

App Store complaint report

YouTube Music · Google · current version 9.42

Generated 2026-10-23 from the 300 most recent public App Store reviews across 1 storefronts (2026-09-14 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	2.48
Reviews with a complaint	217 (72%)
Storefronts	US 300
All-time App Store rating (US)	4.77 from 1,515,947 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	150	2.3	9.40 (31), 9.41 (29), 9.39 (29)
Feature requests	92	2.0	9.41 (22), 9.39 (17), 9.40 (14)
Pricing / subscription	77	2.3	9.39 (27), 9.40 (14), 9.37 (12)
Performance	56	2.4	9.39 (14), 9.40 (13), 9.41 (10)
UX / design	53	1.9	9.41 (14), 9.39 (11), 9.40 (9)
Crashes / freezes	40	2.6	9.39 (9), 9.41 (7), 9.40 (7)
Ads	16	2.3	9.40 (5), 9.39 (4), 9.37 (4)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
9.42	29	2.1	90%
9.41	61	2.7	69%
9.40	55	2.5	75%
9.39	70	2.6	69%
9.38	27	2.5	74%
9.37	52	2.4	65%
9.36	6	1.5	100%

Representative quotes

Bugs

“⚠️SUING IF YOU DONT FIX GLITCH⚠️ - If you want this app it'll kick you out unless you have Wi-Fi for some reason and it won't work until you have the WiFi on! ⚠️IF YOU DONT FIX THIS I'M GOING TO SUE YOU⚠️” (1★, v9.39, US, 2026-10-03)

“Constantly glitching. - I've been a YouTube premium member since it was a thing. The YouTube music app is nonfunctional because it keeps pausing itself with a popup window saying that i need to upgrade. It says I have to many devices streaming the service. Thi” (1★, v9.38, US, 2026-09-24)

Feature requests

“Peak or so i thought.(PLEASE READ IF YOU ARE LOOKING FORWARD TO GETING A MUSIC APP - So its one of the best music apps you can watch the music video BUT you can only do it with premium + the worst thing ADDS also if you want to listen to music while your like ” (1★, v9.41, US, 2026-10-15)

"Just wish this was free to play in the background – I wished the play in the background was free to the point you can keep your phone off and have it play in the background. It's pointless to use this app unless you want your music to stop play. It's really po" (3★, v9.38, US, 2026-09-24)

Pricing / subscription

"Ai music – You've completely ruined YouTube Music. It's flooded with garbage AI-generated music, and there's no effective way to block or hide it. I'm paying for a music service, not an endless stream of soulless AI spam. One star. Absolutely terrible. I'm can" (1★, v9.38, US, 2026-09-25)

"Loved it til they made my music unavailable – I loved YouTube music and it was great for bands that were less known and unreleased music but then as of today they decided they are not going to allow me to listen to any of my music that has swear words or refer" (1★, v9.42, US, 2026-10-21)

Performance

"This app is too slow and buggy. What's the hold up – YouTube music would get an automatic 5 stars if they could actually fix the slowness on loading on to the next screen and playing songs that's been downloaded. On other apps if you're music is downloaded the" (1★, v9.39, US, 2026-10-01)

"Doesn't work – The app is a good idea, but somehow they decided to make sure it cannot load anything whether it's online or offline. If you download songs to listen to offline the app will spend 5 minutes trying to connect online and not allow you to even look" (1★, v9.42, US, 2026-10-21)

UX / design

"The app is going downhill fast. – I've been using this app for the past six years, and it was great for a very long time. However, as of the last few months, the app has been really on the decline. Aside from the clunky (and at time difficult to navigate) UI c" (1★, v9.39, US, 2026-09-28)

"Nonsensical UI – For years, I've wanted one simple feature: the ability to search within my Liked Songs playlist. If I've already liked a song, I should be able to find it without scrolling through the entire playlist. Why is this still missing? Now the shuff" (1★, v9.41, US, 2026-10-17)

Crashes / freezes

"Frequent Crashing/Interruptions – I really like Youtube Music, since a lot of the songs I like aren't on other platforms. One problem; The constant Crashing. Every thirty minutes the app will stop playing music and won't let me play anything until I've closed " (3★, v9.40, US, 2026-10-07)

"Crashes when i try to play anything – YouTube Music crashes as soon as I open the app and hit play. Happened constantly on the iOS 27 developer beta and it's still happening on the public release. Completely unusable. Please fix this." (1★, v9.37, US, 2026-09-16)

Ads

"GREEDY GREEDY GREDDY – you guys are so greedy why do I have to pay for something that other streaming services give out for free, you guys keep shoving ads every fifteen freaking sec like you're a struggling shady website that's secretly downloading viruses on" (1★, v9.39, US, 2026-09-27)

"Free Version is unusable – The ads and inability to listen passively off the app is very bad user experience. You pretty much have to pay a lot of money per month to access a bearable experience." (1★, v9.39, US, 2026-09-27)

The 10 most important fixes

1. Improve content quality [Feature requests · 40 reviews · avg severity 2.1/3 · versions 9.41, 9.40]

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

"THE WORST music app in existence – It makes me very sad how the once-incredible Play Music app has been abandoned for this complete piece of garbage. The search algorithms are utter junk, meta-data is often incomplete or downright wrong (wi" (1★, US)

2. Fix in-use crashes and freezes [Crashes / freezes · 34 reviews · avg severity 2.6/3 · versions 9.39, 9.40]

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

"How did it get WORSE – I see minor updates to the UI, but every single time i shuffle more than twice the entire app freezes and crashes and takes forever to reboot now. And the "lyrics" tab is still corrupted by the thumbsdown tab it repla" (1★, US)

3. Justify or adjust the price [Pricing / subscription · 34 reviews · avg severity 2.3/3 · versions 9.39, 9.40]

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

“WASTE OF MONEY – I’ll be listening to a song 10 minutes before and all of the sudden it will gone and this keeps happening and it’s so annoying and not worth downloading let alone buying a \$20 a month subscription for.” (1★, US)

4. Soften the redesign backlash [UX / design · 35 reviews · avg severity 2.1/3 · versions 9.41, 9.39]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.
“The new interface is no good. – I hate the size of the album art. Keep it how it used to be.” (3★, US)

5. Ship the most requested feature [Feature requests · 31 reviews · avg severity 1.9/3 · versions 9.41, 9.37]

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

“Love the app but the problem with auto play is bugging me – Autoplay has been taken off and I used to like how you could choose what songs you could play next and now you can’t and if you want to play a song on repeat you have to delete the” (3★, US)

6. Ease paywall pressure [Pricing / subscription · 22 reviews · avg severity 2.3/3 · versions 9.39, 9.40]

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

“Free Tier is Completely Unusable – The free tier has become completely unusable for me. Lyrics now require Premium, background play is locked (music stops the second I switch apps or lock my phone), no offline downloads, no casting to my TV” (1★, US)

7. Stop data / progress loss [Bugs · 22 reviews · avg severity 2.1/3 · versions 9.41, 9.40]

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

“Deleted my playlist!! 😞😞 – Deleted my playlist after trying to delete a song from a playlist and misclicking with no way to get it back!!! Horrible place for a button, and removed all my music after listening on YouTube music for over 2 yea” (1★, US)

8. Simplify navigation [UX / design · 20 reviews · avg severity 2.1/3 · versions 9.39, 9.41]

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

“clunky – just a big, cumbersome app that feels outdated. finding specific music or songs can be a hassle. fix the podcasts because it’s messed up. where are they? seriously. this is why I have yt premium but pay for spotify. it’s not fully ” (2★, US)

9. Speed up loading [Performance · 16 reviews · avg severity 2.4/3 · versions 9.39, 9.38]

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

“unusable and annoying – literally going back to spotify bc this app is that horrendous. the lag is terrible, pages take forever to load for absolutely no reason. when you tap a simple button to save a song, it takes forever to actually do a” (1★, US)

10. Reduce ad frequency and length [Ads · 15 reviews · avg severity 2.2/3 · versions 9.40, 9.37]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.

“SO MUCH ADSS!! – Okay so I’ve used to listen to music on this app but after two songs THERES A ADD!!” (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 × 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.