



OFFICE OF THE ATTORNEY GENERAL
Consumer Protection Division

CHRISTOPHER M. CARR
ATTORNEY GENERAL

2 Martin Luther King, Jr. Drive SE
Suite 356
Atlanta, Georgia 30334

www.law.ga.gov
(404) 458-3800

Writer's Direct Dial: 404-651-8600

September 8, 2023

[REDACTED]
Odum, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: Mike Murphy Kia of Brunswick

Dear [REDACTED]

The Office of the Attorney General, Consumer Protection Division received your complaint regarding Mike Murphy Kia of Brunswick. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

A handwritten signature in cursive script, appearing to read "C. Hilton".

C. Hilton
Customer Service Specialist
Office of the Attorney General
Consumer Protection Division

cc: National Highway Traffic Safety Administration (w/attachment)

722



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SUMMARY OF COMPLAINT

AGCPD reference file number: [REDACTED]

Date complaint received: 8/10/2023

Consumer name: [REDACTED]

Address: [REDACTED] Odum, Georgia [REDACTED]

Phone(s): [REDACTED]

E-mail: [REDACTED]

Name of business: Lou Sobh Kia

Address: 6150 Altama Ave Brunswick Ga 31525

Phone: 912-342-4190

Month / Year of transaction: 2023

Complaint details as submitted:

Bought brand new car with warranty. Took them the vehicle Monday due to mechanical issues and they said nothing was wrong and today (Wednesday) vehicle stalled crossing a 4 lane and nearly killed me. They said they have no loaners and told us we have to pay for our rental up front and then they'd only pay us back up to \$44 a day, there isnt a rental that cheap. They said it would be over a month before they could fix my vehicle. So that would leave me paying over \$2000 for a rental plus my car payment. How can I have full extended warranty but they leave me stranded? Their reply "wish I could help" How can they offer a warranty and not back it or help? How am I suppose to work to pay my vehicle payment with no way to go. There is a recall on 2021 Sorento transmissions which is what I drive and they're aren't helping us in the least.

GEORGIA DEPARTMENT OF LAW

Consumer Protection Division

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NEF

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

