

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

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

Dear [Recipient Name],

I hope this message finds you well. I am writing to sincerely apologize for the delay in the delivery of your XUV, which was due to [reason for delay]. We understand how important this vehicle is to you, and we take full responsibility for the inconvenience this has caused.

We are actively working to resolve the issue, and we expect your XUV to be delivered by [new delivery date]. As a gesture of goodwill, we would like to offer you [compensation, if applicable].

Thank you for your understanding and patience during this time. Please feel free to reach out to me directly at [your phone number] or [your email] if you have any questions or concerns.

Warm regards,

[Your Name]  
[Your Position]  
[Company Name]  
[Company Address]  
[City, State, Zip Code]