



## **IMPORTANT SAFETY RECALL**

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA Campaign Number:** 24V404

**Subject: Safety Recall Campaign TSB10032403 – Powertrain Modules (2023 Model Year Fisker Ocean)**

Dear Fisker Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Fisker Inc. (Fisker) has decided that a defect, which relates to motor vehicle safety, exists in all 2023 model year Fisker Ocean vehicles. The software characteristics in the current Motor Control Unit (MCU) and Vehicle Control Unit (VCU) version may cause the vehicle to enter a safe state protection mode. As a result, there may be a loss of motor power or drive power, with the vehicle losing torque and rolling to a stop. The gear may shift from Drive (D) to Neutral (N), and then to Park (P) when coming to a complete stop. This situation can occur in specific use cases that trigger improper response from the controller safety mechanisms.

These conditions may include:

- Wheel slip on icy surfaces at low speed
- Driver changing from deceleration to acceleration at specific low speed conditions
- Repeated, back-to-back maximum acceleration and deceleration
- Incorrectly triggered drive unit fault monitors including when activating the rear disconnect clutch or checking power supply voltage

The vehicle can be recovered by cycling the power and pressing the brake pedal. Other powertrain modules may also be affected during the loss of motive power.



### **What is the issue?**

During routine testing, it was discovered that customers driving Fisker Ocean vehicles may be experiencing Vehicle Safe State Protection Mode. This safety feature, implemented in electric vehicles, activates to protect the electric motor from damage when a critical issue is detected. By limiting the vehicle's capabilities, safe mode helps prevent further harm to essential components. The activation of limp mode indicates a significant issue that requires immediate attention and serves to protect the electric motor from further damage. This mode prompts the driver to seek immediate diagnostic and repair services. An electric motor shutdown can lead to a loss of driving power, increasing the risk of a crash.

### **What will we do?**

Fisker will release software version operating system 2.1 over the air to your vehicle. This update includes necessary upgrades to modify the torque safety monitor thresholds, adapting them to unique driving scenarios. The upgrade will be provided at no cost. Fisker's Service Department expects these remedies to be available in June 2024. Once available, the over-the-air installation process will take approximately one (1) hour.

### **What should you do?**

Fisker recommends accepting the software installation as soon as it becomes available for your vehicle. Fisker Ocean owners can be confident that their vehicles will perform optimally after the software is installed.

### **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](http://www.fiskerinc.com/contact).



### **Checking your vehicle for open Recalls and Service Campaigns**

If you are still unable to have the repair performed without charge, or within a reasonable amount of time, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or 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  
Fisker Inc.**