

App Store complaint report

Lufthansa · Lufthansa Group Digital Hangar GmbH · current version 9.642.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2022-10-21 to 2026-10-21).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.71
Reviews with a complaint	158 (53%)
Storefronts	GB 200, CA 50, US 50
All-time App Store rating (US)	4.75 from 95,145 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	129	2.5	9.632.0 (9), 8.10.5 (9), 9.636.1 (6)
UX / design	45	2.4	9.640.0 (3), 8.10.5 (3), 8.10.1 (3)
Feature requests	42	2.2	8.10.5 (3), 9.632.0 (2), 9.626.0 (2)
Performance	41	2.5	8.10.5 (4), 9.632.0 (3), 9.508.0 (3)
Crashes / freezes	27	2.8	9.638.0 (3), 9.632.0 (3), 9.628.0 (2)
Pricing / subscription	15	2.1	9.430.0 (2), 9.406.0 (2), 9.624.0 (1)
Ads	1	2.9	9.548.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
9.642.0	10	2.2	60%
9.640.0	11	3.4	45%
9.638.0	7	2.1	43%
9.636.1	11	2.7	64%
9.636.0	4	1.2	75%
9.634.0	10	3.3	30%
9.632.0	17	2.7	53%
9.630.0	6	4.7	0%

Representative quotes

Bugs

“The app is full of bugs – I have not been able to use the app. Registration doesn’t work, when I open the app it opens up a window for registration that cannot be closed. Absolutely ridiculous for this size of a company!” (1★, v9.618.1, GB, 2026-05-07)

“Comment from a Senator frequent flyer – If it isn’t broken don’t try to fix it ! This application used to be very good until someone had the smart idea to change it! I used to use this application on weekly basis to book my LH and LX flights. Recently it was e” (1★, v9.128.0, GB, 2023-02-19)

UX / design

"Glitchy and horrid to navigate. – App is not good. Glitchy. When you select something and then want to go back it take you to a completely different page and then the option you originally selected disappears." (3★, v9.434.0, CA, 2024-08-24)

"...experience is intuitive, the process is all over the place. Trying to add boarding cards to my wallet was painful. Do the people who design the journeys actually test them out?" (1★, v9.514.0, GB, 2025-04-04)

Feature requests

"Not fit for purpose – This app is absolutely useless. I want to book flights but as soon as I have set my cookie preferences, I'm taken to a white/blue screen with no options. How on earthy you've won best app 2024 for this useless app I have no idea. It does " (1★, v9.544.0, GB, 2025-11-09)

"A little bit irritating! – Might have been my internet connection, but I suspect not. The app was sluggish, buggy, and unintuitive. I had trouble logging in to miles and more, I had trouble adding my boarding pass to Apple wallet (pressed the "add button" an" (2★, v8.10.5, GB, 2022-12-03)

Performance

"Immediately crashes – The app doesn't make it past the "Lufthansa 1926-2026" loading screen. Well—immediate isn't exactly the word. It hangs for 10 seconds then crashes and takes you back to the Home Screen." (1★, v9.636.1, US, 2026-09-15)

"Stay away from this app – This is a horrible app. Flight info page says "page not refreshed for 2h", you refresh it, but the message persists — not a huge deal, but this kind of sloppiness is a precursor of just how slow, buggy, and, clunky this app is. Spend " (1★, v9.624.0, GB, 2026-06-18)

Crashes / freezes

"Still crashes on start up – For two plus weeks now the app (on latest version each time) keeps crashing immediately on start up. I don't understand how a company so large can give zero attention to an unusable app like that. Do you test on latest iOS versions " (1★, v9.642.0, US, 2026-10-16)

"Useless – Crashes immediately" (1★, v9.638.0, CA, 2026-09-23)

Pricing / subscription

"Does not connect to bank – Extremely disappointing app. I tried to book flight for the same return flight repeatedly. Once I was trough and tried to pay the app says to connect to the bank. It kept interrupting. Needed to restart the process. On second occasio" (1★, v9.512.0, GB, 2025-03-31)

"...guess what? When I arrived at the airport to check in, Lufthansa acted as if I had never paid for any of those extras! I was forced to pay AGAIN for my luggage and seats just to get through check-in. Where did my original money go? I paid for these services," (1★, v9.642.0, US, 2026-10-18)

Ads

"The worst airline app ever – It forces you to open an account but when you refuse consent to be bombarded with spam it doesn't let you continue." (1★, v9.548.0, GB, 2025-12-08)

The 10 most important fixes

1. Fix login / account access [Bugs · 56 reviews · avg severity 2.6/3 · versions 9.642.0, 9.636.1]

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

"Won't Login – I have signed up for this app, however when I log into my account I only get the spinning wheel for ever and never logs me in. Very poor." (1★, GB)

2. Simplify navigation [UX / design · 24 reviews · avg severity 2.3/3 · versions 8.10.5, 8.10.1]

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

"Delays no internet – We had no internet from San Diego to Munich, the airport at Munich is very hard to navigate" (3★, US)

3. Fix in-use crashes and freezes [Crashes / freezes · 18 reviews · avg severity 2.8/3 · versions 9.632.0, 9.628.0]

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

"Crashes – Will not let you pick a return only a departure then crashes, very poor" (1★, GB)

4. Speed up loading [Performance · 18 reviews · avg severity 2.4/3 · versions 8.10.5, 8.10.2]

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

"Useless – Very slow, buggy app/system, privacy invasive and with plenty of functionalities but just

a few that actually do work! Ryanair is much better! ☹️ try harder!" (1★, GB)

5. Answer support requests [Bugs · 17 reviews · avg severity 2.4/3 · versions 8.10.2, 8.10.4]

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

"Constant 'technical' issues, no support! – I've installed and deleted this app many times. Signed out and signed in again. I've tried contacting customer support, but seemingly there is none! A surprisingly poor app, but then I'm surprised " (1★, GB)

6. Fix crash on launch [Crashes / freezes · 12 reviews · avg severity 3.0/3 · versions 9.632.0, 9.628.0]

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

"App crashes – App crashes trying to load/open." (1★, CA)

7. Soften the redesign backlash [UX / design · 13 reviews · avg severity 2.4/3 · versions 9.616.0, 9.346.0]

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

"Just a nuisance – The Lufthansa app used to be good and easy to use until they changed it to the new version. Every time I use the app, passport data have to be input again, M&M link doesn't work and has to be input manually every time, fli" (1★, GB)

8. Improve content quality [Feature requests · 13 reviews · avg severity 2.3/3 · versions 9.522.0, 9.638.0]

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

"Incorrect and insufficient information – Notified me my flight was ready to check in several days after I'd landed and unpacked my suitcase from my holiday! If software isn't 100% reliable it is untrustworthy therefore useless. How can I tr" (2★, GB)

9. Fix features broken by the latest update [Bugs · 5 reviews · avg severity 2.3/3 · versions 9.632.0, 9.420.0]

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

"Worse than previous versions – I have used the app for many years but it has stopped working as efficiently: My boarding pass does not appear anymore and it keeps telling me to check in. Flight updates are not showing once the flight has su" (1★, GB)

10. Ship the most requested feature [Feature requests · 5 reviews · avg severity 1.9/3 · versions 9.418.0, 9.126.3]

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

"Calendar – Ridiculous it does not allow to add flights to your calendar and you gotta do it manually" (2★, GB)

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.