

**From:** [Finlay Sarah](#)  
**To:** [REDACTED]  
**Cc:** [Moffat Alex \(TPH\)](#); [Walker Paul](#)  
**Subject:** For Hire light canopy  
**Date:** 25 May 2022 11:46:10

---

Hello [REDACTED],

Thank you for meeting at such short notice yesterday and providing the update in relation to LEVCs position to the on-going "hire" light issue. We have briefed Tom and he has requested whether you can provide this in writing please?

It would be helpful if we could receive this by the end of the week – much appreciated.

Thank you,

Sarah Finlay  
Vehicle Policy Officer  
Licensing, Regulation & Charging  
[Transport for London](#)  
[REDACTED] | [REDACTED] [@tfl.gov.uk](#)

TfL RESTRICTED

**From:** [Finlay Sarah](#)  
**To:** [REDACTED]  
**Cc:** [REDACTED]; [Moffat Alex \(TPH\)](#); [Walker Paul](#)  
**Subject:** FW: Concerns about TXE (Roof light)  
**Date:** 24 September 2019 09:09:21  
**Attachments:** [image001.png](#)  
**Importance:** High

---

Hello [REDACTED],

Hope you are well.

We have received an email from the United Cabbies Group regarding the issue with the taxi canopy light. Please see below.

I understand you have been liaising with Alex on this issue, but the last email I can find on it was to say the engineer was on sick leave, which was on 1 July 2019.

Are you in a position to let me have an update now?

Thank you,

**Sarah Finlay**

**Vehicle Policy Officer**

Transport for London - London Taxi and Private Hire

[REDACTED]

[REDACTED]



---

**From:** Finlay Sarah  
**Sent:** 23 September 2019 10:09  
**To:** [REDACTED]  
**Cc:** Moffat Alex (TPH); Walker Paul  
**Subject:** RE: Concerns about TXE (Roof light)

Hello [REDACTED],

Thank you for your email. I apologise for the delay in responding, this is due to annual leave.

For your information, LEVC are aware of the complaints from drivers regarding the taxi roof light and we are working with them to find a solution.

I am concerned however with your statement that drivers are "resorting to installing a higher wattage bulb and affixing orange film over the lens of the roof

light". The use of a higher wattage bulb could adversely affect the electrical system of the taxi and possibly result in a fire situation. I would strongly advise you to inform your members this is not a practise that should be carried out as this could invalidate the taxi warranty and/or insurance attributed to the taxi and TfL may suspend the licence of any taxi with these unapproved modifications.

I will update you with any solutions LEVC develop to rectify this issue at the earliest opportunity.

Regards,

**Sarah Finlay**

**Vehicle Policy Officer**

Transport for London - London Taxi and Private Hire

[REDACTED]

[REDACTED]



[REDACTED]

**Sent:** 09 September 2019 22:45

**To:** Finlay Sarah

**Subject:** Concerns about TXE

Dear Sarah,

I have had TXE members contacting the UCG to share worries about the inefficiency of the TAXI roof light on the vehicle.

The TXE roof light is attached at an upward angle that makes the distinction between For Hire and Hired almost impossible to distinguish in daylight. At night there is no problem.

This design fault causes problems.

One member was recently berated and threatened with reporting by cabbies in Kent when they assumed, wrongly, that he was illegally plying for hire out of area. He had to spend time demonstrating that his light was off in order to avoid conflict.

More seriously, another member was hailed by a family of different ethnicity as they thought his light was on; it wasn't and he was POB. This occurs daily, not only with different ethnicities but also disabled and wheelchair users; to make them feel discriminated against is totally unacceptable in my opinion. An urgent solution is needed.

It has become such an issue that some TXE drivers have resorted to installing a higher wattage bulb and affixing orange film over the lens of the roof light. This needs addressing asap.

LEVC seem unwilling to help.

The problem seems to breach CoF and I would ask for your help to make LEVC find a solution.

Thank you Sarah

Best wishes

[REDACTED]

[REDACTED]

[REDACTED]

Deputy General Secretary  
United Cabbies Group

This e-mail is from The United Cabbies Group. The information in this e-mail and any files transmitted with it is confidential and is intended solely for the individual or entity to whom it is addressed. It may be legally privileged.

Any unauthorised dissemination or copying of this e-mail and any use or disclosure of any attachments contained in it, is strictly prohibited and may be illegal. Unauthorised recipients are requested to preserve the confidentiality of this email and to advise the sender immediately of any error in transmission.

**From:** [Moffat Alex \(TPH\)](#)  
**To:** [REDACTED]  
**Cc:** [Moody Thomas](#)  
**Subject:** LEVC For Hire Lamp  
**Date:** 21 April 2022 10:41:21

---

Hi [REDACTED]

[REDACTED] states that previously there was a solution which consisted of a visor, cleaning solution, wipes and adhesive. It was proposed that after sales packs could be sought at three LEVC dealerships - Brewery Road, Ascotts and E1.

I'm not sure if this is still in place, but if not, are there any other measures that could be considered?

Alex

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

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

TfL RESTRICTED



From: [Moffat Alex \(TPH\)](#)  
To: [REDACTED]  
Cc: [Finlay Sarah](#); [Walker Paul](#); [Moody Thomas](#)  
Subject: LEVC taxi light  
Date: 11 May 2022 15:30:17

---

Hello [REDACTED],

We continue to receive correspondence from [REDACTED] regarding his concerns about the installed Taxi Lamp on his taxi:

*"The Conditions Of Fitness for London taxis require that "A 'Taxi' sign approved by LTPH, clearly visible both by day and night when the taxi is available for hire, must be fitted. The clear implication, and the practical requirement, is that passengers should be able to discern when it's illuminated and when it isn't. On the LEVC TXe, it's impossible to do so in sunlight."*

I know that we are all aware of this issue but surely there must be a solution for this taxi lamp and this driver? He continues to raise this issue and he seems to be gathering some traction with other members of the London taxi trade.

I seem to remember during our conversations that that there was an alternative taxi light kit which could be supplied to alleviate this issue. If that is the case can this be explored and if feasible be implemented? If that is not possible could another solution be found?

As I stated earlier, this issue is now gaining some traction inside TfL and within the trade, so could I ask you to keep us informed of any positive progress in respect of this drivers Taxi lamp?

Kind regards,

Alex

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

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

**From:** [REDACTED]  
**To:** [Moffat Alex \(TPH\)](#); [REDACTED]  
**Subject:** New Taxi Lamp Lens - Proposal  
**Attachments:** [TX Product Change - Taxi Roof Sign 25.03.pptx](#)

---

Presentation of how we got to where we are attached, please treat as commercial inconfidence

Click here <[https://www.mailcontrol.com/sr/PbfxmiAJRnjWQxILzJ5p9zFylW8mG8nM98fzZcmz9xOblHyUehwaY\\_PtIQQVBMu5wQYz-xA9CvbGPSpduiBigw==>](https://www.mailcontrol.com/sr/PbfxmiAJRnjWQxILzJ5p9zFylW8mG8nM98fzZcmz9xOblHyUehwaY_PtIQQVBMu5wQYz-xA9CvbGPSpduiBigw==>)> to report this email as SPAM.

**From:** [Moffat Alex \(TPH\)](#)  
**To:** [REDACTED]  
**Cc:** [Moody Thomas](#); [Finlay Sarah](#)  
**Subject:** RE: Alex Moffat/Txe hire light  
**Date:** 04 March 2022 12:58:54

---

Hi [REDACTED],

We discussed [REDACTED] at our last meeting. See his comment below...

Do we have a visor kit?

Regards,

Alex

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

[REDACTED]  
[REDACTED]  
[REDACTED]  
[@tfl.gov.uk](#)

TfL RESTRICTED

---

**From:** Moody Thomas [REDACTED]@tfl.gov.uk>  
**Sent:** 04 March 2022 12:55  
**To:** Moffat Alex (TPH) [REDACTED]@tfl.gov.uk>  
**Subject:** Fwd: Alex Moffat/Txe hire light

Hi Alex

Can you confirm that the Visor kit is available please?

Thanks

Tom

Get [Outlook for iOS](#)

---

**From:** [REDACTED]  
**Sent:** Wednesday, February 16, 2022 10:30 am  
**To:** Moody Thomas  
**Subject:** Re: FW: Alex Moffat/Txe hire light

Dear Tom



Four months on, and there are no visor kits at dealerships, and I have yet to see one on a vehicle. Were you being misled by the manufacturer?

The CoF say: "A "Taxi" sign approved by LTPH, clearly visible both by day and night when the taxi is available for hire, must be fitted". My very clear reading is that potential passengers should be able to tell, both during daytime and at night, whether it's illuminated. That's not currently the case. Do you think that requires a legal clarification?

Yours

[REDACTED]

On 12/10/2021 16:33, Moody Thomas wrote:

> Hi [REDACTED]

>

> Firstly please accept my sincere apologies in the delay responding to your email. I am also sorry that there has been limited information provided regarding your initial enquiry. At the time when we approved the LEVC TXe, the for hire light complied with the Conditions of Fitness on the basis that it functioned in the correct manner. We do not specify a lighting range or intensity, however I do appreciate your concern that the lighting intensity may impact on visibility to passengers.

>

> We raised your concerns regarding the for hire light with LEVC and as a result they have designed a solution to counteract the issue of sunlight reflection. LEVC have produced a solution which consists of a visor, cleaning solution, wipes and adhesive. The after sales pack can be sought at three LEVC dealerships - Brewery Road, Ascotts and E1. Please find attached photographs of the visor fitted to a taxi.

>

> We would be happy to pass your details on to LEVC to contact you directly to discuss this product with you. If you would like us to do so please contact Sarah who is ccd to this email?

>

> I hope you find this information useful.

>

> Kind regards

>

> Tom Moody

>

> Head of Policy

>

> Taxi and Private Hire

>

> Transport for London

>

>

>

>

> On 22/09/2021 13:19, Robinson Graham wrote:

>> Good afternoon [REDACTED].

>>

>> I have passed on your email to Tom Moody who is our Head of Policy for the Taxi and Private Hire Department and Mr Moffatt's manager. Tom will be contact shortly once he has an opportunity to investigate your complaint.

>>

>> Regards

>>

>> Graham

>>

>> Graham Robinson

>> General Manager

>> London Taxi and Private Hire | Transport for London

>>

>> Licensing | London Taxi and Private Hire | [REDACTED]

>> [REDACTED]

>>

>> For up to date news and information regarding London Taxi and Private

>> Hire matters follow us on Twitter @TfLTPH

>>

>>

>>

> TfL RESTRICTED

>

>> -----Original Message-----

>> From: [REDACTED]

>> Sent: 22 September 2021 13:01

>> To: Robinson Graham [REDACTED] [\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

>> Subject: Alex Moffat/Txe hire light

>>

>> Dear Mr. Robinson

>>

>> I'm contacting you in pursuance of a a formal complaint procedure, as I have to guess that you may be his Team Manager.

>>

>> I wrote to Mr Moffat asking whether TfL believe that the TXe hire

>> light complies with the Conditions Of Fitness. He replied without

>> answering my qusetion, but said that trials of an improvement were

>> underway. He said he would update me. He didn't reply to my emails of

>> 8/6, 10/6, 14/6,

>> 13/7 and 23/8.

>>

>> After another unhelpful response, I asked for his Team Manager's contact details on 14/9. I have yet to receive the courtesy of a reply.

>>

>> Yours

>>

>> [REDACTED]

>>

>>

>>

>> This message has been scanned for malware by Forcepoint.

>> [www.forcepoint.com](https://www.forcepoint.com)

**TfL RESTRICTED**

Hi [REDACTED]

Thanks for bringing this to our attention.

We were at a licensing inspection of two of the new TX's this morning at Canning Town. One of the taxis had a Digitax meter installed but unfortunately that taxi failed the inspection because the For Hire lamp did not operate. Maybe that was because of the wiring issues you've raised?

I suggest you pass on all your concerns about the meter wiring to LEVC.

In fairness to LEVC, they have built a brand new factory and produced the most advanced taxi ever seen in London all within a very short time frame. I suspect there may well be a few more glitches which come to light but I'm sure these will all be ironed out by LEVC over time.

Kind regards,

Alex

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

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

---

**From:** [REDACTED]  
**Sent:** 22 January 2018 11:53  
**To:** Moffat Alex (TPH)  
**Subject:** LEVC Electric Taxi

Morning Alex,

I hope you are well.

I just wanted to raise another quick concern with yourself on the wiring for the meter on the new electric taxi. We had our first fitting on Friday, which was duly accepted and fitted by myself along with our new blanking plate which will help cover up some of the poorly cut lining around the meter. Upon installation I came across the new pulse convertor unit which solves the previous issue which was raised yourselves, but I encountered another, which is there is no permanent live feed, there is only a second phase switch live which only comes on when the cab is physically running. Once the ignition turns off the meter then turns off. With the help of one of the pulse convertor installers we managed to get a permanent live feed from the newly added camera feed. I have suggested a temporary fix which I believe LEVC will carry out until the problem is properly solved by LEVC at the factory.

Honestly, I am very concerned as to why these types of problems are still only just coming to light, as there was no such issue on the previous demo models but obviously someone, in their infinite wisdom, made the decision to change it. It was also brought to my attention that there is no taxi meter wiring diagram/schematics available yet as LEVC are changing the colouring of the wiring on future models. Again, I find this ludicrous that these types of changes are still being made at such a late stage.

I would be very intrigued to hear any input you might have on this matter and look forward to hearing from you soon.

Kind Regards,

[REDACTED]  
**DCTX**  
LONDON  
[REDACTED]

Click [here](#) to report this email as SPAM.

\*\*\*\*\*

The contents of this e-mail and any attached files are confidential. If you have received this email in error, please notify us immediately at [postmaster@tfl.gov.uk](mailto:postmaster@tfl.gov.uk) and remove it from your system. If received in error, please do not use, disseminate, forward, print or copy this email or its content. Transport for London excludes any warranty and any liability as to the quality or accuracy of the contents of this email and any attached files.

Transport for London is a statutory corporation whose principal office is at 55 Broadway, London, SW1H 0DB. Further information about Transport for London's subsidiary companies can be found on the following link: <http://www.tfl.gov.uk/corporate/about-tfl/>

Although TfL have scanned this email (including attachments) for viruses, recipients are advised to carry out their own virus check before opening any attachments, as TfL accepts no liability for any loss, or damage which may be caused by viruses.

\*\*\*\*\*

**From:** [Moffat Alex \(TPH\)](#)  
**To:** [REDACTED]  
**Cc:** [REDACTED]; [Finlay Sarah](#)  
**Subject:** RE: Taxi sign lamp  
**Date:** 25 March 2019 16:11:11  
**Attachments:** [taxi-conditions-of-fitness-2007-version 9 111217.pdf](#)

---

Hi [REDACTED]

Thanks for the information.

I should also mention that the 'Taxi' lamp falls under our conditions of fitness (section 25, attached) so will need our final approval for use in London.

Look forward to hearing from you.

Regards,

Alex

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

[REDACTED]  
[REDACTED]  
[REDACTED]@tfl.gov.uk

---

**From:** [REDACTED]  
**Sent:** 25 March 2019 15:53  
**To:** Moffat Alex (TPH)  
**Cc:** [REDACTED]; [Finlay Sarah](#)  
**Subject:** RE: Taxi sign lamp

Hi Alex,

I've just been to order some comparative data relating to the brightness of the unit with the current condition.

I can confirm that everything is dimensionally the same also.

Your other points I'll discuss with Andy and revert back to you tomorrow if that's ok?

Thanks

[REDACTED]  
[REDACTED]





---

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



Click [here](#) to report this email as SPAM.

\*\*\*\*\*

The contents of this e-mail and any attached files are confidential. If you have received this email in error, please notify us immediately at [postmaster@tfl.gov.uk](mailto:postmaster@tfl.gov.uk) and remove it from your system. If received in error, please do not use, disseminate, forward, print or copy this email or its content. Transport for London excludes any warranty and any liability as to the quality or accuracy of the contents of this email and any attached files.

Transport for London is a statutory corporation whose principal office is at 55 Broadway, London, SW1H 0DB. Further information about Transport for London's subsidiary companies can be found on the following link: <http://www.tfl.gov.uk/corporate/about-tfl/>

Although TfL have scanned this email (including attachments) for viruses, recipients are advised to carry out their own virus check before opening any attachments, as TfL accepts no liability for any loss, or damage which may be caused by viruses.

\*\*\*\*\*

---

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



Click [here](#) to report this email as SPAM.

\*\*\*\*\*

The contents of this e-mail and any attached files are confidential. If you have received this email in error, please notify us immediately at [postmaster@tfl.gov.uk](mailto:postmaster@tfl.gov.uk) and remove it from your system. If received in error, please do not use, disseminate, forward, print or copy this email or its content. Transport for London excludes any warranty and any liability as to the quality or accuracy of the contents of this email and any attached files.

Transport for London is a statutory corporation whose principal office is at 55 Broadway, London, SW1H 0DB. Further information about Transport for London's subsidiary companies can be found on the following link: <http://www.tfl.gov.uk/corporate/about-tfl/>

Although TfL have scanned this email (including attachments) for viruses, recipients are advised to carry out their own virus check before opening any attachments, as TfL accepts no liability for any loss, or damage which may be caused by viruses.

\*\*\*\*\*

**From:** [Moffat Alex \(TPH\)](#)  
**To:** [REDACTED]  
**Cc:** [Finlay Sarah](#); [Walker Paul](#)  
**Subject:** RE: Taxi sign lamp  
**Date:** 28 June 2019 09:15:28

---

Thanks [REDACTED]

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

[REDACTED]  
[REDACTED]  
[REDACTED]@tfl.gov.uk

---

**From:** [REDACTED]  
**Sent:** 28 June 2019 09:04  
**To:** Moffat Alex (TPH)  
**Cc:** [REDACTED]; [Finlay Sarah](#); [Walker Paul](#)  
**Subject:** RE: Taxi sign lamp

Good Morning Alex,

I'll supply an update today on this.

Thanks

[REDACTED]  
[REDACTED]



LEVC formerly known as the London Taxi Company  
Li Close · Ansty Business Park · Coventry · CV7 9RF · United Kingdom  
[W levc.com](http://www.levc.com) | [W global.geely.com](http://www.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:** 27 June 2019 15:47  
**To:** [REDACTED]  
**Cc:** [REDACTED] [Finlay Sarah](#) [REDACTED]@tfl.gov.uk>; [Walker Paul](#) [REDACTED]@tfl.gov.uk>

Subject: RE: Taxi sign lamp

Hi [REDACTED]

The issue around the 'For Hire' lamp is starting to gain some traction here where TfL are now getting complaints from taxi drivers. Has there been any progress from your end regarding this issue?

Last I heard LEVC were still carrying out tests?

Can you update me on this please and I'll try and dampen the fires from this end.

Regards,

Alex

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

[REDACTED]  
[REDACTED]  
[REDACTED]@tfl.gov.uk

---

**From:** Moffat Alex (TPH)  
**Sent:** 25 March 2019 16:11  
**To:** [REDACTED]  
**Cc:** [REDACTED]; Finlay Sarah  
**Subject:** RE: Taxi sign lamp

Hi [REDACTED]

Thanks for the information.

I should also mention that the 'Taxi' lamp falls under our conditions of fitness (section 25, attached) so will need our final approval for use in London.

Look forward to hearing from you.

Regards,

Alex

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

[REDACTED]  
[REDACTED]  
[REDACTED]@tfl.gov.uk

---

**From:** [REDACTED]  
**Sent:** 25 March 2019 15:53  
**To:** Moffat Alex (TPH)  
**Cc:** [REDACTED]; Finlay Sarah

**Subject:** RE: Taxi sign lamp

Hi Alex,

I've just been to order some comparative data relating to the brightness of the unit with the current condition.

I can confirm that everything is dimensionally the same also.

Your other points I'll discuss with Andy and revert back to you tomorrow if that's ok?

Thanks



LEVC formerly known as the London Taxi Company  
Li Close · Ansty Business Park · Coventry · CV7 9RF · United Kingdom  
W [levc.com](http://levc.com) | W [global.geely.com](http://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)  
Sent: 25 March 2019 15:23  
To: [REDACTED]  
Cc: [REDACTED] ; Finlay Sarah  
Subject: RE: Taxi sign lamp

Hi [REDACTED]

Thanks for sharing these. Few questions and comments....

- Are these the same dimensionally as the originals?
- What colour will they be when illuminated, i.e. For Hire mode?
- What is the level of brightness?
- Have you had any views from the London taxi trade (they're usually very vocal of changes in that area)?
- Straw poll of opinion (not scientific) in this office is that a white for hire sign will be pretty ineffective (sorry!)
- Most Londoners expect to see an orange light and most if not all disabled, elderly and passengers with poor eyesight have stated to us that the orange roof light is essential

to identify the vehicle as a taxi

- Some of the suggestions we have had previously to make the orange light more visible/effective is to suggest changing to LEDs
- Unfortunately, a large plumbing company in London uses a similar type of canopy lamp as the one you propose (Pimlico Plumbers) and they have a white light also.

I'm having a look at our regulations to see if there are any potential issues. In any event, I'd like to see how this operates in a real world situation...and you must seek the views of the taxi trade before rolling this out....

Regards,

Alex

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

[REDACTED]  
[REDACTED]  
[REDACTED]@tfl.gov.uk

---

**From:** [REDACTED]  
**Sent:** 25 March 2019 13:18  
**To:** Moffat Alex (TPH)  
**Cc:** [REDACTED]  
**Subject:** Taxi sign lamp

Hi Alex,

Hope you are well.

Please see attached photos requested by Andy.

Let me know if you need any more. The vehicles are downstairs in our development area at the moment.

Thanks

[REDACTED]  
[REDACTED]



LEVC formerly known as the London Taxi Company  
Li Close · Ansty Business Park · Coventry · CV7 9RF · United Kingdom  
W [levc.com](http://levc.com) | W [global.geely.com](http://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



**From:** [Moffat Alex \(TPH\)](#)  
**To:** [REDACTED]  
**Cc:** [Finlay Sarah](#); [Walker Paul](#); [REDACTED]  
**Subject:** RE: TXe hire light  
**Date:** 02 June 2021 13:02:01

---

Hi [REDACTED]

Thanks for the information.

Let me know when the trials are over and the results are in and, if everyone is content, hopefully you can make these available at Brewery Rd, etc.

I won't respond to the trade until after the results of the trial.

Regards,

Alex

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

[REDACTED]  
[REDACTED]  
[REDACTED] [@tfl.gov.uk](#)

-----Original Message-----

**From:** [REDACTED] >  
**Sent:** 02 June 2021 11:40  
**To:** Moffat Alex (TPH) [REDACTED]@tfl.gov.uk>  
**Cc:** Finlay Sarah [REDACTED]@tfl.gov.uk>; Walker Paul [REDACTED]@tfl.gov.uk>; [REDACTED]  
**Subject:** RE: TXe hire light

Hi Alex,

I can confirm that repair instructions are done now and we have 20 visors with Brewery Road and Ascotts. They have agreed to fit them to their demo/loan vehicles for the trails so these should all be done by the end of the week.

A list of VINs is to follow shortly to pass onto the enforcement team.

Thanks

[REDACTED]

[REDACTED]

[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.

-----Original Message-----

From: Moffat Alex (TPH) [REDACTED] <[REDACTED]@tfl.gov.uk>

Sent: 01 June 2021 09:07

To: [REDACTED] [REDACTED]

Cc: Finlay Sarah [REDACTED] <[REDACTED]@tfl.gov.uk>; Walker Paul [REDACTED] <[REDACTED]@tfl.gov.uk>

Subject: FW: TXe hire light

Hi All,

See below:

A bit of sunshine and the London taxis trade are up in arms regarding the For Hire sign...

Any progress on the changes to the sign?

Regards,

Alex

Alexander Moffat  
Vehicle Policy Manager  
Transport for London - Taxi and Private Hire

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] <[REDACTED]@tfl.gov.uk>

-----Original Message-----

From: [REDACTED]

Sent: 30 May 2021 17:02

To: Moffat Alex (TPH) [REDACTED] <[REDACTED]@tfl.gov.uk>

Subject: TXe hire light

Dear Mr. Moffat

The Conditions Of Fitness for London taxis require that "A 'Taxi' sign approved by LTPH, clearly visible both by day and night when the taxi is available for hire, must be fitted.". The clear implication, and the practical requirement, is that passengers should be able to discern when it's illuminated and when it isn't. On the LEVC TXe, it's impossible to do so in sunlight.

Why are these vehicles being licensed when they don't meet the CoF?

Yours

[REDACTED]

\*\*\*\*\*

The contents of this e-mail and any attached files are confidential. If you have received this email in error, please notify us immediately at [postmaster@tfl.gov.uk](mailto:postmaster@tfl.gov.uk) and remove it from your system. If received in error, please do not use, disseminate, forward, print or copy this email or its content. Transport for London excludes any warranty and any liability as to the quality or accuracy of the contents of this email and any attached files.

Transport for London is a statutory corporation whose principal office is at 5 Endeavour Square, London, E20 1JN. Further information about Transport for London's subsidiary companies can be found on the following link: <http://www.tfl.gov.uk/corporate/about-tfl/>

Although TfL have scanned this email (including attachments) for viruses, recipients are advised to carry out their own virus check before opening any attachments, as TfL accepts no liability for any loss, or damage which may be caused by viruses.

\*\*\*\*\*

**From:** [Finlay Sarah](#)  
**To:** [REDACTED]  
**Cc:** [REDACTED]; [Moffat Alex \(TPH\)](#)  
**Subject:** RE: Visor Solution work instruction  
**Date:** 01 October 2021 16:31:47  
**Attachments:** [FW Visor Solution work instruction.msg](#)  
[image001.png](#)  
**Importance:** High

---

Hello [REDACTED],

Please see email trail below and email attachment.

We are receiving complaints from the trade regarding the “for hire” light issue. We had a conversation about this when we meet a couple of weeks ago at Brewery Road, have you been able to obtain an update of the position of the rectification LEVC are working on.

Tom needs to respond to a driver complaint early next week, so it would be appreciated if you could provide an update at the earliest opportunity.

Have a lovely weekend.

Regards,

Sarah Finlay  
Vehicle Policy Officer  
Licensing, Regulation & Charging  
[Transport for London](#)  
[REDACTED] E [REDACTED] [@tfl.gov.uk](#)

---

TfL RESTRICTED

---

From: Finlay Sarah  
Sent: 03 June 2021 15:17  
To: [REDACTED]  
Subject: RE: Visor Solution work instruction

Hello [REDACTED]

If you could provide details of the testing that has been undertaken that would be great.

Thank you,

Sarah

---

From: [REDACTED]  
Sent: 03 June 2021 15:15  
To: Finlay Sarah [REDACTED] [@tfl.gov.uk](#)>  
Subject: RE: Visor Solution work instruction

Hi Sarah,

We did this at the beginning before progressing the design further to be sure it would work.

If you are worried I can see if there is any more data available?

Thanks

[REDACTED]

## VISOR VALIDATION - ADHESIVE

Testing has been completed for Vmax using adhesive Araldite 2050 as well as in lab testing at Antala UK. Bonding broke at an average of 6.18 MPa with 1 hour cold cure (ambient temperature) bonding.



[REDACTED] R

[REDACTED]  
[REDACTED]



London EV Company Ltd.  
Li Close, Ansty Business Park, Coventry, CV7 9RF, United Kingdom  
[W levc.com](http://www.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: Finlay Sarah [REDACTED]@tfl.gov.uk>  
Sent: 03 June 2021 12:13  
To: [REDACTED]  
Subject: RE: Visor Solution work instruction

Thanks [REDACTED] that would be great.

Has there been any testing carried out on motorway type driving to see how secure they are? The wind is going to get underneath that .....

Sarah Finlay  
Vehicle Policy Officer  
Licensing, Regulation & Charging  
Transport for London  
[REDACTED] E: [REDACTED]@tfl.gov.uk

---

From: [REDACTED]  
Sent: 03 June 2021 11:35  
To: Finlay Sarah [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
Subject: RE: Visor Solution work instruction

Hi Sarah,

This is all the pictures I have at the moment, I will ask for more during fitment.



Thanks

[REDACTED]

[REDACTED]





London EV Company Ltd.  
Li Close, Ansty Business Park, Coventry, CV7 9RF, United Kingdom  
[W levc.com](http://www.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: Finlay Sarah [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
Sent: 03 June 2021 11:31  
To: [REDACTED] >  
Cc: Moffat Alex (TPH) [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; [REDACTED] >; Walker Paul [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
Subject: RE: Visor Solution work instruction

Hello [REDACTED],

Thanks for this. When the visor is fitted could you please arrange for photographs to be forwarded to me of it in place? It is better for the tech memo to have physical pictures.

Thank you,

Sarah Finlay  
Vehicle Policy Officer  
Licensing, Regulation & Charging  
[Transport for London](http://www.transportforlondon.gov.uk)  
[REDACTED] | E: [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)

---

From: [REDACTED]  
Sent: 03 June 2021 10:49  
To: Finlay Sarah [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
Cc: Moffat Alex (TPH) [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; [REDACTED] Walker Paul [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
Subject: Visor Solution work instruction

Hi Sarah,

Please see attached work instruction for visor fitment.

I've just spoken to [REDACTED] after our meeting, he's told me there have been issues sourcing the correct adhesive locally but it's all planned to be delivered tomorrow in order to start fitment on Monday.

The aftersales team also wish to participate and observe on Monday and will collate the affected VINs/Reg detail at the same time. As soon as we have this data it will be passed onto you.

Thanks





London EV Company Ltd.  
Li Close, Ansty Business Park, Coventry, CV7 9RF, United Kingdom  
W [levc.com](http://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.



\*\*\*\*\*

The contents of this e-mail and any attached files are confidential. If you have received this email in error, please notify us immediately at [postmaster@tfl.gov.uk](mailto:postmaster@tfl.gov.uk) and remove it from your system. If received in error, please do not use, disseminate, forward, print or copy this email or its content. Transport for London excludes any warranty and any liability as to the quality or accuracy of the contents of this email and any attached files.

Transport for London is a statutory corporation whose principal office is at 5 Endeavour Square, London, E20 1JN. Further information about Transport for London's subsidiary companies can be found on the following link:  
<http://www.tfl.gov.uk/corporate/about-tfl/>

Although TfL have scanned this email (including attachments) for viruses, recipients are advised to carry out their own virus check before opening any attachments, as TfL accepts no liability for any loss, or damage which may be caused by viruses.

\*\*\*\*\*

**From:** [REDACTED]  
**To:** [Finlay Sarah](#)  
**Cc:** [Moffat Alex \(TPH\)](#); [REDACTED] [Walker Paul](#)  
**Subject:** Visor Solution work instruction  
**Date:** 03 June 2021 10:49:32  
**Attachments:** [Visor - Taxi for Hire Sign.pdf](#)

---

Hi Sarah,

Please see attached work instruction for visor fitment.

I've just spoken to [REDACTED] after our meeting, he's told me there have been issues sourcing the correct adhesive locally but it's all planned to be delivered tomorrow in order to start fitment on Monday.

The aftersales team also wish to participate and observe on Monday and will collate the affected VINs/Reg detail at the same time. As soon as we have this data it will be passed onto you.

Thanks

[REDACTED]

[REDACTED]  
[REDACTED]



London EV Company Ltd.

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

**W** [levc.com](http://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]  
**To:** [Finlay Sarah](#)  
**Cc:** [Moffat Alex \(TPH\)](#); [REDACTED]; [Walker Paul](#)  
**Subject:** Visor Solution work instruction  
**Date:** 03 June 2021 10:49:32  
**Attachments:** [Visor - Taxi for Hire Sign.pdf](#)

---

Hi Sarah,

Please see attached work instruction for visor fitment.

I've just spoken to [REDACTED] after our meeting, he's told me there have been issues sourcing the correct adhesive locally but it's all planned to be delivered tomorrow in order to start fitment on Monday.

The aftersales team also wish to participate and observe on Monday and will collate the affected VINs/Reg detail at the same time. As soon as we have this data it will be passed onto you.

Thanks

[REDACTED]

[REDACTED]  
[REDACTED]



London EV Company Ltd.

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

**W** [levc.com](http://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.

