

Letter of Explanation for Hardware Issues

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Explanation of Hardware Issues

Dear [Recipient's Name],

I hope this message finds you well. I am writing to explain the recent hardware issues we have encountered with [specific hardware or system].

On [date of occurrence], we experienced [brief description of the issue, e.g., system crashes, performance degradation, etc.]. This disruption has affected [mention any impacted processes or teams].

Upon investigation, we determined that the cause of the issue was [explain the root cause, e.g., outdated drivers, hardware failure, etc.]. We are currently taking the following steps to address and resolve the situation:

- [Step 1]
- [Step 2]
- [Step 3]

We understand the importance of resolving these issues promptly and are committed to restoring full functionality as quickly as possible. We appreciate your patience and understanding during this time.

Should you have any further questions or require additional information, please do not hesitate to contact me directly at [your contact information].

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company/Organization]