SolysAI Market Intelligence Report

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Query: What are the main service issues reported by users analyse all comments

# Executive Summary

Query Analysis: What are the main service issues reported by users analyse all comments  
Generated on: August 19, 2025  
  
Key Insights:  
• Based on a comprehensive analysis of all provided user comments, here are the main service issues reported by EV users in the Indian market  
• ### \*\*Executive Summary\*\*  
  
The analysis of user feedback reveals a consistent pattern of service-related challenges across multiple electric vehicle brands in India [1]

# Detailed Analysis

Of course. Based on a comprehensive analysis of all provided user comments, here are the main service issues reported by EV users in the Indian market.  
  
### \*\*Executive Summary\*\*  
  
The analysis of user feedback reveals a consistent pattern of service-related challenges across multiple electric vehicle brands in India [1]. The most critical issues are not isolated to a single OEM but represent a systemic problem within the burgeoning EV ecosystem. The primary pain points for consumers are \*\*extreme delays in repairs and parts availability\*\*, particularly for batteries; \*\*poor and inconsistent service center experiences\*\* marked by unskilled staff and inadequate communication; and the frequent, premature \*\*failure of critical components\*\*, which exacerbates the other service issues [1].  
  
While brands like Ola Electric and Bajaj Chetak are frequently cited for these problems, the data indicates that even users of other brands like Revolt, TVS, and BGauss face similar frustrations, suggesting an industry-wide need for significant improvement in after-sales support infrastructure [1].  
  
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### \*\*Detailed Analysis of Main Service Issues\*\*  
  
The following are the four primary categories of service issues, synthesized from direct user feedback [1].  
  
#### \*\*1. Extreme Delays in Repairs & Parts Availability\*\*  
This is the most widespread and frustrating issue for consumers. Vehicles are often rendered unusable for weeks or even months while waiting for parts or repairs, defeating the purpose of ownership [1].  
  
\* \*\*Battery Replacement Delays:\*\* Multiple users report being quoted wait times of 20 days to over a month for battery replacements, a critical component failure that immobilizes the vehicle [1].  
 \* \*\*Bajaj Chetak:\*\* A user was told a faulty battery would take "around one month to be replaced" just three months into ownership (@GovindSingh-40) [1]. Another user confirmed a 20-day wait time for a battery replacement after only 1,800 km (@VishuKochhar) [1].  
 \* \*\*Revolt:\*\* One user reported an extreme case of waiting \*\*five months\*\* for a battery repair, with no replacement offered, leaving the bike to "gather dust" (@abhishekvaghela6751) [1].  
\* \*\*Prolonged Service Center Stays:\*\* Vehicles are frequently held at service centers for extended periods for various issues.  
 \* \*\*Ola Electric:\*\* A user whose scooter was given for service on June 19th had still not received it by mid-August (@balasankarm5945) [1]. Another user stated their scooter was at the service center for three out of the five months they owned it (@ramilajain7858) [1].  
 \* \*\*TVS iQube:\*\* One owner’s scooter was at the service center for \*\*three months\*\* for an unresolved issue, with engineers unable to diagnose the problem (@rdbhadri1983) [1].  
  
#### \*\*2. Poor Service Center Experience & Staff Incompetence\*\*  
Users frequently complain about the quality of interaction at service centers, citing unprofessionalism, poor communication, and a lack of technical expertise [1].  
  
\* \*\*Unprofessional and Unhelpful Staff:\*\* Customers report being treated poorly, with staff appearing rude, dismissive, or uninterested in resolving problems [1].  
 \* \*\*Bajaj Chetak:\*\* A user described the service center in Nagpur as "completely useless," with "rude, non-cooperative" staff who "treat customers like we’re the ones at fault" (@nagpurwalii) [1]. Another detailed a humiliating experience where they were not allowed inside the premises and technicians showed no urgency (@The-creative-crew) [1].  
\* \*\*Lack of Technical Knowledge:\*\* Service centers often seem ill-equipped to diagnose and fix complex issues, especially those related to software and electronics [1].  
 \* \*\*Ola Electric:\*\* A user claimed that "service centers have no information as to what needs to be done to resolve issue" and that the staff has "no idea how to do" their jobs (@VijayaJoshi143) [1].  
\* \*\*Inconsistent Service Quality:\*\* The experience can vary drastically between different dealerships of the same brand, indicating a lack of standardized training and processes [1].  
 \* \*\*TVS iQube:\*\* A user had a "terrible" experience at their first service center but found a new one to be "super welcoming," highlighting how much the dealership matters (@diddlysquidly\_4814) [1].  
  
#### \*\*3. Critical Component & Software Failures\*\*  
Beyond general service, the reliability of core components is a major source of user complaints. Premature failures, especially of the battery, are a recurring theme [1].  
  
\* \*\*Widespread Battery Issues:\*\* The most common critical failure reported is the battery. Users express shock that such an expensive component fails so early in the vehicle's life [1].  
 \* \*\*Bajaj Chetak:\*\* Multiple users reported complete battery failure within a year of purchase, with one noting they saw "multiple Chetak scooters parked at the service centre with the exact same issue," suggesting a potential manufacturing defect (@VishuKochhar, @meghadoottemkar8911) [1].  
\* \*\*Software Glitches & System Failure:\*\* Vehicles suddenly becoming unresponsive or "dead" due to software issues is a significant concern that creates safety risks and immense inconvenience [1].  
 \* \*\*Ola Electric:\*\* A user reported their scooter becoming "dead any time" due to unexpected software updates, leaving them stranded (@tarunkumarazad3153) [1]. Another mentioned "system issues 2 times and the vehicle won't even start" (@ramuurs7227) [1].  
 \* \*\*Hero Vida:\*\* A user reported a "safe mode issue" where the vehicle stops abruptly and the rear wheel locks, posing a "serious danger to the rider" (@balachandra1501) [1].  
\* \*\*Multiple Malfunctioning Parts:\*\* Some brands are cited for a range of smaller but cumulative failures in switches, meters, horns, and chargers, indicating broader quality control problems [1].  
 \* \*\*BGauss:\*\* An owner detailed a cascade of failures over 18 months, including switches, the meter, the horn, and the charger, calling the service center "incompetent" (@gajenyadav) [1].  
  
#### \*\*4. Lack of Communication & Accountability\*\*  
A cross-cutting theme is the failure of brands to communicate effectively with customers, leaving them without information or recourse when problems arise [1].  
  
\* \*\*No Response to Complaints:\*\* Users report that emails and calls to customer care go unanswered, and service centers fail to provide updates on repair status [1].  
 \* \*\*Ola Electric:\*\* A user noted "no response after 2 weeks of sending email" regarding a feature removal after an OS update (@ramuurs7227) [1].  
 \* \*\*Bajaj Chetak:\*\* A customer stated that the "response from customer care is very poor" after sending multiple emails (@krishnachowdary3784) [1].  
\* \*\*Absence of Temporary Solutions:\*\* When vehicles are held for long-term repairs, brands are not offering temporary vehicles, causing significant disruption to users' lives and work (@GovindSingh-40) [1].  
  
### \*\*Conclusion\*\*  
  
The user-generated data paints a clear picture: after-sales service is the Achilles' heel of the Indian EV two-wheeler market [1]. While product innovation and performance are key selling points, the ownership experience is being severely undermined by an underdeveloped and overwhelmed service infrastructure. The core issues of \*\*long repair times, poor staff competence, premature component failures, and a lack of corporate accountability\*\* are eroding consumer trust. Brands that prioritize building a robust, reliable, and customer-centric service network will be best positioned for long-term success and market leadership.  
  
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\*\*Sources:\*\*  
  
\* \*\*[1] Social Media Intelligence:\*\* Analysis of 50 user comments from YouTube, August 2025. This data reflects user opinions and direct experiences with after-sales service.

# Sources

1. 5 steps to analyzing user feedback for deeper customer insights

URL: https://contentsquare.com/guides/user-feedback/analysis/

Summary: Bugs: complaints of buttons not clicking, pages not loading, or any issues blocking your customers from completing an action. Other feedback ......

2. Customer Feedback Analysis: How To Analyze & Act on Feedback

URL: https://rapidr.io/blog/customer-feedback-analysis/

Summary: Customer feedback analysis systematically evaluates customers' comments, reviews, and opinions about a product, service, or company....

3. Unlocking Insights: How to Analyze Customer Feedback Effectively

URL: https://www.helpscout.com/blog/customer-feedback-analysis/

Summary: Follow this guide to learn how to analyze customer feedback and turn it into actionable inputs that can transform your business....

4. Understanding User Feedback: How To Collect and Analyse It ...

URL: https://frill.co/blog/posts/understanding-user-feedback-how-to-collect-and-analyse-it-effectively

Summary: User feedback can simply be defined as hearing from the audience. It involves collecting user opinions, ideas, problems, criticisms and suggestions about a ......

5. Customer Feedback Analysis: How To & Examples 2025 - Usersnap

URL: https://usersnap.com/blog/customer-feedback-analysis-guide/

Summary: In this article, we'll break down the feedback analysis process. As a result, you can easily adjust your decisions-making process based on learning directly ......

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

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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...