



STAR ONLINE PUBLICATION



Case Number: S2624000006

Release Date: June 2026

Symptom/Vehicle Issue: Blower Motor Makes Loud Noise

Models Affected: 2018-2026 Dodge Durango (WD)

Customer Complaint/Technician Observation: Customer hears a loud noise from when the blower is turned on.

Symptom/Vehicle Issue: HVAC blower noise. Rust/corrosion on blower motor bearings due to water intrusion into the HVAC unit during engine bay washing.

Discussion: During engine bay washing, if water is sprayed into the double dash hole on the passenger side of the engine bay below the cowl, water will enter directly into the HVAC inlet, soak the HVAC blower motor and cause rust/corrosion on the blower motor bearings. Do not directly spray water in this area.

1. Turn off blower operation using HVAC control panel
2. Do NOT spray water directly into the inlet



This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



STAR ONLINE PUBLICATION



Verification: Once engine bay washing is complete, before turning on the HVAC unit fan, remove the cabin air filter and inspect to see if it is wet. If dry, then it's confirmed water did not enter the HVAC inlet. If the filter feels wet, ensure it is dry before turning on the HVAC fan. A wet filter or water in this area can create fan future fan and HVAC component damage.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found