

# Complaint Letter: Recurring Product Malfunction

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

[Recipient Name or Customer Service Department]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Complaint Regarding Recurring Malfunction of [Product Name and Model/Serial Number]

Dear [Recipient Name or "Customer Service Manager"],

I am writing to formally bring to your attention a recurring issue with my **[Product Name and Model]**, which I purchased on [purchase date] from [purchase location/website]. Despite my previous efforts to resolve the problem through your customer service channels, the malfunction persists, causing inconvenience and dissatisfaction with the product.

Specifically, the product has exhibited the following recurring issues:

[Briefly describe the malfunction. For example: "The device fails to power on/intermittently loses connection/displays error messages, making it difficult to use for its intended purpose."]

My previous attempts to resolve this issue include:

- Contacting your support team on [date(s)]
- Following troubleshooting steps provided (please specify, such as "resetting the device," "installing updates," etc.)
- Sending the product for repair on [date], after which the same problem recurred

The repeated malfunctions have impacted my ability to [state the product's expected use, e.g., "work from home," "conduct daily tasks," "enjoy leisure activities"], causing frustration and inconvenience.

Given the ongoing nature of this issue and the lack of a permanent resolution, I kindly request that you **[offer a replacement, provide a full refund, or arrange for a thorough repair at no additional cost]** as soon as possible. Attached are copies of my purchase receipt, correspondence records, and any service orders relating to this matter.

I trust you value customer satisfaction and hope to resolve this matter promptly. I look forward to your response within the next [reasonable timeframe, such as 7 or 14 days]. Please do not hesitate to contact me at [phone number/email] if you require further information.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]