



CUSTOMER SUPPORT PROGRAM 20TE04

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

Frequently Asked Questions

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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: Toyota is administering this program in multiple phases.

Phase 1 – Customer Notification

In the interest of customer satisfaction, Toyota first notified owners via first class mail between late May 2020 and mid-July 2020 about this program, informed owners that Toyota is working on the repair for their vehicle, and that they will be re-notified when the repair becomes available.

Phase 2 – Repair Available and Customer Re-notification and approximately 10,200 vehicles added

In late October 2020 Toyota launched the repair portion of this program and included approximately 10,200 additional vehicles to this Customer Support Program. Toyota started re-notifying the owners involved in phase 1 regarding the availability of the repair in early November 2020.

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

A3: There are approximately 143,600 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
RAV4 HV	2019 - 2020	Mid-August 2018 – Early July 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 - 2021 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. Toyota will repair vehicles 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.

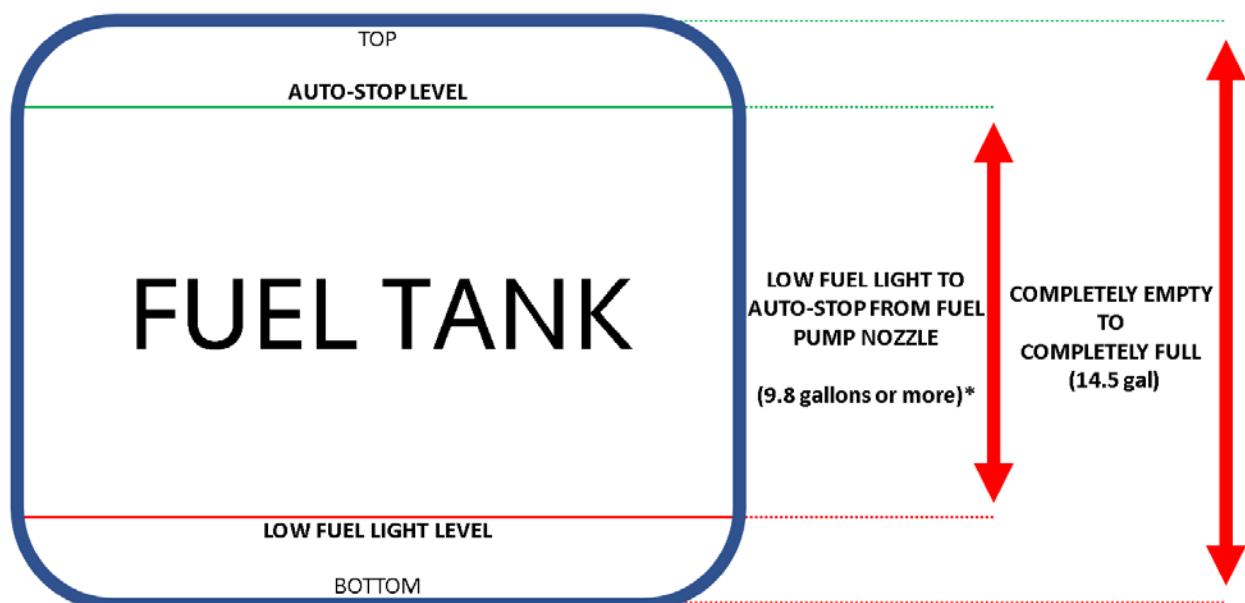
Q4b: Will this condition cause me to run out of fuel?

A4b: 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. Importantly, this condition causes the low fuel light to illuminate with more fuel in the fuel tank than usual. As such, refueling when the low fuel light illuminates should prevent an owner from running out of fuel.

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 listed 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.



(*) The refueling amount from low fuel light to auto-stop depends on a number of factors including normal fuel tank production variation, temperature, gas station pump variations, distance travelled since low fuel light illumination and other factors.

Q6: *If my vehicle is not experiencing the conditions, do I still need to have the repair performed?*

A6: No. Only vehicles experiencing the conditions will need to have the repairs performed.

Q7: *What is involved in the repair?*

A7: 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.

NOTE: Your vehicle will need to have the fuel tank filled completely until the auto-stop activates in the fuel pump nozzle before arriving at the dealer for inspection.

Q8: *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A8: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q9: *How does Toyota obtain my mailing information?*

A9: 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.

Q10: *What if I have additional questions or concerns?*

A10: If you have additional questions or concerns, please contact the Toyota Brand Engagement 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.