



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26E044

Manufacturer Name: Zoox, Inc.

Submission Date: Jul 16, 2026

NHTSA Recall No.: 26E044

Manufacturer Recall No.: 26-01

Manufacturer Information

Population

Manufacturer Name: Zoox, Inc.

Address: 1149 Chess Dr.
Foster City CA, 94404

Total number of potentially involved: 105

Estimated percentage with defect: 100%

Equipment Information

Brand / Trade 1: ZOOX

Model: AUTOMATED DRIVING SYSTEM

Part Number:

Type:

Function:

Size:

Production Dates: Apr 23, 2026 - Jul 15, 2026

Number of potentially involved: 105

Descriptive Information:

Automated driving system (ADS) software released and installed on the Zoox driverless robotaxis operating on public roads since April 23, 2026.

Defect / Noncompliance Description

Description of the defect or noncompliance:

In certain situations, the software may not detect and respond to heavy smoke, particularly in active emergency scenes.

FMVSS1:

FMVSS2:

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

Reduced visibility while driving near an active emergency scene can increase the risk of a crash, or

Part 573 Safety Recall Report

26E044

impede first responders.

Description of the cause:

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name:

Address:

Country:

Involved Components

Component Name 1: Zoox Automated driving system (ADS) software

Component Description:

Component Part Number:

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:

Chronology

On June 20, 2026, an unoccupied Zoox autonomous vehicle encountered heavy smoke that obscured an active emergency fire scene that was not cordoned off with cones. The Zoox vehicle entered the scene, then braked hard while attempting to steer away before coming to a stop. The Zoox vehicle, under a teleguidance tactician's guidance, reversed, after which the first responders placed traffic cones at the scene blocking two of the three through-lanes.

Part 573 Safety Recall Report

26E044

On June 25, 2026, Zoox notified NHTSA of the event pursuant to its obligation under the Automated Vehicle Exemption Program.

Between June 22, 2026 and July 8, 2026, Zoox investigated root cause and conducted a review and analysis on the nature and frequency of similar events, while developing a software update that enhances existing capability of detecting and responding to heavy smoke including active EV scenes. Based on the conducted review and analysis, this is the only event of this kind that Zoox has experienced.

Throughout late June and early July, Zoox engaged in ongoing conversations with NHTSA about the severity, frequency, and root causes of this occurrence.

The Zoox Safety Committee met on July 7, 2026 and after final analysis and review of all the facts, made a determination to voluntarily and proactively submit this Part 573 notification for software equipment.

No injuries were identified as part of this analysis.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Zoox implemented an interim remedy after its recall determination to bolster its existing operational measures to avoid driving near active fire emergency scenes. An updated software has subsequently been released to all impacted Zoox vehicles in use for public road operations.

How remedy component differs from recalled component:

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

Identify how/when recall condition was corrected in production:

An updated software was released on July 15 to all impacted Zoox vehicles in use for 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:

Part 573 Safety Recall Report

26E044**Costs to be reimbursed:****Address for reimbursement claims:**

Recall Schedule

Description of recall schedule:

An updated software was released on July 15 to all impacted Zoox vehicles 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