



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

August 2024

TO: Storyteller Overland Dealers
Subject: NHTSA Recall: 23V-695

Storyteller Overland, LLC ("STO") has decided that certain Storyteller GXV Nxt's fail to conform to FMVSS 120, as it was determined that three vehicles were not weighted with a full fuel tank and thus do not reflect cargo carrying capacity in compliance with FMVSS standards.

What is the reason for this recall? STO is recalling certain 2024 Storyteller GXV NEXT motorhomes built on the Ram 5500 chassis. Three vehicles were not weighted with a full fuel tank and this does not reflect cargo carrying capacity. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 120, "Tire selection and rims for vehicles other than passenger cars,"

What is the risk? In the affected vehicles, the cargo carrying capacity is not accurate within one percent of the second stage weight added. If a vehicle is overloaded in reliance on the label, the risk of a crash increases.

What is the fix? STO will mail corrected labels, free of charge to customers and dealers with GXV NEXT inventory. Dealers may contact STO customer service at 1-888-999-7442. Once both new labels have been applied to the vehicle pursuant to the attached instructions, please send the VIN and picture of the new labels on the Vehicle to STO at warranty@storytelleroverland.com.

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. STO 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 # 24V-551 GXV NEXT OCCC Label Correction

Rev07242024

Overview:

This document steps you through how to replace the "Motor Home Occupant and Cargo Carrying Capacity" label. Once completed, please supply a picture showing the new label applied to your van to warranty@storytelleroverland.com. Please contact Storyteller should you have any questions or need any assistance with these instructions.

Safety Alert:

Do not perform these steps unless you feel comfortable doing so. Reach out to Storyteller Overland should you have any questions or concerns.

Repair Time: 5 Minutes

Applicable Vehicles:

3C7WRNFL8NG274843, 3C7WRNFLXNG274844, 3C7WRNFL4NG274855

Tools and Parts Needed:

- Tools:
 - Clean paper towel/rag
 - Isopropyl Alcohol
- Part(s)*:
 - New Motor Home Occupant and Cargo Carrying Capacity Label

* Part(s) required for repair will be provided to you by STO

Repair Procedure:

1. Park the vehicle in a safe area with adequate room to access the driver's door.
2. Locate the existing yellow "Motor Home Occupant and Cargo Carrying Capacity" label on the end of the driver door. Peel off and dispose of this label. See figure 1a and 1b.



Figure 1a



Figure 1b

Remove label

3. Clean the area the label was peeled off from using a clean paper towel/rag and Isopropyl alcohol. Allow the alcohol to evaporate for about 1 minute after cleaning.
4. Ensure the surface is dry, then apply the new label as shown in figure 2.
5. Once the new label has been applied to the vehicle, provide a picture of the new label on the vehicle to Storyteller at warranty@storytelleroverland.com



Figure 2