

App Store complaint report

Dunkin' · Dunkin' Donuts · current version 2026.19.10

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-02 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.66
Reviews with a complaint	193 (64%)
Storefronts	US 300
All-time App Store rating (US)	4.81 from 1,435,460 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
UX / design	122	2.1	2026.19.10 (67), 2026.18.7 (53), 11.24.0 (2)
Bugs	95	2.2	2026.19.10 (47), 2026.18.7 (40), 11.24.0 (8)
Feature requests	89	2.0	2026.18.7 (42), 2026.19.10 (38), 11.24.0 (9)
Pricing / subscription	31	2.2	2026.18.7 (15), 2026.19.10 (10), 11.24.0 (6)
Performance	19	2.2	2026.19.10 (12), 2026.18.7 (5), 11.24.0 (2)
Ads	11	1.8	2026.19.10 (7), 2026.18.7 (2), 11.24.0 (2)
Crashes / freezes	8	2.3	2026.19.10 (6), 11.24.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.19.10	144	2.7	65%
2026.18.7	118	2.4	70%
11.24.0	38	3.3	45%

Representative quotes

UX / design

“New version October 2026 on iOS is terrible – Version 2026.19.10 on ios is terrible. The interface is confusing and hard to use when you click a favorite. You see hot coffee, but it doesn't tell you the size you have to click each one to determine the size of” (5★, v2026.19.10, US, 2026-10-21)

“New app interface is garbage – I can’t reload my card, everything is confusing—why would you fix what isn’t broken? This new app interface SUCKS.” (1★, v2026.18.7, US, 2026-10-09)

Bugs

“accessibility issues in new version – overall, the app is a good app. Unfortunately, with this next last update, you have broken the accessibility with iOS and voiceover for people who are blind. For an example, when you are choosing a new gift card and you li” (3★, v2026.19.10, US, 2026-10-15)

“Constant glitches – Apple Pay doesn’t work no matter what card I use, the app signs me out every time I leave the app for any amount of time.” (1★, v2026.18.7, US, 2026-10-07)

Feature requests

“Payment options – With the latest update I can no longer add credit card, gift card payments or use Apple Pay. Not allowing me to order ahead through the app.” (1★, v2026.19.10, US, 2026-10-15)

“Not a fan of the new update – It’s new update to the app is horrible. The design sucks, and I’m not able to add any money to my card. Please fix it as soon as possible” (1★, v2026.18.7, US, 2026-10-12)

Pricing / subscription

“What Happened? – The app was updated on Tuesday and since then I haven’t been able to add money to my card. It’s not working with either my bank card nor through Apple Pay. Do you not WANT me to shop there? Deleting and reinstalling it doesn’t work. Please hel” (1★, v2026.18.7, US, 2026-10-10)

“App does not apply offers sometimes – Whenever you add funds to your card while making a transaction with an offer applied, the app drops the offer and you pay full price. To top it off, the customer service team then calls you a liar when you report the occur” (1★, v2026.18.7, US, 2026-10-12)

Performance

“Use Native Components – This app is one of the worst examples of design and performance. The whole thing is a giant web wrapper that takes over 10 seconds to load on a brand-new iPhone 18 Pro. In what universe is that acceptable performance? There’s not a sing” (1★, v2026.19.10, US, 2026-10-13)

“Never loads – Still waiting for it to load to order” (2★, v11.24.0, US, 2026-10-03)

Ads

“Horrible – Love dunkin but this app is the worst I’ve used for any food service or whatever. Won’t let you pay & if you can manage to you have to scroll through ads to see your order confirmation” (1★, v2026.19.10, US, 2026-10-20)

“App update is LLM garbage – This app overhaul has made what used to be a relatively easy order take about 5 times the time to make. Ordering a dozen or a half dozen donuts now takes 12 or 6 clicks to individually add “surprise me” to the box. The auto-play v” (2★, v2026.19.10, US, 2026-10-14)

Crashes / freezes

“App crashes – Every time Duncan releases a free coffee or a discounted code and I try to redeem it the app always crashes. Or I’ll have to submit the code multiple times before it will accept it. Or sometimes it won’t let me login. It’s unreliable.” (1★, v11.24.0, US, 2026-10-06)

“No longer CarPlay compatible – The app used to work with CarPlay. Now the app just closes. Much safer to order using CarPlay while driving. Don’t respond with a “contact us”, just fix the compatibility issue. None of your competitors have this issue.” (2★, v2026.19.10, US, 2026-10-19)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 125 reviews · avg severity 2.1/3 · versions 2026.19.10, 2026.18.7]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour. “New look is confusing – Why change something that had a 4.8 rating? The new app is too convoluted. Go back to the old design.” (1★, US)

2. Simplify navigation [UX / design · 81 reviews · avg severity 2.1/3 · versions 2026.19.10, 2026.18.7]

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

“Not really an improvement – The latest update is not much of an improvement. Changing an item forgets any customizations that is a change from before, it is harder to find the option to redeem points, but boy howdy is it easier to tip now. ” (3★, US)

3. Ship the most requested feature [Feature requests · 64 reviews · avg severity 2.0/3 · versions 2026.18.7, 2026.19.10]

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

“Disappointing – They removed the ability to easily add gift cards to the app as well as transfer your balances. Completely disappointing this wasn’t mentioned in the update description or i would not

have updated the app. Please bring this " (1★, US)

4. Fix features broken by the latest update [Bugs · 48 reviews · avg severity 2.2/3 · versions 2026.18.7, 2026.19.10]

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

"Restore CarPlay – The app stopped working on CarPlay. Now when I updated to the latest app version the app disappeared from CarPlay screen altogether ☹️" (1★, US)

5. Stop data / progress loss [Bugs · 24 reviews · avg severity 2.2/3 · versions 2026.19.10, 2026.18.7]

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

"Lost gift cards in update – I usually don't leave reviews on apps but this latest update is insane. I'm a software developer and it seems like the first thing you should focus on is data consistency. I have lost 400\$ in gift cards due to th" (1★, US)

6. Fix login / account access [Bugs · 13 reviews · avg severity 2.5/3 · versions 2026.18.7, 2026.19.10]

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

"Terrible customer service on the app – Had an order I picked up was wrong. Used to be able to just open the app and submit from there right? Not anymore. But upon following the process I realized my account didn't actually have my email att" (1★, US)

7. Answer support requests [Bugs · 11 reviews · avg severity 2.3/3 · versions 2026.18.7, 2026.19.10]

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

"app is fine unless you have a problem with your order – If you have any type of issue with an order and need a refund, it's not possible to do in the app. They also make it very difficult to figure out how to contact customer service which " (2★, US)

8. Make trials and renewals transparent [Pricing / subscription · 9 reviews · avg severity 2.1/3 · versions 2026.19.10, 2026.18.7]

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

"Return my money!! – On 10/10/26 at 7:32 pm I ordered half a dozen donuts and two drinks from a total of 18 dlls, all from the app, then I went through the drive thru, and they tell me that there are no more donuts.!! I mean, do you call don" (1★, US)

9. Reduce ad frequency and length [Ads · 8 reviews · avg severity 1.8/3 · versions 2026.19.10, 2026.18.7]

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

"advertisement spam – when you check out they give you a barrage of spam ads ☹️ how broke is this national company to have to do that??" (1★, US)

10. Improve content quality [Feature requests · 8 reviews · avg severity 1.7/3 · versions 2026.19.10, 11.24.0]

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

"Inaccurate – The app makes many false claims about discounts and they are very hard to activate which is annoying since some offers are mobile only. I also used a gift card on a scheduled order and the app cancelled my order and hide my gif" (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.