



DPI Investigator

December 2012

Help Us Help You

Auto Returns

DPI offers a secure storage service for your evidence. However, for customers who maintain their own warehouse facilities, DPI will automatically return evidence when this selection is marked on the claim form. *Please* make sure the correct address for automatic return is on the claim form or on file at DPI. We often have items returned as undeliverable, and that raises your cost. If the evidence is being held by an adjuster, please make sure to inform us of any address changes that may have occurred after being sent in. And also remember, **we cannot ship evidence to PO boxes.**



NASP 2012 Annual Conference

During the recent NASP 2012 Annual Conference (National Association of Subrogation Professionals), we had the pleasure of meeting many new customers and putting a face with a name of

our existing customers. We also received much welcomed feedback regarding our services and ask if you have ideas on how we can better serve you, to contact us as soon as possible. We are here to help you with your failure analysis needs.

Recent Reports from Successful Subrogation

Evidence	Claim	Recovered
Water Heater Connector	\$8,816.09	\$8,816.09
Dishwasher	\$41,952.00	\$34,500.00
Water Softener	\$6,993.00	\$5,595.00
Sink Installation	\$65,080.00	\$55,138.00
Drain Installation	\$24,000.00	\$19,500.00
Water Level Switch	\$18,000.00	\$15,000.00
TOTAL	\$164,841.09	\$138,549.09

Delays Delays Delays

Don't you get frustrated when you are expecting something and it gets delayed? Of course, everyone does. DPI attempts to process your evidence, do an analysis, and prepare a report in a timely manner. Usually things go as planned, but sometimes delays happen that are beyond our control.

One way to help us help you is to always include pertinent details about the loss event in the claim form's "circumstances" box, such as, "Mr. Insured arrived home and discovered the faucet stem from the cold water side had come out and blown a hole in the ceiling. Water was gushing from the faucet." Often we have to delay finishing an inspection while more information is sought. Another common delay issue is when there are no on-site photos included with the claim form. Three or four photos of the evidence item in its service location can often provide essential information for producing a more accurate report.

Please help avoid delays by including event circumstances and on-site photos whenever possible.

TECH TERMS

Creep

"**Creep** is time-dependent strain, or gradual change of shape, of a part that is under stress. It is usually considered the result of tensile stress, but creep can and does occur under all types of stress."* Some examples of creep deformation are: sagging fence rails, warped vinyl window frames, and old shoes becoming more comfortable over time. Most fractures exhibit more than one characteristic. Creep has been referred to as "pre-cracking" as it may lead to crazing and complete fracture.

*Source — Wulpi, Donald J. Understanding How Components Fail. 2nd ed. Materials Park, Ohio: ASM International, 2000. Print.



NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

LG Electronics and Sears Recall Gas Dryers For Repair Due to Fire Hazard

August 21, 2012

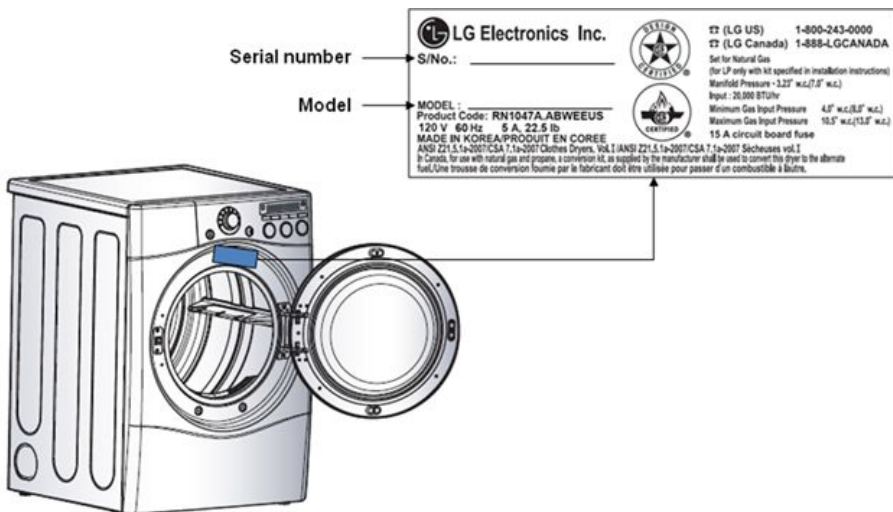
Release #12-251

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission, in cooperation with the firms named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately until a repair is completed on affected dryers. It is illegal to resell or attempt to resell a recalled consumer product. **Name of Product:** LG Electronics and Kenmore Elite® Gas Dryers **Units:** About 21,000 **Manufacturer:** LG Electronics, Inc., of South Korea **Hazard:** The gas valve in the recalled dryers can fail to shut off properly, continuing to heat the dryer and its contents after the drying cycle is complete. High temperatures inside and on the exterior surface of the dryers can scorch the drum, as well as burn or damage the dryer contents, posing a risk of burn, fire and smoke inhalation. **Incidents/Injuries:** LG Electronics and Sears have received 141 consumer complaints about dryers continuing to heat after the drying cycle is complete. There were three reports of minor burns to hands or arms. Burnt or scorched clothing was reported in more than 50 incidents. **Description:** LG Electronics and Sears' Kenmore Elite brand gas dryers come in the following colors: LG models in white; Kenmore Elite® in red, white and ginger (gold). Model and serial numbers can be found on a label fixed to the front of the dryer above the opened door, which can be viewed only when the dryer door is open. To confirm if your dryer is part of this recall, identify both model and serial numbers, since not all dryers with the listed models are recalled.

[Click Here To Check Affected Models](#)

Sold by: LG Electronics brand gas dryers were sold by various appliance stores, including Sears, nationwide from November 2009 through August 2010. Kenmore Elite® brand gas dryers were sold at Sears stores nationwide from November 2009 through August 2010. The approximate retail cost for the recalled dryers was between \$650 and \$1500 for these various models. **Manufactured in:** South Korea **Remedy:** Consumers should turn off the gas supply and stop using the dryers until repaired. LG brand owners who purchased their dryer at retailers other than Sears should contact LG customer service to arrange for a free gas valve replacement. Customers who purchased Kenmore or LG brand dryers from Sears should contact Sears' customer service to schedule a free repair to replace the gas valve. Some consumers have already been notified and have received the repair service. **ATTENTION:** Dryers that have a colored sticker on the back, top, or a colored sticker or a plus sign ("+") on the back, bottom, near the gas valve assembly, have already been repaired. If accessible, consumers can check for these stickers or sign. If not accessible, contact LG or Sears as detailed below. **LG Consumer Contact:** For additional information about the recall and to schedule a repair, contact LG toll free at (866) 223-5355 between 8 a.m. and 7 p.m. CT Monday through Friday, and between 8 a.m. and 2 p.m. CT on Saturday, or visit the firm's website at www.lg.com/us and click on Public Notices. **Sears Consumer Contact:** For additional information and to schedule a repair, contact Sears toll-free at (888) 375-9741 between 7 a.m. and 9 p.m. CT Monday through Friday, and between 7:00 A.M. and 6:00 P.M. Saturday, or visit the firm's website at www.sears.com and click on Product Recalls under Customer Service.

Both LG and Kenmore Elite Dryers' Model and Serial Numbers are in the location shown in the diagram below:



LG Dryers



Sears Kenmore Elite Dryers

