

Subject: FUEL DOOR STUCK CLOSED OR ALLEGEDLY FELL OFF BY ITSELF	Service Alert No.: SA-028/23
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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS
2024 CX-90 (PHEV ONLY)

DESCRIPTION

Some customers will report that their fuel filler lid (door) was stuck closed and would not open to refuel the vehicle. The fuel door may or may not be missing.

PHEV Refueling Procedure

1. Press the fuel filler lid switch on the dash.
2. "Prepare for refueling" is displayed on the instrument cluster.
3. "Ready to refuel" is displayed on the instrument cluster and the fuel filler lid will unlock.
NOTE: This can take up to 10 seconds depending on conditions. If "System Fault" is displayed, refer to the owner's manual for the next steps.
4. Press the fuel filler lid by hand to pop it open.



5. Remove the fuel filler cap.
6. Refuel the vehicle.
7. Replace the cap and close the fuel filler lid when finished.

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REPAIR PROCEDURE

1. Check the system operation as noted in the PHEV Refueling Procedure and check for DTC.

Is the system working correctly and is it free of DTC?

YES - Continue to the next step.

NO - Repair the fuel door system and resolve any DTC and continue to the next step.

2. Check for a missing fuel door or any damage to the fuel door.

Is the fuel door missing or damaged?

YES - Continue to the next step.

NO - Go to step 6.

3. Check for pry marks around the door opening.

Do you see any pry marks?

YES - Continue to the next step.

NO - Go to step 6.

4. Ask the customer if they were instructed by a Mazda representative to pry open the fuel lid.

Was the customer instructed by a Mazda representative to pry open the fuel lid?

YES - Get the details from the customer who and when they called Mazda, then go to step 5.

NO - This is due to outside influence and is not covered under warranty.

5. This repair is not warrantable due to outside influence. Get an estimate for repair.

Is the repair estimate at or below your DSA level for Non-Warranty repairs?

YES – Use DSA non-warranty goodwill to repair the vehicle, and include the customer details of who and when they contacted Mazda, then repair the vehicle and go to step 6.

NO – Submit a Mazda Preauthorization request to MNAO Warranty and include the customer details of who and when they contacted Mazda, and when accepted, repair the vehicle and go to step 6.

6. Explain the function of the Fuel Door Release system and Release the vehicle to the customer.

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