

Service Bulletin

TECHNICAL

Subject: Shudder/Judder During Light Acceleration

Γ	Brand:	Model:	Model Year:		VIN:		Engino	Transmission:
			from	to	from	to	Engine:	Transmission.
	Cadillac	Escalade	2023	2023				МНО

Involved Region or Country	North America		
Additional RPO	NP0		
Condition	Some customers may comment on a shudder/judder feel when accelerating.		
Cause	This condition may be caused by normal transfer case break-in and wear period, creating excess contaminants in the fluid.		
Correction	 Perform road test to diagnose transfer case noise: 1. Place the vehicle to 2HI using the GDS/MDI interface to confirm the shudder/judder is caused by the clutch in the T-Case. 2. Do a shift 2HI/4AUTO to confirm the issue persists when the T-Case is activated. 3. Place vehicle in 4HI. From a stop under moderate acceleration, feel for shudder/judder. 4. At approximately highway speeds (55 mph or 89 km/h) toggle between 4HI and 2HI and listen for the same noise description noted. Once the transfer case concern is confirmed, perform a double flush and fill. ⇒ Refer to <i>Transfer Case Fluid Replacement</i> in the Service Manual. 		

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.

Parts Information

Causal Part	Description	Part Number	Qty
Х	Fluid	88865601 (U.S.) 19421425 (Canada)	As Required

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8486308*	Diagnostic Test and Test Drive	0.5 hr
Add	Fluid Drain and Fill	0.3 hr
Add	Second Test Drive and Fluid Drain and Fill	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, <u>DO NOT</u> assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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