



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989



N252508340 1GCUDE80PZ303751 13 4117-04-0019306
THORNES EXCAVATING
1854 SPARTA PIKE
LEBANON, TN 37090-5106



September 2025

This notice applies to your vehicle, **VIN: 1GCUDE80PZ303751.**

Dear Thornes Excavating:

As the owner of a 2023 model year Chevrolet Silverado LD Crew RST/LT-T1, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2023 model year Chevrolet Silverado LD Crew RST/LT-T1 vehicles, may have a condition that could cause the engine coolant control valve to fail. If this condition were to occur, the Malfunction Indicator Lamp (Check Engine Light) will illuminate, and a diagnostic trouble code will set. Additionally in some cases, the engine cooling fans may run after the engine is switched off.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2023 Chevrolet Silverado LD Crew RST/LT-T1 within 15 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage **must be performed by a General Motors dealer**. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you already paid for repairs for the condition described in this letter, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2026, unless state law specifies a longer reimbursement period.

PARTS: *7*

M

THORNE'S EXCAVATING COMPANY, LLC
SINCE 1963

PARTS: 4-tires 1133.94 Charlie's Tire



wilson county

Wilson County Chevrolet Buick GMC
903 South Hartmann Dr - Lebanon, TN 37090
Phone: (615) 444-9642 Fax: (615) 449-4315

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/04/25	6400916/1
R/O Close Date	Status
12/08/25	Pre-Invoice
Mileage In	Mileage Out
61252	61252
Service Advisor / Tag #	
Rob Wilson/7661	
Vehicle Identification Number	
1GCUDE80PZ303751	
Delivery Date	In-Service Date
Color	License Number

THORNE'S EXCAVATING CO 624 OLD HORN SPRINGS RD LEBANON, TN 37087-1811			Work Phone	
			Home Phone	615-444-5142
Year	Make	Model	Body	
2023	CHEVROLET	SILVERADO 150	4WD CREW CAB 147"	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
AR#: CTHOR003	
#1 - CEL: CHECK ENGINE LIGHT cel is on P1098 615-337-8170 615-444-5142 Caused by VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT ON. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN. FURTHER EXAMINATION FOUND THE NUMBER 1 COOLANT CONTROL VALVE HAS AN OPEN CIRCUIT. Tech: Ryan Vaughn (90) Installed: N-VALVE (01097-CT) Installed: N-COOLANT (08800-BOPCKT) ACCESSED, REMOVED AND REPLACED THE NUMBER 1 COOLANT CONTROL VALVE. THE SYSTEM IS NOW OPERATING NORMALLY AT THIS TIME. ***** * THANK YOU FOR ALLOWING OUR SERVICE DEPARTMENT TO TAKE * * CARE OF YOU SERVICE NEEDS. GO ONLINE TO * * WWW.WILSONCOUNTYMOTORS.COM CLICK SERVICE AND GO TO * * SCHEDULE APPOINTMENT OR CALL AHEAD. * ***** #0004 23' Chevy 1500 'James	Warranty Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/18/25	6401859/1
R/O Close Date	Status
01/05/26	Pre-Invoice
Mileage In	Mileage Out
62140	62140
Service Advisor / Tag #	
Rob Wilson/4833	
Vehicle Identification Number	
1GCUDE80PZ303751	
Delivery Date	In-Service Date
Color	License Number

THORNE'S EXCAVATING CO 624 OLD HORN SPRINGS RD LEBANON, TN 37087-1811		
Year	Make	Model
2023	CHEVROLET	SILVERADO 150

Work Phone
Home Phone
615-444-5142
Body
4WD CREW CAB 147"

DESCRIPTION OF SERVICE AND PARTS

AR#: CTHOR003

#1 - CP: CUSTOMER PAY REPAIR
 cel is on after picking up vehicle
 james hobbs 615-337-8170

Caused by

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE
 LIGHT ON. ACCESSED THE DIAGNOSTIC PORT AND
 PERFORMED A SCAN. FURTHER EXAMINATION FOUND THE
 NOX CATALYST IS BROKEN.

Tech: Ryan Vaughn (90)

Installed: N-GASKET (03611-CT)

Installed: N-CLAMP (03708-CT)

Installed: SL-N-CONVERTER (03685-CT)

Core Chg: SL-N-CONVERTER (03685-CT) - Co

Installed: SL-N-SENSOR (03107-CT)

ACCESSED, REMOVED AND REPLACED THE NOX CATALYST.

THE SYSTEM IS NOW OPERATING NORMALLY AT THIS

 * THANK YOU FOR ALLOWING OUR SERVICE DEPARTMENT TO TAKE *
 * CARE OF YOU SERVICE NEEDS. GO ONLINE TO *
 * WWW.WILSONCOUNTYMOTORS.COM CLICK SERVICE AND GO TO *
 * SCHEDULE APPOINTMENT OR CALL AHEAD. *

#0004
 23' chevvy 1500
 Warranty

Qty: 1
 Qty: 1
 Qty: 1
 Qty: 1
 Qty: 1

Warranty
 Warranty
 Warranty
 Warranty
 Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
01/28/26	6404049/1
R/O Close Date	Status
02/02/26	Pre-Invoice
Mileage In	Mileage Out
64439	64439
Service Advisor / Tag #	
Rob Wilson/4663	
Vehicle Identification Number	
1GCUDE80PZ303751	
Delivery Date	In-Service Date
Color	License Number

THORNE'S EXCAVATING CO 624 OLD HORN SPRINGS RD LEBANON, TN 37087-1811		
Year	Make	Model
2023	CHEVROLET	SILVERADO 150

Work Phone
Home Phone
615-444-5142
Body
4WD CREW CAB 147"

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
AR#: CTHOR003	
#1 - CP: CUSTOMER PAY REPAIR cel back on after recent work P20EE 615-444-5142 Tech: Ryan Vaughn (90) Performed regen and test drove 16 miles with no problem	
***** * THANK YOU FOR ALLOWING OUR SERVICE DEPARTMENT TO TAKE * CARE OF YOU SERVICE NEEDS. GO ONLINE TO * WWW.WILSONCOUNTYMOTORS.COM CLICK SERVICE AND GO TO * SCHEDULE APPOINTMENT OR CALL AHEAD. *****	
Warranty	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



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General Motors Product Field Action Customer Reimbursement Request Form

N252508340

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Preferred Contact Telephone Number (include Area Code): _____

Preferred Contact Email Address: _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-866-467-9700.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

