

Part 573 Safety Recall Report

25E-019

Manufacturer Name : Zoox, Inc.

Submission Date : MAR 13, 2025

NHTSA Recall No. : 25E-019

Manufacturer Recall No. : 25-01



Manufacturer Information :

Manufacturer Name : Zoox, Inc.

Address : 1149 Chess Dr.
Foster City CA 94404

Company phone : (650) 539-9669

Population :

Number of potentially involved : 258

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Zoox

Model : ADS software 23.30 and affected releases prior to November 5, 2024

Part No. : Not Applicable

Size : Not Applicable

Function : Not Applicable

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 February 4, 2023 to November 5, 2024. Note: As of November 7, 2024 all Zoox vehicles operating on public roads were updated with new software, and the subject older versions are no longer in use.

Production Dates : FEB 04, 2023 - OCT 25, 2024

Description of Defect :

Description of the Defect : This submission covers two distinct software issues, both of which have been remedied. For the first issue, if a bicyclist was in or near an adjacent crosswalk and the Zoox vehicle had a newly green traffic signal (i.e., a signal that had just changed from red to green), the Zoox ADS software may have reacted over-cautiously and braked unnecessarily hard for the bicyclist, even though they were located behind the leading edge of the Zoox vehicle. For the second issue, where a vulnerable road user (VRU) was rapidly approaching the rear of the Zoox vehicle, the Zoox ADS software may have incorrectly anticipated a collision and braked unnecessarily hard.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In cases of unnecessary hard braking, there may have been an increased risk of a rear-end collision.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name : ADS software

Component Description : ADS software 23.30 and affected releases prior to November 5, 2024

Component Part Number : Not Applicable

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

see attached chronology report

Description of Remedy :

Description of Remedy Program : As of November 7, 2024, the updated software (24.32) was released to all impacted Zoox vehicles.

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 November 7, 2024, the updated software was released to all impacted Zoox vehicles.

Recall Schedule :

Description of Recall Schedule : The Remedy was implemented on all impacted Zoox vehicles as of November 7, 2024, 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