


**From:** Quality Compliance quality\_compliance@toyota.com   
**Subject:** UPDATE: CUSTOMER SUPPORT PROGRAM 20TE04 - Certain 2019 - 2020 Model Year RAV4 HV - Customer Notification  
Phase, Repair Not Yet Available (Dealer)  
**Date:** July 2, 2020 at 11:12 AM  
**To:**

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**UPDATE: Dealer Inventory Procedures have been added for inclusion of a Point of Sale Disclosure**  
**NOTE: Dealers can identify if any of their new and used inventory is potentially eligible for this Customer Support Program in the Warranty Tab on Service Lane:**  
**(<https://one.tis.toyota.com/serviceLane>).**

## **Phase 1 - Customer Notification Phase Repair Not Yet Available**

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 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.

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 36,000 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.

### **Covered Vehicles:**

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

**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.*

**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>

**Owner Letter Mailing Date**

Toyota will begin to notify owners in late-May 2020.

***Please reference the attachments for additional details.***

Thank you for your support,

**TOYOTA MOTOR NORTH AMERICA**

**Quality | Quality Compliance Department**





**Toyota Motor Sales, USA, Inc.**  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

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

## CUSTOMER SUPPORT PROGRAM 20TE04

**\*\*UPDATED Dealer Letter Available on TIS\*\***

**Customer Notification Phase  
Repair Not Yet Available**

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

- Dealer Inventory Procedures have been added for inclusion of a Point of Sale Disclosure  
**NOTE: Dealers can identify if any of their new and used inventory is potentially eligible for this Customer Support Program in the Warranty Tab on Service Lane:**  
<https://one.tis.toyota.com/serviceLane>.

**Refer to the Dealer Letter on TIS for additional information.**

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

