

## 2019 and 2020 MY RAV4 Hybrid Vehicle Fuel Gauge

### Overview

Toyota is investigating reports of certain 2019 and 2020 RAV4 Hybrid vehicle fuel gauges displaying less than full and/or total fuel dispensed is less than expected, when the fuel nozzle automatically clicks off. This investigation includes customers noting the "Distance to Empty" shown on the multi-information display is less than expected.

Based on our on-going investigation, Toyota believes these conditions to be primarily related to a variation of fuel tank shape.

As indicated in the Owner's Manual, customers should still refuel when the low fuel light illuminates, and when refueling, customers should not "top off" the fuel tank.

First Time Contact:

### Action if a customer contacts your dealership (via telephone) with questions:

1. Share the above statement with the customer to provide Toyota's position on the 2019 & 2020 RAV4 Hybrid fuel tank issue.

### Action if a customer contacts your dealership (via telephone) expressing they are experiencing the condition:

1. Share the above statement with the customer to provide Toyota's position on the 2019 & 2020 RAV4 Hybrid fuel tank issue.
2. Invite the customer in for an inspection to confirm the condition

### Action if a customer is present at your dealership:

1. Create an R.O. to inspect the vehicle to confirm the condition. Technician refers to Tech Tip T-TT-0581-19 and consults TAS if necessary, as per the Tech Tip.

**Customer wants to understand options, if the condition is confirmed.**

Share the following with the customer prior to repair:

We do have an interim option available. Until a final remedy is identified, we can install a replacement tank.

1. Based on our on-going investigation, replacing the fuel tank may mitigate these concerns, although it may not prevent the condition from reoccurring.  
If the customer requests the repair, have the technician complete it.

Inquiring customer after repair:

**Escalated customer contacts dealership with concern after interim option repair (in-person):**

If the condition is occurring after an interim replacement tank has been installed, advise that there is no other repair available at this time. Create an R.O. to inspect the vehicle to inspect the condition and confirm reoccurrence. Ask the customer the following questions and document on the R.O.;

- 1) *What is customer normal drive pattern? (time, distance, city vs highway or approximate speeds)*
- 2) *Parking situation at home and work (time, inside/outside, temperature controlled)*
- 3) *Usual fill pattern (same gas station, fuel level when filling, how long was it parked and driven before fueling)*
- 4) *Is condition consistent? Any relation to weather, time of day or any of factor you notice?*

**Escalated customer contacts dealership with concern after interim option repair (via telephone):**

If the condition is occurring after an interim replacement tank has been installed, advise that there is no other repair available at this time. Refer the customer to the Toyota Customer Experience Center (CEC) for next steps.

Toyota CEC Phone Number: 1-800-331-4331

## **Frequently Asked Questions**

Q. I am not getting the MPG I expected because of the fuel tank concern. What is Toyota going to do?

A. Based on our on-going investigation, this condition has no impact on fuel efficiency of the vehicle. Please keep in mind that other factors (i.e. individual customer driving style, driving conditions) may impact achieved MPG.

Q. Will this change my driving range?

A. This condition may result in the "Distance to Empty" shown on the multi-information display being less than expected. As indicated in the Owner's Manual, customers should still refuel when the low fuel light illuminates, and when refueling, customers should not "top off" the fuel tank.

Q. When does Toyota expect a repair and how will I know when it's available?

A. The investigation is still on-going so we do not have a firm date on when the permanent repair will be available. When it becomes available, repair details will be communicated to your dealer.

Q. When I refuel, my tank is nearly empty, but I still can't get the full tank capacity for my vehicle. Why?

A. Toyota is investigating reports of certain 2019 and 2020 RAV4 Hybrid vehicle fuel gauges displaying less than full and/or total fuel dispensed is less than expected, when the fuel nozzle automatically clicks off. This investigation includes customers noting the "Distance to Empty" shown on the multi-information display is less than expected.

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