

## Fuel Fill Door Clip Broken?

### AFFECTED VEHICLES

Year	Model	Trim
2018-20	Accord	ALL
2022-25	Civic	ALL
2024-25	CR-V	ALL
2023-25	HR-V	ALL

**EDITOR'S NOTE:** This article applies to both service advisors and service techs.

We're getting reports of broken fuel fill door clips.

From our investigation, we've found the reason could be customers are trying to pull open the fuel fill door, not realizing it's been locked by the Walk Away Auto Lock feature. When activated, the Walk Away Auto Lock feature locks all the doors, including the fuel fill door, when your customer walks away from the vehicle with the key fob. Pulling on the fuel fill door while it's locked can break the clip.

To fix this issue, the fuel fill door clip must be replaced.

If you get a vehicle in for this, before writing up an RO, check if the auto door lock feature is active. If it is, be sure to remind your customer about that feature and what it does. We thoroughly cover it in the online owner's manual and the owner's guide.