Difficult to Refuel Vehicle

Service Category: Engine/Hybrid System
Section: Fuel System
Market: USA

Applicability

<table>
<thead>
<tr>
<th>YEAR(S)</th>
<th>MODEL(S)</th>
<th>ADDITIONAL INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>Avalon HV</td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>Camry HV</td>
<td></td>
</tr>
<tr>
<td>2017 - 2018</td>
<td>Prius Prime</td>
<td></td>
</tr>
<tr>
<td>2016 - 2018</td>
<td>Prius</td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>MODEL</th>
<th>PLANT</th>
<th>LINE</th>
<th>PRODUCTION CHANGE EFFECTIVE VIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prius</td>
<td>Tsutsumi</td>
<td>1</td>
<td>JTDKBRFU#H3038680*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>JTDKBRFU#H3552934*</td>
</tr>
<tr>
<td>Prius Prime</td>
<td></td>
<td>1</td>
<td>JTDKARFP#H3012455*</td>
</tr>
<tr>
<td>Camry HV</td>
<td>TMMK</td>
<td>1</td>
<td>4T1B21HK#JU007454**</td>
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<tr>
<td></td>
<td></td>
<td>2</td>
<td>4T1B21HK#JU507534**</td>
</tr>
</tbody>
</table>

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

Warranty Information

<table>
<thead>
<tr>
<th>OP CODE</th>
<th>DESCRIPTION</th>
<th>TIME</th>
<th>OFP</th>
<th>T1</th>
<th>T2</th>
</tr>
</thead>
<tbody>
<tr>
<td>EL9050</td>
<td>R &amp; R Fuel Filler Opening Lid Hinge Spring</td>
<td>0.2</td>
<td>77366-52010</td>
<td>9A</td>
<td>14</td>
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<tr>
<td>EL1805</td>
<td>R &amp; R Fuel Filler Opening Door Lock Retainer and Install Fuel Filler Opening Door Lock Cover</td>
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<td>77377-78010</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>MODEL</th>
<th>PART NUMBER</th>
<th>PART NAME</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon HV</td>
<td>N/A</td>
<td>77378-07010 Cover, Fuel Filler Opening Lid Lock</td>
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<tr>
<td>Camry HV</td>
<td>N/A</td>
<td>77378-33010 Cover, Fuel Filler Opening Door Lock</td>
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</tr>
<tr>
<td>Prius, Prius Prime</td>
<td>77366-52010</td>
<td>77366-47020 Spring, Fuel Filler Opening Lid Hinge</td>
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<td></td>
<td>N/A</td>
<td>77378-47030 Cover, Fuel Filler Opening Door Lock</td>
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<tr>
<td>Avalon HV, Camry HV, Prius, Prius Prime</td>
<td>77377-78010</td>
<td>77377-33040 Retainer, Fuel Filler Opening Door Lock</td>
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</tr>
</tbody>
</table>

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Required Tools & Equipment

<table>
<thead>
<tr>
<th>SPECIAL SERVICE TOOLS (SST)</th>
<th>PART NUMBER</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plastic Pry Tool Set*</td>
<td>00002-06001-01</td>
<td>1</td>
</tr>
</tbody>
</table>

*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.

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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.

   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.
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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.

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.
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Repair Procedure (continued)

7. Press the fuel door open button.

8. Remove the fuel fill cap to gain access to the fuel door lock switch retainer.

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

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

**NOTICE**
Make sure no items drop into the fuel fill opening, especially during fuel door lock switch retainer replacement.
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 \( \frac{1}{4} \) turn until it locks into place.

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.

12. Install the fuel fill cap and close the fuel door.

13. Confirm the condition is no longer present.