

App Store complaint report

Chipotle · Chipotle Mexican Grill · current version 11.21.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2024-05-16 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	2.45
Reviews with a complaint	141 (47%)
Storefronts	US 150, CA 150
All-time App Store rating (US)	4.68 from 1,908,329 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	94	2.4	11.21.0 (41), 10.35.0 (9), 11.17.0 (4)
Feature requests	46	2.0	11.21.0 (28), 10.35.0 (4), 11.15.1 (2)
Pricing / subscription	34	2.0	11.21.0 (19), 10.31.0 (7), 10.35.0 (3)
Performance	30	2.5	11.21.0 (15), 11.20.0 (2), 10.31.0 (2)
Crashes / freezes	18	2.8	11.21.0 (3), 11.20.0 (2), 11.1.1 (2)
UX / design	14	2.1	11.21.0 (10), 11.20.0 (1), 11.16.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
11.21.0	152	2.9	46%
11.20.0	3	2.3	67%
11.19.1	4	2.0	25%
11.18.1	3	3.3	33%
11.18.0	1	3.0	100%
11.17.0	8	2.9	62%
11.16.0	8	3.5	38%
11.15.1	7	1.6	57%

Representative quotes

Bugs

“...text to login and then crashes after you enter that. Then won’t even send texts anymore. Both of my accounts (two countries). This problem has now been persistent. I’m losing my points and can’t access promos etc. so not going to Chipotle anymore. Once you do” (1★, v11.20.0, CA, 2026-09-22)

“Can no longer order in app - problem for months – No matter what I do, the app isn’t allowing online orders to go through anymore. It’s been months since I could successfully order online. Please fix. I’ve deleted, signed out, signed in again, tried everything” (1★, v11.21.0, US, 2026-10-21)

Feature requests

“App won’t work unless you update your software – This is the only app with an update that requires you to update your software version on your iphone. I dont want to do that as sometimes software updates can cause problems. Please release a new update that doe” (1★, v10.35.0, CA, 2025-08-05)

“Pepper Sucks – I can’t stand the AI agent Pepper in this app. I try to tell it that my order was over ten minutes late from when it said it would arrive, and there was a missing item in my order. It kept making me pick different options that weren’t what I wan” (1★, v11.21.0, US, 2026-10-16)

Pricing / subscription

“Protein – I have been eating at chipotle for a very long time. Honestly, I think it may be a problem, but when someone pays for double protein it being the high price of four dollars plus you expect to get double protein and on countless trips to pick up my Ch” (1★, v11.21.0, US, 2026-10-19)

“Deceptive pricing – You guys are insane if you think I’m paying 20\$-30\$ for a burrito or salad that most immigrant parent make for 5\$ at home and that taste better what the hell is up with these prices” (1★, v10.35.0, CA, 2025-01-02)

Performance

“App is SO slow – I timed it with a stopwatch and it takes 48 seconds for the app to open and load the content” (3★, v11.21.0, US, 2026-10-14)

“Unusable For Months – The app itself is not bad, but for the last 3-4 months it has not even been able to open on my phone. It only allows me to open the app once after each redownload. I just get stuck on the app loading screen EVERYTIME. This issue has cause” (1★, v11.6.0, CA, 2025-07-22)

Crashes / freezes

“App crashes – The app just freezes after its launched. I do have an iPhone 16 all updated” (1★, v11.2.0, CA, 2025-03-31)

“crashing – can’t open the app it keeps crashing” (1★, v11.1.1, CA, 2025-03-22)

UX / design

“Ui/Ux – The app could use some ease. Learning how to apply the rewards was very confusing until learning how to later” (3★, v11.21.0, US, 2026-10-22)

“Worst app – This is the first app I’ve ever used. Try to enter a purchase there is no keyboard, says date format is wrong when it’s right. I tried copying text since no keyboard and it won’t take purchase total, so no rewards.” (1★, v10.35.0, CA, 2024-11-19)

The 10 most important fixes

1. Answer support requests [Bugs · 32 reviews · avg severity 2.3/3 · versions 11.21.0, 11.17.0]

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

“Terrible customer service/missinf items and portions – OK, so I ordered a bowl, with a bowl of just chicken right tell me when I get it half not even a half of the bowls filled not even half of the chicken is filled. I got the saddest propo” (1★, US)

2. Fix login / account access [Bugs · 13 reviews · avg severity 2.5/3 · versions 10.34.2, 11.18.0]

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

“Keeps signing out – Stop signing me out of my account if I haven’t ordered in a while. Having log-in credentials expire for a food app is ridiculous.” (3★, CA)

3. Improve content quality [Feature requests · 15 reviews · avg severity 2.0/3 · versions 11.21.0, 10.31.0]

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

“Horrible app – Every order I place is always wrong, and they have a horrible A.I tool provides zero assistance.” (1★, US)

4. Justify or adjust the price [Pricing / subscription · 15 reviews · avg severity 1.8/3 · versions 10.31.0, 11.21.0]

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

“bad. – I remember when chipotle used to hit different and it used to be “cool” to get it☹️But now, the portion size sucks, it’s way too expensive for the amount you get, and it doesn’t even taste good. I would understand the pricing if the f” (1★, CA)

5. Fix crash on launch [Crashes / freezes · 8 reviews · avg severity 3.0/3 · versions 11.1.1, 11.20.0]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

“Keeps freezing and won’t launch – The app continues to freeze and stop launching. A temporary fix is to delete and reinstall, but the app then freezes a few minutes later, and the cycle starts over again. Developers: please thoroughly tes” (1★, CA)

6. Fix in-use crashes and freezes [Crashes / freezes · 9 reviews · avg severity 2.5/3 · versions 11.21.0, 11.15.1]

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

“Birthday guacamole stuck in car – Unable to remove birthday guacamole for my cart and it results in an error. Unfortunately I can’t use the app anymore due to this bizarre bug. I have recorded a video demo to provide it to the developer.” (2★, CA)

7. Ship the most requested feature [Feature requests · 13 reviews · avg severity 1.6/3 · versions 11.21.0, 10.31.0]

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

“Add vinaigrette to app – Really really wish chipotle would add vinaigrette as a option the appz” (1★, US)

8. Speed up loading [Performance · 9 reviews · avg severity 2.4/3 · versions 11.21.0, 11.20.0]

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

“Slow – How is the app so slow to load? It takes close to a minute to load the Home Screen.” (1★, US)

9. Fix notifications [Bugs · 7 reviews · avg severity 2.4/3 · versions 11.21.0, 11.15.1]

Check notification delivery and let users control frequency in settings.

“Notifications dont work – The app does not show up in the notifications list” (1★, CA)

10. Soften the redesign backlash [UX / design · 7 reviews · avg severity 1.9/3 · versions 11.21.0, 10.31.0]

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

“Apple Pay – I don’t get why you can ONLY use Apple Pay now. I don’t have Apple Pay and it’s stupid it got changed when not everyone has it.” (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.