



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

1200 New Jersey Avenue SE  
Washington, DC 20590

March 18, 2025

Sri Danthurthi  
Zoox, Inc.  
1149 Chess Drive  
Foster City, CA 94404

NEF-107SS  
25E-019

**Subject:** ADS Software May Cause Unexpected Hard Braking

Dear Sri Danthurthi:

This letter serves to acknowledge Zoox, Inc.'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:**

ZOOX/AUTOMATED DRIVING SYSTEM/9999

**Mfr's Report Date:** March 13, 2025

**NHTSA Campaign Number:** 25E-019

**Components:**

ELECTRICAL SYSTEM:ADAS:AUTONOMOUS/SELF DRIVING:SOFTWARE

**Potential Number of Units Affected:** 258

**Problem Description:**

Zoox, Inc. (Zoox) is recalling certain Automated Driving Systems (ADS) equipped with software versions released prior to November 5, 2024. In certain driving scenarios, such as when a motorcyclist rapidly approaches the rear of the vehicle or a cyclist enters a nearby crosswalk, the vehicle may brake hard unexpectedly.

**Consequence:**

Unexpected hard braking can increase the risk of a crash.

**Remedy:**

Zoox has updated the ADS software, free of charge. All affected driverless fleet vehicles were repaired by November 7, 2024. Zoox's number for this recall is 25-01.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 888-327-4236 (TTY 888-275-9171) or go to [nhtsa.gov](https://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 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 Part 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.

Zoox, Inc.'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