



FOR IMMEDIATE RELEASE

FISKER PROVIDES UPDATE ON IMPROVED SERVICE CAPABILITIES AND STAFFING IN US AND CANADA

- Fisker is ramping up its service teams, with nearly 100 technicians now serving customers in 20 US states and two Canadian provinces.
- Fisker continues to expand its service leadership team.
- Fisker plans to provide customers with access to well over 100 collision repair shops in the US and Canada.
- Fisker is rolling out OTA software updates to all Fisker Ocean SUVs.



LOS ANGELES (Dec. 19, 2023) – [Fisker Inc.](#) (NYSE: FSR) (“Fisker”), driven by a mission to create the world’s most emotional and sustainable electric vehicles, today provided an extensive update on the company’s rapidly expanding service capabilities in the US and Canada.

“Customer service is our top priority,” Chairman and CEO Henrik Fisker said. “We realize, based on customer feedback, that we need to make improvements, so we are ramping up our service operations globally, enhancing our service process and growing our service team.”

Regional management and a growing service team

Fisker has added regional management oversight of service, and now has a growing team of service staffers who call customers in response to service-related issues and book service appointments. The company currently has over 30 Fisker Customers Relations associates and has supplemented this with call centers to support both inbound as well as outbound calls. In addition to service feedback already being received through multiple channels, Fisker is also sending surveys to its customers to better understand and improve the service experience.

The company has also recently hired a Director, Technical Services, who will start in January, and who will provide additional leadership and support for handling technical cases.

Adding technicians and expanding collision repair network

Nationwide, Fisker has engaged in significantly increased recruiting for technicians and plans to hire many more technicians in the coming months. Fisker has also undertaken a service surge to send mobile technicians to customers, at those customers’ convenience. We are also reaching out to customers to understand any hardware needs and ensure we are supporting both in-warranty and outside-warranty requests.

In the US and Canada Fisker currently has nearly 100 service technicians, more than 30 of whom are mobile technicians, assisting customers in 20 states and two Canadian provinces.

To accommodate customers who require collision repair, Fisker now has 35 shops in its repair network, in 10 states and three Canadian provinces. Five new shops are being added this week, and Fisker plans to increase the US total by 80 shops across the country.

To add to its overall capabilities, Fisker has brought onboard a service partner that will assist with PDI and related services at Fisker facilities. In combination with the in-field technicians, this will expand Fisker's ability to provide service to customer vehicles with faster response times.

Improved internal systems and software updates

Fisker has also improved its service process by streamlining internal systems and establishing more stringent metrics for responding to customers in a timely manner. Calling staff is in the process of reaching out to every US customer who owns an Ocean to assess their needs.

Fisker released Version 1.10 of its Fisker Ocean vehicle software in November, rolling out the over-the-air (OTA) update in waves; 80% of Fisker vehicles have this update and customers have reported an enhanced and improved experience. [Version 1.11 of the Ocean software is now also being released](#), with 300 customers per day receiving updates and with all customer vehicles expected to be updated by the end of January 2024. Fisker has also reached out to customers who have older versions of the software to upgrade them to the latest release and to make a strong start to the new year, complete with Version 1.11 and its exciting features.

About Fisker Inc.

California-based Fisker Inc. is revolutionizing the automotive industry by designing and developing individual mobility in alignment with nature. Passionately driven by a vision of a clean future for all, the company is on a mission to create the world's most sustainable and emotional electric vehicles. To learn more, visit [Fiskerinc.com](https://www.fiskerinc.com) and enjoy exclusive content across Fisker's social media channels:

[Facebook](#), [Instagram](#), [Twitter](#), [YouTube](#), and [LinkedIn](#).

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Forward-Looking Statements

This press release includes forward-looking statements, which are subject to the "safe harbor" provisions of the US Private Securities Litigation Reform Act of 1995. These statements may be identified by words such as "feel," "believes," "expects," "estimates," "projects," "intends," "should," "is to be," or the negative of such terms, or other comparable terminology and include, among other things, the quotation of our CEO, the statements regarding the planned launch timing, pricing, delivery, production, and estimated range of the Fisker Ocean, the planned timing of the opening of Fisker facilities, the Company's future performance, expansion of operations, software updates, and other future events that involve risks and uncertainties. Such forward-looking statements are not guarantees of future performance and are subject to risks and uncertainties, which could cause actual results to differ materially from the forward-looking statements contained herein due to many factors, including, but not limited to: Fisker's limited operating history; Fisker's ability to enter into additional manufacturing and other contracts with Magna or tier-one suppliers in order to execute on its business plan; the risk that OEM and supply partners do not meet agreed-upon timelines or experience capacity constraints; Fisker may experience significant delays in the design, manufacture, regulatory approval, launch and financing of its vehicles; Fisker's ability to execute its business model, including market acceptance of its planned products and services; Fisker's inability to retain key personnel and to hire additional personnel; competition in the electric vehicle market; Fisker's inability to develop a sales distribution network; and the ability to protect its intellectual property rights; and those factors discussed in Fisker's Annual Report on Form 10-K, under the heading "Risk Factors", filed with the Securities and Exchange Commission (the "SEC"), as supplemented by Quarterly Reports on Form 10-Q, and other reports and documents Fisker files from time to time with the SEC. Any forward-looking statements speak only as of the date on which they are made, and Fisker undertakes no obligation to update any forward-looking statement to reflect events or circumstances after the date of this press release.