U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received	Repository ☐
27-JAN-2004 11 PM 3 10	Reference No. 10056943

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	[redacted]
Address [redacted]	Evening Telephone Number [redacted]	
City NEGAUNEE	State MI	Zip Cod [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1G3WH52H7YF102911	OLDSMOBILE	INTRIGUE	2000

Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
9-25-00	Nelson Chevrolet (906-475-9941)			6	Gasoline
Original Owner ☒	Dealer's City Negaunee	State MI	Zip Code 49866		

Transmission Type			Vehicle Component Code
Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	110000 ELECTRICAL SYSTEM Multiple Failure: # several

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
15-JAN-2004	~~85777~~ 2,000 to 25,000	0 + higher

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL8ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the potential, Fatal(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

WHILE DRIVING AT NIGHT THE HEAD LIGHTS INTERMITTENTLY WENT FROM BRIGHT TO DIM. WHEN USING THE HEATER FAN IT WOULD GO FROM HIGH TO LOW OR FROM LOW TO HIGH. PLEASE PROVIDE FURTHER INFORMATION. *JB

This condition has occured several times and always in cold weather. Redesigned alternator does not correct the condition according to complaints submitted to NHTSA. Whatever is causing this problem is not normal or safe. When this happens in heavy snowfalls, at night, and below zero temperatures driving conditions become hazardous.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Info - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, No Start, Slow Cranking, DIm Lights at Idle, Low Generator Output #02-06-03-008 - (08/21/2002)

Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output

1990-2003 Passenger Cars and Light Duty Trucks

2003 HUMMER H2

This bulletin is being revised to update the model years and to update text. Please discard Corporate Bulletin Number 43-64-07A (Section 6 -- Engine).

Any vehicle may have a low voltage display (if equipped with gauges), lights that dim at stop lights, slow cranking, no start, low generator output at idle or dim lights at idle when electrical loads are heavy at idle or under slow driving or infrequent usage conditions. These characteristics may be more noticeable with customer added electrical accessories, or with a discharged battery. These are normal operating characteristics of a vehicle electrical system and no repairs should be attempted unless a proven fault has been diagnosed.

During normal driving conditions, when engine speed is above 1000 RPM, the generator is designed to do two things:

- Supply the current necessary to operate the vehicle's originally equipped electrical devices (loads).
- Recharge/ maintain the battery's state of charge.

The following factors may affect generator and battery performance:

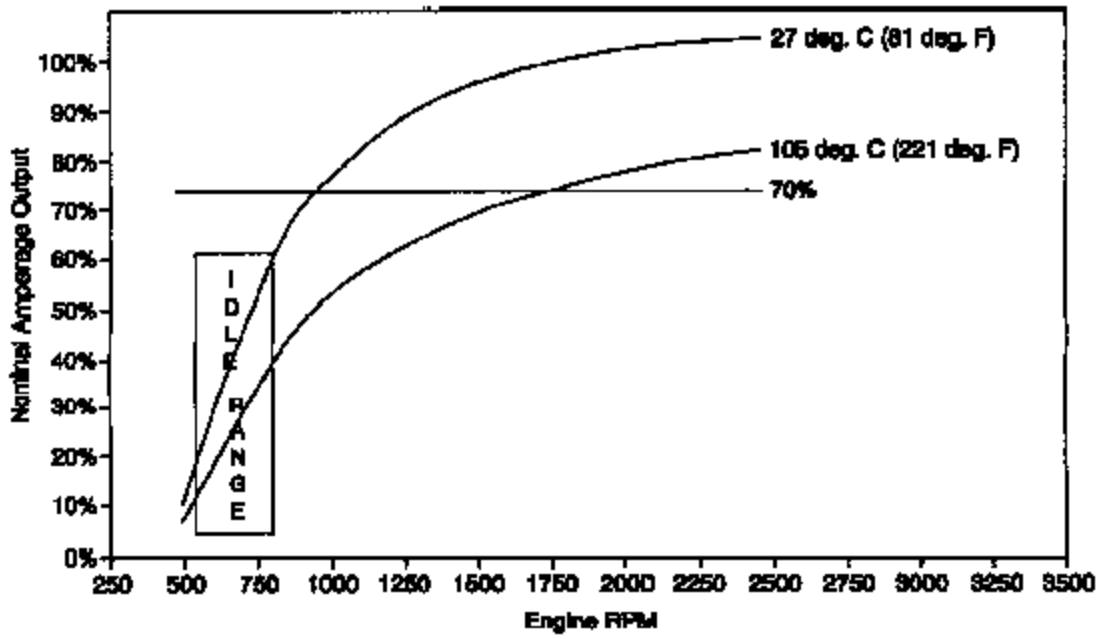
- Non-usage of the vehicle for extended periods of time. The vehicle's computers, clocks and the like will cause the battery state of charge to drop (For example; 30 days in a parking lot and the vehicle may not start because of a dead battery or a vehicle which is driven to church only on Sunday may end up with a discharged battery to the point where the vehicle may not start). This would be considered abnormal usage of the vehicle and the normally expected result for the vehicle battery, generator and electrical systems.
- At idle, vehicle electrical loads may exceed the low speed current (amperage) output of the generator and when this happens the shortfall comes from the battery. This will result in a drop in the electrical system voltage as the battery delivers the additional electrical current to meet the demand. This is equivalent to the brown outs experienced by homes and businesses when the electrical demand is more than the supply. See Figure 1.
- Extended periods of engine idling, with high electrical loads, may result in a discharged battery.

- Attempting to recharge a battery by letting the engine run at idle may not be beneficial unless all electrical loads are turned "OFF".
- Increased internal generator temperatures from extended idling can also contribute to lower electrical system voltage. As the generator's internal temperature rises, the generator's output capability is reduced due to increased electrical resistance.

The following are some typical examples of electrical loads:

System	Amperage Load
Rear Window defogger	25
Electric AIR Pump	25
Heated Seats	5 Amps per seat
Headlamps (high)	20
Blower Motor (High)	20
Headlamps (low)	14
Brake Lights	8
Windshield Wipers	6
Ignition	6

Typical Generator Performance for Cold and Operating Temperatures



Depending on the vehicle application, generator current (amperage) output at engine idle speeds of 600-700 RPM can be as low as 35 percent of the full rated output. With enough electrical loads "ON", it is easy to exceed the generator current (amperage) output when the engine is at an idle of 600-700 RPM.

This is a normal condition. The battery supplements for short periods of time. Items that affect the vehicle's electrical system current and voltage at idle are the number of electrical loads being used, including add-on accessories, and extended idle times. When the vehicle speed is above approximately 24 km/h (15 mph), the engine/generator RPM is high enough and the generator current (amperage) output is sufficient to supply the current (amperage) requirements of the vehicle as originally equipped and recharge the battery.

Dimming lights at idle may be considered normal for two reasons:

1. As the engine/generator speed changes, so will the current (amperage) output of the generator. As a vehicle slows, engine/generator RPM slows, and the current (amperage) output of the generator may not be sufficient to supply the loads, the vehicle system voltage will drop and the lights will dim. Dimming of the lights is an indication that current is being pulled from the battery. If the battery is in a low state-of-charge (discharged condition), the driver will notice a more pronounced dimming than a vehicle with a fully charged battery.
2. When high current loads (blower, rear defogger, headlamps, cooling fan, heated seats, power seats, electric "AIR" pump, or power windows) are operating or cycled "ON", the generator's voltage regulator can delay the rise in output. This effect, usually at lower engine speeds, can take up to ten seconds to ramp up the generator output. This is done to avoid loading the engine severely. To increase current (amperage) output, additional torque is consumed by the generator. The engine computer (PCM) will ramp up engine/generator speed in small steps so engine speed variations are not noticeable to the driver.

For diagnosis of the battery and or the generator, refer to the appropriate Service Information or Corporate Bulletin Number 02-06-03-006.

[redacted] Document ID# 877150 [redacted]
2000 Oldsmobile Intrigue

Headlamps/Interior Lights Dim Intermittently in Cold Weather (Replace Generator) #01-06-03-001A - (04/11/2002)

Headlamps/Interior Lights Dim Intermittently in Cold Weather (Replace Generator)

1999-2002 Oldsmobile Intrigue with 3.5L V6 Engine (VIN H - RPO LX5)

This bulletin is being revised to add VIN breakpoints and to include information on 2001-2002 vehicles which may exhibit a similar condition. Please discard Corporate Bulletin Number 01-06-03-001 (Section 06 - Engine).

Condition

Important

Short term voltage drops (flickers/fluctuations of lights) may occur whenever high demands are placed on the vehicle's electrical system. This is considered a normal generator output characteristic and a repair may not be necessary.

Some owners of the 1999-2001 model year Oldsmobile Intrigue built prior to VIN breakpoint 1F237068 may comment on an intermittent condition where the headlamps or interior lights may dim intermittently. This condition may also be noted in the blower speed slowing or changing pitch intermittently. Some 2001-2002 model year vehicles built after the VIN breakpoint may exhibit a similar condition.

Cause

On 1999-2001 vehicles built before the VIN breakpoint, this condition may be caused by intermittent low voltage. Transient engine vibrations may induce the generator to experience field discontinuity. This state results in a voltage spike that causes the voltage regulator to reset. During this period, the electrical system drops to battery voltage.

On 2001-2002 vehicles built after the VIN breakpoint, the voltage drop may be due to the electric AIR (Air Injector Reactor) pump cycling. This electric pump causes a large current draw when it starts.

Important

At no time during the above conditions will the headlamps go out.

Correction

On 1999-2001 vehicles built before the VIN breakpoint, replace the generator with a revised generator,

K6520	Replace	Time

Document ID# 759617

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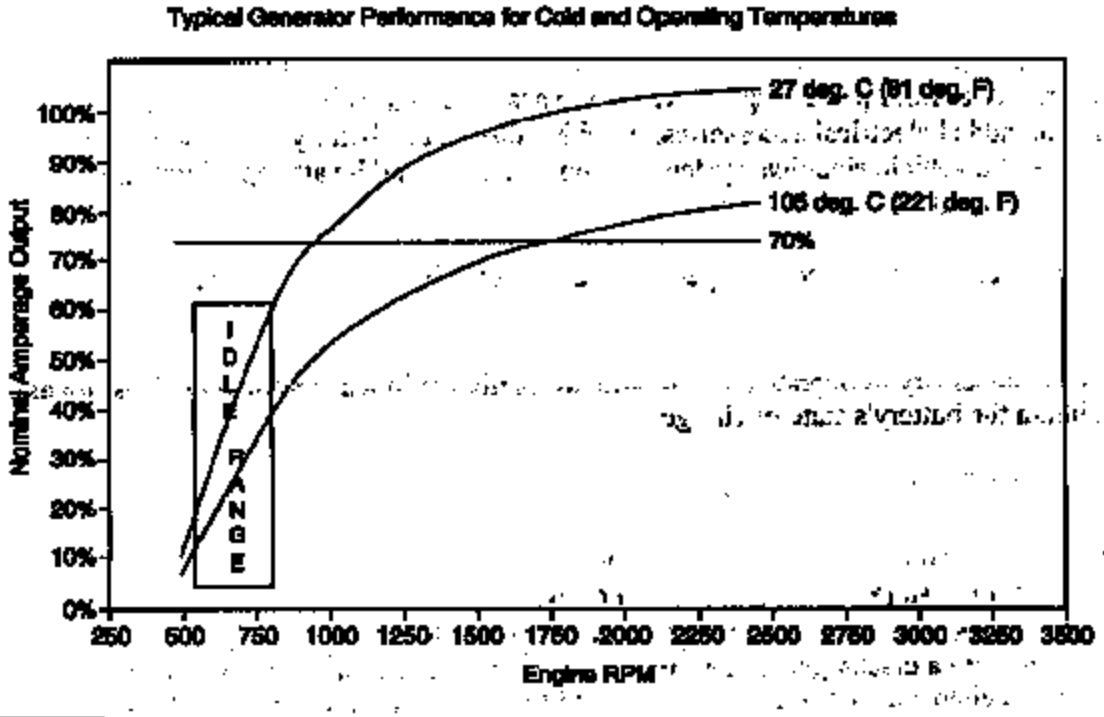

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For diagnosis of the battery and or the generator, refer to the appropriate Service Information or Corporate Bulletin Number 02-06-03-006.

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).