

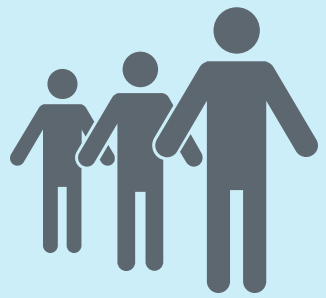
New and used electric vehicle (EV) sales issues raised by consumers (January - June 2022)



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

1

Customer service / issues (40%)

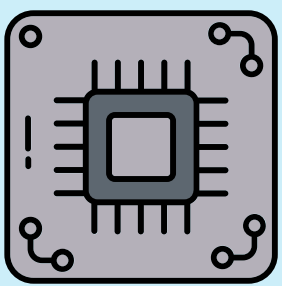


NEW

- New vehicle delivery delays
- Cars being delivered without PDI checks
- Vehicle specifications differing from orders on handover
- Differing leasing terms and monthly payments post-order
- Businesses not registering a vehicle in time to benefit from government grants
- Subscription contracts being cancelled without notice
- High pressure selling techniques used during the purchase process

2

Electrical system & software issues (16%)

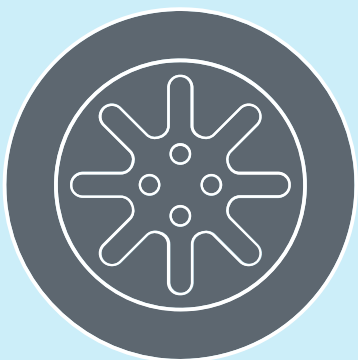


NEW

- Not being able to download advertised software
- App failures preventing use of climate control and charging status
- Electrical control unit failure causing vehicles to immobilise themselves
- Voice commands not functioning correctly
- Keys and keyless entry not working
- Missing park assist functions
- Freezing satellite navigation and infotainment systems
- Recurring software glitches
- Malfunctioning of collision warning system and application of brakes

3

Chassis & braking issues (15%)



NEW

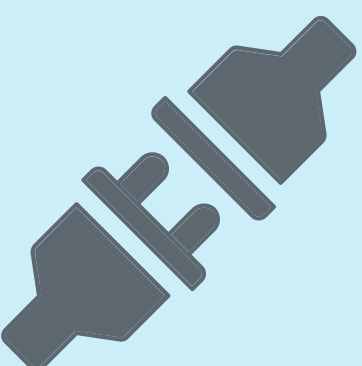
- Brake pump failures

USED

- Premature tyre wear

4

Charging issues (9%)



NEW

- Batteries not charging correctly
- Cars breaking down after every charge
- Car charging cables not releasing from sockets
- Not being able to use a fast charger

USED

- Supply of incorrect vehicle charging cables

5

Interior & cabin systems issues (7%)



NEW

- Missing locking wheel nut key
- Omitted centre console storage
- Broken steering wheel switches

USED

- Heated seats not functioning on delivery
- Interior boot damage

6

Exterior issues (5%)



NEW

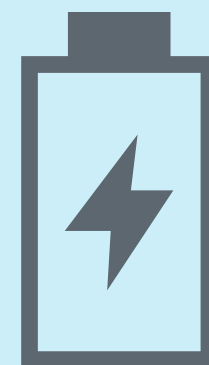
- Broken indicator lenses
- Missing rear parking sensors on delivery
- Distorted vision from front windscreen
- Bonnet damage

USED

- Loose and leaking doors

7

Battery issues (4%)



NEW

- Battery failures causing systems shutdowns whilst driving
- Water ingress in battery compartments

USED

- Vehicle equipment draining batteries

8

Range issues (4%)



NEW

- Not achieving the advertised range for a full charge (NEW)
- Achieving less than the quoted range during winter months

Average consumer claim value relating to a complaint with an EV in H1 2022

£13,745

The proportion of consumers seeking a full refund of their EV purchase - the most requested resolution in H1 2022

22%

The proportion of complaints relating to a new and used EV

80% / 20%