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Major System: FUEL SYSTEMS

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Other Languages: NONE

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Author: Pablo Guerrero

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Coding Information

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Title: ProStar Fuel Tank Unable to fill

Applies To: ProStar

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

05/19/2016 - Initial Article Release

DESCRIPTION

The article will guide you on what to do if the customer is unable to fill the vehicle with fuel at the service station.

SYMPTOM(s)

Customer unable to fill fuel tank.

Nozzle contacting body/chassis skirts..

Diagnostic Trouble Code(s) & Dashboard Indicator Light(s):

DTC/Light	Description
N/A	
N/A	

Customer Observations or Concerns

Unable to fill fuel tank because the nozzle contacts the chassis skirt

SPECIAL TOOL(S) / SOFTWARE

Tool Description	Tool Number	Comments	Instructions
Digital Protractor		Obtain Locally	

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SERVICE PARTS INFORMATION

Kit Description	Part Number	Quantity Required	Notes
N/A			

DIAGNOSTIC STEP(S)

Step	Action	Decision
1	Understand where the customer is fueling the truck and what type of nozzle they are using.	1. Off road type nozzle: Go to step 2
	Two types of nozzles are used to dispense diesel fuel : Figure 1 refers to an off road type nozzle, and Figure 2 refers to the standard high flow fuel nozzle What type of nozzle is the customer using?	2. Standard high flow nozzle: Go to step 3

Step	Action
2	Off Road Type Nozzle If this is the type of nozzle the customer is using, rotating the fuel tanks, or any other adjustments are not covered by warranty.

Step	Action	Decision
3	Standard High Flow Nozzle Standard high flow fuel nozzles are used at all major fueling stations in North America and Canada. Is the customer unable to fill the vehicle using a Standard High Flow Nozzle?	Yes : Follow the steps below to repair.

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Figure 1: Off Road Type Nozzle



Figure 2: Standard High Flow Nozzle

REPAIR STEP(s)

1. Park the vehicle on a flat surface.
2. Shift transmission to Park or Neutral and set parking brakes.
3. Install wheel chocks.
4. Use a digital protractor and zero it on the frame rail between the back of the cab and the forward drive axle.

5. Remove the fuel tank cap and record the initial angle of the tank at the fuel fill neck (Figure 3) and record the reading. A reading of 26 degrees +/- 1 indicates not action is need for tank rotation. If the initial reading is outside of 26 degrees +/- 1, the fuel tank will need to be adjusted.



Figure 3: Measuring

NOTE:

Include the fill neck reading before and after rotating the fuel tank to the warranty claim. Failure to do so can lead to claim denial.

TANK ADJUSTMENT PROCEDURE:

6.To adjust the fuel tank, the tank will need to be drained the straps loosed and rotated. For detailed instruction on how the system functions, Refer to the steps outline in manual [0000859551](#) (2010–2016 ProStar Technician Manual (Service and Diagnostic) under the section for fuel tanks.

NOTE:

Ensure final fuel tank position clears all frame mounted items including back of cab suspension.

WARRANTY INFORMATION

Warranty Claim Coding:

Group:	15050 - Fuel System
Noun:	637- Tank Body

Step	Repair	Model	Engine	SRT	Hours
1-6	Fuel tank adjustment.	Prostar	All	A15-3107	1.2 hrs.

-To achieve a total of 1.2 hrs, SRT code A15-3107 will need to be charged out twice per claim. SRT A15-3107 is the code used to R/R the fuel tank straps.

-Adjustments are only covered under warranty for the first 90 days in service. This condition should be identified and corrected within this period. See section 5.2 of the [CTS-1100](#).

OTHER RESOURCES

[Master Service Information Site](#)

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