


From: QC_DoNotReply QC_DoNotReply@toyota.com 
Subject: Internal SPA Introduction Notice - Customer Support Program 20TE05 - Certain 2020 Model Year RAV4 HV - Coverage for Vehicle Refueling Performance (Internal)
Date: October 28, 2020 at 12:37 PM
To:

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

Background

Toyota has received customer reports of certain 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 the fuel sender gauge design. 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 sender gauge unit is 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.

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

Covered Vehicles:

There are approximately 19,750 vehicles covered by this Customer Support Program. Approximately 20 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Model Name	Model Year	Production Period
RAV4 HV	2020	Early March 2020 – Late July 2020

Customer Support Program Details:

This Customer Support Program provides coverage as it applies to the 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 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.

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Technician Certification Requirements

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- Certified
- Senior
- Master

Owner Letter Mailing Date

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

Please reference the attachments for additional details.

Dealers will be notified on October 29, 2020 at approximately 11:00 am Central time.

Please do not reply to this email, this email was sent from a non-monitored account. If you need to contact us, please email quality_compliance@toyota.com.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA
Quality | Quality Compliance Department



20TE05 - RAV4
HV Ref...FT.pdf



INTEROFFICE MEMORANDUM

Original Publication Date: October 28, 2020

To: All Toyota Region and Private Distributor General Managers / Vice Presidents
From: Gary Ross 
Vice-President, Product Quality and Service Support

CUSTOMER SUPPORT PROGRAM 20TE05

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

Specific information for Region support is provided below.

Background

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Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on October 29, 2020.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

