

**From:** Quality Compliance quality\_compliance@toyota.com  
**Subject:** CUSTOMER SUPPORT PROGRAM 20TE04 - Certain 2019 - 2020 Model Year RAV4 HV - Customer Notification Phase, Repair Not Yet Available (Internal)  
**Date:** May 28, 2020 at 3:27 PM  
**To:**

## **UPDATE: The warranty period below and in the Dealer Letter has been corrected. 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 fuel sender gauge shape.

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:**

<b>Model / Years</b>	<b>Production Period</b>	<b>Approximate Total Vehicles</b>
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

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.***

***Dealers will be notified on May 29, 2020 at approximately 10:00 am Central time.***

Thank you for your support,

**TOYOTA MOTOR NORTH AMERICA**

**Quality | Quality Compliance Department**



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#### **INTEROFFICE MEMORANDUM**

Original Publication Date: May 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 20TE04

### Customer Notification Phase Repair Not Yet Available

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

Specific information for Region support is provided below.

#### **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.

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

#### **Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on May 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.

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