

INFORMATION REDACTED PURSUANT TO THE FREEDOM

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11413935-----
Date: Friday, May 21, 2021 8:04:09 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, May 20, 2021 7:32 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: RE: Follow up to ODI Complaint ----- 11413935-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

On May 20, 2021, at 8:00 AM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

[REDACTED]

NHTSA/Office of Defects Investigation,

Per your above request, file 11413935.pdf has been updated and is attached. Updates are marked in red in the attached and below. We still have the failed tire.

Please insert the following at the end of the Narrative as indicated on the attached copy.

“(NEW HIGHLANDER WAS FOUND AT KOONS ANNAPOLIS TOYOTA AND PURCHASED FROM KOONS WESTMINSTER TOYOTA.) CONTACT HAS NOT HEARD FROM TOYOTA DEALER FOLLOWING MULTIPLE REQUESTS. CONTACT REPLACED ALL BRIDGESTONE TIRES ON THE VEHICLE AT OWN EXPENSE SINCE THEY DID NOT TRUST THE REMAINING THREE BRIDGESTONE TIRES, NOR A REPLACEMENT BRIDGESTONE TIRE THEY MAY (?) HAVE BEEN ABLE TO GET FROM THE TOYOTA DEALER. CONTACT WANTS TO WARN THE APPROPRIATE PEOPLE THAT HIS NEW BRIDGESTONE TIRE ON A NEW TOYOTA

HIGHLANDER EXPLODED WITHOUT WARNING AND FOR NO APPARENT REASON."

Thanks,

[REDACTED]



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

26-APR-2021

Reference No.
11413935

OWNER INFORMATION (Type or Print)

Name

Address

City

THURMONT

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5TDGZRBH2M8

Make

TOYOTA

Model

HIGHLANDER

Model Year

2021

Date Purchased

11 JAN 2021

Dealer's Name and Telephone Number

Koons Toyota

Engine:

No. Cylinders

6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Westminster

State

MD

Zip Code

21157

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

AWD

Multiple Failure:

Incident Date(s)

20-APR-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 190000 TIRES

Failure Mileage

612

Failure Speed

60 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
BRIDGESTONE

Tire Model (Name or Number)
ALENZA A/S 20

Tire Size (Example P215/65R15)
* 235/65R18

DOT No. (Example: DOTM9ABC036)
1W2LAMLAI4520

☒ Original Equipment
☐ Prior Repair

Failure Location: DRIVER SIDE REAR

Tire Component Code
190000 TIRES

Tire Failure Type: BLOWOUT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL *THE CONTACT OWNS A 2021 TOYOTA HIGHLANDER EQUIPPED WITH BRIDGESTONE TIRES. TIRE LINE: ALENZA, TIRE SIZE: 235/65/R18. DOT NUMBER: 1W2LAMLAI4520. THE CONTACT STATED WHILE HIS WIFE WAS DRIVING 60 MPH, THE REAR DRIVER'S SIDE TIRE EXPLODED, WITHOUT WARNING. THE OUTSIDE SIDEWALL OF THE TIRE HAD SEPARATED. KOONS ANNAPOLIS TOYOTA (1107 WEST ST, ANNAPOLIS, MD 21401) WAS MADE AWARE OF THE FAILURE AND INFORMED THE CONTACT THAT THEY WOULD INFORM THE MANUFACTURER OF THE FAILURE AND GET BACK TO THE CONTACT. THE TIRES WERE REPLACED WITH FOUR NEW TIRES. THE FAILURE MILEAGE WAS 612. THE VIN WAS NOT AVAILABLE.

THE TIRE PRESSURE WARNING SYSTEM DID NOT INDICATE A PROBLEM UNTIL AFTER THE TIRE EXPLODED.

INSERT FROM EMAIL

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.