

Troubleshooting Assistance Request

Date: [Insert Date]

To: [Recipient's Name]

Company: [Recipient's Company]

Address: [Recipient's Address]

Email: [Recipient's Email]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to request your assistance regarding a hardware failure we are currently experiencing with [specific hardware, e.g., a server, laptop, etc.].

Details of the Hardware Issue:

- Device Name: [Insert Device Name]
- Model Number: [Insert Model Number]
- Serial Number: [Insert Serial Number]
- Description of the Issue: [Insert brief explanation of the issue]
- Date and Time of Occurrence: [Insert Date and Time]

We have attempted the following troubleshooting steps:

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

Unfortunately, these efforts have not resolved the problem. We would greatly appreciate your guidance on the next steps for resolving this hardware failure.

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

Sincerely,

[Your Name]

[Your Job Title]

[Your Company]

[Your Contact Information]