

# App Store complaint report

**Amazon Kindle: Reading App** · AMZN Mobile LLC · current version 7.70.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-07-01 to 2026-10-22).

| Metric                         | Value                       |
|--------------------------------|-----------------------------|
| Reviews analysed               | 300 (300 classified by AI)  |
| Average stars (these reviews)  | 3.66                        |
| Reviews with a complaint       | 104 (35%)                   |
| Storefronts                    | US 100, CA 100, GB 100      |
| All-time App Store rating (US) | 4.86 from 5,877,034 ratings |

## Complaint categories

| Category               | Reviews | Avg severity (0-3) | Most affected versions          |
|------------------------|---------|--------------------|---------------------------------|
| Bugs                   | 63      | 2.0                | 7.69 (31), 7.67 (10), 7.68 (6)  |
| Feature requests       | 58      | 2.0                | 7.69 (23), 7.67 (10), 7.68 (5)  |
| UX / design            | 50      | 2.0                | 7.69 (23), 7.67 (9), 7.68.1 (4) |
| Performance            | 15      | 2.2                | 7.69 (8), 7.67 (4), 7.65 (2)    |
| Pricing / subscription | 14      | 2.3                | 7.69 (8), 7.68.1 (1), 7.68 (1)  |
| Crashes / freezes      | 7       | 2.5                | 7.69 (3), 7.68 (1), 7.66 (1)    |
| Ads                    | 2       | 1.9                | 7.67 (2)                        |

## Trend by version (newest first)

| Version | Reviews | Avg stars | Complaint share |
|---------|---------|-----------|-----------------|
| 7.69    | 124     | 3.7       | 37%             |
| 7.68.1  | 20      | 4.0       | 35%             |
| 7.68    | 17      | 3.2       | 53%             |
| 7.67    | 53      | 3.4       | 36%             |
| 7.66.1  | 17      | 3.6       | 24%             |
| 7.66    | 1       | 2.0       | 100%            |
| 7.65    | 22      | 3.7       | 32%             |
| 7.64    | 13      | 4.3       | 15%             |

## Representative quotes

### Bugs

“App not working – I updated the kindle app and it’s not working like it should . Please fix this app. So I can read my books it won’t let me sync the books. The app won’t let me work and read books please fixed this. I’m not happy. Mtbear74 the app won’t let m” (1★, v7.69, US, 2026-10-21)

“Libby Issues – I get most of my Kindle books from Libby. Well, I used to until that feature stopped working and books I’ve checked out and asked to be added to my Kindle library don’t show up. 10/15/26” (3★, v7.69, US, 2026-10-15)

### Feature requests

“Terrible latest upgrade – I am adding my voice to those readers who are most unhappy with the latest upgrade. It is now very difficult to keep track of one’s books, that have been downloaded. Making matters worse is that my wife and I each have our own iPads b” (1★, v7.67, GB, 2026-09-19)

“Allow block author option – Please can we allow a block author option so I can block ai books showing up on recommended. 51 books on my For You carousel.....34 of them were ai slop. I don’t read ai.” (1★, v7.67, GB, 2026-09-19)

## **UX / design**

“It’s a computer not a phone – This app is janky trash and for some reason thinks a mac should have the same UI as a phone. I cannot believe they even released it in this state.” (1★, v7.69, US, 2026-10-22)

“Is this it ? Reliable but featureless, – Twenty years of progress and Kindle still does nothing well, recommendations are awful, fonts are poor, layouts are baffling. It’s difficult to organise, lack of customisation. Just bad and annoying every day. One star ” (1★, v7.67, GB, 2026-09-17)

## **Performance**

“Why? – The app used to be ok but they stripped away the key functionality and info rendering it unusable. They remove the release dates on the lists so you end up looking at an endless list of books that you have to individually click in order to see that yo” (1★, v7.65, CA, 2026-08-21)

“The assistive reader – I don’t know what happened, but the assistive reader on this app is bs now. You can’t seem to adjust the speed of the assistive reader it keeps going at 1x speed, maybe even slower. This is beyond frustrating and now no one seems to know” (1★, v7.69, US, 2026-10-20)

## **Pricing / subscription**

“Trash – If you like reading mediocre young adult garbage, or you want to see your favorite book only offered in a language you don’t read, this is the app for you. It is not unlimited. They do not have that book you want. And you will have to still pay for bo” (1★, v7.69, US, 2026-10-20)

“Please fix – After the recent update the browsing functionality is gone. Removing the browsing bar happens with every other kindle update for some reason. What is the point of me paying for kindle unlimited if I cant even use it??” (1★, v7.69, US, 2026-10-17)

## **Crashes / freezes**

“Keeps on crashing – For the last 4-5 years the app keeps on crashing and freezing. I originally thought maybe it was my iPad, but I changed my iPad it still crashes or freezes. It happens on my iPhone too. I’m constantly having to delete the app and download i” (3★, v7.67, GB, 2026-09-20)

“Crash – Constantly locks, and crashes” (3★, v7.69, US, 2026-10-18)

## **Ads**

“Degraded over time – Functionality has degraded steadily over time. For example it is much harder to export notes from imported documents. Things work differently on the apps for Mac, iPhone and the Kindle. Advertising more intrusive.” (1★, v7.67, GB, 2026-09-17)

“Spoiled by greed – No longer a library app. Have to go through sales and advertising pages now to find books already purchased.” (3★, v7.67, GB, 2026-09-12)

# **The 10 most important fixes**

## **1. Soften the redesign backlash** [UX / design · 42 reviews · avg severity 2.0/3 · versions 7.69, 7.65]

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

“I hate the new layouts – I can no longer get the list format for the books in my library. Just the covers. Also, when I looked for some old books to reread, they were gone from my library but even older books that I tried to delete are sti” (1★, GB)

## **2. Fix features broken by the latest update** [Bugs · 30 reviews · avg severity 2.0/3 · versions 7.69, 7.62]

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

“Assistive Reader – The Assistive Reader speed went is stuck on 1.0 since the last update. This is very annoying for readers who listen at higher rates of speed. I have almost stopped using the feature at all because it is so frustratingly ” (1★, US)

## **3. Ship the most requested feature** [Feature requests · 30 reviews · avg severity 1.9/3 · versions 7.69, 7.67]

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

“. – The app keeps changing for worse. I can no longer see My List of saved books, Upcoming books in series and suggestions are annoying. Please bring these options back” (2★, GB)

#### **4. Simplify navigation** [UX / design · 26 reviews · avg severity 2.1/3 · versions 7.69, 7.67]

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

“Confusing & Frustrating – I love the Kindle app. Don’t get me wrong. But switching from an iPad to an iPhone is a totally different experience. The menus work different so it’s hard to get used to any one menu now. I like to be able to ” (3★, US)

#### **5. Stop data / progress loss** [Bugs · 19 reviews · avg severity 2.2/3 · versions 7.69, 7.67]

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

“Book not fully loading – Nothing is working. I have deleted and reloaded the Kindle app; re-synced the book; removed the book and then reloaded it. I can’t get beyond location 428—but there’s supposed to be 3,840 locations. I got the Kin” (1★, CA)

#### **6. Improve content quality** [Feature requests · 12 reviews · avg severity 2.1/3 · versions 7.69, 7.62]

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

“Translation needs improvement! – Word / sentence translation is poor...” (3★, CA)

#### **7. Speed up loading** [Performance · 5 reviews · avg severity 2.0/3 · versions 7.69, 7.65]

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

“Used to be great now it’s lacking – What happened to the assisted reader? Can not adjust speed and is slower than a dinosaur in molasses” (1★, US)

#### **8. Justify or adjust the price** [Pricing / subscription · 3 reviews · avg severity 2.5/3 · versions 7.69, 7.62]

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

“Waste of money? – The app is not easy to navigate for me, not intuitive. There’s no way to search for complete works that are part of the KU so you have to either have a title already in mind or browse through an endless supply of books you” (1★, CA)

#### **9. Answer support requests** [Bugs · 3 reviews · avg severity 2.5/3 · versions 7.68, 7.62]

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

“Deletes purchased books and make you re buy them – So I bought a book have the receipt and read it ever year it’s my fav but I got an error saying I need to delete it and redownload it , so I tried to buy now it’s saying I don’t own the boo” (2★, GB)

#### **10. Rethink usage limits** [Pricing / subscription · 2 reviews · avg severity 2.3/3 · versions 7.69]

Users read hard limits as a cash grab; consider softer limits or earning more through use.

“Copy limit – The copy limit is stupid, I bought the book. I should do whatever I want with it.” (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.