



Marek MG &lt;magismaa@gmail.com&gt;

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**Re: SIA Nord Auto rēķins Audi Q7**

13 kirja

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**Marek MG** <marek@panels.com.ee>  
Saaja: autoveikals@inbox.lv, pasts@ptac.gov.lv

10. veebruar 2024, kell 11:16

Hello

I would like to officially inform you and send you the claim about the Audi Q7 that we bought from the car dealership Nord Auto SIA in Riga and made a contract with you.  
The situation is that your salesman says that the car is in good condition and checks in the car service. In reality, the car is very broken and the engine is out.  
The biggest problem is that the engine pistons shake, and the cylinder is worn metal debris is in the engine and engine oil. The air conditioning system is broken and the pipes are broken.  
Various links, rollers, belts, etc. are critically worn. But the biggest problem is that this car is unroadworthy. Mileage has been rolled down, In Estonia, it is not taken this car into account.

As we bought from the company you are responsible for the warranty reimburse all expenses or or take the car back and refund the money, and reimburse all incurred expenses.

You cheated knowingly.

New, fresh oil had been put into the engine, a very thick composition, that the clatter of the engine would not be heard. Such oil should not even be used in the engine.  
Oil pressure sensor has been modified, Removed from inside the meter, and put back with glue. The car has been dismantled at the official car service, all issues are documented and provable. The car is still in your name or in the name of the previous owner, no re-registration here because of the wound speedometer, a regulation has been issued regarding this.

Now we need to resolve these questions very fast.

One of your representatives promised a new engine reimbursement as of Friday (+371 28 448 676 ) but nothing happened. Here I have a new engine on sale with a warranty.

Second, Car service but together old engine, and you will take this Audi Q7 back, you need send own car trailer in Tallinn, this is best option, you will return the money and reimburse all expenses incurred by Car services. Including the costs of fixing the car.

If we do not find a compromise on Monday 12.02.24

I will start by submitting legal statements <https://www.ptac.gov.lv/lv>

I'll hand things over to the lawyer, and I will also start legal proceedings and file a claim against you. This increases costs even more. You are a car dealer and contract partner for us, you are fully responsible for this transaction and its consequences in legal terms.

Monet cost what we know is

Car price **7500 eur**  
documents and insurance **200 eur**  
fuel **60 eur**  
car transport to trailer from Pärnu to Tallinn **100 eur**

**Here will be included car service invoices**

Documents attached

<https://photos.app.goo.gl/T7qf3bsn5bnbsNDk8>

**Im waiting your reply and solution in Monday 12.02.24**

T, 16. januar 2024 13:44 Marek MG <[marek@panels.com.ee](mailto:marek@panels.com.ee)> kirjutas:  
Payments Factorymarket

----- Forwarded message -----

Saatja: **Eha Abram** <[eha@areco.ee](mailto:eha@areco.ee)>  
Date: T, 16. januar 2024 13:36  
Subject: Re: SIA Nord Auto rēķins Nissan Pathfinder  
To: Marek MG <[marek@panels.com.ee](mailto:marek@panels.com.ee)>

Kontakt Marek MG (<[marek@panels.com.ee](mailto:marek@panels.com.ee)>) kirjutas kuupäeval T, 16. januar 2024 kell 13:04:

----- Forwarded message -----

Saatja: **Marek MG** <[marek@panels.com.ee](mailto:marek@panels.com.ee)>  
Date: T, 16. januar 2024 12:51  
Subject: Fwd: SIA Nord Auto rēķins Nissan Pathfinder  
To: Riho Narusk <[riho@areco.ee](mailto:riho@areco.ee)>

----- Forwarded message -----

Saatja: **ainars aboltins** <[autoveikals@inbox.lv](mailto:autoveikals@inbox.lv)>  
Date: T, 16. januar 2024 12:37  
Subject: SIA Nord Auto rēķins Nissan Pathfinder  
To: <[help@factorymarket.online](mailto:help@factorymarket.online)>

SIA Nord Auto  
Reģ. Nr. LV40103628165  
Maskavas iela 418, Rīga LV-1063  
Valdes priekšsēdētājs Ainārs Āboltiņš  
Tel. +371 28448676



Sincerely  
Marek Mägismaa  
+37255951615  
**Factorymarket OÜ**  
[www.panels.com.ee](http://www.panels.com.ee)  
<https://roofonline.com.ee/>  
<https://www.factorymarket.online/>  
<https://www.factorymarket.ee/>  
<https://www.montelement.com/>

**3 manust**

**1707554524849.jpg**  
2232K



**1707554524836.jpg**  
2212K



**1707554524821.jpg**  
2350K

**Marek MG** <marek@panels.com.ee>  
Saaja: Riho Narusk <riho@areco.ee>

10. veebruar 2024, kell 12:01

infoks

Saatsin ametliku teatise, nüüd tõmblevad.



Sincerely  
Marek Mägismaa  
+37255951615  
Factorymarket OÜ  
[www.panels.com.ee](http://www.panels.com.ee)  
<https://roofonline.com.ee/>  
<https://www.factorymarket.online/>  
<https://www.factorymarket.ee/>  
<https://www.montelement.com/>

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**3 manust**



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2232K



**1707554524836.jpg**  
2212K



**1707554524821.jpg**  
2350K

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**Marek MG** <marek@panels.com.ee>  
Saaja: autoveikals@inbox.lv

11. veebruar 2024, kell 17:45

Hello

Invoice attached.  
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**2 manust**



1707554524849.jpg  
2232K



**Marek MG** <marek@panels.com.ee>  
Saaja: autoveikals@inbox.lv

13. veebruar 2024, kell 11:00

Hello

New invoice attached  
[Osundatud tekst on peidetud]

[Osundatud tekst on peidetud]



**ainars aboltins** <autoveikals@inbox.lv>  
Saaja: Marek MG <marek@panels.com.ee>

13. veebruar 2024, kell 13:50

SIA "Nord Auto" 40103628165  
[Maskavas iela 418, Rīga, LV-1063](#)  
Konts SWEDBANK  
konta Nr.LV16HABA0551035886528

[Osundatud tekst on peidetud]

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**Payments Factorymarket**

[Osundatud tekst on peidetud]

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[Osundatud tekst on peidetud]

[Osundatud tekst on peidetud]

**SIA Nord Auto**

Reģ. Nr. LV40103628165

[Maskavas iela 418, Rīga LV-1063](#)

Valdes priekšsēdētājs Ainārs Āboltiņš

Tel. +371 28448676

[Osundatud tekst on peidetud]

**Marek MG** <marek@panels.com.ee>

13. veebruar 2024, kell 13:54

Saaja: ainars aboltins <autoveikals@inbox.lv>


Hello

New invoices attached

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[Osundatud tekst on peidetud]

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 **INV - 2415.pdf**  
79K

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**ainars aboltins** <autoveikals@inbox.lv>  
Saaja: Marek MG <marek@panels.com.ee>

13. veebruar 2024, kell 15:13

----- Reply to message -----

**Subject:** Re: Re: SIA Nord Auto rēķins Audi Q7

**Date:** otrd., 2024. g. 13. febr. 13:55

**From:** Marek MG <marek@panels.com.ee>

**To:** ainars aboltins <autoveikals@inbox.lv>

[Osundatud tekst on peidetud]

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 **payment.pdf**  
233K

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**Marek MG** <marek@panels.com.ee>  
Saaja: ainars aboltins <autoveikals@inbox.lv>

3. aprill 2024, kell 10:43

Hello Ainars

Audi is ready, and all Maintenance and service are done  
We need to discuss compensation.  
Please find the worksheet attached.  
It's not a small amount, and we like to ask for 4595,6 eur + VAT  
The car was trach, and as you remember we offered to take it back.

Still, what needs to be done is to change both turbos. inside have oiled, but can drive I hope.  
2 engine injectors need to be changed soon.  
The door handles keyless go 3 set needs to be changed but can be driven.  
This is not added to the worksheet and is not done.  
Today we speak about repairs that had hidden disadvantages.

In legal we can discuss this with the Consumer Protection Board or in court.  
4595,6 eur is a one-time commitment.  
there will be no more obligations.

You can buy back this car, and sell it at a higher price. Minimize losses.  
Then you should pay back the full car price and + service invoice 7 027,10 ( no vat included)

Waiting for a reply and your ideas.

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[Osundatud tekst on peidetud]

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 **240402\_1318\_TOOKASK\_541\_2501.PDF**  
1175K

**Marek MG** <marek@panels.com.ee>  
Saaja: ainars aboltins <autoveikals@inbox.lv>

4. aprill 2024, kell 19:56

Hello

We will send once again, and waiting feedback till Friday.

On Monday, we open application to the consumer office in Latvia.

Br

Marek

[Osundatud tekst on peidetud]

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 **240402\_1318\_TOOKASK\_541\_2501.PDF**  
1175K

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**ainars aboltins** <autoveikals@inbox.lv>  
Saaja: Marek MG <marek@panels.com.ee>

5. aprill 2024, kell 10:27

Hello, Marek!


Let me remind you that the car was sold with some known problems and, as it happens with used cars – with potential hidden problems. According to situation the price was lowered way below market price, and actually the car was sold for about 50% of the market price. Please find attached advertisements with similar cars (same model, same production year, roughly the same equipment) where prices range from 14 to 15 thousand euros.

After the situation was cleared and the car's technical problems were diagnosed, we agreed that the actual technical condition was worse than could be reasonably anticipated. And therefore we agreed that a compensation of EUR 2 000 shall be paid to you. The payment was made upon your invoice and thus the amount you actually paid for the car is 5 500 EUR, close to 1/3 of the car's market price, and after all investments you have made (including regular maintenance expenses) the car is still below its market price. So according to Latvian law that is applicable in our legal relationship we do not owe you anything.


[Osundatud tekst on peidetud]

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### 3 manust

 **SS.COM Audi Q7, Цена 13 990 €. 7- vietas, S- Line, 4.2Tdi, 250kw, 340hp, audio DVD, Ātrs bagāžnieks, -  
Объявления.pdf**  
404K

 **SS.COM Audi Q7, Цена 14 900 €. Pārdodu lielisku Audi Q7 4.2tdi (340zs) Olufsen ādas līdzekli. -  
Объявления.pdf**  
265K

 **SS.COM Audi Q7, Цена 15 000 €. Pārdodas Audi Q7 S-Line Exclusive S-Line Quattro Automatiska -  
Объявления.pdf**  
332K

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**Marek MG** <marek@panels.com.ee>  
Saaja: ainars aboltins <autoveikals@inbox.lv>, riho@factorymarket.online

5. aprill 2024, kell 14:27

Hello Ainars

I can't agree with your point of view.  
You send me all price levels Audi q7 4,2 Dti Facelift cars 250kw

It's a new and much different car. And the price levels are higher, and this prices cars should be very good contrition. Agree.

But we speak old models preface (240kw) and this market prices starting 7000 eur till 9000 eur is, market price. And also, these prices have very good contrition cars. The facelift and preface are not comparable.



It's an old generation and half cheaper car

Second, We did not win anything about this 2000 eur, which means, we sent them one by one to the engine seller (for a new used engine block)

Our purchase price stays the same - 7500 eur, not 5500 as you say. There are no winners. + 400 eur additional charges (full cost for as 7900 eur)

New compared engine



This 2000 eur was the only engine block with content. Rest outside block added from old engine or new parts.

Now part of this amount has an engine change and parts that need to be added to build up.

Part of the invoices have elements that you should have known but hid. Like the air suspension air block does not work, the car sinks down.

This is the thing you saw. Like the air conditioning system and the destruction of the pump and pipes.

All this what you knew but hid.

I did one round of maintenance, but due to engine failure, I had to do another and more expensive service.

Part of the invoices I will take on my own. What we can read as a natural cost of use. But this car was not naturally in worn condition.

It's more honest but not fair to us. Today, this Car will cost for As 7900 eur + 8573 eur together **16473 eur**

Because you sold us an unusable and essentially broken car. It's too much even for As. You sold it as scrap metal.

I can't understand businesses that cheat their customers, it's kind of sick.

Even, let's say, this car is worth 14000 eur and you sold me this 7500 half price, so Even this you should say and add on the contract that car is unusable.

I would have been looking for the next one, or I would have known that I had to start building a car and what it would have entailed.

So even this is not excusable and is not legal. And you must compensate for the losses incurred.

I remind you of your words. **The Car is service checked, and I don't find a good car with this price.**

You lied to me. Now you have the option take back this car at the price of 14927,1 eur (no VAT included) The service invoice you can pay directly to Car service



And you can sell again with the price of 15 000 as you say, it's worth - I don't see here any problem. So I waiting for a voluntary solution or, we go through legal solutions  
What is more expensive for one side or both. There are no legal rules separate. In Europe, consumer protection is the same for all European countries, and the same for in purchase and sale transactions.

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[Osundatud tekst on peidetud]

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**ainars aboltins** <autoveikals@inbox.lv>  
Saaja: Marek MG <marek@panels.com.ee>

6. aprill 2024, kell 11:09

Hello, Marek!

Your demands are not acceptable. You bought a car with known problems for a low price and you still received the agreed compensation. This case is settled and closed.

Hello Ainars

I can't agree with your point of view.

You send me all price levels Audi q7 4,2 Dti Facelift cars 250kw

It's a new and much different car. And the price levels are higher, and this prices cars should be very good contrition. Agree.

But we speak old models preface (240kw)and this market prices starting 7000 eur till 9000 eur is, market price.

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Our purchase price stays the same - 7500 eur, not 5500 as you say. There are no winners. + 400 eur additional charges ( full cost for as 7900 eur)

New compared engine





[Osundatud tekst on peidatud]

[Osundatud tekst on peidatud]

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**Marek MG** <marek@panels.com.ee>  
Saaja: ainars aboltins <autoveikals@inbox.lv>

6. aprill 2024, kell 12:44

Hello

Thank you for your answer.

I say you lie.

Let legal authorities decide to resolve our problem.

We will issue an official statement.

[Osundatud tekst on peidatud]

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