

From: [ArtemisSupport](#)
To: [NHTSA.ODI.CED](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: ArtemisSupport Inbox - VOO# 11543722, [REDACTED] - Tire Story - Thanks for Letting Us Know About Your Safety Problem.
Date: Thursday, September 28, 2023 7:08:02 PM
Attachments: [REDACTED]

Hello CRD Inbox,
[REDACTED] has a very long and exhaustive Tire story with Lexus.
I could not make it through it, good luck. (see below)

Thanks,
Cameron Olson
Artemis Help Desk
artemis@dot.gov

From: [REDACTED]
Sent: Wednesday, September 27, 2023 7:48 AM
To: lwa.customer.satisfaction@lexus.com; cgumina@lexusofhenderson.com; jared.holmes@americannational.com; claimsmail@americannnational.com; ArtemisSupport <ArtemisSupport@dot.gov>
Subject: 2022 Lexus NX 350-VIN #2T2KGCEZ9NC [REDACTED]-American National Claim # [REDACTED] - NHTSA Tracking # 11543722

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.

Based on the Attached Lexus Review of my Vehicle, there were scratches on the outer and inner wheel area of the tire that flew off.
The FTS also found damage to the inner portion wheel holes where the lug nuts pass through and the jack was reported missing from the trunk of the vehicle.

Response- The tire and wheel went flying at least 100 ft before crashing through the windshield of another vehicle which would certainly scratch and damage the tire. As for the missing jack, the car sat at the Lexus Dealer for over 2 weeks before this inspection.
I have no idea who could have removed or changed anything. I had no reason to even locate a jack at the time of the accident since all of the bolts and lug nuts were gone when the firefighters returned the tire from the other accident. Please note Nevada Highway Patrol Crash [REDACTED] and feel free to contact State Trooper E. Thallon # 347 for additional photos and report from the crash the wheel caused.

The FTS also noted that lug bolts installed for the other wheels were incompatible in style and shorter compared to genuine replacement lug bolts.

Based on what the FTS is saying as “improper installation of the wheels”, there is no assistance or liability from Lexus.

This sounds like I now have 3 other wheels/tires that could potentially kill someone.

Response- This car is 11 months old with 6300 miles and there have been no modifications to the wheels or tires, for what purpose would I change lug bolts?

When I purchased this car new last October, I pre-paid for 3 years of service maintenance as well as tire and wheel protection.

If anyone reviews my purchase /lease/history, I generally only keep a car a few years because I love new model designs and features. In my 48 years of driving, I have never dealt with such a frightening potential loss of life from a vehicle or such a complete lack of responsibility from a dealer or manufacturer.

Has there been an investigation into the production line of this vehicle and if alternate lug bolts may have been needed due to material shortages? Has there been a review of the other vehicles in the Lexus of Henderson Service Bay when my car was in for its 5K mile check which included a tire rotation? Could there be another vehicle that my lug nuts accidentally got switched with ?

Last but not least, the question comes up if the tires/wheels could have been swapped at the dealership to meet the request of another customer who wanted them on a different vehicle they were purchasing before I bought the vehicle? There are many possible explanations for this accident but neither Lexus of Henderson or Lexus Corp has done anything but say a [REDACTED] year old woman has switched out the lug nuts on a new car and it's her fault the tire flew off at 6300 miles.

[REDACTED]
[REDACTED]
[REDACTED]



Direct Phone (469) 292-2951
Fax (310) 381-6982
Nekii Montgomery

6565 Headquarters Drive
Plano, TX 75024
Toyota Motor North America, Inc.

September 22, 2023

Sent via email to [REDACTED]

[REDACTED]
[REDACTED]
Henderson, NV [REDACTED]

RE: Date of Incident: August 7, 2023
 Vehicle: 2022 Lexus NX 350
 VIN: 2T2KGCEZ9NC [REDACTED]

Dear [REDACTED]:

Thank you for contacting our Brand Engagement Center regarding the incident reported on August 8, 2023.

Based on the information provided, you indicated that you were driving home from work and as you exited the interstate, the front tire came off the vehicle, flew up and hit another vehicle. As a result of your concern a Field Technical Specialist (FTS) inspected the vehicle on August 22, 2023, at Lexus of Henderson. The vehicle mileage at the time of the inspection was 6,363 miles. You also indicated, the dealer serviced the vehicle and rotated the tires in May.

The FTS observed the left front wheel was missing at the time of the inspection and the vehicle was resting on the rotor in the parking lot of the dealer. The missing wheel was found in the rear cargo area of the vehicle. There was damage found to the left front fender and wheel housing area. The wheel was inspected and there were scratches found to the outer wheel and inner wheel area. The FTS found damage to the inner portion wheels holes where the lug bolts pass through and there were witness marks on the inner portion wheel holes. The FTS found that the jack & tools were missing from the rear cargo area at the time of the inspection. The lug bolts for the left front wheel were not available at the time of the inspection. The FTS also noted that lug bolts installed for the other wheels were incompatible in style and shorter compared to the genuine replacement lug bolts. As stated in the owner's manual, please use the correct lug bolts for all four wheels to be installed.

Based on the findings of improper installation of the wheels we did not find evidence that a defect with the vehicle caused this incident, and we cannot offer any

assistance with the claim. Please note, the tires that come as original equipment on your vehicle are warranted by their manufacturer. Thank you for allowing us to address your concern.

Sincerely,

A handwritten signature in black ink, appearing to read 'Nekii Montgomery', written in a cursive style.

Nekii Montgomery
Legal Claims Handler
Toyota Motor North America, Inc.