



Principal electric vehicle (EV) issues raised by consumers in Q4 2023



*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q4 2023
**Please note the list of issues reported on this graphic is not exhaustive

1

Customer service & purchase issues (29%)



- New cars not being registered with the DVLA at handover
- The price of vehicles increasing after customer deposit payments
- Missing optional extras on new vehicle deliveries
- Being provided with courtesy cars in poor condition
- Not being informed about recalls on vehicles at the point of purchase
- Businesses taking too long to perform remedial works in relation to recalls
- Retailers withholding refunds for vehicles purchased at a distance
- Delays to customers being provided with replacement service books
- Long waits for the availability of parts for repairs
- Recurring faults not being fixed under manufacturer warranties

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Exterior issues (8%)



- Door handles rattling and failing
- Bodywork dents and chips on new vehicle handovers
- Bubbling paintwork on newly-delivered vehicles
- Number plates put on incorrect vehicles
- Sun protection glass being removed from vehicle specifications after customer orders
- Not being informed at the point of delivery that paintwork had been resprayed

2

Chassis & motor issues (17%)



- Squeaking front suspension
- Rattling drop links
- Emergency braking activating without notice
- Repeated tyre failures
- Used cars sold with very low tread depths
- Vehicle deliveries with faulty tyres
- Corrosion around wheel valves causing tyre deflation
- Faults with motor brushes

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Charging issues (8%)



- Vehicles being unable to achieve advertised charging speeds
- Melting pins in charging ports
- Actuator failures preventing charging flaps from opening
- On-board charger malfunctions with replacement part delays
- Only being able to charge the vehicle with the ignition on
- Vehicles failing to charge after a manual reset

3

Electrical & software issues (16%)



- Handbrakes automatically applying whilst vehicles are in motion
- Electrical faults with brake feel simulator units
- Faulty radar sensors
- Headlights causing interior cabin lights to go off in error

7

Battery issues (6%)



- Battery management system malfunctions
- Battery faults after two weeks of new car ownership
- High voltage battery failures
- Traction battery errors causing vehicle breakdowns

4

Interior & cabin systems issues (11%)



- Interior screens going blank
- Constant rattling from gloveboxes
- Recurring climate control faults
- Air conditioning failures with too high battery temperatures
- Windscreens icing up on the inside of vehicles
- Rear passenger doors not opening from the inside
- Torn stitching in seats of excellent condition
- Incorrect steering wheels being fitted on new cars
- Leaks in front footwells

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Range issues (5%)



- Range falling below advertised figures for a full charge

Volume of EV complaints submitted by consumers in Q4 2023

371

(287 in Q3 / 291 in Q2 / 273 in Q1)

TOTAL FOR 2023: 1,222

Average consumer claim value relating to a complaint with an EV in Q4 2023

£12,615

(£9,026 in Q3 / £12,550 in Q2 / £13,000 in Q1)

AVERAGE QTR CLAIM VALUE FOR 2023: £ 11,798