

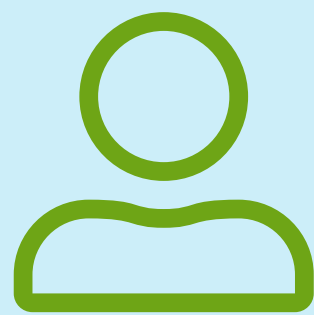
Principal electric vehicle (EV) issues raised by consumers in Q2 2025



*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q2 2025
**Please note the list of issues reported on this graphic is not exhaustive

1

Customer service & purchase issues (47%)



- Being mis-sold paint protection products at the point of sale
- Retailers not informing customers about prior accident damage at the point of sale
- Vehicles supplied with damaged bodywork at the point of handover
- Retailers not having vehicles prepared in time for collection
- Vehicles not being prepared to a high standard for collection
- Missing second keys and service books on handover
- Being asked to pay different prices versus those listed by retailers
- Missing VIN stickers and delayed replacements
- Vehicle functions being deactivated remotely without warning
- Businesses not providing customers with courtesy cars during repairs

2

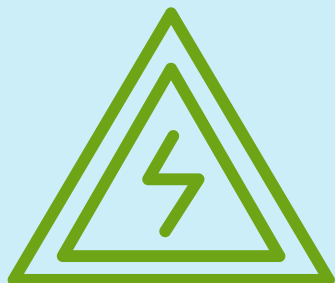
Chassis & motor issues (11%)



- Knocking rear suspension
- Worn suspension bushes
- Vehicles changing ride heights without warning
- Wheel balancing issues
- Breaking anti-roll bars
- Ongoing faults with tyre pressure monitoring systems
- Uneven tyre wear
- Squeaking noise coming from the wheels
- Corroding alloys

3

Electrical & software issues (11%)



- Full electrical failures
- Software faults preventing vehicles from starting
- Preconditioning system failures
- Vehicles coming to a sudden halt
- Corroding wiring looms
- Faulty ABS wiring harnesses
- Vehicles losing internet connectivity
- Faults with inhibitor switches
- Windows retracting when vehicles are locked

4

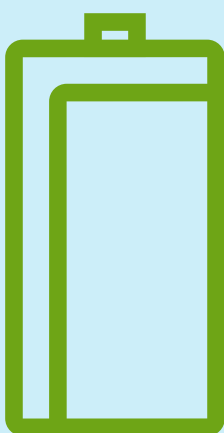
Interior & cabin system issues (9%)



- Infotainment displays going blank and freezing repeatedly
- Liquid leaks on in-cabin screens impacting vehicle usage
- Distorted audio from speaker systems
- Windows misting on the inside whilst driving
- Memory seat functions and heaters ceasing to work
- Splitting seat covers and detached stitching
- Water ingress in vehicle boot areas
- Climate control systems not blowing warm air

5

Battery issues (7%)



- 12 Volt batteries being drained by vehicles preventing usage
- Battery coolant issues
- Cracks developing in battery coolant pipes

6

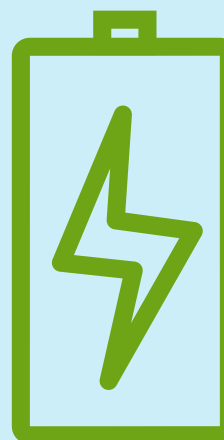
Exterior issues (6%)



- Water ingress and misting in vehicle lights
- Cracks appearing in panoramic sunroofs
- Rear passenger doors clipping the front doors when shutting
- Delaminating paintwork
- Body panels being resprayed to a poor standard
- Paint chipping on bumpers
- Alloy wheels corroding

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Charging issues (6%)



- Vehicles not being able to charge to their full potential
- Intermittent charging faults
- Vehicles shutting down when connected to superchargers
- Vehicles not charging when using DC chargers
- Charging faults after periods of heavy rain
- Faulty onboard AC chargers
- Charging ports locking shut

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Range issues (3%)



- Not achieving the range advertised for a full charge

Volume of EV complaints submitted by consumers in Q2 2025

676

(502 in Q2 2024)

Average consumer claim value relating to a complaint with an EV in Q2 2025

£8,659

(£8,729 in Q2 2024)