



Storyteller Overland, LLC  
Customer Service Department  
428 Industrial Lane  
Birmingham, AL 35211

November 1, 2022

**TO: Storyteller Overland, LLC Dealers**  
**SUBJECT: NHTSA Recall: 22V-770**

Storyteller Overland, LLC (“STO”) has decided that a defect which relates to motor vehicle safety exists in certain 2022-2023 Storyteller Overland MODE LT’s, and STO has issued a voluntary recall in accordance with the National Traffic and Motor Vehicle Safety Act, as amended. These MODE LTs were manufactured between 4-12-22 and 10-10-22. STO has notified MODE LT owners of this recall, and MODE LT owners are already reaching out to STO Dealers to schedule repairs. DO NOT DELIVER TO A CUSTOMER ANY MODE LTs SUBJECT TO THIS RECALL UNTIL CORRECTIVE ACTION HAS BEEN TAKEN.

**What is the reason for this recall?** The Storyteller Overland MODE LT contains wiring that connects the secondary alternator system to its auxiliary power system. This wiring includes: two 2/0 AWG wires and three wires for alternator control. Due to the potential improper routing of these wires, there is a risk of contact with the driver’s side CV axle shaft.

**What is the risk?** Contact between the wires and CV axle shaft could cause physical damage to the insulation of the wires, potentially creating unprotected/frayed conductors. An unprotected/frayed conductor could cause an electrical short, creating the risk of fire, personal injury, or property damage. STO is not aware of any injuries or property damage associated with this issue.

**What is the fix?** Please see the instructions attached to this letter for repair instructions and required parts. Please coordinate with STO’s Customer Service Department to ensure required parts have been shipped to you in time for each MODE LT owner’s appointment. When the service has been completed, please submit a completed recall checklist in the form attached to this email to STO’s Customer Service Department at [warranty@storytelleroverland.com](mailto:warranty@storytelleroverland.com).

Dealers are to service all vehicles subject to this campaign at no charge to owners regardless of mileage, age of vehicle, or ownership from this time forward. STO will reimburse your service department for the labor time set forth in the repair instructions.

Thank you for your prompt attention to this important matter.

-Storyteller Overland Team

Enclosures



# NHTSA Recall # 22V-770

## Inspection & Repair Instructions

Rev10282022

### Overview:

This document provides instructions for inspecting and repairing the wiring for the secondary alternator in accordance with NHTSA recall number 22V-770. Please contact Storyteller should you have any questions or need any assistance with these instructions.

### Applicable Vehicles:

2022-2023 Storyteller Mode LT vans produced between 4/12/2022 and 10/10/2022

### Safety Alert:

This procedure requires work underneath the van and around potentially extremely hot exhaust components. Only perform this procedure with the ignition off and when the van has had adequate time to cool down the exhaust components. The use of an approved lift for the van is highly recommended for gaining access to underneath the van.

### Tools and Supplies Needed:

- Flashlight
- Flush Cutters
- 8mm Socket
- Ratchet Handle
- 7mm Socket
- Spring Clamp Pliers
- Trim Removal Tool
- 13mm Socket
- 10mm Socket
- 3" Socket Extension
- 18 ft-lb Torque Wrench
- 10.5 ft-lb Torque Wrench
- Paint pen for torque striping
- As needed - Automotive black paint

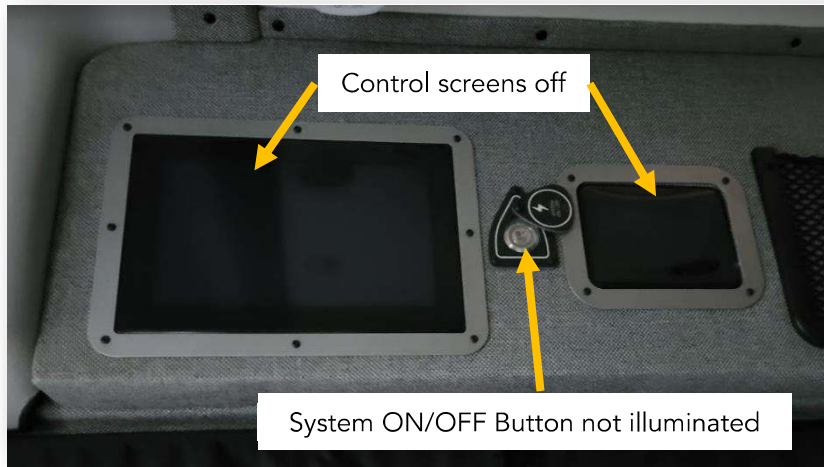
### Items provided by Storyteller Overland

- Heat Shield Sleeving, 126" Length Total
- Dual Swivel Saddle Spacer - Qty 3
- Heavy Duty 12" Cable Ties - Qty 30

Flat Rate Time: 2 Hours for Inspection and Repair without Damaged Wiring  
2.5 Hours for Inspection and Repair with Damaged Wiring

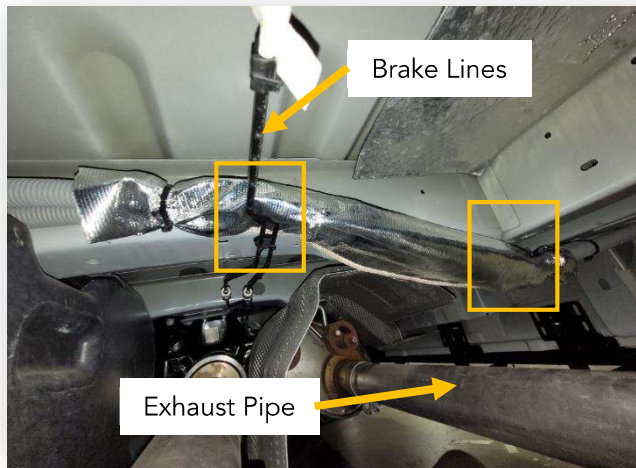
## Inspection Procedure:

1. Ensure the van ignition and the Volta system are turned off. To ensure the Volta system is off, check that the "System On/Off" button is not illuminated and the control screens are off on the wall just above the passenger's side sliding door. Press the "System On/Off" button once to turn off if needed. See figure 1.



**Figure 1**  
Ensure the Volta system is turned off

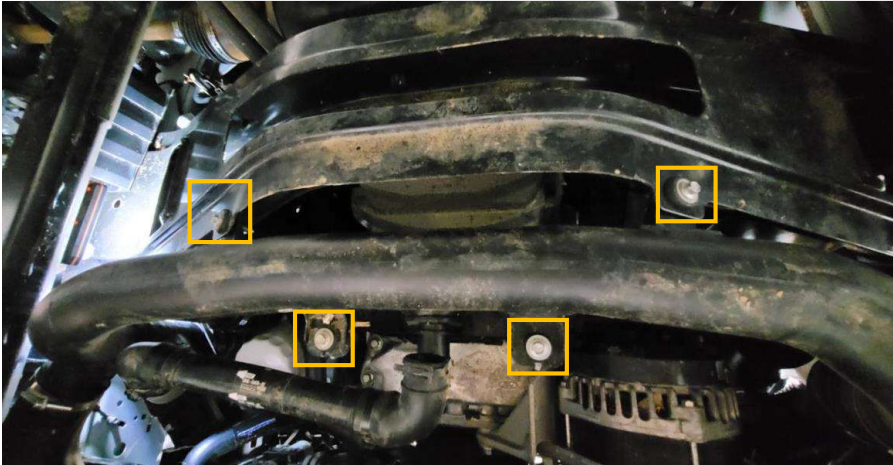
2. Access underneath the rear of the van from the passenger side just in front of the rear wheel.  
**NOTE: It is highly encouraged to use a lift for easy access underneath the van.**
3. Locate the 2/0 awg cables wrapped in heat sleeving that are routed across the van floor from the passenger's side to the driver's side above the exhaust pipes, brake lines, driveshaft, etc. Verify the cables are **not** supported above the brake lines and exhaust pipes in the two locations as shown in figure 1 below. If they are **not** supported (such as the cables in figure 2), repair per the procedures in steps 14-16, then proceed to step 4 to continue inspection. If they are supported, continue to step 4.



**Figure 2**  
Cables hanging unsupported on the brake lines and above exhaust pipes

4. The next inspection steps require disassembly of the secondary alternator wiring from the alternator back to the front of the fuel tank.

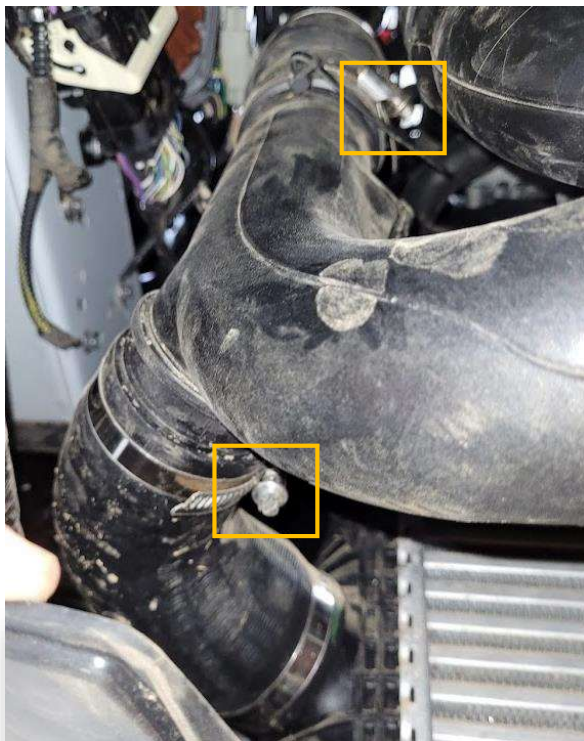
5. Use an 8mm socket and ratchet handle to remove the (4) bolts holding the intercooler and charge air pipes to the subframe as shown in figure 3. Set bolts aside for reassembly later.



**Figure 3**

Remove (4)  
Bolts

6. Use a 7mm socket and ratchet handle to loosen the hose clamps on the large tube just before the intercooler: (2) clamps on the driver's side and (1) clamp on the passenger's side. See figures 4a and 4b.



**Figure 4a**

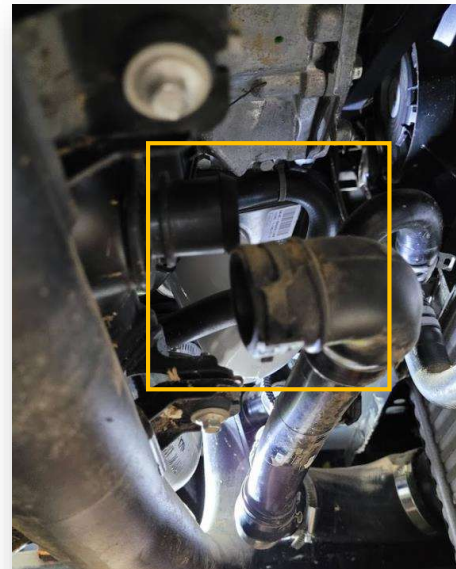
Driver's Side – Loosen (2) hose clamps



**Figure 4b**

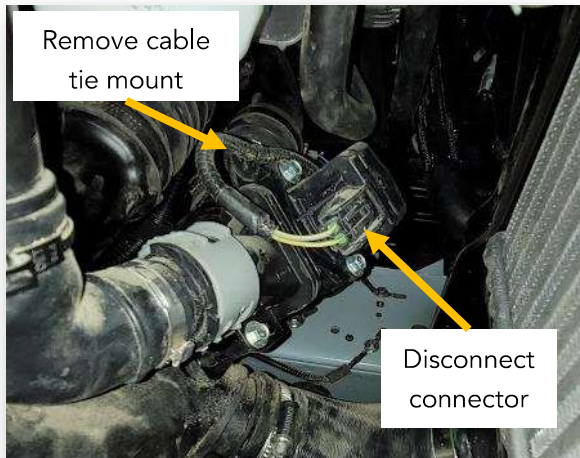
Passenger's Side – Loosen (1) hose clamp

7. Use spring clamp pliers to loosen the spring clamp on the recirc hose and disconnect the hose from the front side of the charge air pipe tube. See figure 5.
8. Disconnect harness connector on the driver's side of the recirc hose and use a trim removal tool to pull out the cable tie mount securing the harness. See figure 6. Then, remove the intercooler pipe and set aside



**Figure 5**

Loosen spring clamp and disconnect hose



**Figure 6**

Disconnect connector and remove cable tie mount

9. Use a 7mm socket and ratchet handle to loosen the hose clamps on the charge air pipe: (1) clamp on driver's side and (1) clamp on passenger's side. See figures 7a and 7b. Then, remove the charge air pipe and set aside



**Figure 7a**

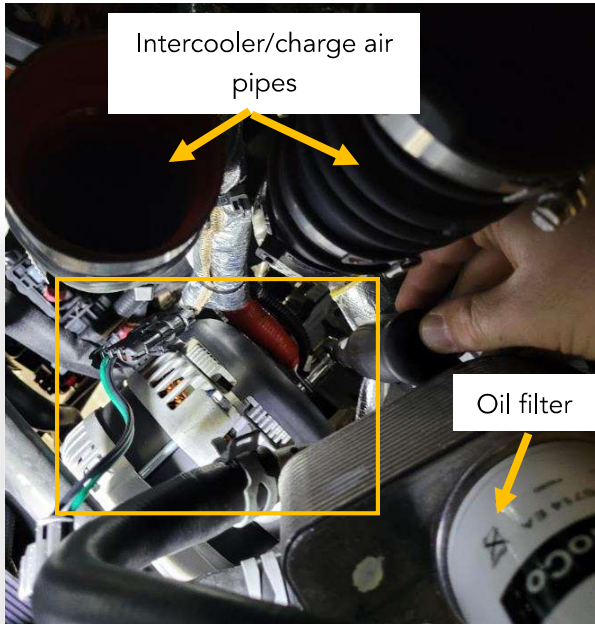
Loosen hose clamp on driver's side



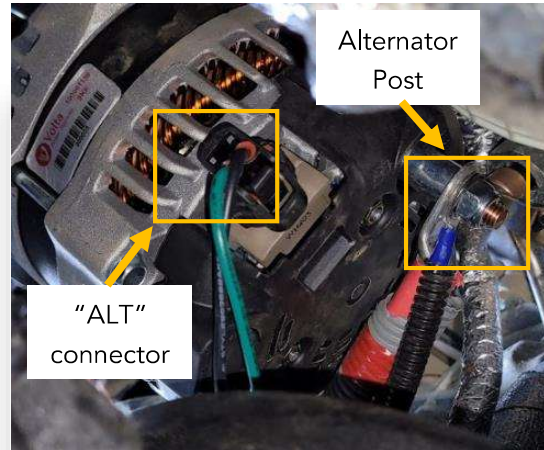
**Figure 7b**

Loosen hose clamp on passenger's side

10. Cut any cable ties that secure the secondary alternator wiring (consisting of positive 2/0 awg cable, ground 2/0 awg cable, 58V ALT harness branch, ALT harness branch, and autostart harness branch) in place along the way from the front of the fuel tank to the end of the wiring.
11. Disconnect the "ALT" harness branch connector from the port at the top of the secondary alternator. Use a 13mm socket and small ratchet handle to remove the positive 2/0 awg cable and "58V ALT" harness branch from the alternator post. Set nut aside. The post is easily accessed from underneath the van and reaching up in between the intercooler/charge air pipes and the oil filter. See figures 8a and 8b

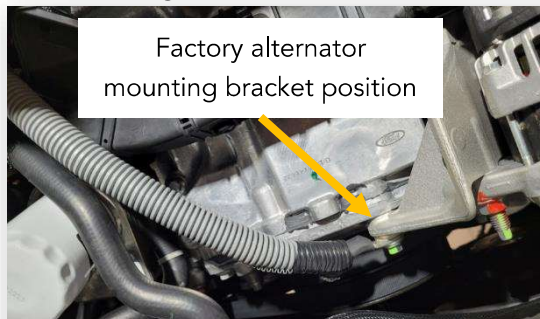


**Figure 8a: View from bottom**  
Locate secondary alternator and disconnect wiring



**Figure 8b: View from top**  
Locate secondary alternator and disconnect wiring

12. Disconnect the ground 2/0 awg cable from the factory alternator's mounting bracket located toward the passenger's side using a 10mm socket and ratchet handle. Once cable is removed, reinstall bolt and **torque to 18 ft-lbs**. Note: If the cable is not found on the factory alternator, it may instead be fastened to the driver's side chassis subframe. If that is the case, remove the cable from the subframe and touch up the scuffed-up area with automotive black paint as needed. See figure 9



OR



**Figure 9**  
Disconnect ground cable

Grounded to subframe

13. With all of the secondary alternator wires loose, pull the wiring out from under the chassis all the way back to the front of the fuel tank so the wiring can be inspected as shown in figure 10. Remove any existing heat sleeving from this section of the wiring. Fully inspect the condition of all wire loom, cable lugs, ring terminals, and harness connectors looking for signs of thermal and/or mechanical damage of any kind.

**NOTE: If any damage is found, document and provide Storyteller Overland with pictures of all damage and contact Storyteller Overland for further instruction to repair the damaged wires/components. If no thermal or mechanical damage is found, proceed to step 17 for the remaining repair procedure.**

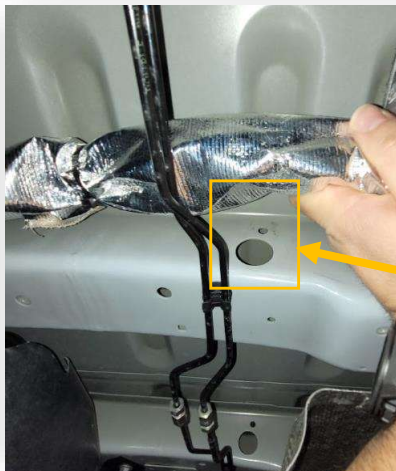


**Figure 10**

Remove wiring from chassis all the way back to front of fuel tank.  
Inspect for damage

### Repair Procedure:

14. Using one of the supplied heavy-duty cable ties, secure the heat sleeved cables above the brake lines by routing the cable tie through the small hole and out the large hole in the frame crossmember just above the brake lines. Fasten the cable tie around the cables, pull tight, and clip the excess cable tie end off with flush cutters. See figure 11.

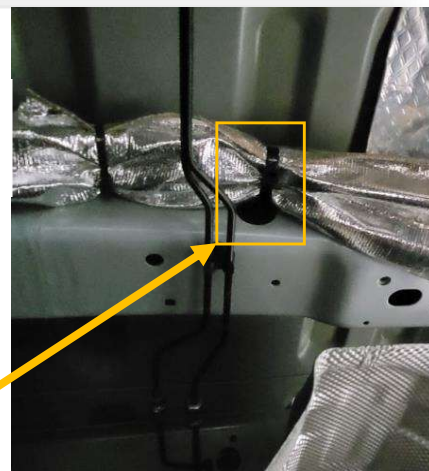


**Figure 11**

Secure cables above brake lines with a heavy-duty cable tie.

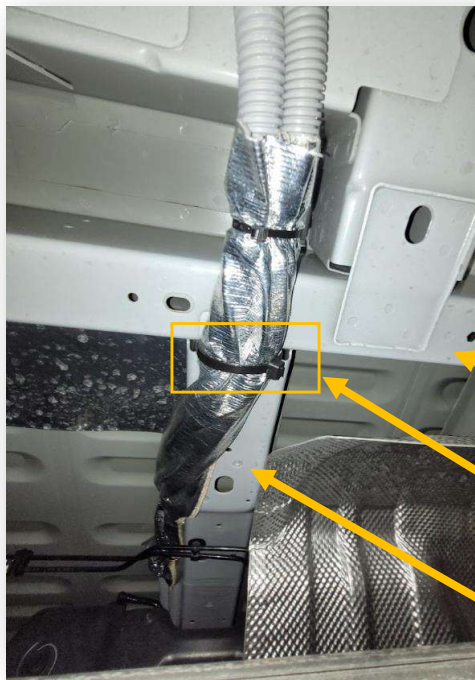
Use these holes in the crossmember

Should look like this after step 14





15. Route another heavy-duty cable tie through the opening where the frame crossmember meets the frame rail on the passenger's side of the brake lines from the previous step. Fasten the cable tie around the cables, pull tight, and clip the excess cable tie end off with flush cutters. See figure 12.



**Figure 12**

Fasten cable tie through the opening where the frame crossmember meets the frame rail, then around the cables

Frame Rail

Install and fasten cable tie

Frame Crossmember

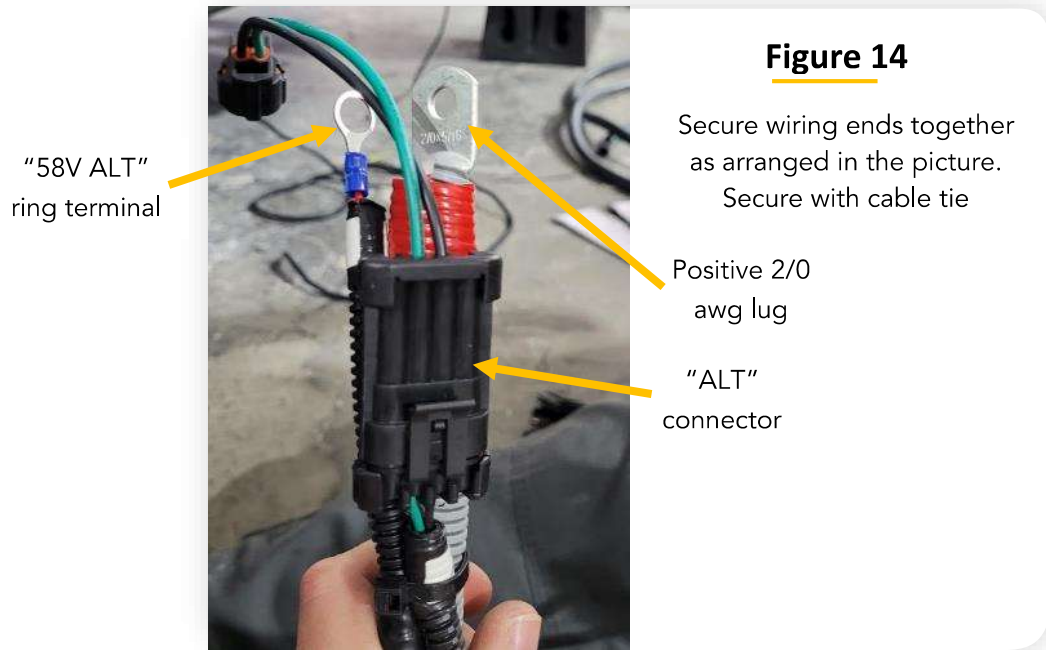
16. The cables should now be secured above the brake lines and exhaust components as shown in figure 13.



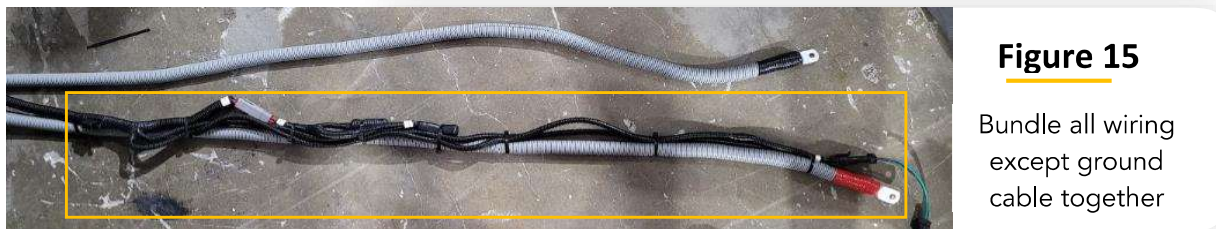
**Figure 13**

Harness now secured above brake lines and exhaust components

17. Hold the ends of the "58V ALT" harness and the positive 2/0 awg together so the ring terminal/lug can be overlapped. Then hold the "ALT" harness branch connector about 1" back from the cable lug. Secure wiring with a cable tie. See figure 14.



18. Use about (7) more cable ties to bundle the positive 2/0 awg cable with the other harness branches back to where the autostart harness branches out. NOTE: Leave the ground 2/0 awg cable separate. See figure 15.



19. Cut a 66" long section of heat sleeving and slide onto the wiring (including the ground cable) until about 2 feet of wiring extends out the end of the heat sleeving. See figure 16.



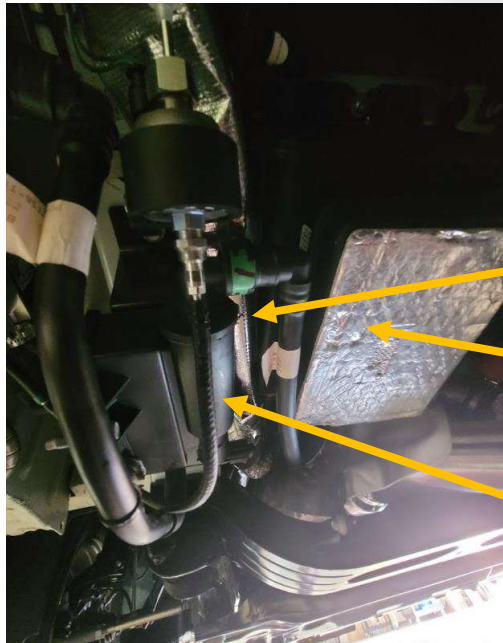
20. Cut and install an 18" section of heat sleeving over the ground cable and the positive cable bundle so the sleeving stops just before the cable lugs. Secure the sleeving to the cables with cable ties. Then slide the end of the 66" section of heat sleeving just past the end of the two 18" sections and secure both ends of the 66" section with a cable tie. See figure 17.



**Figure 17**

Slide 18" sections of heat sleeving over ends of wiring and secure with cable ties. Then overlap the end of the 66" heat sleeve section on top and secure with cable tie

21. Begin routing the wiring bundle from the front of the fuel tank forward along the bottom of the frame rail. The wiring should pass over the evap lines and between the evap canister and the evap pump. See figure 18



**Figure 18**

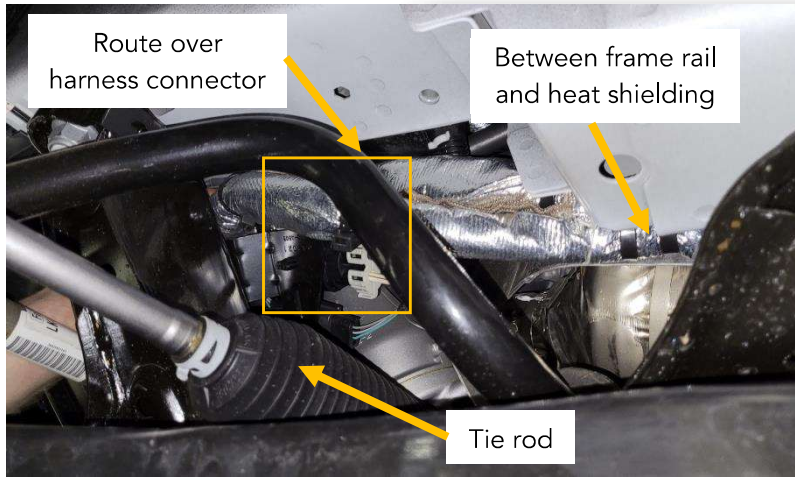
Route wiring along bottom of frame rail between the evap pump and evap canister

Wiring bundle

Evap canister

Evap Pump

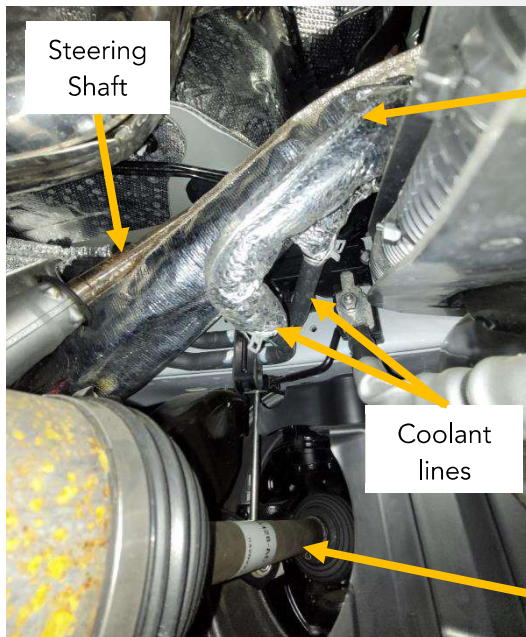
22. Continue routing the wiring forward between the frame rail and exhaust heat shielding toward the front CV axle shaft. Make sure the bundle goes above the factory harness connector mounted just above the tie rod. See figure 19



**Figure 19**

Route wiring between frame rail and heat shielding, then above harness connector that is above the tie rod

23. When at the front CV axle shaft, run the wire bundle under the steering shaft then over the two factory coolant lines. Route the wiring between the frame rail and driver's side engine mount on top of the frame crossmember. See figure 20



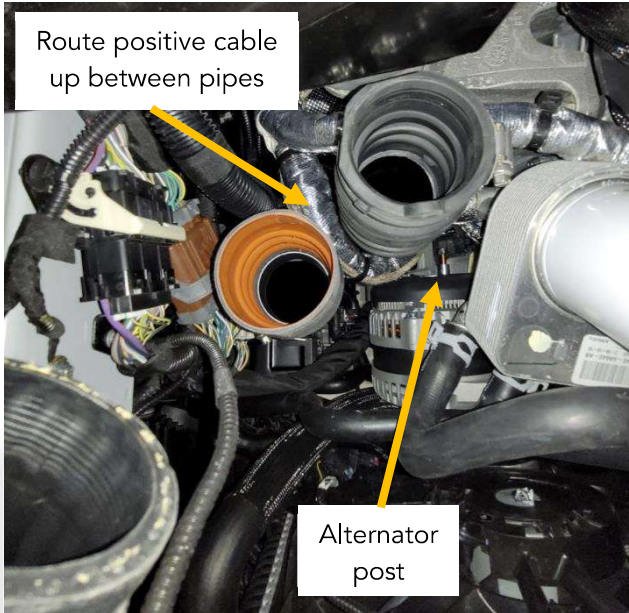
Route over frame crossmember

**Figure 20**

Ensure wiring runs along the frame rail, between the steering shaft and CV axle shaft then over the frame crossmember between the engine mount and frame rail.

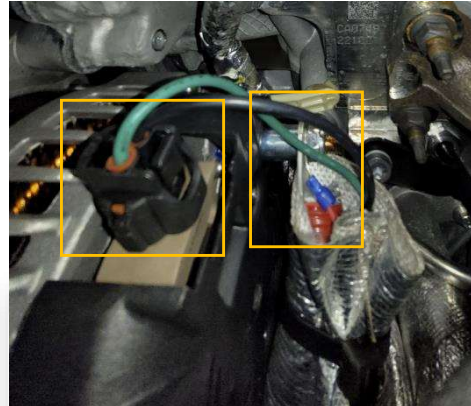
CV Axle Shaft

24. The loose ends of the wiring bundle should now be coming down near the driver's side intercooler and charge air piping. Route the positive cable bundle up between the pipes and toward the secondary alternator as shown in figure 21a. Slide the positive cable lug onto the alternator post first, then the "58V ALT" ring terminal second. Hand start the nut onto the post then **torque to 10.5 ft-lbs** with a 13mm socket and torque wrench. Use a paint pen to torque stripe the nut. Reconnect the "ALT" harness connector to the top of the alternator. See figure 21b.



**Figure 21a**

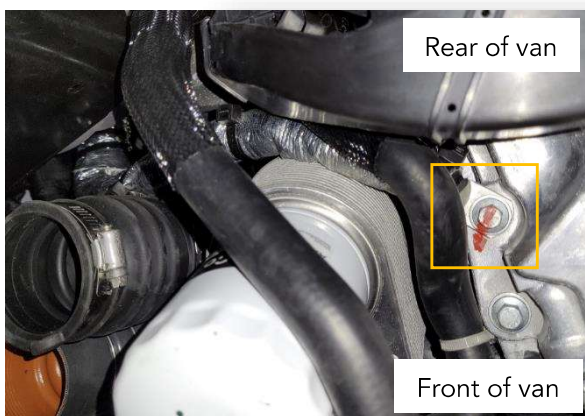
Route positive cable bundle up between the charge air and intercooler pipes toward the alternator post



**Figure 21b**

Torque positive cable and "58V ALT" wire to alternator. Connect "ALT" harness connector

25. Next, route the ground cable over toward the engine. Using a 10mm socket, 3" socket extension and a ratchet handle, remove the rearmost oil pan bolt of the two bolts at the front driver's side corner of the engine next to the oil filter. Fasten the ground cable lug to this location and **torque the bolt to 18 ft-lbs**. Use a paint pen to torque stripe the bolt. See figure 22



**Figure 22**

Fasten ground cable to oil pan bolt next to oil filter. Torque bolt to 18 ft-lbs and torque stripe

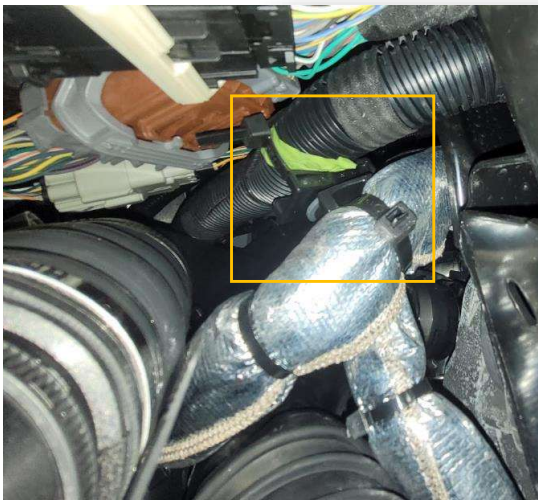
26. Using a dual swivel saddle spacer and (2) cable ties, secure the wiring to the intercooler pipe. See figure 23



**Figure 23**

Secure wiring to intercooler pipe with dual swivel saddle spacer and cable ties

27. Using a dual swivel saddle spacer and (2) cable ties, secure the wiring to the factory harness along the frame rail just in front of the driver's side motor mount where the cables turn upward toward the alternator. See figure 24.



**Figure 24**

Secure wiring to factory harness along frame rail with dual swivel saddle spacer and cable ties

28. Use the third dual swivel saddle spacer and (2) cable ties to secure the wiring to the two coolant lines above the driver's side CV axle shaft. Ensure the wiring is pulled away from both the steering shaft and the CV axle shaft. See figure 25



**Figure 25**

Secure wiring to the two coolant pipes above the CV axle shaft with dual swivel saddle spacer and cable ties

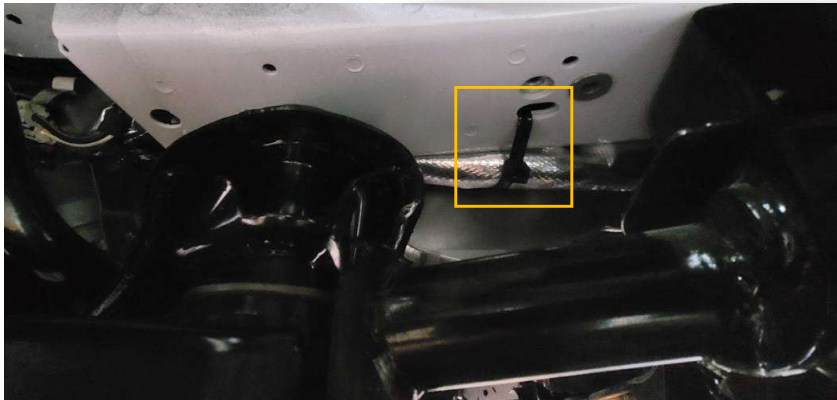
29. Use a cable tie to secure the wiring to the factory harness above the tie rod as shown in figure 26.

30. Use a cable tie to secure the wiring between the frame rail and exhaust heat shield. As shown in figure 27, route the cable tie through the hole in the bottom of the frame rail then out the inboard side of the frame rail and around the wiring.



**Figure 26**

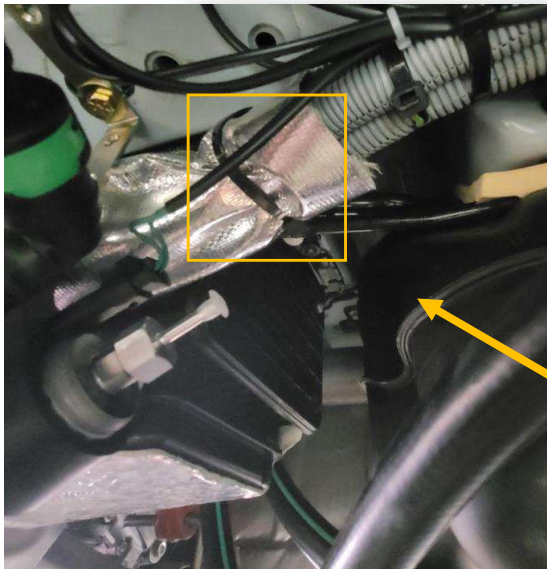
Secure wiring to the factory harness above the tie rod with a cable tie



**Figure 27**

Secure wiring to the frame rail with a cable tie

31. Use a cable tie to secure the wiring to the factory harness that is mounted to the frame rail just in front of the fuel tank. See figure 28



**Figure 28**

Secure wiring with a cable tie to the factory harness that is mounted to the frame rail just in front of the fuel tank

Fuel Tank

32. The wiring routing is now complete. Ensure the wiring is not touching and is not capable of touching any moving chassis components including but not limited to the front CV axle shaft, steering shaft, tie rod. Ensure all cable tie ends are clipped with flush cutters.
33. Reassemble the chassis components by following steps 5 - 9 in reverse order.
34. Once reassembled, test the functionality of the system by pressing the "System On/Off" button and waiting for the system to fully turn on, then turn on van ignition, then rev the engine to 1500 RPM. If the system is working properly, the Volta screen will display the icon shown in figure 29 and the power flow meter will show a positive power flow reading indicating the system is charging from the alternator. If the icon does not appear or the power flow reading is negative, begin troubleshooting.



**Figure 29**

If system is working correctly, the green alternator icon shown in the picture will appear on the Volta screen and the power flow reading will be positive





# Recall # 22V-770 Checklist

Rev10282022

**Instructions:** Complete this checklist during the procedure outlined in the document "10282022 Recall # 22V-770 Inspection and Repair Instructions." Once the recall repair is complete, supply completed form to Storyteller Overland via email at [warranty@storytelleroverland.com](mailto:warranty@storytelleroverland.com)

Service Center Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name/Employee # of person(s) performing recall service: \_\_\_\_\_

Van Owner's Name: \_\_\_\_\_ Van's VIN: \_\_\_\_\_

**Step 3:** Were 2/0 awg cables supported above the brake lines? **Yes**\_\_\_\_ **No**\_\_\_\_

**Step 12:** If applicable, retorque factory alternator mounting bracket bolt to 18 ft-lbs and initial: \_\_\_\_\_

**Step 13:** Was any damage to the wires found? **Yes**\_\_\_\_ **No** \_\_\_\_ If yes, list what damage was found  
on the lines below along with taking pictures of all damage to send to Storyteller Overland:

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**Steps 14-16:** If cables were not initially supported, fix per the procedure and initial here: \_\_\_\_\_

**Steps 17-20:** Cables covered with (1) 66" section and (2) 18" sections of heat sleeving per the procedure and secured with cable ties. Initial here: \_\_\_\_\_

**Step 24:** Positive cable and "58V ALT" wire fastened to alternator and torqued to 10.5ft-lbs (initial):\_\_\_\_  
"ALT" harness connector installed to port on top of alternator (initial): \_\_\_\_\_

**Step 25:** Ground cable fastened to oil pan bolt and torqued to 18 ft-lbs (initial): \_\_\_\_\_

**Step 26:** Wiring secured to intercooler pipe with saddle spacer and cable ties (initial): \_\_\_\_\_

**Step 27:** Wiring secured to factory harness with saddle spacer and cable ties (initial): \_\_\_\_\_

**Step 28:** Wiring secured to coolant lines with saddle spacer and cable ties (initial): \_\_\_\_\_

**Step 29:** Wiring secured to factory harness with cable tie (initial): \_\_\_\_\_

**Step 30:** Wiring secured to frame rail with cable tie (initial): \_\_\_\_\_

**Step 31:** Wiring secured to factory harness with cable tie (initial): \_\_\_\_\_

**Step 32:** Wiring is routed per the repair procedure and not currently touching or capable of touching any moving chassis component (initial): \_\_\_\_\_

**Step 33:** Reinstall charge air pipe and tighten clamps - 1 on each side (initial): \_\_\_\_\_

Reconnect harness connector to recirc valve and reattach cable tie mount (initial): \_\_\_\_\_

Reconnect recirc hose and secure with spring clamp (initial): \_\_\_\_\_

Tighten intercooler piping hose clamps- 2 on driver side, 1 on passenger side (initial): \_\_\_\_\_

Reinstall and tighten (4) bolts to secure intercooler and intake piping to subframe (initial): \_\_\_\_\_

**Step 34:** System passed test as outlined in procedure (initial): \_\_\_\_\_