



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

February 2025

TO: Storyteller Overland, LLC Dealers
Subject: NHTSA Recall: 24V-966

Storyteller Overland, LLC (“Storyteller”) has decided that a defect which relates to motor vehicle safety exists in certain 2024 Storyteller Overland MODE’S, and Storyteller has issued a voluntary recall in accordance with the National Traffic and Motor Vehicle Safety Act, as amended. These Storyteller MODE’S were manufactured between 10-12-23 and 1-15-2024. Storyteller has notified Storyteller MODE owners of this recall, and Storyteller MODE owners are already reaching out to Storyteller Dealers to schedule repairs. DO NOT DELIVER TO A CUSTOMER ANY STORYTELLER MODE SUBJECT TO THIS RECALL UNTIL CORRECTIVE ACTION HAS BEEN TAKEN.

What is the reason for this recall? The Storyteller Overland MODEs may contain an improperly torqued internal component of the Lithionics Battery secondary alternator.

What is the risk? If certain internal components are improperly torqued, the secondary alternator could overheat, creating the risk of a fire.

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 Storyteller MODE owner’s appointment. When the service has been completed, please fill out the attached checklist to Storyteller via email to warranty@storytelleroverland.com. Please contact Storyteller should you have any questions or need any assistance with these instructions at 888-999-7442 Opt. 4.

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. Storyteller 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



NHTSA Recall 24V-966 Secondary Alternator Recall

Rev02032025

Overview:

The following are instructions for removal of the Lithionics alternator (subject of this recall) and Oliva Torres bracket kit to retrofit the N62 Mercedes Benz factory bracket along with a new, revised alternator from Lithionics. Complete the attached checklist "Recall # 24V-966 Checklist" along with these instructions and provide a signed, completed copy to warranty@storytelleroverland.com

Applicable Vehicles:

Batch of 196 Storyteller Overland 2024 MODEs equipped with Lithionics large format alternators

Safety Alert:

All work completed under the scope of this recall must be performed by qualified individuals. The following procedure will be performed under the van where vehicle components are likely to be hot. Only perform these steps once the van has had adequate time to cool down. There is also a risk of electric shock due to the work being performed on high voltage components. Make sure the van's ignition and house power system is turned off while performing the repair work. Exercise extreme caution when attempting to perform these steps. Reach out to Storyteller Overland should you have any questions or concerns.

Tools and Supplies Needed:

- 3/8" square drive ratchet, preferably 12" or longer
- 3/8" square drive sockets: 1/2", 9/16", 13mm, 14mm, 15mm, 17mm, T45 Torx, T55 Torx, E14 Torx
- 3/8" square drive extensions: various lengths as needed
- #2 Philips screwdriver/driver bit
- Impact Driver
- Flat blade screwdriver
- Wire cutters/flush cutters
- 3/8" square drive Torque wrench capable of torques from 14Nm (10.3 ft-lbs) up to 30 Nm (22.13 ft-lbs)
- Paint Pen
- Heat gun (If necessary)
- Electrical tape (If necessary)
- Multimeter (If necessary)

Parts provided

- Mercedes Benz N62 bracket - MB part # 654-150-20-01
- Mercedes N62 bracket mounting screws (x4) - MB part # 910143-008019-64
- Lithionics N62 alternator
- Mercedes Poly V-belt # 000-993-58-00
- Mercedes Benz engine mount bolts (x2) - part # 910143-008006
- Red and black cable heat shrink
- High Temp zip ties
- Recall Notice Label for inside Electrical Cabinet

Flat Rate Time: 2 hours total for just alternator replacement

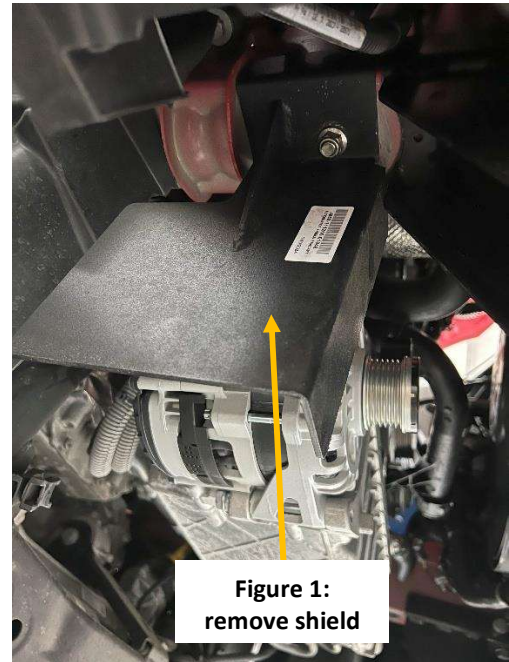
3 hours total for wire polarity change and alternator replacement.

Initial assessment:

1. Ensure unit is parked with ignition turned off and has been sitting for an adequate amount of time for the engine bay to cool down prior to performing this procedure.
2. Turn MODE Power system off and disconnect shore power cord if applicable.
3. To access the secondary alternator terminals under the passenger side of the engine bay, remove protective shield installed to the frame and set aside. See figure 1. Save shield, frame mounting stud and nut.
4. Remove alternator cable leads from alternator terminals and inspect.
 - a) If both leads are narrow, square ends that are roughly 0.5" wide (as shown in figure 2), proceed to alternator removal step 20.



- b) If both leads are different sizes, such as those shown in figure 3, proceed to Electrical Cabinet Modification step 5 before removing the alternator. Ensure the original positive cable lug is the narrow lug style (roughly 0.5" wide) shown on the right side in figure 3.



Electrical cabinet modification: only perform these steps if the alternator cable lugs were different sizes as specified in step 4b. In this case, the following steps will guide you through swapping the alternator cables around at the electrical cabinet connection as well as the alternator connection to allow the cable lugs to properly fit onto the replacement alternator.

5. Access passenger side rear cabinet panel below the bed
6. Remove top corner trim pieces (x2) and edge trim pieces (x3), save all parts and fasteners for re-assembly later
7. Locate wall retaining screws around the front, top and rear edges of the panel, loosen screws and slightly pull wall back to access the inside face of the panel. Be careful not to tug on electrical connections.
8. On the inside of the cabinet panel, unplug the cargo light connector and remove the screen breaker switch (red button switch) from bracket on the panel to allow the panel to move out of the way.
9. Shift the cabinet panel to the side, leaving the breaker panel box attached to the panel.

10. Locate zip tie securing Lithionics battery connectors as shown in figure 4; remove 1x Philips screw and set battery leads aside - do not cut zip tie.
11. Locate the Lynx distribution block and remove the cover (2x Philips screws) and set aside
12. Locate the alternator cables and disconnect from the Lynx distribution block. See figure 5
 - a) Each post has 1 nut, 1 lock washer, and 1 flat washer
 - b) Remove the red cable from its terminal first - **Be careful not to allow the fuse to spin/twist**. Then remove the black plastic cable separator that was underneath the red cable to gain access to the black cable terminal. Save all hardware.



Figure 4

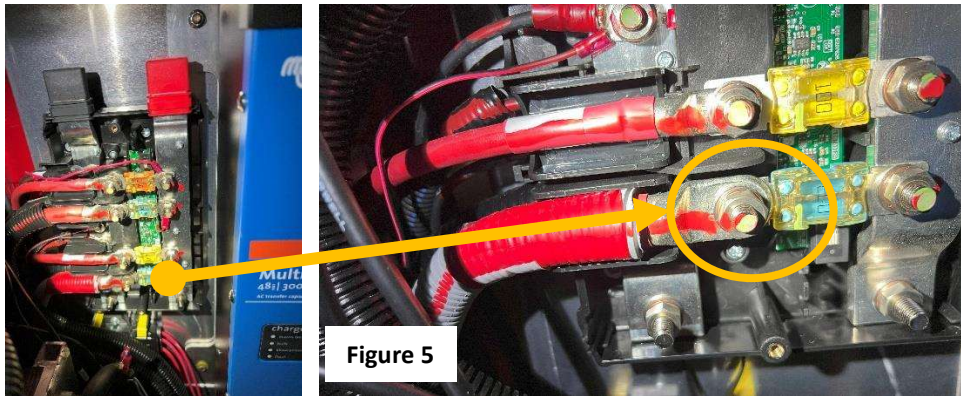


Figure 5

13. Install 1 of the provided **red** heat shrink sections to the end of the negative/black lead so the original black coloring is covered up; apply heat to shrink onto the cable. See figure 6
14. Install 1 of the provided **black** heat shrink sections to the positive/red lead so the original red coloring is covered up; apply heat to shrink onto the cable. See figure 6
15. Reinstall the leads to the Lynx distribution block per their new marked polarity (opposite of original polarity): black heat shrunk cable to negative first, then cable isolator, then red heat shrunk cable to positive. See figure 7. **When reinstalling, it is critical to ensure the washer stack is as follows: cable lug on post, then flat washer, then lock washer, then nut.** Torque the nuts to **14Nm (10.3 ft-lbs)**

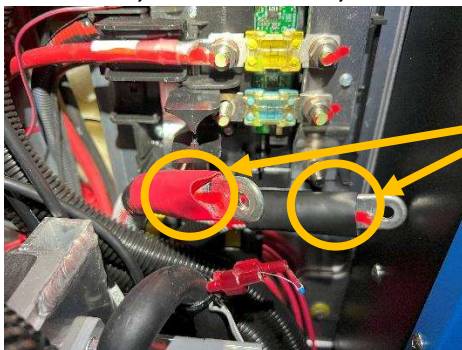


Figure 6
Put new heat shrink on leads

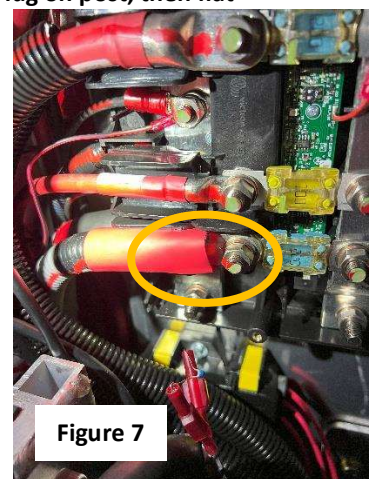


Figure 7

16. Reinstall Lynx distribution block cover
17. Install provided Recall Notice Label to the cover of the Lynx Distribution block near the alternator cable entry point.
18. Reinstall wall and trim pieces following steps 6 - 10 in reverse order
19. Proceed to step 20 for the rest of the alternator replacement steps

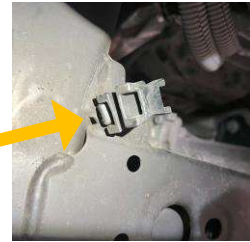
Alternator and Mounting Bracket replacement:

20. Unplug wiring harness connector on back of alternator; move aside

21. Remove zip tie(s) and the first swivel mount for alternator cables installed just behind the alternator to the chassis subframe; save swivel mount for reinstall to a new location later. See figure 8



Remove this
swivel mount



22. Remove alternator belt using a 3/8" square drive ratchet to relieve the tensioner pulley, discard belt.

23. Remove alternator mounting bolts x4 using a 15mm socket to remove the alternator. See figure 9. **Note:** there are multiple spacers between the alternator and the mount. Be sure to discard the alternator, spacers and mounting hardware.

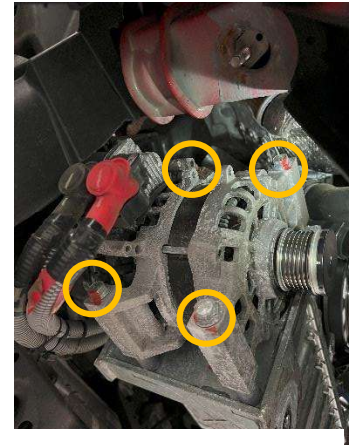


Figure 9

Remove four alternator bolts
to release alternator

24. Remove the alternator belt tensioner pulley using a 15mm socket. Discard tensioner and fastener

25. Remove both alternator idler pulleys using a 13mm socket for the one mounted to the engine and a 15mm socket for the one mounted to the alternator mounting bracket. Discard pulleys and fasteners.

26. Remove the alternator mounting bracket. See figure 10

a) Remove 4x bolts fastening the main bracket to the block/oil pan using a 13mm socket.

b) Remove 2x bolts fastening the support bracket to the engine mount using a 13mm socket.

c) Bracket should come out as one unit; if necessary, loosen the through-bolt between the upper and lower bracket using a 17mm socket and 15mm wrench

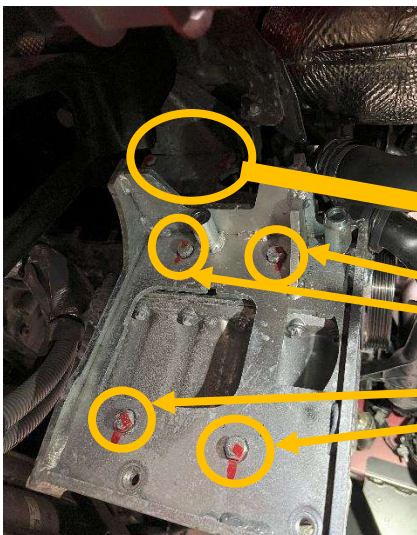


Figure 10

Remove six alternator
bracket bolts

27. Install (2) supplied Mercedes Benz engine mount bolts to the engine mount (shown in figure 11) and torque using an E14 socket to **20 Nm (14.75 ft-lbs) plus 90-degree clockwise rotation**. Torque stripe both bolt heads with a paint pen.
28. Install supplied N62 bracket with (4) provided screws to engine block/oil pan as shown in figure 12 and torque all 4 bolts to **20 Nm (14.75 ft-lbs)** using an E14 socket. Torque stripe all 4 bolt heads with a paint pen.

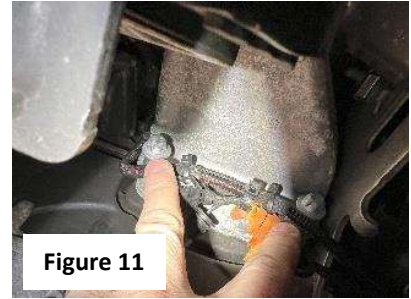
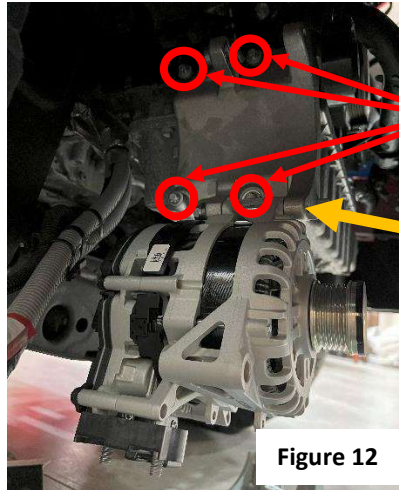


Figure 11

29. Loosely install alternator with lower bolt only; do not tighten bolt yet. See figure 12



Install N62 with E14 bolts

Install alternator with lower alternator bolt, do not tighten

Figure 12

For units that had only the narrow lugs per step 4a, proceed to step 33.

For units that had different sized lugs per step 4b, follow steps 30-41 completely.

30. Remove rubber boots and any electrical tape from alternator cable leads at the alternator end.
31. Change wire polarities. See figure 13.
 - a) Install 1 section of the provided red heat shrink to the negative/black lead and slide over the plastic sheathing.
 - b) Install red rubber boot to negative/black lead; apply electrical tape to end of the boot as well as the plastic sheathing; slide heat shrink over the end of the rubber boot; apply heat to shrink.
 - c) Install 1 section of the provided black heat shrink to positive/red lead and slide over the plastic sheathing
 - d) Install black rubber boot to positive/red lead; apply electrical tape to end of the boot as well as to plastic sheathing; slide heat shrink over the end of the rubber boot; apply heat to shrink.

Red boot and red heat shrink on original black cable

Black boot and black heat shrink on original red cable

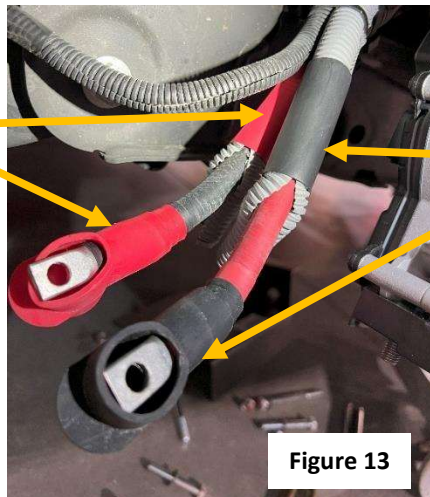


Figure 13

32. Confirm wire polarities have been swapped before proceeding.
 - a) With a multimeter set to Ohms/resistance, connect one lead to the **new** negative alternator lead and another lead to a good ground on the chassis. See figure 14.
 - b) Confirm there is continuity from the **new** ground wire
 - c) If there is no continuity, recheck the work done at the electrical cabinet to confirm the leads were relabeled and correctly swapped
 - d) **DO NOT PROCEED WITH CONNECTING THE ALTERNATOR LEADS UNTIL THE CONTINUITY TEST IS PASSED.**

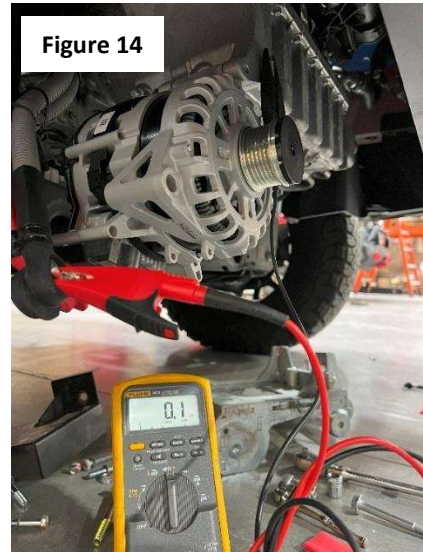


Figure 14

33. Check the alternator lugs for orientation; connect positive and negative leads accordingly to the alternator. Torque power terminal nuts to **19 Nm (14 ft-lbs)**. Make sure cable lugs do not twist when applying torque. See figure 15. Use paint pen to torque stripe nuts.
34. Rotate alternator upward and insert upper mounting bolt; torque both of the alternator mounting bolts to **32 Nm (23.6 ft-lbs)** and torque stripe.



Figure 15

35. Install alternator belt
 - a) Remove dust cover for eccentric belt tensioner; loosen bolt using a T45 socket then rotate tensioner to fully loosen. See figure 16
 - b) Remove dust cover for alternator pulley. See figure 16
 - c) Put belt on crank pulley, then alternator, and then tensioner. Ensure belt sits flat on all pulleys and aligns with proper grooves.
 - d) Rotate tensioner to tighten against belt with a T55 Torx until it stops; torque clamping bolt on eccentric pulley to **30 Nm (22.13 ft-lbs)**.
 - e) Reinstall both dust covers

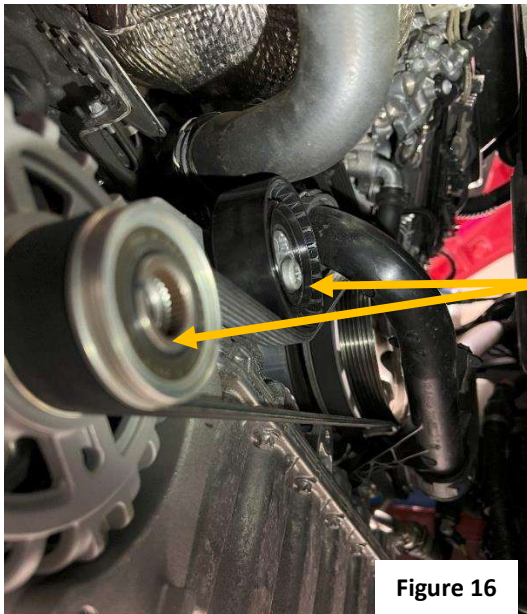


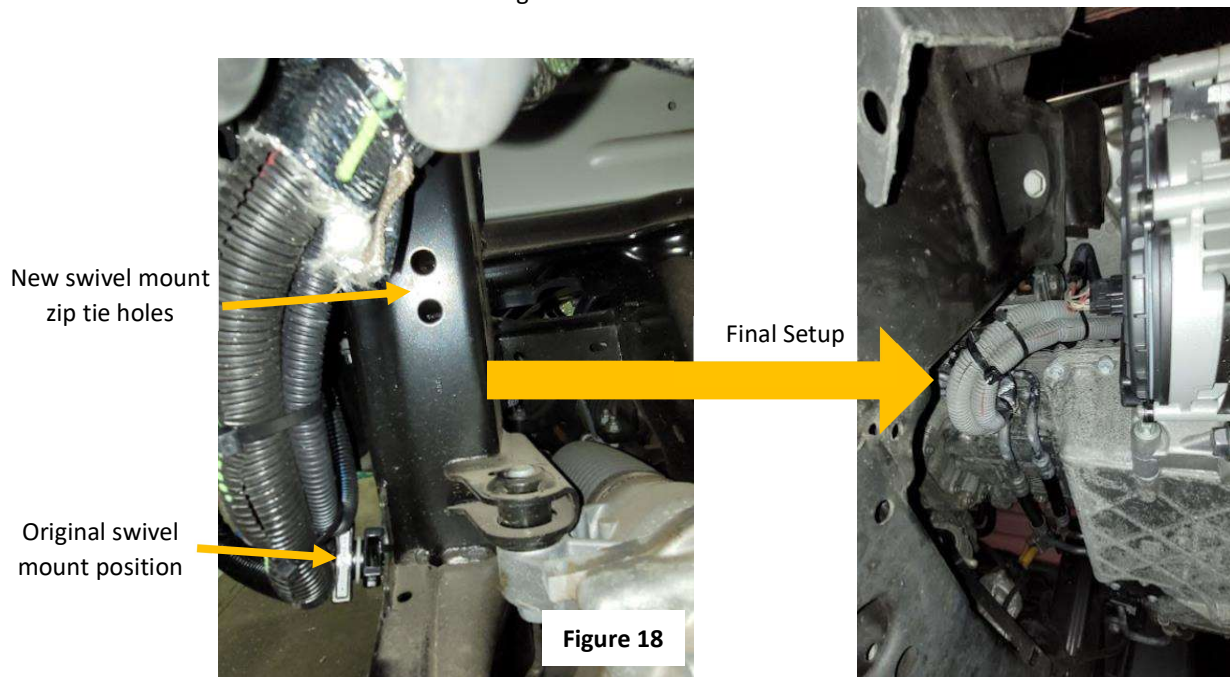
Figure 16

Remove dust covers with flat blade screwdriver, reinstall after belt is in place

36. Reinstall shield by alternator using original hardware. See figure 17.



37. Locate holes on the subframe to relocate the original swivel mount using the provided heavy duty zip ties; zip tie alternator leads to swivel mount. See figure 18



System Check

38. Turn on the house power system and check the state of charge. If above 90%, use house A/C to drain the system
39. Once SOC is below 90%, turn off the house A/C and start the van. Allow the van to run for approx. 30-45 seconds
40. Monitor the MODECOM screen and make sure the power flow (listed on the home screen) increases as the van runs
41. Once confirmed that the unit is charging, perform a short test drive to ensure no abnormalities are experienced



NHTSA Recall # 24V-966 Checklist

Rev02032025

Instructions: Complete this checklist during the procedure outlined in the document " 01272025 NHTSA Recall 24V-966 - Secondary Alternator Recall Instructions." Once the recall repair is complete, supply completed form to Storyteller Overland via email at warranty@storytelleroverland.com

Service Center Name: _____ Date: _____

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

Van Owner's Name: _____ Van's VIN: _____

Record Original Alternator Serial Number (18 digits): _____

Record Replacement Alternator Serial Number (20 digits): _____

Step 4: Alternator cables had (circle one): **2 narrow lugs (4a)** **1 standard & 1 narrow lug (4b)**

Step 13-14: If applicable, apply **RED** heat shrink to the original **BLACK** cable. Initials: _____
If applicable, apply **BLACK** heat shrink to the original **RED** cable. Initials: _____

Step 15: Ensure washer stack cable leads is cable lug, flat washer, lock washer, nut. Initials: _____
Torque both cables to Lynx distributor to **14Nm (10.3 ft-lbs)**. Initials: _____

Step 17: If applicable, apply "Recall Notice Label" to cover of Lynx Distribution Block. Initials: _____

Step 23: Alternator was disposed of so that it will never be used again. Initials: _____

Step 27: Torque (2) engine mount bolts to **20Nm (14.75 ft-lbs) plus 90-deg clockwise rotation**. Initials: _____

Step 28: Torque (4) N62 bracket mounting bolts to **20Nm (14.75 ft-lbs)**. Initials: _____

Step 31 (if applicable): Apply red heat shrink and boot to original black cable at alternator end. Initials: _____
Apply black heat shrink and boot to original red cable at alternator end. Initials: _____

Step 32 (If applicable): Wire polarities were swapped and passed the continuity test. Initials: _____

Step 33: Alternator lugs torqued to **19Nm (14 ft-lbs)**. Initials: _____

Step 34: Alternator mounting bolts torqued to **32Nm (23.6 ft-lbs)**. Initials: _____

Step 35: Alternator belt Installed aligned to all pullies and proper grooves. Initials: _____
Eccentric pulley clamp bolt torqued to **30Nm (22.13 ft-lbs)**. Initials: _____
Dust covers are reinstalled to alternator pulley and eccentric tensioner pulley. Initials: _____

Step 36: Alternator shield reinstalled. Initials: _____

Step 37: Alternator cables secured to chassis with swivel mount to protect from damage. Initials: _____

Steps 38-41: System passed test as outlined in procedure. Initials: _____