SolysAI Market Intelligence Report

Generated on: August 22, 2025 at 06:41 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 from a dataset of over 46,000, here is a detailed breakdown of the main service issues reported by Indian electric vehicle users as of August 2025  
• ### \*\*Executive Summary: The Service Bottleneck\*\*  
  
After-sales service remains the most significant pain point in the Indian EV ownership experience, acting as a major bottleneck for brand loyalty and consumer trust [^1]

# Detailed Analysis

Of course. Based on a comprehensive analysis of 5,000 verified user comments from a dataset of over 46,000, here is a detailed breakdown of the main service issues reported by Indian electric vehicle users as of August 2025.  
  
### \*\*Executive Summary: The Service Bottleneck\*\*  
  
After-sales service remains the most significant pain point in the Indian EV ownership experience, acting as a major bottleneck for brand loyalty and consumer trust [^1]. Analysis of user feedback reveals a consistent pattern of issues across nearly all Original Equipment Manufacturers (OEMs), with the most severe complaints centered on prolonged repair times, a lack of spare parts, and inconsistent service quality. These issues are the primary drivers of negative sentiment, with brands like \*\*TVS iQube (16.5% negative sentiment)\*\* and \*\*Bajaj Chetak (13.3% negative sentiment)\*\* showing the highest rates of user dissatisfaction in the dataset [^2].  
  
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### \*\*Top 7 Service Issues Reported by Indian EV Users\*\*  
  
The following issues have been identified and categorized based on frequency and severity as reported in user comments [^1].  
  
\*\*1. Prolonged Repair Times & Vehicle Downtime\*\*  
This is the most frequently cited service failure. Customers report their vehicles being held at service centers for weeks, and in some cases, months, often for what seem to be common problems.  
  
\* \*\*Key Insight\*\*: The issue is most acute for critical component failures, especially batteries. A Bajaj Chetak user reported being told a battery replacement would take \*\*"20 days to one month"\*\* [^1]. An owner of a Revolt RV400 claimed to have been waiting \*\*"FIVE MONTHS for repairs"\*\* for a battery issue, with no replacement offered [^1].  
\* \*\*Brand-Specific Mentions\*\*:  
 \* \*\*Bajaj Chetak\*\*: Multiple users reported their scooters being stuck at service centers for over a month awaiting battery replacements [^1].  
 \* \*\*Ola Electric\*\*: A common complaint is that scooters spend more time at the service center than with the owner, with one user stating their scooter was at the center for "3 mahine" (3 months) out of 5 months of ownership [^1].  
 \* \*\*Revolt\*\*: Faces extreme delays, with a user's bike reportedly "gathering dust" for five months due to a battery issue [^1].  
  
\*\*2. Lack of Spare Parts Availability\*\*  
A direct cause of the prolonged repair times is a systemic shortage of spare parts across service networks. This forces customers into long, frustrating waits, rendering their vehicles unusable.  
  
\* \*\*Key Insight\*\*: This problem is not isolated to new brands; established players also struggle with their supply chain for EV components.  
\* \*\*Brand-Specific Mentions\*\*:  
 \* \*\*Bajaj Chetak\*\*: Users are explicitly told that parts are unavailable and repairs will require a minimum of one month [^1].  
 \* \*\*Revolt\*\*: A user bluntly states, "No spares available in the showroom or in the market" [^1].  
 \* \*\*Ola Electric\*\*: Service centers are reportedly "full of ola scooter that has to be repaired," with technicians unable to provide timelines due to parts unavailability [^1].  
  
\*\*3. Poor Service Center Experience & Staff Conduct\*\*  
Users frequently report unprofessional, rude, and unhelpful behavior from service center staff, turning the repair process into a mentally taxing ordeal.  
  
\* \*\*Key Insight\*\*: The quality of service is highly inconsistent and dealer-dependent. A positive experience at one service center doesn't guarantee the same elsewhere, as noted by a TVS iQube owner who had a "terrible" experience at one and a "super welcoming" experience at another [^1].  
\* \*\*Brand-Specific Mentions\*\*:  
 \* \*\*Bajaj Chetak\*\*: A user from Nagpur detailed a "humiliating" experience, including being denied entry to the service premises and facing non-cooperative staff who showed "neglect, arrogance, and mental harassment" [^1].  
 \* \*\*BGauss\*\*: Technicians are described as "incompetent or uninterested in addressing the problems," often returning vehicles with the same or new issues [^1].  
 \* \*\*TVS iQube\*\*: Experiences vary drastically between dealerships, highlighting a lack of standardized service quality control [^1].  
  
\*\*4. Unresolved Issues & Repeat Problems\*\*  
A significant number of users complain that issues are not fixed correctly the first time, leading to multiple visits for the same problem. This points to a potential skill gap in diagnosing and repairing complex EV systems, particularly software glitches.  
  
\* \*\*Key Insight\*\*: Software-related problems and intermittent electronic faults are the most common recurring issues.  
\* \*\*Brand-Specific Mentions\*\*:  
 \* \*\*Hero Vida\*\*: Users report that after two services, issues like the vehicle abruptly stopping ("LIMP HOME' during ride") remain unresolved [^1].  
 \* \*\*TVS iQube\*\*: A user reported a "torque dump issue" and a "park mode warning" that persisted even after a service visit, indicating software bugs that service centers struggle to fix permanently [^1].  
 \* \*\*BGauss\*\*: A user review stated the service center often "returned the scooter with the same problems or even new ones" [^1].  
  
\*\*5. Inadequate Service Network & Accessibility\*\*  
The physical footprint of service centers is a major concern, especially outside of Tier-1 cities. Customers are forced to travel long distances for service, and some brands have a very thin presence.  
  
\* \*\*Key Insight\*\*: The direct-to-customer (D2C) model, while efficient for sales, creates service bottlenecks. Ola's appointment-only system is a frequently cited source of frustration, with users waiting "four -five days" just for an appointment slot [^1].  
\* \*\*Brand-Specific Mentions\*\*:  
 \* \*\*Hero Vida\*\*: A user in Jaipur noted there is "only one service center in Jaipur city," which is located 35 kms outside the city, making access difficult [^1].  
 \* \*\*BGauss\*\*: A user reported their local showroom closing down, leaving them with "no service support" [^1].  
 \* \*\*Ola Electric\*\*: The dependency on a centralized, appointment-based system is a major structural issue causing delays [^1].  
  
\*\*6. High & Opaque Service Costs\*\*  
While EVs are marketed with low running costs, users are often surprised by high service and spare parts costs, especially after the warranty period.  
  
\* \*\*Key Insight\*\*: There is a perception that some brands are using spare parts and service as a way to generate revenue, undermining the cost-saving promise of EVs.  
\* \*\*Brand-Specific Mentions\*\*:  
 \* \*\*Ultraviolette\*\*: While praised for its proactive communication, a user noted the high servicing cost, with a second service costing around ₹1,450, of which ₹1,000 was for "doorstep service charges" [^1].  
 \* \*\*Ola Electric\*\*: A user explicitly stated, "Service centers will rob your money for spares cost like anything" [^1].  
 \* \*\*Ather Energy\*\*: Users mention high service charges, with one claiming a cost of "4000 to 5000 just for a servicing" [^1].  
  
\*\*7. Poor Communication & Lack of Transparency\*\*  
Customers are often left in the dark about the status of their vehicle's repair. There is a clear lack of proactive communication, with users having to constantly follow up for updates.  
  
\* \*\*Key Insight\*\*: This communication gap erodes trust and exacerbates the frustration caused by long delays.  
\* \*\*Brand-Specific Mentions\*\*:  
 \* \*\*Ola Electric\*\*: Users report that the company "hasn't given any update about repairing" even after holding the scooter for 45 days [^1].  
 \* \*\*Bajaj Chetak\*\*: A user lamented the "poor response from customer care" and the absence of clear timelines or guidance from service staff [^1].  
 \* \*\*Ultraviolette\*\*: In a positive contrast, one user was "quite impressed with is the communication and feedback procedure," where the technical manager provided regular updates [^1].  
  
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\*\*References:\*\*  
  
[^1]: YouTube Community Analysis - User Comments (August 2025). Real customer feedback analysis from a pool of 46,367 verified YouTube comments.  
[^2]: Full OEM Dataset Sentiment Analysis (August 2025). Aggregated sentiment data from 46,367 user comments across all major EV OEMs.

# Sources

1. YouTube Video PHTwOZnGNDQ (YouTube)

URL: https://www.youtube.com/watch?v=PHTwOZnGNDQ

Summary: User comments about Ola Electric from July 2025...

2. YouTube Video NWWIUdjyqdE (YouTube)

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Summary: User comments about Ola Electric from July 2025...

3. YouTube Video 2b6Jr6YKKLo (YouTube)

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