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Case Number: S231400002

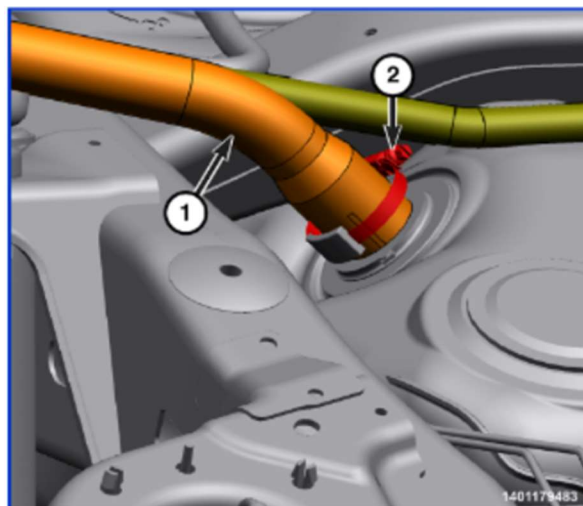
Release Date: November 2023

Symptom/Vehicle Issue: Difficult to put fuel in vehicle, supply nozzle pre-maturely shuts off before tank is full, and/or fuel spits back/spills out from fill pipe while fueling vehicle.

Customer Complaint/Technician Observation: The customer's complaint may include difficulty putting fuel in the vehicle at a gas station. Symptoms may include any of the items listed above. Perform the inspection procedure below before published diagnostics for the condition.

Inspection Procedure:

1. Loosen clamp and remove hose from fuel tank inlet.



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.

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2. Inspect the fuel tank inlet/check valve for any obstructions.
3. If clear, insert a borescope tool into fuel fill hose (at the tank end) up to the capless unit, inspecting for any obstructions.
4. Inspect nozzle guide attached to capless unit. See pictures below that show “OK” (green) and “NOT-OK” (red) conditions for the nozzle guide.



5. If any obstruction is seen, then replace the Fuel Filler Tube following the published service instructions in Service Library.

See reference for capless unit and nozzle guide on page 3

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For Reference: The pictures below show the 3.0 Design capless unit and nozzle guide that is inserted into the filler pipe.



Left: Capless unit with nozzle guide detached for clarity

Right: Back side of capless unit with nozzle guide attached



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