



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

June 2026

TO: Storyteller Overland, LLC Dealers

Subject: NHTSA Recall: 26V- 274

Storyteller Overland, LLC ("Storyteller") has decided that a defect which relates to motor vehicle safety exists in certain 2023 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 11-29-22 and 7-17-23. 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? Storyteller Overland is recalling certain 2023 MODEs. Certain 2023 MODEs may contain improperly routed coolant lines. Over time, the improperly routed coolant lines could cause the engine to overheat resulting in loss of power.

What is the risk? If the engine overheats resulting in loss of power, it increases the risk of a crash.

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. 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 # 26V274

2023 AWD MODE Coolant Routing

Rev05192026

Overview:

Follow these instructions to rework 2023 MODE AWD engine coolant loop back to factory spec. Please contact Storyteller should you have any questions or need any assistance with these instructions.

Applicable Vehicles:

2023 MODE AWD units built between 11/29/2022 and 7/17/2023

Safety Alert:

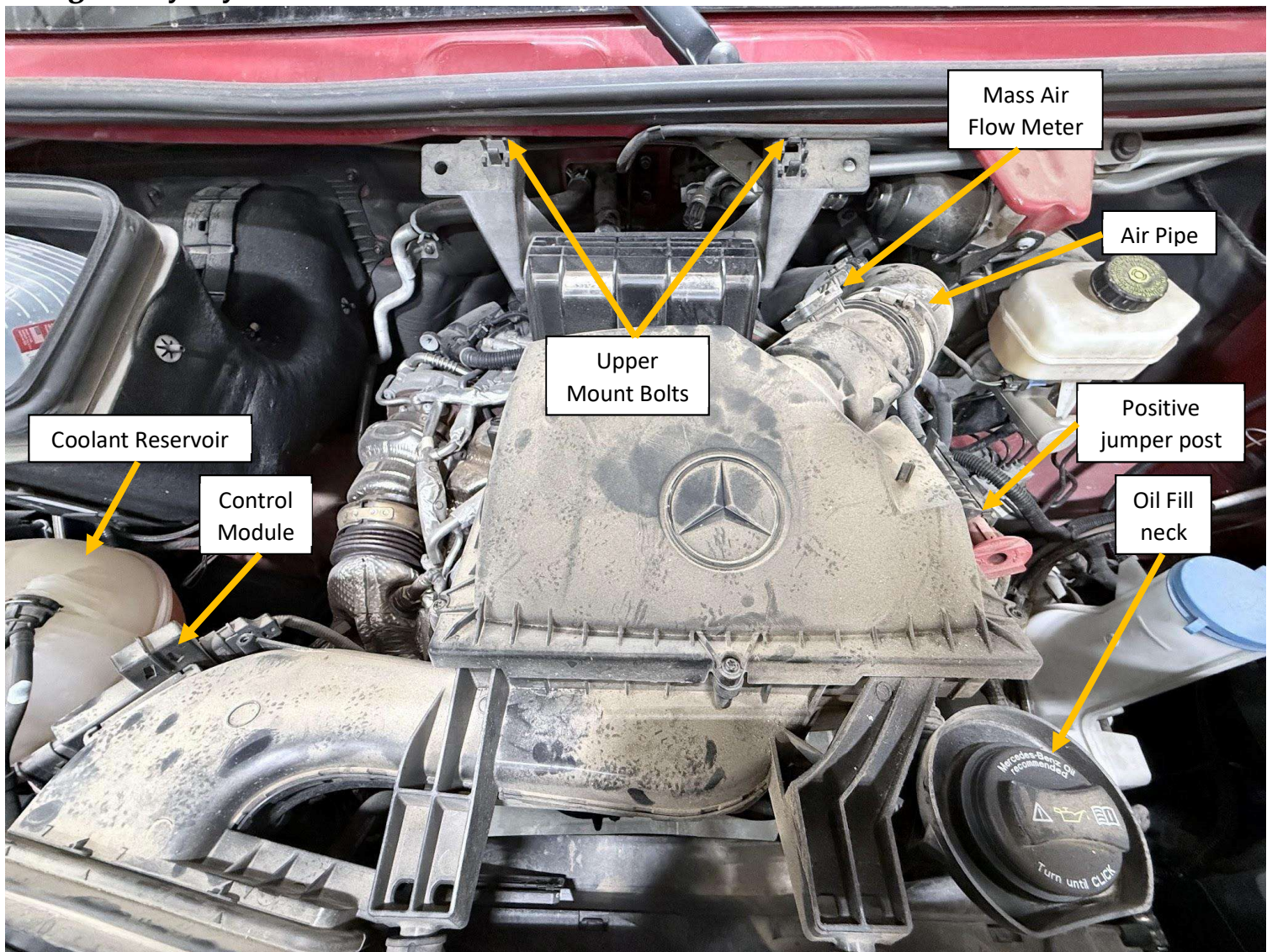
All work completed under the scope of this recall must be performed by qualified individuals. The following procedure will be performed in the engine bay and under the vehicle where components are likely to be hot. Only perform these steps once the vehicle has had adequate time to cool down. Make sure the vehicle's ignition 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: *indicates items provided by Storyteller Overland

- Flat head screwdriver or 7mm socket and ratchet handle
- T45 screwdriver
- Pliers
- Coolant hose clamps
- Spring clamp pliers
- Zip tie cutters
- Knife/Razor
- Coolant catch pan
- (2) Heat exchanger fitting caps*
- (2) Zip ties*

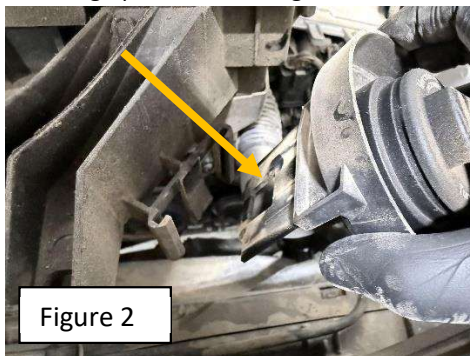
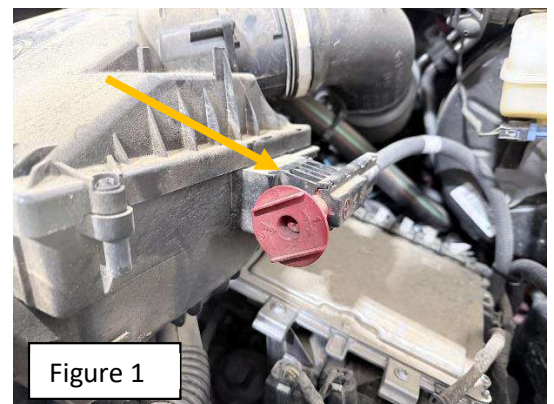
Flat Rate Time: 2 hours

Engine Bay Layout for reference:

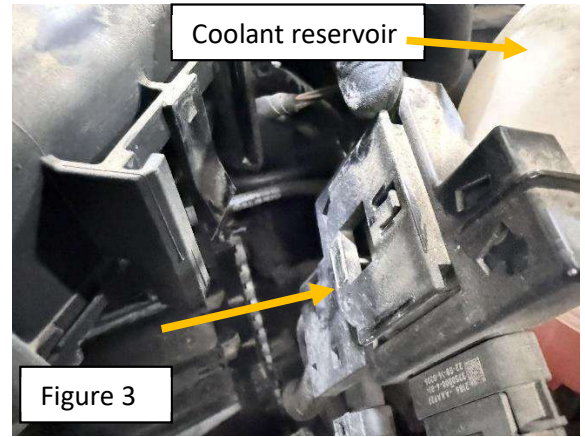
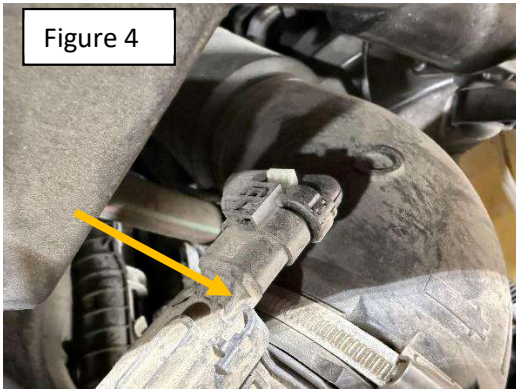
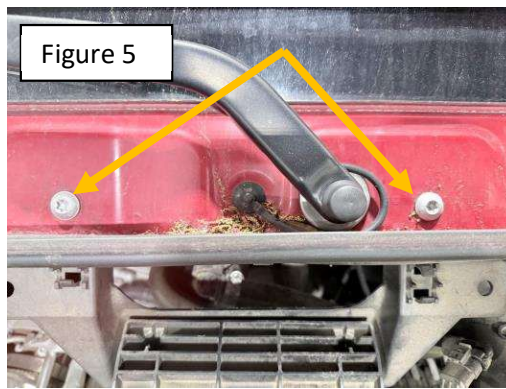
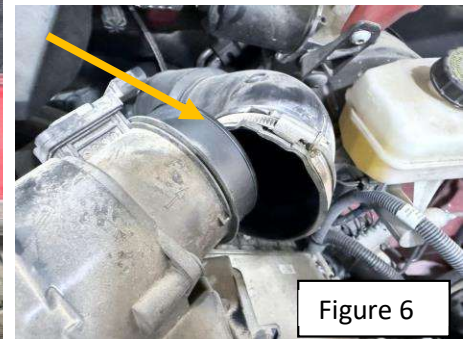


Repair Procedure:

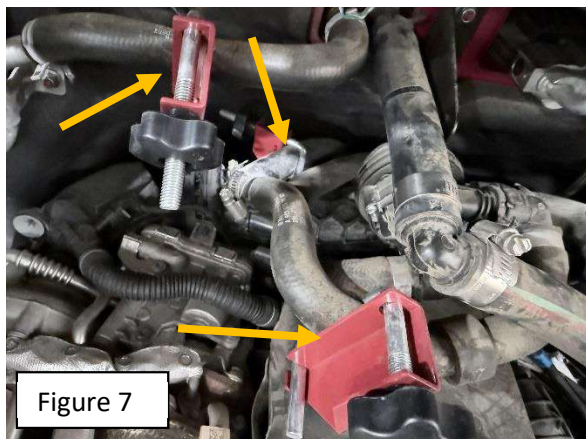
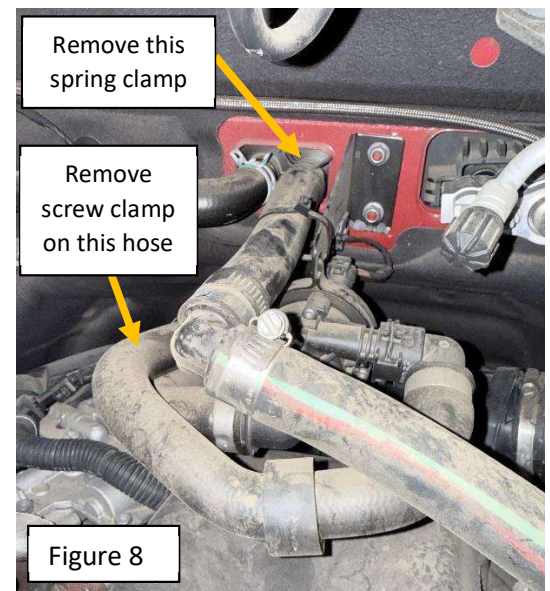
1. Remove air filter box
 - a. Remove (+) battery jumper post by releasing tab on bottom of post housing then sliding the housing up and off. See figure 1.
 - b. Remove oil fill neck by releasing tab on bottom of the mount then sliding up and off. See figure 2



- c. Remove control module next to coolant reservoir by releasing tab and sliding the module up and off. See figure 3
- d. Unplug Mass Air Flow meter connector shown in figure 4 by releasing lock then disconnecting connector.
- e. Unbolt airbox upper mount bolts from cowl shown in figure 5 using T45 screwdriver
- f. Loosen air pipe clamp from MAF and disconnect pipe as shown in figure 6.
- g. Remove air filter box from mounts above radiator and set air filter box to the side



2. Locate the Rixen coolant lines at the Mercedes Benz chassis heater core connections. Remove all zip ties securing the coolant lines in that area
3. Remove the Rixen coolant lines
 - a. Use coolant hose safe clamps on the MB coolant lines and the Rixen green stripe coolant lines as shown in figure 7
 - b. Place a shallow catch-can or absorbent mat under coolant lines
 - c. Remove the screw clamp connecting the MB hose to the Rixen green stripe hose, discard clamp. Remove the spring clamp connecting the Rixen hose to the heater core outlet. Save spring clamp for reuse. see figure 8



- d. Install the MB hose to the heater core outlet with the spring clamp; make sure the hose is seated fully and the clamp is about ¼" from the end of the hose. See figure 8
 - e. Move the disconnected Rixen coolant hoses towards the driver's side and make sure they are free of any mounts and zip ties
4. Remove the Rixen hoses. See figures 8-9
- a. Locate the heat exchanger underneath the van on the driver's side behind the front wheel well. Note which coolant hoses run towards the engine bay
 - b. Remove the lower hose screw clamp and pull the hose off the heat exchanger and drain any coolant into a container for disposal; cut the hose off the fitting if necessary
 - c. Remove the upper hose screw clamp and pull the hose off the heat exchanger and drain any coolant into a container for disposal; cut the hose off the fitting if necessary
 - d. Locate and cut/remove all the zip ties along the Rixen coolant hoses from the heat exchanger to the engine bay. See figure 10
 - e. Remove the hose clamps from engine bay side of Rixen coolant hoses
 - f. Slowly pull each Rixen hose out of the engine bay; make sure the hoses do not bind or get stuck as they are pulled out

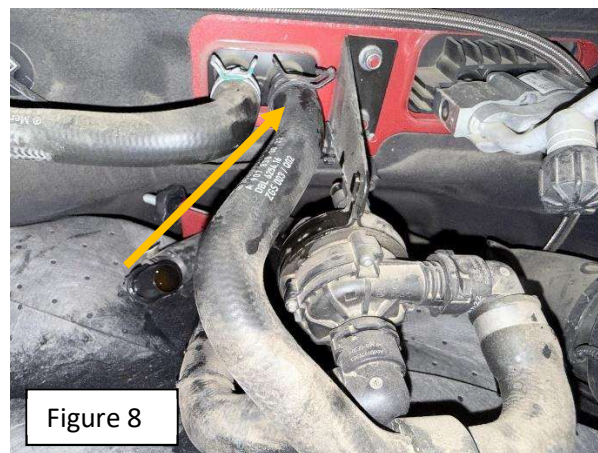


Figure 8

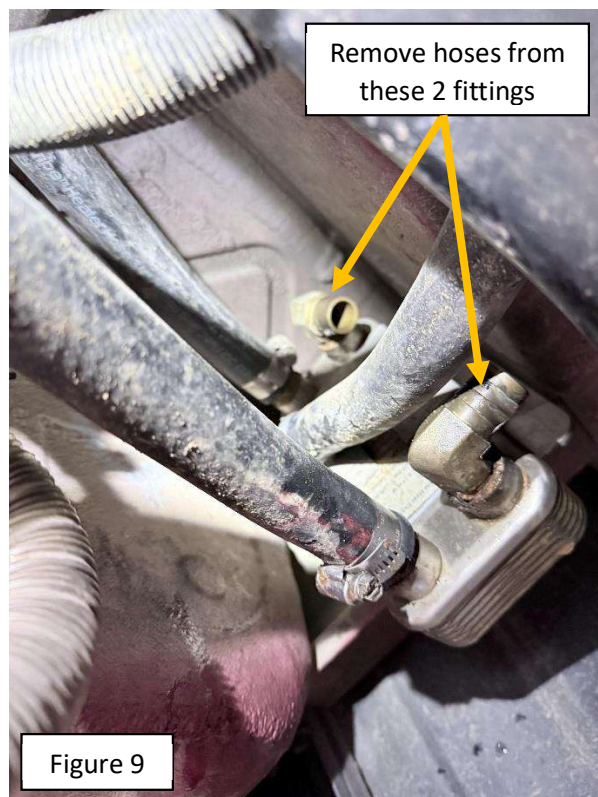
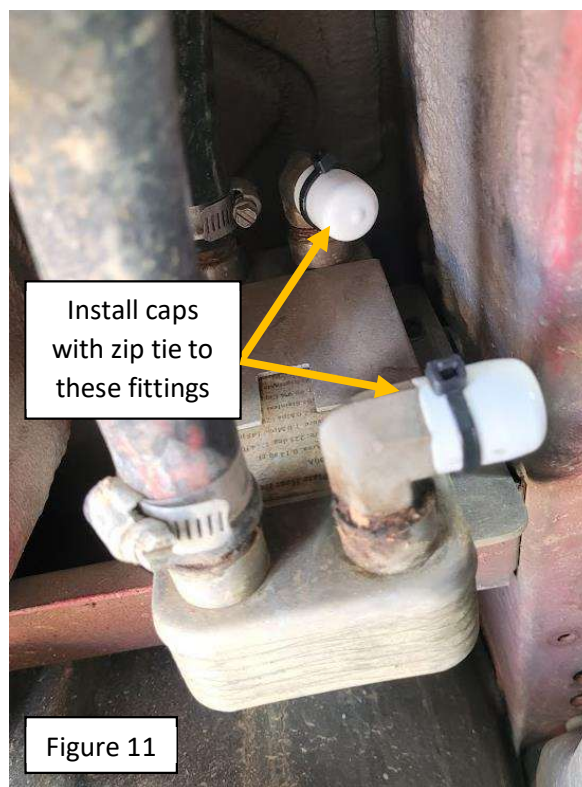


Figure 9



Figure 10

5. Cap off heat exchanger
 - a. Clean off any spilled coolant and rinse out the Rixen heat exchanger.
 - b. Install the provide caps to the two open fittings on the heat exchanger and secure each cap with a zip tie as shown in figure 11.
6. Discard all removed Rixen hoses, fittings, clamps and zip ties
7. Reinstall MB air filter housing assembly by following step 1 in reverse order
8. Follow the Mercedes Benz coolant fill and bleeding procedure shown on the following pages to ensure the coolant system is properly returned to factory specifications.
9. Perform test drive to ensure cooling system is functioning as intended



AR20.00-D-1142-03TSR	Pour in coolant and bleed engine cooling system		
 Warning	Risk of injury to skin and eyes suffering scalding from contact with hot coolant spray. Risk of poisoning from swallowing coolant.	Do not open cooling system unless coolant temperature is below 90 °C. Open cap slowly and release the overpressure. Do not pour coolant into beverage containers. Wear protective gloves, protective clothing and safety glasses.	AS20.00-Z-0001-01A
Notice	Notes on coolant Notes on coolant level		AH20.00-P-2080-01KOA AH20.00-P-1142-01CW
		Clip: Pour in coolant and bleed engine cooling system	GB20.00-S-0000-02A

Engine 642 in model 907
 Engine 651 in model 907
 Engine 651 in model 910
 Engine 654 in model 907, 910

Modification notes

23.04.2024	Basic data values updated	The whole document	
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Engine cooling

Number	Designation			Engine 642 in model 907 except code H12 (Auxiliary hot-water heater) except code H13 (Additional heat exchanger) except code HZ9 (Heater booster)	Engine 642 in model 907 with code H12 (Auxiliary hot-water heater) Engine 642 in model 907 with code H13 (Additional heat exchanger) Engine 642 in model 907 with code HZ9 (Heater booster)
BF20.00-Z-1001-01KTS	Coolant	Total filling capacity	Liter	≈ 11,6	≈ 14,4
		Anticorrosion agent/antifreeze down to -37 °C	Liter	≈ 5,8	≈ 7,2
		Anti-corrosion protection/antifreeze down to -45 °C	Liter	≈ 6,4	≈ 7,9
		Sheet		BB00.40-P-0310-01A	BB00.40-P-0310-01A
		Sheet		BB00.40-P-0325-06A	BB00.40-P-0325-06A
		Sheet		BB00.40-P-0326-06A	BB00.40-P-0326-06A

Engine cooling

Number	Designation			Engine 651 in model 907 except code H12 (Auxiliary hot-water heater) except code H13 (Additional heat exchanger) except code HZ9 (Heater booster)	Engine 651 in model 907 with code H12 (Auxiliary hot-water heater) Engine 651 in model 907 with code H13 (Additional heat exchanger) Engine 651 in model 907 with code HZ9 (Heater booster)
BF20.00-Z-1001-01KTS	Coolant	Total filling capacity	Liter	≈ 9,8	≈ 12,2
		Anticorrosion agent/antifreeze down to -37 °C	Liter	≈ 4,9	≈ 6,1
		Anti-corrosion protection/antifreeze down to -45 °C	Liter	≈ 5,4	≈ 6,7
		Sheet		BB00.40-P-0310-01A	BB00.40-P-0310-01A
		Sheet		BB00.40-P-0325-06A	BB00.40-P-0325-06A
		Sheet		BB00.40-P-0326-06A	BB00.40-P-0326-06A

Engine cooling

Number	Designation	Engine 654 in model 907 except code H12 (Auxiliary hot-water heater) except code H13 (Additional heat exchanger) except code HZ9 (Heater booster)	Engine 654 in model 907 with code H12 (Auxiliary hot-water heater) Engine 654 in model 907 with code H13 (Additional heat exchanger) Engine 654 in model 907 with code HZ9 (Heater booster)
BF20.00-Z-1001-01KTS	Coolant	Total filling capacity Liter	≈ 10
		Anticorrosion agent/antifreeze down to -37 °C Liter	≈ 5,1
		Anti-corrosion protection/antifreeze down to -45 °C Liter	≈ 5,6
		Sheet	BB00.40-P-0310-01A
		Sheet	BB00.40-P-0325-06A
		Sheet	BB00.40-P-0326-06A

Engine cooling

Number	Designation	Engine 651 in model 910	Engine 654 in model 910
BF20.00-Z-1001-01KTS	Coolant	Total filling capacity Liter	≈ 8
		Anticorrosion agent/antifreeze down to -37 °C Liter	≈ 4
		Anti-corrosion protection/antifreeze down to -45 °C Liter	≈ 4,4
		Sheet	BB00.40-P-0310-01A
		Sheet	BB00.40-P-0325-06A
		Sheet	BB00.40-P-0326-06A



Test cap



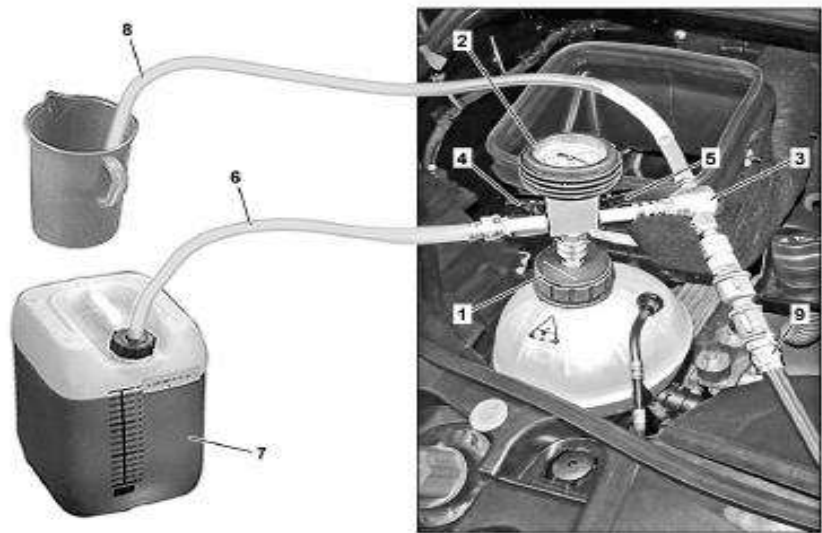
Cooler vacuum filling device

ⓘ Do not add any sealant to the coolant. Radiator sealant can clog cooling ducts in engine.

ⓘ Use ☒ vacuum-type cooling system filler for filling and bleeding.

- 1  Attach tester cap (1) to coolant expansion reservoir.
- 2 Attach control unit (2) to  tester cap (1).
- 3 Attach venturi nozzle (3) to control unit (2).
- 4 Close feed valve (4) and drain valve (5).
- 5 Fill coolant into coolant reservoir (7).

 Make sure that there is more coolant in the coolant reservoir (7) than the engine cooling system maximum filling capacity. Otherwise, air can enter the engine cooling system.



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- 6 Attach feed hose (6) to coolant reservoir (7).
- 7 Insert waste air hose (8) into an empty container.
- 8 Connect compressed-air hose (9) to venturi nozzle (3) and apply compressed air.
- 9 Open drain valve (5).
- 10 Open feed valve (4) until feed hose (6) has filled with coolant.
- 11 Close drain valve (5) if display of the control unit (2) is in the green area.
- 12 Remove compressed-air hose (9) from the venturi nozzle (3) and observe whether the vacuum remains stable for 30 seconds. If this is not the case,

Check hoses and connections of engine cooling system, repair if necessary and check again.

- 13 Open feed valve (4).
 The engine cooling system is now filled.
- 14 Open drain valve (5) as soon as coolant no longer flows into engine cooling system.
 The remaining existing vacuum reduces in the engine cooling system.
- 15 Remove control unit (2) along with all the connections and  tester cap (1).
- 16 Adjust coolant level in coolant expansion reservoir.
 Coolant level may not exceed "MAX" marking.



Recall # 26V274 Checklist

Rev05192026

Instructions: Complete this checklist during the procedure outlined in the document " NHTSA Recall # 26V274 2023 AWD MODE Coolant Routing." Once the recall repair is complete, supply completed form to Storyteller Overland via email at service@storytelleroverland.com

Service Center Name: _____

Date: _____

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

Unit Owner's Name: _____ Unit's VIN: _____

Step 3d: Mercedes coolant hose reinstalled to heater core outlet with spring clamp: _____

Step 5b: Installed caps to both open fittings with zip ties to secure in place: _____

Step 7: MB air filter housing assembly reassembled: _____

Step 8: Mercedes coolant fill and bleeding procedure followed: _____

Step 9: Test drive completed with no observed issues: _____