

App Store complaint report

Google Maps · Google · current version 26.43.1

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-10-01 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.72
Reviews with a complaint	141 (47%)
Storefronts	CA 100, GB 100, US 100
All-time App Store rating (US)	4.67 from 7,421,437 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	102	2.1	26.42.2 (36), 26.40.3 (23), 26.41.1 (20)
UX / design	59	2.0	26.42.2 (28), 26.40.3 (12), 26.41.1 (8)
Feature requests	51	2.0	26.42.2 (20), 26.40.3 (12), 26.41.1 (9)
Crashes / freezes	23	2.6	26.42.2 (8), 26.42.1 (5), 26.40.3 (4)
Performance	10	2.5	26.42.2 (5), 26.42.0 (2), 26.41.1 (1)
Pricing / subscription	5	2.1	26.41.1 (2), 26.42.2 (2), 26.42.0 (1)
Ads	3	2.0	26.42.2 (2), 26.40.3 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.42.2	127	2.5	45%
26.42.1	16	2.6	62%
26.42.0	18	2.6	61%
26.41.1	60	3.0	45%
26.40.3	62	2.8	45%
26.39.0	16	2.9	50%
26.07.2	1	5.0	0%

Representative quotes

Bugs

“Stopped working – For some unknown reasons the apps has stopped working, meaning it does not search for addresses and when called from links just displays errors, I have tried many times uninstalling and installing again but nothing helps, a shame!” (1★, v26.40.3, GB, 2026-10-06)

“Not working on iPhone for 3 days now – I’m unable to use Google maps for 3 days now, shows an error after retry same issue. Tried to reinstall the app same problem. Can you please fix the issue please? Thank you!” (1★, v26.40.3, GB, 2026-10-05)

UX / design

“Disappointing – i’m so disappointed about Google map carplay UI. when I see the Waze application can detect from my iPhone calendar what’s the next event and it suggest me to go that in that location, but Google map does not do such thing. Also for the locatio” (1★, v26.42.0, CA, 2026-10-17)

"Pretty awful for pedestrians and public transit riders – Honestly, I depend on Google Maps for directions and I'm quite disappointed in the interface for public transit, bike and pedestrian directions. Ive encountered lots of different long ridiculous detours " (2★, v26.39.0, CA, 2026-10-02)

Feature requests

"NO GEMINI PLEASE – Being forced to use voice controls confused my directions and causes dangerous driving. I do not want to use AI to find gas stops along the way. It's clunky and gives misinformation and there's no way to turn it off causing an accident. I pr" (1★, v26.40.3, CA, 2026-10-04)

"Dangerous for driving – After the robot voice update, google instruction no longer play on my car . It switch back to play on my phone with google instruction, and goes back to car once it's done. It is extremely dangerous when someone is focusing on driving w" (1★, v26.41.1, CA, 2026-10-12)

Crashes / freezes

"Recent Updates ruined it – Becoming unusable, buggy crashes all the time - used to be my go to app but last few updates have made it almost unusable" (1★, v26.39.0, GB, 2026-10-02)

"critical gray screen bug – I want to read someone's review and click more... it displays a full gray screen instead. At this point the only way to continue using the app is to force close it and reopen." (1★, v26.42.2, US, 2026-10-21)

Performance

"Useless – Wouldn't load, terrible" (1★, v26.42.2, GB, 2026-10-22)

"Hi – Doesn't load" (1★, v26.41.1, GB, 2026-10-11)

Pricing / subscription

"Heather of Ruislip – Far too expensive. Extortionate prices and got very poor result. Looked worse Face was not wiped clean before procedure Bruising was horrific and not offered any arnica Would never go back" (1★, v26.41.1, GB, 2026-10-15)

"Poor design ideas – As essential as these apps are, I find it highly frustrating that I can select a route that has not tolls and the map will constantly try to redirect me to toll routes, many times without any notice. I can be on a toll free route almost the" (1★, v26.42.2, US, 2026-10-22)

Ads

"gemini can eat my nuts – i do not want a gemini button on my carplay. i would genuinely rather huff radiator fluid than have that button visible to me. the ads are equally awful. "oh noooo the ultra mega corporation needs to make more moneyyy gees lets sell adv" (1★, v26.42.2, US, 2026-10-21)

"Hiding addresses behind ads – After recent updates Google Maps has started putting the address of the business at the bottom of the listing, hiding it below unnecessary information and oftentimes 2-3 advertisements. One major benefit of an app like Google Ma" (1★, v26.42.2, US, 2026-10-22)

The 10 most important fixes

1. Improve content quality [Feature requests · 65 reviews · avg severity 2.0/3 · versions 26.42.2, 26.40.3]

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

"Misleading directions that can cost drivers money – I received a fine after Google Maps directed me into a restricted street. This isn't just an inconvenient wrong turn — your misleading navigation has real financial consequences. An app f" (1★, GB)

2. Soften the redesign backlash [UX / design · 57 reviews · avg severity 2.0/3 · versions 26.42.2, 26.40.3]

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

"Voice navigation changed – I don't like the new voice, it talks so fast and is confusing can you guys please fix it?" (1★, CA)

3. Ship the most requested feature [Feature requests · 29 reviews · avg severity 1.8/3 · versions 26.42.2, 26.41.1]

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

"This really needs sorting – Ok for the most part really good. But I plot a route, scenic, things I want to see and route I want to take. Then the system says faster route found, when in the car easy to tap the screen and say stay on previou" (3★, GB)

4. Fix features broken by the latest update [Bugs · 21 reviews · avg severity 2.1/3 · versions 26.42.2, 26.42.1]

Add regression tests for the features users name in these reviews before the next release.
“Broken with latest update? – Try and open a review on any location and instant black screen. Issue with latest update?” (1★, GB)

5. Simplify navigation [UX / design · 15 reviews · avg severity 2.1/3 · versions 26.42.2, 26.40.3]

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

“Saved Lists No Longer Work – Impossible to read a description of a location that’s in a shared list. Let’s say I’m looking at a restaurant which is saved on one of my lists. It only gives me a few words of the description on my saved list” (1★, US)

6. Fix notifications [Bugs · 11 reviews · avg severity 1.8/3 · versions 26.42.2, 26.40.3]

Check notification delivery and let users control frequency in settings.

“Notifications – Can’t turn off the notifications/alerts” (1★, US)

7. Fix crash on launch [Crashes / freezes · 4 reviews · avg severity 3.0/3 · versions 26.42.2, 26.41.1]

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

“WORST APP EVER – I hate this app with a burning passion. It never opens. Apple Maps is SUPERIOR” (1★, US)

8. Answer support requests [Bugs · 3 reviews · avg severity 2.1/3 · versions 26.42.0, 26.42.1]

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

“Bad customer Service – Amoud cake in Marrakech I had a very disappointing experience with Amoud in Marrakech. I ordered and paid for a cake for my sister’s birthday and was told to return four days later to collect it. When I arrived to c” (1★, GB)

9. Make trials and renewals transparent [Pricing / subscription · 2 reviews · avg severity 2.0/3 · versions 26.41.1, 26.42.2]

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

“Bad route – Chose the toll free route in London avoiding congestion charge zone in london. Google map decided to change the route and took me on one street within congestion zone. I was not aware I got the Penalty and had to pay £90 fines. ” (1★, GB)

10. Stop data / progress loss [Bugs · 2 reviews · avg severity 2.0/3 · versions 26.42.2, 26.42.0]

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

“Lost most of my saves and want to go – This is catastrophic, I lost so many of my saved, want to go and other custom lists. I use this to organize my trips and remember restaurants that I’ve visited.” (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.