



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

August 30th, 2024

*** * IMPORTANT SAFETY RECALL * * ***

**This notice applies to your vehicle,
a Storyteller GXV NEXT, with the VIN shown below.**

NHTSA Recall: 24V-551

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 certain Storyteller GXV NEXTs vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 120, "Wheels and Rims- Other than Passenger Cars."

It was determined that three vehicles were not weighed with a full fuel tank and thus do not reflect cargo carrying capacity values in compliance with FMVSS standards.

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.

What is the issue? Storyteller Overland is recalling certain 2024 Storyteller GXV NEXT motorhomes built on the Ram 5500 chassis. Storyteller GXV NEXTs fail to comply with FMVSS

120. Three vehicles were not weighed with a full fuel tank and thus do not reflect cargo carrying capacity values in compliance with FMVSS standards.

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 will Storyteller Overland and your dealer do? Storyteller Overland will mail corrected labels free of charge to you. If you do not feel comfortable replacing the labels, Storyteller Overland authorized dealers will replace the tire and loading information labels. There will be no charge to the customer for this label replacement.

How long will it take? The time needed to complete this recall will be approximately 5 min to complete.

What should you do? Upon receipt of the corrected labels, please replace the labels on your vehicle pursuant to the enclosed instructions and notify Storyteller's Customer Service Department at warranty@storytelleroverland.com. If you feel uncomfortable doing so, please contact your local Storyteller Overland authorized dealer without delay and request a service date for NHTSA Recall:24V-551. To find the nearest dealer, go to www.storytelleroverland.com/pages/find-a-dealer or call 888-999-7442. Provide the dealer with your VIN, which is printed near the top of this letter and please take your corrected labels with you.

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 this notice to Storyteller Overland.

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