			OMB Con	trol No.:2127-0004	
2	Part	573 Safety	Recall Report	25E037	
U.S. Department of Transportation National Highway Traffic Safety Administration	Ma	anufacturer Name: Submission Date:	Zoox, Inc. May 22, 2025		
	Ν	IHTSA Recall No.:	25E037		
	Manufa	acturer Recall No.:	25-03		
Manufacturer Information			Population		
Manufacturer Name: Zoox, Inc. Address: 1149 Chess Dr. Foster City CA, 94404		Total number of potentially involved Estimated percentage with defect	270 100%		
Equipment Information					
Brand / Trade 1: ZOOX					
Model: AUTOMATED DRIV		ING SYSTEM			
Part Number: N/A		N/A			
Туре:					
Function: N		N/A			
Size: N		N/A			
Production Dates: Aug 01,		Aug 01, 2024 - May	07, 2025		

Number of potentially involved: 270

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 May 7, 2025. Note: As of May 21, 2025 all Zoox vehicles in use for public road operations were updated with new software.

Defect / Noncompliance Description

Description of the defect or noncompliance:

When a Zoox vehicle is stopped or moving very slowly (defined as less than 0.5 m/s) or about to resume travel from a stop, and a prone vulnerable road user (VRU) is present at certain locations immediately adjacent to the vehicle, under certain rare scenarios, the Zoox vehicle may resume travel without continuing to detect the presence of the nearby VRU. This risk does not occur at higher speeds because a) the loss of VRU tracking is highly unlikely while the vehicle is in motion; and b) in the event that the VRU's adjacency resulted from a collision, there is a separate, parallel system that detects impacts and operationally notifies the teleguidance team for closer review.

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FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

In cases where the Zoox vehicle starts moving and a prone VRU is immediately adjacent to the vehicle, there may be an increased risk of injury.

Description of the cause:

At speeds less than 0.5 m/s the Zoox vehicle may not detect the presence of a prone VRU at certain locations immediately adjacent to the vehicle.

Identification of any warning that can occur:

N/A

Component Manufacturer

Tier of Supplier: Supplier Type: Name: Address:

Country:

Involved Components

Component Name 1: ADS software

Component Description: ADS software prior to May 8, 2025

Component Part Number: N/A

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:	
Address:	
Country:	

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Chronology

On May 8, 2025, in San Francisco, CA, an unoccupied stopped Zoox robotaxi operating in autonomy was struck by an e-scooterist. The e-scooterist fell to the ground directly next to the vehicle. The robotaxi then started to move, but did not make contact with the fallen e-scooterist. Minor injuries related to the initial collision were reported. Zoox paused all driverless vehicle operations across all geofences to conduct an internal review.

Between May 8, 2025 and May 15, 2025, Zoox confirmed the root cause, implemented a software update, and conducted simulation and testing with both robotaxis and drivered, retrofitted test vehicles.

On May 9, 2025, Zoox reported the incident to NHTSA in accordance with the Standing General Order (SGO Report 30610-10711) and offered a heads-up call to NHTSA.

Zoox met several times with NHTSA to discuss the SGO submission and answered additional questions between May 13, 2025 and May 21, 2025.

Between May 15, 2025 and May 20, 2025, Zoox verified the software update through the safety clearance process.

On May 21, 2025, updated software was deployed to all impacted Zoox vehicles in use for public road operation. Following confirmation of the deployment of the updated software, operations resumed in all geofences.

The Zoox Safety Committee met on May 19 and 21, 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 remedied software.

Related NHTSA Recall Number:

Description of Remedy

25E037

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

The Remedy was implemented on all impacted Zoox vehicles as of May 21, 2025, and this Recall is considered complete for all affected equipment in use for public road operations. 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:	No Dealers
Planned Interim Owner Notification Date:	✓ No Owners
Planned Remedy Owner Notification Date:	Phased Recall

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