

Gripero Amazon 1-Star Report

Amazon Echo Dot (newest model) - Vibrant sounding speaker, Designed for Alexa+, Great for bedrooms, dining rooms and offices, Charcoal

ASIN B09B8V1LZ3 · amazon.com · 4.7★ average from 201151 ratings · 100 critical reviews pulled

Generated 2026-10-19 from the 100 most recent 1-3★ public reviews (1★ 65, 2★ 16, 3★ 19). 100 classified by AI.

Headline: the top reason is **Performance** (50% of critical reviews). About **18%** of complaints look preventable with a clearer listing (copy or images); the rest need a product, packaging or QC change.

Top reasons

Reason	Rev.	Share	Severity (0-3)	Listing-fixable
Performance	50	50%	2.4	14%
Compatibility / software	37	37%	2.4	14%
Quality / defective on arrival	33	33%	2.6	9%
Durability (fails over time)	21	21%	2.7	0%
Seller service / returns	19	19%	2.7	16%
Price / value	11	11%	2.3	18%
Instructions / setup	10	10%	2.5	20%
Not as described	5	5%	2.5	80%
Battery / power	2	2%	2.5	0%
Used / counterfeit item	2	2%	2.1	50%
Size / fit	2	2%	1.8	100%
Missing parts	1	1%	2.0	100%

Share = % of analysed critical reviews mentioning the reason (one review can have several). Listing-fixable = % of those reviews where the AI judged a clearer listing would have prevented the complaint.

What buyers say (quotes)

Performance

"AI sucks - I bought this "latest" model not looking at when it was released (2022). So it's my fault for not paying attention. The sound is 5-star but functionality is 1-star. Functionality trumps sound. Alexa is as stupid as it was in 2017 when we first got one. For instance, it" (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

"Dont buy it. Its junk - What a piece of junk. It cant answer any question except the weather. I asked it 4 times what day of the week october 14th was. It said the something about LGBTQ on another date. Then it said something about the 12th . I asked again it said something about" (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

"Not good - Bought this to you in my classroom. The sound was not great at all ended up returning and buying one of the older models that had better sound." (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

Compatibility / software

"Difficult to set up - I bought it so I could play music in my living room from my streaming device. Very difficult to set up. It could not find my television. It could not find my Amazon music. Customer support was no help either. I am returning this ridiculous item." (2★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

"If cannot connect or setup. Trash Junk. - DOA. It does not connect. Keep failing to setup. Trash." (1★, verified buyer, amazon.com, ['Color: Deep Sea Blue', 'Size: Pack of 1', 'Configuration: Device only'])

“Unreliable, information s – Alexa+ has made our devices unreliable. They wake to nearly every word we say. Songs cut off while you're listening. It is asking a lot of personal questions about my Hispanic accent which it never has before. It answers questions incorrectly then agre” (1★, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

Quality / defective on arrival

“Don't buy – It quit working after 2 monthsNow it's a paper weight” (1★, verified buyer, amazon.com, ['Color: Glacier White', 'Size: Pack of 1', 'Configuration: Device only'])

“Do not buy – Do not buy this product I got it hooked it up it worked great for a month or two and now it won't recognize my voice it won't do anything even though it says it's connected to the internet and all I tried to do a return on it and all they want to offer me is support ” (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

“does not work – echo dot would not work for me even with phone product support. After multiple attempts I gave it up Could not get past setup. Made in Mexico” (1★, verified buyer, amazon.com, ['Color: Glacier White', 'Size: Pack of 1', 'Configuration: Device only'])

Durability (fails over time)

“Stopped working before 1 year – Stopped working before even reaching 1 year from my purchase. Wont power on, can't factory reset it. There is no simple or easy way to reach out to Amazon to check the warranty or get it replaced.” (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

“Internet connectivity problems – It worked great for 10 days and then it just said it could not connect to the internet. I tried everything and finally I just deleted the app on my phone and reset to the factory settings. It worked get for about 5 more days and then I got the s” (1★, verified buyer, amazon.com, ['Color: Glacier White', 'Size: Pack of 1', 'Configuration: Device only'])

“Defective model – Place for about 3 seconds and then stops” (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

Seller service / returns

“worthless – zero stars. most worthless device I've ever spent money on. not a smart device. After 90 days of using it, I just gave up unplugged it try to process the return obviously I can't so throwing it away.” (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

“It quit working in the first year. – It stopped working after one year. I didn't buy the protection plan so I guess I'm out \$80. I enjoyed it while I had it but I tried to set it up again but it never went to set-up mode after multiple attempts. It had been "misbehaving" for se” (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

“Scam – I have three devices in total. This one was tiny, sound mediocre and on top of that, It was defective. Customer service from India couldn't help me.I was told to send back with the original box including cables, manuals, etc. Otherwise I won't get a refund. in other wor” (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

Price / value

“Room must be very quiet to work – unless the room is completely silent this is worthles. When the room is silent, it work great. me im sick of it not work worth the time i tried to get it to .and it cost way more than it is worth. I have had it long enough the return is closed” (1★, verified buyer, amazon.com, ['Color: Glacier White', 'Size: Pack of 1', 'Configuration: Device only'])

“Gone Dumb – Alexa is no longer worth the money. They seriously need to update her software or whatever she uses. I used mine for 2 days and unplugged her.” (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

“Defective Resale Item – Bought it used-good from Amazon Resale, and finally decided 6 mos later it is defective. First, the volume isn't leveled on it and there is no setting for that because it shouldn't be needed. One song has loud vocals, the next you can barely hear anythin” (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

Instructions / setup

“Won't connect to WiFi – Am I the only one having an impossible time connecting these things to WiFi?I've spent hours working with Amazon support and going through all the troubleshooting steps multiple times. I bought two and had to get them replaced and now my new ones won't wo” (1★,

verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

“Language – I don't speak any of the languages in there lack of instruction. So I have to hope its plug and play or its going back to Canada.” (1★, verified buyer, amazon.com, ['Color: Glacier White', 'Size: Pack of 1', 'Configuration: Device only'])

“No me funcionó – No se pudo configurar en mi casa, a pesar de que tengo señal de bastante potencia, tal vez sea mejor comprarla sin la configuración previa de Amazon. Mi hijo es ingeniero y se dedica a informática, no pudo tampoco hacerlo” (2★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

Not as described

“Not for me. – Does not have great “vibrant” sound as it raves about in the description. Didn't have it but a half hour and I boxed it back up and sent it back. Not impressed with it at all. Was easy to set up, just not for me as I wanted really good sound.” (2★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

“Trash – Trash. I have a 6 service room spa, 6 echoes connected together with Spotify. They are NOT COMPATIBLE WITH SPOTIFY. They constantly drop. It's a KNOWN issue in every forum and yet they will not tell you that and they will not let you return them. DO NOT BUY.” (1★, verified buyer, amazon.com, ['Color: Glacier White', 'Size: Pack of 1', 'Configuration: Device only'])

“I want a full refund for a product that was tested guaranteed return and was not actually guaranteed – Defective tested guaranteed to work return button greyed out within delivery window thieving company” (1★, verified buyer, amazon.com, ['Color: Charcoal', 'Size: Pack of 1', 'Configuration: Device only'])

10 fixes, ranked

Listing copy

1. **Performance** [50 reviews · 50% · severity 2.4] – Set realistic expectations with measured numbers (power, volume, coverage) and clear use cases.
2. **Compatibility / software** [37 reviews · 37% · severity 2.4] – List compatible and NOT compatible devices/versions explicitly.
3. **Quality / defective on arrival** [33 reviews · 33% · severity 2.6] – State materials, tolerances and the QC check you run; do not over-promise "premium".

Images

4. **Performance** [50 reviews · 50% · severity 2.4] – Use comparison or demo images that reflect real performance.
5. **Compatibility / software** [37 reviews · 37% · severity 2.4] – Add a compatibility chart image.
6. **Quality / defective on arrival** [33 reviews · 33% · severity 2.6] – Show close-ups of seams, joints and materials as they really look.

Product

7. **Performance** [50 reviews · 50% · severity 2.4] – Improve the core spec buyers complain about or reposition to a cheaper/lighter use case.
8. **Compatibility / software** [37 reviews · 37% · severity 2.4] – Fix firmware/app issues; test against the devices named in reviews.
9. **Quality / defective on arrival** [33 reviews · 33% · severity 2.6] – Tighten incoming QC with your factory on the failure points quoted; add a pre-shipment inspection.
10. **Durability (fails over time)** [21 reviews · 21% · severity 2.7] – Reinforce the parts that fail in the quotes (hinges, stitching, connectors); extend warranty if failure rates are high.

Method: public Amazon reviews filtered to 1-3 stars ("critical"), most recent first, collected via an Apify scraper; reviewer names are not included. Each review was classified by TypeSafe Jev AI into 14 defect types, a severity score and a listing-vs-product judgement. Reviews in German, Spanish etc. are analysed in their own language; quotes are shown as written. Fixes are starting points ranked by reviews × severity; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Amazon. Reply within 7 days for one free clarification.