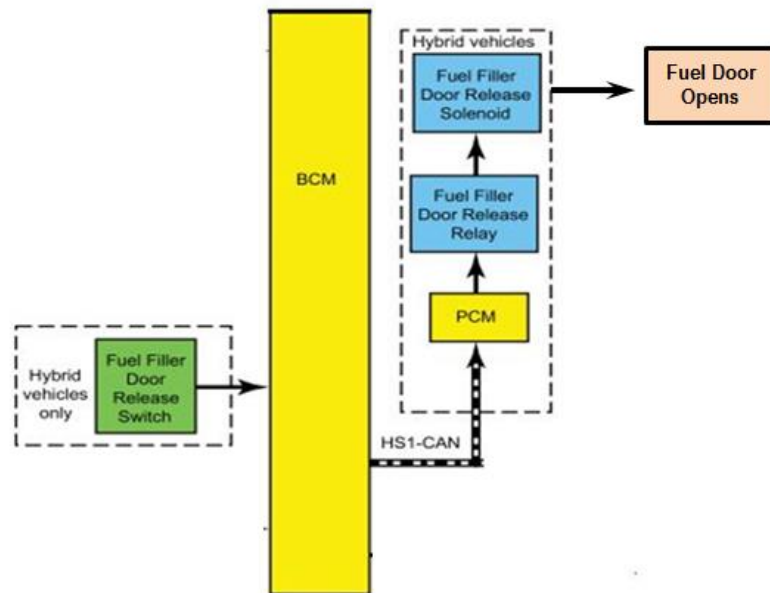


General Service Bulletin (GSB):	Hybrid and Energi vehicle Fuel Opening Operation
GSB Overview:	Information on delayed opening of the fuel door after button press in Hybrid and Energi vehicles
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

**This GSB includes information on the following topics:**

- **Refueling Mechanism**
- **Refueling Video**

## Refueling Mechanism



- Fuel Door operation for 2013 and Newer Energi (PHEV) and 2017 & beyond Full Hybrid Vehicles (FHEV) including Lincoln MKZ is performed via a dedicated button-located inside the car. See Owner's Guide for vehicle specific location.
- In PARK, once the button is pressed, the Powertrain Control module (PCM) gets a wake-up signal from the Body Control Module (BCM).
- The PCM processes this signal from the BCM to open the Fuel Vapor Vent Valve (FVVV) also known as a refueling valve to relieve tank pressure.
- The depressurizing action can **take up to 15 seconds** depending on tank pressure. This delay is normal behavior and does not indicate a defect.
- When fuel tank pressure is close to atmospheric, the fuel door solenoid unlocks the fuel door to allow refueling.

## Refueling Video

For information on how to refuel your Ford or Lincoln Hybrid or Energi, please refer the customer to the following Video:

Note: If a Windows Security "pop-up" displays Select "CANCEL" to proceed to the video.



- [2013 and newer CMAX Energi \(PHEV\) and 2017 and newer Hybrid and Energi Vehicles](#)
- [2013 and newer FUSION Energi PHEV & 2017 and newer Hybrid including MKZ and Energi Vehicles](#)