



Matthew McCann <msmccann@gmail.com>

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**RE: Cam adjusters and tensioners for Bank 1 versus Engine replacement -  
WA1C4AFY8J2036989- 2018 SQ5- 62,600 MILES-**

11 messages

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**Ted Higgins** <thiggins@wagauto.com>  
To: "msmccann@gmail.com" <msmccann@gmail.com>

Tue, Dec 7, 2021 at 11:12 AM

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**From:** Ted Higgins  
**Sent:** Tuesday, December 7, 2021 11:12 AM  
**To:** [msmccann@gmail.com](mailto:msmccann@gmail.com)  
**Subject:** Cam adjusters and tensioners for Bank 1 versus Engine replacement

Hello Matt

**Line 1**

Parts \$ 1400

Labor \$ 4750

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\$ 6150 plus tax This is only an estimate based on preliminary diagnosis, estimate may change as repairs are proceeded, Technician may find engine needs replacement/ or additional part/labor ,

if further failures are observed.

**Line 2**

Engine replacement- plus any previous accrued Labor above

Parts \$ 18,000.

Labor \$ \$6650

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\$ 24,650- Labor may vary depending on accrued labor above line 1

**This is an estimate only and mechanical situation may change as repairs are performed . Engine replacement removes any concern on additional engine failure based on repairs only being done to tensioners and adjuster. 1 tensioner on back -order**

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**Matthew McCann** <msmccann@gmail.com>  
To: Ted Higgins <thiggins@wagauto.com>

Tue, Dec 7, 2021 at 11:23 AM

thank you, ted.  
how soon can the parts be here for line 1?  
also, can i get a loaner car?  
thanks.....matt

[sent from my cell phone - matt]  
[Quoted text hidden]

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**Ted Higgins** <thiggins@wagauto.com>  
To: Matthew McCann <msmccann@gmail.com>

Tue, Dec 7, 2021 at 12:26 PM

Parts are about 2 weeks – I currently do not have loaners- they are all out- I had 22 of them , down to 8

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**Matthew McCann** <msmccann@gmail.com>  
To: Ted Higgins <thiggins@wagauto.com>

Tue, Dec 7, 2021 at 12:32 PM

ok, move forward with option 1. can i get in line for a loaner?...how soon you think for that? just need to plan as i'll need to rent a car in the meantime and the cheapest i'm finding is \$90/day.  
also, were you able to speak to that woman from corporate?  
thanks.....matt

[sent from my cell phone - matt]

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**Ted Higgins** <thiggins@wagauto.com>  
To: Matthew McCann <msmccann@gmail.com>

Tue, Dec 7, 2021 at 12:43 PM

I will do my best to set aside a loaner but def not this , not sure next week but will try , I am waiting on call back from Audi Corporate . Just to clarify as we proceed , we do not know what we do not know- so I will keep you posted on estimate concerns, I ll order parts today ,

Ted Higgins

Service Director

973-756-3100 x 2780

[thiggins@wagauto.com](mailto:thiggins@wagauto.com)

Audi Newton

Volkswagen World of Newton

Member of World Auto Group

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**Ted Higgins** <thiggins@wagauto.com>  
To: Matthew McCann <msmccann@gmail.com>

Tue, Dec 7, 2021 at 12:46 PM

Also to clarify , we are only working on bank 1, that is where the fault lies – bank 2 is not showing faults

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**Matthew McCann** <msmccann@gmail.com>  
To: Ted Higgins <thiggins@wagauto.com>

Tue, Dec 7, 2021 at 12:59 PM

Great, much appreciated.  
Biggest thing is getting the parts in as soon as possible, I guess.  
Thank you.....Matt

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**Matthew McCann** <msmccann@gmail.com>  
To: Ted Higgins <thiggins@wagauto.com>

Wed, Dec 22, 2021 at 10:00 AM

hi ted,  
how are we looking on my parts.....any update?  
thanks.... matt

[sent from my cell phone - matt]  
[Quoted text hidden]

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**Ted Higgins** <thiggins@wagauto.com>  
To: Matthew McCann <msmccann@gmail.com>

Mon, Dec 27, 2021 at 9:22 AM

Hello Matthew

Sorry for the delay – our internet was down a few days last week – parts have arrived – I have to have my master Tech do your vehicle – He is wrapping up a big job and yours is next – I will keep you posted

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**Matthew McCann** <msmccann@gmail.com>  
To: Ted Higgins <thiggins@wagauto.com>

Mon, Dec 27, 2021 at 4:25 PM

Hi Ted,

Since Audi will not pay for any of the repairs and no loaner cars are available, please do not repair my car. I will be in to buy the parts and pick up my car to be repaired on my own. What is the total cost of the two parts?

Thanks.....Matt

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**Ted Higgins** <thiggins@wagauto.com>  
To: Matthew McCann <msmccann@gmail.com>

Tue, Dec 28, 2021 at 8:39 AM

Hello Matthew

Understood – please find attached invoice for parts ordered and 1 hour diagnosis.

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