

Apology Letter 2: Battery Explosion and Shell Leakage

Subject: Apology for Battery Explosion and Shell Leakage in Yamaha Speaker

Dear [Customer's Name],

I am writing to express my deepest apologies for the severe issues with your Yamaha speaker, specifically the battery explosion and shell leakage. It is profoundly troubling to hear that these defects have resulted in personal injury and distress.

These incidents are due to quality problems with Yamaha products, and Yamaha takes full responsibility for these consequences. Yamaha is committed to offering substantial compensation for any medical expenses and inconvenience caused by these defects. Additionally, we are undertaking a comprehensive review of our manufacturing processes to ensure such issues do not occur in the future.

We sincerely regret the harm and inconvenience caused and are dedicated to resolving these issues promptly.

Sincerely,

[Your Name]

[Your Position]

Yamaha Corporation