

# AfterSales Technical Information

**MAS002616**  
(BOL 21-12)



From: Aftersales – TSO  
To: Maserati Network  
Auburn Hills, MI  
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## Difficult to open the Fuel Filler Door

**Section:** 09.22 - 1 FUEL TANK DOOR AND CONTROLS

**Models:** M156/M157/M161 – from MY19

**Issue:** Difficult to open the fuel filler door

**Action:** From the analysis carried out on the returned parts, often no anomaly was highlighted, therefore it is required to follow the instructions below in the event a customer complains of this specific anomaly.

**NOTE:** For the correct opening of the fuel filler door, it is necessary to depress the fuel filler door in the working area (lower r/s of the door) as shown in Figure 1.

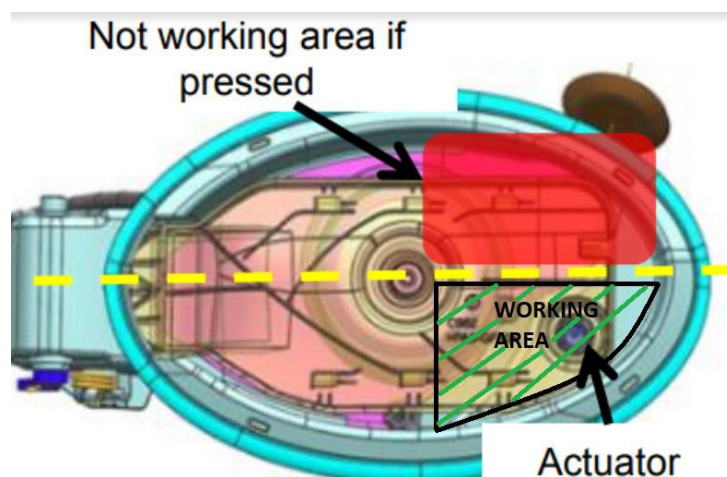


Figure 1: Working area.

## Controls:

Q1) If properly pressing the working area, can the Customer Complaint still be verified?

- NO: Instruct the Customer on the correct area in which pressure has to be applied to open the Fuel Filler Door as shown in Figure 1.
- YES: Open a BOL as a Support Request by reporting the outcome of the following verification steps.
  - a) Attach a video showing the issue is present to the BOL Report by applying pressure in the working area as shown in Figure 1.
  - b) Unlock the Fuel Filler Door by using the release cable located in the trunk (as described in the Owner's Manual). Check whether the fuel filler door lock opens after pulling the cable (as shown in Figure 2).

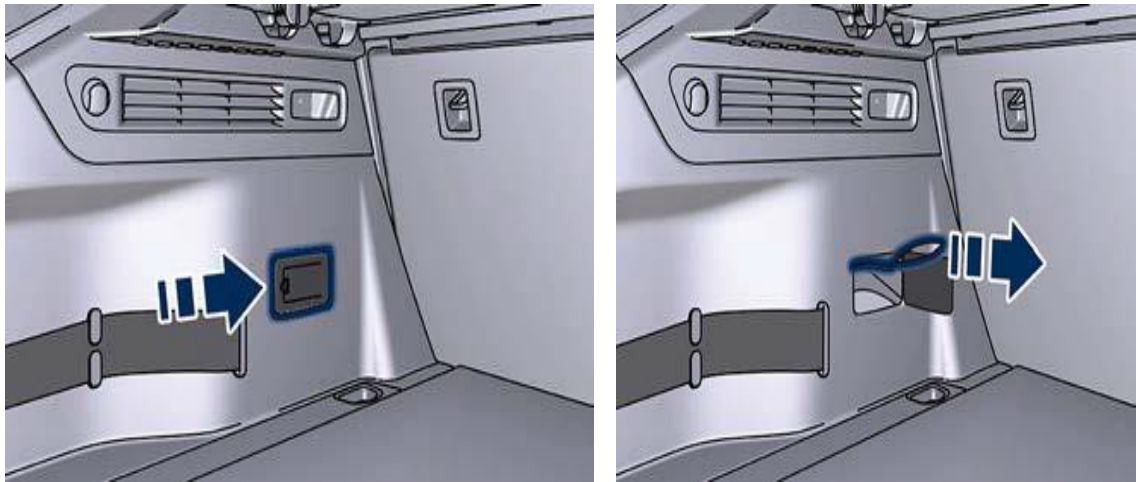


Figure 2: Fuel Filler Door release cable location.

- c) If after point b) the fuel filler door opens, the lock may be stuck. Remove the fuel filler neck base and check:
  - the wiring connector is correctly inserted and that it does not show any signs of oxidation.
  - if the functionality is restored after disconnecting and reconnecting the wire connector.
  - whether the electric lock / unlock control signal is there on the two actuator pins as shown in Figure 3.

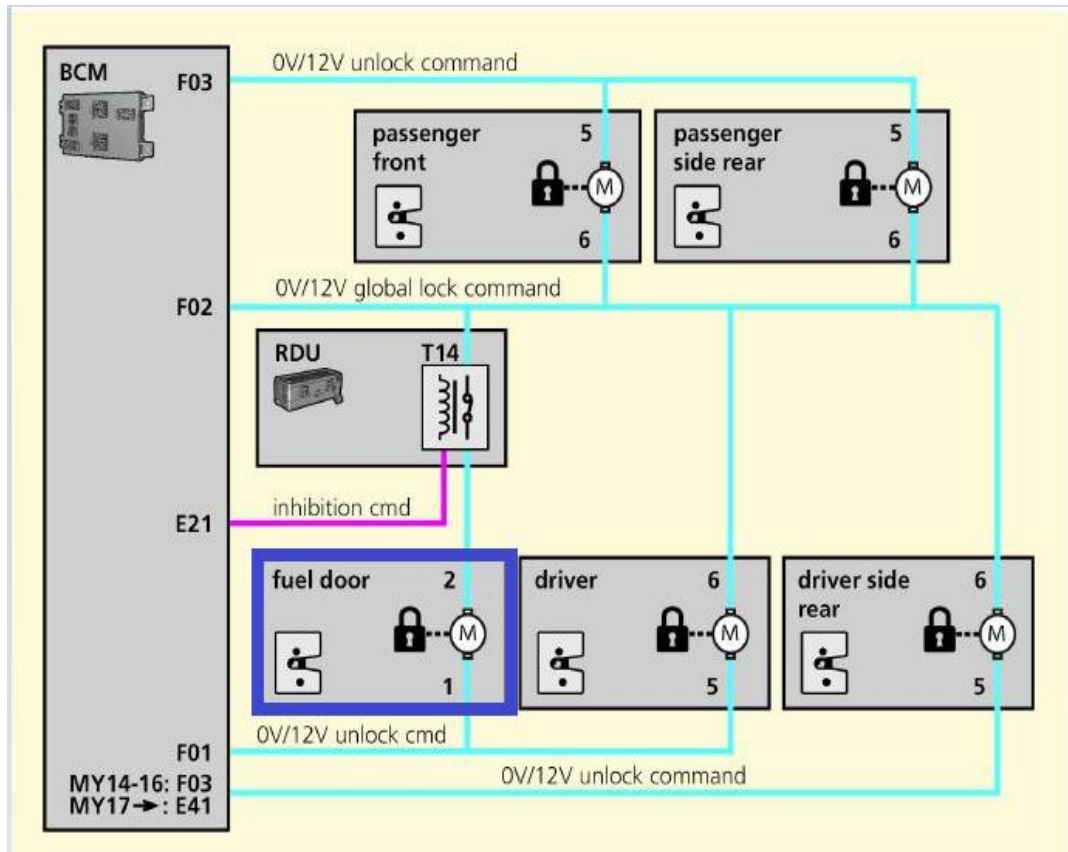


Figure 3: Fuel Filler Door functional wiring diagram.

- Check whether the actuator moves freely when unlocking and locking the vehicle with the remote control, (which will also lock/unlock the fuel filler door lock).