

Original Publication Date: March 04, 2021

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

## CUSTOMER SUPPORT PROGRAM 20TE06

### Certain 2021 Model Year RAV4 HV Coverage for Vehicle Refueling Performance

Model / Years	Production Period	Approximate Total Vehicles
2021 RAV4 HV	Mid-October 2020 – Mid-November 2020	6,300

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for the Fuel Tank on 2021 RAV4 HV.

#### Background

Toyota has received customer reports of certain 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 is 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.

### **Customer Support Program Details**

This Customer Support Program provides coverage as it applies to the fuel tank. 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 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.*

### **Covered Vehicles**

There are approximately 6,300 vehicles covered by this Customer Support Program. No vehicles involved in this Customer Support Program were distributed to Puerto Rico.

### **Owner Letter Mailing Date**

Toyota will begin to notify owners in mid-March 2021. A sample of the owner notification letter has been included for your reference.

## Dealer Inventory Procedures

### New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

Toyota expects dealers to use the attached Vehicle Disclosure Form to inform buyers about this Customer Support Program. Dealers are expected to provide a copy of the completed form, along with the most current Customer Notification Letter with included FAQ, to the vehicle buyer.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state, "Disclosure Form 20TE06" and include the VIN.

**NOTE: Dealers can identify if any of their new and used inventory is potentially eligible for this Customer Support Program in the Warranty Tab on Service Lane (<https://one.tis.toyota.com/serviceLane>).**

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

### Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP *IS* emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title **ARE ELIGIBLE** for coverage under this CSP.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

### Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Ed Hellwig (469) 292-1165 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

As this is a Customer Support Program, the condition ***MUST*** be verified by inspecting the vehicle. Therefore, dealers ***SHOULD NOT*** increase their stock of related repair parts. ***Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.*** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Part Number	Description	Quantity
04000-15142	TANK SUB-ASSY, FUEL SSP KIT	1
04000-15247	GASKET, FUEL SUCTION TUBE SET SSP KIT	1

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified (any specialty)
- Expert (any specialty)
- Master
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

***NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.***

**Remedy Procedures**

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.

**Parts Recovery Procedures**

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

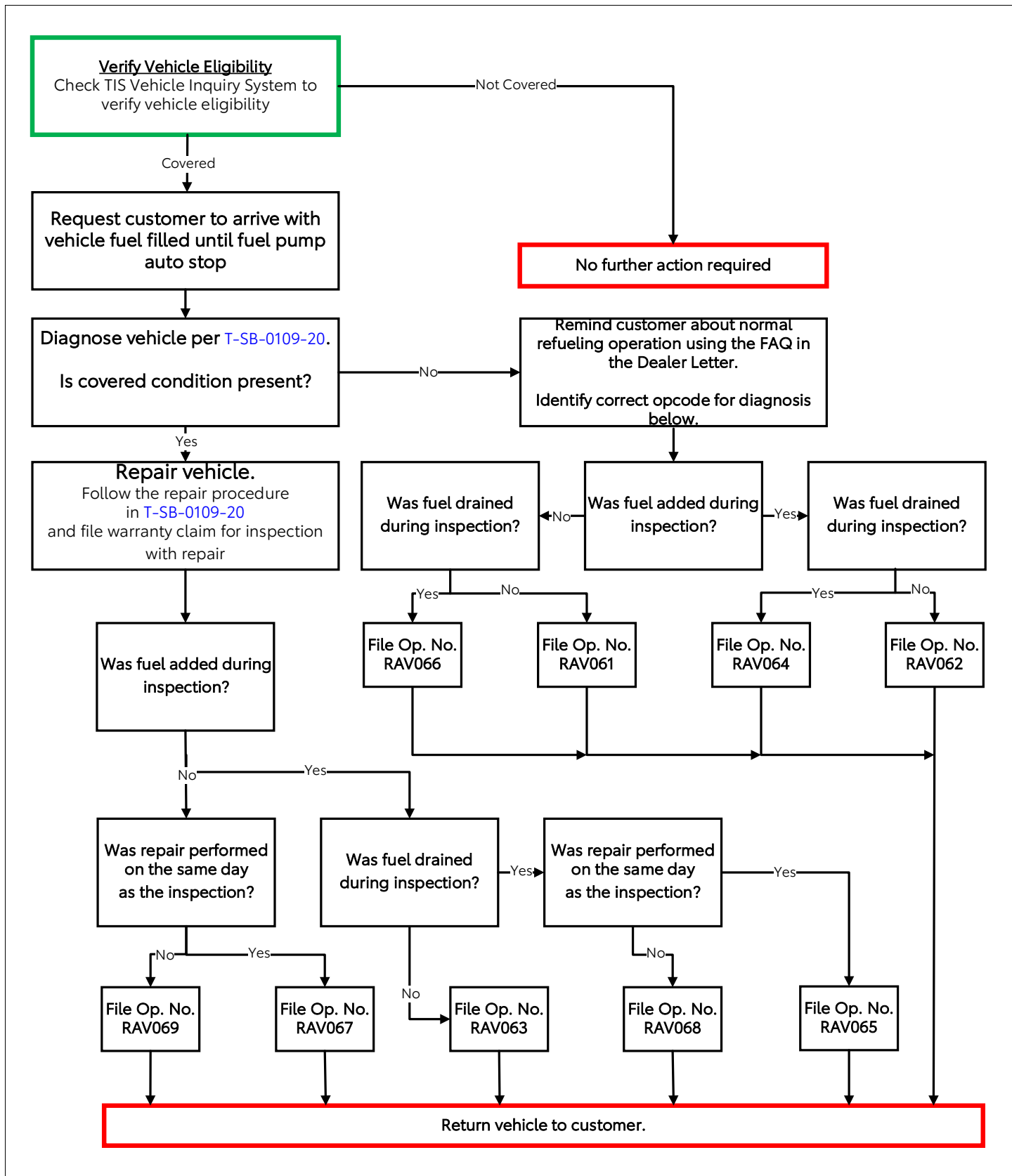
To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

## Warranty Reimbursement Procedures

### Reimbursement Procedure



Type	Operation						
Inspection	1. Take to gas station and fill until fuel pump auto stop						
	2. 'Fuel Input Level' check						
	3a. Draining Fuel check <b>*If replacement of part(s) is the same day or not required</b>						
	3b. Draining Fuel check <b>*If replacement of part(s) is not same day as inspection</b>						
Repair	4. Replace Fuel Tank sub assembly						
Operation					Op. No.	Flat Rate Time (hours/vehicle)	
1	2	3a	3b	4			
-	•	-	-	-	RAV061	0.2	
•	•	-	-	-	RAV062	0.5	
•	•	-	-	•	RAV063	2.4	
•	•	•	-	-	RAV064	1.1	
•	•	•	-	•	RAV065	2.4	
-	•	•	-	-	RAV066	0.8	
-	•	•	-	•	RAV067	2.1	
•	•	-	•	•	RAV068	3.0	
-	•	-	•	•	RAV069	2.7	

- The cost for gasoline (filling until gas pump auto-stop, Max. 1 gallon at \$4.50) will be reimbursed under the sublet cost column for the Op. No. RAV062, RAV063, RAV064, RAV065 and RAV068 with sublet type "GA".
- The cost for gasoline (filling up fuel to full tank, Max. 14.5 gallon at \$69.75) will be reimbursed under the sublet cost column for the Op. No. RAV063, RAV065, RAV067, RAV068, and RAV069 with sublet type "GA".

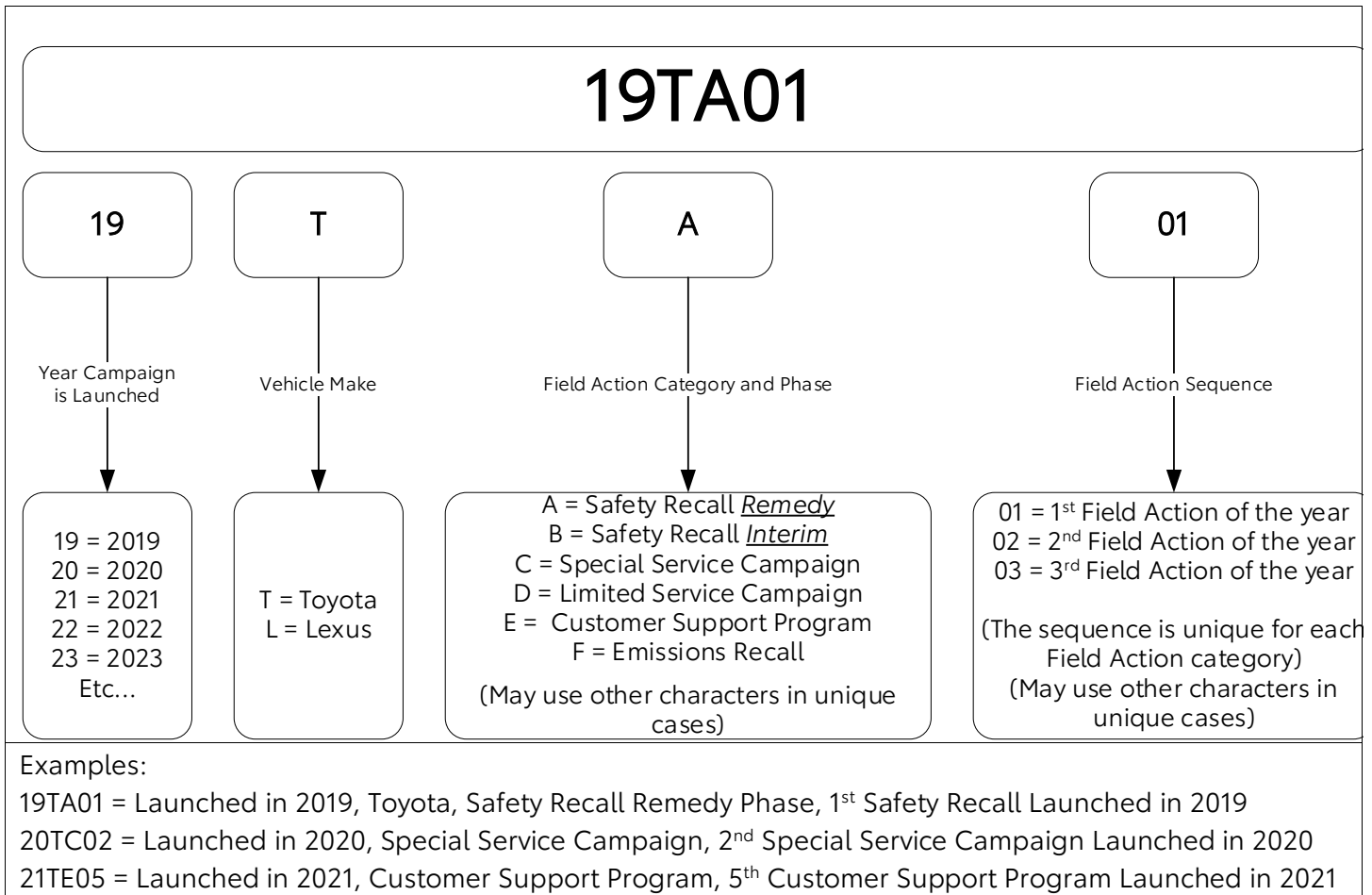
#### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

#### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



*Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Customer Support Program.*

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.





## CUSTOMER SUPPORT PROGRAM 20TE06

Certain 2021 Model Year RAV4 HV  
Coverage for Vehicle Refueling Performance

### Frequently Asked Questions

Original Publication Date: March 04, 2021

**Q1: *What is the condition?***

A1: Toyota has received customer reports of certain 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 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 will send owner notification letters by first class mail starting in mid-March, 2021. Letters will be sent over several months. Owners will be advised that if they experience the condition, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will arrange to have the repair performed FREE OF CHARGE in accordance with the terms of this Customer Support Program.

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

A3: There are approximately 6,300 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
RAV4 HV	2021	Mid-October 2020 – Mid-November 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: No additional vehicles are planned to be added to this program at this time.

**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. Toyota will repair vehicles with a new fuel tank 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.

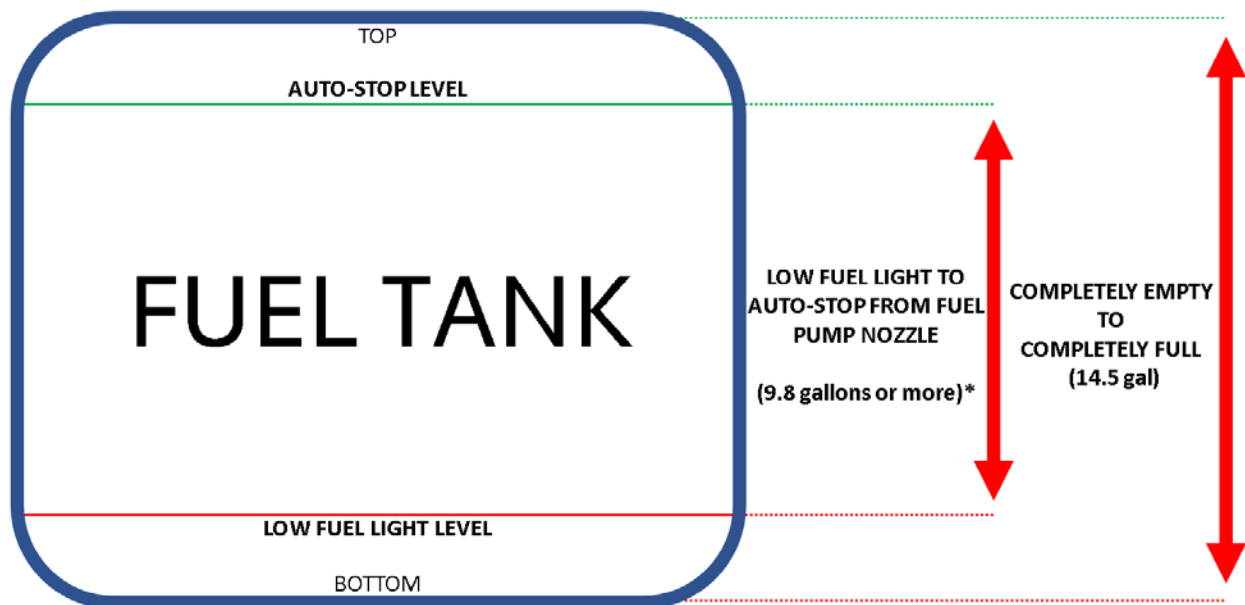
**Q4b:** *Will this condition cause me to run out of fuel?*

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, 2021 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 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.

Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024

## CUSTOMER SUPPORT PROGRAM NOTIFICATION 2021 RAV4 HV Vehicle Refueling Performance

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

Toyota has received customer reports of certain 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 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.


This Customer Support Program provides coverage as it applies to fuel tanks. The specific condition covered by this program is vehicle refueling performance. If the condition(s) are verified, the vehicle will be repaired with a new fuel tank under the terms of this Customer Support Program. **If your vehicle is not experiencing these conditions, you do not need the repair.**

### Coverage

Applicable for 8 years from the date of first use or 100,000 miles, whichever occurs first.

**What should you do?**

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. Refer to the table below to determine if the condition is present.

Condition	Fuel Gauge Less than Full	Total Fuel Dispensed is Less than Expected
Description	After refueling until the fuel nozzle automatically stops, the fuel gauge needle does not rise to the F line. 	Amount of fuel dispensed into the tank during each refueling is less than expected.
How to Determine if Condition is Present	Refuel the vehicle until the fuel nozzle automatically stops. Observe the position of the fuel gauge needle. <b>If the needle does not reach F as shown above, the condition may be present.</b>	Wait until the next point in which the low fuel level light illuminates, then refuel the vehicle until the fuel nozzle automatically stops. <b>If the refueling amount is less than 9.8 gallons, the condition may be present.</b> If the refueling amount is 9.8 gallons or more, the vehicle's condition is normal, please refer to the FAQ included with this letter for more detail.

If you have experienced either of the conditions, please contact any authorized Toyota dealer and make arrangement for inspection and, if applicable, repair. The inspection will take approximately 1 hour and if the condition(s) are confirmed, the repair will take approximately 1 hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**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.

**If you have not experienced the conditions described in the table above, there is no action necessary at this time.**

What if you have other questions?

- *Refer to the Frequently Asked Questions sheet included with this letter.*
- *Your local Toyota dealer will also be more than happy to answer any of your questions.*
- Customers with additional questions or concerns are asked to 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.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

# TOYOTA

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## CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

### *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

### *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.**

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

A3: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

### *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

### *Will this condition affect my fuel economy?*

A5: No. This condition will not result in an increase or decrease in fuel economy.

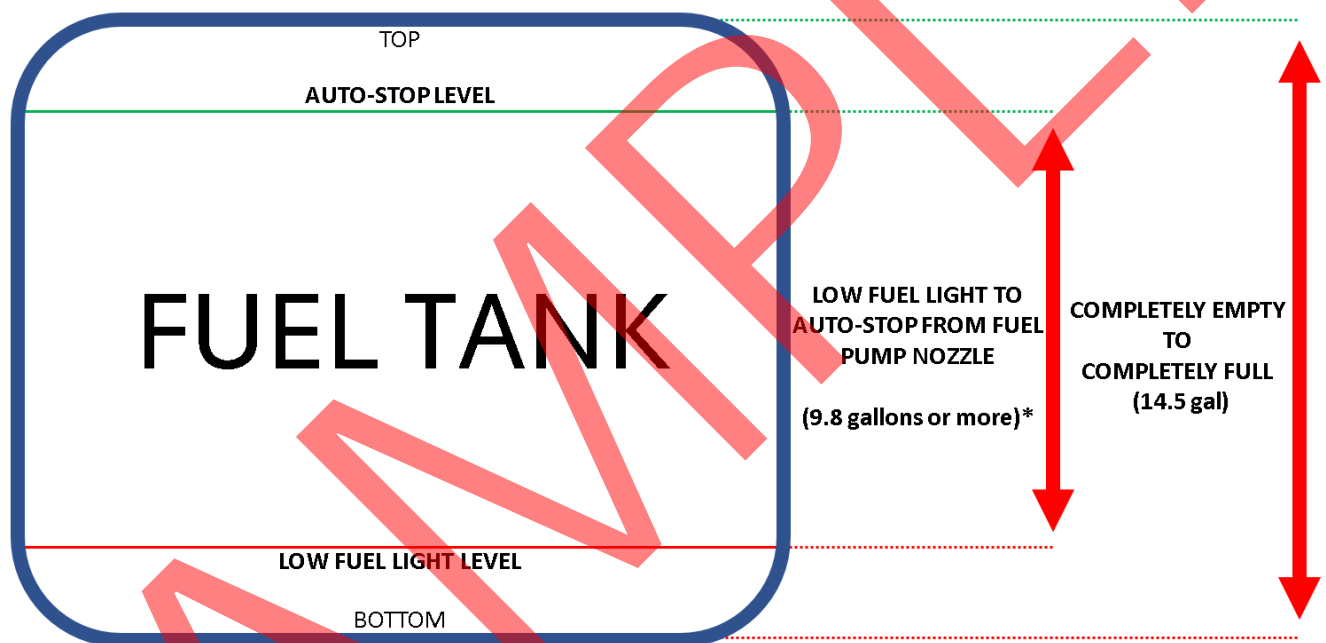
### *Will this condition cause me to run out of fuel?*

A6: 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.

***How should my fuel tank operate during normal refueling?***

A7: 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 as stated in the Owner's Manual.

Like other Toyota vehicles, 2021 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.

***Which part(s) are covered by this Customer Support Program?***

A8: Refer to the owner letter to find the specific component(s) covered by this program.

***What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?***

A9: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.





Toyota Motor Sales, USA, Inc.  
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(469) 292-4000

2021 RAV4 HV  
Coverage for Vehicle Refueling Performance  
Customer Support Program 20TE06

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**Thank you for considering Toyota** – We're pleased that you're about to become part of the Toyota family and are confident you will enjoy your driving experience! As part of our Customer First commitment, we want to make you aware that this vehicle may be included in a Customer Support Program. The Program provides coverage as it applies to vehicle refueling performance. If the condition covered by this program is verified, a new fuel tank will be installed in the vehicle under the terms of the Program.

Under the Program, coverage is applicable for 8 years from the date of first use or 100,000 miles, whichever occurs first.

For further details on this Program and coverage, please refer to the attached letter and "Frequently Asked Questions" document.

***IF*** your vehicle experiences the covered condition, you can return to an authorized Toyota dealer for verification of the condition and, once confirmed, to have the remedy performed at ***NO CHARGE***.

To be kept up to date on this Program (and any future safety recalls or other campaigns that apply to your vehicle), Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/>. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN 

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Model \_\_\_\_\_ Model Year \_\_\_\_\_

**Dealer Information**

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____

Customer Name _____
Date _____
Customer Signature _____