



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

October 2024

TO: Storyteller Overland, LLC Dealers
Subject: NHTSA Recall: 24V-671

Storyteller Overland, LLC (“Storyteller”) has decided that a defect which relates to motor vehicle safety exists in certain 2024 Storyteller Overland GXV Hilt Vehicles, and Storyteller has issued a voluntary recall in accordance with the National Traffic and Motor Vehicle Safety Act, as amended. These GXV Hilt vehicles were manufactured between 9-1-2023 and 8/28/2024. Storyteller has notified GXV Hilt owners of this recall, and GXV Hilt owners are already reaching out to Storyteller Dealers to schedule repairs. DO NOT DELIVER TO A CUSTOMER ANY GXV HILTS SUBJECT TO THIS RECALL UNTIL CORRECTIVE ACTION HAS BEEN TAKEN.

What is the reason for this recall? The Storyteller Overland GXV Hilt contains a spare tire that may not be secured properly, allowing the spare tire to detach from the vehicle.

What is the risk? A detached spare tire can become a road hazard, increasing 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 GXV Hilt owner’s appointment. When the service has been completed, please take a picture of the spare tire installed to the new mount plate as well as the user manual label applied to the user manual and provide both photos to Storyteller via email to warranty@storytelleroverland.com. Please contact Storyteller should you have any questions or need any assistance with these instructions.

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

Enclosures



NHTSA Recall # 24V-671: HILT Spare Tire

Rev09252024

Overview:

This document steps you through how to replace the spare tire mount and apply a corrective label to your HILT User Manual. Once completed, please supply a picture showing the new label applied to your user manual as well as the new spare tire mount installed to warranty@storytelleroverland.com. Please contact Storyteller should you have any questions or need any assistance with these instructions.

Applicable Vehicles:

All Storyteller Overland GXV HILT units built before 09/01/2024

Safety Alert:

The spare tire weighs over 275 lbs. This process must be handled with extreme caution. Familiarize yourself with this procedure and take extra care to keep yourself and others safe with no chance of being caught under the tire or in the winch mechanism. Do not perform these steps unless you feel comfortable doing so. Reach out to Storyteller Overland should you have any questions or concerns.

Tools and Parts Needed:

- Tools:
 - Spare tire winch, adapter tube & bungee cord – included with your HILT purchase
 - 3/4" socket, Ratchet wrench & 12" socket extension
 - 37 ft-lbs torque wrench
 - Blue Loctite
- Parts:
 - Replacement spare tire mount
 - Replacement spare tire mounting bolts x 8
 - User Manual Corrective Label

Flat Rate Time: 1 hour

Replacement Procedure: Please visit <https://www.storytelleroverland.com/pages/gxv-owner-resources> for a video tutorial to supplement the following instructions on how to remove and reinstall the spare tire from the back of the HILT

1. Attach the supplied rear winch to the trailer hitch adapter as shown in figure 1.
2. Slide the adapter tube into the hitch and attach the hitch pin as shown in figure 2
3. Plug the winch power cord into the nearby power outlet.

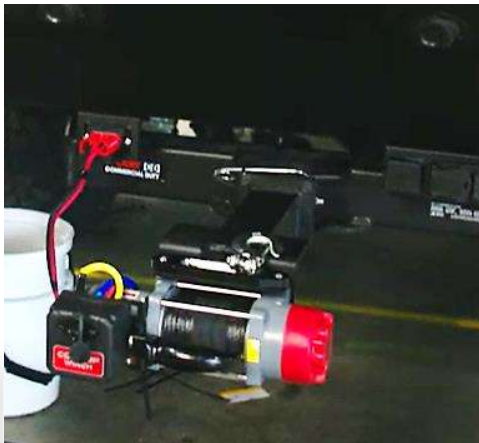


Figure 2

Install adapter tube into the hitch and secure with hitch pin. Plug in winch to nearby outlet



Figure 1

Attach rear winch to hitch adapter tube



Figure 3

Attach pulley assembly to top of spare tire dock with quick latch pins

4. Use the two quick latch pins supplied to attach the pulley bracket assembly to the top of the spare tire dock. See figure 3
5. Plug in the winch remote control cable into the winch and unspool approximately 7 ft of rope.
6. Drop the supplied bungee cord down from the top of the spare tire carrier tube so that it comes out the bottom. See figure 4. Hook the top of the bungee on the pulley assembly to keep it up at the top.



Figure 4

Drop bungee cord down the back side of the spare tire carrier. Hook top side on pulley assembly

7. Attach the winch hook to the bungee cord (figure 5a) and pull the winch rope through the back of the spare tire carrier tube (figure 5b). Run it over the pulleys and attach the hook to the eyelet on the spare tire holder (figure 5c)
8. Run the winch in until there is tension in the rope to support the tire as it is removed from the carrier.



Figure 5a
Attach bungee cord to winch hook



Figure 5b
Pull winch rope to top of spare tire carrier



Figure 5c
Route winch rope over pulleys and attach to spare tire holder eyelet

9. Remove the four 1/2" bolts in the **center** of the spare tire holder to free the spare tire from the vehicle and supported by the winch rope, see figure 6. Dispose of these 4 bolts. **NOTE: It is critical to ensure you remove only the 4 inner bolts at this point. DO NOT remove bolts that attach the spare tire/wheel itself to the bracket.**



Figure 6
Attach rear winch to hitch adapter tube

10. Use the winch controller to lower the tire to the ground, making sure to pull the tire away from the vehicle so it does not hit into the rear nVader racks. See figure 7



Figure 7

Pull tire away from vehicle and lower spare tire to ground

11. Remove the four ½" bolts holding the spare to the spare tire holder, see figure 8. Dispose of the 4 bolts and the original spare tire mount.

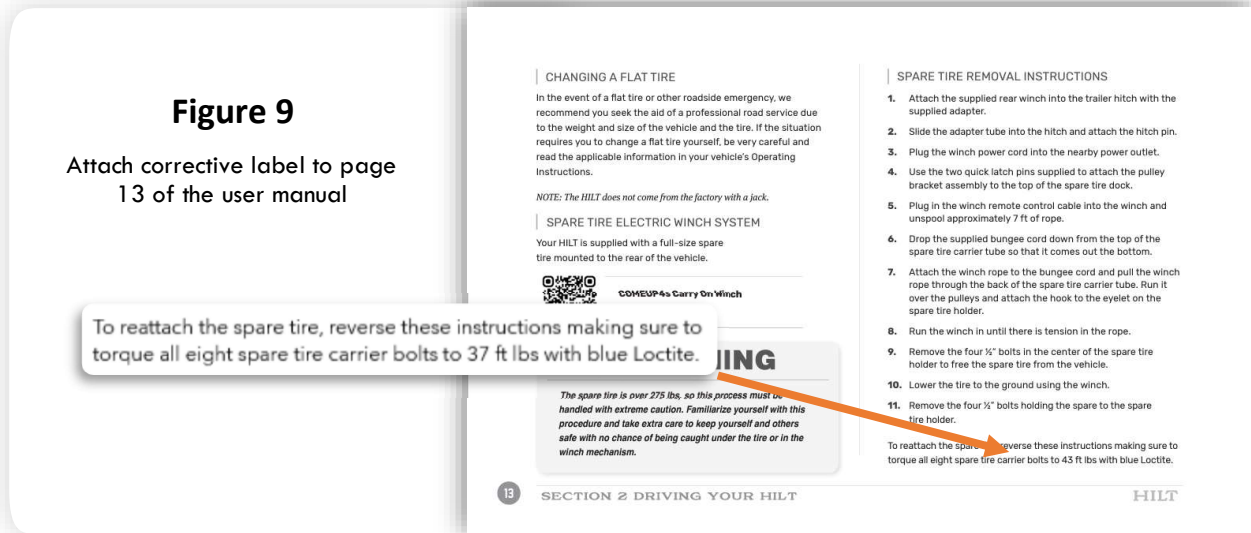


Figure 8

Remove 4 bolts securing the spare tire to the bracket

12. Reinstall the replacement spare tire mount to the spare tire using the replacement bolts with Blue Loctite applied.

13. To reattach the spare tire on the back of your HILT, follow steps 1-10 in reverse order while making sure to torque all eight replacement spare tire carrier bolts with blue Loctite applied to 37 ft lbs.
14. Adhere the provided User Manual corrective label over top of the last sentence on page 13 of your User Manual so that the wording is updated. See figure 9



15. Take a picture of the spare tire installed to the new mount plate as well as the user manual label applied to the user manual and provide both photos to Storyteller via email to warranty@storytelleroverland.com