



DPI Investigator

June 2010

Inquiring Adjusters Want to Know...

FAQ

Q. Does it pay to send in a \$4,000 claim?

A. Yes. DPI specializes in small claims. As a result, many common failures have been investigated numerous times. This knowledge base helps support your case.

Q. Can roofing shingles be sent to DPI?

A. Yes. DPI actually began business as roofing inspection experts. For an accurate analysis, we need 3 to 6 shingles and they should be complete, not random parts. A "row" of at least 3 shingles is needed. DPI also has a roofing failure handbook. Please contact Customer Service for a copy.

Q. Pipe failures — how much do we send in?

A. Please send in 12" – 18" on either side of the failure site. This helps with product identification, testing, and evidence of the installation issues.

Q. Are recalled items still on distributor shelves?

A. Yes. They may be mixed in with newer stock or in the "bargain" bin.

Q. Should I send in sump pumps?

A. Yes. They are designed to pump water continuously and should not fail in the course of normal service.

Q. Can adjusters go on the DPI website and check the status of their report?

A. Not yet, but this is a site feature planned for the near future.

Q. How do I get information on the report levels?

A. See the February edition of the DPI Investigator or visit the DPI website to view a detailed informational flyer.

Recent Reports from Successful Subrogation

Sump Pump

Claim Amount \$5,717.00 Recovered \$3,001.50

Water Heater

Claim Amount \$8,251.24 Recovered \$4,340.62

Ice maker

Claim Amount \$54,133.55 Recovered \$48,720.20

Furnace

Claim Amount \$49,000.00 Recovered \$40,000.00

Stainless Steel Braided Supply Line

Claim Amount \$22,151.59 Recovered \$22,151.59

DVD Player

Claim Amount \$100,000.00 Recovered \$75,000.00

Total \$193,213.91

Can DPI Help Improve Your Bottom Line?

Continuing Education Credits



Due to inquiries from adjusters, DPI is considering having our seminars and training videos accredited by CEU Institute in order to offer you continuing education credits for attending. However, before proceeding, we would like your feedback regarding:

- Is this of interest to you/your company?
- Will you participate if there is a fee to cover the CEU expenses in the event a sponsor is not available?

Please email your comments/suggestions to:
administrator@dpi-inc.com

DID YOU KNOW?

DPI has facilities for meetings and depositions. Audio and video recording services are available as well as media duplication. You may schedule in-house tours and training sessions around a deposition.

NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

May 20, 2010

Release #10-238

Walmart Recalls General Electric® Coffee Makers 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. It is illegal to resell or attempt to resell a recalled consumer product. **Name of Product:** General Electric®-branded 12-cup digital coffee makers **Units:** About 900,000 **Importer:** Walmart Stores Inc., of Bentonville, Ark. **Hazard:** The coffee maker can overheat, posing fire and burn hazards to consumers. **Incidents/Injuries:** Walmart has received 83 reports of overheating, smoking, melting, burning and fire, including three reports of minor burn injuries to consumer's hands, feet and torso. Reports of property damage include a significant kitchen fire and damage to countertops, cabinets and a wall. **Description:** This recall involves General Electric®-brand 12-cup coffee makers sold in white or black. The digital coffee maker has programmable functions and plastic housing. The GE logo is printed on the base of the coffee maker and the model number is printed on the bottom of the base. Model numbers included in the recall are: #169164 & #169165. No other models are included in this recall. **Sold exclusively at:** Walmart stores nationwide from March 2008 through January 2010 for about \$30. **Manufactured in:** China. **Remedy:** Consumers should immediately stop using the recalled coffee makers and return the product to any Walmart for a full refund. **Consumer Contact:** For additional information, contact Walmart at (800) 925-6278 between 7 a.m. and 9 p.m. CT Monday through Friday, or visit the firm's website at www.walmart.com.



Model #169164

Black



Model #169165

White

DPI's Exemplar Storage of Failed Coffee Makers