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EXECUTIVE SECRETARIAT

Lebanon, NJ

2010 DEC 14 P 12:56

Office

December 2, 2010

CL-10374528-7168

Thomas Heffernan

Ferrari Maserati of New Jersey
816 Route 1 North
Edison, NJ 08817

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

Dear Mr. Heffernan,

On December 9, 2009 I received a letter from Ferrari North America stating that there had been a recall on the fuel divider block on my 98 Ferrari 355. Although there had been no signs of any sort that my car could possibly have a problem, I called Ferrari of North Edison and informed them that my Ferrari had already been stored for the winter. I asked if it would be okay to bring my car in for the recall in the spring of 2010 and they said that would be fine. On June 18, 2010 I brought my Ferrari into your dealership to correct the safety issue. While I was there I witnessed my car being started, inspected and brought into the shop area. There was no comment from Michael Belmonte, who pulled my car into the shop, that there were any problems with it. While my car was in the shop I went on a test drive. When I returned to pick up my Ferrari, it was parked outside the dealership. I went inside, picked up the keys and paperwork and proceeded to leave. Immediately upon starting my Ferrari I notice something was wrong, as it did not sound the same. I drove my vehicle around the parking lot and noticed it had no power. I went inside and spoke with Michael and he instructed me to talk to Enzo, the mechanic who performed the work on my Ferrari. Enzo and I went on a ride and my "Check Engine" light came on. Enzo did not know what was wrong with the Ferrari. Enzo pulled the Ferrari back into the shop and plugged the computer into it to run a diagnostic test. The diagnostic revealed that the left catalytic converter was running hot. I was surrounded by Michael, Enzo and two other men, all telling me my catalytic converters were bad and needed to be changed. I explained to them that my car was fine before Enzo worked on it and they stated that catalytic converters can go at any time and then gave me prices ranging from \$5,000.00 to \$35,000.00 to repair my Ferrari.

Mr. Heffernan, my Ferrari is in pristine condition and I have had no problems with it. A state inspection was performed a week prior to bringing it to your dealership and no problems were found. I had no problems on the drive to your dealership. The problem started after your dealership's employee, Enzo, worked on my Ferrari, making me reluctant to leave my vehicle at your dealership for any repair. I left your dealership with my Ferrari, drove down the road and had a tow truck meet me. My car was towed to New Vernon Coach & Motor Works. Steve, the owner of New Vernon Coach & Motor Works, is a highly regarded mechanic and has been working with luxury cars for decades. Steve is also a customer of your dealership's Parts Department. Steve has been performing my annual state inspections, along with the PPI years ago and he is familiar with my Ferrari. Steve's inspection of my Ferrari revealed that the fuel lines that enter the left side fuel divider block were BACKWARDS; in was out and out was in! My Ferrari was only working on 4 cylinders, which led to my left side catalytic converter overheating and damaging my left side ECM. This problem was a direct consequence of the work that your dealership's mechanic, Enzo, performed. Mr. Heffernan, when Enzo installed the new fuel divider block he installed the lines backwards. How is it possible that this could be done by accident? An authorized Ferrari mechanic, after changing a fuel divider block, started a Ferrari and didn't notice the engine sounded horrible. He didn't realize that the Ferrari was only running on FOUR CYLINDERS and as he drove it outside, it had NO POWER! This does not show your dealership in a good light either way you look at it, as they are either incompetent or trying to commit fraud.

MC

01/04/2011

KB

I have enclosed invoices totaling \$939.77 and proof of payment of these invoices for the damages I incurred to date due to the actions of your dealership. This was a very unpleasant experience with your dealership. I expect to get reimbursement of my \$939.77 in a timely manner or I will pursue legal action to do so.

Sincerely,



cc: Peter Hendriks, Hendriks & Hendriks
Robert H Kurnick Jr., President of Penske Automotive Group
Adam Rowley, VP of Technical Services Ferrari North America, Inc.
David L Strickland, NHTSA Administrator
Thomas R Calcagni, NJ Divison of Consumer Affairs



Ferrari/Maserati of Central New Jersey
 816 Rt. 1 North
 Edison, New Jersey 08817
 Tel: 732 248-9100
 Fax: 732-287-0948

CELL: 908-482-159

3025

MICHAEL BELMONTE 57 6830 06/18/10 FECS10818

145.00 9,709 ROSSO/

LEBANON, NJ

98/FERRARI/F355 12/09/97

Z F F X R 4 8 A 1 W 0

06/18/10

MO: 970

JOB# 1 CHARGES

LABOR-----
 J# 1 09FEZ FUEL SYSTEM UNITS: 1.50 TECH(S):54 WARRANTY
 PERFORM RECALL CAMPAIGN #49 FUEL BLOCK RECALL
 140043 .. 090159/0 .. 1.5
 REPLACED FUEL BLOCK AS PER CAMPAIN #49

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 1 70001495 FUEL BLOCK REPAIR K WARRANTY
 TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FECS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
 J# 2 50FEZ11 IGNITION SYSTEM UNITS: 0.40 TECH(S):54 WARRANTY
 PERFORM SERVICE CAMPAIGN #148 OBD II UPDATE
 820109/8 .. 0.4
 PERFORMED SERVICE CAMPAIN #148 OBD II UPDATE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 1 9112 DBL BLADE SCTCH LOC WARRANTY
 1 9113 CONNECTOR WIRE OBD1 WARRANTY
 1 135308 E/CONN PIN F MAR WARRANTY
 TOTAL - PARTS 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FECS JOB# 2 TOTAL 0.00

TOTALS

 * TOTAL LABOR.... 0.00
 * TOTAL PARTS.... 0.00
 * [] CASH [] CHECK CK NO. [] *
 * TOTAL SUBLET... 0.00
 * [] VISA [] MASTERCARD [] DISCOVER *
 * TOTAL G.O.G.... 0.00
 * TOTAL MISC CHG. 0.00
 * TOTAL MISC DISC 0.00
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * TOTAL TAX..... 0.00

 TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

424/10 left U. in. miss

TOWING REPORT 122684

BENHAM'S **EIKON** Service & Garage

414
SPRINGFIELD AVE.
BERKELEY HEIGHTS, N.J. 07922

BUS. (908) 464-1395 FAX (908) 464-3025



DATE 6-18-10

MAKE FERRARI	MODEL F355	MILEAGE
YEAR 98	LICENSE NO.	FINISH
WRECKER DRIVER GB45	RED	START
		TOTAL

TOWED FROM PISCATAWAY

TOWED TO MORRIS TOWN

TOWING CHARGE	125.00
MILEAGE CHARGE	
TOTAL	125.00

OK

[Redacted]
Whitehouse, NJ
[Redacted]

Salomon Smith Barney
800-634-9855

8718

DATE

55-7265/212

Aug 27, 2010

AMOUNT

\$

One Hundred Twenty-Five and 00/100 Dollars

*****\$125.00

PAY
TO THE
ORDER
OF

BENHAMS SERVICE AND GARAGE

[Redacted Signature Area]

Authorized Signature

Memo: TOW TICKET# 122684

⑈008718⑈ [Redacted]

[Redacted]

BENHAMS SERVICE AND GARAGE

8718

Check Number: 8718
Check Date: Aug 27, 2010

Check Amount: \$125.00

Discount Taken Amount Paid
 125.00

Item to be Paid - Description

VEHICLE REPAIR & MAINT.

Whitehouse, NJ

DEC 2003 PM 1 1



David L Strickland
NH+SA Administrator
1200 New Jersey Ave
SE Washington DC 20590

