

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: Case#11497584, 11499606
Date: Monday, March 13, 2023 8:15:38 AM
Attachments: [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Sunday, March 12, 2023 10:06 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: Case#11497584, 11499606

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.

In the attached files you can find reviewed and corrected form O.M.B. No.2127-0008, pictures with original (OEM) information from Toyota, official report from International Toyota about damaged (Defective 4 Tires 235/55 R20 102V), list of information with which Offices I contacted, when and with whom I talked. Also I tried to provide some reports about this problem from another drivers which is witnesses of already exploded tires from the internet but unfortunately files to big.

THIS IS AN EMERGENCY TROUBLE created by Toyota Engineers. All new Toyota Highlander Limited And Platinum equipped with 20" wheels should be immediately remove from the road for public safety.

I am remind again:

All this car was equipped with Bridgestone Alenza Sport A/S tires, 235/55R20 102V.

Safety DOT label on the tire: max Load 1874 lb at 51 PSI max.

Another picture in the driver door stated that cold tire pressure is 36 PSI., which is mean that at 36 PSI max load on the tire will be $36/51 \times 1874 = 1322.82$ lb. Base on that rear axle had Max load: $1322.82 \times 2 = 2645.64$ lb.

Load sticker in the driver door stated that GAWR (Gross axle weight rating) RR (rear Axle) 3405 lb.

LOAD ON THE REAR AXLE IS 3405 LB WITH TIRE CAPACITY ONLY 2645.64 LB.

This is in the best scenario(already overloaded) $3405/2645.64 = 1.29$ - Tires overloaded by 29%.

Car had capacity of towing 5000 lb, which is generated (9%-11% tongue weight) additional 450 - 550 lb.

In this case load for the rear axle will be $(3405+550)/2645.64=1.495$ which is show OVERLOAD around 50% !

Our car was driven by my wife 95% of the time by itself on the local road with average speed 25 ml/h, very rear time we are both in the car had trips 100-120 miles. Car never seen a trailer (tow hitch not yet installed). Tires already cracked - see picture. what we are should inspecting when car will 7 passenger or i will pull my 3000 lb boat?

We are should preparing Funeral before starting driving?

Even if you are not in the car but tires on the Toyota Highlander near you will be exploded and this car will rolled over your car, what are you can to do ??

GCWR (Gross combination weight rating, see manual page 193) is 10935 lb. Just a gas what happiness will be in this condition with a car when load rating on the titres is 1322.82 lb??

How many family's with kids should be died on the road until somebody can compare two digits of tire load and tire capacity?

position. There was no power for the brakes, which left me jamming on the brake pedal as hard as I could only slowing the car slightly. The steering

Category Tires

Date May 05, 2021

State WA

Description TI* the contact owns a 2020 toyota highlander hybrid equipped with goodyear tires, tire line: eagle, tire size: 235/55/r20, dot number: m68ajm1r0720. The contact stated while driving 70 mph, the tread on the passenger's side rear separated, causing the tire to explode. The contact pulled over and replaced the tire with the spare tire. The vehicle was taken to vancouver toyota (10455 ne 53rd st, vancouver, wa 98662, (360)944-3001)

Category Engine

Date May 04, 2021

State MO



CUSTOMER #: [REDACTED]

International Toyota Subaru

WORKORDER
REPRINT
PAGE 1

4120 N. Frontage Rd.
Sheboygan, WI 53081
Phone: 920-208-0200
www.internationaltoyota.com

GRAFTON, WI

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2044 TRUMAN, JIM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
OPULENT AM	20	TOYOTA Highlander	5TDDZRBH3LS [REDACTED]		21775/21775	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	LABOR RATE	PAYMENT	INV. DATE
20JUN20 DD			17:00 06JAN23		158.00	CASH	
R.O. OPENED	DATE OFFERED BACK	OPTIONS: SOLD-STK: [REDACTED] DLR [REDACTED] ENG: 3.5 LITER					
06JAN2023 13:21	06JAN2023 13:40						

LINE	OP CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	46TOZ		4096	ISP	CUSTOMER STATES, TIRES THAT CAME ON VEHICLE, THE LOAD RATING IS TO LOW FOR THIS VEHICLE AND TO LOW FOR ANY TOWING AT ALL.
	01TOZ	0.00	4096	ISP	MAINTENANCE
EST: LBR 115.00 MISC 11.50 TOTAL 126.50					

# B	*46TOZ		4096	ISP	CUSTOMER STATES TIRES CRACKING, TOYOTA DSM APPROVED REPLACE 2 TIRES FOR CUSTOMER SATISFACTION . CUSTOMER GOODWILL. CUSTOMER DECLINED THE 2 TIRES FROM TOYOTA CC:
	01TOZ	0.00	4096	ISP	MAINTENANCE
EST: LBR 115.00 MISC 11.50 TOTAL 126.50					

# C *					CUSTOMER STATES THAT ALL 4 TIRES SHOULD BE REPLACED DUE TO MANUFACTURE MISTAKE IN INSTALLING LOAD RATED TIRES
	46TOZ	0.70		C	DIAGNOSIS - WHEELS/TIRES CONCERN
EST: LBR 115.00 MISC 11.50 TAX 6.96 TOTAL 133.46					

Customer Copy

DISCLAIMER OF WARRANTIES <small>The dealer is not a party to any Manufacturer's warranty on parts or services contained herein. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.</small>		YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR CHOICE OF ESTIMATE ALTERNATIVES WILL BE DISCLOSED TO YOU ON THE REPAIR ORDER. IT IS OUR POLICY TO ADVISE YOU OF OUR LABOR CHARGE PER HOUR UPON REQUEST. (THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.)		26.50 INITIAL ESTIMATE
<small>Notice: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.</small> <input type="checkbox"/> YES <input type="checkbox"/> NO		1. I request an estimate in writing before you begin repairs.		13:00 PROMISE TIME
I HEREBY AUTHORIZE the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for the loss or damage to vehicle or articles left in care in case of fire, theft, accident or any other cause beyond your control or for any delays caused by unavailability of parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE UPON DELIVERY OF THE VEHICLE. IF CREDIT IS EXTENDED, I UNDERSTAND THAT PAYMENT IS DUE WITHIN 30 DAYS OF BILLING DATE. A 1% PER MONTH (12% PER ANNUM) LATE PAYMENT CHARGE WILL BE ASSESSED ON ANY UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.		2. Please proceed with repairs, but call me before continuing if the price will exceed <u>253</u> 06JAN		13:48 2044
		3. I DO NOT want an estimate. <u>386</u> 06JAN		
		THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.		
CUSTOMER SIGNATURE _____ SHOP REPRESENTATIVE SIGNATURE _____		ADDITIONAL WORK AUTHORIZED BY: _____ NAME _____		
		_____ A.M. _____		
		<input type="checkbox"/> This vehicle received without face to face customer contact.		

*Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.



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

15-DEC-2022

Repository

Reference No.
11497584

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Phone Number	[REDACTED]	E-mail Address	Sanekm@yahoo.com
Address	[REDACTED]			Evening Telephone Number	[REDACTED]	[REDACTED]	
City	Grafton	State	WI	ZIP Code	[REDACTED]	[REDACTED]	

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		MAKE	Model	Model Year
5TDDZRBH3LS [REDACTED]		TOYOTA	HIGHLANDER	2020
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
06.18.2020	International Toyota (920)208-0200		No: Cylinders	GAS
Original Owner	Dealer's City	STATE	ZIP Code	
<input type="checkbox"/>				
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
AUTO	<input checked="" type="checkbox"/> Cruise Control	ALL Wheel	CRACKED TIRES	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 190000 TIRES	Failure Mileage	Failure Speed
	20000.0	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
BRIDGESTONE	ALENZA SPORT A/S	235/55R20 102V
DOT No. (Example: DOTMAL 9ABC036)	<input checked="" type="checkbox"/> Original Requirement	Failure Location: PASSENGER SIDE FRONT ALL 4 TIRES
1W28AALA15019	<input type="checkbox"/> Prior Repair	
Tire Component Code	Tire Failure Type: CRACK	
190000 TIRES		

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name: OTHER
Seat Type:	Installation System:	
Child Seat Component Code: 583000 Failed Part: CHILD SEAT:LATCH STRAP		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2020 Toyota Highlander equipped with Bridgestone Tires, Tire line: Alenza Sport, Tire Size: 235/55/R20, DOT Number: 1W28AALA15019. The contact stated that the four tires cracked, due to a discrepancy between the stated weight capacity for the tires and the gross vehicle weight. The contact discovered the failure upon inspection of the vehicle and immediately stopped driving the vehicle. An independent mechanic was notified of the failure. The tire manufacturer was also notified of the failure, and the contact was provided a case number. The vehicle had not been repaired. The tire and vehicle failure mileage were approximately 20,000.

See Attached file with ALL information
File included information with what and
where was reported.
ALL Toyotas Highlanders 4th generation
with 20" Tires should be removed from the
road AS SOON AS possible, this is a Public Safety

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.