

Original Publication Date: May 29, 2020

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

## CUSTOMER SUPPORT PROGRAM 20TE04

### Customer Notification Phase Repair Not Yet Available

#### Certain 2019 – 2020 Model Year RAV4 HV Coverage for Vehicle Refueling Performance

Model / Years	Production Period	Approximate Total Vehicles
2019 – 2020 RAV4 HV	Mid-August 2018 – Mid-April 2020	133,400

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Fuel Tank and Fuel Sender Gauge Unit on 2019 – 2020 RAV4 HV.

#### **Background**

Toyota has received customer reports of certain 2019–2020 model year RAV4 HV vehicle fuel gauges displaying less than full and/or total fuel dispensed is less than expected, when the fuel nozzle automatically clicks off. Some customer reports have also noted the “Distance to Empty” shown on the multi-information display is less than expected.

Based on our investigation, Toyota believes these conditions to be primarily related to a variation of fuel tank shape and the fuel sender gauge shape.

Although the fuel tank and fuel sender gauge unit are covered by Toyota’s New Vehicle Limited Warranty for normal Basic Warranty coverage period, 3 years or 50,000 miles (whichever comes first), we at Toyota care about the customers’ ownership experience. Toyota is providing coverage for repairs related to refueling performance concerns.

**Note:** Fuel tanks are covered under the normal California Emissions Control Warranty period, 7 years or 70,000 miles (whichever comes first), for the following states: Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

## Customer Support Program Details

This Customer Support Program provides coverage as it applies to the fuel tank and fuel sender gauge unit. The specific condition covered by this program is vehicle refueling performance. If the condition is verified, the vehicle will be repaired with a new fuel tank and fuel sender gauge unit under the terms of this Customer Support Program.

- Coverage is applicable for 8 years from the date of first use or 100,000 miles, whichever occurs first.

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

## Covered Vehicles

There are approximately 133,400 vehicles covered by this Customer Support Program. Approximately 500 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

## Phased Launch Schedule

The repair for this Customer Support Program is not available yet. This Customer Support Program is being administered in two phases.

Phase	Description	Availability
1	Customer Notification	<b>BEGINNING NOW</b>
2	Renotification and Repair	<b>NOT AVAILABLE YET</b>

**BEGINNING NOW:** In Phase 1, the currently active phase, Toyota is preparing the repair for this condition and thus, the repair under this program is **NOT AVAILABLE**. During this phase, dealers should not do any repairs for this condition under this program. Previously published documents for this condition, such as the CAR Info document in TIS, have been removed and instructions present in saved or printed versions should be disregarded (e.g.: no interim fuel tank replacements should be performed at this time for the condition). Beginning in late May 2020, Toyota will begin sending owner notification letters to owners informing them that their vehicle is covered under this Customer Support Program. A sample of this owner notification letter has been included for your reference.

**NOT AVAILABLE YET:** Phase 2 will begin after Toyota finalizes the repair for this condition. At that time, Toyota will update this Dealer Letter, launch the repair, and also begin sending a second owner letter notifying owners that repairs under this program are available. Letters will be sent over several months. At that time, owners will be advised that if they experience the condition, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will arrange to have the repair performed **FREE OF CHARGE** in accordance with the terms of this Customer Support Program.

### TIS / Service Lane - VIN Search Display

Until the repair for this Customer Support Program is available, a VIN search for this Customer Support Program will appear in TIS / Service Lane as follows:

<p>CSP Description: CUSTOMER SUPPORT PROGRAM 20TE04 - Customer Notification Phase - Repair Not Yet Available - Certain 2019 - 2020 Model Year RAV4 HV - Coverage for Vehicle Refueling Performance</p> <p>Expiration Date: 4/21/2028</p> <p>Status: <b>Potentially Eligible</b></p> <p>Memo: <b>The repair for this Customer Support Program is not yet available. Refer to the Dealer Letter for additional information.</b></p> <p><a href="#">[Show Documents]</a></p>
---

A

A: Repair is not yet available

### Owner Letter Mailing Date

Toyota will begin to notify owners in late-May 2020. A sample of the owner notification letter has been included for your reference.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

### Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP *IS* emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title **ARE ELIGIBLE** for coverage under this CSP.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

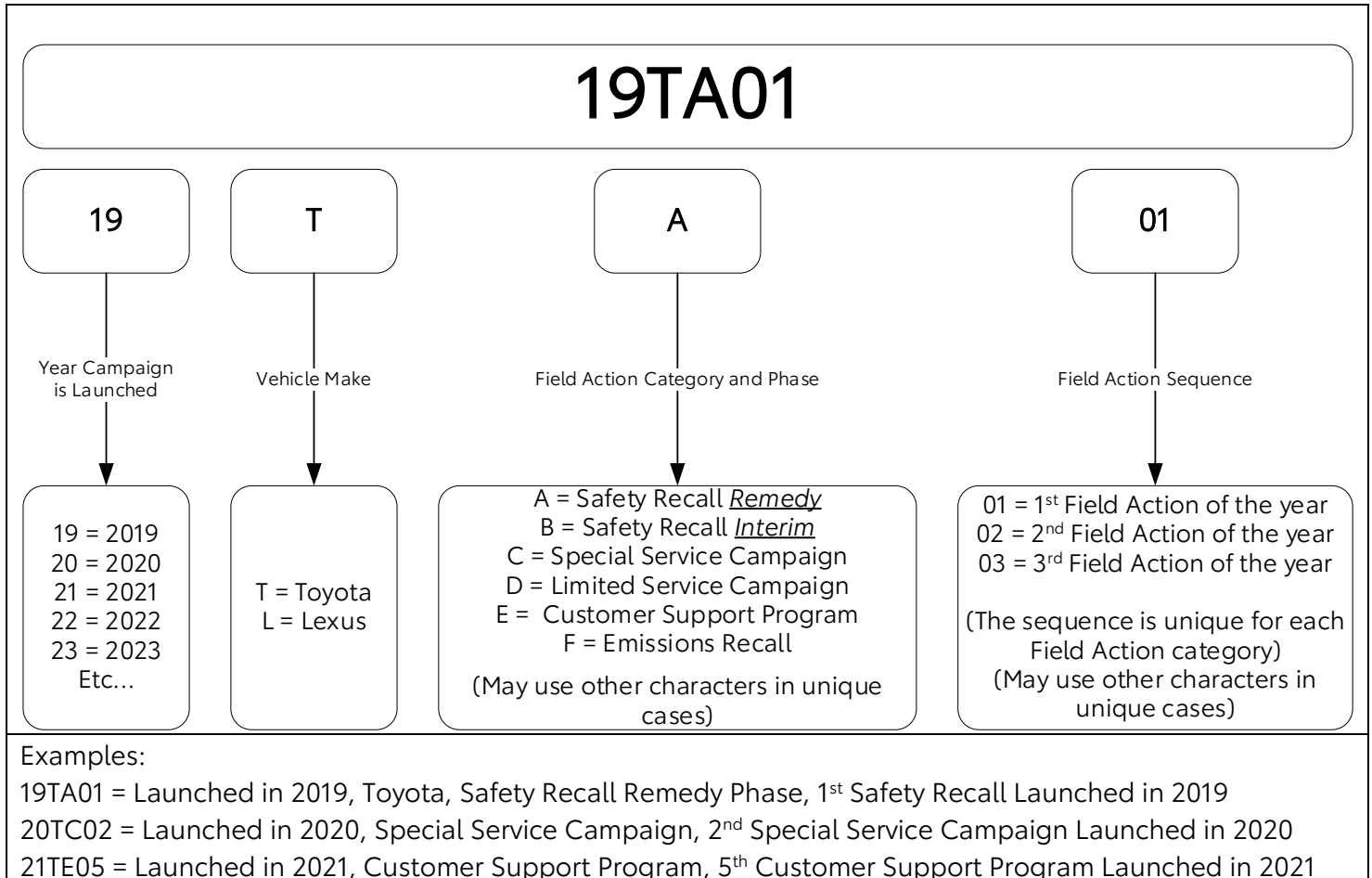
### Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

**Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

## Campaign Designation / Phase Decoder



*Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Customer Support Program.*

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.



## CUSTOMER SUPPORT PROGRAM 20TE04

### Customer Notification Phase Repair Not Yet Available

Certain 2019 - 2020 Model Year RAV4 HV  
Coverage for Vehicle Refueling Performance

Frequently Asked Questions  
Original Publication Date: May 29, 2020

#### **Q1:** *What is the condition?*

A1: Toyota has received customer reports of certain 2019-2020 model year RAV4 HV vehicle fuel gauges displaying less than full and/or total fuel dispensed is less than expected, when the fuel nozzle automatically clicks off when refueling. Some customer reports have also noted the "Distance to Empty" shown on the multi-information display is less than expected. Based on our investigation, Toyota believes these conditions to be primarily related to a variation of fuel tank shape and the potential for the fuel sender gauge to become inclined. These conditions can cause the fuel level to be read incorrectly and may cause the low fuel light to illuminate with more fuel in the tank than usual.

#### **Q2:** *What is Toyota doing?*

A2: The repair for this Customer Support Program is not available yet. This Customer Support Program is being administered in two phases.

Phase	Description	Availability
1	Customer Notification	<b>BEGINNING NOW</b>
2	Renotification and Repair	<b>NOT AVAILABLE YET</b>

**BEGINNING NOW:** In Phase 1, the currently active phase, Toyota is preparing the repair for this condition and thus, the repair under this program is **NOT AVAILABLE**. During this phase, dealers should not do any repairs for this condition under this program. Beginning in late May 2020, Toyota will begin sending owner notification letters to owners informing them that their vehicle is covered under this Customer Support Program.

**NOT AVAILABLE YET:** Phase 2 will begin after Toyota finalizes the repair for this condition. At that time, Toyota will update this Dealer Letter, launch the repair, and also begin sending a second owner notification letter notifying owners that repairs under this program are available. Letters will be sent over several months. At that time, owners will be advised that if they experience the condition, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will arrange to have the repair performed **FREE OF CHARGE** in accordance with the terms of this Customer Support Program.

**Q3:** *Which and how many vehicles are covered by this Customer Support Program?*

A3: There are approximately 133,400 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
RAV4 HV	2019 - 2020	Mid-August 2018 – Mid-April 2020

**Q3a:** *Are there any other vehicles covered by this Customer Support Program in the U.S.?*

A3a: No.

**Q3b:** *Will any other vehicles be covered in the future?*

A3b: Certain additional 2020 RAV4 HV vehicles will be added to this program in the future if they are equipped with the same affected parts as those covered by this program.

**Q4:** *What are the details of this program?*

A4: This Customer Support Program provides coverage for involved vehicles which are not equipped with an updated fuel tank and fuel sender gauge unit. Once Toyota has completed preparations to administer this repair, the vehicle will be repaired with a new fuel tank and fuel sender gauge unit under the terms of this Customer Support Program if the condition is verified. **If your vehicle is not experiencing these conditions, you do not need the repair.**

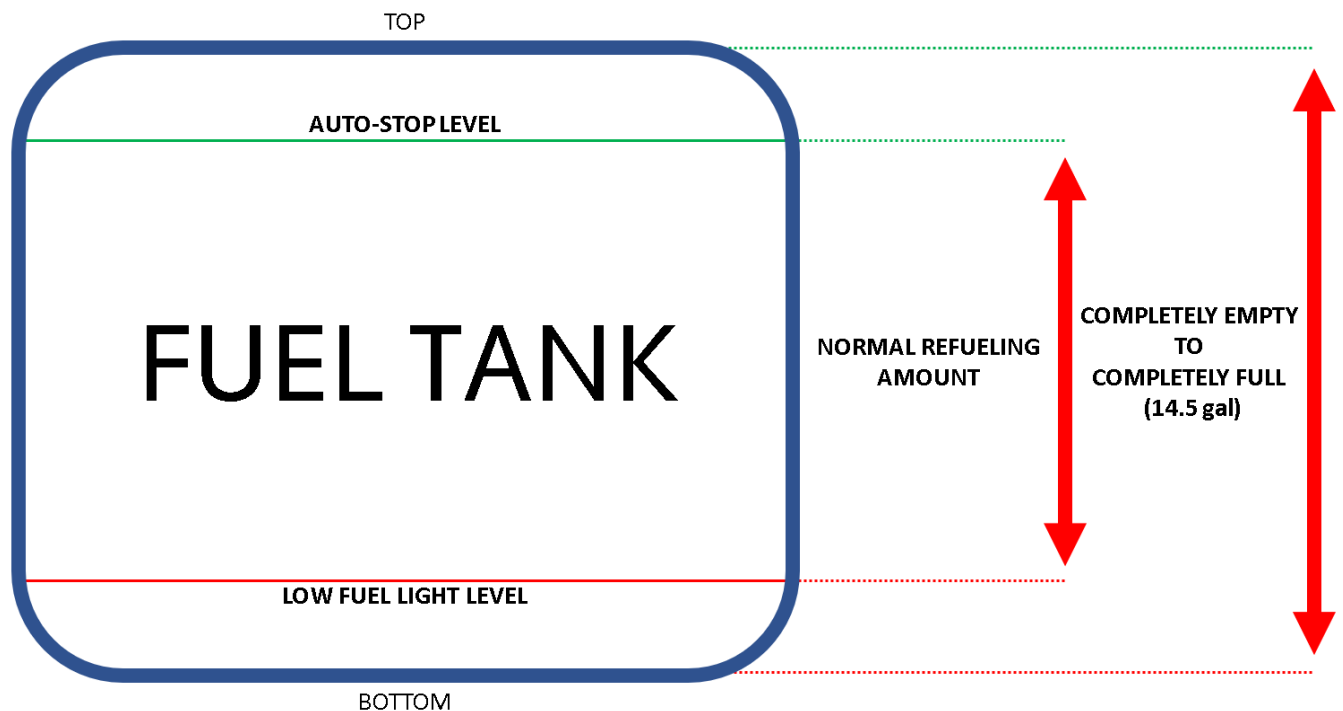
**Q4a:** *Will this condition affect my fuel economy?*

A4a: No. This condition will not result in an increase or decrease in fuel economy.

**Q5:** *How should my fuel tank operate during normal refueling?*

A5: The image below provides a visualization of the normal amount of fuel that is dispensed during refueling when the low fuel light is on until the auto-stop activates in the fuel pump nozzle. Note that the refueling amount is less than the total tank capacity of 14.5 gallons as stated in the Owner's Manual.

Like other Toyota vehicles, 2019-2020 RAV4 HV vehicles are designed to have a reserve of fuel remaining when the low fuel light comes on. This reserve is to reduce the risk of customers unexpectedly running out of fuel. Additionally, the fuel system is designed to prevent fuel "splash back" during refueling after auto-stop of the fuel pump nozzle. This, including other factors (fuel volume being dispensed, temperature, differences in fuel pump nozzles from gas station to gas station) may affect the total gallons dispensed during refueling. It is also important to note that the displayed "Distance to Empty" is an estimate based on a number of factors including historical driving behavior, road conditions, weather conditions, etc.



**Q6:** *Why is Toyota notifying me now if Toyota is not ready to implement the repair for this Customer Support Program?*

A6: In the interests of customer satisfaction, Toyota is notifying you about this condition and that Toyota is working on a repair. If the condition does occur or currently exists with your covered vehicle, a repair will be provided at no cost to you in accordance with the terms of the Customer Support Program once preparations for the repair are completed for this Customer Support Program. There is no need to contact your dealer for confirmation of the condition or diagnosis until the repair preparations for this program are complete.

**Q7: *When does Toyota anticipate the repair will be ready?***

A7: Toyota is currently working on the repair procedures and necessary materials to complete the repair for the affected vehicles and we anticipate that this may take several months. Once those preparations are complete, any vehicle exhibiting the condition will be eligible to receive a repair under the terms of this Customer Support Program.

At that time, Toyota will begin notifying customers that repairs are ready to be performed under this program through a second owner notification letter. Letters will be sent over several months. At that point, if you experience or have experienced the condition, you should contact your local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will arrange to have the repair performed **FREE OF CHARGE** in accordance with the terms of this Customer Support Program.

**Q8: *If my vehicle is not experiencing the conditions, do I still need to have the repair performed?***

A8: No. Only vehicles experiencing the conditions will need to have the repairs performed.

**Q9: *If I'm experiencing this condition do I need to wait until I actually receive a second owner notification letter before visiting a dealer to receive a repair?***

A9: No. Although the repair is not currently available, once the repair is launched, you may visit any authorized Toyota dealer for diagnosis if your vehicle is exhibiting the condition, and if applicable, repair. You do not need to have received a subsequent letter from Toyota.

**Q10: *What should I do if my 2019 or 2020 RAV4 HV vehicle is currently exhibiting these conditions?***

A10: Toyota is currently working on the repair for this condition under this program. Toyota recommends that you wait until the repair has been launched because dealers are not yet ready to perform the repair. We will begin sending the second owner notification letter as soon as the repair for this Customer Support Program is ready.

In the meantime, continue to refuel when the low light illuminates and when refueling, do not "top off" the fuel tank after the auto-stop of the fuel pump nozzle even when the total gallons dispensed is less than expected.

**Q11: *What is involved in the repair?***

A11: The vehicle will be repaired with a new fuel tank and fuel sender gauge unit under the terms of the Customer Support Program if the condition is verified.

**If your vehicle is not experiencing these conditions, you do not need the repair.**

When Toyota launches the repair for this Customer Support Program, the specific details of the repair covered under this program will be provided.

**Q12: *Is the Customer Support Program coverage transferable if I sell my vehicle?***

A12: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.



**Q13:** *How does Toyota obtain my mailing information?*

A13: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q14:** *What if I have additional questions or concerns?*

A14: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024

## CUSTOMER SUPPORT PROGRAM INTERIM NOTIFICATION 2019 – 2020 RAV4 HV Vehicle Refueling Performance

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

Toyota has received customer reports of certain 2019-2020 model year RAV4 HV vehicle fuel gauges displaying less than full and/or total fuel dispensed is less than expected, when the fuel nozzle automatically clicks off when refueling. Some customer reports have also noted the "Distance to Empty" shown on the multi-information display is less than expected. Based on our investigation, Toyota believes these conditions to be primarily related to a variation of fuel tank shape and the potential for the fuel sender gauge to become inclined. These conditions can cause the fuel level to be read incorrectly and may cause the low fuel light to illuminate with more fuel in the tank than usual.

This Customer Support Program provides coverage as it applies to fuel tanks and fuel sender gauge units. The specific condition covered by this program is vehicle refueling performance. Once Toyota has completed preparations to administer this repair, the vehicle will be repaired with a new fuel tank and fuel sender gauge unit under the terms of this Customer Support Program if the condition is verified. **If your vehicle is not experiencing these conditions, you do not need the repair.**

### Coverage

Applicable for 8 years from the date of first use or 100,000 miles, whichever occurs first.

## What should you do?

At this time, Toyota is working on a repair for this Customer Support Program to cover fuel tank and fuel sender gauge replacements related to this condition for 8 years/100,000 miles from original purchase date. However, we want you to know your vehicle is included in this program and that the repair under this program is forthcoming. As referenced 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 even when the total gallons dispensed is less than expected.

*We will send you another owner notification letter once the repair under this Customer Support Program is available for your vehicle. If you have not experienced the condition described, there is no action necessary. Please retain a copy of this letter for future reference.*

## What if you have other questions?

- *Refer to the Frequently Asked Questions sheet included with this letter.*
- *Your local Toyota dealer will also be more than happy to answer any of your questions.*
- Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

# TOYOTA

---

## CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1:** *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

**Q2:** *Why is Toyota notifying me now if Toyota is not ready to implement the repair for this Customer Support Program?*

A2: In the interests of customer satisfaction, Toyota is notifying you about this condition and that Toyota is working on a repair. If the condition does occur or currently exists with your covered vehicle, a repair will be provided at no cost to you in accordance with the terms of the Customer Support Program once preparations for the repair are completed for this Customer Support Program. There is no need to contact your dealer for confirmation of the condition or diagnosis until the repair preparations for this program are complete.

**Q3:** *When does Toyota anticipate the repair will be ready?*

A3: Toyota is currently working on the repair procedures and necessary materials to complete the repair for the affected vehicles and we anticipate that this may take several months. Once those preparations are complete, any vehicle exhibiting the condition will be eligible to receive a repair under the terms of this Customer Support Program.

At that time, Toyota will begin notifying customers that repairs are ready to be performed under this program through a second owner notification letter. Letters will be sent over several months. At that point, if you experience or have experienced the condition, you should contact your local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will arrange to have the repair performed **FREE OF CHARGE** in accordance with the terms of this Customer Support Program.

**Q4:** *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

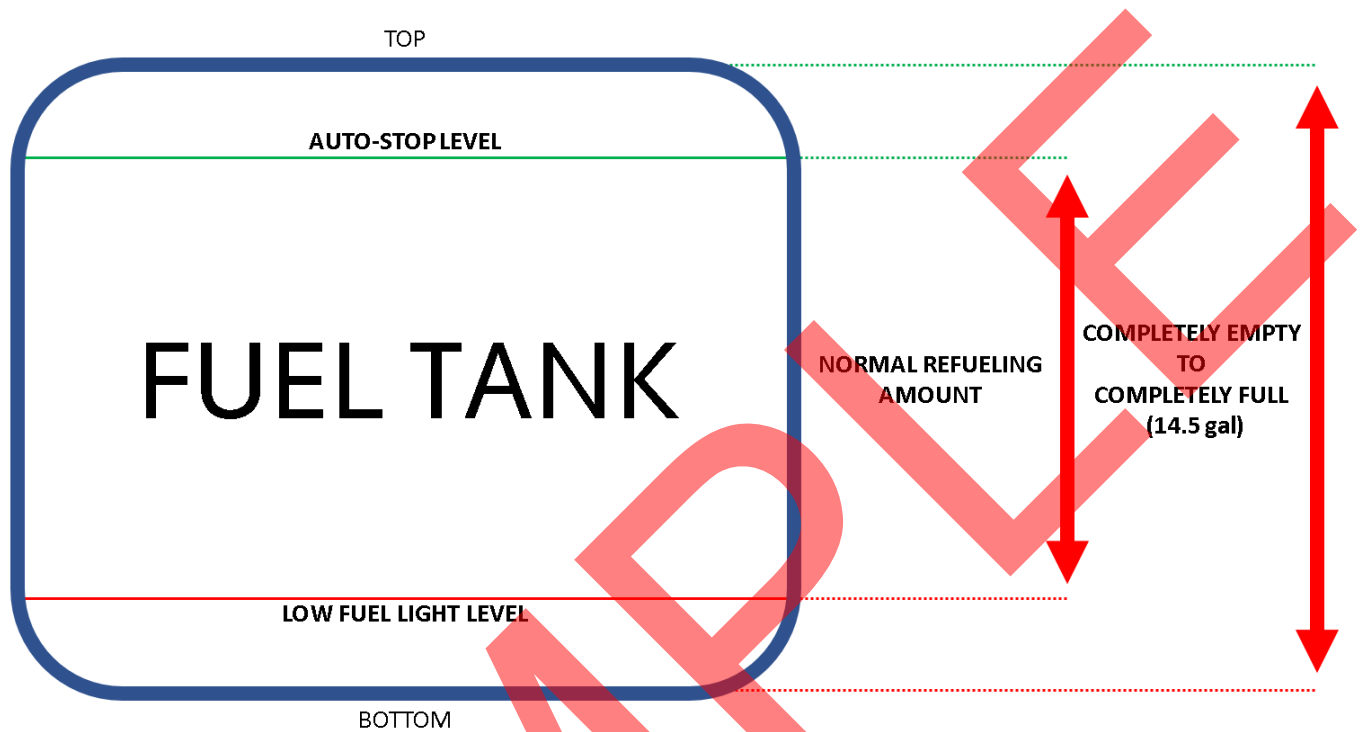
A4: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter.

**Q5:** *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A5: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q6:** *How should my fuel tank operate during normal refueling?*

A6: The image below provides a visualization of the normal amount of fuel that is dispensed during refueling when the low fuel light is on until the auto-stop activates in the fuel pump nozzle. Note that the refueling amount is less than the total tank capacity of 14.5 gallons as stated in the Owner's Manual.



**Q7:** *Which part(s) are covered by this Customer Support Program?*

A7: Refer to the owner letter to find the specific component(s) covered by this program.

SAMPLE