

## **Apology Letter 1: Battery Acid Leakage and Shell Damage**

**Subject: Apology for Battery Acid Leakage and Shell Damage in Yamaha Speaker**

**Dear [Customer's Name],**

**I am writing to extend my sincerest apologies for the significant issues you experienced with your Yamaha speaker, including battery acid and corrosive liquid leakage and shell damage. It is deeply concerning to learn that these defects have caused personal injury.**

**These problems are a result of quality issues with Yamaha products. Yamaha acknowledges the severity of these defects and the substantial consequences they have caused. Yamaha is committed to providing substantial compensation for any medical expenses and inconvenience caused. We are also taking immediate steps to improve our quality control processes to prevent such incidents in the future.**

**We deeply regret the harm and distress caused and appreciate your understanding as we work to rectify these issues.**

**Sincerely,**

**[Your Name]**

**[Your Position]**

**Yamaha Corporation**