

App Store complaint report

Nike Run Club: Running Coach · Nike, Inc · current version 7.79.3

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-01-13 to 2026-10-21).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.23
Reviews with a complaint	149 (50%)
Storefronts	GB 150, US 100, CA 50
All-time App Store rating (US)	4.77 from 419,882 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	144	2.6	7.79.2 (48), 7.79.3 (44), 7.79.0 (20)
Crashes / freezes	80	2.9	7.79.2 (42), 7.79.0 (17), 7.79.3 (14)
Performance	35	2.6	7.79.3 (11), 7.79.2 (11), 7.79.0 (6)
Feature requests	20	2.2	7.79.3 (12), 7.79.2 (2), 7.77.0 (2)
UX / design	7	2.3	7.79.3 (4), 7.78.0 (2), 7.79.2 (1)
Pricing / subscription	2	2.0	7.79.3 (1), 7.78.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
7.79.3	131	3.7	37%
7.79.2	58	1.9	83%
7.79.1	4	1.2	100%
7.79.0	21	2.2	95%
7.78.0	20	3.5	40%
7.77.0	20	2.6	50%
7.76.0	9	3.6	44%
7.75.0	5	3.4	60%

Representative quotes

Bugs

“App not working – As of early Jul 2026, the app stopped working for me. It shows the splash screen and crashes. The recent update didn’t fix the issue. Neither updating iOS to the latest version.” (1★, v7.79.2, CA, 2026-07-26)

“App not working – New update has a glitch, app doesnt open on the latest ios” (2★, v7.79.0, CA, 2026-07-15)

Crashes / freezes

“Recent update crashes app completely – Normally a great app, but crashes/closes immediately when trying to open it recently. Hoping it is fixed soon so I can get all my runs from the last 4yrs!” (1★, v7.79.1, GB, 2026-07-23)

"Watch app completely broken – Can't pause / stop runs, app crashes. Black screen during runs like others have reported. On the rare occasion a run records, it won't sync to phone and gets lost. Waste of time since latest update." (1★, v7.79.2, GB, 2026-08-08)

Performance

"App crashes – App has been crashing before getting past the loading screen and no communications or updates on fixing it." (1★, v7.79.0, GB, 2026-07-17)

"Love this app but won't open since update! – Just gets stuck on the loading screen!" (1★, v7.78.0, GB, 2026-06-01)

Feature requests

"Stopped working since iOS update – I use this all the time but now I can't Please fix it And add the ability to notify you without doing 1* reviews" (1★, v7.79.2, GB, 2026-08-30)

"Needs a few changes – I love this app at its surface level. It pushes and motivates me to do more, and has some other features the apple workouts don't. What I would love to see is the ability to turn on heart rate zone notifications so I know what zone I'm in" (3★, v7.75.0, GB, 2026-03-07)

UX / design

"between love and hate – i'm in love with NRC cuz of coaches yet i'm SO ANNOYED from the app itself. what is the point of downloading runs if you can't play them without internet??? who designed this, do you guys even try out and test your ideas? and the cons" (3★, v7.79.3, US, 2026-09-11)

"Too young to run? – I'm 14, trying to get into running. the app here says it's 9+ years. Why when i put my real date of birth it kicks me off the program and won't let me sign in? If the app cannot be used by people under the age of 18, why have it set to 9+ y" (1★, v7.78.0, GB, 2026-07-13)

Pricing / subscription

"Best free training app – Free strava is just paywall after paywall" (5★, v7.79.3, CA, 2026-10-20)

"Hmm – Not a total fan. It's nice to get the feedback from the verbal coach as there is some good advice. But the choice of runs is too much as it seems a little cluttered in terms of choice and navigation on the app. I'd like a clear section for say distan" (3★, v7.78.0, GB, 2026-05-28)

The 10 most important fixes

1. Fix crash on launch [Crashes / freezes · 58 reviews · avg severity 2.9/3 · versions 7.79.2, 7.79.0]

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

"Won't load – Can't get the app to open on my Apple Watch. When I click on the app it looks like it is loading but then crashes. I have tried all the troubleshooting tips eg switching both devices off and on again, making sure software is up" (1★, GB)

2. Fix in-use crashes and freezes [Crashes / freezes · 40 reviews · avg severity 2.7/3 · versions 7.79.2, 7.79.0]

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

"Update crash – Everytime do an update the app crashes please get this fixed" (2★, GB)

3. Stop data / progress loss [Bugs · 39 reviews · avg severity 2.4/3 · versions 7.79.3, 7.79.2]

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

"Broken – Sync issues deleted an entire week of running data. Screen will blank out on apple watch after auto pausing at a light. Random crashes. Low effort updates (still have challenges from over a year ago they never bothered to clean up)" (1★, US)

4. Fix login / account access [Bugs · 18 reviews · avg severity 2.7/3 · versions 7.79.3, 7.78.0]

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

"Can't access the app – After new update, the app required my email address to send a verification code to my email. The email with the verification code never arrived to my inbox even after several attempts. I have been trying to contact su" (1★, US)

5. Fix features broken by the latest update [Bugs · 12 reviews · avg severity 2.5/3 · versions 7.79.2, 7.79.3]

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

"Last three updates have broken the app – I've been using NRC for years and it's always been a good app until the last three updates pushed it a couple of weeks ago. Now it's pretty much useless in the watch. If you pause the app during a ru" (1★, GB)

6. Improve content quality [Feature requests · 13 reviews · avg severity 2.1/3 · versions 7.79.3, 7.74.0]

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

"Get Strava – Run ruining, wildly inaccurate, auto-stopping, flawed, piece of **** that keeps turning your tunes off on your sprint finish ☹️" (1★, GB)

7. Soften the redesign backlash [UX / design · 8 reviews · avg severity 2.4/3 · versions 7.77.0, 7.79.2]

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

"No longer works on Apple Watch – No longer works on Apple Watches that can't update to ios11.

Not sure what break through new functions have appeared on iOS 11 update but am sure they are so good they couldn't keep the early versions of the" (1★, GB)

8. Answer support requests [Bugs · 5 reviews · avg severity 2.8/3 · versions 7.79.3, 7.79.0]

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

"Wiped! 6 years of Running Data – After using Nike's app for years and documenting all of my runs, I was frustrated to say the least to open it one day and discover my data was gone. My running records and stats over the past 6 years complet" (1★, US)

9. Ship the most requested feature [Feature requests · 6 reviews · avg severity 2.0/3 · versions 7.79.3, 7.75.0]

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

"Minimal (not in a good way) – Nike used to have a feed section where your friends can post their runs. Now it's pretty much just a Nike Ad tab :D Technically achievements and rank still exist, but it's so far in the background you might not" (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 x 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.