

Seattle, WA

Mobile:

August 20, 2024

**National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20590**

**Re: NHSTA Campaign Number 24V499
Voluntary Safety Recall Campaign TSB30032401 – Cabin Electric Water Pump (2023-2024
Model Years Fisker Ocean)**

VIN#: VCF1ZBU25PG

Dear NHTSA:

Fisker, Inc. apparently has no intention of actually conducting a recall campaign of the malfunctioning cabin electric water pump (referenced above). I received a recall notice letter (enclosed) from Fisker, Inc. dated “August 2024” on August 19, 2024. It opaquely described the problem with the cabin electric water pump (EWP_H) not communicating with the High Voltage Battery Management System (BMS) causing the vehicle to default to “limp mode” which restricts operational speeds to 10 to 20 mph. Fisker determined that this speed limitation could constitute a safety hazard “where speeds are necessary to keep pace with traffic or maneuver safely, thereby increasing the risk of a crash.”

The letter “strongly” advises me (as the owner the Fisker Ocean One with the VIN number referenced above) to contact “your Fisker authorized service provider to schedule an appointment [to have the recall work done] as soon as possible.” But as far as I am aware there is no “Fisker authorized service provider” in the metropolitan Seattle area, or western Washington State for that matter. And the recall notice letter provides no information about how to locate one.

The letter does provide a phone number (1-844-FISKER1 / 1-844-347-5371) to call if “your authorized service provider fails to assist you in any way....” I called that number at least five times from 9:30 am to 9:45 am (Pacific Daylight Time) on August 20, 2024 to find out where an “authorized Fisker service provider” was located. Each time I received the following recorded message: “Sorry this number is not yet in service; please check the number you have dialed and try again.”

The obvious question is, of course, how can I get the water pump recall work done by an “authorized Fisker service provider” if I cannot locate an “authorized Fisker service provider” and Fisker won’t disclose any information about where any “authorized Fisker service provider” is located?

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So Fisker is continuing its practice of fraudulently promising things it has no intention of delivering insofar as the cabin electric water pump recall is concerned. The same conduct that led to the Chapter 11/ 7 bankruptcy Fisker is currently embroiled in (U.S. Bankruptcy Court (D. Del.) Cause



I am not sure what enforcement action (if any) NHTSA can take to require that Fisker provide its vehicle owners / customers information about where to locate an “authorized Fisker service provider” to perform the cabin electric water pump recall work. But if there is anything NHTSA can do, I would respectfully ask that NHTSA do it as soon as possible.

Sincerely yours,



cc: Rep. Pramila Jayapal (w/Encl.)

Encl: Fisker August 2024 Cabin Electric Water Pump Recall Notice Letter



IMPORTANT SAFETY RECALL

August 2024

*****ALITO**MIXED AADC 480 3538 PL-1 T7 P1

SEATTLE, WA

This notice applies to your vehicle: VCF1ZBU25PC

NHTSA Campaign Number: 24V499

Subject: Voluntary Safety Recall Campaign TSB30032401 – Cabin Electric Water Pump (2023 – 2024 Model Years Fisker Ocean)

Dear Fisker Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Fisker Group Inc. (Fisker) has decided that a safety defect, which relates to motor vehicle safety, exists in certain 2023 and 2024 model years Fisker Ocean vehicles. The vehicles may experience a communication issue with the High Voltage Battery Management System (BMS) limp mode. This limp mode, which restricts battery power to 8.5 kW, activates when there is a communication loss on the vehicle's Local Interconnect Network 6 (LIN6) bus.

What is the issue?

The communication loss is caused by a failure in the cabin electric water pump (EWP_H). To ensure the safety and reliability of its vehicles, Fisker is addressing this issue through a recall campaign.

Limp mode limits the vehicle's speed to 10–20 mph (20–30 km/h). This reduced speed can create hazardous conditions, especially in situations where higher speeds are necessary to keep pace with traffic or maneuver safely, thereby increasing the risk of a crash.

What will we do?

Fisker will replace the cabin electric water pumps (EWP_H) on affected customer vehicles with a new pump that has a permanent corrective action implemented (improved coating in the printed circuit board assembly). The pump replacement will be provided at no cost. The replacement process will take approximately 45 minutes.



Retail

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WASHINGTON DC 20590



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8/22/2024 8:54:37 AM



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FROM



Seattle, WA

W41-306

TO: National Highway
Traffic Safety Admin.
1200 New Jersey Ave SE
Washington, DC
20590

Received By

NEF/Enforcement Mailroom
W48-129

8-22-24

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C AND INTERNATIONAL USE

What should you do?

Fisker strongly advises contacting your Fisker authorized service provider to schedule an appointment as soon as possible. Prompt action will ensure that your vehicle receives the necessary replacement of the cabin electric water pump (EWP_H), which is essential for maintaining the safety and reliability of your vehicle. By addressing this issue without delay, you can minimize the risk of encountering the reduced speed limp mode and ensure that your vehicle operates safely.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please notify Fisker.

Can we assist you further?

If your Fisker authorized service provider fails to assist you in any way, please contact Fisker by calling Toll Free at 1-844-FISKER1 from 6 AM to 7 PM Pacific Time, Monday through Friday or via website at www.fiskerinc.com/contact.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE., Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Fisker Service Department