

# Part 573 Safety Recall Report

## 25E-034

**Manufacturer Name :** Waymo LLC

**Submission Date :** MAY 12, 2025

**NHTSA Recall No. :** 25E-034

**Manufacturer Recall No. :** R25-001



### Manufacturer Information :

**Manufacturer Name :** Waymo LLC

**Address :** 1600 Amphitheatre Parkway  
Mountain View CA 94043

**Company phone :** 253-0000

### Population :

**Number of potentially involved :** 1,212

**Estimated percentage with defect :** 100 %

### Equipment Information :

**Brand / Trade 1 :** Waymo LLC

**Model :** 5th Generation Automated Driving System (ADS) software prior to the  
11/7/2024 driverless software release

**Part No. :** N/A

**Size :** NR

**Function :** NR

**Descriptive Information :** The equipment recalled is the 5th Generation Automated Driving System (ADS) software prior to the 11/7/2024 driverless software release. The recalled products differ from products not included in the recall in that the recalled products are part of the ADS with which vehicles capable of driverless operation are equipped, while the products not recalled are not used in vehicles capable of driverless operation. Waymo determined the scope of the affected population using information about the driverless capabilities of each vehicle and information about the software on each vehicle. This information is available to Waymo, as Waymo owns all potentially affected vehicles. The affected population all have received the updated software.

**Production Dates :** MAR 17, 2022 - NOV 07, 2024

### Description of Defect :

**Description of the Defect :** Prior to the Waymo ADS receiving the remedy described in this report, in certain instances, due to the manner in which the object was detected or how the Waymo ADS responded to the detection, Waymo vehicles were involved in collisions with chains, gates, and other gate-like roadway barriers.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Collisions with chains, gates, and other gate-like roadway barriers may result in an increased risk of injury, though there were no injuries associated with

any of these events.

Description of the Cause : NR  
Identification of Any Warning NR  
that can Occur :

Involved Components :

Component Name : 5th Generation ADS software  
Component Description : ADS software prior to the 11/7/2024 driverless software release  
Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

Chronology :

On May 13, 2024, NHTSA opened a Preliminary Evaluation into Waymo’s automated driving system (ADS), citing incident reports that “include collisions with stationary and semi-stationary objects such as gates and chains.” On May 23, 2024, NHTSA sent Waymo an information request that cited 7 events involving collisions with chains or gates between 12/4/2022 and 4/25/2024, none of which resulted in injury.

Waymo's internal safety processes had previously identified collisions with chains strung across the path of travel, gates, and similar roadway barriers as an area for improvement, and software updates were in progress at the time NHTSA's examination began. Waymo continued implementing software improvements to the fleet, culminating in the release of the 11/7/2024 driverless software release. This version, which was deployed across the entire fleet by 12/26/2024, significantly reduced the likelihood of collisions with chains, gates, and other gate-like roadway barriers.

During this period, Waymo had ongoing discussions with NHTSA regarding the evaluation of comparative risk for autonomous vehicles and provided NHTSA with information regarding 9 additional collisions with these types of barriers. These collisions occurred between 2/28/2024 and 12/11/2024.

On May 1, 2025, Waymo’s Safety Board decided to conduct a recall on software prior to the 11/7/2024 driverless software release to fulfill relevant regulatory reporting obligations.

Description of Remedy :

Description of Remedy Program :	Between 11/7/2024 and 12/26/2024, Waymo updated the ADS software in all affected vehicles.
How Remedy Component Differs from Recalled Component :	The remedy includes a new software update.
Identify How/When Recall Condition was Corrected in Production :	Production ADS-equipped vehicles receive the latest software release.

Recall Schedule :

Description of Recall Schedule :	Waymo has already applied the remedy to all affected vehicles (all of which Waymo owns), which occurred between 11/7/2024 and 12/26/2024. Accordingly, there is no need for notifications to owners, dealers or distributors under 49 CFR Part 577 or for a further recall schedule.
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