



SSM 54787 2020-2023 Aviator, 2025-2026 Explorer/Police Interceptor Utility - Hybrid - "Refuel Error See Manual" Message In The IPC After Fuel Filler Door Assembly Replacement

Some 2020-2023 Aviator and 2025-2026 Explorer/Police Interceptor Utility hybrid vehicles may exhibit a "Refuel Error See Manual" message in the instrument panel cluster (IPC) after installing a replacement fuel filler door assembly (7827936). This may be due to a concern with the replacement fuel filler door assembly. This condition does not affect vehicle durability and no additional diagnosis or service is required for this condition at this time. Inform customers that they can continue to drive the vehicle and Ford is currently working on a solution for this condition that is expected Q3 2026. Further replacement of the fuel filler door assembly will not resolve this condition at this time. Monitor Professional Technician System (PTS) for additional information and schedule service appointments for customers once the repair becomes available.

If a customer vehicle exhibits this concern, submit a Vehicle Concern Report. To submit a report, click on the "Submit Global Concern Report (GCR)" link at the upper right of the PTS Vehicle ID screen (vehicle identification number [VIN] required) and fill out the form. Do not use the "Report A Problem" link to submit a report for this condition.