



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 5, 2025

Stephen Ridella
Zoox, Inc.
1149 Chess Drive
Foster City, CA 94404

NEF-107SS
25E-029

Subject: ADS Software Error May Cause Crash

Dear Stephen Ridella:

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/ZOOX SEDAN/2024
ZOOX/AUTOMATED DRIVING SYSTEM/9999

Mfr's Report Date: April 25, 2025

NHTSA Campaign Number: 25E-029

Components:

ELECTRICAL SYSTEM:ADAS:AUTONOMOUS/SELF DRIVING:SOFTWARE

Potential Number of Units Affected: 270

Problem Description:

Zoox, Inc. (Zoox) is recalling certain Automated Driving Systems (ADS) equipped with software versions released prior to April 17, 2025. In certain driving scenarios, the Zoox vehicle may make an inaccurate prediction when another vehicle slowly approaches perpendicularly and stops. In these scenarios, the Zoox vehicle may not be able to avoid a crash.

Consequence:

Inaccurately predicting the movement of another vehicle increases the risk of a crash.

Remedy:

Zoox has updated the ADS software, free of charge. All affected driverless fleet vehicles operating on public roads were repaired by April 17, 2025. Zoox's number for this recall is 25-02.

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. We look forward to working with you.

Sincerely,



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