

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

Customer Support

Xbox

[Company Address]
[City, State, Zip Code]

Dear Xbox Customer Support,

Subject: Complaint Regarding Xbox Console Issue

I hope this letter finds you well. I am writing to formally express my dissatisfaction with my Xbox console (model: [Insert Model], Serial Number: [Insert Serial Number]) purchased on [Insert Purchase Date] from [Insert Retailer Name].

Since [Insert Date Issue Started], I have been experiencing [describe the issue in detail, e.g., system crashes, connectivity problems, etc.]. Despite following troubleshooting steps provided in your support guidelines, the issue persists.

I expected a premium gaming experience, and it's disappointing that this issue has negatively impacted my enjoyment of the console. I kindly request your assistance in resolving this matter. Please let me know the next steps to address this problem, including any potential repairs or replacements.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Xbox Gamertag, optional]