



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

September 2025

**TO: Storyteller Overland, LLC Dealers**  
**Subject: NHTSA Recall: 25V-498**

Storyteller Overland, LLC (“Storyteller”) has decided that a defect which relates to motor vehicle safety exists in certain 2023 Storyteller Overland MODE LT’s and Storyteller has issued a voluntary recall in accordance with the National Traffic and Motor Vehicle Safety Act, as amended. These Storyteller MODE LT’s were manufactured between 1/2/2023 and 5/22/2023. Storyteller has notified Storyteller MODE LT owners of this recall, and Storyteller MODE LT 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?** Certain MODE LT’s may contain improperly torqued exterior shore power inlets.

**What is the risk?** Due to the potential for improper installation, the shore power inlet wiring could overheat creating the risk of fire. Storyteller is not aware of any property damage or injuries 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 Storyteller MODE owner’s appointment. When the service has been completed, please fill out the attached checklist to Storyteller via email to [service@storytelleroverland.com](mailto:service@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 25v-498 MODE LT Shore Power Inlet

Rev08262025

## Overview:

The following are instructions for replacement of the MODE LT shore power inlet. Complete the attached checklist "08262025 Recall #25V498 MODE LT Shore Power Inlet" along with these instructions and provide a signed, completed copy to [Service@storytelleroverland.com](mailto:Service@storytelleroverland.com)

## Applicable Vehicles:

ALL MODE LT produced in 2024

## Safety Alert:

This procedure requires work on critical electrical components that must be properly installed to reduce risk of severe damage and possible injury. Follow these instructions and reach out to Storyteller Overland if you have any questions or concerns.

**Flat Time:** 30 Minutes (1 Person)

## Supplies Needed:

- (1) Shore Power Inlet\*
- (1) Gasket \*
- (4) #8x1" Stainless Steel Black Pan head\*

\* Indicates items to be provided for the repair

## Tools Needed:

- Impact Driver
- #2 Philips Bit
- Wire Strippers
- 1/8" Allen Key
- Torque Wrench 35 in-lbs (4 Nm)
- 1/8" Bit Driver
- Paint Pen

## Repair Procedure:

### 1. Inspect.

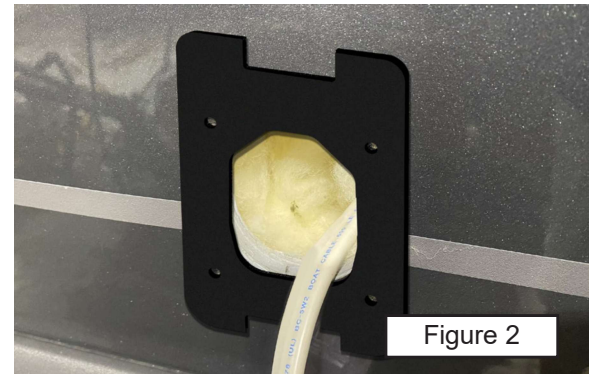
A. Inspect the entire unit for any damage prior to beginning repairs. Review findings with customer and note on the checklist

### 2. Remove Shore Power Inlet.

A. Lift shore power inlet door up and use an impact with a #2 Philips bit to remove the (4) screws that are securing the shore power inlet to the exterior of the van. (See Figure 1)



B. Once the shore power plug has been removed from the side of the van, there is a gasket and spacer that need to remain in place. (See Figure 2)

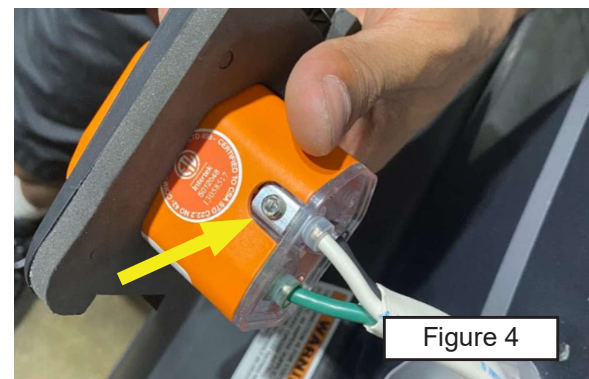
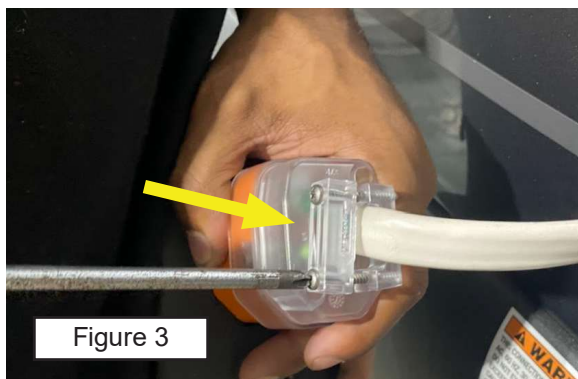


**Note: MODE LT models will have a gasket and spacer that will need to be reused for install.**

C. Use a screw driver to loosen and remove the strain relief on the backside of the shore power inlet plug. (See Figure 3)

**Note: Some older version of the shore power inlet plug will not have a cover and/or a strain relief, the steps for removal will not apply.**

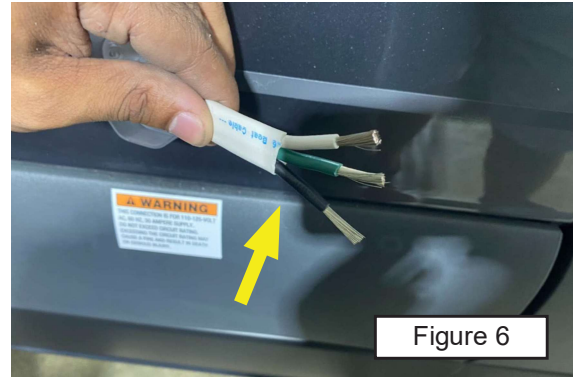
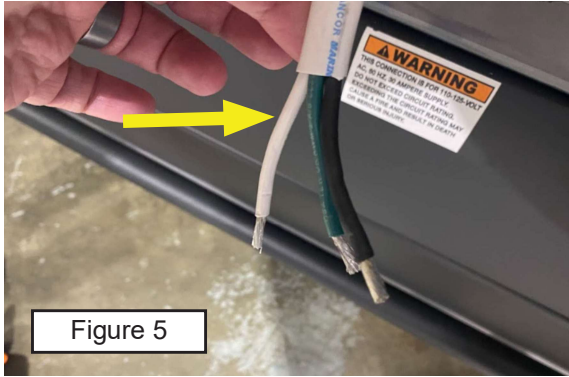
D. Once the strain relief is removed, position the clear cover out of the way then take an 1/8" allen key to loosen the (3) terminal set screws on the side of the inlet plug as shown. (See Figure 4)



### 3. Prep 110v Wires

A. Once the shore power inlet plug has been removed, verify that the 110v wires are stripped correctly and there is no visible damage to the wire insulation, the (3) wires will need to be prepped for installation into a new shore power plug. (See Figure 5)

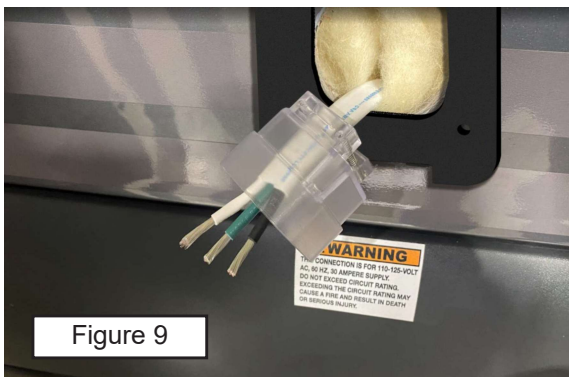
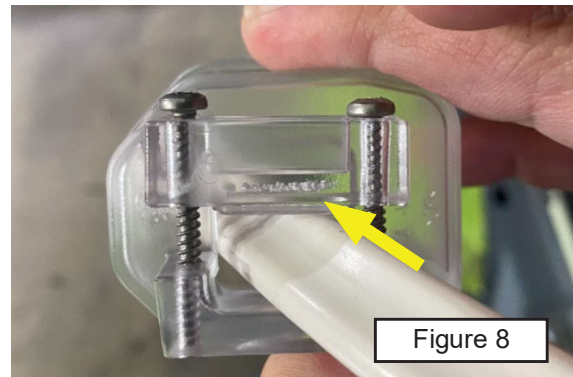
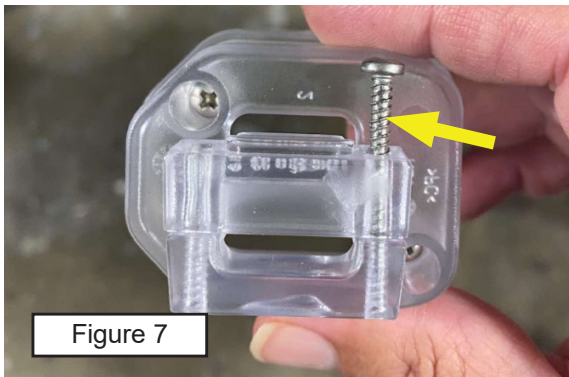
B. Verify that the sheathing on the 10-3 110v wire is trimmed back to 1.25" from the end. (See Figure 6) and that there is approximately 5/8" of an inch of exposed wire at the end of the white, green and black 110v wire. **Note: The 110v wires may need to be straightened and or trimmed and re-stripped for a clean connection end.**



### 4. Replace Shore Power Inlet Plug

A. Once the 10-3 cable is stripped appropriately, use a screw driver to remove the clear cover from the back of the new shore power inlet plug. (See Figure 7)

B. Next loosen the (2) screws securing the strain relief on the clear cap, then rotate the strain relief over so that the ridge sides will be clamping onto the wires. (See Figure 8) **Note: It is imperative that the strain relief is rotated over and installed properly on the 110 v cable.**



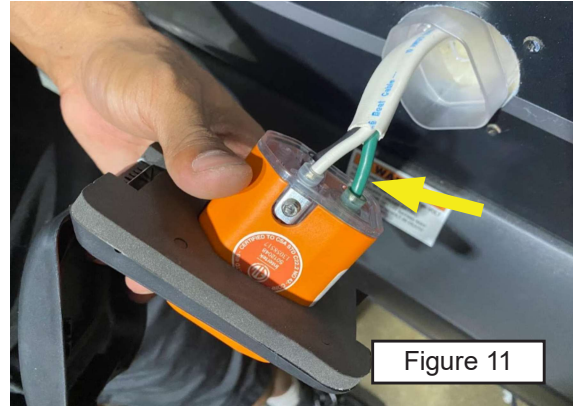
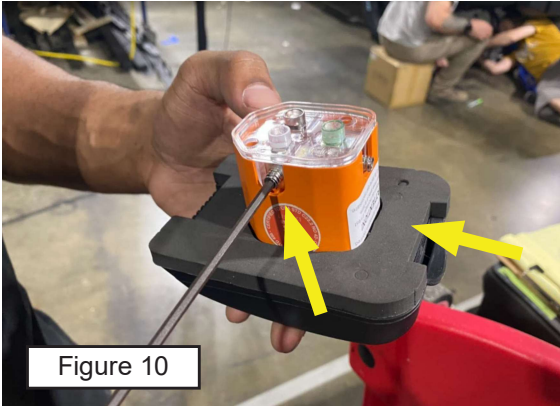
C. With the strain relief rotated over and still loose, feed the 110 cable through the relief and through the inside of the clear cap as shown. Then secure the strain relief enough to hold cap out of the way while the electrical connections are completed. (See Figure 9)

**Note: On the MODE LT (Ford) there is a stack up of a gasket and a black metal spacer that will need to remain in place, this needs to be in position prior to installing the clear cap.**

D. With the clear cap positioned out of the way, use the 1/8" allen wrench to loosen the (3) sets screws for the terminals on the back side of the shore power inlet plug. Then replace the factory gasket on the back side of the shore power inlet plug and replace with the provided thicker gasket. (See Figure 10)

E. Carefully insert the stripped wires into the terminal opening, ensuring no wire strands are loose and all are fed inside. Before clamping the terminals, make sure the wire insulation is not caught inside. Match the wires by color: White to White, Green to Green, and Black to Black. (See Figure 11)

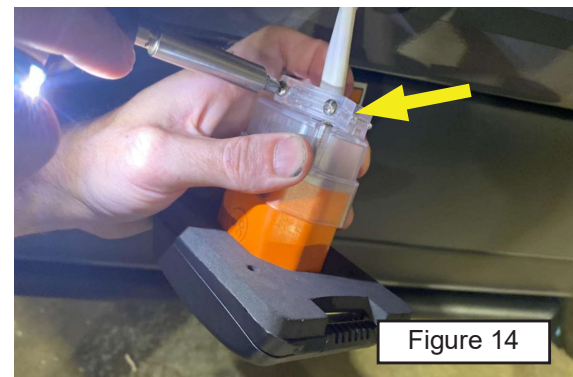
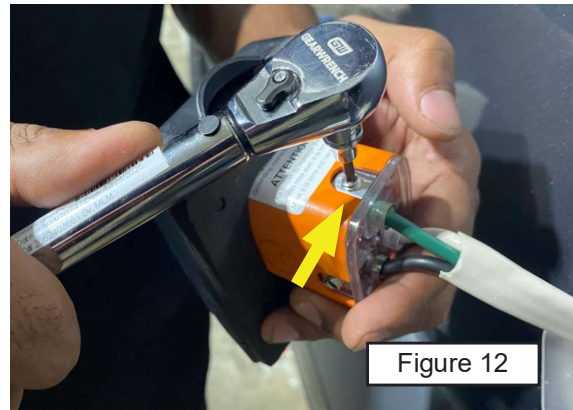
**Note: The terminal on the back side of the shore power are a clamp style, make sure when inserting the stripped wires that the contact area is separated enough to seat the wires properly. None of the stripped wire should be exposed outside of the plastic housing.**



F. Use a torque wrench with a 1/8" bit driver and torque each of the (3) terminal set screws to **35 in-lbs or 4 Nm**. (See Figure 12)

G. Use a paint pen to mark that the terminal set screws have been torqued to the appropriate amount.

H. Once the terminal set screws have been torqued to the appropriate amount. Slide the clear cap down the 110 cable and position in place, then use a screw driver to secure the (2) screws on the back side. (See Figure 13)



I. Next tighten the strain relief with the ridge towards the wire, this is to help hold the 110V cable in place. (See Figure 14)

**Note: Make sure the strain relief contacts the white outer sheathing, and not only the 3 individual conductors. Do not overtighten. It is best practice to preform a pull test to verify that the strain relief and the terminal set screws are both securely fastened.**

## 5. Install Shore Power Inlet Plug

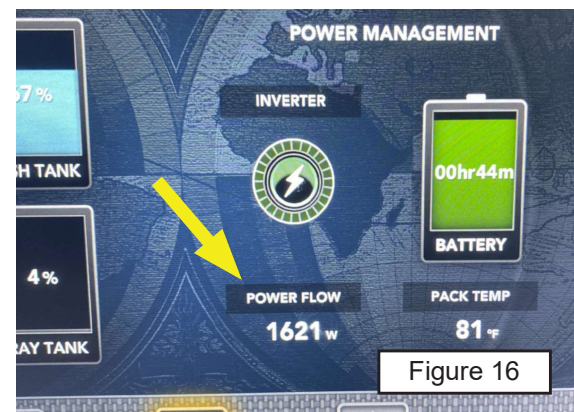
A. Carefully position the shore power inlet plug against the side of the van, then install (4) new #8 x 1" SS black button head screws through the new plug and into the original holes in the van. (See Figure 15)

**Note: MODE LT (Ford) models will have a gasket and metal spacer that needs to be in place prior to installing the plug**

B. Continue to tighten the (4) screw going in an cross pattern to help pull the shore power plug up evenly and compress the gasket to the spacer. (See Figure 16) Once secured, the gasket should be almost completely compressed between the spacer and the plug.



C. Once shore power inlet plug is installed, inspect all work, power on the MODE COM screen from the inside of the van. Once power system is on, connect the van to shore power. (See Figure 17) Once connected, verify the power flow is reading between 1500-2000 watts as shown on the screen (See Figure 18)



D. Once shore power inlet plug is tested, inspect all work to ensure no additional damage was caused during the install and this completes the process.



# NHTSA Recall #24v-498 Checklist

Rev08262025

## Instructions:

Complete this checklist along with the procedure outlined in the instruction document "08262025 Recall #25V498 MODE LT Shore Power Inlet". Once the recall repair is completed, provide a signed, completed copy to [service@storytelleroverland.com](mailto:service@storytelleroverland.com).

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

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

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

**Step 3B:** Verify the 110v white sheathing has been trimmed back to 1.25" from end of wires. Initials \_\_\_\_\_

**Step 3B:** Verify the (3) 10 AWG wires have been stripped back to .625" from end of wires. Initials \_\_\_\_\_

**Step 4F:** Torque the (3) terminal set screws to 35 in-lbs (4 Nm). Initials \_\_\_\_\_

**Step 4G:** Use a paint pen to mark that the set screws have been torqued correctly. Initials \_\_\_\_\_

**Step 5A-B:** New inlet plug has been installed with gasket compressed around perimeter. Initials \_\_\_\_\_

**Step 5C:** System passed power flow test as outlined in procedure. Initials: \_\_\_\_\_