



Principal vehicle service and repair issues reported by consumers (01 January - 30 April 2022)

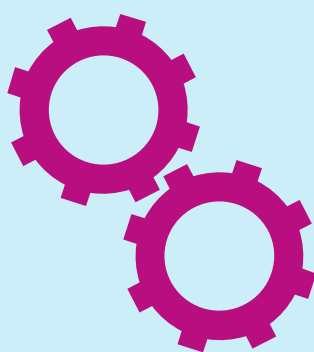


*The figures marked in brackets denote the percentage of overall service and repair issues reported to The Motor Ombudsman by consumers in each category during the first four months of 2022
**Please note the list of issues reported on this graphic is not exhaustive

1

Drivetrain issues (64%)

Reported issues included:



- Failures of the clutch, dual mass flywheel and ABS pump
- Severe engine shake and vibration
- Snapped engine timing chains
- Juddering during gear changes
- Oil leaks
- Faulty coil packs
- Seized bolts on the underbody shield

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Exterior issues (9%)

Reported issues included:



- Dented bodywork by a business
- Cracks in the rear windows
- Poorly applied vinyl wraps
- Light cluster water ingress
- Failures of the roof and boot mechanisms
- Recurring faults with the reversing camera

2

Customer service issues (11%)

Reported issues included:

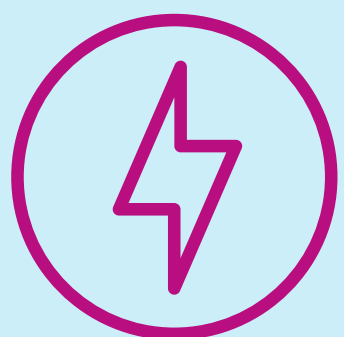


- No information provided on fault diagnosis
- Courtesy cars not being provided during repairs
- Vehicle damage during works
- Inability to access a vehicle prior to payment
- Missing personal items whilst in the care of a business
- A lack of clarification on payment methods
- Delays sourcing replacement parts

5

Electrical issues (3%)

Reported issues included:

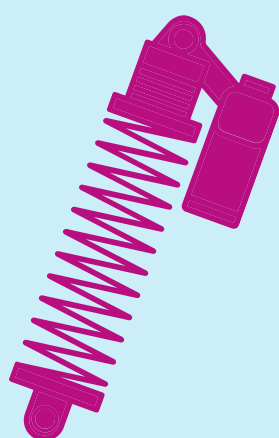


- Command controller failures
- Blank infotainment interfaces
- Temperamental window switches
- Damaged aerials preventing the functioning of GPS systems
- Faulty particulate matter sensors
- Crackling radio systems

3

Chassis issues (9%)

Reported issues included:

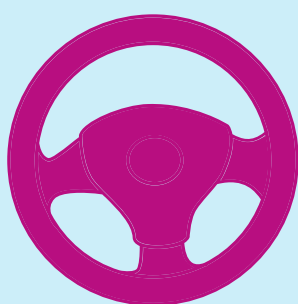


- Active suspension failures
- Corroded rear subframes
- Front wheel hub damage
- Premature tyre wear
- Noise from wheel bearings
- Damaged alloy wheels

6

Interior issues (3%)

Reported issues included:



- Stretching of leather seat coverings
- Poor quality seat coverings
- Faulty hands-free systems
- Failures of the air conditioning unit

Average consumer claim value relating to a service and repair complaint (Jan - Apr 22)

£2,900

The most requested resolutions by consumers to their service and repair complaint (Jan - Apr 22)

Full refund (28%)

Free-of-charge repair (25%)

Compensation (22%)