

App Store complaint report

McDonald's · McDonald's USA · current version 26.72.5

Generated 2026-10-23 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-14 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.61
Reviews with a complaint	244 (81%)
Storefronts	US 300
All-time App Store rating (US)	4.84 from 7,884,200 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	211	2.4	26.72.5 (211)
Performance	72	2.5	26.72.5 (72)
Feature requests	59	2.2	26.72.5 (59)
Crashes / freezes	47	2.7	26.72.5 (47)
Pricing / subscription	33	2.4	26.72.5 (33)
UX / design	33	2.4	26.72.5 (33)
Ads	1	3.0	26.72.5 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.72.5	300	1.6	81%

Representative quotes

Bugs

“App not working – The app continues to log me out and won’t let me sign in. I’ve cleared the cache, redownloaded it and contacted the tech department. At this point I suspect that once you hit a certain amount of points, your app “experience issues” until you” (1★, v26.72.5, US, 2026-10-20)

“Broken Sign In – wouldn’t let me sign in at all , app is messed up , I’ve tried google,apple , and email none work” (1★, v26.72.5, US, 2026-10-16)

Performance

“Ridiculous – The app is SO slow, it’s unbelievable. I can’t even load the app to order. I’ve been trying to play Monopoly and it doesn’t load and crashes over and over. Waste of money” (1★, v26.72.5, US, 2026-10-14)

“Slower than molasses in the winter – This app sucks. Takes a half hour to load up in the morning, glitchy, delayed, acts like it’s running off of a dial up modem. For a hamburger place that serves more beef than there are cows on the planet, I expected more.” (1★, v26.72.5, US, 2026-10-14)

Feature requests

“Doesn’t work after update – Zero stars rating if I could... Just updated today. Cannot view Rewards, Deals, even the menu. Developer, if you want to see screenshots, please reach out.” (1★, v26.72.5, US, 2026-10-15)

"Stopped Working - I use to love using the app, especially because of the point system and all. My Apple Pay used to work just fine and suddenly it never lets me process the payment anymore. The fact we don't have the option to pay at the window or counter, whi" (1★, v26.72.5, US, 2026-10-17)

Crashes / freezes

"KEEPS CRASHING - Every time I open the app it closes when I'm trying to add a code. How does a multi billion dollar company not have a basic app?" (1★, v26.72.5, US, 2026-10-22)

"Trash - App freezes all the time. Can't make an order." (1★, v26.72.5, US, 2026-10-16)

Pricing / subscription

"What's going ON - App NEVER works anymore every time we try to us it the people that work there says the code has already been used it's giving ya!!! scamming and we came for a deal and think that we're going to pay full price once we are already there!!!! I " (1★, v26.72.5, US, 2026-10-18)

"Payment Issues - Haven't used the app for like a month. I come back and have to update it due to the recent "improvements". I get everything in my basket and try to use my Apple Pay, but it won't go through. It says issues with card. I tried to use 3 different" (1★, v26.72.5, US, 2026-10-21)

UX / design

"Poor design and UI - Open the app, required update, open the app, no search function or cannot locate things. Spent 10 minutes inside, trying to find food to order, Only to finally give up and go to the store. Borderline useless." (1★, v26.72.5, US, 2026-10-15)

"So slow! - This app is always glitchy and slow. It's difficult to navigate and to use rewards or deals. I'm so tired of trying to use it." (2★, v26.72.5, US, 2026-10-18)

Ads

"App doesn't work - Just downloaded the app. Then, when I tried to go back and use it....nothing. Nothing but ads. No icon on my phone is visible. Then again, it could be my iPhone.....a phone that does whatever it wants to do. In this case, not listing the McDon" (1★, v26.72.5, US, 2026-10-21)

The 10 most important fixes

1. Fix login / account access [Bugs · 36 reviews · avg severity 2.5/3 · versions 26.72.5]

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

"Infuriating! - Oct. 14 2026. More forced updates! I'm in the drive through, open the app to give my 4 digit code "we've made improvements!" Unable to simply display my code. Now I'm at the window and I open the updated app to give my code. " (1★, US)

2. Speed up loading [Performance · 34 reviews · avg severity 2.5/3 · versions 26.72.5]

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

"Slow and laggy - For a billion dollar company they don't have an excuse that their app operates at the rate of booting up a 90s desktop computer. Do you want my money or not??? If social media can load thousands of content from thousands of" (1★, US)

3. Fix in-use crashes and freezes [Crashes / freezes · 28 reviews · avg severity 2.5/3 · versions 26.72.5]

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

"Always Terrible - Never works for a mobile order. Curbside, button doesn't work to say I'm there. Then you can't find the code to the order code to go through drive through. Prior time it crashed while ordering and sent 2 orders. Still anot" (1★, US)

4. Fix crash on launch [Crashes / freezes · 21 reviews · avg severity 2.8/3 · versions 26.72.5]

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

"Constantly broken app - This app is broken. It always is broken. The app does too much and misses the point of the app. Ordering menu items. If the app loads at all, the McDonald's app crashes, refreshes unprompted, forced reinstalls, and o" (1★, US)

5. Soften the redesign backlash [UX / design · 21 reviews · avg severity 2.5/3 · versions 26.72.5]

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

"Stop updating the app constantly - Really frustrating how every week they decide to update this app and render the old version worthless with a pop up prompting you to update. It legitimately will not let you use the app until you update." (1★, US)

6. Stop data / progress loss [Bugs · 20 reviews · avg severity 2.5/3 · versions 26.72.5]

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

"Forced update when trying to use rewards – The app has forced me to update when trying to use my rewards points and I lost my points without being able to use them." (1★, US)

7. Answer support requests [Bugs · 20 reviews · avg severity 2.4/3 · versions 26.72.5]

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

"Waste of time – It's the worst app. If they mess up on your code you don't get nothing. Customer service does not help. They will tell you to refresh the app or redownload the app. The management doesn't help even when they make the mistake" (1★, US)

8. Simplify navigation [UX / design · 13 reviews · avg severity 2.4/3 · versions 26.72.5]

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

"Convoluting mess! – What a mess of an app! Jam everything into the app and make it ugly, and confusing. Added the monopoly disaster to the app that does not scan codes or properly keep track of your free food prizes. I just deleted the whole" (1★, US)

9. Improve content quality [Feature requests · 11 reviews · avg severity 2.3/3 · versions 26.72.5]

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

"Bad service at McDonald's Shakopee but the service might be good again – I actually crashed out a little because the employees put my cheeseburger wrong. It had mustard and ketchup and pickles. It was supposed to be the bun and the meat and" (3★, US)

10. Fix features broken by the latest update [Bugs · 10 reviews · avg severity 2.4/3 · versions 26.72.5]

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

"Error code 403 – I updated my McDonalds app at your location here in Texas at 735 Ft. Worth dr N, Denton Texas 76205. Which is ran by illegal immigrants per BY LAW. ☐ Using the store's WiFi and now I have 7 chance gameboard pieces I can't pl" (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.