



# DPI Investigator

July 2010

## Help Us Help You

### To Store or Not to Store... Part 2



DPI provides a secure evidence storage service for our clients. The March 2010 issue of the DPI Investigator discussed fees and proper designations on the claim form. In Part 2...Why use the DPI storage service? First, convenience. Your evidence is tracked, safe, and in a secure, monitored facility. Second, the less movement of evidence, the better for maintaining chain of custody. And third, there is less chance of part loss. For example, recently an item with fractured components was sent to Big Pipe Co.\* for analysis. Big Pipe Co. then sent the evidence to Cracked Stuff Engineering for a second opinion. Cracked Stuff notified the insurance company that they had not received all of the parts. DPI had photographic documentation that all of the parts were sent to Big Pipe Co. BPC later "found" the missing parts. Of course, anyone can make a simple mistake, but this is a common "mistake" scenario that DPI encounters when evidence is shipped out of our secure storage facility. Storing your evidence with DPI can reduce the chances of these problems. DPI has facilities for hosting third-party inspections to help avoid unnecessary evidence shipping.

\*Names have been changed to protect the guilty.

## You Asked For It – You Got It

### Online Inspection Status

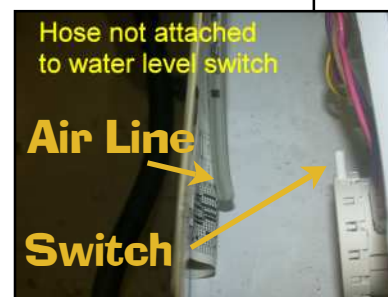
One request we hear consistently during our seminars is the ability to check the status of an inspection online instead of having to call in. Well, it's here. Go to [www.dpi-inc.com](http://www.dpi-inc.com) and click on the Inspection Status link at the top of the page. Enter your claim number, and voila! You will see when the evidence was received; when the inspection started; and when the report was finalized, invoiced, and mailed out. A brief explanation of each step and the ever present disclaimer is also included at the bottom of that page.

Hopefully, this new feature will answer most of your inspection status questions. If not, please call our Customer Service Department at 800-865-6220.

**DID YOU KNOW?** DPI conducts in-house testing for common product failures? The Resident Engineer is currently preparing the protocols for a series of new tests. The results will be useful as supporting materials to include with inspection reports and beneficial with all subrogation pursuits. Just one more way DPI is improving service to our clients.

## Evidence Submission 101 Tips On Washing Machines

Many washing machine water level switches and air domes do not have hose barbs or clamps on them, which can allow the air line to become detached from vibration of the washing machine. If the air line becomes disconnected from the water level switch or air dome, this will cause the washing machine to overflow. These components are responsible for causing much of the water damage associated with washing machines. DPI continues to recommend sending in the entire machine when at all possible. If a repair company is called, it should be one that is factory authorized for that brand of machine. If the service technician removes the water level switch (air domes are usually not removed) from the washing machine, it is important to verify that the low pressure air line did not become detached from the water level switch before the switch was removed. It only takes a few seconds for a service technician to reconnect the air line to the water level switch or air dome, which erases any evidence that the air line became detached. If the line was detached, then take an on-site photo of the pressure line position, and get a statement from the service technician.



## NEWS from CPSC

## U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

June 3, 2010

Release #10-255

**Maytag Recalls Dishwashers 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:** Dishwashers **Units:** About 1.7 million in the United States **Manufacturer:** Maytag Corp. of Newton, Iowa or Maytag Corp. of Benton Harbor, Mich. **Hazard:** An electrical failure in the dishwasher's heating element can pose a serious fire hazard. **Incidents/Injuries:** Maytag has received 12 reports of dishwasher heating element failures that resulted in fires and dishwasher damage, including one report of extensive kitchen damage from a fire. No injuries have been reported. **Description:** The recall includes Maytag®, Amana®, Jenn-Air®, Admiral®, Magic Chef®, Performa by Maytag® and Crosley® brand dishwashers with plastic tubs and certain serial numbers. The affected dishwashers were manufactured with black, bisque, white, silver and stainless steel front panels. The brand name is printed on the front of the dishwasher. The model and serial numbers are printed on a label located inside the plastic tub on a tag near the left side of the door opening. Serial numbers will start or end with one of the following sequences.

SERIAL number STARTING with:	OR	SERIAL number ENDING with:
NW39, NW40, NW41, NW42, NW43, NW44, NW45, NW46, NW47, NW48, NW49, NW50, NW51, NW52, NY01, NY02, NY03, NY04, NY05, NY06, NY07, NY08, NY09, NY10, NY11, NY12, NY13, NY14, NY15, NY16, NY17, NY18, NY19		JC, JE, JG, JJ, JL, JN, JP, JR, JT, JV, JX, LA, LC, LE, LG, LJ, LL, LN, LP, LR, LT, LV, LX, NA, NC, NE, NG, NJ, NL, NN, NP, NR

**Sold at:** Department and appliance stores and by homebuilders nationwide from February 2006 through April 2010 for between \$250 and \$900. **Manufactured in:** United States **Remedy:** Consumers should immediately stop using the recalled dishwashers, disconnect the electric supply by shutting off the fuse or circuit breaker controlling it, inform all users of the dishwasher about the risk of fire and contact Maytag to verify if their dishwasher is included in the recall. If the dishwasher is included in the recall, consumers can either schedule a free in-home repair or receive a rebate following the purchase of certain new Maytag brand stainless-steel tub dishwashers. The rebate is \$150 if the consumer purchases new dishwasher models MDB7759, MDB7609 or MDBH979; or \$250 if the consumer purchases new dishwasher models MDB8959, MDB8859, MDB7809 or MDB7709. Consumers should not return the recalled dishwashers to the retailer where purchased as retailers are not prepared to take the units back. **Consumer Contact:** For additional information, contact Maytag at (800) 544-5513 anytime, or visit the firm's website at [www.repair.maytag.com](http://www.repair.maytag.com)



Serial number is located here

