

From: [redacted]@levc.com>
Sent: Wednesday, August 7, 2024 10:10 AM
To: Charlotte Reynolds <[redacted]@tfl.gov.uk>; [redacted]
[redacted]@levc.com>
Cc: Sarah Finlay [redacted]@tfl.gov.uk>; TPHVehiclePolicy
[redacted]@tfl.gov.uk>
Subject: RE: ERADs and bulletin

Hi Charlotte

The bulletin is attached. [redacted] might want to come back in more detail, but we operate a robust goodwill approach and assess these cases on an individual basis. We'd avoid offering blanket assurance that replacement ERADs would be covered outside of warranty, but drivers should be reassured that we are looking at issues as they arise carefully even in cases where they are outside the warranty period.

[redacted]
[redacted]

Head Of Government Affairs

T: [redacted]

London EV Company Ltd.
Li Close, Ansty Business Park, Coventry, CV7 9RF, United Kingdom
W levc.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please notify the sender immediately. Do not disclose the contents of this e-mail to any other person, use it for any purpose, print, copy, store, or distribute it. This e-mail should then be destroyed. Any views expressed in this message are those of the individual sender except where the sender specifically states them to be the views of London EV Company Ltd.



From: Charlotte Reynolds <[redacted]@tfl.gov.uk>
Sent: Tuesday, August 6, 2024 3:53 PM
To: C [redacted]@levc.com>; [redacted]
[redacted]@levc.com>
Cc: Sarah Finlay [redacted]@tfl.gov.uk>; TPHVehiclePolicy
[redacted]@tfl.gov.uk>
Subject: ERADs and bulletin

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Please report all suspicious emails to scams@levc.com

Hi [redacted] and [redacted],

Thanks for your updates today. Regarding the ERAD and warranties, [redacted] you mentioned you think that drivers don't have to pay anything. I would be very grateful if you could confirm this, as we are being contacted a lot by worried drivers and their representatives, and they often do cite the cost of replacement. If the replacement is always free of charge, even outside of warranty, we will certainly highlight that to them when we respond to them. Any



GENERAL SERVICE BULLETIN

Subject: ERAD Supply

Markets: UK

Model: All

Group: 0001 Standard Parts

Type: GSB

Published: 25/07/24

TSB No: G021-0524

Distribution:

<input type="checkbox"/>	Director	<input type="checkbox"/>	General Manager	<input checked="" type="checkbox"/>	Service Manager
<input checked="" type="checkbox"/>	Parts	<input checked="" type="checkbox"/>	Warranty	<input checked="" type="checkbox"/>	Workshop

Introduction

This is to advise of a short-term supply constraint that will temporarily impact the supply of ERADs to customers over the next two weeks. To be clear, this is not a complete stop of supply for this part, but it will mean that supply will be limited and controlled by LEVC HQ on a case-by-case basis. All ERAD's released will be for true VOR instances.

We request that you do not turn away customers requiring this part without first consulting the LEVC Central Aftersales Team. Your direct contact for this matter will be through Technical Information Exchange (TIE). Our expert team will be on hand to help navigate this situation and provide the fastest and most efficient solution for our customers.

As always, we appreciate your on-going support. The Aftersales team are working closely with the supplier and key business partners to ensure usual business operations resume as soon as possible.

Any queries regarding the contents of this TSB should be addressed to LEVC Aftersales.

Gemma Jacob

From: Dan Maskell
Sent: 23 July 2024 08:45
To: [REDACTED]
Cc: TPH Senior Relationship Manager (SRM); Andrew Antoni
Subject: Concerns raised by some taxi stakeholders re TXE ERAD and availability of spare parts

Good morning [REDACTED],

I hope you are well?

As you know from your own experiences, we are undertaking engagement activity with a range of taxi and PHV stakeholders as we refresh the (2016) [TPH Action Plan](#).

We recently met with taxi fleet owners and they have expressed some concerns. One taxi driver representative has also contacted me – in tandem with some taxi fleet owners.

The concerns raised primarily relate to:

- The TXE's ERAD
- The availability of spare parts
- The availability of spare vehicles (for taxi drivers to use when their vehicles are being repaired)
- The vehicle's warranty

I know we explored some of these issues with you, earlier this year, after the London Assembly Transport Committee session where similar sentiments were expressed.

I've anonymised the feedback I've received – below – and I'd appreciate it if you could have a look at it, discuss it with colleagues and come back to me with a response that I can provide to these stakeholders.

The stakeholders have requested a meeting with TfL to discuss these issues. I've encouraged them to engage direct with LEVC – as the vehicle manufacturer – but they are reluctant to do so.

The feedback we've received is:

- How can there be a backlog on parts when they keep manufacturing new taxis to sell they must be putting the same defected ERADs in the new taxis, rather than solve the current problem.
- Most buyers purchase a TXE with a 5 year warranty. However, years 4 and 5 are covered by a 3rd party warranty provider and as such, when the taxi is over 3 years old, you **are not** entitled to a loan vehicle. This leaves the owner in a difficult spot when the ERAD fails. Where stocking allows, you will eventually be repaired under warranty, but you have to hire an additional taxi (at extra cost) to be able to work in the interim period or take enforced leave. Further, in years 4 and 5, you are only entitled to one replacement item, therefore, if you get a new ERAD at month 37 and it fails in month 50, it will not be repaired under warranty despite you having cover for another 10 months.
- Potential safety risks – because of ERAD failures [stakeholders have not been any more specific than this].
- Vehicle owners consistently experience significant delays in obtaining necessary parts, leading to prolonged vehicle downtime.
- While LEVC may have a fleet of backup vehicles, the reality is that availability is limited and insufficient to meet demand. Drivers should not have to endure extended periods without income due to vehicle repairs.

- The high cost of extended warranties, coupled with frequent ERAD failures, places an undue financial burden on drivers.

Please let me know if you need any further information.

Other stakeholders have expressed concern about the range of the TXE.

However, to balance this, one stakeholder stated this was the best vehicle the taxi trade had EVER had – and was dismissive of the negative feedback provided by other stakeholders.

Kind regards

Dan

Dan Maskell | Stakeholder Lead – Licensing and Regulation
Stakeholder Advocacy and Engagement Team

Tel: [REDACTED]



For up-to-date news and information regarding London Taxi and Private Hire matters follow us [@TfLTPH](#) on X (formerly Twitter)

From: [REDACTED]@levc.com>
Sent: Wednesday, August 21, 2024 10:22 AM
To: Sarah Finlay [REDACTED]@tfl.gov.uk>
Cc: [REDACTED]@levc.com>
Subject: ERAD TSB - Strictly Confidential

Hi Sarah,

Please find attached the recent GSB for the ERAD .. hopefully this news is now out of date & the temporary shortage has passed.

[REDACTED]

[REDACTED]

Head of Product Compliance

T [REDACTED]



LEVC formerly known as the London Taxi Company

Li Close · Ansty Business Park · Coventry · CV7 9RF · United Kingdom

W levc.com | W global.geely.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please notify the sender immediately. Do not disclose the contents of this e-mail to any other person, use it for any purpose, print, copy, store, or distribute it. This e-mail should then be destroyed. Any views expressed in this message are those of the individual sender except where the sender specifically states them to be the views of London EV Company Ltd





GENERAL SERVICE BULLETIN

Subject: ERAD Supply

Markets: UK

Model: All

Group: 0001 Standard Parts

Type: GSB

Published: 25/07/24

TSB No: G021-0524

Distribution:

<input type="checkbox"/>	Director	<input type="checkbox"/>	General Manager	<input checked="" type="checkbox"/>	Service Manager
<input checked="" type="checkbox"/>	Parts	<input checked="" type="checkbox"/>	Warranty	<input checked="" type="checkbox"/>	Workshop

Introduction

This is to advise of a short-term supply constraint that will temporarily impact the supply of ERADs to customers over the next two weeks. To be clear, this is not a complete stop of supply for this part, but it will mean that supply will be limited and controlled by LEVC HQ on a case-by-case basis. All ERAD's released will be for true VOR instances.

We request that you do not turn away customers requiring this part without first consulting the LEVC Central Aftersales Team. Your direct contact for this matter will be through Technical Information Exchange (TIE). Our expert team will be on hand to help navigate this situation and provide the fastest and most efficient solution for our customers.

As always, we appreciate your on-going support. The Aftersales team are working closely with the supplier and key business partners to ensure usual business operations resume as soon as possible.

Any queries regarding the contents of this TSB should be addressed to LEVC Aftersales.

Gemma Jacob

From: Sarah Finlay
Sent: 24 July 2024 18:22
To: [REDACTED]
Subject: ERAD

Hello [REDACTED] and [REDACTED],

FYI, are you aware of this one? Just thought I'd bring to your attention.

Bob reposted

 **COLTSCABS** @coltscabs · 43m

Owners and fleets suffering a huge crisis in lack of parts . This needs to be resolved by LEVC urgently as there will be no cabs available when people return from the summer break

 **John Patrick Dillane** 4 d · 🌐

I bought my 24 plate cab in March. Yesterday I noticed the dreaded whirring noise so took it to Ascotts this morning. E.R.A.D. needs replacing but there is no stock and they don't know when it's coming ! To make matters worse they can't put me in a replacement Cab because I have 9 points. Do I just drive my cab and hope for the best ? I rang around and no garage has E.R.A.D.s.

👍👎 3 55 comments 1 share

👍 Like 🗨 Comment 📞 Send ➦ Share

💬 3 🔄 6 ❤️ 1 📊 427 📌 📤

Sarah Finlay
Vehicle Policy Manager
Licensing & Regulation
Transport for London
T: [REDACTED] | E: [REDACTED]@tfl.gov.uk



From: Sarah Finlay [REDACTED]@tfl.gov.uk>
Sent: Monday, August 21, 2023 8:28 AM
To: [REDACTED]@levc.com>
Subject: FW: PUBLIC SAFETY ERAD's ON LEVC's
Importance: High

Hello [REDACTED]

Hope this finds you well.

Just so that we are fully aware and with reference to our previous communication in relation to this taxi, could you please provide details of the work that was carried out when it attended your workshop in Brewery Road? Including warranty items, outstanding recall items and whether any faults found that required rectification/new parts – please distinguish between the work streams?

It would also be helpful if you could advise the situations when the fault identified in the photograph may occur, i.e. as discussed, activating the system too quickly.

Regards,

Sarah Finlay
Vehicle Policy Manager
Licensing & Regulation
Transport for London
T: [REDACTED] | E: [REDACTED]@tfl.gov.uk



From: [REDACTED]@btinternet.com>
Sent: 19 August 2023 12:43
To: [REDACTED]@levc.com>
Cc: Sarah Finlay [REDACTED]@tfl.gov.uk>; [REDACTED]@levc.com>; Neil Hassett [REDACTED]@tfl.gov.uk>; 'Keith Prince' <[REDACTED]@london.gov.uk>; 'Caroline Pidgeon' [REDACTED]@london.gov.uk>; [REDACTED]@bbc.co.uk; Alex Moffat <[REDACTED]@tfl.gov.uk>
Subject: RE: PUBLIC SAFETY ERAD's ON LEVC's
Importance: High

Good morning [REDACTED],

As you can see (attached) the taxi had another problem last night (after LEVC repaired the Electric Rear Axle Drive (“ERAD”) last week). Is this latest problem an ERAD problem?

I am not sure just how TfL expect disabled drivers or those who only have the capacity to work part-time i.e. those with childcare/ adult care responsibilities can afford the cost of your taxis (over £100,000 with finance, or now £380 per week with some garages), especially when they are this unreliable.

If a disabled driver loses any downtime with such a *“super expensive taxi”* (quoting TfL’s lawyer Ms Crews in the Croydon ET - *Johnson v TfL*) they are financially stuffed, as I am from the problems with your taxi over the last 2 weeks.

Last night, only by the good fortune of other taxi drivers telling me online to disconnect the battery (and walk away from the cab with the keys for 10 minutes (while having to stand outside the cab in the pouring rain) did we manage to get the cab going again – is this unprofessionalism stated anywhere in LEVC’s handbook as a remedy?

Additionally, LEVC still hasn’t answered my question, can you please do so?

Can LEVC (or TfL) provide clear guidance on whether it is safe to drive (or transport the public) in a LEVC taxi with a broken, faulty or damaged ERAD, or should the taxi driver immediately stop driving the taxi and bring it directly to LEVC’s garage?

I raise this concern because the safety threshold is higher for transporting passengers than it is for an ordinary normal driver. Many online forums state real safety concerns about driving with a broken, faulty or damaged ERAD; citing: *“Do not drive above 50MPH”*

Rear Axle Warning

2308 Views 11 Replies 7 Participants Last post by [elektriklihaber](#), Jan 5,

2023 [Jump to Latest](#)

B

[bexxie1983](#) Discussion starter · [Dec 9, 2022](#)

Good morning can anyone help with this fault - Is it known?? I car is a 2021 EQC AMG.

The rear axle control is malfunctioning. The vehicles handling characteristics may be affected. **Do not drive above 50mph**. The vehicle seems to be driving ok, Mercedes in the UK might not be able to look at this for me until the new year.

Source: <https://www.mbeqclub.com/threads/rear-axle-warning.2442/>

What the Government say is:

Check your vehicle is safe to drive

You’re responsible for making sure your vehicle is always safe to drive (‘roadworthy’). It can be unsafe even if you have a current MOT certificate.

You can be fined up to £2,500, be banned from driving and get 3 penalty points for driving a vehicle in a dangerous condition.

Source: <https://www.gov.uk/check-vehicle-safe>

As a matter of legal responsibility placed on taxi drivers for making sure our taxis are always safe to drive ('roadworthy'); can you please answer my safety question relating to driving with a broken, faulty or damaged ERAD as a matter of urgency?

The "roadworthy" safety question and 'penalty points' have added importance when one takes into consideration TfL's new taxi (and private hire driver policy) whereby TfL issues revocations and/or suspensions of a taxi driver's licence for amassing 'penalty points'.

Yours sincerely,

[REDACTED]

Email below to C&S Taxis 18th August.

From: [REDACTED] <[\[REDACTED\]@btinternet.com](mailto:[REDACTED]@btinternet.com)>
Sent: Friday, August 18, 2023 9:07 PM
To: [REDACTED] <[\[REDACTED\]@yahoo.co.uk](mailto:[REDACTED]@yahoo.co.uk)>
Cc: [REDACTED] <[\[REDACTED\]@levc.com](mailto:[REDACTED]@levc.com)>, [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Neil Hassett <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>
Subject: LR 69 WPT

[REDACTED]

After LEVC changed the ERAD last week and fixed the other issues the cab has broken down with a range extender message.

Cheers

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@levc.com](mailto:[REDACTED]@levc.com)>
Sent: Wednesday, August 9, 2023 6:25 PM
To: [REDACTED] <[\[REDACTED\]@btinternet.com](mailto:[REDACTED]@btinternet.com)>
Cc: [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; [REDACTED] <[\[REDACTED\]@levc.com](mailto:[REDACTED]@levc.com)>; [REDACTED] <[\[REDACTED\]@levc.com](mailto:[REDACTED]@levc.com)>
Subject: FW: PUBLIC SAFETY ERAD's ON LEVC's

Dear [REDACTED],

I will look in to the below but for now I understand that you have spoken to my service manager in regards to when your vehicle is complete we will deliver back to you and collect the loan cab.

We will be in touch first thing in the morning to advise on your vehicle and when we will be there to collect.

Many thanks

Regards

[REDACTED]

Head Of Retail

T [REDACTED]
M [REDACTED]



London EV Company Ltd.
39-41 Brewery Road, London, N7 9QH, United Kingdom
W levc.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please notify the sender immediately. Do not disclose the contents of this e-mail to any other person, use it for any purpose, print, copy, store, or distribute it. This e-mail should then be destroyed. Any views expressed in this message are those of the individual sender except where the sender specifically states them to be the views of London EV Company Ltd.



From: [REDACTED] [@levc.com](mailto:[REDACTED]@levc.com)>
Sent: Wednesday, August 9, 2023 5:29 PM
To: [REDACTED] [@levc.com](mailto:[REDACTED]@levc.com)>
Subject: FW: PUBLIC SAFETY ERAD's ON LEVC's

From: [REDACTED] [@btinternet.com](mailto:[REDACTED]@btinternet.com)>
Sent: Wednesday, August 9, 2023 1:42 PM
To: [REDACTED] [@levc.com](mailto:[REDACTED]@levc.com)>; [REDACTED] [@levc.com](mailto:[REDACTED]@levc.com)
Cc: [REDACTED] [@yahoo.co.uk](mailto:[REDACTED]@yahoo.co.uk)>; [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk);
[REDACTED] [@Tfl.gov.uk](mailto:[REDACTED]@Tfl.gov.uk); [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk); [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk); 'Neil
Hassett' [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; 'Robinson Graham' [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>
Subject: PUBLIC SAFETY ERAD's ON LEVC's

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Please report all suspicious emails to scams@levc.com

Good afternoon [REDACTED],

Cc TfL.

Further to our telephone conversation this morning.

When I telephoned C&S Taxis regarding the illuminated fault lights on the taxi I rent from them [REDACTED], they told me to book it into LEVC immediately, who subsequently told me to bring it to Brewery Road immediately. It has since been diagnosed that the ERAD has broken with multiple other faults, which presumably would make the vehicle dangerous to drive (if the ERAD completely degenerated on the motorway for instance). Presumably, the vehicle would become stranded, is this reasonable to suggest? Hence the reason why I have refused to use the vehicle to ply for hire in London and endanger the travelling public.

The replacement loan vehicle [REDACTED] you have provided to me has the same fault lights illuminated (checked today at 11.45 am – see the attached photo).

Therefore, it can only be presumed the ERAD is damaged or broken on this vehicle too and has the same (or similar) dangerous faults as the vehicle that I brought to you [REDACTED]

Given that I was told to drive immediately to LEVC's Brewery Road garage, and now understanding from your assessment of LR69 WPT and the arguably dangerous faults the vehicle has I need clear guidance on whether taxis with such fault lights illuminated and broken, damaged or faulty ERAD's are safe to drive and roadworthy.

Without such assurance, I will not be driving your replacement vehicle [REDACTED] back to your garage at Brewery Road. You can come and collect it whenever you wish: it is located at my home address in Bishops Stortford which you have on file.

I have spoken with [REDACTED] this morning (emails attached); who is NEBOSH NGC Occupational Health and Safety qualified and who speaks powerfully of the legal requirement to 'assess the risk' when this type of ERAD problem with LEVC taxis is this common.

In summary on the ERAD point: can you at LEVC (or TfL) provide clear guidance on whether it is safe to drive (or transport the public) in a LEVC taxi with a broken, faulty or damaged ERAD, or should the taxi driver immediately stop driving the taxi and bring it directly to LEVC's garage?

Finally, another issue that I have is: by LEVC providing me with a faulty replacement taxi, I remain liable to pay C&S Taxis for taxi rental (because I have a replacement (which I cannot use)).

I look forward to your guidance and timely reply.

Yours sincerely

[REDACTED]

Below are the fault lights illuminated on LEVC's replacement taxi [REDACTED] 11:45 AM, 9th August 2023.





21 °C



20:53



33 mi TOTAL 33 mi

DRIVE MODE PURE EV

Gemma Jacob

From: Sarah Finlay
Sent: 09 August 2023 17:24
To: [REDACTED]
Subject: [REDACTED]

Below are the fault lights illuminated on LEVC's replacement taxi [REDACTED] 11:45 AM, 9th August 2023



Sarah Finlay
Vehicle Policy Manager
Licensing & Regulation
Transport for London
T: [REDACTED] | E: [REDACTED]@tfl.gov.uk



From: [REDACTED]@levc.com>
Sent: Thursday, July 25, 2024 7:36 AM
To: Sarah Finlay [REDACTED]@tfl.gov.uk>; [REDACTED]@levc.com>
Subject: RE: ERAD

We'll keep you posted, I have the team actively looking out for this so we act quickly and help where we can with the support of HQ. unfortunately you don't always get the full story on social.

You have a good weekend too

Regards

[REDACTED]

Head Of Retail

T [REDACTED]
M [REDACTED]



London EV Company Ltd.
39-41 Brewery Road, London, N7 9QH, United Kingdom
W levc.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please notify the sender immediately. Do not disclose the contents of this e-mail to any other person, use it for any purpose, print, copy, store, or distribute it. This e-mail should then be destroyed. Any views expressed in this message are those of the individual sender except where the sender specifically states them to be the views of London EV Company Ltd.



From: Sarah Finlay [REDACTED]@tfl.gov.uk>
Sent: Thursday, July 25, 2024 7:31 AM
To: [REDACTED]@levc.com>; [REDACTED]
[REDACTED]@levc.com>
Subject: RE: ERAD

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Please report all suspicious emails to scams@levc.com

Hello [REDACTED],

That's great news, thanks for letting me know. If you do come across these situations going forward could you please let me know? We are getting a lot of emails in relation to the ERAD and it would be helpful and useful to me to be kept informed.

Have a lovely nearly the end of the week day!

Kind regards,

Sarah Finlay
Vehicle Policy Manager
Licensing & Regulation
Transport for London

i [REDACTED] SGE [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)



From: [REDACTED] [@levc.com](mailto:[REDACTED]@levc.com)>
Sent: Thursday, July 25, 2024 7:03 AM
To: Sarah Finlay [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; [REDACTED] [@levc.com](mailto:[REDACTED]@levc.com)>
Subject: RE: ERAD

Morning Sarah,

We had seen the post here at Brewery Road, contacted the driver gave him a loan cab, fixed the cab and he is now back on the road.

Many thanks

[REDACTED]

Head Of Retail

T [REDACTED]
M [REDACTED]



London EV Company Ltd.
39-41 Brewery Road, London, N7 9QH, United Kingdom
W levc.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please notify the sender immediately. Do not disclose the contents of this e-mail to any other person, use it for any purpose, print, copy, store, or distribute it. This e-mail should then be destroyed. Any views expressed in this message are those of the individual sender except where the sender specifically states them to be the views of London EV Company Ltd.



From: Sarah Finlay [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>
 Sent: Wednesday, July 24, 2024 6:22 PM
 To: [redacted] <[\[redacted\]@levc.com](mailto:[redacted]@levc.com)>; [redacted] <[\[redacted\]@levc.com](mailto:[redacted]@levc.com)>
 Subject: ERAD

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Please report all suspicious emails to scams@levc.com

Hello [redacted] and [redacted],

FYI, are you aware of this one? Just thought I'd bring to your attention.

Bob reposted

COLTSCABS @coltscabs · 43m
 Owners and fleets suffering a huge crisis in lack of parts . This needs to be resolved by LEVC urgently as there will be no cabs available when people return from the summer break

John Patrick Dillane · 4 d · 🌐

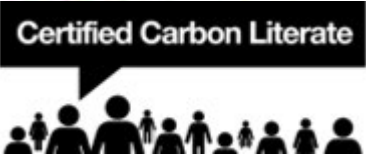
I bought my 24 plate cab in March. Yesterday I noticed the dreaded whirring noise so took it to Ascotts this morning. E.R.A.D. needs replacing but there is no stock and they don't know when it's coming ! To make matters worse they can't put me in a replacement Cab because I have 9 points. Do I just drive my cab and hope for the best ? I rang around and no garage has E.R.A.D.s.

👍👎 3 55 comments 1 share

Like Comment Send Share

🗨️ 3 🔄 6 ❤️ 1 📊 427 📌 📤

Ī MĀD ĠŌŌŔ
 IJŅŌŅŌŪ Ī ŌŌŪŔ Ī MŌMŅŅŌ
 I ŌŪŅŌŌŌŅ Ä Ī ŅŅŲ ŌŲŌŌ
 Ī ŌŲŌŌŌŲŅŌŪ ŌŌŅŌŌ
 Ī ÈĈÈÈĈĈ ÈĐĐÈĈÈ ŠĠÈ [redacted] <[\[redacted\]@tfl.gov.uk](mailto:[redacted]@tfl.gov.uk)>



This message has been scanned for malware by Forcepoint. www.forcepoint.com

Gemma Jacob

Subject: FW: LEVC Rear Subframe ERAD Bush (Volvo Common)
Attachments: ERAD Bush LEVC Test Results Summary.pptx; UTAC_ERAD_Subframe_Bush_Test_Report_V1.pdf; BOGE Warranty Part analysis report.pdf

From: [REDACTED]@levc.com>
Sent: Wednesday, May 11, 2022 8:36 AM
To: Alex Moffat [REDACTED]@tfl.gov.uk>
Cc: Sarah Finlay [REDACTED]@tfl.gov.uk>; Paul Walker [REDACTED]@tfl.gov.uk>; [REDACTED]@levc.com>
Subject: RE: LEVC Rear Subframe ERAD Bush (Volvo Common)

Hi All,

Concerning the rear subframe bushes; please find attached the independent report from UTAC & a summary of our internal measurements & investigations. I have also attached the supplier report for completeness.

Hopefully you will concur that the presence of a split in the rubber does not create any hazard or prevailing issues.

Perhaps we can discuss next our next meeting & close this subject off.

Andy W

[REDACTED]
Head of Product Compliance & Change Implementation

T [REDACTED] | M [REDACTED]



LEVC formerly known as the London Taxi Company

Li Close · Ansty Business Park · Coventry · CV7 9RF · United Kingdom

W levc.com | W global.geely.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please notify the sender immediately. Do not disclose the contents of this e-mail to any other person, use it for any purpose, print, copy, store, or distribute it. This e-mail should then be destroyed. Any views expressed in this message are those of the individual sender except where the sender specifically states them to be the views of London EV Company Ltd



From: [REDACTED]
Sent: 17 February 2022 15:51

To: 'Moffat Alex (TPH) [redacted]@tfl.gov.uk>
Cc: Finlay Sarah [redacted]@tfl.gov.uk>; Walker Paul [redacted]@tfl.gov.uk>
Subject: RE: LEVC Rear Subframe ERAD Bush (Volvo Common)

Hi Alex,

Sorry I missed you call.

We have only just got the proposal from UTAC (used to be Millbrook) as attached.

We are raising the purchase order as we speak .. I'll give you a ring tomorrow with an update

[redacted]

[redacted]

Head of Product Compliance & Change Implementation

T [redacted] | M [redacted]



LEVC formerly known as the London Taxi Company

Li Close · Ansty Business Park · Coventry · CV7 9RF · United Kingdom

W levc.com | W global.geely.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please notify the sender immediately. Do not disclose the contents of this e-mail to any other person, use it for any purpose, print, copy, store, or distribute it. This e-mail should then be destroyed. Any views expressed in this message are those of the individual sender except where the sender specifically states them to be the views of London EV Company Ltd.



From: Moffat Alex (TPH) [redacted]@tfl.gov.uk>
Sent: 17 February 2022 15:34
To: [redacted]@levc.com>
Cc: Finlay Sarah [redacted]@tfl.gov.uk>; Walker Paul [redacted]@tfl.gov.uk>
Subject: FW: LEVC Rear Subframe ERAD Bush (Volvo Common)

Hi [redacted]

I am fielding some serious flak from senior TfL managers over the fact we do not yet have sight of your 'independent service' where they should have provided you/us with information and mitigations regarding degradation to the ERAD bushes on the TXe models.

Could you provide me with the relevant information as soon as possible?

Kind regards,

Alex

Alexander Moffat
Vehicle Policy Manager
Transport for London - Taxi and Private Hire
5 Endeavour Square, London, E20 1JN
Tel: [REDACTED]
Mobile: [REDACTED]
[REDACTED]@tfl.gov.uk

TfL RESTRICTED

From: [REDACTED]@levc.com>
Sent: 21 December 2021 12:12
To: Moffat Alex (TPH) [REDACTED]@tfl.gov.uk>; Finlay Sarah [REDACTED]@tfl.gov.uk>
Subject: FW: LEVC Rear Subframe ERAD Bush (Volvo Common)

[REDACTED]
Head of Product Compliance & Change Implementation

T [REDACTED] | M [REDACTED]



LEVC formerly known as the London Taxi Company
Li Close · Ansty Business Park · Coventry · CV7 9RF · United Kingdom
W levc.com | W global.geely.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient, please notify the sender immediately. Do not disclose the contents of this e-mail to any other person, use it for any purpose, print, copy, store, or distribute it. This e-mail should then be destroyed. Any views expressed in this message are those of the individual sender except where the sender specifically states them to be the views of London EV Company Ltd



From: [REDACTED]@levc.com>
Sent: 08 December 2021 18:41
To: [REDACTED]@levc.com>; [REDACTED]@levc.com>
Cc: [REDACTED]@levc.com>
Subject: FW: LEVC Rear Subframe ERAD Bush (Volvo Common)

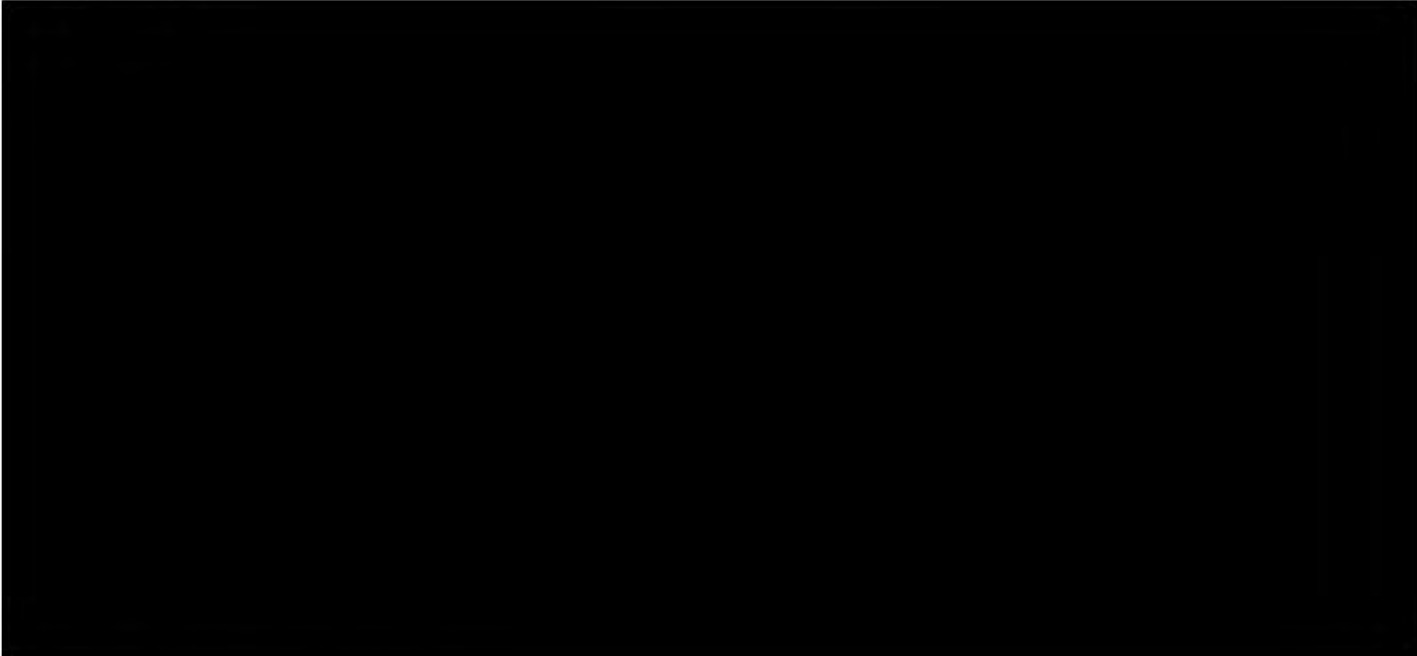
Hi [REDACTED]

Take a look at this. It feels pretty convincing to me!

Regards,
[REDACTED]

From: [redacted]@boge-rubber-plastics.com>
Sent: 08 December 2021 10:37
To: [redacted]@levc.com>
Cc: [redacted]@boge-rubber-plastics.com> [redacted]
[redacted]@levc.com>; [redacted]@levc.com>
Subject: RE: LEVC Rear Subframe ERAD Bush (Volvo Common)

Hello [redacted]



S priateľským pozdravom / Kind regards
[redacted]
Development
Customer Service Center



Boge Elastmetall Slovakia a.s.
Strojárska 5, 91702 Trnava, Slovakia
Phone [redacted]
Mobile [redacted]
[redacted]@boge-rubber-plastics.com
www.boge-rubber-plastics.com



Season's Greetings
Frohe Festtage
节日快乐
Krásne Sviatky
Boas Festas
Joyeuses Fêtes
Buenas Fiestas
ハッピーホリデー
Buone Feste
새해복많이받으세요

Informationen zur Verarbeitung Ihrer Daten und Ihren Rechten erhalten Sie in unseren Datenschutzhinweisen: www.boge-rubber-plastics.com/de/datenschutz

You can find information about how we process your data and your rights in our data protection notice: www.boge-rubber-plastics.com/en/data-protection

This message has been scanned for malware by Forcepoint. www.forcepoint.com