

Software Update Email – 10/23/23



Read in your browser

New Fisker Ocean Software Update Available Now

Order Number:

Hello

Thank you for being a valued Fisker customer!

We are excited to let you know that a series of OTA (over-the-air) software updates will be rolling out for your vehicle starting as soon as today and will continue throughout the course of your ownership. The features are being rolled out in batches. When an OTA is scheduled for your vehicle, you will receive a notification on the Central Touchscreen to accept or dismiss the update.

Release notes for the current OTA are available [here](#). In the future, release notes will be available in the Software tab in the Central Touchscreen Settings.

New OTA updates will require you to initiate the installation using your vehicle's Central Touchscreen.

Here's how to install your software update:

Step 1: Prepare your Fisker Ocean

- Ensure your vehicle is in a location where it receives stable cell phone reception — not relying on Wi-Fi.
- Verify vehicle's high voltage battery level is over 40%.
- Confirm the vehicle is not being charged.

Step 2: Download/Install the Software

- Unlock the car and press the brake pedal to activate your Central Touchscreen.
- On the Central Touchscreen, head to the Settings button (the gear icon) and then click Software.
- You will see Install / Dismiss buttons appear. To proceed with the installation, click the Install Now button below.
- You will now see installation instructions (a 30-minute installation screen). At this point, roll up all the windows and exit the vehicle. Any additional passengers must also exit. Do not leave any children or pets inside the vehicle.
- Close and lock all doors.
- After 45 minutes, unlock and press the brake pedal to wake up your vehicle, then step out of the vehicle and perform one lock/unlock cycle.

Step 3: Your vehicle has now received the OTA update and is ready for use! How do I know it was successful?

- Your Central Touchscreen will say that the update was successful for 10 minutes.
- We will also monitor your OTA from our end and will contact you if it was not successful.

NOTE:

- Ahead of these software updates, we are sending an additional software component that does not require any action on your part.
- The software version and release notes displayed in your Central Touchscreen will not change. This is a bug and will be fixed in a future OTA update. You can access current Release Notes by logging into your My Fisker web account.

DON'Ts

- Do not enter the vehicle and/or tap the brake pedal for 45 minutes after your installation has started. Interrupting a software installation could cause your vehicle to lose proper functionality. Contact a Fisker Riddgiver at support@fiskerinc.com or -1-844-FISKER1 if you have any questions or concerns.
- Do not leave objects on your vehicle seats as this may trigger occupancy sensors and block installation.

If you press the dismiss button intentionally or by mistake:

- You will need to complete a drive cycle to trigger your software update notification.
- To complete a drive cycle, just shift your vehicle into gear and then place back in Park (P).
- Follow the instructions above to accept and complete your software installation.

Troubleshooting:

- You may find that your install progress screen on the Central Touchscreen is stuck at 99% for over 45 minutes. If you encounter this, or any lagging, error messages, or other unusual behavior with your Central Touchscreen, reset the infotainment system by pressing and holding the two inner steering wheel buttons until the Central Touchscreen turns black. Note: Rebooting the infotainment system will not sign out of any apps or delete any saved information.

Release Notes – Current Update:

- Shorter time for multiple OTA updates
- California Mode consistent performance using the app
- Enhanced accuracy of state of charge (SOC) calculations
- Powertrain robustness improvements
- Other bug fixes and performance enhancements

Examples of Future OTA Updates:

- New My Fisker app features including App as Key and remote climate controls
- Central Touchscreen enhancements including custom profiles, Bluetooth connectivity, real-time SolarSky energy graphics, trip consumption data, and more.
- Power consumption optimization
- One-pedal driving
- A new Power Saving Mode to improve battery consumption and range

Updating your Fisker Ocean with the latest software is the best way to keep your vehicle performing at its peak. OTA (over-the-air) software updates provide you with new and updated features for your Fisker Ocean. If you have any issues installing your software, please contact a Fisker Riddgiver for assistance.

Contact Support



Your Configuration

Trim: Ocean One

Wheels: 20" F7 AeroStealth

Color: Big Sur Blue Matte

Interior: Black Abyss

Release Notes

OTA software updates include feature improvements, bug fixes, and performance enhancements to improve the functionality of your Fisker Ocean.

FM29 OS1.09:

- Shorter time for multiple OTA updates
- California Mode consistent performance using the app
- Enhanced accuracy of state of charge (SOC) calculations
- Powertrain robustness improvements
- Other bug fixes and performance enhancements

FM29 OS1.10 – Latest Update

- Enhancements to the motor control system to increase powertrain robustness. What this means for you is improved safety, responsiveness, and overall performance of your Fisker Ocean.
- Bug fixes and system improvements to reduce 12V battery consumption when parked
- Enhanced in-cabin climate controls to create a more comfortable experience for you and your passengers when encountering warmer weather
- Drive control enhancements to increase vehicle responsiveness and feel when approaching new terrain
- Improved brake pedal responsiveness to reduce any incidental feedback and vibration
- Other bug fixes and performance enhancements

Due to its size, FM29 OS 1.10 has been bundled into two separate software downloads (FM29 OS 1.10 part 1 and FM29 OS 1.10 part 2), requiring two separate installations. Part 2 will be available the day after the release of part 1. Each part will follow the same installation steps:

- When your vehicle is ready to install your update, you will receive a notification on the Central Touchscreen to begin the installation process. You can also activate the installation process at the Software tab in the Settings menu of the Central Touchscreen.
- Ensure your vehicle's battery level is over 40% and it's not connected to a charger.
- Tap "Accept" and then "Start Installation" and follow the instructions that appear on the Central Touchscreen.
- Driver and all passengers must roll up all windows and exit the vehicle during an OTA update. Do not leave any children or pets inside the vehicle.
- Close and **lock** all doors.
- After 5 minutes, your installation will begin.
Do not enter the vehicle and/or tap the brake pedal for 45 minutes after your installation has started.
- After 45 minutes, unlock and press the brake pedal to wake up your vehicle, then step out of the vehicle and perform one lock/unlock cycle.
- Your vehicle will now be ready to drive.

How do I know it was successful?

- Your Central Touchscreen will send a notification that the update was successful for 10 minutes.
- We will also monitor your OTA from our end and will contact you if it was not successful.

NOTE:

- Ahead of the FM29 OS 1.09 software update, we are sending an additional software component that does not require any action on your part.
- The software version and release notes displayed in your Central Touchscreen will not change. This is a bug and will be fixed in a future OTA update.

Troubleshooting:

- You may find that your install progress screen on the Central Touchscreen is stuck at 99% for over 45 minutes. If you encounter this, or any lagging, error messages, or other unusual behavior with your Central Touchscreen, reset the infotainment system by pressing and holding the two inner steering wheel buttons until the Central Touchscreen turns black. Note: Rebooting the infotainment system will not sign out of any apps or delete any saved information.
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- Do not enter the vehicle and/or tap the brake pedal for 45 minutes after your installation has started. Interrupting a software installation could cause your vehicle to lose proper functionality. Contact a Fisker Rådgiver at support@fiskerinc.com or +1-844-FISKER1 if you have any questions or concerns.