NIKOLA

August 14, 2023

Dear (Customer),

As we work together to decarbonize heavy-duty trucking, Nikola has set out to build the best zero-emission commercial Class 8 tractors in the world. We are focused on meeting and exceeding industry and government safety standards for drivers and owners of our battery-electric vehicle (BEV) and hydrogen fuel cell electric vehicle (FCEV).

Transparency is key when it comes to safety.

Thursday, August 10, the preliminary findings of our internal (engineering and safety) and third-party investigations regarding the truck fire that took place at our HQ on June 23, 2023, were presented to Nikola leadership. The linked press release outlines these findings.

These actions do not affect the FCEV, currently in production, as the truck's battery pack is from a different supplier.

In accordance with regulatory requirements, we have placed a temporary hold on new Tre BEV sales while we work to quickly implement a field remedy.

Any Tre BEV trucks currently in operation may remain in service, however we encourage you to immediately take the following actions:

- Place the Main Battery Disconnect (MBD) switch into the "ON" position at all times to enable real-time vehicle monitoring and safety systems operation
- Consider parking trucks outside to allow for over the air updates and better connectivity with Fleet Command, Nikola's truck monitoring system

We have service technicians ready to assist you and will be in contact soon to minimize this disruption.

If you have questions, please contact Gus Engel, Head of Vehicle Service, Parts and Warranty at gus.engel@nikolamotor.com. Thank you for your understanding and partnership as we drive forward together.

Sincerely,

The Nikola Team