

Product Defect Awareness Notice

Date: [Insert Date]

Dear Valued Customer,

We are reaching out to inform you about a potential defect in our [Product Name], which may affect your experience and usage. Our commitment to quality and customer satisfaction is paramount, and we want to ensure that all our customers are aware of this issue.

The defect, identified as [Brief Description of the Defect], may lead to [Potential Consequences]. We are actively working on a solution to rectify this issue and appreciate your understanding during this time.

Please follow these steps to ensure your safety and continued satisfaction:

- Cease using the product immediately.
- Check the serial number of your device against the list on our website [Insert URL].
- Contact our customer support team at [Insert Contact Information] for further assistance.

We sincerely apologize for any inconvenience this may cause and thank you for your attention to this important matter. Your safety and satisfaction are our top priorities.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]