

Urgent Technical Issue Escalation

Date: [Insert Date]

To: [Recipient's Name]
[Recipient's Title]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally escalate an urgent technical issue regarding a hardware malfunction that we have been experiencing with [specific hardware details, e.g., "the Model XYZ Printer"]. The issue was first reported on [initial report date] and has since escalated, impacting our operations significantly.

Details of the issue:

- Hardware: [Specify hardware]
- Nature of the malfunction: [Brief description of the problem]
- Impact on operations: [Describe how it affects the work]
- Previous communications: [List any past support tickets or communication]
- Urgency Level: [High/Medium/Low]

Given the critical nature of this issue, I kindly request your immediate attention and assistance in resolving this matter. Please let me know if you require any additional information or if there are steps we need to take on our end to expedite the resolution.

Thank you for your prompt attention to this critical issue. I look forward to your swift response.

Sincerely,

[Your Name]
[Your Title]
[Your Company Name]
[Your Phone Number]
[Your Email Address]