



Principal electric vehicle (EV) issues raised by consumers in 2022



*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in 2022
**Please note the list of issues reported on this graphic is not exhaustive

1

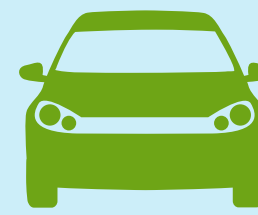
Customer service & purchase issues (41%)



- Ongoing vehicle delivery delays due to production issues
- No communication about reductions in the Plug-in car grant
- High-pressured sales techniques
- Subscription contracts being cancelled and re-priced without notice
- Vehicles allocated and sold to other customers without permission
- Sellers not informing customers deposits were non-refundable
- Vehicles delivered without PDI checks and a full service
- Vehicles supplied dirty and with incorrect features
- Missing post-sale vehicle service history
- Excessive mileage and speeding during vehicle repairs
- Incorrect mileages logged on MOT certificates

5

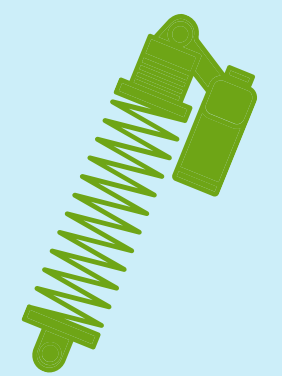
Exterior & bodywork issues (6%)



- Fogging headlights and misted wing mirrors
- Rear light water damage and condensation build-up
- Leaking sunroofs
- Rattling electric windows
- Peeling bodywork paint and loose trim
- Front windscreens creating double vision
- New vehicle deliveries with chips and scratches
- Bodywork damage during vehicle breakdown recoveries
- Missing rear parking sensors on delivery
- Installation of non-compliant tow bars

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Chassis issues (16%)



- Brake failures resulting in vehicle collisions
- Squeaking brakes following vehicle deliveries
- Leaking shock absorbers and gearboxes
- Post-vehicle delivery front tyre blow-outs
- Uneven tyre wear causing premature replacement
- Rust on the drive axles and behind wheels
- Vehicles sold with illegal tyres and air suspension faults
- Missing locking wheel nut keys

6

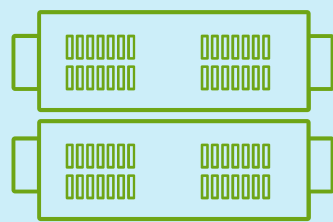
Battery issues (5%)



- Dead cells causing battery faults and system failures
- Battery recharging failures
- Damaged traction batteries and sub-standard performance
- Battery pack failures from water ingress

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Electrical & software issues (14%)



- Tracking units not activated on installation
- App failures causing inoperative climate control and charging status
- Over-the-air software update failures
- Vehicles grinding to a halt due to software malfunctions
- Faulty windscreen washer jets
- Keys not being recognised by vehicles
- Inoperative parking assist features from missing microchips
- Reversing alarms audible outside the cabin

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Charging issues (5%)



- Vehicles not recognising fast and home chargers
- Vehicle charging unit failures preventing battery replenishment
- Inconsistent vehicle charging by domestic solar panels
- Vehicles sold without an on-street charging cable
- Signs of melting on charging cables
- Inability to remove charging cables from the vehicle

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Interior & cabin system issues (8%)



- Wing mirror screens shutting down on the road
- Blacking out and flickering infotainment screens
- Out of date and non-UK satellite navigation displays
- Missing wireless phone charging plates
- Heated seats switch failures
- Audio systems producing distorted and crackling sound
- Faulty heating systems with no spare parts for repairs
- Climate control systems persistently blasting out hot air
- Rattling dashboards
- Peeling trim

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Range issues (5%)



- Fall in range following a remote vehicle software update
- Delivery of a lower than advertised range
- Not being informed by the vehicle seller about the potential drop in range in winter months, and when using in-car features

The proportion of consumers seeking compensation as their most preferred resolution to a complaint in 2022

20%

(22% requested a full refund in 2021)

The average consumer claim value relating to a complaint with an EV in 2022

£9,400

(£10,700 in 2021)