autotalk
THE VEHICLE DEALER'S NEWS SOURCE
MONTHLY MAGAZINE OF AUTOTALK.CO.NZ – VOLUME 9 | ISSUE 11 | DECEMBER 2018

AUTOSURE NEW ZEALAND
Confidence for the road ahead.

# Vigilance needed as stink bug threat grows

The growing threat of brown marmorated stink bugs arriving in New Zealand from a variety of markets has some in the automotive trade worried.

**Vehicle carrier Triumph v1820 was recently denied entry into Australia and New Zealand after visiting ports in China, Korea and Japan, following the discovery of live stink bugs.**

And the Carmen was ordered to leave New Zealand after coming in via Europe.

Frank Willett

Autohub chief executive **Frank Willett** describes the increase in insect activity as a "great concern".

"We are sensing that more countries are being identified all the time as being a potential issue, and given New Zealand's strong stance on biosecurity, there will likely be more interruptions in all cargo importation, not just vehicles and machinery.

"Treatment of cargos for BMSB and other such insects I think will be required in far more supply countries for not only used vehicles, but new also, and possibly all-year round."

**Much has already been done in Japan to ensure all used vehicles are treated to the revised Import Health Standard before the current stink bug season, including the establishment of heat treatment facilities, he says.**

"There are vessels still being denied entry, or turned away, [which means] there is still much more that needs to be done if we are to successfully prevent BMSB invasion of New Zealand," Willett says.

As a result, there is the potential for costs to increase, both at point of supply and shipping, Willett says.

**"It could also impact shipping line interest in servicing New Zealand due to the risk of being turned away.**

**"It's such a little insect, but such an enormous threat to our country and international trade activity."**

Imported Motor Vehicle Industry As-

Continued on page 10

INSIDE

Tough year dissected at VIA dinner 3
Fleet age could improve road safety 6
Gull turns 20 8
Trade Me turns it on for dealers 12

# Conflict of interest consultation extended

Pressure from the used import industry has forced the NZ Transport Agency to extend its review period around conflict of interest in the sector.

Industry will now have until 5pm on February 20, 2019 to have its say.

NZTA is conducting the review after it issued an official warning to Optimus Group for not keeping it abreast of its changing ownership structure, which includes several companies in different parts of the supply chain, such as JEVIC, VINZ and Nichibo.

**Optimus Group denies any wrongdoing, saying it had kept NZTA up-to-speed with developments.**

The agency is undertaking the consultation "as part of a wider review of regulatory compliance to create a more robust system," a spokesman told *AutoTalk*.

"The extension follows industry

Continued on page 32

AUTOHUB FORWARD TOGETHER
The **market leader** for over a decade.
Shift to the Autohub Team and
experience the Autohub difference.
GLOBAL VEHICLE LOGISTICS NZ · JAPAN · AUSTRALIA · UK · EUROPE | www.autohub.co

## FOUNDATION SPONSORS

*AutoTalk* acknowledges the support of our foundation sponsors:


MotorWeb™
Vehicle Information Authority
by trademe
www.motorweb.co.nz

AUTOHUB™
FORWARD TOGETHER

AUTOSURE
NEW ZEALAND
www.autosure.co.nz

NICHIBO
Importing cars. Made easy.
nichibojapan.com

autoPLAY co.nz
Improving Online Communication

UDC
New Zealand's Finance Company
www.udc.co.nz

ADTORQUE EDGE
DELIVERING YOUR MARKETING SOLUTIONS

Vinz

TSIGROUP
SAM
Automotive software solutions
Driving your business
ORION
SYSTIME

Repco
It starts with the parts

# Rollercoaster year for used import dealers

The used import industry has had a rough run in 2018, with everything from brown marmorated stink bugs to the Takata alpha airbag recall making life difficult.

But Imported Motor Vehicle Industry Association (VIA) chief executive **David Vinsen** noted at his organisation's annual Christmas dinner that the government's broader agenda is also likely to bring change.

David Vinsen.

**Vinsen pointed out that at previous Christmas dinners, his speeches outlined the former National government's actions did little to affect the industry.**

However, that's no longer the case, with the current government determined to "change the fleet".

Its focus is threefold – safety, the environment and fuel economy, Vinsen says.

It's not all doom and gloom though, with Vinsen noting about 175,000 older vehicles are destined for the scrap heap in the near future.

"The government is keen to get a newer fleet for a whole variety of reasons. We've got to get rid of the older stuff to bring the new stuff in.

"That provides opportunities for us all."

**Another issue the government supports is Mobility as a Service, where commuters can book different forms of transport via a single app.**

"NZTA is working pretty seriously on a common platform [that includes] a planning, booking and payment system.

"That would be a serious change for our industry."

Vinsen reminded VIA's audience he's involved in the government's electric vehicle working group and ITS New Zealand to keep up with technological changes that affect used importers.

**"The reason I'm doing that representation is so we have an indication of what's coming at us.**

**Continued on page 4**

autotalk INDUSTRY SUPPORTERS

PORTS OF AUCKLAND
TĀMAKI HERENGA WAKA
trademe motors
Simplify
Drive better
AndrewSimms.co.nz
JEVIC
DRIVEN.CO.NZ

autotalk

***AutoTalk*** Magazine and **autotalk.co.nz** are published by Auto Media Group 8/152 Quay Street, Limited. P.O. Box 10 50 10, Auckland City, 1030. Ph. 09 309 2444.

GROUP EDITOR AUTO TRADE TITLES
Scott Morgan
021 240 2402
scott@automediagroup.co.nz

MANAGING EDITOR
Richard Edwards
021 556 655
richard@automediagroup.co.nz

ASSISTANT EDITOR
Geoff Dobson
021 881 823
geoff@automediagroup.co.nz

BUSINESS MANAGER
Dale Stevenson
021 446 214
dale@automediagroup.co.nz

ADVERTISING ASSISTANT
Fran Da Silva
021 933 279
fran@automediagroup.co.nz

GENERAL MANAGER
Deborah Baxter
027 530 5016
deborah@automediagroup.co.nz

PUBLISHER/CHAIR
Vern Whitehead
021 831 153
vern@automediagroup.co.nz

Auto Media Group Limited makes every endeavour to ensure information contained in this publication is accurate, however we are not liable for any losses or issues resulting from its use.

**Annual subscription:**
$84 + gst ($96.60)

**Printed by:** Alpine Printers.

automedia GROUP LIMITED

| | |
|---|---|
| autotalk.co.nz | autotalk |
| autotalk.com.au | autotalk |
| transporttalk.co.nz | transporttalk |
| transporttalk.com.au | transporttalk |
| evtalk.co.nz | EVtalk |
| evtalk.com.au | EVtalk |
| wheeltalk.co.nz | wheeltalk |
| identicar.co.nz | identicar |

Graeme Macdonald

Steve Owens and Vern Whitehead

Continued from page 3

"How it will impact our businesses and how we can prepare for it? At least we've got a bit of an idea."

**Vinsen says VIA will continue to take a leadership role on issues that threaten the used import market.**

"When we had the stink bug crisis, the instruction from my board was to take a leadership role. We did that and we're still doing it.

"With stink bugs and airbags, there's a lot of things hanging over us. We know there are plenty of guys out there who are stretched.

To conclude, Vinsen also thanked those in the audience for their ongoing support following a medical event he suffered recently, describing the feedback he's had as "humbling".

Similarly, VIA North Island chairman **Graeme Macdonald** reflected on what has been a tough year for the industry and VIA itself, which has a major deficit to contend with.

"As an association, we recognise how tough it is for you.

**"We ourselves are facing financial pressures, so we really appreciate your support financially."**

Macdonald says VIA is working hard to keep businesses in the used import sector open.

"Ten years on from here, we want a strong used import industry.

"If we don't do our jobs now for you, it won't be there. Let's look forward to a better year in 2019." ■

Keisuke Nagashima and Euan Philpot

Frank Willett

NICHIBO

Importing Cars. Made Easy.

Introducing...

# The All New AutoSearch

### 70+ Japanese Auction Halls

Search 70+ Japanese auction halls & 140,000 vehicles per week on mobile, tablet or computer.

### Time Saving Systems

Smart search and display options means much less time searching for the perfect cars.

### Quality Buyers & Reps

With 20+ buyers in Japan and our reps New Zealand wide, you will have an expert team behind you.

### Double Inspected Vehicles

We inspect vehicles at auction and at port for industry-leading quality control.

We've rolled out a new Nichibo AutoSearch which has been built from the ground up with all new features and innovations to make buying your next vehicle from Japan faster and easier than ever before.

**Contact us today »**

09 374 4436

sales@nichibojapan.com

**www.nichibojapan.com**

# Vehicle fleet key part of new safety strategy

Reducing the age of New Zealand's vehicle fleet could help improve road safety.

That's according to a working group being led by the Ministry of Transport.

It includes a number of groups including the Imported Motor Vehicle Industry Association (VIA), New Zealand Police, Motor Industry Association (MIA), Auckland Transport and Accident Compensation Corporation (ACC) to name a few.

Ministry of Transport mobility and safety manager **Brent Johnston** says it is working with industry parties to deliver a new road safety strategy for the government.

**"There's an unprecedented number of fatalities on our roads. It's hard to put down to one single cause.**

"We've established a series of reference groups to look at key aspects of road safety."

These include ones that focus on speed, infrastructure, vehicles, and road user behaviour.

"We all recognise the importance of vehicles contributing to the outcome of a crash for those involved.

David Vinsen

Brent Johnston

**"We're looking at options around the importance of vehicle safety from entry into the fleet, to exit."**

"There are particular issues the vehicle reference group is exploring. They're discussing options for how they might accelerate uptake of safer vehicles.

"The conversations are looking to address dual outcomes, like safety and the environment.

"EVs are part of the mix in terms of the creation of certain environmental outcomes."

**Options could include looking at minimum vehicle standards at entry and potential scrappage schemes.**

"There's no kind of fixed options on the table yet. Those are part of the discussion at the moment.

"If you wanted to accelerate scrappage, incentives are part of the discussion."

He acknowledges vehicle age is a big issue.

"New Zealand's got an older fleet than many other countries – an average of 14 years.

**"Increasing the prevalence of safety features has been a predominant focus for the group. One of the best opportunities to do that is when vehicles are entering the fleet.**

"There's a big discussion about how we influence the fleet."

Johnston says older used imports are a particular focus for the reference groups.

"Some vehicles coming in are relatively old. They don't have some of the newer safety features.

"Age is a reasonably good proxy for safety features. The discussion for us is how to accelerate the benefit of having safer vehicles."

**Electronic stability control is already something New Zealand has made moves to introduce.**

However, it's not just the vehicles that are a concern, but often the drivers behind them, Johnston says.

"Younger people who generally carry a higher risk as road users are behind the wheel of some of our older vehicles."

Education, information, regulation and enforcement are all part of the mix when creating the new strategy, he says.

**Once the reference groups have completed their work, the public will get the chance to have its say.**

VIA's chief executive **David Vinsen** is taking part in the process and says the discussions have been very worthwhile.

"It's particularly aimed at vehicles with one and two-star safety ratings. The meetings are well-run and well organised, with good groups of people involved.

"Everybody who has got an interest is involved. It is very refreshing."

*For Lease*

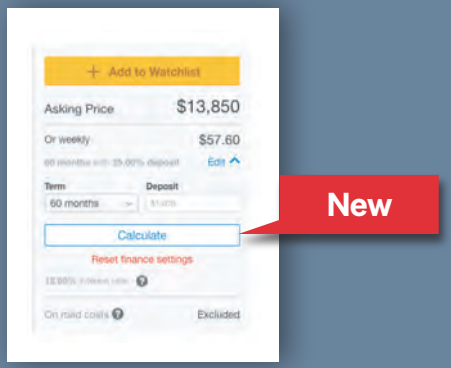
**Ideal car yard sites**

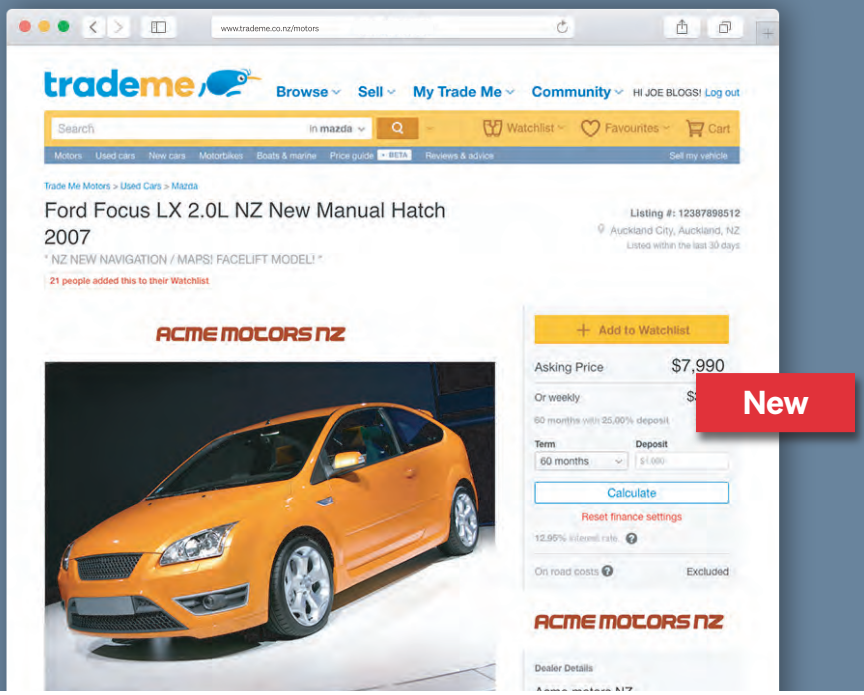
**622 Great South Road, Manukau**

- Central Manukau location
- Two lots - lot one 6,576sqm and lot two 5,424sqm or lease both as one lot
- Available January 2019
- Contact Nicholai Orlandini for further details 027 274 4530

# Dealership Finance

## **Maximise** every opportunity

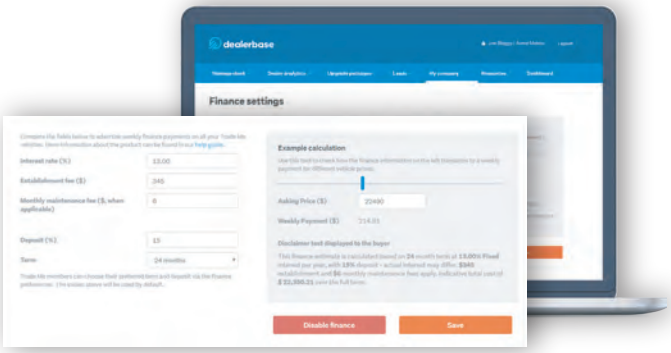



## Drive sales by broadening your audience

Advertise the **total vehicle cost** in manageable weekly payments. Display a **weekly installment**, the **term**, the **required deposit** and the **interest rate** on your listing to **broaden your audience** and **drive sales**.

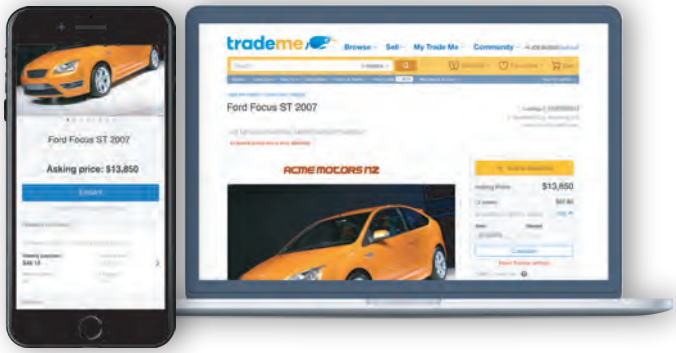
dealerbase | Load your finance information from DealerBase




## Give buyers more options

**Enable** potential buyers to calculate their own **personalised weekly payments** and increase your chance of getting **more enquiries**.

trademe | Sale price appears in search results and on your listing page




**Upgrade or Buy Dealership Finance**

Dealership Finance is **free** to dealers on our Turbo package or is available to purchase as a stand alone product if you're on our **Basic and Torque packages**. Contact your Account Manager to upgrade your package or purchase Dealer Finance.

Alternatively, give our Dealer Support team a call on **0800 42 88 62** or contact your **Account Manager**

trademe motors

# Gull looking ahead after 20 years

Fuel retailer Gull is celebrating 20 years of business with general manager **Dave Bodger** calling it a great achievement.

"It's a time to pause and think, 'wow', it's been a great trip so far.

"We look to have fun with what we do and for a group of just over 30 people – it was less than 10 for many years – it's quite an achievement so far," Bodger says.

**Gull was one of three independent oil companies trying to enter the New Zealand market in 1998 and is the sole survivor of that period "in a marketplace dominated by the big guys".**

It now has over 85 sites throughout the North Island and has achieved a number of special milestones over the years.

Gull imports fully refined fuel into its state-of-the-art fuel terminal in Mount Maunganui, on the North Island's central East Coast. The facility has a total storage capacity of 90 million litres.

This enables the company to service its entire network in partnership with bulk fuel logistics provider Tranzliquid.

The terminal has simplified the blending process for its high-performance biofuels Gull Force 10 and Gull Force Pro, which are blended on site from base gasoline and ethanol.

Gull was the first to sell low sulphur diesel in New Zealand back in 2002. It was also the first to bring a biofuel to market in New Zealand with Gull Force 10.

**Bodger says a customer-focused approach has been key to the company's success over the years.**

The key is to "keep it simple ... we are good at fuel we want to give great value and we want people to not spend a lot of time getting their fuel".

"We don't take ourselves too seriously and look to do a small number of things well ... have some fun when you do stuff," Bodger says.

Other company highlights include supplying Auckland emergency services with diesel when there was a contamination issue with other suppliers, pioneering the unmanned service station approach to business and seeing strong growth with many of its support businesses and suppliers.

**Gull has been unable to enter the South Island fuel market due to the costs of building a fuel terminal and holding tanks there. The big petrol companies would not supply it with fuel.**

Other tricky tasks include consenting for new sites which is "one of our longest running challenges", Bodger says.

The company is meeting its challenges and now has around "20 good prospects for new sites to build several in new areas".

"The upcoming government enquiry and the focus on how prices differ through New Zealand, we believe, will open up new opportunities for us," Bodger says.

# Mechanical breakdown cover defended

The finance and insurance industry is concerned about Consumer New Zealand's criticism of mechanical breakdown insurance sold through dealerships.

Consumer raised concerns in the media last month when the Motor Vehicles Disputes Tribunal awarded comedian **Raybon Kan** $2200 after Hamilton dealership Lee European sold him mechanical breakdown cover but failed to provide a policy.

However, Financial Services Federation chief executive **Lyn McMorran**, whose organisation represents the companies that provide this cover, is disappointed at Consumer's stance on the issue.

Lyn McMorran

**"Every insurer is being tarred by one bad experience," she says.**

"It's just unfortunate. It gives the impression all insurers are bad and might deter people from taking it."

McMorran says insurance is a key part of responsible lending.

"The protection it provides if anything goes wrong with making repayments or if anything goes wrong with the vehicle is hugely important.

"To the public that translates into every insurance policy as being mis-sold.

"The majority of insurance policies are sold by responsible people whose customers can claim on it when they need to."

Without insurance, repairs on vehicles can be hugely expensive, with more advanced technology built into them.

**In the Kan case, McMorran says it's disappointing Consumer didn't name the insurance company involved.**

"It tars everyone by association. They're prepared to fire the bullet. They're not prepared to stump up with who it was.

"They are the major players in the market. Unless you come out and say who it was, consumers wouldn't know.'

**McMorran's advice to consumers taking out a loan or insurance policy is simple – read what you're signing.**

"Nobody should sign a policy or loan agreement without knowing what they're getting themselves into.

"It's not a lack of financial literacy which means they don't understand what's in front of them. They just don't bother.

"None of our members would sell a policy without a person seeing policy documentation."

McMorran says Consumer could have been "a lot more constructive and proactive than focusing on one case".

"If they're putting people off getting good, quality insurance, that's irresponsible."

**An Insurance Council spokeswoman says mechanical breakdown insurance is a quality product.**

"Mechanical breakdown warranty policies offer protections above and beyond the cover provided by the Consumer Guarantees Act (CGA). Most mechanical

**Continued on page 11**

SAM

AUTOMOTIVE SERVICE IT

- NZ's number one automotive workshop management software for over 25 years
- The ultimate specialist workshop management software package
- Modular Options - SAM can grow with your business Add functionality as needed
- Xero and MYOB Integrated options available
- Installation, configuration, training and phone & email support from the industry's best

**Contact Details**

P: SAM Sales +64 9 583 2451
SAM Support +64 9 583 2455
SAM AU +61 1300 852 243

E: info@sam.co.nz

# Vigilance needed as stink bug threat grows

**Continued from page 1**

sociation chief executive **David Vinsen** says it's not surprising the bugs are being found in markets other than Japan.

David Vinsen

"It's all part of the risk analysis and then applying risk mitigation to treatments and processes."

**The key to keeping the bugs at bay is co-operation and transparency amongst those bringing the vehicles in, he says.**

"The shipping companies are sticking their hands up and saying they've found some bugs, as are the compliance shops.

That's despite the ramifications of those actions, which creates the possibility of a ship being turned away or a compliance shop being closed down.

"It's gratifying to see that level of transparency and collaboration. MPI is recognising that.

"It's a system that starts before the vessels are loaded, flowing right down through to the compliance shop.

"The fact they are still finding things is proof the system is working. It's a series of hurdles, rather than one fence."

Vinsen says a major challenge is getting other jurisdictions' biosecurity procedures aligned with New Zealand's requirements.

"If we all had common standards, everyone would have to comply. It wouldn't matter where they came from, but it's not quite like that yet.

"The people from MPI have been in Korea, Japan, the US and Italy to see what they do there so they can properly mitigate and deal with the risks.

"It's a New Zealand Inc approach. You name it, everybody is involved."

Hayden Johnston

One used import dealer who has been affected this stink bug season is **Hayden Johnston** of Genuine Vehicle Imports (GVI) in Auckland.

**"We have a number of units on the Triumph and the Como but Armacup has been very active in getting the vehicles off, re-treated and reloaded as soon as possible so we expect minimal disruption, Johnston says.**

Steve Prangnell

"Heat treatment is an unavoidable cost and something we all have to pay so we just deal with it.

"I am grateful that JEVIC and the other bios have been so swift to act and put the facilities in place to deal with the MPI requirements."

At this stage GVI is absorbing extra costs associated with heat treatment.

**Last season's stink bug season hit GVI hard, but Johnston says they've adjusted this time around.**

"The first time round it made things very difficult for us, but we experienced similar conditions during the GFC in 2008 so it was just a case of deal with it and carry on.

"We have changed some systems as a result, and this has helped manage the current season."

Toyota New Zealand general manager of used vehicles and franchise development **Steve Prangnell** says the stink bug issue has had minimal impact on its supply of vehicles.

**"We have, however, increased our monitoring and communications with both our shipping companies and respective New Zealand government agencies to ensure our supply chain management is as tight as possible.**

"We are aware of the potential catastrophic impact stink bugs could have on the wider New Zealand economy and as such are fully supportive of MPI's stance and preventative activity."

Holden New Zealand spokesman **Ed Finn** says it hasn't been impacted hugely, other than some small delays.

"Anything that has a potential impact on business is indeed cause for concern.

**"While we certainly understand and appreciate the need for vigilance, the situation is frustrating as it ultimately impacts on our customers and their new-car buying experience."**

Biosecurity NZ border clearance services director **Steve Gilbert** says it has no choice but to take a strict approach on stink bug-affected ships.

"We informed industry prior to the start of the season of our hard line on cargo vessels believed to be infested with stink bugs.

**"This is about ensuring a dangerous pest does not get a chance to establish in New Zealand."**

In February, Biosecurity NZ turned around four bulk carriers arriving from Japan due to stink bug contamination.

# Mechanical breakdown cover defended

**Continued from page 9**

breakdown warranty policies cover wear and tear, as opposed to only manufacturing defects and parts failure, and are available to purchase on second-hand cars.

"With many second-hand cars in New Zealand being imported from overseas without comprehensive histories, a mechanical warranty offers an opportunity for consumers to be covered for breakdowns of their vehicle which would not otherwise be covered under the CGA."

Under the Fair Trading Act, warranty providers are required to outline at the front of their policy documentation the rights consumers have under the Consumer Guarantees, the spokeswoman says.

**That includes benefits and features their warranty provides over and above those rights.**

She says under the Credit Contracts and Consumer Finance Act (CCCFA), dealers must explain the key features and benefits of the policy as well as any limits and exclusions and outline the excess applicable, along with providing a copy of the policy.

**"When purchasing any type of financial product, it's important people read their policy to ensure they understand what they're purchasing and that it meets their needs."**

Consumer NZ head of research **Jessica Wilson** told *AutoTalk* the organisation's major concern is that consumers are being misled about their legal rights in these situations.

"When a vehicle isn't of acceptable quality, the consumer is entitled to request the trader fixes the problem. They don't have to rely on breakdown cover."

She says Raybon Kan is one of several consumers who took dealer Lee European to the Motor Vehicle Disputes Tribunal (MVDT) for selling mechanical breakdown cover and failing to provide a policy.

"In Mr Kan's case, specific details of the policy weren't included in the sale agreement nor was any documentation provided after purchase."

**As a result of the dealer's failure to provide the policy, the tribunal awarded Kan $2200 compensation.**

Wilson says when consumers have written sale agreements with the dealer stating a policy was included in the purchase, they were entitled to rely on these agreements.

Jessica Wilson

**"When the dealer failed to fulfil its obligation to provide the policy, the consumers were entitled to seek compensation.**

Other cases that have come before the MVDT and other dispute bodies have involved mis-selling of policies, she says." ☐

go cover
car insurance

- Motor Vehicle Insurance
- Lumley Underwritten
- Fast-Flexible-Effective Motor Vehicle Insurance designed for Dealers and their customers
- All Licence types catered for and Histories looked at
- Weekly/Fortnightly and Monthly payment options for your customers
- NZRA (NZ Roadside Assistance)

Drive Away Insurance

INSTANT QUOTE & COVER SERVICE 24/7

**PH 0800 111 801**

Or ONLINE QUOTES **www.gocover.co.nz**

Drive Away with peace of mind **CALL US TODAY**

# Government 'scared witless' over regulatory change

A leading economic and business journalist has suggested the government is preparing regulation that will likely dramatically hit sales of utes and older SUVs – and it is scared about the prospect.

**Bernard Hickey**, managing editor of Newsroom Pro, says the massive growth in double cab utes over the last decade is interesting.

The information was part of a talk to traders and members of the industry held last month in Auckland by Trade Me Motors.

The discussions, according to Trade Me Motors head **Alan Clark**, will go around the country annually to get dealers together to discuss trends and issues.

**Hickey explained the market has hit the point where four out of the top five new vehicles sold are utes. He says he got a shocked reaction from Green Party co-leader James Shaw when he informed him of the statistic.**

"I think this is fascinating, it is a big change in how our economy is developing," Hickey says.

"This is a big issue for how this government, any government, is going to deal with climate change."

**Hickey says regulation is on the way that will likely stifle the sales of utes, particularly double cabs.**

"We are going to see change in the next two to three years in the way vehicles are taxed, particularly imported vehicles, and the way emissions are measured."

The government is expecting a negative response to any such move.

"You may not like it, and a lot of New Zealanders won't like it. That is why there has been a delay on this, they are scared witless about what it will do to their political popularity."

**The same factor, he suggests, has prevented much being done to older imports.**

"If they go out there and say, 'right, we are going to ban imports older than 10 years', what that would do for your business, or for low income people out in South Auckland?" Hickey says.

The issue with double cab utes has been a topic of discussion recently, including in this story produced by Radio New Zealand.

**"IRD needs to be looking at how these companies are using these vehicles, as private use should be subject to FBT," he explains.**

One way or another some form of regulation is on the way – though it is likely to be a tranche of changes rather than just one big item.

"They are not going to come up with one thing, it is going to be a tranche of changes, that will dull the pain for poor people."

Bernard Hickey addresses the Trade Me meeting

Quest Insurance
an independent choice

Quest Insurance offers:

- Mechanical Breakdown Insurance – backed by AA Roadside Assist
- Comprehensive Motor Vehicle Insurance – including learner and restricted license cover.
  Weekly, fortnightly & monthly instalment options now available to match your customers pay cycle
- Guaranteed Asset Protection
- Lifestyle Protection Insurance

If you are a forward thinking motor vehicle trader, or financier, looking for a trusted vehicle insurance partner, call Quest.

Contact: Simon Moore
ph. 021 149 2266
e: SimonM@questinsurance.co.nz

Quest insurance

COMMUNITY FINANCIAL SERVICES

cfsfinance.co.nz

# Make the **right** move

Drive your business further with a real alternative financing partner, drawing from **over 40 years' experience** in this market.

Our core business are the customers who don't typically get accepted by your first-tier provider, but still deserve an approval at a reasonable interest rate.

We accept:

- Paid & unpaid defaults
- Work visa holders
- Low credit scores
- No deposit

| Do the comparison | CFS |
|---|---|
| Dedicated customer conversion team | ✓ |
| Fast online bank statement collection | ✓ |
| Secure online e-contract signing | ✓ |
| Approved in under two hours & paid the same day | ✓ |
| Your warranty guaranteed | ✓ |
| Deal directly with the finance company | ✓ |

**$15,000 car | second-tier loan | 16.95%**

**Commission earned $1,800+**

*"The service of a broker with commission similar to a first-tier lender."*

## 0800 88 2000 | Applications@cfsfinance.co.nz

The team will be on deck this holiday season except for statutory days off.

# AutoPlay sale next step in international expansion

Well-known Kiwi automotive software and service firm AutoPlay has taken a big step in its push offshore, becoming part of the Australian-based Marque Group.

AutoPlay was founded at the turn of the millennium by well-known director **Craig Brown** and business partner **Chris Nottingham**. While Nottingham has since retired, "Brownie" as he is known, will continue to lead AutoPlay as managing director.

"It is the first time I have had a job since I was 19," he jokes. "I have bought into the Marque Group's strategy, and also fiscally as a shareholder."

**Brown says he was first approached by Marque's owners Pemba Capital Partners 18 months ago. They had a plan to merge a number of automotive software and services businesses into one.**

"They appointed **Gary Martin**, a personal mentor of mine, as chief executive. With Gary at the helm, I had a lot of faith they would be able to realise their vision.

autoPLAY.co.nz
Improving Online Communication

**"It has always been my vision to see AutoPlay expand into other markets, and Marque gives us the best platform to do that," Brown says.**

Headquartered in New Zealand and with offices in Melbourne, AutoPlay services over 80% of New Zealand franchised dealers, and following its recent local launch, soon to be many more across the Australian market.

It provides a suite of lead management tools which were built to support salespeople and real-life workflow in dealership environments. Streamlining lead generation, in-market leads and post-sales follow-up, AutoPlay is unique in that it creates a single view of all leads, minimising leakage and inconsistency in following through sales opportunities.

Craig Brown

"Over the past five years, AutoPlay's Sales Pipeline solution has become the source of truth for a majority of the NZ franchise market, as we work to support salespeople with tools that are easy, save them time and help them sell more cars," Brown says.

**"We are excited to be part of the Marque Group and to be working with its other companies to build on this success and boost our operations across Australia."**

He says dealers will see no change in the products they currently use, other than AutoPlay now being able to leverage other Marque services. Brown says a commitment has been made to keep customer service and development functions in New Zealand – with additional resources.

Marque Group already operates in the New Zealand automotive space with Smart Loyalty, and its trade rewards programme GetGenuine and dealer channel incentive platform I:nfluence.

Its other companies include Aura, Smart Loyalty, THREE60 CRM and Vital Software – in the growing suite of data chain solutions to the automotive sales and aftersales sectors across Australia, New Zealand, the UK and continental Europe.

**Chief executive of Marque Group, Gary Martin, says the addition of AutoPlay strengthens its offering.**

"The addition of AutoPlay to our family of companies strengthens our offering to the global automotive sector," Martin says.

"AutoPlay's innovative solutions to everyday issues have become a backbone tool of most franchised dealerships across New Zealand, and we look forward to helping them grow and expand their global operations." ■

All the HOT NEWS every day as it happens

autotalk.com.au/subscribe

New finance for used cars
Avanti Finance has you covered.
FAST. FLEXIBLE. INDEPENDENT. EXPERT.
Call the team today 0800 286 020
AVANTI | FINANCE

mta MATTERS

# More resources needed for apprenticeships

**by Craig Pomare**
Chief executive, MTA
**craig.pomare@mta.org.nz**

A few weeks ago, MTA called for the government to put trade training and tertiary education on the same footing so that the country can grow its own trade-skilled workforce.

It's an issue that's been of concern for some time. The spotlight came back on with new research from the Industry Training Federation which told us that for every dollar government invests in tertiary education, just six cents goes into industry training.

That same ITF study showed in 2016, the industry training system qualified 306 people for every $1 million of government investment. For the same level of investment, polytechnics only qualified 51 people and universities 19.

**The government is investing almost $2 billion a year into 146,000 university students, it's fronting up with just $171m for 147,000 trainees and apprentices.**

So we have these huge resources going into tertiary education but employers are almost fully absorbing the cost of apprenticeship training. Many businesses are so short staffed they can't afford the time and resources needed to train apprentices. We need to address this.

The current shortage of skilled, qualified tradespeople is largely due to government withdrawing its support from employers in the early 1990s. This shift in resources also meant fewer young people in schools were given opportunities to take up a trade.

**As a result, school careers advisers and school programmes are now very focused on getting students into university.**

New Zealand doesn't need more accountants or lawyers, we need more builders, panelbeaters, mechanics, plumbers and other tradespeople.

The general belief that people with a university degree will earn more than someone with a trade background has recently been debunked by two separate studies.

One, by management consultancy firm Scalatti, found that apprentices will have earned much more by the age of 28 than many university graduates will at the same age. And another by economists at BERL, showed that over their working lifetime, someone in a trade ends up in a similar financial position to someone with a university education.

**So why is there not a stronger focus on encouraging smart, ambitious, young people to take up a trade?**

Amost all motor trade businesses are owned and run by people who were once apprentices. This career progression is the same in most trades - young people start as apprentices and many end up managing or owning the business. Really successful tradies can end up running massive companies.

Schools and the government need to get their head around this and start putting more resources into supporting apprentice training.

MEDIATION SERVICE
**FACILITATING RESOLUTION**

**Disputes cost you time & money**

MTA members have access to a free support service.
Visit www.mta.org.nz/mediation or call 0508 682 633

mta ASSURED

# CRAWFORD'S CASE

# Where will NZTA blame lie?

David Crawford is taking a break from his column this month, so managing editor **Richard Edwards** has taken another look at last month's topic – the ongoing compliance issues experienced by the New Zealand Transport Agency

In his last column, Crawford noted the need for Meredith Connell to step in to review the agency's regulatory performance was of no surprise.

**Not being as close to the Wellington scene as he is, I was a little more surprised – although in hindsight the signs were certainly there. And the follow on from the Vehicle Licencing Reform – and how smoothly its implementation went – was one of the biggest.**

The VLR was massively contentious. Everyone had an opinion, many had a conflict, and at the end of it all there were winners and losers. But at least we had a regime. And it all went smoothly, there seemed little contention with previously dedicated inspectors adding new services, or with cars being allowed on the road longer between inspections.

I expected longer inspection times and potential conflicts would be managed stringently.

**Yet until Meredith Connell stepped in there appeared to be no real increase in the policing of vehicle standards. There may well have been some, but there was certainly no outcomes, at least publicised.**

The outcome, there are over 14,000 cars and 2000 trucks in need of inspection. Businesses have been sanctioned, some closed – and while this may be for the safety of the public proper, timely intervention could have saved them and the jobs they create. And at least one death has been attributed to poor inspection practices. There are likely more.

That is not to say – and I have been asked the same question on radio a couple of times in recent weeks – that all of these vehicles are faulty. Most will be totally fine, a few could be utter death traps.

The scary thing about the numbers so far, is that these outcomes are only from the 152 urgent files. It will be interesting to see what comes from the other 700. Hopefully the hit rate will be far lower.

This process has been expensive enough already, with the cost of the lawyers and government funded rechecks. The cost is already in the millions of dollars, and could multiply.

So where did it all go wrong? That will be seen when the government's inquiry into the issue is complete, but it appears to me the NZTA failed to put two and two together.

Complaints, flags or issues are raised, they should be matched, collated and patterns recognised.

**So one compliant may not be an issue, a few could raise eyebrows, more would require investigation. The simple analysis suggests this was not done – and this is what Meredith Connell are doing now.**

Self regulation is great, unless no one is keeping an eye on where it is going wrong.

Where does the blame lie? I am not sure it will fall at the feet of the average NZTA staffer, but more in how the agency has been structured and run in recent years.

Over the last two years new leadership has been in place, so perhaps work is already under way.

**At some point the current government will likely blame the last one.**

# Trade Me Motors has a new dealer support team

trademe motors
0800 42 88 62
motors@trademe.co.nz

The Trade Me Motors' dealer support team consistently chip away in the background helping dealers daily with a variety of queries to ensure they get the most out of their listings. They are the quiet heros who ensure the wheels never stop turning.

(from left to right) Kathryn Dunbar, Bin Kim, Gordon Harris and Kimesh Chetty

**Results from a recent customer service study showed that centralising the dealer support team from Wellington with the rest of the Trade Me Motors team in Auckland would benefit the business in a number of ways.**

**Chris Knight**, sales director at Trade Me Motors says: "Customer service continues to be one of the most important focus areas for us as a business.

"We chose to centralise the team to foster a better knowledge sharing environment by allowing the Trade Me Motors team members to hear first hand, the issues the dealer support team encounter.

**"We aim to build and develop a far better understanding and connection to the rest of the Trade Me Motors business and enable the dealer support team to take on new sales support functions, which have grown significantly since the sales teams undertook to dedicate their focus on becoming true business partners to our customers."**

**Meet the crew:**

**Kimesh Chetty** (dealer support manager) comes from a marine and commercial transport background and is looking forward to continuing to nurture the strong customer focus that currently exists. When not working, he'll be playing a number of different sports or entertaining his passion in aviation (yes he's a pilot).

**Bin Kim** (pronounced Ben) used to be a car dealer so really understands our customers' needs first hand and has also worked with customers in industries ranging from telecommunications to the motor industry. When Bin is not at Trade Me, he'll be hanging out with his dog or enjoying a meal with friends

**Kathryn Dunbar** (aka Kat) brings a wealth of customer service experience, having dealt with customers and staff in a motor vehicle workshop. When Kat is not working, you'll find her volunteering as a member at Rovers or sitting back and enjoying a good book or movie.

**Gordon Harris** (aka Gordy) loves all things motors and always has a project of some sorts under way. He comes from the fast-paced FMCG world where he earned his customer service stripes and is looking forward to applying the lessons he learned at Trade Me Motors. After hours you'll find him tinkering on one of his cars or pulling out the DIY stops on his house.

Our support team typically handles around 1500 inbound queries each month and achieved an average customer satisfaction rating of 99.2% last quarter.

**Typical queries include tackling things like listings not going live on Trade Me Motors or assisting dealers with correcting their listings for a number of reasons.**

They've also been known to help with reversing ownership changes on deals which have fallen through, as well as supporting the MotorWeb queries. They work closely with Trade Me's trust and safety team and assist with issues relating to listings which breach Trade Me's terms and conditions, and of course field ad hoc account queries.

We can assure all our customers that they will receive the same high standard of customer support. If you've got a query or need assistance with your Trade Me Motors account, give one of our team a shout on **0800 668 679** or **support@motorweb.co.nz.**

www.trademe.co.nz/motors

trademe motors

# Top 3 Sources of leads, test drives and sales October 2018 (vs September 2018)

autoPLAY
Smart Digital Tools
- sales@autoplay.co.nz
- www.autoplay.co.nz
- (09) 361 1505

iOS ANDROID DESKTOP

**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**

After a down month in September, October saw a slight bounce back in sales throughout dealers using AutoPlay for pre-sales lead management – with sales increasing by 1.0% from September 2018 to October 2018.

**However, October was a strong month for leads and test drives which increased by 5.6% and 5.5% respectively – giving a bench-mark for a successful November.**

**Activity By Source -** October 2018 ( vs September 2018)

| | |
|---|---|
| Leads | 5.6% |
| Test Drives | 5.5% |
| Sales | 1.0% |

Yet again the top 3 sources of leads remained the same in October with web – dealer, web – classified and brand making up the three most common lead sources in October. However, unlike September, there were increases across the board with web – dealer increasing by 8.8%, web – classified increasing by 13.6% and leads from the brand source increasing by 5.3%.

**Top 3 Sources for LEADS -** New Zealand Dealerships October 2018 ( vs September 2018)

| | |
|---|---|
| Web - Dealer | 8.8% |
| Web - Classified | 13.6% |
| Brand | 5.3% |

**Test drives attributed to dealer websites rebounded from a drop in September to increase by 14.1% from September to October.**

After becoming the second most popular source of test drives in September, direct firmed even further as the second most important source of test drives by increasing 12.7% - proving that in this age of electronic and telephony leads that walk-in test drives still account for a reasonable portion of the dealers test drives. The third most popular source of test drives is still brand with a slight increase of 1.5%.

**Top 3 Sources for TEST DRIVES -** New Zealand Dealerships October 2018 ( vs September 2018)

| | |
|---|---|
| Web - Dealer | 14.1% |
| Direct | 12.7% |
| Brand | 1.5% |

After a dismal September, sales recorded via AutoPlay bounced back in October 2018. The top three sources of sales remained the same, with web – dealer increasing by 7.5%, web – classified increased by 11.7% and repeat increased by 8.7% from September to October 2018.

**Top 3 Sources for SALES -** New Zealand Dealerships October 2018 ( vs September 2018)

| | |
|---|---|
| Web - Dealer | 7.5% |
| Web - Classified | 11.7% |
| Repeat | 8.7% |

Make sure to check in next month to find out the top sources of leads, test drives and sales for dealerships in November 2018.

Lead source reports are just one of the reports available to dealerships and OEMs who use AutoPlay Sales Pipeline. To find out more about the range of reports available via AutoPlay contact us on **sales@autoplay.co.nz** or **+64 9 361 1505.**

**Top 3 Sources for Leads, Test Drives and Sales -** New Zealand Dealerships October 2018 ( vs September 2018)

| LEADS | | TEST DRIVES | | SALES | |
|---|---|---|---|---|---|
| Web - Dealer | 8.8% | Web - Dealer | 14.1% | Web - Dealer | 7.5% |
| Web - Classified | 13.6% | Direct | 12.7% | Web - Classified | 11.7% |
| Brand | 5.3% | Brand | 1.5% | Repeat | 8.7% |

autoPLAY

# Training to be a successful relationship salesperson

**Peter Aitken**
peter@clearedge.co.nz
or 021-940 318

This month's article is part II of the material covered in my November article *Relationship v transactional car selling.* This article set out the core insights of **Ali Reda** and how any salesperson can increase their monthly sales volume by adopting a relationship sales process.

**Ali in 2017 sold 1582 vehicles, eclipsing Joe Girard's 44-year-old Guinness World Book Record of vehicle sales record of 1426.**

This piece looks at this process from another lens, that of **Damian Bouderaux**, president and founder of the Austin, Texas-based Auto Training Academy. Damian and Ali met in 2010; at that time Ali was selling 25-30 cars a month.

Under Damian's tutelage Ali went from 25 per month the first year to 43 the next. Then Ali changed both mindset and process and increased sales to 62 per month. Damian encouraged Ali to change even more things, added an assistant and he moved to 73 and following further huge adjustments went from 73 to 95.

**Following more adjustments, more mentality changes and adding another person, Ali in 2016 jumped to 115 per month and last year to 132.**

For retail automotive sales managers or dealer principals his thoughts on just what has made Ali so successful may also have relevance in a New Zealand sales context.

The key takeaways from Damian's interview were:

- I regard all salespersons I train as my clients, whereas dealers typically teach transactional selling, I teach relationship selling and how salespersons can survive and scale their business within the automotive industry.
- My teaching is based on the longer you sell, the more you should sell. You should not be selling the same amount of vehicles from one year to the next.
- The business of car salespersons is people, not cars. The key to massive success is not just building on the relationships the dealer invites into the dealership but to build on these relationships for life. In the community. In your family. Your friends. With people who have bought from you before as well as those who you have never met.
- After three-and-a-half to four years at the same dealership, a salesperson literally has the capability to only wait on people who know him or her. They do not need to wait on dealer-driven opportunities anymore.
- In my method of teaching, the customer already likes you. They already trust and believe in you. They already believe in the dealership because you have already earned their trust. You don't shake customers' hands; you hug them because you are a friend, you don't have to sell them a thing.
- In the transactional way of business you'll sell about 20% of the people you talk to, maybe up to 35%, if you are really good. In the relationship side of the business, of the people who know you you'll sell between 80 and 90% of the people who come in and give you a hug.
- It's a totally different model of doing business. You don't need word tracks, you don't need closes and it does not take forever to do a car deal because it is just a visit.
- One of the key outcomes of this way of selling is a very high referral rate. People come in to see Ali, they typically tell him: "I don't know who you are Ali, but I've had three different friends tell me I need to come in and see you about a car. Who the heck are you?"
- The high-achievers who undertake my training programme are not ego-driven and don't care to be seen. They sell anywhere from 40-100 cars per month. They are thoughtful, caring, helpful and kind.
- The advantage salespersons get from building a relationship-based business is that it is scalable and based on salesperson's natural gifts. They like people and they want people to like them. They help people without it being about himself or herself the dealer or the manager.
- One of the myths in our industry is that it's the end of the month that counts, that's for dealers;

**For salespersons, it's the person in front of them that counts.**

For a free copy of a book Damian and Ali have written visit: **https://howtosell100cars.com**

VIA ADVANTAGE
DECEMBER 2018

# Vinsen's View

**The monthly update from VIA chief executive David Vinsen**

# Connected Journeys: Putting my money where my mouth is

For the past month, I haven't been able to drive, as the consequence of a medical event. But in spite of the loss of personal, independent mobility, I have been determined not to be stuck at home, unable to get to the office, meetings or appointments.

So I've been practising what I preach, treating my daily commuting needs as an opportunity to test the concept of Mobility as a Service (MaaS).

**I first heard of MaaS at a technology conference in Germany almost three years ago; I had gone to learn about the latest developments in electric vehicles, but soon realised that EVs are only a subset of a wider trend to intelligent transport.**

The ultimate goals of intelligent transport are connected networks and autonomous vehicles, with huge potential benefits for safety, efficiency and reduced congestion.

The changes are being driven by government, commercial innovation by technology companies, and even by traditional automobile manufacturers – different industry sectors all contributing to disrupting existing business models. It became obvious to me that the problems we have in New Zealand are not unusual; most developed countries face the same transport issues.

**The real message I came away with was that there is a definite move away from Privately Owned, Privately Operated vehicles (POPO) towards other forms of transport: The so-called "modal shift" in the way we travel and commute.**

But long before we have a fully connected network and self-driving cars, VIA's prediction is that the greatest and earliest effect on how we move around our cities will be from the lowest technology solution.

We'll have MaaS in the form of Connected Journeys ... think of it as "Uber on steroids", where the most important piece of technology will be a smartphone app.

Supported by powerful computing systems, it will provide integrated planning, booking and payment platforms for all forms of transport, including public (buses, trains, ferries) and private (Uber, Lyft, car-share, ride share, etc ... and now rent-by-the-minute e-scooters).

The reason I've become fascinated by Maas and Connected Journeys is that part of VIA's role is to identify and understand the changes that are likely to affect our industry – and MaaS will certainly have a significant impact.

My appointment to the Government's EV Leadership Group reinforced my interest in these issues.

More recently, I've been appointed chair of Intelligent Transport Systems of New Zealand, a government/industry group whose role is to ensure New Zealand remains up to date with developments in transport systems technology. This has given me access to information about the latest trends and an insight into the thinking that is driving the changes.

**Although changes are happening internationally, I used to think it would be some time before they became evident in New Zealand, but I may be proved wrong. We're right up there with the innovators and early adopters; NZTA has a dedicated Connected Journeys team, designing and implementing the smartphone apps and software needed to make Connected Journeys possible.**

So not being able to drive caused me to think about my own modes of transport. I live in West Harbour, and have offices in Parnell and Mt Wellington, and meetings to attend throughout the city.

**Continued on page 21**

**WHAT DO WE DO?**

**Advice and advocacy for the used vehicle industry**
If you have technical questions, compliance problems, consumer complaints, staff issues – we can help.

For more information: **www.via.org.nz** | Free phone: **0800 842 842** | Phone **09 573 3058**

Continued from page 20

My initial thoughts were that a Connected Journeys approach would reduce my independence and flexibility, and would be difficult to plan and organise, and expensive to implement. Not so. It's been quite easy, and relatively cheap.

**In last month's column, I wrote about the introduction of Lime rent-by-the-minute e-scooters, and one of the first things I did when I couldn't drive was subscribe to Lime's service.**

My travel itinerary has been different each day, but usually consists of a mix of walk, ferry, Uber, e-scooter, Uber, ride-share, train.

It certainly makes for variety, and it's good fun. There's nothing like e-scooting through the city to a meeting, wearing a suit, to put a smile on your own face and those of the people you pass. The ferry rides between West Harbour and the city are quite social, and walking provides an element of activity in my daily commute.

In spite of having enjoyed the past month's travel, I'm not sure I'll continue with a Connected Journeys approach once I can drive again. But this experiment has convinced me there are alternatives to using POPO vehicles for transport, and at least I now know I have options.

**I am not alone in thinking about changing my mode of commuting; many commuters will use a Connected Journeys approach, and the trend will be accelerated once NZTA's app and system are implemented.**

In New Zealand, concern has been expressed about the cost of POPO for lower socio-economic groups, and already work is under way on alternative models of transport. There are discussions about "social leasing" of financing appropriate vehicles, which would serve the twin aims of removing older, less safe vehicles from the fleet as well as reducing the cost of mobility for a large proportion of the population.

**This is not just a New Zealand phenomenon:**

- The Ford Motor Company is moving to rebrand itself as the Ford Mobility Company.
- Toyota is well advanced in developing mobility solutions.
- The Japanese government sees intelligent transport as a key pillar for providing a solution for social challenges such as mobility for the elderly.
- Maersk, the giant international shipping company is removing company cars from its business model and replacing them with a Connected Journeys approach: Uber, taxis and public transport

**I can't help but be reminded of the early days of the internet, when we knew this exciting technology would alter our lives, but couldn't foresee to what extent.**

Connected Journeys has a similar feel to it – it's new and it clearly works. But it's also in its early stages, and only time will tell what we do with it once the novelty factor wears off, and to what extent it will reshape how we get from A to B.

And the message for our industry is that there are significant changes ahead.

David Vinsen addresses attendees

UPDATE
Health and Safety

**Are you prepared for the new Health and Safety framework?**

By 2020, the Government aims to achieve a 25% reduction in workplace injuries. Are you ready?

**VIA is here to help, with industry-ready Procedures Kits for workshops, car yards and compliance shops – developed in conjunction with experts HRtoolkit.**

For more information, contact:
Malcolm Yorston,
Technical Services Manager
on 0800 046 842
or DDI 09 573 3243

Email: technical@via.org.nz

CORPORATE PARTNERS

# Prices remain high with the industry forced to adapt.

BY GRAEME MACDONALD

Predictions last month that the Japanese domestic market auction pricing would remain at mid-year highs - and therefore foregoing the normal early winter seasonal dips - appear to have been well founded during November.

This "new normal" for averaged model values presented Kiwi buyers with the challenge - adapt or face an empty dealership over Christmas and into the New Year.

With the first few weeks of November the final chance to stock up before the holiday season, the clear answer to the dilemma appeared to be "adapt", with stock levels secured for export to New Zealand cautiously rising but at new purchase value points that clearly spell rising prices amongst premium models.

**Hybrid stock and EV models - particularly the Nissan Leaf - have risen throughout the second half of 2018 and now, with previous stock held in New Zealand exhausted, leave little choice for dealers but to increase pricing, sell at cost, or discontinue buying.**

Competition from both Japanese dealers and other export markets - particularly the Leaf for the latter - has been intensive, especially given Kiwi buyers are now sourcing well over 400 examples a month out of the Japanese domestic fleet.

400 Nissan Leaf needed each month

Popular Toyota hybrid models such as Prius, Aqua, Estima and Corolla are appearing in good numbers through the auction lanes, although low-mileage high-grade examples are often out of any commercially viable reach.

Larger cars are almost irresistibly cheap.

Larger vehicles that find favour with Japanese used market consumers have continued to hold strong value - after all, there has never really been a time when popular models such as Crown, Vellfire, Alphard and Majesta were not unaffordable to New Zealand buyers as late-model choices - but further down the popularity stakes, those bigger models that Kiwi buyers favour have dropped considerably in price.

**There are – theoretically - some real bargains to be had with models such as Toyota Mark-X, Nissan Fuga, Nissan Skyline, Honda Legend, Lexus LS460 and the like, with prices almost irresistibly cheap.**

However, the dilemma is - can Kiwi dealers sell them? Even as fuel prices softened up towards the end of the month, public sentiment towards larger-engined cheaper Japanese cars appears yet to return positively - and may not at all, so the lure of cheap auction-lane deals is tempered by the reality of low sales numbers and eroded values back home in New Zealand.

Older, cheaper cars that form the staple of Kiwi export lists are also still relatively inexpensive compared to newer stock, but here too, a low-mileage, high-grade 2006-2008 model car in a nice colour suitable for New Zealand is still subject to fierce bidding battles and high pricing.

Mutterings in New Zealand about changes to the current "20-year-rule" for import exemptions may cause a short-term rise in interest (and therefore prices) by Kiwis in Japan, but this market is clearly a very small and fickle one with a dwindling supply of stock available - especially full-chassis trucks such as Landcruiser and Patrol in diesel form - and traditional sports cars such as Nissan Silvia, Toyota Aristo, Chaser, Supra and Nissan Skyline.

Large commercials are hard to source

Of greater concern for buyers are the prices being commanded by commercial stock, with demand here in New Zealand competing head-on with Japanese domestic demand.

Well-founded worry over supply post-2020 and the last stage of mandatory ESC inclusion have commercial buyers keen to secure stock over the next 12 months, yet cruelly so, at the very time domestic Japanese demand keeps pricing high.

**2018 has shaped out to be one of the more demanding years for the industry as a whole, setting a new standard for pricing, logistics pathways and as seen in 2017, a new "flatline" seasonal auction pricing trend that may only get worse as Japanese consumers continue to both eschew personal car ownership and drive down new sales volumes, and international competition for the very stock New Zealand will require in 2020 at historically high levels.** ■

# Nissan scandal to hit sales

Analysts are picking that the arrest last month of Nissan chairman **Carlos Ghosn** in Japan will likely hit the brands's sales, and from that suppliers.

In a report, Japanese research firm Teikoku Databank says the negative brand association with the issue will affect sales.

"If Nissan car sales decline, Nissan's supply chain, including the 2,703 suppliers, will be affected," the report explains.

**The arrest comes after a tough year for the brand, which has had to deal with issues including the reporting of inaccurate emissions date and quality inspection problems.**

# Japanese sales up in October

Japanese vehicle registrations headed up in October, though it was commercials pushing the trend.

New vehicle registrations of 428,992 units were up 12.5% year-on-year for the month, according to the Japan Automobile Manufacturers Association.

So far for the year vehicle registrations are up 0.2% to 4,442,598 units, though passenger units were down 0.3%, balanced by commercial registrations being up 3%.

**Toyota is suffering so far this year, with registrations down 5.4% to 1,265,555.**

Honda is second, up 3% to 629,253; Suzuki third on 603,740; followed by Daihatsu on 543,371 and Nissan on 533,553.

# Toyota Safety Sense cars hit 10 million

Toyota has hit a milestone with its smart Toyota Safety Sense system, with it now fitted to 10 million vehicles annually.

The target has come less than four years since system was launched.

TSS includes a pre-collision system, lane departure alert, automatic high beam, and other technologies depending on the model.

**The system's second generation was launched at the start of this year, including on the new Toyota Corolla at the start of this year, and added the ability to identify pedestrians and cyclists at night.**

# Autosure tees off in milestone

The 25th anniversary of the Autosure Golf Classic on Friday, November 16 was a huge success.

**More than 100 people from the motor vehicle and related industries joined with staff from Autosure to celebrate this milestone.**

Always a key event in the industry calendar, the sun came out right on cue and it was a great fun day, with lots of good banter and some fine golfing prowess on display.

**James Searle**
is general manager of DPL Insurance Limited

**This was a great opportunity for Autosure to thank its business partners for their support in making 2018 such a successful year.**

Autosure is very thankful to all its sponsorship partners for their support of this great event – AA, A Automotive, Alltech Diesel and Turbo, AutoTalk, Avanti Finance, CoolCar, Dodson Autospares, Finance Now, Gearbox Factory, Kaspa Transmissions, Kiwi Car Loans, Marshall Transmissions, Oxford Finance, Printrite, Simplify, Speed, Taylor Automotive, UDC and Vero.

**The after-match function included a delicious dinner and prizegiving, with awards going to many players, including the lowest scoring teams on the day:**

1st Team – Motorsport Import Co
2nd Team – West Auckland Nissan
3rd Team – UDC

Autosure are now planning a Southern Golf Classic on Thursday, March 7 next year at the Harewood Golf Club in Christchurch, as a celebration of the loyalty and support from our business partners, without which such a great 2018 result would not have been possible.

For more information and to register, contact your Autosure account manager.

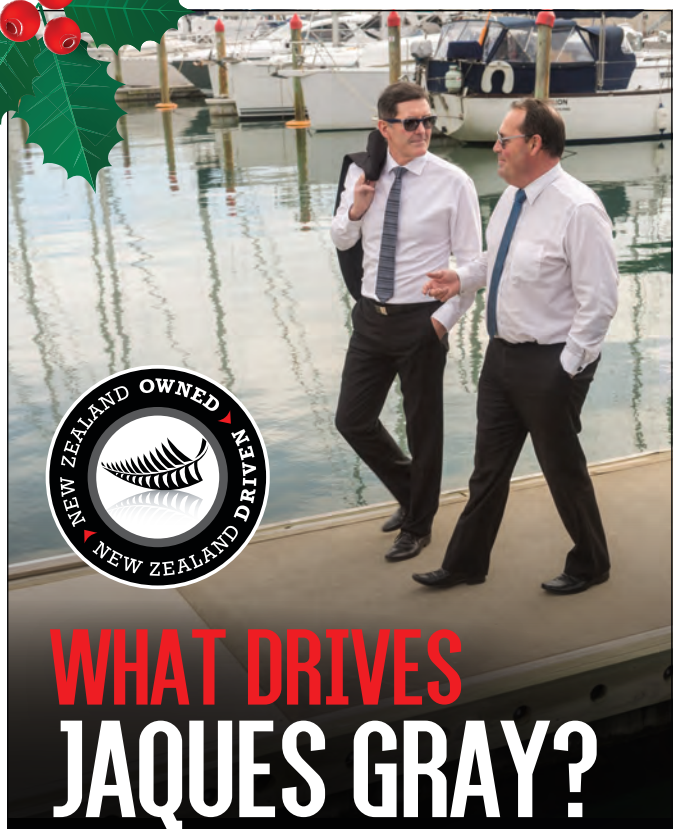
# Merry Christmas

**Life jackets, suntan lotion and seatbelts all save kiwis lives over summer**

**Thank you for your support throughout the year.**
**We wish you a safe and happy festive season and look forward to working together again in 2019.**

AUTOSURE
NEW ZEALAND

We'll be open for business as usual throughout the Christmas break, so you can rest assured your customers' claims and support enquiries are covered.




WHAT DRIVES
JAQUES GRAY?

NATIONAL SALES MANAGER

"Before I joined Provident, I raced yachts. Steve said that I could go back to sailing in a year. That was four years ago."

"This company was established in 2012 and look where we are now. We've built a brand and a reputation and we're seen as professional business partners to some of the largest, most respected dealerships in the country.

Steve and I share a similar philosophy of passion and commitment. To help make Provident succeed.

Your success is our goal.

We try hard to help our clients and it's important we balance that with responsible underwriting. It's a partnership and our objective is to help improve the profitability and performance of our dealers, responsibly.

Your success is our goal and you can measure our performance by the results that we help you achieve."

provident insurance

www.providentinsurance.co.nz

# Addressing issues of poor turnover

From time to time I receive feedback from business managers that their performance could be better if they could just get 100% turnover (T/O) from the sales team.

**So, we'll sit down and review their log to see where the issues lie.**

NB It's important, firstly, to ensure the business managers daily F&I log records the salesperson's name (who sold the vehicle) and whether or not the customer was T/O to the business manager (at the correct time). This generally identifies where the issue lies.

By **Steve Owens** of Provident Insurance

**Poor T/O can generally be attributable to one of two issues:**

i. Unavailability of the business manager due to vehicles sold off-site, a deal being completed on-line, over the phone, or the business manager being away from the dealership (for whatever reason – out to lunch, annual leave, tied up with other customers, etc).

ii. Poor relationships or a sense of mis-trust between the salesperson and the business manager, where the sales-person has a concern that the business manager will sell their customer something they may not want or may handle their customer in a way that may jeopardise the deal or the salesperson's relationship with their customer.

## Unavailability of the business manager

This is an issue that should be openly discussed at weekly sales meetings (communication in any business is important, and yes, the business manager should attend sales meetings).

There will always be the odd occasion when the business manager is not available (and not all dealerships have the luxury of back-up staff), so the reason should be communi-cated to the sales team in advance.

**Any deals completed on-line or via phone should still be introduced to the business manager as early as possible.**

If the business manager is tied up with customers the salesperson should settle the customers down with a tea/coffee, communicate with the business manager so they can fast-track things and assist them by ensuring the write-up sheet is completed in full and photocopying the customer's driver's licence.

## Relationships/trust

Communication is the key to identifying and resolving any conflict between sales and F&I.

The first thing we all need to realise is that the customer does not belong to the salesperson.

Continued on page 44

# Family favourite takes New Zealand Car of the Year

A family-friendly SUV has beaten tough competitors to win the 2018 New Zealand Car of the Year.

**The Forester is the first Subaru to take the New Zealand Motoring Writers' Guild's accolade and also only the second sports utility to take the prize, the first being the 2017 holder, Skoda's Kodiaq.**

Ten finalists competed for the Peter Greenslade Trophy, which is in its 31st year and stands as the country's only independent motoring award, with guild president **Richard Edwards** noting that voting was very close.

This year's award saw a new partnership with top-rating TV show *Seven Sharp*, with host **Hilary Barry** trying the 10 finalists, and the award being announced live on the show.

The Guild represents professional motoring commentators from as far north as Kerikeri and as far south as Dunedin.

**Edwards, of Auckland, says Forester is the kind of vehicle Kiwi buyers now want.**

"It offers the durability and functionality Kiwi families desire, also now implementing next generation safety technology. And in starting at $39,990 it is truly affordable for new car buyers."

New Zealand Motoring Writers' Guild president Richard Edwards, Wallis Dumper, managing director, Subaru of New Zealand, Hilary Barry, Jeremy Wells and Daile Stephens, marketing manager, Subaru of New Zealand.

New Zealand Car of the Year convener **David Thomson**, of Dunedin, noted Subaru has kept the Forester true to its go-anywhere roots.

"On gravel or even unpaved roads, the new Forester is – by lifestyle SUV standards – exceptionally accomplished and surefooted."

**Guild vice-president Richard Bosselman, from Palmerston North, said the latest model's cutting-edge safety technology deserves attention.**

"Traditional toughness and real-deal ability keeps Forester sweet with loyalists, genuine cutting-edge safety and assists deserve attention from a whole new audience."

Subaru of New Zealand managing director **Wallis Dumper** commented that if New Zealand motoring journalists considered the car the best then "who are we to argue?"

"We ... knew when the fifth-generation Subaru Forester arrived that we had a pretty special vehicle on our hands."

**The model is Subaru's strongest seller globally and he envisaged this prestigious award would further elevate its status.**

"Thank you to the New Zealand Motoring Writers' Guild for taking the time to evaluate the Subaru Forester and recognise how incredible it is."

Marketing manager **Daile Stephens** says one of the struggles in launching

Continued on page 30

New Zealand Motoring Writers' Guild president Richard Edwards and Wallis Dumper, managing director, Subaru of New Zealand.

# 250 upgrade a bargain for A-class

Mercedes-Benz has released the second of a number of variants for the A-class range on to the New Zealand market, with an impressively small bump over the base model.

The A250 arrives in showrooms before the end of the year, and is the second in a multi-stage rollout for the smallest Benz, with a sedan, AMG A350 and AMG A450 models yet to come. A new CLA is also on the way, the first time there has been an A-Class sedan and coupe-sedan model.

**It has already landed the impressive A200, with its 1.4-litre turbocharged engine, and a price tag of $60,900. The A250 has the same standard specification but adds a larger 2-litre turbocharged engine and all-wheel drive with only a $3000 addition to the price tag.**

Both A-class models come with a fairly high set of standard specifications, including 18-inch alloy wheels, Artico synthetic leather upholstery, climate control air-conditioning, electric front seats, LED headlights, wireless mobile phone charging, and the new MBUX twin LCD screen control and infotainment system with the "Hey Mercedes" voice control system, Apple CarPlay and Android Auto.

The safety package includes a pre-safe autonomous braking system, blindspot and exit warnings, park assist, adaptive high beam lights, cross traffic alert, traffic sign recognition and cross-wind assist.

Though like many European models, to get some items you need to start ticking from an extensive list of packages - though in fairness they are very value priced.

We would be ticking the driver assist package for adaptive cruise control, traffic jam assist, route-based steering, active steering assist and active braking assist. As Mercedes-Benz is keen to point out, this gives the A-class virtually the same level of driver assist as an S-class for $1790.

**Though arguably some of these features, such as adaptive cruise control, are now standard on far less premium models. Mercedes-Benz spokesperson Jerry Stamoulis defended the move, pointing out the extensive safety equipment the car does carry.**

"[Adaptive cruise control] is not a high priority for customers," Stamoulis says. "Our priority is to have as much safety equipment as we can."

While the A200 gets an all-new engine, the 2-litre turbocharged unit is

**Continued from page 30**

# Audi looking for bigger pond with Q8

While seven-seat premium SUVs have proven popular, and have been a particular success for Audi with its Q8 model, the local distributor had not had an offering for some time in the five-seat market.

With the Q8 they are excited to be back, noting the five-seat market is bigger than their traditional seven-seat playground.

**Think Range Rover, Porsche Cayenne and the five-seat options from BMW and Mercedes Benz ranges.**

"We haven't had a full-size five-seater before," explains Audi general manager **Dean Sheed**. "It is important we can fish in a bigger pond."

That will mean new buyers to the brand, although Sheed says there will be some crossover with Q7.

"There will be some Q7 owners who have been through a life change and no longer need the seven seats."

There is initially only one model, the V6 TDI, at a retail price of $149,900. An S-Line package is available for $157,900.

**Compared to the Q7, the Q8 is 66mm shorter, 38mm lower and 27mm wider. While those numbers may not seem significant, it casts a very different profile, looking more like a wide, raised-up sports car than a long, bulky SUV.**

The design is surprisingly aggressive, and changed little from concept to production. It is styled after the rally Quattros of the 1980s, and it is a look that will spread to the rest of the Audi family in time. In a rare move for an SUV the doors are frameless, which adds to the coupe-like look. The boot hosts volumes at 605 litres.

A lot of effort has been put into lighting, with strips of LED designed into the front and rear of the vehicle. These are animated when the vehicle is indicating

**Continued on page 31**

# 250 upgrade a bargain for A-class

Continued on page 28

familiar to the previous A250 and many other small-to-medium Mercedes-Benz products.

**It produces 165kW of power and 350Nm of torque and is paired with a seven-speed dual clutch transmission. The sprint to 100km/h is dispatched in 6.2 seconds while average fuel consumption is 6.6 litres per 100km.**

The 4Matic all-wheel drive system has been updated for additional control and efficiency. Drive torque distribution between the front and rear axles is fully variable depending on the driving situation, with up to 100% of the torque able to be sent to the front axle for efficiency, or 50% assigned to the rear for traction.

Using the Dynamic Select switch, the driver can influence steering feel, engine response, transmission and the all-wheel drive system. Add the AMG exclusive package for $3190, and you also get adaptive suspension which can be varied with the Select system.

Slipping behind the wheel, the A250 feels very spacious considering its relatively small footprint.

**The new model brings with it more front and rear space, as well as a helpful boost of 27 litres to boot space, taking the total to 370 litres. The two huge LCD screens control most of the significant systems and offer a level of voice control through the "Hey Mercedes" function.**

Performance is solid from the 2-litre engine, although around town I am not sure if it offers much of an advantage over the A200's excellent 1.4-litre unit. The DSG is crisp yet refined and is unlikely to upset automatic loyalists.

We drove the A250 with and without the adaptive suspension systems, and they do feel significantly different.

**Around town the standard setup is excellent, and being independent rather than the torsion beam in the standard A200 offers a substantial upgrade, although on the b-roads around Auckland it was more easily forced offline by bumps. If you are an enthusiastic driver this option is one to tick – it makes a clear difference.**

Mercedes-Benz New Zealand has managed to get stock of the A250 "quite early", and while the model usually splits sales 50/50 with the A200 variants, we suspect the split could further favour the more expensive model this time around. ■

# Family favourite takes New Zealand Car of the Year

Continued from page 27

the new Forester is that some buyers still consider it a wagon rather than an SUV.

"Over the years we have worked so hard to establish ourselves as a wagon brand and many buyers still considered the Forester as a wagon, therefore didn't even have it on their shopping list when they were in the market for a new SUV for their family," she says.

**"As a mother of two young children, the Forester is proving to be the ultimate family vehicle."**

Other finalists this year were the BMW X3, Holden Commodore, Hyundai Kona, Kia Stinger, Mercedes-Benz A-Class, Skoda Karoq, Toyota Camry and a pair of Volvos, the XC40 and XC60. ■

# Audi looking for bigger pond with Q8

Continued from page 29

or when the vehicle is being locked or unlocked. The standard headlights use a 24 LED HD matrix.

**Inside, the design has a luxury lounge feel. The near 3-metre wheelbase give both front and rear passengers excellent space.**

The number of controls and buttons have been reduced to the minimum, with systems instead controlled by a new MMI Touch Response screen forward of the transmission shifter. This multitouch screen includes keyboard and handwriting input, offers haptic feedback, and can be set up for seven personal profiles.

The only engine available in the Q8 initially is the brand's familiar 3-litre six-cylinder turbocharged diesel - though it is in a 48-volt mild-hybrid system. This produces 210kW and 600Nm of torque, giving a 0-100 sprint time of 6.3 second.

The hybrid system uses an integrated belt alternator starter which offers slight assist to the engine or recharges the 10Ah lithium ion battery.

**The vehicle can coast at 55 to 160kmh with the engine off, before the BAS restarts the engine quickly and smoothly. On deceleration it can recoup up to 12kW of energy.**

The transmission is an eight-speed automatic. The all-wheel drive system uses a mechanical centre differential and a normal torque spot of 40 front, 60 rear - though this can be varied depending on need. The air-suspension system allows for a 90mm variation in ride height on the move - more when parked for loading.

The tow rating will impress the boat or horse float sets at a useful 3500kg.

At launch, we took the Q8 for a brief run on the motorway south of Auckland before a short yet impressive off-road experience that showed what modern SUV hardware can do.

With raised suspension, a surprising 240+mm of ground clearance and adaptive cruise control and hill descent control - which also works in reverse - the Q8 impressed over some prepared undulating and slippery challenges. Having said that, we were terrified we would grate the alloy wheels on the rock base.

The short on-road drive makes it hard to judge the car in that environment, though it did feel very good. The engine is relaxed, yet quickly offers stump loads of torque. The steering also felt nicely weighted and crisp.

**The Q8 would have done the motorway drive largely on its own if allowed, alongside the usual adaptive cruise control and lane assist, it uses radar, camera, ultrasound and a laser scanner to detect hazards.**

The MMI Touch system took little time to get used to, it is surprisingly intuitive and adaptive - and the haptic feedback is boon for letting you know your request has been registered correctly.

The S-line package is likely to be popular, and includes sports bumpers, a roof spoiler, a different finish for the front grille surround, or "mask" in Audi-speak, sports seats, sports trim, new wheels and a unique flat-bottomed steering wheel.

## Electric SUV in high demand

The Audi Q8 is not the only premium SUV option Audi is launching over the next 12 months, with the electric E-tron model due to land during the middle of next year.

**Sheed says demand has been strong, with 100 orders - basically their first year's production allocation - having $2000 deposits attached to them in the first eight days of the order books being open.**

"We have now sold out our entire 2019 allocation, 100 cars, and we did that in eight days," Sheed says. "Our biggest issue now is negotiating with the factory for additional production."

While exact details of the vehicle have yet to be confirmed, Sheed suggests it will fit Kiwi buyers well.

"It is a full-size European SUV, it will have a good tow rating for NZ, it will have good range and you can put a roof rack on it."

The battery will be a 95kW unit, giving a WLTP range of up to 450km. It can charge at up to 150kW.

As reported earlier by *EVtalk*, Audi has been doing a site analysis on its dealerships to work out where, and at what level, it should be offering charging.

**Customers will have their homes assessed by Vector subsidiary HRV Solar for the fitment of a 32-amp charger, and inductive charging for homes will follow.**

"Clearly there is an appetite for the car," says Sheed. "It is a very good sign for our market, and the factory are clearly invigorated around what we have done in terms of infrastructure." ■

# Fuel pricing investigation begins

The Commerce Commission investigation into retail fuel pricing is now underway.

**The market study is looking into factors that may affect competition for the supply of retail petrol and diesel used for land transport throughout New Zealand.**

Commerce Commission chairman **Dr Mark Berry** says the retail fuel market plays a large role in the economy, with prices at the pump directly affecting all New Zealanders.

Sales of petrol and diesel amounted to more than $8 billion in the year to June 2018.

"We are aware of recent concerns relating to retail fuel prices. Our role is to provide an objective and independent assessment of the level of competition in this market and what factors may be impacting on it," Berry says.

"We will shortly be issuing information requests to selected sector participants and seeking information from a range of other parties involved with this industry.

"This is a complex market and we expect we will need the full 12 months to complete the study, as the Government has allowed for.

**"We intend to publish working papers during the first half of this study, with a draft report released by August next year and the final report in December," he says.**

The study will not assess competition in other fuel markets such as aviation or marine.

The commission will soon publish a process paper on the fuel study.

It will also publish and invite submissions on draft guidelines within a week that will govern its market studies with submissions closing on January 31, 2019. ■

# Conflict of interest consultation extended

**Continued from page 1**

feedback that more time was needed for detailed submissions to be given on the effect the changes may have on business."

**After consultation closes, the feedback will be considered by the NZ Transport Agency board and a final decision will be made, with any changes set to be implemented soon after.**

NZTA says at the time the policy was created, some integration of the used vehicle supply chain was anticipated.

However, it has changed more than was expected.

The proposed policy changes include introducing clarification on the definition of "conflict of interest", and strengthening controls for appointing used vehicle entry certification inspectors and organisations to avoid conflicts of interest. ■

**AS NZ DEMAND INCREASES, WE NEED TO GROW OUR DEALER NETWORK.**

Polaris are manufacturers of the world's number one selling utility vehicles, with 23 models featuring Rollover Protection. As pioneers of the modern utility vehicles, we're committed to continually innovating to meet NZ customers' needs. Our flagship Ranger XP1000LE outperforms all of its competitors on power, safety, comfort, maneuverability and much more.

Now, as NZ demand increases, we need to strategically grow our dealer network. Opportunities are available for the sale and distribution of our entire range of off-road vehicles across the country. If you have a passion for business, off road vehicles, or a desire to take the next step in vehicle sales, we can help you to get started within the Polaris NZ dealer network.

**Email info@polarisnewzealand.com in confidence to enquire.**

POLARIS®

HARDEST WORKING. SMOOTHEST RIDING.

polarisnewzealand.com

NICHIBO
Importing Cars. Made Easy.
Your trusted vehicle import agent
For more than 30 years

# Imports take dramatic hit

The market for used import vehicles has dived dramatically as a slowing market and stink bug delays hit.

**Registrations of used import passenger vehicles were down 25.2% for the month to 11,156 units from 14,924 this time last year. One mitigating factor in the fall, however, is that last year's total was historically high.**

At 136,576 vehicles, the market is now down around 600 on last year.

Commercials also took a tumble, down 9.4% to 1055 vehicles. Year-to-date the segment is down 65 to 11,318.

**Toyota** retained its place as top passenger brand, though the gap to **Nissan** continues to close. Toyota was down 33.8% for the month to 2502 for a 22.5% share, while Nissan was down 25.5% to 2257 for a 20.2% share.

In third, **Mazda** was down 22.1% to 1870 units and a 16.8% share, while **Honda** took fourth on 1120, down 16.9% for a 10% market share.

In fifth, **Subaru** registrations were down 25.1% to 598 for 5.4% fo the market, while **Suzuki** was sixth on 598 units, down 14.4%.

**Mitsubishi** was seventh for the month on 445, followed by **BMW** on 403, **Volkswagen** on 355 and **Audi** on 236.

**The Mazda Axela was again the top import model on 576 units, followed by the Nissan Tiida on 522 and the Suzuki Swift on 501.**

The **Mazda Demio** was fourth for the month on 479, followed by the **Toyota Corolla** on 422 and the **Toyota Prius** – riding the back of high fuel prices and demand for ride sharing – on 400 vehicles.

In seventh place was the **Honda Fit** on 396, followed

by the fully-electric **Nissan Leaf** on 320, the **Toyota Wish** on 268 and the **Toyota Vitz** on 248.

In commercials, **Toyota** topped the list of brands, down 10% to 448 units for a 42.5% market share.

**Nissan** was second on 206, down 17.3% for a 19.5% share, followed in third by **Fiat** on 64,

**Continued on page 34**

## USED IMPORT COMMERCIAL MAKES

| MAKE | NOV '18 | NOV '17 | Movement | % Change | Market Share |
|---|---|---|---|---|---|
| TOYOTA | 448 | 498 | | -10.0 | 42.5 |
| NISSAN | 206 | 249 | | -17.3 | 19.5 |
| FIAT | 64 | 63 | ↑ Up 2 | 1.6 | 6.1 |
| MAZDA | 61 | 65 | | -6.2 | 5.8 |
| FORD | 59 | 41 | ↑ Up 2 | 43.9 | 5.6 |
| ISUZU | 48 | 69 | ↓ Down 3 | -30.4 | 4.5 |
| HINO | 32 | 32 | ↑ Up 1 | 0.0 | 3.0 |
| MITSUBISHI | 31 | 45 | ↓ Down 2 | -31.1 | 2.9 |
| HOLDEN | 18 | 18 | ↑ Up 1 | 0.0 | 1.7 |
| CHEVROLET | 13 | 20 | ↓ Down 1 | -35.0 | 1.2 |
| OTHER | 75 | 65 | | 15.4 | 7.1 |
| **TOTAL** | **1055** | **1165** | | **-9.4** | **100.0** |

## TOP 10 USED IMPORT COMMERCIAL MODELS

| MAKE | MODEL | NOV '18 | MAKE | MODEL | NOV '17 |
|---|---|---|---|---|---|
| TOYOTA | HIACE | 341 | TOYOTA | HIACE | 382 |
| NISSAN | CARAVAN | 66 | NISSAN | CARAVAN | 75 |
| FIAT | DUCATO | 64 | FIAT | DUCATO | 62 |
| MAZDA | BONGO | 47 | MAZDA | BONGO | 56 |
| NISSAN | NV200 | 37 | NISSAN | NV200 | 48 |
| NISSAN | VANETTE | 37 | TOYOTA | REGIUS | 41 |
| ISUZU | ELF | 32 | NISSAN | VANETTE | 37 |
| NISSAN | NV350 | 32 | ISUZU | ELF | 35 |
| TOYOTA | DYNA | 32 | NISSAN | NV350 | 28 |
| FORD | TRANSIT | 31 | TOYOTA | DYNA | 24 |

NICHIBO
Importing Cars. Made Easy.
Contact us today »
Your trusted vehicle import agent
For more than 30 years
09 374 4436 | sales@nichibojapan.com | www.nichibojapan.com

**Fast Loan Approvals**
**Flexible Repayments**
**Personal Service**
Get in contact today
0800 367 233
auto finance direct.

Continued from page 33

up 1.6% for a 6.1% stake.

**Mazda** was fourth in November on 61, followed by **Ford** on 59. **Isuzu** in sixth was the top truck brand on 48.

**The Toyota Hiace was the top commercial on 341 units, far ahead of anything else.**

Second was the **Nissan Caravan** on 66, followed by the **Fiat Ducato** – all motorhomes – on 64.

The **Mazda Bongo** was fourth on 47, followed by the **Nissan NV200** and **Vanette** models, tied on 37.

## AROUND THE COUNTRY
### PASSENGER REGISTRATIONS

| DIST | NOV '18 | NOV '17 | % CHANGE |
|---|---|---|---|
| WHA | 275 | 327 | -15.90 |
| AUC | 5214 | 7487 | -30.36 |
| HAM | 750 | 907 | -17.31 |
| THA | 86 | 158 | -45.57 |
| TAU | 460 | 530 | -13.21 |
| ROT | 137 | 230 | -40.43 |
| GIS | 69 | 93 | -25.81 |
| NAP | 238 | 312 | -23.72 |
| NEW | 172 | 204 | -15.69 |
| WAN | 111 | 130 | -14.62 |
| PAL | 290 | 373 | -22.25 |
| MAS | 75 | 99 | -24.24 |
| WEL | 839 | 1003 | -16.35 |
| NEL | 261 | 309 | -15.53 |
| BLE | 64 | 70 | -8.57 |
| GRE | 31 | 42 | -26.19 |
| WES | 8 | 2 | 300.00 |
| CHR | 1438 | 1855 | -22.48 |
| TIM | 88 | 125 | -29.60 |
| OAM | 21 | 18 | 16.67 |
| DUN | 355 | 442 | -19.68 |
| INV | 174 | 208 | -16.35 |
| TOTAL | 11156 | 14924 | -25.25 |

**Aussie market flat despite one million sales**

Celebrations about reaching one million Australian new vehicle sales for 2018 will be muted following November's results.

**New vehicle sales reached 93,860, dropping by 7.4% compared with the same period in 2017, the latest VFacts figures show.**

The overall market decline for the month was once again led by falling passenger car sales, at 29,250 or 20.8% lower in November 2018 compared

Continued on page 35

## 20 TOP USED IMPORT PASSENGER MAKES

| MAKE | NOV '18 | NOV '17 | Movement | % Change | Market Share |
|---|---|---|---|---|---|
| TOYOTA | 2505 | 3785 | | -33.8 | 22.5 |
| NISSAN | 2257 | 3028 | | -25.5 | 20.2 |
| MAZDA | 1870 | 2402 | | -22.1 | 16.8 |
| HONDA | 1120 | 1347 | | -16.9 | 10.0 |
| SUBARU | 606 | 809 | | -25.1 | 5.4 |
| SUZUKI | 598 | 699 | | -14.4 | 5.4 |
| MITSUBISHI | 445 | 518 | ↑ Up 1 | -14.1 | 4.0 |
| BMW | 403 | 546 | ↓ Down 1 | -26.2 | 3.6 |
| VOLKSWAGEN | 355 | 459 | | -22.7 | 3.2 |
| AUDI | 236 | 270 | | -12.6 | 2.1 |
| MERCEDES-BENZ | 174 | 267 | | -34.8 | 1.6 |
| LEXUS | 102 | 75 | ↑ Up 1 | 36.0 | 0.9 |
| FORD | 68 | 111 | ↓ Down 1 | -38.7 | 0.6 |
| VOLVO | 62 | 71 | | -12.7 | 0.6 |
| LAND ROVER | 37 | 50 | ↑ Up 1 | -26.0 | 0.3 |
| CHEVROLET | 36 | 46 | ↑ Up 1 | -21.7 | 0.3 |
| JAGUAR | 32 | 44 | ↑ Up 1 | -27.3 | 0.3 |
| MINI | 30 | 43 | ↑ Up 1 | -30.2 | 0.3 |
| HOLDEN | 25 | 60 | ↓ Down 4 | -58.3 | 0.2 |
| HYUNDAI | 23 | 20 | ↑ Up 5 | 15.0 | 0.2 |
| OTHER | 172 | 274 | | -37.2 | 1.5 |
| TOTAL | 11156 | 14924 | | -25.2 | 100.0 |

## USED IMPORT COMMERCIAL MAKES – YEAR-TO-DATE 2018

| | CHEVROLET | DODGE | FIAT | FORD | HINO | HOLDEN | ISUZU | MAZDA | MITSUBISHI | NISSAN | TOYOTA | VOLKSWAGEN | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 18-Jan | 13 | 8 | 35 | 45 | 26 | 22 | 57 | 78 | 36 | 210 | 441 | 3 | 50 | 1024 |
| 17-Jan | 19 | 4 | 23 | 30 | 19 | 13 | 41 | 83 | 33 | 197 | 404 | 10 | 52 | 928 |
| % diff | -32 | 100 | 52 | 50 | 37 | 69 | 39 | -6 | 9 | 7 | 9 | -70 | -4 | 10 |
| 18-Feb | 19 | 3 | 15 | 48 | 49 | 16 | 47 | 41 | 41 | 203 | 407 | 8 | 51 | 948 |
| 17-Feb | 15 | 2 | 9 | 35 | 31 | 19 | 45 | 94 | 40 | 191 | 466 | 10 | 41 | 998 |
| % diff | 27 | 50 | 67 | 37 | 58 | -16 | 4 | -56 | 3 | 6 | -13 | -20 | 24 | -5 |
| 18-Mar | 21 | 6 | 7 | 39 | 30 | 20 | 48 | 75 | 39 | 229 | 399 | 3 | 59 | 975 |
| 17-Mar | 19 | 7 | 9 | 30 | 41 | 23 | 64 | 90 | 45 | 263 | 602 | 8 | 48 | 1249 |
| % diff | 11 | -14 | -22 | 30 | -27 | -13 | -25 | -17 | -13 | -13 | -34 | -63 | 23 | -22 |
| 18-Apr | 13 | 3 | 4 | 38 | 30 | 11 | 54 | 35 | 22 | 174 | 389 | 5 | 50 | 828 |
| 17-Apr | 21 | 4 | 4 | 33 | 20 | 22 | 45 | 54 | 27 | 187 | 27 | 187 | 277 | 908 |
| % diff | -38 | -25 | 0 | 15 | 50 | -50 | 20 | -35 | -19 | -7 | 1341 | -97 | -82 | -9 |
| 18-May | 24 | 11 | 5 | 41 | 46 | 29 | 79 | 65 | 41 | 223 | 494 | 7 | 41 | 1106 |
| 17-May | 26 | 5 | 9 | 39 | 39 | 23 | 58 | 70 | 37 | 269 | 515 | 9 | 51 | 1150 |
| % diff | -8 | 120 | -44 | 5 | 18 | 26 | 36 | -7 | 11 | -17 | -4 | -22 | -20 | -4 |
| 18-Jun | 20 | 4 | 20 | 39 | 33 | 13 | 53 | 65 | 33 | 201 | 453 | 6 | 59 | 999 |
| 17-Jun | 20 | 5 | 8 | 52 | 20 | 25 | 67 | 70 | 40 | 236 | 536 | 6 | 44 | 1129 |
| % diff | 0 | -20 | 150 | -25 | 65 | -48 | -21 | -7 | -18 | -15 | -15 | 0 | 34 | -12 |
| 18-Jul | 15 | 7 | 47 | 39 | 24 | 19 | 58 | 65 | 34 | 240 | 477 | 0 | 57 | 1082 |
| 17-Jul | 24 | 1 | 3 | 49 | 41 | 21 | 41 | 68 | 41 | 233 | 530 | 3 | 34 | 1089 |
| % diff | -38 | 600 | 1467 | -20 | -41 | -10 | 41 | -4 | -17 | 3 | -10 | -100 | 68 | -1 |
| 18-Aug | 21 | 5 | 7 | 37 | 38 | 29 | 64 | 56 | 36 | 252 | 603 | 6 | 70 | 1224 |
| 17-Aug | 21 | 6 | 5 | 52 | 33 | 17 | 74 | 60 | 45 | 269 | 520 | 8 | 38 | 1148 |
| % diff | 0 | -17 | 40 | -29 | 15 | 71 | -14 | -7 | -20 | -6 | 16 | -25 | 84 | 7 |
| 18-Sep | 17 | 7 | 9 | 31 | 37 | 16 | 61 | 62 | 36 | 187 | 489 | 6 | 53 | 1011 |
| 17-Sep | 18 | 9 | 4 | 47 | 20 | 23 | 67 | 67 | 39 | 217 | 526 | 9 | 48 | 1094 |
| % diff | -6 | -22 | 125 | -34 | 85 | -30 | -9 | -7 | -8 | -14 | -7 | -33 | 10 | -8 |
| 18-Oct | 18 | 3 | 27 | 45 | 26 | 8 | 55 | 81 | 37 | 239 | 448 | 7 | 72 | 1066 |
| 17-Oct | 25 | 9 | 16 | 39 | 28 | 19 | 58 | 98 | 43 | 266 | 487 | 4 | 38 | 1130 |
| % diff | -28 | -67 | 69 | 15 | -7 | -58 | -5 | -17 | -14 | -10 | -8 | 75 | 89 | -6 |
| 18-Nov | 13 | 7 | 64 | 59 | 32 | 18 | 48 | 61 | 31 | 206 | 448 | 5 | 63 | 1055 |
| 17-Nov | 20 | 8 | 63 | 41 | 32 | 18 | 69 | 65 | 45 | 249 | 498 | 6 | 51 | 1165 |
| % diff | -35 | -13 | 2 | 44 | 0 | 0 | -30 | -6 | -31 | -17 | -10 | -17 | 24 | -9 |
| YTD 18 | 194 | 64 | 240 | 461 | 371 | 201 | 624 | 684 | 386 | 2364 | 5048 | 56 | 625 | 11318 |
| YTD 17 | 228 | 60 | 153 | 447 | 324 | 223 | 629 | 819 | 435 | 2577 | 5111 | 260 | 722 | 11988 |
| %diff | -15 | 7 | 57 | 3 | 15 | -10 | -1 | -16 | -11 | -8 | -1 | -78 | -13 | -6 |

**Fast Loan Approvals, Personal Service & Flexible Repayments.**
Our personal service & flexibility sets us apart.
Get in contact today **Ph - 0800 367 233**
auto finance direct.

## 20 TOP USED IMPORT PASSENGER MODELS

| MAKE | MODEL | NOV '18 | MAKE | MODEL | NOV '17 |
|---|---|---|---|---|---|
| MAZDA | AXELA | 576 | NISSAN | TIIDA | 930 |
| NISSAN | TIIDA | 522 | MAZDA | DEMIO | 704 |
| SUZUKI | SWIFT | 501 | MAZDA | AXELA | 615 |
| MAZDA | DEMIO | 470 | SUZUKI | SWIFT | 589 |
| TOYOTA | COROLLA | 422 | TOYOTA | COROLLA | 567 |
| TOYOTA | PRIUS | 400 | HONDA | FIT | 525 |
| HONDA | FIT | 396 | TOYOTA | PRIUS | 393 |
| NISSAN | LEAF | 320 | SUBARU | LEGACY | 391 |
| TOYOTA | WISH | 268 | TOYOTA | WISH | 385 |
| TOYOTA | VITZ | 248 | TOYOTA | VITZ | 365 |
| SUBARU | LEGACY | 245 | TOYOTA | ESTIMA | 324 |
| MITSUBISHI | OUTLANDER | 240 | MAZDA | ATENZA | 295 |
| MAZDA | PREMACY | 238 | MITSUBISHI | OUTLANDER | 294 |
| VOLKSWAGEN | GOLF | 235 | VOLKSWAGEN | GOLF | 293 |
| MAZDA | ATENZA | 231 | NISSAN | LEAF | 244 |
| NISSAN | DUALIS | 212 | TOYOTA | MARKX | 235 |
| NISSAN | NOTE | 199 | MAZDA | MPV | 233 |
| SUBARU | IMPREZA | 194 | NISSAN | MURANO | 207 |
| NISSAN | X-TRAIL | 165 | MAZDA | PREMACY | 206 |
| HONDA | STREAM | 182 | NISSAN | DUALIS | 201 |

Continued from page 34

to the corresponding month last year.

**The flat conditions were also reflected in SUV sales, which fell by 1.9 % across the segment, which accounted for 42.6% of the market in November 2018 and 42.9% of the market year to date.**

Light commercial vehicle sales grew marginally by 4.2% in November 2018 from November 2017, with the segment representing 22.3% of the market in November 2018 and 20.5% of the market year-to-date.

Year-to-date sales across the market are currently at 1,065,583, which is a marginal 1.9% decline from the same period in the record 2017 sales year. ■

*Fast Loan Approvals*
*Flexible Repayments*
*Personal Service*
Get in contact today
0800 367 233
auto finance direct.

## THE 17 LEADING USED IMPORT PASSENGER MAKES – YEAR-TO-DATE 2018

| | AUDI | BMW | CHEVROLET | DAIHATSU | FORD | HOLDEN | HONDA | HYUNDAI | MAZDA | MERCEDES | MITSUBISHI | NISSAN | PEUGEOT | SUBARU | SUZUKI | TOYOTA | VW | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 18-Jan | 250 | 523 | 65 | 8 | 115 | 46 | 1356 | 27 | 2310 | 210 | 440 | 2629 | 26 | 809 | 722 | 3232 | 445 | 506 | 13719 |
| 17-Jan | 264 | 568 | 56 | 14 | 102 | 43 | 1308 | 25 | 1979 | 275 | 469 | 2268 | 12 | 543 | 622 | 3396 | 467 | 522 | 12933 |
| % diff | -5 | -8 | 16 | -43 | 13 | 7 | 4 | 8 | 17 | -24 | -6 | 16 | 117 | 49 | 16 | -5 | -5 | -3 | 6 |
| 18-Feb | 192 | 467 | 63 | 8 | 122 | 39 | 1232 | 2 | 1996 | 250 | 325 | 2220 | 16 | 696 | 682 | 2872 | 366 | 500 | 12048 |
| 17-Feb | 227 | 528 | 53 | 19 | 109 | 61 | 1308 | 30 | 1871 | 267 | 413 | 2200 | 19 | 546 | 643 | 3038 | 439 | 489 | 12260 |
| % diff | -15 | -12 | 19 | -58 | 12 | -36 | -6 | -93 | 7 | -6 | -21 | 1 | -16 | 27 | 6 | -5 | -17 | 2 | -2 |
| 18-Mar | 235 | 514 | 48 | 8 | 104 | 40 | 1188 | 35 | 1978 | 227 | 307 | 2132 | 22 | 704 | 606 | 2878 | 357 | 458 | 11841 |
| 17-Mar | 297 | 713 | 80 | 13 | 130 | 61 | 1449 | 39 | 2058 | 356 | 548 | 2543 | 17 | 605 | 711 | 3722 | 548 | 584 | 14474 |
| % diff | -21 | -28 | -40 | -38 | -20 | -34 | -18 | -10 | -4 | -36 | -44 | -16 | 29 | 16 | -15 | -23 | -35 | -22 | -18 |
| 18-Apr | 228 | 471 | 39 | 9 | 0 | 25 | 1053 | 23 | 1760 | 222 | 379 | 1970 | 14 | 623 | 604 | 2644 | 371 | 458 | 10893 |
| 17-Apr | 252 | 553 | 47 | 9 | 90 | 67 | 1233 | 33 | 1823 | 287 | 464 | 2292 | 15 | 573 | 626 | 3209 | 465 | 469 | 12507 |
| % diff | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 |
| 18-May | 276 | 621 | 41 | 12 | 102 | 44 | 1374 | 30 | 2063 | 257 | 463 | 2630 | 17 | 770 | 682 | 3102 | 402 | 534 | 13420 |
| 17-May | 287 | 660 | 58 | 11 | 98 | 60 | 1409 | 36 | 2153 | 368 | 559 | 2750 | 14 | 669 | 692 | 3604 | 446 | 565 | 14439 |
| % diff | -4 | -6 | -29 | 9 | 4 | -27 | -2 | -17 | -4 | -30 | -17 | -4 | 21 | 15 | -1 | -14 | -10 | -5 | -7 |
| 18-Jun | 267 | 590 | 34 | 11 | 81 | 34 | 1322 | 25 | 2018 | 216 | 421 | 2486 | 15 | 685 | 714 | 2881 | 363 | 488 | 12651 |
| 17-Jun | 252 | 537 | 46 | 11 | 120 | 68 | 1304 | 28 | 1983 | 290 | 507 | 2590 | 14 | 669 | 653 | 3304 | 437 | 526 | 13339 |
| % diff | 6 | 10 | -26 | 0 | -33 | -50 | 1 | -11 | 2 | -26 | -17 | -4 | 7 | 2 | 9 | -13 | -17 | -7 | -5 |
| 18-Jul | 301 | 534 | 51 | 13 | 81 | 31 | 1517 | 15 | 2275 | 229 | 532 | 2685 | 5 | 718 | 745 | 3135 | 404 | 576 | 13847 |
| 17-Jul | 271 | 632 | 53 | 2 | 113 | 59 | 1447 | 35 | 2146 | 295 | 515 | 2732 | 13 | 687 | 746 | 3705 | 449 | 530 | 14430 |
| % diff | 11 | -16 | -4 | 550 | -28 | -47 | 5 | -57 | 6 | -22 | 3 | -2 | -62 | 5 | 0 | -15 | -10 | 9 | -4 |
| 18-Aug | 277 | 506 | 58 | 7 | 90 | 51 | 1379 | 20 | 2205 | 221 | 517 | 2668 | 13 | 725 | 755 | 2909 | 436 | 531 | 13368 |
| 17-Aug | 311 | 626 | 51 | 12 | 126 | 59 | 1409 | 38 | 2374 | 255 | 506 | 2712 | 15 | 705 | 719 | 3569 | 466 | 530 | 14483 |
| % diff | -11 | -19 | 14 | -42 | -29 | -14 | -2 | -47 | -7 | -13 | 2 | -2 | -13 | 3 | 5 | -18 | -6 | 0 | -8 |
| 18-Sep | 220 | 456 | 50 | 4 | 87 | 34 | 1215 | 18 | 1990 | 179 | 478 | 2318 | 9 | 636 | 613 | 2423 | 382 | 421 | 11533 |
| 17-Sep | 302 | 616 | 55 | 11 | 101 | 59 | 1335 | 30 | 2220 | 264 | 438 | 2538 | 14 | 785 | 688 | 3234 | 427 | 528 | 13645 |
| % diff | -27 | -26 | -9 | -64 | -14 | -42 | -9 | -40 | -10 | -32 | 9 | -9 | -36 | -19 | -11 | -25 | -11 | -20 | -15 |
| 18-Oct | 235 | 474 | 30 | 5 | 62 | 28 | 1271 | 22 | 1996 | 167 | 489 | 2526 | 13 | 645 | 643 | 2693 | 366 | 435 | 12100 |
| 17-Oct | 244 | 576 | 52 | 10 | 122 | 47 | 1379 | 38 | 2296 | 225 | 450 | 2762 | 13 | 744 | 683 | 3509 | 456 | 512 | 14118 |
| % diff | -4 | -18 | -42 | -50 | -49 | -40 | -8 | -42 | -13 | -26 | 9 | -9 | 0 | -13 | -6 | -23 | -20 | -15 | -14 |
| 18-Nov | 236 | 403 | 36 | 5 | 68 | 25 | 1120 | 23 | 1870 | 174 | 445 | 2257 | 13 | 606 | 598 | 2505 | 355 | 417 | 11156 |
| 17-Nov | 270 | 546 | 46 | 9 | 111 | 60 | 1347 | 20 | 2402 | 267 | 518 | 3028 | 21 | 809 | 699 | 3785 | 459 | 527 | 14924 |
| % diff | -13 | -26 | -22 | -44 | -39 | -58 | -17 | 15 | -22 | -35 | -14 | -25 | -38 | -25 | -14 | -34 | -23 | -21 | -25 |
| YTD 18 | 2717 | 5559 | 515 | 90 | 912 | 397 | 14027 | 240 | 22461 | 2352 | 4796 | 26521 | 163 | 7617 | 7364 | 31274 | 4247 | 5324 | 136576 |
| YTD 17 | 2735 | 5952 | 573 | 148 | 1138 | 614 | 13510 | 346 | 21188 | 2883 | 4901 | 25712 | 183 | 6677 | 6765 | 34399 | 4639 | 5281 | 137151 |
| %diff | -1 | -7 | -10 | -39 | -20 | -35 | 4 | -31 | 6 | -18 | -2 | 3 | -11 | 14 | 9 | -9 | -8 | 1 | 0 |

***Fast Loan Approvals, Personal Service & Flexible Repayments.***
Our personal service & flexibility sets us apart.
Get in contact today **Ph - 0800 367 233**
auto finance direct.

# Ranger back on top as passenger cars fall

NEW VEHICLES COMPETITIVE FINANCE
BROUGHT TO YOU BY:
UDC
New Zealand's Finance Company

The market for new passenger vehicles took a steep drop in November, down 7.3% or 746 units year-on-year.

That saw the total passenger car market for the month fall under 10,000 units to 9543.

**Overall the market was down only 1.6%, balanced out by commercial registrations rising 11.9% to 4816 units.**

**David Crawford**, chief executive officer of the Motor Industry Association sees the result as "steady as she goes".

"Registration of 14,359 vehicles for the month of November while marginally down on November 2017 reflects a steady as she goes market," Crawford notes. "Year-to-date the market remains marginally ahead of 2017 up 1.4% (2066 units)."

**Toyota retained the overall market lead with 22% market share (3099 units).**

It was followed by **Ford** with 10% (1437) and **Holden** also with 10% (1397).

**Toyota** retained the market lead for passenger and SUV registrations with 22% share of the market (2076 units), followed by **Holden** with 10% (965) and **Hyundai** 9% (877).

In the commercial sector, **Ford** took out the top spot with 22% market share (1,064 units) followed by **Toyota** with 21% (1023) and **Mitsubishi** third with 10% (487).

**Continued on page 37**

## NEW COMMERCIAL MODELS (UNDER 3500KG)

| MAKE | MODEL | NOV '18 | MAKE | MODEL | NOV '17 |
|---|---|---|---|---|---|
| FORD | RANGER | 994 | FORD | RANGER | 874 |
| TOYOTA | HILUX | 741 | TOYOTA | HILUX | 620 |
| MITSUBISHI | TRITON | 487 | MITSUBISHI | TRITON | 339 |
| HOLDEN | COLORADO | 427 | HOLDEN | COLORADO | 323 |
| NISSAN | NAVARA | 286 | TOYOTA | HIACE | 207 |
| TOYOTA | HIACE | 259 | ISUZU | D-MAX | 206 |
| ISUZU | D-MAX | 159 | NISSAN | NAVARA | 193 |
| MAZDA | BT-50 | 156 | MAZDA | BT-50 | 187 |
| MERCEDES-BENZ | SPRINTER | 132 | MERCEDES-BENZ | SPRINTER | 138 |
| FIAT | DUCATO | 121 | FIAT | DUCATO | 129 |

## NEW PASSENGER MODELS

| MAKE | MODEL | NOV '18 | MAKE | MODEL | NOV '17 |
|---|---|---|---|---|---|
| TOYOTA | COROLLA | 739 | TOYOTA | COROLLA | 814 |
| TOYOTA | RAV4 | 512 | TOYOTA | RAV4 | 648 |
| KIA | SPORTAGE | 282 | TOYOTA | HIGHLANDER | 445 |
| HYUNDAI | ACCENT | 274 | MAZDA | CX-5 | 385 |
| TOYOTA | HIGHLANDER | 273 | MITSUBISHI | ASX | 302 |
| SUZUKI | SWIFT | 258 | HONDA | CRV | 238 |
| MAZDA | CX-5 | 251 | MITSUBISHI | OUTLANDER | 227 |
| MITSUBISHI | ASX | 247 | HYUNDAI | KONA | 218 |
| HOLDEN | CAPTIVA | 198 | KIA | SPORTAGE | 215 |
| HYUNDAI | SANTA FE | 187 | NISSAN | QASHQAI | 212 |
| TOYOTA | YARIS | 187 | HOLDEN | CAPTIVA | 204 |
| NISSAN | X-TRAIL | 184 | SUZUKI | SWIFT | 196 |
| MITSUBISHI | OUTLANDER | 176 | HOLDEN | BARINA | 184 |
| MAZDA | MAZDA3 | 174 | HYUNDAI | TUCSON | 184 |
| MITSUBISHI | ECLIPSE CROSS | 171 | HOLDEN | COMMODORE | 176 |
| HONDA | CRV | 169 | NISSAN | X-TRAIL | 167 |
| NISSAN | QASHQAI | 162 | FORD | ESCAPE | 164 |
| HOLDEN | COMMODORE | 159 | HOLDEN | ASTRA | 164 |
| HOLDEN | SPARK | 153 | FORD | FOCUS | 156 |
| VOLKSWAGEN | TIGUAN | 142 | HOLDEN | TRAX | 149 |

## NEW PASSENGER MAKES

| MAKE | NOV '18 | NOV '17 | Movement | % Change | Market Share |
|---|---|---|---|---|---|
| TOYOTA | 2076 | 2358 | | -12.0 | 21.8 |
| HOLDEN | 965 | 1149 | | -16.0 | 10.1 |
| HYUNDAI | 877 | 637 | ↑ Up 2 | 37.7 | 9.2 |
| MAZDA | 754 | 904 | ↓ Down 1 | -16.6 | 7.9 |
| MITSUBISHI | 627 | 710 | ↓ Down 1 | -11.7 | 6.6 |
| KIA | 592 | 489 | ↑ Up 2 | 21.1 | 6.2 |
| SUZUKI | 507 | 491 | | 3.3 | 5.3 |
| HONDA | 443 | 414 | ↑ Up 2 | 7.0 | 4.6 |
| NISSAN | 408 | 440 | | -7.3 | 4.3 |
| FORD | 373 | 603 | ↓ Down 4 | -38.1 | 3.9 |
| VOLKSWAGEN | 361 | 280 | ↑ Up 1 | 28.9 | 3.8 |
| SUBARU | 277 | 312 | ↓ Down 1 | -11.2 | 2.9 |
| MERCEDES-BENZ | 211 | 231 | | -8.7 | 2.2 |
| JEEP | 140 | 116 | ↑ Up 3 | 20.7 | 1.5 |
| AUDI | 133 | 163 | ↓ Down 1 | -18.4 | 1.4 |
| BMW | 120 | 161 | ↓ Down 1 | -25.5 | 1.3 |
| SKODA | 119 | 106 | ↑ Up 1 | 12.3 | 1.2 |
| LAND ROVER | 88 | 117 | ↓ Down 2 | -24.8 | 0.9 |
| LEXUS | 65 | 65 | ↑ Up 1 | 0.0 | 0.7 |
| HAVAL | 45 | 25 | ↑ Up 9 | 80.0 | 0.5 |
| OTHER | 362 | 518 | | -30.1 | 3.8 |
| **TOTAL** | **9543** | **10289** | | **-7.3** | **100.0** |

Continued from page 36

The Ford Ranger regained the top commercial model for November and the top overall model for the month with 944 units followed by the **Toyota Hilux** with 741 and the **Toyota Corolla** in third with 739.

**Year-to-date the Ford Ranger strengthens it hold the top model spot with 9300 units followed by the Toyota Hilux (7499) and the Toyota Corolla (6568).**

The top three segments for the month were the SUV medium segment retaining its lead with 16% market share, followed by the Pick Up/Chassis 4×4 segment also with 16% share and the SUV compact in third with 13%.

"While growth in the new vehicle market remains only marginally up on 2017, the out-turn year-to-date is encouraging" Crawford says.

## Still strong in Tauranga

**Michael Farmer**, managing director of Farmer Auto Village in Tauranga, says that for them the market overall continues to be steady across both their new and used department.

"November was quite a strong month for us overall," Farmer says. "Most brands were above objective and

Continued on page 38

NEW VEHICLES COMPETITIVE FINANCE
BROUGHT TO YOU BY:
UDC
New Zealand's Finance Company

## NEW AROUND THE COUNTRY PASSENGER REGISTRATIONS

| DIST | NOV '18 | NOV '17 | % CHANGE |
|---|---|---|---|
| WHA | 247 | 226 | 9.29 |
| AUC | 3999 | 4465 | -10.44 |
| HAM | 428 | 484 | -11.57 |
| THA | 75 | 98 | -23.47 |
| TAU | 319 | 331 | -3.63 |
| ROT | 141 | 149 | -5.37 |
| GIS | 33 | 36 | -8.33 |
| NAP | 202 | 234 | -13.68 |
| NEW | 134 | 130 | 3.08 |
| WAN | 91 | 87 | 4.60 |
| PAL | 253 | 222 | 13.96 |
| MAS | 59 | 99 | -40.40 |
| WEL | 566 | 702 | -19.37 |
| NEL | 101 | 115 | -12.17 |
| BLE | 66 | 63 | 4.76 |
| GRE | 14 | 17 | -17.65 |
| WES | 0 | 1 | -100.00 |
| CHR | 2446 | 2357 | 3.78 |
| TIM | 52 | 67 | -22.39 |
| OAM | 3 | 7 | -57.14 |
| DUN | 221 | 283 | -21.91 |
| INV | 93 | 116 | -19.83 |
| TOTAL | 9543 | 10289 | -7.25 |

## NEW COMMERCIAL MAKES (UNDER 3500KG) – YEAR-TO-DATE

| | FIAT | FORD | FOTON | GREAT WALL | HINO | HOLDEN | HYUNDAI | ISUZU | LDV | MAZDA | MERCEDES-BENZ | MITSUBISHI | MITSUBISHI FUSO | NISSAN | SSANGYONG | TOYOTA | VOLKSWAGEN | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 18-Jan | 101 | 808 | 66 | 66 | 16 | 46 | 385 | 64 | 258 | 153 | 172 | 57 | 318 | 284 | 94 | 780 | 165 | 204 | 4037 |
| 17-Jan | 63 | 788 | 67 | 45 | 0 | 42 | 383 | 68 | 271 | 87 | 154 | 40 | 219 | 276 | 83 | 698 | 123 | 266 | 3673 |
| % diff | 60 | 3 | -1 | 47 | | 10 | 1 | -6 | -5 | 76 | 12 | 43 | 45 | 3 | 13 | 12 | 34 | -23 | 10 |
| 18-Feb | 59 | 788 | 47 | 50 | 8 | 68 | 366 | 64 | 304 | 102 | 169 | 48 | 368 | 384 | 63 | 946 | 110 | 172 | 4116 |
| 17-Feb | 64 | 713 | 66 | 35 | 8 | 45 | 364 | 97 | 255 | 101 | 186 | 51 | 282 | 346 | 52 | 747 | 76 | 246 | 3734 |
| % diff | -8 | 11 | -29 | 43 | 0 | 51 | 1 | -34 | 19 | 1 | -9 | -6 | 30 | 11 | 21 | 27 | 45 | -30 | 10 |
| 18-Mar | 69 | 1047 | 49 | 99 | 17 | 55 | 427 | 80 | 322 | 191 | 159 | 73 | 382 | 315 | 64 | 1225 | 160 | 244 | 4978 |
| 17-Mar | 92 | 897 | 47 | 102 | 0 | 53 | 393 | 122 | 350 | 114 | 190 | 83 | 365 | 290 | 68 | 1103 | 115 | 255 | 4639 |
| % diff | -25 | 17 | 4 | -3 | | 4 | 9 | -34 | -8 | 68 | -16 | -12 | 5 | 9 | -6 | 11 | 39 | -4 | 7 |
| 18-May | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17-May | 75 | 971 | 72 | 95 | 0 | 61 | 348 | 96 | 351 | 76 | 186 | 62 | 501 | 244 | 44 | 1125 | 118 | 320 | 4745 |
| % diff | -100 | -100 | -100 | -100 | | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 | -100 |
| 18-May | 80 | 1132 | 64 | 67 | 18 | 55 | 412 | 80 | 319 | 159 | 197 | 94 | 437 | 466 | 21 | 789 | 205 | 297 | 4892 |
| 17-May | 75 | 971 | 72 | 95 | 0 | 61 | 348 | 96 | 351 | 76 | 186 | 62 | 501 | 244 | 44 | 1125 | 118 | 320 | 4745 |
| % diff | 7 | 17 | -11 | -29 | | -10 | 18 | -17 | -9 | 109 | 6 | 52 | -13 | 91 | -52 | -30 | 74 | -7 | 3 |
| 18-Jun | 61 | 1186 | 57 | 122 | 16 | 70 | 581 | 56 | 415 | 255 | 202 | 97 | 507 | 365 | 23 | 900 | 244 | 290 | 5447 |
| 17-Jun | 63 | 1230 | 119 | 86 | 26 | 65 | 666 | 84 | 460 | 126 | 202 | 85 | 466 | 291 | 45 | 1299 | 232 | 259 | 5804 |
| % diff | -3 | -4 | -52 | 42 | -38 | 8 | -13 | -33 | -10 | 102 | 0 | 14 | 9 | 25 | -49 | -31 | 5 | 12 | -6 |
| 18-Jul | 71 | 799 | 23 | 59 | 20 | 60 | 418 | 55 | 294 | 162 | 186 | 135 | 363 | 239 | 13 | 868 | 161 | 357 | 4283 |
| 17-Jul | 72 | 40 | 3 | 66 | 15 | 56 | 350 | 71 | 339 | 76 | 206 | 148 | 342 | 228 | 54 | 845 | 143 | 972 | 4026 |
| % diff | -1 | 1898 | 667 | -11 | 33 | 7 | 19 | -23 | -13 | 113 | -10 | -9 | 6 | 5 | -76 | 3 | 13 | -63 | 6 |
| 18-Aug | 102 | 908 | 22 | 74 | 19 | 72 | 407 | 58 | 268 | 155 | 212 | 166 | 346 | 283 | 21 | 958 | 157 | 333 | 4561 |
| 17-Aug | 104 | 833 | 38 | 95 | 14 | 65 | 384 | 63 | 332 | 115 | 241 | 100 | 278 | 256 | 35 | 1114 | 147 | 242 | 4456 |
| % diff | -2 | 9 | -42 | -22 | 36 | 11 | 6 | -8 | -19 | 35 | -12 | 66 | 24 | 11 | -40 | -14 | 7 | 38 | 2 |
| 18-Sep | 111 | 901 | 18 | 133 | 20 | 60 | 287 | 80 | 299 | 126 | 201 | 113 | 0 | 452 | 32 | 989 | 132 | 523 | 4477 |
| 17-Sep | 157 | 875 | 51 | 85 | 8 | 63 | 380 | 75 | 321 | 110 | 205 | 125 | 373 | 267 | 38 | 1153 | 133 | 233 | 4652 |
| % diff | -29 | 3 | -65 | 56 | 150 | -5 | -24 | 7 | -7 | 15 | -2 | -10 | -100 | 69 | -16 | -14 | -1 | 124 | -4 |
| 18-Oct | 173 | 978 | 21 | 52 | 49 | 63 | 411 | 62 | 254 | 206 | 173 | 187 | 402 | 289 | 20 | 1123 | 153 | 287 | 4903 |
| 17-Oct | 126 | 948 | 50 | 95 | 21 | 54 | 334 | 48 | 259 | 122 | 193 | 167 | 330 | 219 | 43 | 1047 | 128 | 231 | 4415 |
| % diff | 37 | 3 | -58 | -45 | 133 | 17 | 23 | 29 | -2 | 69 | -10 | 12 | 22 | 32 | -53 | 7 | 20 | 24 | 11 |
| 18-Nov | 121 | 1064 | 21 | 60 | 30 | 67 | 431 | 44 | 304 | 159 | 156 | 173 | 487 | 286 | 5 | 1023 | 128 | 257 | 4816 |
| 17-Nov | 130 | 943 | 59 | 61 | 9 | 56 | 340 | 38 | 319 | 144 | 188 | 162 | 339 | 193 | 29 | 869 | 148 | 278 | 4305 |
| % diff | -7 | 13 | -64 | -2 | 233 | 20 | 27 | 16 | -5 | 10 | -17 | 7 | 44 | 48 | -83 | 18 | -14 | -8 | 12 |
| YTD 18 | 887 | 9350 | 408 | 769 | 197 | 603 | 4006 | 643 | 3014 | 1653 | 1804 | 1071 | 3381 | 3345 | 379 | 9176 | 1609 | 2974 | 45269 |
| YTD 17 | 881 | 8063 | 551 | 769 | 92 | 552 | 3924 | 814 | 3221 | 1013 | 1891 | 911 | 3454 | 2680 | 502 | 9941 | 1305 | 3218 | 43782 |
| %diff | 1 | 16 | -26 | 0 | 114 | 9 | 2 | -21 | -6 | 63 | -5 | 18 | -2 | 25 | -25 | -8 | 23 | -8 | 3 |

## NEW COMMERCIAL MAKES (UNDER 3500KG)

| MAKE | NOV '18 | NOV '17 | Movement | % Change | Market Share |
|---|---|---|---|---|---|
| FORD | 1064 | 943 | | 12.8 | 22.1 |
| TOYOTA | 1023 | 869 | | 17.7 | 21.2 |
| MITSUBISHI | 487 | 339 | ↑ Up 1 | 43.7 | 10.1 |
| HOLDEN | 431 | 340 | ↓ Down 1 | 26.8 | 8.9 |
| ISUZU | 304 | 319 | | -4.7 | 6.3 |
| NISSAN | 286 | 193 | | 48.2 | 5.9 |
| MERCEDES-BENZ | 173 | 162 | ↑ Up 1 | 6.8 | 3.6 |
| LDV | 159 | 144 | ↑ Up 2 | 10.4 | 3.3 |
| MAZDA | 156 | 188 | ↓ Down 2 | -17.0 | 3.2 |
| VOLKSWAGEN | 128 | 148 | ↓ Down 1 | -13.5 | 2.7 |
| OTHER | 605 | 660 | | -8.3 | 12.6 |
| **TOTAL** | **4816** | **4305** | | **11.9** | **100.0** |

Continued from page 37

used cars were relatively steady."

**"We're generally relatively consistent with our numbers and don't tend to see-saw too much. October was a little quieter."**

'It's been a relatively stable year."

He says delivery of vehicles due to logistics delays continues to be an issue.

"We have had some supply issues with certain brands because of stink bugs, but you only worry about the things you can handle yourself.

**"We definitely had a bit of a backlog of stock once all the boats were cleared."**

NEW VEHICLES COMPETITIVE FINANCE
BROUGHT TO YOU BY:
UDC
New Zealand's Finance Company

## NEW PASSENGER MAKES

| | ALFA ROMEO | AUDI | BMW | CHERY | CHRYSLER | DODGE | FORD | GREAT WALL | HOLDEN | HONDA | HYUNDAI | JEEP | KIA | LAND ROVER | LEXUS | MAZDA | MERCEDES-BENZ | MINI | MITSUBISHI | NISSAN | PEUGEOT | PORSCHE | SKODA | SSANGYONG | SUBARU | SUZUKI | TOYOTA | VOLKSWAGEN | VOLVO | OTHER | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 18-Jan | 12 | 178 | 187 | 0 | 1 | 7 | 846 | 0 | 777 | 524 | 553 | 82 | 762 | 73 | 62 | 1025 | 188 | 77 | 626 | 423 | 89 | 54 | 140 | 82 | 342 | 591 | 2490 | 300 | 57 | 250 | 10798 |
| 17-Jan | 7 | 154 | 198 | 2 | 1 | 15 | 778 | 0 | 1381 | 405 | 540 | 71 | 603 | 111 | 55 | 779 | 222 | 73 | 647 | 478 | 73 | 58 | 106 | 60 | 236 | 728 | 1644 | 474 | 44 | 207 | 10150 |
| % diff | 71 | 16 | -6 | -100 | 0 | -53 | 9 | | -44 | 29 | 2 | 15 | 26 | -34 | 13 | 32 | -15 | 5 | -3 | -12 | 22 | -7 | 32 | 37 | 45 | -19 | 51 | -37 | 30 | 21 | 6 |
| 18-Feb | 5 | 169 | 144 | 0 | 1 | 4 | 395 | 0 | 602 | 412 | 489 | 142 | 512 | 76 | 69 | 773 | 166 | 70 | 489 | 269 | 86 | 35 | 104 | 64 | 157 | 577 | 1013 | 342 | 47 | 203 | 7415 |
| 17-Feb | 3 | 176 | 160 | 0 | 4 | 23 | 611 | 0 | 654 | 373 | 606 | 56 | 513 | 93 | 62 | 755 | 245 | 45 | 547 | 346 | 48 | 22 | 104 | 93 | 305 | 624 | 990 | 355 | 48 | 189 | 8050 |
| % diff | 67 | -4 | -10 | | -75 | -83 | -35 | | -8 | 10 | -19 | 154 | 0 | -18 | 11 | 2 | -32 | 56 | -11 | -22 | 79 | 59 | 0 | -31 | -49 | -8 | 2 | -4 | -2 | 7 | -8 |
| 18-Mar | 6 | 193 | 232 | 0 | 1 | 4 | 504 | 0 | 673 | 636 | 551 | 143 | 617 | 83 | 71 | 858 | 200 | 66 | 722 | 371 | 99 | 37 | 164 | 59 | 291 | 605 | 1196 | 341 | 53 | 274 | 9050 |
| 17-Mar | 11 | 203 | 196 | 0 | 2 | 55 | 625 | 0 | 711 | 519 | 686 | 94 | 626 | 107 | 66 | 905 | 253 | 59 | 691 | 341 | 56 | 34 | 72 | 81 | 242 | 734 | 1213 | 386 | 63 | 199 | 9230 |
| % diff | -45 | -5 | 18 | | -50 | -93 | -19 | | -5 | 23 | -20 | 52 | -1 | -22 | 8 | -5 | -21 | 12 | 4 | 9 | 77 | 9 | 128 | -27 | 20 | -18 | -1 | -12 | -16 | 38 | -2 |
| 18-Apr | 8 | 140 | 126 | 0 | 0 | 8 | 312 | 0 | 540 | 317 | 398 | 88 | 511 | 60 | 61 | 760 | 183 | 46 | 486 | 354 | 84 | 20 | 116 | 42 | 373 | 539 | 712 | 258 | 51 | 255 | 6848 |
| 17-Apr | 3 | 134 | 147 | 0 | 1 | 13 | 499 | 0 | 543 | 148 | 562 | 129 | 497 | 87 | 38 | 10 | 710 | 46 | 423 | 487 | 30 | 29 | 86 | 65 | 189 | 512 | 961 | 325 | 44 | 278 | 6996 |
| % diff | 167 | 4 | -14 | | -100 | -38 | -37 | | -1 | 114 | -29 | -32 | 3 | -31 | 61 | 7500 | -74 | 0 | 15 | -27 | 180 | -31 | 35 | -35 | 97 | 5 | -26 | -21 | 16 | -8 | -2 |
| 18-May | 6 | 176 | 161 | 0 | 0 | 5 | 487 | 0 | 660 | 399 | 831 | 153 | 618 | 135 | 66 | 879 | 187 | 65 | 600 | 268 | 84 | 30 | 130 | 52 | 342 | 543 | 1779 | 336 | 50 | 233 | 9275 |
| 17-May | 20 | 231 | 144 | 0 | 2 | 26 | 524 | 0 | 681 | 318 | 561 | 120 | 549 | 105 | 58 | 886 | 202 | 52 | 527 | 382 | 32 | 36 | 118 | 73 | 304 | 544 | 1245 | 423 | 45 | 178 | 8386 |
| % diff | -70 | -24 | 12 | | -100 | -81 | -7 | | -3 | 25 | 48 | 28 | 13 | 29 | 14 | -1 | -7 | 25 | 14 | -30 | 163 | -17 | 10 | -29 | 13 | 0 | 43 | -21 | 11 | 31 | 11 |
| 18-Jun | 22 | 213 | 170 | 0 | 0 | 5 | 443 | 0 | 695 | 521 | 823 | 169 | 639 | 124 | 66 | 862 | 207 | 56 | 727 | 394 | 71 | 33 | 170 | 69 | 323 | 563 | 1558 | 413 | 53 | 336 | 9725 |
| 17-Jun | 21 | 190 | 2 | 0 | 2 | 31 | 459 | 0 | 686 | 440 | 829 | 127 | 626 | 123 | 0 | 940 | 280 | 73 | 667 | 361 | 60 | 29 | 154 | 83 | 387 | 677 | 2011 | 430 | 50 | 443 | 10181 |
| % diff | 5 | 12 | 8400 | | -100 | -84 | -3 | | 1 | 18 | -1 | 33 | 2 | 1 | | -8 | -26 | -23 | 9 | 9 | 18 | 14 | 10 | -17 | -17 | -17 | -23 | -4 | 6 | -24 | -4 |
| 18-Jul | 8 | 123 | 125 | 0 | 0 | 2 | 404 | 0 | 532 | 443 | 505 | 65 | 555 | 113 | 67 | 817 | 190 | 45 | 604 | 461 | 83 | 19 | 143 | 60 | 362 | 554 | 1202 | 278 | 6 | 274 | 8040 |
| 17-Jul | 18 | 169 | 168 | 0 | 3 | 11 | 444 | 0 | 537 | 467 | 391 | 84 | 569 | 73 | 59 | 811 | 167 | 54 | 592 | 381 | 80 | 22 | 108 | 72 | 292 | 520 | 975 | 303 | 29 | 206 | 7605 |
| % diff | -56 | -27 | -26 | | -100 | -82 | -9 | | -1 | -5 | 29 | -23 | -2 | 55 | 14 | 1 | 14 | -17 | 2 | 21 | 4 | -14 | 32 | -17 | 24 | 7 | 23 | -8 | -79 | 33 | 6 |
| 18-Aug | 16 | 141 | 122 | 0 | 0 | 0 | 520 | 0 | 529 | 425 | 609 | 109 | 562 | 118 | 67 | 841 | 199 | 53 | 702 | 434 | 88 | 27 | 144 | 48 | 321 | 596 | 1334 | 342 | 62 | 230 | 8639 |
| 17-Aug | 8 | 164 | 143 | 0 | 0 | 16 | 472 | 0 | 686 | 496 | 407 | 104 | 631 | 107 | 47 | 814 | 218 | 77 | 638 | 447 | 104 | 41 | 161 | 61 | 306 | 513 | 1397 | 327 | 34 | 187 | 8606 |
| % diff | 100 | -14 | -15 | | | -100 | 10 | | -23 | -14 | 50 | 5 | -11 | 10 | 43 | 3 | -9 | -31 | 10 | -3 | -15 | -34 | -11 | -21 | 5 | 16 | -5 | 5 | 82 | 23 | 0 |
| 18-Sep | 15 | 175 | 129 | 0 | 0 | 4 | 468 | 0 | 626 | 489 | 566 | 143 | 592 | 69 | 81 | 812 | 191 | 35 | 766 | 456 | 57 | 34 | 133 | 68 | 325 | 562 | 1955 | 366 | 72 | 242 | 9431 |
| 17-Sep | 11 | 205 | 196 | 0 | 1 | 22 | 673 | 0 | 1006 | 295 | 531 | 89 | 556 | 106 | 66 | 875 | 163 | 59 | 647 | 390 | 91 | 22 | 111 | 43 | 292 | 552 | 2320 | 297 | 35 | 201 | 9855 |
| % diff | 36 | -15 | -34 | | -100 | -82 | -30 | | -38 | 66 | 7 | 61 | 6 | -35 | 23 | -7 | 17 | -41 | 18 | 17 | -37 | 55 | 20 | 58 | 11 | 2 | -16 | 23 | 106 | 20 | -4 |
| 18-Oct | 20 | 113 | 95 | 0 | 2 | 0 | 310 | 0 | 1023 | 477 | 656 | 210 | 611 | 71 | 67 | 1077 | 163 | 41 | 756 | 403 | 67 | 25 | 146 | 50 | 349 | 512 | 3875 | 345 | 73 | 228 | 11765 |
| 17-Oct | 8 | 127 | 142 | 0 | 0 | 12 | 518 | 0 | 1006 | 386 | 814 | 102 | 585 | 73 | 70 | 903 | 191 | 53 | 641 | 389 | 62 | 20 | 76 | 89 | 303 | 555 | 3408 | 272 | 50 | 254 | 11109 |
| % diff | 150 | -11 | -33 | | | -100 | -40 | | 2 | 24 | -19 | 106 | 4 | -3 | -4 | 19 | -15 | -23 | 18 | 4 | 8 | 25 | 92 | -44 | 15 | -8 | 14 | 27 | 46 | -10 | 6 |
| 17-Nov | 17 | 133 | 120 | 0 | 0 | 0 | 3 | 0 | 965 | 443 | 877 | 140 | 592 | 88 | 65 | 754 | 211 | 37 | 627 | 408 | 43 | 23 | 119 | 32 | 277 | 507 | 2076 | 361 | 41 | 584 | 9543 |
| 18-Nov | 6 | 163 | 161 | 0 | 28 | 33 | 603 | 0 | 1149 | 414 | 637 | 116 | 489 | 117 | 65 | 904 | 231 | 44 | 710 | 440 | 80 | 27 | 106 | 60 | 312 | 491 | 2358 | 280 | 52 | 213 | 10289 |
| % diff | 183 | -18 | -25 | | -100 | -100 | -100 | | -16 | 7 | 38 | 21 | 21 | -25 | 0 | -17 | -9 | -16 | -12 | -7 | -46 | -15 | 12 | -47 | -11 | 3 | -12 | 29 | -21 | 174 | -7 |
| **YTD 18** | **118** | **1621** | **1491** | **0** | **5** | **39** | **4689** | **0** | **6657** | **4643** | **5981** | **1304** | **5979** | **922** | **677** | **8704** | **1874** | **554** | **6478** | **3833** | **808** | **314** | **1390** | **594** | **3185** | **5642** | **17114** | **3321** | **524** | **2525** | **90986** |
| **YTD 17** | **110** | **1753** | **1496** | **2** | **16** | **224** | **5603** | **0** | **7891** | **3847** | **5927** | **976** | **5755** | **985** | **521** | **7678** | **2651** | **591** | **6020** | **4002** | **636** | **313** | **1096** | **720** | **2856** | **5959** | **16164** | **3592** | **442** | **2342** | **90168** |
| **%diff** | **7** | **-8** | **0** | **-100** | **-69** | **-83** | **-16** | | **-16** | **21** | **1** | **34** | **4** | **-6** | **30** | **13** | **-29** | **-6** | **8** | **-4** | **27** | **0** | **27** | **-18** | **12** | **-5** | **6** | **-8** | **19** | **8** | **1** |

# Steady month for secondhand

While the rest of the market tracked down during November, the secondhand market stayed largely neutral, particularly for dealers.

Trader sales were up 2.6% to 19,048, balanced by a 0.7% drop in purchases to 13,206 units.

Public-to-public transactions were down 1.2% to 42,843.

**In the bike market, dealer purchases sales were up by 9.3% to 504 units, while purchases were down 1.2% to 396.**

The public were busy, transacting 2099 bikes, a 13.6% rise year-on-year.

Trucks had a busy November.

Dealer sales were up 17.5% to 3605 vehicles, while dealer purchases jumped 20.4% to 2642.

Public transactions were up 14.5% to 7345.

## SECONDHAND REGISTRATIONS – NOVEMBER 2018

| 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 2018 | | | | | | | | | | | | | | | | | | | | | | | |
| Public to Trader | 275 | 5088 | 1099 | 190 | 552 | 177 | 64 | 450 | 207 | 154 | 756 | 108 | 1037 | 198 | 75 | 25 | | 1839 | 127 | 3 | 498 | 284 | 13206 |
| Public to Public | 1981 | 14325 | 3223 | 705 | 2147 | 1032 | 423 | 1607 | 936 | 632 | 1632 | 538 | 3088 | 1044 | 437 | 177 | 37 | 5034 | 546 | 149 | 2068 | 1082 | 42843 |
| Trader to Public | 684 | 6965 | 1424 | 296 | 908 | 394 | 178 | 676 | 410 | 265 | 818 | 233 | 1560 | 320 | 186 | 62 | 6 | 2249 | 203 | 38 | 734 | 439 | 19048 |
| Cars 2017 | | | | | | | | | | | | | | | | | | | | | | | |
| Public to Trader | 277 | 5010 | 1036 | 139 | 534 | 187 | 81 | 489 | 201 | 175 | 776 | 131 | 1146 | 233 | 82 | 23 | | 1880 | 156 | 2 | 438 | 297 | 13293 |
| Public to Public | 1975 | 14745 | 3206 | 731 | 2060 | 1081 | 381 | 1573 | 946 | 674 | 1564 | 530 | 3120 | 1124 | 452 | 146 | 36 | 5154 | 544 | 119 | 2047 | 1161 | 43369 |
| Trader to Public | 621 | 6449 | 1404 | 303 | 872 | 404 | 180 | 673 | 402 | 260 | 813 | 214 | 1565 | 351 | 187 | 55 | 8 | 2376 | 214 | 41 | 716 | 465 | 18573 |
| Cars % Change | | | | | | | | | | | | | | | | | | | | | | | |
| Public to Trader | -0.7 | 1.6 | 6.1 | 36.7 | 3.4 | -5.3 | -21.0 | -8.0 | 3.0 | -12.0 | -2.6 | -17.6 | -9.5 | -15.0 | -8.5 | 8.7 | | -2.2 | -18.6 | 50.0 | 13.7 | -4.4 | -0.7 |
| Public to Public | 0.3 | -2.8 | 0.5 | -3.6 | 4.2 | -4.5 | 11.0 | 2.2 | -1.1 | -6.2 | 4.3 | 1.5 | -1.0 | -7.1 | -3.3 | 21.2 | 2.8 | -2.3 | 0.4 | 25.2 | 1.0 | -6.8 | -1.2 |
| Trader to Public | 10.1 | 8.0 | 1.4 | -2.3 | 4.1 | -2.5 | -1.1 | 0.4 | 2.0 | 1.9 | 0.6 | 8.9 | -0.3 | -8.8 | -0.5 | 12.7 | -25.0 | -5.3 | -5.1 | -7.3 | 2.5 | -5.6 | 2.6 |
| Motorcycles 2018 | | | | | | | | | | | | | | | | | | | | | | | |
| Public to Trader | | 167 | 33 | 3 | 17 | 9 | | 7 | 3 | 9 | 11 | | 65 | 7 | 1 | | | 51 | 2 | | 8 | 3 | 396 |
| Public to Public | 77 | 612 | 158 | 47 | 116 | 58 | 6 | 75 | 51 | 29 | 70 | 24 | 180 | 73 | 27 | 8 | | 280 | 26 | 8 | 112 | 62 | 2099 |
| Trader to Public | 11 | 188 | 31 | 11 | 35 | 13 | | 17 | 14 | 9 | 15 | 7 | 43 | 12 | 5 | 2 | | 51 | 9 | | 15 | 16 | 504 |
| Motorcycles 2017 | | | | | | | | | | | | | | | | | | | | | | | |
| Public to Trader | 5 | 148 | 40 | | 25 | 4 | | 5 | 3 | 3 | 29 | 3 | 67 | 9 | 2 | | | 31 | 5 | | 16 | 6 | 401 |
| Public to Public | 86 | 551 | 159 | 31 | 124 | 31 | 11 | 52 | 51 | 22 | 81 | 15 | 137 | 50 | 16 | 3 | 7 | 253 | 40 | 1 | 89 | 37 | 1847 |
| Trader to Public | 16 | 156 | 39 | 6 | 29 | 10 | 2 | 14 | 10 | 11 | 23 | 5 | 50 | 4 | 2 | 3 | 1 | 47 | 3 | 2 | 18 | 10 | 461 |
| Motorcycles % change | | | | | | | | | | | | | | | | | | | | | | | |
| Public to Trader | -100.0 | 12.8 | -17.5 | | -32.0 | 125.0 | | 40.0 | 0.0 | 200.0 | -62.1 | -100.0 | -3.0 | -22.2 | -50.0 | | | 64.5 | -60.0 | | -50.0 | -50.0 | -1.2 |
| Public to Public | -10.5 | 11.1 | -0.6 | 51.6 | -6.5 | 87.1 | -45.5 | 44.2 | 0.0 | 31.8 | -13.6 | 60.0 | 31.4 | 46.0 | 68.8 | 166.7 | -100.0 | 10.7 | -35.0 | 700.0 | 25.8 | 67.6 | 13.6 |
| Trader to Public | -31.3 | 20.5 | -20.5 | 83.3 | 20.7 | 30.0 | -100.0 | 21.4 | 40.0 | -18.2 | -34.8 | 40.0 | -14.0 | 200.0 | 150.0 | -33.3 | -100.0 | 8.5 | 200.0 | -100.0 | -16.7 | 60.0 | 9.3 |
| Trucks 2018 | | | | | | | | | | | | | | | | | | | | | | | |
| Public to Trader | 64 | 990 | 246 | 47 | 97 | 50 | 27 | 106 | 35 | 32 | 184 | 31 | 126 | 74 | 32 | 6 | | 276 | 39 | | 84 | 96 | 2642 |
| Public to Public | 412 | 2188 | 574 | 144 | 399 | 230 | 110 | 356 | 174 | 120 | 311 | 124 | 392 | 188 | 82 | 39 | 5 | 816 | 94 | 19 | 328 | 240 | 7345 |
| Trader to Public | 187 | 969 | 322 | 82 | 176 | 123 | 66 | 160 | 85 | 60 | 187 | 65 | 200 | 108 | 48 | 20 | 2 | 374 | 40 | 9 | 181 | 141 | 3605 |
| Trucks 2017 | | | | | | | | | | | | | | | | | | | | | | | |
| Public to Trader | 67 | 691 | 276 | 19 | 112 | 27 | 24 | 94 | 40 | 21 | 122 | 30 | 98 | 64 | 37 | 14 | | 242 | 47 | 2 | 99 | 68 | 2194 |
| Public to Public | 353 | 1794 | 536 | 130 | 376 | 139 | 90 | 224 | 167 | 100 | 245 | 86 | 381 | 212 | 128 | 50 | 8 | 723 | 106 | 34 | 338 | 196 | 6416 |
| Trader to Public | 152 | 806 | 295 | 55 | 200 | 64 | 43 | 138 | 87 | 30 | 158 | 44 | 195 | 69 | 44 | 21 | 5 | 319 | 42 | 14 | 176 | 111 | 3068 |
| Trucks % change | | | | | | | | | | | | | | | | | | | | | | | |
| Public to Trader | -4.5 | 43.3 | -10.9 | 147.4 | -13.4 | 85.2 | 12.5 | 12.8 | -12.5 | 52.4 | 50.8 | 3.3 | 28.6 | 15.6 | -13.5 | -57.1 | | 14.0 | -17.0 | -100.0 | -15.2 | 41.2 | 20.4 |
| Public to Public | 16.7 | 22.0 | 7.1 | 10.8 | 6.1 | 65.5 | 22.2 | 58.9 | 4.2 | 20.0 | 26.9 | 44.2 | 2.9 | -11.3 | -35.9 | -22.0 | -37.5 | 12.9 | -11.3 | -44.1 | -3.0 | 22.4 | 14.5 |
| Trader to Public | 23.0 | 20.2 | 9.2 | 49.1 | -12.0 | 92.2 | 53.5 | 15.9 | -2.3 | 100.0 | 18.4 | 47.7 | 2.6 | 56.5 | 9.1 | -4.8 | -60.0 | 17.2 | -4.8 | -35.7 | 2.8 | 27.0 | 17.5 |

# Stable bike market despite wet weather

A wet, windy and cold November around the country had failed to significantly dampened motorcycle sales.

**Registrations for the month were up 2.3% to 881 bikes, with the year's tally at 7909.**

Again, **Suzuki** continues to struggle despite leading the market. At 119 bikes, its registrations are down 30% year-on-year for a 13.5% market share.

**Yamaha** took second with 99 registrations, up 23.8% for an 11.2% share. **Harley Davidson** followed in third on 86, down 10.4% for a 9.8% stake.

In fourth, **Honda** registered 70 bikes, up 42.9% for a 7.9% share, while **Kawasaki** and **KTM** tied for fifth on 53 bikes and a 6% market share each.

**The TNT Roma 2T was the country's most popular bike in November, with 29 of the little scooters registered.**

Two traditional bikes were next - the **Kawasaki** EX400G L and **Suzuki** GSX150 **FDZA** Gixxer on 18 bikes each.

Fourth for the month was the **Yamaha** MT-07 LA and **Suzuki** DR650SE on 14 each.

**The used import bike market also had a positive month, up 6.7% to a total of 270 units.**

**Harley Davidson** was the top brand on 97 bikes, up 4.3% for a 35.9% share.

In second, 28 **Triumph** bikes were registered, up 16.7% for a 10.4% share. Close behind, 27 **Hondas** were registered, up 35% for 10% of the market.

**Ducato** and **Yamaha** tied for fifth on 19 apiece. □

## NEW BIKE MAKES

| MAKE | NOV '18 | YTD '18 | NOV '17 | % Change | Market Share % |
|---|---|---|---|---|---|
| SUZUKI | 119 | 1224 | 170 | -30.0 | 13.5 |
| YAMAHA | 99 | 874 | 80 | 23.8 | 11.2 |
| HARLEY DAVIDSON | 86 | 823 | 96 | -10.4 | 9.8 |
| HONDA | 70 | 623 | 49 | 42.9 | 7.9 |
| KAWASAKI | 53 | 506 | 35 | 51.4 | 6.0 |
| KTM | 53 | 359 | 53 | 0.0 | 6.0 |
| TRIUMPH | 50 | 480 | 35 | 42.9 | 5.7 |
| BMW | 38 | 303 | 35 | 8.6 | 4.3 |
| MOPED | 37 | 208 | 15 | 146.7 | 4.2 |
| TNT MOTOR | 34 | 375 | 27 | 25.9 | 3.9 |
| ROYAL ENFIELD | 26 | 176 | 19 | 36.8 | 3.0 |
| APRILIA | 23 | 188 | 22 | 4.5 | 2.6 |
| FORZA | 22 | 234 | 18 | 22.2 | 2.5 |
| PIAGGIO | 20 | 195 | 30 | -33.3 | 2.3 |
| DUCATI | 18 | 146 | 14 | 28.6 | 2.0 |
| FACTORY BUILT | 17 | 220 | 20 | -15.0 | 1.9 |
| INDIAN | 17 | 129 | 20 | -15.0 | 1.9 |
| VESPA | 15 | 174 | 25 | -40.0 | 1.7 |
| MOTO GUZZI | 12 | 64 | 10 | 20.0 | 1.4 |
| MV AGUSTA | 12 | 30 | 4 | 200.0 | 1.4 |
| OTHER | 60 | 578 | 84 | -28.6 | 6.8 |
| TOTAL | 881 | 7909 | 861 | 2.3 | 100.0 |

## NEW BIKE MODELS

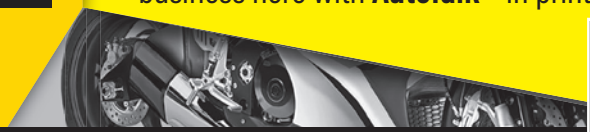
| MAKE | MODEL | NOV '18 |
|---|---|---|
| TNT MOTOR | ROMA 2T | 29 |
| KAWASAKI | EX 400G L | 18 |
| SUZUKI | GSX150 FDZA GIXXER | 18 |
| YAMAHA | MT-07 LAJ | 16 |
| SUZUKI | DR650SE | 14 |
| YAMAHA | MT-03 LAJ | 14 |
| FORZA | CICLONE | 13 |
| KTM | 690 ENDURO R | 13 |
| MOPED | KIWI 50 | 13 |
| ROYAL ENFIELD | CLASSIC | 13 |

## USED BIKE MAKES

| MAKE | NOV '18 | NOV '17 | % CHANGE | MARKET |
|---|---|---|---|---|
| HARLEY DAVIDSON | 97 | 93 | 4.3 | 35.9 |
| TRIUMPH | 28 | 24 | 16.7 | 10.4 |
| HONDA | 27 | 20 | 35.0 | 10.0 |
| BMW | 25 | 22 | 13.6 | 9.3 |
| DUCATI | 19 | 27 | -29.6 | 7.0 |
| YAMAHA | 19 | 13 | 46.2 | 7.0 |
| SUZUKI | 16 | 16 | 0.0 | 5.9 |
| KAWASAKI | 8 | 8 | 0.0 | 3.0 |
| KTM | 6 | 6 | 0.0 | 2.2 |
| HYOSUNG | 5 | 8 | -37.5 | 1.9 |
| OTHER | 20 | 16 | 25.0 | 7.4 |
| TOTAL | 270 | 253 | 6.7 | 100.0 |

DO YOU SELL OR DEAL WITH MOTORCYCLES?

Talk to **DALE STEVENSON** about advertising your business here with **AutoTalk** – in print and online



YOUR AD HERE

Phone: + 64 21 446 214 | Email: dale@automediagroup.co.nz | www.autotalk.co.nz

# New truck registrations strong, used down

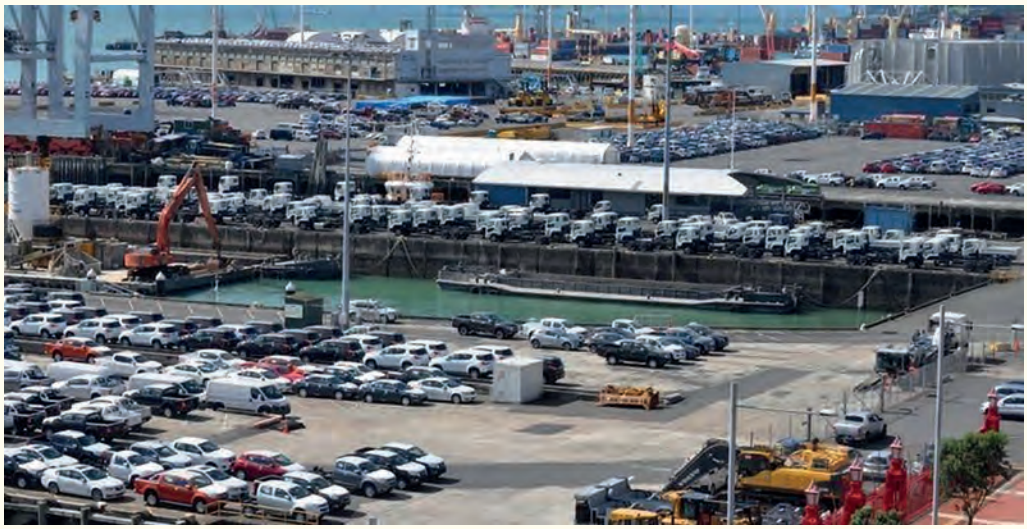
New commercial vehicle registrations were up in November with used registrations taking another dip.

Total registrations of new trucks and buses over 3500kg GVM sits at 602 units for the month. This is up 11% compared to the 541 registered in the same period last year.

**A total of 6302 new trucks and buses have hit the road in the year to date compared with 5795 in the same period last year.**

**Isuzu** is the market leader for the month with 145 units registered and a 24% market share. It sees the brand up 28% for November compared to the same period last year where it registered 113.

**Fiat** is in second spot for the month, up 33% with 68 units registered and an 11% market share. **Hino** comes in third, up 20% with 67 registered and an 11% market share.



Fuso follows, unchanged year-on-year with 60 units registered, **Mercedes-Benz** up 75% (56), **Kenworth** down 3.2% (30), **UD** Trucks down 22% (25), **Volvo** down 29% (24), **DAF** up 10% (22) and **Iveco** down 24% (22).

**Meanwhile, total used imported truck and bus registrations were down for the second consecutive month with an 8% decline.**

A total 197 units were registered compared to 214 in the same period last year.

This was led by **Isuzu** with 43 units and a 22% market share, down 31% compared to 62 in the same period last year.

**Toyota** comes in second, up 20% with 42 units registered and a 20% market share and **Hino** third, unchanged with 32 and a 16% market share.

This is followed by **Mitsubishi** with 18 units, **Nissan** (16), **Fiat** (nine), **Ford** (seven), **Mazda** (six), **Iveco** (five) and **Mitsubishi-Fuso** (four). ■

## USED TRUCK MAKES

| MAKE | NOV '18 | NOV '17 | % CHANGE | MARKET | YTD '18 | YTD '17 |
|---|---|---|---|---|---|---|
| ISUZU | 43 | 62 | -30.6 | 21.8 | 542 | 548 |
| TOYOTA | 42 | 35 | 20.0 | 21.3 | 411 | 404 |
| HINO | 32 | 32 | 0.0 | 16.2 | 371 | 324 |
| MITSUBISHI | 18 | 26 | -30.8 | 9.1 | 203 | 259 |
| NISSAN | 16 | 14 | 14.3 | 8.1 | 173 | 165 |
| FIAT | 9 | 12 | -25.0 | 4.6 | 37 | 33 |
| FORD | 7 | 7 | 0.0 | 3.6 | 31 | 30 |
| MAZDA | 6 | | | 3.0 | 50 | 29 |
| IVECO | 5 | 1 | 400.0 | 2.5 | 27 | 15 |
| MITSUBISHI FUSO | 4 | 3 | 33.3 | 2.0 | 44 | 29 |
| OTHER | 15 | 22 | -31.8 | 7.6 | 221 | 227 |
| **TOTAL** | **197** | **214** | **-7.9** | **100.0** | **2120** | **2063** |

## NEW TRUCK MAKES (OVER 3500KG)

| MAKE | NOV '18 | NOV '17 | % Change | % of Market | YTD '18 | YTD '17 |
|---|---|---|---|---|---|---|
| ISUZU | 145 | 113 | 28.3 | 24.1 | 1145 | 1180 |
| FIAT | 68 | 51 | 33.3 | 11.3 | 418 | 334 |
| HINO | 67 | 56 | 19.6 | 11.1 | 670 | 608 |
| FUSO | 60 | 60 | 0.0 | 10.0 | 824 | 764 |
| MERCEDES-BENZ | 56 | 32 | 75.0 | 9.3 | 494 | 461 |
| KENWORTH | 30 | 31 | -3.2 | 5.0 | 302 | 221 |
| UD TRUCKS | 25 | 32 | -21.9 | 4.2 | 251 | 249 |
| VOLVO | 24 | 34 | -29.4 | 4.0 | 292 | 353 |
| DAF | 22 | 20 | 10.0 | 3.7 | 269 | 247 |
| IVECO | 22 | 29 | -24.1 | 3.7 | 248 | 229 |
| OTHER | 83 | 83 | 0.0 | 13.8 | 1389 | 1149 |
| **TOTAL** | **602** | **541** | **11.3** | **100.0** | **6302** | **5795** |

Keep up with daily NZ transport & equipment news

transporttalk.co.nz/subscribe

# Tribunal says trader acted responsibly on vehicle fault

Rasmussen v Auto Spot (North Shore) Ltd

In June 2018, the purchaser paid $10,500 from the trader for a 2012 Subaru Legacy that had travelled 141,000km. He purchased it as he and his wife were expecting a second child and wanted a safe vehicle for their growing family.

The purchaser considers that the vehicle has not been suitable or safe. He alleges that the vehicle's tyres were under inflated at the time of sale, that the vehicle had an intermittent stalling fault and that the vehicle now has a fault that causes its warning lights to intermittently illuminate.

**He also alleges that representations on the trader's website as to the service it provides to customers and the quality of its vehicles are incorrect, and that the trader has been dishonest in its dealings with them.**

He has now rejected the vehicle. He says the trader took too long to rectify the intermittent stalling fault and that the faults made the vehicle unsafe.

The trader accepts that the vehicle had a fault that caused it to intermittently stall, caused by the vehicle's torque converter. It says it rectified that fault within a reasonable time. Further, it says the fault that causes the vehicle's warning lights to illuminate is likely to have been caused when the torque converter was replaced. It has not had an opportunity to assess this fault, so would like an opportunity to do so.

**The adjudicator quickly dismissed the under inflated tyres as an issue, with its assessor saying the low profile tyres at the 20psi - versus the expected 32psi claimed by the purchaser - would not make the vehicle unsafe.**

The stalling, however, was a different issue. The purchaser says the car first stalled on July 7, 2018, when his wife attempted to reverse the vehicle up their steep driveway. He claims the vehicle stalled and rolled forward, with his wife having to take evasive action to avoid colliding with another vehicle and the house. The vehicle then stalled twice on July 10, 2018 and twice again on July 13, 2018.

The trader, despite being initially unable to identify any fault with the vehicle, accepts that the vehicle had a fault that caused it to intermittently stall. The trader initially replaced the vehicle's throttle body, but when it became apparent that the intermittent stalling fault remained, it then replaced the vehicle's torque converter, at a cost of approximately $1600. It says that that repair has now rectified the fault.

**The adjudicator found the fault was a significant one - and a breach of the guarantee of acceptable quality.**

The purchaser says that after the vehicle was returned to him following the torque converter repair, the engine warning lights illuminated. Those warning lights had not illuminated before the torque converter repair. He had the vehicle assessed by a franchise dealership, who confirmed the existence of a fault, but advised that further diagnosis was required to determine the precise cause.

**The adjudicator did not feel the issue of the lights was a significant one. It was found likely to have been caused by the transmission specialist removing the steering rack to replace the torque converter, and likely having an effect on the steering angle sensor.**

"On the basis of the evidence presented at the hearing, I am not satisfied that the fault that causes the warning lights to illuminate is due to any inherent fault with the vehicle or its lack of durability. Instead, for the reasons set out later in this decision, I consider it far more likely that this fault was caused by the work performed by Auto Spot in rectifying the intermittent stalling fault.

"Because the fault was likely to be caused by [the trader's] failure to exercise reasonable care and skill in repairing the vehicle, I consider that the fault does not breach the acceptable quality guarantee, but instead, as set out below, breaches s 28 of the CGA, which provides a guarantee that services provided to consumers will be provided with reasonable care and skill."

Did the trader repair the car quickly enough? The purchaser says he is entitled to reject the vehicle as it was not repaired quickly enough.

He says he first contacted the trader about the intermittent stalling fault on July 7, 2018. He says he took the vehicle to the trader's premises, and then test drove the vehicle with "Mark", an employee of the trader to see if would stall again, including by going back to the purchaser's house and test driving the vehicle on the driveway. It did not stall during that test drive.

**He again returned the vehicle on July 10, 2018, after it has twice stalled that day. Three days later the trader advised it could not find a fault with the vehicle. It had test driven the vehicle and performed a diagnostic scan, and had been able to identify no faults.**

**Continued on page 43**

Continued from page 42

The purchaser says the vehicle then stalled shortly after he uplifted the vehicle. "JP", another employee of the trader, then performed a diagnostic scan on the vehicle and could find no fault. JP then test drove the vehicle with the purchaser, and the vehicle stalled. The trader then commenced diagnosis and repair of the intermittent stalling fault.

It first sent the vehicle to a North Shore auto electrician, who advised the vehicle may have a fault with its throttle body, so it ordered a new throttle body on July 19, 2018 and replaced the throttle body on July 23, 2018. This repair did not rectify the intermittent stalling fault.

The trader then sent the vehicle to a transmission expert to determine whether the vehicle had a fault with this transmission. The specialist considered that the vehicle was likely to have a fault with its torque converter and replaced the torque converter in early August 2018. The vehicle was then returned on August 6, 2018.

**The purchaser submitted that this repair took too long. He says that the trader should have immediately commenced repairs once he advised was that the vehicle was intermittently stalling. He says that the trader should not have waited until it experienced the fault itself before performing repairs.**

The trader disagreed - and submitted that the repair was performed within a reasonable time. It says the fault was intermittent and not easy to diagnose. It says that it ran diagnostic scans on the vehicle and no fault codes were evident. Further, once the fault became apparent, the diagnosis and repair involved a lengthy process of elimination. It says the steps it took to diagnose and rectify the fault were reasonable.

**The tribunal's assessor advised that although the repair took much longer than the purchaser expected, it was nonetheless performed in a reasonable time.**

The assessor agreed with the trader's submission that the fault was not easy to diagnose given the intermittent nature of the stalling fault - and noted such faults are not common in Subaru Legacy's, and in the absence of any fault codes indicating the cause of the fault, the purchaser followed the procedure that one would expect from a competent repairer.

The adjudicator agreed that while it took three weeks, this was not an unreasonable length of time in this case.

**The adjudicator noted that while the issue may have made the purchaser feel the car was unsafe, this was not grounds for rejection.**

"I am not satisfied that [the purchaser] is entitled to reject the vehicle under s 18(3)(a). That is because, under s 18(1) of the CGA, where a consumer has a right of redress in respect of the failure of any goods to comply with a guarantee under the CGA, the consumer must make an election as to remedy it seeks. In this case, on July 13, 2018, [the purchaser] elected to require [the trader] to remedy the fault that caused the vehicle to intermittently stall. [The trader] then performed that repair. Because [the purchaser] elected to repair the vehicle, and [the trader] performed that repair, [the purchaser] cannot now seek to reject the vehicle because of the same fault."

**Nor could the car be rejected due to the issue with the lights following the repair - this is not allowed for in the CGA. He is, however, allowed to seek a refund of the $149.50 spent on diagnosis.**

A second part to this case is the purchaser's allegation that the dealer made false and/or misleading representations on its website as to the quality of its service and the condition of the vehicles it sells. In particular, the purchaser alleges that the vehicle was not of the quality claimed, that the service provided was not friendly, professional or honest and that he would not have purchased a vehicle from a dishonest trader.

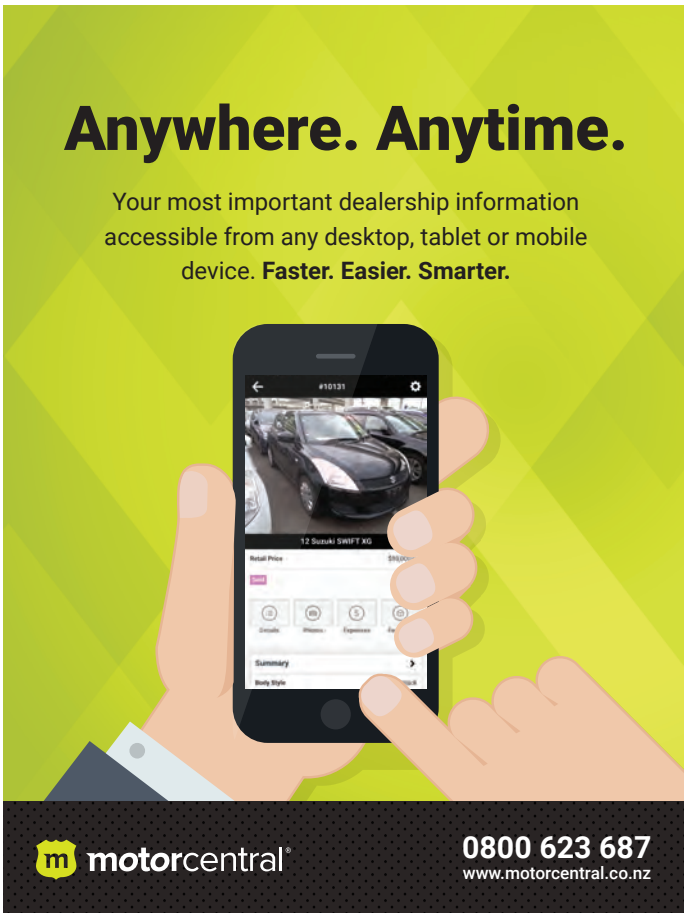
**The purchaser provided printouts from the trader's website in support of his claim that the service provided by Auto Spot and condition of the vehicle were not consistent with the website representations.**

The adjudicator did not find there were grounds for the allegations.

"There is no evidence to suggest that [the trader] knew that the vehicle had an intermittent stalling fault at the time of sale, or that it had not serviced the vehicle in the manner represented on its website. Further, [the purchaser] has not proven that [the trader] was unfriendly, unprofessional or dishonest in its dealings with him.

"Once [the purchaser} presented evidence to show that the faults existed, and were not due to his use of the vehicle, [the trader] acted appropriately to assess and rectify the faults. In those circumstances, [the trader's] conduct cannot fairly be characterised as dishonest.

The adjudicator declined the application to reject the vehicle, but ordered the trader pay the diagnostic cost and rectify the fault that causes the vehicle's warning lights to illuminate.



# Addressing issues of poor turnover

Continued from page 26

**The customer is a customer of the dealership and we all owe it to the dealership to ensure the customer is treated in a professional manner and in line with the company policy for handling customers.**

T/O is a vital part of the sales process to ensure customers are handled in a professional manner and are provided with the right advice concerning the financing of motor vehicles and the sale of insurance products.

These products are designed to provide:

iii. Additional profitability for the dealership in order to provide a sustainable future for the business, and

iv. Protection for both the dealership and the customer to provide cover against the happening of insured events.

**It is through a disciplined process of T/O that we can ensure customers are handled professionally and receive the best advice selecting the right vehicle and protecting their purchase.**

If T/O is an issue in your dealership, call me now and let me show you how we can assist with an after-hours in-house workshop that brings the sales team and business manager together, helps the sales team understand and embed the process and ensures the discipline of T/O is adhered to for the benefit of the customer and the dealership as a whole – and when the dealership benefits we all benefit.

# MTA faces up to challenges

A busy 2018 has brought record highs in new and used vehicle sales but plenty of challenges too, the Motor Trade Association says in its latest annual report.

**Leaps in new technology and the growing EV industry are among them.**

MTA president **Dave Harris** in his report talks about training to service vehicles with electric or hybrid power trains, the growth in the EV charging network and more. He expects hydrogen vehicles will debut too.

Harris says the world is also consolidating with big companies getting bigger, insurance firms merging and investing in collision repairers, and increasing costs for general repairers who need to train and buy tools and data bases to diagnose modern electronics-based vehicle systems.

A busy year with a few "big wins" is also reported by MTA chief executive **Craig Pomare**, despite a few "pain points" such as the brown marmorated stink bug pest stopping used car shipments from Japan in February.

**He also points to the compulsory recall of Takata Alpha airbags causing a great deal of difficulty for the industry, although this process has settled with some MTA input.**

Growing wage pressures and other increasing costs of doing business are shaping a challenging year ahead, Pomare says.

TSIGROUP AUTOMOTIVE & INDUSTRY IT
SAM AUTOMOTIVE SERVICE IT
Automotive software solutions
Driving your business
ORION DEALER MANAGEMENT IT
SYSTIME AUTOMOTIVE MANAGEMENT IT

DO YOU SELL YOUR SERVICE TO THE TRADE?
Talk to Fran about advertising your business in
OUR NEW TRADE DIRECTORY

Phone: +64 9 309 2444
Mobile: +64 21 933 279
Email: fran@automediagroup.co.nz

# TRADE DIRECTORY

*The comprehensive guide to every service a dealer could use*

## FINANCE & INSURANCE

**OXFORD FINANCE**
0800 263 264 | info@oxf.co.nz
www.oxfordfinance.co.nz
Oxford's friendly team can offer you flexible solutions to finance the purchase of your new vehicle.

**PROVIDENT INSURANCE**
0800 676 864 | info@providentinsurance.co.nz
Contact: Steve Owens, Chief Executive Officer
Helping dealers "Make Profits Grow". Specialist F&I training, support and products to retail motor vehicle traders.

**UDC FINANCE**
0800 500 832 | www.udc.co.nz

## INFORMATION SERVICE PROVIDER

**VTNZ**
0800 88 88 69 | Sales@vtnz.co.nz

## IT MANAGEMENT SYSTEMS

**SYSTIME**
NZ +649 5832424 | AU 1800 221 654
Paul.Wilkinson@tsinz.co.nz
Autoline – Dealer Management & Distributor Manufacturer Systems – The Most Globally used DMS

**ORION**
NZ +649 5832455 | AU 1800 875149
sales@sam.co.nz
Mid-range Dealer Management System installed in 500 business operations. Sales Workshop, Parts, Fleet, Rental, CRM

**SAM**
NZ +649 5832455 | AU 1800 875149
sales@sam.co.nz
The ultimate specialist Workshop Management System suite. Range of options to suit.

# November 1

## UDC float off the table

ANZ has decided to keep hold of vehicle financier UDC.

**The bank's chief executive David Hisco told the *NBR* that it has ditched the idea of floating the business to provide some stability.**

"We think there are some growth opportunities for us that we could pursue right now. I'm not that keen on leaving any profit on the table," Hisco says.

# November 2

## Jones vows to block port carpark

Cabinet minister Shane Jones has come out swinging against Ports of Auckland's proposal to build a carpark and hotel on the city's waterfront.

**The carpark would store imported vehicles until they are processed, instead of having them lined up in public view, while there would be a public park on top and five-star hotel on Quay St.**

# November 5

## Dealer numbers stabilise

The number of registered motor vehicle dealers in New Zealand seems to have stabilised.

**At the end of last month there were 3461 licences – one less that's the month before.**

# November 6

## Import sales continue downward trend

The second half of the year is continuing to be a slow period for the used import market, with another month of lower registrations year-on-year.

**Passenger vehicle registrations were down a serious 14.3% to 12,100 in October. For the year, the market is now up only 3% to 125,420.**

# November 7

## Video: EVs could counter central Auckland's pollution

Electric vehicles could help cut rising air pollution in downtown Auckland.

**Replacing diesel transport such as buses with electric is Auckland Council planning committee chairman Chris Darby's answer.**

# November 8

## Minister welcomes debt progress

Commerce and consumer affairs minister **Kris Faafoi** has welcomed progress to make safer financial services available to people in need, including a new initiative to allow banks and financial mentors to share information to help their clients.

**Financial Inclusion Industry Forum partners met with the minister recently, reporting back on work underway across four work streams covering emergency savings, inclusive banking, cars and car finance and microfinance.**

## Car yard one of highest priced Bayleys' auction bids this year

A Tauranga property leased to a car dealership fetched $6.25 million at auction, one of the highest priced this year.

**It was part of nearly $37 million worth of commercial property sold through Bayleys real estate in its latest round of Total Property auctions, the *New Zealand Herald* reports.**

# November 12

## Trade Me takes aim at Commerce Commission

It might have been a successful year financially for Trade Me, but chairman **David Kirk** says one of the biggest frustrations was the Commerce Commission blocking its purchase of Motorcentral.

**Addressing shareholders at the company's annual general meeting, Kirk says the decision itself and the length of time the commission took to consider it were both frustrating.**

# November 13

## ComCom defends Motorcentral decision timing

The Commerce Commission is rejecting criticism that it took too long to make a decision about whether Trade Me could purchase dealer management system provider Motorcentral.

**Trade Me chairman David Kirk described the eight months it took the commission to reject the purchase as "not acceptable in a business world which is technology-based and fast moving" at the company's annual general meeting last week.**

# November 14

## Continental Cars Ferrari claims international prize

New Zealand's only Ferrari dealership has been given a huge honour at the Italian marque's international dealer meeting.

**Auckland's Continental Cars Ferrari claimed Ferrari's Top Showroom 2018 Award, with competition from 62 markets around the world.**

## Winger Subaru partners with the Chiefs

Winger Subaru is set to drive the Chiefs forward this coming Super Rugby season, with its Hamilton dealership becoming the club's official vehicle supplier.

**The three-year deal kicked off this month and will see the Chiefs supplied with 12 of Subaru's most popular model – the Outback SUV.**

# November 15

## Vinsen embraces Connected Journeys

A recent health scare has temporarily stopped David Vinsen from driving, but that isn't preventing him from getting around the city.

**The Imported Motor Vehicle Industry Association (VIA) chief executive says it's three weeks before he's allowed to get back behind the wheel, so has had to find creative ways of getting to the office and meetings.**

# November 16

## Regulatory change 'interesting'

A leading economic and business journalist has suggested the government is preparing regulation that will likely dramatically hit sales of utes and older SUVs – and it is scared about the prospect.

**Bernard Hickey, managing editor of *Newsroom Pro*, says the massive growth in double cab utes over the last decade is interesting.**

# November 19

## Car dealers could get caught up in finance rules revamp

Changes to sales incentives in the banking sector could inadvertently affect car dealers, an expert says.

**The Financial Markets Authority and the Reserve Bank have told banks to advise how they will phase out using sales**

Continued on page 46

Continued from page 45

**incentives from September next year, the *NZ Herald* reports.**

# November 20

## Nissan boss arrested

High-profile Nissan chairman Carlos Ghosn has been arrested and looks set to be removed from his position, following an internal investigation alleging acts of misconduct.

**The investigation found Ghosn and representative director Greg Kelly have been "reporting compensation amounts in the Tokyo Stock Exchange securities report that were less than the actual amount".**

## Betty top NZ car name

A new survey has revealed Kiwis love naming their cars.

**Betty and Betsy were the most popular names, which mirrors a trend seen overseas.**

## 35,000 alpha airbags left in fleet

More than half of the alpha Takata airbags requiring repair have been fixed, with Auckland being targeted as a hotspot that needs attention.

**At the end of October, there were 34,708 alpha airbags that needed replacing, according to government figures, down from the 84,611 at the start of the mandatory recall.**

# November 21

## Ports of Auckland sale back on agenda?

New tax regulations could encourage Auckland Council to sell the Ports of Auckland's operating company.

**Land transfers from council subsidiaries like Panuku which currently owns some the port land, to the council itself could be heavily taxed as part of new tax regulations, set to come in on July 1, *Stuff* reports.**

## Offshore buyer eyes Trade Me

Trade Me has received a proposal from London-based investment firm Apax Partners to acquire the Kiwi website, offering $6.40 per share.

**The proposal is subject to a number of conditions, including the completion of due diligence.**

## Christchurch dealer takes Crown to court

A courtroom stoush is brewing between Christchurch dealer **Bruce Miles** and the government over the future of his dealership site.

**Miles Premises, the company owned by Bruce Miles, wants to overturn the $25 million sale of its land to the Crown, which has been earmarked to become part of Christchurch's new health precinct, *Stuff* reports.**

# November 23

## Video: AT Local rideshare hailed 'world first'

An on-demand electric vehicle rideshare service called AT Local has been launched by Auckland Transport (AT), which says it's among the first of its kind in the world.

**The app-based service is being trialled at Devonport for a year, with three Hyundai Ioniq cars and three LDV EV80 vans transporting people to and from ferry terminals at Bayswater, Stanley Bay and Devonport.**

About 70 people were using the service after it started on November 19, before it was even officially announced on November 23.

# November 26

## Vehicle imports could be disrupted by Formula E

Running the multi-million dollar Formula E electric vehicle racing series through Ports of Auckland land could create headaches for vehicle importers.

**A group which has secured the rights to host the event wants to run the race through the port's roll-on, roll-off (ro-ro) terminal, which is made up of Bledisloe and Captain Cook wharves.**

## AussieTalk Diary

**AutoTalk Australia's** editor Scott Murray looks at the month gone by on **autotalk.com.au**

# November 1

## FCAI gives TPP two thumbs-up

The Federal Chamber of Automotive Industries has given the thumbs-up to Australia's signing of the Trans-Pacific Partnership.

**The TPP will come into effect on December 1, removing 98% of taxes and tariffs for imported goods from the 11 signatory nations.**

# November 2

## Dealer association members struggling - survey

The Australian Automotive Dealer Association has asked its members to come forward about factors hindering their businesses.

**The Cox Automotive Australia Dealer Sentiment Index survey has heard from 92 private and publicly-listed dealerships across Australia and published its first six-monthly report.**

# November 7

## Fleet EV uptake planned

Australian fleet buyers have signalled a switch to electric vehicles in the next two years.

**That's on the back of an EV Drive Day convened by the Clean Energy Finance Corporation (CEFC) which attracted 60 fleet buyers and managers from 41 organisations.**

# November 13

## AIMVIA optimistic SEVS on horizon

The Australian Imported Motor Vehicle Industry Association (AIMVIA) is positive about changes coming for the used imports market.

**AIMVIA vice-president Kristian Appelt told members at this week's annual general meeting there are a number of viable options available to used import dealer businesses under the impending Specialist Enthusiast Vehicle Scheme (SEVS), which comes into effect next year.**

# November 19

## Ford opens door to Ranger, Fiesta recall

Ford Australia's dealer network will be rectifying a potentially deadly door fault on Ranger and Fiesta models.

**Over 128,000 Fords sold from as early as May 27, 2010 to as late as September 1, 2016 will need a fix for doors which could fling open.**

# November 22

## Westpac chief challenged over dealer lending

Westpac chief executive **Brian Hartzer** was grilled by **Michael Hodge** QC on behalf of the Royal Commission into the finance industry about large payments paid to car dealers to encourage sales, through "flex commissions".

## EVTalk Diary

**EVtalk New Zealand** editor Geoff Dobson looks at the month gone by on **www.evtalk.co.nz**

# November 12

### First eBike Expo a success

The response to Auckland's first eBike Expo has delighted project manager **Mary-anne Stuart-William** from organiser Icon Conference and Event Management.

**More than 2000 people attended the weekend event at The Cloud on Auckland's waterfront.**

# November 16

### Audi e-tron deliveries from mid-2019

Audi's first fully electric series production model, the Audi e-tron, is due for delivery in New Zealand from mid-2019.

**Following the e-tron's global launch in September, New Zealand customers were able to reserve one of the 100 vehicle build slots with the full 2019 delivery allocation selling out in just eight days, Audi New Zealand general manager Dean Sheed says.**

### Free EV charging at five Countdown Waikato stores

Fifteen electric vehicle charging stations have been opened over five Countdown Waikato supermarkets – three at each.

**In a first for the retailer, EVs can charge up for free at either Countdown Hamilton, Countdown Bridge Street, Countdown Claudelands, Countdown St James and Countdown Huntly under the partnership with WEL Networks.**

# November 21

### Team Asia New Zealand joins Jaguar I-Pace eTrophy

Asia Pacific will field a three-country team in the Jaguar I-Pace eTrophy electric racing series starting December 15.

**The Team Asia New Zealand car is sponsored primarily by the Giltrap Group of New Zealand, as well as Wearnes Automotive (Singapore) and Access Group Pvt in Sri Lanka, and all official importers and distributors of Jaguar Land Rover vehicles.**

# November 22

### Yoogo Share wins Smarter Transport award

Electric car sharing service Yoogo Share won the Smarter Transport award at the NZI Sustainable Business Network Awards 2018 announced on November 22.

**The first of its kind in New Zealand, Yoogo Share was formed in Christchurch in February, where it has 100 EVs with 3000 users and has eight hubs including the Christchurch CBD and Christchurch Airport. It is now expanding to Auckland in 2019 after opening its first Auckland CBD hub in the ANZ Centre.**

Keep up with NZ Electric Vehicle industry news

evtalk.co.nz/subscribe

## TransportTalk Diary

**TransportTalk New Zealand** editor Nigel Moffiet looks at the month gone by on **www.transporttalk.co.nz**

# November 2

### THL targeting global motorhome growth

Tourism Holdings Limited (THL) partnership with United States RV manufacturer Thor Industries has been signalled for global expansion.

**THL chief executive Grant Webster told shareholders at the October annual meeting the opportunity for TH2 "is significant" and is capable of achieving a net profit before tax in FY20 of up to US$10 million.**

# November 8

### Truckies thank Pukerua Bay community

The Road Transport Forum has presented a $1000 donation to Pukerua Bay School.

**The thank you gesture was for the incredible support the Pukerua Bay community gave to truckies caught up in the State Highway 1 closure on October 19.**

"With hundreds of drivers trapped for 16 hours the Pukerua Bay community took it upon themselves to look after them," Road Transport Association area executive **Sandy Walker** says.

# November 12

### Sowerby to depart MTD

Long-term Motor Trucks Distributor NZ (MTD) general manager **Murray Sowerby** is announcing his retirement.

**Sowerby, whose "blood is reputed to contain Mack DNA", has had an illustrious career spanning 47 years in the transport industry and 38 years with Mack Trucks. He will depart the company in June 2019.**

# November 15

### Government to fund $2.8m in commercial driver training

A new commercial driver programme is being established near Palmerston North with a $2.8 million government investment.

**Regional economic development minister Shane Jones announced the scheme as part of the Provincial Growth Fund (PGF) and the programme will have the ability to train up to 700 drivers and machine operators annually at Manfeild Park.**

# November 19

### Stats NZ shows fuel cost impact

Petrol prices were up 6.9% and diesel 7% for the September quarter, Stats NZ figures show.

**It's the fourth quarter in a row to have shown rising fuel costs.**

Keep up with daily NZ transport & equipment news

transporttalk.co.nz/subscribe

# MOANA blue

motor vehicle shipping & logistics

## We've got **Heat Treatment** covered.

### MPI approved Heat Treatment

With MPI approved Heat Treatment and facilities in place to support all of our yards throughout Japan we are ready for the stink bug season starting 1st September – ***Are you?***

Don't be left out in the cold, contact Moana Blue today to book your shipping.

| | | | |
|---|---|---|---|
| **New Zealand** | **Terry Riches** | **+64 (0)21 227 4912** | **t.riches@moana-blue.com** |
| **Japan** | **Yuichi Oda** | **+81 (0)80 3275 1347** | **y.oda@moana-blue.com** |

KISARAZU - KAWASAKI - NAGOYA - OSAKA - KOBE - SHIN-MOJI

Contact Moana Blue now to find out how we make importing from Japan to New Zealand SIMPLY EASIER!

# 0800 MOANA BLUE

www.moana-blue.com