



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 13, 2025

Mr. Matthew Schwall
Director, Safety & Incident Management
Waymo LLC
1600 Amphitheatre Parkway
Mountain View, CA 94043

NEF-107SS
25E-034

Subject: Software May Cause Vehicle to Hit Roadway Barrier

Dear Mr. Schwall:

This letter serves to acknowledge Waymo 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:

WAYMO/5TH GENERATION ADS/9999

Mfr's Report Date: May 12, 2025

NHTSA Campaign Number: 25E-034

Components:

ELECTRICAL SYSTEM:ADAS:AUTONOMOUS/SELF DRIVING:SOFTWARE

Potential Number of Units Affected: 1,212

Problem Description:

Waymo LLC (Waymo) is recalling certain 5th Generation Automated Driving Systems (ADS) with software versions released prior to the November 7, 2024 software release. The software may cause the vehicles to collide with certain roadway barriers, such as chains and gates.

Consequence:

A vehicle that crashes into chains, gates, or other gate-like roadway barriers increases the risk of injury.

Remedy:

Waymo has updated the ADS software, free of charge. All affected vehicles were repaired by December 26, 2024.

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.

Please be reminded of the following requirements:



Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall should 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.

Waymo LLC'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