

App Store complaint report

Audible: Audiobooks & Podcasts · Audible, Inc. · current version 4.80.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-08-28 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	4.03
Reviews with a complaint	53 (18%)
Storefronts	US 150, GB 100, CA 50
All-time App Store rating (US)	4.85 from 5,614,210 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	29	2.4	4.79.2 (12), 4.80 (6), 4.78.2 (4)
Pricing / subscription	29	2.5	4.79.2 (9), 4.80 (5), 4.78.1 (4)
Feature requests	19	2.1	4.79.2 (7), 4.80 (3), 4.78.2 (2)
UX / design	10	2.1	4.79.2 (3), 4.80 (2), 4.78.2 (1)
Crashes / freezes	6	2.6	4.79.2 (3), 4.80 (1), 4.78.2 (1)
Performance	6	2.6	4.79.2 (3), 4.80 (1), 4.78.2 (1)
Ads	1	2.8	4.79.2 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.80	81	4.1	12%
4.79.2	120	4.3	16%
4.79.1	23	3.5	17%
4.79	12	4.2	17%
4.78.2	30	4.2	13%
4.78.1	15	3.2	33%
4.78	5	3.2	40%
4.77.1	2	1.0	100%

Representative quotes

Bugs

“Glitch in app spoils enjoyment but books great – For some reason every few seconds it stops which is spoiling my enjoyment which is such a shame as i spend a lot on books each month I have contacted customer service but they didn’t sort it and their instructio” (2★, v4.79.2, GB, 2026-10-13)

“Just a blank white screen – This app used to work fine on my iPad but now when I try to open it all I get is a blank white screen - sometimes I get a few seconds of the app followed by a blank white screen. I’ve tried deleting the app and reloading it but it m” (3★, v4.80, GB, 2026-10-19)

Pricing / subscription

"The ENTIRE app is frustrating to use – Firstly there's far too much going on the second you open this app. Shows I don't care about, pop ups, notifications about memberships. Blah blah blah. When you really get past the visual atrocity that this app is, you"" (1★, v4.79.2, US, 2026-10-16)

"Never give your credit card info – They make you travel to the sixth circle of hel to cancel your subscription while keeping your credits. Save your money and your time, don't sign up, go to a library or a book store" (1★, v4.77.1, CA, 2026-09-09)

Feature requests

"Used to love it but then, – So they decided to start listening challenges to their app recently. I've been fine and dandy just listening to my books without challenges. I signed up to do a challenge in which I'm supposed to listen 150 minutes a day. The app do" (2★, v4.80, US, 2026-10-20)

"Bad update – Update doesn't allow airplane mode playing. Even with downloaded books. Please fix asap" (1★, v4.79, CA, 2026-10-07)

UX / design

"Unable to Cancel Audible – Try Chirp instead! I have used Audible for more than 10 years. It was good until Amazon took over. We just had to cancel both of our credit cards in order to stop charges from Audible. We tried for hours to find a way to cancel the" (1★, v4.80, US, 2026-10-21)

"Not Happy – Audible is a joke! When you wanna listen to a preview of a book all you get is all their suggested titles and nothing of the book you selected .. definitely don't suggest this app ! Recently they locked the majority of the free books so even if yo" (1★, v4.77.1, CA, 2026-09-10)

Crashes / freezes

"Crapware. Older devices abandoned – Well, I'm lucky i got to listen to my last book through to then end because the app now crashes as soon as I tap on my library. Guess I'll be canceling my subscription until I've saved enough for a new Android." (1★, v4.25, CA, 2026-09-20)

"Update causing issues – After the last update, the app continually stops playing. I closed all apps on my phone and it still paused every 5 min while my CarPlay was connected." (2★, v4.79.2, US, 2026-10-15)

Performance

"Unreliable app – The app lets Audible down severely. Books often suddenly become unplayable and have to wait (often for a long time) for an update to fix the issue. Unreliable. I'm currently unable to listen the last 1.5hrs of a book I need to finish today," (1★, v4.80, GB, 2026-10-21)

Ads

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 14 reviews · avg severity 2.3/3 · versions 4.79.2, 4.77]

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

"Poor selection of free books – I signed to a one great audible membership with the hope of listening to many books that I am interested in. Unfortunately, I am not able to do so. All the books that I am interested in cost money. I can " (1★, CA)

2. Make trials and renewals transparent [Pricing / subscription · 11 reviews · avg severity 2.6/3 · versions 4.78.1, 4.80]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

"Billed – So i was charged for the month even though i paused the membership 1-2 days before but they say it went through after the payment was due and then on call i told them to cancel it and after cancelling it they said i wont be able" (1★, CA)

3. Soften the redesign backlash [UX / design · 11 reviews · avg severity 2.1/3 · versions 4.79.2, 4.80]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"Collection & Timer Design – This app used to be perfect. Most recently though, they updated the way you view your collection and how you select the duration for the timer. Both changes were completely unnecessary and actually degraded t" (3★, CA)

4. Answer support requests [Bugs · 8 reviews · avg severity 2.6/3 · versions 4.79.2, 4.80]

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

"Customer Service is the WORST! – Audible used to have the best customer service with genuinely nice & helpful people. However, after Amazon bought Audible, it has slowly declined into a terrible company with links to audiobooks not alwa" (1★, US)

5. Fix features broken by the latest update [Bugs · 8 reviews · avg severity 2.3/3 · versions 4.79.2, 4.79.1]
Add regression tests for the features users name in these reviews before the next release.

"Offline listening broken – Recent update seems to have broken offline listening for downloaded books. I'm regularly in situations without WiFi or cellular :(" (1★, GB)

6. Ship the most requested feature [Feature requests · 8 reviews · avg severity 1.7/3 · versions 4.79.2, 4.80]
Read the quotes below for the exact request; consider a public roadmap.

"Clips/notes less functional – I love listening to books, the app works for that much. But the changes made to how clips/bookmarks/notes function (a year or so ago) just don't fly. It now creates two bookmarks for every one you make, I cant " (2★, US)

7. Stop data / progress loss [Bugs · 6 reviews · avg severity 2.4/3 · versions 4.78.2, 4.79.2]

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

"Not compatible with CarPlay – Ever since the iOS 27 update, Audible has become practically unusable with Apple CarPlay. When I try to listen to an audiobook, it will play for a couple of seconds and then randomly pause. After that, it ofte" (2★, CA)

8. Simplify navigation [UX / design · 6 reviews · avg severity 2.3/3 · versions 4.80, 4.79]

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

"Terrible mobile app!! – I have over 100 books now but I'm so fed up with the app!! It's because the discover page is atrocious! Always recommends the same garbage. Not at all intuitive or helpful. I have to go searching other sources to fin" (2★, CA)

9. Fix in-use crashes and freezes [Crashes / freezes · 5 reviews · avg severity 2.6/3 · versions 4.79.2, 4.25]

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

"App is so unreliable – Hopeless for Apple Watch. Sometimes it works. Then you download another book and it just freezes. Most frustrating app I have. Come on guys at Amazon and Apple, you must know this. Please fix." (1★, GB)

10. Fix login / account access [Bugs · 3 reviews · avg severity 2.7/3 · versions 4.80, 4.79.2]

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

"Waste of Time – Could not for the life of me create an account. I tried using my email but it said it was already in use so I go to sign in. The password is wrong so I go to reset. Account locked for suspicious activity. Try to contact cust" (1★, US)

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.