



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 25V588

**Manufacturer Name:** Storyteller Overland

**Submission Date:** Sep 09, 2025

**NHTSA Recall No.:** 25V588

**Manufacturer Recall No.:**

### Manufacturer Information

### Population

**Manufacturer Name:** Storyteller Overland

**Address:** 428 Industrial Lane  
BIRMINGHAM AL, 35211

**Total number of potentially involved:** 61

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2024-2026 Storyteller Overland GXV HILT

**Product Category:** Buses, Medium & Heavy Vehicles

**Product Type:** Recreational Vehicle

**Fuel / Propulsion:**

**Production Dates:** Nov 14, 2023 - Jul 25, 2025

**Number of potentially involved:** 61

**Descriptive Information:**

Out of an abundance of caution, all GXV HILT vehicles built on the 2024 Model Year Ram Chassis will be recalled to inspect wiring.

### Defect / Noncompliance Description

**Description of the defect or noncompliance:**

The auxiliary power system in certain Storyteller Overland GXV HILT vehicles may contain improperly routed wires.

**FMVSS1:**

**FMVSS2:**

**Description of the safety risk, including crash, fire, death, injury:**

Due to the potential of improperly routed wires, there could be contact between certain wires and the intake manifold cover in the engine bay of the GXV HILT. Such contact 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 fire.

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## Description of the cause:

The wiring of the GXV HILT connecting our auxiliary power system has been inconsistently routed without sufficient measures taken to prevent the wires from coming into contact with the intake manifold cover located in the engine bay.

## Identification of any warning that can occur:

NA

## Component Manufacturer

**Tier of Supplier:** Tier 1

**Supplier Type:** Distributor

**Name:** C&G WIRING , INC

**Address:** 1823 LEER DRIVE  
Elkhart IN, 46514

**Country:** United States

**Tier of Supplier:** Tier 1

**Supplier Type:** Distributor

**Name:** Custom Automated Services

**Address:** 311 25th Northwest  
Fayette AL, 35555

**Country:** United States

## Involved Components

**Component Name 1:** HILT Chassis Jumper

**Component Description:** 12v\_Breaker\_POS , 2/0-1/4" , 196" 2/0 , RED , 5/16 RING TERMINAL

**Component Part Number:** R4H-02-85-019-1.1

**Component Name 2:** Chassis - Main Harness

**Component Description:** Chassis - Main Harness

**Component Part Number:** R4H-02-77-001-1.1

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**Component Name 3:** HILT Chassis Jumper

**Component Description:** 48v\_Alt\_POS , LCAN2/0-56-X , 183" 2/0 , RED , 3/8 STUD RING TERM, W/ BOOT N/A

**Component Part Number:** R4H-02-85-017-1.1

**Component Name 4:** HILT Chassis Jumper

**Component Description:** 12v\_BreakerRear\_POS , 2/0-1/4" , 274" 2/0 , RED , BLUNT N/A

**Component Part Number:** R4H-02-85-020-1.1

**Component Name 5:** HILT Chassis Jumper

**Component Description:** 48v\_Alt\_NEG , LCAN2/0-56-X , 183" 2/0 , BLACK , 3/8 RING TERMINAL, W/ BOOT N/A

**Component Part Number:** R4H-02-85-018-1.1

## Chronology

On August 28th, Storyteller's customer service team received a report of a thermal event in the engine bay of a GXV HILT that was extinguished by the customer.

On August 29th, Storyteller Overland's Safety Committee met to open an investigation.

On September 4th, Storyteller Overland's Safety Committee voted to recall GXV HILTs due to the potential for improperly routed wiring.

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:** Inspect, Repair

**Consumer Advisories:**  Do Not Drive  Park Outside

**Description of remedy program:**

The corrective action will involve a thorough inspection of the wiring to verify proper routing and to identify any signs of damage. If damage is found, the affected wiring will be replaced. Regardless of condition, all wiring will be secured using an additional bracket and anti-chafe material will be added, and in-line fuses will be added.

**How remedy component differs from recalled component:**

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The remedy is primarily related to the assembly process; provided, however, additional wire protection will be added.

## Identify how/when recall condition was corrected in production:

The recall condition was corrected in production with updated process instructions regarding wiring routing with proper fastening components and additional wire protection. This process will be verified on the production line.

## Reimbursement Plan

### Description of reimbursement program:

If you have already paid for these repairs, please contact Storyteller at [service@storytelleroverland.com](mailto:service@storytelleroverland.com) with the details of the repair including pictures of the completed repair and remedied part as well as a labor sheet or invoice. Once we have received proof of satisfactory completion and your invoice, we will coordinate reimbursement. There are no time frame or eligibility restrictions to get reimbursed for this repair.

### Period of reimbursement:

There are no time frame or eligibility restrictions to get reimbursed for this repair.

### Costs to be reimbursed:

Any costs related to this repair will be reimbursed

### Address for reimbursement claims:

428 Industrial Ln  
Birmingham AL, 35211

## Recall Schedule

### Description of recall schedule:

Dealer and owner notification letters will be sent within the 60-day requirement.

**Planned Dealer Notification Date:** Nov 04, 2025 - Nov 04, 2025  No Dealers

**Planned Interim Owner Notification Date:**  No Owners

**Planned Remedy Owner Notification Date:** Nov 04, 2025 - Nov 04, 2025  Phased Recall

**Date when VIN will be searchable:**