

# Part 573 Safety Recall Report

# 25E-029

**Manufacturer Name :** Zoox, Inc.

**Submission Date :** MAY 01, 2025

**NHTSA Recall No. :** 25E-029

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** Zoox, Inc.

**Address :** 1149 Chess Dr.

Foster City CA 94404

**Company phone :** (650) 539-9669

## Population :

**Number of potentially involved :** 270

**Estimated percentage with defect :** 100 %

## Equipment Information :

**Brand / Trade 1 :** Zoox

**Model :** ADS software 24.32 and affected releases prior to April 17th, 2025

**Part No. :** Not Applicable

**Size :** NR

**Function :** NR

**Descriptive Information :** Automated driving system (ADS) software released and installed on the Zoox drivered retrofitted test vehicles and Zoox driverless test robotaxis (collectively, the "Zoox vehicles") operating on public roads between August 1, 2024 to April 16, 2025. Note: As of April 17, 2025 all Zoox vehicles operating on public roads were updated with new software, and older versions are no longer in use.

**Production Dates :** AUG 01, 2024 - APR 16, 2025

## Description of Defect :

**Description of the Defect :** In situations where Zoox vehicles are operating at speeds greater than 40mph, and a vehicle incrementally encroaches from a perpendicular driveway approaching the Zoox vehicle's lane and subsequently halts, the Zoox vehicle may make an inaccurately confident prediction that the vehicle is going to proceed into the Zoox vehicle's lane. The Zoox vehicle may plan a path of travel based on the inaccurate prediction of the other vehicle trajectory, resulting in the inability to respond in a timely fashion to avoid a collision.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** In cases of encroaching perpendicular agents from driveways (especially those that creep forward, but stop eventually), there may be an increased risk of collision.

Description of the Cause : At speeds over 40 mph, the Zoox vehicle may make an inaccurately confident prediction of the other vehicle's behavior and be unable to avoid a collision.

Identification of Any Warning that can Occur : Not Applicable

## Involved Components :

Component Name : ADS Software

Component Description : ADS software prior to April 17th, 2025

Component Part Number : Not Applicable

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

On April 8, 2025, in Las Vegas, NV, an unoccupied Zoox robotaxi operating in autonomy was involved in a collision with a passenger car. There were no injuries. Zoox paused all driverless vehicle operations across all geofences to conduct an internal review.

On April 10, 2025, Zoox confirmed, with simulation and analysis, that this condition would occur only at speeds over 40mph. Based on this analysis, driverless vehicle operations were unpaused in geofences with maximum speeds below 40 mph, but excluded Las Vegas routes above 40 mph.

On April 11, 2025, after further analysis, Zoox confirmed the root cause, implemented a software update, and began testing it both in simulation and on drivered, retrofitted test vehicles.

On April 13, 2025, Zoox reported the incident to NHTSA in accordance with the Standing General Order (SGO Report #30610-10473-1).

On April 15, 2025 Zoox verified the software update through the safety clearance process.

On April 16 and 17, 2025, updated software was released to all impacted Zoox vehicles operating on public roads. Following confirmation of the deployment of the updated software, operations resumed in all geofences.

The Zoox Safety Committee met on April 17 and 23, 2025 and after final analysis and review of all the facts, made a determination to voluntarily and proactively submit this Part 573 notification for the previously remedied software.

## Description of Remedy :

Description of Remedy Program : As of April 17, 2025, updated software was released to all impacted Zoox vehicles operating on public roads.

How Remedy Component Differs from Recalled Component : The remedy included a software update to address the issues identified above.

Identify How/When Recall Condition was Corrected in Production : As of April 17, 2025, updated software was released to all impacted Zoox vehicles operating on public roads.

## Recall Schedule :

Description of Recall Schedule : The Remedy was implemented on all impacted Zoox vehicles as of April 17, 2025, and this Recall is considered complete for all affected equipment operating on public roads. Zoox solely owns, operates, and directly controls the affected equipment and the fleet on which it is integrated, and the equipment has never been offered for sale. As such, there are no owners or dealers to notify under 49 C.F.R. Parts 573 or 577.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

## Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

\* NR - Not Reported