

**SAFETY RECALL**  
 NORTH AMERICA  
**HVAC Blower Motor Inoperable**



Reference: 49C / NHTSA 25V-430

FCA US LLC



Remedy available for  
 2023 (WL) Grand Cherokee and Grand  
 Cherokee L

Template Version 1.0

Revision	Edition	Detail
0	July 2025	Initial Version.

**SYMPTOM DESCRIPTION**

The Heating, Ventilation and Air Conditioning (HVAC) blower motors on about 1,870 of the above vehicles may have been built with a damaged connector, resulting in an electrical connection susceptible to failure.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.103 S4.1 which requires that subject vehicles "... shall have a windshield defrosting and defogging system." Suspect vehicles with a non-functioning HVAC blower motor may not meet the defined testing requirements.

**SCOPE**

This recall applies only to the above vehicles.

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

**IMPORTANT:**

- Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,874 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

**REPAIR TO BE PERFORMED**

Inspect the blower motor functionality and replace the blower motor assembly, if necessary.

**ALTERNATE TRANSPORTATION**

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

**COMPLETION REPORTING / REIMBURSEMENT**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect Blower Motor Assembly	24-49-C1-81	0.3
Inspect and Replace Blower Motor Assembly	24-49-C1-82	0.4

**Add the cost of the recall parts package plus applicable dealer allowance to your claim.**

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.**

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN

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and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

### PARTS INFORMATION

Part No.	Qty.	Part Name
68542630AA	1	Blower with Wheel (LHD)
06513735AA	2	Push Pin (Qty. 10), 1 bag services 5 vehicles.

### PARTS RETURN

No parts return required for this campaign.

Render the recalled part unusable and discard.

### SPECIAL TOOLS

No Special Tools are required to perform this service procedure.

### DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

### OWNER NOTIFICATION / SERVICE SCHEDULING

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

### VEHICLE LISTS, GLOBAL RECALL SYSTEM, VIP AND DEALER FOLLOW UP

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

### ADDITIONAL INFORMATION

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
FCA US LLC.

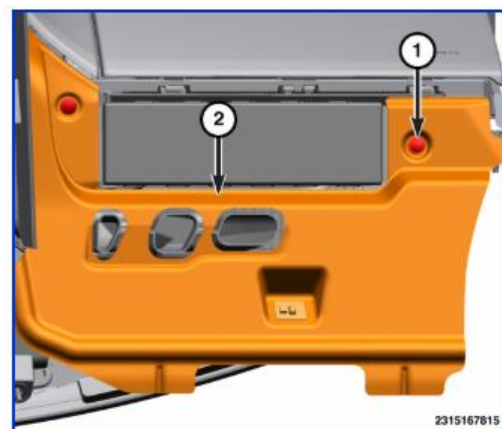
## SERVICE PROCEDURE

### A. Test Electrical Connection

**WARNING:** Part of this recall population contains hybrid vehicles. Follow all safety precautions published in Service Library for the specific vehicle you are working on.

**NOTE:** The blower motor is located on the bottom of the passenger side of the HVAC housing. The blower motor can be removed from the vehicle without having to remove the HVAC housing.

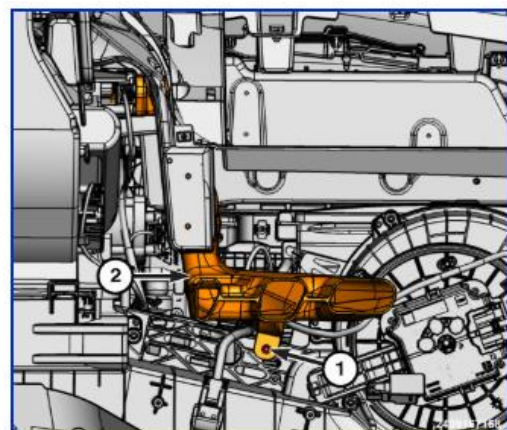
1. Remove the fasteners (1) from the right side silencer panel (2) (Figure 1).
2. Disconnect the courtesy lamp wire harness connector and remove the right side silencer panel from the vehicle.



1 - Fasteners  
2 - Right Side Silencer Panel

**Figure 1 – Right Side Silencer Panel**

3. Remove the fastener (1) securing the front right floor air outlet to the HVAC housing assembly (Figure 2).
4. Move the front right floor air outlet (2) aside (Figure 2).



1 - Fastener  
2 - Front Right Floor Air Outlet

**Figure 2 – Front Right Floor Air Outlet**

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5. Turn the blower fan on high (seven).
6. From underneath the instrument panel, wiggle the instrument panel wire harness connector at the blower motor connection.

Did the blower speed change, or did the blower stop working?

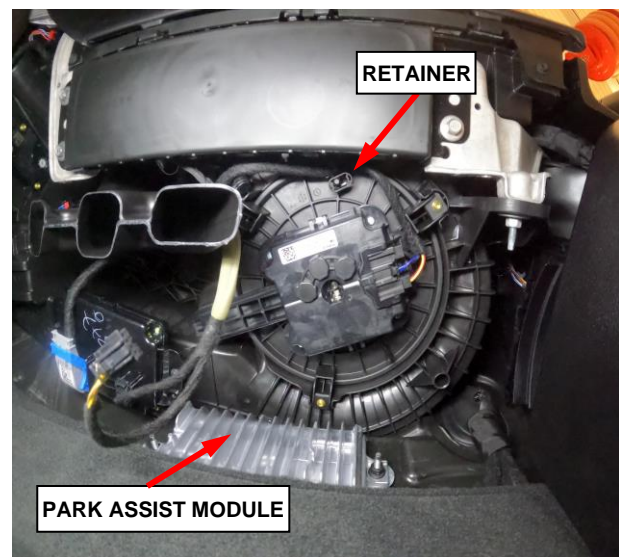
- **NO** - The vehicle passes inspection. Proceed to Installation steps below.
- **YES** - Turn the ignition **OFF**. Disconnect the instrument panel wire harness connector from the blower motor. Using a small mirror, inspect the condition of the 4 small pins in the middle of the blower motor connector (blower motor side). If any pin is bent or damaged, replace the blower motor. See Service Library at **24 - Heating and Air Conditioning / Distribution, Front / MOTOR, Blower / Removal and Installation**.

**NOTE: Set the Park Assist Module aside by removing the nut on the right and loosening the one on the left. This provides clear access with the back blower motor screw (Figure 3).**

- If no pin damage is found on the blower motor, close the recall and continue with standard Service Library diagnostics.

**B. Installation**

1. Follow the removal procedure in reverse for general reassembly of the components on the vehicle. The steps listed below are calling out specific procedures that should be followed during installation.
  - Tighten the fasteners securely.
  - Reinstall the Park Assist Module (Figure 3).
  - Use **NEW** fir tree fasteners for the silencer panel.
  - If replacing the motor, there is a wire harness retainer on a stud on the blower motor. Carefully remove the retainer from the stud and press it back into place on the new motor (Figure 3).
  - After testing and/or repairs are completed, clear DTCs.



**Figure 3 – Wire Harness Retainer**

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

49C/NHTSA 25V-430

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

##### 1. **RECOMMENDED OPTION**

Call your authorized Chrysler / Jeep® / Dodge / RAM Dealership.

##### 2. Call the FCA Recall Assistance

Center at **1-800-853-1403**. An agent can confirm part availability and help schedule an appointment.

##### 3. Visit [recalls.mopar.com](https://recalls.mopar.com), scan the

QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 49C.

# IMPORTANT SAFETY RECALL

## HVAC Blower Motor Inoperable

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that certain [2023 Model Year (WL) Jeep® Grand Cherokee and Grand Cherokee L] vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 103 - Windshield defrosting and defogging systems.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The Heating, Ventilation and Air Conditioning (HVAC) blower motor on your vehicle <sup>[1]</sup> may have been built with a damaged connector, resulting in an electrical connection susceptible to failure which can cause the windshield defrosting and defogging system to be inoperative. An inoperative windshield defrosting and defogging system may decrease the driver's visibility, increasing the risk of a crash.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.103 S4.1 which requires that subject vehicles "... shall have a windshield defrosting and defogging system." Suspect vehicles with a non-functioning HVAC blower motor may not meet the defined testing requirements.

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the blower motor functionality and replace the blower motor assembly, if necessary. The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Ask your dealer for alternate transportation options while your vehicle is in service. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,  
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](https://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.