

Samsung says three reports of China phone battery fire

September 21 2016, by Youkyung Lee



A visitor tries out a Samsung Gear VR headset at a Samsung Electronics display booth during an electronics expo in Beijing, Wednesday, Sept. 21, 2016. Samsung Electronics says its smartphones sold in China don't suffer the same problems as units that caught fire in the United States but Chinese customers complain the company is doing too little to reassure Chinese owners their handsets are safe. (AP Photo/Mark Schiefelbein)

Samsung Electronics said Wednesday it has received three reports of

Galaxy Note 7 battery fires in China and investigated two of them.

Samsung and its battery supplier, Amperex Technology Ltd., investigated and found the cause of the fires in those two cases was an external heat source, not the phones' [lithium-ion batteries](#).

Samsung spokeswoman Jee Hae-ryoung said by phone that the company was unable to study the reported third Note 7 fire because the consumer refused to hand in the phone.

Two reports of Samsung phone fires emerged on Chinese social media over the weekend, rattling nerves there because China is the only country where the company has continued to sell the Galaxy Note 7 despite a global recall earlier this month.

The company has recalled 2.5 million Note 7 handsets in 10 countries, citing a manufacturing flaw in the rechargeable batteries.

Initially Samsung said the Note 7s sold in China would not be affected because their batteries came from a different supplier, ATL. Last week, Samsung recalled 1,858 Note 7 phones in China, saying they were distributed for testing before sales to the public began on Sept. 1.

Samsung's investigation into the two cases in China, released late Monday, prompted South Korean media to accuse Chinese consumers of trying to tarnish Samsung's image and get compensation. Neither Samsung nor ATL said whether the external heat was applied to the Note 7 phones intentionally by the consumers or by mistake.



In this Sept. 1, 2016 file photo, Chinese people visit the Samsung roadshow booth promoting their latest Galaxy Note 7 outside a shopping mall in Beijing. Samsung Electronics says its smartphones sold in China don't suffer the same problems as units that caught fire in the United States but Chinese customers complain its response to the product safety scare ignored them. (AP Photo/Andy Wong, File)

The South Korean company said it was not considering taking legal action against the two Note 7 owners.



People visit a Samsung Electronics display booth during an electronics expo in Beijing, Wednesday, Sept. 21, 2016. Samsung Electronics says its smartphones sold in China don't suffer the same problems as units that caught fire in the United States but Chinese customers complain the company is doing too little to reassure Chinese owners their handsets are safe. (AP Photo/Mark Schiefelbein)

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