

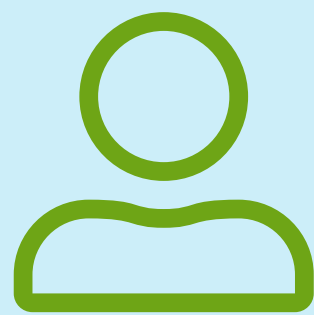
Principal electric vehicle (EV) issues raised by consumers in Q4 2024



*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q4 2024
**Please note the list of issues reported on this graphic is not exhaustive

1

Customer service & purchase issues (35%)



- Damage to vehicles whilst in the care of repairers
- Missing specification at vehicle handovers
- Dirty cars provided to customers on handover
- Delays to repairs with no courtesy car provision
- Not being informed about vehicle faults prior to purchase
- Agreed repairs not being carried out prior to the sale of vehicles
- Delays to parts being made available for repairs
- Businesses returning vehicles with no battery charge after repairs
- Deposit payment and cancellation terms not being clearly explained
- Incomplete service histories at the point of sale

2

Chassis & motor issues (18%)



- Front suspension rattles
- Premature steering rack failures
- Rumbling noises from hydro bushes and linkages
- Corrosion occurring to alloy wheels
- Crunching and squeaking brakes
- Emergency braking systems engaging randomly
- Premature tyre wear
- Electric drive motor failures
- Tyre pressure monitoring systems giving false readings

3

Electrical & software issues (14%)



- Driver assist systems disabling
- Electric traction system faults
- Drive select switch failures
- Smartphone apps not connecting with vehicles
- Over-the-air software updates causing vehicles to become unresponsive
- High voltage faults causing cars to shut down
- Power distribution unit failures
- Cars not locking on demand

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Battery issues (10%)



- High voltage battery and cable faults
- Faulty battery modules
- Traction battery failures
- Periodic failures of 12V batteries
- Batteries draining in cold weather

5

Interior & cabin system issues (8%)



- Digital dashboards showing the wrong speeds
- Vehicle infotainment functions locking intermittently
- Screen failures preventing use of climate control and sat navs
- Detaching seat stitching
- Collapsing seat foam
- Cracked passenger door trims
- Plastic inserts falling out of rear boot doors
- Protective lacquer peeling off of steering wheels
- Sun visors becoming detached whilst driving
- Locking steering wheels when on the road
- Dashboard disintegration due to dampness

6

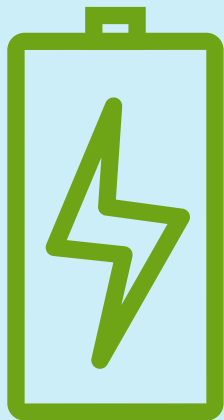
Exterior issues (7%)



- Peeling and delaminating paintwork on vehicle roofs
- Plastic bodywork components becoming discoloured
- Body corrosion around charging ports
- Door seal failures
- Windows shattering upon the closure of tailgates
- Bonding failures on windcreens
- Malfunctioning windscreen wipers
- Inoperative parking cameras

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Charging issues (4%)



- Missing charging cables from vehicles at handover
- Charging faults due to battery imbalances
- Jammed charging flaps preventing access
- Inability to charge on non-fast public chargers
- Intermittent charging errors
- Vehicles not charging to full capacity

8

Range issues (4%)



- Range falling below advertised figures for a full charge

Volume of EV complaints submitted by consumers in Q4 2024

446

(371 in Q4 2023)

Average consumer claim value relating to a complaint with an EV in Q4 2024

£7,427

(£12,615 in Q4 2023)