



**NUMBER:** 14-003-20

**GROUP:** 14 - Fuel System

**DATE:** December 5, 2020

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**This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-092, dated December 05, 2020. All applicable Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library.**

**SUBJECT:**

Fuel Fill Tube Loose or Unable to Fill Properly

**OVERVIEW:**

This bulletin involves inspecting and possibly replacing the fuel fill tube.

**MODELS:**

2020 (DT) RAM 1500 Pickup

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

**NOTE:** The RRT portion of this bulletin applies to vehicles built on or after November 11, 2019 (MDH 1111XX) and on or before June 30, 2020 (MDH 0630XX) equipped with either a 3.6L V6 24V VVT ETorque Engine UPG I (Sales Code ERG), 5.7L V8 Hemi MDS VVT Engine (Sales Code EZH) or 5.7L V8 Hemi MDS VVT ETorque Engine (Sales Code EZL).

**NOTE:** The TSB portion of this bulletin applies to vehicles built on or before August 01, 2020 (MDH 0801XX) equipped with either a 3.6L V6 24V VVT ETorque Engine UPG I (Sales Code ERG), 5.7L V8 Hemi MDS VVT Engine (Sales Code EZH) or 5.7L V8 Hemi MDS VVT ETorque Engine (Sales Code EZL).

**SYMPTOM/CONDITION:**

Customers may experience one of the following:

- Fuel fill tube is excessively loose and moves around when inserting the fuel pump nozzle (**RRT Vin list vehicles only**). Proceed to [Step 1](#) of the inspection.
- Unable to properly fill the fuel tank when pumping fuel. Proceed to [Step 2](#) of the inspection.
- Fuel pump nozzle pre-maturely shuts off (before tank is full). Proceed to [Step 2](#) of the inspection.
- Fuel spits back/spills out from the fuel fill tube. Proceed to [Step 2](#) of the inspection.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the inspection first. Proceed to [Step 1](#). If any vehicle not on the VIN list exhibits the symptom/condition of being unable to properly fill the fuel tank, proceed to [Step 2](#) of the inspection.

1. Does the fuel fill tube have an excessive amount of movement at the fuel fill area ([Fig. 1](#)) ?
  - YES>>> The fuel fill tube weld is broken. Proceed to [Step 1](#) of the Repair Procedure.
  - NO>>> The fuel fill tube weld is not broken. This bulletin has been completed, use inspection LOP (14-60-15-9C) to close the active RRT.



**Fig. 1**  
**Excessive Movement in the Fuel Fill Tube**

2. Is the customer complaint that vehicle is difficult to fill with fuel, fuel pump nozzle pre-maturely shuts off (before tank is full), and/or fuel spits back/spills out from the fuel fill tube?
  - YES>>> Proceed to [Step 3](#).
  - NO>>> This Bulletin does not apply. Normal diagnosis should be performed.
3. Insert a funnel into the fuel fill tube to a depth that it will opens both doors ([Fig. 2](#)) .
4. Insert a borescope line inside the funnel.
5. Look for obstruction in fuel fill tube. If any obstruction is seen, then replace the fuel fill tube. Proceed to [Step 1](#) of the Repair Procedure
6. If no obstruction is seen. This Bulletin does not apply. Normal diagnosis should be performed.



**Fig. 2**  
**Funnel Inserted into the Fuel Fill Tube**

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	52029841AG	Tube, Fuel Fill

**REPAIR PROCEDURE:**

1. Remove and replace the fuel fill tube with a new part. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>14 - Fuel System / Fuel Delivery, Gas / Tube, Fuel Tank Filler / Removal and Installation.

**NOTE: The rubber portion between metal fill tube and fuel tank, do not need to be replaced**

2. Using the borescope, inspect the fuel tank inlet check valve (ICV) for any plastic pieces of nozzle guide trapped at the inlet check valve of the fuel tank. Remove any pieces of debris found.

**NOTE: Check for any pieces of debris from the flow guide nozzle - since these pieces can become lodged at the inlet valve of the fuel tank causing fill issues even if the pipe has been replaced.**

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
14-60-15-9C	Fuel Fill Tube (Excessive movement) - Inspection ( <b>RRT VIN list Vehicles only</b> ) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
14-60-15-9D	Fuel Fill Tube - Inspect and Reinstall (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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