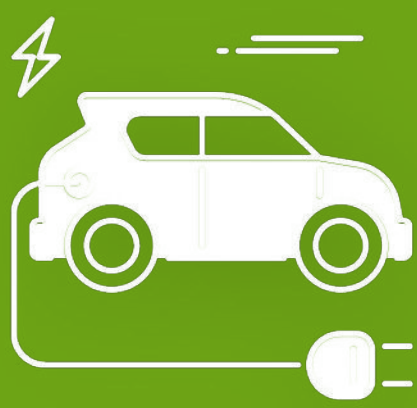




Principal electric vehicle (EV) issues raised by consumers in Q3 2026



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 Q3 2026
**Please note the list of issues reported on this graphic is not exhaustive

1

Customer service & purchase issues (45%)



- Inaccurate advertising at the point of sale
- Vehicles being sold with pre-existing faults and non-OEM parts
- Not being informed about missing MOTs at the time of purchase
- Missing keys on vehicle delivery
- Incorrect service histories being disclosed at the point of sale
- Subscriptions being activated without prior customer authorisation
- Retailers mis-selling extended warranties that were not suitable for EVs
- Failures by repairers to diagnose ongoing faults
- Delays to the supply of parts for vehicle recall repairs
- Businesses failing to recognise valid service plans
- Refunds not being actioned following vehicle returns

2

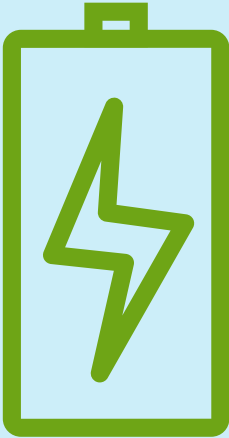
Interior & cabin issues (11%)



- 360-degree camera faults
- Leaking air conditioning condensers
- Distintegrating steering wheel leather
- High gloss dashboards reflecting on windscreens
- Faulty rear seatbelts
- Passenger door trims missing fixation clips
- Passenger seat adjustment mechanism failures
- Deteriorating door seals
- Air bubbles developing inside the corners of windows

3

Charging issues (11%)



- Intermittent AC charging faults
- Vehicles not charging on DC rapid chargers
- Not being able to charge to full capacity due to battery fire risks
- Charging flap actuator failures
- Jammed charging flaps
- On-board charger module failures
- Fast-charging system faults
- Inability for vehicles to slow charge
- Vehicle charging cable failures
- Vehicles not able to charge at public charging points

4

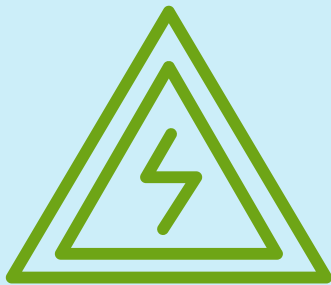
Chassis & motor issues (9%)



- Twitchy steering
- Steering wheel vibrations
- Emergency brakes activating without warning when driving
- ABS pump faults
- Electric motor failures caused by metal contamination
- Internal insulation faults with front electric drive motors
- Cross-threaded wheel studs
- Worn control arm bushes
- Loud front suspension squeaks
- Ticking noises from wheels

5

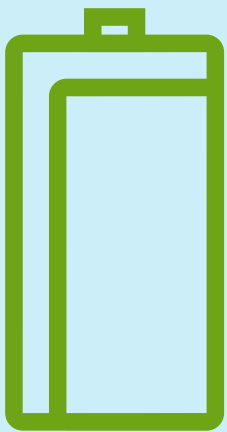
Electrical & software issues (9%)



- Body Control Module (BCM) software issues
- Electrical power management system failures
- Mandatory software updates reducing battery capacity
- 12V electrical auxiliary system failures
- Over-the-air (OTA) updates causing system software failures
- Software updates rendering vehicles undriveable
- Apps repeatedly deactivating connection with vehicles
- Corrosion to electrical wiring
- Ultrasonic sensor errors
- Door locking system faults
- Faulty wiring looms

6

Battery issues (9%)



- High-voltage battery faults
- Faulty battery management systems
- 12V batteries draining
- 12V battery defects
- High-voltage traction battery cooling pipe leaks
- Traction battery failures
- Auxiliary batteries ceasing operation

7

Exterior issues (5%)



- Persistent windscreen wiper faults
- Peeling and flaking paint
- Unresponsive door handles in wet weather
- Cracking in roof glass
- Windscreens cracking spontaneously
- Detaching wheel arches whilst driving
- Cracked rear plastic trims
- Cracked plastic central rear light bars
- Daytime running light faults
- Filiform corrosion on alloy wheels

8

Range issues (1%)



- Not achieving the range advertised for a full charge

Volume of EV complaints submitted by consumers in Q3 2026

1,271

(706 in Q3 2025)

Average consumer claim value relating to a complaint with an EV in Q3 2026

£6,806

(£6,838 in Q3 2025)