

App Store complaint report

Lyft · Lyft, Inc. · current version 2026.40.3

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2023-09-05 to 2026-10-22).

Metric	Value
Reviews analysed	300 (298 classified by AI)
Average stars (these reviews)	3.54
Reviews with a complaint	95 (32%)
Storefronts	GB 100, US 100, CA 100
All-time App Store rating (US)	4.92 from 17,838,938 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	56	2.1	2026.40.3 (28), 2026.39.32 (12), 2026.38.32 (6)
Bugs	34	2.4	2026.40.3 (8), 2026.39.32 (3), 2026.38.32 (2)
Performance	26	2.2	2026.40.3 (12), 2026.38.32 (4), 2026.39.32 (3)
Feature requests	16	2.6	2026.40.3 (5), 2026.39.32 (4), 15.28.3 (2)
UX / design	7	2.2	2026.40.3 (4), 2026.39.32 (2), 15.26.3 (1)
Crashes / freezes	2	3.0	15.76.3 (1), 15.28.3 (1)
Ads	2	1.9	2025.48.3 (1), 2026.40.3 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.40.3	121	3.6	29%
2026.39.32	41	3.3	39%
2026.39.31	4	3.8	25%
2026.38.32	35	3.5	34%
2026.38.3	4	4.0	25%
2026.37.31	2	4.5	50%
2026.37.3	1	5.0	0%
2026.36.3	2	5.0	0%

Representative quotes

Pricing / subscription

“Disaster - The app will tell you there are plenty of drivers nearby— but when you order a ride, it will take forever to find one because they are lowballing drivers. They will ask if you want to pay more to get a faster ride, but they aren't giving that money” (1★, v2026.40.3, US, 2026-10-22)

"Price change scam – Price changes at the last moment to "new price" before paying. No confirm button, no continue button. Super scammy." (1★, v2026.40.3, CA, 2026-10-20)

Bugs

"Carrier not supported – We found out about the Lyft app whilst in Orlando neither me or my family could get the app to work, we have spoken to many brits over here and found they can't get the app to work either. We all had the same message that phone line and" (1★, v15.21.3, GB, 2023-09-05)

"I want to delete my account – The app keeps coming back with bs errors, I just want to delete my account and Lyft won't let me" (1★, v2026.38.32, GB, 2026-10-12)

Performance

"Pointless – Can't get past first page put phone number in says cannot load at this time" (1★, v15.76.3, GB, 2024-09-18)

"Never using this app again – Driver takes ages to come to the pick up spot and most of them cancel rides when they are 2 minutes away" (1★, v2026.38.32, CA, 2026-10-09)

Feature requests

"AVOID LIKE CORONA VIRUS – This is a total SCAM company! They don't even operate in the U.K. yet feature in the App Store. I only realised this after I created an account. Yet when you try to delete your account, follow instructions there are NO ACCOUNT DELETIO" (1★, v2025.29.3, GB, 2025-08-07)

"Unable to use – The app won't let me register as it doesn't recognise my UK number. No helpline, no faqs, no customer care unless you register first" (1★, v2025.14.3, GB, 2025-04-25)

UX / design

"App bugs – I'd like to report an app bug, I entered the location named "st Catherine west" and lift gave me 2 options "st. Catherine O" and "st. Catherine E", I believe the "O" In "st. Catherine O" is a typo, making my user experience much more confusing, lift" (2★, v2026.39.32, CA, 2026-10-19)

"Great driver. App switched pricing – Winston was a really nice driver, safe, polite and helpful. The Lyft app upcharged me, after I chose my upgraded ride the app showed me the pricing for that upgrade. After confirming the ride the pricing changed. I w" (1★, v2026.40.3, US, 2026-10-20)

Crashes / freezes

"Unable to get on the app – Can't get in the app without a code which it doesn't do so useless" (1★, v15.28.3, GB, 2023-10-26)

Ads

"Consistently poor drivers and bad app – Sends adverts every day onto your lock screen. Drivers are consistently worse than other apps." (1★, v2025.48.3, GB, 2026-01-04)

"stop sending me messages – STOP SENDING MESSAGES. Just because you send me a 20% off message does not entice me to take a-ride STOP IT PLEASE" (1★, v2026.40.3, US, 2026-10-21)

The 10 most important fixes

1. Make trials and renewals transparent [Pricing / subscription · 29 reviews · avg severity 2.2/3 · versions 2026.39.32, 2026.40.3]

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

"Wrongfully charged – Ordered for a ride and then driver was assigned. The driver was coming and at a point decided to stop in a particular point for almost 5 minutes and I was calling the driver to confirm what happened and why he was not m" (5★, CA)

2. Answer support requests [Bugs · 19 reviews · avg severity 2.5/3 · versions 2026.40.3, 2026.39.32]

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

"Extremely Unsafe and Unreliable Customer Service – I had a terrible experience using this app, which calls a Lyft ride. I accidentally left my bag in the car, and ever since, the driver has been unreachable — his phone is off, and even the " (1★, GB)

3. Justify or adjust the price [Pricing / subscription · 22 reviews · avg severity 2.0/3 · versions 2026.40.3, 2026.39.32]

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

"Wants extra money for Regular ride – In start, it looks cheaper than Uber , but then want 2.99 USD for regular ride naming as "urgent pickup" if not then make you wait 15-20 min just before select / assign driver for you . So it at end cost" (2★, CA)

4. Fix login / account access [Bugs · 10 reviews · avg severity 2.8/3 · versions 15.26.3, 15.28.3]

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

"UK numbers no longer supported – I used Lyft a few years back while traveling to the US and setting up an account on my UK mobile number. Apparently this is no longer possible and I'm unable to setup or login as the verification code doesn't" (1★, GB)

5. Improve content quality [Feature requests · 5 reviews · avg severity 1.8/3 · versions 2025.40.31, 15.52.3]

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

"Inaccurate wait times – Frustrating to close the Waymo app and choose Lyft which looks quicker to arrive but then actually takes longer. Why say 2 mins away if it's actually 11 mins?" (3★, GB)

6. Soften the redesign backlash [UX / design · 3 reviews · avg severity 2.2/3 · versions 2026.40.3, 15.26.3]

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

"Tip Rip-Off – LYFT is now basically taking money from you if you haven't caught what they are doing with tipping. They are automatically adding a tip onto your ride fee unless you see, in the VERY SMALL print to add a "custom tip." A very s" (3★, US)

7. Simplify navigation [UX / design · 2 reviews · avg severity 2.0/3 · versions 2026.39.32]

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

"Disappointing – The lack of ability to manually set pick up spots and forcing ideal spot makes things confusing for passenger and driver. There's better apps out there for ride sharing" (1★, CA)

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.