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**Re: N1 Pro #111-1438101-3562662**

1 message

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**Vantrue Support** <support@vantrue.net>  
To: GRomany <genn1977@gmail.com>

8 October 2022 at 22:54

Hi gennieve,

We have shipped a new suction cup mount to you via China Post with tracking number LW266753885CN.

Please check it here <https://www.17track.net/en#nums> in around 3 days. Thank you for your cooperation. Have a nice day!Best regards,  
Gloria  
Vantrue Customer Service Team-----  
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----- Original -----

**From:** "Vantrue Support" <support@vantrue.net>;  
**Date:** Fri, Sep 30, 2022 05:12 PM  
**To:** "GRomany" <genn1977@gmail.com>;  
**Subject:** Re: N1 Pro #111-1438101-3562662

Hi gennieve,

We have received your shipping address information. We will ship it for you as soon as possible. Once there is any logistics information, we will synchronize to you immediately. Thank you for your cooperation. Have a nice day!

Best regards,  
Gloria  
Vantrue Customer Service Team-----  
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----- Original -----

**From:** "GRomany"<[genn1977@gmail.com](mailto:genn1977@gmail.com)>;  
**Date:** Fri, Sep 30, 2022 08:04 AM  
**To:** "Vantrue Support"<[support@vantrue.net](mailto:support@vantrue.net)>;  
**Subject:** Re: N1 Pro

Good evening,

My order number is # 111-1438101-3562662. My address is as follows:

[7966 NW 14TH ST APT T13788](#)  
[MIAMI, FL 33126-1620](#)  
[United States](#)  
8687798777

I look forward to receiving the item.

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On Wed, 28 Sept 2022 at 04:18, Vantrue Support <[support@vantrue.net](mailto:support@vantrue.net)> wrote:

Hi gennieve,

We can send you a replacement suction cup mount from China. The delivery will take about 2-3 weeks. If you can accept that, please send us your order number and current shipping address with phone number. Thank you for your cooperation. Have a nice day!

Best regards,  
Gloria  
Vantrue Customer Service Team

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----- Original -----

**From:** "GRomany"<[genn1977@gmail.com](mailto:genn1977@gmail.com)>;  
**Date:** Wed, Sep 28, 2022 07:47 AM  
**To:** "Vantrue Support"<[support@vantrue.net](mailto:support@vantrue.net)>;  
**Subject:** Re: N1 Pro

Hi I am loving the camera but the suction cup is not adhering to my windscreen. it keeps falling off. I cleaned the area and the suction area then place it on the windscreen and then lock it. it still keeps falling off. I cleaned the area like six (6) times.

can I get a refund or replacement please?

On Mon, 26 Sept 2022 at 23:40, Vantrue Support <[support@vantrue.net](mailto:support@vantrue.net)> wrote:

Hi gennieve,

Thanks for contacting Vantrue Customer Support

Your firmware version is the latest firmware version, you do not need to update it. Thank you for your cooperation. Have a nice day!

Best regards,  
Gloria  
Vantrue Customer Service Team

Hi I have the VANTRUE N1Pro but I am unsure if to upgrade. The version on the N1Pro is version VTN1Pro.C1E.V12 (system info) but on your website has VTN1Pro.V12. Should I update or no.

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*Gennieve*

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