

Principal electric vehicle (EV) issues raised by consumers in Q1 2023



*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q1 2023
**Please note the list of issues reported on this graphic is not exhaustive

1

Customer service & purchase issues (32%)



- Cars being delivered with missing elements of the specification
- Not being informed about cars being ex-demonstrators at the point of sale
- Orders being delayed due to parts shortages
- Being provided with the wrong vehicles on handover
- Continued delays to vehicle handovers without the provision of other transport by the retailer
- Vehicle orders being cancelled following home charging point installations

2

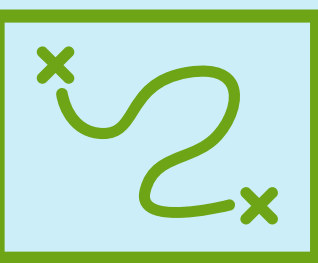
Chassis & motor issues (21%)



- Excessive play in the vehicle suspension
- Vehicles with regenerative braking experiencing premature brake pad wear
- Repeated squeaking sounds from the wheels and brakes

3

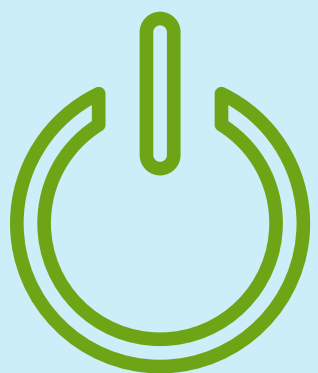
Range issues (12%)



- Vehicles not achieving the range for a full charge advertised at the point of sale
- The range per full charge falling during cold weather and when heating the cabin

4

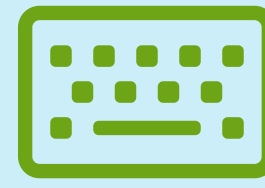
Interior & cabin system issues (10%)



- Imperfections in the driver's seat trim causing discomfort when driving
- Scratches on the centre console and interior door handles on delivery
- Boot shelves detaching when closing the boot, and obscuring visibility through the rear windscreen
- Missing massaging seats and wireless chargers due to chip shortages
- Heating failures leading to fogging of the windows
- Climate control panel failures, and the inability to clear the windscreen and windows
- USB-C ports detaching from the plastic surround, preventing usage
- In-car microphone failures following the replacement of the low voltage battery

5

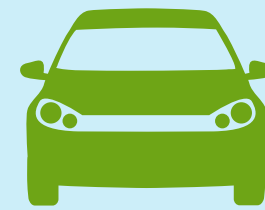
Electrical & software issues (9%)



- Vehicles not recognising keys
- The majority of apps not working in the car on delivery due to software malfunctions
- Electrical faults causing vehicle safety features to fail

6

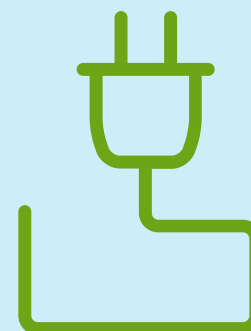
Exterior & bodywork issues (6%)



- Vehicles sold with broken door latches preventing opening from the inside
- Automatic wing mirrors locking in the closed position and not opening
- Water pouring into the boot upon opening, leaving shopping and other items wet
- Vehicles delivered with overspray paint on the door sill
- Grazes on the vehicle alloys at the point of handover

7

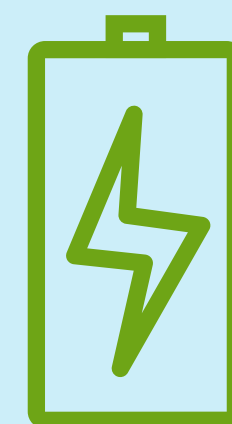
Charging issues (6%)



- Failures of the main charging unit after taking ownership
- Insufficient charging due to software issues

8

Battery issues (4%)



- Batteries being inactivated remotely leaving vehicles stranded
- Cars having a recurring issue with the 12V battery regularly going flat
- Batteries draining rapidly and decreasing available range

The average consumer claim value relating to a complaint with an EV in Q1 2023

£13,000

(£10,800 in Q1 2022)