

Technical Service Bulletin



20 Pump nozzle cannot be inserted into fuel tank filler neck, vehicle cannot be refueled

20 14 40 2033836/2 October 6, 2014. Supersedes Technical Service Bulletin Group 20 number 13-26 dated May 15, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A6, A8, Q7	2009 - 2015	All	TDI clean diesel

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added models) Revised <i>Condition</i> (Added additional condition) Revised <i>Service</i> (Added descriptions)
1	5/15/2013	Initial publication

Customer states that the vehicle cannot be refueled due to difficulty inserting the fuel pump nozzle into the filler neck. Customer may also state that the flap is stuck in a locked position and it cannot be moved with fingers.

Technical Background

Beginning with MY2009, the filler necks of various TDI clean diesel vehicles were equipped with a misfueling guard (Figure 1). The guard minimizes the likelihood that fuel other than ultra-low sulfur diesel will be put into the vehicle.

The misfueling guard is designed to remain in a locked position when a nozzle with a diameter typically suited for non-diesel fuels (approximately 13/16", or 20.6mm) is inserted, to prevent further insertion of the nozzle into the filler neck.

A nozzle with a larger diameter typically suited for diesel fuel (approximately 15/16", or 23.8mm) will unlock the misfueling guard when inserted, allowing the nozzle to be further inserted into the filler neck.



Figure 1. Misfueling guard, indicated by red arrow. (2013 A3 TDI pictured. Other vehicles may appear slightly different.)

Production Solution

Not applicable.

Service

Explain to the customer the purpose of the misfuel guard, and how the guard is designed to function. It is normal operation for the flap inside the fuel filler neck to be in a locked position. It will only be released (free to swing open) when a nozzle of the appropriate diameter is inserted.

Also explain that some refueling stations may have damaged or worn nozzles with diameters that are out of specification, and that such nozzles may not be able to unlock the misfueling guard. Suggest that in such cases, the customer try turning the nozzle before inserting it into the fuel filler neck, try using a different fuel pump, or see an authorized Audi dealer or authorized repair facility for assistance.

Do not replace the fuel tank for this concern, as this is a normal condition. The operation of the misfuel guard can easily be checked by inserting Diesel Fueling Adapter (part number 000072709) into the filler neck. If the flap opens and allows the adapter to be inserted, the misfuel guard is operating as designed. See attached video of A6 TDI fuel tank being tested. Note that the flap *cannot* be opened by finger.

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB (2033836) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.