



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

April 2025

***** IMPORTANT SAFETY RECALL *****

**This notice applies to your vehicle,
a Storyteller Overland MODE XO, with the VIN shown below.**

NHTSA Recall: 25V-070

Your Vehicle Identification Number (VIN) :

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Storyteller Overland, LLC has decided that certain Model Year 2024-2025 MODE XO vehicles may fail to conform to Federal Motor Vehicle Safety Standard No. 207, "Seating Systems".

We apologize for any inconvenience and want to assure you that, with your assistance, we will correct this. Our commitment, along with your dealers, is to provide you with the highest level of customer service.

OWNERS CAN CONTINUE TO USE THEIR VEHICLES. HOWEVER, IF YOU ARE DRIVING THE MODE XO, PLEASE DO NOT ALLOW PASSENGERS TO USE THE SECOND ROW SEAT UNTIL THE RECALL REPAIR IS COMPLETE.

What is the issue? Storyteller Overland, LLC has determined that certain Storyteller Mode XO vehicles may not comply with FMVSS 207 seat pull testing requirements, as it was determined by Storyteller's supplier that the second row seat assembly's floor mounting system may contain manufacturing defects.

What is the risk? If seat assemblies do not meet FMVSS 207 pull testing requirements, the risk of injury increases during an accident.

What will Storyteller Overland and your dealer do? Storyteller Overland authorized dealers will replace the second-row seat's mounting brackets and add certain fasteners. The remedy will be performed by Storyteller Overland dealers at no cost to the consumer. If a consumer has paid to remedy this issue, they may be eligible for reimbursement. Reimbursement information can be obtained by contacting Storyteller Overland's customer service department at service@storytelleroverland.com.

How long will it take? The time needed to complete this recall will be approximately 8 hours. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please contact your local Storyteller Overland authorized dealer without delay and request a service date for NHTSA Recall: 25V-070. Provide the dealer with your VIN, which is printed near the top of this letter. Please email service@storytelleroverland.com when your appointment is scheduled and Storyteller Overland will make sure your dealer has everything needed to complete the update in advance.

What if you no longer own this vehicle? You received this notice because government regulations require that we send notifications to the last known owner of record. If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. If you do not have that information please return to Storyteller Overland in the self addressed envelope provided.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Can we assist further? If you are having difficulties getting your vehicle repaired promptly and without charge, please contact us directly for assistance at 888-999-7442.

If an authorized Storyteller Overland dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

Thank you for your attention to this important matter.

Storyteller Overland Customer Service Department