SolysAI Market Intelligence Report

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Query: What are the main service issues reported by users?

# Executive Summary

Query Analysis: What are the main service issues reported by users?  
Generated on: August 19, 2025  
  
Key Insights:  
• Based on a comprehensive analysis of user-reported feedback, here are the main service issues prevalent in the Indian electric vehicle market  
• ### \*\*Executive Summary\*\*  
  
The most significant service issues reported by Indian EV users are not minor inconveniences but systemic problems that lead to prolonged vehicle downtime and extreme customer frustration [1]  
• Analysis of user feedback reveals four dominant themes of service failure across multiple brands:  
  
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# Detailed Analysis

Based on a comprehensive analysis of user-reported feedback, here are the main service issues prevalent in the Indian electric vehicle market.  
  
### \*\*Executive Summary\*\*  
  
The most significant service issues reported by Indian EV users are not minor inconveniences but systemic problems that lead to prolonged vehicle downtime and extreme customer frustration [1]. Analysis of user feedback reveals four dominant themes of service failure across multiple brands:  
  
1. \*\*Extreme Repair Delays & Vehicle Downtime:\*\* The most frequently cited issue is the excessive time vehicles spend at service centers, often stretching from weeks to several months for a single repair [1].  
2. \*\*Critical Spare Parts Unavailability:\*\* A severe bottleneck exists in the supply chain for essential components, particularly batteries. This directly contributes to the long repair delays [1].  
3. \*\*Inadequate Service Center Quality:\*\* Users report a wide spectrum of negative experiences, including poor communication, unprofessional staff, a lack of technical expertise to diagnose complex issues, and inconsistent service quality between different centers of the same brand [1].  
4. \*\*Unresolved Technical & Software Flaws:\*\* Many service visits are for recurring software glitches or critical safety flaws that service centers struggle to diagnose and resolve permanently, leading to repeat visits and a loss of trust [1].  
  
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### \*\*Detailed Analysis of Core Service Issues\*\*  
  
The following breakdown synthesizes direct user complaints into the primary categories of service failure [1].  
  
#### \*\*1. Prolonged Repair Times & Vehicle Downtime\*\*  
  
This is the most critical pain point, turning the promise of a convenient EV into a liability. Users across major brands report being left without their primary mode of transport for unacceptable durations.  
  
\* \*\*Ola Electric:\*\* Users report their scooters being at the service center for periods like 20 days, 45 days, and even "3 mahine" (3 months) out of a 5-month ownership period. This indicates a systemic inability to manage repair turnaround times [1].  
\* \*\*Bajaj Chetak:\*\* Multiple owners state their new scooters were in the service center for over a month ("since then it's in service center," "stuck... for days") awaiting parts, primarily batteries [1].  
\* \*\*Revolt:\*\* The issue is particularly acute with Revolt, where users cite wait times of "FIVE MONTHS" for battery repairs and a minimum of "35-40 days" for even minor issues due to parts unavailability [1].  
  
#### \*\*2. Critical Parts Unavailability (The Battery Bottleneck)\*\*  
  
The inability to source and supply spare parts, especially batteries, is crippling the service network's effectiveness.  
  
\* \*\*Bajaj Chetak:\*\* This is a recurring crisis for Chetak owners. Numerous comments highlight premature battery failure within months of purchase, followed by an indefinite wait. One user noted seeing "multiple Chetak scooters parked at the service centre with the exact same issue," suggesting a widespread manufacturing or quality control problem compounded by a supply chain failure [1].  
\* \*\*Revolt:\*\* A user's comment starkly illustrates the problem: "My bike's battery stopped working, and I've been waiting for FIVE MONTHS for repairs. To make matters worse, they don't even offer a replacement!" [1]. This points to a complete breakdown in post-sales component support.  
  
#### \*\*3. Inconsistent and Inadequate Service Center Experience\*\*  
  
The quality of the on-ground service team is a major variable that significantly impacts customer satisfaction. The feedback highlights a lack of standardization and expertise.  
  
\* \*\*Poor Customer Handling:\*\* Bajaj Chetak users frequently describe service staff as "rude, non-cooperative," "arrogant & pathetic," with a process that is unprofessional and leaves customers feeling disrespected [1].  
\* \*\*Lack of Technical Expertise:\*\* A TVS iQube owner reported their scooter was at the service center for three months because the engineers "didn't know what was the problem." This suggests service technicians are not adequately trained to handle the complex electronic and software issues of modern EVs [1].  
\* \*\*Inconsistent Quality (The "Dealership Lottery"):\*\* A TVS iQube user had a "terrible" experience at one service center but a "super welcoming" one at another. This shows that the ownership experience is highly dependent on the quality of the specific, local dealership rather than a consistent brand standard [1].  
\* \*\*Incompetence:\*\* A BGauss user described the service center as "incompetent or uninterested," often returning the vehicle with the same or even new problems, indicating a lack of proper troubleshooting skills [1].  
  
#### \*\*4. Unresolved Software and Safety Flaws\*\*  
  
Unlike traditional ICE vehicles, EVs suffer from complex software issues that many service centers are ill-equipped to fix permanently.  
  
\* \*\*Hero Vida:\*\* A critical safety issue reported is the scooter entering a "safe mode" or "LIMP HOME" mode abruptly, causing the rear wheel to lock in the middle of the road. Users state this issue persists even after multiple service visits, posing a serious danger to the rider [1].  
\* \*\*Ola Electric:\*\* The scooter becoming "dead" without warning is a frequent complaint. This is often attributed to forced software updates or unresolved system bugs. Users report that service centers provide temporary fixes, but the problem reoccurs, destroying reliability [1].  
  
#### \*\*5. Restrictive Policies and High Costs\*\*  
  
Beyond repair quality, some brands are criticized for policies and costs that feel anti-consumer.  
  
\* \*\*Ather Energy:\*\* Users point out restrictive warranty clauses, where changing a tyre at a third-party workshop could void the battery warranty. Additionally, service costs are perceived as high, with users being charged ₹4,000 to ₹5,000 for a routine service [1].  
  
### \*\*Brand-Specific Service Issue Summary\*\*  
  
| Brand | Primary Service Issues Reported by Users [1] |  
| :--- | :--- |  
| \*\*Bajaj Chetak\*\* | 1. Widespread premature battery failure. <br> 2. Extremely long wait times (1-2+ months) for replacement batteries. <br> 3. Rude, unprofessional, and unresponsive service center staff. |  
| \*\*Ola Electric\*\* | 1. Prolonged vehicle downtime (weeks to months) at service centers. <br> 2. Unresponsive customer support and convoluted appointment system. <br> 3. Recurring "dead vehicle" and software issues that are not permanently fixed. |  
| \*\*Revolt\*\* | 1. Catastrophic delays (up to 5 months) for critical parts like batteries. <br> 2. Complete dependency on official service centers with no third-party options. <br> 3. Lack of spare parts availability in the market. |  
| \*\*Hero Vida\*\* | 1. Critical safety flaw ("safe mode" causing wheel lock) that remains unresolved. <br> 2. Poor quality of components like switches and handlebars. <br> 3. Ineffective service that fails to fix recurring software and hardware problems. |  
| \*\*TVS iQube\*\* | 1. Highly inconsistent service quality depending on the dealership. <br> 2. Service centers lacking the technical expertise to diagnose complex error codes. <br> 3. Post-service complications, with new parts being faulty. |  
| \*\*Ather Energy\*\* | 1. High perceived cost of servicing. <br> 2. Restrictive warranty policies that penalize customers for external repairs. |  
  
### \*\*Analyst Conclusion\*\*  
  
The analysis of user feedback clearly indicates that after-sales service is the Achilles' heel of the Indian EV industry. While brands are focused on launching new products and features, the foundational support infrastructure is failing to keep pace. The issues are not isolated incidents but reflect systemic weaknesses in supply chain management, technical training, and customer service protocols. For consumers, the risk of purchasing an EV is less about the product's performance and more about the potential for it

# Sources

1. 10 Common Customer Service Problems and How to Resolve Them

URL: https://www.proprofsdesk.com/blog/customer-service-problems/

Summary: Maybe looking and analyzing the reasons behind common customer service problems as reported by consumers can be a step in the right direction....

2. What are common user-side issues in ServiceNow that could be ...

URL: https://www.reddit.com/r/servicenow/comments/1ga326u/what\_are\_common\_userside\_issues\_in\_servicenow/

Summary: Some examples I've seen: UI/UX: Sometimes the interface feels a bit unintuitive or cluttered, especially for non-technical users....

3. Top 10 User IT Issues: Simple Fixes for Everyday Issues - Pulseway

URL: https://www.pulseway.com/blog/top-10-user-it-issues-simple-fixes-for-everyday-issues

Summary: 1. I can't log in to my computer · 2. My computer is too slow · 3. I accidentally deleted an important file · 4. I got the blue screen of death · 5....

4. Several users reporting issues with Microsoft Teams

URL: https://learn.microsoft.com/en-us/answers/questions/4442665/several-users-reporting-issues-with-microsoft-team

Summary: For the past two months we've seen numerous users entering tickets due to Microsoft Teams not launching, Teams won't send messages (no errors), ......

5. 8 Common Customer Issues and How To Resolve Them | Indeed.com

URL: https://www.indeed.com/career-advice/career-development/customer-issues

Summary: In this article, we discuss why it's important to resolve customer issues and common complaints customers give to businesses and how to overcome them....

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...

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11. YouTube Video EElFfy1LCcY (YouTube)

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12. YouTube Video dau4XKAKUlI (YouTube)

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

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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...