

Confirmation Email

SUBJECT LINE: Scheduled OTA Confirmation

HEADLINE: Scheduled OTA Confirmation

BODY COPY

Hello [FirstName],

We're confirming your OTA (over-the-air) software update is scheduled for [Day, Month, Date, Time, Time Zone]. This update will provide you with exciting enhancements for your Fisker Ocean One, so please do your best to properly set up your vehicle to receive the OTA update successfully. OTA updates take about 30 to 60 minutes to install. Your vehicle will be unavailable during that time.

Before your scheduled time, please follow the instructions below:

1. Park your vehicle in an outside location with a stable internet connection. This action will ensure the update gets installed quickly and without interruption.
2. Ensure your vehicle has at least 32% charge
3. Disconnect your vehicle from its charger.
4. Shift your vehicle into Park (P) and engage the parking brake.
5. Set exterior lights to AUTO
6. The driver and all passengers must exit the vehicle during an OTA update. Do not leave any children or pets inside the vehicle.
Note: Objects left on vehicle seats may trigger occupancy sensors and block installation.
7. Close and lock all doors.

Once these steps are complete, you're all set, we'll handle the rest!

What's included in this update

- Network enhancements to improve vehicle access (entering and exiting the vehicle)
- General infotainment system updates to enhance location services, response times, and connectivity
- California Mode enhancements
- Vehicle clock enhancements

If you or your Fisker Ocean are unavailable at the scheduled time, please contact a Fisker Rådgiver so we can reschedule a time that works for you.

Follow-up Email

SUBJECT LINE: New OTA Update Available

HEADLINE: Schedule Your OTA Update

BODY COPY

Hello [FirstName],

We attempted to reach you regarding the latest OTA (over-the-air) update available for your Fisker Ocean One. This update provides exciting enhancements for your vehicle. Please contact us at support@fiskerinc.com so that we can find a better time to schedule your update.

HMI Copy (Release Notes)

A new software update is now available. With OTA (over-the-air) updates, Fisker EVs are designed to become smarter, safer, and perform better over the lifetime of your vehicle. This software update includes feature improvements, bug fixes, and performance enhancements to improve the functionality of your Fisker Ocean. Below is a brief rundown of notable improvements included in this update.

OTA updates take about 30 to 60 minutes to install. Your vehicle will be unavailable during that time. You will be able to schedule and install future OTA software updates on your own.

What's Included in this Update?

- Network enhancements to improve vehicle access (entering and exiting the vehicle)
- General infotainment system updates to enhance location services, response times, and connectivity
- California Mode enhancements
- Vehicle clock enhancements

Installation Requirements:

1. Park your vehicle in an outside location with a stable internet connection. This action will ensure the update gets installed quickly and without interruption.
2. Ensure your vehicle has at least 32% charge.
3. Disconnect your vehicle from its charger.
4. Shift your vehicle into Park (P) and engage the parking brake.
5. Set exterior lights to AUTO.
6. The driver and all passengers must exit the vehicle during an OTA update. Do not leave any children or pets inside the vehicle.
Note: Objects left on vehicle seats may trigger occupancy sensors and block installation.
7. Close and lock all doors.