

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

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.

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 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.