

From: QC_DoNotReply QC_DoNotReply@toyota.com
Subject: CUSTOMER SUPPORT PROGRAM 20TE06 - Certain 2021 Model Year RAV4 HV - Coverage for Vehicle Refueling Performance (Internal)
Date: March 3, 2021 at 1:34 PM
To:

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.

Covered Vehicles:

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

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.

Technician Certification Requirements

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

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.

Customer Reimbursement Opcode

Reimbursement for the cost of repairs previously paid by the customer, may be reimbursed under Opcode RAV060.

Please reference the attachments for additional details.

Dealers will be notified on March 04, 2021 at approximately 12:00 pm Central time.

Please do not reply to this email, this email was sent from a non-monitored account. If you need to contact us, please email quality_compliance@toyota.com.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality | Quality Compliance Department



20TE06 - DL -
Publish....21.pdf