[DATE]

Contact Name

Address

Address2

Country

City/Province

Postal Code

**RE: INQUIRY ABOUT DISCONTINUED MODEL**

Dear [CLIENT NAME],

The reason that you have been unable to find our [PRODUCT AND MODEL NO.] is that this model has been discontinued. We replaced it with [NEW MODEL NUMBER], which offers the same fine quality that our customers have come to expect, but is [SELLING POINT].

We are enclosing a list of the stores in your area where our products can be purchased. We thank you for choosing our products.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]