



# DPI Investigator

April 2012

## Identification Only Flat Fee

The DPI Research Department is known throughout the industry as the gold-standard source for product identification. Many of our customers need an ID confirmed before failure analysis, and many other failure analysis firms and engineers also rely on this valuable DPI service.

As of April 2012, **ID ONLY REPORTS** will be a **flat \$300 fee** regardless of category: water, electrical, or fire.

*Please use the most recent updated claim form. Customized client forms have been updated also.*

[CLICK HERE](#)**2012  
CLAIM FORM**

## Supply Line Packing Tips

Water supply lines are often flexible, especially rubber hoses, water heater connectors, and other stainless steel braid reinforced lines. After a period of time in a fixed position, the inner rubber or plastic tubing develops a “set” or “memory” position. *To get the most from your inspection, this needs to be retained.*

The DPI Shipping and Receiving Department reports receiving evidence in all sorts of shapes. Many are folded in half, crimped, or kinked. Some are put in paper envelopes that have then burst in transit, and the evidence is just “hangin’ out” when we receive it. We even had a submission once where the bathroom garbage was tied up and included in with a supply line. Substandard packing results in lost components, damage, and more details that have to be explained in the report and in your arb contentions or litigation documents.

We highly recommend shipping in a flat box that is of sufficient size to allow the evidence to stay in its “as-installed” shape without kinking or bending. Use packing peanuts or other material to carefully pad the items and protect the integrity of the evidence.



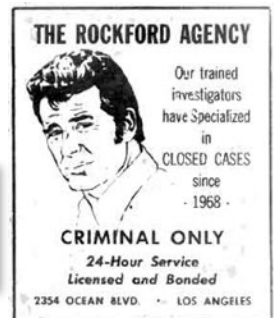
## DPI Private Eye

Ever wonder why some of the DPI staff are licensed in the State of Tennessee as Private Investigators? Are some of them surveilling nefarious characters after office hours, or moonlighting on cheesy “reality” TV shows? No, that’s not it at all.

Some of the benefits are that...

- In on-site inspections, a licensed investigator can prepare a Cause and Origin Report.
- An investigator can take control of evidence in a property loss case, maintaining chain of custody requirements.
- A licensed investigator can provide courier service for transporting evidence across state lines.
- A licensed investigator can take statements, conduct interviews, and collect other documentation for claim history that may be helpful in litigation.

You will need to contact Magnum, P.I., or Jim Rockford for other more clandestine investigative services.



## When all else fails...

We’ve all heard it: “When all else fails, read the directions.” At DPI we might paraphrase that to, “When all else fails, read the report.” From time to time we hear of inspection reports that were shelved or tossed out based on just the front cover. In one case, an attorney tried and lost a case based solely on the cover. All of the necessary information to avoid such an embarrassment was in the report. His excuse: “Do you actually expect me to read those?” Well, yes.

In many, many cases we may be able to describe a failure mechanism but do not have sufficient claim information to go further and clarify who was responsible for the failure. Reading the full report and comparing the claim details will often give the added facts that were not initially provided. We are constantly amazed that the adverse parties are provided with substantially more information than we received. This can get very embarrassing during joint inspections. So, ignore the front page at first, and read the full report. If it is unclear, give us a call and we may be able to provide direction to fill in the blanks so that there is a way to take action that may not have been initially apparent.



## NEWS from CPSC

## U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE  
March 8, 2012  
Release #12-129

## Lenovo Recalls ThinkCentre Desktop Computers 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:** Lenovo ThinkCentre M70z and M90z desktop computers **Units:** About 50,500 **Manufacturer/Importer:** Lenovo, of Morrisville, N.C. **Hazard:** A defect in an internal component in the power supply can overheat and pose a fire hazard. **Incidents/Injuries:** The firm received reports of one fire incident and one smoke incident in the U.S. No injuries have been reported. **Description:** The recalled all-in-one desktop computers, or PCs, are flat-panel monitors with the PC integrated into the monitor housing itself. The power supplies are also inside the monitor or PC housing. The computer chassis has a matte black finish with the brand name "ThinkCentre" in the lower left hand corner of the monitor front. The recalled desktop model numbers are M90z and M70z along with the serial number and manufacturing date code can be found on a label on the underside of the unit.

| Models     | M70z and M90z |              |            |            |
|------------|---------------|--------------|------------|------------|
| Date Codes | 1001 to 1012  | 1101 to 1112 | 001 to 012 | 101 to 112 |

Only certain of the M70z and M90z computers built in this time frame are affected. Consumers will need to check the serial number on their computer with Lenovo to determine if it is subject to this recall. **Sold at:** Online at Lenovo's websites, by telephone and direct sales through Lenovo authorized distributors nationwide from May 2010 through January 2012 for about \$500 for the M70z model and \$800 for the M90z model. **Manufactured in:** Mexico **Remedy:** Consumers should immediately stop using the computers, unplug the power supply and contact the firm to determine if your computer is included in the recall and to schedule an appointment for a free replacement of the power supply. **Consumer Contact:** For additional information, contact Lenovo toll-free at (855)248-2194 anytime, or visit the firm's website at [www.lenovo.com/aipuresurecall](http://www.lenovo.com/aipuresurecall)

