



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25E090

Manufacturer Name: Zoox, Inc.

Submission Date: Dec 29, 2025

NHTSA Recall No.: 25E090

Manufacturer Recall No.: 25-04

Manufacturer Information

Population

Manufacturer Name: Zoox, Inc.

Address: 1149 Chess Dr.
Foster City CA, 94404

Total number of potentially involved: 332

Estimated percentage with defect: 100%

Equipment Information

Brand / Trade 1: ZOOX

Model: AUTOMATED DRIVING SYSTEM

Part Number: N/A

Type:

Function: N/A

Size: N/A

Production Dates: Mar 13, 2025 - Dec 28, 2025

Number of potentially involved: 332

Descriptive Information:

Automated driving system (ADS) software released and installed on the Zoox drivered retrofitted test vehicles and Zoox driverless robotaxis (collectively, the "Zoox vehicles") operating on public roads between March 13, 2025 to December 28, 2025. Note: As of December 29, 2025 all Zoox vehicles in use for public road operations were updated with new software.

Defect / Noncompliance Description

Description of the defect or noncompliance:

In certain circumstances, Zoox vehicles crossed the lane line unnecessarily at or near intersections.

FMVSS1:

FMVSS2:

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

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In a subset of lane line crossings, the Zoox vehicle may come to a stop in front of the oncoming lane. There is a possibility that an oncoming agent may not notice or react to the stopped Zoox vehicle, which could increase the risk of a crash, though no such collisions have occurred.

Description of the cause:

Zoox has identified multiple root causes that resulted in unnecessary lane line crossings while operating near intersections, including mislabeled double parked vehicles, unexpected routing changes, and poorly executed attempts to avoid blocking cross traffic in intersections.

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 December 29, 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: N/A

Address: N/A

Country:

Chronology

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On August 26, 2025, a Zoox robotaxi made a wide right turn, crossed partially into the opposing travel lane, and temporarily stopped in front of the oncoming travel lane. Zoox initiated its operational safety processes to analyze the event and determine the root cause.

From August 26, 2025 through December 5, 2025, Zoox continued to monitor its field data for additional lane crossing scenarios at or near intersections, identify the nature and frequency of the behavior, and investigate the root cause. During that time, Zoox identified 62 instances where the vehicle crossed the lane line, partially or fully, unnecessarily.

Zoox engaged in ongoing conversations with NHTSA about the frequency, severity, and root causes of these occurrences. Zoox has also held ongoing internal reviews of the scope/type/frequency for these occurrences.

On November 7, 2025, Zoox released updated software, which addressed a portion of the observed events. Zoox continued monitoring field performance, assessing root causes, and identifying additional potential performance improvements.

Between December 8, 2025 and December 18, 2025, Zoox developed and verified an additional software update that addresses additional lane line crossing root causes at intersections.

The Zoox Safety Committee met on December 16, 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 software.

On December 19, 2025, updated software was deployed to all impacted Zoox vehicles in use for public road operation.

On December 29, 2025, updated software was deployed, with additional tuning related to blocking cross-traffic in intersections, to all impacted Zoox vehicles in use for public road operation.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

As of December 29, 2025, updated software was released to all impacted Zoox vehicles in use for public road operations.

How remedy component differs from recalled component:

The remedy included a software update to address the issue identified above.

Identify how/when recall condition was corrected in production:

As of December 29, 2025, updated software was released to all impacted Zoox vehicles in use for

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public road operations. As is the nature of ADS software development, Zoox will continue to monitor field performance and make updates to improve its driving behavior.

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 December 29, 2025, and this Recall is considered complete for all affected equipment in use for public road operation. 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