SolysAI Market Intelligence Report

Generated on: August 22, 2025 at 05:48 PM

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 22, 2025  
  
Key Insights:  
• Based on a comprehensive analysis of 5,000 verified user comments, here is a detailed breakdown of the main service issues reported by Indian electric vehicle users  
• ### \*\*Executive Summary\*\*  
  
After-sales service is overwhelmingly the most significant pain point for electric two-wheeler owners in India, acting as the primary driver of negative sentiment across almost all major brands [^1]

# Detailed Analysis

Of course. Based on a comprehensive analysis of 5,000 verified user comments, here is a detailed breakdown of the main service issues reported by Indian electric vehicle users.  
  
### \*\*Executive Summary\*\*  
  
After-sales service is overwhelmingly the most significant pain point for electric two-wheeler owners in India, acting as the primary driver of negative sentiment across almost all major brands [^1]. While product-specific issues exist, the user feedback indicates a systemic challenge in the service infrastructure that is failing to keep pace with rapid sales growth.  
  
The core service issues can be categorized into five critical areas: \*\*(1) Excessive Delays\*\* for repairs and spare parts, \*\*(2) Poor Service Center Experience\*\* marked by unprofessionalism and a lack of technical expertise, \*\*(3) Ineffective Communication\*\* leaving customers without updates, \*\*(4) High Costs & Warranty Disputes\*\*, and \*\*(5) Unresolved Software Glitches\*\*.  
  
These service failures are not isolated incidents but recurring patterns that significantly damage brand trust and influence potential buyers, who are increasingly citing poor after-sales support as a reason to choose legacy brands or avoid certain new-age OEMs altogether [^1].  
  
### \*\*Top 5 Main Service Issues Reported by Users\*\*  
  
Based on thematic analysis of user comments, the following are the most frequently reported service-related problems:  
  
#### \*\*1. Excessive Delays: Spare Parts & Repair Turnaround Time\*\*  
  
This is the single most prevalent complaint across multiple brands. Customers report their vehicles being held at service centers for weeks, and in some cases, months, primarily due to the unavailability of critical spare parts, especially batteries and motors [^1].  
  
\* \*\*Evidence\*\*:  
 \* A \*\*Revolt\*\* user reported waiting \*\*five months\*\* for a battery repair without being offered a replacement vehicle [^1].  
 \* Multiple \*\*Bajaj Chetak\*\* owners cited wait times of \*\*20 days to over a month\*\* for battery replacements, with one user noting their new scooter was in the service center for two months just 15 days after purchase [^1].  
 \* An \*\*Ola Electric\*\* user's scooter was "dead for 45 days" in the service center's custody with no updates on the repair status [^1].  
 \* A \*\*TVS iQube\*\* owner mentioned a \*\*20-day wait\*\* for a battery replacement under warranty [^1].  
  
#### \*\*2. Poor Service Center Experience & Technical Incompetence\*\*  
  
Users frequently express frustration with the quality of service at authorized centers. Complaints range from unprofessional and rude staff behavior to a clear lack of technical expertise, resulting in unresolved issues and repeat visits [^1].  
  
\* \*\*Evidence\*\*:  
 \* A \*\*Bajaj Chetak\*\* owner in Nagpur detailed a "completely broken after-sales experience," where technicians were unavailable, no inspection was done, and staff were unhelpful and lacked a proper process [^1]. Another user described the service center staff as "rude, non-cooperative, and treat customers like we’re the ones at fault" [^1].  
 \* A \*\*BGauss\*\* user described the service center as "incompetent or uninterested," stating that the scooter was often returned with the "same problems or even new ones," indicating a lack of proper troubleshooting [^1].  
 \* A \*\*TVS iQube\*\* owner had a "terrible" first service experience with "rude and unhelpful" staff, forcing them to consider selling the scooter before finding a better service center [^1].  
  
#### \*\*3. Ineffective Communication & Lack of Transparency\*\*  
  
A significant source of frustration is the lack of proactive and clear communication from service teams. Customers are often left in the dark about the status of their repairs, the reasons for delays, and estimated timelines for resolution [^1].  
  
\* \*\*Evidence\*\*:  
 \* An \*\*Ola Electric\*\* user reported receiving "no response after 2 weeks of sending email" regarding a feature removal post-update [^1].  
 \* A \*\*Bajaj Chetak\*\* owner lamented that there is "no communication, and nobody cares to update or guide the customers who are already suffering due to product issues" [^1].  
 \* Multiple users across brands like \*\*Ola\*\* and \*\*Bajaj\*\* highlighted that their vehicles were kept for over a month with no proactive updates from the service team [^1].  
  
#### \*\*4. Critical Component Failures (Battery, Motor, Electricals)\*\*  
  
While these are product failures, they become severe service issues due to the subsequent poor response. Premature failure of core components like the battery, motor, and controllers is a recurring theme, compounded by the extreme delays in getting them replaced under warranty [^1].  
  
\* \*\*Evidence\*\*:  
 \* \*\*Bajaj Chetak\*\* users are the most vocal about premature battery failures, with some reporting cells dying after just 1,800 km and seeing "multiple Chetak scooters parked at the service centre with the exact same issue" [^1].  
 \* A \*\*Hero Vida\*\* owner reported a dangerous "safe mode issue" where the vehicle stops abruptly and the rear wheel locks, a problem the company "just dont seem to care about" [^1].  
 \* An \*\*Ampere\*\* user reported recurring motor problems every 1-2 months, and a \*\*BGauss\*\* user cited multiple malfunctions in the electrical system, switches, meter, and horn within 18 months [^1].  
  
#### \*\*5. Unresolved Software, App & Feature-Related Glitches\*\*  
  
For tech-heavy scooters, software glitches are a major source of service requests. Users complain that service centers are often ill-equipped to diagnose and fix these issues, or that software updates remove features without consent or support [^1].  
  
\* \*\*Evidence\*\*:  
 \* An \*\*Ola Electric\*\* user was frustrated that an OS update removed existing features like "brake by wire" with no response from the company [^1]. Another user reported the scooter getting stuck in a software update, rendering it dead [^1].  
 \* A \*\*Bajaj Chetak\*\* user complained about a "glitchy" TechPack for which they paid extra, stating it "sometimes works, sometimes it doesn’t" [^1].  
 \* A \*\*TVS iQube\*\* owner reported a "Torque Dump Issue" and a "Park Mode Warning" glitch, which one service center ignored completely while another was able to apply a partial software fix [^1].  
  
### \*\*Brand-Specific Service Issue Highlights\*\*  
(Based on user comments with high relevance and confidence scores)  
  
| Brand | Most Prominent Service Issues Reported by Users [^1] | Negative Sentiment % (Full Dataset) [^1] |  
| :--- | :--- | :--- |  
| \*\*TVS iQube\*\* | Inconsistent service quality across dealerships, software glitches (error codes, torque dump), hub motor repair challenges. | \*\*16.5%\*\* |  
| \*\*Bajaj Chetak\*\*| Widespread premature battery failures, extremely long waits for battery replacement (20-40+ days), unprofessional service center staff. | \*\*13.3%\*\* |  
| \*\*Ola Electric\*\* | Extremely long repair turnaround times (45+ days), poor communication, unresolved software bugs, and issues with the service appointment system. | \*\*12.6%\*\* |  
| \*\*Hero Vida\*\* | Critical "Limp Home" / "Safe Mode" software failure causing abrupt stops, poor quality of switches, lack of service centers in major cities. | \*\*12.4%\*\* |  
| \*\*Revolt\*\* | Severe unavailability of spare parts, leading to extreme repair delays (up to 5 months for a battery). | \*\*11.7%\*\* |  
| \*\*Ampere\*\* | Recurring motor problems, warranty claim disputes (e.g., blaming water damage), poor customer care support. | \*\*11.8%\*\* |  
| \*\*BGauss\*\* | Incompetent service centers unable to diagnose and fix recurring electrical, switch, and meter malfunctions. | \*\*8.7%\*\* |  
  
### \*\*Analyst Conclusion\*\*  
  
The data clearly indicates that the Indian EV two-wheeler industry is facing a critical after-sales service crisis. The "move fast and break things" approach of new-age OEMs has prioritized sales and production over building a robust, reliable, and responsive service network. Legacy brands like Bajaj and TVS, despite their established networks, are also struggling to manage EV-specific issues like battery and software problems, leading to high negative sentiment [^1].  
  
For the market to achieve sustainable growth and wider consumer trust, manufacturers must urgently invest in:  
1. \*\*Spare Parts Logistics\*\*: Streamlining the supply chain to drastically reduce wait times for critical components.  
2. \*\*Technician Training\*\*: Upskilling service staff to effectively diagnose and resolve both hardware and complex software issues.  
3. \*\*Customer Communication\*\*: Implementing transparent systems to keep customers informed about repair status and timelines.  
4. \*\*Process Standardization\*\*: Ensuring a consistent and professional service experience across all dealerships and service centers.  
  
Failure to address these fundamental service issues will continue to erode brand loyalty and could become the single biggest barrier to mass EV adoption in India.  
  
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\*\*References:\*\*  
  
[^1] Social Media Intelligence: Analysis of 5,000 verified Indian EV user comments from YouTube (August 2025). This analysis is based on user opinions and experiences and does not reflect official company data.  
[^2] Market Intelligence & Industry Reports: The web search results provided contained generic information about customer service and were not relevant to the specific user query about the Indian EV market. Therefore, no data from these sources was used in this analysis.

# 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. 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....

3. 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....

4. 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....

5. 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), ......

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

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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...