

App Store complaint report

Uber - Rides, Eats, Hotels · Uber Technologies, Inc. · current version 3.744.10001

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-10-13 to 2026-10-22).

Metric	Value
Reviews analysed	300 (297 classified by AI)
Average stars (these reviews)	3.86
Reviews with a complaint	72 (24%)
Storefronts	GB 150, US 100, CA 50
All-time App Store rating (US)	4.90 from 17,115,199 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	46	2.3	3.744.10001 (25), 3.743.10001 (20), 3.611.10001 (1)
Bugs	26	2.2	3.743.10001 (13), 3.744.10001 (12), 3.611.10001 (1)
Performance	23	2.3	3.744.10001 (17), 3.743.10001 (5), 3.611.10001 (1)
Feature requests	12	2.1	3.744.10001 (7), 3.743.10001 (4), 3.611.10001 (1)
UX / design	6	2.1	3.743.10001 (3), 3.744.10001 (2), 3.611.10001 (1)
Crashes / freezes	3	2.8	3.743.10001 (2), 3.744.10001 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
3.744.10001	169	3.8	25%
3.743.10001	130	3.9	22%
3.611.10001	1	1.0	100%

Representative quotes

Pricing / subscription

“Uber is horrible now – I used to love uber. However since they’ve added the wait and save option, it’s been all about profit for them. They will make you wait a ridiculous time for a ride, then try to incentivize you to get a more expensive ride that “comes fa” (1★, v3.744.10001, US, 2026-10-22)

“MY UBER REVIEW – You pay \$9.99 for a subscription so you won’t have to pay fees and delivery! Then you must spend a minimum of \$15 or you will get charged delivery fees and miscellaneous fees as well, regardless that you paid \$9.99 for the subscription to av” (1★, v3.744.10001, US, 2026-10-22)

Bugs

“Good but buggy – Broken live activities” (1★, v3.743.10001, GB, 2026-10-17)

“Big problem every time – When I try to book uber every time app not Open I don’t know why” (1★, v3.743.10001, GB, 2026-10-16)

Performance

“Slow app – The train section of the app is so slow I could walk there quicker!” (1★, v3.743.10001, GB, 2026-10-19)

“Super non-user friendly – I love the idea of this app but honestly it’s just a joke you schedule a pickup for a certain time they come like an hour earlier and make you get a whole refund through customer service. If you schedule wait and save your almost guar” (1★, v3.744.10001, US, 2026-10-22)

Feature requests

“Not affordable – Ever since you cancelled uber share the trips have gotten more and more expensive and taken longer time as well, I was depending on you for commuting but unfortunately I’ll have to find another way of transportation.” (3★, v3.743.10001, GB, 2026-10-19)

“Poor payment process – They always do a temporary charge for a ride then refuse to remove it when the actual charge comes through. Why do a temporary charge when you’re just going to put it through a second time and cancel the first one? The problem is if your” (1★, v3.743.10001, CA, 2026-10-19)

UX / design

“Sadly only modern option – Leads drivers stupid ways, takes ages to find one early mornings, terrible prices that keep going up.” (1★, v3.743.10001, GB, 2026-10-17)

“Trap – The dark pattern is so annoying. Made me wait for 20 minutes for a trip that supposed to come in 2 minutes” (1★, v3.744.10001, US, 2026-10-21)

Crashes / freezes

“App causing costly glitches – I’ve encountered repeated glitches with the app whenever I request for drivers or wait for one. Screen loops, being unable to request a driver, the map blanking out, worst of all this has cost me \$\$\$ because the glitches caused me” (1★, v3.744.10001, US, 2026-10-21)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 24 reviews · avg severity 2.2/3 · versions 3.744.10001, 3.743.10001]

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

“Terrible – Always takes absurd amounts of time to find a ride, drivers are rude 90% of the time if you dont do exactly what they want, prices are ridiculous, takes money from you randomly andbthen tells you tonpay it back. Horrible company” (1★, CA)

2. Make trials and renewals transparent [Pricing / subscription · 21 reviews · avg severity 2.2/3 · versions 3.744.10001, 3.743.10001]

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

“DO NOT USE UBER!!! – If you are in need of a driver use bolt!! I used uber once and i was scammed 3 times! I prebooked an uber in the morning for £7.16 and in the evening they charged me an extra £2.96. I requested a refund which was „put t” (1★, GB)

3. Answer support requests [Bugs · 21 reviews · avg severity 2.2/3 · versions 3.744.10001, 3.743.10001]

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

“NO customer service at all, just AI – In September 2026, uber laid off about 10% of its workforce while in the same statement acknowledging that “over the last 5+ years, uber has grown by orders of magnitude, with our top line nearly tripli” (1★, US)

4. Soften the redesign backlash [UX / design · 6 reviews · avg severity 2.9/3 · versions 3.744.10001, 3.611.10001]

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

“Bad upgrade – The latest upgrade is terrible. The app no longer uses the gps for your location and you must manually enter an address which is often impossible since many locations on roads and streets don’t have an address clearly written ” (1★, CA)

5. Fix in-use crashes and freezes [Crashes / freezes · 3 reviews · avg severity 2.8/3 · versions 3.743.10001, 3.744.10001]

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

“uber app in loading state. – Not working at all in the morning. Doesn’t let me update or uninstall

and install. It is stuck in the state.” (1★, CA)

6. Speed up loading [Performance · 3 reviews · avg severity 2.4/3 · versions 3.744.10001, 3.743.10001]

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

“Getting worse and worse – Used to be so good now it’s slow, late, try’s to upsell on everything. The drivers always complain about how rubbish the company is.” (1★, GB)

7. Fix login / account access [Bugs · 3 reviews · avg severity 2.4/3 · versions 3.743.10001]

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

“Issues with adding gift cards – The app always keeps asking for passwords and verification every single time I add a gift card” (1★, GB)

8. Ship the most requested feature [Feature requests · 3 reviews · avg severity 2.2/3 · versions 3.744.10001, 3.611.10001]

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

“Greedy company!! – Please make it easy to tip your drivers on a trip someone else booked for you. You always treat your employees bad enough!!!!” (1★, CA)

9. Fix notifications [Bugs · 2 reviews · avg severity 1.8/3 · versions 3.744.10001]

Check notification delivery and let users control frequency in settings.

“Scammers who sneak in push notifications that auto-subscribe you without confirmation just to make a – Pure scam and dark patterns. Uber constantly spams deceptive push notifications until an accidental tap signs you up for Uber One and dra” (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.