

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  FUEL DOOR STUCK CLOSED OR ALLEGEDLY FELL OFF BY ITSELF	Service Alert No.: SA-020/23
	Last Issued : 04/13/2023

## BULLETIN NOTES

This SA supersedes the previously issued SA(s) listed below. The changes are noted in Red.

Previous SAs:	Date(s) Issued:
SA-059/22	08/23/22

## APPLICABLE MODEL(S)/VINS:

2019-2023 Mazda3  
2020-2023 CX-30  
2023 CX-50  
2024 CX-90 H3T (Mild Hybrid Boost)

## DESCRIPTION

Some customers will report that their fuel door was stuck closed and would not open to refuel the vehicle. Follow the repair steps below unless the conditions outlined in **TSB 09-019/21 - FUEL-FILLER LID PANEL IS DEFORMED** for 2019-2021 Mazda3 and 2020-2021 CX-30 are present.

## REPAIR PROCEDURE

1. Check for pry marks around the door opening.

**Did you see any pry marks?**

- YES** - This is due to outside influence and is not covered by Mazda warranty.
- NO** - Continue to the next step.

2. Check the fuel door lock operation.

a. Lock the doors and verify if the fuel door lock is locking.

**NOTE: The default setting is a 90-second delay after the doors lock, but the customer can set that to 0, 30, 60, 90, or 120 seconds.**

b. Unlock the doors and verify if the fuel door lock is unlocking.

**NOTE: There is no delay to this function, but the fuel door must be locked to confirm it is unlocking. See the lock note above.**

**Is the fuel door lock operation working correctly?**

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**YES** - The fuel door repair is not covered by Mazda warranty.  
**NO** - Repair the fuel door lock concern and continue to the next step.

3. Refer to the owner's manual for that model and model year. Is it equipped with an emergency fuel door release?

**YES** - The fuel door repair is not covered by Mazda warranty.  
**NO** - Repair the fuel door as a related part.  
**NOTE: If there is damage to the quarter panel, refer to STEP 1.**

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