



# DPI Investigator

September 2009

## The Power of Synergy

What do you do if you have a failed device that has microprocessor controls, electric motors, mechanical gears, water lines, and fire damage? Do you call a mechanical engineer first? Maybe a fire investigator? Electronics expert? The synergy advantage at DPI is your solution.

DPI inspectors and staff have multifaceted backgrounds with various educational and professional experience. DPI upper level inspections are conducted by technicians who work under processes and procedures developed by a resident mechanical engineer, with many years of experience in failure analysis, design, manufacturing, and management in industry. The inspectors bring it all together. Examples of the skills and experience provided by the DPI synergy advantage...

TEAMWORK

- Licensed plumber
- Construction
- Licensed electricians
- Millwright
- Mechanical engineering
- Electrical engineering
- US Navy Electronics technician
- Public utility failure inspector
- Aircraft component assemblyman
- Industrial equipment maintenance
- Product development, design, and fabrication
- US Navy machinist and nuclear propulsion maintenance
- Quality control for plumbing fixture manufacturer
- Computer electronics engineering
- Heavy equipment operators
- Computer programming

- Testing and troubleshooting for life safety systems (sprinklers, alarms, CCTV, access)
- Information technology
- Cause and Origin Fire Investigators
- Hazmat handling
- Radioactive shipping
- Nuclear Quality Assurance
- Nuclear waste disposal — equipment design and fabrication
- Welding and metallurgy
- Nuclear electronics engineering technologist and custom diagnostic instrument designer
- Coordinate Measuring Machine (CMM) programming and diagnostics
- Photography
- Management
- Paralegal

## Help Us Help You

### Keep It In Context

Whether it is CSI or DPI, all evidence has a history and a context. The context of a failure analysis is crucial to the conclusion. For example, the failure in one DPI fire inspection of a power paint sprayer pointed toward the general area of a circuit board. Later on, it was revealed that a fire department report stated that the item had been leaking and had been placed in a plastic box during its operation. The instructions warned about proper ventilation and that the device produced sparks. If the claim history had included this information, it would have enabled the DPI inspector to produce a more beneficial report by putting the fire in proper context.

Our editors have degrees in Linguistics, Technical Writing, and English to help ensure the reports are accurate, concise, and clear. We all work side by side, sharing information and providing our clients with the expertise/knowledge we have of our respective fields. Synergy has advantages for the DPI client.

## DID YOU KNOW?

DPI offers re-enactment services. In the past the DPI staff has re-enacted various auto accidents including bridge design issues and tire blowouts. Turkey deep fryer fires, exploding aerosol cans, and similar videotaped re-enactments can add strong visual support to your case.



Please download and use the most recent mail-in claim form at [www.dpi-inc.com/downloads.html](http://www.dpi-inc.com/downloads.html)

## NEWS from CPSC U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

August 25, 2009

Release # 09-322

### Maytag Expands Recall of Refrigerators Due to Fire

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. **Name of Product:** Maytag®, Magic Chef®, Performa by Maytag® and Crosley® brand refrigerators. **Units:** About 46,000 (1.6 million units were [previously recalled](#) March 2009) **Manufacturer:** Maytag Corp., of Newton, Iowa. **Hazard:** An electrical failure in the relay, the component that turns on the refrigerator's compressor, can cause overheating and pose a serious fire hazard. **Incidents/Injuries:** Maytag has received 23 additional reports of refrigerator relay ignition, including 4 reports of property damage ranging from smoke damage to extensive kitchen damage. **Description:** The recall includes certain Maytag®, Magic Chef®, Performa by Maytag® and Crosley® brand side-by-side and top freezer refrigerators. The affected refrigerators were manufactured in black, bisque, white and stainless steel. They have model and serial numbers printed on a label located on the top middle or left upper side of the refrigerator liner and have the following model and serial number combinations:

	Serial Numbers END- ING with	AND Model Numbers BEGINNING with
Side by Side Refrigerators	CN, CP, YY, YZ	MZ
Top Freezer Refrigerators	CA, CC, CE, CG, ZB, ZD, ZF, ZH	CT15G4, CTB152, CTL151, CTM152, CTN151, MTB195, MTB215, MTB245, MTF195, MTF215, PTB155, PTB175, PTB195, PTB215



Refrigerators with freezers on the bottom are not included in this recall. **Sold at:** Department and appliance stores and by home-builders nationwide from September 2000 through May 2004 for between about \$350 and \$1,600. **Manufactured in:** United States **Remedy:** Consumers should immediately contact Maytag to determine if their refrigerator is included in the recall and if so, to schedule a free in-home repair. Consumers should not return the refrigerator to the retailer where it was purchased. **Consumer Contact:** For more information, contact Maytag toll-free at (866) 533-9817 anytime, or visit the firm's Web site at

[www.repair.maytag.com](http://www.repair.maytag.com)

#### Representative Models

