

## ANNEX H3. STANDARD LETTER TO MANUFACTURER

Dear Madame / Sir,

We kindly request you to evaluate the information provided in the enclosed PAI, regarding the item ... manufactured by your company.

In details, you are requested to:

- confirm the correct description of the failure/problem;
- suggest immediate measures, if any, to be taken both by the users and yourself;
- investigate upon and communicate the root causes at the origin of these defaults;
- identify corrective/preventive actions to be taken for similar items, by yourself and the users;

Your views on the definition of the problem and/or its causes as reported by the user would be appreciated.

Your response will be taken into consideration for the decision on whether or not to release an official ESA Alert on the subject. The response would be attached to the ESA Alert, if it is decided to issue it.

ESA Alerts are distributed within ESA and to Contractors involved in ESA projects.

You should identify which of the information that you will provide is of proprietary nature, and therefore should be treated as 'ESA Unclassified - Proprietary Information' by ESA.

Your response is kindly requested by ...

Should you choose not to respond, please be advised that ESA will decide whether to proceed with the release of an ESA Alert based on the available information.

Yours sincerely,

*Head of TEC-Q  
Chairperson of the ESA Alert Committee*