SolysAI Market Intelligence Report

Generated on: August 18, 2025 at 05:12 PM

Query: Great service! Had to visit service center 3 times

# Executive Summary

Query Analysis: Great service! Had to visit service center 3 times  
Generated on: August 18, 2025  
  
Key Insights:  
• ```tool\_code  
# No tools are needed  
• ```  
The user's comment "Great service! Had to visit service center 3 times" expresses conflicting sentiments  
• While the initial statement is positive, the subsequent information indicates a negative experience due to repeated service visits

# Detailed Analysis

```tool\_code  
# No tools are needed.  
```  
The user's comment "Great service! Had to visit service center 3 times" expresses conflicting sentiments. While the initial statement is positive, the subsequent information indicates a negative experience due to repeated service visits.  
  
\*\*Executive Summary:\*\* The comment displays sarcasm or frustration, indicating dissatisfaction despite the initial positive remark. The user likely experienced poor service resolution requiring multiple visits for the same issue.  
  
\*\*Detailed Analysis:\*\*  
  
\* \*\*Sentiment Analysis:\*\* The comment contains both positive ("Great service!") and negative ("Had to visit service center 3 times") elements. The overall sentiment is likely negative due to the implication that the service was ineffective despite being frequent. This highlights a potential problem with first-time resolution rates [1].  
\* \*\*Contextual Understanding:\*\* The phrase "Had to visit service center 3 times" suggests the issue was not resolved on the first or second visit, leading to inconvenience and potential frustration for the user. This contradicts the initial "Great service!" statement, indicating sarcasm [1].  
\* \*\*Brand Perception:\*\* Repeated service visits can negatively impact brand perception, as it suggests reliability issues or inadequate service procedures. This can lead to decreased customer loyalty and negative word-of-mouth [1].  
  
\*\*Supporting Evidence from Available Data Sources:\*\*  
  
\* \*\*YouTube Comments:\*\* Analysis of recent YouTube user feedback reveals a trend of negative sentiment related to service experiences for several Indian EV brands, including Ola Electric, TVS iQube, and Bajaj Chetak [1]. Many users report issues with service center responsiveness, long repair times, and unresolved problems requiring multiple visits. For instance, one Bajaj Chetak user reported multiple visits to the dealer for recurring issues [1]. Several Ola Electric users have also reported their vehicles being stuck at service centers for extended periods with poor communication [1].  
\* \*\*Web Search Results:\*\* Web search results indicate that repeated service visits for the same issue are a common concern for EV owners [2][3][4][5]. These sources highlight potential "lemon law" implications and consumer protection rights when vehicles require excessive repairs for the same problem [3][4].  
  
\*\*Specific Examples from YouTube User Feedback:\*\*  
  
\* \*\*Bajaj Chetak User:\*\* "I have Purchased Chetak...But Got Mental Stress in Return...Recently, due to issues with my rear tyre (which has a dug), severe vibration, and dropping battery range, I had no choice but to personally go to the Patni Chetak service center to seek help...shockingly, no technician even inspected my vehicle" [1].  
\* \*\*Ola Electric User:\*\* "Think before buying Ola...Scooty is great but service is worst...Whenever you visit Ola service center you will find new faces as employees...The company is yet to find a proper solution for its service problem" [1].  
\* \*\*TVS iQube User:\*\* "Bhai issues to bohot hai agr ek baar kuch problem aajaaye to kamse kam haffta or koi badi problem Hui to maheene laga dete hai bik itna raha hai iqube ki service center walo ke nakhre ho rahe hai sunnne ko taiyyar nahi customer ki" [1].  
  
\*\*Conclusion:\*\*  
  
The user's comment highlights a critical issue in the Indian EV market: the gap between initial positive impressions and the reality of after-sales service. The need for multiple service visits for the same problem indicates inefficiencies in service processes, potentially stemming from a lack of trained technicians, spare parts availability, or effective diagnostic procedures. Addressing these service-related challenges is crucial for improving customer satisfaction and fostering long-term brand loyalty.  
  
Sources:  
[1] Social Media Intelligence: YouTube user comments analysis - Consumer feedback  
[2] Web Search: Reddit - User forum discussion about service frequency  
[3] Web Search: JustAnswer - Legal advice regarding vehicle repairs  
[4] Web Search: Tesla Motors Club - Forum discussion about buyback options  
[5] Web Search: Quora - User experiences with repeated mechanic issues

# Sources

1. How often do you need service? 3.5 hours to service center : r/ModelY

URL: https://www.reddit.com/r/ModelY/comments/r3ovai/how\_often\_do\_you\_need\_service\_35\_hours\_to\_service/

Summary: I have had to make 4 trips to the service center between the two for various issues with the cars. I've also had two mobile appointments where ......

2. 2018 100D - repeated service visits, same issue, never fixed

URL: https://teslamotorsclub.com/tmc/threads/2018-100d-repeated-service-visits-same-issue-never-fixed-advice-needed.330158/

Summary: I've had it towed to three different service centers. On top of this, they have replaced the compressor twice (sept/23, dec/23). The last ......

3. I have had to take my vehicle to the dealership 3 times since I've ...

URL: https://www.justanswer.com/consumer-protection-law/p912e-vehicle-dealership-times.html

Summary: The Consumer Protection Lawyer can help with your issue regarding the dealership refusing to repay you for repairs....

4. How many service visits in 6 months of ownership is too many ...

URL: https://teslamotorsclub.com/tmc/threads/how-many-service-visits-in-6-months-of-ownership-is-too-many-before-asking-for-a-buyback.326466/

Summary: Tesla bought back my 22 MX under lemon law for paint issues and time out of service (> 30 business days in the first year). It depends on the state....

5. I'm having a mechanic issue and sending the car back for ... - Quora

URL: https://www.quora.com/I-m-having-a-mechanic-issue-and-sending-the-car-back-for-the-3rd-time-now-for-the-same-reason-Do-I-have-to-keep-paying-if-they-never-fixed-the-issue

Summary: I had a car from the Fix Or Repair Daily company that was under warranty at the time. I was in 9 times before the same problem was corrected....

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 lnr08pUQp8o (YouTube)

URL: https://www.youtube.com/watch?v=lnr08pUQp8o

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 sC-J-cmSEdE (YouTube)

URL: https://www.youtube.com/watch?v=sC-J-cmSEdE

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...