



DPI Investigator

News & Updates

Monthly Newsletter

1991 to 2009

April/ May 2009

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DPI Goes Back to
Being A Private Company

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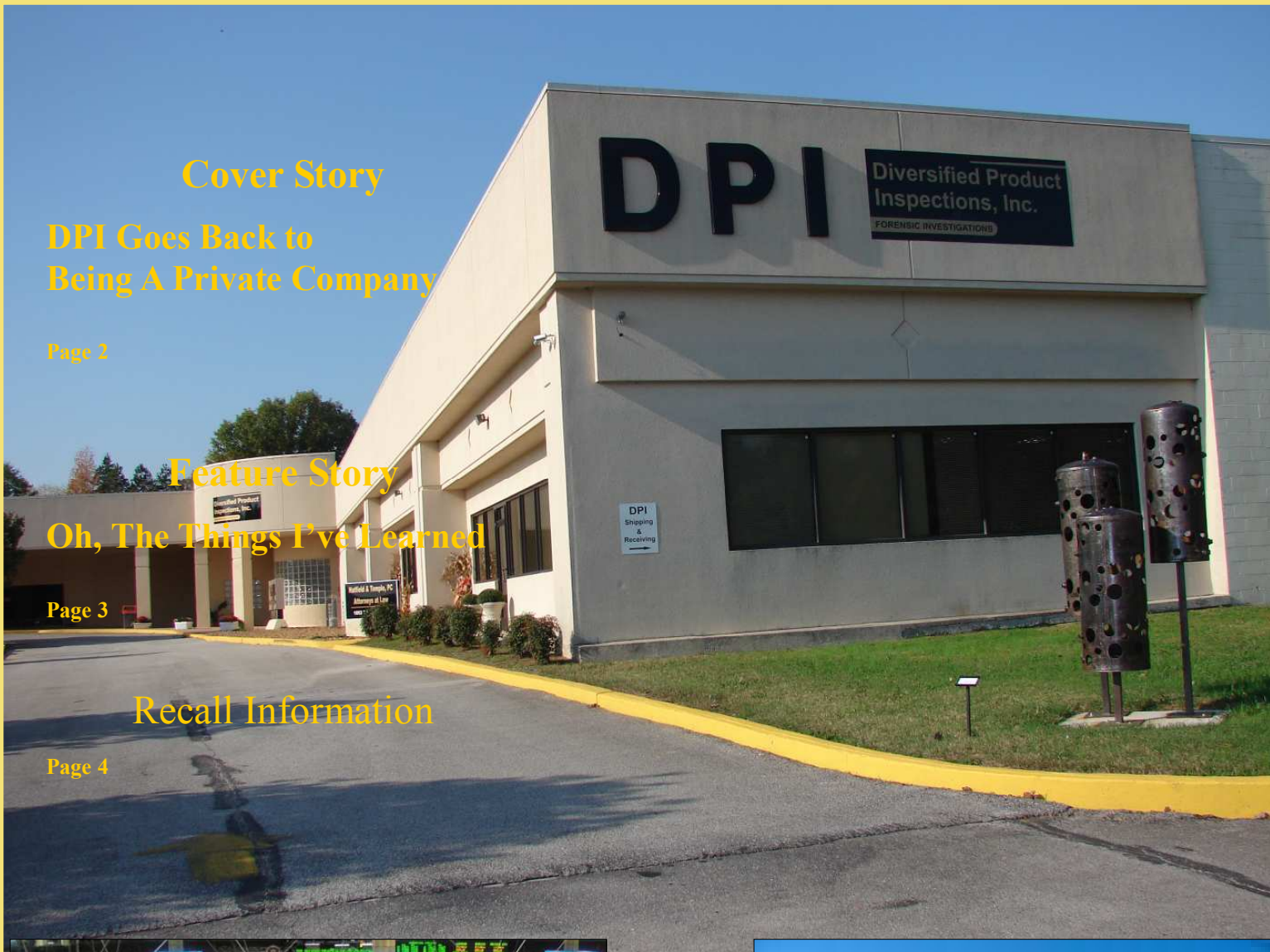
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From Wall Street Back to Main Street

DPI Changes its Status from a Publicly Traded Company Back to a Privately Run Company

by John VanZyll, President & CEO

Perhaps some of you have noticed that on our claim forms, the logo and other promotional materials now read Diversified Product Inspections, LLC rather than Diversified Product Inspections, Inc. This change will not affect in any way your business relationship with DPI; in fact, it should make DPI better able to serve its customers.



DPI became a publically traded company back in 2004 as a way to raise capital to expand our operation. Although there was some initial success, it soon became apparent that the extensive regulatory requirements to be a public company and the cost of compliance far outweighed the benefits of remaining public. The final straw that made the decision easy for DPI was the passing of the Sarbaines-Oxley Act following the Enron scandals. This required even more costly reporting and compliance that was not relative to a company of our size.

Two years ago, DPI started the process of returning to a privately run company. This was a difficult and costly task, but it was finally completed on April 10, 2009. The large expenses that were incurred meeting the accounting, SEC requirements, and specialized law firm fees can now be saved and put back into improving DPI to better serve you.

Because of our loyal clients and strong business relationships, you and others made it possible for DPI to remain profitable and be able to add new and enhanced services despite the costs of making this change. DPI looks forward to increasing our capabilities to produce even better reports with more professional information for our clients to pursue successful subrogation operations, resulting in increased recovery dollars.

Again, DPI is grateful to its loyal customers, and this change back to a private company will allow us to be even more creative in finding ways to give you professional expert reports.



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Learning from Others' Mistakes

by Nikisha Sambat

We can all learn from each other's mistakes. This process starts from the time we are born – learning as a baby that you can get hurt if you touch the hot stove or push buttons you are not supposed to; learning as you get older to use proper safety equipment when operating power tools or heavy equipment. At DPI, learning from other people's mistakes is a daily lesson.

When I began working at DPI in 2003 as a proofreader, I knew absolutely nothing about the products I was reading about in the investigative reports. I was fresh out of college and really interested in learning about all of these plumbing and electrical products, not only so I could effectively do my job, but also so I could be prepared when the first “incident” occurred at my own home. I wanted to impress my husband with all the engineering terms and phrases I knew, as well as with my ability to put the information to use by actively knowing how to deal with any “emergencies” or situations that would inevitably arise. Every day, I was learning new names of plumbing parts, components of toilets, different types of valves and faucets and filters, as well as the materials used in the manufacture of these parts. I was learning about electrical items, including fans, heaters, microwave ovens, and stoves; how they worked, their internal components, common failure mechanisms, as well as common mistakes made by consumers in the maintenance and installation of these items.



DPI examines many products that have failed for a multitude of reasons, installation errors, product defects from faulty manufacturing, improper assembly by manufacturers, improper usage, etc... I have learned how to properly install new supply lines, knowing how to read the installation instructions, knowing what manufacturers expect from the consumer – replacement warnings on tags, etc... as well as how ridiculous some of these expectations are for the average homeowner.

As a homeowner, you inevitably will encounter problems with products in your home. Your faucet breaks; your supply line cracks; your dishwasher floods the kitchen; the washing machine overflows; the curling iron catches the vanity on fire – there are countless scenarios that occur every single day, in every single county, in every single state, in all parts of the world.

DPI's business of product investigation is so broad that one of the first reports I ever read was an investigation of a colostomy bag, which made for a very interesting read. Some other interesting scenarios we have investigated include: the worker who used a concrete saw to cut wood, the person who cooked dog food on the stove mixed with grease to ignite a fire; turkey fryers being used in the attics of houses, or the dropping of a frozen turkey in a fryer. There have been investigations on everything from pepper spray to oxygen machines.

Every day there is at least one report on a product that I have never encountered before, or a new circumstance that caused this failure to occur. It never gets boring, as there is always a new tale to be told, and a new lesson to be learned!

Hair Dryers Recalled by Universalink International

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: Special and Narita Hair Dryers. **Units:** About 3,000. **Importer:** Universalink International Trading Inc., of La Puente, Calif. **Hazard:** The hair dryers are not equipped with an immersion protection device to prevent electrocution if the hair dryer falls into water. Immersion protection devices, which prevent electrocution, are required by industry standards for all electric hand-held hair dryers. **Incidents/Injuries:** None reported. **Description:** This recall involves Special (model EX-1800) and Narita (model TE-263) hair dryers. “Special” or “Narita” and the model number are printed on the dryer. The “Special” hair dryers are brown and the “Narita” hair dryers are white and black and fold up. **Sold at:** Various retail stores in California from June 2003 through October 2008 for about \$15. **Manufactured in:** Taiwan. **Remedy:** Consumers should immediately stop using the hair dryers and return them to the store where purchased for a full refund.

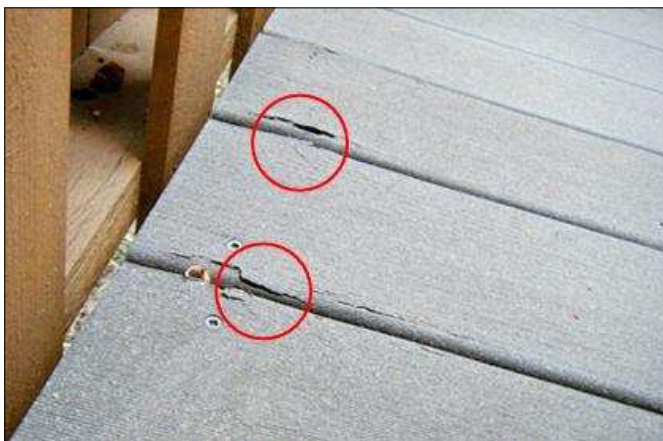
Consumer Contact: For additional information, contact Universalink International Trading toll-free at (866) 997-6768 between 9:30 a.m. and 5 p.m. PT Monday through Friday, or email the firm at sales@naritausa.com



Composite Decks Recalled by Louisiana-Pacific

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: Composite Decks, **Units:** About 48 million linear feet (decks vary in size), **Manufacturer:** Louisiana-Pacific (LP) Corp., of Nashville, Tenn. **Hazard:** The recalled decking can prematurely deteriorate and unexpectedly break. Consumers can fall through broken decking and suffer serious injuries. **Incidents/Injuries:** LP has received 37 reports of composite decks breaking, resulting in 14 injuries, including a broken wrist, sprained ankle, minor lacerations and bruises. **Description:** The recall includes outdoor deck board and railings sold under the brand names LP WeatherBest®, ABTCo., and Veranda®. They are composite products that look similar to natural wood and were sold in various colors including Tuscan Walnut/Chestnut, Driftwood Grey/Greystone, Pacific Cedar and Western Redwood. Veranda decking products were manufactured by multiple firms; only products manufactured by LP are included in this recall. **Sold at:** The Home Depot (Veranda® brand) and building product dealers (LP WeatherBest® and ABTCo. brands) nationwide from January 2005 to August 2008 for between \$1.50 and \$2.25 per linear foot. **Manufactured in:** United States. **Remedy:** Consumers with the recalled decking should immediately contact LP for a free inspection. If the decking is affected by premature deterioration, LP will arrange for a free replacement.



Consumer Contact: For additional information, contact LP toll-free at (888) 325-1184 between 6 a.m. and 5 p.m. PT Monday through Friday, or visit the firm's Web site at www.deckingnotice.com