

App Store complaint report

Starbucks · Starbucks Coffee Company · current version 6.133.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 2 storefronts (2026-06-15 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.76
Reviews with a complaint	88 (29%)
Storefronts	CA 200, US 100
All-time App Store rating (US)	4.89 from 8,408,067 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	67	2.5	6.133.1 (22), 6.118 (11), 6.129.1 (6)
Feature requests	32	1.8	6.133.1 (12), 6.132 (5), 6.131 (4)
Pricing / subscription	19	2.0	6.133.1 (6), 6.128 (3), 6.118 (2)
Crashes / freezes	18	2.8	6.133.1 (7), 6.118 (6), 6.128 (2)
UX / design	18	1.6	6.133.1 (8), 6.132 (2), 6.129.1 (2)
Performance	12	2.5	6.133.1 (3), 6.132 (2), 6.118 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
6.133.1	110	3.8	29%
6.133	8	4.1	25%
6.132.1	7	4.1	14%
6.132	24	3.8	29%
6.131	28	4.2	14%
6.130	16	3.9	19%
6.129.1	13	2.8	54%
6.129	9	4.4	11%

Representative quotes

Bugs

“App Completely Broken – I’m not sure what happened behind the scenes a week or two ago now, but the app stopped working for pretty much everything; loading menu, store locations, sign in, etc. It was working great, then suddenly no app functionality out of th” (1★, v6.118, CA, 2026-06-19)

“App Glitch – My app completely stopped working, I tried everything but the app just shows me the beginning loading page for at least a minute and then switches back to my home screen. It’s extremely frustrating and I have not enjoyed this experience at all. ☹️” (1★, v6.127.1, CA, 2026-07-28)

Feature requests

“This version is a downgrade – Prices don’t reflect on individual menu items, check out button moves creating unnecessary additions and then removal of items, lots of UI bugs in this version. I wish I could downgrade to the previous version of the app.” (2★, v6.133.1, US, 2026-10-19)

"AI icons suck and bring back BLENDED option!!! - Changing from realistic drink pictures to AI generated icons is a big step back. Also please bring back BLENDED option for iced drinks ☹️" (2★, v6.133, CA, 2026-10-15)

Pricing / subscription

"Brutal - The irony of Starbucks selling "order ahead" convenience while revealing an 18 to 23 minute wait only after taking your money would almost be funny if the app then offered a cancel button. It does not. The store does not answer the phone either, leavi" (1★, v6.131, CA, 2026-09-26)

"Updated app - Since you've updated the app a week ago, I can no longer use it on my phone. I have an older phone that isn't up to date. I've lost all my rewards as well as money that I put onto the app. This is so unfortunate and unfair. I've been using your a" (1★, v6.118, CA, 2026-06-19)

Crashes / freezes

"Broke the app with latest release - The last version of the app released broke it on iPhone if you don't want to upgrade iOS to the latest. The app just gets stuck "loading" forever." (1★, v6.118, CA, 2026-10-13)

"Crashing - Multiple people have reported crashing - still is" (1★, v6.133.1, US, 2026-10-21)

UX / design

"Latest UI Update - Trash - The latest update to the user interface is trash. I guess some dev needed to justify their existence and changed it. If it ain't broke, don't fix it." (1★, v6.133.1, US, 2026-10-19)

"Not Impressed - Starbucks is getting cheap with their rewards program. 1 Star now per dollar spent. Also, why do they expire rewards points? Nothing about this program or App makes sense. The App. An be glitchy at times, no Birthday coffee, barista has to " (5★, v6.127, CA, 2026-07-22)

Performance

"If I could rate this zero stars I would - This app always logs me out and isn't able to recover my password. It's also extremely slow" (1★, v6.126, CA, 2026-07-11)

"Per store reviews ? - Think ya should have per store reviews .. Kamloops , BC Canada summit center is really slipping badly seems staff may be on drugs going real slow orders backing up , store cleanliness is bad ." (2★, v6.132, CA, 2026-10-01)

The 10 most important fixes

1. Fix login / account access [Bugs · 19 reviews · avg severity 2.7/3 · versions 6.133.1, 6.118]

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

"Don't waste your time - I'm sure it's a fine app I wish I could log into it and actually make an order though. There is always an error message no matter the email name or password no matter if I sign in or make a new account. Such a waste " (1★, CA)

2. Soften the redesign backlash [UX / design · 22 reviews · avg severity 1.9/3 · versions 6.133.1, 6.118]

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

"Fix Your Chai - Your chai was great and then you went and changed after 18 years. It's awful now; this looks like the end of our relationship." (5★, US)

3. Fix crash on launch [Crashes / freezes · 11 reviews · avg severity 2.9/3 · versions 6.133.1, 6.118]

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

"App will not load - For the last week I haven't been able to open the app. It will not load. Keep checking for an update to no avail." (1★, US)

4. Stop data / progress loss [Bugs · 9 reviews · avg severity 2.3/3 · versions 6.133.1, 6.118]

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

"WARNING: they are selling your location data - This app is a joke when it comes to user privacy. I have a store favorited, yet it completely disappears if I turn off location tracking. Same with previous stores I've used. Why? Because I won" (1★, US)

5. Ship the most requested feature [Feature requests · 11 reviews · avg severity 1.5/3 · versions 6.133.1, 6.132]

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

"Bring back lid type options!!! - I've been a fan of Starbucks for more than half my life and I order

Starbucks basically every day and as a receptionist, I prefer to use the flat top lid that has a smaller mouth drinking hole so there is le” (3★, CA)

6. Fix features broken by the latest update [Bugs · 8 reviews · avg severity 2.1/3 · versions 6.133.1, 6.118]

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

“After last update stopped working – The app goes to an endless loop when scan in store button clicked. It started to happen after the last update and using iPhone X. It has been more than 3 weeks since the app is unusable....” (1★, CA)

7. Answer support requests [Bugs · 6 reviews · avg severity 2.7/3 · versions 6.129.1, 6.133.1]

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

“App is broken, no support available – The app is broken for me, and there is no support available. The “App Support” button in the App Store goes to a random page that does not contain support information. The contact page on Starbucks’ web” (1★, CA)

8. Simplify navigation [UX / design · 7 reviews · avg severity 1.6/3 · versions 6.133.1, 6.132]

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

“Fast and efficient – Fast and efficient but the menu is difficult to navigate.” (3★, US)

9. Fix in-use crashes and freezes [Crashes / freezes · 4 reviews · avg severity 2.9/3 · versions 6.128, 6.132.1]

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

“Crashing since update Jul 2026 – Since your most recent update in Jul 2026, the app continues to crash daily and cannot even restart it. I end up going to different coffee shops since I can’t even access the app to pay. You’re holding my ” (1★, CA)

10. Justify or adjust the price [Pricing / subscription · 5 reviews · avg severity 2.0/3 · versions 6.133.1, 6.133]

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

“Prices – The prices here are gone up a little bit too much. They could definitely be a little bit more reasonable and stop asking for tips. But If the prices weren’t so expensive, yes I would agree with a little tip.” (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.