



Diversified Product Inspections, LLC

# DPI Investigator

## News & Updates

Monthly Newsletter

1991 to 2009

July 2009

# Some of the More than 620 Inspections Checked-In at DPI in June

## Cover Stories

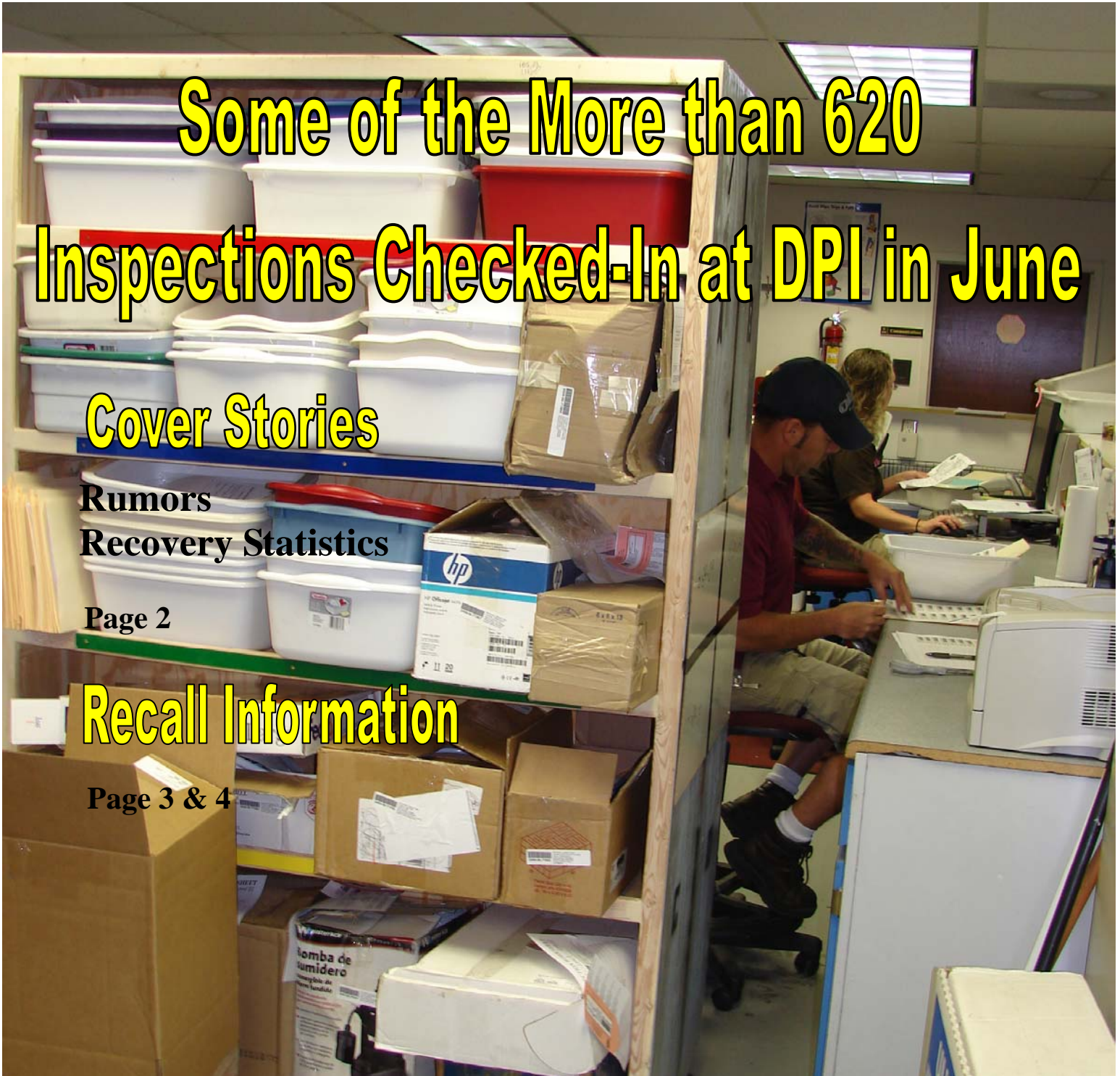
Rumors

Recovery Statistics

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# Information About DPI You Should Know

## False Rumors

Recently two of our clients informed us of phone calls they received stating that, "DPI was going out of business". We believe those phone calls and possibly others were made by a disgruntled former employee. Nothing could be further from the truth. In fact, during this past month of June DPI received over 620 pieces of evidence to be inspected, which is the highest number of inspections we have received in the last two years.

We would appreciate it if your company or any of your adjusters or claims managers receive such a call, that you notify us immediately and tell us any details of the call that you feel comfortable sharing with us. Information you tell us will be kept confidential.

As explained in our April-May Newsletter, DPI returned to being a privately held company instead of a publically traded company and the financials are even stronger now that we are private and known as Diversified Product Inspections LLC.



## Seeking Information From Our Clients

For many years, we asked our customers to share with us periodically the recovery amounts they receive from their subrogation efforts. Normally, our insurance company clients are very reluctant to provide that information.

At one recent Product Awareness & Subrogation seminar, the host company asked if we would be interested in some figures on what they have recovered by using DPI's product liability inspection reports. After catching our breath, we eagerly awaited what they had to say.

This particular company felt it would be helpful to see what product failures were the most successful in garnering the most recovery dollars. DPI has always thought this would be useful information, but also understood the insurance companies' fear of providing that type of privileged information.

Here's what we propose. Once a quarter, we would send you a questionnaire about what were the top 10 recovery amounts your company received during the quarter. We do not want any names or addresses. All we want is the type of product, the claim number on the report, the dollar amount recovered, and the percentage of the claim loss that was recovered. DPI will not release our clients' name, the insured's name or address, nor any confidential information regarding the insured. If you would be interested in participating, please contact Warren Wankelman at [wwwn.wankelman@dpi-inc.com](mailto:wwwn.wankelman@dpi-inc.com).



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## Crane Plumbing Recalls Bath Tubs With a Whirlpool

The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed. **Name of Product:** Crane Bath Tubs With a Whirlpool. **Units:** About 5,500. **Manufacturer:** Crane Plumbing LLC, of Dallas, Texas. **Hazard:** The drain covers in the tubs can entangle a bather's hair in the openings, causing the bather's head to be held under water, which can result in drowning. **Incidents/Injuries:** None reported. **Description:** The bathtubs are acrylic with 6-12 jets. The Crane logo is printed on the whirlpool and/or noted on the air control valve. **Sold at:** Home improvement, retail and wholesale stores nationwide from March 2007 through February 2009 for between \$700 and \$2,700. **Manufactured in:** United States and Canada.



**Remedy:** Consumers should immediately stop using the recalled tubs. Consumers can contact Crane for additional identification information on affected tubs. Consumers who have the recalled tub have two options:

1. Contact Crane directly to arrange for a service agent to perform a free, in-person replacement in their home or facility; or
2. Consumers can choose to replace the part themselves and Crane will provide them with a free repair kit and directions.

**Consumer Contact:** For additional information, contact Crane Plumbing toll-free at (866) 876-3632 between 8 a.m. and 6 p.m. ET Monday through Friday or visit the firm's Web site at [www.cranepumbing.com](http://www.cranepumbing.com)

## Wagner Spray Tech Recalls Heat Guns Due to Fire and Burn Hazards

The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed. **Name of Product:** Heat Guns. **Units:** About 300,000. **Manufacturer:** Wagner Spray Tech Corp., of Minneapolis, MN. **Hazard:** An electrical component failure inside the heat guns can cause them to continue to produce heat after the power switch is turned off. This can melt the heat gun's plastic exterior, causing a burn if the heat gun is touched and ignite nearby combustibles, posing fire and burn hazards. **Incidents/Injuries:** The firm has received nine reports of the heat guns overheating. No injuries or property damage have been reported. **Description:** The recalled heat guns emit hot air and are used for paint and flooring removal, defrosting freezers and water lines, bending plastic, hobbies, etc. Recalled models include the Milwaukee Heat Gun MHT3300, ACE HT3500 Heat Gun, and the Wagner Heat Gun HT3500. The heat gun's name and model number are located on a black label on the bottom of the heat gun's barrel. The heat guns are black or yellow plastic and measure about 10 inches long, 8 inches high and 3 inches wide. **Sold at:** Major and independent hardware and home improvement stores nationwide from November 2004 through April 2009 for about \$40. **Manufactured in:** China

**Remedy:** Consumers should immediately stop using the recalled heat guns and contact Wagner for a free replacement product.



## Big Muddy Motor Sports Recalls Generators Due to Fire Hazard

The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed.

**Name of Product:** PowerPlus Generators. **Units:** About 450. **Importer:** Big Muddy Sports, of Perryville, Mo. **Hazard:** The 220-volt receptacle can fail to produce power correctly and cause power surges that can damage appliances. This poses a risk of fire and possible injury to consumers. **Incidents/Injuries:** The firm has received five reports of power surges resulting in damage to appliances. No injuries have been reported. **Description:** The recalled PowerPlus Generators are red with a black frame. The model number (BM7200 Power+) is printed on the side of the unit. Recalled units have a date of manufacture of 02/2009 labeled on the fuel tank. **Sold at:** Buchheit retail stores in Illinois and Missouri during May 2009 for about \$700.



**Manufactured in:** China. **Remedy:** Customers should immediately stop using the recalled generator and return it to any Buchheit store for an exchange or full refund.

## Black & Decker® Spacemaker™ Coffeemakers Recalled

The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed.

**Name of Product:** Black & Decker® brand Spacemaker™ Coffeemakers. **Units:** About 584,000. **Distributor:** Aplica Consumer Products Inc., of Miramar, FL. **Hazard:** The brew basket can shift out of alignment allowing hot water to overflow. This poses a scalding and burn hazard to consumers. **Incidents/Injuries:** The firm has received 235 reports of hot water overflowing and contacting consumers, including 10 reports of second-degree burns. **Description:** The recalled product is the Black & Decker-branded Spacemaker™ coffeemaker. The product has an under-cabinet mount, programmable digital clock/timer, removable water reservoir, and either a 12-cup glass carafe or an 8-cup thermal carafe. Only model numbers ODC440, ODC440B, ODC450 and ODC460 are included in the recall. The model number can be located on the back of the coffeemaker. **Sold at:** Major retailers nationwide, including K-Mart, Kohl's, Target, Wal-Mart, Bed, Bath & Beyond, and Amazon.com, from March 2006 through March 2009 for between \$60 and \$70.

**Manufactured in:** China. **Remedy:** Consumers should stop using the recalled coffeemaker immediately and contact Aplica for a free replacement brew basket.

