



DPI Investigator

Spring 2013

Reminders

Recurring Tips for Better Failure Analysis

- Please submit **on-site photos** with the claim form: this is better than after the report is completed
- **Send all the evidence parts; we need them!** But please note, or mark, the suspected failed component or part(s). If every item has to be described in detail due to insufficient information, extra charges may be incurred.
- Include a few **extra inches of pipe** on either side of a failed plumbing fixture or pipe. This often helps with testing and manufacturer identification.
- Please only use the *current DPI Claim Form*.
- Please only use the *current DPI address*.
- Please only use the *current shipping labels*.
- Please use DPI's recommended shipper for large items. This logistics company understands the requirements for evidence preservation during transportation.
- Cancellation requests must be received prior to the beginning of a failure analysis. The cancellation fee is \$75.
- Please mark **only one (1) box** at the top of the DPI Claim Form; choose Level *or* ID Only [plus Express for rush service].
- Please **respond promptly** to DPI emails for a quicker process time.
- Please do not fold water heater connectors in half. This causes additional internal damage.
- Please use plastic zip-bags to protect documents and claim forms from damp plumbing items or sooty fire-damaged items; they can be impossible to read, which delays process time.

Corrugated Gas Lines

Failures of flexible yellow corrugated stainless steel tubing (CSST) used for natural gas and propane lines are becoming more common. A direct or indirect lightning strike may travel to the CSST and result in arcing and perforation of the tube. The electrical arcing may ignite the pressurized gas and result in a fire. Destructive inspection techniques are required to remove the yellow covering to confirm if arcing is present at any perforation or fracture of CSST. Please include on-site photos of the tube installation and the bonding wire/clamp points. More information can be found at www.csstsafety.com.

**Yellow CSST**

CSST Bonded For Protection



TECH TERMS

Environmental Stress Cracking (ESC)

Environmental Stress Cracking (ESC), simply speaking, is a localized failure mechanism of polymers requiring two factors; a chemical acting as a solvent, and stress. ESC requires some chemical contaminant that will weaken the plastic. The chemical is often concentrated in a stress concentration such as a change in part geometry or a scratch. If the component is under stress, a crack or crevice slowly progresses. One well-known situation is cracking due to oils or insecticides on CPVC pipe. An ESC fracture surface in CPVC is typically shiny.





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DPI Private Investigations

DPI operates as a licensed private investigation company in the State of Tennessee. In addition, several of DPI's employees have qualified individually as licensed private investigators. The industry is regulated under the Department of Commerce and Insurance, Division of Regulatory Boards, Private Investigation and Polygraph Commission.

For most people, the first impression of the term "PI" brings to mind images of TV shows like "Magnum, P.I." In reality, a PI company may provide an assortment of services or specialize in one particular area. Some specializations are pre-employment background checks, serving subpoenas, or providing Diligent Adoption or Estate Searches. DPI specializes in forensic analysis services for property loss claims. Additional advanced analysis services are coordinated with appropriate experts as requested by the client. DPI processes several inspections every day. DPI operates under a particular part of the Tennessee Code:

Tennessee Code 62-26-202. Part definitions. - As used in this part unless the context otherwise requires: (6) "Investigations company" means any person who engages in the business or accepts employment to obtain or furnish information with reference to: (D) The cause or responsibility for fires, libels, losses, accidents, damages or injuries to persons or to property: (E) The securing of evidence to be used before any court, board, commission, officer or investigating committee.

As a licensed professional company, DPI adheres to professional guidelines for the industry. Such as...

- Not engaging in fraud, deceit, or misrepresentation in the course of business
- Not knowingly making a false report to a client in relation to the investigation performed for such a client
- Not revealing information obtained for a client during an investigation to another individual, except as required by law
- Being completely objective and truthful in all professional reports, statements, or testimony and including all relevant and pertinent information in such reports, statements, or testimony.

Some clients include lengthy legal disclaimers with their evidence documentation. Rest assured, regardless of any additional "legalese," every piece of evidence and every investigation is handled with care from start to finish in accordance with professional guidelines and best practices to the best of our knowledge and abilities.

Recent Reports from Successful Subrogation

Evidence	Claim	Recovered
Sump Pump	\$5,000.00	\$3,250.00
Supply Line	\$14,000.00	\$14,000.00
Poly Tubing	\$10,396.00	\$10,396.00
Inlet Valve	\$22,225.00	\$22,225.00
Inlet Valve	\$10,500.00	\$10,500.00
Backflow Preventer	\$60,000.00	\$30,000.00
TOTAL	\$122,121.00	\$90,371.00



NEWS from CPSC

U.S. Consumer Product Safety Commission

Recall date: February 14, 2013

John Deere Recalls Gator Utility Vehicles Due to Fire Hazard

Recall number: 13-725

Recall Summary

Name of product: Utility Vehicles **Hazard:** The oil filter can leak, posing a fire hazard. Pinholes or cracks have been identified in oil filters installed by the engine supplier which were not manufactured to specification.

Recall Details

Units: About 4,700 **Description:** This recall involves John Deere Gator™ RSX850i Base, Sport and Trail model recreational utility vehicles manufactured between May 2012 and October 2012. They have side-by-side seating for two people and were available in Realtree® Hardwoods™ HD Camo, olive and black, or traditional green and yellow. RSX850i is located on the hood. The serial number is on the rear frame above the receiver hitch. Utility vehicles with the following serial numbers are included in this recall:

Model	Serial Number Range
RSX850i Base	1M0850TB++M010009 thru 1M0850TB++M010778
RSX850i Sport	1M0850TS++M010001 thru 1M0850TS++M012077
RSX850i Trail	1M0850TT++M010001 thru 1M0850TT++M012867

Incidents/Injuries: John Deere has received four reports of incidents resulting in fires. No injuries have been reported. **Remedy:** Consumers should stop using the recalled utility vehicles and contact a John Deere dealer to schedule a free inspection and free repair. John Deere is contacting all registered owners of the recalled utility vehicles directly. **Sold at:** John Deere dealers nationwide from August 2012 through January 2013 for between \$12,900 and \$15,500. **Manufacturer:** Deere & Company of Moline, Ill. **Manufactured in:** United States

Consumer Contact:

Deere and Company; at (800) 537-8233, from 8 a.m. to 6 p.m. ET Monday through Friday, and Saturdays from 9 a.m. to 3 p.m. ET or www.johndeere.com and click on Services & Support for more information.



Serial Number Location

