

App Store complaint report

Fly Delta · Delta Air Lines, Inc. · current version 7.17

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2019-06-21 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.23
Reviews with a complaint	202 (67%)
Storefronts	US 100, CA 100, GB 100
All-time App Store rating (US)	4.85 from 7,003,789 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	165	2.2	7.16.1 (17), 7.15.1 (15), 5.22 (12)
Feature requests	70	2.0	7.16.1 (10), 7.15.1 (10), 7.15 (4)
UX / design	63	2.1	7.16.1 (6), 7.14 (6), 7.15.1 (5)
Performance	37	2.4	7.16 (6), 7.15 (6), 5.22 (6)
Pricing / subscription	33	2.1	7.14 (6), 7.3.2 (3), 7.1.2 (3)
Crashes / freezes	21	2.8	5.22 (12), 7.16.1 (2), 7.16 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
7.16.1	24	2.1	83%
7.16	22	1.6	59%
7.15.1	25	2.0	68%
7.15	12	1.4	83%
7.14	17	1.9	76%
7.11.1	2	3.0	0%
7.10	1	1.0	100%
7.9.1	1	5.0	0%

Representative quotes

Bugs

“Singly the worst flight app I’ve ever used – Singly the worst flight app I’ve ever used - endless glitches, repeated diversions to forms to fill in. No boarding passes issued... re installed twice to no avail. Dreadful” (1★, v5.28, GB, 2022-12-09)

“So glitchy – I encountered 3 separate errors while trying to check out without any information on what exactly failed. As a result I’m going to book with a different airline.” (2★, v7.16.1, US, 2026-10-08)

Feature requests

“Traveling within Texas – Delta does not even provide a schedule to travel from Houston area to Dallas and both cities are the largest cities in the Texas state. Why Delta never made any efforts to capture business within Texas? Or is it the app that glitches w” (1★, v7.15.1, US, 2026-09-21)

"App needs fixing – The app would not let me check in online. Please fix this feature. Other than that it is a decent app." (3★, v5.16, GB, 2022-02-07)

UX / design

"Terrible user interface for entering Country name – For a phone UI, it is terrible to have to scroll >10 times to reach the countries near the end of the alphabetical list. It is unforgivable with passport entry to have to do this 3 times, and for each pers" (2★, v5.40.1, GB, 2023-12-21)

"design not mobile friendly – I love the functionality of this app. Unfortunately, in one of their "upgrades", they took away the functionality that adapts screen size when you have your iPhones set to larger fonts. As a result, the app is basically useless now" (2★, v7.14, US, 2026-08-14)

Performance

"Slow to refresh info – Waiting 22 minutes now for info to refresh. This isn't great when having a tight connection. Tried both cellular and wifi, and every other website is loading fine for me so not a connection issue on my side" (1★, v7.15, US, 2026-09-03)

"Unstable app – I'm a loyal delta customer but had to fly United recently and wow, the delta app is so much LESS functional and helpful. It's slow to load things even on wifi, doesn't immediately update flight information, doesn't always save your changes. It's" (2★, v7.15, US, 2026-08-31)

Pricing / subscription

"No Receipts – I will not fly with delta again. I need a receipt for travel claim reimbursement, after paying on the app they did not email me a receipt or have the option to get a receipt on the app. It took 40 min to get ahold of someone who could help. The A" (1★, v7.16.1, US, 2026-10-15)

"Awful experience – Flight cancelled - rerouted without asking us. Stuck in economy after paying for premium. Never again" (1★, v7.3.2, GB, 2025-09-09)

Crashes / freezes

"Crashes as soon as I log in – After logging in the app immediately closes. Have tried reinstalling but it's just the same. Useless." (1★, v5.22, GB, 2022-07-22)

"Now useless – I try to login but the app crashes immediately . I thought it might have been repaired through an update but almost a month later, Nothing ☹" (1★, v5.22, GB, 2022-08-01)

The 10 most important fixes

1. Answer support requests [Bugs · 32 reviews · avg severity 2.3/3 · versions 7.16, 7.15.1]

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

"Very Disappointing experience for a loyal Delta customer – When an unexpected travel disruption occurred (on July 29 2026 at YUL -TPA flight) I expected Delta to make reasonable effort to support its customers, but instead i was left to pur" (1★, US)

2. Fix login / account access [Bugs · 26 reviews · avg severity 2.5/3 · versions 5.22, 7.16]

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

"Disgusting worthless app – Doesnt work, wont let me sign in no matter what I do. If pressed forgot number and password reset them twice and when I put the correct information this filthy horrible horrendous perverted app tells me to go fudg" (1★, CA)

3. Simplify navigation [UX / design · 23 reviews · avg severity 2.0/3 · versions 7.1.2, 7.8.1]

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

"Super glitchy app that doesn't deliver the basic while it is built for a seamless customer ex – Fly Delta is the most confusing of apps. It's so not intuitive . I had a connecting flight to my destination and the app kept pinging about the " (1★, CA)

4. Fix in-use crashes and freezes [Crashes / freezes · 16 reviews · avg severity 2.8/3 · versions 5.22, 7.16.1]

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

"Crashes when trying to complete a checkin – The app crashes when trying to complete a check-in, which makes it completely useless." (1★, GB)

5. Speed up loading [Performance · 18 reviews · avg severity 2.3/3 · versions 7.15, 7.16]

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

"Laggy unusable app – Can't check in using the app,also very slow to load and navigate" (1★, GB)

6. Ship the most requested feature [Feature requests · 17 reviews · avg severity 1.8/3 · versions 7.16.1, 7.15]

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

"Latest app a big step backwards – Oh Delta what have you done hope it's only a glitch as normally a very good app ,however it appears you can no longer book a two leg flight as multi city .. it won't let you ie when you try book flying in" (1★, GB)

7. Improve content quality [Feature requests · 15 reviews · avg severity 2.1/3 · versions 7.15.1, 5.32]

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

"Delta app is worse than useless – As I write this I'm at JFK. The flight was delayed by an hour. As the flight is boarding the app is still showing the original boarding time. And no gate number. Combine this with the poor organisation's, s" (1★, GB)

8. Fix crash on launch [Crashes / freezes · 9 reviews · avg severity 2.9/3 · versions 5.22, 6.5]

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

"Crashes – App don't open" (1★, GB)

9. Stop data / progress loss [Bugs · 10 reviews · avg severity 2.1/3 · versions 7.16.1, 7.16]

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

"Brightness level override is quite annoying – The app works fine for pulling up boarding passes. Otherwise, the app overrides the brightness level on my phone and every time I navigate away from the app it sets my brightness at the lowest I" (1★, US)

10. Justify or adjust the price [Pricing / subscription · 7 reviews · avg severity 2.1/3 · versions 7.14, 5.19]

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

"CEO announced using ai to raise prices on flight – why would i ever want to fly when they are artificially raising prices even more than they already do. at least dont say the quiet part out loud. deleting this app" (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.