

App Store complaint report

Google Drive · Google · current version 4.2642.41200

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2026-08-23 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.62
Reviews with a complaint	82 (27%)
Storefronts	US 250, GB 50
All-time App Store rating (US)	4.78 from 7,880,212 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	49	2.2	4.2640.41000 (12), 4.2639.40801 (12), 4.2641.41201 (10)
UX / design	27	2.1	4.2641.41201 (7), 4.2640.41000 (6), 4.2642.41200 (4)
Performance	24	2.0	4.2640.41000 (7), 4.2642.41200 (5), 4.2639.40801 (5)
Feature requests	18	2.0	4.2641.41201 (5), 4.2642.41200 (4), 4.2640.41000 (3)
Crashes / freezes	5	2.7	4.2642.41200 (2), 4.2641.41201 (1), 4.2639.40801 (1)
Pricing / subscription	4	1.9	4.2641.41201 (2), 4.2642.41200 (1), 4.2639.40801 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.2642.41200	41	3.5	34%
4.2641.41201	54	3.6	30%
4.2641.41200	22	3.9	18%
4.2640.41000	69	3.4	30%
4.2639.40801	73	3.7	23%
4.2638.41000	22	3.3	36%
4.2637.41400	6	4.3	0%
4.2636.41401	3	5.0	0%

Representative quotes

Bugs

“File Viewing is broken when it comes to switching file to file! – I don’t know when it happened, but the sorting for sliding files to view is all over the place. It was fine before, but the past few days has file viewing on app impossible since it doesn’t foll” (1★, v4.2641.41201, US, 2026-10-17)

“...dark mode when enabled in macOS. The background plate should not be white when dark mode is active. Honestly since such a glaring issue for your app icon seems to keep going unnoticed, I

won't be subscribing to Google Drive after I graduate. It's sad to me be" (2★, v4.2640.41000, US, 2026-10-09)

UX / design

"Dubious design – Unintuitive interface. When pictures are shared with me to mobile, it appears I have to tap four times per picture to save a single photo to a place I can actually use it. I just want to select all, copy the photos to my own device, Google Dri" (1★, v4.2642.41200, US, 2026-10-20)

"Interface is bad – Interface for viewing files is worse than ever, each iteration getting worse, not better" (1★, v4.2641.41200, US, 2026-10-14)

Performance

"Poor performance – App hasn't been reliable so far. Moves super slow" (2★, v4.2640.41000, US, 2026-10-06)

"Slow to load – Slow to load" (1★, v4.2642.41200, US, 2026-10-22)

Feature requests

"Not user friendly – Want to create a fantasy image from a photo of a person. Can't figure out how to do it. Frustrating" (1★, v4.2641.41201, US, 2026-10-14)

"Awful – I want to open it and keep in my 365 OneDrive" (1★, v4.2642.41200, GB, 2026-10-20)

Crashes / freezes

"Big iOS27 Problems – After updating to iOS27 the app routinely fails. Uploads fail regularly, the app locks up, it is unusable with iOS27. Have had to use Dropbox instead." (1★, v4.2641.41201, US, 2026-10-15)

"Doesn't work – Sign in failed over 5 times and after I signed in none of my files loaded. It just gave a failure message. Completely pointless." (1★, v4.2642.41200, US, 2026-10-22)

Pricing / subscription

"Trapping people so we have to pay for storage – It doesn't let me cancel the upload from my phone to the drive." (1★, v4.2641.41201, US, 2026-10-14)

"Space Limited – I've already paid more than once for space and every time I turn around the space a lot paid for is gone totally unrighteousness" (3★, v4.2642.41200, US, 2026-10-20)

The 10 most important fixes

1. Simplify navigation [UX / design · 16 reviews · avg severity 2.2/3 · versions 4.2640.41000, 4.2641.41201]

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

"User interface – Different to other common operating systems, confusing icons, no menus with drop down selections, not obvious how to navigate, not obvious how to rename or moves files, in other words a nightmare unless you have a lot of fr" (1★, GB)

2. Speed up loading [Performance · 14 reviews · avg severity 1.9/3 · versions 4.2640.41000, 4.2642.41200]

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

"Slow – The loading time is slow the sending time is slow" (1★, US)

3. Soften the redesign backlash [UX / design · 9 reviews · avg severity 1.9/3 · versions 4.2641.41201, 4.2641.41200]

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

"Stop changing the layout – I cant stand the layout changes, they're so ugly and i feel like i cant find anything anymore. First we had the change months ago where the file name moved from the bottom to the top, and i kept clicking on the wr" (1★, US)

4. Stop data / progress loss [Bugs · 7 reviews · avg severity 2.3/3 · versions 4.2640.41000, 4.2639.40801]

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

"Untrustworthy – Started to delete my data. Small chunks I notice are gone. Using the Excel like spreadsheet. It cannot handle large data sets. Formatting keeps disappearing. Need to get this file off asap" (2★, US)

5. Fix login / account access [Bugs · 3 reviews · avg severity 2.7/3 · versions 4.2641.41200, 4.2639.40801]

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

"Can't log in. – Just downloaded. Clicked Login, I see my accounts, and hit done. Will not log me in." (1★, US)

6. Cut battery / storage use [Performance · 4 reviews · avg severity 1.9/3 · versions 4.2640.41000, 4.2642.41200]
Check background activity, location use and cache size.

"Why – I don't have enough space and doesn't allow me to buy more space" (1★, GB)

7. Answer support requests [Bugs · 3 reviews · avg severity 2.5/3 · versions 4.2639.40801, 4.2642.41200]

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

"...won't read anything at all. This doesn't change if I turn screen recognition on. It's been this way for about a year. I've contacted support about this and nothing has changed." (1★, US)

8. Fix features broken by the latest update [Bugs · 2 reviews · avg severity 2.0/3 · versions 4.2641.41201, 4.2639.40801]

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

"Sorting not working – With this most recent update, I am unable to view my files in alphabetical/numerical order. The files appear to be in alpha and numeric order in the folder, but when I click on file #1, and swipe left to #2 it will ins" (1★, US)

9. Justify or adjust the price [Pricing / subscription · 2 reviews · avg severity 1.9/3 · versions 4.2641.41201, 4.2642.41200]

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

"Useless – Greedy and cheap class google started with unlimited now you asking money" (1★, US)

10. Ship the most requested feature [Feature requests · 2 reviews · avg severity 1.7/3 · versions 4.2641.41200, 4.2638.41000]

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

"Drive pain – It would be much better to still have the option of sending a smaller bit picture so people don't have to open the drive to see it. Not as effective when trying to explain something with a picture." (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.