

Introduction

FleetWise has compiled this comprehensive list of FAQs for electric van servicing, covering key areas of interest to fleet operators. From understanding essential maintenance tasks and service intervals to addressing common challenges such as technician shortages, cost comparisons, and battery repairs, these FAQs provide valuable insights to help you maintain your electric fleet effectively.



1. How often should an electric vehicle be serviced?

While traditional maintenance like oil changes isn't needed, EVs still require regular inspections. Manufacturers typically recommend a service interval of 12,000 to 15,000 miles or annually, but it's important to refer to the specific manufacturer's guidelines.

2. What are the key components checked during an EV service?

A typical EV service involves checks on:

- **Battery Health and Capacity.**
- **Brake Systems** (due to regenerative braking impact).
- **Tyre Wear and Condition** (as EVs can wear tyres more quickly due to higher torque).
- **Electrical Systems** (wiring, charging port, and control modules).
- **Suspension and Steering** (due to additional battery weight).

3. How do you maintain the health of an EV battery?

- **Avoid frequent fast charging**, which can accelerate battery degradation.
- **Keep the battery charge between 20% and 80%** for optimal lifespan.
- **Monitor temperature levels** and avoid exposing the vehicle to extreme heat or cold for extended periods.
- **Schedule regular health checks** and software updates as recommended by the manufacturer.

4. What are the most common causes of breakdowns in EVs?

The most common causes of breakdowns in EVs include:

- **Battery-related Issues** (like unexpected drain or faults).
- **Charging System Failures** (damaged charging ports or cables).
- **Software Glitches** (affecting key components like sensors or control systems).
- **Tyre Punctures** due to increased vehicle weight.

5. What are the issues in booking EV servicing due to the lack of trained technicians?

As EV adoption increases, there's a growing demand for trained technicians with specialised skills in electric vehicles. Booking EV servicing can be challenging in some regions due to a shortage of trained professionals. This shortage often leads to longer waiting times for service appointments and limited availability at independent garages, making it essential for fleet managers to plan maintenance in advance.

6. Is EV servicing cheaper than diesel van servicing?

Yes, EV servicing is generally cheaper than diesel van servicing. This is primarily because EVs have fewer moving parts and require less maintenance. They don't need oil changes, exhaust repairs, or regular transmission checks. However, the cost savings can vary based on battery checks and specific EV-related repairs. Over time, the total cost of ownership tends to be lower for EVs due to reduced maintenance needs.

7. How does charging behaviour affect an EV's battery life?

Charging behaviour significantly affects battery life. It's best to:

- **Avoid deep discharges** (below 20%) and overcharging (above 80% regularly).
- **Limit frequent use of rapid chargers** as it can accelerate degradation.
- **Follow a consistent charging routine** and park the vehicle in moderate temperatures when possible.

8. How do regenerative braking systems affect EV maintenance?

Regenerative braking systems help reduce wear on brake pads by converting kinetic energy into electric energy. This results in longer brake pad lifespans. However, regular checks are still needed to ensure there's no degradation in braking efficiency.

10. Do electric vehicles require any special tyre maintenance?

Yes, due to the added weight from the battery and higher torque output, EV tyres wear differently compared to conventional vehicles. Frequent tyre inspections and maintaining correct pressure are crucial. EV-specific tyres are also recommended as they are designed to handle the weight and torque.

11. What is the recommended maintenance for an EV's cooling system?

EVs have cooling systems to manage battery temperatures. It's recommended to check coolant levels and inspect the system every 20,000 to 30,000 miles or as per the manufacturer's guidance. Efficient cooling ensures battery longevity and prevents overheating.

12. How does software impact EV maintenance?

Software plays a crucial role in EVs, managing battery efficiency, range optimisation, and safety systems. Regular updates are essential for optimising vehicle performance and addressing any bugs or faults that may arise.

13. What is the impact on warranty if an independent service provider performs the maintenance?

Just like traditional vehicles, using an independent service provider does not void the warranty if the service provider follows manufacturer guidelines and uses approved parts and procedures. However, it's important to maintain detailed records of the maintenance performed.

14. What are essential winter preparations for electric vehicles?

Winter preparations for EVs include:

- **Checking the battery health** and monitoring range loss in cold weather.
- **Installing winter tyres** for better traction on icy roads.
- **Using preconditioning features** to warm up the cabin while plugged in, preserving battery range.
- **Ensuring coolant levels** are adequate for battery thermal management.

15. What maintenance is required for an EV's suspension system?

Due to the additional weight of the battery, an EV's suspension system endures higher stress. It is crucial to conduct regular inspections and alignments to maintain vehicle stability and prolong suspension lifespan.

16. Can you repair EV batteries? If so, at what cost and who does this?

Yes, EV batteries can be repaired depending on the nature of the fault. Minor issues like damaged battery modules can be replaced or repaired by certified technicians, often at a lower cost than a full battery replacement. However, extensive damage may require a full replacement. Battery repair costs vary based on the vehicle model and the issue but can range from £1,000 to £5,000 or more for individual module repairs. Full battery replacements can cost upwards of £10,000. Authorised service centres and specialist battery repair companies are the primary providers of such services.

17. Battery Warranty - New Electric Vans:

Manufacturer Battery Warranty:

Most manufacturers offer battery warranties of **8 years or 100,000 miles**, whichever comes first. This warranty usually covers significant degradation, typically if the battery's capacity drops below **70%** of its original capacity within the warranty period

Extended Battery Warranty:

Some manufacturers provide options to extend the battery warranty, either by mileage or duration. This extension is usually purchased at the time of buying the vehicle or before the original warranty expires.

17. Battery Warranty - Used Electric Vans:

Certified Pre-Owned (CPO) Battery Warranty:

When buying used electric vans from a certified dealer, the vehicle might come with a **reinstated or extended battery warranty**, often ranging from **1 to 3 years** depending on the age and mileage of the vehicle. CPO programs ensure the battery has passed certain quality checks before being resold.

Warranty Transfers:

In many cases, the original manufacturer's battery warranty is transferable to a new owner if the van is sold within the warranty period. This means that if a used electric van is still within its original 8-year or 100,000-mile warranty, the new owner can continue to benefit from it.

Third-Party Battery Warranty:

Buyers of used electric vans can also purchase third-party battery warranties. These typically cover a set duration or mileage, such as **12 months or 20,000 miles**. However, coverage levels and terms vary widely depending on the third-party provider.

When buying a new or used electric van, it's essential to review the specific warranty terms for battery capacity loss, repair costs, and conditions for claims.

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