

All Vehicles With A “Capless” Fuel Filler System

We have seen a number of fuel tanks replaced that are tested and have no issues. So, the following information is provided to assist with the correct diagnosis in order to fix the issue on the First Visit.

Before a customer delivers their vehicle to the Dealership for analysis of “Premature Shutoffs” or a “Hard to Fill” complaint when fueling the vehicle, the customer should be requested to bring in their vehicle with a ¼ tank of fuel or less by the Service Scheduler or the Service Advisor.

The Service Advisor should ask the customer some basic information to gain an understanding for the technician to properly analyze the vehicle.

Questions to ask:

a. When did the "Premature Shutoffs" or "Hard to Fill" complaint(s) start occurring and how often does it occur?

b. During filling does the gas pump shutoff within the first gallon?

Ask the customer for pre-authorization of fueling expense in order to do a proper diagnosis of the “Premature Shutoff” or “Hard to Fill” issue.

The first step the technician should do is check the fuel filler tube for any damage or obstruction. For vehicles that have the Capless unit filler tube, open the first door and check that the second door has a black tapered tab with an orange seal, as shown below on the left side. If you only see the steel door, then replace the fuel filler tube.





If no issue is found with the fuel filler doors, then insert the Emergency Fuel Fill funnel in the filler tube

If no issue is found with the filler tube, then proceed with filling the vehicle with fuel to verify the customer complaint.

If the customer complaint is "Premature shut-offs" at the beginning of fueling, then the technician should only put in 5 gallons of fuel to verify complaint.

If the customer complaint is "Hard to Fill" or

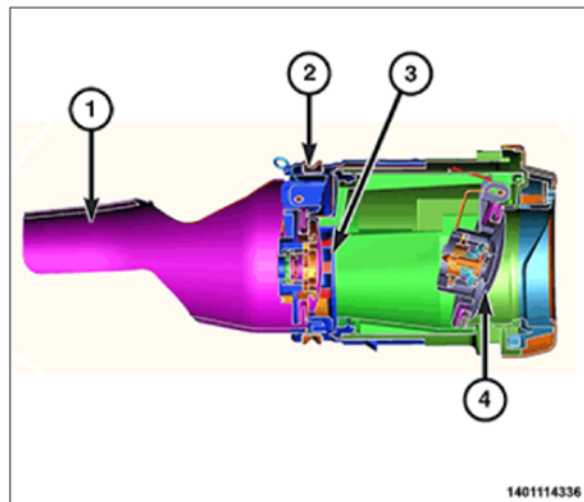
If there are "Premature Shut-offs" or a "Hard to Fill" condition when putting fuel in the vehicle, then you need to follow the diagnostic procedure of fuel delivery for determining the driving issue.

A MASTER Tech video has been developed to learn how to analyze "Premature Shutoffs" or "Hard to Fill" complaints.

to a depth that will open both doors to look for obstruction below the second door. If obstruction is found in the filler tube, then replace the filler tube.

"Slow to Fill" after more than 1/2 a tank, then continue filling vehicle with fuel until the pump shuts off and monitor fuel fill and any shut-offs.

If there is no premature shut-offs or slow to fill, then contact the customer for gathering more information on the fill issue. Show the customer a picture of the Capless unit filler tube and describe the importance of nozzle depth insertion for opening the second door.



NOTE: Capless Fuel Fill Unit — Image is for reference only (if equipped).

CALL OUT	DESCRIPTION
1	Nozzle Flow-guide
2	Capless Unit
3	Internal Door
4	External Door

