



Service Bulletin

Bulletin No.: 23-NA-100

Date: September, 2024

TECHNICAL

Subject: Shudder/Judder During Light Acceleration

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2023	2025				MHO

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	<p>Perform road test to diagnose transfer case noise:</p> <ol style="list-style-type: none"> 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. <p>Once the transfer case concern is confirmed, perform a double flush and fill.</p> <p>⇒ Refer to <i>Transfer Case Fluid Replacement</i>.</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.

Parts Information

Causal Part	Description	Part Number	Qty
X	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.		

Version	2
Modified	Released June 06, 2023 Revised September 10, 2024 - Added 2024 to 2025 Model Years.

