



DPI Investigator

June 2018

GOING THE EXTRA MILE FOR OUR CUSTOMERS

In our March 2018 newsletter, we shared a story about DPI's commitment to our customers by taking extraordinary steps to locate evidence that a former freight carrier failed to deliver.



On Easter Sunday, we had the opportunity to show that commitment by assisting one of our customer's adjusters who experienced a major automotive breakdown not far from our office as she and her family of four were returning home to Florida.

The adjuster reached out to our customer service representative, Mary Jackson, who jumped into action. Mary contacted the local police and asked for assistance. The police took the family to a hotel and had the vehicle towed to what they considered a reputable shop.

Once Mary treated the family to dinner and had them settled for the evening, Mary contacted our CEO, John VanZyll, and asked what else we could do to help.

The next day, it was determined the vehicle's motor was blown. John had the vehicle towed to DPI by our maintenance supervisor, Davey Harness, for storage. The family was only traveling with a bank card, so they were unable to rent a vehicle. John rented an SUV for them to get them home so the kids would not miss another day of school.

After we helped the family pack the SUV, they were treated to dinner before being sent on their way. DPI arranged for the broken down vehicle to be sold for scrap...and the money was sent to the family.

DPI values you - our customers, our partners. We are dedicated to providing the best possible service to you whether it's locating lost freight or helping stranded families. We are always willing to go the extra mile.

Take Advantage of Our Special Summer Offer!



Through August 31, 2018, when 5 same-level claim inspections are completed, you will receive a certificate for a free same-level claim inspection!*

Contact our Customer Service department at 800-865-6220 for details.

*Discount does not apply to shipping, storage or additional fees.

Increase your subro recovery with our Subrogation Screening Program. Click [here](#) for more information.

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

SUCCESSFUL SUBROGATION HIGHLIGHT

Evidence	Claim	Recovered	Inspection Charges
Toilet Tank	\$84,000	\$64,000	\$1,175
Water Filter Cartridge/ Canister	\$61,103	\$46,468	\$525
Rubber House	\$50,000	\$18,666	\$627
Compression Coupler	\$44,690	\$43,690	\$367
Water Heater	\$30,409	\$27,500	\$1,245

Affidavits: Filling The Gaps

One suggestion made in a recent subrogation webinar concerned the uses of affidavits. We often point out in one form or another that failures do not occur outside of a context. Every claim has a history. Who, what, when, where, why. In most cases, we need the evidence that is around the evidence to come to the most probable conclusion. We also realize that it is not always possible to preserve everything that would be helpful to an investigation. This is where affidavits can help.



An affidavit can fill in information gaps that may have developed during repair and restoration. Also, an affidavit can help account for ancillary items around the failed item that may have been damaged or accidentally disposed. Use affidavits in anticipation of concerns and contentions that will be made by an adverse party. For example, if you know that Big Water Filter, Inc. always says that their product was damaged because the consumer did not use the correct filter cartridges, an affidavit confirming the types of filters and maintenance procedures of the user can answer the denial contentions in advance.

Detailed information documented in some form contemporaneous to the event should be much easier to get and more complete than trying to backtrack and reconstruct things two or three years after the loss.



Do You Know Where Your Evidence Is?

When working with an investigations company, ensure they have an established relationship with a freight carrier who has a proven record of safe, efficient deliveries.



The carrier should provide specialized services that include careful, professional material handling & packaging and utilize technology that provides real-time tracking of your shipments.

Contact our Customer Service Department at 800-865-6220 to arrange for large item pickups by our logistics solution provider.

In conclusion...

Our conclusions are based on the occurrence and the information provided by the evidence and parties involved in the occurrence.

The findings are not based on inconclusive engineering principles. Engineering reports are often based on engineering theory and result in inconclusive statements such as "could be", "might be", "possibly" or "unsubstantiated". These statements are the perfect tools for responsible parties to deny responsibility.

Diversified Product Inspections, LLC

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Trending Now - Recall Alert

Trending Now at DPI — Class Action Roundup

DPI works hard to keep tabs on class action litigation that may affect subrogation. The most recent settlement we've found involves InSinkEerator F-201 (and F-201R) water filters (bottom left photo). Parent company Emerson Electric admits no wrongdoing but has settled the lawsuit. Click [here](#) for more information.

In other class action news, yet another [lawsuit](#) was filed against Fluidmaster for defective "No-Burst" toilet connectors (bottom middle and right photos) in May of last year. To DPI's knowledge, no settlement has yet been reached. However, other producers of toilet lines, such as [Watts](#) and [BrassCraft](#), have reached settlements for continuing to sell toilet lines with unreliable coupling nuts.



GE Lighting Recalls LED Tube Lamps Due to Shock and Electrocution Hazards; Sold Exclusively at Lowe's Stores

This recall involves GE Lighting's 31243 LED13T8U840 LED two pack tube lamps. These units are most often used in garages, basements, workshops and utility rooms. The GE logo and model information are printed on a label near the tube's base.

Consumers should immediately contact GE Lighting to receive instructions on safely removing the LED tube lamps, and to receive a refund in the form of a \$17 gift card. Consumers should make sure the light switch is "off" before attempting to change LED tube lamps.

[Recall details](#)



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