

# Principal electric vehicle (EV) issues raised by consumers in 2021



\*The figures marked in brackets denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category  
\*\*Please note the list of issues reported on this graphic is not exhaustive. The more unusual complaints by category are highlighted in blue

1

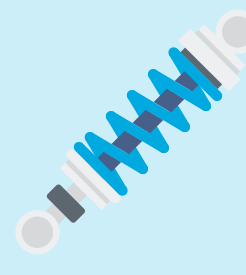
## Customer service / sales issues (33%)



- Non-disclosure of Euro NCAP ratings
- Complaints not resolved within reasonable timeframes
- Vehicles registered without consent
- Vehicles not registered pre-collection
- Being charged more than the agreed price
- Missing installation of home chargers
- Delivery delays causing added expense for interim vehicles

5

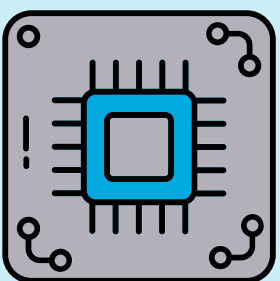
## Chassis and motor issues (9%)



- Stalling vehicles due to electric motor failures
- Alloy wheels corroding
- Suspension and braking system failures
- Leaking shock absorbers

2

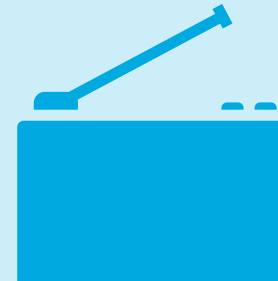
## Vehicle software issues (13%)



- In-car apps directing drivers to wrong charger type
- In-car apps missing European charging locations
- Prolonged delays in fixing software faults
- Software updates affecting other systems
- Out-of-date satellite navigation software
- Missing in-car features for physical controls
- Vehicle SIM cards not functioning

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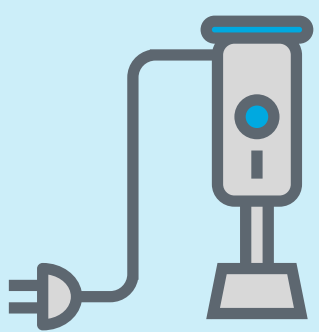
## Interior and cabin systems issues (9%)



- Dashboard surface and speaker windscreen reflections
- DAB radio missing on delivery
- Upgraded sound systems delivering sub-standard audio
- Loud high-pitched noises in the cabin
- Coating detaching from in-car screens
- No live traffic and inaccurate battery charge readings on the satellite navigation system
- Intermittent adaptive cruise control and heated seats
- The supply of incorrect floor mats

3

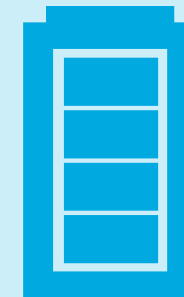
## Vehicle charging issues (12%)



- Bodywork damage due to faulty charge flap
- Vehicles not charging to full capacity / due to socket water ingress
- The replacement of lower specification charging cables under warranty

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## Vehicle battery issues (7%)



- Faulty battery causing a vehicle fire (single complaint)
- Wheel lock-ups due to battery malfunctions
- Lower specification batteries supplied under warranty
- Defective batteries not being replaced under warranty
- Delays in sourcing replacement batteries

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## Vehicle exterior issues (11%)



- A defective front towing eye cover
- Bodywork paint defects on delivery
- Bird lime stains on near-new bodywork
- Water ingress on Body Control Module
- Faulty central locking and flashing indicator lights

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## Vehicle range issues (6%)



- The delivery of a lower-than-advertised range
- Insufficient mileage per charge

Average consumer claim value relating to a complaint with an EV in 2021

£10,700

The proportion of consumers seeking a full refund of their EV purchase - the most requested resolution in 2021

22%