

App Store complaint report

Crunchyroll · Crunchyroll, LLC · current version 4.122.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-07-30 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	3.14
Reviews with a complaint	155 (52%)
Storefronts	CA 100, US 100, GB 100
All-time App Store rating (US)	4.76 from 1,518,964 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	82	2.4	4.120.0 (31), 4.121.0 (16), 4.118.0 (6)
Feature requests	72	2.0	4.120.0 (29), 4.118.0 (11), 4.119.0 (10)
Pricing / subscription	70	2.3	4.120.0 (22), 4.118.0 (9), 4.116.1 (8)
Crashes / freezes	25	2.8	4.121.0 (16), 4.120.0 (5), 4.121.1 (2)
Performance	19	2.5	4.120.0 (9), 4.121.0 (5), 4.121.1 (1)
UX / design	17	1.9	4.120.0 (9), 4.115.0 (3), 4.116.1 (2)
Ads	10	2.1	4.120.0 (2), 4.118.0 (2), 4.117.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.121.1	10	2.3	70%
4.121.0	17	1.7	94%
4.120.0	122	3.5	46%
4.119.0	39	3.5	44%
4.118.0	37	3.4	46%
4.117.0	18	2.9	50%
4.116.1	18	2.4	61%
4.116.0	5	3.6	40%

Representative quotes

Bugs

“. - The app keeps glitching and lagging every time i try getting in and it just doesn't work! At all" (1★, v4.121.0, CA, 2026-10-22)

"App just not responding/working - I tried logging into the app, but it just won't work, let me watch anything and keeps saying can't connect, please do something as I've tried everything to fix the issue and it won't resolve on its own, I think it's server sid" (2★, v4.119.0, GB, 2026-09-25)

Feature requests

"Can't Start the App - Latest update completely broke the app. You guys still have not implemented any of the suggestions I made which is also disappointing. Those being -Give the Option to Remove

the Recently added startup intro. It's a waste of time -Auto I" (1★, v4.121.0, US, 2026-10-22)

"?? - You have to have premium to watch a lot of a anime and on top of that there's still adds like bro if you want more people to use this make it free and if there's any anime website they get banned by crunchyroll ever damn time" (1★, v4.115.0, CA, 2026-08-10)

Pricing / subscription

"Save your money there's better platforms. - Missing seasons, Dubbed anime's only in Japanese(with English releases on other platforms) downloads don't work 90% of the time, filled with pure slop, their teams just copy and paste reply's, subscription is shouldn" (1★, v4.118.0, GB, 2026-09-09)

"Horrible app do not use - Ur money hungry literally need premium just to watch smth like last time I went on ur app u only needed premium just to watch it in English and now I can't even watch anything cause I don't have premium" (1★, v4.120.0, GB, 2026-10-10)

Crashes / freezes

"wont work - i tried to make an account with 3 separate emails and it still wouldnt work so i then deleted the app and reinstalled it and i cant even get it to open it just flashes a black screen and instantly closes on me." (1★, v4.121.0, US, 2026-10-22)

"app crash apocalypse - can't even load the app, it crashes on startup every time, even after deleting and re-installing, updating to new software, etc... not surprised, ever since disney got involved its been going downhill." (1★, v4.121.0, US, 2026-10-22)

Performance

"Avoid - I tried to sign in and it kept telling me to change my password. It's been a week and still can't login. The customer support is slow and useless." (2★, v4.120.0, US, 2026-10-17)

"Trash - App is so outdated, slow and subtitles sucks. Match sometimes. Other streaming sites is better. You need to do better" (1★, v4.121.1, US, 2026-10-22)

UX / design

"Poor UI/UX, overrun with popups, video player lacks controls. Translations are bad. - the AI generated onscreen translations getting worse. English voice over translations are truly bad - please hire some writers. And how there are offensive pop ups?" (1★, v4.120.0, GB, 2026-10-02)

"Like CrunchyRoll hate how hard it is to cancel - Ridiculously difficult to cancel. I signed up through a QE code on my tv and signed up online but there was literally no way to see my membership details to cancel. I had to go on my own quest to find a way to" (1★, v4.119.0, GB, 2026-09-26)

Ads

"Way to many ads - At this point, it's just ads with five-minute anime breaks unless you pay. I'd rather just watch whatever Netflix has" (1★, v4.116.1, CA, 2026-08-22)

"Money - You cant even watch anything without paying and theres so many ads by far worst site use pirate sites like Miruro tv for free" (1★, v4.117.0, GB, 2026-08-29)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 40 reviews · avg severity 2.3/3 · versions 4.120.0, 4.118.0]

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

"Before and after using the app - Before using: Hi this is kiran Also preferd to be called K This ks before using this app I am excited to use it and watch anime and this is before opening the app and it seems very nice 😊 After using app: " (2★, GB)

2. Ease paywall pressure [Pricing / subscription · 32 reviews · avg severity 2.3/3 · versions 4.120.0, 4.118.0]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

"Premium - Downloaded the app to watch a few animes and I had to pay premium for ALL of them, i thought itd be free and maybe some annoying ads, but seriously." (2★, GB)

3. Improve content quality [Feature requests · 33 reviews · avg severity 2.0/3 · versions 4.120.0, 4.119.0]

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

"Ooona Subtitling Made Me Cancel my Subscription - Once again the poor management by Sony is driving the primary anime streaming platform for Americans into ruin. Ooona's budget subtitling system is far inferior to previously used methods an" (1★, US)

4. Fix crash on launch [Crashes / freezes · 22 reviews · avg severity 2.9/3 · versions 4.121.0, 4.120.0]

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

“APP CRASH – I’ve been using crunchy for so long now and I never have problems but now the app won’t work on my iPhone. Says the “shortcut” to open the app is not found? The app will not launch or closes each time launched.” (2★, US)

5. Soften the redesign backlash [UX / design · 24 reviews · avg severity 2.3/3 · versions 4.120.0, 4.117.0]

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

“v4.120.0 sorting broken – Please fix! I depend on new releases appearing at the top of my Watchlist. As of this latest version the sorting for new shows is all over the place, even despite using the “Recent Activity | Newest” sort order. ” (3★, US)

6. Ship the most requested feature [Feature requests · 25 reviews · avg severity 1.8/3 · versions 4.120.0, 4.118.0]

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

“Assumptions aren't good for business practices – Yall messed up by removing comments. Would rather keep the norm and giving no effort to keep the togetherness of the years of ppl spreading love and light to parts of each episode maybe other” (5★, US)

7. Fix login / account access [Bugs · 18 reviews · avg severity 2.6/3 · versions 4.120.0, 4.121.0]

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

“Amazing app just poor af when it comes to recovering ur old password the process is so painful – An amazing app just don’t forget ur password literally got logged out and now it’s literally not letting log back in seriously a good app but t” (1★, US)

8. Fix in-use crashes and freezes [Crashes / freezes · 16 reviews · avg severity 2.9/3 · versions 4.121.0, 4.120.0]

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

“Crash – The app just force closes after I open it.” (2★, CA)

9. Make trials and renewals transparent [Pricing / subscription · 11 reviews · avg severity 2.3/3 · versions 4.120.0, 4.116.1]

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

“Continuously billed after cancellation – I have cancelled this sub 9 times and I keep getting charged, at this point I’m waiting for it to hit 10k total taken from my account so I can take you all to court for grand larceny.” (1★, CA)

10. Answer support requests [Bugs · 8 reviews · avg severity 2.5/3 · versions 4.120.0, 4.118.0]

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

“Exceptional Content, Subpar Support – If you are looking to watch anime or read popular manga, Crunchyroll’s service is impeccable. Everything popular streams here and the connected shop makes getting merch a breeze. But if you encounter an” (4★, 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.