

# Principal electric vehicle (EV) issues raised by consumers in Q1 2025



\*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q1 2025  
\*\*Please note the list of issues reported on this graphic is not exhaustive

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## Customer service & purchase issues (42%)



- Last minute delays for customer vehicle collections
- Vehicle specifications not meeting order forms on handover
- Agreed prices at ordering being different at delivery
- Delays to vehicle deliveries
- Vehicles not being charged up prior to customer collections
- Vehicles being sold in an unsafe condition
- Complementary servicing not being honoured post-sale
- Prolonged waits for courtesy cars where they are available
- Spare keys not being provided by retailers
- Vehicles supplied with incomplete servicing histories
- Damage to vehicles by businesses during repairs

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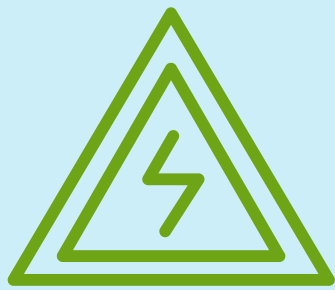
## Chassis & motor issues (13%)



- Corroding suspension components
- Leaking shock absorbers
- Wheels detaching from vehicles whilst in motion
- Faulty tyre pressure sensors
- Driveshaft failures
- Vehicles applying emergency braking in error
- Insulation faults on electric drive motors
- Reducer motor faults
- Electric drive unit failures

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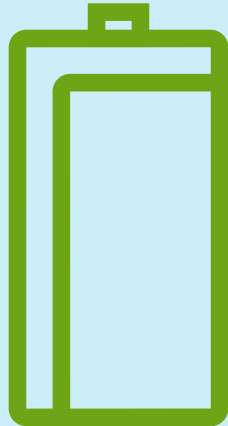
## Electrical & software issues (13%)



- Vehicle power and external lights turning off whilst driving
- Electric faults preventing vehicles from starting
- Software updates reducing the charging capacity of batteries
- Corroded air conditioning cables
- Businesses failing to deliver promised software updates
- Errors stopping the locking and unlocking of cars
- Car alarms being activated following the locking of vehicles
- Electrical and data connector faults due to water ingress
- Rodents chewing through vehicle wiring

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## Battery issues (9%)



- Battery module failures
- Battery coolant leaks
- Faulty high-voltage batteries
- Fast-draining batteries
- Battery traction faults

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## Interior & cabin system issues (7%)



- Climate control system failures causing windscreen fogging
- Windscreens misting following replacement
- Park assist systems failing to work
- Steering wheel controls becoming non-functional
- Peeling steering wheel covers
- Instrument display failures
- Intermittent climate control functionality
- Splits developing in seat coverings
- Stitching coming away from seats
- Fraying seat belts
- Detaching rubber boot seals

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## Exterior issues (6%)



- Leaking and shattering sunroofs
- Faulty panoramic roof seals
- Condensation build-up in rear lights
- Rust on the inside of wheel arches
- Loose seals on tailgates
- Wiper blades becoming loose whilst driving
- Boot spoiler motor faults
- Holes forming in the rear windscreen

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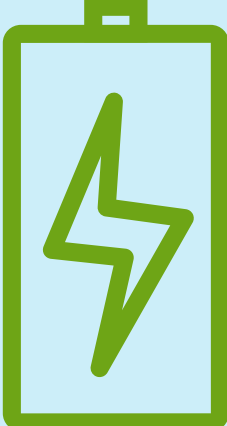
## Range issues (5%)



- Range falling below advertised figures for a full charge

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## Charging issues (5%)



- Charging chip failures
- Very slow charging speeds on ultra-fast chargers
- Charging flaps failing to open
- Broken charging ports preventing vehicle usage
- Faults preventing vehicles from charging to full capacity
- Faults causing delays to start of charging process
- Intermittent charging following software updates

Volume of EV complaints submitted by consumers in Q1 2025

641

(492 in Q1 2024)

Average consumer claim value relating to a complaint with an EV in Q1 2025

£8,179

(£12,451 in Q1 2024)