

[REDACTED]
Jacksonville, Florida

Email: [REDACTED]

Date: May 23, 2025

National Highway Traffic Safety Administration (NHTSA)

1200 New Jersey Avenue SE

Washington, DC 20590

Subject: Formal Request for Review and Investigation – Tire Shredding Incident on 2024 Lexus ES 300h

Dear NHTSA Officials,

I am writing to formally request a safety review and investigation into a dangerous tire failure that occurred on my 2024 Lexus ES 300h. With fewer than 8,000 miles on the vehicle, the **left rear tire suddenly shredded without warning**, posing a serious safety hazard. Fortunately, my wife—who was driving at the time with our young grandson in the car—was able to maintain control and avoid what could have been a tragic accident.

Enclosed you will find **photographic evidence** of the shredded tire, along with a detailed report titled:

“A Dangerous Blowout: Investigating a Shredded Rear Tire on the 2024 Lexus ES 300h.”

This article outlines the incident and highlights multiple similar complaints from Lexus owners across the country. It provides a thorough breakdown of potential causes, including:

- Premature tire failure due to potential **OEM tire defects** (Bridgestone and Michelin)
- Possible **suspension or alignment flaws** inherent in the 2023–2025 Lexus ES 300h
- A growing number of **public forum complaints** documenting similar incidents

Given the scope of the issue, I am formally requesting that the NHTSA:

1. Conduct a **tire safety review** for OEM tires installed on 2023–2025 Lexus ES 300h vehicles

2. Issue a **public advisory or open a formal investigation** into premature rear tire disintegration
3. Provide **transparency regarding any prior or ongoing recalls or internal investigations** relating to this issue

Vehicle Details:

- **Make/Model:** 2024 Lexus ES 300h
- **VIN:** [REDACTED]
- **Tire Type:** 235/45R18
- **DOT Tire Number:** [REDACTED]
- **Florida License Plate:** [REDACTED]
- **Blog Reference:** [REDACTED]
[REDACTED]

This situation demands immediate attention before a similar failure results in injury or loss of life. I urge the NHTSA to take this matter seriously and act swiftly to protect consumers nationwide.

Thank you for your continued commitment to transportation safety and public welfare.

Sincerely,

[REDACTED]

[REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Address: [REDACTED]

Jacksonville, FL [REDACTED]





A Dangerous Blowout: Investigating a Shredded Rear Tire on the 2024 Lexus ES 300h with Less Than 8,000 Miles

[REDACTED] Concerned Consumer and Safety Advocate

Introduction

When you purchase a luxury vehicle like the 2024 Lexus ES 300h—backed by a reputation for safety, reliability, and premium craftsmanship—you don't expect a rear tire to suddenly shred within the first 7,000 miles. Yet that's exactly what happened. And I'm not alone. Across forums, social media threads, and consumer complaint boards, drivers are reporting similar tire failures—some at highway speeds, others just weeks or months after purchase. One user detailed a harrowing experience of [REDACTED] near Wesley Chapel, Florida, when her tire disintegrated at 70 mph, resulting in \$1,800 of damage and an encounter that could have ended in tragedy.

This article is not just a technical analysis—it's a call to action. Something is wrong. Whether it's with the tire design, manufacturing process, vehicle alignment, or the response from Lexus dealerships, consumers need answers and action. This article is being submitted to the **National Transportation Safety Board (NTSB)**, **Toyota/Lexus Corporate**, and **tire safety watchdogs** because the stakes are far too high to ignore. Lives are at risk.

What Could Cause a Shredded Rear Tire on a New Lexus?

There are multiple known and suspected causes for catastrophic tire failure, but in the case of a **new vehicle with under 8,000 miles**, the possibilities narrow.

1. Road Hazards

Yes, potholes, construction debris, and highway litter are ever-present threats. But that explanation is a convenient fallback—especially when no such hazard was encountered, no other tires were affected, and no damage occurred to the wheel itself.

- **Sharp objects:** Nails or glass can puncture a tire, leading to sudden deflation and shredding.

- **High-speed contact with debris:** Even a brief encounter can lead to structural tire failure, especially if undetected.

However, in multiple cases, including mine, there was **no known incident of road impact**. The tire simply shredded—raising the question: is this really about road hazards, or are we deflecting from a deeper issue?

2. Vehicle Alignment or Suspension Defects

Modern suspension systems are finely tuned, but a factory misalignment or faulty component could easily place undue stress on a single tire.

- **Misalignment:** If the rear left wheel is even slightly out of alignment, it can create a wear pattern that leads to premature sidewall breakdown or tread separation.
- **Suspension stress:** Damaged or defective struts, shocks, or bushings can cause uneven bouncing and flexing, especially in rear tires, which often receive less visual inspection than front tires.

It begs the question: **Has Lexus adequately inspected its factory suspension tolerances** on this new model year? Have dealerships been alerted to this as a potential risk?

3. Tire-Related Issues

This is where things get serious. The tire is the contact point between the car and the road. A failure here is not a minor inconvenience—it's a safety crisis.

- **Underinflation or Overinflation:** While driver neglect is often blamed, modern vehicles with tire pressure monitoring systems (TPMS) should alert users well before critical failure. Was the TPMS calibrated correctly?
- **Manufacturing defect:** Tires are mass-produced. Even top-tier brands like Bridgestone or Michelin have bad batches. Sidewall weakness, improperly cured rubber, or poor bonding can all result in eventual blowouts.
- **Wrong tire for the vehicle:** Did the dealership install tires not intended for the 2024 ES 300h model? Are there inconsistencies in tire installations across different regions or dealerships?

Relevant Recalls and Tire Reports

Toyota has issued several tire-related recalls across Lexus models from 2020–2022, including the **ES300h**, **RX350**, and **Camry Hybrid**. Issues included **tread separation**, **defective sidewall construction**, and **faulty installation during assembly**.

Are we now seeing the same problem in the 2024 model year? If so, it is not isolated and must be investigated.

4. Aggressive Driving or Overloading

Neither applies in this case. This Lexus ES 300h was driven conservatively, with no towing, off-roading, or overloading. No high-speed cornering or braking. The car was driven under normal conditions on suburban and highway roads. That eliminates driver behavior as the cause.

What Needs to Happen Now

1. Thorough Forensic Tire Analysis

- The shredded tire must be sent to an **independent third-party lab** for testing. Microscopic and chemical analysis can determine whether failure was due to impact, underinflation, manufacturing flaw, or suspension strain.

2. Full Lexus Inspection

- Lexus must inspect the **suspension, alignment, and wheel assembly** to identify any systemic issue.
- Any similar complaints or service history across 2023–2025 ES models must be disclosed.

3. Tire Manufacturer Responsibility

- If a manufacturing flaw is detected, the tire brand must be identified and reported to the **National Highway Traffic Safety Administration (NHTSA)** and the NTSB.
- **Bridgestone Alenza**, for example, has already been mentioned in multiple blowout complaints.

4. NTSB and NHTSA Review

- Both agencies should open a **preliminary investigation** into rear tire shredding on Lexus hybrids and sedans. Even a handful of similar cases warrant national attention if life-threatening blowouts are occurring.

5. Consumer Advisory and Warranty Coverage

- Lexus should issue a **service bulletin** warning of potential tire risks on 2024 models.
- Tires failing under 10,000 miles should be **fully covered under warranty**, regardless of road hazard clauses, until this matter is resolved.

Conclusion

I am calling on the **National Transportation Safety Board, Toyota Motor Corporation, Lexus USA**, and all relevant consumer protection agencies to launch an immediate and thorough investigation into tire shredding incidents on newer Lexus models. This isn't just about one shredded tire—it's about consumer safety, corporate accountability, and the sacred trust between automaker and customer.

When someone invests in a \$50,000 vehicle, they're not just buying luxury; they're buying **peace of mind**. That peace of mind was violently shredded—quite literally—when my left rear tire failed without warning on a nearly brand-new car.

Too often, corporate fingers point back at consumers—implying misuse, negligence, or bad luck. But the pattern emerging suggests that Lexus, or its tire suppliers, may be ignoring a potentially dangerous defect. Whether it's alignment from the factory, improper tire selection, or flawed components, the answers cannot come from behind a service desk.

The NTSB exists for a reason: **to protect the public**. I urge the agency to examine the evidence, review consumer complaints, inspect manufacturing data, and take necessary action. Let this article be the first in a growing file of voices demanding change before someone is seriously injured—or worse.

To Lexus: This is your chance to show leadership, transparency, and commitment to customer safety. Don't wait for a class action lawsuit or a tragic accident. Do the right thing. Investigate. Inform. Resolve.

Sincerely,

[REDACTED]
Jacksonville, FL

Email: [REDACTED]

Why Are We Allowing Lexus to Get Away With It? The Hidden Tire Crisis Costing Consumers Millions

Every year, consumers invest in luxury vehicles like the Lexus ES 300h under the assumption that reliability, performance, and manufacturer accountability come standard. And yet, when a known problem arises—such as the premature shredding and failure of tires on new Lexus vehicles—those same consumers are left holding the bill. Literally.

Lexus owners across the country are quietly suffering the consequences of what appears to be a systemic, unresolved issue: **tires that are wearing out, failing, or shredding prematurely due to design flaws, suspension misalignment, or improperly calibrated components.** And it's not just one or two isolated incidents. It's a pattern that's been reported for years.

Despite the growing number of complaints, **Lexus has remained silent.** No public acknowledgment. No proactive recall. No accountability. Meanwhile, the cost to owners is staggering—**millions of dollars collectively** in tire replacements, alignment fixes, suspension evaluations, and in some cases, body repairs due to blowouts at high speeds.

This is not just an inconvenience. It's a **safety hazard.**

The Real Cost

Let's be clear—tires on a \$50,000 vehicle should not be failing under 7,000 miles unless there is:

- A **manufacturing defect**
- A **suspension misalignment from the factory**
- Or a **systemic flaw in design or part selection**

And yet Lexus dealers often deflect responsibility, blaming “road hazards” or “wear and tear,” all while charging customers hundreds—if not thousands—of dollars to replace tires that never should have failed in the first place.

Some owners are on their second or third set of tires before hitting 20,000 miles. That's not normal. It's predatory.

Lexus, It's Time to Answer

We demand a response from Lexus corporate:

- **Why has there been no formal recall** or service bulletin regarding premature tire failure?
- **Why are customers being forced to pay out-of-pocket** for an issue they did not cause?
- **Why haven't dealerships been instructed** to check alignment and suspension on every new Lexus ES and RX model at delivery and service intervals?

We're not talking about aftermarket tires or negligent driving. These are **new cars with factory-installed equipment**, failing well within the expected lifespan.

The Solution Is Simple

It's time for action:

1. **Lexus must issue a nationwide recall** for all affected models, starting with the ES 300h from 2020 to 2024.
2. **A full suspension and alignment check should be performed** on all recalled vehicles.
3. **Tires should be replaced at no cost** to the consumer if failure occurred under 20,000 miles.
4. Lexus must offer **transparency about the root cause** and what engineering changes are being made to resolve it permanently.

If not, the burden falls on government regulators like the **NHTSA** and **NTSB** to step in and **force accountability** through investigations and mandated recalls.

Enough is Enough

Lexus cannot keep hiding behind its reputation while customers continue to suffer the consequences of **a known and avoidable problem**. If Toyota Motor Corporation and Lexus value their customers, it's time to **stand up, speak out, and fix the issue**—not deny it until lawsuits or tragedies force their hand.

We are watching. We are documenting. And we will not stay silent.

Sincerely,

[Redacted]

Jacksonville, Florida

[Redacted]

The \$301 Lesson: When a Lexus Tire Explodes and You're the One Left Holding the Bag

There are certain things you just expect when you buy a luxury vehicle—quality, safety, dependability, and a little peace of mind. That's why my wife and I chose the **2025 Lexus ES 300h**. It's marketed as a safe, reliable hybrid sedan backed by the Lexus name and reputation. But this week, that trust was shattered—**literally**—when one of the tires on her nearly new Lexus **exploded at 65 mph** on the freeway.

She was lucky. The tire didn't go flat. It didn't lose pressure slowly. It **completely disintegrated** without warning—no pothole, no impact, no TPMS alert. Just boom, gone.

At the time of the blowout, the car had just **7,500 miles** on it. The Michelin tires that came with the vehicle were rated for 40,000 miles. That's important because we trusted that mileage rating. We assumed it meant something. We assumed Lexus stood behind it.

We were wrong.

The First Question They Asked: "Do You Have Tire Insurance?"

You might think the dealership's first reaction would be concern. Maybe an apology. Perhaps even an inspection.

Nope. **The very first words out of the Lexus of Jacksonville service rep's mouth were, "Do you have tire insurance?"** Not once, not twice, but multiple times—before even calling a tow truck. It was clear that this wasn't about helping us—it was about protecting themselves.

Now here's the kicker: **no one at the dealership ever mentioned tire insurance when we bought the vehicle.** No one explained that the tires aren't actually covered in the way most consumers would expect. There was no heads-up that even with a 40,000-mile rating, we could be left completely on our own after just 7,500 miles unless we had opted into some mysterious, never-offered insurance plan.

We were told the cost to replace the tire would be \$301 **“at their cost.”** In other words, “You’re lucky we’re not charging you more.”

Why Should Anyone Need Tire Insurance on a Brand-New Luxury Car?

That’s the question consumers need to start asking. If Lexus tires are failing before 10,000 miles, and dealerships are defaulting to “do you have tire insurance?” before offering help, **something is broken in the system.**

Tire insurance shouldn't be a necessity when you're buying what is advertised as one of the safest, most reliable vehicles on the market. A 40,000-mile tire should not explode at 7,500 miles. And if it does, the manufacturer and dealership should take responsibility, investigate the defect, and protect the customer—not hand them a bill.

Where’s the Accountability?

No inspection was done.

No report was written.

No claim was filed with Michelin.

No one from the dealership took ownership of the situation.

They replaced the tire and sent us on our way—with a receipt and a sour taste in our mouths.

So let me say this clearly to **Lexus** and to the dealership on **Atlantic Boulevard in Jacksonville: This isn’t just a bad experience—it’s a safety issue.** This could have killed someone. And your first instinct was to ask about tire insurance?

Unacceptable.

What Every Lexus Owner Needs to Know

Here’s what I’ve learned from this experience—lessons I wish someone had shared with me:

1. **Tires are not always covered—even on new vehicles.**
Read the fine print. Ask explicitly about tire coverage.
2. **Tire insurance is being used as a scapegoat.**
Dealerships will use your lack of tire insurance to avoid accountability—even in cases of catastrophic failure.

3. **Mileage ratings on tires mean very little without inspection reports and written warranties.**

Don't assume a 40,000-mile tire will last 40,000 miles. The warranty may be prorated or conditional—and rarely honored without a fight.

4. **File a safety complaint with the NHTSA if your tire fails suddenly.**

Manufacturers are required to track patterns of failure. If enough people report it, investigations and recalls follow.

5. **Don't be afraid to push back.**

I've sent a formal complaint to Lexus corporate. I'll be sharing this story far and wide. If they won't protect us, we have to protect each other.

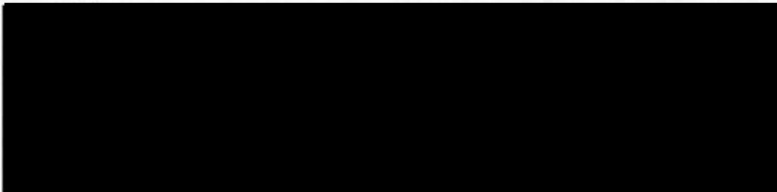
Final Thoughts

A brand like Lexus earns its reputation not just through sleek design and smooth rides—but by how it treats its customers when things go wrong.

This week, Lexus failed that test.

If you drive a Lexus—or any new car—ask questions. Demand clarity. Know your rights. And don't assume that just because something is “luxury,” it's built to last. As I've now learned the hard way, **sometimes it explodes at 65 mph, and you're stuck with the bill.**

Lexus, this is your wake-up call. Stand behind your vehicles. Start with us.



JACKSONVILLE, FL

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Safety Admin.
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