

Latest Vehicle Concern Fixes



Vehicle	Customer Concern	Details and Status	Publication
XCL	The fuel tank is difficult to fill, fuel spits back, fuel pump clicks off while filling, and for diesel vehicles nozzle cannot be inserted.	Should the vehicle not be included in a published document such as an SSM or TSB, it is important to completely understand the customer complaint to perform proper diagnosis. Below are some questions to help guide your diagnosis: 1. Clarify exactly what the complaint is (i.e. spit back, click off)? 2. For nozzle insertion complaints, validate the complaint occurs at multiple pumps and nozzles and ensure the mis-fueling device properly disengages. 3. Does the complaint happen when filling only from a certain level? 4. Does the customer fill up at different station or always the same station? 5. Does the complaint occur more often in certain ambient conditions? 6. When did the complaint start (i.e. since new, following a previous repair, etc.)? Test the vehicle in the same conditions and location the customer experienced the complaint. If diagnostic support is required, raise a TA and include the information below if possible: 1. All detail provided by the customer to occurrence and diagnostic steps taken already. 2. Picture of the nozzle used for testing and if possible, a video of the pump during the fill so the fill rate can be calculated.	Under Investigation