

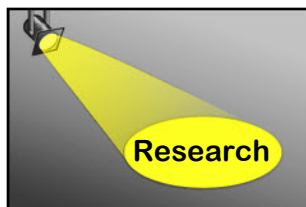


Diversified Product Inspections, LLC

Since 1991

# DPI Investigator

November 2011



## Spotlight on the DPI Research Department

The DPI Research Department has attained a reputation in the failure analysis industry as being the premier place to turn when your evidence has no label or looks like road kill. Paula Furlong and her research team continually catalog product information from a multitude of sources, maintain an exemplar collection of thousands of items, and assist with providing product, manufacturer, importer, and distributor information. They can provide statistical information on common failure patterns to help bolster a case for litigation or arbitration.

Many insurance companies, private engineers, and other failure analysis firms use DPI's Research Department services to aid their own investigations.

Recent renovation and re-organization projects have resulted in improved efficiency to better serve you.



How are unmarked products identified? In short, by comparison of key features with other products that are identifiable. In a simple way, this is illustrated in the included DPI Informational Bulletin. Other methods may include comparison with technical drawings, catalog photographs, etc. to aid in confirming identification.



## Recent Reports from Successful Subrogation

Evidence	Claim	Recovered
Faucet	\$10,612.37	\$10,612.37
Water Filter	\$9,927.00	\$9,927.00
Inlet Valve	\$7,000.00	\$3,500.00
Coupling Nut	\$109,000.00	\$80,000.00
Icemaker Filter	\$86,524.10	\$86,524.10
<b>TOTAL</b>	<b>\$223,063.47</b>	<b>\$190,563.47</b>

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**INSPECTION STATUS:**  
[www.dpi-inc.com/status.php](http://www.dpi-inc.com/status.php)

## NEWS from CPSC

## U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE  
October 25, 2011  
Release #12-021

## General Electric Recalls Gas Rangetop with Grill Due to an Explosion Hazard

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission and Health Canada, 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:** GE Monogram® Pro Rangetop with Grill **Units:** About 470 **Manufacturer:** Leiser, Mexico **Importer:** General Electric - Appliances, of Louisville, Ky. **Hazard:** Burners on Rangetops operating on liquefied petroleum ("LP" or propane) may fail to ignite or light if the gas control knob is left in a position between OFF and LITE, posing a risk of delayed ignition or explosion. **Incidents/Injuries:** GE has received six reports involving explosions in units operating on LP gas, including reports of damage to kitchen cabinets beneath the Rangetop. No fires or injuries have been reported. **Description:** The Grill units operate on liquefied petroleum ("LP" or propane) or natural gas. The Rangetop units are either 36 or 48 inches wide with a stainless steel finish and the GE Monogram® badge located on the front center of the unit. The burner control knobs are located on the front panel that overhangs the cabinet. The model and serial numbers can be found on a label located behind the far left burner knob, or on the bottom of the unit.

The following models and serial numbers are included in this recall:			
Brand	Model Number Begins With:		And Serial Number Begins With:
Monogram®	<u>LP Model</u>	<u>Natural Gas Model</u>	AS, AT, AV, DS, DT, DV, FS, FT, FV, GS, GT, GV, HR, HS, HT, HV, LR, LS, LT, LV, MR, MS, MT, RR, RS, RT, SR, SS, ST, TR, TS, TT, VR, VS, VT, ZR, ZS, ZT
	ZGU364LRP	ZGU364NRP	
	ZGU484LGP	ZGU484NGP	
	ZGU486LRP	ZGU486NRP	

All LP models and only natural gas models that have been converted for use with LP gas are included in the recall. GE will notify known owners of natural gas units and provide a free repair for any consumers who converted their Rangetop with Grill to LP gas. **Sold by:** General Electric authorized representatives and distributors nationwide from May 2008 through August 2011 for between \$3,400 and \$4,700, as determined by retailers. **Manufactured in:** Mexico. **Remedy:** Consumers who are operating the product on LP (propane) gas should stop using the product immediately, turn off the gas supply to the product, and contact GE to schedule a free repair. **Consumer Contact:** For additional information, contact General Electric toll-free at (866) 645-3956 between 8 a.m. and 5 p.m. ET Monday through Friday, or visit the firm's website at [www.geappliances.com/products/recall](http://www.geappliances.com/products/recall)





# DPI Informational Bulletin

## How Are Unmarked Products Identified?

In most cases, there are permanent marks of some sort on an item that will at least identify the distributor of a product. But in some cases, only a label was affixed and it has been removed or damaged beyond legibility.

DPI is the failure analysis industry leader in product identification. So just how does DPI identify unmarked, or vaguely marked, products? Products from different manufacturers are a little like fingerprints; no two are alike. Unless two factories used exactly the same components and exactly the same machinery, their products will be unique. Even when changes are made to a manufacturer's existing product, there will be specific physical features to indicate the manufacturer of the item. By comparing the features of unmarked products to features of marked products, we can often identify the manufacturing source. (Although, it is sometimes difficult to trace down the origins even of marked items.) Other items for comparison may include such things as technical drawings or published specifications.

To put it in a formula, a simple comparison might go something like this:

**If Hose A (labeled) = Big Water Co., and Hose B (unlabeled) = Hose A, then Hose B = Big Water Co.**

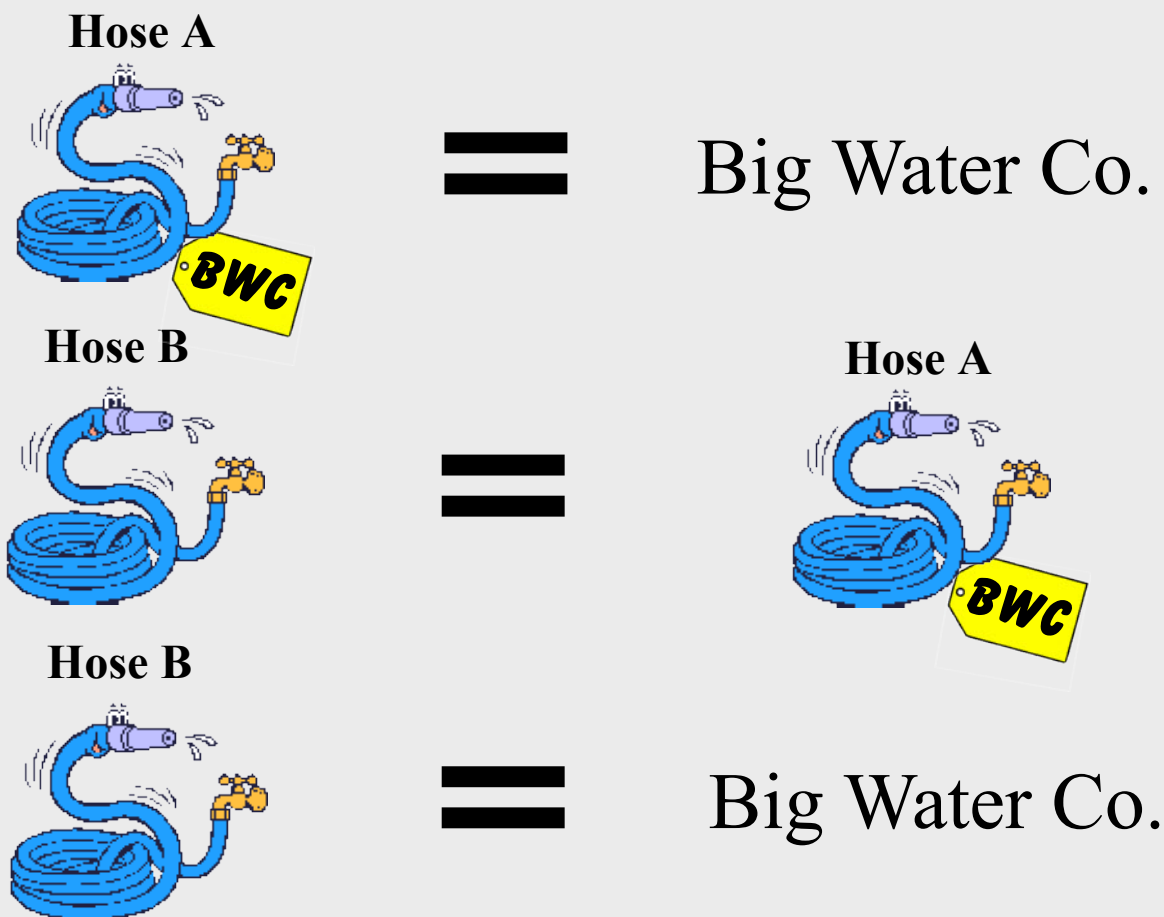


Illustration prepared Nov. 2011