

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

October 2022

* * * IMPORTANT SAFETY RECALL * * *

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

NHTSA Recall: 22V770 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 a defect which relates to motor vehicle safety exists in certain 2022-2023 Storyteller Overland MODE LT's.

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 LT, THE VOLTA SYSTEM MUST BE TURNED OFF UNTIL THE RECALL REPAIR IS COMPLETE. YOU CAN USE THE VOLTA SYSTEM WITH THE ENGINE OFF.

What is the issue? The Storyteller Overland MODE LT contains wiring that connects the secondary alternator system to its auxiliary power system. This wiring includes: two 2/0 AWG wires and three wires for alternator control. Due to the potential improper routing of these wires, there is a risk of contact with the driver's side CV axle shaft.

What is the risk? Contact between the wires and CV axle shaft could cause physical damage to the insulation of the wires, potentially creating unprotected/frayed conductors. An unprotected/frayed conductor could cause an electrical short, creating the risk of a fire, personal injury, or property damage.

What will Storyteller Overland and your dealer do? Storyteller Overland authorized dealers will inspect, then re-route the wiring and add additional cable management components. The dealer will also replace any wiring, if necessary. There will be no charge to you for this update.

How long will it take? The time needed to complete this recall will be approximately 2 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: 22V770. To find the nearest dealer, go to <u>www.storytelleroverland.com/pages/find-a-dealer</u> or call 888-999-7442. Provide the dealer with your VIN, which is printed near the top of this letter. Also, please email warranty@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