

App Store complaint report

Peloton: Fitness & Workouts · Peloton Interactive, Inc. · current version 15.135.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2022-04-14 to 2026-10-21).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.26
Reviews with a complaint	149 (50%)
Storefronts	GB 150, CA 100, US 50
All-time App Store rating (US)	4.92 from 818,439 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	88	2.2	15.131.0 (6), 15.106.0 (5), 15.132.0 (5)
Feature requests	76	2.1	15.134.0 (7), 15.132.0 (5), 15.131.0 (4)
Pricing / subscription	65	2.4	15.131.0 (5), 15.134.0 (3), 15.78.1 (3)
UX / design	31	2.0	15.134.0 (3), 15.132.0 (3), 15.115.0 (2)
Performance	21	2.3	15.106.0 (2), 15.131.0 (2), 15.41.0 (2)
Crashes / freezes	15	2.6	15.131.0 (2), 15.116.0 (1), 15.130.0 (1)
Ads	3	2.2	15.133.0 (1), 15.132.0 (1), 15.131.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
15.135.0	1	1.0	100%
15.134.0	12	2.5	67%
15.133.1	1	5.0	0%
15.133.0	5	3.8	40%
15.132.0	21	3.5	38%
15.131.0	13	2.6	69%
15.130.0	5	2.2	60%
15.129.0	3	3.7	33%

Representative quotes

Bugs

“Bike never works - I have done all of my updates and walked through the chat instructions multiple times. It has been glitching for so long now that I don't even want to use it anymore. Does anyone want to buy 2 bikes? Too bad - I used to love this product...” (1★, v15.91.0, CA, 2024-11-02)

“Doesn't work - The app doesn't work properly. It says there's a problem loading the library, workouts and membership area. I want a refund.” (1★, v15.45.1, GB, 2023-01-01)

Feature requests

“Latest update affected new Teams feature - Todays update (18/09/24) has messed with the Teams feature... I had two teams set up and both have now disappeared and all I've got is the blank Home

Screen element to create a team from scratch... what's going on...?? Can " (2★, v15.88.0, GB, 2024-09-18)

"Serviceable but lacking – The app works fine but it continues to add bloat update after update. More and more features that are in the way of doing classes. The app needs better filtering and customization to help me get to the content I want faster. Almos" (3★, v15.133.0, US, 2026-10-04)

Pricing / subscription

"Bad – Rubish it will not let me play it until I pay my money to it I'm never installing this again it's so bad idc about monthly payments." (1★, v15.40.0, GB, 2022-09-30)

"Pricing doubled – I use my own spin bike and an ipad for cycling classes. I used to pay £12.99 a month and i used to do 8 classes a month and it was fantastic. With there new pricing for £12.99 a month i can only do 3 spin classes a month. No good to me. If i " (5★, v15.56.0, GB, 2023-05-28)

UX / design

"New app is a pain – Overly complicated. Not responsive. Tricky to navigate. Once in the part of the app desired works well. Seems to be overly focused on directing user to classes." (1★, v15.117.0, GB, 2025-11-26)

"Still broken – Another update, more functionality. And still the user interface is still a train wreck, preloads are still broken on iPad, and I still have "stuck" rides that I can't get rid of. It doesn't stop me using the app because I like to take the rid" (2★, v15.50.0, GB, 2023-03-05)

Performance

"Trash – Peleton is absolutely awful. Had my bike plus nearly two years. Cancelled my subscription then renewed it and had co start issues since. Customer service is really bad. The new updates are a load of rubbish.. I've finally cancelled" (1★, v15.116.0, GB, 2025-10-14)

"Broken app – My Home Screen constantly tries to load with no success. I can't cancel my membership on the app or web. Ridiculous" (1★, v15.59.0, GB, 2023-07-14)

Crashes / freezes

"Outdoor running is broken – Trying to use the Road to 26.2 program and it is buggy buggy buggy. Multiple classes will crash mid run, some of the classes keep going with no audio for half the class and sometimes the classes randomly pause mid run. Unbelievably " (5★, v15.81.0, CA, 2024-06-21)

"Non existent support services – I have been a Peloton member for years and have an active All-Access Membership, but this experience has me seriously reconsidering whether I want to continue paying for it. I had an issue with Breathwrk, which is supposed to b" (1★, v15.131.0, US, 2026-09-02)

Ads

"A big app ad plus doesn't track walls – I really love the workouts on the app but is very annoying to get all those ads every time you open the app, like for real, I'm already paying to do the work outs, don't need to see the "promotions" every time. Also, I " (3★, v15.131.0, US, 2026-09-02)

"Unresolved tech issue – I have paid a ridiculous amount of money for a Peloton subscription so it is disheartening that they cannot seem to make their system work. I receive a pop-up ad when I start the program, which blocks any further activity. I've called P" (1★, v15.132.0, US, 2026-09-22)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 47 reviews · avg severity 2.2/3 · versions 15.134.0, 15.72.0]

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

"Step Backwards – The new app layout is cumbersome and way to confusing. They have removed so many awesome metrics. Even the basic metric tracking total workouts for each activity have been removed. Please give us option to toggle back to ol" (1★, US)

2. Justify or adjust the price [Pricing / subscription · 34 reviews · avg severity 2.4/3 · versions 15.107.0, 15.131.0]

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

"Not worth the price hike – I have been on Peloton app for over 3 years, it was reasonably priced and the variety was good in terms of offered workouts I used it mainly for the cycling classes, however since Jan 2024 the piece of sub went up" (1★, CA)

3. Ship the most requested feature [Feature requests · 32 reviews · avg severity 1.8/3 · versions 15.134.0, 15.132.0]

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

“Filter option – I relied heavily on the filter option to pick my length and my favourite instructor’s and now it’s gone. Really disappointed and ruins the experience bring it back please.” (1★, CA)

4. Fix features broken by the latest update [Bugs · 28 reviews · avg severity 2.0/3 · versions 15.72.0, 15.131.0]

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

“Latest update introduced bugs – The weekly plan feature is now broken. It doesn’t remember the classes I did, and the recommendations make no sense in the context of the whole week.” (4★, US)

5. Ease payroll pressure [Pricing / subscription · 22 reviews · avg severity 2.6/3 · versions 15.82.0, 15.70.1]

Keep core features usable for free users or explain clearly what is paid; show the payroll less often.

“Deeply Disappointed with the New Update – As a near daily user of the app, I am deeply disappointed with this new update. Not only did I wake up to having all of my account features paywalled further but I was also kicked out of my Arms wit” (1★, CA)

6. Answer support requests [Bugs · 24 reviews · avg severity 2.3/3 · versions 15.131.0, 15.69.0]

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

“Love the app when it works. Customer service is horrible. – I have had the Peloton app for many years and it has been great. So many classes to choose from along with programs to follow to help increase your fitness. Recently my app has qui” (2★, CA)

7. Stop data / progress loss [Bugs · 21 reviews · avg severity 2.2/3 · versions 15.132.0, 15.131.0]

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

“Hectic performance – I used to love this app with the option to Airplay to my big screen tv as the TV app would not do the measurements. Since the new IOS was introduced, it does not work properly. Most classes don’t sync, just stay at the ” (3★, GB)

8. Improve content quality [Feature requests · 20 reviews · avg severity 2.2/3 · versions 15.97.1, 15.131.0]

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

“Can’t connect to a TV, can’t connect to my apple watch, useless – I prefer to just go to YT and watch the same kind of trainings from a big screen instead of constantly having to look on my phone, plus the workouts that I liked are in germa” (1★, CA)

9. Make trials and renewals transparent [Pricing / subscription · 15 reviews · avg severity 2.3/3 · versions 15.108.0, 15.77.0]

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

“A complete con – Signed up for free trial and virtually impossible to cancel. Disappointed with the free trial and tried to cancel, however, struggling to cancel and I’ve now been charged £12.99 for an overpriced app/monthly subscription wh” (1★, GB)

10. Simplify navigation [UX / design · 14 reviews · avg severity 2.0/3 · versions 15.134.0, 15.126.0]

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

“Love the workouts, not the app – I love peloton and will hopefully use it forever. My low rating is for the app itself. I regularly use the bike, my phone, iPad, tv, and computer. The computer platform is trash- it tells you to just go on y” (3★, 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.