



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

May 8, 2024

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

Re: Fisker Group Inc.
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Keya Lowe

Keya Lowe
Citizen's Advocate
Consumer Protection Division
keya.lowe@ilag.gov
[REDACTED]

enclosure



KWAME RAOUL

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62701
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461
www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

COMPLAINANT

Name [REDACTED]
Address [REDACTED]
Chicago IL [REDACTED]
Senior Citizen No
Veteran No
Service Member No

County Cook
Phone (Daytime) [REDACTED]
Phone (Evening) [REDACTED]
Email Address [REDACTED]

NAME OF SELLER/PROVIDER OF SERVICE

Name Fisker
Address 1888 Rosecrans Avenue
Manhattan Beach CA 90266
Phone (844)347-5371x
Website www.fiskerinc.com
Complained No
to company?

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name
Address IL
Phone
Website
Complained No
to Company?

TRANSACTION INFORMATION

Transaction Date 2023-12-22
Signed a contract? Yes on 2023-12-22
Product was advertised? Yes on 2020-11-13
How? Television advertisement
Internet advertisement
E-mail solicitation
Display at merchant's place of business
Display at a trade show/convention/etc.
Other (please specify): Social Media

Total cost \$72,215.40
Amount paid to date \$3,610.77
Method of payment Wire Transfer:
Transaction Location Over the Internet:

Registered a dispute with the credit card company No

MOTOR VEHICLE INFORMATION

Make/Model/Year 2023 Fisker Ocean
New? Yes
As-Is? No
Warranty? Yes
Warranty Exp Date: 2029-12-22

Purchase Date 2023-12-22
Mileage at Purchase 5
Current Mileage 1,500
Extended Warranty

COMPLAINT DESCRIPTION

Purchased new 2023 Fisker Ocean. I have multiple safety and reliability related issues that have been documented with Fisker Service, Fisker Corporate, and Fisker Finance (Chase Bank) and the issues remain unresolved after failed attempts to remedy via OTA software updates, multiple phone calls, and service requests. Technicians have not been assigned to the vehicle even though remote support is the only support in a direct to consumer model. I have thoroughly documented all the issues for Fisker via a summarized letter and have been maintaining track of continued issues since sending Fisker letter. Many of these issues create safety concerns - braking, unlocking doors, folding of mirrors randomly and are not being addressed. I feel I have provided Fisker ample time to address and there is no resolution. Brief Summary of Safety and Reliability Concerns: 1) Braking

OFFICE INFORMATION

Reference Number	Date Submitted:	OAG Office:	Language:	Print Date
[REDACTED]	Apr 24, 2024 10:51 AM	CHI	English	Apr 25, 2024 6:49 AM

Issues2) Entry into Vehicle Issues3) Lock Vehicle Issues4) Start Vehicle Issues5) Defective Key Fob (only 1)6) Loss Of Functions / Random Warnings7) Reset of Driver Screen while Driving8) Door has Unlocked without Input from me 9) Side View Mirrors have folded in while driving (no input from me)10) Rear View - Reverse Camera does not always come on11) Overhead fan behind rear view mirror does not stop12) ADAS features purchased with Ocean not available or not reliable13) Software 2.0 committed to multiple times - has yet to arrive14) Defect in seat at Delivery - yet to be fixed15) Rattles in car at Delivery - yet to be fixed16) Defective aero flaps - sent - but not one assigned to install

REQUESTED RELIEF

I am seeking refund of the vehicle adjusted for mileage driven under Lemon Law.

NOTIFY BUSINESS: I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.



KWAME RAOUL
ATTORNEY GENERAL
STATE OF ILLINOIS
115 S. LaSalle Street
Chicago, IL 60603



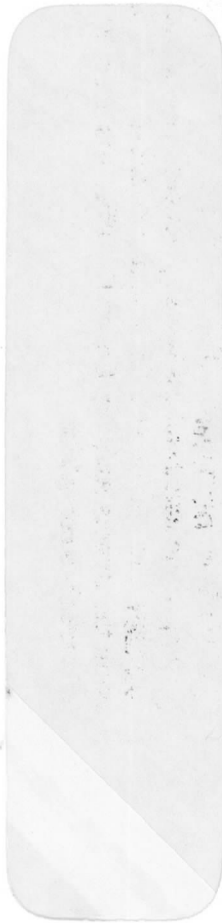
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FIRST CLASS



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