

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]  
[HP Support Department]  
[HP Inc.]  
[Address]  
[City, State, Zip Code]

Subject: Escalation of Support Case [#Case Number]

Dear HP Support Team,

I hope this message finds you well. I am writing to formally escalate my support case regarding [brief description of the issue, e.g., "a malfunctioning printer model XYZ"].

Case Details:

- Case Number: [#Case Number]
- Product Model: [Product Name/Model]
- Purchase Date: [Purchase Date]
- Description of Issue: [Brief description of the issue]

I have previously communicated with your support team on [dates of prior communications] and have attempted the suggested troubleshooting steps. Unfortunately, the issue remains unresolved, significantly impacting my [work/situation].

I kindly request your immediate attention to this matter and a more thorough investigation. Your assistance in providing a timely resolution would be greatly appreciated.

Thank you for your understanding and support. I look forward to hearing from you soon.

Sincerely,  
[Your Name]