

Technical Service Bulletin



20 Pump nozzle cannot be inserted into fuel tank filler neck, vehicle cannot be refueled

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2013	All	2.0 TDI Engine

Condition

Customer states that the vehicle cannot be refueled due to difficulty with inserting the fuel pump nozzle into the filler neck.

Technical Background

Beginning with MY2013, the filler necks of all A3 TDI vehicles are equipped with a misfueling guard (Figure 1). The guard minimizes the likelihood that fuel other than ultra-low sulfur diesel will be put into the vehicle.

The misfueling guard is designed to remain in a locked position when a nozzle with a diameter typically suited for non-diesel fuels (approximately 13/16", or 20.6mm) is inserted, to prevent further insertion of the nozzle into the filler neck.

A nozzle with a larger diameter typically suited for diesel fuel (approximately 15/16", or 23.8mm) will unlock the misfueling guard when inserted, allowing the nozzle to be further inserted into the filler neck.



Figure 1. Misfueling guard, indicated by red arrow.

Production Solution

Not applicable.

Service

Explain to the customer the purpose of the misfuel guard, and how the guard is designed to function.

Also state that some refueling stations may have damaged or worn nozzles with diameters that are out-of-specification, and that such nozzles may not be able to unlock the misfueling guard. Suggest that in such cases, the customer try turning the nozzle before inserting it into the fuel filler neck, try using a different fuel pump, or see an authorized Audi dealer or authorized repair facility for assistance.

Do not replace the fuel tank, as this is a normal condition.

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.