



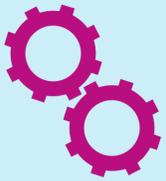
Principal vehicle service and repair issues reported by consumers (01 January - 31 March 2024)



*The figures marked in brackets denote the percentage of overall service and repair issues reported to The Motor Ombudsman by consumers in each category during the first quarter of 2024. Please note the list of issues reported on this graphic is not exhaustive, and the data is taken from a sample of 1,000 cases logged between 01/01/24 - 31/03/24.

1

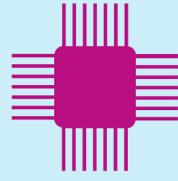
Drivetrain issues (37%)



- Businesses using too much oil, causing engine seizures and replacements
- Fuel injectors not being calibrated correctly
- Premature timing chain failures
- Repeated head gasket failures
- Oil sump pan drain plugs being over-tightened and stripping threads
- Crankshaft seal leaks
- Automatic gearboxes being reset without customer approval
- Clutch and flywheel failures after vehicle servicing

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Electrical issues (10%)



- Software updates leading to subsequent faults
- Intermittent stop/start systems
- Constantly illuminated tyre pressure warning lights
- Faulty wiring looms setting alarms off
- Hybrid battery failures
- Electric vehicle (EV) high voltage battery failures
- EV traction system faults

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Customer service issues (27%)



- Customers being charged for repairs which did not fix reported problems
- Parts removed from vehicles being discarded without customer permission
- Delays to components being made available for repairs
- Incorrect service intervals being carried out
- Damage to vehicles whilst in the care of a business
- Workshops not having the necessary tools to complete repairs
- Businesses using non-genuine parts, causing recurring issues
- Service books not being returned by businesses

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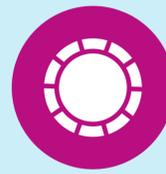
Exterior issues (7%)



- Incorrect application of paint protection wraps
- Stuck cables in charging ports
- Sub-standard paintwork repairs
- Juddering windscreen wipers
- Sunroof operating mechanism failures
- Deteriorating rubber door seals
- Rattling and loosening rear bumpers
- Condensation build-up in tail lamp units
- Peeling paintwork

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Chassis issues (14%)



- Brake pads and discs being replaced without customer authorisation
- Damage to brakes during the servicing of vehicles
- Power steering failures causing vehicle breakdowns
- Rear differential seal failures
- Tyres being inflated to the wrong pressure, causing damage to all four wheel rims
- Tyre pressure sensors being broken during routine tyre changes
- Sheared wheel bolts during puncture repairs
- Wheel hub nuts not being tightened to recommended levels
- Wheel alignments carried out incorrectly by businesses

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Interior issues (5%)



- Ignition barrel failures not covered under extended warranties
- Faulty indicator stalks
- Electric seat power failures
- Large creases appearing in seat coverings
- Rear view mirror covers detaching
- Water build-up in spare tyre boot wells
- Infotainment touchscreens not working shortly after purchase
- Faulty instrument clusters
- Damage to interior door panels during repairs
- Poor sound quality when using a Bluetooth phone connection

Average consumer claim value to resolve a dispute (01 Jan - 31 Mar 24)

£4,308

(£3,060 in Q1 2023)

Consumer service and repair complaints by fuel type (01 Jan - 31 Mar 24)

Diesel (48%)

Petrol (41%)

Hybrid (6%)

Electric (5%)

