

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Correcting Claim
Date: Tuesday, November 16, 2021 1:04:09 PM

From: [REDACTED]
Sent: Tuesday, November 16, 2021 10:15 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Correcting Claim

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Thank you for sending me the claim to review. Please correct 2 areas. #1, the manufacture was contacted about the furnace and toilet issue by myself and the dealership (Magic Touch). They and I both spoke to Don verbally and have corresponding emails. Don said there was not any recalls on these issue and denied reimbursement for the proper safety repairs. #2, the incorrect installed furnace was found to be anchored but not properly aligned due to the furnace was blocked by a cabinet support and the gas line was then effected. There was no clearance to align the furnace causing the exhaust to blow into the cabin and not outside. Reconstruction needed to be used to allow room for the furnace to align correctly to the exterior exhaust. The design was the issue of no clearance. My concern is if other units could have this same incorrect set up. Magic touch has pictures and a description of there finding. The dealership stated that this incorrectly installed furnace is a safety issue causing possible injury or even death. Please correct these areas on my claim. Thank you very much. [REDACTED]