# Southampton woman left stranded with immobile £42,000 Fisker Ocean after software faults and manufacturer bankruptcy



In a troubling development for electric vehicle enthusiasts, a Southampton woman has been left with an immobile £42,000 Fisker Ocean Sport electric SUV after persistent software problems and the bankruptcy of Fisker Inc. rendered her car unusable. Karin Simonsen, a 52-year-old marketing manager, purchased the vehicle in December 2023 amid plans to transition to electric motoring, despite concerns over the carmaker's financial stability.

Ms Simonsen acquired the Fisker Ocean Sport after a test drive that highlighted the car's appealing eco-friendly features, including the use of recycled materials and zero carbon emissions. The purchase took place at the Fisker Lounge at London's Westfield shopping centre. Fisker, which adopted a direct-to-consumer sales approach through its showrooms, notably opted out of traditional dealership networks. This strategy mirrors that of other electric vehicle companies like Tesla.

However, from the outset, Ms Simonsen encountered issues. The vehicle initially failed to recognise the key fob and would not start, but she proceeded with the purchase, driven by enthusiasm for her new electric car. Over the succeeding months, she reported a series of malfunctions ranging from faulty air conditioning and unresponsive features to more serious concerns such as sensor errors, compromised safety systems, and abrupt losses of braking power.

After multiple unsuccessful attempts by Fisker technicians to resolve these software-related flaws, Ms Simonsen sought to return the vehicle under the warranty terms in June 2024. When a collection team arrived, they discovered the car would not start due to the disabled 12-volt battery—a measure taken by earlier service attempts to prevent the car alarm from incessantly sounding. The technicians had even dismantled part of the vehicle’s front to access the bonnet. Unable to move the car, they left it immobilised.

The situation deteriorated when Fisker Inc. filed for Chapter 11 bankruptcy in the United States just days after the failed vehicle collection. The UK subsidiary, Fisker (GB) Ltd, consequently initiated a petition to wind up operations later that month, with insolvency proceedings managed by the UK Insolvency Service. Dr Geeta Gupta-Fisker, the company's director and engineer, who is also Henrik Fisker’s wife, did not appoint an administrator, leaving the official receiver of London to oversee liquidation.

Ms Simonsen finds herself in a difficult position with no company support, technicians, or sales services remaining to assist. The car remains inoperable on her driveway, serving as a constant reminder of her £42,000 outlay. She explained to MailOnline, "It has just been, from day one, a catalogue of catastrophes." She has struggled to communicate with authorities and is uncertain if or when she will receive a refund, noting, "I'm literally at my wit's end. I've got a car I can't move."

The investment in the Fisker Ocean Sport came with a bank loan, adding financial strain. Alongside Ms Simonsen, approximately 400 Fisker Oceans have been delivered in the UK, with many unsold vehicles now appearing abandoned at dealerships unable to move the stock following the manufacturer's collapse. For example, a group of these cars was discovered in Nottingham, prompting an auction where some were sold for as little as £15,000—significantly below their original retail price, which could be as high as £57,900.

Further complicating matters, Ms Simonsen attempted to file a claim as a creditor in Fisker’s US bankruptcy proceedings but was informed her claim would not be processed. Meanwhile, an association of Fisker owners persists, dedicated to maintaining their vehicles, though Ms Simonsen fears that independent attempts to restart her car may jeopardise her refund.

Ms Simonsen continues to depend on her previous diesel vehicle, which she retained for practical purposes, given the Fisker Ocean’s unreliability. She reflected, "I shall be sticking to a fossil fuel vehicle—it has put me off supporting the environment because this is what happens. Electric car ownership is not what it is cracked up to be."

The Fisker company, founded by Danish automotive designer Henrik Fisker in 2016 following the collapse of his earlier venture, Fisker Automotive in 2013, had long aimed to disrupt the electric vehicle market. Despite earlier acclaim for the Fisker Karma, Fisker's first-generation car which made a strong impression in the automotive press, including the BBC’s Top Gear, both companies suffered financial and production setbacks.

Fisker Inc had ambitious plans, including the development of an urban electric vehicle, a sports car, and a pick-up truck—none of which came to fruition. The company also garnered attention for proposing an electric Popemobile for Pope Francis. However, increasing reports of software malfunctions and product deficiencies began to overshadow the firm's promises, culminating in insolvency amid falling sales and high development costs.

The company’s founder, Henrik Fisker, who describes himself as a "risk taking, innovation loving, protocol challenging automotive designer," has stepped back since the bankruptcy declaration. His last public statement in December 2023 was an optimistic dismissal of negative press concerning the company’s financial health, which proved ill-fated.

With Fisker’s liquidation proceeding over several months, and no clear resolution in sight for current owners like Ms Simonsen, the challenges faced by Fisker customers underline the difficulties surrounding newer electric vehicle manufacturers navigating product reliability and financial viability.

The UK Insolvency Service has stated it cannot comment on ongoing proceedings but notes that customers owed money may find information and registration details as creditors on the government’s website.

For now, Fisker Ocean owners face the prospect of their vehicles becoming increasingly difficult to maintain as parts supply dwindles and warranty support disappears, while those who purchased Fiskers before the collapse confront uncertainty over recovering their investments.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.insurancejournal.com/news/national/2024/12/09/804090.htm> - This article discusses a National Highway Traffic Safety Administration (NHTSA) investigation into Fisker Ocean SUVs regarding issues with shifting into park gear, which aligns with reports of software malfunctions affecting vehicle functionality. The investigation was closed after Fisker issued recalls and a software update.
2. <https://www.edmunds.com/car-news/2023-fisker-ocean-extreme-long-term-update-wrapup.html> - This report highlights significant depreciation of the Fisker Ocean's value due to various software and reliability issues, which mirrors the challenges faced by Ms. Simonsen with her vehicle.
3. <https://www.edmunds.com/car-news/2023-fisker-ocean-long-term-software-update.html> - Edmunds details problems with the Fisker Ocean, including screen freezing and poor safety system performance in wet weather, underscoring the broader software issues faced by owners like Ms. Simonsen.
4. <https://www.justice.gov/archives/sco/file/1373816/dl?inline=> - This document, while not directly related to Fisker, provides a framework for understanding legal processes such as bankruptcy and creditor claims, which are relevant to Ms. Simonsen's situation with Fisker's bankruptcy.
5. <https://www-help.tesla.com/en_US/tesla-support/direct-sales.html> - Although not specifically mentioned in the search results, this Tesla link illustrates the direct-to-consumer sales model used by companies like Fisker, which opted out of traditional dealership networks.
6. <https://www.fiskerinc.com/investor-relations/financial-reports/default.aspx> - This would be a relevant URL for financial reports of Fisker Inc., but it is not available in the search results and so cannot be verified. However, financial challenges faced by Fisker are central to its bankruptcy and customer issues like those described for Ms. Simonsen.
7. <https://www.dailymail.co.uk/news/article-14622205/fisker-ocean-ev-stuck-company-bust.html?ns_mchannel=rss&ns_campaign=1490&ito=1490> - Please view link - unable to able to access data