



DPI Investigator

March 2012

Appliance Fires and Failure Analysis

A recent magazine article entitled, "Appliance fires: Is your home safe?" from the March 2012 issue of *Consumer Reports* discussed many facts and figures that DPI and our clients are concerned with. For instance, 23% of appliance fires are attributable to mechanical, electrical, or design problems, according to an analysis of data from the National Fire Incident Reporting System (NFIRS).



According to the CR data analysis, "15 million appliance units have been recalled in the past five years for defects that could cause a fire." Aside from recalled items, data provided by NFIRS, 2002-2009, indicated more than 69,000 fires in which an appliance was the primary cause, with almost one half potentially linked to problems with the product.



In a race to the bottom for cheap parts and disposable products, most appliance manufacturing is taking place outside of the United States. The increased complexity of appliances and the addition of microprocessor controls has created more and more ways for them to catch on fire, even to the point of instances with toasters, microwaves, and ranges turning themselves on. In addition, the challenge of communication with multinational suppliers further increases problems in design and quality control.

In cases where settlements have been reached, part of the agreement is often a sealing of records with legal strategies. The claims of protecting trade secrets or business strategies are used to hide or obscure product-safety information.

At DPI, we inspect failed appliances daily that are involved in property loss or injury. Often the cause is negligence or improper installation, but as indicated in the CR article, many failures are due to poor design and defective manufacturing. When you submit items for inspection, DPI attempts to locate recalls and document patterns of failure in the course of failure analysis to assist your subrogation efforts.

Evidence Submission 101

TIPS FOR ADJUSTERS

- ☑ When sending in appliance components, please include information on the claim form recording circumstances about the failure, who removed it, the repairman's report, etc.
- ☑ Describe the part and if it was original to the appliance.
- ☑ Note any brand marks, model numbers, or serial numbers on the actual evidence.
- ☑ Also, clearly note the brand, model number, and serial number of the *appliance* the part was removed from.
- ☑ If possible, send the complete appliance for a more thorough analysis.

Help Us Help You *Please* Keep Us Informed

If you have a good subro case and have retained an attorney to represent you in litigation, please let us know who the attorney is and who you wish us to release information to.

Too often, an attorney or law office will contact us and we do not have any information about them. This typically results in extra time, emails, and phone calls to make sure everybody involved knows who is authorized to receive services and information concerning your case.

As soon as an attorney is assigned to your case, please call or email DPI's Customer Service with the information and authorization. This will save some time and inconvenience for everyone involved.

All products inspected by DPI are checked for recalls.



NEWS from CPSC

U.S. Consumer Product Safety Commission

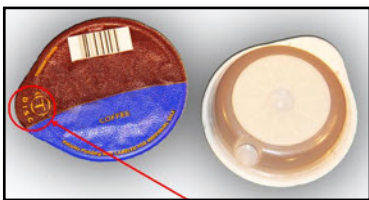
FOR IMMEDIATE RELEASE
 February 9, 2012
 Release #12-106

Tassimo Single-Cup Coffee Makers Recalled by BSH Home Appliances Due to Burn Hazard

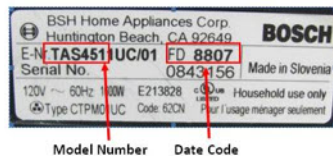
WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission and Health Canada, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product. **Name of Product:** Tassimo Single-Cup Brewers **Units:** About 835,000 in the United States and an additional 900,000 in Canada **Manufacturer:** BSH Home Appliances Corp., of Irvine, Calif. **Hazard:** The plastic disc, or T Disc, that holds the coffee or tea can burst and spray hot liquid and coffee grounds or tea leaves onto consumers using the brewer and onto bystanders, posing a burn hazard. **Incidents/Injuries:** There have been 140 reports of incidents with the brewers spraying hot liquid, coffee grounds or tea leaves onto consumers, including 37 reports of second-degree burn injuries. One incident involved a 10-year-old girl from Minnesota who received second-degree burns to her face and neck and had to be hospitalized. **Description:** This recall involves Tassimo brewers with the Bosch brand name and Tassimo Professional brewers. The brewers use plastic T Discs that are filled with coffee or tea to brew hot drinks. "BOSCH" and "TASSIMO" are printed on the front of the brewers. "TASSIMO PROFESSIONAL" is printed on the front of the professional model. The Bosch-brand brewers were sold in black, white, anthracite, gray, silver, red, titanium and white/gray colors. The Tassimo Professional brewers were only sold in black. The following model numbers and date codes are included in this recall. The model number and date code are located on the bottom of the brewer. No other Tassimo brewer is included in this recall.

Brand	Model Numbers That Begin With:	Date Codes Beginning with FD and Within the Range of:
Bosch®	TAS100	FD 8806 through 9109
	TAS200	
	TAS451	
	TAS46	
	TAS651	
Tassimo Pro	TAS6512CUL	FD 8905 through 9109

Sold at: Department, mass merchandise and home improvement stores nationwide and on various websites, including www.tassimodirect.com, from June 2008 through February 2012 for between \$100 and \$250. The Tassimo Professional model was sold directly to hotels and food service providers and they are being contacted directly. **Manufactured in:** Slovenia and China **Remedy:** Consumers should immediately stop using the recalled Tassimo brewers and contact the firm to order a free replacement T Disc holder for the brewing mechanism. **Consumer Contact:** For additional information, visit www.tassimodirect.com/safetyrecall to order a free replacement T Disc holder or contact the firm toll-free at (866) 918-8763 between 8 a.m. and 8 p.m. ET Monday through Friday or between 8 a.m. and 1 p.m. ET Saturday. **Note:** Health Canada's press release is available at http://cpsr-rspsc.gc.ca/PR-RP/recall-retrait-eng.jsp?re_id=1529



T Disc



TAS100x/TAS451x/TAS46x



TAS651



TAS200x



Tassimo Professional