

App Store complaint report

United Airlines · United Airlines · current version 4.2.101

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-07-17 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.62
Reviews with a complaint	181 (60%)
Storefronts	CA 150, US 100, GB 50
All-time App Store rating (US)	4.78 from 8,424,350 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	121	2.2	4.2.99 (15), 4.2.74 (12), 4.2.95 (7)
Feature requests	93	2.1	4.2.99 (9), 4.2.95 (6), 4.2.66 (6)
UX / design	68	2.1	4.2.99 (9), 4.2.74 (8), 4.2.66 (4)
Pricing / subscription	65	2.0	4.2.99 (8), 4.2.100 (5), 4.2.95 (4)
Performance	25	2.4	4.2.99 (4), 4.2.76 (4), 4.2.74 (3)
Crashes / freezes	11	2.5	4.2.99 (3), 4.2.76 (2), 4.2.74 (2)
Ads	2	1.5	4.2.87 (1), 4.2.99 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.2.101	18	3.1	44%
4.2.100	31	3.4	35%
4.2.99	58	3.0	47%
4.2.98	2	1.0	100%
4.2.97	4	1.0	100%
4.2.95	9	1.7	89%
4.2.94	9	3.1	67%
4.2.93	1	1.0	100%

Representative quotes

Bugs

“App and flights are glitched – App doesn’t work and continually glitches. The company doesn’t allow you to even have a carry on. I guess when you’re traveling you can only go with the clothes on your back what a joke.” (1★, v4.2.74, CA, 2026-04-23)

“Buggy – Buggy app, hangs during login. Does not work if redirected from Air Canada. Have to use the desktop website to make it work” (1★, v4.2.76, CA, 2026-05-31)

Feature requests

“Useless app if you’re a Canadian – This app doesn’t recognize addresses, passports, or credit cards from Canada therefore making all the features inaccessible.” (1★, v4.2.83, CA, 2026-06-23)

"Not Canadian friendly – It was impossible to add a Canadian credit card, spent a lot of time trying. If your airline doesn't want Canals to use it I wont in the future." (1★, v4.2.68, CA, 2026-02-27)

UX / design

"Hard to navigate – The UI of the app is not intuitive. Had to click all over to get to the page I need." (2★, v4.2.74, CA, 2026-04-25)

"Terrible – Just the worst app. Slow, glitchy, impossible to navigate" (1★, v4.2.42, GB, 2025-07-17)

Pricing / subscription

"Cannot pay without US credit card – Incredibly disappointing that you don't support any non US cards for an international airline. Do you want my money or not?" (1★, v4.2.75, CA, 2026-05-13)

"Paying for a checked bag – It is so ridiculous to pay for one checked bag after the amount of money you have to pay to fly. They get you any way possible" (1★, v4.2.100, US, 2026-10-21)

Performance

"Awful app – very slow, not user friendly, not compatible" (1★, v4.2.78, CA, 2026-06-10)

"Charged wrong amount? – I changed my flight and was told I was to pay \$0.40 AUD. I was then charged \$16. Sent an email to cleared it up and they never got back to me. It is so hard to change flights on this app. It will make you sign in twice and then you hav" (2★, v4.2.99, GB, 2026-10-10)

Crashes / freezes

"Feel like I'm being held hostage – Crashes all the time, doesn't send boarding passes to sms or email or digital wallet. Says I'm not checked in on one screen but am on another." (1★, v4.2.74, CA, 2026-04-28)

"Freezes – When I open the United app is starts to freeze up and prevents access. I usually have to power down and power back up and then I can get on." (5★, v4.2.99, US, 2026-10-17)

Ads

"New version harder to navigate – App has been great for a while, new version though has moved around a lot of stuff. I get a full credit card ad on the main page now and it takes 3 taps to get to my boarding pass. No info when you open the app that you have a" (2★, v4.2.99, US, 2026-10-18)

"Greedy – Only have flight status notifications enabled but they send me notifications trying to sell me snacks." (1★, v4.2.87, GB, 2026-07-18)

The 10 most important fixes

1. Simplify navigation [UX / design · 27 reviews · avg severity 2.1/3 · versions 4.2.99, 4.2.74]

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

"Terrible UI – UI sucks and is hard to navigate." (1★, CA)

2. Fix login / account access [Bugs · 21 reviews · avg severity 2.3/3 · versions 4.2.99, 4.2.101]

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

"Way Too Much Work – Apps are supposed to make your life easier but the amount of times I had to send an authorization code to an email, then a phone and back again just to check in was ridiculous. I now have 4 emails and 2 texts when I knew" (1★, US)

3. Justify or adjust the price [Pricing / subscription · 18 reviews · avg severity 1.7/3 · versions 4.2.99, 4.2.100]

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

"Ripping off tourists – It seems grossly unfair to non American customers to force them to have to pay 50% higher costs for checking in bags." (1★, GB)

4. Answer support requests [Bugs · 12 reviews · avg severity 2.2/3 · versions 4.2.99, 4.2.87]

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

"Customer services – The customer service is the worst I never seen through in my travels experiences. Call center waiting 1h without get someone, counter service make a line up 6 hour before get assistance. ☹️" (1★, CA)

5. Speed up loading [Performance · 11 reviews · avg severity 2.3/3 · versions 4.2.76, 4.2.100]

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

“Slow app – App is very slow to load flight booking options. It takes minutes to load a booking query. The app also raises flight prices for the same flights with every subsequent query when trying to find the best and most economical flight” (1★, US)

6. Fix in-use crashes and freezes [Crashes / freezes · 10 reviews · avg severity 2.5/3 · versions 4.2.99, 4.2.76]

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

“What happened?! – Crashes repeatedly, stalls, freezes, inconsistent boarding updates and more. Needs major reliability improvements.” (2★, CA)

7. Make trials and renewals transparent [Pricing / subscription · 11 reviews · avg severity 1.9/3 · versions 4.2.100, 4.2.99]

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

“Cancelling flights and I had to pay for my luggage twice – The worst service I had with united in a long time ! Very disappointing !” (2★, CA)

8. Ease payroll pressure [Pricing / subscription · 11 reviews · avg severity 1.9/3 · versions 4.2.101, 4.2.100]

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

“Nickled & Dimed – 1st bag should be free- it used to be. Airlines make billions, they can afford to allow this. It is exploitation because they know most people will bring at least one piece of luggage. The bare essentials should be free” (1★, CA)

9. Improve content quality [Feature requests · 8 reviews · avg severity 2.1/3 · versions 4.2.74, 4.2.99]

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

“You can have any colour as long as it’s black – You can have any Country as long as it’s the US. You are forced to use incorrect information if you are outside of the US. Visa information not right? Need to change the address? Well guess wh” (1★, CA)

10. Ship the most requested feature [Feature requests · 7 reviews · avg severity 1.9/3 · versions 4.2.99, 4.2.85]

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

“State or Province – Could only select state. No option for Canada or any of its provinces or territories. I didn’t get added benefits but United missed out on a sale. I saved some money and endured the rigours of air travel.” (2★, 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.