



DPI Investigator

MARCH 2017

Hazardous Material

Each year, billions of packages and documents are delivered by common carriers. Most packages contain basic, everyday items. However, some contain hazardous material that, if not packed properly, can cause permanent injuries or death. For that reason, all hazardous material must be prepared in accordance with the appropriate federal Hazardous Materials Regulations found in Title 49 of the Code of Federal Regulations (49 CFR) and carrier-specific requirements. Non-compliance could result in civil or even criminal penalties.

In our business, it is often necessary to inspect items that could potentially fall under 49 CFR and carrier-specific requirements. As a general guideline, our contract carrier, UPS, describes items that may be hazardous as those that have such descriptions as:

Acidic	Caustic
Toxic	Compressed Gas
Corrosive	Explosive
Flammable	Infections
Inflammable	Refrigerated
Radioactive	Poison
Combustible Communicable	Volatile

If you find yourself using any of these terms when thinking about your referral, please contact either the UPS Hazardous Materials Support Center at 1-800-554-9964, your local UPS store or refer to the UPS Guide for Shipping Ground and Air Hazardous Materials found [here](#). Our return shipping labels are for ground service.

Speaking of Shipping...

We are often asked to ship a piece of evidence to a manufacturer or third party for further examination – by the way, a practice we don't recommend. This service does incur additional shipping charges, so please remember to include payment once you receive the shipping invoice.



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

SUCCESSFUL SUBROGATION HIGHLIGHTS

Evidence	Claim	Recovered	Inspection Charges
Supply Line / Coupling Nut	\$77,409	\$77,409	\$4,965
Pex Tubing	\$65,080	\$55,138	\$1,915
Icemaker	\$54,133	\$48,720	\$2,713
Microwave / Oven Combo	\$35,564	\$29,656	\$1,915
Faucet	\$15,712	\$15,712	\$460

Denial...is Not Just A River in Egypt

Denial is what happens when the responsible party denies your claim. They have attorneys who are eager to send denial form letters to you. Do not stop there! If you have relied on a DPI Report, contact us immediately! We will help you with preparing a letter of rebuttal to those denial letters.



HOW-TO-PACK-STUFF

UPS: [Packaging Guidelines](#)
 FedEx: [How to Pack](#)
 Postal Service: [Prepare Packages](#)

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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 [here](#) or call our Customer Service Department at (800) 865-6220.



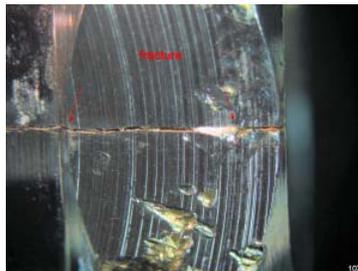
Trending Now - Recall Alert

March 2017

Trending Now at DPI

DPI has seen an increase in failed **BrassCraft** straight and angle stop valves. The failure is typically a longitudinal fracture of the inlet port (pictured at top and bottom left). The increase in failures has seemed to coincide with the “lead-free” movement in brass products.

In the past, such failures were seen mostly with distinct signs of overtightening such as excess tool marks. However, these recent failures have occurred even with valves that show signs of under-tightening. Fortunately, BrassCraft valves are usually clearly marked with the name and distinctive logo markings (pictured middle and right bottom).



[Recall Alert Number 17-080](#) (click to view recall on cpsc.gov)

Barnes & Noble Recalls Power Adapters Sold with NOOK Tablet 7 Due to Shock Hazard

Recall date: February 1, 2017

Name of product: NOOK® Tablet 7”

Hazard: The power adapter casing can break when plugged into an electrical outlet, exposing its metal prongs, posing an electric shock hazard.

Units: About 147,000

Description: This recall involves the black power adapter sold with the NOOK Tablet 7”. The adapter bears markings: model number TPA-95A050100UU, manufacture date 201610. The NOOK Tablet 7” model number BNTV450 is located on the back of the NOOK. T

Incidents/Injuries: Barnes & Noble has received four reports of the power adapter breaking or pulling apart exposing the metal prongs. No injuries have been reported.

Remedy: Consumers should immediately stop using the recalled power adapters and [register online](#) for a free replacement adapter along with a Barnes & Noble \$5 gift card. Once registered, consumers will be able to print a pre-paid UPS label to return the recalled adapters to Barnes & Noble. Consumers will receive replacement adapters in the mail. Until a replacement adapter is received, consumers are advised to charge their NOOK Tablet 7” through their computer using a USB cable.

Sold at: Barnes & Noble stores and online at www.barnesandnoble.com from November 2016 to January 2017 for about \$50.

Manufactured in: China

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Check
Inspection
Status

