

App Store complaint report

BlaBlaCar : Bus, Train, Covoit · Comuto · current version 6.35.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 13 storefronts (2026-10-09 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.15
Reviews with a complaint	142 (47%)
Storefronts	BR 83, FR 63, IN 43, ES 40, MX 33, DE 13, US 9, IT 7
All-time App Store rating (US)	4.68 from 437,866 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	70	2.1	6.34.0 (37), 6.33.0 (21), 6.35.0 (11)
Feature requests	56	1.9	6.34.0 (33), 6.33.0 (16), 6.35.0 (7)
Pricing / subscription	52	2.1	6.34.0 (33), 6.33.0 (12), 6.35.0 (7)
Ads	27	1.9	6.34.0 (20), 6.33.0 (4), 6.35.0 (3)
UX / design	22	2.0	6.34.0 (9), 6.33.0 (9), 6.35.0 (4)
Performance	11	2.2	6.34.0 (8), 6.35.0 (2), 6.33.0 (1)
Crashes / freezes	7	2.5	6.34.0 (6), 5.240.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
6.35.0	58	3.7	34%
6.34.0	173	3.0	48%
6.33.0	68	3.1	56%
5.240.0	1	1.0	100%

Representative quotes

Bugs

“App com bugs – A versão 6.29.0 está com alguns problemas, na visão do motorista assinante. - Alguns passageiros novos após a finalização da corrida não estão aparecendo a opção de avaliação. - Após atualização, o campo “informações adicionais” na carona está” (3★, v6.33.0, BR, 2026-10-10)

“Nombreux bug – Pas du tout intuitif au point où je ne vais quasi plus dessus” (2★, v6.33.0, FR, 2026-10-10)

Feature requests

“Cant delete account ; sounds chicky – User cant delete their data when wants to, close account take you back why want to close but never let you delete your account” (1★, v6.34.0, GB, 2026-10-17)

“Too many adds at wrong time – Add is absolutely best but adds are ruining the app interface. Either give subscription for add free but non sync adds without skipping is absolute trash.” (2★, v6.35.0, IN, 2026-10-21)

Pricing / subscription

"Odklejone ceny od rzeczywistości – cennik zatrzymał się w czasach gdy paliwo kosztowało 4zł za litr, trasa 280km z opcją premium jest wyceniana na maksymalnie 52zł gdzie najtańszy autobus na tej trasie kosztuje 80zł ulgowy" (1★, v6.34.0, PL, 2026-10-17)

"Achtung Scam Profile!! – Was ist aus BlablaCar geworden? Ich suche seit ein paar Tagen die richtige Mitfahrgelegenheit von Düsseldorf bis nach Amsterdam. Und 5/5 Profilen waren Scam. Es ist immer das gleiche Prinzip. Günstige Preise, meist Botschafter, auslând" (1★, v6.35.0, DE, 2026-10-20)

Ads

"Too much advertising – Very bad experience while using BlaBlaCar app due to lots of ads" (1★, v6.34.0, IN, 2026-10-14)

"Ads spoiling the App experience – Ads spoiling the App experience" (1★, v6.34.0, IN, 2026-10-17)

UX / design

"Não consigo excluir conta – O app é até bom só que não preciso mais do serviço e não estou conseguindo excluir minha conta... a página não tem nenhuma opção depois que pergunta se recomenda o app..." (1★, v6.33.0, BR, 2026-10-11)

"Descuento – El sistema No te deja confirmar la Llegada al final del viaje aunque el conductor lo haga Es tan complicado que no lo he conseguido y ya van varias veces que me ha sido imposible conseguir la bonificación Nefasto y descontenta" (1★, v6.34.0, ES, 2026-10-19)

Performance

"Services downgraded – This app is no more car pooling app. It is taken over by Cab owners. We usually use car pool to be on time wherever we go. But these cab people passes too much time for on the go passengers. Slowly Bla Bla is losing trust" (2★, v6.35.0, IN, 2026-10-20)

"Está travando – Depois dessa última atualização o aplicativo não funciona mais" (1★, v6.34.0, BR, 2026-10-17)

Crashes / freezes

"Crashing – Crashes often" (3★, v6.34.0, IN, 2026-10-19)

"Не работает ни сайт, ни приложение – Сайт не работает совсем. Приложение требует обновиться до более новой версии, а на мой телефон лишь более старая может загрузиться. В итоге ни приложение, ни сайт ваши НЕ РАБОТАЮТ" (1★, v5.240.0, US, 2026-10-16)

The 10 most important fixes

1. Reduce ad frequency and length [Ads · 26 reviews · avg severity 1.9/3 · versions 6.34.0, 6.33.0]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.

"...Out of those 10 minutes, I only actually used the app for 1 minute; the remaining 9 minutes were spent just watching and skipping ads. I have never used anything this terrible or useless in my entire life. It's quite possible that all the " (1★, IN)

2. Answer support requests [Bugs · 20 reviews · avg severity 2.3/3 · versions 6.34.0, 6.33.0]

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

"...riders breaking all the bla bla policy especially in Uttarakhand and Delhi areas by scam with travellers and bla bla doesn't respond and solve they need to have a proper helpline number. If there is an issue to solve it immediately." (2★, IN)

3. Justify or adjust the price [Pricing / subscription · 18 reviews · avg severity 2.2/3 · versions 6.34.0, 6.33.0]

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

"Troppo costoso – Prezzi folli! per tratte che non valgono assolutamente la cifra che chiedono" (1★, IT)

4. Fix notifications [Bugs · 13 reviews · avg severity 2.1/3 · versions 6.34.0, 6.33.0]

Check notification delivery and let users control frequency in settings.

"Not finished – A lot of bugs, constant app crashing, annoying push notifications without meaning, overarching the message blocking" (1★, DE)

5. Make trials and renewals transparent [Pricing / subscription · 10 reviews · avg severity 2.3/3 · versions 6.34.0, 6.33.0]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive

1-star reviews and refunds.

“Não usem – Além do pessimo atendimento eles não cancelam as viagens. Muito risco, usem outro app.” (1★, BR)

6. Simplify navigation [UX / design · 10 reviews · avg severity 2.1/3 · versions 6.33.0, 6.34.0]

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

“Sperrig – Das Anbieten von Mitfahrten (die Eingabe der Adressen) ist sperrig. Korrigieren / löschen nicht zu finden. Eine Zusammenfassung VOR Veröffentlichung fehlt.” (3★, DE)

7. Ship the most requested feature [Feature requests · 11 reviews · avg severity 1.4/3 · versions 6.34.0, 6.33.0]

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

“Blablabla – Qui a inventé le concept de devoir parler à outrance dans un covoit qui nous coute une fortune et avec des inconnus friand du small talk ? Où est l’option « covoiturage silencieux » ?” (1★, FR)

8. Fix login / account access [Bugs · 6 reviews · avg severity 2.4/3 · versions 6.34.0, 6.33.0]

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

“Don’t sign in – You can’t delete your account after creating it, endless questions until there is no way to continue.” (1★, DE)

9. Fix features broken by the latest update [Bugs · 6 reviews · avg severity 2.0/3 · versions 6.35.0, 6.34.0]

Add regression tests for the features users name in these reviews before the next release.

“Latest app not working – I have updated the latest version of app , there are some issues in selecting destination and its throwing network errors continuously. Unable to book rides with later app” (1★, IN)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple’s public customer-reviews feed (a third-party scraper as backup), 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.