

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

**Subject: Update regarding your repair for [Appliance Model/Type] - Service Order
#[Order Number]**

Dear [Customer Name],

We are writing to provide you with an update regarding the repair of your [Appliance Name].

While we aim to complete all repairs as quickly as possible, the specific part required for your appliance-[Part Name/Number]-is currently on backorder from the manufacturer. As a result, there will be a delay in completing your service.

Our current records indicate that the part is expected to arrive by [Estimated Arrival Date]. Once the part is received, a member of our team will contact you immediately to schedule a technician visit and finalize the repair.

We apologize for this inconvenience and appreciate your patience as we work to resolve this issue. If you have any questions, please contact us at [Phone Number] or [Email Address].

Sincerely,

[Your Name/Company Name]

[Your Title]