

Difficult to Refuel Vehicle

Service Category Engine/Hybrid System

Section Fuel System

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	Avalon HV	
2018	Camry HV	
2017 - 2018	Prius Prime	
2016 - 2018	Prius	

REVISION NOTICE

May 31, 2019 Rev2:

- **Applicability has been updated to include 2019 model year Avalon Hybrid vehicles.**
- **The entire bulletin has been updated.**

June 1, 2018 Rev1:

- **Applicability has been updated to include 2018 model year Camry Hybrid, Prius, and Prius Prime vehicles.**
- **The entire bulletin has been updated.**

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2016 – 2018 model year Prius, 2017 – 2018 model year Prius Prime, 2018 model year Camry Hybrid, and 2019 model year Avalon Hybrid vehicles may exhibit an intermittent condition where it is difficult to refuel. This condition may be caused by the fuel filler door not opening completely, or interference between the fuel filler nozzle splash guard and the fuel door lock switch.

If the fuel filler door does not open completely, or if interference occurs, the fuel vapor containment valve may return to a closed position after pressing the fuel door opening button. Follow the Repair Procedure in this bulletin to address this condition.

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Production Change Information

- This bulletin applies to ALL 2019 model year Avalon hybrid vehicles.
- This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	LINE	PRODUCTION CHANGE EFFECTIVE VIN
Prius	Tsutsumi	1	JTDKBRFU#H3038680*
		2	JTDKBRFU#H3552934*
Prius Prime		1	JTDKARFP#H3012455*
		Camry HV	TMMK
2	4T1B21HK#JU507534**		

*For fuel filler opening doorhinge spring.

**For fuel filler opening door lock cover and retainer.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL9050	R & R Fuel Filler Opening Lid Hinge Spring	0.2	77366-52010	9A	14
EL1805	R & R Fuel Filler Opening Door Lock Retainer and Install Fuel Filler Opening Door Lock Cover	0.3	77377-78010		

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Parts Information

MODEL	PART NUMBER		PART NAME	QTY
	PREVIOUS	NEW		
Avalon HV	N/A	77378-07010	Cover, Fuel Filler Opening Lid Lock	1
Camry HV	N/A	77378-33010	Cover, Fuel Filler Opening Door Lock	1
Prius, Prius Prime	77366-52010	77366-47020	Spring, Fuel Filler Opening Lid Hinge	1
	N/A	77378-47030	Cover, Fuel Filler Opening Door Lock	1
Avalon HV, Camry HV, Prius, Prius Prime	77377-78010	77377-33040	Retainer, Fuel Filler Opening Door Lock	1

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Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Set*	00002-06001-01	1

*Essential SST

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

Repair Procedure

1. Confirm the condition exists.
 - A. Does the vehicle exhibit an intermittent condition where it is difficult to refuel?
 - **YES** — Continue to substep B.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
 - B. Is the vehicle a 2016 – 2017 model year Prius or 2017 model year Prius Prime?
 - **YES** — Complete steps 2 – 13.
 - **NO** — Continue to substep C.
 - C. Is the vehicle a 2018 model year Camry HV, Prius, or Prius Prime or 2019 model year Avalon HV?
 - **YES** — Complete steps 7 – 13.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
2. Press the fuel door open button.

Figure 1.



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Repair Procedure (continued)

3. Inspect the fuel filler door.

Does the fuel filler door open completely?

Refer to the following video links:

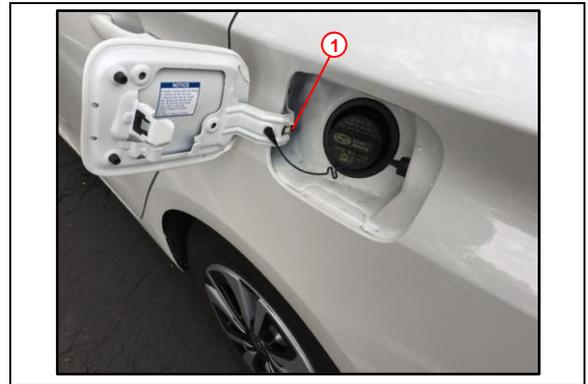
[Fuel Filler Door Does NOT Open Completely](#)

[Fuel Filler Door Opens Completely](#)

 - **YES** — Go to step 7.
 - **NO** — Continue to step 4.

4. Replace the fuel filler opening door hinge spring.
 - A. Locate the spring.

Figure 2.



1	Fuel Filler Opening Door Hinge Spring
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- B. Lightly pry up on the tab of the spring with the plastic pry tool (SST) and push the spring toward the inside of the vehicle to remove it.

Figure 3.



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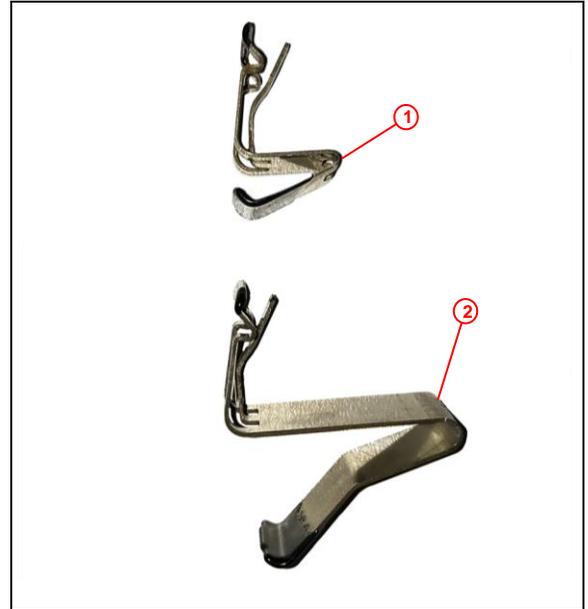
Repair Procedure (continued)

- C. Compare the original spring to the NEW spring to ensure that the NEW spring is installed.

HINT

The NEW spring is larger than the original spring.

Figure 4.



1	Original Spring
2	New Spring

5. Install the NEW spring by pushing the spring into the fuel filler door until the tab is seated.
6. Confirm the repair.
Ensure the fuel filler door opens completely when pressing the fuel door open button.

Figure 5.

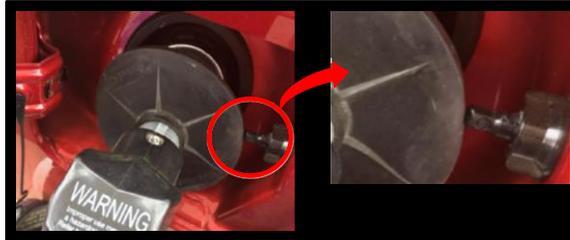


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Repair Procedure (continued)

NOTE

The following steps (7 – 13) address the interference condition between the fuel filler nozzle splash guard and the fuel door lock switch.



7. Press the fuel door open button.
8. Remove the fuel fill cap to gain access to the fuel door lock switch retainer.

NOTICE

Make sure no items drop into the fuel fill opening, especially during fuel door lock switch retainer replacement.

Figure 6.



9. Remove the fuel door lock switch retainer by rotating it clockwise ¼ turn and pulling the retainer toward the front of the vehicle.

Figure 7.



Figure 8. Retainer Removed



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Repair Procedure (continued)

10. Install the NEW fuel door lock switch retainer.
Line up the tabs of the NEW fuel door lock switch retainer, slide it toward the rear of the vehicle, and rotate counterclockwise ¼ turn until it locks into place.

Figure 9.

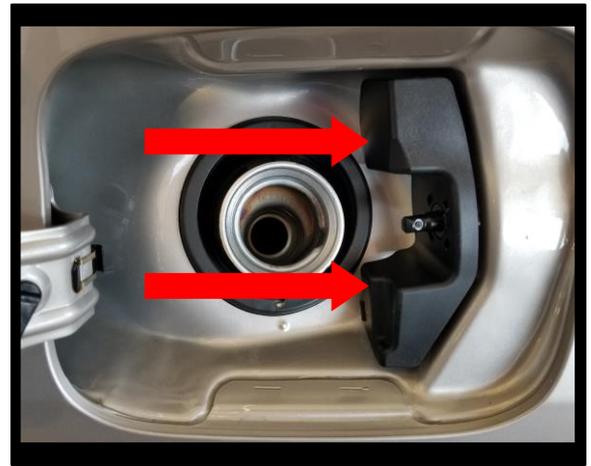


11. Install the fuel door lock switch cover.
Line up the tabs on the retainer/cover and push the cover toward the rear of the vehicle until it locks into place.

Figure 10. Camry HV and Avalon HV



Figure 11. Prius and Prius Prime



12. Install the fuel fill cap and close the fuel door.
13. Confirm the condition is no longer present.