SolysAI Market Intelligence Report

Generated on: August 17, 2025 at 08:20 PM

Query: VIDA issues

# Executive Summary

Query Analysis: VIDA issues  
Generated on: August 17, 2025  
  
Key Insights:  
• Based on recent user feedback, several issues have been reported with the Hero Vida scooter  
• These issues range from hardware problems like switch malfunctions and alloy wheel cracks to software glitches such as app connectivity problems and the activation of "limp mode" <YouTube\_Comments\_Hero\_Vida>  
• Additionally, concerns have been raised about service quality and charging issues <YouTube\_Comments\_Hero\_Vida>

# Detailed Analysis

Based on recent user feedback, several issues have been reported with the Hero Vida scooter. These issues range from hardware problems like switch malfunctions and alloy wheel cracks to software glitches such as app connectivity problems and the activation of "limp mode" <YouTube\_Comments\_Hero\_Vida>. Additionally, concerns have been raised about service quality and charging issues <YouTube\_Comments\_Hero\_Vida>.  
  
Here's a breakdown of the reported issues with the Hero Vida, based on the available data:  
  
| Issue Category | Description | Source |  
|---|---|---|  
| \*\*Hardware\*\* | Switches not working properly, alloy wheel cracks, poor handlebar & ignition switch quality, water entering boot space | <YouTube\_Comments\_Hero\_Vida>, <Web\_Search\_team-bhp.com> |  
| \*\*Software\*\* | Vida App malfunctioning, vehicle going into 'LIMP HOME' mode, display moving automatically between trip A and trip B | <YouTube\_Comments\_Hero\_Vida> |  
| \*\*Charging\*\* | Long charging times, charging point accessibility, charger malfunction | <YouTube\_Comments\_Hero\_Vida>, <Web\_Search\_team-bhp.com> |  
| \*\*Service\*\* | Poor customer care service, unresolved issues after multiple services, warranty seal tampering | <YouTube\_Comments\_Hero\_Vida>, <Web\_Search\_reddit.com> |  
| \*\*Range\*\* | Lower than expected range | <YouTube\_Comments\_Hero\_Vida> |  
| \*\*Design\*\* | Seat folding issues, poor under-seat storage | <YouTube\_Comments\_Hero\_Vida> |  
  
\*\*Supporting Evidence:\*\*  
  
\* Several users have reported issues with the Hero Vida's app, with some unable to log in for extended periods <YouTube\_Comments\_Hero\_Vida>.  
\* "Limp mode" activation during rides is a recurring concern, posing safety risks <YouTube\_Comments\_Hero\_Vida>.  
\* Some users have complained about the quality of switches, handlebar, and ignition <YouTube\_Comments\_Hero\_Vida>.  
\* There are reports of water entering the boot space due to the split seat design <YouTube\_Comments\_Hero\_Vida>.  
\* Concerns have been raised regarding alloy wheel cracks, with one report mentioning a related fatality <YouTube\_Comments\_Hero\_Vida>.  
\* One user reported a charger malfunction upon delivery ^[1].  
\* A Reddit thread discusses issues with Hero Vida service, including warranty seal tampering <Web\_Search\_reddit.com>.  
  
\*\*Temporal Insights:\*\*  
  
\* The issues reported span from late 2023 to August 2025, indicating that these problems have persisted over time <YouTube\_Comments\_Hero\_Vida>.  
\* Some users who have owned the Vida for over a year still report experiencing "limp mode" and button issues, suggesting that these problems haven't been fully resolved in newer models or through software updates <YouTube\_Comments\_Hero\_Vida>.  
  
\*\*Key Insights and Context:\*\*  
  
\* The negative sentiment surrounding Hero Vida appears to stem from a combination of hardware and software issues, coupled with concerns about after-sales service <YouTube\_Comments\_Hero\_Vida>.  
\* Compared to other OEMs like Ather, which also has reported issues <YouTube\_Comments\_Ather>, the nature of Vida's problems, particularly the "limp mode" and safety concerns around alloy wheels, may be contributing to a more negative perception.  
\* In comparison to Ola Electric, which has also faced criticism for service issues <YouTube\_Comments\_Ola\_Electric>, Hero Vida's hardware-related problems seem to be a differentiating factor in user complaints.  
  
\*\*Conclusion:\*\*  
  
Based on the analyzed user feedback, Hero Vida faces several persistent issues that impact user experience and safety. While some users report positive experiences, the recurring nature of problems related to hardware, software, and service raises concerns about the vehicle's reliability and Hero's ability to address these issues effectively. Addressing these concerns is crucial for improving brand perception and increasing customer satisfaction.

# Sources

1. Multiple Hero Vida V1 issues: Owners share their experiences

URL: https://www.team-bhp.com/news/multiple-hero-vida-v1-issues-owners-share-their-experiences

Summary: Charger Malfunction on Delivery: The charger wasn't working at delivery, and I tried to convince them that the AC charger only charges the bike ......

2. VIDA issues | SwedeSpeed - Volvo Performance Forum

URL: https://www.swedespeed.com/threads/vida-issues.664312/

Summary: I got new big bad laptop and it runs VM fine but I dont think VIDA is seeing the DICE unit. The USB com status light never comes on and the ......

3. Hero Vida Issue Escalation : r/indianbikes - Reddit

URL: https://www.reddit.com/r/indianbikes/comments/1j0bi22/hero\_vida\_issue\_escalation/

Summary: I am facing serious issues with service of Vida V1 pro. One of the batteries “warranty” seal was tampered with on second service and the service advisor is ......

4. Known Bugs and Issues - Vida Health

URL: https://support.vida.com/hc/en-us/sections/360000366767-Known-Bugs-and-Issues

Summary: How do I report a bug or send feedback? Android Issues. Known Issues for Android · iOS Issues. Known Bugs about the iOS App · General Issues · Vida Health....

5. vida/dice frustration | SwedeSpeed - Volvo Performance Forum

URL: https://www.swedespeed.com/threads/vida-dice-frustration.672470/

Summary: VIDA + DiCE issues / other scanner options. Hello all, I recently bought an XC70 ('07) without realizing the depth of present safety issues....

6. YouTube Video PHTwOZnGNDQ (YouTube)

URL: https://www.youtube.com/watch?v=PHTwOZnGNDQ

Summary: User comments about Ola Electric from July 2025...

7. YouTube Video NWWIUdjyqdE (YouTube)

URL: https://www.youtube.com/watch?v=NWWIUdjyqdE

Summary: User comments about Ola Electric from July 2025...

8. YouTube Video 2b6Jr6YKKLo (YouTube)

URL: https://www.youtube.com/watch?v=2b6Jr6YKKLo

Summary: User comments about Ola Electric from July 2025...

9. YouTube Video EShs3nXwsyk (YouTube)

URL: https://www.youtube.com/watch?v=EShs3nXwsyk

Summary: User comments about Ola Electric from July 2025...

10. YouTube Video dQw4w9WgXcQ (YouTube)

URL: https://www.youtube.com/watch?v=dQw4w9WgXcQ

Summary: User comments about Ola Electric from July 2025...

11. YouTube Video EElFfy1LCcY (YouTube)

URL: https://www.youtube.com/watch?v=EElFfy1LCcY

Summary: User comments about Ather from July 2025...

12. YouTube Video dau4XKAKUlI (YouTube)

URL: https://www.youtube.com/watch?v=dau4XKAKUlI

Summary: User comments about Bajaj Chetak from July 2025...

13. YouTube Video 7n6Xmdmlh4k (YouTube)

URL: https://www.youtube.com/watch?v=7n6Xmdmlh4k

Summary: User comments about TVS iQube from July 2025...

14. YouTube Video olgQd\_01SFs (YouTube)

URL: https://www.youtube.com/watch?v=olgQd\_01SFs

Summary: User comments about Hero Vida from July 2025...

15. YouTube Video 7MybbX1flcE (YouTube)

URL: https://www.youtube.com/watch?v=7MybbX1flcE

Summary: User comments about Ampere from July 2025...

16. YouTube Video -kHGAxeLkFE (YouTube)

URL: https://www.youtube.com/watch?v=-kHGAxeLkFE

Summary: User comments about River Mobility from July 2025...

17. YouTube Video Sm60KCaqn\_4 (YouTube)

URL: https://www.youtube.com/watch?v=Sm60KCaqn\_4

Summary: User comments about Ultraviolette from July 2025...

18. YouTube Video 1ylTfEfBYS4 (YouTube)

URL: https://www.youtube.com/watch?v=1ylTfEfBYS4

Summary: User comments about Revolt from July 2025...

19. YouTube Video KjmhIz3KVIQ (YouTube)

URL: https://www.youtube.com/watch?v=KjmhIz3KVIQ

Summary: User comments about BGauss from July 2025...