

Technical Service Bulletin (TSB)

Fuel Filler Door Will Not Open

REFERENCE:	TSB: 23-040-25 GROUP: 23 - Body	Date:	November 1, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (JL) Jeep Wrangler This bulletin applies to vehicles built on or after February 25, 2025 (MDH 0225XX) and on or before July 15, 2025 (MDH 0715XX) equipped with 2.0L I4 DOHC DI Turbo PHEV Engine (Sales Code ECX).			MARKET APPLICABILITY: ☒ NA☒ MEA ☐ SA☒ IAP ☒ EE☐ CH NOTE: This bulletin applies to the North America, Enlarged Europe, India & Asia Pacific and Middle East & Africa markets.	
CUSTOMER SYMPTOM:	Customers may experience the following: Fuel filler door does not open.				
CAUSE:	Solenoid loses retention to fuel door housing causing it not to function/open				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-228, date of issue November 01, 2025. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

REPAIR SUMMARY:

This bulletin involves inspecting and possibly replacing the fuel filler door.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
14-60-17-9F	Fuel Filler Door - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
14-60-17-9G	Fuel Filler Door - Inspect and Replace (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Codes	ZY	Service Action	

NOTE: For EE market only, enter the RSU spending channel for the first 18 months from the date of issue, then apply the W24.

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68410780AH	Door, Fuel Filler	Housing, fuel filler

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Force Gauge	8828B	-

REPAIR PROCEDURE:

1. Pull the emergency fuel door release to open the fuel filler door, [Fig. 1](#).



Fig. 1
String

2. Pull the emergency fuel door release cable to make sure the fuel filler door opens, [Fig. 2](#).



Fig. 2
Fuel Filler Door

3. Attach a force gauge to the emergency fuel door release cable, [Fig. 3](#).



Fig. 3
Force Gauge

4. Pull until 100 N·m (22.48 lbs.) is reached. Once you have reached 100 N·m (22.48 lbs.), close the fuel door and check three times that the fuel filler door can be opened and closed electronically and by pulling the emergency fuel door release cable.
5. Is the fuel door able to be opened and closed?
 - YES>>> The RSU does not apply. Use Inspect LOP (14-60-17-9F) to close this active RSU.
 - NO>>> Proceed to [Step 6](#).
6. Replace the fuel filler door. Refer to the detailed service procedures listed in DealerConnect>Service Library under: 23 - Body / Exterior / Housing, Fuel Fill / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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