



DPI Investigator

Fall 2016

Thank You!

As the end of our 25th year in business draws near, we want to say thank you for standing with us! Over the years, we have spent thousands of dollars marketing our services online and in print. What has been successful? It's those who "take us with you" as you make changes in your career: Amy, Lisa, Robert, Karen and Brittny to name a few.

We have learned that you can have the catchiest ad, the most awesome conference booth or website, but if you don't deliver great service at a good value, you will soon be forgotten. So THANK YOU for remembering us and staying loyal! We hope to continue to serve you for many years to come!

John VanZyll
CEO/Owner/Founder

We helped these clients find money—let us help YOU!

SUCCESSFUL SUBROGATION HIGHLIGHTS			
Evidence	Claim	Recovered	Inspection Charges
Water Filter	\$100,000	\$80,000	\$652
Corrugated Metallic Line	\$66,875	\$66,875	\$852
Vinyl Supply Line	\$43,426	\$32,570	\$500
Brass Fitting	\$26,993	\$26,993	\$577
PVC Fitting	\$17,000	\$17,000	\$365

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Training News

DPI's free *Product Awareness and Subrogation Training* focuses on the subrogation process from the prospective of the failure analysis expert along with discussion of common product failures. From discovery to recovery, that includes a review of chain of custody, spoliation and why claims should be subrogated. The session is appropriate for new adjusters and a refresher for experienced adjusters.

The free one-hour session is approved for CE credit in:
 Florida – one credit hour "CE 3-24c – Adjuster Optional"
 Texas – one general credit hour for course number 95114
 California – one credit hour for course number 328294 – Property and Casualty (FX)
 Wyoming – one general credit hour for course number 26560.

For additional information or to schedule training, complete the request form or call our Customer Service Department at (800) 865-6220.



DPI WILL BE CLOSED DECEMBER 26—30

Does your expert have access to 16,324 exemplars?



College Dorms



How Safe are They?

Winner

Winner

A client reported recovering \$26,338.57 from Whirlpool which was 67% of his claim. A 100% recovery to him, as the most Whirlpool ever settles for is 67%...Thanks DPI!

Top 5 Inspected Products For 2016

- Stainless Steel Braided Lines
- Water Inlet (Solenoid) Valves
- Faucets
- Water Filters
- Pex Tubing

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Trending Now - Recall Alert

Over the past year, DPI has received multiple **Vortens toilet assemblies** for inspection. The discovered common failure mode is fracturing of the toilet tank (example in top left photo). The fracturing can be found in any area of the tank, but it usually occurs in a vertical manner from top to bottom.

The inspected tanks have failed by fracture, and none have suffered external impact damage that would cause such extensive fracturing, nor have they been subjected to freezing temperatures.



Product markings (photos left) of Vortens™ appear printed on the top rear of the bowl. Additional markings can be found stamped into the tank interior and can include SASA (manufacturer's mark), 3464 and a day/month/year date code.

[Recall Alert Number 16-265](#) (click to view recall on cpsc.gov)

GE Appliances Recalls Top-Loading Clothes Washers Due to Fire Hazard

Recall date: September 15, 2016

Name of product: GE Profile™ top-loading clothes washers

Hazard: An electrical component in the washers can overheat, posing a fire hazard.

Units: About 222,000 (in addition, about 450 were sold in Canada)

Description: The recall involves three models of GE Profile high-efficiency top-loading clothes washers. The washers come in gold, gray and white and measure about four cubic feet. "GE Profile" is printed on the front of the washers. The model number is located on the rear cover of the washer's backsplash, above the water valve connections. Recalled washers have the following model and serial number ranges: GE Profile—WPGT9350, WPGT93560, WPGT9150— all serial numbers.

Incidents/Injuries: GE Appliances has received 71 reports of internal washer components burning or catching fire, including three reports of fires resulting in about \$129,000 in property damage. No injuries have been reported

Remedy: Consumers should immediately unplug and stop using the recalled washers and contact GE Appliances for a free repair.

Sold at: Best Buy, Lowe's, Sears, The Home Depot and other stores nationwide from June 2003 through October 2011 for between \$900 and \$1,400.

Manufacture(s): GE Appliances, of Louisville, Ky

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Check
Inspection
Status

