



## STAR ONLINE PUBLICATION

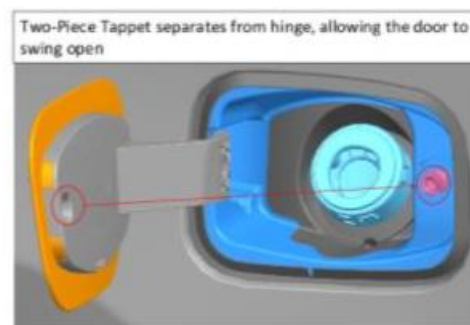
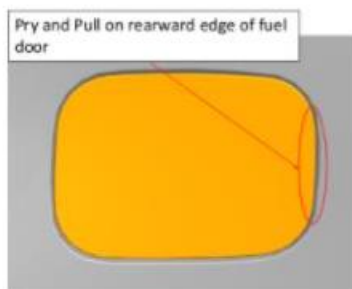


**Case Number:** S2223000025

**Release Date:** March 2022

**Symptom/Vehicle Issue:** Fuel Filler Door Will Not Open

**Discussion:** Remote release fuel door can be opened manually if the fuel door actuator or tappet has an issue that results in the door being stuck closed. To access the door in the event of a lock-out situation apply masking tape to the door and the body to protect the paint and use a plastic fiber stick to pry the rear edge of the door. The tappet on this assembly will separate at approximately 35N of force. Inspect and diagnose the reason for the fuel door not opening. Once repaired, also inspect the actuator mounting, actuator and the door for damage. If there is no damage found, a replacement tappet can be ordered 68524040AA. If the actuator is missing or the housing has damaged tabs, the housing component will need to be replaced as the retention tabs have been stressed/compromised.



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**