

App Store complaint report

Google Health (Fitbit) · Google · current version 5.10

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-08-26 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.65
Reviews with a complaint	265 (88%)
Storefronts	CA 150, US 100, GB 50
All-time App Store rating (US)	4.47 from 707,549 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	194	2.4	5.10 (120), 5.07 (27), 5.09 (15)
UX / design	117	2.4	5.10 (79), 5.08 (12), 5.07 (11)
Feature requests	110	2.4	5.10 (71), 5.07 (13), 5.08 (10)
Performance	66	2.4	5.10 (43), 5.07 (10), 5.08 (5)
Pricing / subscription	25	2.6	5.10 (10), 5.08.1 (4), 5.06.1 (4)
Crashes / freezes	20	2.7	5.10 (10), 5.07 (7), 5.09 (2)
Ads	1	2.9	5.09 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
5.10	184	1.7	90%
5.09	28	1.7	71%
5.08.1	17	1.6	94%
5.08	24	1.6	92%
5.07	38	1.7	87%
5.06.1	9	1.2	100%

Representative quotes

Bugs

“Bad “Improvements” – It’s bad enough that my Inspire 3 came with a bug, a known issue that they keep saying they’re going to patch, but never, do. Now they’ve broken the app. It used to be it would show a map of the route I took when running, walking, whatever” (1★, v5.10, US, 2026-10-18)

“Review #3 now #4 – Last revision. I WANT A REFUND. Six months using this new app for my trusted FitBit. It continues to have so many mistakes even in gathering info easily accessible on the app. The nutritional info transferred from Lose It is often in dupl” (1★, v5.09, CA, 2026-10-08)

UX / design

“Garbage App! Switching to Apple Watch – WTAF with this latest “update”?! Who’s out here asking for a completely overwhelming, nonsensical, busy-af, designed-with-zero-customers-in-mind interface?! I have had Fitbit since 2015...bought several watches over the y” (1★, v5.10, CA, 2026-10-15)

"This is horrible – I am getting rid of my Fitbit because I can't stand this app. The interface is horrible, it takes forever to get the data from the watch synced with the app. This is just bad, as a designer I can't believe this ui..." (1★, v5.10, US, 2026-10-21)

Feature requests

"Food logging is now so painful – Banner pops up and blocks the screen whenever you log food. Additionally, there is no option to set a calorie goal without your 'active energy burned' factoring into it. I simply wanted to set a daily calorie goal and have it m" (1★, v5.09, CA, 2026-09-29)

"Bring back the old app – I'm giving it two stars because the app is functional. IMO, Is it user friendly? No. Is it easy to navigate? No. Is it hard to find things? Yes Is it overcomplicated? Yes Why is it so complicated just to log food? I loved the ol" (2★, v5.08.1, CA, 2026-09-23)

Performance

"Not a great switch – The period tracking doesn't work and is slow and lagging. It won't let you edit symptoms once you've saved it the first time, it comes up with an error message. The tracking isn't accurate and it's not easy to access as there's no widget. " (2★, v5.10, GB, 2026-10-21)

"Garbage – Can't believe Fitbit sold out to Google. App won't even load on my phone, and I have a premium membership. Will be finding a new fitness watch. Garbage." (1★, v5.09, CA, 2026-10-05)

Pricing / subscription

"Dont be fooled – Don't be fooled by the ratings of this app. The ratings are based on the old Fitbit format not this absolute terrible, horrible constructed Google Health app. It is not user-friendly. Fitbit app was far superior to this app. The Google Health " (1★, v5.06.1, CA, 2026-08-27)

"Was a 5 star app for over 10 years. Google health ruined Fitbit. Buyer beware! – I've use Fitbit for over 10 years, and I used to love it. Now, well if all you want is an expensive steps counter and a watch...go for it but warning the software is now terrible. " (1★, v5.10, US, 2026-10-18)

Crashes / freezes

"Google health app freezes up long-standing – Google health app always freezes up you can't use it. It's been ongoing for months and months and months and lots of people are complaining about it. I'm using an iPad Pro it should work. Why did they screw up fitbi" (1★, v5.10, US, 2026-10-18)

"Broken app – The app is freezing, no responses every single time I opened it. Please check on it. Thanks" (1★, v5.10, US, 2026-10-21)

Ads

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 148 reviews · avg severity 2.5/3 · versions 5.10, 5.07]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour. "Innaccurate, and downgrade from previous Fitbit app – I primarily use Fitbit for sleep tracking. My experience with the new app has been disappointing. The most notable problem with the app is its inaccuracy, but even the way data is presen" (1★, US)

2. Stop data / progress loss [Bugs · 97 reviews · avg severity 2.4/3 · versions 5.10, 5.07]

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

"Doesn't work – My Fitbit died just before the transition and had I known how flaky this app is, I would have never wasted my money on a new device. I see less data, and have to hard reset my device almost weekly to get it to synchronize, th" (1★, CA)

3. Improve content quality [Feature requests · 76 reviews · avg severity 2.4/3 · versions 5.10, 5.07]

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

"Google has ruined the Fitbit app – I have been a Fitbit user for over 10 years and I used to love how easy it was to view my health metrics and trends across time. But I am so frustrated with the new google health app. I feel like I'm on th" (1★, CA)

4. Simplify navigation [UX / design · 62 reviews · avg severity 2.5/3 · versions 5.10, 5.08]

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

"Missing the Fitbit app – It was so easy to compare my day in Fitbit and track everything casually. Everything is compartmented and hard to find now ☹" (3★, CA)

5. Ship the most requested feature [Feature requests · 63 reviews · avg severity 2.3/3 · versions 5.10, 5.08]

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

"THEFT. Google = thieves. This is a ROBBERY. This can't possibly be legal?! – If someone catches you in a dark alley and tells you to give them your watch, and you have no option other than comply, that is a robbery. This specific robber the" (1★, CA)

6. Fix features broken by the latest update [Bugs · 56 reviews · avg severity 2.4/3 · versions 5.10, 5.07]

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

"FIX THE CALORIES/KILOJOULES SETTING – I have been waiting MONTHS just to see my data in units of KILOJOULES instead of calories because the settings stopped working after 10 years. editing this review because the developers unhelpfully re" (1★, CA)

7. Speed up loading [Performance · 20 reviews · avg severity 2.3/3 · versions 5.10, 5.08]

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

"Way to slow – To slow takes way to long to load" (1★, CA)

8. Answer support requests [Bugs · 12 reviews · avg severity 2.5/3 · versions 5.10, 5.08.1]

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

"Absolute disaster and disappointment – I have owned a Fitbit since 2010 when it was just a growing flower. I cannot believe that Fitbit sold out and we are stuck with this. It used to last a week without charging and track sleep. Now this a" (1★, CA)

9. Fix in-use crashes and freezes [Crashes / freezes · 9 reviews · avg severity 2.5/3 · versions 5.10, 5.07]

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

"Terrible – I switched from Apple Iwatch, the APP keeps crashing, I can't log my workouts. The band gets wet and wont dry, can't use it for swimming." (1★, CA)

10. Cut battery / storage use [Performance · 9 reviews · avg severity 2.4/3 · versions 5.10, 5.08]

Check background activity, location use and cache size.

"Battery Drainer, lost connections frequently! – It drains my battery like hell. My Fitbit tracker often loses connection after I was forced to switch to this product, even during running!" (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.