

Principal electric vehicle (EV) issues raised by consumers in Q2 2026



www.TheMotorOmbudsman.org/electric-vehicles

*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q2 2026
**Please note the list of issues reported on this graphic is not exhaustive

1

Customer service & purchase issues (45%)

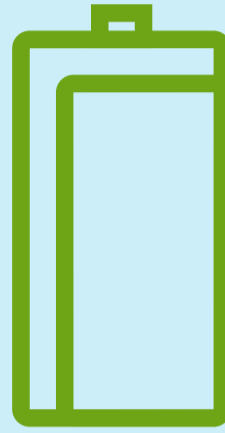
- Vehicles being advertised with lower than actual mileages
- Agreed part-exchange values being changed at the point of purchase
- Confirmed sale prices not being adhered to once deposits were paid
- Vehicles being sold with undisclosed outstanding finance
- Vehicles on sale with incorrect tyres and mis-matched body panels
- Retailers not sending vehicle owners promised second keys
- Damage to vehicles whilst in the care of businesses
- Repeat repairs not rectifying faults
- Work on vehicles creating subsequent issues
- Customers being mis-informed about over-the-air software updates
- Subscription charges being applied without consumer consent



5

Battery issues (8%)

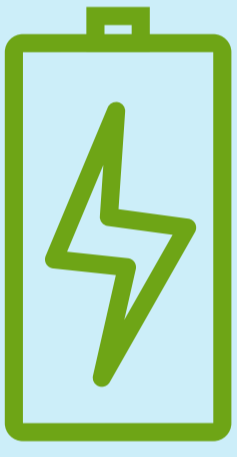
- High-voltage battery defects
- Traction battery failures
- Degrading 12V batteries



2

Charging issues (13%)

- Intermittent charging not allowing full battery replenishment
- Vehicles not being able to charge to full capacity due to the risk of battery fires
- Charging cables remaining lodged in ports
- Inability to charge using AC charging points
- Repeated failures of AC charging systems
- Onboard charging control unit failures
- Charging systems cutting out after only a few minutes



6

Interior & cabin issues (8%)

- Digital dashboards working intermittently
- Interior dashboard trim failures
- Radio volume going to maximum level on vehicles starting
- Peeling steering wheel coverings
- Internal springs protruding through seat bases
- Breaking plastic seatbelt surrounds
- Mould contamination on interior fixtures
- Sliding cup holder cover faults
- Cracks developing in plastic boot panels



3

Chassis & motor issues (10%)

- Detaching front undertrays and brackets
- Electric drive motor failures
- Repeated air suspension system defects
- Suspension creaks from the lower arms
- Suspension strut failures
- Knocking noises under braking
- Rusting brake discs and wheel hubs
- Parking brake failures
- Buckling wheels
- Premature tyre wear



7

Exterior issues (5%)

- Condensation build-up in headlights
- Cracking rear light lenses
- Rear light units loosening
- Flaking chrome strips
- Bubbling paintwork
- Detaching plastic covers on wing mirrors
- Blocked sunroof drains
- Misaligned charging flaps
- Detaching window trims
- Discoloured plastic wheel inserts



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Electrical issues (9%)

- Paid-for apps not granting access to vehicle functions
- Over-the-air updates causing system errors and key detection failures
- SOS emergency system failures
- Premature failures of wiring harnesses
- Electrical faults in front wiring harness plugs
- Central locking failures
- Roof control module failures
- Alarms randomly activating



8

Range issues (2%)

- Not achieving the range advertised for a full charge



Volume of EV complaints submitted by consumers in Q2 2026

1,317

(676 in Q2 2025)

Average consumer claim value relating to a complaint with an EV in Q2 2026

£6,830

(£8,659 in Q2 2025)