

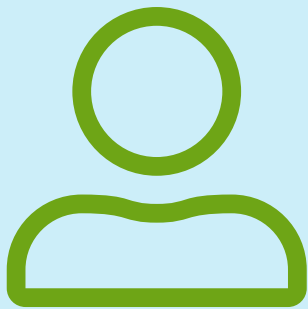
Principal electric vehicle (EV) issues raised by consumers in Q2 2023



*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q2 2023
**Please note the list of issues reported on this graphic is not exhaustive

1

Customer service & purchase issues (31%)



- Delivery delays and missing specification at handover
- Vehicle orders being cancelled without customer authorisation
- Production being stopped for pre-ordered models
- Pre-agreed part-exchange values differing on new vehicle delivery
- Vehicles being registered to the incorrect address, causing logbook delays
- Vehicles being advertised at the wrong price
- Being mis-informed post-sale about used car mileage
- Service bookings made via apps not being honoured
- Replacement part delays for repairs
- Recall appointments being cancelled at short notice
- Used cars being sold with outstanding recalls

2

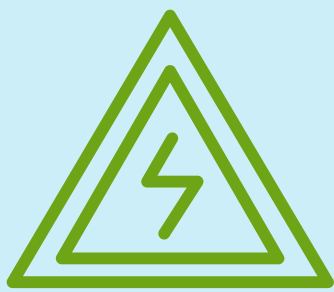
Chassis & motor issues (20%)



- Failure of the regenerative braking and ABS systems
- Stuck brake calipers
- Wheel trims bending due to heat from the brakes
- Electric traction faults resulting in tyre blow outs
- Bent drive shafts causing wheel misalignment
- Motor and inverter failures causing vehicle breakdowns
- Noise emanating from the suspension

3

Electrical & software issues (14%)



- Faults between the high- and low-voltage systems
- App failures preventing vehicles from pre-heating and charging
- App failures increasing the risk of fines for overstaying at charge points
- Being unable to register vehicles in apps
- The boot unlocking itself when owners are far away from the vehicle

4

Exterior & bodywork issues (10%)



- Door handles being repaired with a different paint colour
- Cars delivered with a chipped and cracked windscreen
- The paintwork differing on bumpers to the rest of the car
- Coating peeling off alloy wheels
- New vehicles arriving without protective coating on bodywork
- Blocked bonnet drainage slots causing internal water damage
- Failure of the dynamic headlights
- Faulty bonding on wheel arches causing leaks

5

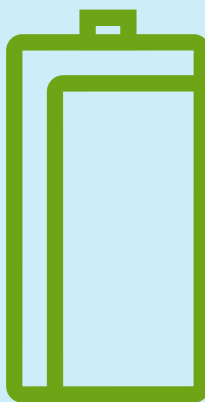
Interior & cabin system issues (8%)



- Personal memory seat preferences not being stored by the in-car multimedia system
- Worsening indentations appearing in the base of leather seats
- Digital radio failures when heating systems are operative
- Scratches on the gear selector of new cars
- Chipped infotainment screens on new cars
- Failures of the digital dashboard whilst driving

6

Battery issues (6%)



- Faulty 12V batteries
- Erroneous battery sensors

7

Range issues (6%)



- Vehicles not achieving the advertised range

8

Charging issues (5%)



- Vehicles not being capable of rapid charging
- Vehicles not achieving the full charging speed on a fast charger
- Stuck locks on charging flaps preventing charging

Volume of EV complaints submitted by consumers in Q2 2023

291

(273 in Q1 2023)

The average consumer claim value relating to a complaint with an EV in Q2 2023

£12,550

(£13,000 in Q1 2023)