance Championship (WEC) titles.

Outgoing world champions Mike Conway, Kamui Kobayashi and Jose Maria Lopez took a hard-earned win, their second of 2022 in their GR010 Hybrid to cement TGR at the pinnacle of the manufacturers' ladder.

Sebastien Buemi, Brendon Hartley and Ryo Hirakawa, racing in car number seven, started the final round level on points with their Alpine title rivals. They finished second to take out the drivers' world title, adding to their Le Mans 24 Hours win earlier this year.

"I'm really pleased to complete the job here and win both championships," says Hartley.

"Thanks to everyone on the team for their support all year to give us a car to win the drivers' title and Le Mans.

"Our objective was to beat Alpine and secure the manufacturers' title, so we couldn't afford to take any risks just to get the win. They had the pace and deserved victory, so well done to them."

Buemi and Hartley's names now enter the record books as the first racers to land three titles in the top category of the WEC or its predecessor, the World Sportscar Championship.

Hirakawa, a winner at Le Mans in June, ended his rookie season finishing up as Japan's third WEC champion.

A perfect result in Bahrain was a fitting end to a successful season for TGR, which now has a fifth world-championship double from a decade in the WEC.

It has achieved the unique feat of winning every available title, a total of eight, in the three FIA series it competed in this season – the WEC and World Rally and World Rally Raid championships.

The top six in Bahrain was 1st: TGR #7, 245 laps, 2nd: TGR #8 on plus 45.47 seconds, 3rd: Alpine Elf Team #36 (Negrao, Lapierre, Vaxiviere) on plus two laps, 4th: Peugeot TotalEnergies #94 (Duval, Menezes, Muller) on plus six, 5th: WRT #31 (Galael, Frijns, Vanthoor), plus eight, 6th: United Autosports USA #23 (Lynn, Jarvis, Pierson) on plus eight.

TEENAGERS' CHALLENGE

Back home, and a successful shoot-out for William Exton and Tom Bewley at the Hampton Down NZ Racing Academy guarantees both will be part of the 2023 Toyota 86 Championship.

As the grid for the season takes shape, 18-year-old Exton and Bewley, aged 15, are exciting additions to the six-round series, which kicks off at Highlands Motorsport Park on January 13.

Exton topped the three-way shoot-out in north Waikato last month, bagging a cash prize of \$37,500 from the Tony Quinn Foundation towards his Toyota 86 season.

Bewley was hot on his heels and his \$10,000 prize also locks in his grid spot for 2023.

Third-placed Cormac Murphy,



- ▲ Sebastien Buemi leads the field at the start of the 8 Hours of Bahrain
- ▶ Brendon Hartley celebrates qualifying in pole position
- ▼ 2022 WEC world champions. From left, Brendon Hartley, Ryo Hirakawa and Sebastien Buemi



another significant prospect for the future, impressed and has secured more time at the academy to hone his skills.

Exton, of Blenheim, has already raced a Toyota 86 in two endurance events to get mileage under his belt as he switches to circuit racing from an impressive six-year career in karting.

That run of success included championship wins in 2017 in a 100cc Junior Yamaha in the Kartsport NZ South Island Championship and schools champs. He then repeated that feat in 2019.

Last year, he was Kartsport NZ National Sprint champion in the Rotax Max Light class. A long list of victories and top three finishes

in other series single him out as a special talent.

Although three years younger, Bewley is another sensation having never finished outside the top three in karting championships he's competed in.

Since 2016, he was crowned as number one in the Rotax Junior class in Kartsport's North Island Sprint series in 2020 and this year's Auckland City of Sails face-off.

Exton and Bewley have impressed motorsport legend Steve Horne, who judges the shoot-out for the Tony Quinn Foundation.

As a team manager and then an owner, Horne took out the Indianapolis 500, two



Hampton Downs' shoot-out day for the Toyota 86 Championship saw William Exton, centre, and Tom Bewley, right, win big, while Cormac Murphy confirmed he's yet another future prospect



Taylor Bryant in his MTF Finance-sponsored Toyota 86

2023 Toyota 86 Championship		
Date	Location	
1 Jan 13-15	Highlands Motorsport Park, Cromwell	
2 Jan 20-22	Teretonga Park, Invercargill	
3 Feb 3-5	Hampton Downs, Waikato	
4 Mar 17-19	Taupo International Motorsport Park	
5 Apr 14-16	Circuit Chris Amon, Manfeild	
6 TBC	TBC	

Championship Auto Racing Teams championships and five Indy Lights titles, so it's safe to say the Kiwi knows talent when he sees it.

experience in that regard. Tom's younger and I feel he will develop the commercial skills if he keeps improving at the rate he is.

"First of all, every one of the finalists did exceptionally well to make it that far from a group originally probably more than 70 strong," enthuses Horne.

"Overall though, they are impressive and will be great to watch them in the Toyota 86."

"They went through a three-phase process, which I often refer to as the 'three-legged stool'. Those legs are performance on the track, technical and engineering skills off it, and understanding the sport's commercial side."

Exton and Bewley will now knuckle down to testing their 86s to ensure they are at the grid's sharp end when the series starts in the new year.

Their track time essentially mirrored a race day with 10 laps of familiarisation, 10 for qualifying and then a race simulation for 10 laps.

They are exciting prospects for TGR NZ motorsport manager Nicolas Caillol too, who has seen some amazing talent in the series over the past few seasons.

"What I noticed about William and Tom was they were up to speed and on the gas immediately," adds Horne. "For me, that has always been a good sign with any driver. I saw it in my Indy Lights team with Helio Castroneves and Tony Kanaan, and I've seen it with many others too."

He says: "We've seen plenty of talent emerge from karting and use the Toyota 86 as a springboard for international campaigns. Just look at former champions Ryan Wood and Callum Hedge, who are on the radar of all major teams in Australia and doing very well in Porsche racing."

"Both lads were able to communicate well with engineers, interpret changes in the car and work on improving its set-up."

"For us at TGRNZ, we're always looking forward and ensuring the championship does its bit for finding New Zealand's next world champion."

"Commercially, William has already raised money for his sport in Blenheim and edged Tom on

AIMING FOR TOP EIGHT

Taylor Bryant has confirmed he will run for his third season in the Toyota 86 Championship.

F5000 driver Kevin Ingram



Bryant, who hails from Pukekohe, south of Auckland, once again carries the support of MTF Finance on his car, which will be run by Action Motorsport as part of its multi-vehicle operation.

pace, and enjoyed the vehicle and the close racing," says Bryant.

Following on from his debut season with the CareVets Scholarship Programme, Bryant won the first mini-endurance series during the coronavirus pandemic with Daniel Gaunt. He then had one season before taking a break, but kept up to speed by working in the pits.

"This year the competition will be difficult and there are a few things I need to work on if I want to keep up with the front pack. I would love to grab a few podiums, but my target is being a consistent top-eight runner and to go from there."

He was back in the 86 category for the non-championship round at the Pukekohe Supercars meeting in September where he notched up impressive practice laps before qualifying ninth.

GRASSROOTS ACTION

Kevin Ingram got his 2022/23 SAS Autoparts MSC F5000 Tasman Cup Revival Series off to a superb start with a win from pole to chequered flag in the new season's first race at the big MG Classic meeting in Feilding on November 10.

"It was awesome to be back for the Supercars when I had good

He set a best lap in the category's qualifying session early on the Saturday morning.

Ingram then stormed away from fellow front-row starter Tony Galbraith and the rest of the 12-strong field to cross the finish line well-ahead of third-quickest qualifier Glenn Richards, who won his race-long battle for second place with Galbraith on the final lap. 🍀

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Adjudicator rules in dealer's favour after car's corrosion was 'properly repaired'

Background

Trevor Clark purchased a 2011 Mazda Axela for \$10,750 from Nova Motors Penrose Ltd on July 9, 2021.

He wanted to reject the car because it had pre-existing rust and was fitted with snow tyres, which Clark considered unsuitable for use in New Zealand.

The windscreen also had a crack, which he believed was caused by the vehicle's structural integrity being affected by the underbody corrosion.

Clark wanted to recover the purchase price, and the cost of replacing tyres and what he incurred in pursuing his claim.

Nova Motors Penrose said his application should be dismissed because the Axela had been repaired and was in an acceptable condition when it was sold.

The case

The trader imported the vehicle from Japan in April 2021. It failed initial compliance due to rust.

Clark provided correspondence with Waka Kotahi confirming it was marked as damaged and specialist certification was required for any repairs.

The rust was treated by Epsom Vehicle Repairs in June and the car passed compliance testing on June 30.

When Clark inspected the car before buying it, he wasn't told it had undergone corrosion repairs.

Soon after purchase, he noticed it had winter tyres, which he considered to be unsafe but the trader refused to replace them.

On July 13, he was told by a mechanic the vehicle had been treated for underbody corrosion. Clark contacted the trader and tried to reject the vehicle, but the dealer didn't accept it.

He then had the Mazda assessed by AA Motoring, which found evidence of surface rust around the engine bay on the fixings and bolts, and recommended treatment on the affected areas.



A 2011 Mazda Axela

The finding

The tribunal first considered the buyer's concerns over the winter tyres. It found they were fit for purpose, durable and safe, and complied with NZTA and warrant of fitness requirements.

Although they weren't optimal for use in most New Zealand conditions, the tyres didn't breach the CGA's guarantee of acceptable quality because they met requirements for standards.

However, the buyer's main concern was the underbody rust, the extent of which when the car was imported was unclear.

Nova Motors Penrose provided photographs of the affected areas taken after it had been repaired. Clark supplied photos taken after the hearing. Both sets of pictures showed the corrosion had been properly treated and repaired.

If the car had significant structural rust, it would have been flagged as "imported as damaged" by the border inspector and that flag would remain with the Mazda throughout its life.

Neither party produced evidence to show this had been the case, so the adjudicator concluded the corrosion was surface rust that didn't affect the Mazda's structural integrity.

The tribunal's assessor advised the treatment applied to the car's underside by the repairer would significantly slow surface corrosion and there should be no major structural-rust problems to the underbody for many years.

The windscreen had cracked post-purchase. The cause was unknown, although the absence of

a chip in it suggested the problem had been caused by pressure being placed on it.

Clark believed the windscreen cracked due to the vehicle's structural integrity being compromised by corrosion.

Given the finding that the rust was present when the vehicle was imported hadn't affected the car in that way, the tribunal wasn't satisfied this was the cause for the cracked windscreen. Furthermore, it couldn't be satisfied this problem breached the CGA's guarantee of acceptable quality.

Consequently, the adjudicator was satisfied the Mazda was of acceptable quality because it was as free of minor defects and as durable as a reasonable consumer would consider acceptable.

The tribunal then considered if the trader had engaged in misleading conduct that breached section nine of the Fair Trading Act (FTA) by describing the vehicle as a "grade four" import and by failing to disclose it had pre-existing rust.

Used cars offered for sale by auction in Japan are assessed by the auctioneer and are typically assigned a grade, with grade-one vehicles being of the lowest quality and five the highest.

Clark was told by the trader the Mazda was grade four. But he considered that was misleading because of its condition. Particularly, the pre-existing rust meant it was of lower quality than he would expect from a grade-four import.

The dealer provided a copy of the car's Japan auction sheet,

The case: The buyer wanted a refund for his 2011 Mazda Axela after he discovered it had rust, a cracked windscreen and winter tyres. The trader refused to accept the rejection under the Consumer Guarantees Act (CGA). It contested the surface corrosion had been properly repaired, and the car was in an acceptable condition for its age and mileage when supplied.

The decision: The tribunal agreed with the dealer so the buyer's application was dismissed.

At: The Motor Vehicle Disputes Tribunal, via video link.

which showed it had been assessed as grade four.

Consequently, by accurately passing on the grade information to Clark, the trader hadn't engaged in misleading conduct.

Clark also claimed the dealer was obliged to disclose the car had pre-existing rust. That aspect of his claim required the tribunal to consider the extent to which non-disclosure or silence can be a breach of section nine of the FTA.

Under the common-law principle of "caveat emptor", basically "buyer beware", a claimant must show the other party has made a positive representation before it can succeed in any claim.

Silence or the failure to disclose a material fact cannot give rise to a claim. However, the principle of caveat emptor had been displaced by the FTA. Under this act, silence or failure to disclose a material fact can constitute misleading or deceptive conduct.

Nova Motors Penrose was only obliged to disclose the vehicle had been treated for corrosion if that information was so material that a reasonable consumer would have expected it to be disclosed.

In this case, the car didn't have "imported as damaged" status, the corrosion wasn't structural and it had been properly fixed. The tribunal didn't consider Nova Motors Penrose had any obligation to disclose that the car had repairs for rust.

Order

The application was dismissed. ☹

Trader loses case because tribunal rules legislation on contracting out breached

Background

Kishori Lal Uniyal bought a 2012 Toyota Aqua from 2 Cheap Cars on October 10, 2021, for \$8,369 through his company Kritika Enterprises.

Two months later, it was inspected. Its hybrid battery was found to be faulty and needed replacing.

The trader declined to do so it because the vehicle was purchased for commercial use and both parties had contracted out of the CGA.

The case

The tribunal first addressed the car being bought by a company for commercial use and if this allowed the trader to avoid its CGA obligations.

Under section 43, contracting out is generally banned. However, a limited exception is offered after a change was made to the legislation in 2014 to mirror the equivalent provision in the Fair Trading Act (FTA).

The amendment means the focus is now on whether parties are in-trade rather than if the consumer buys a car for business purposes as was previously the case.

It's the tribunal's experience many traders are unaware the CGA changed or they haven't been advised how to apply it now.

The first requirement for contracting out is for this to be done in writing. In this case, both parties signed standard-exclusion clauses in the vehicle offer and sale agreement (VOSA).

Uniyal bought the Aqua to commute to work and for work-related deliveries. The trader's general manager of operations, Dayton Howie, told him there were tax advantages for the company by purchasing the car through Kritika Enterprises.

The adjudicator considered that combination of factors established the vehicle was acquired in-trade as well as by all parties to the agreement. It was satisfied they had contracted out

because of the VOSA's wording.

However, Uniyal claimed he didn't realise the CGA wouldn't apply. If he had been aware its provisions were excluded, he said he would have purchased mechanical breakdown insurance (MBI) but it wasn't offered.

The ruling

At the hearing, the tribunal was concerned Uniyal's English wasn't adequate for him to understand what he had signed because he used a Hindi interpreter.

If Uniyal had established he was misled about the exclusion clauses and that was compounded by his lack of English, then that could provide a basis for arguing Kritika Enterprises didn't agree to exclude the CGA.

Howie said Uniyal had a friend interpreting for him at time of sale. He added if Uniyal knew about MBI, he was likely to know about insurance products sold by the trader.

Overall, the adjudicator didn't think there was enough evidence to establish Uniyal didn't understand what he was signing.

The tribunal then considered if it was fair and reasonable the parties were bound by their agreement to contract out of the CGA.

It considered there was an imbalance in the bargaining power between Kritika Enterprises and the trader. The VOSA was standard form and its terms weren't subject to negotiation.

Moreover, 2 Cheap Cars was a large trader but Kritika Enterprises was a small business that didn't have the same experience in negotiating vehicle sale-and-purchase contracts.

The dealer's finance consultant, Anne Plaza, told Uniyal that because the Aqua was being bought in his company's name that he would need to sign the VOSA's exclusion clause.

She asked Uniyal if he was sure he wanted to buy the car in his company name because there were some disadvantages in this. Plaza explained that by signing the exclusion, Kritika Enterprises couldn't make CGA claims.

As far as he remembered, Uniyal said no staff member explained the act's application, but confirmed Plaza offered him the chance to get MBI.

Based on this, the adjudicator concluded Kritika Enterprises wasn't given any opportunity to negotiate the VOSA's terms for excluding the CGA.

It was clear the trader wrongly assumed if a company purchased a vehicle, then it was entitled to insist the company signed its exclusion clause. That indicated to the adjudicator the dealer didn't know the CGA's contracting-out law had changed.

In conclusion, given the parties' imbalance in bargaining power and lack of evidence Uniyal knew the law gave Kritika Enterprises the ability to choose to contract out, the tribunal considered it was fair and reasonable for the company to be entitled to CGA protections.

As the trader had purported to contract out, it had – on the face of it – committed an offence under the FTA because misleading consumers as to their rights under the CGA can cause them to suffer losses.

The case: Around two months post-purchase, the hybrid battery in a car failed. The trader refused to replace it because both parties had contracted out of the Consumer Guarantees Act (CGA) when the buyer's business bought it. However, a law change made in 2014 means the tribunal can overturn such an exemption if it's deemed to be unfair and unreasonable.

The decision: The tribunal ruled the legislation applied to this case and ordered the dealer to replace the battery.

At: The Motor Vehicle Dispute Tribunal, Wellington.

The tribunal was disappointed a large trader was relying on standard-form provisions rather than negotiating CGA exclusions on a case-by-case basis.

Since the law was amended, parties who are in-trade and agree to contract out only have that agreement upheld if the tribunal concludes it's fair and reasonable they are bound by it.

The tribunal agreed with the Motor Trade Association saying: "The consequences of contracting out must be fully disclosed to the purchaser – with evidence in writing to that effect being useful – and ideally the consumer should be encouraged to seek legal guidance. Written evidence to that effect would be wise and a separate form setting out these steps would help."

It then considered the application of the CGA to this case. Prior to sale, the trader provided Uniyal with a test report dated September 30, 2021, stating the Aqua had a "good battery".

There was no dispute it was defective, needed to be replaced and the problem arose about two months post-purchase, so the car didn't comply with the guarantee of acceptable quality.

Orders

The trader had to replace the hybrid battery with a reconditioned one with a 12-month and 80,000km warranty, and pay Kritika Enterprises \$50 for a battery scan. ☺



A 2012 Toyota Aqua

Armacup^{NZ}



LATEST SCHEDULE

	Port Calls	Paglia v2223	Morning Cherry v2301
JAPAN	Moji	—	—
	Osaka	11 Dec	2 Jan
	Nagoya	12 Dec	3 Jan
	Yokohama	13 Dec	4 Jan
	Hitachinaka	—	—
NEW ZEALAND	Auckland	27 Dec	17 Jan
	Lyttelton	31 Dec	28 Jan
	Wellington	2 Jan	30 Jan
	Nelson	TBC	31 Jan

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AROUND THE COUNTRY
November 2022

Total new cars

11,176

2021: 11,222 ▼ 0.4%

Total imported used cars

7,156

2021: 11,321 ▼ 36.8%

NORTHLAND

NEW: 213 2021: 285 ▼ 25.3%
USED: 124 2021: 217 ▼ 42.9%

AUCKLAND

NEW: 5,493 2021: 4,818 ▲ 14.0%
USED: 3,429 2021: 4,982 ▼ 31.2%

BAY OF PLENTY

NEW: 509 2021: 668 ▼ 23.8%
USED: 324 2021: 594 ▼ 45.5%

WAIKATO

NEW: 759 2021: 893 ▼ 15.0%
USED: 579 2021: 814 ▼ 28.9%

GISBORNE

NEW: 46 2021: 48 ▼ 4.2%
USED: 45 2021: 104 ▼ 56.7%

TARANAKI

NEW: 183 2021: 231 ▼ 20.8%
USED: 76 2021: 171 ▼ 55.6%

HAWKE'S BAY

NEW: 236 2021: 328 ▼ 28.0%
USED: 137 2021: 237 ▼ 42.2%

TASMAN

NEW: 65 2021: 65 ■ 0.0%
USED: 55 2021: 104 ▼ 47.1%

MANAWATU-WHANGANUI

NEW: 325 2021: 477 ▼ 31.9%
USED: 211 2021: 382 ▼ 44.8%

NELSON

NEW: 85 2021: 72 ▲ 18.1%
USED: 86 2021: 138 ▼ 37.7%

WELLINGTON

NEW: 933 2021: 1,239 ▼ 24.7%
USED: 539 2021: 935 ▼ 42.4%

WEST COAST

NEW: 34 2021: 20 ▲ 70.0%
USED: 31 2021: 55 ▼ 43.6%

MARLBOROUGH

NEW: 53 2021: 76 ▼ 30.3%
USED: 34 2021: 61 ▼ 44.3%

CANTERBURY

NEW: 1,818 2021: 1,451 ▲ 25.3%
USED: 1,086 2021: 1,816 ▼ 40.2%

OTAGO

NEW: 281 2021: 372 ▼ 24.5%
USED: 269 2021: 485 ▼ 44.5%

SOUTHLAND

NEW: 117 2021: 153 ▼ 23.5%
USED: 95 2021: 192 ▼ 50.5%

OTHERS (Chatham Islands, overseas, unknown)

NEW: 26 2021: 26 ■ 0.0%
USED: 36 2021: 34 ▲ 5.9%

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Imported Passenger Vehicle Sales by Make - November 2022

MAKE	NOV'22	NOV'21	+/- %	NOV'22 MKT SHARE	2022 YEAR TO DATE	2022 MKT SHARE
Toyota	2,682	3,140	-14.6	37.5%	33,759	32.5%
Mazda	1,055	1,463	-27.9	14.7%	13,626	13.1%
Nissan	890	1,554	-42.7	12.4%	14,553	14.0%
Subaru	471	913	-48.4	6.6%	7,789	7.5%
Honda	417	853	-51.1	5.8%	7,175	6.9%
Volkswagen	290	556	-47.8	4.1%	4,033	3.9%
Mitsubishi	274	551	-50.3	3.8%	4,083	3.9%
BMW	252	629	-59.9	3.5%	4,772	4.6%
Suzuki	169	230	-26.5	2.4%	1,992	1.9%
Audi	154	395	-61.0	2.2%	2,972	2.9%
Mercedes-Benz	137	237	-42.2	1.9%	2,319	2.2%
Lexus	83	275	-69.8	1.2%	2,012	1.9%
Ford	46	64	-28.1	0.6%	671	0.6%
Volvo	31	61	-49.2	0.4%	681	0.7%
Land Rover	24	50	-52.0	0.3%	434	0.4%
Chevrolet	23	35	-34.3	0.3%	305	0.3%
Dodge	17	19	-10.5	0.2%	218	0.2%
Mini	17	23	-26.1	0.2%	209	0.2%
Hyundai	14	13	7.7	0.2%	172	0.2%
Porsche	13	32	-59.4	0.2%	256	0.2%
Jeep	10	42	-76.2	0.1%	243	0.2%
Jaguar	9	37	-75.7	0.1%	329	0.3%
Chrysler	7	20	-65.0	0.1%	262	0.3%
Opel	7	0	700.0	0.1%	13	0.0%
Holden	6	17	-64.7	0.1%	152	0.1%
Renault	5	10	-50.0	0.1%	54	0.1%
Alfa Romeo	4	6	-33.3	0.1%	34	0.0%
Daihatsu	4	2	100.0	0.1%	22	0.0%
Smart	4	2	100.0	0.1%	35	0.0%
Kia	3	6	-50.0	0.0%	66	0.1%
MG	3	5	-40.0	0.0%	25	0.0%
Pontiac	3	3	0.0	0.0%	24	0.0%
Rover	3	2	50.0	0.0%	19	0.0%
Tesla	3	13	-76.9	0.0%	53	0.1%
Vauxhall	3	0	300.0	0.0%	12	0.0%
Others	23	63	-63.5	0.3%	505	0.5%
Total	7,156	11,321	-36.8	100.0%	103,879	100.0%

Imported Passenger Vehicle Sales by Model - November 2022

MAKE	MODEL	NOV'22	NOV'21	+/- %	NOV'22 MKT SHARE	2022 YEAR TO DATE	2022 MKT SHARE
Toyota	Aqua	1,068	932	14.6	14.9%	11,890	11.4%
Toyota	Prius	600	404	48.5	8.4%	5,652	5.4%
Mazda	Axela	409	478	-14.4	5.7%	4,574	4.4%
Toyota	Corolla	242	191	26.7	3.4%	2,711	2.6%
Mazda	Demio	238	212	12.3	3.3%	2,334	2.2%
Nissan	Leaf	206	236	-12.7	2.9%	3,419	3.3%
Honda	Fit	201	308	-34.7	2.8%	2,696	2.6%
Subaru	Impreza	197	250	-21.2	2.8%	2,447	2.4%
Mitsubishi	Outlander	193	329	-41.3	2.7%	2,721	2.6%
Volkswagen	Golf	192	360	-46.7	2.7%	2,555	2.5%
Nissan	Note	176	134	31.3	2.5%	1,805	1.7%
Mazda	CX-5	161	277	-41.9	2.2%	2,355	2.3%
Nissan	X-Trail	136	401	-66.1	1.9%	2,729	2.6%
Suzuki	Swift	133	165	-19.4	1.9%	1,474	1.4%
Toyota	C-HR	123	66	86.4	1.7%	1,511	1.5%
Subaru	XV	111	77	44.2	1.6%	964	0.9%
Nissan	Serena	106	128	-17.2	1.5%	1,236	1.2%
Mazda	Atenza	95	193	-50.8	1.3%	1,759	1.7%
Toyota	Vitz	95	60	58.3	1.3%	816	0.8%
Toyota	Sai	86	74	16.2	1.2%	652	0.6%
Mazda	Premacy	82	104	-21.2	1.1%	1,139	1.1%
Toyota	Camry	60	68	-11.8	0.8%	666	0.6%
Nissan	Juke	57	73	-21.9	0.8%	680	0.7%
Subaru	Legacy	56	262	-78.6	0.8%	1,894	1.8%
Toyota	Auris	52	55	-5.5	0.7%	595	0.6%
Volkswagen	Polo	52	98	-46.9	0.7%	674	0.6%
BMW	116i	50	100	-50.0	0.7%	682	0.7%
Audi	A3	49	72	-31.9	0.7%	692	0.7%
BMW	320i	49	129	-62.0	0.7%	794	0.8%
Honda	Vezel	46	59	-22.0	0.6%	627	0.6%
Toyota	Wish	39	143	-72.7	0.5%	881	0.8%
Mercedes-Benz	A180	38	30	26.7	0.5%	379	0.4%
Subaru	Forester	37	138	-73.2	0.5%	929	0.9%
BMW	Mini	35	67	-47.8	0.5%	494	0.5%
Subaru	Outback	32	63	-49.2	0.4%	502	0.5%
Others		1,654	4,585	-63.9	23.1%	35,951	34.6%
Total		7,156	11,321	-36.8	100.0%	103,879	100.0%



WHAT DO YOU WANT FROM YOUR VEHICLE SUPPLIER?

Demand for car loans strong

Credit bureau Centrix reports that vehicle lending has been on the up and arrears on such deals have improved for the first time in six months.

Overall consumer demand for loans appears to have returned to pre-coronavirus levels and has been driven by an increased volume of applications for personal borrowing.

The number of new consumer loans that were granted in September was 18 per cent higher than in the same month of 2021, which Centrix says reflects the expectation that consumers are turning to credit to fund spending.

“Demand for personal and vehicle loans remains strong despite the challenging economic climate, with new credit card applications up three per cent year-on-year,” adds its report issued on October 31.

“Arrears on vehicle loans have improved slightly after rising for the past five months, while arrears on unsecured personal loans have edged down to 7.6 per cent.”

Keith McLaughlin, managing director of Centrix, says the economic climate remains challenging for many consumers as they continue to adjust to the impacts of inflation and the rising costs of living.

“This squeeze is being reflected in borrowing as consumer credit demand has started to climb again to pre-pandemic levels, with personal loans on the rise as Kiwis turn to credit to support their spending,” he adds.

Aqua leads way

There were 7,156 used-imported cars registered in New Zealand last month, a drop of 36.8 per cent compared with 11,321 in the same month of last year. Toyota’s Aqua was the top model with 1,068 sales – a 14.6 per cent jump from 932 units in November 2021.

Toyota’s Prius was second with 600 units followed by the Mazda Axela on 409. Completing the top five were the Toyota Corolla with 242 and Mazda’s Demio with 238.

“Despite this, consumer arrears appear to be levelling out month-on-month as Kiwis begin to manage this new reality.”

HONDA TAKES TITLE

A favourite for New Zealand importers of used vehicles from Japan has been judged to be the UK’s most reliable model.

The Honda Jazz – also known as the Fit – has taken out the

used-car title in a study of vehicle dependability.

It topped Warrantywise’s 2022 reliability index after also being among the cheapest models to fix, with an average repair cost of £424.31, which comes in at about NZ\$843.

The relatively low repair cost of the third-generation Jazz and its low chance of developing a fault gave it a score of 93.7 points out of 100.

The index is based on information from more than 131,000 extended warranty policies. It covers cars up to 10 years old that are out of their standard manufacturer warranties and discounts any model when there are fewer than 100 examples covered by the company.

Japanese and Korean marques dominated the rankings with second place taken out by the Mazda 2 on 89.9. It was followed by the Toyota Auris on 89.7. Mazda’s

MX-5 roadster was fourth with 86.5 and Toyota’s Aygo completed the top five with a score of 85.5.

The Peugeot 107 – part of a platform-sharing venture with the Aygo – was the only European model to make it into the top 10.

SHIFT FOR PREMISES

Archibald & Shorter, which is owned by the Giltrap Group, has opened the doors to its new pre-owned dealership in Auckland.

The group’s premises at 257 Great South Road, Greenlane, stocks second-hand Volvos, Land Rovers and Jaguars. The site was previously home to Winger Suzuki Greenlane. The long-time former tenant recently relocated to 265 Great South Road, which is next to Winger Subaru Greenlane.

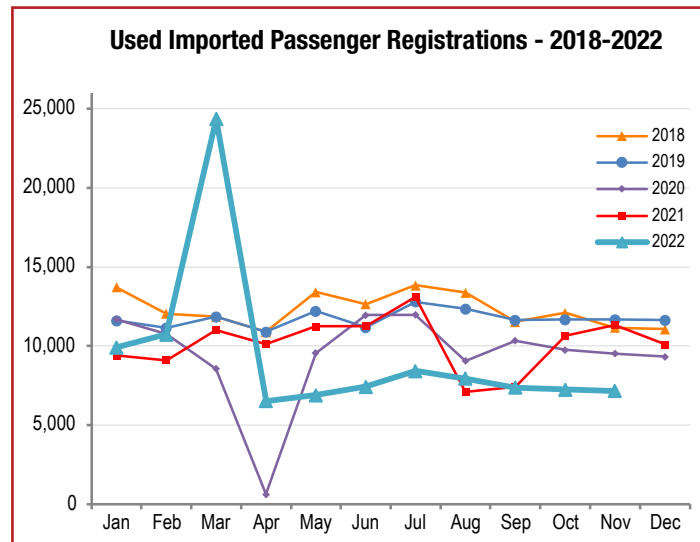
The move sees the Archibald & Shorter’s pre-owned facility being much closer to its new-car sites at 550 Great South Road. Its pre-owned sales were previously at 251 Great South Road.

DOUBLE-GOLD WIN

Turners has taken out double honours at the NZ Advertising Effectiveness Awards. Of seven gold medals awarded, it secured two – for best strategic thinking and retail and e-retail.

The judges described the We Love Tina as a “brilliant case study that was effective in its delivery and had a clear strategy showcasing simplicity at its finest”.

“This is another recognition of the hard work that went into developing this campaign,” says Greg Hedgepeth, chief executive officer of Turners Auto Retail. ☺



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Focus on cartel agreements

The Commerce Commission has warned the shipping and freight-forwarding industries that alleged Commerce Act breaches are on its radar.

It follows the regulator issuing warnings to eight international freight-forwarding companies because – in its view – they likely entered into cartel agreements with Mondiale Freight Services and or Oceanbridge Shipping to not compete for customers.

The warnings conclude an investigation that began in 2018 into allegations of anti-competitive conduct in freight forwarding, which relates to

logistics for moving cargo in and out of the country.

The companies warned are 360 Logistics Group, Aqua Air Freight Services, CH Robinson Worldwide (NZ), Go Logistics, Kerry Logistics (Oceania), Mainstream Global, Stellar International, and Ryders Customs and Forwarding.

Earlier this year, the commission agreed settlements to resolve proceedings with Mondiale and Oceanbridge.

High-court penalties of \$4.9 million were imposed on Mondiale and \$4.6m on Oceanbridge.

In addition, four individuals associated with them received

penalties between \$65,000 and \$100,000.

The combined penalties came in at \$9.7m.

The commission considers the cartel agreements made it possible customers were charged more for services than they would have if the companies had actively competed for this business.

The freight-forwarding industry is an important sector of New Zealand's economy, so the regulator "will continue to focus on identifying potential cartel conduct in global supply chains".

The alleged arrangements in this case related to agreements

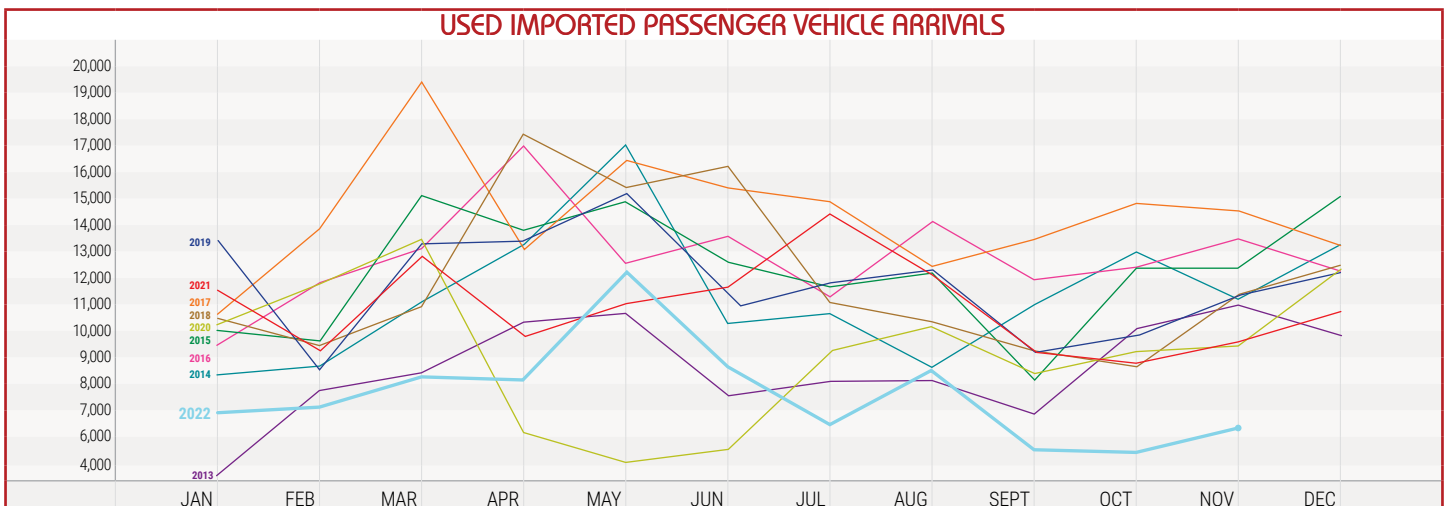
reached before the Covid-19 pandemic struck. All conduct ceased before April 8, 2021.

Visit www.autofile.co.nz for the full story.

IMPORT LEVELS DOWN

There were 6,279 used passenger vehicles imported during November and, of those, 5,975 came in from Japan. Australia placed second with 139 units. Next up were Singapore and the US on 57 each, and the UK with 41.

The year-to-date total now stands at 82,022, which is down by 31.3 per cent from 119,430 at the same time last year. ☹



Used Imported Passenger Vehicles By Country Of Export

COUNTRY OF EXPORT	2022												2021		2020		
	JAN '22	FEB '22	MAR '22	APR '22	MAY '22	JUN '22	JUL '22	AUG '22	SEPT '22	OCT '22	NOV '22	NOV SHARE %	2022 TOTAL	2021 TOTAL	MRKT SHARE	2020 TOTAL	MRKT SHARE
Australia	262	235	226	233	172	234	187	177	204	152	139	2.2%	2,221	3,072	2.4%	4,185	3.9%
Great Britain	60	41	59	35	55	70	23	24	22	36	41	0.7%	466	1,259	1.0%	690	0.6%
Japan	6,490	6,751	7,477	7,636	11,497	8,254	6,206	8,295	4,829	4,827	5,975	94.9%	78,237	123,508	94.8%	100,994	92.9%
Singapore	46	69	33	47	33	38	24	21	32	11	57	0.9%	411	1,378	1.1%	1,846	1.7%
USA	44	20	75	33	59	30	41	42	16	28	57	0.9%	445	697	0.5%	480	0.4%
Other countries	31	33	20	15	17	23	17	35	15	8	28	0.4%	242	403	0.3%	468	0.4%
Total	6,933	7,149	7,890	7,999	11,833	8,649	6,498	8,594	5,118	5,062	6,297	100.0%	82,022	130,317	100.0%	108,663	100.0%



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Companies team up for venture

MTF Finance and Tower have unveiled a partnership that aims to make the purchase and insurance process easier for the finance company's customers.

The deal means when consumers take out a loan with MTF, they can insure their new assets through Tower at the same time. For vehicles, this can be done before they drive it off the yard.

Chris Lamers, MTF Finance's chief executive officer, says the company is delighted to work with Tower to "offer a wider range of insurances in a seamless manner".

"Both companies are locally

owned and operated, and share a passion for helping New Zealanders," he adds.

"As MTF accelerates its growth, we're working with partners to add more ways we can assist our customers and insurance is a key priority for us. We want to ensure that when someone is borrowing money to buy a specific asset, they have the right protection in place for that asset."

Jonathan Beale, Tower's managing director of partnerships, notes the move comes as consumers are shifting to more sustainable vehicles.

"We're certainly starting to

see the effects of the clean car scheme with the number of electric vehicles [EVs] we insure growing by 78 per cent in 2022," he says.

"Nationally, new EV registrations doubled in the third quarter of this year compared to the average over the previous four. EVs and hybrids now make up 40 per cent of New Zealand's top-selling models."

Under the partnership, MTF Finance customers can now access Tower products online or over the phone, and will also have access to the My Tower platform where they can update, claim on and manage their insurance online.

Beale adds: "Combined, Tower

and MTF have more than 200 years' experience helping Kiwis purchase and protect the things that matter most to them. This partnership is a great fit."

There are 51 MTF Finance franchises plus hundreds of MTF-certified dealerships nationwide.

TWO-UNIT DIFFERENCE

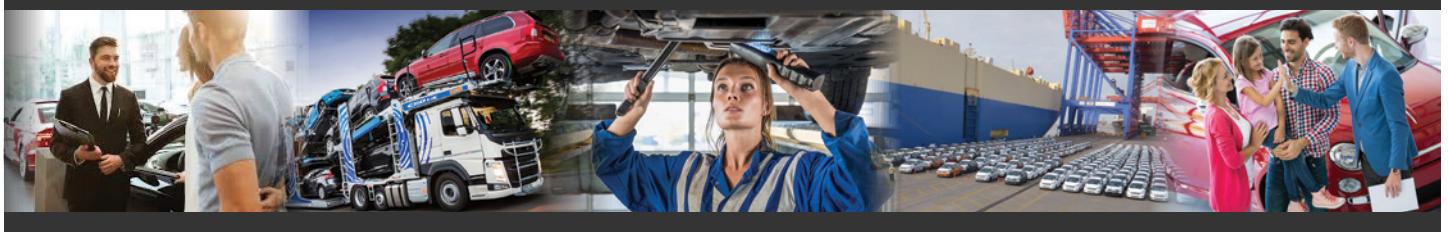
Traders sold 15,979 second-hand cars sold to the public in November. That was up from 15,977, or by two units, when compared to the same month of last year.

There were 12,904 trade-ins last month, which was a drop of seven per cent from 13,879. 📉

SECONDHAND CAR SALES - November 2022

REGION	DEALER TO PUBLIC				PUBLIC TO PUBLIC			PUBLIC TO DEALER		
	NOV'22	NOV'21	+/- %	MARKET SHARE	NOV'22	NOV'21	+/- %	NOV'22	NOV'21	+/- %
Northland	547	539	1.5	3.42	1,785	1,865	-4.3	183	265	-30.9
Auckland	5,476	5,014	9.2	34.27	12,329	13,211	-6.7	5,514	5,417	1.8
Waikato	1,607	1,564	2.7	10.06	3,830	3,971	-3.6	1,094	1,156	-5.4
Bay of Plenty	1,074	1,104	-2.7	6.72	2,743	2,951	-7.0	692	756	-8.5
Gisborne	133	151	-11.9	0.83	336	365	-7.9	40	57	-29.8
Hawke's Bay	588	678	-13.3	3.68	1,330	1,355	-1.8	381	470	-18.9
Taranaki	366	406	-9.9	2.29	998	1,016	-1.8	191	219	-12.8
Manawatu-Whanganui	858	920	-6.7	5.37	1,961	2,093	-6.3	896	915	-2.1
Wellington	1,519	1,701	-10.7	9.51	3,092	3,520	-12.2	1,095	1,110	-1.4
Tasman	145	136	6.6	0.91	423	495	-14.5	22	26	-15.4
Nelson	136	145	-6.2	0.85	454	488	-7.0	159	156	1.9
Marlborough	141	160	-11.9	0.88	348	375	-7.2	86	110	-21.8
West Coast	106	134	-20.9	0.66	284	321	-11.5	43	47	-8.5
Canterbury	2,144	2,162	-0.8	13.42	4,957	5,224	-5.1	1,937	2,067	-6.3
Otago	759	775	-2.1	4.75	1,865	2,006	-7.0	417	551	-24.3
Southland	329	323	1.9	2.06	900	1,033	-12.9	154	264	-41.7
Other	51	65	-21.5	0.32	184	150	22.7	0	293	-100.0
NZ Total	15,979	15,977	0.0	100.00	37,819	40,439	-6.5	12,904	13,879	-7.0

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New Passenger Vehicle Sales by Make - November 2022

MAKE	NOV'22	NOV'21	+/- %	NOV'22 MKT SHARE	2022 YEAR TO DATE	2022 MKT SHARE
Toyota	1,654	2,126	-22.2	14.8%	15,814	14.7%
Tesla	1,365	408	234.6	12.2%	5,726	5.3%
Mitsubishi	1,306	1,935	-32.5	11.7%	16,277	15.1%
Suzuki	929	620	49.8	8.3%	7,732	7.2%
Kia	830	1,144	-27.4	7.4%	11,008	10.2%
Hyundai	569	875	-35.0	5.1%	7,155	6.6%
BYD	475	0	47,500.0	4.3%	1,368	1.3%
MG	471	463	1.7	4.2%	4,855	4.5%
Nissan	440	480	-8.3	3.9%	2,183	2.0%
Mazda	392	299	31.1	3.5%	5,045	4.7%
Ford	388	331	17.2	3.5%	2,723	2.5%
Honda	328	424	-22.6	2.9%	3,603	3.3%
Skoda	324	167	94.0	2.9%	2,069	1.9%
Volkswagen	251	277	-9.4	2.2%	2,675	2.5%
Subaru	207	204	1.5	1.9%	2,272	2.1%
Haval	173	259	-33.2	1.5%	2,140	2.0%
BMW	146	106	37.7	1.3%	1,559	1.4%
Audi	137	156	-12.2	1.2%	1,498	1.4%
Mercedes-Benz	124	138	-10.1	1.1%	1,932	1.8%
Peugeot	109	132	-17.4	1.0%	1,464	1.4%
Polestar	108	10	980.0	1.0%	796	0.7%
Volvo	76	53	43.4	0.7%	742	0.7%
Cupra	49	23	113.0	0.4%	319	0.3%
Lexus	45	90	-50.0	0.4%	973	0.9%
Land Rover	39	26	50.0	0.3%	1,298	1.2%
Mini	36	54	-33.3	0.3%	763	0.7%
Porsche	26	12	116.7	0.2%	561	0.5%
Opel	24	0	2,400.0	0.2%	53	0.0%
SsangYong	24	78	-69.2	0.2%	621	0.6%
Jeep	21	104	-79.8	0.2%	435	0.4%
Renault	16	45	-64.4	0.1%	235	0.2%
Citroen	14	18	-22.2	0.1%	278	0.3%
Jaguar	13	4	225.0	0.1%	397	0.4%
Isuzu	11	25	-56.0	0.1%	261	0.2%
Fiat	10	16	-37.5	0.1%	183	0.2%
LDV	9	32	-71.9	0.1%	156	0.1%
Can-Am	8	9	-11.1	0.1%	65	0.1%
Aston Martin	4	13	-69.2	0.0%	58	0.1%
Ferrari	4	2	100.0	0.0%	27	0.0%
Maserati	4	0	400.0	0.0%	59	0.1%
Seat	4	25	-84.0	0.0%	118	0.1%
Alfa Romeo	3	9	-66.7	0.0%	86	0.1%
Yamaha	3	5	-40.0	0.0%	52	0.0%
Chevrolet	2	0	200.0	0.0%	28	0.0%
Others	5	25	-80.0	0.0%	220	0.2%
Total	11,176	11,222	-0.4	100.0%	107,882	100.0%

New Passenger Vehicle Sales by Model - November 2022

MAKE	MODEL	NOV'22	NOV'21	+/- %	NOV'22 MKT SHARE	2022 YEAR TO DATE	2022 MKT SHARE
Tesla	Model Y	1,099	0	109,900.0	9.8%	3,358	3.1%
Mitsubishi	Outlander	599	1,015	-41.0	5.4%	8,769	8.1%
Toyota	RAV4	572	724	-21.0	5.1%	5,597	5.2%
BYD	Atto 3	475	0	47,500.0	4.3%	1,368	1.3%
Suzuki	Swift	438	262	67.2	3.9%	3,564	3.3%
Mitsubishi	ASX	397	604	-34.3	3.6%	3,042	2.8%
MG	ZS	360	262	37.4	3.2%	2,981	2.8%
Nissan	X-Trail	310	314	-1.3	2.8%	1,501	1.4%
Kia	Sportage	298	37	705.4	2.7%	3,035	2.8%
Tesla	Model 3	266	408	-34.8	2.4%	2,368	2.2%
Mitsubishi	Eclipse Cross	245	241	1.7	2.2%	3,402	3.2%
Ford	Everest	237	183	29.5	2.1%	1,139	1.1%
Honda	Jazz	223	230	-3.0	2.0%	2,256	2.1%
Toyota	Corolla	220	733	-70.0	2.0%	2,488	2.3%
Toyota	Yaris Cross	212	108	96.3	1.9%	1,767	1.6%
Suzuki	Vitara	192	90	113.3	1.7%	1,163	1.1%
Hyundai	Staria	184	0	18,400.0	1.6%	245	0.2%
Mazda	CX-5	172	73	135.6	1.5%	2,189	2.0%
Toyota	Corolla Cross	167	0	16,700.0	1.5%	371	0.3%
Kia	Carnival	163	122	33.6	1.5%	566	0.5%
Suzuki	Jimny	155	85	82.4	1.4%	1,362	1.3%
Skoda	Kodiahq	133	30	343.3	1.2%	630	0.6%
Hyundai	Kona	128	294	-56.5	1.1%	2,359	2.2%
Haval	H6	113	98	15.3	1.0%	1,186	1.1%
Toyota	Highlander	110	142	-22.5	1.0%	1,595	1.5%
Polestar	Polestar 2	108	10	980.0	1.0%	796	0.7%
Hyundai	Santa Fe	97	229	-57.6	0.9%	984	0.9%
Kia	Stonic	97	304	-68.1	0.9%	2,051	1.9%
Toyota	Yaris	94	90	4.4	0.8%	1,331	1.2%
Honda	CR-V	93	107	-13.1	0.8%	972	0.9%
Suzuki	Ignis	83	76	9.2	0.7%	695	0.6%
Toyota	Land Cruiser Prado	83	106	-21.7	0.7%	605	0.6%
Kia	Niro	82	56	46.4	0.7%	1,068	1.0%
Skoda	Superb	81	60	35.0	0.7%	689	0.6%
Toyota	C-HR	77	112	-31.3	0.7%	734	0.7%
Nissan	Qashqai	76	116	-34.5	0.7%	136	0.1%
Subaru	Forester	72	20	260.0	0.6%	536	0.5%
Subaru	Outback	72	111	-35.1	0.6%	953	0.9%
Haval	Jolion	60	160	-62.5	0.5%	954	0.9%
Hyundai	Ioniq	60	60	0.0	0.5%	1,391	1.3%
MG	HS	60	145	-58.6	0.5%	1,046	1.0%
Ford	Escape	57	67	-14.9	0.5%	558	0.5%
Audi	Q3	56	22	154.5	0.5%	363	0.3%
Ford	Puma	56	27	107.4	0.5%	482	0.4%
Suzuki	S-Cross	53	0	5,300.0	0.5%	228	0.2%
Others		2,191	3,289	-33.4	19.6%	33,009	30.6%
Total		11,176	11,222	-0.4	100.0%	107,882	100.0%

Looking further than fossil fuels

The group managing director of Farmer Autovillage in Mount Maunganui says more customers are now looking at whether they should make the jump to alternative fuel options when it comes to powering their new purchases.

Mike Farmer's company represents a plethora of marques, such as Volkswagen, Nissan, Skoda, Audi, Jeep, Ram, Subaru, Haval, GWM, ORA, MG, Cupra and Seat, with some having models in the non-fossil fuels sector.

"However, with the onslaught of new-model arrivals across all our brands, we will have the biggest selection of electric vehicles [EVs] in the Bay by far in 2023," he told Autofile.

"When it comes to securing vehicles, we've got to get the balance right between internal combustion engines and alternative fuels from a stock-holding perspective as people consider their options.

"We as a total sales team have taken an unrelenting approach to forward orders with a solid bank of these resulting."

Farmer notes coronavirus still has a "a sting in its tail, which I know is being felt across all industries. This is especially felt when you have a reduction in capacity in your productive – chargeable – team members".

He adds: "With the challenges faced with Covid-19 absenteeism, especially in after-sales, we have managed to redeploy team members to areas of the company that have high demand, such as the retail labour workshop from our [pre-delivery inspection] centre, while the industry is experiencing inconsistent supply of new vehicles."

TOP MODEL RELEASES

The Nissan X-Trail has emerged as New Zealand's most-anticipated car release of the year, according to Auto Trader.

A study by the online marketplace compared the number



of Google searches made in the past 12 months for more than 50 models being released in 2022 and 2023.

The X-Trail took top spot with an average of 5,780 searches a month. It was followed by Honda's Civic e:HEV with 2,410. The BMW X1 came third on 1,370.

BMW's proved particularly popular for New Zealanders and the luxury marque had four models in the top 10 most searched-for releases. Its X1 was the highest placed in third, while the Z4, M2 and 7 Series were fourth, fifth and 10th respectively.

Also making the top 10 were Maserati's GranTurismo, the all-electric Polestar 3, Volkswagen's Amarok, which is due to hit the market early next year, and Toyota's Corolla Cross.

Some top-end vehicles appeared lower down the search ladder. They included the Lucid

Pure Air in 12th position, Aston Martin's Valhalla in 13th and the Electric DeLorean DM in 16th.

Erin Baker, Auto Trader's editorial director, says: "Surprisingly, it's not just the more premium or aspirational brands making the top 10 with the more family-focused X-Trail coming in first. Clearly, functionality can be just as important as speed."

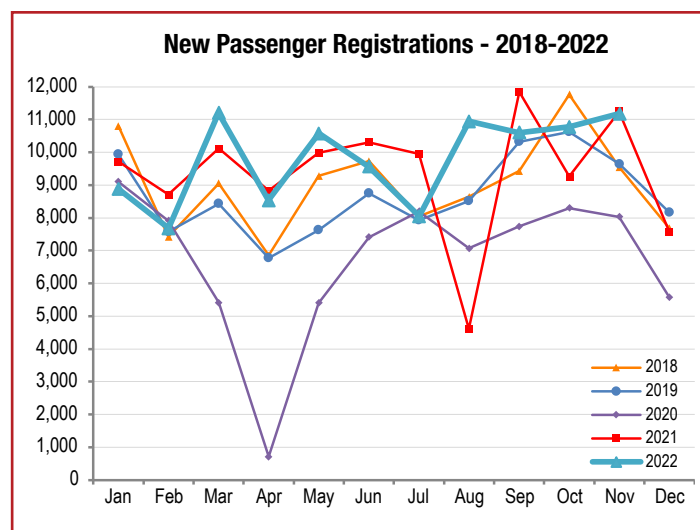
Electric model best-seller

There were 11,176 new cars sold in November, which was only 0.4 per cent fewer than the 11,222 registered in the same month of 2021.

The top model was Tesla's Model Y with 1,099 units for a 9.8 per cent share of the market.

Mitsubishi's Outlander was second with 599 and Toyota's RAV4 was third on 572.

The BYD Atto 3 was fourth on 475 and Suzuki's Swift fifth on 438.



Nissan's X-Trail also received plenty of attention via Google searches in the UK, US and Australia.

NEW AIRPORT BRANCH

Sixt New Zealand, the premium subscription and car-rental business owned by the Giltrap Group, opened its sixth in-terminal location last month.

Dunedin Airport has joined a line-up of existing branches across Auckland, Wellington, Christchurch and Queenstown.

Dane Fisher, chief executive officer, says: "Looking ahead to the next 12 months, Sixt is entering an exciting growth phase.

"Offering a seamless in-terminal experience for travellers to Dunedin in time for summer gets us one step closer to achieving our vision of 12 in-terminal locations by 2025."

The new branch will provide traditional short-term rentals, and the company's "subscribe monthly" and "subscribe new" packages.

Sixt's line-up includes electric models, SUVs, luxury and premium cars, and sports and service vehicles.

GETTING POWERED UP

A plan for EV owners aims to make it cheaper and easier for drivers to recharge while away from home.

Genesis' EVerywhere plan allows users to access ChargeNet sites for the same rate they pay at home, with the power provider saying this can save up to 70 per cent on the cost of charging.

The company notes drivers are charged the same rate regardless of if they use a fast, rapid or hyper-rapid charger with the cost added to their regular power bills.

Peter Kennedy, chief digital officer at Genesis, says the "energy roaming" scheme for EVs was trialled over a number of months with 100 customers.

"Once people had EVerywhere, they were more comfortable travelling further. In some cases, we saw pilot customers try out public charging for the first time." ☺

Going green to cut pollution

NZ Post has taken the first shipment of its 60-strong fleet of fully electric eVito vans as it seeks to cut carbon dioxide (CO2) emissions as part of a \$20 million initiative.

The company has received 22 units with the remainder expected to arrive by the end of 2022 in what was the largest international single order of electric Mercedes-Benz vans at the time by a commercial operator.

"This is an exciting step towards a more sustainable future for Mercedes-Benz Vans and our partner NZ Post," says Diane Tarr, managing director of Mercedes-Benz Vans Australia and New Zealand.

"We're now ready with a strong

customer-centric electric product portfolio. We can't wait to see the eVito come to life on the road through NZ Post and its delivery partners."

The vans are replacements for

diesel and petrol models used by NZ Post and some of its delivery partners, and will help it to achieve its goal to reduce its CO2 emissions by one-third by 2030.

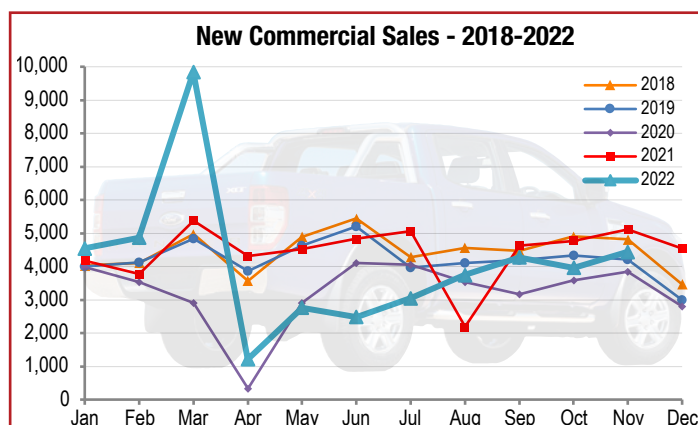
NZ Post teamed up with New

Zealand Green Investment Finance (NZGIF) to overcome supply-chain challenges thanks to the bulk purchase of electric vehicles (EVs).

Both companies have contributed \$10m to buy the eVitos, fund the roll-out of their charging infrastructure and help contractors with access costs.

Dawn Baggaley, group sustainability manager, says NZ Post aims to have its own fleet, and one-quarter of its last-mile delivery contractor fleet, electric by 2025 – with the balance of its contractors' vehicles being electric five years after that.

"EVs cost a lot less to run, but initial purchasing costs can be a barrier," adds Baggaley.



New Commercial Sales by Make - November 2022

MAKE	NOV'22	NOV'21	+/- %	NOV'22 MKT SHARE	2022 YEAR TO DATE	2022 MKT SHARE
Ford	1,572	1,611	-2.4	35.4%	10,884	24.1%
Toyota	1,055	998	5.7	23.7%	10,983	24.3%
Mitsubishi	333	375	-11.2	7.5%	6,342	14.0%
Isuzu	194	316	-38.6	4.4%	2,786	6.2%
LDV	180	254	-29.1	4.0%	2,092	4.6%
Nissan	147	416	-64.7	3.3%	1,890	4.2%
Fuso	125	106	17.9	2.8%	1,213	2.7%
Mercedes-Benz	100	71	40.8	2.2%	846	1.9%
Hino	95	79	20.3	2.1%	894	2.0%
Volkswagen	86	95	-9.5	1.9%	825	1.8%
Fiat	59	121	-51.2	1.3%	597	1.3%
Scania	56	47	19.1	1.3%	483	1.1%
Iveco	53	35	51.4	1.2%	381	0.8%
Mazda	47	137	-65.7	1.1%	725	1.6%
Hyundai	43	36	19.4	1.0%	567	1.3%
Chevrolet	39	15	160.0	0.9%	240	0.5%
UD Trucks	35	29	20.7	0.8%	274	0.6%
Great Wall	31	113	-72.6	0.7%	567	1.3%
Ram	31	17	82.4	0.7%	392	0.9%
Volvo	25	13	92.3	0.6%	176	0.4%
Others	139	232	-40.1	3.1%	1,988	4.4%
Total	4,445	5,116	-13.1	100.0%	45,145	100.0%

New Commercial Sales by Model - November 2022

MAKE	MODEL	NOV'22	NOV'21	+/- %	NOV'22 MKT SHARE	2022 YEAR TO DATE	2022 MKT SHARE
Ford	Ranger	1,527	1,533	-0.4	34.4%	10,464	23.2%
Toyota	Hilux	925	663	39.5	20.8%	9,178	20.3%
Mitsubishi	Triton	313	320	-2.2	7.0%	5,859	13.0%
Nissan	Navara	147	416	-64.7	3.3%	1,889	4.2%
Toyota	Hiace	99	305	-67.5	2.2%	1,522	3.4%
Mercedes-Benz	Sprinter	92	53	73.6	2.1%	712	1.6%
Isuzu	D-Max	77	216	-64.4	1.7%	1,726	3.8%
Fiat	Ducato	59	121	-51.2	1.3%	596	1.3%
Isuzu	N Series	58	50	16.0	1.3%	446	1.0%
LDV	eT60	51	0	5,100.0	1.1%	62	0.1%
Mazda	BT-50	47	137	-65.7	1.1%	725	1.6%
Isuzu	F Series	46	39	17.9	1.0%	430	1.0%
Ford	Transit	45	78	-42.3	1.0%	416	0.9%
Hino	500	44	39	12.8	1.0%	436	1.0%
LDV	Deliver 9	41	57	-28.1	0.9%	483	1.1%
Iveco	Daily	40	19	110.5	0.9%	257	0.6%
Hyundai	Staria Load	39	26	50.0	0.9%	502	1.1%
Fuso	Canter 616-City	37	34	8.8	0.8%	337	0.7%
LDV	T60	37	47	-21.3	0.8%	598	1.3%
Hino	300	34	31	9.7	0.8%	316	0.7%
Others		687	932	-26.3	15.5%	8,191	18.1%
Total		4,445	5,116	-13.1	100.0%	45,145	100.0%



Know what's going on in **YOUR** industry

◀ “Teaming up with NZGIF and offering a competitive finance deal means our contractors can shift into e-vans sooner rather than later.

“There are more than 2,000 vans in our own fleet and last-mile contractor fleet we will transition to electric to meet our science-based target.”

NZ Post has structured a deal to offer its contract delivery partners competitive financing and price benefits via a tiered leasing model.

Alongside this, they can access advice from Carbn Asset Management on the best option for individual needs.

“It’s a milestone to celebrate at a time when climate change is impacting our communities,” enthuses Baggaley. “It’s a matter of urgency to do everything we can to reduce emissions and we’re also seeking to assist our delivery

partners shifting to low-carbon delivery.”

Craig Weise, chief executive officer of NZGIF, says: “Not only does this deal help NZ Post electrify its fleet, it will also help kick-start the second-hand commercial EV market as vans are on-sold.”

NZ Post has one of the largest EV delivery fleets in the country,

including more than 400 Paxters that are used by its posties.

It also launched the first hydrogen fuel-cell electric truck for commercial use in New Zealand in July. The Hyundai XCIENT FCEV will save 170 tonnes of CO2 emissions per year – the equivalent to pollution from about 100 fossil-fuelled cars.

RANGER SET FOR TITLE

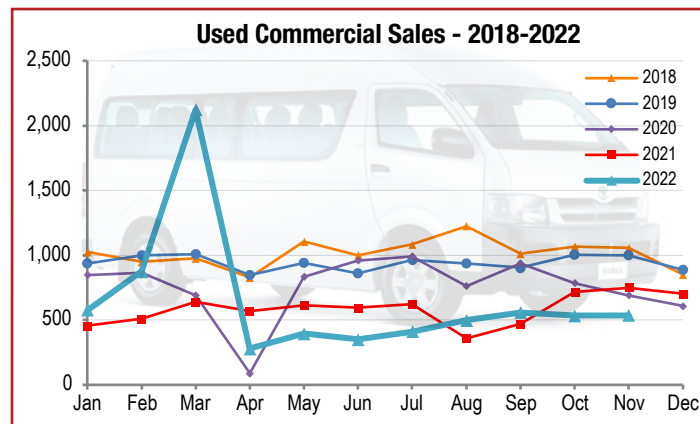
There were 4,445 new commercials registered last month – down by 13.1 per cent compared to 5,116 in November 2021.

Ford’s Ranger was the top model with 1,527 units. It was followed by Toyota’s Hilux on 925 and Mitsubishi’s Triton on 313.

Last month’s results mean the Ranger leads the Hilux by 1,286 units year to date.

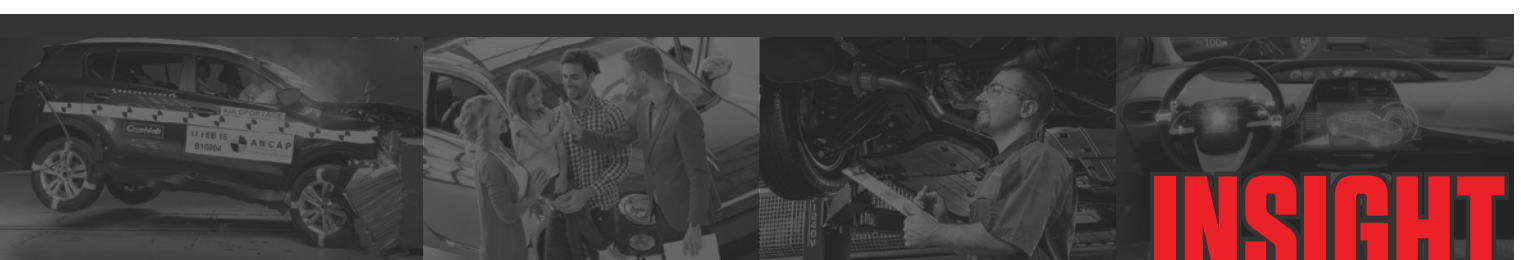
However, on the marques ladder for new commercials, Toyota leads Ford by 99 – 10,983 versus 10,884 – with Mitsubishi third on 6,342.

As for used-imported commercials, there were 535 registered last month compared to 743 in November last year for a drop of 28 per cent. The Toyota Hiace was the top model with 128 units. Next up were Nissan’s NV350 on 65 and Hino’s Dutro with 39. 📍



MAKE	NOV'22	NOV'21	+/- %	NOV'22 MKT SHARE	2022 YEAR TO DATE	2022 MKT SHARE
Toyota	193	266	-27.4	36.1%	2,577	36.2%
Nissan	117	147	-20.4	21.9%	1,781	25.0%
Hino	51	76	-32.9	9.5%	618	8.7%
Isuzu	41	68	-39.7	7.7%	515	7.2%
Mitsubishi	30	42	-28.6	5.6%	345	4.8%
Ford	22	37	-40.5	4.1%	265	3.7%
Chevrolet	13	10	30.0	2.4%	99	1.4%
Holden	9	12	-25.0	1.7%	146	2.0%
Suzuki	8	5	60.0	1.5%	73	1.0%
Daihatsu	7	6	16.7	1.3%	105	1.5%
UD Trucks	5	8	-37.5	0.9%	52	0.7%
Volkswagen	5	14	-64.3	0.9%	60	0.8%
LDV	4	0	400.0	0.7%	12	0.2%
Mazda	4	10	-60.0	0.7%	108	1.5%
Iveco	3	3	0.0	0.6%	20	0.3%
Land Rover	3	1	200.0	0.6%	5	0.1%
Mercedes-Benz	3	5	-40.0	0.6%	28	0.4%
Volvo	3	0	300.0	0.6%	22	0.3%
DAF	2	5	-60.0	0.4%	17	0.2%
Kenworth	2	2	0.0	0.4%	27	0.4%
Others	10	26	-61.5	1.9%	253	3.5%
Total	535	743	-28.0	100.0%	7,128	100.0%

MAKE	MODEL	NOV'22	NOV'21	+/- %	NOV'22 MKT SHARE	2022 YEAR TO DATE	2022 MKT SHARE
Toyota	Hiace	128	189	-32.3	23.9%	1,835	25.7%
Nissan	NV350	65	84	-22.6	12.1%	1,073	15.1%
Hino	Dutro	39	58	-32.8	7.3%	425	6.0%
Toyota	Dyna	32	38	-15.8	6.0%	317	4.4%
Isuzu	Elf	30	45	-33.3	5.6%	337	4.7%
Nissan	Caravan	21	36	-41.7	3.9%	270	3.8%
Fuso	Canter	19	25	-24.0	3.6%	208	2.9%
Nissan	NV200	11	0	1,100.0	2.1%	156	2.2%
Toyota	Regius	11	6	83.3	2.1%	117	1.6%
Ford	Ranger	10	16	-37.5	1.9%	131	1.8%
Hino	Ranger	9	17	-47.1	1.7%	156	2.2%
Toyota	Toyoace	9	22	-59.1	1.7%	132	1.9%
Isuzu	Forward	8	18	-55.6	1.5%	126	1.8%
Nissan	Atlas	8	15	-46.7	1.5%	117	1.6%
Suzuki	Carry	8	5	60.0	1.5%	68	1.0%
Daihatsu	Hijet	7	6	16.7	1.3%	104	1.5%
Chevrolet	Colorado	7	8	-12.5	1.3%	86	1.2%
Toyota	Hilux	7	5	40.0	1.3%	96	1.3%
Ford	F-150	6	8	-25.0	1.1%	51	0.7%
Chevrolet	C10	5	4	25.0	0.9%	34	0.5%
Others		95	138	-31.2	17.8%	1,289	18.1%
Total		535	743	-28.0	100.0%	7,128	100.0%



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INSIGHT

Sales of popular model spike

Suzuki says New Zealand's most popular small car is making gains thanks to increased sales, which in turn is bolstering its domination of the light-vehicle sector.

While registrations of all new passenger cars rose by 1.5 per cent by the end of October, the Swift's jumped by 29 per cent.

At the same time, the model's penetration of the light-car segment increased to a class-leading 32.1 per cent. That was up from a 30.1 per cent share when compared to the first 10 months of last year.

The Swift has been Suzuki NZ's bestselling model since 2005. While the current iteration is new from the ground up, it continues to offer attributes that have made the nameplate a Kiwi favourite, says Gary Collins, general manager of motor-vehicle marketing.

Its sales over the first 10 months of this year were 53.5 per cent higher than the second best-selling model in the light segment, adds Collins.

"Consumers like the light controls, responsiveness and fun factor of the Swift. As with other Suzukis, it has a reputation for reliability and they appreciate its five-star Ancap rating across all automatic versions."

Five of its seven variants available in New Zealand qualify for rebates under the clean car discount. The entry-level 1.2 GL manual has a recommended retail price of \$21,990 and qualifies for a \$2,593.45 rebate.

The Swift Hybrid has an official combined fuel-consumption rate of 4.1l/100km on the NEDC and "remarkably" low emissions of 94g/km, which entitles it to a feebate incentive of \$3,160.52.

Meanwhile, the four-wheel-drive Jimny has also been making sales gains thanks to high demand for this vehicle.

Its year-to-date sales to the end of October were up by 11.8 per cent with the small SUV market contracting by 12 per cent.

The Jimny has increased its market share of the small SUV sector by 27 per cent compared to the same period of 2021.

While total new passenger vehicle and SUV sales had risen by 3.8 per cent by the start of November, Suzuki's volumes jumped by 36.1 per cent with strong demand for all models.

Named one of this country's cleanest new-vehicle brands, its line-up has also been lifted by the recent arrival of the made over S-Cross Turbo range and improved supplies of its popular Vitara.

Registrations up

Imports of new cars totalled 11,493 in November – the second highest monthly figure this year – and up 41.6 per cent from the same month a year ago. The figure was down 6.3 per cent from October's 12,260 units.

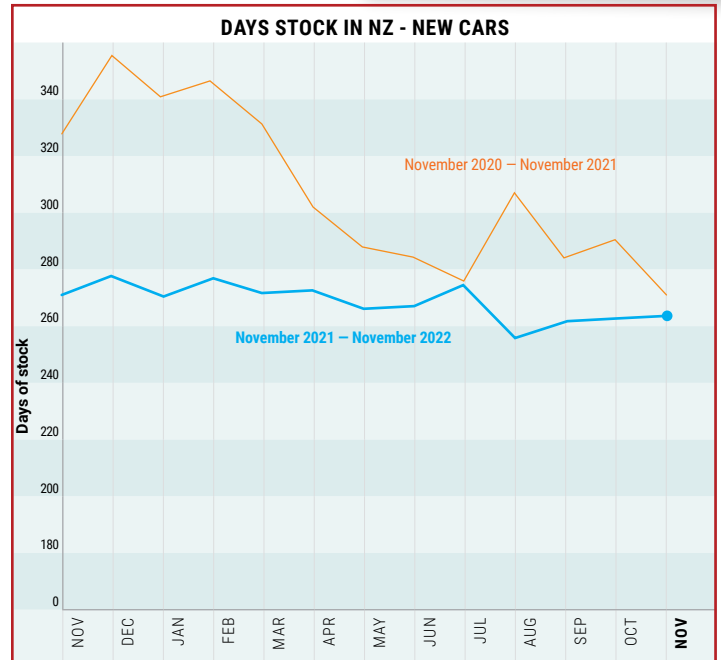
Registrations of 11,176 new passenger vehicles were completed last month, which was up four per cent from October this year but down 0.4 per cent from November 2021.

The numbers have resulted in the stock of new cars still to be registered increasing by 317 to 83,225. Daily registrations, as averaged over the previous 12 months, stand at 316 units per day – up from 301 a year earlier.

November's results mean stock at-hand has increased to 263 days, or 8.7 months, if sales continue at the current rate. In the same month of 2021, stock at-hand stood at 273 days.

Dealer stock of new cars in New Zealand

	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Nov '21	8,119	11,222	-3,103	82,194	301	273
Dec '21	10,322	7,568	2,754	84,948	307	277
Jan '22	6,367	8,939	-2,572	82,376	305	270
Feb '22	8,517	7,655	862	83,238	302	276
Mar '22	10,322	11,200	-878	82,360	305	270
Apr '22	8,555	8,521	34	82,394	304	271
May '22	8,488	10,555	-2,067	80,327	306	263
Jun '22	9,439	9,538	-99	80,228	304	264
Jul '22	9,368	8,036	1,332	81,560	298	273
Aug '22	9,928	10,925	-997	80,563	316	255
Sep '22	11,422	10,590	832	81,395	312	261
Oct '22	12,260	10,747	1,513	82,908	316	262
Nov '22	11,493	11,176	317	83,225	316	263
Year to date	99,792	91,288				
Change on last month	-6.3%	4.0%		0.4%		
Change on Nov 2021	41.6%	-0.4%		1.3%		
	MORE IMPORTED	LESS SOLD		MORE STOCK		



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Ships' crews find dead stink bugs

More than 270 dead brown marmorated stink bugs (BMSBs) have been discovered on roll-on, roll-off vessels heading to New Zealand since the start of the current risk season for the pests.

A Biosecurity NZ spokesperson says ship crews handed the 272 dead creatures found between September 1 and November 2 to officers on arrival. A further 11 dead stink bugs were located in a vehicle from the US.

There were also 10 live interceptions during the same period but none were associated with imported vehicles. The total compares with nine live finds over the same timescale last season.

"The detection of dead bugs shows our offshore treatment requirements and other management measures are

working well," the spokesperson told Autofile, adding warm weather in Japan has resulted in greater BMSB activity in the lead-up to the high-risk season. This means the likelihood of detections in goods imported from there may increase.

"However, at this stage, we do not assess the risk as greater than other countries with large populations. New Zealand biosecurity personnel recently travelled to Japan to audit local cleaning and inspection operations for used vehicles. They found no significant issues."

The agency is also keeping a close watch on imports from China after the Australian Department of Agriculture, Fisheries and Forestry (DAFF) recently tightened its rules around BMSBs.

Following a rise in stink-bug detections on Chinese-origin

break-bulk cargo and ro-ro vessels, DAFF announced all ro-ros loaded in Chinese ports must undergo mandatory seasonal pest intervention. The measures also include mandatory fogging and residual spray insecticide following the arrival of those vessels at Australian ports. The steps are in place until January 9, 2023, when they will be reviewed.

Australia's extra action for its BMSB risk season has reportedly delayed some vessels and has had knock-on effects for their subsequent voyages. The problem is expected to continue while the measures remain in force.

Biosecurity NZ has decided against introducing similar actions for vehicle carriers from China.

"However, we are closely monitoring the situation and will adjust our requirements if needed."

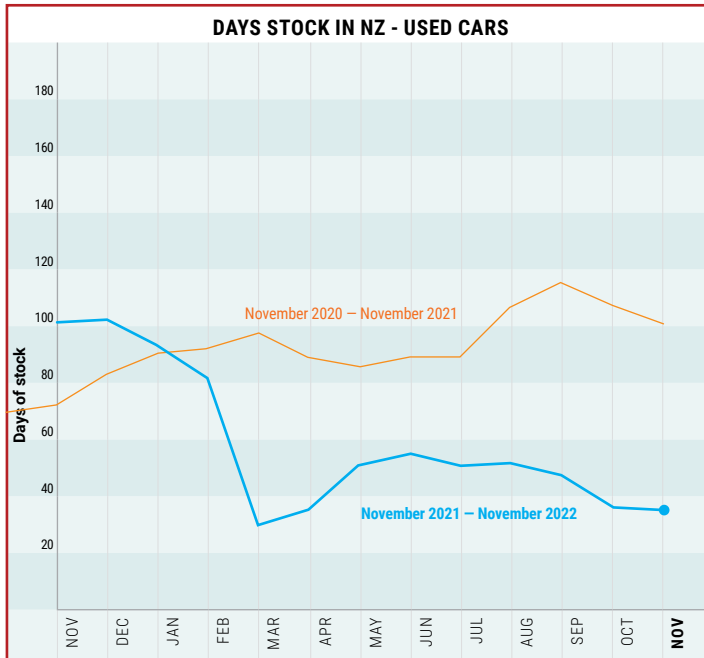
Daily sales dip

There were 6,297 used cars imported in November, a jump of 24.4 per cent from October when only 5,062 units crossed our borders. However, November's figure was down 34.7 per cent from the same month a year ago.

A total of 7,156 units were registered last month. This was 1.1 per cent lower than the 7,236 units during October this year and a decrease of 36.8 per cent from the 11,321 registrations in November 2021.

With 859 fewer used cars imported than registered last month, it brought unregistered stock on dealers' yards, or in compliance shops, to 11,175 units. This was 65.5 per cent below the total of 32,362 at the end of November last year.

Average daily registrations slipped to 312 – down from 335 a year ago – and there was 36 days' stock remaining.



	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Nov '21	9,650	11,321	-1,671	32,362	335	97
Dec '21	10,766	10,096	670	33,032	337	98
Jan '22	6,933	10,103	-3,170	29,862	336	89
Feb '22	7,149	10,722	-3,573	26,289	340	77
Mar '22	7,890	24,343	-16,453	9,836	377	26
Apr '22	7,999	6,500	1,499	11,335	367	31
May '22	11,833	6,877	4,956	16,291	355	46
Jun '22	8,649	7,405	1,244	17,535	344	51
Jul '22	6,498	8,235	-1,737	15,798	331	48
Aug '22	8,594	7,935	659	16,457	333	49
Sep '22	5,118	7,367	-2,249	14,208	333	43
Oct '22	5,062	7,236	-2,174	12,034	324	37
Nov '22	6,297	7,156	-859	11,175	312	36
Year to date	75,089	93,776				
Change on last month	24.4%	-1.1%		-7.1%		
Change on Nov 2021	-34.7%	-36.8%		-65.5%		
	<small>LESS IMPORTED</small>	<small>LESS SOLD</small>		<small>LESS STOCK</small>		

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