From: Brian Harrigan
To: Matt Slatner
Subject: RE: A4 Vag-Com logs
Date: Friday, October 07, 2011 10:27:44 AM

Matt, I am trying my best to help you. Unfortunately we do not allow customer cars to be worked on in the shop, no exceptions. Up until a few weeks ago, I had never heard of any of your issues. You have since filled me in on what has been going on, and If there is an issue with the ECU we will stand behind it. I will not know until I hear back from engineering how to proceed. If your ECU reads that the flash is not active, it is a pretty easy fix. I understand your frustration, and ask for your patience while we diagnose the specs that you have given us.

Thanks,

Brian Harrigan
STaSIS Engineering
Area Manager
Office- 888-9STaSIS
Cell- 304-839-7958
Fax- 304-551-0080
www.STaSISengineering.com

"Race Bred Adrenaline"

From: Matt Slatner [mailto:matt@plangenius.com]
Sent: Friday, October 07, 2011 10:12 AM
To: Brian Harrigan
Subject: Re: A4 Vag-Com logs

I'm quite frustrated since this has been quite on for so long and has never been addressed... I've now had to go out of my way to get these logs and feel it's not asking too much for you guys to open your doors to look at it... this needs to be resolved ASAP.

Do you authorize a shops (aka non-dealers)?

On Oct 7, 2011, at 9:54 AM, Brian Harrigan <Brian@stasisengineering.com> wrote:

> Matt,
>
> We do not do repair work at our facility, this would be done at the dealer you had the

parts installed at, or any authorized STaSIS Audi dealer. Once I hear back, I will let you know how to proceed.

Thanks,

Brian Harrigan
STaSIS Engineering
Area Manager
Office- 888-9STaSIS
Cell- 304-839-7958
Fax- 304-551-0080
www.STaSISengineering.com

"Race Bred Adrenaline"

From: Matt Slatner [mailto:matt@plangenius.com]
Sent: Friday, October 07, 2011 9:42 AM
To: Brian Harrigan
Cc: eric@dsauto.us
Subject: Re: A4 Vag-Com logs

Brian,

I also forgot to mention that I'll be wrapped in Baltimore around 1-2 and can bring the car to your shop afterwards to have it looked at (could be to you by 3:30-4) I need to know before 12 if you guys need me to bring the car to you to get things resolved.

Matt

On Oct 7, 2011, at 1:01 AM, Matthew Slatner <matt@plangenius.com> wrote:

> Brian - attached are the logs from DS Automotive. It definitely feels down on power. We did a series of pulls in 1, 2, and 3 gears. You can tell by the logs when shifts occur.
>
> --
> Thanks!
> Matt Slatner
> 804.928.2745

Begin forwarded message:

> **From:** "Eric Campbell" <eric@dsauto.us>
> **Date:** October 6, 2011 8:57:08 PM EDT
> **To:** "'Matt Slatner'" <matt@plangenius.com>,
> "'Matthew Slatner'" <mslatner@gmail.com>
> **Subject: A4 Vag-Com logs**
>
> Matt, Here are the log's from the runs last night in the A4.
>
> Regards, Eric
>
> Eric Campbell
> President
> DS Automotive
> 540-667-5831
> www.dsauto.us

<Stasis A4 Log 1 - LOG-33-17-71-12-14.CSV>

<LOG-01-2021-2031-2041-2341-2571-3121-3131-3181-3741-3811-6601-18681.csv>