



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V498

Manufacturer Name: Storyteller Overland

Submission Date: Jul 31, 2025

NHTSA Recall No.: 25V498

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: Storyteller Overland

Address: 428 Industrial Lane
BIRMINGHAM AL, 35211

Total number of potentially involved: 106

Estimated percentage with defect: 20.8%

Vehicle Information

Vehicle 1: 2023-2023 STORYTELLER OVERLAND MODE LT

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Recreational Vehicle

Fuel / Propulsion:

Production Dates: Jan 02, 2023 - May 03, 2023

Number of potentially involved: 106

Descriptive Information:

The recall population was determined based on manufacturing data that indicated a cluster of issues after January 1, 2023, likely stemming from improperly torqued exterior shore power inlets.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The exterior shore power inlet of the vehicle may be improperly installed.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

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.

Description of the cause:

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The exterior shore power inlet may be improperly torqued to specification.

Identification of any warning that can occur:

Heat-induced discoloration may appear on the plastic near the plug and/or on the shore power cord.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: SmartPlug LLC

Address: PO Box 24002
Seattle WA, 98124

Country: United States

Involved Components

Component Name 1: SmartPlug 30A Inlet

Component Description: Smart Plug - 30 Amp- Non-Metallic Inlet w/ black cover assy

Component Part Number: R4H-02-16-002-1.1U

Chronology

On October 4, 2024, Storyteller's Service Department received a report of a customer whose vehicle showed discoloration and heat-warping of the exterior shore power inlet.

On October 8, 2024, the Storyteller Safety Committee met and opened an investigation.

On April 17, 2025, the Storyteller Safety Committee initially determined that there was not enough evidence to conclude that a safety defect was present in commerce.

On June 23, 2025, Storyteller's Service Department received reports of two other customers whose shore power inlets showed discoloration and burn mark indicators, and Storyteller's Safety Committee reopened the investigation.

On July 28, 2025, Storyteller's Safety Committee discussed the results of the investigation, including analysis from its supplier as well as a review of field data. Based on a review of the data, a cluster of 9

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MODE LTs built after January 1, 2023, were found that complained of discolored or heat-warped shore power inlets, and this issue was not found to be present with vehicles before this date of manufacture. The Safety Committee determined that the most likely cause involved a new technician that was improperly torquing the shore power inlets. Accordingly, the Safety Committee voted to recall MODE LTs manufactured after January 1, 2023.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Shore power inlets will be replaced and installed at no cost to the customer at an authorized Storyteller dealer. If you have already paid for these repairs, please contact Storyteller at service@storytelleroverland.com with the details of the repair including pictures of the completed repair and remedied part as well as a labor sheet or invoice. Once we have received proof of satisfactory completion and your invoice, we will coordinate reimbursement. There are no time frame or eligibility restrictions to get reimbursed for this repair.

How remedy component differs from recalled component:

The replacement shore power inlets include built-in strain relief to help ensure proper installation and Storyteller's dealers will confirm torque specification as part of the installation.

Identify how/when recall condition was corrected in production:

The recall condition was not discovered until after final production of the MY2023 Mode LTs.

Reimbursement Plan

Description of reimbursement program:

If you have already paid for these repairs, please contact Storyteller at service@storytelleroverland.com with the details of the repair including pictures of the completed repair and remedied part as well as a labor sheet or invoice. Once we have received proof of satisfactory completion and your invoice, we will coordinate reimbursement. There are no time frame or eligibility restrictions to get reimbursed for this repair.

Period of reimbursement:

There are no time frame or eligibility restrictions to get reimbursed for this repair.

Costs to be reimbursed:

Any costs associated with this recall, with the proper documentation will be reimbursed.

Address for reimbursement claims:

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428 Industrial Ln
Birmingham AL, 35211

Recall Schedule

Description of recall schedule:

Dealer and owner notification letters will be sent within the 60-day requirement.

Planned Dealer Notification Date: Sep 19, 2025 - Sep 19, 2025 ☐ No Dealers

Planned Interim Owner Notification Date: Sep 19, 2025 - Sep 19, 2025 ☐ No Owners

Planned Remedy Owner Notification Date: Sep 19, 2025 - Sep 19, 2025 ☐ Phased Recall

Date when VIN will be searchable: