Subject: Complaint Regarding App Functionality

Dear [Ride Service Customer Support],

I hope this message finds you well. I am writing to formally express my dissatisfaction with the functionality of your ride service application.

On [date of incident], I encountered several issues while attempting to use the app to book a ride. Notably, [describe specific issues, e.g., the app crashed, the fare estimation was incorrect, etc.]. These problems not only caused significant inconvenience but also resulted in delays that affected my plans.

I believe that the app's reliability is crucial for ensuring a positive customer experience. I would like to request an investigation into these issues and any updates or solutions that can be provided to enhance the app's performance.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]
[Your Contact Information]
[Your Account Number (if applicable)]