

# autotalk

DECEMBER 2019

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# MONEY, STATISTICS, ICONS, AWARDS AND BABIES

There has been so much happening over the last month, so this column will be a somewhat fractured one. Prepare for plenty of subheads as I run through a list of things that are on my mind.

## Show me the money

News that VIA is set to restructure to reflect a shift in representation from traders to the supply chain (see our exclusive interview with **Graeme Macdonald** on page 3) is no surprise to any industry observer. The fact the executive has managed to hold things together this long in its current form is actually impressive. Impressive enough that I hope in the positioning for control, which from what I am hearing is already under way, they do not throw the baby out with the bathwater. There are some incredibly talented individuals in and around VIA, as there are in the supply chain. We could end up with a great combination. **Regardless, I still believe this is a step in the right direction, and it protects the critical need for import industry representation.**

## Stella

A mention must be made of the retirement of **Stella Stocks**. I have known Stocks for all of my 19 years reporting on the automotive trade. She has always been easy and direct to deal with in terms of comments and stories - always good for a calmer insight on, at times, complex issues. OK, so there was this one time I took AA

to the Commerce Commission over the New Zealand Car of the Year, though in my defence it was my name on a case taken by a democratic organisation.

Still, Stocks has been gracious enough to let *AutoTalk* be the one automotive trade magazine to interview her on her retirement. We sent along an all-woman team to do the interview and shoot the cover photo. Seemed fitting.

## Lies, damn lies and statistics

If you had not been concerned about the decline in the vehicle market until now, turn to our statistics section. Headline figures may indicate things are steady, or down slightly, but dig deeper and you will see there is a lot to be concerned about. The import market has been steadily tracking down, and while on the surface they were up this month, if you look past the impact of the stink bug delays last year registrations, November was down over 20% in two years. That is a big fall in capacity to deal with. Profitable premium vehicle registrations are up, but extract the Tesla Model 3 from that and they are slightly down. The only positive in this for the market is Model 3 buyers are more likely to be first time buyers to the premium sector, or even new car buyers for that matter. It should also be noted other premium electrics, like the Audi e-tron, Jaguar I-Pace and Tesla Model X are making a serious market contribution at over 80 units a piece for the year.



by **Richard Edwards**  
Managing Editor

## New Zealand Car of the Year

You may have spotted me on TVNZ's Seven Sharp over the last week or two - depending on when you read this - as part of coverage for the New Zealand Car of the Year. The New Zealand Motoring Writers' Guild has been judging NZCOTY for the past 32 years, I was six when the first one was handed out, so to be responsible for it for the last couple of years has been an utter privilege. **The winner, the Jaguar I-Pace, has caused a few ructions in the electric vehicle community. Online the talk seems to be split between those who just love the I-Pace, those who are just glad an EV won, and those who think the Tesla Model 3 should have taken the gong.**

I love the passion. I also love we have a truly democratic and robust system for choosing our award. The Jaguar was also the World Car of the Year for 2019, so we are in good company.

## Time for a break, baby

You may find my name disappears off our website for the next few weeks in terms of fresh stories. I am taking a break with my amazing wife Sally for the birth of our first child. Our editorial team - **Nigel, Geoff** and **Sophia**, will no doubt do a great job while I am gone. I hope everyone else enjoys their holiday season, catch you in the new year. ■



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# REGIONAL REPRESENTATION TO GO IN VIA POWER SHIFT

**V**IA has confirmed it will be making major changes to the way it is structured as it moves to reflect the modern used import industry and survive into the future.

The association flagged money troubles nearly two years ago, largely based on a downturn in its technical services business, and has been looking at ways to cut costs and increase revenue.

**A levy on vehicles entering the fleet has long been mooted as an idea to fix the problem, but has been found both commercially and legally problematic.**

While traditionally funded by trader and then supply chain members, dealer subscriptions have fallen to low levels as the supply chain tends to distance those selling vehicles from regulatory issues.

**At last year's AGM the association's executive declared a solution had to be found, or the association doors shut, to avoid the entity essentially trading as insolvent.**

The association lost \$233,181 in the 2019 financial year.

A levy on vehicles entering the fleet has long been mooted as an idea to fix the problem, but has been found both commercially and legally problematic.

A working group of executive members was established to find a solution.

In a statement issued last week, the association announced a working group has identified the constitution needs to change, requiring a special general meeting, currently set down for February 18, 2020. VIA will circulate a notice of the SGM with all necessary documentation including the proposed changes and the venue once the changes are drafted. While unable to give specifics, VIA North Island chair **Graeme Macdonald** says the changes will mean the end of the current structure of regional representation. "The constitution needs to be changed to reflect the move away from regional representation to something nationwide," he says.

Instead, provisions will be made for a council, which *AutoTalk* understands will include representatives of the major funders of VIA.

"We think there is disparity in that the major contributors to the association don't have the say they deserve," Macdonald explains.

"We recognised long ago that the association wasn't just dealers any more. For many of the retailers left in the trade, used import vehicles just happen to be a product, they do not take part in the



Graeme Macdonald

broader industry," he explains.

**"The industries that have the most invested in the shipping, importing, compliance and wholesale of vehicles have been underrepresented in VIA's makeup until now."**

Macdonald is elected under the current structure, so changes could put his position at risk.

He has said he has not determined if he will seek a new position after the changes.

**"What has not changed is my passion for the industry going forward and the need for a representative industry body - both the biggest players in the industry, and the smallest dealers selling import stock."**

He wanted to acknowledge the efforts of VIA's staff as the future of the association has been up for open deliberation.



"This period of reorganisation has been extremely stressful, it is a difficult position for them to be in, the uncertainty of the future."

*See more about VIA's restructuring in David Vinsens monthly columns on page 28* ■

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# KEITH ANDREWS REMEMBERED: 'A MAN WITH A UNIQUE VISION'

**T**he trucking and transport industry has farewelled **Keith Andrews**, the founder of one of New Zealand's leading truck dealerships and distributor of Fuso.

He died on November 13 after a year-long battle with cancer. He is survived by wife Vicki, children **Kurtis**, **Camden** and **Holly**, and five grandchildren.

A service was held at Marsden Cove Marina in Whangarei on November 23, where he was remembered by friends and family.

His casket was loaded into a Fuso truck after the funeral and taken to the dealership where staff formed a line to pay their respects.

**Keith was born in Auckland in 1954 and moved to Whangarei when he was 11. He called it home for the rest of his life and maintained a "small-town" humility, while dreaming – and achieving – on a bigger scale.**

With a practical grounding from a mechanic's apprenticeship after leaving school, Keith demonstrated incredible drive and vision to not only build his own business, but to build one that changed the face of the industry and became the

most successful of its kind in the country. **It all started at Haywood Motors, where he did his apprenticeship and was later given the opportunity to sell boats (a lifelong passion) and then trucks.**

Responsible for setting up and expanding the light commercial division, he quickly cut his teeth in sales, marketing and management.

In 1991, he saw the potential to set up a specialised Mitsubishi Fuso truck sales, service and parts company, taking over the business from Haywood Motors with its blessing.

**Roger White**, then sales manager of Fuso trucks for Mitsubishi Motors, says Keith had many special qualities.

"As with many people he met, we quickly established a good rapport – his mechanical background and mine as a truck engineer finding common ground. "I saw he was just the sort of young man who could do well in this business ... and I might learn something about marketing from him," Roger says.

Keith Andrews Trucks (KAT) was created, operating from a small workshop on Rewa Rewa Road with three service bays, a parts store, and five staff, including **Colleen Hayes**, who remained a loyal and trusted friend. Colleen retired in 2017 after 25 years of service.

Keith had originally intended it to remain a small business – but growth happened organically.

**His plans for the current Whangarei dealership, across the road from his original workshop, blew Roger away.**

"It was stunning, unlike anything seen before in this country," Roger says. "It soon became a talking point for the industry. Truck dealerships didn't have floor-to-ceiling windows and tiled floors. "Everyone had service pits, except Keith – he had hoists and he displayed new trucks in the showroom, as if they were new cars; something special.

"He was a man with a unique vision for the truck industry, truck marketing and



the opportunities it presented," Roger says.

The Whangarei branch opened in 1996, quickly building on a reputation for exceptional service, an innate understanding of customers' businesses and an ongoing talent for innovation.

The business added Mercedes-Benz vans sales, service and parts, followed by buses and trucks. It has also been a parts and service outlet for Freightliner since 2004. Alongside Fuso, these three brands sit within the Daimler Trucks family, under whose banner the Keith Andrews franchise marches on.

The franchise grew significantly in 2011 with the takeover of Roadlife Trucks in Manukau – and its offices in Bay of Plenty and Hamilton – a business that was turned around by applying the same principles that Keith held dear, headed by his son Kurtis.

**Keith's ultimate vision was more ambitious yet – an ambition that was realised in 2016, when he won New Zealand distribution rights for Fuso trucks through his newly formed company Fuso NZ Ltd.**

*Continued on page 6*



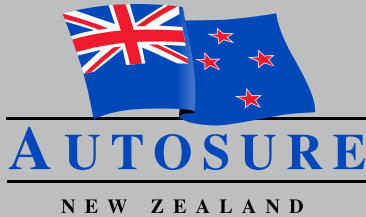
The original staff - Keith on left and Colleen Hayes (front)



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



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



**JOURNALIST**  
Sophia Wang  
021 240 2402  
sophia@automediagroup.co.nz



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



**RECRUITMENT SPECIALIST / PRODUCTION**  
Fran Da Silva  
021 933 279  
fran@automediagroup.co.nz



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



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

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Back of the dealership after the funeral

*Continued from page 4*

Keith Andrews Trucks' state-of-the-art Hamilton branch followed in 2018. In November this year, the network was announced as a full Freightliner sales, parts and service dealership for the North Island.

**Staff remember Keith as a boss who led from the front – always beating them to work in the morning and the last to leave. He had an amazing work ethic and a genuine passion for his people and his customers.**

In a 2015 interview with *DieselTalk* (now *TransportTalk*), Keith spoke about the importance of creating good company culture.

"To attract the top diesel technicians in Auckland we had to make the job more user friendly ... It's about family, we're committed to ensuring a work/life balance

for all of our staff."

Keith said his business philosophy was always about providing the best possible support to the customer and to make the workshop and reception areas exceptionally clean, well-presented, well-equipped, well-staffed and fully stocked with all the parts. "Once the truck has left the workshop bay, the floor and surrounding workspace is cleaned before the next one rolls in.

"I challenge you to find another workshop as clean, fully stocked, and as well presented as this one," Keith told *DieselTalk*.

"Support levels can be quite poor in this industry, which is why we have focused on providing the best possible support to keep customers happy," he said.

**Outside of his business, Keith remained competitive in a number of activities which included yacht racing in his younger years.**

And when he wasn't sweating it out on the squash court, training with marathon runners or cycling 45 minutes to work he was either fishing with rod and spear, diving, sailing or just enjoying the freedom of being at sea.

Keith's absence from the business over the past 12 months has meant the KAT and Fuso New Zealand teams have operated under the leadership of son **Kurtis Andrews.** ■



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# A STELLA CAREER

**S**tella Stocks is proof the automotive industry is not just a man's world. After a lifetime in the industry, Stocks is retiring on Christmas Eve ending 20 years at the New Zealand Automobile Association (AA). She was the first female fully qualified automotive engineer in the United Kingdom, where she began her career. **The industry appealed as she wanted to be mobile in her job, deciding against attending university first.**

After completing her training, she entered into a partnership in a garage. After several years Stocks wanted to develop her career further so grabbed an opportunity to work for Fiat UK. Her first role as a technical advisor at the company didn't appeal to her, so she became a trainer, assisting anyone from service managers to mechanics to do everything from basic servicing and repairs – which proved a much better fit. "When I first started, the guys

in the workshop didn't want to know me," Stocks says. **"They would do things like get morning tea for everybody except me. Right through my career, when I've made a change I've had to really prove myself to a greater extent than a male would have, right the way through."**

"I think with a lot of it, I haven't been conscious of it because the way I was treated made me quite resilient. So, I am quite unobservant in some ways. I'm getting better, but my husband could have a haircut and it would take me a week to notice!"

**Stocks is not seeking sympathy – far from it as she is one of the most respected people in the industry and was pivotal in the AA's entry into the inspection service and the development of its AA Auto Centre network.**

But she admits to putting up a barrier to protect herself, which is why her friends would say she is a different person at work than out.

## NZ-bound

Stocks met her Kiwi husband **Larry** during her time at Fiat,

then came to New Zealand to live in 1981 and got a job with Subaru.

"I put my CV out there and the HR manager of Motor Holdings, who actually owned Subaru, and I must have just struck a chord because he made an opening for me in their warranty department." Stocks says that gave her the first step into New Zealand business. She became national service manager, and was headhunted by Nissan NZ as general manager for service and customer satisfaction before coming to the AA.

## Safety first

Stocks has been involved in the Australasian New Car Assessment Program (ANCAP) and its associated safety work for some time, including as a director of the safety organisation. She is proud that New Zealanders are now recognising vehicle safety as a key factor in purchasing a car. "When I came into this role, vehicle safety was not well recognised by consumers in New Zealand, there was no recognition on cars of what a

*Continued on page 9*

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safety rating might be. We've changed that and it's now a part of the normal speak." Stocks says she is pleased buyers are now asking questions about safety and safety ratings. ANCAP's five-star safety ratings have certainly encouraged manufacturers to make sure the vehicles they build are safer, she says.

**"You can never control human behaviour and we will always make mistakes. So, how can we protect people when they do make a mistake?"**

"And that needs to be done



Stella working on an Austin Healy 3000

through roads and vehicles. I think we're doing good on vehicles, but we're doing a shocking job on roads." Bringing down the country's road toll requires not just better roads, but better infrastructure and education, Stocks says. Our old fleet doesn't help either. "We all see idiots on the roads. It's a combination of all those things."

#### A missed opportunity

Stocks has watched the recent turmoil at the NZ Transport Agency with interest. When issues were raised around the newly-formed Optimus Group's structure, she indicated from a compliance perspective it was not "a good look". The decision by the NZTA

to not make substantial changes to the structure of the compliance industry has disappointed her.

"I think it was a huge opportunity the NZTA lost to start with a clean piece of paper, and build a system that would have taken us forward for years to come."

Instead, she says, the process has shaken the public's confidence in vehicle inspections.

"But I think that will settle down, and if you have a strong brand like the AA then people will trust that."

#### Young women wanted

Stocks is keen to encourage young women into the industry.

**"We're missing out on a huge pool of talent if we don't encourage females, so if there's young females out there who think they want to do it, I'm all for it," Stocks says.**

"Focus on the bullseye of where you want to get to go for it and push all that other stuff aside. Don't let anybody take you off the track you want to go down."

Stocks says identifying the people that will look out for you and believe in you was important as her career developed.

"I always remember a boss of mine in the UK, I was still young, and he said to me 'what you need to do in life is look at where you want to go in a company, and if you decide that's the company you want to work for, you get in and do anything,' and I remembered that all my working life.

**"Find someone who will believe in you and back you. I have had that through my career."**

#### Leaving proud

Stocks leaves the industry with plenty of proud achievements – the AA Auto Centre network, digitised vehicle inspection

Stella ran workshops for females to teach them the basics of looking after their cars....changing wheels etc



business, vehicle safety awareness, and a Car of the Year programme, for instance. But she will miss the AA's people.

"To me, the most important thing in this whole transition is my staff. I've got a really good team, and I like to see them develop, and take their futures forward."

Stocks says she has always been passionate about cars

and would not see herself anywhere else.

**She drives a VW Tiguan, but owns a Mustang with her husband and would love a car for every occasion – "I've got lots of dream cars. If you could have utopia, you'd have a line of cars. If I'm going shopping, I'll take that one. Or I'm going out of Auckland, so that one."**

Perhaps Santa could bring her a favourite for Christmas. ■



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# 2 CHEAP CARS CELEBRATE THE YEAR



Dan Buckley

**2** Cheap Cars held its annual conference at Auckland's Waipuna Hotel on November 25 and new chief executive **Dan Buckley** MC-ed the event in style.

The day began with speeches from various finance and insurance spokespeople, followed by a day of workshops and education, before pre-drinks, prizegiving and dinner.

**Buckley made a short speech to begin the conference, saying that the focus is on their wins and what's been done.**

"We're looking ahead in

**"2 Cheap Cars is New Zealand's largest used car retailer, with huge buying power," Meharg says.**

2020 with our successes in mind," Buckley says. He emphasises the partnerships 2 Cheap Cars has with Finance Now, Trade Me, Community Financial Services, Protecta Insurance, Motor Central, and Thorn Finance, who each had a representative speak. Buckley also announced that three branches will be canned across the country, meaning there will be 14 dealerships.

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Tauranga branch manager  
Kevin Zhang



James Macdonald,  
Buyerscore Salesperson Award



Jun Kim

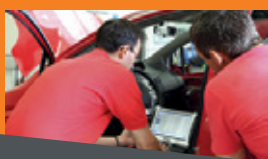


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Sophie Shang

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This, he says, will generate higher profitability. The goal is to sell more than 1000 cars at each branch every month. “We will teamwork our way to success,” Buckley says. Protecta Insurance’s **Ray Meharg** spoke about its early partnership with 2 Cheap Cars, and how the insurer is very happy to be involved with them. “2 Cheap Cars is New Zealand’s largest used car retailer, with huge buying



Julie Chan

power,” Meharg says. In between speeches, Buckley raised morale by humouring the audience and inviting people to stand up, stretch, and high-five their peers. Thorn Finance’s **Tracy Pennell**’s speech focused on online reviews as a influencer



Li Gui

of customer decisions on their purchasing journey. “Eighty-eight per cent of consumers trust online reviews as much as a personal recommendation,” Pennell says. “Things are changing.”

Trade Me spokesperson **Kim Sokolich** says Trade Me Motors has about 1.2 million

**“Eighty-eight per cent of consumers trust online reviews as much as a personal recommendation,” Pennell says. “Things are changing.”**

desktop users, 300,000 Android and 295,000 iOS users.

Sokolich says there are significant changes coming to the industry – regulation, buyer behaviour, car ownership preferences and dealers closing.

*AutoTalk* reported a 5% drop in

**This, he says, will generate higher profitability. The goal is to sell more than 1000 cars at each branch every month.**

dealer numbers over the 2019 financial year, which Sokolich uses as an example of a change the industry is seeing. As of March, 2020, all vehicles imported into New Zealand are required to have ESC, which Sokolich says will have an impact on the \$8000 and below budget segment. Currently, 1% of Kiwis own an EV, but a Trade Me survey found that 74% would



Mark Wang

consider an EV compared to last year’s survey of 50%. Sokolich says AA found that around one in five people say that over the next three to five years they will actively use their car less and take public transport more; 16% said they would purchase or use other modes of transport; and 12% would try share-riding and; 5% say they won’t need to own a car at all.

Buckley says 2 Cheap Cars has a great team bond, with people staying in the organisation for some time. A day of workshops followed the morning speeches, before

**Buckley says 2 Cheap Cars has a great team bond, with people staying in the organisation for some time.**

a team-building competition, some groups shots and checking into motel rooms. The team let their hair down

in the evening portion of the day. Tequila shots, canapes, wine and champagne were all consumed from 5pm.

MP **Tamati Coffey**, NZMF’s **Martin Blockley**, and 2 Cheap Rental Cars **Connor Moss** and **Masaki Ono** from Car Plus gave speeches, followed by prizegiving and dinner. ■



Juno Zhang



Chris Guan



# FARMER AUTOVILLAGE TAKING EV LEADERSHIP ROLE

Originally starting as Bay Nissan, a single franchise employing around 12 people, Farmer Autovillage in Tauranga is now a multi-franchise car dealership taking a leadership role on electric vehicles. Farmer Motor Group managing director **Mike Farmer** says Bay Nissan started in 1991 and won Nissan dealer of the year for the next

seven years. It was rebranded to Farmer Autovillage in 2008. **“When we opened the Autovillage in 2008, it became a multi-franchise one-stop shop facility able to provide a vast selection of new and used vehicles on a convenient shopping platform representing 11 brands,”** Farmer says. Farmer took on the role of group managing director in

2004 and later purchased half the company. Previously, he worked in the finance industry in Auckland as the national sales manager, then moved to Tauranga in 2000 to take over a dealer principal position of the Subaru brand. The dealership sold EVs for a significant period of time before EVs truly took off, which he says is what we are

seeing in the market at the moment. At that point, the uptake was minimal as the selection was limited – similar to Australia’s EV market. **“We’re enthusiastic about EVs,”** Farmer says. **“A lot has been driven from what’s been available for supply from our manufacturers.”** A key factor holding back EV sales is the limited multi-

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Continued from page 12  
segment selection from a new car standpoint, Farmer says.

**“However, with what is planned from our manufacturers over the next three years it will most certainly change the EV buying landscape.”**

Farmer says customers buying EVs are exceptionally knowledgeable about the product, having researched them and knowing what they want specifically in the current EV selection. He calls them the “early adopters”.

“The key change will be when somebody wanders into a dealership and them not knowing much about EVs and end up driving away in an EV. This most certainly will occur as the EV segments expand. “People are wanting EV cars at this point, however, they’re still looking for more options to consider.”

Farmer says this is hard with the selection and supply availability, but he says that will change rapidly in the next few years.

“The time will come and it will turn very quickly.”

**When talking about the difference between selling internal combustion engine (ICE) cars and EVs, Farmer says the key challenge the industry faces is knowledge.**

“Knowledge about how many kiloWatts (kW) per hour, how you charge, regeneration, real life range etc, giving correct information to the customer is first and foremost the most important factor.

“In terms of sales techniques, the ‘early adopters’ are extremely knowledgeable and know exactly what they want. For the people still unsure what vehicle to purchase, we need to be able to give them the correct information. Which we can do, as all the training has been provided.

“However, with the movement



of this technology at this rapid pace, this commitment to training will need to be relentless from the industry.”

**Farmer Autovillage is taking an EV leadership stand in the Tauranga/Bay of Plenty area.**

It’s installing a 50kW DC charger and potentially a 175kW DC charger, with which an Audi e-tron will be charged to 80% in about 22 minutes. The charging project has been a massive investment for the company, at a project cost of over \$400,000 – half provided by an EECA contestable co-funding. It will be on the Farmer Autovillage site and available 24-hours, due to be completed mid-2020.

Farmer commends Tauranga dealerships that handle pure, used EVs.

“They’re 100% focusing on EVs. I applaud them. However, until we have significant improvement in segment selection, ICE vehicles may have to be part of the stock mix for these dealers,” Farmer says.

He believes the shift will come – the question comes down to timing, and when people are comfortable enough to make the change.

**It was only eight years ago people would visit a dealership four and a half times on average before they made the purchase. Now, it’s 1.5 times, thanks to the power of the internet making information available.**

“The internet is certainly providing information,” Farmer says. “[Dealers] are not showing clients a vast range of different models. People have narrowed it down to a specific segment. But they

may be comparing our vehicle with a model that is the same segment in another brand.

“The day we get customers not knowing what they want to buy, when they are choosing between ICE and EV, that’s when we know that the general public are starting to really put EVs on their shopping lists.”

New EVs make up 5% to 7% of new vehicle sales at Farmer Autovillage, but Farmer predicts by 2022 it will be up to 10-15%, and up to 25% in 2025.

“Every single dealership needs to be openminded and accepting of the technology,” Farmer says.

**“I think it’s exciting. The motor industry has not seen such significant change in the last 100 years.**

“The next 15 years will represent the most significant shift in the history of our

industry.

“And if you’re not willing to accept and adapt to that change then this is not the right industry for you.”

**Farmer donated a Nissan Leaf towards The Collective, a co-working space dedicated to the success of not-for-profit, social enterprise and charitable organisations.**

General manager **Gordy Lockhart** was searching for an EV in line with their sustainability goals for members to use as a shared transport solution.

Farmer donated a Nissan Leaf for its members, complete with brandings, to help its charitable organisations be mobile.

“It’s a pleasure to be able to support The Collective. Their innovative approach to business and business platforms is also what excites us here at Farmer Autovillage,” Farmer says. ■



*Thank you to all of our dealers for your support in 2019*



# AUTOMOTIVE AND HORTICULTURE INDUSTRIES TEAM UP TO STOP STINK BUGS

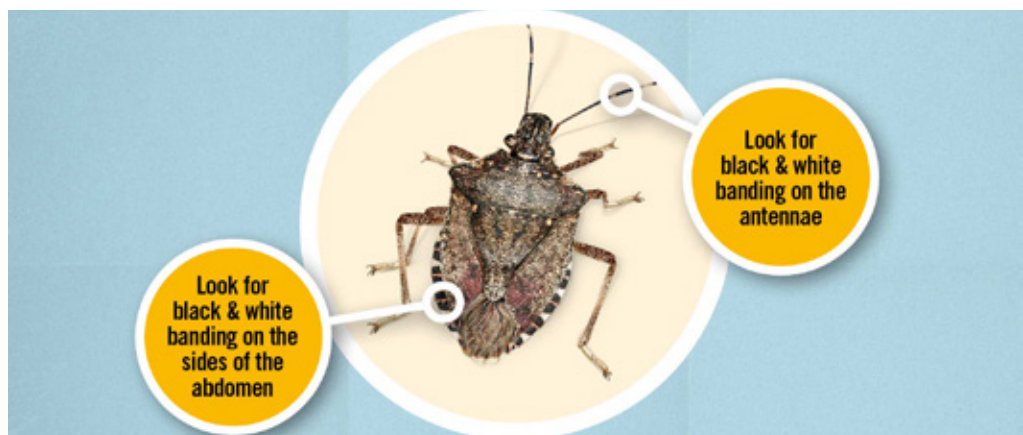
**K**iwifruit Vine Health (KVH)'s chief executive **Stu Hutchings** is working with the automotive industry to tackle those nasty brown marmorated stink bugs (BMSB) we've all heard so much about.

**As much as it is a nuisance and liability to us in the auto industry, it is equally a pest for the horticulture industry as the bugs eat more than 200 different plants, including kiwifruit.**

"Our job is to manage biosecurity risk on behalf of the kiwifruit industry. We have kiwifruit orchards in Europe, particularly Italy, and the BMSB is there causing huge amounts of damage. The bugs bite into the fruit and inject saliva. This causes internal damage and the fruit drops off the vines. Around 30-40% of fruit goes to waste.

"We don't want them there; they just destroy everything!"

"The actions of the automotive industry and the groups that pre-treat is really appreciated and reduces the risk of these



nasty bugs getting into the country," Hutchings says.

**Hutchings will appear over video chat in one of VIA's fortnightly meetings to discuss with members the actions being taken to keep the pest out of New Zealand and what they can do during the high-risk summer BMSB season.**

"There is a whole lot of work being done offshore around vehicles and machinery

from countries that have been found to have stink bugs in them in the past," Hutchings says. "For example, Biosecurity New Zealand rules requires offshore treatment of all vehicles in Japan before they are shipped here, so that we can prevent the stink bugs hitchhiking in.

"We've spent time working out what the best treatment is, and that work has now

**Continued on page 15**



Continued from page 14

resulted in the protocol that works in Japan in terms of heat treatment. This is audited by staff who are based there."

**The horticulture and automotive industries are working together in various ways to stop stink bugs coming into the country. Hutchings says collaborative communication is key, with the VIA and KVH teams raising awareness of what to look out for and what to do if anyone suspects they have found the pest.**

"The BMSB can get into people's luggage from overseas, and actually get inside equipment and boxes. It's really important that everyone is aware of what they look like and how to report them.

"The bugs have been found in packages that people have ordered in from the US, like sports gear and shoes. When people have noticed them, they have done

the right thing and caught the bug, then called the Biosecurity New Zealand hotline." Hutchings says the two industries exchange information, with

him letting VIA members know where the horticulture industry is sitting and informing them on the latest research.

"Also acknowledging and thanking them for the work they're doing on our behalf. We want to acknowledge the great role that the combined efforts of the importing automotive industries have in helping reduce the risk posed by BMSB" Hutchings says about his meeting with VIA.

**"If you can push the risk offshore and prevent [the stink bugs] from getting into things, it stops a whole lot of angst, cost and time delays. It's a really positive proactive part of prevention. We have a great collaborative approach to improve biosecurity in New Zealand."**

The kiwifruit industry has also completed a lot of research into management of BMSB, and there is further work about the use of agri-chemicals in the works.

"Netting over orchards and physically keeping stink bugs

out has been working quite effectively overseas. By covering the orchards up, it lures the bugs away and allows them to be trapped."

The BMSB 2019/20 high-risk season at a glance:

- Runs through to the end of April 2020.
- Biosecurity New Zealand has increased the number of BMSB risk countries from 16 to 33, and targeted vehicles, machinery and parts that have mandatory pre-arrival treatment

requirements before being let through.

- Increased surveillance and inspection of arriving vessels and cargo from countries with established stink bug populations.

#### How to identify BMSB:

BMSB are best identified by their size (14-17mm, similar size to a 10c coin), white banding on the antennae, and alternate black and white markings on the abdomen. They are larger than other similar New Zealand stink bugs. ■



Stu Hutchings



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# POSITIVE RESULTS FOR MTF AND TURNERS

Two substantial players in the retail motor vehicle finance market announced strong results in recent weeks.

**Motor Trade Finance, which is largely owned by its dealer originators, announced that for the year to the end of September its profit after tax was up 38.3% on the back of an unrealised gain - caused by an accounting change.**

Commission paid to shareholder originators increased 6% to \$42.5 million. Underlying profit decreased 8.6% to \$8m, largely due to the loss of administration fees earned through the non-recourse venture with Oxford Finance (Turners). Sales have decreased by \$83.3m (13.9%), of which \$71.3m is attributable to two events.

The non-recourse venture with Turners had created record breaking sales volumes in 2017 and early 2018. Demand for the product dropped after tighter underwriting criteria was introduced, having a negative impact on sales, which ultimately led to the termination of the product.

Replacing lost business has been a priority for the company this year. In November 2018 MTF Finance teamed up with Trade Me Motors to enable buyers to easily engage with a finance option on consumer vehicle listings.

**This initiative was rolled out in January 2019 and has now transitioned to a nationwide collaboration, delivering sales of \$12.6m and creating a complementary digital channel for future growth of the business.**



Sales for the second half of the year increased by 4% on the first half, showing encouraging signs of performance recovery following the termination of the non-recourse product mentioned above.

## Robust result for Turners

MTF's old partner Turners delivered an 11% increase in underlying net profit before tax from \$13.3 million to \$14.8m for the six months ended September 30, 2019. Revenue increased by 1% to \$171m (HY19: \$168m). The listed company says three out of four business segments recorded gains during the period.

**"Our new strategic plan positions us well to benefit from our competitive advantages throughout the cycle. We are well placed to put the foot down to expand our footprint to leverage the growing strength of the Turners brand. We are particularly focused on our own 'auto-tech' initiatives, where we will continue to invest in a disciplined fashion to exploit our advantage in data and digital."**

"We are pleased with this robust result, with three of four business segments recording gains in underlying profit," says chief executive **Todd Hunter**.

"Our largest segment, Auto Retail, outperformed market conditions as we continued to succeed in growing market share. Meanwhile, we started to execute on our strategic plan, which was communicated to the market in May 2019. "

Excluding the \$3.5m gain on property sales, underlying revenue increased by 3.6% or \$6m. Auto Retail delivered higher unit sales of owned stock, up 6% year-on-year, while Finance revenues have grown as a result of directing Turners origination into Oxford. Both of these offset a small

decrease in Insurance revenue due to implementation of higher underwriting standards and a softer used-car market. The company has also started on a new strategic plan, which continues to include expansion, according to chairman **Grant Baker**.



"Our new strategic plan positions us well to benefit from our competitive advantages throughout the cycle. We are well placed to put the foot down to expand our footprint to leverage the growing strength of the Turners brand. We are particularly focused on our own 'auto-tech' initiatives, where we will continue to invest in a disciplined fashion to exploit our advantage in data and digital."

**Revenue for the Automotive Retail division increased by 4% to \$115.9m reflecting the higher number of "owned" cars sold. However, operating profit dropped 8% to \$7.3m, reflecting reduced margins on used imports, a drop in lease consignment vehicles and the temporary six-month closure of the North Shore branch.**

Meanwhile NPS (customer satisfaction score) increased to 68 from 49, reflecting ongoing training and focus on the customer experience provided in-branch and online. BuyNow retail sales increased 1% year-on-year with the opening of the New Plymouth and Whangarei branches. This was offset by the closure and relocation of the North Shore branch.

Inventory values reduced by 15% to \$36m, with the focus on being more efficient and ensuring the business is a high turnover operation.

**The Finance division had a solid half-year with revenue up 6% to \$22.8m. Operating profit increased 20% to \$6.5m, reflecting the significant improvements made in the quality of loans originated. ■**



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SOUTH ISLAND / CENTRAL  
**GLENN KEATLEY**  
PH: 027-229-2061  
E: [gkeatley@ibcjapan.co.jp](mailto:gkeatley@ibcjapan.co.jp)



# JAGUAR I-PACE CLAIMS NEW ZEALAND CAR OF THE YEAR 2019

The Jaguar I-Pace has been named the 2019 New Zealand Car of the Year - the first time a vehicle available only as a full battery electric vehicle has won the award.

**The BMW i3 was the first plug-in to win the award in 2015, but at the time was offered only with a range-extending petrol motor.**

Members of the New Zealand Motoring Writers' Guild made up of over 20 professional journalists with specialist expertise in the automotive industry, reviewed and voted for the SUV throughout the year. Guild president - and Auto Media Group managing editor - **Richard Edwards**, says the I-Pace's innovative design and feature set led to its selection as this year's overall winner.

"We are delighted to name the Jaguar I-Pace as the 2019 New Zealand Car of the Year. With it already holding the 2019 World Car of the Year title, it is a real endorsement of our independent voting process.

**"The Jaguar I-Pace is an impressive car. Its unique design offers buyers the chance to have both a sports car and SUV at the same time, while also offering the latest in convenience and safety features."**

"The fact that it is all-electric with a very usable range is an absolute bonus. New Zealand is ideally placed with its huge share of renewable energy to make the most of the advancements in electric vehicles the new vehicle industry is providing us," he says.

Jaguar NZ general manager **Steve Kenchington** says the award caps off an exceptional launch for the new model which has been a pioneer in the premium EV category.

"The I-Pace won an unprecedented three awards at the World Car of the Year as well as more than 70 international awards including Car of the Year awards in more than a dozen countries - from Canada



through to Germany since its global launch.

"The acknowledgement from New Zealand's Motoring Writing Guild members, a highly experienced group who have reviewed hundreds of vehicles from almost every marque available on the market today, is particularly gratifying for the Jaguar team at a local level.

**"Today's award is recognition of the hundreds of hours that have been invested by world-class engineers and designers in developing the technology behind the I-Pace," he says.**

The 21 voting members of the Guild evaluated the I-Pace against a range of criteria including how the vehicle performs its intended role; its styling, interior design and accommodation; fit, finish and quality; ride and refinement; performance; road-holding and handling; value for money; active and passive safety and environmental responsibility. The Jaguar I-Pace beat out nine other finalists in the New Zealand Car of the

Year awards, including two other EV's to take the top honour. This year's finalists were the Audi e-tron, Ford Focus, Holden Acadia, Hyundai Santa Fe, Jaguar I-Pace, Mazda 3, Mercedes GLE, Peugeot 508, Tesla Model 3 and Toyota RAV4.

The New Zealand Motoring Writers' Guild has named the New Zealand Car of the Year for over three decades, the I-Pace being the 32nd.

The award is open to all cars, SUVs and utes launched over a 12-month period.

To be eligible for the award they must be driven by over two-thirds of the 21 voting members of the guild for at least 72 hours.

Testing is undertaken in the members home environment, not on a track. This allows voting to be based on the same experience an owner would have, using the car in their day-to-day life.

**The award itself is named the Peter Greenslade Award, after late member Peter Greenslade. ■**



# TOYOTA SUSTAINABILITY REPORT INCLUDES DEALER SUCCESS

**T**oyota New Zealand has noted a rise of dealer profitability off the back in the “Drive Happy Project” in its annual sustainability report.

**Alongside discussions around reducing its carbon footprint and increasing the availability of hybrid options, the brand notes its retail network recorded its third-highest profit on record.**

That came at a hit to the distributor, however - Toyota New Zealand made a financial loss of \$3.7 million on revenue of \$1.362 billion during the financial year to March 31, 2019.

For 2018, the brand sold 33,068 new vehicles and 10,402 used vehicles. Despite a softer market in 2019 for new vehicles, it expects to maintain its consecutive 31-year New Zealand market leadership with a 20% market share in 2019.

For the 2019 Sustainability Report, Toyota revised its materiality assessment, which gathers and ranks the issues that are of interest and concern to its internal and external stakeholders.

**The top three issues were: Vehicle and parts environmental impacts over life; economic prosperity of Toyota’s ecosystem; and vehicle and parts safety, reliability.**

Vehicle and parts environmental impacts over life was rated as the highest material issue by local stakeholders.

Chief executive **Alistair Davis** says Toyota has set ambitious goals for reducing the life cycle impacts of its vehicle and parts. “We believe we have an important role, as a brand representing a quarter of all cars on New Zealand roads, in reducing negative impacts such as carbon emissions and road accidents and transitioning to more sustainable personal transport.

**“We are increasing the availability of low-carbon vehicles and have set targets for reduced tailpipe emissions in the vehicles we import. We are also working hard to reduce our operational impacts including freight emissions from transporting vehicles and parts,” he says.**

It is targeting hybrid electric to be 30%

of its total Toyota and Lexus sales by the end of 2020. At the end of 2018 the proportion was 6.7% and by the end of 2019 it is expected to be 17%, achieved largely through the sale of hybrid electric RAV4 and Corolla models.

In 2018, 30% of used cars imported by Toyota were hybrid, and it is targeting 40% hybrid imports for 2019.

**The average carbon emissions for new vehicles sold by Toyota New Zealand and its retail network has reduced by 8.9% (Toyota brand) and 21.9% for Lexus since 2010.**

Toyota has a 2030 target of tailpipe emissions of new Toyota vehicles sold of 152 gCO<sub>2</sub>/km. At the end of 2018 it was 182.3 gCO<sub>2</sub>/km.

Davis says hydrogen will also play an important role in New Zealand’s energy mix as the country is well placed to produce hydrogen using renewable energy. Toyota has an internal working group exploring commercial opportunities and barriers to the introduction of hydrogen vehicles and infrastructure in New Zealand.

Vehicle and parts safety and reliability was another important material issue to both internal and external stakeholders, including customers, employees and suppliers.

**Toyota Motor Corporation (TMC) is dedicated to the safety of vehicles through their design and manufacture.**

TMC continues to evolve its Toyota Safety Sense technology, which has active safety features targeting common causes of traffic accidents.

Toyota is committed to fix the parts of any vehicle affected by a recall at no cost. The 2015 recall of faulty airbags manufactured by Takata continued through 2018 and 2019. In response to the scale of the recall, Toyota New Zealand employed extra staff to help resolve the issue. To date, 76% of Takata airbags in affected Toyota vehicles have been replaced.

**TMC has six global Environmental Challenge 2050 goals: Reduce vehicle CO<sub>2</sub> emissions by 90%, eliminate**

**CO<sub>2</sub> from material and vehicle production, minimise the use of water in manufacturing, create a recycling-based society and partner with others to conserve natural habitats.**

As an importer, distributor and marketer, Toyota New Zealand says it supports these goals by sourcing vehicles

with increasingly lower emissions, encouraging car battery recycling and partnering with organisations such as the Department of Conservation on the Toyota Kiwi Guardians programme. More than 46,000 kiwi kids were involved in Toyota Kiwi Guardians in 2018 and the 50,000th Kiwi Guardians activity medal was awarded in 2019.

**After nine years of progressively working on environmental initiatives, all 64 Toyota and Lexus dealerships around New Zealand have achieved Toitū enviromark Diamond certification, says the Sustainability Report.**

Toitū enviromark Diamond certified organisations have a robust environmental management system (EMS) in place to identify significant impacts, develop internal plans to prevent or reduce those impacts, and find opportunities for improvement. The Diamond level exceeds the requirements of ISO 14001, one of the world’s most recognised environmental standards. The move to achieve Toitū enviromark Diamond certification is aligned with Toyota’s sustainability strategy and its commitment to the Toyota Environmental Challenge 2050 goals.

The report was prepared in accordance with the Global Reporting Initiative Sustainability Reporting Standards: Core Option and was externally assured by KPMG.

It is available at: <https://www.toyota.co.nz/about-toyota/toyota-in-new-zealand/> ■



**Alistair Davis**

# SELLING UP, NOT OUT

If ever there was a case study in the art of up selling and accessorising, you only need to visit Harley-Davidson dealers or their website to see how it's done. Being the oldest continually sold motorcycle brand has its benefits, although at some stage the business model would have shifted from volume manufacturer when the market was screaming for motorcycles to specialist product supplier after the "goldrush". **Most of the reasons why Harley-Davidson exist now, is down to the level of customer satisfaction and listening to market demand.**

When they went to war, they garnered respect from those that had to use them on a dangerous daily basis and that planted more seeds for their future.

Now in 2019, Harley-Davidsons are purchased as toys, not tools, but the principles remain the same. Offer choices to customers and listen to the market. At 900 pages, Harley-Davidson Genuine Motor Parts and Accessories 2019 catalogue speaks volumes about their brand, business and its direction.

We could take the hint in vehicle sales, as our business cycle might make us blase with the constant churn of sales,

**Every single sale should be for the consumer and not for numbers to meet the sales week or month. Many of us are guilty of this.**

When times are good its hard to give top customer satisfaction, it's about processing. However, when things are slower, it's harder to produce the sales so adding value to every sales opportunity is the key to accomplishment.

Go back to the basics of sales, where building a relationship or rapport with the client is key to the communication for a

successful sale.

Some customers take longer than others in this process as they may be looking for the right person to share with or need more information.

Others are looking for someone to efficiently handle their enquiries, being primed and ready to roll. You would be right in assuming Harley customers are pretty much ready to place that order and know what the makeup of their bike will be.

Question here is can we lead our customers to be this ready?

We can certainly help the process by making sure the facts are presented just like that vehicle window card.

**Good salespeople use the window card activity to judge how the customer is progressing with their decision making.**

This qualifying of the customer's needs is an important part of the process.

To not listen may mean them not achieving their needs, but even worse maybe short-changing your sales margins.

Firstly, consider every accessory you can offer for every model you sell.

All vehicle brands will have their genuine parts and accessories, although these can be fairly basic as they are designed and supplied from that brands view of demand.

There is a wall of other products available and a dealer would be crazy to not offer these at point of sale.

Says **Dave Stanners**, MD at RVE one of New Zealand's largest aftermarket suppliers:

"Being a family business puts us at an advantage in aftermarket accessory supply as we work for the common cause.

"RVE evolved from an automotive upholstery business to become a major market supplier of leather interiors, tray accessories, wheel, tyres and flares packages and sports bars and lights and so on, it all took many years to develop.

"We do everything we can to ease the sale for the dealer or motor company.

"Whether that's sales training and demonstrations by our reps or product catalogues, supporting website, price lists and point of sale, this is where we want the focus to be."

**Assist all sales.**

We have over the years, worked to move



by Ian Ferguson

even complex product installation close up to vehicle pre delivery and preparation, that sees RVE dovetail into dealer processes.

"On time, every time and best practice, always.

**"Dealers love us for the fact that we can give them special editions and other unique profit opportunities for the individual.**

"The finish is high quality as our people are very familiar with all of our upgrade accessories, vehicle models and understand the dealers needs also.

"Everyone benefits from upgrade sales".

The humble mudflap was once an accessory that was only fitted after the car was delivered.



Eventually, it became a tick the box option and nearly every car had them fitted.

The difference in the dealership was the pricing appeared at the point of sale and not buried in the parts department for someone to ask about it.

**Dealer tip**

**Create a full accessory list with fitted pricing for any and everything you can find supply of which allows salespeople and consumers to know what they have on offer.**

The most comprehensive list will achieve more sales as the facts are presented and the buyer can then work through what their vehicle needs are.

Have good working relationships with accessory suppliers as they will work for you.

If the pricing of accessories is loud and clear there is no doubt they are for sale.

It all comes down to an effective accessory window card.

Get everything in black and white.

Happy up-selling. ■





# SPEED ADVICE DEVICES

**V**elocity is many things to different people.

Public awareness of speed arrived early as horseless carriages were in some places limited to walking pace. Following a man with a lamp in the dark.

Then in the 1920s MG Cars used a motto 'Safety Fast' although those cars were parts bin built from Morris in Oxford, England. So not so fast.

**Then in the 1980s radar detectors were a common accessory and could have been banned as they were seen as being tools of the devil.**

But for various reasons including lobbying, it didn't happen.

We were advancing rapidly in electronics during the later part of the 20th century, although speed technology was still low level and a \$299 detector on the screen or dash, might assist you avoid speed infringements and demerit points on your licence.

Might being the operative word.

Anyone could buy these as they were a high-volume motor accessory as they did

sell well.

But .....a leaky microwave oven door would set one off.

**Only a brave person would trust these crude and mainly useless contraptions.**

You could see why the establishment wanted them gone.

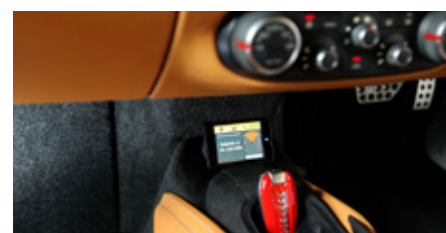
Fast forward four decades.....

And these days the methods of capturing speeders has improved immensely, although our crash and death toll has yet to be wound back to zero, there is no doubt that speed as an ingredient in the crash mix is definitely the multiplier of damage and injury.

What we now have loomin, is the realisation that some of our roads are not safe at speed limits that have been set with volumes of traffic way beyond the road engineering capability, and many will see reductions to reduce the worst crash outcomes.

**There will be constantly changing speed zones, plus road works speed reduction and new divided motorways. Speed zone change will be a constant thing.**

Many of us drive from habit and vehicles



are yet to advise us of the speed zone we are in or coming too, some assistance in prompting us to behave is in order. This falls squarely in the speed radar detector product although this has moved on to be more than a couple of methods of detection.

A multitude of frequencies or bands are used for speed reading by road policing with many new era detectors covering anything that can measure speed. UFOs included.

As GPS [Global Positioning System] mapping has speed zone information, it's a wonder that every vehicle doesn't tell you what speed you should be travelling at on a specific road.

Some do, but most don't.

*Continued on page 22*

# BOOST PROFITS



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Driving Dreams



Continued from page 21

None of which, will know the road works or local knowledge conditions.

**The practical solution for warning of a speed trap is a purpose-built detector.**

These can also advise on fixed speed cameras by location and may also warn if you stumble upon a plain clothes speed camera on the side of a road.

To get a better idea of what is available, we called to Rapid Radio at Abbey Street, Newton, Auckland to see products that are being fitted.

Rapid Radio dates back to the 1970s when car audio was swiftly moving from push button radios to stereo radio cassettes.

They know their dashboards, you could say. In those early days the basic radar detector cost about \$300 and the top of the range would relieve you of \$1000.

Although dash and windscreen models are still available, more are fitted below decks to not attract attention.

Not only are these high mounts a magnet for the enforcers of law, but some punk will see that detector as his, with one dot punch to the side window.

Today, entry level dash or windscreen mount detectors are about \$900 or less if you take a gamble on Alibaba.

Stinger brand hails from the Netherlands and are a pioneer in patch antenna

technology for speed capture protection. This modern antenna technology is often used in military applications, for its high sensitivity and accuracy over wide frequency bands.

The patch antenna technology allows ultra-thin construction for signal reception and then this signal is filtered to identify source and warns accordingly.

**The advantage to the user is the earliest warning possible but with fewer false alerts.**

It has an integrated computer to work out the GPS location and if it had been activated at that point before. Accuracy is everything with Stinger.

Stinger is a stealth unit, with that clever antenna up front and the black box of its CPU tucked away, the only sign is a very discrete display about the size of a credit card.

### Classy.

The Stinger is easy to use and updatable when connected to a Mac or PC to access new software upgrades.

This is the top end and you wouldn't fit anything else to your McLaren, Porsche, Ferrari or any of the various Flying Gin Cabinets available.

### Dealer tips

This is not for every customer and many would say 'I don't speed so I don't need one.'

True.

But we are in constantly changing times and there is a lot to think about driving our cities and byways.

**A good other product to have on offer to boost that sales margin.**

It's a case of don't ask, will never know.

### Consumer tips

This product fits in the I want one or I need one.

At the higher end of four figures this is not a cheap accessory by any means, however, if you drive a lot of kms and all over the country, driver's licence protection is good.

**Consider stealth installation so you don't invite break-ins.**

Smart people talk to smart people.

Don't use social media for opinion as it will be wrong.

For more information go to: <http://www.stinger.co.nz>

**Footnote: We do not encourage speeding at any time. ■**

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# MAXIMUM INFOTAINMENT

Whether you use Android or Apple, vehicle drivers can now have options for safe use of mobile phones in vehicles, thanks to Bluetooth and most vehicle brands are involved in this initiative.

To quote Wikipedia: "Bluetooth is a wireless technology standard used for exchanging data between fixed and mobile devices over short distances using short-wavelength UHF radio waves, it was originally conceived as a wireless alternative to bulky data cables."

For automotive use Bluetooth is the perfect capability for smart mobile phones allowing hands-free calling, text and email reading and writing, calendar functions, note taking and of course, location and directions with Maps.

Using voice activation expands the use, although the larger touch screens in dashboards are easier to navigate than fumbling with the smart phone.

And there is more to come as apps



develop in the future.

The recent and more tactile touchscreens are far more user friendly than previous,

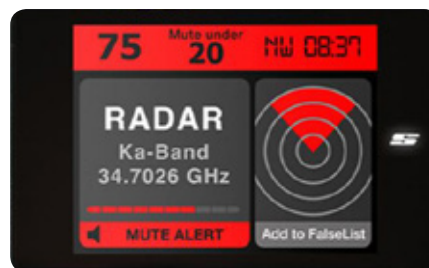
using Capacitive displays ensuring your contact is effective even with the motion

*Continued on page 24*

## THE OPEN ROADS AWAIT

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## Parts & Accessories

Continued from page 23

of the vehicle to overcome.

Specialist supplier of retrospective fitting Car Play and Android Auto solutions are OEM Audio, who have evolved products to suit New Zealand's vast array of models, including those bothersome JDM [Japanese Domestic Market] audio units that usually mean you are trapped to forever listen to 88.6 FM radio.

Not every model vehicle is covered but the range is expanding with demand and availability.

All are engineered to plug in with little to no modification, you just follow the instructions as supplied.

**OEM Audio's website is fact filled but if you need an installer, they can direct you to someone capable.**

Current model examples are:

**BTN500** - Top selling Toyota unit fits a host of models that use 200mmw x 100mmw aperture. **BTN550** is another Toyota Alternative. Check website or email to confirm application.

**BTN600** - Designed exclusively for late model Nissan vehicles such as Juke, Leaf and Navara or any models with 200mmw x 100mmh audio aperture size.

**BTN650** - A new 9-inch touchscreen for the latest models of Nissan Qashqai and Xtrail.

Make sure to confirm your model [ST, STL or TI] when ordering to ensure correct wiring included.

**BTN700** - Latest unit for Mitsubishi universal fit 206 mm x 106 mm with factory wiring plugs for effortless installation. These are due any day.

**BTN800** - Volkswagen's popular universal unit will fit a large range of VW models including Mk5 and 6 Golf, EOS, later Polo, Passat and Transporter models.

Most of OEM Audio products feature Bluetooth technology for easy mobile connection when receiving or making calls.

### Dealer tip

Take away the resistance to a sale with standard or Billy Basic audio.

**Sell in the safety advantages of Bluetooth for taking and making calls or for using your device as a music player or for streaming from services such as Spotify.**

Ask your customer what they use their mobile for.

You may find more profit margin with assisting a customer achieve full use of their equipment investment.

### Consumer tip

When buying cars or mobile devices consider how long you expect it to do the job.

Technology marches on and a buck saved now might cost you in the longer term.

Consider testing compatibility of mobile devices with the vehicle you are purchasing.

A mobile is way cheaper to update than the vehicle so maybe upgrade both at the same time to get best results.

For more information go to:

<https://oemaudio.co.nz> ■



## BUSINESS MANAGER - FINANCE & INSURANCE

ORIX New Zealand Limited

### The Company

ORIX Vehicle Sales (a division of ORIX New Zealand Limited) has been retailing vehicles throughout NZ for over 25 years. Our Auckland dealership consistently sells high volumes; averaging 80 of our high quality ex-lease vehicles per month. We maintain excellent stock levels and a strong customer service oriented culture.

### The Position

We are looking for an energetic, committed and compliance focused finance and insurance professional to support our Auckland sales team where people and service drive our success. The role includes:

- dealing with all customers in a professional manner to ensure their finance and insurance needs are met
- maximizing finance and insurance sales
- accurate and timely completion of all sales documentation and related products within current policy and procedures
- actively supporting the sales team with finance and insurance advice for customers
- maintaining and developing industry knowledge

### Applicant Requirements

- proven strong performance in a sales or sales administration related role for a minimum of three years, preferably but not necessarily, in the automotive or retail finance sector
- a high level of understanding of all relevant consumer legislation and experience in meeting compliance requirements
- be highly motivated and able to be self-managed
- show professionalism in all aspects of your work
- possess a high standard of attention to detail
- excellent communication skills
- computer literate and strong all round administration skills
- ability to work within a seven day roster including regular weekend days

### In Return

You will be part of a team of professionals who recognize the benefits of working together to achieve business goals. Our culture is friendly but focused.

A very attractive remuneration plan (including salary and commission) plus the use of a company vehicle is offered.

### To Apply

If you believe you are the right candidate for this role, please apply with a covering letter and CV to [cameron.brock@orix.co.nz](mailto:cameron.brock@orix.co.nz)





# CRAWFORD'S CASE

## THE FISHY TAIL OF PORTS

**W**hile being kept busy with the need to respond to Minister Genter's Clean Car policies over the last few months, the MIA has also kept a wary eye on the antics of NZ First's review of the Ports of Auckland. You all know the story, a couple of politicians want to grab extra votes so they commission a review into the feasibility of moving substantial parts of the Ports of Auckland operations to Northport under the guise of the Upper North Island Supply Chain study. Curiously, the chair of the study group lives in Northland and has financial interest in the development of the Northland economy. Hardly a recipe to inspire confidence in reaching an unbiased analysis and set of recommendations. The study, now completed and reported back to Government, is in my opinion a political solution for a political problem, otherwise known as old-fashioned pork barrel politics.

**What is really galling is, if they think the study makes a compelling case, then the politicians and study team must think we, the public of New Zealand, are all really stupid.**

Most recognise that at some point we may need to move the importation of vehicles from the Ports of Auckland to elsewhere. But I can tell you, the last place industry would think to move the main importation point to would be Northland. Why would we move our freight further away from the golden triangle of Auckland, Hamilton and Tauranga.

We wouldn't. Freight vehicles by rail and road from Northland south makes no economic sense, it makes no sense from

a transport planning optimisation point of view and arguably makes no sense from a road safety point of view. Having trucks leave every three to five minutes from Whangarei to head south is not a good way to use the already choked state highway north of Auckland. It would add costs to the movement of freight and goods, increase CO2

**I'm not alone in my heightened scepticism of the recommendations arising from the study. Infrastructure New Zealand has called for an independent and comprehensive better business case to be undertaken.**

emissions and would not reduce road congestion in Auckland as trucks will still need to move through Auckland.

I repeat, if we need to change the importation point for the bulk of vehicles entering New Zealand, it will not be to northern most point of our geography. The real question is do we need to move the importation point for vehicles at all. It seems to me the study answered a question that has not properly asked.

**Without a proper problem definition, it is not surprising that I am yet to see any real justification for the need to move.**

**Not at this point in time anyway.**

I do recognise a growing unease from

Auckland residents about the port operations, but that is in my view a bit of "not in my back yard" rearguard whinging. To be fair, at times perhaps industry has not been very mindful to keep our activities socially acceptable, the visual impact as the city crowds towards the port is not always pleasant. But that comes down to how we arrange our activities at the port.

I would rather see the Ports of Auckland redeveloped. My understanding is so would the Ports of Auckland.

When I viewed one of their proposals to build a multi-storey carpark, which would hide the cars on the wharf while they wait to be freighted away, I was impressed by the thoughtful approach the ports were considering. It is a useful interim step while we take time to properly consider the question of whether and when some port operations should be moved away from the Ports of Auckland.

**I'm not alone in my heightened scepticism of the recommendations arising from the study. Infrastructure New Zealand has called for an independent and comprehensive better business case to be undertaken.**

Not surprisingly, the Ports of Auckland have waded into the discussion and rightfully so. They commissioned NZIER to review what, if any, additionally costs would be faced by consumers in the Auckland area if goods destined for Auckland moved to ports further away from the region.

I'm not surprised at the findings of the NZIER study. Well perhaps I am, I think they slightly underestimate the costs per person per year that would be imposed on them. ■



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# LEADS, TEST DRIVES AND SALES BY SOURCE

## OCTOBER 2019 (VS SEPTEMBER 2019)



After decreasing from August to September, the volume of leads and test drives bounced back – increasing by 3.4% and 2.0% respectively.

However, after increasing by 3.9% the previous month, the period of September to October decreased by 9.4% – continuing the up and down trends we've seen across Kiwi dealers all year.

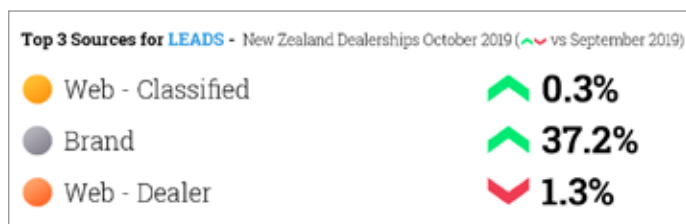


**Matt Darby** works for AutoPlay which specialises in pre-sale lead management tools. To find out more about AutoPlay services email [sales@autoplay.co.nz](mailto:sales@autoplay.co.nz) or visit [www.autoplay.co.nz](http://www.autoplay.co.nz)



Much of the increase in leads can be attributed to an increase in the number of leads attributed to the brand lead source – which increased by 37.2% from September to October.

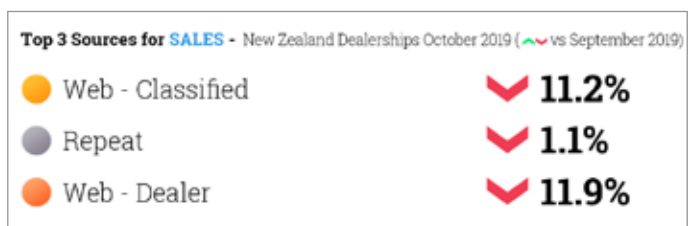
**This caused it to become the second most common source of leads in NZ – leaping ahead of the web-dealer source for the first time in recent memory (which decreased by 1.3%).**



Web – classified remains the most common source of leads in NZ and increased by 1.2% from last month. Similarly, the direct source still accounts for the second most test drives generated in October – in spite of decreasing by 3.9%. The web – dealer source accounted for the third most test drives and increased by 1.7% from September to October.



With sales decreasing by 9.4% it's unsurprising that we saw decreases in the volume of sales attributed against each of the top three sources of sales. Web – classified decreased by 11.2%, repeat dropped by just 1.1% and sales from the web – dealer source dropped by 11.9% – resulting in dealer website leads falling to become the third most common source attributed to sales in NZ.



Make sure to check back next month to see the top sources of leads, test drives and sales in November 2019. ■





# BAU OR TIME FOR CHANGE?



**B**y the time this article goes to print we will be winding up the business year to start the holiday season.

For some it's a time to lean back and relax, for others it's a time to reflect on the year just past and ponder on the year ahead.

**If you find yourself in the latter category, then BAU - business as usual - may not necessarily be your path of choice. If that is the case, then this article may provide some food for thought.**

To keep it simple the article will concentrate on just three areas, customers, systems and staff.

## Customers

Within the field of retail automotive we have come to understand the increasing power and subsequent leverage today's customer has. The fast-paced everchanging world of digital technology has enabled customers to complete all their research online and gather extensive information before they set foot inside the dealership.

In almost every case the customer still needs to visit your new car showroom or used car yard to further their enquiry. However, when they do visit, they come with an increasing level of expectations of both dealer staff and systems. In short, they expect a customer-centric experience.

## 2020 customer-centric questions a dealer may ask of themselves could be:

For any customer how easy is my dealership to find online? Would the online customer be happy with what he or she saw? Is my website easy to navigate to all the key inventory and service pages? When they view my used inventory are they satisfied with the level of vehicle

specification? Are the vehicle photographs and/or video able to be comfortably benchmarked with the best examples displayed by my competitors? Will the customer be satisfied with all aspects of my staff greet and meet when they set foot inside the dealership? Will the customer be pleasantly surprised with our transparency and understanding of their needs? Importantly, will they be quick to refer our dealership to family and friends?

## Systems

Systems outlined in this article cover the spectrum of both internet facing as well as traditional accounting and CRM packages. Any revamp of existing systems will come at a cost. Once systems are installed there is often a reluctance on the part of a DP to change for the sake of change. Whilst that may be an understandable reaction, is it necessarily the best business decision?

## The range of 2020 questions relating to just how effective your existing systems are, could be:

Does my DMS effectively process all critical management and accounting information in a timely and accurate manner for all my dealership departments? If not, why is it deficient and what DMS's in market have superior capabilities? How effective is my CRM system? Is the information on my CRM accurate and how easy is it to collate and be accessed by any part of my dealership? With my customer facing digital systems how do I move from a multi-channel to an omni-channel experience to offer a seamless experience? Who can assist me



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

set up an omni-channel system?

**How effective is my internet-based lead management system and do my salespeople find it easy to use? Are the ways we can use all the available customer data to achieve a higher volume of vehicle sales?**

## Staff

Last, but not least, your most valuable asset - your staff. It may seem somewhat trite; however, happy staff enjoy their work and are inclined to be more productive. A well developed and imbedded dealership culture more often than not is the underlying attribution to achieve a happy productive workplace.

## Some 2020 staff related questions for a DP could be:

In this fast-paced changing retail environment have I the right staff in all my customer facing roles? If not, what changes should I make and where are the skill shortages? Do my salespeople receive the necessary training to best equip themselves in this rapidly changing technology era?

## How effective are my managers and supervisors in managing the necessary coaching and mentoring of their staff?

Should I engage our technology product suppliers in assisting the dealership in the field of performance consulting to assist our managers?

To all readers, a very happy Christmas and a bountiful New Year. ■

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## Vinsen's View

The monthly update from VIA chief executive David Vinsen



# EVOLUTION ... OR EXTINCTION

**W**hen **Charles Darwin's** famous book *"The Origin of the Species"* was published in 1859, his theory of evolution was almost immediately misunderstood and has been misquoted ever since.

**It is presumed that Darwin argued for a "Law of the Jungle" scenario, where only the fittest survive.**

**In fact, he argued that the key trait for survival of a species is the ability to adapt to change.**

*"It is not the strongest of the species that survives, not the most intelligent that survives. It is the one that is the most adaptable to change."*

— **Charles Darwin**

Although Darwin was writing about the natural world: The world of plants, insects, animals and all living things, his theory most certainly applies to people. And I'd argue that it also applies to the organisations and systems that have evolved over the years to serve people's needs.

I've previously commented on **Alvin Tofler's** 1970 book *"Future Shock"*, where he predicted that society would be subject to continual change, that the pace of change would accelerate and that people would struggle to keep up, to adapt to the changes.

**We're certainly seeing this now: In almost every area of our lives, changes are coming thick and fast. Some of the changes are driven by technological innovation, some by economic factors, and some by shifting political philosophies. The upshot is that we are having to adjust and adapt on a regular basis.**

And Darwin's theory holds true: in any area, it is the ones who are best able to adapt who survive.

In our industry, we are going through significant changes. Only 18 months ago, I spoke and wrote about our *"annus horribilis"*, our horrible year. And it was a horrible year. We had the stink bug biosecurity crisis, the mandatory airbag

recall and then the announcement that the Government intended to introduce legislation to seriously influence the range of vehicles, new and used, that were able to be imported. Although there was a strong element of Orwellian-like double-speak in the announcement: "Influence", instead of "control", and "clean cars" instead of "fuel economy", the result is the same: More rules, regulations, and restrictions to deal with. And the changes don't stop there: We still have the final stage of ESC being implemented on March 1 next year, and this is arguably going to have a really drastic effect on the volume and selection of vehicles being imported.

**We've had plenty of notice of this rule, and VIA has worked hard to identify vehicles that will comply with the new requirements and to advise the industry to be prepared, but it's not that easy. The used vehicle import industry is made up of hundreds of independent businesses, and to get them to act in a concerted manner is like the proverbial "herding cats". Very difficult. But I think we've done it.**

So that's the ESC issue being dealt with, and we are still managing the challenge of the current stink bug biosecurity season, as well as the Takata airbag recall. The consultation work on the Government's proposals for Feebates and Fuel Economy Standards to reduce the greenhouse gas emissions from the transport sector is ongoing.

While working on these core issues, VIA has had its own challenges to deal with. The association was formed over 30 years ago, at a time when every used vehicle importer needed to be a member to be able to import vehicles. They needed our technical advice and information, as well as our advocacy. Thirty years later, it's all changed: The supply chain businesses have, over the years, somewhat inadvertently cannibalised VIA's membership base. The supply chain now consists of

integrated logistics companies that provide comprehensive services to the industry, and as the result, individual importers may think that they no longer need their own membership, but nothing could be further from the truth.

Although they may be able to get all the technical information they need from their service providers, businesses often need specific advice which they can only get from VIA. The benefits of individual memberships are mutual: The company actively participates in industry issues, and the association is strengthened through broader membership.

The changes have been the result of a progressive evolution of the industry, but it's left VIA in a difficult financial situation.

**It's been obvious for some time that radical changes would be needed to ensure VIA's survival, but despite their best endeavours, the management and national executive have not been able to develop a sustainable financial model for the future of the association.**

The large players in the industry have recognised the need for VIA's continued existence, and that changes needed to be made. They are also VIA's key stakeholders, and after the AGM this year, a group of them got together and have been working with national executive to assist and encourage changes to the association to ensure its future.

I'm very pleased that the discussions have resulted in a restructuring proposal that will enable VIA to continue to provide the industry with the essential services of advocacy and technical advice.

The proposal will require changes to the structure and the rules of the association. Revised rules are being drafted now, and will be considered by a special general meeting early in the new year.

This is a classic case of Darwin's theory being proved in practice: If we don't change, we won't survive.

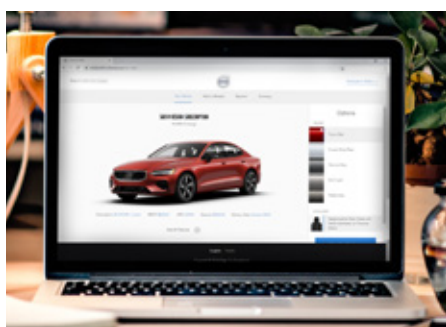
**It's truly a case of "evolution or extinction". ■**



# 10 KEY FEATURES OF A HIGH-PERFORMING DEALERSHIP WEBSITE

With 96% of car buyers saying they research a dealership online before entering a showroom, it is blatantly clear that a high performing, quality website is a crucial element of a dealer's marketing strategy. **Despite this, however, many dealers are still missing the mark when it comes to offering customers websites that meet their needs and encourage interaction and engagement.**

So, what do you need in your website to ensure it is providing optimal opportunity for you to draw in more customers and sell more cars?



## 1. Load speed

Sites must be quick to load. Customers are too impatient to wait for large images and videos to appear on screen. They want everything at their fingertips, immediately, and if they don't get what they are looking for on your site, they will move to a competitor's. Load speeds also have an impact on search rankings, with search engines rating websites that load quickly, higher than those that don't.

## 2. Mobile responsive

Over 65% of customers view websites on their phone, so it's important that yours is mobile-friendly. A well-built website should respond and adjust according to the device on which it is being viewed, ensuring that the navigation, content

and forms adapt for optimal viewing and functionality.

## 3. Navigation

Customers want to be able to get around your website and find what they are looking for quickly. One way to enable this, is to include a "sticky" navigation bar – a menu that sits at the top of a website, but then follows as a user scrolls down the page so that it is always visible and accessible.

## 4. Stock locators

For optimal user experience, stock locators need to be custom-built, not embedded from a third-party's website. Dealership stock locators that are built specifically for your site look better and can be customised to your needs. Also, unlike third-party stock locators, they also allow search engines to identify car listings individually, meaning, if relevant search terms are entered, your vehicle will be displayed as a search result.

## 5. Content

Your website needs to look different to your competitors'. Customers do not want to merely see a replica of another website of the same franchise, they want to see a site that is unique to your dealership and that speaks to their demographic.

## 6. Video

Customers love videos. It has been found that including videos drives up the amount of time people spend on a website. This in turn can result in an increase in the number of leads generated. So, whether it's manufacturer content, or dealership vehicle walk-throughs, ensure you include video.

## 7. Calls to action

It's important to make it easy for a customer to log an enquiry or lead on your website. Including click to call buttons, live chat, enquiry forms and



by **Todd Fuller**  
General Manager  
[todd@adtorqueedge.com](mailto:todd@adtorqueedge.com)

SMS functionality gives customers the ability to contact you how and when they want. This creates a good customer experience from the outset.

## 8. Clicks

Customers tend to leave a website if they need to click through too many pages - particularly if load speed is slow. Your website should navigate straight to content that the user is likely to want, rather than requiring them to click through multiple pages.

## 9. Ad creative

Many customers will visit a website in response to an ad they have been presented via digital advertising, email marketing or print media. It's important to display artwork on the website that is consistent with the current advertising campaigns that are running, to ensure the customer can recognise a connection between the ad they saw and your website. Without this, customers can become disconnected and drop off.

## 10. Customer data

Each dealership/brand's website data and customer behaviour is different. It is important to be across the data behind your website, understanding which pages customers are visiting and where they are converting. With this intel, you should adapt and optimise your website accordingly to maximise conversion opportunities.

**So, with these key features in mind, I encourage you to take the time to audit your own website. With a few tweaks made by a reputable web provider, you might just find you are able to generate a significant increase in leads flowing into your dealership. ■**

# CONSUMPTION TAX FORCES MARKET DOWN

Japanese new vehicle market activity decreased significantly in November 2019, with the introduction of the raised domestic Consumption Tax helping to drive down new car sales (non-Kei) to 205,814, a year-on-year decrease of 14.5% against November of 2018 with a total of 240,819 units reported.

This reduction in new sales applied additional pressure during the month to an already heated used vehicle auction market, with the lack of trade-ins contributing to lower auction entry numbers, and in turn, strengthened competition from the Japanese domestic used vehicle industry to fuel the sales demand from consumers.

**Major auction houses saw those declining entry numbers corresponding with continued Kiwi frustration in sourcing the late model and lower mileage stock we anticipate will be needed next year.**

By now, most New Zealand market buyers will have identified the products they need to target after March 1st 2020, even if their current buying patterns do not reflect that shift. The cruel reality is that whatever pricing seems stable today for those products, is subject to pressure upwards next year as every buyer targets stock from a significantly diminished pool. A handful of the most popular models sold new in Japan might have provided enough sales in the years with ESC inclusion to enable a big enough used pool of availability today. But for many of the Kiwi favourites- even if ESC compliant- a lack of required new sales volumes back in 2013-2015 or so, will almost certainly fuel increased demand against decreased supply- the classic recipe for market pricing inflation, something the Japanese auction market seems, as several observers wryly remarked, able to instantly fuel. In a few years, four and five-year-old examples of the Toyota Prius, Nissan

Note, Toyota Aqua and Toyota Sienta might be filtering down in sufficient numbers to give our Kiwi buyers some meat on the bones to work with.

**But in the meantime, our addiction to our diet of Nissan Tiidas, Mazda Axelas, Honda Fits and the like continues.**

With the deadline now looming not long after the New Year for buying non-compliant stocks, it seems that while



by **Graeme MacDonald**

of extended financing terms and credit packages being pushed to dealers. With logistics channels now built to survive on volume, and volume alone, these late-year trends must surely be of concern. The biggest indicator of this concern during the second quarter of 2020 will



stockpiling is not yet evident, many dealers are choosing to continue to concentrate on this “sunset stock” rather than shift their buying diets up to the compliant levels.

As one importing dealer commented during the month- “I’ll carry on buying the cheaper and older stock right up until the point I can’t any more. That’s the stock that sells, why not continue to source it instead of stocking today what my clients don’t want?”

November’s decline in numbers at auction and across new-car showrooms was mirrored by an uneasy month in the supply and logistics channels to New Zealand, with a sure sign that concerns are being raised with the sudden advent

be the declared FOB values in to New Zealand. A sharp rise- as many predict- will mean significant impact upon the pool of working capital most dealers maintain, with banks already increasingly risk-averse.

**With no safety net in New Zealand of a pool of increased operating capital, the solution for volume and logistics chains might need to come from Japanese investors and funds, injecting low-cost money- with moderate return- in to a capital-starved industry.**

Yet another link in the chain away from market independence might be one of the outcomes, whether desired or not, of 2020. ■





# GISBORNE MOTORS CELEBRATES 100 YEARS OF FORD

**G**isborne Motors is celebrating 100 years of Ford sales and service from its Grey Street location.

**The business started off on Gladstone Road as Andersons Motor Garage & Cycle Works in June 1914, before changing to Ed Oakes Ford Motor Garage two years later.**

Bignell & Holmes became the Ford dealer in 1917, and after operating on Gladstone Road, the business moved to a new facility at 75 Grey Street. In 1948 the company became Holmes Motors, before finally changing its name to Gisborne Motors in 1970.

"One hundred years from the same site appears to be unmatched in New Zealand by any other Ford dealer, with Gisborne one of the early centres to sell Fords in this country," dealer principal **Brian Read** says.

The dealership has expanded since 1919, with additional buildings built, but the original building remains.

**On November 23, the team at Gisborne Motors held a display of Fords at the dealership from the past 100 years.**

A celebration dinner that

evening was joined by staff and guests, including Ford New Zealand managing director **Simon Rutherford**, and ex-dealer principals.

"Congratulations to the team at Gisborne Motors for achieving 100 years of serving our Ford customers from their Grey Street location!" Rutherford said in a LinkedIn post.

The dealership received a signed trophy by Rutherford for 100 years to the Ford brand – 1919 to 2019.

"In recognition of 100 years provision of dedicated sales and support to the Ford brand in Gisborne from 75 Grey Street, Gisborne," the trophy read.

"To the next 100 years." ■



# HOW TO GIVE YOUR CUSTOMERS CONFIDENCE FOR THE ROAD AHEAD

Getting right to the heart of the matter – you'd have to say that the best MBI policy for you to sell to your customers is the one you'd personally purchase to protect your family.

**You wouldn't want your customer, partner, mother or teenager walking away with a lesser product. And we're very proud to say that the choice is obvious for the majority of NZ dealers – it's Autosure.**

We're the largest and longest standing specialist automotive industry insurance provider in the market. We are also very agile, in that we can not only respond to market changes, but we anticipate them and create opportunities for our partners.

## Innovative policies

As a leading company in the motor vehicle insurance industry we strive to bring dealers and customers the best policies with the best benefits. We continuously review our policy wording – based on feedback from customers, dealers, our claims, sales and operations teams – to identify ways we can improve them. And recently we took this to a new level by developing a whole new range of policies that have been improved to be customer-friendly, easy to read and understand, and reflect the

Roadservice callouts and have the best claim limits in the industry.

Extreme Plus includes manufactured specifications and factory fitted components under four broad categories that include access and comfort, driver assistance and safety, entertainment and performance. We've also enhanced our GAP and PPI products to ensure our agents can provide their customers with the best protection plans available in the market. GAP has enriched features and additional benefits to provide an expanded level of protection for customers.

**PPI is now combined with CCI, to provide the best in cover level and features and benefits in a single policy. The types of insured events have been expanded and the cover options simplified, making it easier to select the right level of protection for every customer.**

We've had great feedback on how quick and easy it is to generate quotes and process the new policies in our new generator sales system. It also helps dealers with compliance, as customers who elect to have email contact, automatically receive a copy of their policy schedule and wording once the policy is bound. This is a great system



**James Searle**

is general manager of  
DPL Insurance Limited

claims in the last year and paid out more than \$22 million in mechanical breakdown insurance repairs alone. We have over 20 dedicated claims staff who have over 400 years of industry experience between them. Tailor's personally been with Autosure for more than 30 years and many of his team are already members of his "10-year club", which speaks volumes for our business and the way we treat customers.

## Added value for dealers

Autosure continues to grow and is recognised as the best in the industry, because we are more than just a wholesale insurance provider. We create and nurture genuine long-term partnerships with our agents and add significant value through innovation, hard work and truly understanding their business and the industry. **Many dealers have benefited significantly from our diagnostic reviews, as well as the level of compliance insight we provide and inventory management support.**

Our Menu Option Selling tool has proved to be a boon for many of Autosure's valued agents in this difficult market. It breaks up the products on offer into convenient packages, streamlining the sales process significantly.

One Auckland dealer said: "Since introducing Autosure's Menu Selling as a part of our process, we have seen a significant increase in our overall F&I department's profitability. In fact, our income per vehicle has increased by over 150%."

**Autosure policies give people confidence for the road ahead, reassuring them that if they need to send their car to the garage, an unexpected repair bill can be avoided.**

If you'd like to partner with a market leader that truly adds value to your business over the long term, talk to Autosure today. ■



complexity of the modern car.

**We know how important it is to you to have policies that are fit for purpose and help ensure good customer outcomes.**

That's why we're so pleased a number of dealers have told us: "It's great to have these new market-leading products".

Smart Cover and Extreme Plus, our new MBI policies, are in a different league from most other products and certainly a leap above those that only cover components. They offer the most comprehensive protection, including cover for electric vehicles, unlimited AA

which we'll continuously develop as our own, to suit the needs of our agents. We're pleased to offer our dealers these innovative products to help them look after their customers and keep them ahead of the market.

## Great claims support

Of course it's not just about the policies themselves, you want to be sure your customers are well taken care of if they need to make a claim.

**Neil Tailor** heads up our industry-leading claims team. They managed over 30,000



*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 2020.**



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 STEVE OWENS?

CHIEF EXECUTIVE OFFICER

"When we opened the doors of Provident Insurance five years ago we had a spacious office to fill. And a blue sky vision.

To harness our experience to bring what we understand really matters to New Zealand motor vehicle dealers.

A partnership rather than a business 'relationship'. To standing shoulder to shoulder with our dealers. We are clear that as we grow we want to remain true to our principles of thinking beyond the horizon. That no matter the size of the company, we know all our business partners by name. And flexible so that when they need us to work weekends, create lateral training solutions, or develop nimble ways to respond to their needs, it's all in a day's work. It's just what we do.

**5 years. Almost 500 business partners. And counting.**

After five years I'm proud to say that we have one of the strongest teams I've ever had the privilege to work with. Some of us have been together for longer than I can remember. On the dealer and company side. Inspiring, challenging, outstanding.

This journey.

That's what drives me."

**provident insurance**

[www.providentinsurance.co.nz](http://www.providentinsurance.co.nz)

# PROVIDENT INSURANCE GOLF CLASSIC 2019

The Provident Insurance Annual Golf Classic was held at the Narrows Golf Club in Hamilton on Thursday, November 21.

The field once again grew for this year's tournament, with 104 golfers taking to the pristine fairways of Riverside Golf Club in Hamilton, where the sun shone down in clear blue sky conditions, the refreshments cart was busy delivering drinks from the 1st to the 18th holes and back again, and the barbecues were running hot on the 12th and 18th.

Major honours were awarded as follows:-



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

Award	Recipient
Winning Team	Duncan & Ebbett
2nd Place	4 Guys Autobarn
3rd Place	Farmer Autovillage
Longest Drive – Men	John Anderson (4 Guys Autobarn)
Longest Drive - Ladies	Sarah (Wynn Williams)
Closest to Pin - Men	Matt Bulbeck (Ingham Hyundai)
Closest to Pin - Ladies	Cloe Webster (Provident Insurance)
Best Dressed Team	Ingham Hyundai

On the "less than serious" awards:-

- The Greenkeepers Award for the most divets was this year presented to **Terry from Moana Blue**. The rumour is that the club were thinking of retiring their lawnmower and hiring Terry as a replacement!

- **Tuks from Finance Now** got a special mention for managing to lose five balls but found seven! However, that was overshadowed by **Clint Gaud from Wingers**, who came with 15 balls in

Continued on page 35



Mitchell receiving the First Place Cup from Jaques Gray for Team Duncan & Ebbett





Enjoying the shade at the UDC halfway tent



3rd place – Farmer Autovillage



In 2nd, 4 Guys Autobarn

*Continued from page 34*

his bag, and left with none!

- The saddest story of the day goes to **Nick from Hamilton EV**, who when teeing off from the 7th, managed to watch his club head go further than his ball! Nothing like having quality equipment!

**And, once again, much appreciation goes to the team from UDC as co-sponsor of the event, providing refreshments and a place for weary golfers to chill out under the shade halfway down the course.**

To all our partners who attended this event, and all of our sponsors who added to the success of the day, we thank you all and look forward to doing it again in 2020. ■



Steve Owens and Laurence Proffit announcing the winners for the day





# MG SETS GROWTH PATH WITH HS

To be a volume player in the Australian car market you really need to have a ute. If not a ute, a small or medium size SUV will do the trick. SAIC with its MG Motor brand has just launched the latter, while indicating the former may be in the works. Although if you are waiting for the MG Extender ute now on sale in Thailand, you will be disappointed.

*AutoTalk* got the chance to sit down with MG Motor chief executive **Peter Cio** at the local reveal last month of the new HS SUV. The HS replaces the GS in the brand's line-up, competes in size with cars like the Mazda CX-5 and Toyota RAV4, but undercuts on headline sticker price, at \$31,990 for the entry Vibe model and \$34,990 for the higher specification Excite model.

**The new model arrives in dealerships early next year.**

Both are front-wheel drive for now, all-wheel drive is under consideration, and are powered by a 1.5-litre turbocharged engine producing 124kW and 250Nm, paired with a seven-speed dual-clutch transmission.

Impressively, both get an extensive suite of driver assistance and safety features,

which the MG team told *AutoTalk* at the Sydney reveal of the model, has been tested and verified on Australasian roads. The tech is grouped under the "MG Pilot" name, and includes autonomous emergency braking, lane keep assist, adaptive cruise control, traffic jam assist, speed-sign recognition, automatic high-beam, rear-cross traffic alert, blind-spot detection and a door opening warning. This adds to traditional safety hardware like electronic stability control, active yaw control, brake disc wiping and electric brakeforce distribution.

Both models are highly specified, with a leatherette interior trim, soft-touch dash, part-digital instrument panel, 10.1-inch touchscreen with Apple CarPlay and Android Auto, climate control air-conditioning, cooled centre console, keyless entry and USB charging for front and rear passengers.

The Excite adds 18-inch alloy wheels, dual-zone for the climate control, LED lighting, paddle-shifters, electric tailgate and a Sports Mode, activated by a large red button on the flat-bottomed steering wheel. A quick inspection of the HS while on display at MG's Sydney dealership showed

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*Continued from page 36*

the build quality and finish is a level ahead of the brand's previous models, and that it is rapidly closing in on Japanese competitors. Touches like the well-finished steering wheel, embossed leather shifter and soft-touch materials throughout do give it a slightly premium feel, akin to a Mazda or lower-end Audi model.

**Ciao believes the HS will have a broad appeal.**

"We're very excited about the potential that the MG HS provides to our local business, and our dealers are confident of the appeal of this new model. As we continue to build trust in the market, we look forward to seeing the MG HS on local roads soon.

"This model is a real milestone for us."

It leads a product onslaught for the brand, including a Corolla-sized hatchback, another SUV and a "crossover" model.

**A ute, he indicates, will be coming - and he has made the pitch to China for one.**

It is unlikely to be the Extender - based on the LDV T60 - in part due to MG's positioning as a premium brand. Ciao says an MG ute for this end of the world will potentially come around 2025, and be developed to fit that premium mould.

What won't be happening will be a take over of the LDV brand in New Zealand, currently held by the **Cooper** family through its Great Lake Motor Distributors. "Great Lake do a professional job and they have a very good working relationship with SAIC."

**Sydney dealer a chance to listen to customers**

In June this year MG did something not incredibly common among distributors, opening its own dealership. Sydney City MG, housed in an impressive multi-level building in Alexandria, the operation is led by dealer principal **Kim Nguyen**, features a range of MG-related displays including an all-wheel drive electric drivetrain, images of classic MG vehicles and a large green-wall display. Ciao says it is largely the same as other dealerships that sell the brand, but plays the additional role of allowing them to understand their customers.

**"We are listening to the customer voice, that is why I built this showroom," he says.**

General manager of marketing and product development **Danny Lenartic** indicated to *AutoTalk* further factory-owned dealerships are not planned, though growth continues for the network. How many dealers they will ultimately have has not yet been decided.

"We haven't decided on that number," Lenartic says. "Right now we want to make sure we have dealers in the right areas that they can run a profitable business."

"If you look at the kind of dealer that is on board, they are very forward thinking, and have a similar mindset to MG, and a number mindset, because we have been able to find the right people with the right mindset."

MG has been bullish at asking dealers to develop relatively substantial and



high standard facilities for an incoming challenger brand. The ability to invest in such ways is not the key factor in appointing new ones.

**"It is finding the right dealer with the right mindset that is the priority.**

"I think because we don't see ourselves as Chinese, we see ourselves as a global player. We won't compartmentalise ourself [the new dealers], have all been aggressive who are willing to invest with us."

While MG does not see itself as a Chinese brand, we asked Lenartic if buyers did, and if it matters.

"That conversation around where it is made, is happening even less and less," he says.

"We have two design centres in the UK, we have joint ventures there, we are absolutely on the radar across the world." ■



# EXPANSION AND UPDATES FOR KIA NETWORK

**K**ia New Zealand has added to its retail network in Wellington, while a major overhaul has been planned for its Palmerston North dealership.

Manawatu Kia, also known as Brent Boddy Prestige, has been planning its new state-of-the-art showroom for many years, but all the stars have now aligned to make it happen, according to dealer principal, **Darren Henderson**.

"Kia is doing incredibly well in the marketplace and from what we can see on the horizon, there are some amazing new models still to come," Henderson says.

**"We are looking to leverage off Kia's growth and offer customers an exceptional experience with our new dealership facility."**

The existing Brent Boddy Kia showroom will be demolished soon and replaced by a modern, futuristic building that will incorporate the latest Kia visual image for both the exterior of the building and the interior.

The showroom will feature an unusually high ceiling and space for up to 12 new vehicles in to be displayed (five times the number now on display), along with customer-oriented features, such as a modern lounge with coffee/refreshments and wi-fi.



"It will be very eye-catching visually, with an industrial tech aspect to the design – and situated on a corner site it, the new building, will be very prominent from the street. and we will also retain the excellent parking at the front," adds Henderson. While the demolition and building work



takes place, the new car sales team will relocate just down the road to a temporary site until the new showroom opens by the start of next winter, a move that will transition "seamlessly", Henderson says.

**For existing customers, the service centre remains in place, although the layout will be updated to make it more efficient, housing six bays and a separate service area for electric vehicles, such as the Kia Niro EV.**

Henderson goes on to say that the investment in the new dealership is "a reflection of our confidence in the future of Kia as a brand".

"We were instrumental in helping the Kia Sportage take off when the current model was introduced – we doubled our sales in just one year," he says **Todd McDonald**, managing director of Kia Motors New Zealand, is full of praise for the Manawatu dealership team and says they have been highly

instrumental in helping the brand to grow to record new car market share many years in succession.

"The whole Manawatu Kia team is customer oriented first with the business owners being directly involved with existing and potential customers. The

design of the new dealership reflects this philosophy and we're excited for Kia customers in the region," he says.

Meanwhile, in Wellington, a third Kia dealership is set to be constructed.

**Johnston Ebbett** is opening a purpose-built Kia dealership on the corner of Heriot Street and John Seddon Drive, Porirua, in mid-December

Strong growth, new models and confidence in the Kia brand prompted the decision by the Ebbett Group, in partnership with **David Johnston**, who also co-owns the group's dealership in central Wellington.

**"We've been looking to expand and partner with a vibrant vehicle brand in the Porirua area for some time and the opportunity to link with Kia Motors provides the perfect fit," Johnston says.**

There is also dual access to the dealership from both streets, making it easier for visitors to enter and exit, with plenty of on-site parking.

A new service facility has also been established in a nearby separate building that has eight bays to cater for customers vehicles, which will also cater for the servicing of electric vehicles, such as the Kia Niro EV.

Johnston says the entire dealership has been future proofed with the fitting of specialist EV charger outlets throughout. ■

# EQC 'PROUDLY A MERCEDES'

Whether it stands for Emotional or Electric quotient, the all-new "smart" EQC is about to arrive here in New Zealand, and Mercedes-Benz are justifiably very excited. "The EQC is a vehicle that we can proudly launch as a true Mercedes," **Horst von Sanden**, CEO of Mercedes-Benz Australia/Pacific told *EVTalk* at the launch event in Melbourne. "It ticks all the boxes. It's a new drivetrain, it's fully electric but it's also a full Mercedes."

**"New Zealanders have shown great enthusiasm as early adopters of electric vehicles, and the arrival of the EQC heralds a maturing of this segment that further prises open the door for the EQ models that will follow."**

"What makes it a real Mercedes is that you can drive any other Mercedes-Benz, jump into the EQC and not have to change anything you do, that's really important. This has always been the philosophy within the internal combustion engine range, but we've now transferred that into an electric vehicle. You don't need to 're-learn' driving, you just jump into the EQC and drive. The only thing you're missing is the engine noise and you get used to that pretty quickly." Mercedes-Benz New Zealand general manager **Lance Bennett** says New Zealand would be among the first countries in the world to receive stock of the EQC. "Electric now has a Mercedes. The EQC changes the game in the electric vehicle market, adding a level of luxury and attention to detail that meets the exacting demands of our customers in every way. "We're not the first to market in the electric segment, we simply wanted to be the best. The EQC is a complete, user-friendly solution to future mobility, but it's also a signpost to an exciting rollout of hybrid and all-electric vehicles from the EQ division over the next few years and beyond. "New Zealanders have shown great



enthusiasm as early adopters of electric vehicles, and the arrival of the EQC heralds a maturing of this segment that further prises open the door for the EQ models that will follow."

**The Mercedes-Benz EQC 400 4MATIC is priced at \$142,900 (MRRP). It will be on sale and available to view in EQ showrooms from January, with first customer deliveries to begin from early 2020. Embargoes mean we can't yet tell you exactly how it drives.**

The Australasian launch event began at

*Continued on page 40*





*Continued from page 39*

Mercedes-Me store/cafe in Melbourne, with an initial briefing that was succinct and to the point, an introduction to the salient points about the EQC 400, including design, powertrain and suspension - the front axle has steel springs and passive dampers with the electric motor positioned above hub, while the rear has air springs, passive dampers and the electric motor positioned below hub.

EQ is the division of Mercedes-Benz that's been established to guide the company's transition to electric mobility. **It will offer a range of options including electrically boosted combustion engines, plug-in hybrids and fully electric models, with the EQC being New Zealand's first electric Mercedes-Benz production vehicle.**

Although the EQC is based on the GLC platform, it shares just 15% of its components with the popular SUV, with much of that being steering and suspension.

The new EV SUV's 4.77m long, 1.88m wide and 1.62m high body has been designed to look modern and aerodynamic but it's also not overtly futuristic. Up front, the black panel grille bears the brand's iconic three-pointed star below a softer more rounded bonnet. It's large multi-beam LED headlights are connected via a near full-width LED light bar, while to the lower corners, side air scoops channel airflow to the EQC's specifically designed halo-ringed 20" alloys (or 21-inch option).

Aerodynamically, the EQC boasts a 0.28Cd Drag Coefficient that's been optimised with regressive roof tilt towards the rear, a prominent roof spoiler for improved flow and a smooth underbody allowing for unhindered air flow. At the rear, LED lighting and another LED full-width light bar grabs much of the attention, with the tailgate granting access to 500L of seat up luggage space. The interior is unquestionably modern Mercedes-Benz but with subtle nods to its electrical evolution. It has leather luxury and exposed stitching throughout, however, the air vents have a copper wire inspired insert design with circuit-board surrounds. Dual 10.25-inch display screens that are touch, pad and voice controlled and come complete with the latest MBUX iteration.

Those that have been inside any current Mercedes-Benz vehicle will find



it all instantly familiar, but one point of particular interest is the "range cloud" that overlays your vehicle's range on to the EQC's navigation screen as a cloud. It's real time, based on your current driving performance.

**Plus in the new EQC 400's five-star ANCAP safety rating, it scored 96% for adult occupant protection and 92% for child occupant protection. That represents the highest-ever adult occupant score for an electric car and the equal highest-ever child occupant score of any car.**

As expected, the EQC is a front runner in terms of safety and driver's aids. Attention assist, pre-safe plus, pre-safe sound, active parking assist, active blind spot assist, evasive and active steering assist, multibeam LED, active distance assist, active brake assist to name but a few.

Plus in the new EQC 400's five-star ANCAP safety rating, it scored 96% for adult occupant protection and 92% for child occupant protection. That represents the highest-ever adult occupant score for an electric car and the

equal highest-ever child occupant score of any car.

Regenerative braking levels are managed or controlled via steering wheel paddles. Upon start-up the EQC begins in drive with a more natural brake bias. Paddle up to D+ and the EQC offers virtually zero motor braking, D- moderate braking and D - offers full regen.

This new Mercedes-Benz EV is powered by two 150kW electric motors generating a total of 300kW of power and 760Nm of torque. Generally speaking, when you're driving around town, the front motor is the one that's engaged for everyday driving, but if you're asking more of the car in dynamic, both motors are engaged. It comes with an electric drivetrain, direct drive, fixed ratio transmission for each axle, that offers smooth and linear acceleration and improved efficiency - 0-100km/h is 5.1 seconds.

The 405-volt output, 80kWh (usable) lithium-ion 625kg battery forms part of the EQC's floor, providing a low centre of gravity and comes with an 8-year/160,000km warranty, while a three-year, unlimited-kilometre vehicle warranty applies to all other items, with annual servicing intervals.

Energy consumption for the EQC is rated at 21.4kWh/100km. With a full charge on board, the EQC can travel between top-ups for up to 434km (ADR) or 353km WLTP. Charging 110kW DC/7.4kW AC. Type 2 AC charging 4km/30mins via a domestic socket, CCS DC 220km/30mins via ultra-rapid charge. ■



# STINK BUG ISSUES HIDE MARKET FALL

Used import passenger registrations were up by 4.6% in November, but last year's stink bug delays are hiding a sizeable fall in registrations.

While sales are up for the 12-month period, over 24 months, the market for

November is down a massive 21.8%. This time last year ships were held up waiting for clearance from the marmarated stink bug issue, artificially reducing the market. Passenger registrations for the month totalled 11,674 compared to 11,156 in 2018,

14,924 in 2017 and 12,762 in 2016. The market is down 6% for the year to 128,962.

**Toyota** was the most popular commercial brand on 2844 vehicles, up 13.5% for a 24.4% share.

**Nissan** took second on 2117, down 6.2% for an 18.1% share, followed in third by **Mazda** on 1925, up 2.9% for a 16.5% share.

**Honda** was the fourth most popular brand on 1220, up 8.9% for 10.5% of the market, while in fifth, **Subaru** was up 31.7% to 798 for a 6.8% share.

**Mazda's Axela** was the top model for the month on 618 units, followed in second by the **Toyota Corolla** on 535.

Close behind in third was the **Honda Fit** on 517, then the **Suzuki Swift** on 510 and the **Mazda Demio** on 530.

The commercials market suffered further in November, down 5.3% to 999 units.

**Toyota** topped the commercial segment with the exact same tally as November 2018 - 448 units, enough for 44.8% of the market.

**Nissan** took second on 212 vehicles, up 2.9% for a 21.2% share, while in third **Fiat** hit 50 vehicles, down 21.9% for 5% share. Those 50 units will almost entirely be motorhomes.

*Continued on page 42*

## 20 TOP USED IMPORT PASSENGER MAKES

MAKE	NOV '19	NOV '18	Movement	% Change	Market Share
TOYOTA	2844	2505		13.5	24.4
NISSAN	2117	2257		-6.2	18.1
MAZDA	1925	1870		2.9	16.5
HONDA	1220	1120		8.9	10.5
SUBARU	798	606		31.7	6.8
SUZUKI	585	598		-2.2	5.0
MITSUBISHI	505	445		13.5	4.3
BMW	362	403		-10.2	3.1
VOLKSWAGEN	355	355		0.0	3.0
AUDI	216	236		-8.5	1.9
LEXUS	146	102	↑ Up 1	43.1	1.3
MERCEDES-BENZ	101	174	↓ Down 1	-42.0	0.9
FORD	84	68		23.5	0.7
VOLVO	46	62		-25.8	0.4
HYUNDAI	35	23	↑ Up 5	52.2	0.3
HOLDEN	34	25	↑ Up 3	36.0	0.3
LAND ROVER	30	37	↓ Down 2	-18.9	0.3
JAGUAR	28	32	↓ Down 1	-12.5	0.2
JEEP	27	21	↑ Up 3	28.6	0.2
CHEVROLET	26	36	↓ Down 4	-27.8	0.2
Other	190	181		5.0	1.6
<b>Total</b>	<b>11674</b>	<b>11156</b>		<b>4.6</b>	<b>100.0</b>

## TOP 10 USED IMPORT COMMERCIAL MODELS

MAKE	MODEL	NOV '19	MAKE	MODEL	NOV '18
TOYOTA	HIACE	356	TOYOTA	HIACE	341
FIAT	DUCATO	50	NISSAN	CARAVAN	66
NISSAN	CARAVAN	49	FIAT	DUCATO	64
NISSAN	NV200	47	MAZDA	BONGO	47
MAZDA	BONGO	37	NISSAN	NV200	37
NISSAN	NV350	35	NISSAN	VANETTE	37
TOYOTA	DYNA	35	ISUZU	ELF	32
ISUZU	ELF	34	NISSAN	NV350	32
NISSAN	VANETTE	31	TOYOTA	DYNA	32
NISSAN	ATLAS	30	FORD	TRANSIT	31



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Continued from page 41

**Isuzu** was the top truck on 47 units, followed by **Mazda** on 46.

The **Toyota Hiace** was the top commercial for the month on 356 units.

In second was the **Fiat Ducato** on 50, followed by the **Nissan Caravan** on 49.

Owner of Rockstar Cars **Jonno Leonard** says used car sales were "very disappointing" in November. "It's supposed to be the one of

the biggest months of the year – if not the biggest," Leonard says. "We were hoping for a strong late spring, but that didn't happen."

Leonard's notes there has been a weak buy motivation, leading to less-than-impressive sales.

He gathers the market isn't exactly trending upwards – wholesalers he deals with aren't saying it's booming. "People are very much holding back, being cautious and shopping deals around," he says.

Continued on page 43

### 20 TOP USED IMPORT PASSENGER MODELS

MAKE	MODEL	NOV '19	MAKE	MODEL	NOV '18
MAZDA	AXELA	618	MAZDA	AXELA	576
TOYOTA	COROLLA	535	NISSAN	TIIDA	522
HONDA	FIT	517	SUZUKI	SWIFT	501
SUZUKI	SWIFT	510	MAZDA	DEMIO	470
MAZDA	DEMIO	430	TOYOTA	COROLLA	422
TOYOTA	AQUA	417	TOYOTA	PRIUS	400
NISSAN	TIIDA	388	HONDA	FIT	396
TOYOTA	PRIUS	368	NISSAN	LEAF	320
SUBARU	IMPREZA	300	TOYOTA	WISH	268
MITSUBISHI	OUTLANDER	293	TOYOTA	VITZ	248
SUBARU	LEGACY	289	SUBARU	LEGACY	245
MAZDA	ATENZA	258	MITSUBISHI	OUTLANDER	240
TOYOTA	VITZ	253	MAZDA	PREMACY	238
NISSAN	LEAF	240	VOLKSWAGEN	GOLF	235
MAZDA	PREMACY	239	MAZDA	ATENZA	231
VOLKSWAGEN	GOLF	226	NISSAN	DUALIS	212
TOYOTA	WISH	213	NISSAN	NOTE	199
NISSAN	NOTE	197	SUBARU	IMPREZA	194
NISSAN	DUALIS	187	NISSAN	X-TRAIL	165
NISSAN	X-TRAIL	176	HONDA	STREAM	157

### USED IMPORT COMMERCIAL MAKES – YEAR-TO-DATE 2019

	CHEVROLET	DODGE	FIAT	FORD	HINO	HOLDEN	ISUZU	MAZDA	MITSUBISHI	NISSAN	TOYOTA	VOLKSWAGEN	OTHER	TOTAL
19-Jan	19	1	30	58	35	19	39	40	35	206	399	6	50	937
18-Jan	13	8	35	45	26	22	57	78	36	210	441	3	50	1024
% diff	46	-88	-14	29	35	-14	-32	-49	-3	-2	-10	100	0	-8
19-Feb	22	9	24	48	45	13	42	61	29	213	437	9	48	1000
18-Feb	19	3	15	48	49	16	47	41	41	203	407	8	51	948
% diff	16	200	60	0	-8	-19	-11	49	-29	5	7	13	-6	5
19-Mar	12	6	15	36	38	14	45	50	20	218	499	10	46	1009
18-Mar	21	6	7	39	30	20	48	75	39	229	399	3	59	975
% diff	-43	0	114	-8	27	-30	-6	-33	-49	-5	25	233	-22	3
19-Apr	11	1	10	34	34	18	37	44	25	209	381	3	41	848
18-Apr	13	3	4	38	30	11	54	35	22	174	389	5	50	828
% diff	-15	-67	150	-11	13	64	-31	26	14	20	-2	-40	-18	2
19-May	13	3	6	40	38	18	51	26	36	218	446	5	40	940
18-May	24	11	5	41	46	29	79	65	41	223	494	7	41	1106
% diff	-46	-73	20	-2	-17	-38	-35	-60	-12	-2	-10	-29	-2	-15
19-Jun	11	5	13	28	31	10	42	36	32	213	392	6	39	858
18-Jun	20	4	20	39	33	13	53	65	33	201	453	6	59	999
% diff	-45	25	-35	-28	-6	-23	-21	-45	-3	6	-13	0	-34	-14
19-Jul	11	7	5	39	42	14	49	26	28	224	460	7	52	964
18-Jul	15	7	47	39	24	19	58	65	34	240	477	0	57	1082
% diff	-27	0	-89	0	75	-26	-16	-60	-18	-7	-4		-9	-11
19-Aug	16	5	4	35	31	14	42	60	37	212	421	13	46	936
18-Aug	21	5	7	37	38	29	64	56	36	252	603	6	70	1224
% diff	-24	0	-43	-5	-18	-52	-34	7	3	-16	-30	117	-34	-24
19-Sep	7	2	4	25	42	12	43	37	30	233	410	12	45	902
18-Sep	17	7	9	31	37	16	61	62	36	187	489	6	53	1011
% diff	-59	-71	-56	-19	14	-25	-30	-40	-17	25	-16	100	-15	-11
19-Oct	10	4	21	44	32	17	49	63	27	237	420	21	56	1001
18-Oct	18	3	27	45	26	8	55	81	37	239	448	7	72	1066
% diff	-44	33	-22	-2	23	113	-11	-22	-27	-1	-6	200	-22	-6
19-Nov	9	2	50	44	34	14	47	46	33	212	448	10	50	999
18-Nov	13	7	64	59	32	18	48	61	31	206	448	5	63	1055
% diff	-31	-71	-22	-25	6	-22	-2	-25	6	3	0	100	-21	-5
YTD 19	141	45	182	431	402	163	486	489	332	2395	4713	102	513	10394
YTD 18	179	57	193	422	347	182	566	619	352	2124	4571	56	568	10236
%diff	-21	-21	-6	2	16	-10	-14	-21	-6	13	3	82	-10	2

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## USED IMPORT COMMERCIAL MAKES

MAKE	NOV '19	NOV '18	Movement	% Change	Market Share
TOYOTA	448	448		0.0	44.8
NISSAN	212	206		2.9	21.2
FIAT	50	64		-21.9	5.0
ISUZU	47	48	↑ Up 2	-2.1	4.7
MAZDA	46	61	↓ Down 1	-24.6	4.6
FORD	44	59	↓ Down 1	-25.4	4.4
HINO	34	32		6.3	3.4
MITSUBISHI	33	31		6.5	3.3
HOLDEN	14	18		-22.2	1.4
VOLKSWAGEN	10	5	↑ Up 6	100.0	1.0
Other	61	83		-26.5	6.1
<b>TOTAL</b>	<b>999</b>	<b>1055</b>		<b>-5.3</b>	<b>100.0</b>

Continued from page 42

"Enquiry has been flat." Universal Imports dealership principal **Andrew Peck** says sales were "same as normal" – good.

"I see the market going up a steady incline," Peck says. "It's definitely getting better." He says there's less stock around and the number of used cars being sold are declining, signalling a market that's heading upwards. November for Universal

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Imports was business as usual and no car stood out – Peck says there was no "exciting" news. ■

## THE 17 LEADING USED IMPORT PASSENGER MAKES – YEAR-TO-DATE 2019

	AUDI	BMW	CHEVROLET	DAIHATSU	FORD	HOLDEN	HONDA	HYUNDAI	MAZDA	MERCEDES	MITSUBISHI	NISSAN	PEUGEOT	SUBARU	SUZUKI	TOYOTA	VW	OTHER	TOTAL
19-Jan	177	417	44	8	90	31	1270	23	1873	149	552	2328	2	653	653	2450	391	487	11598
18-Jan	250	523	65	8	115	46	1356	27	2310	210	440	2629	26	809	722	3232	445	506	13719
% diff	-29	-20	-32	0	-22	-33	-6	-15	-19	-29	25	-11	-92	-19	-10	-24	-12	-4	-15
19-Feb	210	395	39	8	79	24	1224	20	1780	171	531	2207	9	621	601	2406	344	460	11129
18-Feb	192	467	63	8	122	39	1232	2	1996	250	325	2220	16	696	682	2872	366	500	12048
% diff	9	-15	-38	0	-35	-38	-1	900	-11	-32	63	-1	-44	-11	-12	-16	-6	-8	-8
19-Mar	248	456	39	5	84	32	1373	25	1979	152	526	2260	5	665	691	2483	356	473	11852
18-Mar	235	514	48	8	104	40	1188	35	1978	227	307	2132	22	704	606	2878	357	458	11841
% diff	6	-11	-19	-38	-19	-20	16	-29	0	-33	71	6	-77	-6	14	-14	0	3	0
19-Apr	207	394	39	6	66	26	1216	20	1882	146	530	1976	9	614	594	2392	339	427	10883
18-Apr	228	471	39	9	0	25	1053	23	1760	222	379	1970	14	623	604	2644	371	458	10893
% diff	-9	-16	0	-33		4	15	-13	7	-34	40	0	-36	-1	-2	-10	-9	-7	0
19-May	246	441	38	1	66	44	1318	39	2013	156	512	2424	8	748	636	2591	415	516	12212
18-May	276	621	41	12	102	44	1374	30	2063	257	463	2630	17	770	682	3102	402	534	13420
% diff	-11	-29	-7	-92	-35	0	-4	30	-2	-39	11	-8	-53	-3	-7	-16	3	-3	-9
19-Jun	184	377	39	3	53	32	1251	19	1755	121	538	2323	16	648	597	2474	368	379	11177
18-Jun	267	590	34	11	81	34	1322	25	2018	216	421	2486	15	685	714	2881	363	488	12651
% diff	-31	-36	15	-73	-35	-6	-5	-24	-13	-44	28	-7	7	-5	-16	-14	1	-22	-12
19-Jul	231	450	33	10	69	47	1443	28	2062	138	570	2515	9	766	598	2847	428	547	12791
18-Jul	301	534	51	13	81	31	1517	15	2275	229	532	2685	5	718	745	3135	404	576	13847
% diff	-23	-16	-35	-23	-15	52	-5	87	-9	-40	7	-6	80	7	-20	-9	6	-5	-8
19-Aug	239	454	40	9	86	47	1388	31	2007	139	567	2386	10	753	699	2722	399	377	12353
18-Aug	277	506	58	7	90	51	1379	20	2205	221	517	2668	13	725	755	2909	436	531	13368
% diff	-14	-10	-31	29	-4	-8	1	55	-9	-37	10	-11	-23	4	-7	-6	-8	-29	-8
19-Sep	202	418	29	5	62	42	1313	26	1871	120	500	2270	8	707	531	2705	384	437	11630
18-Sep	220	456	50	4	87	34	1215	18	1990	179	478	2318	9	636	613	2423	382	421	11533
% diff	-8	-8	-42	25	-29	24	8	44	-6	-33	5	-2	-11	11	-13	12	1	4	1
19-Oct	200	384	33	2	92	37	1367	33	1842	118	520	2231	14	740	567	2764	287	432	11663
18-Oct	235	474	30	5	62	28	1271	22	1996	167	489	2526	13	645	643	2693	366	435	12100
% diff	-15	-19	10	-60	48	32	8	50	-8	-29	6	-12	8	15	-12	3	-22	-1	-4
19-Nov	216	362	26	8	84	34	1220	35	1925	101	505	2117	13	798	585	2844	355	446	11674
18-Nov	236	403	36	5	68	25	1120	23	1870	174	445	2257	13	606	598	2505	355	417	11156
% diff	-8	-10	-28	60	24	36	9	52	3	-42	13	-6	0	32	-2	14	0	7	5
<b>YTD 19</b>	<b>2360</b>	<b>4548</b>	<b>399</b>	<b>65</b>	<b>831</b>	<b>396</b>	<b>14383</b>	<b>299</b>	<b>20989</b>	<b>1511</b>	<b>5851</b>	<b>25037</b>	<b>103</b>	<b>7713</b>	<b>6752</b>	<b>28678</b>	<b>4066</b>	<b>4981</b>	<b>128962</b>
<b>YTD 18</b>	<b>2717</b>	<b>5559</b>	<b>515</b>	<b>90</b>	<b>912</b>	<b>397</b>	<b>14027</b>	<b>240</b>	<b>22461</b>	<b>2352</b>	<b>4796</b>	<b>26521</b>	<b>163</b>	<b>7617</b>	<b>7364</b>	<b>31274</b>	<b>4247</b>	<b>5324</b>	<b>136576</b>
%diff	-13	-18	-23	-28	-9	0	3	25	-7	-36	22	-6	-37	1	-8	-8	-4	-6	-6

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# COMMERCIAL SALES DRAG ON MARKET

A steep fall in commercial registrations has hastened the ongoing

decline in registrations of new vehicles.

Registration of 9640 passenger and SUVs for November were up 1.06% (97 units) on 2018 volumes, while commercial vehicle registrations of 4210 were down 12.6% (606). Motor Industry Association chief executive **David Crawford** notes the market was "steady but slightly weaker". "Year to date the market is down 4.7%, which confirms our expectation that the market for 2019 will be down approximately 5% on 2018 volumes."

Pure electric vehicle continued their modest rate of monthly registrations at 147 units for November, with 84 PHEV's and 591 hybrid vehicles sold for the month.

The top two models for the month were the **Ford Ranger** (907 units), followed by the **Toyota RAV4** (881) with the **Toyota** bumped back to third place (658).

**Toyota** remains the overall market leader with 22% market share (3110 units), followed by **Ford** with 10% (1360) and **Mitsubishi** in third spot with 8%

*Continued on page 45*

## NEW COMMERCIAL MODELS (UNDER 3500KG)

MAKE	MODEL	NOV '19	MAKE	MODEL	NOV '18
FORD	RANGER	907	FORD	RANGER	994
TOYOTA	HILUX	648	TOYOTA	HILUX	741
MITSUBISHI	TRITON	392	MITSUBISHI	TRITON	487
HOLDEN	COLORADO	312	HOLDEN	COLORADO	427
TOYOTA	HIACE	269	NISSAN	NAVARA	286
NISSAN	NAVARA	213	TOYOTA	HIACE	259
MAZDA	BT-50	184	ISUZU	D-MAX	159
ISUZU	D-MAX	146	MAZDA	BT-50	156
MERCEDES-BENZ	SPRINTER	131	MERCEDES-BENZ	SPRINTER	132
FIAT	DUCATO	98	FIAT	DUCATO	121

## NEW PASSENGER MODELS

MAKE	MODEL	NOV '19	MAKE	MODEL	NOV '18
TOYOTA	RAV4	881	TOYOTA	COROLLA	739
TOYOTA	COROLLA	638	TOYOTA	RAV4	512
KIA	SELTO	400	KIA	SPORTAGE	282
MAZDA	CX-5	277	HYUNDAI	ACCENT	274
MITSUBISHI	OUTLANDER	269	TOYOTA	HIGHLANDER	273
NISSAN	QASHQAI	260	SUZUKI	SWIFT	258
KIA	SPORTAGE	218	MAZDA	CX-5	251
MITSUBISHI	ASX	194	MITSUBISHI	ASX	247
NISSAN	X-TRAIL	194	HOLDEN	CAPTIVA	198
SUZUKI	SWIFT	184	HYUNDAI	SANTA FE	187
SUZUKI	VITARA	183	TOYOTA	YARIS	187
TOYOTA	LANDCRUISER PRADO	168	NISSAN	X-TRAIL	184
HYUNDAI	TUCSON	163	MITSUBISHI	OUTLANDER	176
HYUNDAI	KONA	148	MAZDA	MAZDA3	174
HOLDEN	TRAX	144	MITSUBISHI	ECLIPSE CROSS	171
HOLDEN	ACADIA	140	HONDA	CRV	169
VOLKSWAGEN	TIGUAN	127	NISSAN	QASHQAI	162
HYUNDAI	SANTA FE	126	HOLDEN	COMMODORE	159
HONDA	CRV	120	HOLDEN	SPARK	153
HONDA	JAZZ	118	VOLKSWAGEN	TIGUAN	142

## NEW PASSENGER MAKES

MAKE	NOV '19	NOV '18	Movement	% Change	Market Share
TOYOTA	2171	2076		4.6	22.5
KIA	884	592	Up 4	49.3	9.2
HOLDEN	724	965	Down 1	-25.0	7.5
MAZDA	693	754		-8.1	7.2
HYUNDAI	680	877	Down 2	-22.5	7.1
MITSUBISHI	648	627	Down 1	3.3	6.7
SUZUKI	536	507		5.7	5.6
NISSAN	499	408	Up 1	22.3	5.2
HONDA	412	443	Down 1	-7.0	4.3
FORD	366	373		-1.9	3.8
VOLKSWAGEN	272	361		-24.7	2.8
SUBARU	220	277		-20.6	2.3
MERCEDES-BENZ	207	211		-1.9	2.1
BMW	177	120	Up 2	47.5	1.8
MG	133	0			1.4
AUDI	126	133	Down 1	-5.3	1.3
SKODA	114	119		-4.2	1.2
LAND ROVER	83	88		-5.7	0.9
LEXUS	76	65		16.9	0.8
HAVAL	72	45		60.0	0.7
Other	548	502		9.2	5.7
<b>Total</b>	<b>9641</b>	<b>9543</b>		<b>1.0</b>	<b>100.0</b>

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market share (1042).

**Toyota** leads for passenger and SUV registrations with 23% market share (2171 units) followed by **Kia** with 9% (884) and then **Holden** with 8% market share (724).

The top selling passenger and SUV models for the month were the **Toyota RAV4** (881 units) followed by the **Toyota Corolla** (658) and the **Kia Seltos** (400).

In commercials, **Ford** regained the market lead with 24%



market share (994 units) followed by **Toyota** with 22% (939) and **Mitsubishi** third with 9% market share (394).

The **Ford Ranger** retained the top spot as the bestselling

commercial model with 22% share (907 units) followed by the **Toyota Hilux** with 15% (648) and the **Mitsubishi Triton** third with 9% (392).

The top three segments for

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the month of November were once again SUV medium vehicles with 20% share followed by SUV Compact with 17% market share and the Pick Up/Chassis 4x4 segment with 14%.

**Mixed results for  
European brands**  
European Motor

Continued on page 46

## NEW IMPORT COMMERCIAL MAKES – YEAR-TO-DATE 2019

	FIAT	FORD	FOTON	FUSO	GREAT WALL	HINO	HOLDEN	HYUNDAI	ISUZU	LDV	MAZDA	MERCEDES-BENZ	MITSUBISHI	NISSAN	SSANGYONG	TOYOTA	VOLKSWAGEN	OTHER	TOTAL
19-Jan	51	888	32	73	33	53	353	76	283	120	163	84	445	338	33	594	99	278	3996
18-Jan	101	808	66	66	16	46	385	64	258	153	172	57	318	284	94	780	165	204	4037
% diff	-50	10	-52	11	106	15	-8	19	10	-22	-5	47	40	19	-65	-24	-40	36	-1
19-Feb	44	818	23	73	33	51	302	76	246	140	196	76	506	335	43	817	119	221	4119
18-Feb	59	788	47	50	8	68	366	64	304	102	169	48	368	384	63	946	110	172	4116
% diff	-25	4	-51	46	313	-25	-17	19	-19	37	16	58	38	-13	-32	-14	8	28	0
19-Mar	66	982	26	77	30	68	493	113	308	164	284	111	594	325	36	737	162	270	4846
18-Mar	69	1047	49	99	17	55	427	80	322	191	159	73	382	315	64	1225	160	244	4978
% diff	-4	-6	-47	-22	76	24	15	41	-4	-14	79	52	55	3	-44	-40	1	11	-3
19-Apr	57	865	28	58	27	62	403	52	254	73	154	68	465	268	37	694	78	219	3862
18-Apr	60	803	41	47	14	54	312	44	281	144	133	101	258	268	28	598	122	267	3575
% diff	-5	8	-32	23	93	15	29	18	-10	-49	16	-33	80	0	32	16	-36	-18	8
19-May	60	1009	22	80	40	80	466	114	273	86	206	95	514	362	39	807	19	363	4635
18-May	80	1132	64	67	18	55	412	80	319	159	197	94	437	466	21	789	205	297	4892
% diff	-25	-11	-66	19	122	45	13	43	-14	-46	5	1	18	-22	86	2	-91	22	-5
19-Jun	30	1148	14	69	43	59	682	119	286	154	199	86	530	364	70	973	164	213	5203
18-Jun	61	1186	57	122	16	70	581	56	415	255	202	97	507	365	23	900	244	290	5447
% diff	-51	-3	-75	-43	169	-16	17	113	-31	-40	-1	-11	5	0	204	8	-33	-27	-4
19-Jul	53	760	16	71	36	54	389	86	231	71	233	102	451	266	56	753	88	256	3972
18-Jul	71	799	23	59	20	60	418	55	294	162	186	135	363	239	13	868	161	357	4283
% diff	-25	-5	-30	20	80	-10	-7	56	-21	-56	25	-24	24	11	331	-13	-45	-28	-7
19-Aug	68	831	12	80	24	63	337	61	242	102	0	148	348	242	37	904	131	471	4101
18-Aug	102	908	22	74	19	72	407	58	268	155	212	166	346	283	21	958	157	333	4561
% diff	-33	-8	-45	8	26	-13	-17	5	-10	-34	-100	-11	1	-14	76	-6	-17	41	-10
19-Sep	87	892	11	87	44	56	456	64	260	110	173	202	386	184	20	781	118	272	4203
18-Sep	111	901	18	133	20	60	287	80	299	126	201	113	0	452	32	989	132	523	4477
% diff	-22	-1	-39	-35	120	-7	59	-20	-13	-13	-14	79	-59	-38	-21	-11	-48	-6	-6
19-Oct	103	938	13	64	27	57	356	71	242	115	208	177	364	218	31	997	81	271	4333
18-Oct	173	978	21	52	49	63	411	62	254	206	173	187	402	289	20	1123	153	287	4903
% diff	-40	-4	-38	23	-45	-10	-13	15	-5	-44	20	-5	-9	-25	55	-11	-47	-6	-12
19-Nov	98	994	3	56	50	70	315	46	262	65	184	180	394	213	33	939	102	206	4210
18-Nov	121	1064	21	60	30	67	431	44	304	159	156	173	487	286	5	1023	128	257	4816
% diff	-19	-7	-86	-7	67	4	-27	5	-14	-59	18	4	-19	-26	560	-8	-20	-20	-13
YTD 19	717	10125	200	788	387	673	4552	878	2887	1200	2000	1329	4997	3115	435	8996	1161	3040	47480
YTD 18	1008	10414	429	829	227	670	4437	687	3318	1812	1960	1244	3868	3631	384	10199	1737	3231	50085
%diff	-29	-3	-53	-5	70	0	3	28	-13	-34	2	7	29	-14	13	-12	-33	-6	-5

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### NEW COMMERCIAL MAKES (UNDER 3500KG)

MAKE	NOV '19	NOV '18	Movement	% Change	Market Share
FORD	994	1064		-6.6	23.6
TOYOTA	939	1023		-8.2	22.3
MITSUBISHI	394	487		-19.1	9.4
HOLDEN	315	431		-26.9	7.5
ISUZU	262	304		-13.8	6.2
NISSAN	213	286		-25.5	5.1
MAZDA	184	156	↑ Up 2	17.9	4.4
MERCEDES-BENZ	180	173	↓ Down 1	4.0	4.3
VOLKSWAGEN	102	128	↑ Up 1	-20.3	2.4
FIAT	98	121	↑ Up 1	-19.0	2.3
OTHER	529	643		-17.7	12.6
<b>TOTAL</b>	<b>4210</b>	<b>4816</b>		<b>-12.6</b>	<b>100.0</b>

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Distributors group general manager **Glynn Tulloch** says some high-end brands such as the Porsche are very strong. “Yet, other more affordable European brands are finding it more difficult,” Tulloch notes. He says aftersales was very strong across all brands – suggesting people are keeping their cars rather than upgrading. Sales were 7% up on October

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this year but leads across the whole network were down 15% on November 2018, Tulloch says. ■

### NEW PASSENGER MAKES

	ALFA ROMEO	AUDI	BMW	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
19-Jan	17	111	130	0	0	606	0	689	450	551	110	710	179	76	1052	247	65	803	370	107	60	113	72	382	592	1718	374	68	290	9942
18-Jan	12	178	187	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
% diff	42	-38	-30		-100	-28		-11	-14	0	34	-7	145	23	3	31	-16	28	-13	20	11	-19	-12	12	0	-31	25	19	16	-8
19-Feb	9	120	163	1	0	416	0	545	512	528	55	580	128	76	758	152	41	547	355	72	49	108	55	299	580	800	309	64	256	7578
18-Feb	5	169	144	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
% diff	80	-29	13	0	-100	5		-9	24	8	-61	13	68	10	-2	-8	-41	12	32	-16	40	4	-14	90	1	-21	-10	36	26	2
19-Mar	19	157	178	0	0	346	0	543	699	561	77	626	135	70	805	214	72	631	489	84	22	124	67	338	564	960	307	61	276	8425
18-Mar	6	193	232	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
% diff	217	-19	-23	-100	-100	-31		-19	10	2	-46	1	63	-1	-6	7	9	-13	32	-15	-41	-24	14	16	-7	-20	-10	15	1	-7
19-Apr	12	98	109	0	0	273	0	325	305	562	82	537	90	74	601	159	58	444	365	42	43	107	76	299	460	1112	231	46	268	6778
18-Apr	8	140	126	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
% diff	50	-30	-13		-100	-13		-40	-4	41	-7	5	50	21	-21	-13	26	-9	3	-50	115	-8	81	-20	-15	56	-10	-10	5	-1
19-May	11	125	139	0	0	328	0	536	407	688	37	455	96	69	707	192	81	474	346	71	32	133	92	305	528	1086	311	54	321	7624
18-May	6	176	161	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
% diff	83	-29	-14		-100	-33		-19	2	-17	-76	-26	-29	5	-20	3	25	-21	29	-15	7	2	77	-11	-3	-39	-7	8	38	-18
19-Jun	5	161	159	0	1	326	0	540	333	926	66	562	96	72	790	193	77	616	393	66	36	122	96	282	569	1561	304	57	339	8747
18-Jun	22	213	170	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
% diff	-77	-24	-6		-80	-26		-22	-36	13	-61	-12	-23	9	-8	-7	38	-15	0	-7	9	-28	39	-13	1	0	-26	8	1	-10
19-Jul	15	147	116	0	0	280	0	555	412	457	92	585	78	75	713	174	44	499	455	57	28	122	81	304	550	1432	313	42	299	7925
18-Jul	8	123	125	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
% diff	88	20	-7		-100	-31		4	-7	-10	42	5	-31	12	-13	-8	-2	-17	-1	-31	47	-15	35	-16	-1	19	13	600	9	-1
19-Aug	12	176	163	0	0	253	0	633	398	626	69	511	111	73	701	148	61	659	544	83	30	161	42	330	522	1468	322	47	363	8506
18-Aug	16	141	122	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
% diff	-25	25	34			-51		20	-6	3	-37	-9	-6	9	-17	-26	15	-6	25	-6	11	12	-13	3	-12	10	-6	-24	58	-2
19-Sep	6	175	169	0	0	399	0	877	410	721	78	602	96	83	711	148	70	707	521	60	33	145	61	281	560	2226	386	50	747	10322
18-Sep	15	175	129	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
% diff	-60	0	31		-100	-15		40	-16	27	-45	2	39	2	-12	-23	100	-8	14	5	-3	9	-10	-14	0	14	-5	-31	209	9
19-Oct	4	139	129	0	0	297	0	726	403	583	72	707	85	80	641	202	83	804	567	62	41	121	53	285	498	3242	324	38	436	10622
18-Oct	20	113	95	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
% diff	-80	23	36	-100		-4		-29	-16	-11	-66	16	20	19	-40	24	102	6	41	-7	64	-17	6	-18	-3	-16	-6	-48	91	-10
19-Nov	7	126	177	0	0	366	0	724	412	680	60	884	83	76	693	207	57	648	499	52	26	114	64	220	536	2171	272	44	0	9641
18-Nov	17	133	120	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
% diff	-59	-5	48			12100		-25	-7	-22	-57	49	-6	17	-8	-2	54	3	22	21	13	-4	100	-21	6	5	-25	7	-100	1
YTD 19	117	1535	1632	1	1	3890	0	6693	4741	6883	798	6759	1177	824	8172	2036	709	6832	4904	756	400	1370	759	3325	5959	17776	3453	571	3595	96110
YTD 18	135	1754	1611	5	39	4692	0	7622	5086	6858	1444	6571	1010	742	9458	2085	591	7105	4241	851	337	1509	626	3462	6149	19190	3682	565	3109	100529
% diff	-13	-12	1	-80	-97	-17		-12	-7	0	-45	3	17	11	-14	-2	20	-4	16	-11	19	-9	21	-4	-3	-7	-6	1	16	-4

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# DEALERS AND PUBLIC BUYING LESS SECOND-HAND

Dealers are purchasing less second-hand cars, and the public are buying less, according to the latest registration statistics.

Dealers purchased 12,506 used cars in November, down 5.3% on the year before. They sold 19,062 which is slightly up (0.1%) from last year – the only segment that stayed relatively equal year-

on-year were dealers selling to the public. Public transactions fell 0.4% to 42,667.

In bikes, sales by dealers were down 9.1% to 458, while dealer purchases were down 6.6% to 370.

In the truck market, dealers sold 4041 which is a 12.5% increase on last year and purchased 2554 which was down 3.3%. ■



## SECONDHAND REGISTRATIONS – NOVEMBER 2019

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 2019																							
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 2018																							
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 2019																							
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 2018																							
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 2019																							
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 2018																							
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

# NEW AND USED BIKES BOTH DOWN YEAR-ON-YEAR

**M**otorcycle registrations again were down in November, compared to this time last year.

A total of 702 bikes new bikes were registered, down from 792 from October and down 20.3% year-on-year; 2019 registrations total 7639 units.

**Suzuki** continues its sixth month at the top, leading the charge with 98 bike registrations, this is down 17.6% for a 14% market share.

**Yamaha** edges out **Harley Davidson** this month for second place on 78 units, down 21.2% for 11.1% of the market share. **Harley Davidson** trails third on 70, down 18.6% for 10% of the market.

The **TNT Motor Roma 2T** reclaims its place as the top-selling model, selling 27 units,

after **KTM's 790 Adventurer** took out the top spot in October. The **Forza Ciclone** is second on 17, and the **Suzuki UZ50** and **Yamaha YZF-R3A L** tie for third place on 14. The **Adventurer** did not make the top 10 selling models this month.

**Harley Davidson** continues to lead the chase in the used motorcycle market, selling 108 units which was up 11.3% year-on-year for almost half the market (45%). Overall, the used bike segment was down 11.1%.

**BMW** is second on 23 units, followed by **Ducati** on 22.

Hamilton Motorcycle Centre owner **Richard Gorham**

was pleased with November's sales,

calling them "encouraging".

"There's quite a number of new riders coming into the market," Gorham says. "It's very encouraging, getting younger riders in there."

"People are also returning to riding, having renewed their licences."

Gorham says Hamilton Motorcycle Centre had a quieter winter – the damp, wet weather didn't help sales either.

"But it's picking up quite nicely and we're feeling pretty motivated. We've got some new **Triumphs** coming, so that's exciting."

Last month, Gorham says both **Kawasaki** and **Triumph** had a good run. ■

## NEW BIKE MAKES

MAKE	NOV '19	YTD '19	NOV '18	% Change	Market Share %
SUZUKI	98	1293	119	-17.6	14.0
YAMAHA	78	879	99	-21.2	11.1
HARLEY DAVIDSON	70	722	86	-18.6	10.0
HONDA	51	562	70	-27.1	7.3
KAWASAKI	44	433	53	-17.0	6.3
KTM	41	422	53	-22.6	5.8
ROYAL ENFIELD	34	262	26	30.8	4.8
BMW	30	329	38	-21.1	4.3
TNT MOTOR	30	378	34	-11.8	4.3
TRIUMPH	30	402	50	-40.0	4.3
FORZA	28	260	22	27.3	4.0
DUCATI	23	150	18	27.8	3.3
VESPA	20	158	15	33.3	2.8
INDIAN	12	134	17	-29.4	1.7
PGO	11	39	1	1000.0	1.6
MOPED	10	134	37	-73.0	1.4
KEEWAY	9	65	1	800.0	1.3
APRILIA	8	111	23	-65.2	1.1
ZNEN	8	82	7	14.3	1.1
HUSQVARNA	7	67	5	40.0	1.0
OTHER	60	757	107	-43.9	8.5
TOTAL	702	7639	881	-20.3	100.0

## NEW BIKE MODELS

MAKE	MODEL	NOV '19
TNT MOTOR	ROMA 2T	27
FORZA	CICLONE	17
SUZUKI	UZ50	14
YAMAHA	YZF-R3A L	14
FORZA	CAPRI LX	11
ROYAL ENFIELD	CLASSIC	10
HONDA	CB 500XA	9
KEEWAY	CAFE RACER 152	9
SUZUKI	GSX150 FDZA GIXXER	9
SUZUKI	UK 110NE	9

## USED BIKE MAKES

MAKE	NOV '19	NOV '18	% CHANGE	MARKET
HARLEY DAVIDSON	108	97	11.3	45.0
BMW	23	25	-8.0	9.6
DUCATI	22	19	15.8	9.2
HONDA	14	27	-48.1	5.8
TRIUMPH	14	28	-50.0	5.8
YAMAHA	14	19	-26.3	5.8
KTM	8	6	33.3	3.3
SUZUKI	8	16	-50.0	3.3
KAWASAKI	7	8	-12.5	2.9
APRILIA	5	2	150.0	2.1
Other	17	23	-26.1	7.1
TOTAL	240	270	-11.1	100.0

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# COMMERCIAL REGISTRATIONS DROP IN NOVEMBER

Commercial vehicle registrations have dipped for the month with both new and used trucks down for November year-on-year.

Total registrations of new trucks and buses over 3500kg GVM sits at 542 units for November.

**This is down 10% compared to the same period last year which saw 602 registrations of new commercials for the month.**

A total of 5876 new trucks and buses have hit the road in the year-to-date compared to 6302 for the same period last year.

**Isuzu** is market leader for November with 116 units registered and a 20.1% market share. The brand was down 30.5% compared to the 167 registered in the same period last year.

**Hino** is in second spot for the month, up 4.5% with 70 units registered and a 12.2% market share. **Mercedes-Benz** third, up 16.1% with 65 units registered and an 11.3% share.

**Fuso** follows, down 9.8% with 55 units registered and a 9.5% market share, **Fiat** down 42.6% (39), **Iveco** (32), **Scania** up 125% (27), **UD Trucks** down 8% (23), **Sinotruk** up 128.6% (16) and **Kenworth** down 53.3% (14).

Sinotruk's Modern Transport Group director **Robin Ratcliffe** says he is very pleased with the brand's growth in the



commercial market.

"We're making traction all over and everything is growing from our trailers business as well as the truck side and parts ... We're moving in the right direction."

Ratcliffe says there is still a "general lack of confidence" in the business sector and more spending is needed.

"The Government has no choice but to release more money in infrastructure, it has to happen," he says.

Modern Transport Group business development manager **Robbie Pasley** says Sinotruk sales have been strong in the construction sector.

Although the brand is still new in New Zealand, it has proven itself overseas.

The sales team has already met with some major local customers who are looking at using the trucks, he says.

Total used imported truck and bus registrations

were down 9.6% year-on-year with 178 registrations in November compared to 197 in the same period the previous year.

A total of 2076 used trucks and buses have hit the road in the year-to-date compared to 2120 for the same period last year.

**Isuzu** lead the used commercial import market for the month with 40 units registered and a 22.5% market share. This was down 7% compared to the 43 units registered in the same period last year.

**Hino** comes second, up 6.3% with 34 units registered and a 19.1% market share.

**Toyota** third, down 35.7% with 27 units registered and a 15.2% share.

**Mitsubishi** follows, up 11.1% with 20 units registered, **Nissan** up 18.8% (19), **Fiat** down 22.2% (7), **Fuso** up 25% (5), **Mazda** down 33.3% (4), **UD Trucks** up 300% (4) and **Volvo** (3). ■

## NEW TRUCK MAKES (over 3500kg)

MAKE	NOV '19	NOV '18	% Change	% of Market	YTD '19	YTD '18
ISUZU	116	167	-30.5	20.1	1188	1145
HINO	70	67	4.5	12.2	673	670
MERCEDES-BENZ	65	56	16.1	11.3	509	494
FUSO	55	61	-9.8	9.5	790	832
FIAT	39	68	-42.6	6.8	262	418
IVECO	32			5.6	302	248
SCANIA	27	12	125.0	4.7	234	237
UD TRUCKS	23	25	-8.0	4.0	239	251
SINOTRUK	16	7	128.6	2.8	100	35
KENWORTH	14	30	-53.3	2.4	255	302
Other	85	109	-22.0	14.8	1324	1670
TOTAL	542	602	-10.0	94.1	5876	6302

## USED TRUCK MAKES

MAKE	NOV '19	NOV '18	% Change	% of Market	YTD '19	YTD '18
ISUZU	40	43	-7.0	22.5	434	542
HINO	34	32	6.3	19.1	402	371
TOYOTA	27	42	-35.7	15.2	440	411
MITSUBISHI	20	18	11.1	11.2	212	203
NISSAN	19	16	18.8	10.7	204	173
FIAT	7	9	-22.2	3.9	36	37
FUSO	5	4	25.0	2.8	36	45
MAZDA	4	6	-33.3	2.2	48	50
UD TRUCKS	4	1	300.0	2.2	22	8
VOLVO	3			1.7	31	20
Other	15	26	-42.3	8.4	211	260
TOTAL	178	197	-9.6	100.0	2076	2120

# WHEN IS A 'DAMAGED VEHICLE' NOT A DAMAGED VEHICLE

LOADER V TRANSWORLD MOTORS LIMITED

**O**n August 22, 2018, the purchaser acquired a 2012 Toyota Kluger - the Australian nameplate for a Highlander - from the trader. The purchaser came to the tribunal claiming the vehicle was imported as damaged, and that the trader had misrepresented the vehicle by not stating this in the Consumer Information Notice.

**He argues that, contrary to this alleged misrepresentation, the vehicle was flagged at the border on importation to New Zealand. He argues that the presence of this "damage flag" on publicly available databases will make it difficult for him to sell the vehicle.**

The tribunal heard the reason why the car was flagged at the border when imported was that it had been stolen in New South Wales - for that reason, the vehicle was deemed to be a statutory write off in Australia and that the purchaser knew when he bought it.

Although there was minor damage to the vehicle when imported, this was not the reason the vehicle was flagged when it entered New Zealand. The trader disclosed to the purchaser that the vehicle was a statutory write off in Australia.

**The tribunal noted the trader had no reason to describe the vehicle as being imported as damaged. Furthermore, the "damage flag" has since been removed from the vehicle's records on the NZTA database.**

The trader described the vehicle on Trade Me as follows:

"This was imported from Australia where it was theft recovery but due to the crazy rules in some areas it was classified as a statutory write off so their loss is your gain. The last 2 photos are from the

auction as we purchased it so you can see for yourself this was not an accident damaged vehicle and we have not done any panel and paint or mechanical repairs. There is a small scratch on the tailgate (see picture) but overall a nice original vehicle ..."

The vehicle offer and sale agreement,

as being damaged at the time of importation."

**Whether a vehicle is imported as a damaged vehicle is commonly signified by whether it has an "imported damaged flag". The New Zealand Transport Agency (NZTA) glossary of terms states the following information:**



which was signed by the purchaser, states the following special condition of sale: "Noted as being a statutory write off from Australia due to being a theft recovery"

The box on the CIN requiring the trader to disclose relevant information about used imported vehicles states that the vehicle was first registered overseas in 2012 and that the country it was last registered in was Australia. In the box recording whether the vehicle was imported as a damaged vehicle, "no" was ticked.

According to the Consumer Information Standards (Used Motor Vehicles) Regulations 2008, motor vehicle traders of used imported motor vehicles must "indicate, by ticking the appropriate box, whether or not the motor vehicle is recorded on the motor vehicle register

Damaged flag

The imported damaged flag will display as:

- YES only in the case of "obvious structural damage or deterioration" of a vehicle recorded at the border check inspection. The information is held against the vehicle record once the vehicle is registered on the motor vehicle register.
- Where a vehicle has not been identified as imported damaged or a flag is subsequently removed due to further inspection, this field will not be displayed on Motochek.

**Publicly available information on whether a vehicle has an imported damaged flag is contained on the NZTA website.**

There is no record on this database that

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the vehicle's vehicle was imported as damaged.

The tribunal noted a Motorweb vehicle information report on the vehicle produced by the purchaser confirmed that the vehicle was "NOT imported as a damaged vehicle".

**That suggests the vehicle falls into the second category of vehicles described in the NZTA glossary, of vehicles where an imported damaged flag is subsequently removed due to further inspection.**

The purchaser contacted Transworld Motors' director after the purchase to say that he had noticed from the Motorweb vehicle inspection report that the vehicle was recorded as having been imported as damaged. However, as described above, and as the director pointed out, the vehicle information report produced to the Tribunal indicates the opposite, namely that the vehicle was not imported as damaged.

The trader's director produced more information about the compliance process for the vehicle when it was imported in July 2018. The light vehicle repair record of certification discloses that the vehicle had minor damage to the front bumper and small scratches all round. There was no indication of any structural damage, nor were any repairs required to be carried out on the vehicle, other than the standard compulsory repairs that are required for all imported vehicles, in this case covering a wheel alignment, removal of a nudge bar to meet frontal

impact standards and an inspection of safety equipment.

The light vehicle repair record of certification also noted that the vehicle had been imported from Australia as a stolen and recovered vehicle. No structural repairs, corrosion damage, water or fire damage or evidence that SRS components had been deployed were identified.

The repair certifier, who completed the light vehicle repair record of certification, also produced a statement for the Tribunal proceeding in which he stated that the only damage to the vehicle when he inspected it on its arrival in Nelson as part of the certification process was very minor scratches to the front bumper.

**The certifier also recorded that, as part of the process, the wheel alignment and ABS/SRS check was completed and no irregularities were found.**

"The fact that there was no actual damage to the vehicle [apart from the very minor scratches to the front bumper] helps explain why the imported damaged flag has been removed," the adjudicator noted. "This is apparent from the fact that the Motorweb vehicle information report describes the vehicle as not imported as damaged."

The trader's director also produced a copy of the Australian Personal Property Securities Register record in respect of the vehicle. Interestingly, this report states that there was "minor vandalism" to the front and rear on both sides of the vehicle. The trader's director explained

that this is because of the tick box form used to record that the vehicle has been written off. He submitted that the form does not have a box to tick for theft. If there is no specific damage, such as impact damage, it is usual to tick the malicious/vandalism/stripped box for the entire vehicle.

**The adjudicator accepted this explanation.**

"Nothing in the other evidence produced to the Tribunal, including in any photographs of the vehicle, or the light vehicle repair record of certification, or [the certifier's] statement, suggests there was any damage caused to the vehicle by vandalism.

"The Tribunal's Assessor and I are satisfied that the evidence confirms that, apart from the minor superficial damage recorded to the front bumper, this vehicle had no damage upon importation."

The adjudicator noted he felt the purchaser did not produce any evidence to the contrary suggesting that the vehicle had been damaged and that the imported damaged flag that was automatically placed on the vehicle when it crossed the border (due to it having been written off for insurance purposes in Australia after having been stolen) has subsequently been removed.

The adjudicator also noted the vehicle had been devalued or that the purchaser had suffered any loss from the vehicle's history. Nor had the trader misled the buyer.

**The case was dismissed. ■**




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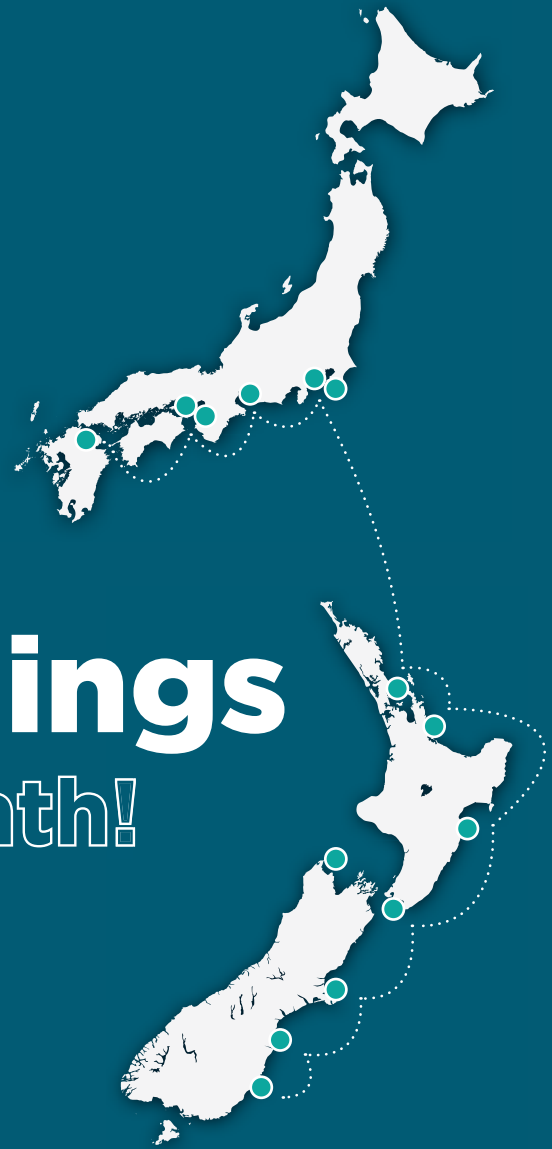
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