

# NEWS BRIEF

## Samsung Halts Production of Galaxy Note 7 Smartphones

Samsung has ceased production on its newest smartphone, the Galaxy Note 7. This is the company's latest action after widespread reports of the phones catching fire and exploding.

Estimates suggest that Samsung will lose approximately \$10 billion in revenue from the halt in production. However, experts believe that reputational damage over the years could be even more detrimental.

Samsung's initial response to problems with the device was to issue a voluntary recall. However, an official recall from the U.S. Consumer Product Safety Commission prompted the company to then issue replacement devices to consumers. Now, Samsung has halted production entirely after it was reported that the replacement devices were exhibiting the same issues.

In the meantime, Samsung advises customers who may be worried about their batteries to contact the nearest Samsung service center. Additionally, the company has advised all consumers to immediately stop using the devices, and to keep them powered off until they can be properly disposed of. The Federal Aviation Administration (FAA) has also urged all airplane passengers to power down their Galaxy Note 7 devices, and to not use, charge or stow them in unchecked baggage.

If you own a Galaxy Note 7, it can be returned for a full refund or for another smartphone model. Here are some steps to take if you or a family member has purchased one of the devices:

- Immediately stop using or charging your device.
- Check to see if the device must be replaced by visiting <http://www.samsung.com/us/note7recall/>, or by calling 844-365-6197.
- If you have any questions about your specific circumstances, contact your cellphone service provider.

