

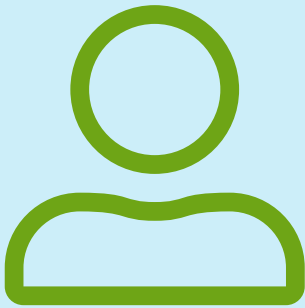
Principal electric vehicle (EV) issues raised by consumers in Q1 2024



*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q1 2024
**Please note the list of issues reported on this graphic is not exhaustive

1

Customer service & purchase issues (30%)



- Actual vehicle specifications differing from those advertised
- Businesses not honouring promotional offers
- Agreed part exchange values differing to confirmed order form valuations
- Accident histories not being disclosed to buyers
- Inconsistent servicing records at the point of sale
- Not being informed about remaining manufacturer warranties at the point of sale
- Businesses failing to diagnose faults within active warranty periods
- Orders being cancelled by retailers with no deposit refunds
- Vehicles staying for repairs at business premises for prolonged periods
- Businesses being unable to secure replacement parts for repairs

2

Chassis & motor issues (16%)



- Broken electric motor bearings
- Seal failures on electric motors allowing coolant ingress
- Loose undertray bolts causing water entry
- Snapping rear coil springs
- Brake failures whilst cars were in motion
- Alloy wheels becoming discoloured
- Worn outer edges and cuts to tyre cords after less than 2,500 miles
- Tyre blow-outs on new cars

3

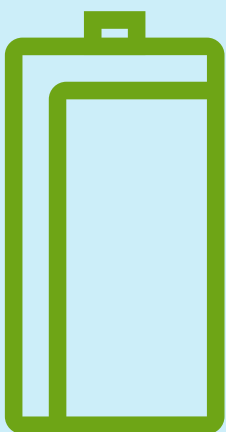
Electrical & software issues (13%)



- Collision control systems activating when no other vehicles or hazards were nearby
- Over-the-air software updates corrupting vehicle menu interfaces
- Software updates being carried out without owner permission
- Digital systems being turned off remotely without notice

4

Battery issues (11%)



- Battery coolant faults causing vehicles to decelerate
- Traction battery failures after software updates
- Split battery coolant pipes
- Battery coolant pump faults
- Batteries overheating during motorway journeys

5

Charging issues (8%)



- Slower fast charging times than those advertised at the point of sale
- Faulty Type 2 charging ports
- Inoperative charging port locks
- On-board charging unit failures

6

Exterior issues (8%)



- Bodywork damage whilst in the care of a business
- Doors and wing mirrors remaining closed in sub-zero temperatures
- Cracked glass panoramic roofs
- Paint colours being discontinued, preventing touch-up repairs
- Rattling and faulty boot locks
- Cracked rear tail lights after a few months of ownership
- Camera wing mirror failures due to water ingress
- Sub-standard repairs to damaged paintwork

7

Interior & cabin systems issues (8%)



- Inadequate rear cabin lighting
- Heating systems blowing out cold air
- Severe wind and road noise in the cabin
- Seats developing loud creaking noises
- Continued dashboard rattles
- Internal condensation build-up on windows during periods of persistent rain or high humidity
- Bubbling and fading steering wheel leather coverings
- Regular re-booting of in-car operating systems
- Satellite navigation system failures

8

Range issues (6%)



- Range falling below advertised figures for a full charge

Volume of EV complaints submitted by consumers in Q1 2024

492

(273 in Q1 2023)

Average consumer claim value relating to a complaint with an EV in Q1 2024

£12,451

(£12,995 in Q1 2023)