SolysAI Market Intelligence Report

Generated on: August 18, 2025 at 05:13 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 part reveals a negative experience, indicating potential sarcasm or dissatisfaction despite the initial positive remark

# 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 part reveals a negative experience, indicating potential sarcasm or dissatisfaction despite the initial positive remark.  
  
\*\*Sentiment Analysis:\*\*  
  
The comment demonstrates a mixed sentiment [1]. The phrase "Great service!" is positive, but the fact that the user had to visit the service center three times suggests an underlying problem and dissatisfaction [1]. The overall sentiment leans towards negative due to the multiple visits required [1].  
  
\*\*Supporting Evidence from YouTube Comments:\*\*  
  
Several YouTube comments reflect similar sentiments regarding service experiences with electric vehicles in India. Here are a few examples:  
  
\* \*\*Bajaj Chetak User:\*\* One user reported a frustrating experience with Patni automobile Nagpur, citing a broken after-sales experience and lack of support, despite purchasing a Chetak [2]. They mentioned multiple visits without resolution and feeling mentally stressed [2].  
\* \*\*TVS iQube User:\*\* A user reported a recurring issue with their iQube S, requiring multiple visits to the service center [3]. The user expressed concern about driving in power mode due to the issues encountered [3].  
\* \*\*Ola Electric User:\*\* One Ola user highlighted that while the scooter is great, the service is the worst [4]. They also mentioned that Ola service centers have new faces frequently, as employees leave due to complaints [4].  
\* \*\*Ampere User:\*\* One user reported extreme anger and frustration. They purchased your so-called Chetak Premium Model electric scooter just one year ago, paying a hefty ₹1,50,000 for what I was led to believe was a premium vehicle. Within one month, I started facing repeated issues, and now, within a year, the battery is completely dead [5].  
  
\*\*Market Intelligence from Web Search:\*\*  
  
Web search results highlight that repeated visits to service centers for the same issue are a common concern across the automotive industry, not limited to EVs.  
  
\* One source discusses issues with Tesla service centers, noting that multiple visits were required for the same problems [6].  
\* Another source refers to seeking legal help when dealerships refuse to repay for repairs after multiple visits [7].  
\* Other sources discuss "lemon laws" and buybacks for vehicles with recurring issues and excessive time spent in service [8][9][10].  
  
\*\*Conclusion:\*\*  
  
The user's comment reflects a common theme in the Indian EV market: the discrepancy between initial product satisfaction and after-sales service experiences [1][2][3][4][5]. While the initial sentiment might be positive, recurring issues and the need for multiple service center visits significantly diminish overall customer satisfaction [1][2][3][4][5]. This is supported by user feedback on YouTube and general automotive concerns highlighted in web search results [2][3][4][5][6][7][8][9][10].  
  
\*\*Sources:\*\*  
  
[1] Social Media Intelligence: Analysis of User Comment - "Great service! Had to visit service center 3 times"  
[2] Social Media Intelligence: Bajaj Chetak User Feedback - YouTube Video 56XDNRUAu\\_0  
[3] Social Media Intelligence: TVS iQube User Feedback - YouTube Video iVa-WDqWKvM  
[4] Social Media Intelligence: Ola Electric User Feedback - YouTube Video 19rrOpvANVA  
[5] Social Media Intelligence: Ampere User Feedback - YouTube Video imOdyl-FnG8  
[6] Web Search: Reddit - Tesla Service Center Issues - URL: [https://www.reddit.com/r/TeslaLounge/comments/172h441/would\_being\_3\_hours\_away\_from\_a\_tesla\_service/](https://www.reddit.com/r/TeslaLounge/comments/172h441/would\_being\_3\_hours\_away\_from\_a\_tesla\_service/)  
[7] Web Search: JustAnswer - Consumer Protection Lawyer - URL: [https://www.justanswer.com/consumer-protection-law/p912e-vehicle-dealership-times.html](https://www.justanswer.com/consumer-protection-law/p912e-vehicle-dealership-times.html)  
[8] Web Search: Tesla Motors Club - Lemon Law - URL: [https://teslamotorsclub.com/tmc/threads/how-many-service-visits-in-6-months-of-ownership-is-too-many-before-asking-for-a-buyback.326466/](https://teslamotorsclub.com/tmc/threads/how-many-service-visits-in-6-months-of-ownership-is-too-many-before-asking-for-a-buyback.326466/)  
[9] Web Search: Quora - Mechanic Issues - 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](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)  
[10] Web Search: JustAnswer - Repair Shop Issues - URL: [https://www.justanswer.com/consumer-protection-law/oa6o9-brought-car-mechanic.html](https://www.justanswer.com/consumer-protection-law/oa6o9-brought-car-mechanic.html)

# Sources

1. Would being > 3 hours away from a Tesla service center change ...

URL: https://www.reddit.com/r/TeslaLounge/comments/172h441/would\_being\_3\_hours\_away\_from\_a\_tesla\_service/

Summary: For the last two issues, I had to go there three times for each of them, making total travel time 30 hours for two issues. And of course ......

2. 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....

3. 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....

4. 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....

5. What should I do if I brought my car to the same mechanic 3 times for ...

URL: https://www.justanswer.com/consumer-protection-law/oa6o9-brought-car-mechanic.html

Summary: When a repair shop repeatedly fails to fix an issue like a check engine light, document all visits, payments, and communications. Review your ......

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...