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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.