

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>FUEL DOOR STUCK CLOSED OR ALLEGEDLY FELL OFF BY ITSELF (EXCEPT CX-70 / CX-90 PHEV)</b>	<b>Service Alert No.: SA-011/25</b>
	<b>Last Issued : 02/27/2025</b>

## BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-059/24	08/15/24
SA-020/23	04/13/23
SA-059/22	08/23/22

## APPLICABLE MODEL(S)/VINS:

2019-~~2025~~ Mazda3  
2020-~~2025~~ CX-30  
2023-~~2025~~ CX-50  
2024-~~2025~~ CX-90 H3T (inline 6)  
~~2025~~ CX-70 H3T (inline 6)

## 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 09-007/25 - FUEL-FILLER LID PANEL IS DEFORMED** for 2019-2025 Mazda3 and 2020-2025 CX-30 are present.

## REPAIR PROCEDURE

1. Check for pry marks around the door opening.

**Are there any pry marks?**

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

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

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?**

- **YES:** The fuel door repair IS NOT covered by Mazda warranty. The fuel door lock is OK and the door was damaged because the vehicle was not unlocked.
- **NO:** The fuel door repair IS covered by Mazda warranty. The fuel door lock is NOT OK and damage to the door was done in order to access the lock.

**NOTE:** If the door was already broken when it arrived at the dealership, Mazda will pay for the fuel door repair under warranty if the vehicle does NOT have an emergency release. Mazda will NOT pay for the fuel door under warranty if it has an emergency release.

**WARRANTY INFORMATION**

**NOTE:** Dealership is free to use AWA or DSA for the repair if needed.

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