



**Government of the Virgin Islands
of the United States**
Department of Licensing and Consumer Affairs
PRESS RELEASE

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DEPARTMENT OF LICENSING AND CONSUMER AFFAIRS
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Press Release 51

DLCA PRODUCT SAFETY ALERT TO CONSUMERS:

The Department of Licensing and Consumer Affairs (DLCA) continues to observe the recall on the Galaxy Note7 devices. To date there have been approximately 1 million units sold to various carriers and retailers. There have been reports of severe burns and property damage due to a lithium-ion battery in the devices that overheat and catch fire, posing a serious burn hazard to consumers. “The Federal Aviation Administration (FAA) has officially advised against using or charging the Note 7 while on flights, and now that the U.S. Consumer Product Safety Commission (CPSC) has officially recalled the phone it's actually illegal to do so. Consumers are urged to turn in devices, as they pose a threat to public safety,” Commissioner Devin Carrington stated.

According to the U.S. Consumer Product Safety Commission the following details can be closely followed by consumers to find remedy and prevent injury. These details are not limited to one device, rather inclusive of all devices containing this type of battery.

Description

This recall involves the Samsung Galaxy Note7 smartphone sold before September 15, 2016. The recalled devices have a 5.7 inch screen and were sold in the following colors: black onyx, blue coral, gold platinum and silver titanium with a matching stylus. Samsung is printed on the top front of the phone and Galaxy Note7 is printed on the back of the phone.

To determine if your phone has been recalled, locate the IMEI number on the back of the phone or the packaging, and enter the IMEI number into the online registration site www.samsung.com or call Samsung toll-free at 844-365-6197.

Incidents/Injuries

Samsung has received 92 reports of the batteries overheating in the U.S., including 26 reports of burns and 55 reports of property damage, including fires in cars and a garage.

“Serving Businesses and Assisting, Educating, & Protecting Consumers”

www.dlca.vi.gov



Remedy

Consumers should immediately stop using and power down the recalled Galaxy Note7 devices purchased before September 15, 2016. Contact the wireless carrier, retail outlet or Samsung.com where you purchased your device to receive free of charge a new Galaxy Note7 with a different battery, a refund or a new replacement device. Go to www.samsung.com for more details.

Carrier/Retailer	Phone	Web
AT&T	1-800-331-0500	http://www.att.com/esupport/
Best Buy	1-888-237-7289	http://www.bestbuy.com/site/clp/galaxy-note7-information/pcmcat748302046994.c?id=pcmcat748302046994
Sprint	1-888-211-4727	http://newsroom.sprint.com/news-releases/
T-Mobile	1-844-275-9309	http://t-mo.co/Note7_Exchange
U.S. Cellular	1-888-944-9400	http://www.uscellular.com/about/
Verizon	1-800-922-0204	http://www.verizonwireless.com/smartphones/

Sold at

Wireless carriers and electronic stores nationwide, including AT&T, Best Buy, Sprint, T-Mobile, US Cellular, Verizon stores and online at www.samsung.com and other websites from August 2016 through September 2016 for between \$850 and \$890.

Manufacturer(s)

Samsung Electronics America Inc., of Ridgefield Park, N.J.

Manufactured in

South Korea and China

Federal law bars any person from selling or distributing products subject to a publicly-announced voluntary recall by a manufacturer or a mandatory recall ordered by the Commission. To report a dangerous product or a product-related injury go online to www.SaferProducts.gov or call CPSC's Hotline at 800-638-2772 or teletypewriter at 301-595-7054 for the hearing impaired.

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