

Principal electric vehicle (EV) issues raised by consumers in Q3 2025



*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q3 2025
**Please note the list of issues reported on this graphic is not exhaustive

1

Customer service & purchase issues (45%)



- Missing vehicle documentation at the point of purchase
- Customers test driving unsafe vehicles
- Pre-agreed subscription services being withdrawn
- Vehicles being sold with undeclared damage
- Agreements made during the purchase process not being honoured
- Vehicles being supplied with incorrect specifications
- Wrong registration plates fitted to vehicles
- Previous owners not being declared at the time of sale
- Delays in the supply of parts for vehicle repairs
- Damage to vehicles whilst in the care of a business
- Customers not being informed about costs of activating -in-car apps

2

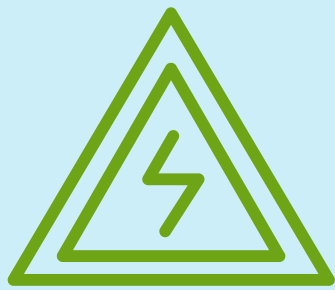
Chassis & motor issues (14%)



- Motor and transmission failures
- Driveshaft failures
- Excessive suspension wear
- Faulty front shock absorbers
- Scored brakes
- Regenerative braking system faults
- Tyres being fitted incorrectly
- Rear wheel bearing faults
- Missing and loose wheel bolts

3

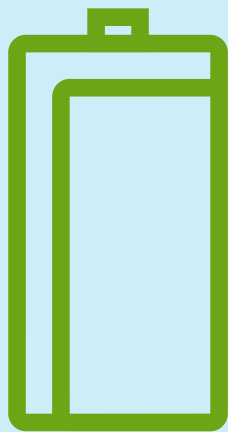
Electrical & software issues (10%)



- Apps not activating functions remotely on vehicles
- Over-the-air software updates preventing vehicle charging
- Intermittent alarm issues
- Sporadic electrical faults immobilising vehicles
- Emergency braking systems being applied in error
- Alarms activating randomly
- Damage to wiring from rodents
- Internet connectivity faults
- Forward collision sensor faults

4

Battery issues (9%)



- Battery cell failures
- Traction battery short circuit faults
- High voltage battery failures
- Recurring high voltage battery module faults
- 12V batteries draining repeatedly

5

Interior & cabin system issues (9%)



- Loose footwell lights
- Cracking seat coverings
- Interior damage caused by water leaks
- Malfunctioning climate control systems
- Leaking air conditioning pipes
- Heating system failures preventing the clearing of windscreens
- Digital screens going blank
- Speed limit recognition system failures
- Roof blinds not closing properly

6

Charging issues (6%)



- Onboard charger failures
- DC charging faults
- Charging port failures and breakages
- Vehicle charging cables not fitting home charger units
- Charging cables of the wrong specification being supplied

7

Exterior issues (5%)



- Shattering rear screens and sunroofs
- Paint protection products not being applied correctly
- Bubbling paintwork
- Corrosion on wheel arches
- Lacquer failures on alloy wheels
- Misaligned number plates
- Faulty door handles

8

Range issues (2%)



- Not achieving the range advertised for a full charge

Volume of EV complaints submitted by consumers in Q3 2025

706

(511 in Q3 2024)

Average consumer claim value relating to a complaint with an EV in Q3 2025

£6,838

(£9,474 in Q3 2024)