ENGL206

**Response to a Customer Complaint**

You are the field service manager for DDG Fiber Optics. This morning, you received the following letter from Grady McKenzie at Terra Computers in Dallas, Texas.

Recently, our company purchased two F-24Z Illuminators for use in our facilities. The product does not live up to its specifications. First, one unit is causing eye strain in our employees. Although your catalog promises that the Illuminator meets IES/ANSI human visual comfort standards and eliminates direct glare on computer screens, several operators have complained of eye strain. Second, the other unit malfunctions intermittently. At times, the light goes out completely; at other times, the light flickers. Your field service office has sent three technicians to fix the Illuminator but the problems persist. It would appear that your technicians do not know what they are doing or that the units are beyond repair, perhaps as a result of a manufacturing error.

Our employees are suffering and we are missing deadlines due to downtime when your techs are on site. We need an immediate solution to this problem.

Write a letter to Mr. McKenzie at Terra Computers advising him of how your company will solve the problem.

Requirements:

* Clear statement of the problem and your solution
* Logical organization
* Appropriate tone (your attitude)
* Correct letter format (block style). Refer to our textbook for examples. Create addresses for both companies.
* 7C’s: clear, complete, concise, concrete, courteous, correct, and consistent

For guidelines on writing your letter, refer to the Week 1 Lecture and to Chapter 5 in the textbook. See Figure 5.8 on page 110 for a sample letter.