



Service Bulletin

Bulletin No.: 23-NA-031

Date: March, 2023

TECHNICAL

Subject: Squeaking Noise, Vehicle Will Not Charge, Accessory Drive Belt Damaged, Crank/No Start, Battery Light On, Drive Belt Came Off, Noise Under Hood and/or Charge Lamp Illuminated on the Drivers Information Center (DIC)

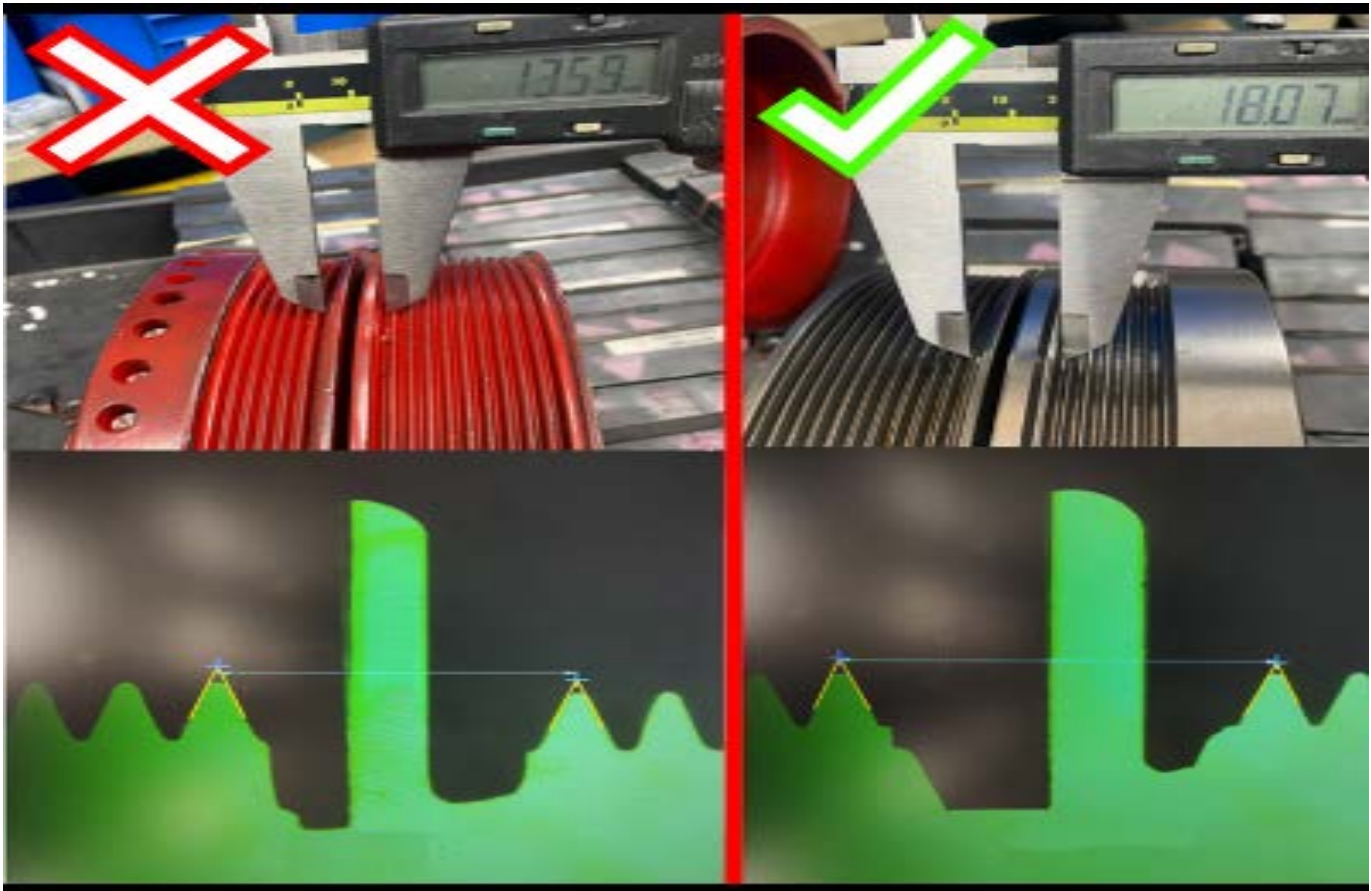
Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2023	2023	SOP	October 6,2022	LT4	

Involved Region or Country	North America, Europe, Middle East, Israel, Palestine, Japan, Cadillac Korea (South Korea)
Condition	<p>Some customers may comment on one or more of the following conditions:</p> <ul style="list-style-type: none"> • Squeaking noise • Vehicle will not charge • Accessory drive belt damaged • Crank/No Start • Battery light On • Drive belt came off • Noise under hood • Charge Lamp illuminated on DIC <p>Note: Check vehicle history to see if the belt has been previously replaced for the same concern.</p> <p>Some technicians may find during inspection the accessory drive belt is damaged or has come off.</p>
Cause	This condition may be caused by a mis-machined crankshaft damper where the 6 rib belt track was machined too far forward relative to the 10 rib Supercharger belt track, causing the 6 rib belt to run off the front of the pulleys.
Correction	<p>To determine if the damper is suspect, measure the damper rib distance. Refer to Additional Information.</p> <p>If the measurement is narrower than 18mm , the damper and accessory drive belt will need to be replaced.</p>

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Additional Information

Note: Before installing the NEW damper, ensure that the measurement is within specification.



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Good parts should measure 18mm +/- 1mm across ribs as shown in the graphic above.

Service Procedure

Refer to *Accessory Drive Primary Belt Replacement* in the Service Manual.

Parts Information

Causal Part	Description	Part Number	Qty
X	BALANCER, CR/SHF	12690108	1
N/A	BOLT, CR/SHF BALR	11547372	1
N/A	BELT, ACSRY DRV PRIM	12731926	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
4063290	Crankshaft Balancer Replacement	Use the Published Labor Operations Time

Version	1
Modified	Released March 13, 2023

