SolysAI Market Intelligence Report

Generated on: August 18, 2025 at 05:20 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:  
• The user's comment "Great service! Had to visit service center 3 times" expresses conflicting sentiments  
• While the initial statement is positive, the subsequent remark indicates a potential issue with service effectiveness, as multiple visits were required [1]  
• This suggests that while the user might appreciate the service personnel or the nature of the service itself, the need for repeated visits points to unresolved problems or inefficiencies

# Detailed Analysis

The user's comment "Great service! Had to visit service center 3 times" expresses conflicting sentiments. While the initial statement is positive, the subsequent remark indicates a potential issue with service effectiveness, as multiple visits were required [1]. This suggests that while the user might appreciate the service personnel or the nature of the service itself, the need for repeated visits points to unresolved problems or inefficiencies.  
  
\*\*Analysis of User Sentiment (YouTube Comments):\*\*  
  
The available YouTube comment data reveals a generally negative sentiment regarding service experiences across various EV brands in India. Here's a breakdown:  
  
\* \*\*Ola Electric:\*\* Shows a predominantly negative sentiment with 73.2% negative comments [2]. Many users report issues with battery problems, long service times, and poor responsiveness from service centers [3]. Some users explicitly advise against purchasing Ola vehicles due to service concerns [3].  
\* \*\*Bajaj Chetak:\*\* Also faces predominantly negative sentiment, with 70.5% negative comments [2]. Users report recurring issues, poor service experiences, and concerns about spare parts availability [4]. Some users describe the service experience as "mentally exhausting" [4].  
\* \*\*TVS iQube:\*\* Demonstrates a high level of negative sentiment at 77.1% [2]. Users report recurring issues and long service times [5].  
\* \*\*Ather:\*\* While having a slightly better positive sentiment compared to Ola, TVS and Bajaj, it still has a significant negative sentiment at 69% [2]. Some users mention high service costs and personnel shortages at service centers [6].  
\* \*\*Other OEMs (Hero Vida, Ampere, River Mobility, Ultraviolette, Revolt, BGauss):\*\* These brands also exhibit predominantly negative sentiment in user comments, ranging from 63% to 72.6% negative feedback [2]. Issues include motor problems, battery issues, and poor customer support [7].  
  
\*\*Market Intelligence (Web Search Results):\*\*  
  
Web search results confirm that repeated visits to service centers are a common concern in the automotive industry, not limited to EVs.  
  
\* One source discusses the inconvenience of being far from a Tesla service center, highlighting the significant time investment required for multiple visits [8].  
\* Other sources provide advice on what to do when a mechanic repeatedly fails to fix an issue, suggesting that this is a recurring problem across different vehicle types [9][10].  
  
\*\*Conclusion:\*\*  
  
The user's comment reflects a common theme in the Indian EV market: while the intention behind the service might be good, the effectiveness and efficiency often fall short, leading to multiple visits and customer frustration. User sentiment analysis from YouTube comments consistently points to negative service experiences across various EV brands, particularly Ola Electric, Bajaj Chetak, and TVS iQube [2]. Market intelligence from web search results indicates that repeated service visits are a general concern in the automotive industry [8][9][10].  
  
\*\*Sources:\*\*  
  
[1] User Query: "Great service! Had to visit service center 3 times"  
[2] YouTube Comments: Social Media Intelligence - User Comments (August 2025)  
[3] YouTube Comments\\_Ola Electric  
[4] YouTube Comments\\_Bajaj Chetak  
[5] YouTube Comments\\_TVS iQube  
[6] YouTube Comments\\_Ather  
[7] YouTube Comments\\_Ampere, YouTube Comments\\_River Mobility, YouTube Comments\\_Ultraviolette, YouTube Comments\\_Revolt, YouTube Comments\\_BGauss, YouTube Comments\\_Hero Vida  
[8] Web Search: Market Research & Industry Reports - Tesla experience [https://www.reddit.com/r/TeslaLounge/comments/172h441/would\_being\_3\_hours\_away\_from\_a\_tesla\_service/]  
[9] Web Search: Market Research & Industry Reports - Consumer Protection Lawyer [https://www.justanswer.com/consumer-protection-law/p912e-vehicle-dealership-times.html]  
[10] Web Search: Market Research & Industry Reports - Mechanic 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]

# 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. 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....

4. Tesla experience living far from a Service Center

URL: https://teslamotorsclub.com/tmc/threads/tesla-experience-living-far-from-a-service-center.211608/

Summary: I have owned my Model 3 for 93k miles and have been to a Service Center exactly 1 time. Ranger service is quite good if you need it but one ......

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...