

[Your Name/Company Name]
[Your Address]
[City, State, Zip Code]
[Date]

[Customer Name]
[Customer Address]
[City, State, Zip Code]

Subject: Notice of Mandatory Inspection for [Device Name/Model Number]

Dear [Customer Name],

We are writing to inform you that we have received reports regarding a potential defect in the [Device Name], specifically affecting units manufactured between [Start Date] and [End Date]. Our records indicate that you purchased a device within this range (Serial Number: [Serial Number]).

To ensure your safety and the continued performance of your product, a formal inspection of your device is required. This inspection will determine if your unit requires repair or replacement under your warranty terms.

Action Required:

Please follow one of the steps below to facilitate the inspection:

- **Option 1:** Bring the device to our authorized service center located at [Service Center Address] during business hours.
- **Option 2:** Use the prepaid shipping label attached to this letter to send the device to our technical team for evaluation.
- **Option 3:** Schedule an on-site inspection by calling our support line at [Phone Number].

Please cease using the device immediately if you have experienced [Specific Symptoms, e.g., overheating, power failures, or physical damage].

The inspection will be conducted at no cost to you. Once the inspection is complete, we will contact you within [Number] business days with a status update and any necessary next steps.

We apologize for any inconvenience this may cause and thank you for your cooperation in this matter.

Sincerely,

[Your Name/Signature]
[Your Title]
[Company Name]