

# RAV4 HV – REFUELING PERFORMANCE 20TE04, 20TE05, & 20TE06 Quick Reference Guide

Customer reports refueling performance concern.

## Covered Conditions

- After refueling and the fuel pump automatically shuts off, the fuel gauge does not read full.
- Multi-information displayed distance to empty is less than expected.
- Fuel dispensed during refueling is less than expected.



Confirm CSP coverage on “Warranty” tab in Service Lane. Remind customer to arrive for appointment with full tank to ensure diagnosis can be performed.

Vehicle arrives for appointment

Verify customer concern per [T-SB-0109-20](#)

**Covered Condition Confirmed**

20TE04- Replace fuel tank & fuel sender gauge

20TE05- Replace fuel sender gauge

20TE06- Replace fuel tank

### CSP 20TE04 Coverage - Fuel Tank & Fuel Sender Gauge

**Customer Support Program (CSP)**  
 A CSP enhances portions of the vehicle's warranty coverage for specific conditions. Please see the CSP information for a  
**CSP Description:** CUSTOMER SUPPORT PROGRAM 20TE04 - Certain 2019 - 2020 Model Year RAV4 HV - G  
**Expiration Date:** 04/26/27 100000  
**Status:** Potentially Eligible  
**Memo:** Program provides coverage for the Fuel Tank and Fuel Sender Gauge Unit.  
[\[Show Documents\]](#)

### CSP 20TE05 Coverage - Fuel Sender Gauge\*

**Customer Support Program (CSP)**  
 A CSP enhances portions of the vehicle's warranty coverage for specific conditions. Please see the CSP information for a  
**CSP Description:** CUSTOMER SUPPORT PROGRAM 20TE05 - Certain 2020 Model Year RAV4  
**Expiration Date:** 05/31/28 100000  
**Status:** Potentially Eligible  
**Memo:** Program provides coverage for the Fuel Sender Gauge Unit.  
[\[Show Documents\]](#)

\*Vehicles produced at plant with updated fuel tank.

### CSP 20TE06 Coverage - Fuel Tank\*

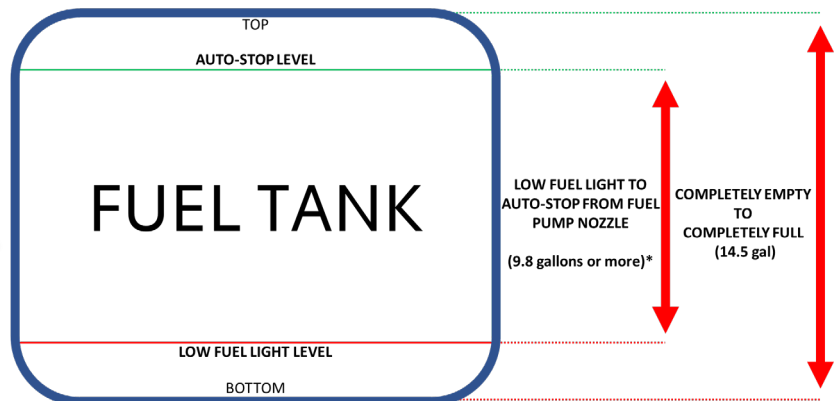
**Customer Support Program (CSP)**  
 A CSP enhances portions of the vehicle's warranty coverage for specific conditions. Please see the CSP information for a  
**CSP Description:** CUSTOMER SUPPORT PROGRAM 20TE06 - Certain 2021 Model Year RAV4 HV -  
**Expiration Date:** 04/26/27 100000  
**Status:** Potentially Eligible  
**Memo:** Program provides coverage for the Fuel Tank  
[\[Show Documents\]](#)

\*Vehicles produced at plant with updated fuel sender gauge.

## Refueling from Low Fuel Light to Auto Stop (Normal Operation)

Vehicle Refueling Performance OK

Remind customer of normal refueling performance / condition



(\*) 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.

Note: Diagram is referenced in Owner Letter. Reference the FAQ within the Dealer Package on TIS for: 20TE04, 20TE05, or 20TE06