

From: [ArtemisSupport](#)
To: [NHTSA.ODI.CED](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: ArtemisSupport Inbox - VOQ# 11543722, [REDACTED] - Tire Story Part II - Thanks for Letting Us Know About Your Safety Problem.
Date: Monday, October 2, 2023 6:52:44 PM
Attachments: [REDACTED]

Hello CRD Inbox,
I have sent several "DO NOT REPLY TO ARTEMISSUPPORT" emails but she continues to send them.
(see below)

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

From: [REDACTED] >
Sent: Saturday, September 30, 2023 8:41 PM
To: claimsmail@americannational.com; LWA Customer Satisfaction <LWA.Customer.Satisfaction@lexus.com>; ArtemisSupport <ArtemisSupport@dot.gov>
Subject: Lexus - [REDACTED] American National Claims # [REDACTED]

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.

Please review the attached e-mail from the Lexus Corporate Inspection of my 2022 Lexus NX350 that lost a wheel and tire on the highway 8-7-22.

The tire and wheel continued on to go through the windshield of another car. There would certainly be scratches and marks evident on this wheel when it was returned by firefighters assisting the other vehicle.

There is no logical explanation why lug bolts on the other tires would be incompatible when the original tires and wheels are still on the vehicle.

In addition, the inspector reported that the jack was missing. This vehicle has 20" run flat tires that do NOT include a jack from the MFG... WHO IF ANYONE INSPECTED THIS VEHICLE?

[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.