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Other Languages: NONE

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Coding Information

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Title: LT / ProStar Fuel Tank Unable to Fill

Applies To: LT & ProStar Sleeper

CHANGE LOG

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

10/11/2019 - Added Notes and updated steps to include cab ride height and removed warranty info.
07/05/2017 - Added LT to "Applies To"
11/21/2016- Changed "Applies To" from ProStar to ProStar Sleeper
08/11/2016- Repaired broken link
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 with the cab air suspension inflated properly.

NOTE:

Ensure the customer is attempting to fuel the vehicle with the truck air system fully charged and cab air suspension inflated properly.

NOTE:

This is not intended to be a proactive repair. This article should only be followed if there is a customer complaint.

SYMPTOM(s)

Customer unable to fill the fuel tank.

Nozzle contacting body/chassis skirts.

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

DTC/Light	Description
N/A	No faults codes with this failure mode.

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	

SERVICE PARTS INFORMATION

Kit Description	Part Number	Quantity Required	Notes
There are no service parts required.	N/A		

DIAGNOSTIC STEP(s)

Step	Action	Decision
1	Measure cab ride height. Refer to truck service manual for specifications. Is the cab ride height in specification?	Yes: Go to step 2.
		No: Set cab ride height per the service manual. Retest for fuel tank access.

Step	Action	Decision
2	Understand where the customer is fueling the truck and what type of nozzle they are using. 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?	Off road type nozzle: Go to step 3
		Standard high flow nozzle: Go to step 4

Step	Action
3	<u>Off Road Type Nozzle</u> 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
4	<u>Standard High Flow Nozzle</u> 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.



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 no action is needed 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 loosened and rotated. For detailed instruction on how the system functions, refer to the steps outlined in the manual:

- [0000863170](#) - 2010–2016 ProStar Technician Manual (Service and Diagnostic) under the section for fuel tanks.
- [0000885380](#) - LT / RH 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:

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

Standard Repair Time(s):

Refer to the [SRT Manual](#) for Repair Times

Note: Adjustments are only covered under warranty for the first 90 days in service.

OTHER RESOURCES

[Master Service Information Site](#)



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