

Avis Car Rental

SLO County Airport

975 Airport Dr

San Luis Obispo, CA 93401

**NHTSA, Office of Defects Investigation
1200 New Jersey Avenue SE, West Building
Washington, DC 20590**

FCA US LLC

P.O. Box 21-8007

Auburn Hills, MI 48321-8007 (From Jeep's website)

We recently rented a Jeep Compass from Avis, San Luis Obispo CA airport, February 9 about X p.m. to February 20 about 5 a.m., rental agreement [REDACTED] We think it was 2025, 13,000 plus miles on it, and dark gray. AFTER DARK, ON AT LEAST 3 OCCASIONS, THE HEADLIGHTS WERE ON AND THE TAILLIGHTS WERE OFF. This is obviously very dangerous because the driver assumes the taillights are on because the headlights are on, but has no way of knowing that the taillights are off unless another driver can somehow make them aware of it. Regardless of the position of the knob or switch, the taillights should never be off when the headlights are on.

I like to force the headlights to be on when I drive in the daytime, so I turned the knob 2 clicks, from 11 o'clock to 1 o'clock, and got the green headlight indicator on the dash and my wife stood in front and confirmed the headlights were on. When I turned the engine off, it chimed at me to remind me to turn off the headlights, so I turned it 2 clicks back to 11 o'clock and the chimes stopped, and presumably the lights went off. All this seemed normal and consistent with other cars (we rent a car about every other month).

I purposefully don't use the "AUTO" position, as explained above, and my wife recalls not using it. On at least 3 occasions, after dark, the headlights came on automatically when the engine started, and we drove off. On 2 of those occasions, my sister-in-law driving behind us called and told my wife that the taillights were not on. My wife moved the knob



to the 1 o'clock position and the sister-in-law said "now they're on". On the third occasion, we had driven at least 5 miles before a pickup on the freeway pulled ahead of us and turned his lights on and off and honked at us. That's when we remembered we had to turn the knob to the 1 o'clock position to get the taillights to come on.

On those 3 nights, the car was parked across the street facing an area of open space and back yards. I went out there several times each night getting stuff out of the car or putting stuff in. It was not as bright as a full moon. There was no moon or streetlights. There is no doubt that the headlights were on after my wife started the car.

We don't recall that the headlights ever came on automatically and the taillights also came on, but that is normal and we wouldn't notice it, and how would we know that taillights were off unless another driver somehow made us aware? Some days we didn't drive after dark. In short, I can't tell you whether it was an intermittent fault.

All I find on the internet and at NHTSA is a recall relating to the brightness of the dashboard display. I reported the taillight problem to the Avis number 800-352-7900 on February 25.

Avis, I couldn't find an address online except the one above. When I called and reported this, the representative gave me a customer service email and assured me that the address was on the webpage. I still couldn't find it.

I was a [REDACTED], so this is the kind of defect that gets my attention. I can't believe Jeep designed it this way, but it is hard to imagine some fault that turns the taillights on in "ON" but not in "AUTO". I don't use AUTO and my wife recalls not using it, but leaving the knob in "AUTO" would explain why the headlights came on automatically. Regardless, headlights without taillights is a defect, and is dangerous, and it happened at least 3 times.

[REDACTED]
Huxley, IA [REDACTED]

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Huxley, IA [REDACTED]

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