

SSM
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Some 2013-2017 C-Max/Fusion Energi and 2017 C-Max/Fusion/MKZ Hybrid vehicles may exhibit an illuminated MIL with diagnostic trouble code (DTC) P04B5. This may be due to inadvertent actuation of the fuel door release button by the customer when exiting the vehicle. If the fuel filler door is not fully closed after a refueling event, or the fuel filler door is open from erroneously pressing the fuel door release button, a message displays during the third drive cycle to indicate the fuel filler door is not closed and the DTC sets. Before performing workshop manual diagnostics, consult the customer about the potential for accidental fuel door actuation and explain the need to fully latch the fuel door after every refueling event.