THE VEHICLE DEALER'S NEWS SOURCE

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COVID-19 LOCKDOWN – THE INDUSTRY REACTS

BEST OF THE AUTOMOTIVE INDUSTRY IS COMING OUT IN LOCKDOWN

by **Richard Edwards**
Managing Editor

I would love to sit here and predict what is going to happen to the automotive industry over the four weeks - or more - of Level 4 lockdown. But smarter people than I are still working on the outcome, and I suspect are none the wiser.

What is clear is that the industry is likely to come out incredibly changed. It will be smaller, and sales will take a long time to recover. Firstly, the economy will need to recover in general.

So first, let's focus on staying home and healthy.

Instead of making detailed predictions, let's celebrate that the industry and its supply chain are coming together to help not only the essential services, but the community and each other.

Dealers around the country are working to find ways to repair and supply essential service vehicles, financiers are still writing business on them, and companies like Toyota are offering vehicles from their own fleet direct to the government and others to assist.

Internationally, car companies and race teams are building ventilators, face sheilds and other essential items.

Instead of making detailed predictions, let's celebrate that the industry and its supply chain are coming together to help not only the essential services, but the community and each other.

While there have had to be redundancies within the industry locally, we are also hearing of business owners digging deep into their own pockets to keep their staff employed.

Suppliers have come to the party. Trade Me, AutoPlay, Smart Loyalty, UDC, Heartland, Nichibo and many more have offered their dealer clients a range of offers including payment holidays, reduced rates and more. This is companies digging into their pockets at a time when they are already dealing with drastically cut revenues, and their own teams to look after.

The associations have come to the fore, taking part and even leading a range of government/industry working groups to solve supply chain issues and clarify the working rules of the lockdown.

Considering VIA's future was up in the air until very recently, it is proving itself rather valuable at the moment.

Here at Auto Media Group Limited, we jumped to the challenge the lockdown presented - and have been punching out news from our home offices. We have dialled up the amount of video we have been producing to give a "face-to-face" feel to the news. Our websites have continued to become the "go-to" source for the industry, with visits up across the board.

Our columnists have put a lot of intelligent and heartfelt thought into their pieces this month - and I highly recommend you having a solid read of their wise words.

We could not do any of this without the assistance of our advertisers. The majority have continued their support, and we can't thank them enough for this - quality industry news is now more important than ever and you recognise that.

Please, stay safe out there. Enjoy the time you have in your bubble with your family, and wash your hands.

CASHFLOW KING FOR BOTH NEW AND USED SIDES OF THE TRADE

The need to pay Goods and Services Tax on vehicles arriving into the country – which can't be complied or sold – is becoming one of the biggest issues facing the automotive trade.

***AutoTalk* has been approached by dealers concerned about the potential for the huge bill at a time when cash is in short supply.**

Dunedin's **Neil Cottle** is one such dealer concerned about the issue, likely to be triggered when the next round of ships carrying stock from Japan begin arriving next week.

"It's quite a disaster for some people, you have got to pay the GST, and you can't get access to your vehicles, it is just a headache."

"If there was some way that they could delay the payment?"

The issue was one of a number that came up at a VIA council meeting yesterday, with chief executive **David Vinsen** indicating GST is high on the association's priority list.

"We are aware of the storage issues, we are aware of cash flow, we are aware of GST – and we are working on it flat out," he explains. "We have been looking up the supply chain and looking for the problems coming at us."

An earlier hoped solution – the ability for Customs to increase the amount of bonded storage available, which would allow vehicles to be stored without essentially crossing the border, is unlikely to happen.

"It looks as though customs will not be able to increase the amount of bonded storage," he says.

The industry, he notes, has looked at a number of dramatic solutions to slow the arrival of vehicles, but they have not proved viable.

The next option is working with Customs and the IRD to align their "cost of use of money" charge, the amount charged to defer paying the GST.

Storage costs are another issue coming down the barrel at traders, starting from around $300 per month, per vehicle.

Cottle suggested dealers like his own had space and would prefer to store their own vehicles. That is just not possible, Vinsen notes.

"Because of the level 4 lockdown, cars are not seen as essential goods – they can't be delivered."

Vinsen says the association has "never been busier" and is currently represented on three different government-industry working groups solving issues as they come. He notes the situation though is only "temporal".

"It is a temporal situation, it is only a time thing."

Once the doors open the industry will be looking to dealers to clear the "clog" of vehicle in the supply chain so it can continue to move again – even if it is at a different pace.

"We are faced with that and we understand that, and the first link in the chain is what we previously thought was the last link, and that is the sale of the vehicles."

Distributors looking to cut costs

Cashflow is becoming a key issue for new vehicle distributors according to the Motor Industry Association.

Chief executive **David Crawford** says while the GST issues facing the import industry have yet to become a major discussion on his side of the trade, cashflow is.

"I know every single distributor is scrambling to cover the loss of cashflow," Crawford days. "That is going to require them to have a lot of contingencies sorted."

He notes staffing has already begun to be cut.

"I am aware there has been downsizing in terms of the number of staff," he explains.

The issue for industry players big or small will be how long the restrictions last.

"The longer it takes for us to reopen for business, the more severe the economic hit will be."

Neil Cottle

David Vinsen

David Crawford

TOYOTA FOCUSING ON STAFF AND ESSENTIAL SERVICES

Toyota New Zealand has confirmed it is keeping on-call resources alive to assist essential services during the Covid-19 lockdown while protecting its staff and store network.

AutoTalk spoke with chief operating officer **Neeraj Lala** as he locked up and departed an eerily-quiet National Customer Service Centre, the brand's local head-office in the suburbs of Palmerston North, on the eve of the Level-4 shutdown.

"I think this is the safest place for me to work right now," Lala notes as he leaves the office for the last time. "There is no one here; it is deserted."

He notes the company had moved early to shift staff to work from home, and still have their customers' service lines operating.

Protecting their people is high on the to-do list for Toyota management.

"Our number one priority, like it was through the Global Financial Crisis, is to protect our staff and stores," he explains. "You hunker down and do what you have to."

They also started early on what they could execute in terms of support for essential services.

Toyota contacted the Ministry of Transport, and a fleet of Highlander SUVs was made available for use should authorities require them.

The company's call centre is ready to take calls from any essential service including doctors, nurses and medical staff, should they need their vehicle repaired.

"We can arrange for them to go into a dealership – we have got the whole country on standby to sort these things out," Lala says.

"And we have a process here in the parts warehouse for such things."

Lala says they have had infrastructure companies indicate there could be demand for vehicles during the lockdown, and this would be possible. He has also floated the idea that it may be easier for Toyota to access its used car stock, make a vehicle available, and make proper repair arrangements when business returns to normal.

Toyota centrally-distributes all new vehicles, and despite efforts, last-minute deliveries were restricted.

"There was a hesitancy from some customers to come in," he explains. "We actually delivered some cars to customers home – sanitising them on site before they would take delivery."

Tough decisions on rentals

Lala indicated grave concerns over the state of the rental car market, and Toyota already had to make tough decisions to protect itself.

With the tourism industry likely now terminal for many months, cancellations for their purchases were coming thick and fast.

"We have had a massive number of cancelled orders," Lala explains. "Everything that was planned for this year is gone."

"It has been difficult with these customers to work through the issues; I've had to accept their cancelled orders, which has meant I haven't been able to take back all of their early terminated vehicles," he says.

"We want to, but we just can't. I have to make sure we preserve our cash where we can."

"The rental business is massively complex. There is going to be some desperation stuff happening, and we want to be careful ourselves.

"We want to make sure our priority is with our dealerships and staff, and we will manage these relationships the best we can."

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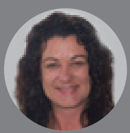

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END OF THE ROAD FOR LEGENDARY DEALER

Wallace "Wally" Sutherland, a car dealer and icon within the Whakatane community, died last Sunday, aged 91.

Sutherland, a Korean War veteran, clocked up over 40 years in the franchise dealer business - mostly under the Wally Sutherland Mazda banner – with a record of never laying off a single employee.

In a story covering his 40 years with Mazda in 2012, we noted Sutherland loved cars for as long as he can remember and has been a part of the auto industry for 60 years.

After completing his panel beating apprenticeship, Wally served two years in the Korean War. Upon his return to NZ, he opened his own business in 1952.

Twenty years later, in September 1972, he became a Mazda dealer and was hooked on the business of selling cars when he sold his first model, a yellow RX2 Coupe on September 15, 1972.

"I have always been mad about motor cars – they are my passion," Sutherland said. "I used to wash my father's car every weekend when I was a boy and I think I must have developed my keen interest in automobiles back then.

"Working as a Mazda dealer in 1972 was my dream job, and it still is," he says. "I love coming to work every day – we have a great team, a great product and wonderful customers.

"I consider myself very lucky to have made a livelihood out of what I am truly passionate about."

When Mazda New Zealand was launched in New Zealand in 1972, Wally signed up to represent the marque in the Whakatane region.

"My franchise is like my family," he said in 2012. "I really enjoy supporting my staff in their ambitions and seeing them succeed."

He had lost count of the total number of staff to have worked at Wally Sutherland Ltd over the years, and sent more than 120 people through various motor trade apprenticeships.

Sutherland was well known and respected in the Whakatane community. Throughout his 60 years working in local business, he has given back to a number of worthy causes that are close to his heart.

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CONTACTLESS THE WAY FORWARD FOR CAR SALES

During Level 4 lockdown, virtually all vehicle sales - with the exception of a few essential service vehicles - have ground to a halt. **But when we do exit the restrictions, be it after four weeks or longer, will the way cars are sold be the same? Or will virus-shy buyers still be looking for a way to get and maintain their new vehicle without the need to come into contact with sales or service staff.**

Even prior to the lockdown, indications are that some were already avoiding direct exposure,

Toyota New Zealand chief operating officer **Neeraj Lala** indicated to *AutoTalk* that in the run-up to lockdown a shift had already begun.

"There was a hesitancy from some customers to come in," he explains. "We actually delivered some cars to customers homes – sanitising them on site before they would take delivery."

Subaru New Zealand is already moving to offer contactless sales and service post lockdown, noting Subaru dealerships will be able to provide remote services and purchasing – enabling physical distancing – if customers wish to buy a new Subaru.

In a joint statement from Subaru NZ managing director **Wallis Dumper** and national marketing manager **Daile Stephens**, say: "We anticipate that there will be a sense of nervousness to socialise or do business like people did pre-COVID-19.

Wallis Dumper

"Customers are probably going to change some behaviours until they feel safe to revert back to pre-lockdown behaviours, or perhaps even change the way they interact or shop permanently - accelerating prior trends.

"So, our preparation and some bold actions may stand us in good stead and set us up for success through any downturn and beyond," the statement says. "We want to give our customers the option to do business on their terms."

"Our Subaru authorised centres all have ways of ensuring customers can purchase and trade-in a vehicle with little or no contact with their staff," Dumper explained in an earlier release.

"But we also recognise these Subaru dealerships are part of local communities, so it will be a learning curve for all of us, who are used to being greeted by that Kiwi g'day and a chat over a coffee."

The new car industry is not the only one moving to change the way their trade. Multiple use car operations have put out offerings to keep sales moving while the market is effectively frozen in place. Christchurch operator Indy Cars is offering to arrange three months of deferred payments to buyerss who sign up now for a car to be delivered post lockdown, while 2CheapCars is offering

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In 1992 he was awarded a Queen's Service Medal (QSM) in honour of his involvement in national affairs for the Motor Trade Association – and the many local charities.

His impact on the town was so great that on his passing, the cover of the local paper - the *Whakatane Beacon* - was dedicated to him, along with two further pages inside with memories from his family, town luminaries including current and former mayors, and a tribute from his long-time personal assistant **Lauren Old**. You can check out that issue of the *Beacon* at **https://issuu.com/thebeacon.co.nz/docs/april_fools_day?fr=sYTBhNzMzMjEz**.

He was highly awarded as a dealer. Sutherland was named the Mazda Dealer of the Year in 1995. He has been presented with the Mazda Performance Award four times and has received Mazda's Market Share Excellence Award on 10 occasions from 1996 – 2011. Most recently, Sutherland's dealership won the highest Mazda market share in a local territory for his sales in 2011.

When honouring the 40 years with the brand, then Mazda New Zealand managing director **Andrew Clearwater** said he was thrilled to acknowledge Sutherland's long service.

"We are thrilled to be acknowledging Wally's wonderful career and marking yet another extraordinary achievement. The entire team at Mazda salute you Wally," Clearwater said.

"Wally's enthusiasm, dedication and commitment to the Mazda brand is humbling and the example he sets for the rest of us is inspirational," Clearwater said.

EVtalk editor **Geoff Dobson** tested vehicles from Sutherland's yard for the *Whakatane Beacon* and recalls being chastised for a story suggesting there was insufficient back seat headroom in one vehicle. "I had to go back and sit in the back seat to prove the point - Wally reckoned I was taller in the body than most.

"Wally was fair and generous and despite some of my criticisms in my regular Beacon motoring page of a few vehicles he was selling always let me try others."

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As he passed during the COVID-19 lockdown, a funeral is not being held for Sutherland, with his family indicating he had told his wife he did not want a fuss, and that it will "honour him at a more appropriate time".

AUTOPLAY AND SMART LOYALTY ANNOUNCE CUSTOMER SUPPORT PLANS

Auto industry collective, Marque Group, has announced its framework of support for the NZ automotive industry – including a framework for post-lockdown success.

The three-phase plan outlines the Group's support and approach to ensure business continuity, starting with the removal of fees and costs for existing customers while trading has temporarily ceased.

Lead management and digital sales tool platform AutoPlay has informed its customers of a two-month hiatus on charges, effectively making its platform free for users throughout April and May 2020.

Specialist loyalty programme provider Smart Loyalty has announced they will not be charging monthly management fees during April and May 2020, which will apply to customer spend during February and March of this year.

Smart Loyalty has also announced it will freeze the expiry of programme members' points for April, May and June 2020.

Marque Group New Zealand managing director **Mike Sexton** says it is focussed on putting the Group's customer relationships front and centre.

"These are unprecedented times and as a result we have taken unprecedented steps quickly to help our customers now," Sexton says. "Being connected and supportive as a community has never been more important and we are committed to playing our part as people and as a business."

Mike Sexton

Beyond the initial stage of proactively initiating the hiatus on fees, Marque Group's framework includes two additional stages to support its network both throughout and beyond this health crisis.

Stage two (Focus) will see Marque Group 're-gear' and 're-tool' its existing business strategy to meet changes in market demands. During this stage Marque Group will analyse product roadmaps and communication platforms with the view of fast-tracking tools and initiatives that will help customers continue to move forward in changing and new economic environments.

Once business returns and the "new normal" is established, in stage three (Recover & Thrive) Marque Group will look to lead through innovation and collaboration. Marque and its businesses are looking to help their customers drive the rebound in consumer confidence, and in doing so share in its customers' long-term success.

"The game has changed and continues to change rapidly in both the New Zealand and global automotive markets," says **Mike Pratt**, director of business development for Marque Group.

"While we traditionally love the face-to-face element in doing business, things are going to simply be more digital for a while and we need to think about how we factor this into our strategy for 2020 and beyond," Pratt says.

"This is why we are taking a staged approach to dealing with this situation. We want to ensure we provide stability where we can through understanding, anticipate where we think we can best help the automotive community now and going forward and then get on with doing great things to support our customers, helping them to thrive in what will be the 'new' normal."

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$1000 off all its stock for orders secured now for a $100 deposit.

Software suppliers are moving to facilitate online sales as well.

Todd Fuller

Digital dealer services company AdTorque Edge is now offering its customers a system that will allow them to keep taking deposits for cars during the shutdown.

The company has started to roll out their online sales facility to all their website clients. This feature enables customers to put a hold on a vehicle listed on the dealer's stock locator, by putting down a credit card deposit through a facility built into the dealer's website.

"This form of remote transacting was where modern dealers were needing to head in the future anyway," AdTorque Edge's **Todd Fuller** says.

"We are just wanting to fast-track its adoption, as we see it as a way of helping dealers to weather this storm brought about by COVID-19."

"So far, the dealers who have installed it have been thrilled by the results. It's a great comfort to them to know that they can keep their businesses running and are able to retain contact with prospective customers despite the many health restrictions being put in place."

With the exception of essential services, at-home test drives and delivery of the vehicle will need to wait until after Level 4 restrictions are lifted.

Deals can still be financed, with UDC general manager of dealer business indicating the company is still open for business.

Lawrence Proffit

"UDC is open for business as usual," **Lawrence Proffit** says. "Customers are still looking to purchase vehicles online, where the end customer is an essential service provider.

"Obviously our focus is on ensuring both our dealers and consumer customers get through this initial period of lockdown with a level of certainty," he explains. "We will continue to work closely with all of our dealers over the coming weeks."

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MILLS AT MILES – MOVE SOUTH A WINNER

Mark Mills moved to Christchurch to take up the role of chief executive at Miles Toyota in November 2018, after 25 years in Tauranga. It is not a move he regrets. Before the COVID-19 lockdown he told his story to journalist **Sophia Wang**.

Mills admits he was taking a risk by uplifting his family from the sunny Bay of Plenty to Christchurch - he says it took about three months to make the decision to move down.

"I spent 10 years running a successful business in Tauranga," Mills says. "But I've always felt like I played little brother to the Miles business down here. I always told **Bruce** [Miles] I'd relish the opportunity to have a go."

Beginning his automotive career in 1995, his best friend father owned the local Toyota dealership in Tauranga.

Before that, he was a butcher's apprentice, worked in retail outlet, bounced around in military bases before meeting his wife in Trentham, Upper Hutt. They relocated to Tauranga after visiting and liking the city.

"Ken tapped me on the shoulder one day,

Mark Mills

said he wanted a business manager," Mills says. "I was 25 years old."

we were both worried about such a dramatic change in career.

Mills says there was a stigma attached to the job during the 1980s and 90s.

"When you got on the inside, man it was fun," he reminisces.

His rugby racing and beer days are over as the industry has become very professional – 25 years ago Mills says salespeople on the car yard would be smoking cigarettes.

"You could smoke in restaurants back then. Steak and cigarettes. The world's moved on really quickly. You'd be horrified if you saw that now, wouldn't ya?"

Mills laughs at the antics from 25 years ago but says of the 25 years he has been in the industry, he has spent 18 years in a

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reasonably senior position and he's happy to influence the standards and values.
That brings us to his current role as chief executive at Miles Toyota – owned by Bruce and **Kay** Miles. He previously ran Pacific Toyota in Tauranga, after working his way up from salesman to sales manager, to chief executive.
"I came down here, swearing to Bruce I wasn't going to change much because it was going really well ... and I changed everything," Mills laughs.
"I couldn't help myself!"
"I have a really strong group of individuals who were resistant to change. But all I could see was opportunity. At the end of the day, all I've really had to bring is a bit of energy and a fresh approach."
Mills runs the Miles Toyota and Ilam Toyota businesses in Christchurch – 160 employees in total.

"I spent 10 years running a successful business in Tauranga," Mills says. "But I've always played little brother to the Miles business down here. I always told Bruce [Miles] I'd relish the opportunity to have a go."

"It's a family-owned business, and it's always been treated like one. We're not a typical corporate in any shape, way or form. But we have very high standards. Bruce's instructions to me was, "put some energy back in and don't bugger it up!"
Mills says his strength has always been being a people's person.
"I'm not a car enthusiast," he admits. "Doesn't ring my bells. Don't like race cars. I'm not the normal DP!
"I spend a lot of time fishing, and more time in the alps and lakes. Fly fishing! Spending a bit of time outdoors. I was a bit cynical coming down here to Christchurch. But this place is amazing!"
"It's so totally different down here, I love it. Apart from missing some deep friendships we have. But they're only a two-hour flight away."
Mills says he feels for the guys at Holden and has friends that owned Holden franchises. But he spins a positive note on the situation, saying that it will sharpen the industry up.
"The guys that run really good businesses will always take up other franchise opportunities," Mills says. "Some other franchises have what you may regard as mediocre franchise stores will have the opportunity to change those out.
The best of the best will survive. What it means for us is Holden will drop out, but there will still be a demand for X amount of motor cars."
He feels the Toyota Hilux is the natural successor to Holden's Colorado, as other competitors don't have the range presence Toyota has.
"Ford and Toyota will be the big winners out of this, I feel," Mills muses. "It will release a bit of talent in the industry. It will open up technical people. My gut feeling is as a market-leading brand, we are the natural successor and that can only put our share price up, surely."
Mills remarks he moved to Christchurch as the city started really booming post-earthquake. He marvels at Christchurch's restaurant scene and nightlife, calling it phenomenal.
"All that has really bought the city alive, giving people business confidence."

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Despite not being into cars, he says he's stayed in the industry because it's exciting, dynamic and fast-moving.

"It's so full of big personalities. If I left the car business at my age, I start thinking what do I do post this. One thing I'd miss is the people I've met throughout this. Lot of A-type personalities, all good fun.

"I could take and leave any car, any brand, but not the people."

In his career, he has watched a lot of younger colleagues work their way up into managerial positions.

He says the Toyota Hilux is the natural successor to Holden's Colorado, as other competitors don't have the range presence Toyota has.

"Particularly ones I mentored – to take a 20 or 21-year-old, who's now 31 or 32 earning a six-figure salary, doing a really good job. It's a testament to the Miles organisation, putting people first. There are a lot of long-timers here, they tend to hold their people."

Mills talks about matching a personality of a staff member to a customer's personality.

"Hilux buyers are pragmatic. They just want the price, and they're in and out. We get security buyers, so they want to talk to someone they can trust. We don't have a lot of status people walking through here, because we don't have status cars."

He says he makes a conscious effort to have Mandarin speakers on the floor to make sure there is no language barrier.

FROM THE HIGH SEAS TO IMPORTING EUROPEAN CARS

When international superyacht crew members **Lincoln** and **Sally Roberts** – he was the skipper she was the chef – started a family, they decided to look for a business where they could balance work with raising their children.

"We had the normal challenge of what we could do and still be there for the family. The kids – **Archie**, now nine and **Reggie**, seven – were very young then so we wanted a business which I could work in as well, and work around kindy and schools."

The couple had always thought about doing something with cars and talked about it with the owner of the superyacht they were working on.

Then there's the wider choice of makes and models, and the ability to buy versions that aren't available here; and bragging rights. "Some people like to have it first and get those models before New Zealand will."

"He and Lincoln had a shared passion for high-end cars," Roberts says. "And we had just spotted when we were back in New Zealand on holiday [Lincoln is a Kiwi] how expensive high-end European cars were there and that there was a growing market for aspirational brands."

They decided NZ was the right place to start a business importing and selling high-end European cars sourced from Britain.

They began the business when they emigrated in November 2013, working first in Grey Lynn, Auckland. Later they moved to Auckland's semi-rural northwest, first in Whenuapai now in Waimauku.

The superyacht owner, a former car dealer, helped them source the first few vehicles they imported. But Roberts says they realised importing cars on spec wasn't they wanted to do: "There were a lot of other dealers already doing that."

They decided that a business importing to order and providing customers with exactly what they wanted was the way to go.

Roberts admits they were novices in the car selling game and that embarking on the venture was "huge, a very big leap of faith."

They drew on Lincoln's passion for and knowledge of European cars and on his engineering experience – he had worked as a plumber, and as an engineer on superyachts. And he had a finely trained eye for detail.

Combining those talents with Roberts' logistics, admin and marketing expertise honed working as a PA in London and Cambridge before she went to sea, they believed they had the skillset to succeed.

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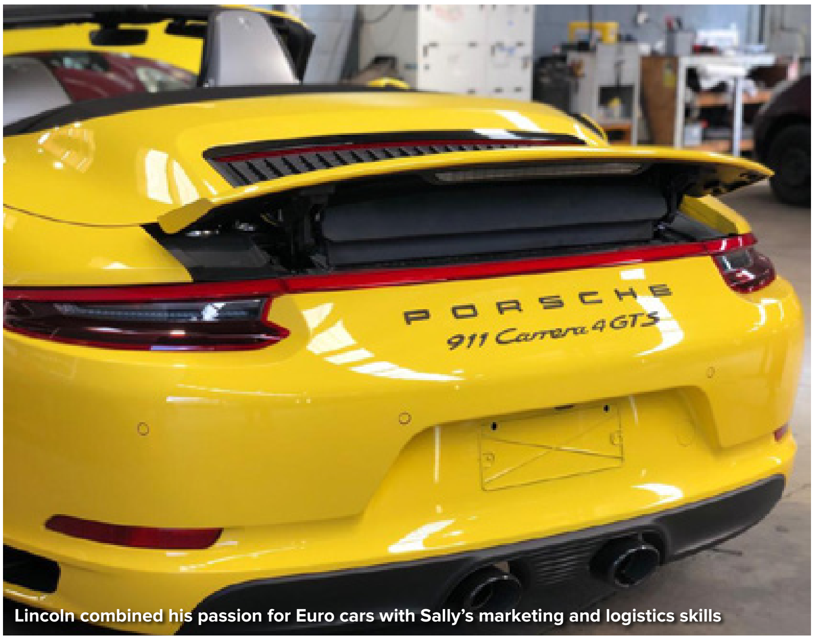
European Car Imports brought in this ex-British Army Land Rover ambulance for a military vehicle collector

Sally and Lincoln Roberts set up European Car Imports in 2013

Nissan eNV200 vans are a popular import choice with tradespeople and businesses



Lincoln combined his passion for Euro cars with Sally's marketing and logistics skills


Smart Car has been among the EVs company has imported

High-performance Audis are popular choices with clients

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Not to mention the determination. "We seem to be people who make a decision, get on to it and make it work."

European Car Imports' product line includes European cars, EVs, motorhomes and – most recently – horse trucks, along with selling warranties and other services.

"Our main sellers are European cars," Roberts says. "We still concentrate on Porsches, BMWs, Audis, Mercedes-Benz.

"We've had EVs from the beginning – we did one in 2013. For the last two or three years EVs formed 10% of our business."

But more recently, EV sales have fallen away largely because of supply constraints in Britain where demand for electric cars is very high.

EVs European Car Imports has brought in include Nissan Leaf 40kW/h hatchbacks, 30kW/h models before that; 40kW/h Nissan eNV200 vans; BMW i3s and i8s; Porsche Cayenne hybrids; Mercedes-Benz wagons; Jaguar iPace, even a Smart EV cabrio.

Combining those talents with Roberts' logistics, admin and marketing expertise honed working as a PA in London and Cambridge before she went to sea, they believed they had the skillset to succeed.

Custom-built horse trucks like this are a new addition to company's portfolio

The company sources its cars through various channels, including the internet, British franchised dealers, and UK-based buyers. "When customers contact us, we give them a list of British car sales websites they can look at and tell them what to look for. If they don't have the time to do that, we do it for them."

The whole process – from order to delivery in New Zealand – takes eight to 10 weeks.

Roberts says the advantage of buying high-end cars from Britain is predominantly making savings on prices. "You can save 20% which is a big chunk on a high-value vehicle."

Then there's the wider choice of makes and models, and the ability to buy versions that aren't available here; and bragging rights. "Some people like to have it first and get those models before New Zealand will."

Clients can also get the benefit of the 20% tax reclaim on certain categories of new and near-new vehicles exported from Britain. "

Not all near new vehicles will be eligible," Roberts says. "This is why our clients need us to verify this for them and ensure they find the cars most relevant for export from Britain."

European Car Imports sources its motorhomes from the UK. They're predominantly new and ex demos, and

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before the COVID-19 outbreak customers could buy motorhomes, tour Britain and Europe in them over 12 months and bring them home, avoiding paying British taxes and getting GST benefits.

The company began importing horse trucks – built on used truck chassis – after existing car customers approached them saying couldn't find what they wanted in NZ.

"They said 'we liked the way you handled our car purchase,' so we looked into sourcing horse trucks and expanding our service."

In Britain, Sally says, "there's a bigger range of builders and styles, they're more experienced at making them, and they're lower cost."

After a fact-finding trip, Lincoln and Roberts identified "three or four [British] coachbuilders that we're very confident with; we match customers with the right coachbuilder for their budget."

They follow the build, collect the horse float from the coachbuilder, handle all British and NZ paperwork, import the horse truck, get it complied and deliver it to the customer.

But, Roberts cautions, "a horse truck build takes at least six months. Customers need to think about that before they contact us."

Operating from home makes it easier for the Roberts to work in two times zones that are roughly 12 hours apart. "We do a couple of hours work before we go to bed; in the morning we make phone calls to Britain."

Like everyone else in the motor trade, Roberts and Lincoln have their fingers crossed that the COVID-19 lockdown doesn't last too long. "If it goes on for a long time it will have a major impact on our business," Roberts says.

For now, they're keeping cashflow going selling maintenance warranties. "No-one wants a big repair bill at this stage."

They're doing web searches and staying in contact with their UK suppliers and keeping the company's profile high, updating content on their Facebook page and sending out newsletters.

"We're keeping people dreaming about vehicles to buy when they're able to again."

The Roberts are also maintaining the work/family balance that was an aim when they went into business and enjoying their business's rural location: "It's a lovely lifestyle for a family."


Company offers a motorhome find-and-import service from Britain

VIA VOTES YES

VIA members have voted yes to changes that should help it solve its financial issues and ensure its future.

At a special general meeting, slightly modified by COVID-19 restrictions, members voted to modify the organisation's structure to shift from regional representation to a council system - likely to better represent the supply chain members that generate the bulk of its funding.

A yes vote was required for the organisation to continue, otherwise the next vote was to be for wind-up.

The transition national executive which is charged with the restructure of the organisation before its next annual general meeting.

The first move was the co-opting of three new board members - Autohub chief executive **Frank Willett**, VINZ chief executive **Sean Stevens** and Enterprise Motor Group chief executive **Chris Stephenson.**

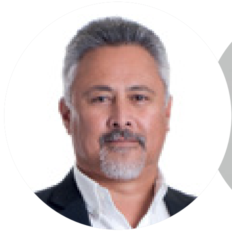
VIA chief executive **David Vinsen** says the successful special general meeting saw good attendance in person and by proxy, with good discussion on all matters. He says the motion to adopt the new rules was passed unanimously.

Vinsen says he regards the outcome as a vote of confidence in the association, and looks forward to working with the transitional team in the restructured association.

Vinsen made the rare move of encouraging members to get out and vote yes prior to the meeting.

"I normally stay out of such matters and work with the executive whatever form it takes," Vinsen said. "But this time a vote yes is really crucial to the future of the organisation."

He hoped to continue working for the newly-structured executives – and believes the intent of the changes are that he, **Malcolm Yorsten** and **Kit Wilkerson** will be freed up to undertake the technical and representative work they currently do.



Frank Willett

David Vinsen

Malcolm Yorsten

Kit Wilkerson

COMMERCIAL GRADE SURFACE SANITISATION FOR ALL TYPES OF VEHICLES

Protecting staff and customers from the spread of virus has become the new normal for motor vehicle dealers, with the need to sanitise the surfaces of cars, utes, vans, trucks and other heavy vehicles and equipment with a reputable commercial grade product.

DuraSeal Microbe Shield which is powered by the Zoono molecule is a non-toxic water-based commercial grade sanitiser for both hard and soft surfaces, which is also safe for use in enclosed places such as the interior of a vehicles.

Packaged and distributed by TF Group New Zealand, for use in the automotive and commercial sectors, to a national network of certified application specialists. The distributor says the product conforms to regulations from around the world and has passed PAS 242, EN13697, EN1276, and EN1652 amongst many more antimicrobial efficacy tests.

When applied by spraying, wiping or "fogging"; DuraSeal Microbe Shield powered by Zoono leaves behind a mono-molecular layer that permanently bonds to the hard or soft surface. These molecules are antimicrobial, polymers which bond to the surface forming a barrier of positively charged microscopic pins.

The positively charged microscopic pins attract and pierce negatively charged pathogens. The pins rupture the cell walls. This causes the pathogen to break up with lethal effect. The layer of molecular antimicrobial pins carries on working for up to 30 days on surfaces.

Routine cleaning can continue and does not disrupt the Zoono molecule or its antimicrobial activity, TF Group says.

FDA-approved DuraSeal Microbe Shield powered by Zoono not only provides up to 30 days active protection when commercially applied under normal infectious conditions (14 in current conditions), it can also be applied to exterior door handles and touch points, and it also won't wash off these under normal cleaning.

TFGROUP Ltd
High Performance Protection

BEYOND EVS

EVtalk's inaugural **EVs and Beyond** conference threw up a few surprises.

A fringe benefit tax (FBT) exemption for EVs – long sought by advocates – is being considered by the National Party, its associate emissions spokesperson **Erica Stanford** told more than 80 people at the conference in the Waiheke Island Resort.

Stanford was at the first day of the March 16 and 17 conference in place of National transport spokesperson **Chris Bishop**, self-isolating as a precaution after a trip to Australia amid growing COVID-19 coronavirus concerns.

While only a few people were forced to change plans and either skip the conference, appear via digital means or follow livestreaming of the event, a full house was achieved on the first day and about 50 attended the second day sessions.

Bernard Rhodes, left, Vern Whitehead and Eric Pilling at the public open day with the electric bus behind

Amanda West and Carl Barlev talk electric vans, notably the LDV EV80

Several international visitors who'd been in New Zealand for some time – like Hong-Kong based Charging Interface Initiative e.V. (Charinev) Asia managing director **Jacques Borremans** – learned more about the Electric Island Waiheke project to become the first all-electric residential island by 2030 and New Zealand's stand on EVs.

This included a white paper presentation about Drive Electric helping Kiwi companies switch fleets to electric, how New Zealand compares with the rest of the world in EV uptake (not too bad really), other forms of e-mobility, mobility as a service (MaaS) and much more.

Drive Electric member and Audi New Zealand general manager **Dean Sheed** outlined how a "tsunami" of battery electric vehicles (BEVs), plug-in hybrids (PHEVs) and mild hybrid EVs (MHEVs) are coming, with New Zealand in the driving seat for many of them. He explained how European bans on fossil fuel vehicles were forcing change and how EV battery technology was progressing rapidly.

Launching in the virally changing nature of the world, Energy Efficiency and Conservation Authority (EECA) chief executive **Andrew Caseley** sees sustainability being overtaken by "survivability" as he pondered COVID-19's impact.

Caseley scored EV uptake in New Zealand as "too slow, too late, too critical and too insignificant".

Barriers were "price, price, price", he says.

While interest in EVs is high, that didn't necessarily translate to EV sales, Caseley adds.

"There's a lot of talk, hype and expectation but when it comes to the consumer choosing we have a big problem."

Caseley says there's insufficient EV supply and that the high end of the EV market won't get the numbers needed – "and that's the challenge".

He believes fixed term incentives are needed. "Fuel economy standards? We can't continue without it."

Caseley warns the world is facing "economically challenging times".

Imported Motor Vehicle Industry Association (VIA) chief executive and EV leadership group member **David Vinsen** spoke about the "uniquely Kiwi solution" of importing used EVs like the popular Nissan Leaf which comprise most of the EV numbers here, saying it got people familiar with EVs and the associated charging infrastructure.

Importing second-hand EVs also meant New Zealand got the benefit of other countries' incentives for EV uptake.

"What was a niche is now an inevitability," he says.

Hyundai NZ fleet sales manager **James Williams** and Sheed shared their views on EVs in New Zealand, saying fleet uptake of EVs is fulfilling a vital role in providing more for the second-hand market, many companies committing to switch as much of their fleets as possible.

Don Sheridan and dog Angie with a 2011 Mitsubishi Minicab MiEV for Sheridan's island "odd jobs" such as delivering wife Debbie's art material to markets

Mercury's Drive team at the open day, from left, Oliver Hooper, Adam Hollard, Amy Robertson and, front, Oz Jabur

The Fuso eCanter truck carries the message

Sheed foresees mild hybrids making big inroads on internal combustion engine sales to help meet environmental targets, both speakers expecting the EV market to grow quickly as well.

Further talk revolved around road user charges (RUC) and EV exemptions from it, "feebates" under the government's Clean Car proposal – cited as temporarily parked, possibly until around

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or after the September general election, the use of EVs as portable generators to help power homes and the grid, car sharing and other services, and more.

Air quality improvements are a benefit in switching heavy transport to electric, transport renewable energy consultant Retyna managing director **Liz Yeaman** says.

"E-buses are the next big thing," she adds.

The March 16 afternoon session was rounded out with post-doctoral fellow Lincoln University sustainable tourism centre of excellence lecturer and ITS NZ board member **Dr Helen Fitt** outlining alternative mobility forms such as multi-modal MaaS, and more.

Christchurch-based Autonomous Consulting president **Mitchell Gingrich** covered whether autonomous vehicles (AVs) are reality or a pipedream, saying there are many hurdles to mass adoption so that AVs are more likely to be used as shuttles on selected routes long before more widespread uptake.

Paul Sinden of Waiheke tests a Zoopa electric scooter with owner Martin Betty's help

The conference's second day was devoted to EV charging with YHI Energy divisional manager **Aaron Gillon** talking about advances in charging technology and Charinev's **Jacques Borremans** explaining the importance of standardisation in global charging such as CCS and detailing the increasing charging power becoming available

The Better NZ Trust's Kathryn Trounson with her Hyundai Kona EV

Auckland councillor **Pippa Coom** covered the Auckland City Council's commitment to climate change with a plan for all of Auckland, adding that switching the city's bus fleet to electric was on the "fast track".

The council's own vehicle fleet is transitioning to EVs and a range of incentives are needed to encourage commuters to do likewise, she says.

Hadley and Alana Hargadon with their Auckland City Electric Vehicles display

Hydrogen's role was outlined by Hiranga Energy chief executive **Andrew Clennett**, adding it was important to get on with the hydrogen business.

Conference organiser and Electric Island Waiheke Trust member **Vern Whitehead**, publisher of EVtalk and Autotalk, is delighted with the success of the conference and related events including a public EV display day on March 14 attended by hundreds of people and an EV record attempt the following day which netted more than 60 Nissan Leafs and a total of about 90 EVs.

An electric bus – on display at the public day – was used to ferry conference guests between the venue and ferries in a forerunner of what the island can expect with six e-buses due to run there about mid-year, while 12 will be added to CityLink services and nine to the Auckland Airport run early next year.

Andrew Clennett with the Hyundai Nexo hydrogen car

Visitors check out a Goupil EV and other displays at the open day

KEEPING ESSENTIAL OPERATIONS AND WORKERS MOBILE

Genuine Parts Company (GPC) New Zealand's **Jonathon Maddren** says the company's automotive aftermarket brands Repco, Appco, Ashdown Ingram, Automotive Supplies, Bindons and Sulco are continuing to operate to ensure uninterrupted supply for customers during the Level 4 alert period, throughout the country.

"We're 100% committed to the goals of Level 4 but we understand the need for supply of essential parts and services. GPC businesses have moved with agility to operate in ways that enable continued supply and also comply with restrictions and what we're all working to achieve with Level 4," Maddren says.

"As the largest stockholder of automotive aftermarket parts in the country we have deep stock banks and have been working proactively with our overseas suppliers – including those in China – since January to ensure continued supply. Our supply chain is really healthy, our distribution centres are still operating [with appropriate procedures for staff safety] and our major suppliers are working with us to keep fast-moving lines supplied.

"At Repco and Appco we are keeping a selected number of sites open around the country to ensure close-to-demand supply remains available in order to minimise delivery times.

"These branches are operating behind closed doors – trade can order online and by phone – just as they would normally, on the same phone numbers and our standard online site. Orders are then dispatched on approved couriers to trade premises.

"In some sites trade can collect direct from the branch. Pick up points have been carefully set up for social distancing and this way of operating is helping reduce turnaround times for vehicle repair at a time when workshop customers have increased urgency.

"And we're pleased we have - since Wednesday 25th numerous examples of why workshop services are essential.

"Other GPC businesses, Ashdown-Ingram, Sulco, Extreme, Automotive Supplies and Bindons, are also operating to support all trade customers. Selected sites around the country are available and phones have been diverted to ensure a local team can always answer and supply.

"Customers can order online or via their usual phone contact numbers to ensure supply for all trade needs. We do not anticipate significant delivery delays and stock of specialist parts is strong. In addition the team at Sulco are available for essential equipment serving and repairs to keep workshops functioning at this critical time.

"GPC have worked closely with Government officials around meeting Ministry of Transport requirements that we remain open as an essential supplier to essential businesses and for people working on vehicles for essential needs. We have been delighted to be able to assist trade businesses and the public to remain operational.


Jonathon Maddren

"I have been amazed and proud with how all our staff have responded – despite significant upheaval they continue to go the extra mile to get our customers the parts and assistance they need.

"This has been an unprecedented change for how we all work but we're confident trade can rely on our businesses and our teams through this time and in the challenging weeks ahead."

Hyundai New Zealand says it will provide technical support for St John Ambulance first response vehicles during the COVID-19 lockdown.

OEM dealerships on standby for parts and service

The COVID-19 lock down may have forced the automotive industry to send all staff home, but lines of communication remain open should essential services or essential workers need their vehicles serviced.

Toyota New Zealand chief operating officer **Neeraj Lala** says the company had moved early to shift staff to work from home, and still have their customers service lines operating. Protecting their people is high on the to-do list for Toyota management.

"Our number one priority, like it was through the Global Financial Crisis, is to protect our staff and stores," Lala says. "You hunker down and do what you have to."

Toyota also started early on what it could execute in terms of support for essential services.

The company contacted the Ministry of Transport, and a fleet of Highlander SUVs made available for use should authorities require them.

The Toyota New Zealand customer call centre is ready to take calls from any essential service including doctors, nurses and medical staff, should they need their vehicle repaired.

"We can arrange for them to go into a dealership – we have got the whole country on standby to sort these things

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out," Lala says.

Hyundai New Zealand says it will provide technical support for St John Ambulance first response vehicles during the COVID-19 lockdown.

St John is one of several essential service providers that Hyundai will support with parts, repairs and technical backing.Its other essential services customers include Waste Management, Northpower, Downer NZ, district health boards, Department of Corrections and NZ Police.

"Other GPC businesses, Ashdown-Ingram, Sulco, Extreme, Automotive Supplies and Bindons, are also operating to support all trade customers. Selected sites around the country are available and phones have been diverted to ensure a local team can always answer and supply.

"It's important for us to be able to support those that provide vital care to our communities during this time," Hyundai New Zealand general manager **Andy Sinclair** says.

"We're currently finalising the details and process with our essential suppliers to ensure we get their vehicle[s] back on the road as quickly as possible, whilst adhering to the Ministry of Health and government requirements.

"Our approach is to first provide support remotely and then if required, to use only a bare minimum crew."

Hyundai says its private customers will continue to have access to 24/7 roadside assistance.

"We understand that COVID-19 is causing significant disruption to people and businesses," Sinclair says. "Our 24/7 roadside assistance is an essential service so will continue to operate, giving our customers comfort in the event [their vehicles] break down."

Hyundai also has support available for customers with concerns about their finance repayments. "We acknowledge people are being affected financially, so will work closely with our customers by getting a personalised plan in place."

Holden New Zealand is the major vehicle supplier to the New Zealand Police and corporate affairs general manager **Ed Finn** says the company is doing everything it can to support the dealer network to support the first responders.

He says the Holden NZ national dealer network is operating to assist essential businesses and associated vehicles which require repairs such as the Police, as well as front-line medical staff, supermarket workers, farmers and supply chain logistics operators.

"We are managing our way through the situation and, together with our dealers, are doing whatever we can to assist essential businesses," he says.

"Holden dealers are either on call or have minimal staff onsite to look after our fleet and essential business customers.

"Parts are continuing to be supplied from our national warehouse in Mangere, but made available for essential businesses only," Finn says.

The Ford Motor Company of New Zealand says its customer relationship centre will remain contactable 24/7 during the COVID-19 shutdown and says its roadside assistance for customers will remain available provided they meet the government criteria for an essential service.

It says the roadside assistance provider, the AA, is restricted to assisting to call-outs which genuinely involve urgent/essential travel only as per COVID-19 guidelines.

"We will maintain an on-call service at key dealership locations across the country to support only essential service workers and their vehicles through the shutdown," Ford New Zealand managing director **Simon Rutherford** says.

"Essential service workers needing vehicle service or repairs should call one of the following three numbers: (09) 271 8528, (09) 271 8533, and (09) 271 8526. We request that these numbers are only used by customers who qualify as essential service providers.

"The health and safety of our employees, dealers, customers, and partners is always Ford's highest priority. Therefore, the on-call service we are offering for essential workers will observe social distancing and hygiene guidelines as we make every effort to support our essential workers safely," Rutherford says.


Simon Rutherford


Andy Sinclair


Neeraj Lala

GPC ANNOUNCES 2019 SUPPLIER OF THE YEAR AWARD

Australasian automotive aftermarket supplier GPC has announced Brown and Watson International and Griffiths Equipment Limited (NZ distributor of Narva and Projecta products) as its 2019 suppliers of the year.

GPC's automotive outlets includes Repco, NAPA and Ashdown-Ingram stores.

As well as taking out the main award, Brown and Watson International and Griffiths Equipment Limited were also recognised with Best Store Service – Australia and Best Store Service – New Zealand. Additionally, the companies were also nominated for best new product (Narva pen light) and best digital activation, to take away three category wins from five nominations.

Australasian automotive aftermarket supplier GPC has announced Brown and Watson International and Griffiths Equipment Limited (NZ distributor of Narva and Projecta products) as its 2019 supplier of the year.

Brown and Watson International chief executive officer **George Davies** says he was extremely excited at the outcome and thanked his team.

"It is a credit to everyone at Brown & Watson International (BWI) and Griffiths Equipment Ltd (GEL) who have helped us to be recognised as the best in the industry," Davies says.

"The achievement is even more gratifying considering the strong competition we faced, including from several large multinational companies."

Davies says that BWI and GEL had enjoyed an excellent working relationship with GPC over many years, but more recently, they had made even stronger efforts to further improve its product and service offerings to GPC.

"Over 12 months ago, our management team worked on a plan to enhance our offering to GPC and over subsequent months we have developed and applied a number of initiatives with input from all departments. Pleasingly, these efforts were recognised with these accolades," Davies says.

"The supplier of the year award in particular gives us a lot of confidence that we're providing great products and excellent service and support to our business customers.

"We are extremely committed to continuing and further improving this in the coming year and beyond," he says.

CRAWFORD'S CASE

THE LONGER THIS IS, **THE MORE SEVERE**

Covid-19 is reshaping the world, not only as I pen this monthly column but I suspect for months and years to come. The world is always changing and always evolving, but the question here is how much has Covid-19 given this evolution a kick along?

The pathway of how we got to a level 4 lockdown is nothing like anything we have known in our lifetimes. Just as the pathway to how we got to where we are today is unfamiliar territory, so too will be the slow and difficult period of recovery.

Sure, we all remember the global financial crisis, but this is different. Fundamentally different. Just how severe this pandemic will be is still difficult to quantify but we know it is going to be a very tough time.

The cost to human life is already too high, and some of the numbers being discussed of the total mortality rate as the pandemic progresses is horrifying to say the least.

Just as the health impact is too high, so too is the economic impact.

In the vehicle sector, within a matter of days we went from business as usual to shutting down all non-essential services with only an on-call capability for parts and repairs to essential vehicles.

Sales of new vehicles for the month of March are down about 45% on March 2019, and I fear sales of new vehicles for April might only amount to 10-15% of April 2019 sales.

Questions remain on what sales will look like from May onwards. This will depend on how quickly we as a country can break the chain of infection and begin our recovery to a new normal. There is uncertainty on whether once out of alert level 4 we then stay out, or whether as a nation we need to return to alert level 4 again at some point.

Additionally, even if New Zealand can break the chain of infection, we will need to keep our borders closed until the rest of the world can do the same, or a vaccine is found.

Just as the health impact is too high, so too is the economic impact.

Which ever way you look at it, recovery is going to be slow, fragmented and painful.

To their credit, distributors and franchised dealers quickly responded to the Government's call to shut down non-essential parts of their businesses.

Staff were set up to work from home and contingency plans rapidly implemented. But sadly, it has also meant businesses have had to already downsize.

The painful decision to let go of staff is not something anyone wants to do, and more importantly have it done to you. I suspect tougher decisions will need to be made in coming months.

The longer it takes to control this pandemic the more severe the economic impact on our overall economy. The tourism and hospitality sectors have been decimated and how many will survive is an unknown. It is thought to be a fraction of what was operating before the pandemic.

For our sector to recover we need the rest of New Zealand to recover. For the rest of New Zealand to recover we need to firstly get on top of controlling the corona virus, stop further importation of virus vectors entering our country and then get our businesses open again.

This suggests New Zealand needs an economic recovery plan. While the MIA applauds the current economic stimuli made by our Government, I have not yet seen a well thought out economic recovery plan. As economist Shamubeel Eaqub noted in his briefing to MP's on Parliaments Covid-19 select committee, he stated we needed to think lockdown, purgatory and new normal.

I want to finish this month's column by thanking our prime minister for her clear communications and reinforcing the need for us to be kind, stay at home and behave as if we each have the virus. This tragically hit home for me in a personal way as March came to a close.

As some of you know, I have travelled extensively through work and for holidays. Over time I have made many friends in Europe and North America.

Sadly, I have lost an acquaintance already and another is in intensive care. The virus does not care who you are.

Stay safe everyone, at the end of the day that is the most important thing.

THE COVID-19 IMPACT

mta MATTERS

by **Greig Epps**

A month-long lock down may be survivable by many in the New Zealand motor trades, but much longer than that, and we could see some businesses forced to close permanently.

MTA backs the Government and other initiatives being put in place for businesses. These include assistance from the wage subsidy, banks offering Government-backed loans, and some commercial landlords coming to favourable agreements with tenants. All these moves will help reduce the pressure.

However, the loss of overseas tourism, unemployment predicted to rise to possibly double figures, and a generally reduced economy are likely in the long term.

For most businesses, their immediate survivability will depend on how much they have in reserve and how quickly they are able to return to profitability, once COVID-19 restrictions ease. Any business that has been running from month-to-month will quickly falter.

In the longer term, for some, their fate may rest on how dependent they are on the tourist trade. Tourism makes up 5.8% of GDP ($16.2 billion) and directly employs almost a quarter of a million people (8.4% of the national workforce). **Overseas tourists make up almost half of all that activity.**

Tourism NZ figures also state the industries that support tourism generated an additional $11.2 billion, or 4% of GDP. The motor trades are part of this indirect association with tourism – selling, servicing, fuelling and fixing the many vehicles involved in the industry.

For the new car market, a tight economy means fewer people and businesses will be buying new cars. This part of the sector also has high ongoing capital and staff costs which require turnover of stock to remain in the black.

In the longer term, for some, their fate may rest on how dependent they are on the tourist trade. Tourism makes up 5.8% of GDP ($16.2 billion) and directly employs almost a quarter of a million people (8.4% of the national workforce). Overseas tourists make up almost half of all that activity.

MTA is aware of some redundancies already taking place, and expects many more if businesses are locked down for longer than a month.

Turners has already stated it is expecting an influx of consignment sales as businesses downsize and/or liquidate vehicle fleets.

Turners is also expecting members of the public to downgrade their vehicles.

Meanwhile, pre-orders of used imports are still arriving and cannot be sold. This will add to the influx of used cars coming on to the market. However, MTA also expects many people will hang on to their cars for longer before replacing them.

For those who repair cars, when money is tight – repairs and maintenance is often postponed. Most owners of smaller workshops are in their 60s and MTA expects some will take early retirement rather than soldier on in a depressed economy.

Service stations have had their incomes slashed by the travel restrictions. The survival of smaller independent operators may well depend on how long travel restrictions last, and how much travel Kiwis feel inclined to do once they are able to move around again.

It is too early to predict with any certainty just what will happen and the resulting impact on the economy and people's incomes. But we are definitely entering a period of probably several months or more where the new normal will include ongoing social distancing, careful hygiene and much more use of online services.

MTA is working with stakeholders – both in Government and across the sector – to find ways to support the motor trades to recover from the impact of COVID-19 on the economy.

LEAD, TEST DRIVE AND SALES BY SOURCE

FEBRUARY 2020 (VS JANUARY 2020)

By the time you read this article we will be well immersed in the COVID-19 restrictions implemented on 25/03/20 and remembering February fondly as the last month of relative normalcy in the market.

After a strong month in January, we saw a slight drop in the quantity of leads by 2.9%, however, this was more a sign of the short month than any early COVID-19 effects on the market – the likes of which we didn't start seeing until March 2020.

February 2020 saw an increase of 6.7% in test drives and 3.3.% in sales as dealerships started working the large number of leads that came in during January.

Activity By Source - February 2020 (vs January 2020)

Leads	▼ 2.9%
Test Drives	▲ 6.7%
Sales	▲ 3.3%

After a massive increase in lead volume of 41% in January, leads from dealership websites (web – dealer) decreased by 23.1% in February. Web – cassified' also decreased by 4.1% but due to the significant decrease in dealer website leads was able to recapture the title as NZ's most common source of leads.

Although brand leads increased marginally by 0.7%, the significant drops in leads from websites resulted in the 2.9% decrease in lead volume experienced from January to February 2020.

Top 3 Sources for LEADS - New Zealand Dealerships February 2020 (vs January 2020)

Web - Classified	▼ 4.1%
Web - Dealer	▼ 23.1%
Brand	▲ 0.7%

Matt Darby works for AutoPlay which specialises in pre-sale lead management tools. To find out more about AutoPlay services email **sales@autoplay.co.nz** or visit **www.autoplay.co.nz**

Mainly due to the significant increase in leads from dealer websites in January, we saw test drives from these sources increase by 8.7% in February to become the most common source for test drives.

Test drives recorded as direct increased by 3.4% comparatively to fall to second place, and web classified test drives fell slightly by 1.7% into third.

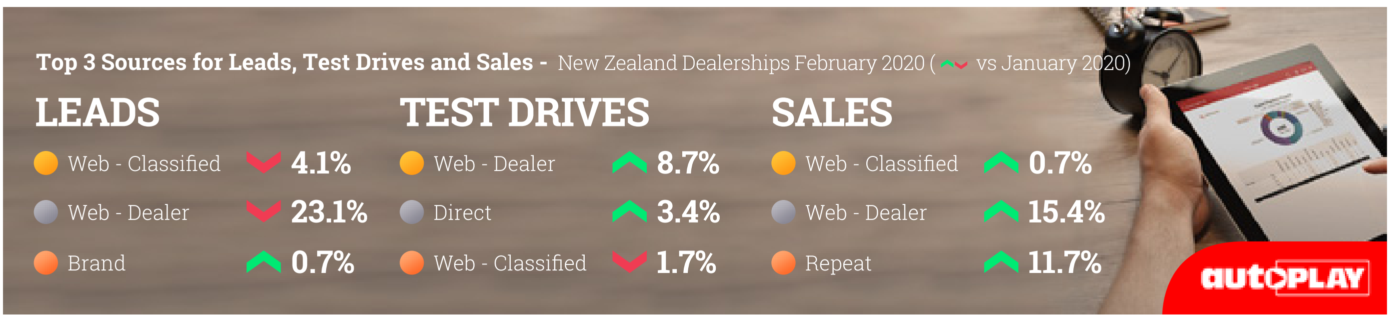
Top 3 Sources for TEST DRIVES - New Zealand Dealerships February 2020 (vs January 2020)

Web - Dealer	▲ 8.7%
Direct	▲ 3.4%
Web - Classified	▼ 1.7%

Overall sales increased by 3.3% in February with a small increase of 0.7% for web – classified sales and large increases of 15.4% for web – dealer sales and an increase of 11.7% in sales attributed to repeat customers.

Top 3 Sources for SALES - New Zealand Dealerships February 2020 (vs January 2020)

Web - Classified	▲ 0.7%
Web - Dealer	▲ 15.4%
Repeat	▲ 11.7%



COVID-19, THE DAWN OF THE 'NEW NORMAL'

by **Peter Aitken**
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or 021 940 318

As I write this article a sense of foreboding becomes omni present for me with trying to forecast potential economic outcomes caused by COVID-19.

While it does have a horizon which will be determined by the length of time it takes to develop, trial, approve and administer a vaccine it appears we all face a very ugly 2020 and 2021.

In the intervening two years what will normal day life be like? What impact will it have on family and friends? What impact will it have on our work? How will we manage our weekly, monthly budgets should we find ourselves without work, without normal income to hand? Importantly, what are the real dangers to lives, our own, or those loved ones around us?

These are extremely relevant but equally frustrating questions, for the simple reason, there are no finite answers. It is a time such as this when the worst-case scenarios are the more appropriate to work to.

My experience of past recessions is that corrective actions were often taken in small insufficient bites that had to revisited again and again. This "small bite" syndrome is occurring as we speak as politicians in democracies around the globe apply graduated measures based on an unquantifiable enemy.

By comparison, autocratic or communist states can and do make earlier hard calls.

Normally I would be opining on a range of corrective measures any retail dealership should seriously consider putting into place. The difficulty making such opinions as I write this article, is, they will rapidly be overtaken by events by the time of April publication.

So, with today's current big picture hat on what would I be doing right now if I operated a new or used vehicle dealership?

Plan for the "new normal" markets

In the 2008 GFC crash annual new vehicle volumes in the two years 2008/9 declined -31.6% from 102,468 2007 to 70,048 registrations.

This 2020/21 crash will be far greater with a wider-ranging impact on so many sectors in the economy.

In 2019 the NV industry achieved 154,763 registrations. If we applied a scenario, of say a -50% market decline, market volumes at the end of 2021 will be 77,000 units or a similar level, to years 2001 or 2009.

Used import registrations for the two GFC years 08/09 declined -45.9% from 132,955 to 71, 911 registrations. If we apply a used import decline of the same NV -50%, market volumes at the end of 2021 will be 76,000 registrations or a similar level to 1994 or 2009.

If the above forecast new and used import volumes or even worse come to pass, hang on to your hats as it will be an exceedingly rough passage for the next two years, plus it is likely to be a slow recovery from 2022 onwards.

There will be numerous industry business casualties. That is the unfortunate tragedy associated with economic depressions.

Yes, I do believe all the signs point to an economic depression as this will not just be a recession of two subsequent quarters of negative growth.

Key focus areas for new normal planning:

Financial capacity - a realistic assessment of how your current equity will enable the business to meet the worst-case business scenario. Once your capacity assessments are made, then urgent and transparent reviews will be critical with both bank and finance companies.

Staff - importantly all dealership staff need to be kept well informed of the realities of the economic downturn, the dealership business and their job tenure.

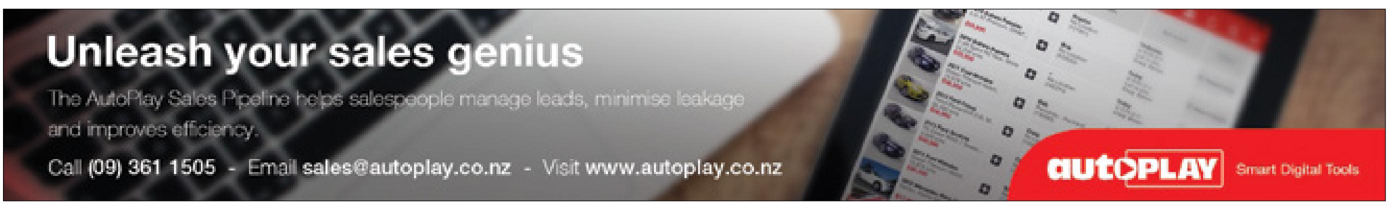
Inventory - will require urgent action to balance new and used inventory levels to the new normal. Shortages may arise for NV franchises due to disruptions to OEM supply chains.

Customers - explore how best an innovative digital relationship can be implemented to both communicate and retain existing customers.

Suppliers - be they franchisors, used import groups, parts and equipment providers, all should be approached for assistance.

Parts & service - the profit backbone for NV dealers and likely to be their key to survival. Will require innovative practices to bring customer vehicles in for service from home isolated owners.

Business strategy - most will apply a familiar cost and asset reduction strategy, the soundly geared may see the opportunity to couple cost and asset reduction to an investment, innovate and diversify strategy.

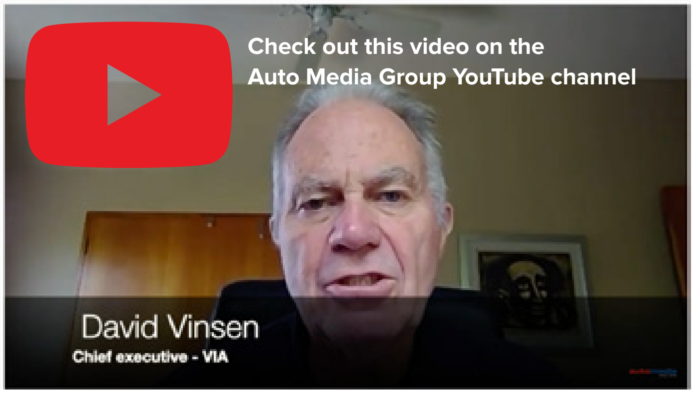


Vinsen's View

The monthly update from VIA chief executive David Vinsen

THE COVID-19 PANDEMIC

What would mum say?



My mother, who died five years ago, would have turned 100 this year. During her long life, she experienced and observed many extreme events and crises.

Her father had served as a sapper in The Great War, running telephone and telegraph lines to enable communications at the front line in France.

Sappers were popular and easy targets for enemy snipers, being exposed as they climbed poles to string lines. But George, my grandfather, came through the war unscathed and returned to civilian life, only to be drowned in a small lake during a company picnic, when Mum was only three. Her first brush with tragedy.

As a young girl, she grew up in a single parent household near London during the Great Depression: her first experience of the effects of social disruption.

And then straight until the Second World War as a young woman, living through the blitz in London until she was conscripted into the RAF.

After the war, the country was focused on rebuilding and recovering, with strict food rations, travel limitations and other privations.

Then marriage, children and emigration to start a new life in New Zealand, leaving behind everything and everyone she knew. Her experiences were not uncommon at the time, but they were still dramatic and seminal events.

They shaped her views and opinions, and more importantly her attitudes to life, risk, difficulty and hardship. Mum had pretty clear ideas on how to deal with such events, particularly when they are on a national scale, as well as a on a personal level.

The upheaval we are going through as the result of the COVID19 pandemic is unprecedented in our lifetime. It's not just a recession or even a depression, or a health crisis, or a severe disruption to our travel, education and employment arrangements … it's all of the above, rolled in together. This crisis strikes at the very heart of our social fabric.

So in light of all of this, I ask myself: "What would mum have said".

In spite of, or probably because of, the challenges that she and her generation had faced, she had a very sanguine approach to such situations.

Underneath, there was a steely resolve, with a bit of the old British "stiff upper lip", "keep calm and carry on". But this "harden up" attitude was overlaid with a very personal warmth and human way of dealing with issues and people.

And I think that this is the approach that we need to adopt now. Keep calm, carry on, follow the professional advice, obey the rules … and be kind.

I was sceptical when I first heard the admonition to "be kind"; it seemed trite and trivial. But on reflection I think it makes perfect sense. Only this morning I was talking with one of our key stakeholders, a major importer of used vehicles, and he remarked that many of his customers are already struggling with the effects of the crisis.

He has requested that his staff: sale reps, account managers, credit controllers, etc all show kindness when they are dealing with the issues that will inevitably arise during the Level 4 lockdown and then the recovery period. No sales, no cash-flow, storage problems, staff concerns, family pressures, a glut of stock.

He commented quite rightly that "it's not about what we can do to help them … it's about what we can all do to help each other". This from a tough, commercially-savvy businessperson.

It all sounds almost altruistic, but I'd argue that this is exactly the attitude that we need to get through this crisis. It's not about being soft or weak; it's about being realistic, pragmatic and human.

I personally believe that the decision to go to Level 4 when we did was the right one: The quicker and deeper we go into the period of national self-isolation, the earlier and steeper will be our recovery.

I believe that the Government's financial assistance packages are on the right track: Pulling forward our earnings, taxes, surpluses and savings and using them now, when they're really needed. It's also absolutely right for the

Continued on page 28

ADTORQUE EDGE LAUNCHES ONLINE VEHICLE RESERVATION

Digital dealer services company AdTorque Edge is now offering its customers a system that will allow them to keep taking deposits for cars during the shutdown.

The company has started to roll out their online sales facility to all their website clients. This feature enables customers to put a hold on a vehicle listed on the dealer's stock locator, by putting down a credit card deposit through a facility built into the dealer's website.

"This form of remote transacting was where modern dealers were needing to head in the future anyway," says AdTorque Edge's **Todd Fuller**

"We are just wanting to fast-track its adoption, as we see it as a way of helping dealers to weather this storm brought about by COVID-19."

"This form of remote transacting was where modern dealers were needing to head in the future anyway," says AdTorque Edge's Todd Fuller "We are just wanting to fast-track its adoption, as we see it as a way of helping dealers to weather this storm brought about by COVID-19."

ADTORQUE EDGE

DELIVERING YOUR MARKETING SOLUTIONS

"So far, the dealers who have installed it have been thrilled by the results. It's a great comfort to them to know that they can keep their businesses running and are able to retain contact with prospective customers despite the many health restrictions being put in place."

With the exception of essential services, at-home test drives and delivery of the vehicle will need to wait until after Level 4 restrictions are lifted.

AdTorque Edge customers can get in touch with the company to work out how to roll out the new product in the best way for them.

AdTorque Edge is a specialist full-service marketing business – the combination of two agencies, AdTorque Strategic Services & Edge Online Consulting.

Todd Fuller

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Government to use the strength of its balance sheet ("our balance sheet") to borrow to provide assistance to its citizens, taxpayers and businesses.

The Reserve Bank can provide the funding and guarantees for the trading banks to support their customers, large and small.

It's the right thing to do; the severe disruption we are dealing with is not the unexpected consequence of the Level 4 restrictions, it is the deliberate intention of the rules.

So, the social contract goes something like this: everyone follows the rules, self-isolates, suffers hardships and anxiety, but society, through the government, does all that it can to soften the blow.

What would mum say?

Harden up, do what you have to do, follow the spirit and intention of the rules, look after yourself and look after others, be kind.

We're all in this together.

NZ STOCK PRICE PLUMMETS

by **Graeme MacDonald**

Life may have turned upside down in New Zealand - and for that matter, much of the world, but Japan Inc used most of March to instead carry on the business of carrying on, albeit with restrictions on schools and mass gatherings, but outwardly a degree of normality in the business and commerce sector meant that vehicle sales, both new and used, saw far less impact than we have now been subjected to.

In a tale of two halves, the first portion of March was overtaken with the Japanese EOFY (end of financial year) activity resulting in significant defleeting across both companies and dealers.

This traditional bonanza for New Zealand buyers came at a time of great need with post-ESC regulations forcing Kiwi market buyers to adjust to newer and more expensive stock - at least, those with the cashflow or financial backing to continue spending even with a backlog of non-ESC compliant stock on the water.

February had also seen a period of relative Yen-$NZD cross-rate favour, tracking in the high 60s low 70s right up to the final week in the month, before the rapid descent at the onset of the COVID-19 crisis overtook the global financial markets.

However, just as the first week of March buying was gathering pace, the crash downwards towards an almost catastrophic high-fifties (admittedly briefly) seriously dented the viability of units purchased, but not paid for, in the weeks leading up to New Zealand entering Level-4 quarantine.

The carnage has seen a two-faced marketplace at play in Japan.

New car sales have slowed, not at the rates experienced in the likes of New Zealand and Australia, but a soft curve than appears only now to be accelerating downhill as consumers are cautioned by international developments and potentially the likelihood that Japan's reporting of COVID-19 cases will now increase with the postponement of the Tokyo 2020 Olympic Games.

This downhill trend in turn has decreased the availability of late-model, low mileage trade-in stock demanded by the used Japanese domestic market, itself seeing consumer reluctance but at a similar level to new sales - thus, actual stock levels for auction exhibition of primarily JDM-only units has remained relatively unchanged, with prices also remarkably stable.

The nett effect for Kiwis is for those trying to seek out opportunity in the traditional Japanese domestic market lines, any such availability has been tempered by the exchange rate crash rendering a unit purchased at Y1,000,000 over $NZD1800 costlier at purchase in just three weeks.

This is hard enough to work with in the bidding halls, but financially crippling if your purchase arrangements extended out until BIL production without a rate locked in.

On the other side of the market, primarily export-market used stock- especially to New Zealand or Africa - has plummeted in value across the lanes.

If ever there was a graphic example needed for how New Zealand demand influences Japanese auction values, the crumbling prices attained for stock specific to our market over the past few weeks has been a sobering affirmation of that link.

Toyota Aqua values, by way of example, have seen between Y100,000 to Y150,000 reductions on prices realised for NZ-market cars- mid-km S and G-spec models, more than making up for any exchange rate variables.

Mazda Demio - both the older SkyActiv DE models and the new DJ 2014-on, have seen prices tumble, more pronounced on the DJ model making them suddenly - if briefly - a real value proposition for Kiwis.

Mazda Axela BM models from 2013 have taken a hit, along with Toyota Auris, Nissan Note (especially the Note-DIG models) along with most of the Nissan passenger car range.

Across the lanes, New Zealand market-specific stock (where Kiwis are not, as a rule, competing against Japan domestic buyers) has seen value stripped away and the volumes of cars sold dramatically decrease.

The auction houses are full - with a good proportion of their traditional offerings simply finding no buyers, prices either have to continue to fall, or stock simply continues to mount up.

What this means for the New Zealand market is probably inevitable - a gradual move out of Level-4 isolation coinciding with desperate cashflow constraints by Kiwis holding large volumes of unsold stock - or worse, stock on the water or held in storage pending restriction being lifted on compliance and sales, already hopelessly over-geared in a market with flat demand and, at least for the time being, a ready source of stock in Japan at prices well below the pre-isolation bar.

The key for survival going into late April and May will be resilience, financial stability - or at least, the ability to weather the storm, industry-wide co-operation and smart business and marketing acumen.

Buying slows dramatically in japan

We chat to buyer and wholesaler Nick Jenkins from a Japanese auction house . He tells us about how buying is slowing in Japan, how prices are changing and how life has changed in our biggest used import supply market.

AUTOSURE: LIFE IN LOCKDOWN

I'm pleased to report that Autosure is well positioned to keep supporting our partners and customers through this trying time.

We've been classified as an "essential business" and are proud of how our team have pulled together to keep things going. We implemented our Business Continuity Plan (BCP) within a few days and had all we needed in place for everyone to work from home as soon as the lock down commenced.

Our operations manager **Sharon Fry** said: "I take my hat off to our IT team. They've done an amazing job of getting everyone set up so quickly."

Working from home – the new norm

It's been great to see our team being so positive, flexible and resourceful to make this "new working world" work. There have been some teething issues and we definitely have some learnings we're using to update our BCP. But we've had some entertaining moments too:

- Before we were fully set up one of our staff had to bribe her son so she could borrow his school laptop for work stuff.
- Thanks to video conferencing meetings we now all have a much better idea of what each other's lounges, kitchens and bedrooms look like.
- There have been a lots of kids who've been asked to "keep quiet" (though not always using quite those words) because mum or dad is on a work call.
- **We've been entertained by children in the background playing while we're discussing serious work initiatives - one was only just stopped in time from turning on the inSinkErator before her mum's meeting would have been abruptly cut short.**
- One of our team members used to be a gym instructor, so she's been threatening to create an Autosure daily exercise plan, to keep us all fit in lockdown. We'll see how that goes...

Contacting us

During this period our team will continue to be available to help our customers with claims and general enquiries, as well as providing support to our agents and repairers.

There are some disruptions countrywide to phone calls at the moment, so the best way to reach us is via email. Plus you and your customers can find lots of useful information on our website.

While our interactions with you won't be face-to-face for a while, we'll still offer our high level of service, so please continue to feel free to contact us.

PPI claims

We've increased the resourcing in our PPI claims team and as usual will be treating each claim on its merits. We have already assisted a Gisborne customer who was made redundant due to the effect of COVID-19 on the logging industry.

Our operations manager Sharon Fry said: "I take my hat off to our IT team. They've done an amazing job of getting everyone set up so quickly."

MBI claims

Please re-assure customers that we're here to help them with claims. However, as repairers will be shut during this time (except those repairing vehicles for essential workers), repairs will be arranged as and when they can be. We realise that while in lockdown people are unlikely to be able to get a WOF, registration or meet their servicing requirements for their car. But they don't need to worry. We'll still consider claims, as long as the breakdown/failure is not due to any safety related issue.

The NZAA will continue to provide roadside assistance. However, while operating under the lockdown period, where vehicle recovery is required this will now be to a customer's home address or closest place of safety, unless there is need to support an essential or emergency service vehicle.

James Searle is general manager of DPL Insurance Limited

Car insurance claims

Vero will also be available for claims support as usual. For any accidents that occur while these restrictions are in place, they expect police will arrange tows from the scene and repairs will be arranged as and when they can be.

Please re-assure customers that if their WOF is due while we are in alert level four – their car insurance will still be in place, as long as there isn't an existing safety issue that would mean they might not get a WOF – such as tyres needing to be replaced. If they have an accident while using their car for an essential reason during this time, they'll also be covered as long as the cause of the accident isn't related to a reason why their car might fail a WOF.

Scammers

As if we haven't all got enough going on right now, cyber criminals are increasing their phishing activities, so please be extra vigilant:

- Check the "from" email address - Do you know the sender? Is the company name spelled correctly?
- Don't click on unsolicited website links or attachments.
- Keep your user names and passwords private.

Autosure has been around for over 30 years. We've seen many ups and downs - never something quite like this – but by working together to support each other, we can get through this. If you have any questions, please don't hesitate to contact your Autosure account manager.

AUTOSURE

NEW ZEALAND

Our team, working remotely together...

...here for you & your customers

Please feel free to contact us

www.autosure.co.nz | 0800 267 873 | sales@autosure.co.nz

TIPS FOR WORKING FROM HOME DURING A LOCKDOWN

by **Jaques Gray**
Provident Insurance national sales manager

Working from home is very different to working in the office. It can be very tempting to adopt a more casual approach towards your work environment and responsibilities, but over the long term this can be detrimental.
So, I've put together some tips on how to help you work successfully from home.

Your workspace
Most of you may not have a dedicated space at home to work from. If you do great, if not try and set yourself up similar to your workspace in the office. Do the best you can to create a designated space, which is as permanent as possible for the time you will be working from home. If you must move say for each mealtime from a kitchen table, perhaps retain the space for the full time other than say breakfast and dinner times. Arrange the set up so any transition is as quick as possible. You don't want the set up to take you more than five minutes each time.
If you are struggling, look to change your work area to a more remote part of the home or property, i.e. you may find an unused part of the property more accommodating, ie, a garage.
If you're not able to find a workable space, I suggest you contact your manager (if available) to see if you can collectively arrive at a solution.

Stick to routines
Get up and start work at your normal time where possible.
Prepare a to do list at the end of each day, for the following day. This will allow you to start each day with a purpose.
Make sure you stop for lunch and other regular short breaks.
It may be tempting to become distracted, but by sticking to a routine it will pay off in the long term. Try and stick to set hours of work so that your work and personal time do not become blurred.
If you are required for any reason to alter your usual work hours to accommodate others, make sure this can be done so you can still deliver the responsibilities of your role.

Communication
It is important to stay connected. Keep in touch with your colleagues and manager, be it online or on the phone. Make sure either you or another member in your team (possibly your manager) has setup regular catch ups, either as one on one or as a group. Make sure you are available for those catch ups.
Check in with each other, just as you would when in the office.

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AUTOHUB WORKING TO KEEP VEHICLES MOVING

While buying in Japan has slowed to a trickle, vehicles are still on the way – and where to put them is becoming a big task for all-in-one logistics operator Autohub.

The Heiwa Group company now has its New Zealand team working from home, while the Japanese office in Osaka remains open.

Chief executive **Frank Willett** says that with compliance workshops and dealer yards now shut, the need is to find places for vehicles to be stored – in the most cost-effective way possible.

"General client enquiries at this stage are 'where is my vehicle', and 'who is paying for storage'," Willett notes. "Autohub is working to keep vehicles moving off ports."

He explains they are working with their transport contractors as to where vehicles will go, though notes most have storage facilities with available capacity.

Storing a vehicle for a month will usually cost around $300 plus GST, but given this unprecedented situation, all hopes are to get this cost down as low as possible.

Vehicles are still being purchased, and at the Japanese end and in terms of shipping, the chain is still moving.

"There appears to be subduing activity, but it's not stopped – there are some customers who don't seem to have thought seriously about the ongoing effects of what the lockdown means," Willett says.

He says there have been some calls

"General client enquiries at this stage are 'where is my vehicle', and 'who is paying for storage'," Willett notes. "Autohub is working to keep vehicles moving off ports."

from traders struggling to pay for their vehicles and/or shipping services. "We are assessing customers' positions on a case by case basis and what breathing space or assistance we can offer. There's no 'one shoe fits all' policy and we will do what we can within reason to help customers get through this.

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It's okay to spend a couple of minutes chatting socially to make sure you are all "keeping sane" while working under these new and unusual conditions.

Time management

Self-management is critical. You don't have a manager to prompt you to undertake various tasks, so you need to take responsibility yourself.

It can be easy to get off track and get distracted by some of the "enticements" at home that don't exist in the office, ie, TV. Try to reduce any noise or visual distraction from your environment and if possible, from any external source to help you focus.

It is important that you keep on task and get through the same volume of work that you did in the office.

As I mentioned before, use a to do list to keep you focused, and help get things done. Also look to use your Outlook calendar to ensure any time or date-based tasks like end of month reports etc, don't get missed.

Health, safety & wellbeing

Make your workspace as separate as possible from the rest of the living space, ensure it is as comfortable as possible. Look to find a space where you can maintain good posture and ergonomics, i.e. sitting on the bed with your computer in your lap is not ideal.

If you need to lay cables and power cords around the floor, make sure they are secure and not a trip hazard for you or others.

Use the time saved not travelling to work, to adopt an exercise program. There are plenty of simple floor exercises that do not require any equipment that you can find online or go for a walk around the block. Short distances are great, even if you don't normally exercise. It is important you keep moving and keep the blood flowing. If you decide to leave the house on a break, please stick to the current isolation rules and maintain social distancing.

Just because you are not in the office and potentially not interacting with others as much as you normally would, don't let your hygiene habits slip.

As we are in lock down due to a virus continue to wash your hands regularly, adopting the 20 second rule and minimise touching your face.

Avoid snacking throughout the day, stick to regular meal breaks and take the time away from your workspace to eat.

If you are on your own and finding your own company challenging, take a small break and look to interact with others by phone, text or email.

Courtesy to others in your environment

You may have children, or other people who are also at home, they may present a challenge on your ability to "work". Try and setup some activities for others that allow you to get some decent blocks of uninterrupted time.

If your partner is also at home, perhaps you can roster times where you both are able to get some dedicated work time.

Try not to get too stressed out if your attempts don't always work as planned.

Well that's that my two cents worth. To my team, my industry partners and all of you working in the automotive community, I admire your resilience - stay positive, stay safe and stay productive".

NEW BMW 2-SERIES GRAN COUPE OFFERS MORE CHOICE

Sitting dimensionally between the BMW 1 Series hot hatch and the mid-size 3 Series range, the new BMW 2-Series Gran Coupe offers buyers the options of a comfortable urban cruiser or a more sporting grand tourer.

The svelte looking Gran Coupe is based on the same platform as the front-wheel-drive 1 Series, but it is 4526mm long, 180mm wide, and 1420mm high, and combines coupe styling and dynamics with the practicality of four doors (with frameless windows) and a 430- litre boot capacity.

It will appeal to those BMW buyers who don't want a 1 Series hatch but can't stretch to the retail price of a 3 Series sedan.

In comparison to the iconic BMW E46 3-series sedan, the new 2-series Gran Coupe is 56mm longer, has a 55mm shorter wheelbase, but offers the same amount of front legroom as the older car and 33mm more legroom in the rear, making for easier entry and exit as well as comfort on longer journeys.

A 40/20/40 split rear seat backrest allows the 430 litres of boot space to be expanded as required.

The 2-Series Gran Coupe joins its bigger siblings the 4-Series, 6-Series, and 8-Series Gran Coupes of which BMW have sold more than 400,000 units globally, according BMW Group

Australia head of product marketing **Brendan Michel**.

There are three 2-Series Gran Coupe variants on offer for the New Zealand market, the more-comfort orientated front-wheel-drive 218i Sport Line Edition (from $58,900), and the sportier front-wheel-drive 218i M Sport (from $62,000). Both are powered by the same delightful 1.5-litre 103kW/220Nm turbocharged three-cylinder engine you find in a Mini Cooper, transmitting that power to the front wheels through a seven-speed automatic.

The all-wheel-drive high performance M235i XDrive lobs in from $91,400. It is differentiated from the 218i models by the exclusive highlights in Cerium Grey with a distinctive three-dimensional mesh kidney grille adorning the front.

It gets it thrust from a 225kW/450Nm

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turbocharged four-cylinder 2-litre petrol engine allied to an 8-speed automatic.

The entry-level 218i Sport Line Edition is very well equipped, featuring 17-inch alloy wheels, climate air, cloth upholstery, LED headlights, wireless smartphone charging and wireless Apple Car Play, driving assistant, parking assistant, including reversing assistant, lateral parking aid, rear view camera, front and rear park distance control for front and rear as well as Sport seats for driver and front passenger and teleservices.

Moving up to the 218 M Sport adds 18-inch M alloy wheels, head-up display, anthracite headliner, Boston illuminated interior trim finishers, M aerodynamics package, M leather steering wheel, M Sport package and M Sport suspension.

The top of the range M235i xDrive is further differentiated by 19-inch alloy wheels, automatic transmission with gearshift paddles, adaptive LED headlights, dual-zone climate air, comfort access, electronic seat adjustment, Harman Kardon surround sound system, Dakota leather and M rear spoiler, M seat belts, M sport brakes, M front and rear sports seats and M sport steering.

Available options include a $2900 visibility package or a $1500 comfort package.

New BMW vehicles offer a five-year warranty, three-year service inclusive programme and five-year roadside assist coverage is fully included. All maintenance requirements for the BMW 2 Series Gran Coupé are controlled by the condition-based servicing (CBS) system.

With CBS, sensors and algorithms monitor and calculate the conditions in which a vehicle is used, including mileage, time elapsed since its last service, fuel consumption and how a vehicle is driven. Based on the information captured, maintenance requirements are determined, identifying whether an annual vehicle inspection or oil service is due.

Selected BMW service and maintenance costs can be covered by a single, one-off advance payment with BMW service inclusive (BSI), which is available in two packages: Basic or Plus.

First driving impressions

BMW Group Australia held the media launch of the 2-Series Gran Coupe in Sydney which allowed us to experience the cars in their natural suburban habitat as well as the narrow and windy hill roads of the Ku Ring Gai Chase national park.

Driving an M235i XDrive solo in the Sydney CBD is not for the faint of heart, but the navigation system with turn by turn instructions replicated in the head up display took a lot of stress away, allowing us to enjoy the sports bucket seats and the aural delights of BMW's most powerful 2-litre engine yet.

As you would expect the all-paw M235i xDrive gets off the line very quickly and the turbocharged four-cylinder engine produces the requisite bellows and pops from the exhaust system as befitting of an M badged machine.

The engine offers plenty of urge right through the rev range and the paddle shift gearbox is quick, smooth and precise.

Even with comfort mode selected, you can feel the stiffness of the chassis and the crisp response of the steering, the large wheels and low-profile tyres of the M23i XDrive didn't take well to the potholes which are the scourge of the arterial routes in NSW.

However, the more softly suspended 218i M Sport was perfectly at home in the urban sprawl and on the challenging narrow roads of Sydney's national park and northern beaches. The front-wheel-drive 218i naturally has more understeer than the all-paw M235i, but it still corners crisply, and the characterful three-cylinder engine has plenty of verve when faced with the hills of Sydney.

Normally after you've driven the top-of-the range model, the lesser variant is a bit of a come down. But not so in the 218i M Sport, it has the same build quality, offers very similar features and has a significantly smaller price tag. More importantly the buyers won't care which are the driving wheels, the badge on the bonnet is far more important to them.

2020 BMW 2 Series Gran Coupe pricelist:

218i Sport Line Edition
$58,900

218 M Sport
$62,000

M235i xDrive
$91,400

BOLDER MORE CONTEMPORARY LOOK FOR F-TYPE JAGUAR

Jaguar's revised F-Type sports car with bolder, more contemporary styling and a range of technical improvements will go into New Zealand showrooms immediately the government lifts the COVID-19 alert.

Jaguar Land Rover New Zealand general manager **Steve Kenchington** says that though it's challenging to take a classic modern design to the next step, Jaguar's team has achieved it.

"It's a nice upgrade.

"The F-Type was already a beautiful vehicle and this is an evolution not a revolution which is probably what our customers are looking for."

He says the car is vastly improved inside and out "and a significant technology upgrade helps lift Jaguar into a much more contemporary set of brands".

The new F-Type is available in coupe and convertible forms and three engine choices – V8, a V6 and a four-cylinder. The V8 is all-wheel drive; the other two are rear-wheel drive.

Kenchington says that when the F-Type was first launched locally, the range included a rear-wheel drive V8. "It was an 'interesting' drive in the wet," and Jaguar NZ decided to market only all-wheel drive V8s.

Feedback from customers was that was "the way to go" for the V8.

In the new range, the 5.0-litre 423kW supercharged V8 catapults the F-Type R to 100km/h in 3.6 seconds and a 300km/h top speed; the familiar supercharged 3.0-litre V6 develops 279kW and 460Nm.

The 2.0-litre turbocharged 220kW Ingenium engine in the four-cylinder F-Type develops peak torque of 400Nm; the car hits 100km/h in 5.7 seconds.

The outgoing F-Type's distinctive exhaust "crackle and pop" on the overrun has been retained, with sounds tuned to suit each model's character.

Powertrain-specific exhaust pipes emerge from the rear diffuser. The four-cylinder has a single, central, quadrilateral finisher, the V6 has two large round tailpipes, and V8s have quad outboard exhausts.

All models have eight-speed Quickshift transmissions which can be shifted manually using a SportShift gear selector or steering wheel-mounted paddles.

Front and rear suspension is by aluminium wishbones, and the electric power steering is recalibrated for improved road feel.

The F-Type's Adaptive Dynamics system uses new-design springs and anti-roll bars, and continuously-variable dampers.

Exterior design director **Adam Hatton** says the new styling emphasises Jaguar's values of proportion and stance.

Super-slim headlights, daytime running lights and sweeping direction indicators blend into the new clamshell bonnet, redesigned model-specific front bumpers and wider and deeper grille.

Pixel LED headlights, with each cluster housing four LED modules, are exclusive to the F-Type R.

Pixel technology links the windscreen-mounted stereo camera to the lights' controller. It allows every LED to be switched off or dimmed to produce a high beam which masks out oncoming vehicles to avoid dazzle while still illuminating the road ahead.

Jaguar's interior design director **Alister Whelan** says the high-definition virtual instrument cluster and aluminium gearshift paddles emphasise the cockpit's diver-focused feel.

All models have a new-design reconfigurable HD TFT instrument cluster and Touch Pro infotainment system, a Smartphone Pack with Apple CarPlay and Android Auto, and a Meridian audio system.

The slimline seats are ergonomically-shaped; only one seat grade is offered – Performance, with extra shoulder support.

Local pricing is $139,900 for the four-cylinder, $164,900 for the V6 and $214,900 for the V8; Jaguar NZ is taking orders now.

Kenchington says Jaguar NZ has been low-key in promoting the car widely following the announcement that NZ was heading towards a COVID-19-triggered lockdown.

NZ's sports car market is very small and is dominated by Porsche but Kenchington says Jaguar has had good success with the four-cylinder convertible – introduced here about a year ago – and with the AWD V8.

"But I'd suggest that overall the 3.0-litre V6 is number one for us."

IMPORTS DROP A THIRD

The market for used import vehicles has taken a severe hit, with the slowing market compounded by the COVID-19 shutdown at the end of the month.

Passenger vehicle registrations were down 27.7% for the month to 8565 units, from 11,852 in March 2019.

For the year the used import passenger market is now down 10% to 31,005.

Toyota was the market leader - as usual - with registrations of 2165, down 12.8% for a 25.3% market share.

Nissan in second was down 28.6% to 1613 for an 18.8% share, followed in third by **Mazda** on 1276, down 35.5% for a 14.9% of the market.

Honda was fourth in March, down 37.1% for a 10.1% share, followed in fifth by **Subaru** on 587, down 11.7% for a 6.9% stake.

The **Mazda Axela** was the most popular used import passenger model on 469 units, down from 627 this time last year.

The **Toyota Corolla** was second on 394, followed in

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USED IMPORT COMMERCIAL MAKES

MAKE	MAR '20	MAR '19	Movement	% Change	Market Share
TOYOTA	298	499		-40.3	43.1
NISSAN	195	218		-10.6	28.2
ISUZU	37	45	↑ Up 1	-17.8	5.4
MAZDA	27	50	↓ Down 1	-46.0	3.9
FORD	24	36	↑ Up 1	-33.3	3.5
MITSUBISHI	22	20	↑ Up 1	10.0	3.2
HINO	17	38	↓ Down 2	-55.3	2.5
HOLDEN	12	14	↑ Up 1	-14.3	1.7
FIAT	10	15	↓ Down 1	-33.3	1.4
CHEVROLET	8	12		-33.3	1.2
OTHER	41	62		-33.9	5.9
TOTAL	**691**	**1009**		**-31.5**	**100.0**

20 TOP USED IMPORT PASSENGER MAKES

MAKE	MAR '20	MAR '19	Movement	% Change	Market Share
TOYOTA	2165	2483		-12.8	25.3
NISSAN	1613	2260		-28.6	18.8
MAZDA	1276	1979		-35.5	14.9
HONDA	863	1373		-37.1	10.1
SUBARU	587	665	↑ Up 1	-11.7	6.9
SUZUKI	366	691	↓ Down 1	-47.0	4.3
MITSUBISHI	335	526		-36.3	3.9
BMW	316	456		-30.7	3.7
VOLKSWAGEN	269	356		-24.4	3.1
AUDI	152	248		-38.7	1.8
LEXUS	108	122	↑ Up 1	-11.5	1.3
MERCEDES-BENZ	100	152	↓ Down 1	-34.2	1.2
FORD	59	84		-29.8	0.7
VOLVO	51	57		-10.5	0.6
CHEVROLET	32	39	↑ Up 1	-17.9	0.4
HOLDEN	27	32	↑ Up 1	-15.6	0.3
LAND ROVER	25	28	↑ Up 3	-10.7	0.3
HYUNDAI	24	25	↑ Up 3	-4.0	0.3
MINI	24	30	↓ Down 1	-20.0	0.3
DODGE	23	24	↑ Up 2	-4.2	0.3
OTHER	150	222		-32.4	1.8
TOTAL	**8565**	**11852**		**-27.7**	**100.0**

TOP 10 USED IMPORT COMMERCIAL MODELS

MAKE	MODEL	MAR '20	MAKE	MODEL	MAR '19
TOYOTA	HIACE	210	TOYOTA	HIACE	390
NISSAN	NV200	60	NISSAN	CARAVAN	64
NISSAN	NV350	45	NISSAN	NV200	55
NISSAN	CARAVAN	39	TOYOTA	DYNA	42
TOYOTA	DYNA	38	NISSAN	NV350	39
ISUZU	ELF	26	ISUZU	ELF	36
TOYOTA	REGIUS	22	MAZDA	BONGO	33
NISSAN	VANETTE	18	TOYOTA	REGIUS	32
MAZDA	BONGO	17	HINO	DUTRO	24
TOYOTA	TOWNACE	16	NISSAN	ATLAS	22

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third by the **Toyota Aqua** on 376.

In fourth, 353 **Honda Fits** were registered, followed in fifth by the **Suzuki Swift** on 308.

The **Nissan Leaf** was the top EV on 196, the **Subaru Legacy** the top large car on 188, the **Mitsubishi Outlander** the top SUV on 180, **Volkswagen Golf** the top Euro on 156 and the **Toyota Wish** the top MPV on 145.

In commercials, registrations were down 31.5% to 691 units.

AROUND THE COUNTRY
PASSENGER REGISTRATIONS

DIST	MAR '20	MAR '19	% CHANGE
WHA	153	298	-48.66
AUC	3976	5683	-30.04
HAM	570	819	-30.40
THA	80	100	-20.00
TAU	341	478	-28.66
ROT	132	180	-26.67
GIS	63	61	3.28
NAP	179	305	-41.31
NEW	121	182	-33.52
WAN	70	111	-36.94
PAL	255	341	-25.22
MAS	53	57	-7.02
WEL	625	845	-26.04
NEL	181	254	-28.74
BLE	37	59	-37.29
GRE	27	21	28.57
WES	3	5	-40.00
CHR	1083	1404	-22.86
TIM	148	90	64.44
OAM	19	17	11.76
DUN	305	377	-19.10
INV	144	165	-12.73
TOTAL	**8565**	**11852**	**-27.73**

Commercials were expected to take a dive due to new ESC rules taking most vans out of buying contention - but that hit is still realistically a couple of months off.

For the year, commercials are down 18% to 2402 units.

Toyota was the most popular commercial brand on 298 units, down 40.3% for a 43.1% market share - normally the brand commands around half of the market.

Nissan was second on 195 units, down 10.6% for a 28.2% market share, followed by **Isuzu** on 37 - down 17.8% for a 5.4% share.

Mazda took fourth on 27, and **Ford** fifth on 24.

The **Hiace** remains the top selling commercial on 210 units.

In second, the **Nissan NV200** on 60 was closely followed by the larger **NV350** on 45, and the sister model Caravan on 39.

The **Toyota Dyna** was the top truck on 38.

Sales '7 out of 10'

Ben Harris, general manager of major Christchurch used car dealer Paul Kelly Cars, says that sales over the company's four yards in

the first three weeks of March were "probably seven out of 10."

"We were getting a bit of momentum looking forward to the last weekend; we were building quite nicely. Then it stopped, 100%."

Sales were good on March 21, the Saturday before the lockdown announcement.

"Then it stopped on the Sunday and Monday, the day Jacinda made her announcement."

Since then there has been a bit of Trade Me inquiry, "but it's a lot harder to sell cars" without the person-to-person touch. There's been other "limited but genuine inquiry".

Foot traffic had slowed during the week before the lockdown announcement. Harris says staff had noticed that people coming on to the yards on the Wednesday, Thursday and Friday of the third week in March were "coming with the sole purpose of buying a car – they were more in buying mode. People were also very cautious in terms of safety protocols".

He says business owner **Paul Kelly** "has an incredible loyalty to his staff and customers and is intending to get through this without redundancies". He says Kelly is thinking outside the square on ways to retain staff.

"The main thing is all of our staff are safe and well, and as far as we know customers are as well. We're lucky that Paul Kelly Cars is a really strong and trusted brand, and Paul has a mindset of keeping everyone."

The company has a plan to cover a four-week shutdown and a plan B to cover up

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USED IMPORT COMMERCIAL MAKES – YEAR-TO-DATE 2020

	CHEVROLET	DODGE	FIAT	FORD	HINO	HOLDEN	ISUZU	MAZDA	MITSUBISHI	NISSAN	TOYOTA	VOLKSWA-GEN	OTHER	TOTAL
20-Jan	11	5	66	40	26	14	26	41	25	200	345	8	40	847
19-Jan	19	1	30	58	35	19	39	40	35	206	399	6	50	937
% diff	-42	400	120	-31	-26	-26	-33	3	-29	-3	-14	33	-20	-10
20-Feb	13	4	12	21	22	12	41	26	18	211	430	9	45	864
19-Feb	22	9	24	48	45	13	42	61	29	213	437	9	48	1000
% diff	-41	-56	-50	-56	-51	-8	-2	-57	-38	-1	-2	0	-6	-14
20-Mar	8	3	10	24	17	12	37	27	22	195	298	2	37	691
19-Mar	12	6	15	36	38	14	45	50	20	218	499	10	46	1009
% diff	-33	-50	-33	-33	-55	-14	-18	-46	10	-11	-40	-80	-20	-32
YTD 20	32	12	88	85	65	38	104	94	65	606	1073	19	104	2402
YTD 19	53	16	69	142	118	46	126	151	84	637	1335	25	144	2946
%diff	-40	-25	28	-40	-45	-17	-17	-38	-23	-5	-20	-24	-28	-18

Continued from page 38

to eight weeks. "If it goes beyond that it will have significant ramifications. We're hoping that it will be only four weeks."

But when the lockdown lifts, Harris says staff know they will have a big task ahead of them. "It will be an interesting few months when we get back.

"There's going to be a lot of stock and dealers will be intent on getting money in the bank."

Sales were going well and then ...

Palmerston used car dealer **Peter Day** says business was good before the COVID-19 lockdown stopped it in its tracks in the fourth week of March.

His company Peter Day Motors was going well. "We were having a good month actually, going along quite nicely, and I believe that if it had stayed like that we would have done okay."

Day says there hasn't been much phone or online inquiry during the first few days of the lockdown, with people taking a wait and see attitude. "We can't deliver vehicles anyway."

Day says customers still being employed – and having been working during the crisis – will be important in the car trade's recovery after the lockdown.

"Everyone having a job is the key, and the government seems to be recognising that. That's all very well but if employers for whatever reason go out of business, they can't offer job security. The government has got to look at keeping business going."

Day says the car trade has been hit by highs and lows over the years, and he's optimistic about the outcome this time. "Hopefully this will be a short-sharp one but who knows? Time will tell, no-one knows.

"I think we will lose a few dealers during this, but I think the good operators will be here and will hang in. They've been through the GFC [during 2008] so have much more idea of how tough it can be."

Day believes being in the Manawatu will have some advantages once the lockdown ends. A high percentage of the population works for government agencies and departments and the province is not a tourist destination. "Tourism is miniscule."

But, he adds, "who knows what the future holds, but I'm optimistic we'll bounce back reasonably well."

20 TOP USED IMPORT PASSENGER MODELS

MAKE	MODEL	MAR '20	MAKE	MODEL	MAR '19
MAZDA	AXELA	469	MAZDA	AXELA	627
TOYOTA	COROLLA	394	SUZUKI	SWIFT	593
TOYOTA	AQUA	376	HONDA	FIT	575
HONDA	FIT	353	NISSAN	TIIDA	502
SUZUKI	SWIFT	308	MAZDA	DEMIO	489
TOYOTA	PRIUS	306	TOYOTA	COROLLA	470
MAZDA	DEMIO	267	TOYOTA	PRIUS	304
NISSAN	TIIDA	257	MITSUBISHI	OUTLANDER	297
SUBARU	IMPREZA	226	SUBARU	LEGACY	265
NISSAN	LEAF	196	NISSAN	LEAF	262
SUBARU	LEGACY	188	TOYOTA	WISH	262
MITSUBISHI	OUTLANDER	180	MAZDA	ATENZA	257
VOLKSWAGEN	GOLF	166	TOYOTA	VITZ	243
TOYOTA	VITZ	156	MAZDA	PREMACY	234
MAZDA	ATENZA	155	SUBARU	IMPREZA	231
NISSAN	NOTE	147	VOLKSWAGEN	GOLF	223
TOYOTA	WISH	145	TOYOTA	AQUA	212
NISSAN	DUALIS	140	NISSAN	DUALIS	203
NISSAN	X-TRAIL	135	NISSAN	NOTE	190
MAZDA	PREMACY	131	HONDA	STREAM	159

THE 17 LEADING USED IMPORT PASSENGER MAKES – YEAR-TO-DATE 2020

	AUDI	BMW	CHEVROLET	DAIHATSU	FORD	HOLDEN	HONDA	HYUNDAI	MAZDA	MERCEDES	MITSUBISHI	NISSAN	PEUGEOT	SUBARU	SUZUKI	TOYOTA	VW	OTHER	TOTAL
20-Jan	185	353	40	2	86	29	1174	18	1925	120	480	2246	12	795	536	2936	335	421	11693
19-Jan	177	417	44	8	90	31	1270	23	1873	149	552	2328	2	653	653	2450	391	487	11598
% diff	5	-15	-9	-75	-4	-6	-8	-22	3	-19	-13	-4	500	22	-18	20	-14	-14	1
20-Feb	197	364	33	2	87	26	1115	26	1715	121	448	2024	8	660	515	2668	337	401	10747
19-Feb	210	395	39	8	79	24	1224	20	1780	171	531	2207	9	621	601	2406	344	460	11129
% diff	-6	-8	-15	-75	10	8	-9	30	-4	-29	-16	-8	-11	6	-14	11	-2	-13	-3
20-Mar	152	316	32	3	59	27	863	24	1276	100	335	1613	5	587	366	2165	269	373	8565
19-Mar	248	456	39	5	84	32	1373	25	1979	152	526	2260	5	665	691	2483	356	473	11852
% diff	-39	-31	-18	-40	-30	-16	-37	-4	-36	-34	-36	-29	0	-12	-47	-13	-24	-21	-28
YTD 20	**534**	**1033**	**105**	**7**	**232**	**116**	**3152**	**68**	**4916**	**341**	**1263**	**5883**	**25**	**2042**	**1417**	**7769**	**941**	**1195**	**31005**
YTD 19	**635**	**1268**	**122**	**21**	**253**	**87**	**3867**	**68**	**5632**	**472**	**1609**	**6795**	**16**	**1939**	**1945**	**7339**	**1091**	**1420**	**34579**
%diff	**-16**	**-19**	**-14**	**-67**	**-8**	**33**	**-18**	**0**	**-13**	**-28**	**-22**	**-13**	**56**	**5**	**-27**	**6**	**-14**	**-16**	**-10**

COVID-19 SEES NEW CARS IN DRAMATIC DECLINE

March 2020 registrations were down 37.3% (4954 units) compared to the same month last year, with 8317 new vehicles registered compared to March 2019 with 13,271 registrations.

"The month of March was already slowing due to supply constraints from shut down manufacturing plants around the world and then they ground to a halt when the Covid-19 alert level 4 was implemented," Motor Industry Association chief executive **David Crawford** notes.

Year-to-date the market is down 15.6% (6075 units) on the same period in 2019.

"The prospect for registrations during April remains bleak with the Covid-19 level 4 alert planned to be in place for the majority of the trading month," Crawford adds.

Passenger vehicle registrations in March were down 35.7% to 5416 units, 3009 less than 2019.

Commercial vehicle registrations, which have been trending down for five months previously, were down a massive 40% (1945 units) compared to March 2019.

The top models for the month of March were the **Ford Ranger** (444 units), followed by the **Toyota Hilux** (435) and the **Holden Colorado** third (370).

Toyota remains the overall market leader with 18% market share (1515 units), followed by **Holden** with 10% (835) and **Mitsubishi** in third spot with 8% market share (694).

Toyota also leads passenger and SUV registrations with 17% market share (918 units) followed by **Holden** with 9% (461) and then **Suzuki** with 7% share (397).

The top-selling passenger and SUV models for the month were the **Toyota RAV4** (318 units) followed by the **Toyota Corolla** (240) and the **Nissan Qashqai** (173).

In commercials, **Toyota** regained the market lead with 21% market share (597 units) followed by **Ford** with 18% (508) and **Holden** third with 13% share (374).

The **Ford Ranger** retained the top spot as the bestselling commercial model with 15% share (444 units) followed by the **Toyota Hilux** also with 15% (435) and the **Holden Colorado** third with 13% (370).

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NEW PASSENGER MODELS

MAKE	MODEL	MAR '20	MAKE	MODEL	MAR '19
TOYOTA	RAV4	318	KIA	SPORTAGE	379
TOYOTA	COROLLA	240	MAZDA	CX-5	310
NISSAN	QASHQAI	173	TOYOTA	COROLLA	301
KIA	SPORTAGE	162	SUZUKI	SWIFT	263
SUZUKI	SWIFT	159	MITSUBISHI	OUTLANDER	261
MAZDA	CX-5	144	HONDA	JAZZ	213
MITSUBISHI	OUTLANDER	144	HONDA	HR-V	207
TOYOTA	C-HR	105	HYUNDAI	TUCSON	207
HOLDEN	TRAX	102	NISSAN	QASHQAI	202
NISSAN	X-TRAIL	101	HONDA	CRV	198
MITSUBISHI	ASX	99	MITSUBISHI	ASX	197
VOLKSWAGEN	TIGUAN	97	SUZUKI	VITARA	159
HONDA	HR-V	95	TOYOTA	RAV4	155
SUZUKI	VITARA	84	NISSAN	X-TRAIL	152
TESLA	MODEL 3	79	HOLDEN	COMMODORE	143
HOLDEN	EQUINOX	75	HYUNDAI	KONA	130
HONDA	JAZZ	75	HYUNDAI	SANTA FE	130
HYUNDAI	KONA	75	VOLKSWAGEN	TIGUAN	129
HOLDEN	SPARK	73	SUBARU	XV	123
HOLDEN	ACADIA	72	TOYOTA	YARIS	121

NEW PASSENGER MAKES

MAKE	MAR '20	MAR '19	Movement	% Change	Market Share
TOYOTA	918	960		-4.4	17.0
HOLDEN	460	543	↑ Up 6	-15.3	8.5
SUZUKI	397	564	↑ Up 3	-29.6	7.3
MAZDA	394	805	↓ Down 2	-51.1	7.3
KIA	354	626		-43.5	6.5
MITSUBISHI	347	631	↓ Down 2	-45.0	6.4
NISSAN	322	489	↑ Up 2	-34.2	5.9
HYUNDAI	305	561	↓ Down 1	-45.6	5.6
HONDA	263	699	↓ Down 6	-62.4	4.9
VOLKSWAGEN	197	307	↑ Up 2	-35.8	3.6
SUBARU	173	338		-48.8	3.2
FORD	153	346	↓ Down 2	-55.8	2.8
MERCEDES-BENZ	152	214		-29.0	2.8
JEEP	87	77	↑ Up 5	13.0	1.6
TESLA	85	20	↑ Up 15	325.0	1.6
AUDI	80	157	↓ Down 1	-49.0	1.5
LAND ROVER	77	135	↓ Down 1	-43.0	1.4
SKODA	72	124	↓ Down 1	-41.9	1.3
MG	71	3	↑ Up 25	2266.7	1.3
HAVAL	58	42	↑ Up 4	38.1	1.1
OTHER	450	784		-42.6	8.3
TOTAL	**5415**	**8425**		**-35.7**	**100.0**

Continued from page 40

The top three segments for the month of March were once again SUV medium vehicles with 18% share followed by SUV Compact also with 16% and the Pick Up/Chassis 4×4 segment with 16%.

Pure electric vehicles bucked the trend and were slightly up with 144 units sold in February, with PHEV's down at 58 units and 511 hybrid vehicles continuing their solid sales performance.

Moore optimistic about future

During its first three weeks, March had looked like being a good month for Whangarei Isuzu ute and Kia car dealer Moore Cars – and then along came the Covid-19 lockdown. Everything stopped, and cars couldn't be delivered and sales were suspended.

"We were on track to do our target," owner **Stephen Moore** says. "But cars arrive and are registered later in the month. **"We've got an awful lot ahead of us; they're predicting a recession, but I'm optimistic about the future."**

Moore says he's still getting online and telephone inquiry. "There are still people making phone calls. I quoted on a ute this morning; he wants to do something, but we can't do anything until we're back on deck."

Moore says it's important to look after his staff's well-being because when the lockdown ends, "I'll need every single one of them to crank up and keep going, especially the workshop."

He thinks that the one-month shutdown will put the business back "six to 12 months, and then we'll catch up. I'm very lucky I've got exceptionally good products, Kia and Isuzu.

"I'm very positive about the future when the lockdown comes off, it'll definitely be back to business as usual."

Gilmour hopeful of buoyant market bounce-back

Emma Gilmour, dealer principal of Dunedin's Gilmour Motors Suzuki, says her company was having a good sales month till the Covid-19 lockdown was declared.

"We've been trading okay the last week while, not amazing, but compared with the third quarter of last year, it's picked up and gone well," she says. "It's a shame. We were going well till it all stopped."

Foot traffic through the dealership in the days before the lockdown was good. **"Which surprised us because there was a lot of talk about [the virus]. Towards the end of the week and the weekend it was quieter."**

The dealership isn't getting "a huge amount" of online inquiry since the lockdown but "people are still looking through our stock, and

Continued on page 42

NEW COMMERCIAL MODELS (UNDER 3500KG)

MAKE	MODEL	MAR '20	MAKE	MODEL	MAR '19
FORD	RANGER	444	FORD	RANGER	850
TOYOTA	HILUX	435	MITSUBISHI	TRITON	594
HOLDEN	COLORADO	370	TOYOTA	HILUX	581
MITSUBISHI	TRITON	347	HOLDEN	COLORADO	488
NISSAN	NAVARA	198	NISSAN	NAVARA	324
TOYOTA	HIACE	134	MAZDA	BT-50	284
MAZDA	BT-50	105	ISUZU	D-MAX	202
ISUZU	D-MAX	66	FORD	TRANSIT	132
FORD	TRANSIT	64	TOYOTA	HIACE	128
FIAT	DUCATO	52	HYUNDAI	ILOAD	109

NEW IMPORT COMMERCIAL MAKES – YEAR-TO-DATE 2020

	FIAT	FORD	FOTON	FUSO	GREAT WALL	HINO	HOLDEN	HYUNDAI	ISUZU	LDV	MAZDA	MERCEDES-BENZ	MITSUBISHI	NISSAN	SSANGYONG	TOYOTA	VOLKSWAGEN	OTHER	TOTAL
20-Jan	56	1024	8	61	47	52	380	76	197	73	180	95	367	274	46	683	119	241	3979
19-Jan	51	888	32	73	33	53	353	76	283	120	163	84	445	338	33	594	99	278	3996
% diff	10	15	-75	-16	42	-2	8	0	-30	-39	10	13	-18	-19	39	15	20	-13	0
20-Feb	42	814	2	61	40	38	181	53	196	72	214	61	342	265	41	799	107	199	3527
19-Feb	44	818	23	73	33	51	302	76	246	140	196	76	506	335	43	817	119	221	4119
% diff	-5	0	-91	-16	21	-25	-40	-30	-20	-49	9	-20	-32	-21	-5	-2	-10	-10	-14
20-Mar	52	508	5	57	33	34	374	25	156	30	105	93	347	198	29	597	71	187	2901
19-Mar	66	982	26	77	30	68	493	113	308	164	284	111	594	325	36	737	162	270	4846
% diff	-21	-48	-81	-26	10	-50	-24	-78	-49	-82	-63	-16	-42	-39	-19	-19	-56	-31	-40
YTD 20	150	2346	15	179	120	124	935	154	549	175	499	249	1056	737	116	2079	297	627	10407
YTD 19	161	2688	81	223	96	172	1148	265	837	424	643	271	1545	998	112	2148	380	769	12961
%diff	-7	-13	-81	-20	25	-28	-19	-42	-34	-59	-22	-8	-32	-26	4	-3	-22	-18	-20

NEW AROUND THE COUNTRY
PASSENGER REGISTRATIONS

DIST	MAR '20	MAR '19	% CHANGE
WHA	139	210	-33.81
AUC	2446	3669	-33.33
HAM	357	613	-41.76
THA	68	121	-43.80
TAU	245	408	-39.95
ROT	109	155	-29.68
GIS	34	42	-19.05
NAP	159	270	-41.11
NEW	88	113	-22.12
WAN	63	110	-42.73
PAL	159	301	-47.18
MAS	63	110	-42.73
WEL	530	835	-36.53
NEL	54	126	-57.14
BLE	44	82	-46.34
GRE	7	17	-58.82
WES	1		
CHR	499	748	-33.29
TIM	61	69	-11.59
OAM	10	8	25.00
DUN	186	275	-32.36
INV	93	143	-34.97
TOTAL	5415	8425	-35.73

Continued from page 41

we're still getting inquiries." Gilmour says the uncertainty about how long the lockdown will last is having an effect.

"This is four weeks but how long will it go on? Six weeks? Twelve weeks?"

In the long run she thinks the company will be fine. "It's just the whole fact of how much we have to go into our reserves and how much debt.

"We'll be ready when we kick off again with service and other parts of the business. I'm not worried about that as much as if we have to go into our reserves before we can start up again."

Looking at the long term, Gilmour says she is "more of a realist than an optimist, but people still have to have cars, cars break down and people have to replace cars."

When the lockdown comes off Gilmour says: "Hopefully the market can come back reasonably quickly and be buoyant again. Here's hoping."

Well stocked for lockdown lift

Great Lake Motor Company which distributes Chinese LDV and Korean SsangYong vehicles says its dealers were on target for a record month before the Covid-19 lockdown halted vehicle sales mid-March.

Great Lake general manager **Andrew Bayliss** says sales in the first weeks of March were strong. "We were on track for a huge month with SsangYong. We'd sold 90 units by the time the lockdown came, and there's always a strong push towards the end of the month."

The first big shipment of new model Korandos is sold out and the second production run cars are on the water now.

Bayliss says Korea has handled the Covid-19 crisis well; the Korean factories are back at work and production "is going gangbusters".

He says supply from the company's other brand LDV has been an issue since Covid-19 struck.

"Covid hit China at Chinese New Year when factories were already shut down." When China went into lockdown: "that hit us in terms of product supply. We were down to tens of units rather than hundreds, and we ran out of smaller G10 vans.

"We were fortunate, however, that our parts manager had placed a massive order which left China literally at the 11th hour before everything closed down."

Bayliss says a big shipment of LDVs is due to leave China in the next few days.

Great Lake is getting strong online inquiries. "People are sitting at home on their computers and are inquiring about new vehicles.

"We're passing them on to dealers who are getting in touch with people and when we get back [to work] there could be a big rush.

"We don't know what's in store for the industry, but if this is all over in a month [Great Lake dealers] will be well-placed in terms of product that we will have landed." ■

NEW COMMERCIAL MAKES (UNDER 3500KG)

MAKE	MAR '20	MAR '19	Movement	% Change	Market Share
TOYOTA	597	737	↑ Up 1	-19.0	20.6
FORD	508	982	↓ Down 1	-48.3	17.5
HOLDEN	374	493	↑ Up 1	-24.1	12.9
MITSUBISHI	347	594	↓ Down 1	-41.6	12.0
NISSAN	198	325		-39.1	6.8
ISUZU	156	308		-49.4	5.4
MAZDA	105	284		-63.0	3.6
MERCEDES-BENZ	93	111	↑ Up 3	-16.2	3.2
VOLKSWAGEN	71	162		-56.2	2.4
FUSO	57	77	↑ Up 2	-26.0	2.0
OTHER	395	773		-48.9	13.6
TOTAL	**2901**	**4846**		**-40.1**	**100.0**

NEW PASSENGER MAKES

	ALFA ROMEO	AUDI	BMW	CHERY	CHRYSLER	DODGE	FORD	GREAT WALL	HOLDEN	HONDA	HYUNDAI	JEEP	KIA	LAND ROVER	LEXUS
20-Jan	23	145	237	0	0	0	510	0	534	413	592	90	964	132	76
19-Jan	17	111	130	0	0	0	606	0	689	450	551	110	710	179	76
% diff	35	31	82				-16		-22	-8	7	-18	36	-26	0
20-Feb	17	142	144	0	0	0	408	0	276	415	557	84	751	90	81
19-Feb	9	120	163	0	1	0	416	0	545	512	528	55	580	128	76
% diff	89	18	-12		-100		-2		-49	-19	5	53	29	-30	7
20-Mar	11	80	47	0	0	0	153	0	460	263	305	87	354	77	54
19-Mar	19	157	178	0	0	0	346	0	543	699	561	77	626	135	70
% diff	-42	-49	-74				-56		-15	-62	-46	13	-43	-43	-23
YTD 19	51	492	428	0	0	0	1344	0	1270	1091	2855	261	2069	299	286
YTD 18	45	388	471	0	1	0	1368	0	1777	1661	1640	242	1916	442	222
%diff	13	27	-9		-100		-2		-29	-34	74	8	8	-32	29

	MAZDA	MERCEDES-BENZ	MINI	MITSUBISHI	NISSAN	PEUGEOT	PORSCHE	SKODA	SSANGYONG	SUBARU	SUZUKI	TOYOTA	VOLKSWAGEN	VOLVO	OTHER	TOTAL
20-Jan	674	272	107	588	467	88	61	145	70	291	596	1220	293	64	447	9099
19-Jan	1052	247	65	803	370	107	60	113	72	382	592	1718	374	68	290	9942
% diff	-36	10	65	-27	26	-18	2	28	-3	-24	1	-29	-22	-6	54	-8
20-Feb	580	189	62	764	409	112	44	141	71	295	494	1093	288	47	357	7911
19-Feb	758	152	41	547	355	72	49	108	55	299	580	800	309	64	256	7578
% diff	-23	24	51	40	15	56	-10	31	29	-1	-15	37	-7	-27	39	4
20-Mar	394	152	28	347	322	55	23	72	50	173	397	918	197	41	355	5415
19-Mar	805	214	72	631	489	84	22	124	67	338	564	960	307	61	276	8425
% diff	-51	-29	-61	-45	-34	-35	5	-42	-25	-49	-30	-4	-36	-33	29	-36
YTD 19	1648	613	280	1699	1198	255	161	519	191	759	1487	3231	778	152	1159	22425
YTD 18	2615	613	178	1981	1214	263	131	345	194	1019	1736	3478	990	193	822	25945
%diff	-37	0	57	-14	-1	-3	23	50	-2	-26	-14	-7	-21	-21	41	-14

DRAMATIC CHANGE IN SECONDHAND

The market for secondhand vehicles has been hit heavily by the COVID-19 lockdown, though not to the same extent as new and imported vehicles.

Purchases by traders were down 20.5% for the month to 10,913 units, while trader-to-public transactions were down 20% to 14,084 sales.

Public transactions fell 16.8% to 36,645.

In bikes, dealer sales were down 20% to 392, while trade-in volume was down 16.4% to 366. Public-to-public volume was down 3.9% to 2029.

Dealer sales of trucks were down 4.7% to 2887 vehicles, while purchases were up 1.7% to 2472 units. Public transactions were down 6.6% to 6210.

SECONDHAND REGISTRATIONS – MARCH 2020

SALE TYPE	WHA	AUC	HAM	THA	TAU	ROT	GIS	NAP	NEW	WAN	PAL	MAS	WEL	NEL	BLE	GRE	WES	CHR	TIM	OAM	DUN	INV	TOTAL
Cars 2020																							
Public to Trader	176	4237	878	177	491	131	40	364	151	101	591	82	935	154	90	35	3	1564	94	5	333	281	10913
Public to Public	1645	11955	2908	545	1841	772	331	1328	832	477	1376	420	2762	891	370	166	41	4524	522	123	1824	992	36645
Trader to Public	445	4901	1115	224	661	249	131	531	242	171	587	154	1404	224	148	56	4	1589	221	40	591	396	14084
Cars 2019																							
Public to Trader	251	5278	1127	226	627	132	57	482	199	118	944	99	1048	206	112	14		1940	83		521	270	13734
Public to Public	2045	14818	3368	663	2209	976	424	1511	1002	578	1679	534	3191	1113	488	164	28	5282	564	137	2120	1153	44047
Trader to Public	553	6000	1468	314	865	392	167	660	378	260	763	206	1534	276	190	62	9	2143	187	32	725	432	17616
Cars % Change																							
Public to Trader	-29.9	-19.7	-22.1	-21.7	-21.7	-0.8	-29.8	-24.5	-24.1	-14.4	-37.4	-17.2	-10.8	-25.2	-19.6	150.0		-19.4	13.3		-36.1	4.1	-20.5
Public to Public	-19.6	-19.3	-13.7	-17.8	-16.7	-20.9	-21.9	-12.1	-17.0	-17.5	-18.0	-21.3	-13.4	-19.9	-24.2	1.2	46.4	-14.4	-7.4	-10.2	-14.0	-14.0	-16.8
Trader to Public	-19.5	-18.3	-24.0	-28.7	-23.6	-36.5	-21.6	-19.5	-36.0	-34.2	-23.1	-25.2	-8.5	-18.8	-22.1	-9.7	-55.6	-25.9	18.2	25.0	-18.5	-8.3	-20.0
Motorcycles 2020																							
Public to Trader	2	143	33	5	18	2		12	1	4	11	6	54	16				33	1		19	6	366
Public to Public	92	551	152	41	112	46	13	64	44	37	96	28	192	58	26	16	1	289	28	6	94	43	2029
Trader to Public	12	120	37	13	22	5	3	22	8	9	20	6	37	7	3	1		37	7	2	13	8	392
Motorcycles 2019																							
Public to Trader	8	165	36		25	3	1	9	8	4	15	9	53	14	2			53	1	2	18	12	438
Public to Public	79	598	160	36	124	44	9	85	63	16	83	21	204	68	35	12	5	284	27	12	91	56	2112
Trader to Public	13	152	46	5	28	4	2	19	17	2	31	11	56	20	6	2		44	5	3	12	12	490
Motorcycles % change																							
Public to Trader	-75.0	-13.3	-8.3		-28.0	-33.3	-100.0	33.3	-87.5	0.0	-26.7	-33.3	1.9	14.3	-100.0			-37.7	0.0	-100.0	5.6	-50.0	-16.4
Public to Public	16.5	-7.9	-5.0	13.9	-9.7	4.5	44.4	-24.7	-30.2	131.3	15.7	33.3	-5.9	-14.7	-25.7	33.3	-80.0	1.8	3.7	-50.0	3.3	-23.2	-3.9
Trader to Public	-7.7	-21.1	-19.6	160.0	-21.4	25.0	50.0	15.8	-52.9	350.0	-35.5	-45.5	-33.9	-65.0	-50.0	-50.0		-15.9	40.0	-33.3	8.3	-33.3	-20.0
Trucks 2020																							
Public to Trader	53	986	204	58	110	27	23	94	32	23	131	32	118	66	40	10		273	21	1	80	90	2472
Public to Public	345	1656	524	119	352	225	78	235	163	115	266	91	380	194	73	36	4	741	104	22	274	213	6210
Trader to Public	134	803	252	61	129	86	56	138	69	44	159	51	197	71	45	15	2	282	40	12	140	101	2887
Trucks 2019																							
Public to Trader	98	718	263	18	105	29	41	85	52	28	161	35	136	79	53	5		294	52	7	85	86	2430
Public to Public	346	1856	581	109	432	128	109	268	202	88	279	92	360	190	96	49	19	805	91	29	315	205	6649
Trader to Public	189	728	269	61	178	79	50	132	86	27	171	40	201	81	54	14	4	362	52	10	156	86	3030
Trucks % change																							
Public to Trader	-45.9	37.3	-22.4	222.2	4.8	-6.9	-43.9	10.6	-38.5	-17.9	-18.6	-8.6	-13.2	-16.5	-24.5	100.0		-7.1	-59.6	-85.7	-5.9	4.7	1.7
Public to Public	-0.3	-10.8	-9.8	9.2	-18.5	75.8	-28.4	-12.3	-19.3	30.7	-4.7	-1.1	5.6	2.1	-24.0	-26.5	-78.9	-8.0	14.3	-24.1	-13.0	3.9	-6.6
Trader to Public	-29.1	10.3	-6.3	0.0	-27.5	8.9	12.0	4.5	-19.8	63.0	-7.0	27.5	-2.0	-12.3	-16.7	7.1	-50.0	-22.1	-23.1	20.0	-10.3	17.4	-4.7

BIKE MARKET CONTINUES TO SOFTEN

Registrations of new bikes continued to soften in March, with 606 units registered, nearly 24% down on the previous corresponding period's tally of 795 units.

Suzuki took the top spot on the new bike charts once again but saw a whopping decline in year-on-year March registrations of 45% to 96 units for a 15.8% market share.

Second-placed Yamaha also saw its .

Yamaha drops to second, with 115 units, up 29.2% for 14.2% of the market. **Harley Davidson** stays at its consistent third place position with 86 units, up 56.4% for a 10.6% share.

The **TNT Motor Roma 2T** is the top-selling model, selling 45 units, ahead of **Suzuki's UZ50** on 40 and Yamaha **XTZ690 L** on 34.

In the used bikes segment, **Harley Davidson** continues to retain its number one spot, selling 90 units, down 3.2% for 39.6% of the market. Overall, used bike registrations were down 9.2%,

Ducati is second on 28 units, followed by **Triumph** on 22.

NEW BIKE MAKES

MAKE	MAR '20	YTD '20	MAR '19	% Change	Market Share %
SUZUKI	96	346	175	-45.1	15.8
YAMAHA	73	331	80	-8.8	12.0
HARLEY DAVIDSON	65	258	55	18.2	10.7
KTM	49	104	34	44.1	8.1
HONDA	38	193	54	-29.6	6.3
KAWASAKI	33	107	46	-28.3	5.4
TNT MOTOR	33	126	42	-21.4	5.4
ROYAL ENFIELD	27	82	37	-27.0	4.5
TRIUMPH	24	153	37	-35.1	4.0
FORZA	22	105	41	-46.3	3.6
BMW	20	81	36	-44.4	3.3
VESPA	20	75	6	233.3	3.3
DUCATI	14	48	13	7.7	2.3
MOPED	12	31	16	-25.0	2.0
INDIAN	9	45	7	28.6	1.5
ZNEN	9	19	12	-25.0	1.5
FACTORY BUILT	8	45	18	-55.6	1.3
UBCO	8	18	3	166.7	1.3
APRILIA	7	23	11	-36.4	1.2
HUSQVARNA	6	21	5	20.0	1.0
OTHER	33	159	67	-50.7	5.4
TOTAL	**606**	**2370**	**795**	**-23.8**	**100.0**

NEW BIKE MODELS

MAKE	MODEL	MAR'20
TNT MOTOR	ROMA 2T	32
SUZUKI	UZ50	23
KTM	200 DUKE	17
FORZA	CICLONE	13
SUZUKI	DR650SE	12
YAMAHA	MT03LA L	11
HARLEY DAVIDSON	STREET 20 STREET 500	10
FORZA	CAPRI LX	9
SUZUKI	GSX150 FDZA GIXXER	9
YAMAHA	YZF-R3A L	9

USED BIKE MAKES

MAKE	MAR '20	MAR '19	% Change	% of Market
HARLEY DAVIDSON	91	93	-2.2	50.6
BMW	18	10	80.0	10.0
TRIUMPH	15	19	-21.1	8.3
DUCATI	11	22	-50.0	6.1
HONDA	10	15	-33.3	5.6
KAWASAKI	5	8	-37.5	2.8
KTM	5	7	-28.6	2.8
YAMAHA	4	8	-50.0	2.2
MOTO GUZZI	3	2	50.0	1.7
BIMOTA	2	1	100.0	1.1
OTHER	16	26	-38.5	8.9
TOTAL	180	211	-14.7	100.0

TRUCK REGISTRATIONS TAKE A HIT

Commercial registrations have taken another big dip for the month, with both new and used trucks down nearly 30% year-on-year in March.

Total registrations of new trucks and buses over 3500kg gvm sits at 411 units for March. This is down 29.5% compared to the same period the year prior which saw 583 registrations of new commercials for the month.

A total of 1253 new trucks and buses have hit the road in the year-to-date compared to 1441 for the same period last year.

Isuzu is market leader for March with 90 units registered and a 21.9% market share. It was down 15.1% compared to the 106 registered in the same period last year.

Fuso is in second spot for the month, down 26.9% with 57 units registered and a 13.9% market share.

Hino is third, down 50% with 34 registered and an 8.3% market share.

Mercedes-Benz follows, down 17.5% with 33 units registered, **Scania** up 68.4% (32), **Volvo** down 42.3% (30), **Iveco** down 3.3% (29), **Fiat** down 35.5% (20), **Kenworth** down 58.6% (12) and **DAF** down 52.2% (11).

Speaking with *TransportTalk* just before the level 4 lockdown alert, Isuzu NZ general manager **Dave Ballantyne** says the company's forward orders were "still healthy" and dealers were also reporting good sales and enquiries.

Ballantyne says the company hasn't experienced any disruption to its parts supply chain and the parts warehouse remains open to provide support for essential business vehicles facilitated by its nationwide dealer network and authorised service centres.

Total registrations of used trucks and buses over 3500kg gvm sits at 141 units for March. **This is down 27.3% compared to the same period the year prior which saw 194 registrations of used commercials for the month.**

A total of 427 used trucks and buses have hit the road in the year-to-date compared to 580 for the same period last year.

Toyota is market leaders for used trucks in March with 37 units registered and a 26.2% market share. It was down 14% compared to the 43 units registered in the same period last year.

Isuzu is second, down 23.8% with 32 units registered and a 22.7% market share.

Hino is third, down 55.3% with 17 registered and a 12.1% market share.

Nissan follows, down 29.4% with 12 units registered, **Mitsubishi** down 33.3% (10), **Fuso** up 166.7% (8), **Fiat** up 150% (5), **Ford** down 50% (3), **Mazda** down 57.1% (3), **UD Trucks** up 200% (3) and **Volvo** down 50% (3).

NEW TRUCK MAKES (over 3500kg)

MAKE	MAR '20	MAR '19	% CHANGE	MARKET	YTD '20	YTD '19
ISUZU	90	106	-15.1	21.9	254	303
FUSO	57	78	-26.9	13.9	179	223
HINO	34	68	-50.0	8.3	124	172
MERCEDES-BENZ	33	40	-17.5	8.0	91	70
SCANIA	32	19	68.4	7.8	87	39
VOLVO	30	52	-42.3	7.3	83	125
IVECO	29	30	-3.3	7.1	73	66
FIAT	20	31	-35.5	4.9	67	4
KENWORTH	12	29	-58.6	2.9	49	75
DAF	11	23	-52.2	2.7	29	62
OTHER	63	110	-42.7	15.3	217	302
TOTAL	411	583	-29.5	100.0	1253	1441

USED TRUCK MAKES

MAKE	MAR '20	MAR '19	% Change	% of Market	YTD '20	YTD '19
TOYOTA	37	43	-14.0	26.2	105	120
ISUZU	32	42	-23.8	22.7	88	114
HINO	17	38	-55.3	12.1	65	118
NISSAN	12	17	-29.4	8.5	33	56
MITSUBISHI	10	15	-33.3	7.1	40	59
FUSO	8	3	166.7	5.7	15	12
FIAT	5	2	150.0	3.5	16	8
FORD	3	6	-50.0	2.1	6	17
MAZDA	3	7	-57.1	2.1	13	16
UD TRUCKS	3	1	200.0	2.1	5	5
VOLVO	3	6	-50.0	2.1	7	12
OTHER	8	14	-42.9	5.7	35	43
TOTAL	141	194	-27.3	100.0	427	580

WHEN IS A 2019 A 2016 BUT REALLY A 2017

JOHNSON V EUROMARQUE HOLDINGS LIMITED

On October 11, 2019, the purchaser visited the trader where he discussed the purchase of a Triumph Street Twin motorcycle with the sales manager. The purchaser had seen the motorcycle advertised on Trade Me. **He produced a partial printout of the Trade Me listing which described the bike as a "Triumph Street Twin 2019" and which also stated the vehicle was a demonstrator.**

The purchaser says the sales manager explained that the motorcycle was being sold for $12,990 on the road. The purchaser was aware that this seemed like a substantial discount from the full retail price, so he asked "is this a 2018 or something?" The purchaser's account was that the same manager replied: "So, this is the current model Street Twin". When this account was put to the sales manager, he said that he could not recall the exact words he had used, although he said that he did not believe he told the purchaser that "this is the current model Street Twin".

In establishing if the trader had misled the purchaser, the tribunal noted it is common in New Zealand for a vehicle's build year (its year of assembly at the factory into a complete vehicle) to differ from its "model year" and its year of first registration.

The trader's aftersales manager argued that the purchaser would not have been misled as he would have known that the motorcycle was not the current model. They submitted that it was obvious that this was an older bike and that the price itself reflected a significant discount from the new price. The sales manager told the tribunal that he did not positively say that it was a 2017, 2018 or 2019 motorcycle but that he could not recall how he answered the purchaser's question about whether this was a 2019 model Triumph Street Twin.

In response to the tribunal's request, the trader provided information from Triumph New Zealand confirming the motorcycle was built in 2017 and has a model year of 2017. Triumph New Zealand confirmed that it received the bike in March 2017 and sold it to the trader in April 2018 at a discounted price.

Triumph New Zealand confirmed that the model was updated in December 2018 to the current version, which has a model year of 2019. It was accepted by both parties in the hearing that the 2019 model year Triumph Street Twin has upgraded brakes, suspension and electronic features compared to the 2017 model year motorcycle.

The purchaser also produced a printout of an earlier online advertisement for his motorcycle that he found online after he had purchased it. That advertisement describes the motorcycle as an "ex-demo 2018 Street Twin". The sales manager and aftersales manager submitted that the updating of the vehicle year in the listing from 2018 to 2019 had occurred automatically after 2019 began.

"Troublingly, this suggests [the trader] treats the advertised "year" of a particular vehicle as a fluid concept. It seems to think that whatever is the year the vehicle is for sale automatically becomes the vehicle's year," the tribunal noted.

The sales documentation produced to the tribunal was in the form of a tax invoice rather than the more conventional vehicle offer and sale agreement. The adjudicator was concerned the invoice does not identify the legal name of the entity

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that sold the motorcycle and noted this should be rectified for future sales.

The invoice describes the vehicle as a "2019Triumph Triumph Street Twin" (sic). The odometer reading at the time of sale is recorded on the invoice as 161km.

The purchaser collected the vehicle on October 21, 2019 and took it back from Christchurch to his home in Hokitika. On or around November 2, he took the seat off his motorcycle. He saw a date stamped underneath indicating a manufacturing date of June 2016. He phoned the trader and complained that he had been misled - he asked for a refund, both on the call and in a follow up email.

The trader declined a refund, but was prepared to swap his bike for the latest model if he paid it more money. The purchaser did not want to enter into any such arrangement. Rather, his consistent position has been that he no longer wants the motorcycle and that he would like a refund of the full purchase price. He has parked the motorcycle up and is not using it.

In establishing if the trader had misled the purchaser, the tribunal noted it is common in New Zealand for a vehicle's build year (its year of assembly at the factory into a complete vehicle) to differ from its "model year" and its year of first registration.

In other words, it is common for vehicles described by the trader as having a particular year to have been manufactured in the previous year. In the present case, no such discrepancy exists.

The build year and the model year are the same: 2017.

In the present case, the vehicle's year is apparently recorded on the motor vehicle register as 2019. This is apparent from the certificate of registration that the trader supplied with his application to the tribunal, which states that the "vehicle year" is 2019.

"Troublingly, this suggests [the trader] treats the advertised "year" of a particular vehicle as a fluid concept. It seems to think that whatever is the year the vehicle is for sale automatically becomes the vehicle's year," the tribunal noted.

That implies that the record of the "vehicle year" as 2019 on the motor vehicle register is incorrect. It should be 2017. Nevertheless, on a literal reading of the regulations, the motorcycle was not misdescribed in the contract.

That is because the regulations only require inclusion of the model year or year of manufacture "as recorded on the motor vehicle register". As the motorcycle appears to be recorded (albeit incorrectly) on the register as having a vehicle year of 2019, the reference to 2019 in the invoice arguably meets the requirements of the regulations on a literal interpretation.

Nevertheless, even though the description of the bike as a 2019 Triumph in the invoice is arguably lawful according to the regulations, that does not mean it was not objectively misleading and deceptive to omit to tell consumers that the vehicle's true model year and build date is 2017, rather than 2019. In other words, the standard of disclosure required to meet the terms of the FTA can be different from that required under the Regulations.

A reasonable consumer in the purchaser's situation would have thought that this motorcycle was new, from the way it was marketed and sold as if it were a new vehicle. That is patently incorrect and misleading. By the time it was sold to the trader, the motorcycle was more than two years old.

In this regard, the present case is similar to one in which Daewoo Australia Pty Ltd pleaded guilty to breaching the Fair Trading Act for selling vehicles as new when they were manufactured two years earlier.

The adjudicator accepted the purchasers evidence that he asked the vehicles build or model year. Having asked this, the trader was obliged to tell him it was a 2017 model.

The adjudicator found for the purchaser, and ordered the trader to refund the full price of the bike and collect it.

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