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 the provided user feedback, here are the main service issues reported by electric vehicle users in the Indian market  
• ### \*\*Executive Summary\*\*  
  
After-sales service is the most significant pain point for Indian EV users, cutting across multiple brands

# Detailed Analysis

Of course. Based on a comprehensive analysis of the provided user feedback, here are the main service issues reported by electric vehicle users in the Indian market.  
  
### \*\*Executive Summary\*\*  
  
After-sales service is the most significant pain point for Indian EV users, cutting across multiple brands. The analysis of user comments reveals four primary areas of concern: extremely long repair times due to parts unavailability, poor customer experience at service centers, premature failure of critical components like batteries, and unresolved software glitches that impair vehicle functionality and safety [1].  
  
Brands like Bajaj Chetak and Ola Electric show a high volume of negative sentiment specifically tied to their service infrastructure, with users frequently reporting their vehicles being non-operational for weeks or even months [1]. While product features and performance are key purchase drivers, the post-purchase service experience is emerging as the biggest detractor from customer satisfaction and brand trust.  
  
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### \*\*Main Service Issues Reported by Users\*\*  
  
Based on an in-depth analysis of user comments, the service issues can be categorized into the following key themes [1]:  
  
\*\*1. Prolonged Repair Times & Parts Unavailability\*\*  
This is the most frequently cited and frustrating issue. Users report their vehicles being held at service centers for exorbitant periods, often due to a lack of available spare parts, particularly batteries.  
\* \*\*Bajaj Chetak:\*\* Multiple users report their scooters being at the service center for over a month waiting for a battery replacement (@meghadoottemkar8911, @GovindSingh-40). One user noted their scooter was parked outside the service center during this long wait (@meghadoottemkar8911).  
\* \*\*Ola Electric:\*\* Users describe their scooters being "dead" and in service center custody for periods ranging from 20 days to over three months (@KalI5O6wBE4, @dipankarpatra3214, @ramilajain7858).  
\* \*\*Revolt:\*\* An extreme case highlights a five-month wait for a battery repair with no offer of a replacement vehicle, rendering the bike a "mere ornament" (@abhishekvaghela6751). Another user claims a minimum 35-40 day wait for even minor issues due to no spares (@rogerbinny5615).  
  
\*\*2. Poor Service Center Experience & Staff Conduct\*\*  
Users express deep dissatisfaction with the quality of interaction and the processes at service centers.  
\* \*\*Unprofessional Staff:\*\* Bajaj Chetak users repeatedly describe service center staff as "rude," "non-cooperative," "arrogant & pathetic" (@nagpurwalii, @meghadoottemkar8911).  
\* \*\*Inefficient Processes:\*\* A Bajaj user detailed a chaotic experience where no technician inspected the vehicle after a job card was made, and the customer had to run between counters without guidance (@The-creative-crew). Ola users point to a cumbersome process where an appointment can only be booked days after logging a complaint (@tarunkumarazad3153).  
\* \*\*Inconsistent Quality:\*\* A TVS iQube owner reported a "terrible" experience at one service center but a "super welcoming" one at a newly opened location, indicating a lack of standardized service quality across the network (@diddlysquidly\_4814).  
  
\*\*3. Critical Component Failures (Especially Batteries)\*\*  
Many service issues are triggered by the premature failure of core components, leading to a loss of trust in the product's reliability.  
\* \*\*Bajaj Chetak:\*\* This is a standout issue for the brand. Numerous comments detail main battery cells failing within a few months of purchase, leading to a drastic drop in range from 120 km to just 32 km in one case (@GovindSingh-40, @VishuKochhar). Another user calls it a "manufacturing defect" after seeing multiple scooters with the same problem (@meghadoottemkar8911).  
\* \*\*BGauss:\*\* A user reported a cascade of failures within 18 months, including switches, the digital meter, horn, and charger, pointing to poor component quality (@gajenyadav).  
\* \*\*TVS iQube:\*\* A user's issues began after a company-initiated battery replacement, resulting in a faulty new battery and charging problems, suggesting potential issues with replacement parts or service execution (@ShitalMangale-j3r).  
  
\*\*4. Unresolved Software and Electronic Glitches\*\*  
As vehicles become more software-dependent, users report recurring glitches that service centers struggle to fix permanently.  
\* \*\*Hero Vida:\*\* A critical safety concern was raised about a "safe mode issue" where the vehicle stops abruptly and the rear wheel locks, making it impossible to move to the side of the road (@balachandra1501).  
\* \*\*Ola Electric:\*\* A major complaint is the vehicle becoming "dead" or unresponsive, often due to forced software updates. Users report this happening multiple times, eroding confidence in taking the vehicle out (@tarunkumarazad3153, @ramuurs7227).  
\* \*\*TVS iQube:\*\* A user identified a "Torque Dump Issue" where the motor delivers full power unexpectedly, causing the rear wheel to spin. While a software fix was applied for another issue, this potentially unsafe glitch persisted (@diddlysquidly\_4814).  
  
### \*\*Brand-Specific Service Analysis\*\*  
  
| Brand | Key Service Issues Identified from User Feedback [1] | Negative Sentiment Score\* |  
| :--- | :--- | :--- |  
| \*\*Bajaj Chetak\*\* | Widespread premature battery failures; extremely long wait times (1+ month) for parts; unresponsive, rude, and unprofessional service staff. | 36.6% |  
| \*\*Ola Electric\*\* | Vehicles becoming completely unresponsive ("dead"); prolonged stays at service centers; issues triggered by software updates; complex appointment system. | 38.3% |  
| \*\*Revolt\*\* | Extreme delays in repairs (up to 5 months); chronic unavailability of spare parts, rendering bikes unusable for long periods. | 33.9% |  
| \*\*Hero Vida\*\* | Critical software bugs causing safety concerns (e.g., wheel locking); unresolved issues even after multiple service visits; poor quality of switches. | 33.5% |  
| \*\*TVS iQube\*\* | Inconsistent service quality varying by dealership; software quirks requiring vehicle restarts; new issues arising after proactive repairs. | 36.9% |  
| \*\*BGauss\*\* | Multiple component failures (switches, meter, horn); service centers perceived as incompetent and uninterested in resolving problems. | 27.6% |  
  
\*\\*Note: The sentiment score is from the provided dataset and reflects overall brand sentiment, not just service-related comments.\*  
  
### \*\*Conclusion\*\*  
  
The user feedback data paints a clear picture: the after-sales service infrastructure for electric vehicles in India is failing to keep pace with sales [1]. The core issues are systemic, pointing to weaknesses in supply chain management (spare parts), technical training (diagnosing complex software and hardware issues), and standardized customer service protocols. While brands are focused on launching new products, the recurring complaints about service are causing significant brand damage, eroding customer trust, and creating a major obstacle to wider EV adoption.  
  
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\*\*Sources:\*\*  
[1] Social Media Intelligence: Analysis of 50 YouTube user comments from August 2025.

# 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...

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

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 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...