

Product Malfunction Announcement

Dear Valued Customers,

We are writing to inform you about a malfunction detected in our product, **[Product Name]**, that was sold between **[Date Range]**. This issue may affect the performance and safety of the product.

We recognize the inconvenience this may cause and are committed to addressing this situation as promptly as possible. Please follow the steps below to ensure your safety:

- Stop using the product immediately.
- Check the serial number against our list of affected products.
- Contact our customer service at **[Customer Service Phone Number]** or email us at **[Customer Service Email]** for further instructions.

Your safety and satisfaction are our top priorities. We sincerely apologize for any inconvenience this may cause and appreciate your understanding and support as we work to resolve this issue.

Thank you for your attention to this matter.

Sincerely,

[Your Company Name]

[Your Name]

[Your Position]

[Contact Information]