



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 7, 2023

Ms. Alicia Fenrick  
Cruise LLC  
333 Brannan  
San Francisco, CA 94107

NEF-107SS  
23E-086

**Subject:** ADS Software May Improperly Respond After a Crash

Dear Ms. Fenrick:

This letter serves to acknowledge Cruise LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CRUISE LLC/ADS SOFTWARE/9999

**Mfr's Report Date:** November 7, 2023

**NHTSA Campaign Number:** 23E-086

**Components:**

ELECTRICAL SYSTEM:ADAS:AUTONOMOUS/SELF DRIVING:SOFTWARE

**Potential Number of Units Affected:** 950

**Problem Description:**

Cruise LLC (Cruise) is recalling a subsystem within the Automated Driving Systems (ADS). The Collision Detection Subsystem may improperly cause the vehicle to attempt to move to the side of the road after a crash.

**Consequence:**

Additional vehicle movement can increase the risk of injury or cause another crash.

**Remedy:**

Cruise has deployed an over-the-air (OTA) ADS software update in all supervised test fleet vehicles, free of charge. All affected driverless fleet vehicles will also be repaired prior to returning to service. Cruise's number for this recall is 23-02.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Cruise LLC's contact for this recall will be Sarah Shiver who may be reached by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement