



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

February 2025

TO: Storyteller Overland, LLC Dealers
Subject: NHTSA Recall: 24V-968

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 12/17/2024. 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? Storyteller Overland is recalling certain 2023-2024 Storyteller GXV HILT vehicles. The metal frames within the housing portion of the vehicle may not be properly bonded to ground.

What is the risk? In the event of a wiring failure that contacts a metal frame, such frame could become energized posing a risk of electrical shock, increasing the risk of an injury.

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



NHTSA Recall 24V-968 HILT Grounding

Rev02072025

Overview:

The following are instructions for disassembly for access and installation of supplemental grounds (subject of this recall). Complete the attached checklist "Recall # 24V-968 Checklist" along with these instructions and provide a signed, completed copy to warranty@storytelleroverland.com

Applicable Vehicles:

GXV Hilts produced before 2025

Safety Alert:

All work completed under the scope of this recall must be performed by qualified individuals. There is a risk of electric shock due to the work being performed on electrical components. Make sure the truck's ignition and house power system is turned off while performing the repair work. The repairs will take place in low light due to electrical system being off. Please provide adequate external lighting to work safely. 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:

- Work light
- Impact Driver
- Drill
- 3/8" square drive ratchet
- 3/8" square drive torque wrench capable of at least 8-17 ft-lbs
- 3/8" square drive sockets: 10mm, 13mm, 3/16" Hex, 3/32 Hex, and T20 Torx
- #2 Philips screwdriver/driver bit
- Drill bits: 5/16", 7/8"
- Label maker
- Loctite
- Sandpaper
- GFCI Outlet tester

Parts Provided:

Parts Needed	
Part Description	Qty Needed
Cable Kit	1
Bracket	1
Cable Passthrough	1
Self tappers	12
1/4" -20 x 1" Hex Flange Screw	1
1/4" Lock Washer	1
1/4" Flat Washer	1
1/4" Lock Nut	3
5/16" x 1" Flange Head Hex Bolt	1
5/16" Lock Washer	2
5/16" Flat Washer	2
5/16" Lock Nut	1
10-24 Low Profile Nut	2
8-32 Low Profile Nut	6
18-8 Lock Washer	9

Prep and Disassembly:

1. Ensure unit is parked with ignition turned off.
2. Turn off the electrical system In the capsule by holding down the illuminated green button until there is an audible "click". (Figure 1)
3. Remove the Dinette Angle Trim by using a philips head to remove the 6 screws holding it in place and set aside (Figure 2)
4. Remove 4 screws from Dinette Kick Plate (Figure 2) and 4 screws from Galley Bracket (Figure 3) and set aside

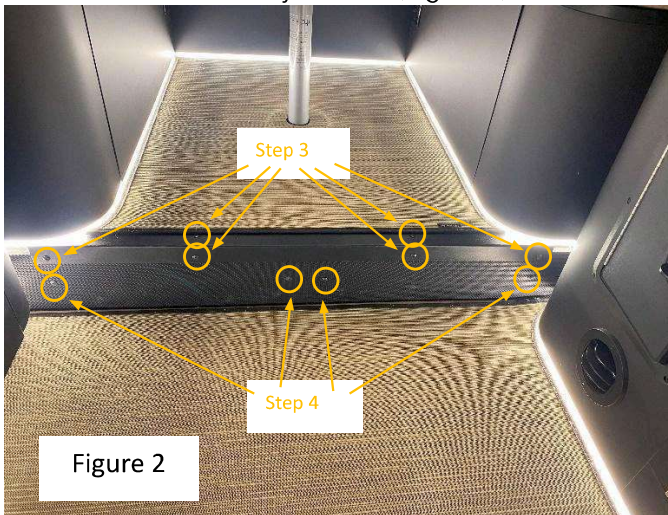


Figure 2



Figure 1

5. Open closet and remove contents
6. Lift floor of closet up and set panel aside (Figure 4)
7. Remove lower right galley drawer and set aside
8. Remove 4 torx screws holding Lower Electrical



Figure 5



Figure 10

Cabinet Cover Plate and set aside (Figure 5)

9. Grab Lower Electrical Cabinet Panel and pull out, releasing first the bottom and then the top attachments (Figure 6) NOTE: take care to not scratch surrounding panels
10. Remove 4 Philips screws holding Upper Electrical Cabinet Cover Plate and set aside (Figure 7)
11. Grab Upper Electrical Cabinet Panel and pull out, releasing first the top and then working the bottom loose (Figure 8) NOTE: take care to not damage the headliner when removing

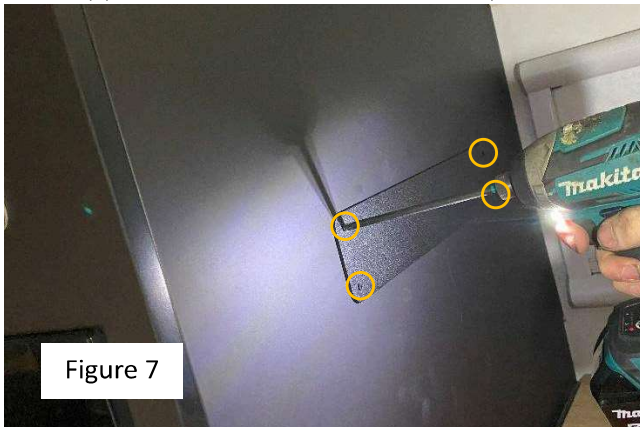


Figure 7

12. Sand a small (roughly 1") area through the powdercoat at the base of the electrical cabinet (Figure 9)

13. Remove bolt using hex key holding the Inverter panel in place (Figure 10)

14. Remove top right panel mount by removing 2 x Philips head screws (Figure 10)
15. Slide out Inverter plate NOTE: do NOT use breaker box as handle
16. Turn off both Inverters by flipping switches to middle position (0) (Figure 11)
17. Sand a small (roughly 1") area through the powdercoat on the back panel at the top of the electrical cabinet (Figure 12) NOTE: Please minimize dust and maintain a clean environment

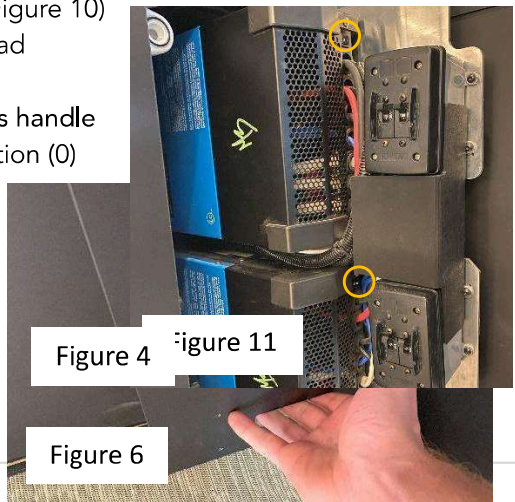


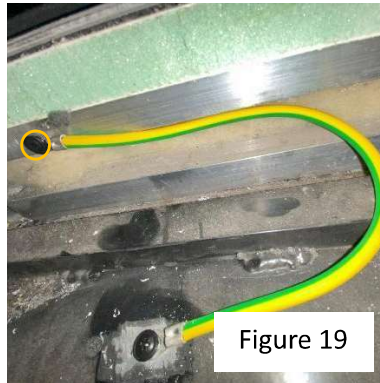
Figure 4 Figure 11

Figure 6

- Sand two small (roughly 1") areas through the powdercoat on the frame of the closet (Figure 13)

Chassis Grounding:

- Attach Cable E to Galley behind the self-tappers and 2x lock
- Attach Cable D to flooring) and Dinette self-tappers and 2x lock



Subfloor (square tubing) and removed drawer using 2x washers (Figure 14 & 15)
Subfloor (square tubing under under kick plate using 2x washers (Figure 16 & 17)

- Attach Cable B to Subfloor (square tubing) and sanded area of Electrical Cabinet Frame using 2x self-tappers and 2x lock washers (Figure 18 & 19)



Figure 21

- Attach Cable C to one of the sanded areas of the Cabinet Frame using self-tapper and lock washer (Figure 20)

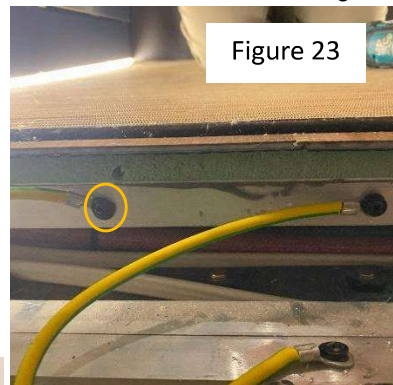


Figure 23

- Route as shown and attach

other end of Cable C to Subfloor using self-tapper and lock washer (Figure 21, 22,

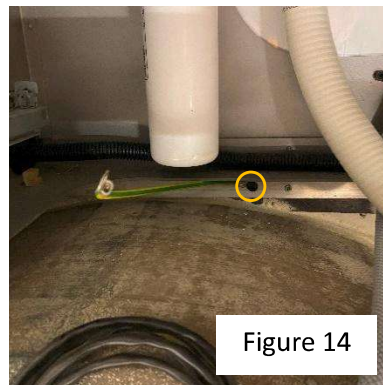


Figure 14

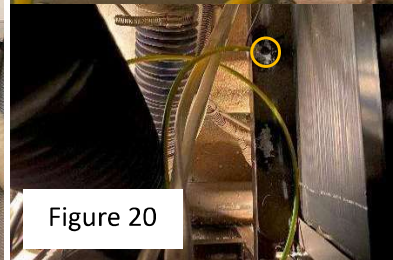


Figure 20

and 23)

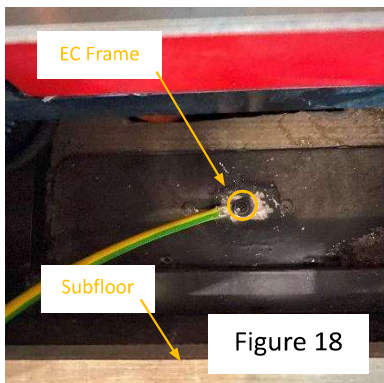


Figure 18

Electrical Cabinet Grounding:



Dinette



24. Attach one end of the Cable A to sanded area of Upper Electrical Cabinet Panel using self-tapper and lock washer (Figure 22)
25. Attach other end of Cable A to negative bus bar using 5/16" x 1" bolt, flat washer, lock washer, and lock nut. Torque to 17 ft-lbs (23 Nm) (Figure 23)
26. Remove either top or bottom Inverter cover (whichever is most accessible) by removing the two philips head screws and sliding off (Figure 25) NOTE: this step may require removing one of the breaker boxes
27. Loosen nut holding existing ground cable, slide smaller terminal of Cable M over stud, and retighten nut to 8 ft-lbs (11 Nm) (Figure 26)
28. Reattach the Inverter cover, sliding Cable M through passthrough Note: If breaker box was removed, reattach in this step
29. Attach Cable I and J between cable clamps on both upper and lower breaker boxes by either loosening the bolt head and hooking terminal behind, or using supplied nut with loctite to tighten terminal down, depending on which side of bolt is accessible (Figure 27)
30. Attach Cable K between one of the cable clamps on the upper breaker box and one on the lower using same method outlined in step 29 (Figure 27)
31. Look for existing hole in inverter plate. If one does not exist, drill a 5/16" hole using a drill bit with a drill stop (Figure 28) NOTE: take special care to not damage loft wall panel
32. Attach hook end of Cable L to the closest breaker cable clamp to drilled hole using method outlined in step 29 (Figure 27)
33. Attach free ends of both Cables L and Cable M to plate using 1/4"-20 x 1" bolt, flat washer, lock washer, and lock nut. Torque to 8 ft-lbs (11 Nm) (Figure 29)

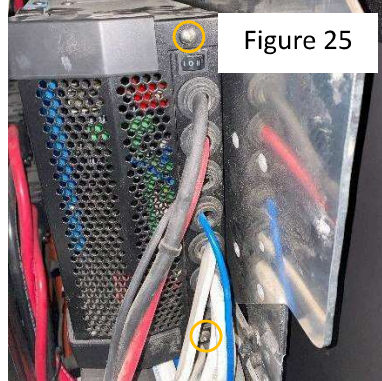


Figure 25

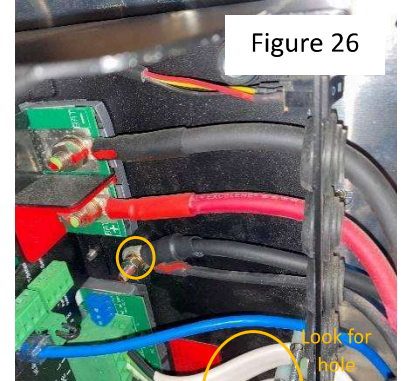
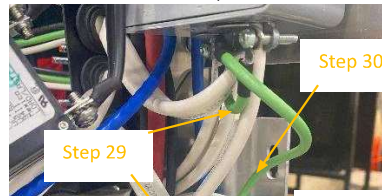


Figure 26

Breaker Box Grounding:

34. Remove Breaker Box Cover Plate by using a Philips head to remove 6 x screws (Figure 30)
35. Remove Breaker Box from closet wall by using a hex key to remove 4 x bolts while holding the nuts from inside closet (Figure 31)
36. Tilt Breaker Box and slide through opening to allow for

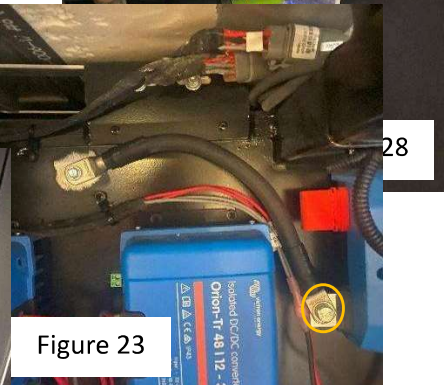


Step 29

Step 30



Step 32



28

Figure 23

easier access to wiring



Figure 30

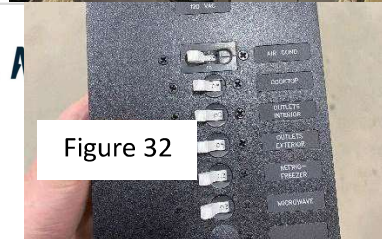
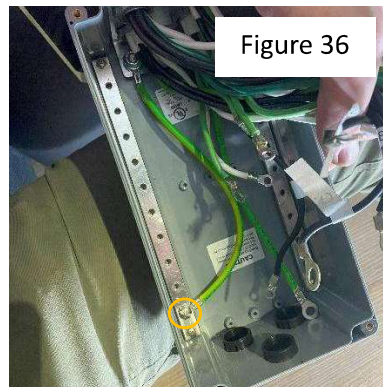
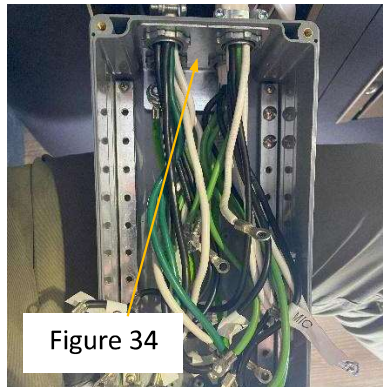
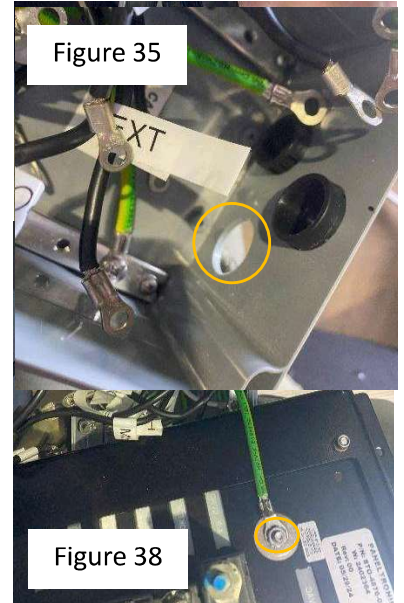


Figure 32



37. Remove Breaker Box Face Plate by using a Philips head to remove 4 x screws and open box (Figure 32)
38. Label black wires with label maker for easier reassembly later
39. Detach all of the wires from face plate and common bars (Figure 33)
40. Take off 4 x twist nuts holding the wire pass throughs at the top of the breaker box
41. Slide supplied bracket over the wire pass throughs and re-attach 4 x twist nuts (Figure 34)
42. Punch out blocker for passthrough (Figure 35) NOTE: If breaker box does not have punch out, drill a 7/8" size hole
43. Attach Cable H to bottom screw on ground bar (Figure 36)
44. Attach supplied wire passthrough with Cable F already fed through (small terminal within breaker box)
45. Attach Cable F to bottom screw of ground bar (Figure 37)
46. Reattach green, white, and then black wires
47. Attach right Cable G to Breaker Box Face Plate (Figure 38)
48. Reinstall breaker box on closet wall by reversing steps 34-37
49. Attach free end of Cable F to open sanded area of the Cabinet Frame using self tapper and lock washer



Reassembly and Testing:

50. Reassemble capsule by Turn both Inverters to position
51. Turn on the electrical system in flashing green button
52. With all breakers on, test cooktop, refrigerator, and
53. Test Interior and exterior outlets GFCI on exterior outlets may
54. One by one, flip breakers and correct electrical connection (Ie:
55. Ensure cooktop Is off, area Is and email checklist to

reversing steps 3-16 NOTE: (I) the capsule by pressing the function of air conditioning, microwave with outlet tool NOTE: need reset ensure that they disable the breaker 5 turns off fridge) clean, checklist Is complete, warranty@storyteller.com



Recall # 24V-968 Checklist

Rev02072025

Instructions: Complete this checklist during the procedure outlined in the document "02072025 NHTSA Recall 24V-968 HILT Grounding." Once the recall repair is complete, supply completed form to Storyteller Overland via email at warranty@storytelleroverland.com

Service Center Name: _____ Date: _____

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

Truck Owner's Name: _____ Truck's VIN: _____

Step 2: Turn off power to the capsule and initial: _____

Step 16: Turn off both Inverters and initial: _____

Step 19: Attach Cable E - Galley to Subfloor Ground and initial: _____

Step 20: Attach Cable D - Dinette to Subfloor Ground and initial: _____

Step 21: Attach Cable B - Electrical Cabinet to Subfloor Ground and initial: _____

Step 22 & 23: Attach Cable C - Closet to Subfloor Ground and initial: _____

Step 24 & 25: Attach Cable A - Upper Electrical Cabinet Ground, torque bolt to 17 ft-lbs (23 Nm) and initial: _____

Step 27 & 33: Attach Cable M - Electrical Cabinet Inverter Panel to Inverter Ground, torque both connections to 8 ft-lbs (11 Nm) and initial: _____

Step 29 - 33: Attach Cables I, J, K, and L - Electrical Cabinet Breaker Grounds and initial: _____

Step 41: Attach Bracket to Breaker Box and initial: _____

Step 43: Attach Cable H - Breaker Box Bracket to Bonding Strip and initial: _____

Step 45: Attach Cable F - Breaker Box to Cabinet Frame Ground to Breaker Box and initial: _____

Step 47: Attach Cable G - Breaker Box Bracket to Breaker Box Face Plate and initial: _____

Step 49: Attach Cable F - Breaker Box to Closet Ground and initial: _____

Step 50: Turn Inverters to position (I) and initial: _____

Step 52 - 55: Test according to outlined procedure and initial: _____