

App Store complaint report

Waze Navigation & Live Traffic · Waze Inc. · current version 5.26.0.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-09-03 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	3.67
Reviews with a complaint	71 (24%)
Storefronts	GB 100, CA 100, US 100
All-time App Store rating (US)	4.84 from 3,196,620 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	57	2.2	5.25.5.0 (15), 5.24.5.1 (15), 5.23.0.1 (9)
Feature requests	35	2.0	5.25.5.0 (10), 5.24.5.1 (9), 5.25.0.0 (6)
UX / design	18	2.2	5.24.5.1 (5), 5.25.5.0 (4), 5.26.0.0 (3)
Performance	9	2.2	5.26.0.0 (2), 5.24.5.1 (2), 5.25.5.0 (2)
Crashes / freezes	3	2.5	5.25.0.0 (1), 5.24.5.1 (1), 5.25.5.0 (1)
Ads	1	2.8	5.25.5.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
5.26.0.0	24	2.9	33%
5.25.5.0	69	3.3	30%
5.25.0.0	55	4.4	16%
5.24.5.1	79	4.1	22%
5.24.0.1	24	4.0	21%
5.23.0.1	49	2.9	22%

Representative quotes

Bugs

“Good but issue needs fixing – I use waze everywhere I go whether travelling bored or going to work. They change the voice and unfortunately I didn’t like them too much. Also there is a major issue of waze changing route while you are exiting the motorway. Alwa” (3★, v5.25.0.0, GB, 2026-10-10)

“Waste worste app i ever saw – Completely waste app dont download it, from 1month onwards not working on my phone. When i am not updated it will not work waste worste useless” (1★, v5.25.0.0, GB, 2026-10-10)

Feature requests

“good if starting location is current – can you please allow the user to change the starting location?? why can i only select my destination? this seems like a basic feature. it’s the only thing that makes me avoid using this app primarily. if the option does e” (3★, v5.24.5.1, CA, 2026-09-30)

"Kind of works but not really – It'll take you sort-of to your destination, but it'll say "you've arrived" when you're in the middle of the road and won't even say what side of the road the destination is on, also there's no way to update the addresses of compa" (2★, v5.25.5.0, US, 2026-10-20)

UX / design

"Unable to write "Lake Ontario"? – Waze has proved itself useless. I tried to navigate to "Lake Ontario" and it comes up empty. Zooming around the Great Lakes the solution they came up with? Name the other four but leave this body of water BLANK. Was going to" (1★, v5.23.0.1, CA, 2026-09-03)

"The route check feature sucks on CarPlay – When you hit the Y route button to check alternate routes on CarPlay the way it shows you the alternate routes now is unusable way too much eyes off the road time to hit the extra buttons and scroll through the altern" (3★, v5.26.0.0, US, 2026-10-22)

Performance

"Bad detour – Never do the detour. It is almost always MUCH slower as it doesn't take into account the hundreds of other cars it sent to the same single lane road." (1★, v5.25.0.0, CA, 2026-10-13)

"Stiff turning – It's turning is stiff and that drains my battery" (3★, v5.24.0.1, CA, 2026-09-19)

Crashes / freezes

"Was good until – The App keeps crashing when I try to open it. Update: With suggestions from Waze I was able to get it working. Now I wish that you could get back into the App like it used to be when it would close. Now while I'm driving I have to click on the" (3★, v5.24.5.1, CA, 2026-10-04)

Ads

"Ads and more ads – Bye bye Waze ... I need only navigate no ads of restaurants Ads that distract me while driving" (1★, v5.25.5.0, US, 2026-10-19)

The 10 most important fixes

1. Improve content quality [Feature requests · 47 reviews · avg severity 2.1/3 · versions 5.23.0.1, 5.25.5.0]

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

"FIX IT!!!! – This has always been my go to app for travelling. I feel safer when using it because if I make a wrong turn it quickly gets me on the right path again. However, my last two trips it has become possessed. It got all wonky drivin" (2★, CA)

2. Soften the redesign backlash [UX / design · 18 reviews · avg severity 2.2/3 · versions 5.23.0.1, 5.24.5.1]

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

"Lake Ontario – Deleted and downloaded MapQuest cause they changed name of Lake Ontario to a falling USA leader" (1★, CA)

3. Ship the most requested feature [Feature requests · 19 reviews · avg severity 1.9/3 · versions 5.24.5.1, 5.25.5.0]

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

"Issues... – Good app for spotting speed/stop cameras. Really like the addition of traffic lights and would like to see dedicated speed bump maker button please. Waze is great app for navigation EXCEPT in the Electric Vehicle mode > it d" (2★, CA)

4. Fix notifications [Bugs · 13 reviews · avg severity 2.0/3 · versions 5.25.5.0, 5.25.0.0]

Check notification delivery and let users control frequency in settings.

"No sound for days – All sound and notifications are turned on but no sound. Please fix. Thanks." (1★, US)

5. Fix features broken by the latest update [Bugs · 9 reviews · avg severity 2.4/3 · versions 5.25.0.0, 5.24.0.1]

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

"WAS amazing... – Single handedly the best SatNav... or at least it was. UI is good and the navigation decent. But what set it apart from the others was the alerts. However... All warnings of road issues: Debris, broken down vehicles, lane c" (2★, GB)

6. Answer support requests [Bugs · 3 reviews · avg severity 2.8/3 · versions 5.24.5.1, 5.23.0.1]

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

"No longer showing Traffic Flow – Waze was good until recent updates where traffic flow stop showing.. logged with customer service but doesn't seem to find a solution.. traffic flow is active on

my settings... Unfortunately I will need to mo" (1★, GB)

7. Fix in-use crashes and freezes [Crashes / freezes · 3 reviews · avg severity 2.2/3 · versions 5.24.5.1, 5.25.5.0]

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

"Fix your app – Im out the country and im driving on busy roads and the page is just stuck on the route directions page instead of showing the gps, had to switch to google maps because I knew it was more reliable. When in doubt pull google " (1★, US)

8. Speed up loading [Performance · 2 reviews · avg severity 2.0/3 · versions 5.26.0.0]

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

"☐ Safety Concern Re-Routing Too Complicated ! ⚠ – ☐ Waze Update Feedback: Critical Issues ☐ 1. Re-Routing Pop-Ups ☐ When I press re-route, it's a three-step maze ! * Tap 1: Re-route button. * Tap 2: Another pop-up ! * Tap 3: Finally, opt" (1★, GB)

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.