



DIVERSIFIED PRODUCT INSPECTIONS, LLC INVESTIGATOR

1059 E. Tri-County Blvd Oliver Springs, TN 37840
Phone: 865.482.8480 or 800.865.6220 Fax: 865.482.8477
www.dpi-inc.com

Forensic Investigations • Product Failure Analysis • On-Site Investigations
Licensed Private Investigators TN PIC1779

AUGUST 2009

DPI's NEW & IMPROVED SERVICES

DPI offers many services in addition to Level I, II and III investigative reports, including writing denial letter responses; reviewing and helping prepare for arbitrations; engineer-designed product testing for manufacturers; expert witness and arbitration hearing appearances by the licensed engineer or CEO; adjuster seminars and training at a location of your choice or in-house at DPI's facility, on-site inspections, air scans, re-enactments; the list goes on. These are just some of the ways DPI can help you in your pursuit of subrogation goals.

New & Improved Denial Service Pricing System:

The base price would be \$100 for two hours of work:

- * Simple clarification letter or simple routine/common response (2 hours) would be provided for the standard base price of \$100.
- * Base price plus log hours of \$75 each if the response requires more than 2 hours.
- * For an arbitration review, the prices will be quoted. These can be very complicated, and they require a lot more time for review. All documents need to be submitted before a quote can be given. Documents to be reviewed include: DPI's original report, arbitration contentions, other expert analysis reports, on-site photos and ancillary info that DPI is usually not given in the initial inspection. DPI arbitration review service includes review, comparison, clarification, advice, additional research, additional testing and exemplar illustrations as needed.



Other services in conjunction to denial responses include:

- * Product testing for manufacturers;
- * Expert witness and arbitration appearance by DPI resident engineer, CEO, or representative;
- * Additional research information to support claim
- * Arrange for advanced microscopy examinations



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Download the most recent mail-in claim form at www.dpi-inc.com/downloads.html

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NEWS from CPSC U.S. Consumer Product Safety Commission

Black & Decker Coffeemakers Recalled By Aplica Consumer Products Due to Burn 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.

Name of Product: Black & Decker® Thermal Coffeemakers

Units: About 9,800

Distributor: Aplica Consumer Products Inc. of Miramar, FL

Hazard: The coffeemakers can overheat and melt, posing a burn hazard to consumers.

Incidents/Injuries: The firm has received one report of a coffeemaker melting. No injuries reported.

Description: This recall involves Black & Decker 8-cup programmable thermal coffeemakers. Model number TCM1000IKT is printed on the rating plate on the bottom of the coffeemaker.

Sold at: Walmart and small retail stores nationwide from April 2008 through July 2009 for between \$50 and \$65.

Manufactured in: China

Remedy: Consumer should immediately stop using the coffeemakers and contact Aplica to receive a free replacement household product.

Consumer Contact: For additional information, contact Aplica at (866) 699-4595 between 8:30 a.m. and 5 p.m. ET Monday through Friday, or visit the firm's Web site at www.acprecall.com

