

**NATIONAL MOTORCYCLE DEALERS ASSOCIATION NEWSLETTER APRIL 2019**



*Askoll Electric Scooter is expanding into the UK market*

- **NMDA DEALER ATTITUDE SURVEY**

The NMDA Dealer Attitude Survey questionnaire has now been sent to all dealers on Monday 1 April. This is your chance to pass comment on the industry and current issues that affects you. All entries are handled confidentially to ensure the sentiment is averaged across the country to get a balanced picture of what really is affecting your business. Deadline to submit completed surveys will be the 30 April. For more information please contact Louise Woods - [louise.woods@rmif.co.uk](mailto:louise.woods@rmif.co.uk)

- **V5C CHANGES**

From 15 April 2019, the DVSA will be issuing a new version of the V5C registration certificate (log book). Following a review of the V5C in 2016, DVLA's Executive Team approved a full redesign of the document. The new design improves the customer's experience and has been simplified to aid their transition to digital. Please find the new PDF versions attached this this month's news.

**NMDA MEMBER MEETING – 20 JUNE 2019**

The NMDA meets every quarter to update and discuss the future direction of policy, plus review issues affecting dealers. To attend please email [louise.woods@rmif.co.uk](mailto:louise.woods@rmif.co.uk)

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## GOVERNMENT ANNOUNCES FUTURE OF URBAN MOBILITY STRATEGY

The Minister of State for the Future of Transport, Jesse Norman MP, announced this month the government's strategy for urban mobility.

The MCIA were invited by the DfT to attend the launch in London where it was encouraging to hear how the government were to adopt a more holistic "principles" based approach for our major cities and towns. The strategy refers to the need of regulatory review that may open up opportunities, but at the same time threats, to the market.

The motorcycle industry has an important role to play and it is this message we are driving home to the Minister. The MCIA wrote to the Minister immediately after the launch and we expect to secure a meeting in the near future.

The MCIA will keep us informed over the following months and should you have any immediate questions please do not hesitate to ask.

See links below to the Minister's statement and the strategy document.

Statement: <https://www.gov.uk/government/speeches/future-of-mobility-urban-strategy>

Strategy Document: <https://www.gov.uk/government/publications/future-of-mobility-urban-strategy>

**Source: MCIA**

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## A NOTE FROM OUR CHAIRMAN PAUL BARKSHIRE

With spring now upon us and longer daylight hours, it is certainly noticeable that there are plenty more motorcycles and scooters on the road. With this in mind it is imperative that bikes are properly serviced and roadworthy, especially after the winter months.

It is important that your service advisors and technicians do not undersell your business or themselves in the work they do, and just have a rethink over the actual complete package you are offering your customers. Remind your teams of the responsibility they have while working on customer's machines and the liability and duty they have the minute they wheel the motorcycle or scooter into the workshop.

If you do not have a health check procedure in place, have one implemented immediately, as this will go a long way in covering you should the customer refuse to have urgent required work done. Some dealers will complain there is never enough time to do this, and my view is simple. This is a priceless tool to help ensure best practice and by slowing the process down, you will find that productivity and profitability will follow. But only if you implement a strict health check procedure that is included every time without fail of which the time is paid for by the customer.

This also brings peace of mind to the customer, who will be confident that you are looking after their needs now and in the near future.

Happy selling!

## BE MORE VIGILANT!

Literally hundreds of bikes are being seized by the police from motorcycle dealers who are totally unaware that they have been conned!

# Make sure it's not you. Check:



**Chassis VIN Number**

**Engine Number**

**History / Registration**

### What is the extent of the problem?

Criminal gangs obtain a clean ID or non-stolen frame or chassis and log book and then build a complete bike around it using parts taken from a stolen machine. They then simply use this 'new' bike as a part exchange against a genuine new bike. They get away with it because dealers often simply match a chassis to a log book and registration to verify the bikes status and of course these things are, or appear to be, genuine.

The log books and frames are often sourced by totally legal means.

Many of these bikes have serious faults because the gangs which put them together don't care if they're safe – just that they look good. The outcome of course is a bike which the dealer believes is genuine and happily sells on to a customer without any idea that it could be potentially lethal.

This problem equates to roughly a million pounds dealers alone have given out in part exchange deals they will never back. Plus of course if they do sell a bike like this they run the risk of having to refund the original sale price regardless of how long ago the machine was sold.

What to look for:

- **Chassis Number**

Does it match the log book? Has the number been tampered with and does the font\* look right? (\*You can check against another like for like machine.)

- **Engine Number**

Does it match the log book? Has the number been tampered with and does the font\* look right? (\*You can check against another like for like machine.)

- **Log Book**

Does it look genuine?

- **HPI Check**

This will provide a comprehensive history of the motorbike. Has it been written-off, plate changed, outstanding finance

- **Datatag Check**

If the motorcycle has been fitted with a Datatag system you can check who the registered owner is.

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## **MOTORCYCLE CRIME REDUCTION**

The Motorcycle Crime Reduction Group is a partnership made up of representatives from rider interest groups, the insurance and security

Industries, motorcycle manufacturers and retailers, and the Police with links to, and contributions from, the Home Office. They are committed to driving down the financial and psychological cost of motorcycle theft.

- Last year 26,000\* motorbikes were stolen.
- 12,000 of these were never found.

The Metropolitan Police have evidenced that it takes thieves only a few seconds to remove a motorcycle/scooter, with various methods employed to achieve this. A typical steering ignition lock can be overcome in less than ten seconds.

Large motorcycles are normally stolen for parts, smaller models (e.g. scooters) are stolen by joy riders so no sectors are 'safe' from theft.

**For the best security attempt to deter multiple methods of attack by employing various security measures:**

- During the day, park in a busy, public place.
- At night, if away from the home, park in a well-lit area.
- Vary your parking place.
- When available, use a motorcycle parking bay with an anchor point.
- Use a "Secured Car Park" if there is one about.
- Engage the steering lock and secure your bike, even if you are just leaving it for a couple of minutes.
- Cover your bike if possible.
- Use an approved security marking and registration system.
- Use an approved GPS/VHF satellite tracking system.
- Use an Approved D-shackle chain or cable lock.
- Secure your bike to something solid, it stops it being carried away or simply pushed away.
- Keep the lock and chain off the ground, it makes it more difficult to break.
- Immobilisers and alarms will help stop the opportunist thief or joyrider.
- At home, out of sight is invariably out of mind when it comes to a thief.

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## **A NEW BRAND OF ELECTRIC MOPEDS IN LONDON**

Eco-friendly, and cost-effective; an electric moped in the new and changing age of mobility is clearly the champion of vehicles that can limit the damage to the environment and your wallet.

In cities around the world, particularly the UK, air pollution is creating debilitating and dangerous effects on our Earth. This can clearly be seen in government policies, for example, there is a 20% off PlugIn Motorcycle Grant as an incentive for consumers purchasing electric vehicles in order to limit pollution.

This can also be seen with London's new ULEZ. These zones penalize petrol motorcycles that do not meet emission standards in central areas of the city. These charges can easily add up, making an electric moped (like the Askoll models below) the perfect way to make travel cheap and easy. In addition, the ULEZ will continue to expand and grow stricter over time, making low emissions and sustainability a top priority for the city. Other cities in UK are studying the possibility of a congestion charge to limit pollution, such as Leeds and Birmingham.



### ITALIAN BRAND ASKOLL IS EXPANDING IN UK

Detachable battery pack under the seat

This electric motorcycle manufacturer, Askoll, is expanding into the UK market after having massive success in the markets of southern Europe. In Italy, Askoll is the king of electric mobility, with approximately 70% of the electric moped market. After setting up a large and diverse network of dealerships,

**Askoll's UK distributor, Indive Ltd, is looking for new dealers in the main cities of the UK.** After taking London by storm, Indive Ltd. is looking to continue to spread the efficient and eco-friendly Askoll vehicles throughout the rest of the UK. Some of the biggest dealers in London are embracing the green mobility revolution with Askoll, such as NMDA members **Motoden and CMG.**

Askoll provides two different models for private customers; eS2 (50cc equivalent, top speed 30mph and a range up to 45 miles) and eS3 (100cc equivalent, top speed 44mph and a range up to 60 miles). These mopeds provide great maneuverability, low prices, avoidance of public transport and road taxes and a charging port. All core components and products, battery pack, BMS, electronics and power train, are made in Italy by Askoll

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## V5C CHANGES



Driver & Vehicle  
Licensing  
Agency

### Introduction

From 15 April 2019, the DVSA will be issuing a new version of the V5C registration certificate (log book).

Following a review of the V5C in 2016, DVLA's Executive Team approved a full redesign of the document.

The new design improves the customer's experience and has been simplified to aid their transition to digital.

There will be no accelerated roll-out with the new version of the V5C.

Any new V5Cs issued from 15 April 2019 will be the new version. However the previous version will still be in circulation and will still be valid.

As a result of the changes, the information on GOV.UK will be amended to include changes to the document. The DVSA are also identifying and reviewing any references to the V5C on the forms.

### Document changes

Here are the changes to the document.

#### Front cover

- The document reference number has moved to the top and the words 'Don't share, keep it safe' have been added above it to promote security and to help prevent online keeper fraud
- Multi-coloured guidance section has been added to the bottom for ease of customer use
- Enforcements message has been added to the front to promote vehicle licensing compliance
- The name and address on the front has moved to the top
- Date of acquisition has been moved to below the document reference number for ease of customer reference.

#### Internal

- The vehicle details have been rearranged to the top half of the page to create extra room for extra fields as and when required.
- Change of keeper and Change of name or address have been separated to create a more customer friendly process and reduce confusion
- Customers are now given the opportunity to supply contact details
- Section 5 (Permanently exporting this vehicle for more than 12 months) – country of export field has been added to allow the customers to provide the additional information
- Section 6 (new keeper's slip) – name and address fields removed to prevent the customer incorrectly returning it to the DVLA, this also helps ensure the customer keeps the section which allows them to tax the vehicles.

#### Throughout

- Data capture boxes introduced for accuracy and simplification
- Signature boxes removed and replaced with declarations in red
- Welsh version on one side and English on the other which will improve customer experience
- Back page of the English document has been left blank deliberately.
- V5CW – serialised across the three pages that are V5C issuing sections (at the top)

- V5C – serialised on the front cover and back page that are document issuing (at the top)
- Document reference number has been added to each section as it improves customer service and assists with the transformation to online services
- Simplified instructions relevant to each individual section
- Perforations have been changed on the last page, the only separated section is the New Keeper slip (green slip)

Please find new V5C documents attached to this month's newsletter.