

# Galaxy Note7

Release, recalls, exchanges and the death of Samsung's 'best phone ever'

BY AL SACCO

## OCTOBER 2016

**OCTOBER 11**

Samsung officially [stops production of the Galaxy Note7](#).

**OCTOBER 10**

Samsung [asks all partners](#) to stop sales and exchanges of the Galaxy Note7.

**OCTOBER 7**

Samsung [issues statement](#) to say it's investigating new reports of "safe" replacement Note7s also catching fire.

**OCTOBER 5**

Reports surface of a ["safe" replacement Note7 catching fire](#) on a Southwest Airlines flight just before takeoff.

## SEPTEMBER 2016

**SEPTEMBER 29**

Samsung says more than a million people around the world [have exchanged devices](#) for or purchased "safe" Note7s.

**SEPTEMBER 22**

Samsung [says](#) "about half of all recalled Galaxy Note7 phones sold in the U.S. have been exchanged."

**SEPTEMBER 20**

Samsung issues [update on "voluntary recall,"](#) says it will begin to exchange 500,000 Note7s no later than Sept. 21, and releases software update to help identify "safe" phones.

**SEPTEMBER 16**

Florida man [sues Samsung](#) and claims he received burns after his Note7 caught fire.

**SEPTEMBER 15**

President and COO of Samsung Electronics America, Tim Baxter, [addresses ongoing Note7 battery issues in a video](#) and apologizes to customers. "To be clear, the Note7 with the new battery is safe," Baxter said. "The battery cell issue is resolved."

**SEPTEMBER 9**

[Samsung responds](#) to U.S. Federal Aviation Administration statement on Note7 and U.S. air travel. Samsung confirms it is working with U.S. Consumer Product Safety Commission on ["voluntary corrective action plan."](#) Samsung asks to send a physical messenger to CIO.com's Framingham, Mass., offices to retrieve Note7 review unit instead of standard shipping procedure.

**SEPTEMBER 8**

U.S. FAA [issues statement](#) and "strongly advises passengers not to turn on or charge these devices on board aircraft and not to stow them in any checked baggage."

**SEPTEMBER 2**

Samsung announces global ["voluntary" recall](#) of millions of Note7s and [U.S. product exchange](#) program along with U.S. CPSC.

## AUGUST 2016

**AUGUST 31**

CIO.com publishes [glowing Note7 review](#), before reports of more fires spread.

**AUGUST 24**

First photos surface of what appears to be a [Note7 phone that reportedly caught fire](#) while charging.

**AUGUST 19**

Samsung [launches the Galaxy Note7](#) in the United States.

**AUGUST 2**

Samsung officially unveils the [Galaxy Note7](#) and CIO.com publishes an in-depth [first impressions](#) story.

## JULY 2016

**JULY 29**

Samsung briefs CIO.com and other business media outlets under NDA in New York City on the Galaxy Note7.