



DPI Investigator

June 2020



WE ARE HERE AND READY TO ASSIST YOU

We at DPI hope you have been staying safe and well during this unprecedented pandemic! Now that businesses are opening back up, we wanted to reach out to you and let you know that we are here and ready to assist you with your subrogation needs!

Not sure if you have subro potential? Try our new subro screening service. Simply email a photo to customerservice@dpi-inc.com or text to 865.804.2710 of the item involved in the claim, and we can see if we think you have subro potential, saving you the cost and time of sending in the item.

Also, please let us know if we can help you with scheduling the pick up of an item!

And we absolutely are here to assist you in addressing any denial letters you might receive. We stand by our reports!

Did you know DPI was the first in the industry to introduce the Adjuster's Kit?

The DPI Mail-In Program provides a tremendous service to the insurance industry.

DPI will mail you an Adjuster's Kit at no charge. The Adjuster's Kit contains: **five** pre-addressed, pre-paid UPS labels, a variety of shipping containers, literature describing our services, and **five** blank claim forms requesting such information as the name and address of the insured, the type of product to be investigated, and general information about the claim. Claim forms and the documentation from the adjuster's kit can be downloaded [here](#).



SUCCESSFUL SUBROGATION HIGHLIGHTS			
Evidence	Claim	Recovered	Inspection Charges
AC Float Switch	\$69,000	\$55,000	\$595
Stainless Steel Braided Line	\$49,049	\$49,049	\$535
Water Inlet (Solenoid)	\$32,872	\$20,834	\$475
Microwave	\$20,556	\$18,000	\$367
Water Filter	\$16,000	\$12,500	\$502

DPI Reports

DPI reports are based upon the facts regarding our investigation of the evidence involved in the loss. You should always be concerned if you see a product failure analysis that includes phrases such as "might be", "could be". Even if from an engineer, that is a report based upon opinion and not fact.

Not only do we give our opinions based upon facts only, but we are THE company to identify the manufacturer which is KEY to subro success! Our vast database from our years in this industry allows us to be your industry leader in identifying the manufacturer of failed products.

DPI is a one stop shop. We identify your product failure and are the ones most likely to ID the manufacturer of the failed product.



Class Action & Recall Alerts

Class Action

Electrolux Dryer

The lawsuit alleges that dryers contain defects that caused them to catch on fire due to lint buildup. Consumers who purchased certain dryers that was manufactured by Electrolux between January 1, 2002 and December 31, 2011 may be eligible for reimbursement of future dryer fires.

Claim filing deadline for reimbursement of future dryer fires is Dec. 31, 2022.

Details can be found [here](#).

Recall Alerts

Important: CPSC Recall—Remedy Notice Due to COVID-19

Due to the extraordinary circumstances surrounding COVID-19, some of the remedies identified in recall press releases may not be available at this time. Consumers should check with recalling firms for further details.

It is important to remember that CPSC and recalling firms urge consumers not to use recalled products.

Epson Recalls Power Adapters Sold with Epson Scanners Due to Burn and Fire Hazards

[Recall details](#)



Modular Robotics Recalls Rechargeable Battery Packs Due to Burn Hazard

[Recall details](#)



Leviton Manufacturing Recalls Electrical Connection Devices Due to Shock Hazard

[Recall details](#)



LUS Recalls Hair Dryers Due to Electrocution or Shock Hazard (Recall Alert)

[Recall details](#)



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Check
Inspection
Status

