

# Exploding Samsung Note 7 Batteries

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# Facts

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- This urgent dilemma happened within the Note 7 created by Samsung
- The creators told people to not charge the Note 7, or to not even go as far as to turn the phone on
- The way it was caused was through irregularly sized batteries causing the phone to overheat

# Identifying the Problem

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- Samsung sealed an irregular sized battery into a 7.9mm thin smartphone
- Half the Note 7's batteries were not properly fitted for the phone
- Round 1 of the explosions caused fires in August and September of 2016



# Stakeholders

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- The stakeholders are Samsung
- Employees that put the phones together
- Designer of the Note 7
- Everyone who purchased the Note 7



# Values at Stake

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- Violating the safety of the millions of people that bought the Note 7
- Risking the trust that loyal Samsung customers have
- Millions of dollars in recalls/refunds

# How the Dilemma was Resolved/Outcomes

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- Samsung ended up completely taking the Note 7 off the shelves
- It put far too many people at the risk
- It even went as far as getting Note 7s banned from airplanes
- 96% of all Note 7s bought have been refunded

# Avoidance of the Dilemma/My Opinion

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- This in my opinion could've easily been avoided
- The designer just had to fit the right size of battery into the phone so it wouldn't overheat
- What I would've done is I would have had the design approved by many manufacturers and had the phone tested before release
- After the first few cases of reported explosions Samsung should've recalled the Note 7

# Work Cited

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- <http://www.techradar.com/news/samsung-galaxy-note-7-battery-fires-heres-why-they-exploded>
- <https://www.cnbc.com/2016/10/10/verizon-ceo-on-samsung-note-7-issues-ive-never-seen-a-recall-like-this.html>