



DPI Investigator

Winter 2013



The management and staff of DPI wish all of our clients and friends a Happy and Prosperous New Year. We look forward to serving you and working with you in 2013.

FREE TRAINING



Free has got to be everybody's favorite price. In 2013 why not take advantage of free training from DPI? We will come to your location to assist you in training new adjusters or give a refresher/update class to your staff. We have also had groups come to our facility and spend the day in more hands-on training.

If you would like to schedule either of these free events for the coming year please contact Customer Service to make the arrangements.

CLASS ACTION LAWSUITS AND GENERAL LITIGATION

DATA ASSISTANCE— From time to time we hear or read of legal actions, such as class action lawsuits, that involve some of the common items inspected by DPI. Of course, prior to this there have been many years of individual cases as well as the many cases decided through arbitration. With poorly designed products, you may have won a few cases but lost many more times.



In the event a legal action is put together or a settlement program is established, DPI can assist you with compiling data from prior inspections in the event these previous cases are included in the class for potential recovery.

TECH TERMS

Brittle Fracture

Brittle fracture is a failure without a significant amount of macroscopic material deformation (stretching) prior to fracture. This is a common material failure mechanism. Looking at the fracture surfaces of broken glass (glass is a very brittle material) is probably the easiest way to visualize this failure mechanism. Brittle fracture is often seen at the end of a slow growing crack progression. This mechanism transition region is referred to as the area of final fracture.

NOTE— The DPI Investigator will be changing to a quarterly format beginning with this winter edition. If you have suggestions for topics to cover in the DPI newsletters we would appreciate hearing from you. Simply email your suggestions to doug.grayson@dpi-inc.com



NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

December 18, 2012

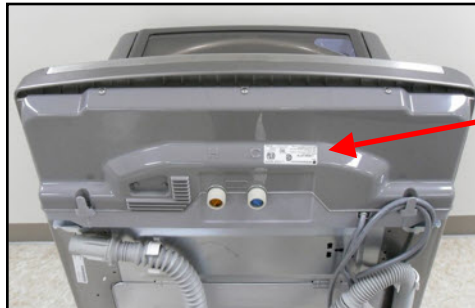
Release #13-073

LG Recalls Top-Loading Washing Machines Due to Risk of Injury

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:** Top-Loading Washing Machines **Units:** About 457,000 **Manufacturer:** LG Electronics Inc., of South Korea **Hazard:** An unbalanced load can cause the washing machine to shake excessively and the drum to come loose during use, posing a risk of injury to consumers and property damage to the surrounding area. **Incidents/Injuries:** LG has received at least 343 reports of washing machines vibrating excessively, of which at least 187 involved minor property damage. One minor injury has been reported. **Description:** The recall involves three LG and three Kenmore Elite Brand top-loading washing machine models manufactured between February 2010 and November 2011. The units come in beige, white and graphite steel colors. Recalled washing machines have the following model and serial number ranges:

Brand	Model	Serial Number Range
LG	WT5001CW WT5101HV WT5101HW	002KW***** through 111KW*****
Kenmore Elite	29002 29272 29278	005KW***** through 111KW*****

The model and serial number can be found on a label fixed on the rating plate on the top back of the washing machine. **Sold at:** LG models were sold at Best Buy, Home Depot, Kmart, Sears and local retailers nationwide. Kenmore Elite models were sold at Kmart and Sears. All were sold from April 2010 to December 2012 for between \$899 and \$1,099. **Manufactured in:** South Korea **Remedy:** Consumers should immediately contact LG or Sears for a free in-home repair of the machine. Consumers will also receive supplemental information to be inserted into their owner's manual and a new caution label to be placed on the washing machine. Consumers who have observed their recalled washing machine shaking excessively should immediately stop using it. Consumers should be aware that loading their machines with water-proof or water-resistant items, such as mattress pads, mattress covers and similar items, increases the chances of loads being unbalanced. **Consumer Contact:** For LG; toll-free at (855) 400-4639, from 8 a.m. to 7 p.m. CT Monday through Friday, or 8 a.m. to 2 p.m. CT Saturday, or online at www.lg.com/us and click on Public Notices. For Kenmore or LG washers purchased at Sears or Kmart; toll-free at (888) 812-2935, from 7 a.m. to 7 p.m. CT Monday through Friday, or from 7 a.m. to 6 p.m. CT Saturday, or online at www.sears.com and click on Customer Service Home then Product Recalls in the Product Information section.



Location of the rating label with model and serial number on the washer