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Stricter emissions rule will impact car market

The Motor Industry Association is campaigning for enough time for manufacturers to factor in production and shipping delays

An industry organisation is lobbying for 24 months' notice from the government before tougher emissions targets are applied to new light vehicles.

The Motor Industry Association (MIA) says the two-year period is needed so marques can plan production timeframes for exports to New Zealand.

It's also calling on the government for existing protocols to be observed so the date of compliance refers to when vehicles are made and not when they go into service as is the case in Australia.

This would accommodate production and shipping delays that mean pre-ordered vehicles may arrive after new standards are introduced.

The MIA has reiterated the range of models will drop if the Ministry of Transport (MoT) presses ahead with its proposed timetable for rolling out tougher vehicle-exhaust emissions standards.

Having stricter regulations in New Zealand than in Australia



The MIA says consumer choice will drop if the MoT enforces its proposed timetable for stricter exhaust emissions

will prove problematic for volume importers of light vehicles, especially Japanese marques and those bringing in light commercials.

All new light vehicles are currently assessed to the Euro 5 standard on the New European Driving Cycle, or US or Japanese equivalents, while used imports must meet Euro 4.

The government wants to raise those requirements and is working on a proposal that will require new imports to meet Euro 6d – or US Tier 3 or Japan 2018 – from

February 1, 2025, and existing new models from February 2026.

It notes timelines have already been "extended significantly" and it has scrapped a previous plan for an interim goal of new light vehicles complying with the Euro 6b standard from June 2024.

For used imports, the plan is to shift assessing light vehicles to Euro 5 – or US Tier 2 or Japan 2005 Dxx – from September 1 this year.

Used petrol cars made from 2024 onwards would have to meet Euro 6d from February

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GUEST EDITORIAL

Finance important in vehicle market

With margins a major lever, dealers need to run efficient operations, says Chris Lamers

Many of us know a vehicle is one of the largest purchase decisions our customers will make. A lot goes into deciding who they buy from and how to pay for it.



CHRIS LAMERS
Chief executive officer
MTF Finance

The "paying for it" part of the process is changing as rapidly as the type of cars people are buying.

Industry data shows that the average dealership income from finance has grown from \$1,700 in 2019 to more than \$2,500 in 2022.

However, finance and insurance (F&I) gross profit has not grown at the same rate despite this. In fact, it has declined by one per cent according to Deloitte's automotive industry overview.

And every dealer knows the work required to write a finance deal, along with the consequences for getting it wrong, has grown significantly over the same period.

As 2023 unfolds, the challenge of profitability will continue. Economists predict we're only halfway through the economic slowdown induced by the reserve bank raising interest rates.

Unfortunately, households will need to endure sustained high living costs. As such, we will likely see consumer spending recede and, outside of storm-replacement demand, I believe we should prepare for a downturn in vehicle spending.

All businesses must keep a keen eye on the impact of the tightening labour market. While New Zealand's low level of unemployment sounds encouraging, in reality it means people will likely keep spending

until forced to stop through loss of income or hikes in interest rates.

In April, economists are predicting we'll see an OCR increase of 25 basis points followed by another increase of 25 basis points later in the year.

Hopefully, that may just be enough to curb the inflationary beast. Whatever the economic scenario – be it tighter operational and employee overheads or a softening in vehicle sales – we should prepare.

Depending on your business model, I believe finance can play an important role in sustaining revenue during an economic slump. People will still need vehicles and finance can make such purchases affordable.

With margins being such an important lever, everyone must be laser-focused on running efficient operations.

In my time, I've seen smaller yards prosper with an offsite finance offering because it allows them to keep their sales teams focused on selling by being on the yard and not in a back office.

I've seen larger yards benefit too, with dedicated business managers increasing their deal throughput by having a finance partner to take care of the heavy lifting.

While vehicle stock turn is likely to be slower in 2023, I see margins becoming an even bigger focus, and F&I can increase income per deal. The role of finance is to help dealers spend time on what matters most – maximising customer service and sales. ☺

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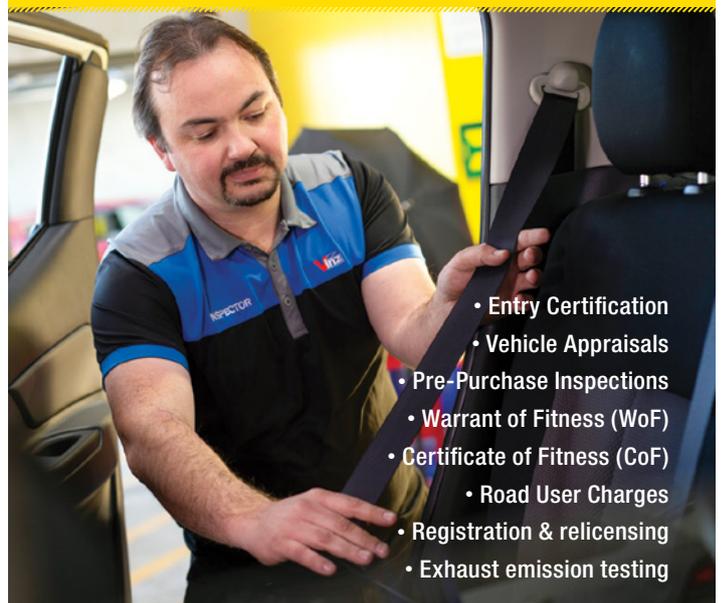
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2025 before those with other powertrains move to the same standard from the start of 2028.

The MIA has written to Michael Wood, Minister of Transport, raising its concerns about the proposals, particularly around the shift to Euro 6d as it believes earlier iterations of Euro 6 are adequate for our market.

A letter by David Crawford and Mark Stockdale, principal technical adviser, states adopting Euro 6d ahead of Australia for light vehicles will create problems for New Zealand because 80 per cent of new vehicles sold here comply with Australian Design Rules (ADR).

“Such a proposal would significantly curtail the choice of new light vehicles able to be sold in New Zealand,” they say.

“In some cases, importers may be able to source European-specification models if manufacturers can supply sufficient quantities, but these may be of an inferior specification to models currently supplied.

“While it may be possible to source passenger cars and SUVs this way, it’s more challenging with light commercials, particularly utes, as some models are unavailable in Europe and not complied to Euro standards.”

They add engineering models to Euro 6d solely for New Zealand will impose costs “ultimately passed onto the consumer”. However, if we adopt higher emissions standards after Australia, engineering costs will be spread over a greater volume of vehicles.

The technology needed for Euro 6d adds extra operating expenses for consumers, such as AdBlue having to be used in some diesel vehicles. These will add to further costs under the clean car discount and the impact of the clean car standard on prices, particularly for light commercials.

There’s also no improvement in tailpipe emissions for petrol-powered vehicles by moving from Euro 5 to Euro 6.

“As we previously noted,



Michael Wood, Minister of Transport

removing an ICE [internal combustion engine] vehicle has a far greater impact in improving air quality compared to increasing exhaust-emissions standards,” say Stockdale and Crawford.

Other MIA concerns include Euro 6d requiring an in-service conformity test, for which no suitable facilities exist in New Zealand so any new rule would need to exempt vehicles from this.

In addition, the three emissions standards proposed for new vehicles are not wholly equivalent. Euro 6d has more parameters than the Japan 2018 testing regime for example, which is more approximate to Euro 6b.

“This puts vehicles sourced from European markets to a higher standard – and cost to consumers – compared to those complied to Japanese or US standards. The MIA’s preference remains that Euro 6d shouldn’t be mandated in New Zealand until such time as it is adopted in Australia, and Euro 6a, b or c be adopted instead.”

The MIA notes the proposed timing of February 2025 for adopting Euro 6d for newly introduced models and used petrol vehicles made from 2024 aligns with the introduction of “Australian Euro 6d compatible petrol”.

However, Crawford and Stockdale have been advised by the MIA’s Australian counterpart, the Federal Chamber of Automotive Industries, that this timeframe has yet to be finalised.

The MIA recommends the proposed Japan 2018 codes include “5BA”, which applies to ICEs.

The government’s plan as it stands will permit hybrids and plug-in hybrids to a “5xx” standard,

but not cover conventional ICEs.

“This would – in effect – be a ban on ICEs from February 2025 when no such ban has yet been proposed, and significantly curtail the choice available from Japanese marques.”

Crawford told Autofile in September that the MIA supports efforts to reduce emissions from light vehicles. However, he said tougher rules for used imports, and a greater focus on the uptake of electric and low-emissions cars as people replace older ICEs, would provide a faster way to improve air quality than changing the rules for new imports.

The MoT is now seeking feedback on the updated plans before its proposal is shared formally.

Wood notes the MIA’s request to differentiate newly introduced and existing models has been accepted and introduced.

“This results in three more years for light vehicles to shift to Euro 6 compared to what cabinet had earlier agreed,” he says. “This will grant more time for distributors to work with overseas factories to bring engines up to a newer specification.

“Given the time extensions, we will be pursuing a high-quality standard. This is to ensure accurate emissions measurements, consistency between new vehicles and used imports, and to reduce health harms particularly from diesel vehicles, which are not yet rapidly moving to zero-emissions models.”

Wood adds the suggested timeframe would introduce Euro 6 at about the same time Europe is looking to move to Euro 7 for light and heavy vehicles, which “indicates our dates should not be extended beyond what is proposed here”.

‘DIFFERENT IN DESIGN’
The used-car industry is concerned about the lack of equivalence between European and Japanese standards if the government changes emissions targets.

The Imported Motor Vehicle Industry Association (VIA) has done modelling that suggests harm from

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light vehicles conforming with Japan 2005 Cxx exceeds what's expected under Euro 5.

But the government's current thinking on used imports means cars would have to meet Euro 5 or the stricter Japan 2005 Dxx.

Kit Wilkerson, VIA's head of policy and strategy, says this would create an unfair market because his work indicates the limits for Dxx models even exceeds what's required under the Euro 6 criteria.

"We're unhappy with equivalences the MoT has made in trying to set emissions standards because the Japan and European standards are different in design," he says.

"All we've had so far with ministry officials is preliminary discussions about making changes. Under current thinking, they want to introduce Euro 5 and have stated without evidence that it's equivalent to Japan 2005 Dxx, which it isn't.

"As far as I understand, there's been no work by the MoT or Waka Kotahi to quantify actual

equivalences between these standards. They have been provided with my modelling so they can understand why we're arguing this or show me where I'm wrong. So far, they don't seem to have done either.

"Officials appear to have simply declared Euro 5 is better than Japan 2005 on the basis it was introduced later, rather than looking at how both standards are designed, applied and change over time."

Wilkerson says the European standards establish limits for models that last until a new set is introduced, maybe a few years later. In Japan, however, multiple levels of achievement are defined by the standard to "encourage immediate and ongoing improvement, and recognise when that achievement is made".

For example, the level of harm from a Cxx model is 50 per cent less – and from Dxx models 75 per cent less – than the Japan 2005 standard's baseline, both of which limit harm more than Euro 5.

"The purpose of emissions standards is to set a limit on harm caused by noxious emissions and we can quantify it. We don't need to make arbitrary guesses. The government isn't taking this design feature of Japanese standards into account."

“The government should do it in a way that promotes a fair market”

Kit Wilkerson

VIA supports raising emissions standards and improving the fleet, but stresses it needs to be done in a way that's equitable across the industry and considers consumer needs.

"We can see what the government is trying to do – and it's a great thing to do – but it should do it in a way that promotes a fair market," says Wilkerson.

"Officials not doing their homework means they risk creating extra anti-competitive conditions and disadvantaging those who cannot afford new cars, which is most Kiwis.

"The majority of vehicles we're

importing now already meet the Euro 5 standard so if done correctly, the impact of meeting Euro 5 will be limited.

"If the government adds excessive requirements, it will have a larger effect and it would be the cheaper end of the market that's impacted.

"People who can't afford to buy new will be penalised if the measures were introduced as currently proposed. They already have a shrinking pool of options and will have to buy cars already in the fleet. It also means those vehicles increase in value and stay on our roads longer."

With so many regulatory changes that are raising prices, Wilkerson argues new emissions standards need to be introduced correctly and by utilising all information available.

"The industry is already trying to focus on vehicles that get credits through the clean-car programme, which must also meet safety standards to get those credits. Now we're talking about extra restrictions that will further limit what can be imported.

"Every time we do something like this, it raises prices because more people are competing for a shrinking subset of vehicles." ⊕

Different classes

The government is proposing all new and used motorbike imports shift to a Euro 4 regime – and its Japan and US equivalents – from February 2025 before moving up another level in January 2027.

The MIA supports such a plan except for LA and LB-class mopeds. "We can expect availability of these affordable commuter vehicles to be severely restricted," it says.

"At the same time, this type of vehicle is suited to electrification and an increasing range of electric mopeds will become available regardless of emissions standards."

It adds the standards may also limit impact 51-125cc motorcycles for the same reasons.

For heavy vehicles, the

government aims to implement Euro 5 for used imports from September this year.

Under its proposal, newly introduced models will shift to Euro 6c from November 2024 with existing new models and used imports having to attain that standard 12 months later. All new models will then have to conform to Euro 6e from November 2026.

The MIA supports Euro 6c, but would prefer respective implementation dates for new and existing new models delayed until January of the following years.

It has expressed concern about the schedule for Euro 6e and removing ADR 80/04 as an accepted standard for all new heavy vehicles from November 2026. ⊕



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Rising Electric Vehicle demand and the evolution of Finance & Insurance

By Martin Jenns, EVP, President – Global Automotive at Assurant

Today, EV demand in New Zealand is rising like never before. Original equipment manufacturers (OEMs), spurred on by zero-emissions targets and encouraged by financial incentives, have introduced many new models. And thanks to the government's clean-car programme, buyers now receive generous rebates when switching to electric vehicles – up to \$8,625 in some cases. As a result, new EV registrations have doubled from 2021 to 2022¹. And this trend is only accelerating. According to the latest EY Mobility Consumer Index report, a whopping 49% of prospective car buyers intend to go electric for their next purchase².

“New registrations of EVs in New Zealand doubled year over year from 2021 to 2022.”

This surge in demand bodes well for New Zealand's target of 30% EV market share by 2030. And while great news for the environment and the country, the move to electric vehicles will require a significant change in how dealers serve their customers. This includes F&I protection products, an important component of their revenue.

What to look for in EV protection products

So, how can dealers ensure their F&I office thrives in the EV age? What should they look for in an EV protection product? While the list that follows is by no means complete, it represents some of the core characteristics dealers should look for in EV-specific protection products.

“So, how can dealers ensure their F&I office thrives in the EV age? What should they look for in an EV protection product?”

Protection that's tailored to electric vehicles

EVs are fundamentally different from internal combustion engine (ICE) vehicles. And that means their protection products should be different, too. For example, many traditional vehicle service contracts don't cover critical EV components such as the lithium-ion traction battery and other high-tech items. Another key difference is that since EVs wear differently than ICE vehicles, they require different coverage considerations. This helps maintain long-term profitability while still preserving customer protection.

Protection with a modern digital experience

EV buyers require a convenient customer experience that allows a mix of online and offline buying options. The same is true for EV protection products. Dealers should look for future-forward products that offer seamless digital car care, contract management and claim updates. This will give your customers the convenience they want. And it reduces the administrative burden on your team. Premium brands like Tesla set the standard in this area. Dealers that can do the same stand to profit handsomely in the years to come.

“EV buyers require a convenient customer experience that allows a mix of online and offline buying options. The same is true for EV protection products.”

Protection with EV-centric training and support

In a recent survey of EV buyers³, 92% of consumers reported needing at least some help in learning about EVs. That's why dealers need to become



MARTIN JENNS
EVP, President – Global Automotive
at Assurant

consummate EV experts for their customers. And not just on the basics like range and features but on complex issues that go beyond the vehicle, like clean-car programme rebates and home charging infrastructure. This is where specialised F&I training comes in. And marketing that sets up your team for the win. Today, premier F&I products come standard with needs-based, omnichannel marketing tools that build value in your products by benefit and coverage. This not only helps to sell cars, but it gives your customers the information they need to make the most of their vehicle.

Protection that's flexible enough for EVs

Flexibility is another must-have for EV protection. For example, flexible coverage options and pricing allows customers to purchase only the coverage they need so they get optimised, efficient coverage. This builds value in the F&I product and helps to maintain customer satisfaction and retention — customers who save money are more likely to come back for future vehicle purchases. Flexibility also applies to technology and brands —

ensuring that your EV F&I applies to all types of EVs and OEMs is important to meeting diverse customer needs.

“The EV age has arrived in New Zealand. Now is the time for dealers to prepare for what will be a significant shift in dealership operations.”

Shifting gears — with the right F&I partner

Without a doubt, the age of the EV has arrived in New Zealand. Now is the time for dealers to prepare for what will be a significant shift in dealership operations. Having the right F&I partner is a critical first step in this process. Protecta has 30 years' experience meeting the needs of our partners in New Zealand. And we've recently joined Assurant, the global leader in F&I. This enables us to offer a broader range of new and innovative products and services — including those that can help our partners thrive in the EV age. As the electric-vehicle market continues to evolve in New Zealand, we look forward to supporting our partners as they deliver the kind of experience their customers expect.

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Sources: ¹ 2022 EY Mobility Consumer Index ² 2022 EY Mobility Index ³ Plug-in America 2022 Survey

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Call to revisit scrappage scheme

The government is being urged to keep plans for a scrappage scheme on its agenda to help cut emissions from the light fleet and make it safer.

The Motor Trade Association (MTA) is disappointed the \$568 million clean car upgrade has been canned by Prime Minister Chris Hipkins in his bid to free up funding to relieve cost-of-living pressures and fix damage caused by Cyclone Gabrielle.

The MTA has long campaigned for a scrappage system and applauded the government when the scheme's details were announced last year.

It supports efforts to reduce pollution caused by land transport and while the original proposal wasn't perfect, it was seen as a "positive step" in helping the transition towards a younger and greener fleet.

Brian Anderton, the MTA's advocacy and stakeholder manager, says the clean car upgrade would have assisted lower and middle-income households switch to petrol hybrids, plug-in hybrid electric vehicles (PHEVs) and EVs.

The association realises there was a long way to go to finalise it – the plan was for an initial trial

The MTA wants the government to have an end-of-life vehicle scheme in its future policy planning



of 2,500 vehicles – but it hoped any problems would have been addressed during the pilot.

"We know many Kiwis are feeling the pinch and support efforts to address the cost-of-living crisis," says Anderton. "But we urge the government to keep this as a priority in future policy planning."

When the upgrade was first announced, the MTA felt it was too narrowly focused on EVs and its scope needed to be broader, "allowing anyone to participate and with lower incentives".

It also believes a scrappage scheme should address the fleet's age and safety in addition to tackling emissions.

The clean car upgrade was

among the transport policies to fall under Hipkins' \$1 billion cost-cutting measures, which were announced last month.

A social-leasing scheme has also been given the red light. That aimed to provide leasing arrangements for low-income families to access cleaner vehicles.

But it was "proving difficult to implement", says Hipkins, and several communities where it was to be trialled were hit by the recent extreme weather events.

The cutbacks are among a second tranche of programmes being stopped or delayed "to allow the government to focus more time, energy and resources on bread-and-butter issues".

Other transport policies have been deferred so Waka Kotahi can focus on the post-cyclone road to recovery. For example, a speed-limit reduction programme has been narrowed to focus on the most dangerous one per cent of state highways, while solutions to reduce emissions and congestion in Auckland will be rolled out in stages.

Hipkins says: "My expectation is ministers will continue to prioritise work programmes, including by rescoping plans and amending policy when necessary."

The Imported Motor Vehicle Industry Association (VIA) says the clean car upgrade being axed is "no real loss".

Chief executive David Vinsen told Autofile: "It was a trial that was being introduced as a Band Aid-type proposal to attempt to fix inherent inequities built into the clean-car programme.

"A team from the NZTA was working on it, but there had been no serious consultation about how it would work. Ultimately, it was a flawed policy on top of a flawed policy."

VIA is now calling on government officials to conduct a "proper strategic look at the fleet" ▶

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◀ before launching any other major transport policies.

That way, more appropriate and longer-term measures can be developed to cut emissions and influence the types of vehicles on our roads.

“We need to have a look at the fleet right now and get a good understanding of it, and work out how New Zealand wants the fleet to look in five or 10 years’ time,” says Vinsen.

“Once that’s done, we can work out how we get to those points further down the line by looking at all levers that could be pulled, such as incentives, penalties, scrappage, inspections, standards and education.

“We can also have a proper plan that’s longer than one electoral cycle, has cross-party support and involves industry input. It would be better for everyone to have a clear strategy and work out what we can do to achieve it over a long timeframe.”

David Crawford, of the Motor



“My expectation is ministers will continue to prioritise work programmes”
Chris Hipkins

Industry Association (MIA), says the clean car upgrade would have been an “expensive way to reduce carbon emissions”.

He describes it as “scrappage in disguise”, adding “it deserved to be scrapped and would have done little to address the burgeoning end-of-life vehicles in our fleet”.

When the government first revealed it in May 2022, the MIA noted designing such schemes for countries without vehicle manufacturing is “challenging”.

As for the ditching of the \$19m car-leasing scheme, the association would have preferred its trail to have been postponed rather than canned. “However, social-leasing schemes are notoriously difficult to implement and culling it makes

sense in the current environment.”

The Greens, Labour’s co-operation partner in government, are far from impressed with Hipkins’ cost-cutting programme.

Co-leader James Shaw, also Minister for Climate Change, says March 13’s announcement will make New Zealand’s climate targets tougher to reach.

He would have argued, if apparently given the chance, against cutting back on climate actions helping low-income families. “The clean car upgrade would have provided households with more low-emissions choices about how to get around.”

Shaw adds climate action is a “bread-and-butter issue” for many Kiwis, especially those impacted by

the effects of Cyclone Gabrielle.

Nicola Willis, National’s deputy leader, says the \$1b in savings from transport spending announced by Hipkins last month shows “there’s a lot of fat in the system – we need to see reductions in wasteful spending elsewhere.” Act leader David Seymour believes “Hipkins u-turning on a tiny handful of policies isn’t fooling anyone”.

In May last year, Autofile Online reported the unveiling of the clean-car upgrade. Shaw said: “By taking advantage of the upgrade, families will not only benefit from lower transport costs, but will also be able to replace high-emitting older vehicles with safe and sustainable alternatives.”

Michael Wood, Minister of Transport, was also full of praise for the scheme back then. “By supporting the uptake of cleaner vehicles, we’re not only helping families do their bit for the planet, but protecting them and our economy from economic shocks and high fuel prices.” ☺

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Dealership's fourth straight win

Blackwells Mazda has been named dealership of the year at the marque's annual awards ceremony for the fourth consecutive year.

The business in Christchurch took out four other awards for 2022 – in marketing, finance, after-sales service and new-vehicle sales.

"The hard work, commitment and consistency across every aspect of what we do as a team has resulted in us winning these awards," says dealer principal Seth Ovens.

Other franchises recognised for their overall performances were John Andrew Mazda in Auckland, Nicholson Mazda in Whakatane, Palmfeild Mazda in Palmerston North, South Auckland Mazda and Ultimate Mazda, Mount Maunganui.

Nicholson Mazda also won the award for excellence in after-sales – parts, while North Harbour Mazda came first for lead management.



The Blackwells Mazda team with David Hodge, second from right

South Auckland Mazda secured the Mazda Foundation Community Excellence Award for its ongoing support of Manurewa-based Totara Hospice. It provides specialist palliative care services to one of New Zealand's largest and most culturally diverse areas.

"The mix of first-time and returning winners demonstrates the strength and depth of our dealer network," says David Hodge, managing director of Mazda NZ.

"Winning dealer of the year four times is an incredible achievement



Hodge with overall Mazda dealer performance winners

that highlights the high standards of Blackwells Mazda. Every member of the team has worked extremely hard to be the very best at what they do and provide an excellent service for their customers.

"The work the South Auckland Mazda team is doing in the

community is fantastic. It reflects the Mazda Foundation's passion for supporting organisations and individuals in need.

"We're fortunate to have dealers who set such high standards and ensure our customers get a fantastic experience." ☺



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In top trade role

The Motor Trade Association (MTA) has its new chief executive starting on April 18.

Lee Marshall, who will be taking over from interim CEO Ian Pike, has spent the past 12 years in management roles in the car-rental industry.

"Joining the MTA is an opportunity to learn about something different," he says. "I'm looking forward to getting started."

"It's a long-standing, proud organisation that's of a scale no other trade association for the automotive industry can really compare to."

Bob Boniface, MTA president, adds: "We're looking forward to Lee driving our strategy objectives to the next level and evolving the association into the future."

"Lee steered Avis Budget through the Covid-19 pandemic, and was heavily involved with the



Lee Marshall

consolidation of Avis Budget and Apex Car Rentals.

"Also, I would like to thank Ian Pike for his invaluable contribution over the past 15 months. He has

been instrumental in gaining momentum on projects aligned to our future goals."

Marshall joins the MTA having been Avis Budget Group's general manager for New Zealand for three years after starting with the company as GM of Apex Car Rentals in late 2019.

Prior to that, he was director of operations at Ezi Car Rental NZ and commercial manager at Jucy Group over a period of almost two years.

Those positions were preceded by four years at Ezi. He started as the Queenstown branch manager in early 2014 before becoming national fleet and operations manager almost two years later. ☺

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Striking clean-car balance 'key'

Aimee Wiley says she has big shoes to fill, taking over from David Crawford as chief executive officer of the Motor Industry Association (MIA).

And she's predicting the government's clean-car programme will likely continue to bring the biggest challenges this year.

Wiley started with the MIA this month and is excited about her new job, which comes at a "pivotal time" for the new-vehicle sector.

She and Crawford, who is retiring in mid-2023, are working together – along with MIA president Simon Rutherford – over the coming three months to ensure a smooth transition for the association.

Prior to joining the MIA, Wiley was the low-emissions vehicles programme director at Waka Kotahi New Zealand Transport Agency where she worked on the clean car

discount and clean car standard.

She told Autofile that those policies, which aim to bring more zero and low-emissions cars into the fleet, will likely remain as a key focus for the association moving forward and will continue to require "the right input, by the right people, at the right time".

"I think the government's overall intent of the clean-car policies represents an important shift toward addressing urgent climate considerations.

"Over the past couple of years, regulatory policy change has been significant and hurried, leaving very little time for industry to prepare and adapt.

"Looking forward, a balance between – and focus on – beneficial outcomes that are both realistic and achievable for the industry will be key.

"The fact that I worked on



Aimee Wiley, the MIA's new CEO

the clean-car programme last year alongside the policy team at Waka Kotahi and the Ministry of Transport can only help.

"Knowledge of the clean-car policies, systems and processes, which in time will be combined with industry feedback from members about these policies in operation, will ultimately benefit both the MIA and policy decision-makers when we all work together in the future."

Part of finding the right solutions is knowing who to ask and getting the right people around the table at the right time because "that's when the magic happens".

She adds: "We all want policies that lead to a cleaner environment in a sustainable way that doesn't put the industry, market or jobs at risk."

Wiley's appointment to the MIA was announced at the beginning of March, and she welcomes the three-month handover into the chief executive role because it will allow her to meet members and get up to speed on industry matters.

After spending more than six years with Ford Australia working on product development for the Asia-Pacific market, she decided to shift back here with her husband and two children in 2019.

Wiley describes the decision as "bittersweet" because, with no vehicle manufacturing in New Zealand, she feared it might spell the end of her career in the automotive industry.

"After we returned, I initially took on a couple of roles in other industries and then had the

opportunity to work on the clean car discount and standard.

"I'm passionate about the motor industry. It's an exciting role for me because it's a pivotal time in terms of electrification, product safety and development, automation, and dealing with climate change-driven changes in consumer preferences.

"I've got big shoes to fill with David retiring, but I've also got a lot of what the MIA is looking for in terms of skills and experience.

"The role is exciting. It offers a rare opportunity to leverage my key strengths and experience for mutual benefit and growth."

She describes the opportunity for a transition period before Crawford leaves as "refreshingly different" compared to some of her previous roles and it's an opportunity "I'm planning on taking full advantage of".

TACKLING ISSUES

Wiley spent time with Ford NZ early in her career, working as a marketing finance analyst from 2005-07 before later becoming part of the blue-oval's team across the Tasman in 2012.

She was based in Melbourne and predominantly worked on the global T6 programme developing Everest and Ranger models for different markets.

"I really enjoyed my time working in the Asia-Pacific product development team with Ford. A truly global programme, we had teams spanning the planet, collaborating on these vehicles, and it brought many different and unique perspectives to the development programme.

"It touched on a lot of design and regulatory issues – and different market considerations – as well as picking up various design features around consumer preferences. By its nature, product development is very future orientated, typically looking ahead by between five and 15 years.

"That experience has also got to be of some benefit to my role with the MIA because it means I'm ►

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Aimee Wiley mainly worked on Ford's global T6 programme developing the Everest and Ranger while based in Melbourne from 2012-18

◀ not starting from ground zero with the industry."

Wiley is looking forward to learning more "from the best in the business" about the industry in New Zealand and the issues it faces, noting the automotive space is more collaborative than some work environments she's been in. She describes people in automotive as being "genuinely innovative".

Her appointment makes her the MIA's first female CEO. She notes female leaders in the traditionally male-dominated automotive world are still relatively uncommon.

"I'm proud to have broken a glass ceiling as such, but my whole career has mostly been in male-dominated industries. The gender aspect isn't something I particularly consider. Gender isn't an issue for me. It's more about acknowledging

the people, embracing the ideas they bring and adapting style to get the best out of everybody regardless of gender."

ATTENTION TO DETAIL

Wiley, who has been passionate about vehicles since childhood and has driven "every car you can imagine", is always eager to find out more about new models.

She's impressed by how vehicles have come along "in leaps and bounds" in almost every way over recent times – be it the quality, finishing, technology or how they handle.

Her current drive is a Toyota RAV4 hybrid. "I absolutely love it," she enthuses. "I've just switched from a Jeep and it's impressive.

"I'm fortunate to have had the benefit of driving many cars

over the years from most of the major traditional brands. The most memorable include a Mustang GT500 soft top on the Lara [You Yangs] proving ground near Melbourne. That was awesome.

"I love driving lots of different cars. If I travel somewhere, I always rent one I haven't driven before. When I get in, I'll sit there and have a good look around. From the technology to the finishing, I notice the details. I'm usually amazed at the extent of change from one model year to the next. If you compare 2020 models from most brands with their 2023 equivalents, they're incredibly different now."

Wiley's early driving experience came at her parent's property in Manawatu and her first car was a red Mazda Familia.

She recalls polishing it up after

cutting the paintwork with Jif, a household cleaning product, when the usual compound from an automotive shop failed to work. "It's funny what you do when you're 15. But I was so proud of my first car and the Jif brought the Mazda back to almost its original red colour."

Today, Wiley continues to polish up her knowledge of issues affecting the new-vehicle industry in New Zealand in what has the potential to be a challenging year for the MIA's members and the broader economy.

"I'm excited about the people I'll be working with. So far, I've found that it's a very positive environment, which is important when we think we're in an election year, facing a possible recession and tackling a cost-of-living crisis.

"Those things can cast a shadow, but so far everyone has been upbeat, which is quite refreshing and certainly not true of every industry." ☺

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Feebate plans shock industry

The Imported Motor Vehicle Industry Association (VIA) fears proposed changes to the clean car discount (CCD) may result in fewer hybrids qualifying for rebates and utes receiving exemptions from fees or other special treatment.

A review of the feebate scheme is being undertaken by the Ministry of Transport (MoT) as it seeks to address a funding gap of nearly \$100 million between penalties and rebates.

The government said when the CCD was launched that it would eventually be cost-neutral, but between April 1 and December 31 last year it paid out \$203.3m in rebates and received \$105.1m in fees.

Light vehicles that produce between 147g and 191g of carbon dioxide (CO₂) per kilometre currently fall into a “zero band” and attract neither a fee or a discount.

Among the options being considered by the MoT is dropping that range by about 50gCO₂/km.

Kit Wilkerson, VIA's head of policy and strategy, made a submission about the proposals to Michael Wood, Minister of Transport, on March 31. In it, he notes VIA would prefer officials chose an option that takes the zero band to between about

VIA is concerned that buyers of used-imported petrol hybrids may miss out on rebates if certain changes to the CCD go ahead



150gCO₂/km and 175gCO₂/km.

“Unfortunately, all we can do is express a preference as we cannot support any of the options being offered,” says Wilkerson in the submission.

“We are very concerned that the proposed changes will have the greatest negative effect on low-income car buyers and on those businesses that have acted in good faith by transitioning to specialise in higher efficiency vehicles, such as hybrids.

“Hybrid vehicles remain the best option for New Zealand to lower greenhouse gas emissions from transport, at least until pure electric vehicles [EVs] reach price parity and there is a ready supply.

“We were also aghast to see [the government is] considering carving out an exemption or giving special treatment to utes, some of the worst emitters in the fleet. VIA has no recourse but to

conclude that the government has forgotten the purpose of the clean-car programme.”

VIA has recommended to Wood that the CCD's zero band be left as it is until plug-in hybrids and EVs become available in higher volumes and in a greater variety of models.

Wilkerson told Autofile shifting the entire band down by 50gCO₂/km would be a “big jump” for the used-imports industry.

He notes it would result in about half of the hybrids coming in – “the most efficient cars we're importing apart from EVs” – no longer getting any discounts.

The government is reportedly looking at introducing changes to the CCD settings at either the middle or end of this year.

VIA has recommended any alterations kick in from the start of 2024 to coincide with expected new targets under the clean car standard.

It is also calling for at least three

months' notice of any revision of the rules, so importers don't bring in cars that then unexpectedly attract penalty fees.

REVIEWING SETTINGS

Wood says an update on possible changes to the CCD will be provided “in the coming months” and the government is committed to ensuring the scheme is revenue neutral.

He told Autofile: “We are reviewing the settings to make sure we are achieving this as signalled when we launched the scheme.”

The minister describes the CCD as having been a success “with tens of thousands of light electric and hybrid vehicles registered in its first year of operation”.

He adds that 78,585 vehicles had been approved for rebates between April 1, 2022, and February 28, 2023, with the largest vehicle type supported by the scheme having been second-hand hybrids and EVs.

“The clean car discount is doing exactly what it was designed to do, which is to make cleaner vehicles a more realistic choice for people,” says Wood.

“It is making a huge contribution towards meeting New Zealand's [emissions] target while supporting New Zealanders to be part of the shift to our low carbon future.” ☺

High-tech approach to car listings

A company is embracing the power of artificial intelligence (AI) to help dealers improve their online vehicle listings.

DriveText is the brainchild of Ange Humble, who spent 10 years working at Trade Me before launching her new venture.

She spotted an opportunity to create the product after regularly dealing with requests from traders about how to write better marketing descriptions for cars they were trying to sell.

“Some dealers might have lots of similar vehicles,” says Humble. “It can be hard for them to write something new and interesting about 30 different Aquas, for example.

“Then, after Covid-19 hit, people were increasingly looking online when thinking of buying a vehicle rather than going to a yard and looking at cars, so having adverts with good descriptions became



even more important.”

Humble left Trade Me in 2021 and has been working on DriveText since. She looked into the possibility of AI addressing the challenge of compiling unique listings and

“realised there was a solution”.

DriveText plugs into AutoPlay and Motorcentral to source details on all the features and specifications for a vehicle. Then its AI system generates a detailed description

that is “humanised” and approved by DriveText, and is also search engine optimisation (SEO) friendly.

The listings concentrate on four key areas – convenience, transmission, technology and safety. It also offers three different tones of voice, ranging from serious and professional to one that's quirky and fun.

“There was nothing like this in the market. We knew there was a definite appetite for it in New Zealand and in the UK, where we have now opened an office as well!” ☺



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Party time for half-century

Fifty years since Subaru of New Zealand started importing the marque's first all-wheel-drive (AWD) vehicle have been celebrated at a gala night on Auckland's waterfront.

The event at The Cloud saw all 17 of the marque's authorised centres receiving tsuru longevity and good fortune awards, which were also presented to the company's longest-standing employees.

Winger Group owner Wayne Leach was honoured with a sustained success award to recognise decades of growth and commitment as New Zealand's number-one Subaru retailer.

Michael Farmer, Farmer Autovillage's managing director, received an outstanding performance award for sales and customer experience from 2020-23.

And Wallis Dumper, managing director of Subaru of NZ, presented the Subaru Corporation's Masaki Fukushima with the AWD Subaru Country Award 100% AWD, 1997-23.

Overseas guests at the event included Colin Christie, managing director of Inchcape Australasia and Subaru Corporation's Fukushima-san and Ryota Arai, who are respectively general



Subaru of New Zealand staff members, Subaru authorised centre business owners and dealer principals



Masaki Fukushima, of Subaru Corporation, receiving his award from Wallis Dumper, right, Subaru of NZ's managing director



Warren Carter, left, and Michael Farmer, of Farmer Autovillage



Wayne Leach, left, and Paul Burborough, of Winger Motors

Dumper said: "Decades ago, I remember extra airbags as an option on the Legacy and asking for disc brakes on the Impreza.

"I remember robust discussions about dropping 50 per cent of our range to go 100 per cent AWD only and replacing those 2WD units with the Forester, and replacing 33 per cent of our sales when we phased out the Legacy to go with the Outback only.

"I remember robust discussions with our ad agency about moving the brand to high ground, not grinding it down in fleet volumes to retain customer value.

"I cannot assure anyone in this room the next 50 years won't be challenging, but I can let you know that if you have the right attitude, it will be fun for most of the time."

Dumper added the decision was made late last year to mark the brand's 50th anniversary after three tough years for the industry.

He offered commiserations to not only Subaru authorised centres affected by Cyclone Gabrielle's devastating impacts, but all New Zealanders who have suffered losses due to flooding. ☹️

manager and assistant manager of the Pacific, Latam, CIS, Middle East and Africa sales division.

Subaru Australia's managing

director Blair Read, who was originally part of the Subaru of NZ team more than 15 years ago, also attended.



Subaru's success in Rally New Zealand at the hands of legends such as Colin McRae, Petter Solberg and our very own Possum Bourne cemented the marque as a Kiwi favourite

Down the years

1958 Subaru's 360 is introduced and becomes a bestseller.

1966 The 1000 becomes the marque's first model with a horizontally opposed Boxer engine.

1973 The first Subaru with on-demand AWD is released.

1992 Subaru of NZ becomes the exclusive importer and distributor of Subaru Corporation products.

1997 All models become exclusively AWD in this country.

Recovery strategies for dealers

The recent floods and cyclones have had a devastating effect on our entire country, and our thoughts are with those who have lost their homes and businesses.

One sector that has been significantly impacted by these events is the automotive industry with more than 10,000 cars damaged nationally. Of those, around 45 per cent have so far been assessed as write-offs.

Given the number of dealerships impacted by these disasters, it's no surprise many are seeking innovative solutions to help navigate the aftermath and associated issues.

Over the past few weeks, I've been inundated with queries from car traders in the North Island wanting assistance in dealing with the increases in demand the industry is about to face and at a time when supply is significantly down.

Furthermore, dealers nationally who have stock to sell are wanting to know how to best take advantage of the surge in buyers entering the market.

So, first things first – how to gear up for the increase in demand that's about to kick off.

At the time of writing, only about 10 per cent of insurance claims had been paid out. However, as that figure increases, so will the number of customers in the market for a new vehicle.

Unfortunately, this surge will hit at a time when stock levels are low with February's figures showing new cars down by 18.2 per cent on last year and used-car imports down 27.6 per cent.

As a result, sourcing vehicles quickly, efficiently and at the right price is key to weathering the storm.

Gone are the days of commissioning staff to manually scour classified sites for a bargain. In this modern age, it's all about utilising digital tools that can do the hard work for you.

Recently, several new platforms have hit the market that have been specifically created to assist car dealers in sourcing used vehicles from around the country.

Such software allows dealerships' purchasers to run searches on a specific make, model



TODD FULLER
General manager, New Zealand
AdTorque Edge

and price range. From this they can obtain a list of all matching vehicles posted online across all classified sites at that particular point in time.

For increased efficiency, these tools often even allow users to create

hotlists from their search criteria, which can send them a notification the minute a car matching their requirements is listed for sale.

Many dealers are already utilising these sourcing tools, which are enabling them to get ahead of the pack by building up their stock. So, by the time the surge in car buyers hits in the coming weeks and months, they will be well-prepared to cater to the level of demand.

Once a dealer has plenty of vehicles in stock, it's important they advertise in order to move the cars as swiftly as possible. One of the most effective ways to do this is through live inventory advertising across social-media platforms and display networks.

Inventory ads allow you to promote all your in-stock vehicles

to relevant audiences through the automatic publishing of advertisements created directly from your stock listings.

This means, for example, that if a person has shown interest in an SUV listed on your website, the next time they are scrolling Facebook or browsing the internet, an ad will appear promoting that same SUV and other similar ones you have on your yard.

In the US, more than 80 per cent of automotive campaigns include live inventory advertising.

Here in New Zealand, on the other hand, we're only utilising it about 30 per cent of the time, which is far too low considering the efficacy of the medium for selling in-stock vehicles to in-market customers.

For many of us, it has been a shocker of a start to 2023. But as we've learned over the past few years, in order to overcome adversity we need to adapt to the changing circumstances and evolve accordingly.

For car dealers, this means embracing a digital strategy, utilising available tools and techniques to allow your business to keep driving forward no matter what the universe throws at you. 🌐

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The month that was... April

April 6, 1998

Attorney-General slams naming of dealership

The Attorney-General, Doug Graham, slammed New Plymouth MP Harry Duynhoven for naming – under parliamentary privilege – a top Auckland dealership whose management he alleged had been involved in odometer fraud. Duynhoven asked Graham if the Serious Fraud Office (SFO) intended to investigate the claim involving some staff of the business.

However, Speaker of the House Doug Kidd said parliament wasn't the place where matters relating to the investigation of alleged offences were conducted.

Duynhoven regretted the dealership had been named because it might prove to have been seriously prejudicial to the company in the future. The rebuke followed the minister's attempts to table a video, which he claimed featured senior management and a used car being sold with a new odometer.

Duynhoven's bid was unsuccessful and he eventually handed the recording to Graham, who passed it onto the police.



April 2, 2004

\$200,000 fines for non-registered yards

Some dealers were risking fines of up to \$200,000 for not completing their trader registrations on time.

At the end of the final period for those remaining on transitional registrations, almost 100 had not legalised their situations.

As of March 31, 2004, some 89 dealers had yet to complete their paperwork or had not begun the process. They still held transitional rather than full registrations with most waiting for statutory declarations to be processed. Another 440 registration applications were pending.

Margaret Vos, spokesperson for the Ministry of Economic Development, said staff were working hard on clearing all they could.

"Our national processing centre has its full complement of processors working on applications and, depending on volumes, they may work overtime to get through as many registrations as possible presuming all other application components have been correctly submitted.

"The penalties for trading without being registered are up to \$50,000 for an individual trader and \$200,000 for a company. Given the ease and low cost of registering, it's just not worth the risk of trading illegally."



April 20, 2007

Fire hazard not design fault

TVNZ's Fair Go aired a story regarding car damage due to drink bottles being put into cup holders – a claim the industry didn't believe was a design fault.

The programme told the story of an SUV owner who claimed its upholstery was damaged after leaving a 1.25-litre bottle of Pump in a holder.

The vehicle distributor involved initially refused to repair the damage, a stance it rescinded before Fair Go went to air.

A test performed for the cameras showed the car's leather seating starting to smoke after two minutes of sunlight reflected through the water bottle and onto the upholstery.

The Motor Industry Association (MIA) was invited on the show. Chief executive Perry Kerr insisted the issue was one of bottle design and not the vehicle manufacturer's fault.

"Eleven cases were reported in 2006 with a further two this year," said Kerr. "The common theme seems to be the large-size Pump bottle. This issue has been raised with Coco-Cola, which after a time said it would change the design of the bottle."

The programme insisted that change wouldn't be effective. David Vinsen, of the Independent Motor Vehicle Dealers' Association (IMVDA), said the bottles should be labelled as a potential danger, not the cars.



April 11, 2008

New and used arrivals gap tightens

Arrivals of new vehicles were closing in on used imports with many predicting the former would overtake the latter for the first time since bulk importing began in the 1980s.

Figures released by NZ Customs showed the combined total of new passenger and commercial arrivals reached 9,310 in March 2008 compared with the used-imports market's total of 10,114 units.

Those figures put the used-imports sector just 804 arrivals ahead of new vehicles, which many said was the closest margin since bulk importing of used began.

Chief executive of the IMVDA, David Vinsen, believed new-vehicle sales would overtake used that year.

He added: "We think it's highly likely and predict they will reach 100,000 to 110,000 as compared to 80,000 to 100,000 used sales meaning the used market will be equal to the new market at best – and overtaken at worst."

Perry Kerr, the MIA's chief executive, said: "The new-vehicle market hasn't consistently outsold the used market since 1989. We predict, however, that the new market will outsell used between 2009 and 2010."



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Ratings on pollution and crashes

The way we rate vehicle safety has for a long time been a pet project of mine. VIA plucked me from academia and my experience with cars was limited to the fact that I had owned one previously. I could change a tyre, but that was about it.

What I was good at, however, was doing research. And, just as importantly in academia, peer-reviewing the research of others, such as government analysts.

Since I knew nothing about vehicles or the industry, I had a lot to learn but that had benefits – I wasn't biased by prior knowledge.

From the onset, one of the topics that interested me most was the way vehicle safety was rated. The reason it interested me so much was because it seemed so wrong. Even today, after trying to understand it for a decade, I still find it befuddling and I cannot help but conclude that it's likely counterproductive.

In general, we base a vehicle's safety ratings on the ability for it to keep its occupants safe.

Recently, there have been some minor tweaks to this, for instance by taking aggressivity into account, which is the likelihood a vehicle will do harm to pedestrians or cyclists. However, these considerations remain minor compared to occupant safety.

There are several aspects of this system that concern me. First, I'm extremely concerned the public is being misled. The most respected rating system is NCAP, which tests vehicles in collisions with static objects. This simulates a vehicle crashing into itself.

Then, when people walk onto yards, they see five-star small models sitting next to five-star big cars and the false impression given is that they are comparatively safe.

No matter what the propaganda says, physics tells us different. Even a well-rated small car is going to be crushed by a large vehicle of any rating.

There is a debate in the literature on the best proxy for approximating the chance of injury in a crash – whether to use kinetic energy or force.

The problem with kinetic energy is it simplifies the source of the actual injury. Injuries and deaths could occur even if vehicles have perfect crumple zones that absorb all the energy in a collision.

Harm would still occur due to the short time or distance change in velocity from occupants proceeding in the direction of travel until something else quickly changes their movement, hence the force applied to the body in the act of stopping.

When using kinetic energy, mass has a much smaller factor than when considering force, but – in either case – the only two variables are mass and velocity. And only one of those is a feature of a vehicle.

Returning to how this effects



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our safety strategy, the view that bigger vehicles are safer for occupants has created an arms race with average vehicles increasing in mass over time. It also creates a zero-sum race.

Those heavy vehicles are safer for their occupants, but make roads less safe for everyone else. It means this approach to safety doesn't actually lead to a reduction in overall harm, only a transfer of harm.

If, on the other hand, we started reducing the mass of

vehicles entering the fleet, not only would we see a reduction in overall harm as the potential difference in mass between vehicles that might be involved in a collision decreases, it would have the counter-intuitive effect of appreciating the

crashworthiness of in-service vehicles every year they would be relatively heavier.

This isn't even my biggest issue with how we rate safety. My biggest concern is the fact the strategy is irreconcilable with the way we measure and reduce harms everywhere else and, therefore, cannot and should not be part of a unified strategy to reduce harm.

Imagine if our emissions ratings were based on a car's ability

to protect occupants from air pollution. It seems silly, but it's the same logic we're using to gauge vehicle safety for crashes.

In fact, just to make the analogy more accurate, imagine we then decided the best way to improve vehicle pollution ratings was to equip them with ever bigger filtration systems.

This, of course, leads to decreasing the efficiency of cars and increasing emissions overall, which in turn demands we fit bigger filters. Hence the arms race, it's simply absurd.

VIA is now developing a new system that focuses exclusively on ratings based on harm. This system easily accounts for both certain harm from noxious emissions and possible harm from crashes.

Interestingly, the results of this rating system align perfectly with our stated goals for future transport – the least harmful, or highest rated, means of transport being walking, cycling and micro-mobility devices.

When it comes to cars, electric vehicles (EVs) have a massive advantage due to their lack of certain harm from emissions, but lighter EVs will in turn beat more massive EVs thereby encouraging efficiency.

I haven't considered adding in climate-change risk factors, but that could easily be done to create a single, unified vehicle-preference rating.

Imagine, instead of a system that simply transfers harm to others, we could have one that actually reduces the sum of harm – silly, I know. ☺

“Heavy vehicles are safer for their occupants, but make roads less safe for everyone else”



Advocate ▪ Advise ▪ Connect



The Gazley Volkswagen team

Taking top honours

Gazley Volkswagen went home with the top gong from the marque's annual awards in Auckland last month.

The company was overall and passenger-vehicle dealer of 2022. It also won two commercial awards – service department and customer experience.

Southern Automobiles in Invercargill took out best commercial-vehicle franchise award, while Ebbett Volkswagen was best for car servicing and brand marketing, and also took out Jemima's Award.

Farmer's had the best parts department, commercial marketing and passenger

customer experience. Continental Cars won for car marketing and car sales, likewise Tristram European for commercial sales.

"The night was about recognising their efforts, and the moments they have gone

above and beyond for customers," says Greg Leet, Volkswagen passenger cars' general manager.

Kevin Richards, GM of commercials, adds the event provided "a platform to look ahead at great things planned

for 2023 and beyond. Seeing the quality of our team distilled into one room shows we're set for success". ☺



Bobby Murrell, of Southern Automobiles

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Industry movers

TONY JOHNSTON has been promoted to chief operating officer of Mitsubishi Motors New Zealand (MMNZ).

Johnston, who takes up his new role on April 17, started his career at a marketing and consultancy firm in the UK before becoming MMNZ's corporate sales manager in 1999 for one-and-a-half years. He was then an account manager with Esanda FleetPartners for seven years before becoming fleet partnership manager at FleetPartners NZ in 2007.

Johnston returned to MMNZ in 2013 as manager of national fleet sales before becoming head of sales in May 2018.



TOM RUDDENKLAU has become chief executive officer of Power Farming NZ. The company, which is based in Morrinsville and owned by the Maber family, is an agricultural distributor in New Zealand, Australia and the US.

Ruddenklau, who is a director of the Motor Trade Association, began his automotive career in leasing in 1996. He was previously sales and marketing manager for Volkswagen Financial Services, chief operating officer for Hyundai NZ, general manager for Volkswagen NZ and, most recently, COO of Armstrong's Motor Group.



CHRIS BLAIR has joined Winger Motors as group general manager after almost a decade working for distributors.

He was promoted into the position of general manager at Hyundai NZ about six years after joining the company in mid-2015.

Blair was previously general manager of Renault NZ, a role he took on in mid-2013. Before that, he spent two years with John Andrew Ford & Mazda in Auckland.

He began his career at Ed Voyles Automotive Group in Georgia, US, in 2002 as a sales consultant before becoming its general manager of sales in August 2007.

ANDREW CASELEY is stepping down as chief executive of the Energy Efficiency and Conservation Authority after more than six years.

He has overseen various projects, such as the roll-out of the public-charging network for electric cars.

Caseley is remaining in the role until at least late June "to ensure a seamless transition". Previously, he was CEO of Hawke's Bay Regional Council for 13 years.



ANDY COX has been promoted to general manager of Manheim NZ. He joined the company in August 2017 and spent more than five years as New Zealand sales manager for its salvage division.

Before that, Cox held sales positions at various companies including Malcove, Toll Customised Solutions, Orcon and Telecom NZ.



TOSHIO KUWAHARA has become president and CEO of Asian Honda Motor Company, and head of the regional unit for Asia and Oceania.

These positions now come under regional operations, which combine Japan with Asia and Oceania, South America, Europe, Africa and the Middle East.

Kuwahara remains as operating executive of Honda Motor Co.

Coping with stress and customers

The recent weather events that impacted much of the North Island, and in particular the Auckland, Gisborne and Hawke's Bay regions, remind us of the importance of looking after ourselves and those close to us.

In the context of this article, this obviously includes your family and staff. That said, in times of severe stress and upheaval, it's easy to focus on those around you.

But don't forget to take the time to consider yourself and your own needs. That's because mental health is just like physical health although, perhaps, much more difficult to monitor.

Whether you have been impacted by adverse weather, faced unexpected reactions from staff or customers or have simply had a hard day at work, it's important to recuperate every now and then and focus on your own wellbeing.

There are many ways to address these needs, whether that's simply by taking time out to reflect or doing something that takes you away from the daily grind.

In MTA world, one of the benefits members have access to is the employee assistance programme, or EAP as it is more commonly referred to.

In short, it's a counselling service to help people rationalise their thoughts. Feedback from our members who have used the

service is very positive.

EAP Services Ltd claims to help more than one million people each year with its research-based, psychology-led counselling. Its learning tools help upskill people to live the best lives they can and it uses real data to underpin its work.

There may well be other suppliers and, even though this column may sound like a bit like a promo for EAP, it's only because it's the service I'm most familiar with.



TONY EVERETT
Sector manager - dealers,
Motor Trade Association

grocery bills or energy costs.

The net outcome is that discretionary spending is taking a hit. That might be in the form of people pulling back on purchasing a new car, motorbike, jet-ski or even a new shirt or old album seen in the second-hand record store.

A build-up of pressures in any form can manifest in unexpected reactions. Some people become much more combative.

“It's important to recuperate and focus on your own wellbeing”



Saying it again, regardless of which service or strategy you use, as a business owner you must look after yourself because you're carrying the load.

Life, in general, is a bit tougher these days, and in all sorts of ways and for a wide variety of reasons.

Putting aside the weather-related issues, financial pressures are building on the back of higher interest rates and increased daily living costs – whether those be via higher mortgage or rent costs,

This was borne out within our mediation service in which we noticed an upwards spike in case workload in the aftermath of the Covid-19 crisis and those disputes were more difficult to resolve.

Yes, the trigger might be the car breaking down, but that might not explain what comes across as customers overreacting.

When you think that through, those excessive reactions can most probably be sheeted back to the collective pressures in people's lives.

This doesn't mean you are expected to become an “agony aunt” and resolve everyone's personal issues.

But it does mean that recognising the reaction you're seeing might well be driven by many other problems outside the matter at hand.

Reconciling an event in that way might help put you in a better position to work with the current issue and not get drawn into the customer's deeper problems. Oddly, counter aggression does not help resolve what's taking place.

Speaking of disputes, it's better to avoid them than experience them. They cost you time, money and stress.

In the dealer world, there are two things you can do to reduce the likelihood of dispute. Firstly, thoroughly inspect the vehicle being sold before delivery. It's much easier and cheaper to resolve any faults while it is in your care.

Secondly, make sure the paperwork is thorough and complete before getting your customer to sign.

If you have properly documented the sale, it becomes one less area for misinterpretation that could be used as evidence against you. You might be surprised how many times car dealers get caught by inadequate sale documentation. ☹

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From F1 to production model



Mercedes-AMG's C 43 4MATIC

The C 43 4MATIC showcases technology derived directly from Formula 1 cars in the latest generation of Mercedes-AMG's four-cylinder engine.

Developed entirely by the brand in Affalterbach, Baden-Württemberg, it's the world's first series production vehicle to feature an innovative electric exhaust gas turbocharger.

The turbocharger is operated via a 48-volt electrical system, which also feeds the belt-driven starter-generator (RSG).

The C 43 4MATIC's engine produces 300kW of power and 500Nm of torque. In certain driving situations, a brief boost of 10kW can be supplied by the RSG.

Other AMG attributes include permanent all-wheel drive (AWD) with rear-biased torque distribution as well as standard rear-axle steering, a speedshift MCT 9G transmission and ride-control suspension with adaptive damping system.

The turbocharging system is the same technology used by the Mercedes-AMG Petronas F1 team. A small electric motor directly on



The cockpit of the C 43 4MATIC

the turbocharger shaft accelerates the compressor wheel before the exhaust gas flow takes over.

This results in higher torque at low revs. The turbocharger operates at speeds of up to 175,000rpm to enable high airflow rate.

The technology boosts the two-litre in-line engine to help the C 43 4MATIC achieve a rated output of 300kW at 6,750rpm with maximum torque of 500Nm at 5,000rpm.

As a result, the car accelerates from 0-100kph in 4.6 seconds and has an electronically limited top speed of 250kph, while the turbo technology results in a combined consumption of 9.4l/100km.

The permanent AWD features

a torque distribution between the front and rear axles of 31 to 69 per cent respectively for dynamic handling and improved traction.

AMG's dynamics control system enhances the electronic stability programme, which can be adjusted in three stages.

The "on" setting offers high safety, "sport" allows higher drift angles and "off" can be used on closed tracks. Complementing this, the adaptive damping system continuously adjusts each wheel.

The new C 43 4MATIC is equipped with rear-axle steering operating with a maximum steering angle of 2.5 degrees.

This allows the rear wheels to turn in the opposite direction to the front to generate the effect of shortening of the wheelbase. This results in a smaller turning circle, which is noticeable during parking.

And the car's exhaust sound is controlled via an exhaust gas flap. Its actual engine sound is picked up by a sensor in the exhaust system and fed into the interior.

Exterior AMG features include

the radiator grille with vertical struts in chrome, the front apron with flics, sporty air intakes and chrome-plated trim, matching door-sill panels, the diffuser-look rear apron and two round twin-tailpipe trim elements. The C 43 4MATIC is fitted with AMG light alloys and 20-inch tyres as standard.

Inside, AMG seats feature a distinctive upholstery layout in leather finished in black, brown, red or black with red inserts. The C 43 4MATIC retails from \$145,900.

FINAL LIMITED RUNS

As Mercedes-AMG ushers in new models inspired by F1, some are getting Final Edition makeovers.

The C 63 S Cabriolet has been made more eye-catching with paintwork in graphite-grey magno with special yellow and dark-grey decals.

There are cross-spoke alloys – 19-inch on the front and 20-inch at the rear – while performance receives a boost thanks to an AMG ceramic front-braking system.

Inside, there are performance front seats and steering wheel. The seats are finished in nappa grey and black with yellow stitching.

The cabin boasts dark aluminium and matt carbon-fibre, while a Final Edition badge can be found on the centre console.

Its stablemate – the C 63 S Coupe Final Edition – gets the same appointments as the cabriolet with AMG's aerodynamics package added. Its limited-run badge is located externally on the C-pillar. ⊕

The C 63 S Cabriolet Final Edition



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Primed for fifth generation

The Prius has been given an update with the new model featuring Toyota's latest fifth-generation hybrid system.

The all-new series-parallel hybrid and plug-in hybrid variants are now available in Japan as two-litre and 1.8l models.

The model first hit the market in 1997 as the world's first mass-produced hybrid and has helped drive the global uptake of petrol hybrids over the years.

Toyota describes the latest iteration, developed under its "hybrid reborn" concept, as an "exhilarating package with a captivating driving performance" alongside its environmentally friendly credentials.

It comes with the signature monoform silhouette of the original Prius, but has a lower centre of gravity and a second-generation Toyota global architecture that allows for large-diameter tyres.

An "island" concept creates a spacious interior and eight body colours are available, including two newly developed – the solid base colours of ash and mustard.

Compared to the previous model Prius A Touring Selection, the two-litre Z and G grades achieve fuel efficiency of 28.6km/l.



They also offer a maximum system output of 144kW, which is 1.6 times more than the previous units, while 1.8l U and X grades boast fuel efficiency of 32.6km/l.

The latest E-Four system features in the new Prius. This provides improved uphill performance on low-friction road surfaces, such as snow-covered roads, and greater stability when turning.

The marque's safety sense system is standard and features include a number of firsts for a Toyota.

Among them is rear-vehicle proximity notification. This uses the blind-spot monitor's rear millimetre-wave radar to detect cars in the rear and, if another one is approaching, alerts the driver via a multi-information display and buzzer.

Approaching vehicle-proximity support is also part of the package. If a car coming from behind is too close, this system offers the driver suggestions for dealing with the issue, including contacting the police.

In models equipped with a drive

recorder, in addition to automatically filming the event, the system stores the data in a dedicated area that makes it difficult to record over.

A secondary collision brake to mitigate impacts to the rear when

stopped is also installed.

If this system determines a very high possibility of a crash while the car is stationary, it applies the brakes to reduce speed if a rear collision occurs. ☺



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Eyeing up single-seater future

It was a big step up from Formula Ford to the 2023 Toyota Formula Regional Oceania Championship for Bree Morris.

The speed of the bigger Tatuus FT-60 car, its braking capability, aerodynamic performance and the different characteristics of the Kiwi-developed turbo engine were all a major learning curve for the Aucklander.

She entered the series with one goal in mind and that was to become a better racer. So, with the series done and dusted, what does the coming year hold?

Morris is going to focus on testing in "wings and slicks", that's to say open-wheelers like the TRS cars, and maybe a couple of rounds in the Formula Open NZ series. She would also like to compete in the Toyota Formula Regional Oceania again next year.

The possibility of racing in the US had been mentioned, but timeframes to secure sponsorship weren't feasible.

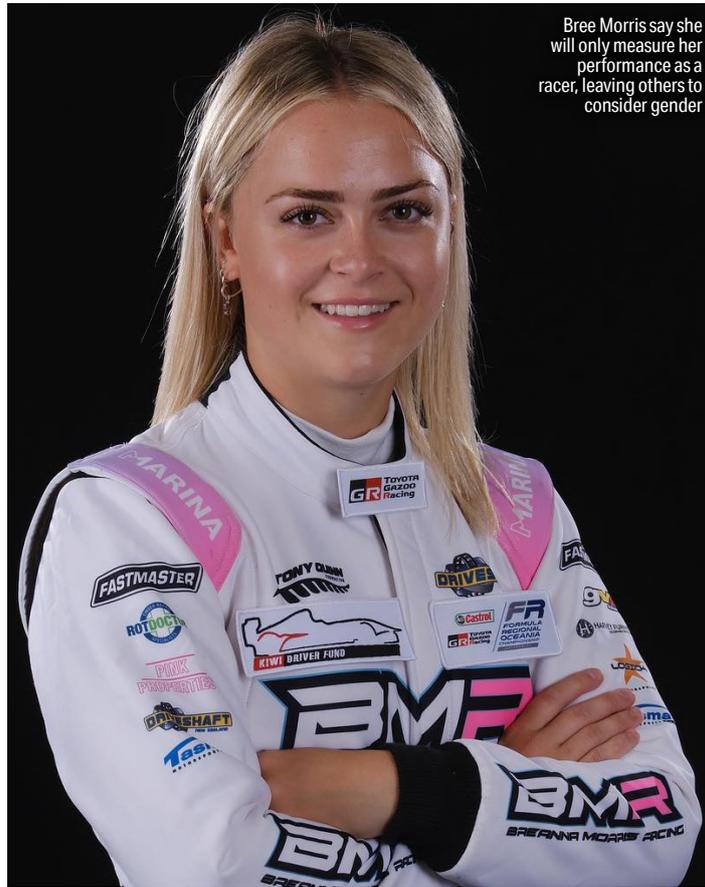
Morris won the 2021/22 North Island Formula Ford Championship and her on-track speed has secured her support from the Tony Quinn Foundation.

That organisation was set up in 2021 by businessman Tony Quinn, who owns the motorsport parks at Hampton Downs, Highlands and Taupo.

Its goal is to support young Kiwis with talent and determination to make it on the world stage and boasts a wealth of well-connected industry players, who have joined Quinn as trustees.

From backing grassroots racers through to grants for elite drivers competing internationally, the foundation says it offers "support unprecedented in New Zealand motorsport".

Morris' first race in an FT-60 with Giles Motorsport, which is run by former Formula 1 chief engineer Stephen Giles, was at Highlands Motorsport Park in Cromwell at the opening round of the Toyota championship.



Bree Morris says she will only measure her performance as a racer, leaving others to consider gender



In action with the TRS at Taupo International Motorsport Park

The level of competition was daunting, says Morris, who started off racing karts when she was aged nine. "It was definitely an eye-opener when I first jumped in the car at Highlands.

"My main goal was just to make

sure that every time I went out in every round I improved and didn't go backwards, which I did."

At following rounds, Morris was battling for position with Formula 4 United States Championship driver Lucas Fecury, Porsche Michelin

Sprint Challenge Australia racer Tom McLennan and British F4 runner Adam Fitzgerald.

Although she was one of two women in the field, Morris is adamant she will only measure her performance as a racer, leaving others to consider gender.

If a drive became available in motor racing that focused on females, though, Morris says she would be keen.

The international W Series for women uses cars of similar specifications to help females get into the top tier of the sport, something which Morris feels she has already accomplished.

"I think what the W Series is doing is a really great way to introduce women into motorsport, but I feel like I'm already introduced in a way," explains the 19-year-old.

"It's great what they're doing and if I had the opportunity then yes, I would do that, but I also want to keep my options open."

With the likes of Jamie Chadwick and Tatiana Calderon now making it big on the world stage, Morris has plenty of women to aspire to but says she is setting her own course.

UK racer Chadwick drives for Andretti Autosport in Indy NXT. She won the inaugural W Series season in 2019 before retaining her title in 2021 and 2022.

Chadwick currently holds the records for the most wins, podiums, pole positions and points in the W Series.

Calderon is one of a number of female drivers who have risen through the Toyota Racing Series, which evolved into the Toyota Formula Regional Oceania Championship this year.

Morris is happy with her progress throughout the Formula Regional campaign.

"I think I've developed many more mental skills and how to maintain a good consistent race weekend. I have learned so many technical things about the car. I've learnt how top-tier racing works."



Morris would consider a drive in the all-female W Series but is leaving her options open

Kiwis hit Aussie Porsche series

New Zealander Marco Giltrap has launched his career in style across the Tasman by claiming victory in the opening round of the Porsche Michelin Sprint Challenge Australia series.

The Team Porsche NZ/EBM driver won two of three races at the Phillip Island Grand Prix Circuit in early March.

Giltrap took out the round overall during a thrilling weekend of competition to kick off the new one-make Porsche season in Australia.

His path to victory came on a consistent day that saw him leap from fourth to win in the first 10-lap sprint race of the year.

Giltrap then finished second in the second sprint behind Australian Aron Shields to set up a race-three tie-breaker in the 25-lap Jim Richards Enduro opener on the Sunday afternoon.

He had to fight hard over the



Marco Giltrap celebrates his debut win. He is flanked by Aron Shields, left, and Harrison Goodman

longer distance. After taking an early lead, he then lost it in a hesitation with lapped traffic before re-passing Harrison Goodman to take the lead and pull away to victory.

It ensured Giltrap won the round over Shields and Goodman, who completed the podium.

He says: "I've finished with the round win and a couple of race



Kiwis Zac Stichbury, left, and Ronan Murphy have joined Giltrap in the Porsche Michelin Sprint Challenge Australia championship

wins – you can't get a much better start than that. We were pretty sure we had good pace coming into the weekend."

Giltrap describes the third race as "pretty hectic".

"It was a long one. There was a bit of tyre conservation and then the traffic got involved and we sort of slipped back to second.

"We knew we had the pace

towards the end of the race. We kept strong and, ultimately, we came out on top."

Round two of the Porsche Michelin Sprint Challenge Australia series sees the field head to Queensland Raceway in Willowbank, racing alongside the Australian Superbike Championship from April 28-30.

ROUND ONE RESULTS

- Race 1:** 1st Marco Giltrap (NZ)
 2nd Aron Shields
 3rd Lachlan Bloxson
 4th Harrison Goodman
 5th Ronan Murphy (NZ)

- Race 2:** 1st Aron Shields
 2nd Marco Giltrap (NZ)
 3rd Harrison Goodman
 4th Zac Stichbury (NZ)
 5th Ronan Murphy (NZ)

- Race 3:** 1st Marco Giltrap (NZ)
 2nd Ronan Murphy (NZ)
 3rd Harrison Goodman
 4th Zac Stichbury (NZ)
 5th Hamish Fitzsimmons

Baker leads Mazda series

The 2022/23 Nexen Tyre Mazda Racing Series is angling towards a spectacular national final.

The championship's southern series has finished early with two rounds of the northern series still to run.

In the North Island championship, the title chase is led by Rex Edwards. He's followed by Simon Baker with Flynn Mullany and Matt Horne tied for third.

In the south, the cancellation of the final round confirms Chris

White Jnr as champion ahead of Matt Dodd and Shane Paget.

The overall final runs at Hampton Downs in north Waikato from April 21-23. Baker is leading the national championship charge with White Jnr a close second and Leo Bult holding onto third.

The Mazda Racing Series, which was established in 1992, is New Zealand's oldest accredited championship. It began with the original Series 1 RX-7.

The current series attracts entries of 40 or more cars per



The Mazda Racing Series is New Zealand's oldest championship

round. Its top class uses the RX-8 rotary-engined sports car, which provides an affordable basis for motorsport modification.

RX-8 racing was a new schedule introduced from the 2013/14 season. It was designed to allow for the category's future progression

using the same philosophy as Pro7 has maintained.

The core ideals of RX-8 racing are low entry costs, and minimal and regulated modifications designed to place the emphasis on driver skills above financial advantage. ☺



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Trader ordered to deal with diagnosis and repair of intermittent 'juddering'

Background

Brenda Robertson purchased a 2013 Mazda Axela with an odometer reading of 116,916km on May 27, 2022, for \$11,569 from 2 Cheap Cars.

She wanted to obtain a refund for what she had spent fixing its various faults and wanted the dealer to remedy a "juddering" issue, which had been ongoing.

2 Cheap Cars denied liability. It said it wasn't given a reasonable opportunity to repair the Axela, so Robertson had no right to recover repair costs and any further faults were not its responsibility.

The case

After being unable to start the Axela on July 18 last year, Robertson phoned a 2 Cheap Cars salesperson and explained the problem.

She said she couldn't fully understand what was said, but heard the word "battery" and arranged for a call-out to replace the one in her car for \$224.

Robertson didn't ask the dealer for reimbursement because the mechanic who replaced the battery told her the trader would be unlikely to pay for it.

On July 23, Robertson went to The Warehouse in Snells Beach with her 10-year-old grandson. On her return drive to Warkworth, she stopped because she heard a noise coming from under the car.

She saw a large piece of plastic on the Mazda's underside, which was scraping on the road. She managed to push it back up into place.

Soon afterwards, as the Axela was idling at traffic lights, she said it started "juddering" as though it was going to stop.

From that point onwards, Robertson noticed the juddering was intermittent. At times she said it was "not too bad". On other occasions, she felt as if the car was going to come to a halt.

On August 1, Robertson replaced the remote battery and

had the guard tray fixed at a cost of \$73, but didn't contact the trader about those issues.

Seven days later, she spoke to the dealer about the juddering and was asked to get the vehicle diagnosed.

On August 17, Robertson had it assessed by Automotive Outdoor and Marine Ltd for \$50. It removed and checked the coils and noted they were "okay". It also removed the spark plugs and concluded that "most likely spark plugs causing the issue – look to be original plugs".

Robertson emailed the assessment to 2 Cheap Cars on August 18. She received a reply from the trader on the same day asking for her vehicle to be booked into an approved mechanic.

On August 24, she had it assessed by Wellsford Motors. It recommended new spark plugs and a cabin filter at a cost of \$421, and sent its report directly to the dealer.

The trader emailed Robertson advising: "After review, we have come to find out that the items listed for repair/replacement are service related and are caused due to old age".

The buyer then had the spark plugs and cabin filter replaced.

After Robertson filed her application in September 2022, the tribunal asked her to have the car's poor idle diagnosed.

This was done by Auto Services Wellsford, which found all four coil packs were overheating. It recommended they be replaced. Its diagnostic charge was \$152.

Robertson paid \$280 for the

coils and \$126 for labour. She didn't contact 2 Cheap Cars about the coils before the repairs were done.

During the hearing, she said the vehicle didn't judder as much as it used to, but she wanted more time to obtain further diagnostic evidence.

Robertson took it to North Harbour Ford & Mazda in Silverdale. It quoted \$578 to replace the exhaust gas recirculation (EGR) valve and gasket.

It based the quote on its knowledge that this component often caused issues and the fault it displayed was very similar to the problem that the buyer was experiencing.

The dealer submitted this was a different fault related to wear and tear, and it wasn't a pre-existing issue with the car.

The finding

The adjudicator ruled the faulty battery, remote battery, guard tray, spark plugs and cabin filter – when combined – didn't amount to a failure of the guarantee of acceptable quality in the Consumer Guarantees Act (CGA) when considering the car's age, price and mileage.

A reasonable purchaser of an older vehicle would expect to encounter ongoing maintenance issues, sometimes of an unplanned and potentially expensive nature.

Therefore, Robertson wasn't entitled to any remedy in respect to those issues, but the tribunal accepted her evidence that the

The case: The buyer sought a refund from the dealer for various repairs to her 2013 Axela and also wanted it to fix the car's ongoing "juddering". The seller said it hadn't been given an opportunity to repair the vehicle.

The decision: The tribunal ruled that some of the Mazda's faults were maintenance matters. But it ordered the trader to resolve the car's intermittent juddering issue, which had occurred soon after purchase.

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

car started to intermittently judder from July 2022.

That meant the Mazda wasn't of acceptable quality at the time of purchase and hadn't been as durable as a reasonable purchaser would expect.

The tribunal also reviewed Robertson's report from North Harbour Ford & Mazda that the EGR valve assembly needed replacing. However, the adjudicator found the report lacked an actual diagnosis of the car's performance.

Robertson was only entitled to a remedy under section 18 of the CGA with respect to the faulty coil packs if she could show she had asked the trader to remedy them within a reasonable time and it had failed to do so.

The evidence showed Robertson hadn't contacted the dealer about replacing the coils before she undertook that work, so she wasn't entitled to any remedy.

However, the tribunal did find the intermittent juddering amounted to a failure of acceptable quality and the trader had yet to be asked by the buyer to fix that.

The adjudicator noted 2 Cheap Cars had been unwilling to offer Robertson a courtesy car while it diagnosed and repaired the Mazda, but she might be able to bring a further claim for damages for the cost of hiring a vehicle while hers was being repaired.

Order

The trader had to remedy the Axela's juddering issue. ☺



A 2013 Mazda Axela

Dealer claims water damage to vehicle caused by buyer leaving sunroof open

Background

Gemma Berg purchased a 2006 Toyota Corolla Runx from Monaco Motors Ltd on June 11, 2022, for \$6,750 when it had an odometer reading of 106,197km.

She wanted to reject it after experiencing multiple problems with the vehicle since purchase and because the trader had failed to address her concerns.

Berg said the Runx's main defect was a leaking sunroof, which had caused corrosion. This had also resulted in damage to the vehicle's electrics, roof and interior linings.

However, the trader claimed Berg wasn't entitled to reject the car under the Consumer Guarantees Act (CGA).

It said the car was of acceptable quality when it was sold to her when taking into account its age and price, as well as its mileage at the time of sale.

The dealer added she had failed to prove the alleged damage to the vehicle was the result of a sunroof leak. Rather, it said Berg had left the sunroof open during heavy rain and that was what had caused the damage.

The case

Two days after purchase, Berg said it rained and the car flooded because the sunroof leaked and the drainpipes in its A-pillars were connected incorrectly.

This meant moisture didn't drain away from the vehicle, but rather the water went into its electrical componentry.

Berg also complained that the car also had a flat battery, soaked floors and a broken flasher unit.

She raised those problems with the trader and both parties agreed to an independent inspection of the vehicle.

The AA inspected the car on June 15, 2022, and its report described its condition as "below average condition, likely to require unplanned maintenance or repair".

In particular, the report stated:

A 2006 Toyota Corolla Runx



"Residue of sealant around sunroof/roof opening, water lying in sunroof mechanism, leaking?"

"Carpets all wet or damp, moisture around floor plugs. Some interior trim removed by third party for electrical fault location and repair, water ingress into electrical systems. Monsoon shields damaged by sander."

The AA's report also recorded other defects that required investigation or repair.

The car was taken to the trader on June 18 last year and Berg informed it that the flasher unit needed to be replaced.

The parties exchanged text messages and the dealer assured her any faults would be repaired and that it would get three inspections carried out.

The trader's evidence was that the car was then inspected by two mechanics and an automotive electrician, none of whom could find fault with the Toyota.

The vehicle was then returned to Berg, who asked for the inspection reports. However, the dealer failed to provide them.

A week later, Berg complained that heavy rain caused the sunroof to leak again with moisture visible in the A-pillars on the driver's side.

She said the trader refused to assist, and the car suffered water damage, mould and corrosion as a result of the fault.

Berg paid \$160 for a mechanic to inspect the Runx on August 5. He identified a range of defects and damage, and quoted \$1,591 for repairs.

At the hearing, Berg produced

photographs of the car. These showed moisture ingress, the sealant around the sunroof, mould to roof linings and corrosion.

The trader claimed she opened the roof when it was raining while inspecting the Toyota and she was responsible for any water damage.

It also claimed that when Berg subsequently inspected the vehicle that she damaged the interior's linings.

The dealer said it replaced the flasher unit and conducted extensive hose-testing, which disclosed no leaks or ingress.

The trader added the Toyota sat on its yard for six weeks during the winter with no evidence of water damage and that it was also washed regularly.

It produced a letter from its mechanic that recorded the inspection of the vehicle, the removal of the sill cover trims, front seats and mats, and investigation of the floor bungs.

A dehumidifier was left in the vehicle for 36 hours, which removed litres of water. The mechanic conducted hose-testing and could discern no moisture ingress during that process.

The finding

The photographs showed a historic problem with the sunroof and there was sealant visible around it.

However, Berg didn't apply the sealant. The drain tubes were incorrectly assembled and the tribunal didn't accept the trader's explanation that her inspectors removed those tubes or took them apart causing the damage.

The case: The buyer said her Corolla Runx suffered water damage two days after purchase because of a leaking sunroof. She wanted to reject it after the trader failed to fix the fault, which had caused corrosion and interior damage. The dealer said the purchaser had left the roof open during heavy rain, which had caused the problems.

The decision: The trader was ordered to remedy the sunroof and any damage to the inside of the vehicle.

At: The Motor Vehicle Disputes Tribunal, Christchurch.

Rather, it considered the level of black mould that was illustrated in the photos and the presence of sealant on the sunroof's opening to be proof of moisture ingress over a long period of time.

That had happened for longer than Berg's ownership of the vehicle and someone had applied sealant to the roof because it leaked.

The tribunal was satisfied the seal breached the CGA's statutory guarantees. It ruled other issues with the car Berg was concerned about were maintenance items.

However, the adjudicator wasn't satisfied the sunroof's defect was of substantial character, so Berg's application to reject the Toyota failed.

As to a remedy, she was entitled to have the roof's seal, and any water-damaged components, interior linings, upholstery and carpets replaced.

Berg was also entitled to reimbursement of the cost of the AA report, and the mechanic's inspection and quote.

Orders

The trader was ordered to arrange for the replacement of the sunroof's seal, and parts and fittings damaged by rain getting inside the vehicle.

The buyer didn't have invoices for the AA report and mechanic's inspection at the hearing, so the tribunal suggested she emailed copies to the dealer for reimbursement. ☺

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AROUND THE COUNTRY

March 2023

Total new cars

11,628

2022: 11,200 ▲ 3.8%

Total imported used cars

9,683

2022: 24,337 ▼ 60.2%

NORTHLAND

NEW: 243 2022: 285 ▼ 14.7%
USED: 149 2022: 200 ▼ 25.5%

AUCKLAND

NEW: 5,714 2022: 4,999 ▲ 14.3%
USED: 4,958 2022: 13,376 ▼ 62.9%

BAY OF PLENTY

NEW: 587 2022: 657 ▼ 10.7%
USED: 396 2022: 894 ▼ 55.7%

WAIKATO

NEW: 935 2022: 1,043 ▼ 10.4%
USED: 696 2022: 1,494 ▼ 53.4%

GISBORNE

NEW: 89 2022: 44 ▲ 102.3%
USED: 39 2022: 129 ▼ 69.8%

TARANAKI

NEW: 162 2022: 186 ▼ 12.9%
USED: 118 2022: 287 ▼ 58.9%

HAWKE'S BAY

NEW: 336 2022: 323 ▲ 4.0%
USED: 201 2022: 328 ▼ 38.7%

TASMAN

NEW: 87 2022: 64 ▲ 35.9%
USED: 64 2022: 206 ▼ 68.9%

MANAWATU-WHANGANUI

NEW: 436 2022: 362 ▲ 20.4%
USED: 189 2022: 668 ▼ 71.7%

NELSON

NEW: 97 2022: 97 ■ 0.0%
USED: 97 2022: 293 ▼ 66.9%

WELLINGTON

NEW: 1,034 2022: 1,057 ▼ 2.2%
USED: 687 2022: 1,175 ▼ 41.5%

WEST COAST

NEW: 43 2022: 28 ▲ 53.6%
USED: 31 2022: 67 ▼ 53.7%

MARLBOROUGH

NEW: 67 2022: 77 ▼ 13.0%
USED: 35 2022: 68 ▼ 48.5%

CANTERBURY

NEW: 1,305 2022: 1,352 ▼ 3.5%
USED: 1,528 2022: 4,126 ▼ 63.0%

OTAGO

NEW: 334 2022: 401 ▼ 16.7%
USED: 345 2022: 656 ▼ 47.4%

SOUTHLAND

NEW: 133 2022: 205 ▼ 35.1%
USED: 111 2022: 326 ▼ 66.0%

OTHERS (Chatham Islands, overseas, unknown)

NEW: 26 2022: 20 ▲ 30.0%
USED: 39 2022: 44 ▼ 11.4%

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Imported Passenger Vehicle Sales by Make - March 2023

MAKE	MAR '23	MAR '22	+/-%	MAR '23 MKT SHARE	2023 YEAR TO DATE	2023 MKT SHARE
Toyota	3,907	5,286	-26.1	40.3%	9,600	39.1%
Nissan	1,449	3,804	-61.9	15.0%	3,399	13.8%
Mazda	1,202	2,498	-51.9	12.4%	3,400	13.8%
Honda	690	1,743	-60.4	7.1%	1,679	6.8%
Subaru	536	2,628	-79.6	5.5%	1,434	5.8%
Volkswagen	360	834	-56.8	3.7%	1,021	4.2%
Mitsubishi	303	1,343	-77.4	3.1%	771	3.1%
BMW	264	1,707	-84.5	2.7%	722	2.9%
Suzuki	264	300	-12.0	2.7%	671	2.7%
Audi	189	1,042	-81.9	2.0%	526	2.1%
Mercedes-Benz	135	775	-82.6	1.4%	374	1.5%
Lexus	125	691	-81.9	1.3%	303	1.2%
Ford	43	164	-73.8	0.4%	128	0.5%
Volvo	21	304	-93.1	0.2%	58	0.2%
Porsche	19	99	-80.8	0.2%	36	0.1%
Chevrolet	18	57	-68.4	0.2%	42	0.2%
Land Rover	15	169	-91.1	0.2%	40	0.2%
Mini	15	64	-76.6	0.2%	44	0.2%
Jeep	10	121	-91.7	0.1%	22	0.1%
Chrysler	9	159	-94.3	0.1%	21	0.1%
Jaguar	9	166	-94.6	0.1%	27	0.1%
Dodge	8	60	-86.7	0.1%	24	0.1%
Renault	7	23	-69.6	0.1%	10	0.0%
Holden	6	47	-87.2	0.1%	20	0.1%
Peugeot	6	29	-79.3	0.1%	21	0.1%
Tesla	6	6	0.0	0.1%	8	0.0%
BYD	5	1	400.0	0.1%	10	0.0%
Hyundai	5	27	-81.5	0.1%	18	0.1%
Opel	5	2	150.0	0.1%	7	0.0%
Smart	5	9	-44.4	0.1%	12	0.0%
Daihatsu	4	1	300.0	0.0%	8	0.0%
Kia	4	19	-78.9	0.0%	15	0.1%
Mercury	3	2	50.0	0.0%	3	0.0%
MG	3	2	50.0	0.0%	7	0.0%
Alfa Romeo	2	10	-80.0	0.0%	7	0.0%
Others	31	145	-78.6	0.3%	93	0.4%
Total	9,683	24,337	-60.2	100.0%	24,581	100.0%

Imported Passenger Vehicle Sales by Model - March 2023

MAKE	MODEL	MAR '23	MAR '22	+/-%	MAR '23 MKT SHARE	2023 YEAR TO DATE	2023 MKT SHARE
Toyota	Aqua	1,469	738	99.1	15.2%	3,757	15.3%
Toyota	Prius	992	308	222.1	10.2%	2,336	9.5%
Mazda	Axela	458	602	-23.9	4.7%	1,328	5.4%
Nissan	Leaf	400	544	-26.5	4.1%	750	3.1%
Toyota	Corolla	349	157	122.3	3.6%	835	3.4%
Honda	Fit	312	293	6.5	3.2%	776	3.2%
Nissan	Note	298	96	210.4	3.1%	747	3.0%
Mazda	Demio	279	154	81.2	2.9%	797	3.2%
Nissan	Serena	250	188	33.0	2.6%	592	2.4%
Volkswagen	Golf	236	475	-50.3	2.4%	681	2.8%
Subaru	Impreza	231	438	-47.3	2.4%	615	2.5%
Mitsubishi	Outlander	210	860	-75.6	2.2%	546	2.2%
Suzuki	Swift	200	198	1.0	2.1%	497	2.0%
Toyota	C-HR	198	51	288.2	2.0%	449	1.8%
Mazda	CX-5	191	277	-31.0	2.0%	528	2.1%
Nissan	X-Trail	179	896	-80.0	1.8%	477	1.9%
Toyota	Vitz	149	61	144.3	1.5%	339	1.4%
Subaru	XV	139	85	63.5	1.4%	362	1.5%
Toyota	Sai	133	46	189.1	1.4%	341	1.4%
Mazda	Premacy	106	231	-54.1	1.1%	274	1.1%
Toyota	Camry	87	30	190.0	0.9%	205	0.8%
Mazda	Atenza	85	651	-86.9	0.9%	268	1.1%
Honda	Vezele	82	45	82.2	0.8%	206	0.8%
Volkswagen	Polo	78	86	-9.3	0.8%	209	0.9%
Nissan	Juke	74	160	-53.8	0.8%	190	0.8%
Toyota	Wish	72	141	-48.9	0.7%	159	0.6%
Audi	A3	65	111	-41.4	0.7%	163	0.7%
Honda	Grace	62	15	313.3	0.6%	135	0.5%
BMW	116i	60	130	-53.8	0.6%	152	0.6%
Subaru	Legacy	58	1,060	-94.5	0.6%	168	0.7%
Nissan	Lafesta	56	123	-54.5	0.6%	124	0.5%
Honda	CR-Z	52	37	40.5	0.5%	109	0.4%
Lexus	HS 250h	43	10	330.0	0.4%	102	0.4%
Nissan	Sylphy	43	23	87.0	0.4%	92	0.4%
BMW	Mini	40	147	-72.8	0.4%	106	0.4%
Others		1,947	14,870	-86.9	20.1%	5,166	21.0%
Total		9,683	24,337	-60.2	100.0%	24,581	100.0%



WHAT DO YOU WANT FROM YOUR VEHICLE SUPPLIER?

Boost for electric-car facilities

The government has published a draft plan to increase the popularity of electric vehicles (EVs) by getting more charging hubs installed along New Zealand's main highways.

The idea is to locate hubs every 150-200km on all main highways, a public charger for every 20-40 EVs in urban areas and to have charging at community facilities in places with 2,000 or more residents.

Michael Wood, Minister of Transport, says the proposals outlined in a consultation document called Charging Our Future aim to create a "world-class charging infrastructure that's accessible, affordable, convenient and reliable".

"Meeting targets [in the strategy] would see tens of thousands more EV chargers across the country," he adds.

"The success of our clean-car policies means there are more than 69,000 EVs on our roads, over 80 per cent more than at the end of 2021. This strategy will ensure we can sustain uptake as more people make the switch.

"I want to thank the clean car leadership group for giving advice as we've developed the strategy."

The government says electrifying the fleet is an important step towards a zero-carbon future. Its emissions reduction plan commits to increasing zero-emissions vehicles to 30 per cent of the light fleet and cutting freight-transport emissions by 35 per cent by 2035.

While EVs "are not a panacea", it

Toyota double

There were 9,683 used-imported cars sold last month. That was a drop of 60.2 per cent compared to 24,337 in March last year, which was the last month for registrations before the full clean car discount scheme was launched. Toyota claimed first and second on the models' ladder with its Aqua on 1,469 units and the Prius second with 992. Mazda's Axela came third on 458. Last month's top marque was Toyota with 3,907 registrations.

adds they have a big role to play in the decarbonisation of the transport system by complementing more opportunities for people to safely walk, cycle and use high-quality public transport.

A charging strategy is also needed because EV ownership is already ahead of projected levels and the technological environment for electric cars is "dynamic".

The draft strategy will become

more relevant over time to heavy road transport, such as buses, trucks and heavy-duty EVs intended for off-road use.

Looking to the future, the government expects electric boats and planes to feature more prominently in our transport sector.

Submissions on Charging Our Future close on May 11. Visit consult.transport.govt.nz.

ChargeNet describes the draft proposals as "a step in the right direction". Chief executive Danusia Wypych says the company is continuing to invest in more public infrastructure and strengthen existing sites to accommodate more EVs.

As a whole, she notes New Zealand is lagging behind the rest of the world in its delivery of the infrastructure required.

"We've been investing heavily in our network for seven years and we're now starting to see some sites that are commercially viable

in their own right," says Wypych.

"The scale of investment required means the charging strategy must be supported by industry, with focused financial commitment from the government to see our adoption of EVs and carbon reduction continue at pace."

ChargeNet is expecting to see one million EV charging sessions at its sites over the next 12 months, so it's critical for a strong investment pathway to be maintained.

Wypych adds: "With increased registrations of EVs, we're seeing some sites double the amount of electricity they are delivering.

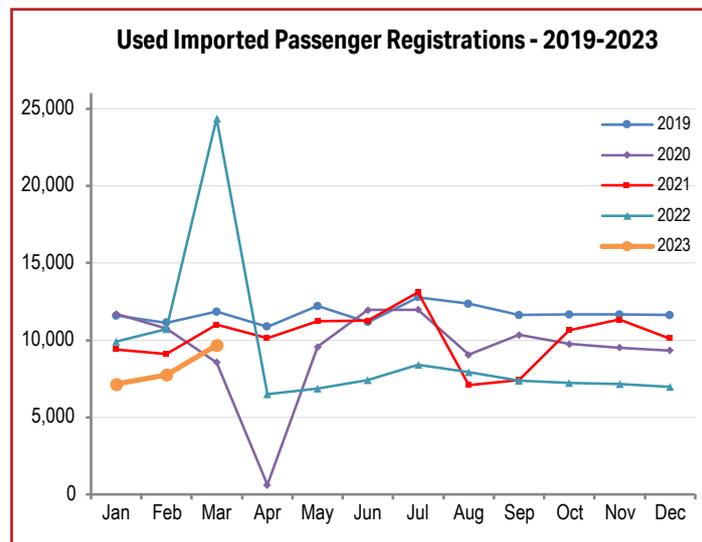
"With a need for charging sites that can accommodate more EVs as well as an increase in the number of locations, we anticipate more than \$400 million of investment could be required across the industry for infrastructure over the next five years.

"In some communities, essential investments will not be fully commercial at this time for the location or scale that makes sense for the long term.

"We support the government's proposal to provide charging hubs on main highways and we are already working towards this.

"Overseas experience suggests charging hubs can end up isolated. We're fortunate in New Zealand to have so many community locations that can serve both local EV uptake and drivers travelling throughout the country.

"The government strategy presents an opportunity to create meaningful connections between these communities and the travelling public." ☺



Funding for heat-treatment unit

The new and used-imports sectors have been working together to find about \$70,000 a year to keep a heat-treatment facility operating at Ports of Auckland.

Although the equipment is seldom used, it plays a critical role in keeping the supply chain moving if a biosecurity threat is found.

David Vinsen, chief executive of the Imported Motor Vehicle Industry Association, says VIA and the Motor Industry Association (MIA) have agreed to share the costs of keeping the service in place.

BioVapor, which operates the facility, approached the two

associations for financial support after its port ground rent was increased.

"We got together with the operator, ports and shipping lines, and did some analysis," adds Vinsen. "From that, the MIA agreed to pick up its share and the used-vehicle people will possibly do likewise.

"We've got agreement in principal from the used-vehicle industry, but this is not yet finalised. It's most likely logistics companies will collect it from customers and it will work out at about 50 cents a car."

Used imports from Japan

are heat-treated before being shipped here. But the Auckland facility is a contingency in case any infestation, such as stink bugs, or contamination is found in a vehicle by the Ministry for Primary Industries (MPI) on arrival.

"If something was found by MPI inspectors that was considered a biosecurity threat, it would mean trucking every car from that shipment off the port in covered wagons to be heat-treated inland," says Vinsen.

"Having this facility at the port means any affected vehicles can be treated on the spot, which speeds up the process.

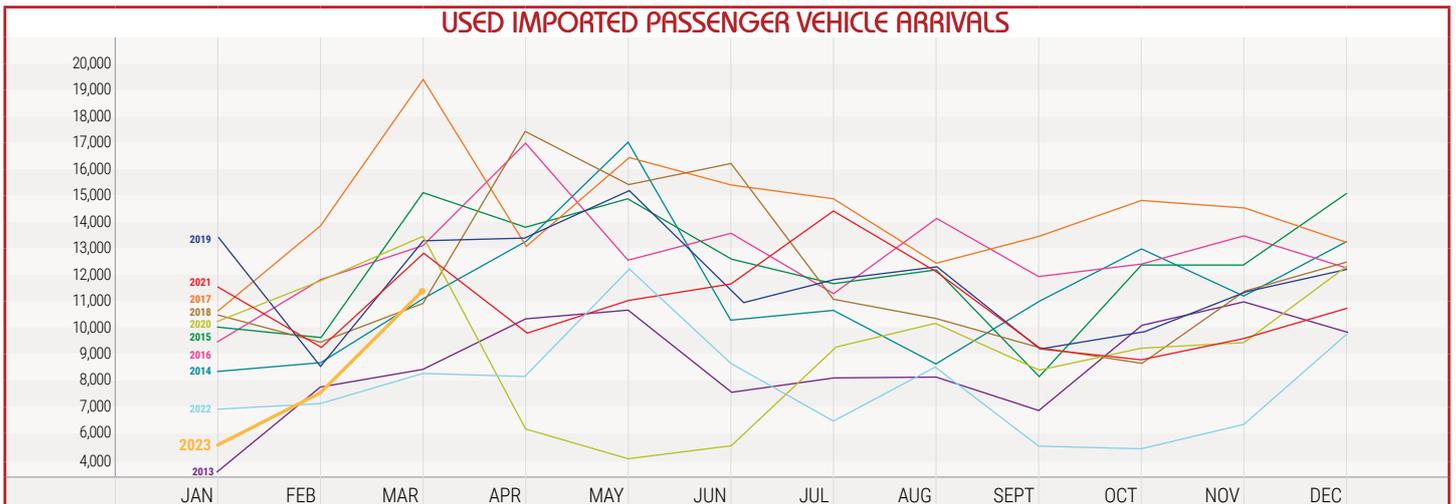
"We want to have that insurance because we've been through some challenging times such as the stink-bug crisis, Covid-19 interruptions and the MPI moving its staff back to New Zealand from Japan."

IMPORTS INCREASE

There were 11,445 used passenger vehicles imported during March to bring the year-to-date total to 24,194 units.

That represents an increase of 10.1 per cent compared to 2022's first-quarter total of 21,972.

Japan, with 11,225 units, accounted for 98.1 per cent of all used cars imported last month. ☺



Used Imported Passenger Vehicles By Country Of Export

COUNTRY OF EXPORT	2023					2022						2021	
	JAN '23	FEB '23	MAR '23	MAR MKT SHARE%	2023 TOTAL	Q1	Q2	Q3	Q4	2022 TOTAL	MKT SHARE	2021 TOTAL	MKT SHARE
Australia	134	83	137	1.2%	354	723	639	559	432	2,353	2.6%	3,072	2.4%
Great Britain	34	17	25	0.2%	76	160	160	69	123	512	0.6%	1,259	1.0%
Japan	4,966	7,404	11,225	98.1%	23,595	20,718	27,387	19,322	20,313	87,740	95.6%	123,508	94.8%
Singapore	23	3	24	0.2%	50	148	118	77	80	423	0.5%	1,378	1.1%
USA	30	19	22	0.2%	71	139	122	99	127	487	0.5%	697	0.5%
Other countries	24	12	12	0.1%	48	84	55	62	49	250	0.3%	403	0.3%
Total	5,211	7,538	11,445	100.0%	24,194	21,972	28,481	20,188	21,124	91,765	100.0%	130,317	100.0%



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Expert tips on flood damage

Extra precautions are needed when purchasing used cars to ensure they aren't flood-damaged.

While most caught up in February's wild weather will be write-offs, uninsured vehicles could be dried out and then find their way onto the used-car market.

James Jewell, Toyota NZ's technical service manager, recommends getting potential purchases checked out by a trustworthy expert.

"Insurers will quickly write off a car if water has been inside the cabin as the NZTA's certification guide is specific on a large number

of components that need to be replaced," he says.

Flood water leaves very fine silt. It can create staining or early signs of rusting on untreated steel components inside cars, which can be spotted with careful inspection.

"Safety components, such as airbag inflators and seatbelt pretensioners, are highly vulnerable to moisture," adds Jewell.

"Seatbelt devices that pull them tight in a collision are under seats and easily damaged by water. They may dry out, but could then malfunction and not operate as intended causing early deployment, no deployment or

more force than was intended."

Jewell says many SUVs and ute owners think they can drive through deep water unscathed, but no vehicles should go through it deeper than recommended.

"Any higher than maximum wading depth will result in water entering breather pipes for transmissions and differentials. A tell-tale sign of water getting into driveline fluids is milkiness. If the fluid looks like strawberry milkshake or mushroom soup, you've got water in the oil, and it needs to be flushed and replaced."

Even SUVs and utes with snorkels aren't immune. Jewell says

snorkels are designed to provide clean, dust-free air to the engine, "not turn utes into submarines".

"If you have driven your vehicle through high flood waters, I would get it serviced immediately and replace transmission and drivetrain fluids."

BOOST IN TRADE

Dealers sold 16,530 second-hand passenger vehicles to public buyers last month. That was up from 16,134, or by 2.5 per cent, when compared to March 2022.

There were 13,950 trade-ins last month, which was an increase of 5.4 per cent from 13,235. ☺

SECONDHAND CAR SALES - March 2023

REGION	MAR'23	DEALER TO PUBLIC			PUBLIC TO PUBLIC			PUBLIC TO DEALER		
		MAR'22	+/- %	MARKET SHARE	MAR'23	MAR'22	+/- %	MAR'23	MAR'22	+/- %
Northland	477	614	-22.3	2.89	1,858	2,226	-16.5	220	231	-4.8
Auckland	6,129	5,363	14.3	37.08	15,087	13,561	11.3	6,104	5,588	9.2
Waikato	1,606	1,640	-2.1	9.72	4,070	4,361	-6.7	1,214	1,193	1.8
Bay of Plenty	1,035	1,109	-6.7	6.26	2,983	2,990	-0.2	724	606	19.5
Gisborne	161	137	17.5	0.97	381	357	6.7	60	42	42.9
Hawke's Bay	731	625	17.0	4.42	1,556	1,445	7.7	404	430	-6.0
Taranaki	350	376	-6.9	2.12	1,044	1,134	-7.9	222	193	15.0
Manawatu-Whanganui	810	897	-9.7	4.90	2,086	2,249	-7.2	762	714	6.7
Wellington	1,405	1,494	-6.0	8.50	3,199	3,656	-12.5	1,118	1,133	-1.3
Tasman	131	139	-5.8	0.79	470	522	-10.0	21	29	-27.6
Nelson	143	135	5.9	0.87	433	461	-6.1	211	166	27.1
Marlborough	155	119	30.3	0.94	401	394	1.8	73	87	-16.1
West Coast	98	131	-25.2	0.59	284	340	-16.5	48	48	0.0
Canterbury	2,104	2,211	-4.8	12.73	5,325	5,565	-4.3	2,101	2,068	1.6
Otago	766	717	6.8	4.63	2,119	1,950	8.7	473	509	-7.1
Southland	368	362	1.7	2.23	911	1,034	-11.9	195	198	-1.5
Other	61	65	-6.2	0.37	161	193	-16.6	0	0	0.0
NZ Total	16,530	16,134	2.5	100.00	42,368	42,438	-0.2	13,950	13,235	5.4

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New Passenger Vehicle Sales by Make - March 2023

MAKE	MAR'23	MAR'22	+/-%	MAR'23 MKTSHARE	2023 YEAR TO DATE	2023 MKT SHARE
Toyota	1,578	870	81.4	13.6%	3,861	14.2%
Kia	1,255	683	83.7	10.8%	3,155	11.6%
Hyundai	1,218	848	43.6	10.5%	2,384	8.8%
Tesla	876	949	-7.7	7.5%	1,234	4.5%
Suzuki	806	400	101.5	6.9%	2,148	7.9%
BYD	617	0	61,700.0	5.3%	994	3.7%
MG	558	572	-2.4	4.8%	1,294	4.8%
Nissan	552	337	63.8	4.7%	949	3.5%
Mitsubishi	538	1,236	-56.5	4.6%	1,994	7.3%
Mazda	534	794	-32.7	4.6%	1,152	4.2%
Honda	490	371	32.1	4.2%	1,156	4.3%
Ford	275	312	-11.9	2.4%	850	3.1%
Volkswagen	227	255	-11.0	2.0%	646	2.4%
Haval	224	390	-42.6	1.9%	547	2.0%
Subaru	204	185	10.3	1.8%	688	2.5%
Mercedes-Benz	198	354	-44.1	1.7%	454	1.7%
BMW	184	225	-18.2	1.6%	478	1.8%
Land Rover	173	355	-51.3	1.5%	412	1.5%
Skoda	163	151	7.9	1.4%	434	1.6%
Polestar	147	105	40.0	1.3%	163	0.6%
Lexus	140	109	28.4	1.2%	252	0.9%
Volvo	116	128	-9.4	1.0%	201	0.7%
Audi	115	221	-48.0	1.0%	337	1.2%
Peugeot	73	250	-70.8	0.6%	247	0.9%
Mini	48	42	14.3	0.4%	160	0.6%
SsangYong	40	184	-78.3	0.3%	94	0.3%
Renault	35	88	-60.2	0.3%	80	0.3%
Cupra	32	40	-20.0	0.3%	108	0.4%
Mahindra	29	59	-50.8	0.2%	36	0.1%
GWM	25	0	2,500.0	0.2%	25	0.1%
Jaguar	24	116	-79.3	0.2%	67	0.2%
Isuzu	22	131	-83.2	0.2%	45	0.2%
Porsche	21	20	5.0	0.2%	137	0.5%
Citroen	15	60	-75.0	0.1%	50	0.2%
Jeep	14	174	-92.0	0.1%	61	0.2%
Opel	11	0	1,100.0	0.1%	70	0.3%
Fiat	9	14	-35.7	0.1%	21	0.1%
Maserati	8	13	-38.5	0.1%	13	0.0%
Alfa Romeo	6	9	-33.3	0.1%	15	0.1%
Yamaha	5	6	-16.7	0.0%	6	0.0%
Aston Martin	4	15	-73.3	0.0%	15	0.1%
Can-Am	4	16	-75.0	0.0%	10	0.0%
LDV	4	81	-95.1	0.0%	6	0.0%
Lamborghini	3	5	-40.0	0.0%	8	0.0%
Others	8	27	-70.4	0.1%	80	0.3%
Total	11,628	11,200	3.8	100.0%	27,137	100.0%

New Passenger Vehicle Sales by Model - March 2023

MAKE	MODEL	MAR'23	MAR'22	+/-%	MAR'23 MKT SHARE	2023 YEAR TO DATE	2023 MKT SHARE
Tesla	Model Y	761	0	76,100.0	6.5%	989	3.6%
Hyundai	Tucson	648	285	127.4	5.6%	860	3.2%
BYD	Atto 3	617	0	61,700.0	5.3%	994	3.7%
Toyota	RAV4	545	496	9.9	4.7%	1,132	4.2%
Suzuki	Swift	510	231	120.8	4.4%	1,323	4.9%
MG	ZS	463	358	29.3	4.0%	1,006	3.7%
Nissan	X-Trail	451	231	95.2	3.9%	654	2.4%
Mazda	CX-5	302	378	-20.1	2.6%	557	2.1%
Honda	Jazz	272	135	101.5	2.3%	634	2.3%
Mitsubishi	Eclipse Cross	255	266	-4.1	2.2%	891	3.3%
Hyundai	Kona	241	262	-8.0	2.1%	625	2.3%
Kia	Sportage	230	189	21.7	2.0%	527	1.9%
Kia	Sorento	217	40	442.5	1.9%	394	1.5%
Kia	Stonic	201	205	-2.0	1.7%	624	2.3%
Honda	CR-V	197	176	11.9	1.7%	408	1.5%
Toyota	C-HR	195	11	1,672.7	1.7%	439	1.6%
Kia	Seltos	182	63	188.9	1.6%	337	1.2%
Kia	EV6	177	20	785.0	1.5%	334	1.2%
Mitsubishi	Outlander	167	625	-73.3	1.4%	660	2.4%
Toyota	Yaris Cross	163	14	1,064.3	1.4%	462	1.7%
Ford	Everest	154	165	-6.7	1.3%	377	1.4%
Kia	Niro	151	82	84.1	1.3%	549	2.0%
Haval	H6	150	89	68.5	1.3%	347	1.3%
Polestar	Polestar 2	147	105	40.0	1.3%	163	0.6%
Toyota	Corolla	144	46	213.0	1.2%	464	1.7%
Toyota	Highlander	138	34	305.9	1.2%	292	1.1%
Hyundai	Santa Fe	127	129	-1.6	1.1%	364	1.3%
Toyota	Corolla Cross	116	0	11,600.0	1.0%	378	1.4%
Tesla	Model 3	115	949	-87.9	1.0%	245	0.9%
Hyundai	Ioniq	110	21	423.8	0.9%	177	0.7%
Suzuki	Vitara	110	24	358.3	0.9%	242	0.9%
Toyota	Yaris	108	48	125.0	0.9%	243	0.9%
Subaru	Outback	75	64	17.2	0.6%	272	1.0%
Haval	Jolion	74	301	-75.4	0.6%	200	0.7%
Suzuki	Jimny	74	82	-9.8	0.6%	243	0.9%
Land Rover	Range Rover Sport	72	135	-46.7	0.6%	118	0.4%
Volkswagen	T-Roc	71	23	208.7	0.6%	184	0.7%
Suzuki	Ignis	70	21	233.3	0.6%	242	0.9%
Mitsubishi	Pajero Sport	69	262	-73.7	0.6%	217	0.8%
Volvo	XC40	64	69	-7.2	0.6%	89	0.3%
Subaru	Forester	63	63	0.0	0.5%	183	0.7%
Toyota	Fortuner	61	72	-15.3	0.5%	134	0.5%
Skoda	Superb	55	52	5.8	0.5%	101	0.4%
Land Rover	Defender	52	72	-27.8	0.4%	157	0.6%
Mazda	CX-3	52	2	2,500.0	0.4%	116	0.4%
Others		2,412	4,305	-44.0	20.7%	7,190	26.5%
Total		11,628	11,200	3.8	100.0%	27,137	100.0%

Dealerships celebrate excellence

Cooke Howlison Toyota has taken out the supreme award at Toyota and Lexus' annual business excellence awards.

The top honour recognises overall excellence in branch operations, market leadership and dealership facilities.

The business, which beat 64 Toyota and Lexus stores for the award, serves Dunedin and Balclutha. It has been locally owned and operated since 1895.

Ebbett Toyota in Hamilton scooped three awards at the ceremony, including the inaugural citizenship award, which focuses on the dealership that supports its local community with the best initiative.

The award went to Ebbett for its "community moover", a van for not-for-profit groups, schools, sports teams and other organisations to use free of charge to attend events.

Neeraj Lala, Toyota NZ's chief executive officer, says: "The community moover is a great showcase of how mobility can be shared and utilised across a community."

Ebbett's other successes included the parts and accessories excellence award, and chief executive officer Tony Coutinho taking out the leadership title.

Lala says the awards help celebrate the achievements of its branches, which contributed to making the company New Zealand's "leading mobility brand" last year.

"In 2022, we not only held onto our number-one slot against some tough competition and regulatory challenges, but also launched Let's Go Places, a new company vision focused on mobility, community and sustainability.

"Our stores are an integral part of this vision as they deliver it to their customers and communities their support.

"Despite ongoing supply-chain impacts in 2022, it was a very good year for our stores, and the Toyota and Lexus brands."



Matthew Downing, centre, chief executive officer of Cooke Howlison, receiving the Toyota Supreme Award from Neeraj Lala, left, and Steve Prangnell, of Toyota NZ



Tony Coutinho, of Ebbett Toyota, with the citizenship award

Lala took time during the ceremony to acknowledge the impact of Cyclone Gabrielle on dealerships.

"Our thoughts are with our colleagues in Gisborne and Hawke's Bay as they struggle with the massive clean-up and restoration of their businesses and personal properties."

PERSONLISE ONLINE

Audi NZ has launched an online reservation platform. Buyers can use it to personalise vehicles, such as the colour, wheels, and sound and design specification packs.

"A lot of thought has gone into ensuring the tool creates a

seamless brand experience," says Dean Sheed, Audi NZ's general manager.

"By introducing an online sales tool, we are not only streamlining

the purchase process, we're making it more accessible with customers able to make transactions from their own homes."

The system was initially targeted for people pre-ordering the Q4 e-tron and its Sportback stablemate, and will also allow the company to bring new models to market earlier.

New Zealand was the fourth country outside Europe to secure the Q4 e-tron. The range comprises of the SUV and Sportback, and two drive variants.

ELECTRIFIED FUTURE

Adam Shaver, managing director of BMW Group NZ, says the company is set to build on record results in 2022.

Its sales of electrified BMWs and Minis last year jumped by 135 and 88 per cent respectively compared to 2021. BMW sold 454 electric vehicles and Mini 482 in 2022.

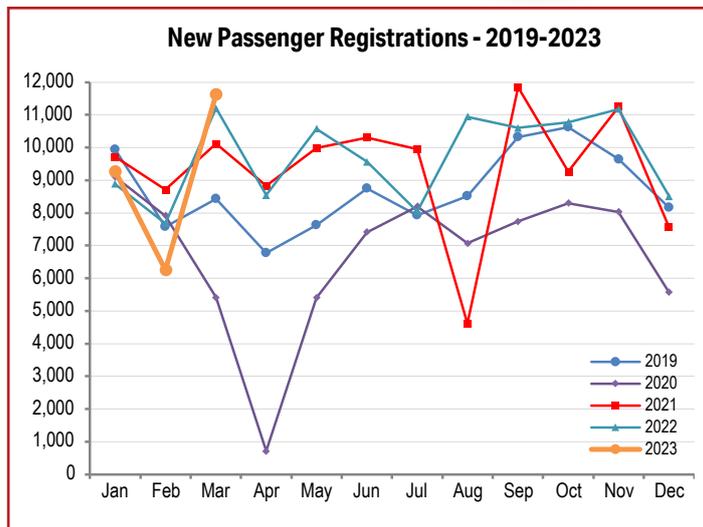
Shaver says this growth came in the same year as the government implementing policies to speed up the adoption of electrified models.

He adds: "We look forward to building on these results in 2023 as we refine our product line-up and brand direction to support the growth of our electrified vehicles."

Model Y first

There were 11,628 new passenger vehicles registered in March for an increase of 3.8 per cent from 11,200 in the same month of 2022. Tesla's Model Y with 761 units was the best-selling model. It secured a market share of 6.5 per cent. The Hyundai Tucson was second on 648 and BYD's Atto 3 third with 617.

Last month's top three brands were Toyota with 1,578 sales, Kia with 1,255 and Hyundai on 1,218.



Business secures US marques

Keith Andrews in Whangarei has added premium brands Ram and Jeep to its portfolio.

The company's full sales, parts and service dealership in Rewa Rewa Road now includes the two American marques, which are owned by multi-national corporation Stellantis.

Jeep and Ram line up alongside BYD, the Chinese electric vehicle (EV) specialist, and Keith Andrews' longstanding Mercedes-Benz Vans offering.

"We're proud and excited to extend our passion and expertise to include these two brands for our customers," says Mac Sykes, operations manager.

"We measure ourselves against the highest standards of service, and look forward to delivering on that for BYD, Jeep and Ram enthusiasts."

Specialist sales manager David

Argar, who has been working in the car industry since 1994, adds: "Ram is synonymous with large, powerful utility vehicles at the top end of the market, while Jeep is an iconic brand that hasn't been represented

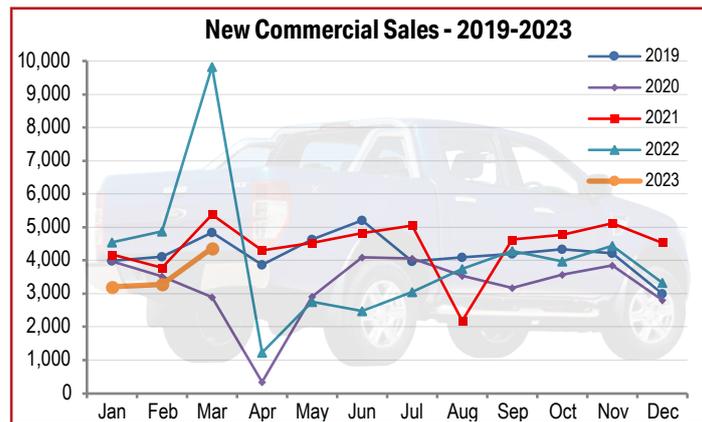
in Northland retail for a long time.

"Both have strong followings, and I'm excited to start building customer relationships through these ranges and BYD."

"We have a wide range in stock," enthuses Sykes. "For customers trying to get their heads around owning an EV or hybrid, we can provide specialist advice and access to home-charging technology."

The Whangarei dealership's announcement comes with Ram Trucks Australia having produced its 20,000th right-hand-drive (RHD) truck at its expanded manufacturing facility in Melbourne.

Carl Smiley, chief operating officer, and Billy Hayes, head of sales, marketing and regional operations –



New Commercial Sales by Make - March 2023

MAKE	MAR'23	MAR'22	+/- %	MAR'23 MKT SHARE	2023 YEAR TO DATE	2023 MKT SHARE
Ford	1,439	2,049	-29.8	32.9%	3,261	30.1%
Toyota	1,072	1,893	-43.4	24.5%	3,003	27.7%
Mitsubishi	306	2,328	-86.9	7.0%	855	7.9%
Isuzu	300	812	-63.1	6.9%	676	6.2%
Nissan	196	281	-30.2	4.5%	405	3.7%
LDV	179	741	-75.8	4.1%	411	3.8%
Fuso	128	102	25.5	2.9%	318	2.9%
Hino	87	83	4.8	2.0%	210	1.9%
Mercedes-Benz	75	117	-35.9	1.7%	185	1.7%
Mazda	59	230	-74.3	1.3%	106	1.0%
Scania	58	42	38.1	1.3%	151	1.4%
Volkswagen	52	141	-63.1	1.2%	161	1.5%
Iveco	47	37	27.0	1.1%	111	1.0%
SsangYong	42	64	-34.4	1.0%	63	0.6%
UD Trucks	39	22	77.3	0.9%	73	0.7%
Hyundai	38	167	-77.2	0.9%	127	1.2%
Ram	33	81	-59.3	0.8%	80	0.7%
Great Wall	31	243	-87.2	0.7%	77	0.7%
Volvo	29	10	190.0	0.7%	89	0.8%
DAF	25	23	8.7	0.6%	64	0.6%
Others	136	351	-61.3	3.1%	417	3.8%
Total	4,371	9,817	-55.5	100.0%	10,843	100.0%

New Commercial Sales by Model - March 2023

MAKE	MODEL	MAR'23	MAR'22	+/- %	MAR'23 MKT SHARE	2023 YEAR TO DATE	2023 MKT SHARE
Ford	Ranger	1,333	1,932	-31.0	30.5%	2,986	27.5%
Toyota	Hilux	834	1,577	-47.1	19.1%	2,481	22.9%
Mitsubishi	Triton	304	2,265	-86.6	7.0%	845	7.8%
Toyota	Hiace	207	262	-21.0	4.7%	448	4.1%
Nissan	Navara	196	280	-30.0	4.5%	405	3.7%
Isuzu	D-Max	144	706	-79.6	3.3%	354	3.3%
Ford	Transit	99	115	-13.9	2.3%	268	2.5%
Isuzu	N Series	72	35	105.7	1.6%	132	1.2%
LDV	G10	65	130	-50.0	1.5%	147	1.4%
Mazda	BT-50	59	230	-74.3	1.3%	106	1.0%
Isuzu	F Series	56	44	27.3	1.3%	144	1.3%
Fuso	Canter 616 City	51	22	131.8	1.2%	107	1.0%
LDV	T60	49	201	-75.6	1.1%	100	0.9%
Mercedes-Benz	Sprinter	46	105	-56.2	1.1%	118	1.1%
Hino	500	43	41	4.9	1.0%	93	0.9%
SsangYong	Rhino	42	64	-34.4	1.0%	63	0.6%
LDV	Deliver 9	41	255	-83.9	0.9%	85	0.8%
Iveco	Daily	36	25	44.0	0.8%	85	0.8%
Ram	1500	31	75	-58.7	0.7%	75	0.7%
Great Wall	GWM Cannon	31	243	-87.2	0.7%	77	0.7%
Others		632	1,210	-47.8	14.5%	1,724	15.9%
Total		4,371	9,817	-55.5	100.0%	10,843	100.0%



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◀ both representing India and Asia-Pacific at Stellantis – were on-hand to celebrate the occasion.

“Ram is one of our strongest and best-known brands in the US, and I’m proud to see it here in Australia,” says Smiley.

“The Ateco Group is a great partner to have on this project. The quality of these RHD trucks is testament to the teamwork between those on the ground in Australia and those back in the US.

“We’re committed to continued support for Ateco and its Ram Trucks Australia business with further technical and engineering assistance. With discussions around future product, including the Revolution EV’s reveal, I’m confident the long-term arrangement will continue to innovate and elevate this partnership.”

Ateco is the world’s only

authorised manufacturer of RHD Rams. The relationship with Ram Trucks in the US initially began in late 2013. All models made in Melbourne are international-spec vehicles, and uniquely coded for the Australian and New Zealand markets and local build process.

Meanwhile, a workshop extension by Keith Andrews in

Hamilton to boost site capacity is slated to be completed in the second quarter of this year. It will create 10 extra jobs.

The upgrade will see it expand to 3,444 square metres, which is a footprint increase of 65 per cent compared to its existing site.

Workshop capacity will increase from eight to 22 vehicle

bays, including two set aside for certificate of fitness inspections.

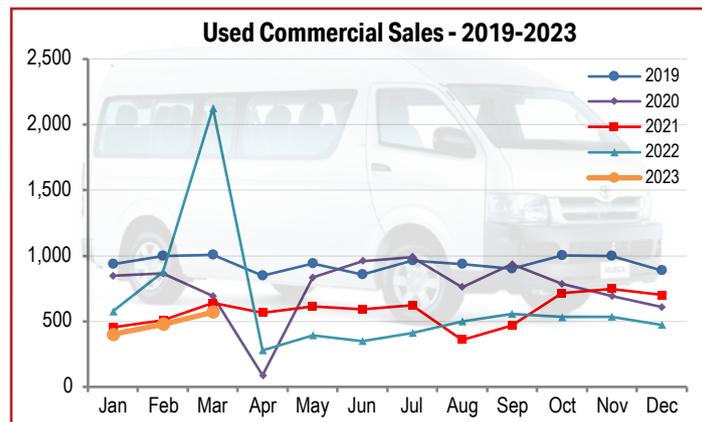
The development will also see the dealership’s sales, parts and service support for Mercedes-Benz’s range of vans and trucks, Fuso and Freightliner Trucks expand.

UTE-TAX TRADE IMPACT

Some 4,371 new commercials were registered last month for a drop of 55.5 per cent when compared to 9,817 in March last year ahead of the clean car discount starting on April 1, 2022.

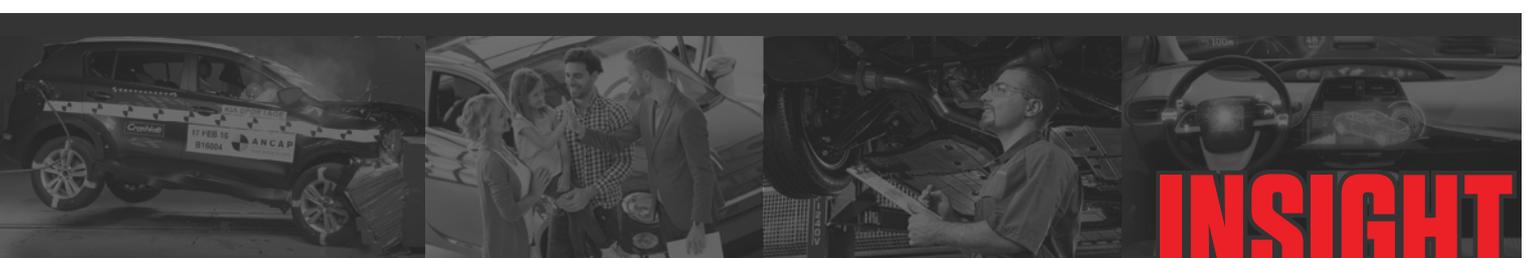
The Ford Ranger was the top model with 1,333 units. Toyota’s Hilux was second on 834 and Mitsubishi’s Triton came third with 304.

As for used-imported commercials, there were 570 registered in March compared with 2,117 in the same month of 2022 for a drop of 73.1 per cent. 📉



MAKE	MAR'23	MAR'22	+/--%	MAR'23 MKTSHARE	2023 YEAR TO DATE	2023 MKT SHARE
Toyota	245	848	-71.1	43.0%	579	40.0%
Nissan	124	738	-83.2	21.8%	337	23.3%
Hino	53	80	-33.8	9.3%	112	7.7%
Mitsubishi	34	57	-40.4	6.0%	88	6.1%
Isuzu	22	61	-63.9	3.9%	79	5.5%
Ford	18	74	-75.7	3.2%	61	4.2%
Daihatsu	10	19	-47.4	1.8%	22	1.5%
Chevrolet	8	21	-61.9	1.4%	16	1.1%
Holden	7	62	-88.7	1.2%	19	1.3%
Mazda	7	43	-83.7	1.2%	20	1.4%
UD Trucks	7	3	133.3	1.2%	12	0.8%
Suzuki	5	21	-76.2	0.9%	13	0.9%
Volkswagen	5	14	-64.3	0.9%	8	0.6%
Volvo	4	5	-20.0	0.7%	6	0.4%
Honda	2	2	0.0	0.4%	4	0.3%
Hyundai	2	4	-50.0	0.4%	3	0.2%
LDV	2	3	-33.3	0.4%	6	0.4%
Mercedes-Benz	2	4	-50.0	0.4%	3	0.2%
Chrysler	1	0	100.0	0.2%	1	0.1%
DAF	1	1	0.0	0.2%	3	0.2%
Others	11	57	-80.7	1.9%	56	3.9%
Total	570	2,117	-73.1	100.0%	1,448	100.0%

MAKE	MODEL	MAR'23	MAR'22	+/--%	MAR'23 MKT SHARE	2023 YEAR TO DATE	2023 MKT SHARE
Toyota	Hiace	162	685	-76.4	28.4%	397	27.4%
Nissan	NV350	75	487	-84.6	13.2%	211	14.6%
Hino	Dutro	39	60	-35.0	6.8%	81	5.6%
Toyota	Regius	36	41	-12.2	6.3%	75	5.2%
Fuso	Canter	28	24	16.7	4.9%	61	4.2%
Toyota	Dyna	28	45	-37.8	4.9%	53	3.7%
Nissan	Caravan	20	126	-84.1	3.5%	50	3.5%
Hino	Ranger	14	18	-22.2	2.5%	27	1.9%
Isuzu	Elf	13	36	-63.9	2.3%	51	3.5%
Daihatsu	Hijet	10	19	-47.4	1.8%	22	1.5%
Ford	Ranger	10	45	-77.8	1.8%	30	2.1%
Nissan	Atlas	9	31	-71.0	1.6%	23	1.6%
Isuzu	Forward	8	16	-50.0	1.4%	21	1.5%
Toyota	Toyoace	7	21	-66.7	1.2%	26	1.8%
Nissan	NV200	6	42	-85.7	1.1%	22	1.5%
Suzuki	Carry	5	19	-73.7	0.9%	13	0.9%
Toyota	Hilux	5	27	-81.5	0.9%	17	1.2%
UD Trucks	Quon	5	1	400.0	0.9%	6	0.4%
Nissan	Civilian	4	9	-55.6	0.7%	11	0.8%
Chevrolet	Colorado	3	42	-92.9	0.5%	12	0.8%
Others		83	323	-74.3	14.6%	239	16.5%
Total		570	2,117	-73.1	100.0%	1,448	100.0%



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INSIGHT

Biosecurity issues cause backlogs

The discharging of thousands of cars in Australia has been delayed by increased biosecurity inspections.

The problems stem from seeds being found in vehicles and hold-ups then being experienced at major ports, such as Brisbane and Melbourne.

The issues were highlighted by Australian media outlet Drive in March when it reported at least two-dozen vehicle carriers were anchored offshore or were in transit between ports for quarantine cleaning teams to treat cargo.

Stevedores say it normally takes 24 hours to unload a ship carrying 3,000 new cars. But quarantine teams can only process nine per hour during normal business hours. At that rate, each team can get through about 350 cars per week.

Melbourne has been reported

as being the worst-affected port, while some ships have been held offshore for up to two weeks.

Most marques, and especially cars made in Asia-Pacific and China, have been hit by delays whether they are of quarantine concern or not. European brands have become involved because vehicles from other companies on the same vessels have had biosecurity detections.

The Department of Agriculture (DoA) doesn't hold an entire shipment in Australian ports based on the inspection results of a single car. "However, depending on the type of risk, a larger number of vehicles may be held particularly if 'hitch-hiker' pests that can fly or move about during a voyage present a broader concern and potentially affect a greater number of vehicles," it says.

Biosecurity threats tend to peak with shipments of cars and containers arriving in warmer months. Risks include snails, seeds, soil and dried plant material, which are known to contaminate new vehicles, while stink bugs are of particular concern.

The peak for seasonal pests is November to March, but that depends on the northern-hemisphere climate and it can start earlier or last until later in the season.

The DoA says it has been seeing a significant increase in biosecurity risk material [BRM] on new cars.

"Vehicle manufacturers should put in place processes offshore to ensure BRM does not contaminate vehicles in the first instance," it adds. "If there is a chance this has occurred, vehicles should be cleaned prior to loading." ☺

Stock tumbles

Imports of new cars in March came in at 7,698. This was down 25.4 per cent from the same month a year ago, but 11.4 per cent above February's total of 6,912 units.

Registrations of 11,628 new passenger vehicles were completed last month, which was up 3.8 per cent from March 2022. It also represented an 86 per cent increase from 6,250 units in February.

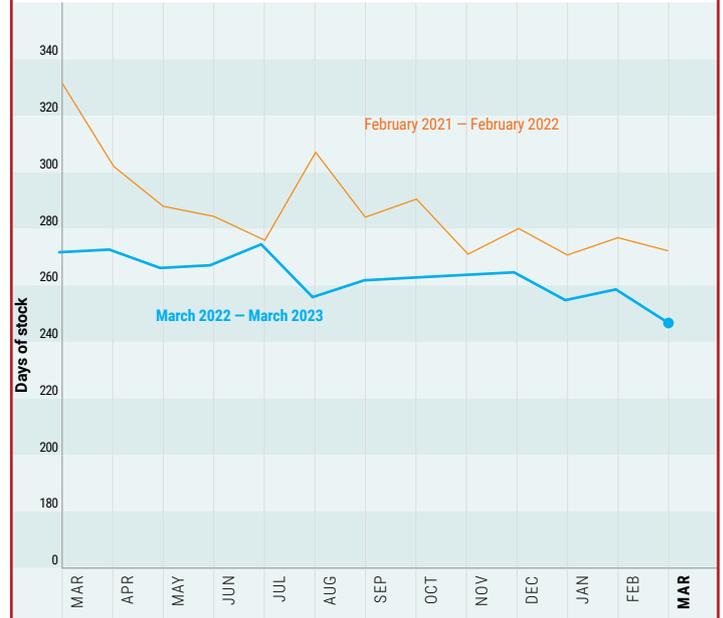
The numbers have resulted in the stock of new cars still to be registered dropping by 3,930 to 77,985. Daily registrations, as averaged over the previous 12 months, stand at 317 per day – up from 305 a year earlier.

March's results mean stock at-hand has increased to 246 days, or 8.1 months, if sales continue at the current rate. In the same month of 2022, stock at-hand stood at 270 days.

Dealer stock of new cars in New Zealand

	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Mar '22	10,322	11,200	-878	82,367	305	270
Apr '22	8,555	8,519	36	82,403	304	271
May '22	8,488	10,552	-2,064	80,339	306	263
Jun '22	9,439	9,537	-98	80,241	304	264
Jul '22	9,368	8,036	1,332	81,573	298	273
Aug '22	9,928	10,924	-996	80,577	316	255
Sep '22	11,219	10,588	631	81,208	312	260
Oct '22	12,011	10,742	1,269	82,477	316	261
Nov '22	11,493	11,161	332	82,809	316	262
Dec '22	9,936	8,492	1,444	84,253	319	264
Jan '23	6,259	9,259	-3,000	81,253	320	254
Feb '23	6,912	6,250	662	81,915	316	259
Mar '23	7,698	11,628	-3,930	77,985	317	246
Year to date	20,869	27,137				
Change on last month	11.37%	86.0%		-4.8%		
Change on Mar 2022	-25.4%	3.8%		-5.3%		
	LESS IMPORTED	MORE SOLD		LESS STOCK		

DAYS STOCK IN NZ - NEW CARS



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Profits buoy port's outlook

Car imports handled by Ports of Auckland Ltd (POAL) fell to 118,135 units in the first half of 2022/23, which was down from 129,924 in the corresponding period of the previous financial year.

The statistics come as the company lifts its full-year net profit after tax (NPAT) forecast from \$35 million to between \$42m and \$45m following a strong performance in the six months to the end of December.

POAL's NPAT for the first half was \$20.8m. That was up by 40 per cent on the previous corresponding period's \$14.8m.

It has already committed to delivering NPAT of \$52m in the 2024 financial year in-line with the council's budget request.

Roger Gray, chief executive officer, says POAL is focused on

running a safe, profitable and reliable port.

It is also advancing its commitment to sustainability and has made progress towards achieving fair returns on assets.

"We're doing our part to resolve supply-chain congestion and initiatives we've put in place are effective," he adds.

"To give one example, during the first half our container terminal throughput improved by around 3,000 TEUs [20-foot equivalent units] a week compared to the start of the financial year."

To strengthen New Zealand's supply-chain resilience and long-term certainty, POAL has obtained resource consent for channel dredging and ongoing maintenance work over the past six months. This will ensure it can service the larger ships expected

to call during the coming years.

The company is also working with supply-chain partners such as KiwiRail, trucking companies, other ports and cargo owners to manage current congestion, which have been exacerbated by Cyclone Gabrielle.

"We're in a good position and will be resuming berth windows in March 2023," says Gray. "Our commitment to giving shipping companies agreed visit timings and container-exchange volumes requires close co-ordination with shipping lines and other key ports."

"There will be ongoing challenges to the return to berth windows because we're still experiencing significant delays or congestion in other New Zealand and overseas ports, and as the North Island recovers from the cyclone." ☹️

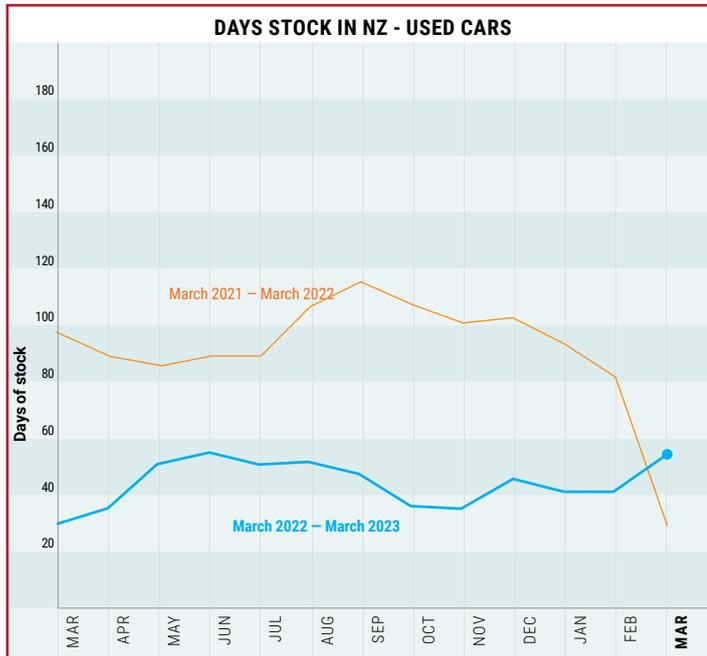
Daily sales drop

There were 11,445 used cars imported last month, a jump of 51.8 per cent from February when only 7,538 units crossed our borders. March's figure was also up by 45.1 per cent from the same month a year earlier.

A total of 9,683 units were registered last month. This was 24.8 per cent more than 7,760 units in February this year but down 60.2 per cent from 24,337 in March 2022, which was the last month before the full clean car discount scheme began.

With 1,762 more used cars imported than registered last month, it brought unregistered stock to 13,601 units. This was 38 per cent higher than the 9,855 a year ago.

Average daily registrations dropped to 247 – down from 377 a year ago – and there is 55 days' stock remaining.



	CAR SALES		VARIANCE	STOCK	DAILY SALES - 12-MONTH AVERAGE	DAYS STOCK AT HAND
	IMPORTED	REGISTERED				
Mar '22	7,890	24,337	-16,447	9,855	377	26
Apr '22	7,999	6,497	1,502	11,357	367	31
May '22	11,833	6,876	4,957	16,314	355	46
Jun '22	8,649	7,403	1,246	17,560	344	51
Jul '22	6,498	8,232	-1,734	15,826	331	48
Aug '22	8,594	7,934	660	16,486	333	50
Sep '22	5,096	7,365	-2,269	14,217	333	43
Oct '22	5,064	7,235	-2,171	12,046	324	37
Nov '22	6,297	7,150	-853	11,193	312	36
Dec '22	9,781	6,986	2,795	13,988	304	46
Jan '23	5,211	7,138	-1,927	12,061	296	41
Feb '23	7,538	7,760	-222	11,839	287	41
Mar '23	11,445	9,683	1,762	13,601	247	55
Year to date	24,194	24,581				
Change on last month	51.8%	24.8%		14.9%		
Change on Mar 2022	45.1%	-60.2%		38.0%		
	MORE IMPORTED	LESS SOLD		MORE STOCK		

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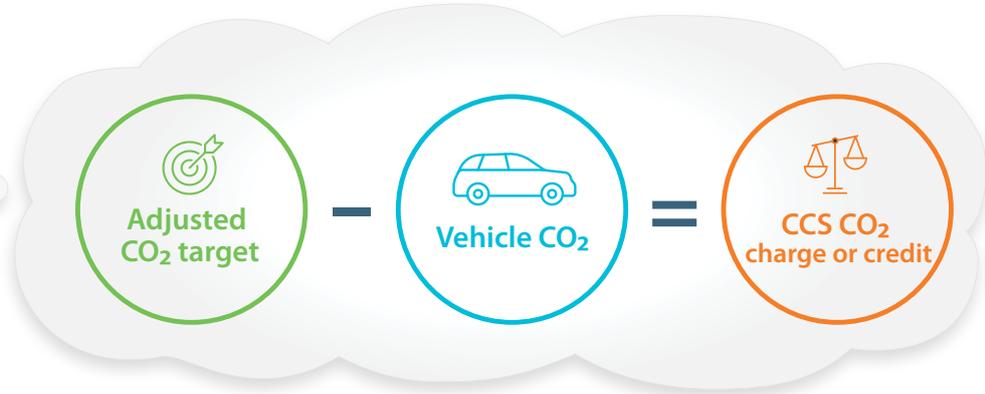
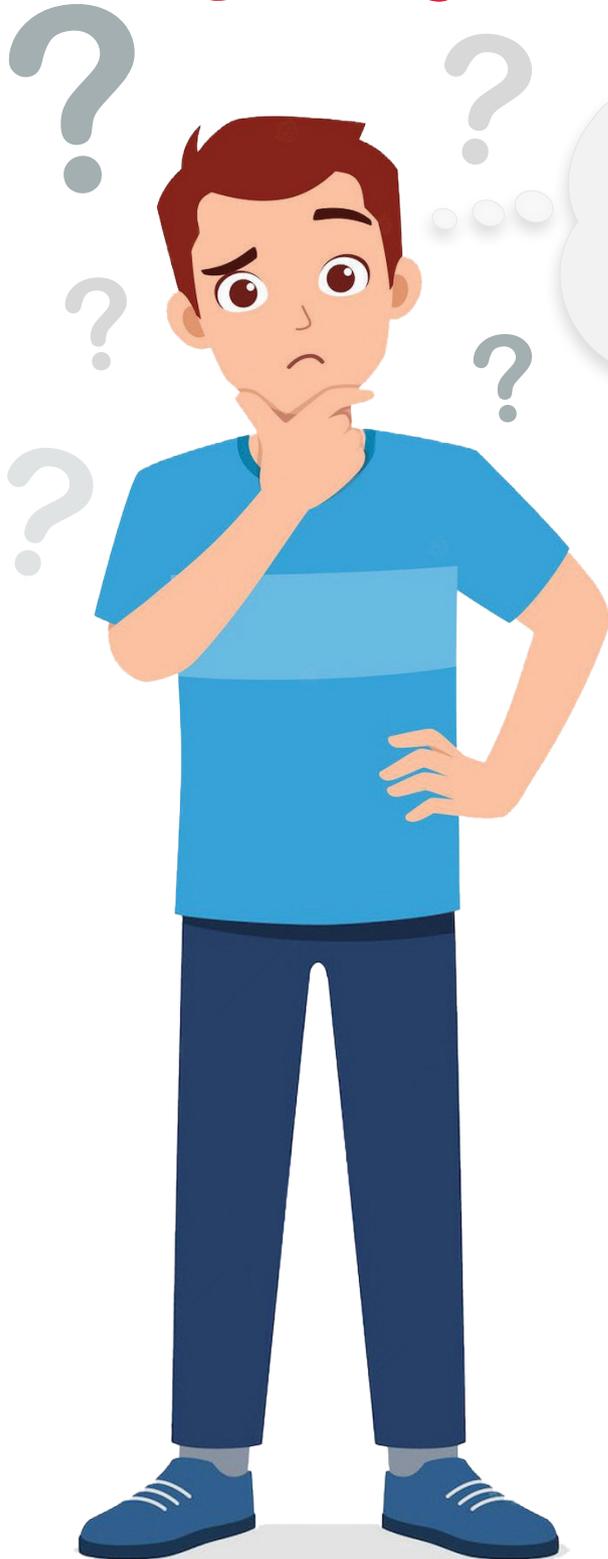
Our aim is to ensure we ship your vehicles as fast as we can cutting out unnecessary and costly delays. With spaces available on next vessel direct sailings from Japan to New Zealand our speed of delivery won't slow your business down.

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