



# DPI Investigator

October 2009

## Help Us Help You

## Go Big!

**Go Big Orange!** is a familiar cheer to all fans of University of Tennessee football. Go Big Washing Machine! just doesn't sound nearly as catchy, but for insurance adjusters "Going Big" might just improve subrogation odds. Obviously, mailing a small part is much less expensive than shipping a big appliance, but having the "big picture" included in the inspection report may produce a bigger benefit. With a malfunctioning large appliance, the tendency is to call a repairman who removes the suspect part, "fixes" the problem, and passes the item on for the adjuster to have inspected. Oftentimes, the problem may not be in the part, itself, but in the part's relationship to the appliance. For example, suppose a washing machine overflows. An unscrupulous repairman may say the pressure switch was malfunctioning, but in reality he simply reattached the tube that had worked loose to the new (billable) part. The old part is tested at DPI and works just fine. On the other hand, we sometimes receive just the detached tube. These are often generic with no product marks and no visible fault. If we have the malfunctioning appliance, then the faulty condition, (not the component), can be identified. Yes, the hassle and shipping costs are greater with big items, but a useful report is more beneficial. If you have the option, consider "Going Big" before having your insured call a repairman. Can you say, **Go Big \$ubro?**



## EXPRESS REPORTS

In a rush? Express reports are expedited with a 3-day turnaround plus e-mailed reports and pictures. Check the box in the upper right-hand corner of the claim form. Express processing requires either a fax number or an e-mail address.

## Seasonal Lights



Seasonal lights aren't just for Christmas anymore. Green lights for St. Patrick's Day, orange pumpkins for fall, and clear lights for every day of the year. The editors at DPI enjoy festive decorations; strings of lights can brighten a room and cheer everyone up. On the not-so-cheery side are all of the recalls that come out each year concerning these products. Exposed wires, inadequate/undersized wires, poor assembly, no fuse protection, and flammable plastics make these decorations a fire and shock hazard. Use caution during the holidays with lights, and candles, and if there is reason to suspect injury or property damage due to holiday lights, **SAVE THE PARTS** and have DPI inspect them.



**Festive DPI Editors**

## DPI's Pick-Up Service for Evidence Items



DPI works with carriers nationwide to pick up and transport evidence items to our facility in Tennessee. Have DPI Customer Service prepare a shipping cost comparison to see if we can save you money on shipping washers, stoves, refrigerators, etc.



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

FOR IMMEDIATE RELEASE  
 August 27, 2009  
 Release #09-333

**Frigidaire and Kenmore Smoothtop Electric Ranges  
 Recalled Due to Fire Hazard**

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. Consumers should stop using recalled products immediately unless otherwise instructed. **Name of Product:** Certain Frigidaire and Kenmore Elite Smoothtop Electric Ranges **Units:** About 200,000 **Manufacturer:** Frigidaire, a division of Electrolux Home Products Inc., of Augusta, Ga. **Hazard:** Depending on the model, the surface heating elements can: 1) turn on spontaneously without being switched on; 2) fail to turn off after being switched off; or, 3) heat to different temperatures than selected. This poses a fire and burn hazard to consumers. **Incidents/Injuries:** Frigidaire has received 126 reports of incidents, including four reports of minor burns and two reports of minor property damage. **Description:** This recall involves Frigidaire, Frigidaire Gallery, Frigidaire Professional and Kenmore Elite smoothtop electric ranges with rotary knobs and digital displays. The following model and serial numbers are included in the recall:

Frigidaire (Serial Number Range VF122xxxxx - VF831xxxxx) and Models Beginning with					
FEFBZ90GC FEFLMC55GC FEFLZ87GC	GLEF396AB GLEF396AQ GLEF396AS GLEF396CQ GLEF396CS  GLEFM397DB	GLEFM397DQ GLEFM397DS GLEFM97FPB GLEFM97FPW GLEFM97GPB GLEFM97GPW	LEEFM389FE	PLEF398AC PLEF398CC PLEF398DC PLEFM399DC	PLEFMZ99EC PLEFMZ99GC PLEFZ398EC PLEFZ398GC
Kenmore Elite (Serial Number Range VF122xxxxx □ VF334xxxxx) and Models Beginning with					
790.99012	790.99013	790.99014	790.99019		



Serial plate located at the bottom of the unit.

The model and serial number can be found by opening the range drawer at the base of the unit. **Sold at:** Sears and other national chain and independent retailers nationwide from June 2001 through August 2009 for between \$1,000 and \$2,500. **Manufactured in:** United States. **Remedy:** Consumers should stop using the recalled ranges immediately and contact Frigidaire or Sears to schedule a free repair. **Consumer Contact:** For additional information, contact Frigidaire at (800) 449-9812 between 8 a.m. and midnight ET Monday through Saturday or visit the firm's recall Web site at [www.smoothtoprangerecall.com](http://www.smoothtoprangerecall.com). Consumers who purchased their products at Sears should call Sears at (800) 449-9810 between 8 a.m. and 10 p.m. ET Monday through Saturday.



Sample of a smoothtop with rotary knobs and digital displays