

# Concern Regarding Software Malfunction

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Position]

[Company/Organization Name]

[Company Address]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my concern regarding a malfunction I have encountered with [Software Name] on [specific date]. The issue has been persistent and is affecting my ability to [describe impact].

Details of the malfunction:

- **Date and Time of the Issue:** [Insert Date/Time]
- **Version of the Software:** [Insert Version]
- **Description of the Problem:** [Detailed description]
- **Steps Taken to Resolve:** [List any troubleshooting steps taken]

I would appreciate your prompt attention to this matter as it is critical for [explain urgency]. If possible, please provide guidance or a timeline for when we can expect a resolution.

Thank you for your understanding and support.

Sincerely,

[Your Name]

[Your Position]

[Your Company/Organization]

[Your Contact Information]