

From: QC_DoNotReply QC_DoNotReply@toyota.com
Subject: UPDATE: CUSTOMER SUPPORT PROGRAM 20TE04 - Certain 2019 - 2021 Model Year RAV4 HV - Coverage for Vehicle Refueling Performance (Dealer)
Date: March 4, 2021 at 12:11 PM
To:

-The Dealer Letter has multiple sections updated for inclusion of Phase 3 vehicles.

Condition:

Toyota has received customer reports of certain 2019-2021 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.

Remedy:

Technical instructions for this Customer Support Program can be found in [T-SB-0109-20](#).

Note: In order to perform the inspection outlined in [T-SB-0109-20](#), the owner must fill their fuel tank until the nozzle automatically clicks off prior to arriving at the dealership. This requirement is also outlined in the owner letter. Please remind the vehicle owner about this requirement when an appointment for inspection is made. As outlined in the Warranty Reimbursement section, if an inspection is performed and no problem is found, your dealership will only be reimbursed for up to 1 gallon of fuel for the inspection.

Covered Vehicles:

Phase 2:		
Model / Years	Production Period	Approximate Total Vehicles
2019 – 2020 RAV4 HV	Mid-August 2018 – Early July 2020	143,600

Phase 3:		
Model / Years	Production Period	Approximate Total Vehicles

2020 - 2021 RAV4 HV	Early July 2020 – Late October 2020	21,900
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Please reference the attachments for additional details.

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Thank you for your support,

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