



NUMBER: 23-005-17

GROUP: Body

DATE: January 25, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-010. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Fuel Door Will Not Open

OVERVIEW:

This bulletin involves filing excess plastic from the fuel filler neck housing.

MODELS:

2016 - 2017 (WK) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: APAC, EMEA, LATAM and NAFTA.

NOTE: This bulletin applies to vehicles built on or after August 01, 2016 (MDH 0801XX) and on or before December 22, 2016 (MDH 1222XX).

SYMPTOM/CONDITION:

The customer may experience that the fuel door does not open after pushing the fuel filler door release button or pulling the emergency fuel filler door release cable. The fuel door may be binding while opening.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: If the fuel door will not open when the fuel filler door release button is pressed or after the emergency fuel filler door release cable is pulled, two people may be needed to open the fuel filler door. One person will have to push and hold the fuel filler door release button and the other person will have to open the door using their finger, or a plastic trim stick or equivalent tool.

1. Fully open the fuel door.
2. Locate the plastic rib on fuel filler neck housing (Fig. 1).



Fig. 1 Fuel Filler Plastic Rib To File

NOTE: Clean all plastic filings off of the housing after filing.

3. Using a small file, file the plastic rib (Fig. 2) until completely flush with the fuel filler neck housing (Fig. 3).



Fig. 2 File Plastic



Fig. 3 Plastic Rib Removed

4. Verify the fuel door opens properly.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
14-60-17-98	Housing, Fuel Filler - Repair (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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