

STAR ONLINE PUBLICATION

Case Number: S1914000001

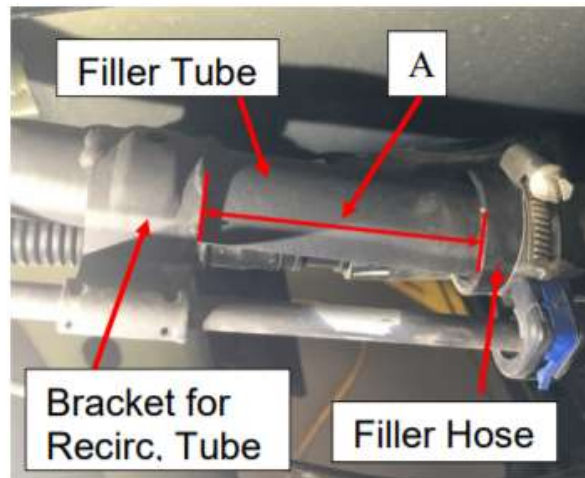
Release Date: 03/31/2020

Symptom/Vehicle Issue: Vehicle is difficult to refuel.

Discussion: Customer complaint may include vehicle won't take fuel, spits back or nozzle shuts off often or before tank is full.

Inspection/Repair Procedure:

1. Confirm correct filler hose to filler pipe insertion depth (distance A in the figure below). This distance (A) should be 58mm (2.28 in) \pm 3mm (.012 in). If the measured distance is greater than this, loosen the filler hose clamp and push the hose further onto the filler tube. Hold the tube as steady as possible so that the filler tube housing (top of the filler tube assembly) does not break.



This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

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2. Return to the gas station to confirm vehicle now fills normally. If the vehicle still exhibits a hard-to-fill condition, pull the filler nozzle out of the filler tube by 0.5 in – 1in. If the vehicle fills normally with no issue, replace the filler tube with the latest part number.
3. If the problem persists, continue with normal published hard-to-fill diagnostics.

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