

App Store complaint report

American Airlines · American Airlines · current version 2026.31

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2019-01-30 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.86
Reviews with a complaint	150 (50%)
Storefronts	CA 100, GB 100, US 100
All-time App Store rating (US)	4.80 from 1,709,949 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	123	2.4	2026.30 (11), 2023.20 (5), 2022.29.1 (5)
Feature requests	63	2.3	2026.30 (5), 2026.2.1 (3), 2026.31 (3)
UX / design	31	2.3	2026.30 (5), 2023.2 (2), 2026.27 (1)
Pricing / subscription	24	2.2	2026.30 (3), 2026.16 (2), 2026.2.1 (2)
Performance	19	2.4	2023.3 (2), 2022.29.1 (2), 2026.30 (2)
Crashes / freezes	12	2.7	2026.31 (2), 2022.29.1 (2), 2026.30 (2)
Ads	3	2.1	2026.31 (1), 2026.30 (1), 2022.29 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.31	19	3.8	32%
2026.30	66	3.9	23%
2026.29	15	4.4	0%
2026.28	2	1.0	100%
2026.27	1	3.0	100%
2026.26	3	4.7	0%
2026.25	1	5.0	0%
2026.23	1	4.0	0%

Representative quotes

Bugs

“Doesn't work. Uninstalled – Creating and logging into an account was a chore, "Find my flight" function doesn't work, nor could I add my name onto a standby list after searching that flight by its flight number. Just a buggy, frustrating experience all around.” (1★, v2025.2, GB, 2025-01-23)

“Deleted – Couldn't register couldn't find my reservation. Deleted. On the registration page, it wasn't renderings right on iPhone 11 latest OS. Pressed submit to finish registration, didn't do anything. Checked so the fields and they all looked good. Still co” (1★, v2024.1, GB, 2024-01-19)

Feature requests

"Very poor app – Ok to view flights already booked but anything else you need to use the website. Tried to reserve seats but couldn't app crashed scanning credit card. Can't put an address in outside of USA. Needs to have more features and stability like th" (1★, v5.15.3, GB, 2019-10-18)

"App does allow you to add credit cards from a dofferent country – trying to book baggage and pay for seats and the app doesnt allow you to add a card from a country outside the US. so now i have to pay higher fees when i get to the airport and end up in seats " (1★, v2026.2.1, GB, 2026-02-04)

UX / design

"Worst app I have ever used – This should be an intuitive and simple to use app. Like most other booking apps. But no. It is the most confusing, and user-unfriendly app I have come across. Much more work needed. Take a look at the BA app AA. That's how it's don" (1★, v2023.6, GB, 2023-04-15)

"App displays flights confusing – App displays flights in a confusing way, get this fixed, as it's terrible to understand." (1★, v2023.13, GB, 2023-08-06)

Pricing / subscription

"Can't do anything, errors – I get an error searching for my confirmed flight so can't use the app at all. Cannot pay with my Canadian card then prices increase while I'm searching." (1★, v2024.30, CA, 2024-08-27)

"Total rubbish – Cannot use in UK as its in dollars so can't pay for anything" (1★, v5.11.0, GB, 2019-01-30)

Performance

"Can improve – It's been very slow, sometimes not going to the section one clicks for. Pre check has become impossible regardless of the destination one is going to." (1★, v2024.22, GB, 2024-06-22)

"Can't link to TripCase – AA won't let TripCase see booking details so have to rely on this slow app." (1★, v5.13.5, GB, 2019-07-14)

Crashes / freezes

"Worst App in Airline history – Keeps crashing, asking for cookies, email sign in codes don't work. Would choose to fly with a different airline just to not use their app!" (1★, v2025.23, CA, 2025-08-28)

"Shockingly Bad – For a major airline that is supposedly beginning to seek out more premium customers, this app is totally unacceptable. It crashes and reloads repeatedly. Many of the features (including something so simple as booking a flight!) are not actual" (1★, v2026.30, US, 2026-10-15)

Ads

"Used notifications to send me ads – Sent me ads thru notifications. Instant mistrust. Why would you take advantage of me trying to get flight alerts? Makes me never want to take American again." (1★, v2026.30, US, 2026-10-20)

"Check in flow – Took 1 hour trying to check in online - kept taking me back to the beginning without any information on why it wasnt going through. Tried it on desktop, also terrible - but gave me one flag that "my birthday" was incorrect. Had to call - they t" (1★, v2022.29, CA, 2022-12-07)

The 10 most important fixes

1. Fix login / account access [Bugs · 21 reviews · avg severity 2.5/3 · versions 2026.30, 2025.23]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"Login – Can't get an email for verification for a log in. No phone number to call!!! Ridiculous!" (3★, US)

2. Stop data / progress loss [Bugs · 18 reviews · avg severity 2.4/3 · versions 2026.30, 2024.4]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"Garbage – Garbage app, buggy? Can't input us residence when visiting, it has a bug that deletes all data. Fire the programmers" (1★, CA)

3. Answer support requests [Bugs · 18 reviews · avg severity 2.4/3 · versions 2023.8, 2026.30]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

"Garbage app – Won't let me check in. Garbage customer service/ help line. If I could give 0 stars I would because it doesn't work" (1★, CA)

4. Fix in-use crashes and freezes [Crashes / freezes · 13 reviews · avg severity 2.5/3 · versions 2022.29.1, 2026.31]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“Keeps crashing – Almost impossible to use as the app keeps crashing. Trying to establish where my flight credits are via the chat. Can’t help but wonder if it’s all deliberately rubbish so you can’t actually find out any information and use” (1★, GB)

5. Simplify navigation [UX / design · 12 reviews · avg severity 2.2/3 · versions 2026.30, 2023.21]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

“You’re a major airline? – Don’t write a lot of reviews, but I’ve never had to try so hard to purchase a plane ticket. First of all when you try to book a flight and try to select which airport on the mobile app the enter button is blocked d” (1★, CA)

6. Improve content quality [Feature requests · 10 reviews · avg severity 2.1/3 · versions 2023.20, 2026.30]

Review the content areas users name; add a "report a problem" button on content.

“Wrong airport – All attempts to book online to LGA and JFK failed; despite input the correct airport the destination changes!!” (1★, GB)

7. Speed up loading [Performance · 5 reviews · avg severity 2.4/3 · versions 2026.30, 2024.22]

Profile cold start and the slowest screens on older devices; cache content.

“App is slow, airline is horrible – Rebooking options load slowly, provides no clarity as to what is going, or if it does it is at least 30 minutes late.” (1★, US)

8. Fix notifications [Bugs · 5 reviews · avg severity 1.8/3 · versions 2026.30, 2026.31]

Check notification delivery and let users control frequency in settings.

“Abuses notifications – I gave the app permissions to send me notifications related to my travel. It sent me marketing. No more notification permissions. App is fine otherwise I guess.” (1★, US)

9. Ship the most requested feature [Feature requests · 5 reviews · avg severity 1.7/3 · versions 2026.21, 2024.40]

Read the quotes below for the exact request; consider a public roadmap.

“AA app – Good app, but some glitches to be fixed: selecting upgrades offered that cannot be completed and you end up having to call the desk. Would also be good to have loyalty miles earned info. They even pulled that data from their website” (4★, GB)

10. Justify or adjust the price [Pricing / subscription · 4 reviews · avg severity 2.2/3 · versions 2022.27.1, 2026.31]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

“Clunky, badly thought through and broken – Terrible app. Wasted an hour of my life trusting to check in. Online can’t accept covid data. App can’t recognise the booking reference online does. Having charged a huge amount for the flights, ” (1★, GB)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.