Dear [Recipient's Name],

I hope this message finds you well. I am writing to clarify the compatibility issue we have been experiencing with [Software Name] version [Version Number].

After conducting a thorough review, we have identified the following compatibility concerns:

- [Describe the first issue]
- [Describe the second issue]
- [Describe any additional issues]

To address these problems, we recommend the following actions:

1. [Propose the first action]
2. [Propose the second action]
3. [Propose any additional actions]

Please let me know a convenient time to discuss this further or if you require any additional information from our side.

Thank you for your attention to this matter.

Sincerely,

[Your Name]
[Your Position]
[Your Company]
[Your Contact Information]