

August 22, 2024

To: National Highway Traffic Safety Administration

I am writing to file a complaint about a Safety Recall Campaign TSB30032401—Cabin /Electric Water Pump (2023-2024) Model Years Fisker Ocean, that I received on August 21, 2024. I am attaching a copy of the letter that was sent by Fisker. I understand that the company has filed for bankruptcy. The instructions sent in the letter instructs the owner to contact Fisker at a toll-free number. I have tried to call this number and receive a message that the number is no longer in service. I have been unable to contact anyone to provide instructions on how this recall is to be corrected. I have tried sending an email message but again have not received a response.

According to the letter sent by Fisker, the replacement of this part is necessary to prevent a significant safety issue if the part fails. I have owned my vehicle for only 8 months. I have no way of knowing if my vehicle has a defective pump. I am seeking guidance from your department on what actions I can take to insure that my vehicle functions safely. I am hoping that you can provide me with guidance on what actions I can take to get the necessary repairs completed. I tried to complete the information on your email site but it indicated that no recall information is on record. The attached letter is to provide documentation that a recall was issued.

I would appreciate a response to my inquiry as soon as possible. I would also appreciate any guidance you can provide on how I can get this repair completed. My contact information is:

[REDACTED]
[REDACTED]
Jurupa Valley, CA [REDACTED]

Cell Phone: [REDACTED]

Email: [REDACTED]

Thank you for your assistance,

[REDACTED]

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IMPORTANT SAFETY RECALL

August 2024

*****AUTO**MIXED AADC 480 2851 PL-1 T6 P1

JURUPA VALLEY, CA

This notice applies to your vehicle: VCF1EBU22PG

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.

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

CERTIFIED MAIL

Riverside, CA

Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT

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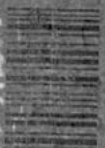


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U.S. POSTAGE PAID
FCM LETTER

JURUPA VALLEY, CA 92539

AUG 23 2024

National Highway Traffic
Safety Administration
1200 New Jersey Avenue, SE.
Washington, DC 20590

To: NHT

9/10/24

W41-306