

# XYZ Unlimited, Inc.

February 22, 2006

Mr. John Smith  
56 Lake Drive  
Deer Creek, CA 59842

Dear Mr. Smith,

Thank you! We received your order for the ABC-2. We always appreciate your service.

Over the past few months we have decided to discontinue the ABC-2 model. This decision was brought on by the lack of demand for the product. I am very sorry for this inconvenience, you have been a great customer of ours for years. I can try to search for the ABC-2 but this could possibly take up to two weeks until you receive the inventory. I will contact you to keep you updated on the search.

If there is anything else we can help you with please call us at (800) 555-5678.

Sincerely,  
Beth Horveath  
General Manager