

Hi Elias from the team at DeLuxe RV Group



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Welcome to the November issue of the Deluxe RV Group Newsletter!

I have just returned from our first motorhome adventure with my little family, and I am excited to share my thoughts on motorhome trips with a new-born. It was a weekend full of firsts and we finally got a few warm days, jumped into the ocean, and enjoyed everything a camping trip with friends and family has to offer.

The team at Deluxe RV Group has been making the most of our staff motorhome and we are all looking forward to summer and the end of the year.

I sincerely hope you also got away over the last few weeks and are well and truly into planning your summer trips for the end of the year. We noticed an increase in hire campers as well as tourists on the road and I would suggest thinking about heading off the beaten track again this summer just in case New Zealand will be overwhelmed with the return of many tourists. It will certainly be interesting to see.

Enjoy the read and as always please feel free to get in touch and share your favourite adventure with us!!!

## **Selling or Trading your Motorhome or Caravan with Deluxe RV**



Trading your current motorhome when you purchase a new one is a simple and often an easy way for customers to have a seamless changeover as well as not missing out on camping whilst you are waiting for a new motorhome or caravan to arrive.

Current shipping challenges have increased the chance of a new arrival being delayed and most campers are unwilling to let go of their pride and joy prior to making the move to a new vehicle.

Due to recent price increases some trade in evaluations are higher than ever and are well worth considering.

Please note that we currently consider purchasing motorhomes and caravans outright.

If you own a late model motorhome or caravan and are considering either selling or trading it in, please feel free to get in touch for an obligation free evaluation.

We are always happy to assist!!!

## **How It Works: Logistics and Preparation of a Brand-New Motorhome**





A few months ago, I wrote an article about the general logistics of importing a motorhome from Europe and focused mainly on the overseas and shipping aspect, only scratching the surface of what happens in New Zealand.

This time, I would like to focus on the process prior to the vehicle handover starting at the shipping wharf in Auckland and finishing with the collection day.

Many customers assume it's a simple and quick process and expect the vehicle to be ready within a week or two after they noticed the boat arriving in Auckland. Unfortunately, that is an incorrect assumption and can create disappointment. Enjoy the read and as always please feel free to get back to me if you have any questions related to the article.



Most people would know by now that shipping and stock supply has been a major issue during the last couple of years and many industries have been impacted.

There seems to be an understanding that timelines can change and unforeseen circumstances impacting the arrival of your motorhome have become a common occurrence. However, assuming we managed to find a solution for all challenges pre arrival in NZ, we then must work through the national process here.

**Step 1 - Vehicle Arrival** (*est. 1-3 Business Days*):

The vehicle carrier arrives in Auckland Harbour and starts unloading. Vehicle carriers are massive ships and the largest can carry up to 8500 vehicles. We usually have est. 5-10 pre-sold vehicles arriving on the same ship.

**Step 2 - Logistics Part 1** (est. 1-2 Business Days):

All motorhomes have been unloaded and we have been notified that they are currently at the wharf. We then arrange for the trucking company to pick up the vehicles as soon as possible.

The trucking company picks the vehicles up within 2 business days and transports them to a depot in the central north island.

**Step 3 - Logistics Part 2** (1-3 weeks):

As trucking companies are struggling to meet the demand and to manage the increased workload, vehicles can be stored at the depot for 1-3 weeks prior to being delivered to the ferry in Wellington.

Under usual circumstances this will not be the case however recent ferry issues and bookings have become a major challenge as well as trucking companies shifting vehicles for multiple RV and automotive dealers across the country at the same time as stock arrives on the same ship.

**Step 4 - Logistics Part 3** (1 Business Day):

The trucking company transports the vehicles from the central north island to the ferry terminal in Wellington.

**Step 5 - Ferry Crossing** (1 Business Day):

Vehicles get loaded onto the ferry and cross the straight to Picton.

**Step 6 - Vehicle Pick Up** (1 Business Day):

Deluxe RV Group Staff pick the vehicle up and drive it to our yard on [45 Main Street, Blenheim](#).



### **Step 7 - Reception Protocol (1 Business Day):**

With so many variables prior to the vehicle arriving in Blenheim, it's virtually impossible to plan for an immediate start of the "Vehicle Arrival Process" however the workshop tries to plan ahead and get started as soon as possible.

Fortunately our workshop only works on our customers vehicles and does not offer any outwork. This allows us to start the process in a timely manner.

The first step of the "Vehicle Arrival Process" is our Reception Protocol.

The technicians check the vehicles general condition as well as making sure the vehicle has been manufactured and delivered as per the order. As soon as all of the boxes are ticked off, we can move on to the next step.

### **Step 8 - Compliance (2 Business Days - 2 Weeks):**

We contact VTNZ and book the vehicle in for compliance. Unfortunately, this process can take up to 2 weeks dependent on the local VTNZ and How quick they can complete the process. Often staffing and a high workload contributes to delays during compliance.

### **Step 9 - Certification (1-2 Business Days):**

When the vehicle returns from VTNZ we can arrange for an external gas fitter, electrician, and engineer (if necessary) to view and inspect the vehicle and issue the appropriate certificates (Gas Certificate, Electrical Certificate, Certified Tow Bar etc.)





**Step 10 - Installation (3-4 Business Days):**

Our technicians start the installation process of items chosen by the customer. Time allocated for each individual job varies depending on which options the customer chooses.

**Step 11 - Component Check (1 Business Day):**

We thoroughly check all components in the motorhome and ensure they are in working order.

**Step 12 - Clean/Groom (1-2 Business Days):**

Scott and Pete will work on the final touches and clean the outside as well as groom the inside of the vehicle. We pride our self in the presentation of our motorhomes and caravans and do not want to rush this process.

**Step 13 - Vehicle Handover (1/2 - 1 Business Day):**

Finally!!! The vehicle is ready for collection and our customers arrive to collect the vehicle.



### **Conclusion:**

I sincerely hope I didn't confuse you too much and the timeline above makes sense. Realistically the process of getting a vehicle ready for collection once it



has arrived on our shores is complicated and can vary from est.19 to 43 Business days.

As a company we thrive to deliver the highest possible level of service and can control the workmanship and timeline of some aspects however parts of the process do rely on external contractors and organisations and are therefore hard to control.

Let me know if you have any questions. I am always happy to assist!!!

## Motorhome Review 1: Fiat Ducato Pilote P740FC



A few weeks back we were fortunate enough to get a visit from Paul Owen. He is an author for the ***Motorhomes, Caravans and Destinations Magazine*** and I was very excited to introduce him to the Smith family as well as having some time to show him our Pilote and Le Voyageur Motorhomes.

We are absolutely in love with both brands and are always happy to share our thoughts and listen to the opinion of a seasoned automotive writer. Please feel free to click on the link below and check out what Paul thought and read his full review of the Pilote P740 motorhome.

<https://nzmc.co.nz/reviews/motorhomes/pilote-p740/>



***"French motorhome group, Pilote, celebrates its 60th anniversary this year, so it's timely to look back on the humble origins of France's second-largest motorhome manufacturer and see how far it has come, says Paul Owen.***

*It all kicked off back in 1962 when André Padiou built a humble little caravan in a small corner of his father's cabinet-making workshop in La Limouzinière, near Nantes in western France. These days, the Pilote Group is a motorhome-making machine, producing 7000 RVs a year and selling them under six brands, including the upmarket Frankia and Le Voyageur marques. The \$203,990 7.4m Pilote P740 sampled here sits smack in the middle of the group's wide model range in terms of size, stature, branding and price, and could therefore represent the sweet spot when it comes to value for money. At first glance it would appear to stick to the same template as chosen by a lot of four-berth European semi-integrated, low-profile motorhomes of this popular length."*

Continue Reading: <https://nzmc.co.nz/reviews/motorhomes/pilote-p740/>

## **Customer Story 1: 250th Pilote Handover**





Gary and Susan Percy collected their brand-new 2022 Fiat Ducato Pilote Galaxy G740FC Motorhome last week. The handover marks yet another millstone for us and our community as it was the 250th Pilote Motorhome sold in New Zealand.

The Team at Deluxe RV wishes the Percy's all the best on their future adventures and are proud to be representing the Pilote brand in New Zealand.

## **Staff Trip: Elias, Poppy, and Levi's First Motorhome Adventure**





***Above:*** Set up for the afternoon in Momorangi Bay

What an adventure it was! We decided to pack up and spend a long weekend away with our little family and some good friends. It was Levi's first outing in the staff motorhome. He was 8 weeks old and I suggested to my wife that 2 months of age is about the right time to introduce him into the world of camping or shall we say glamping.



***Left:*** Feeding the little monster whilst having a seafood lunch in Havelock

Playing it safe meant to stay somewhere reasonably close just in case our plan of a relaxing weekend away with family and friends would turn into some sort of a disaster.

*Blenheim - Havelock - Momorangi Bay - Pelorus Bridge - Havelock- Blenheim*

We ended up stopping in Havelock for lunch and set up at Momorangi Bay a few hours later. The first night went good with the boy sleeping well and this set the tone for the rest of the weekend.

***Below Left:*** Mills Bay Mussels Lunch Platter

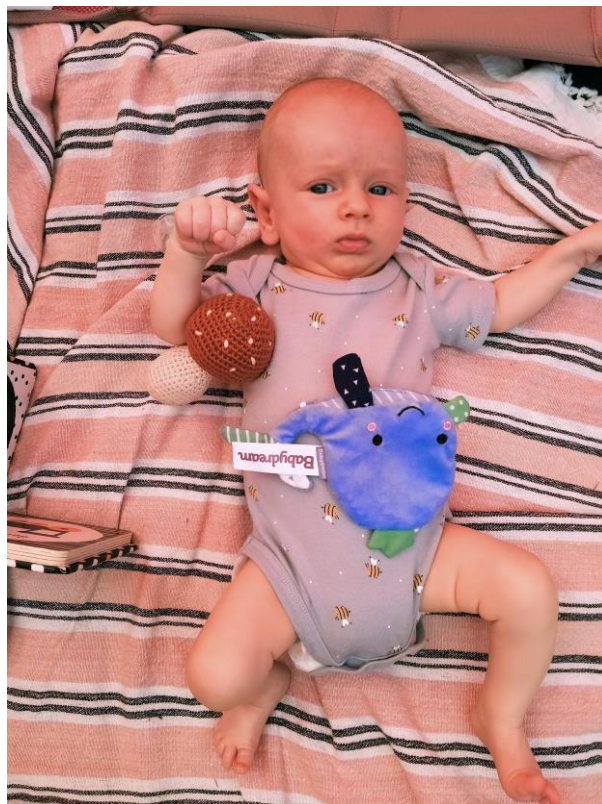
***Below Right:*** Happy and content in his capsule



All in all, the whole weekend was brilliant. Pre baby we would explore new areas and go hiking. Now we spent the whole weekend eating good food, going for small walks, swimming, playing board games and drinking a few glasses of wine.

***Below Left:*** Teaching the boy about the native birds





***Above right:** On day 3 he started being a little skeptical of his new home*

***Below:*** Evenings spent playing board games with our camp neighbors and brunch in style the morning after







**Above:** *Early morning runs in the sounds to get a little bit of me time and capture the calm serenity as nature wakes up*

## Customer Story 2: Gary and Kathy





Gary and Kathy recently picked up a Le Voyageur Motorhome and were happy to share some content of their first long trip away in the new motorhome. Thanks for sharing and please keep the amazing videos coming.

*"Hope you are all well.*

*We had an lovely trip away in the Motorhome over the labour weekend and following week. Everywhere we go we are getting compliments on the 'rig'. Traveling to Lake Brunner, Hanmer Springs, Conway Flats and finally Kaikoura the Motorhome was spot on and performed perfectly. Gary even managed a fishing trip with a buddy in Kaikoura and caught this Bluenose."*



## **Motorhome Review 2: Mercedes-Benz Le Voyageur Heritage**



Paul also reviewed the brand-new Mercedes-Benz Le Voyageur Heritage and I am very excited to share the article with you. Click on the link below to read the full article.

<https://nzmcd.co.nz/reviews/motorhomes/bon-voyageur/>

***"Paul Owen took a trip to the high life when he got an insight into the Mercedes-based Le Voyageur Heritage LVXH 8.7CF.***

*When the Pilote Group acquired the far smaller bespoke motorhome manufacturer, Le Voyageur, in 1997, it began to make sweeping changes to the brand's production base at Angers, France. The factory was rapidly expanded, and recent times have seen a highly automated RV furniture shop added, changes that were mostly focused on increasing production volume for the group as it began to expand into new segments of the mobile lifestyle market and create new brands."*

Continue reading: <https://nzmcd.co.nz/reviews/motorhomes/bon-voyageur/>

Also feel free to check out a separate review below:

<https://www.youtube.com/watch?v=-JVjqyQZR5E&t=2s>



## **Recent Staff Adventures: Golden Bay and Hanmer Springs**

Matt and his family recently explored the Golden Bay in our much-loved staff van making use of the good weather. Creating memories with your family is what it is all about. Absolutely priceless!!!













Daryl, Linda and Carter ventured to Hanmer Springs to enjoy all the small mountain town has to offer. Great location especially if you are into mountain biking!!!















If you have an interest in anything contained within our Newsletter then please don't hesitate to contact us, we would love to hear from you.

From Elias and the team at DeLuxe RV Group.

**Email:** [elias@deluxegroup.co.nz](mailto:elias@deluxegroup.co.nz)

**Phone:** (03) 578 3310

**Web:** [www.deluxegroup.co.nz](http://www.deluxegroup.co.nz)

45 Main Street, Blenheim

[Unsubscribe](#)

DeLuxe Group P O Box 749 Blenheim 7240 New Zealand 6435783310