



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

October 2025

**TO: Storyteller Overland Dealers
Subject: NHTSA Recall: 25V-588**

Storyteller Overland, LLC (“STO”) has decided that a defect which relates to motor vehicle safety exists in certain 2024-2026 Storyteller Overland GXV Hilt Vehicles, and Storyteller has issued a voluntary recall in accordance with the National Traffic and Motor Safety Act, as amended. These GXV Hilt vehicles were manufactured before September 2025. 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 2024-2026 Storyteller GXV HILT vehicles. The auxiliary power system wires may have been improperly routed. The wires may be damaged by contact with the intake manifold.

What is the risk? Damaged wires may overheat and short, increasing the risk of fire.

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 email the checklist to Storyteller via email to service@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



NHSTA Recall 25V-588 Hilt Wiring Recall

Rev10072025

Overview:

The following are instructions for Inspection of potential damage and both physical and electrical protection of wires (subject of this recall). Complete the inspection checklist "Inspection Recall 25V-588 Checklist" and attach required photos In an email with subject line "Recall # 25V-588 - VIN 123456" to service@storyteller.com. Additionally after completing work provide a signed and completed copy of "Recall 25V-588 Checklist" to service@storytelleroverland.com

Applicable Vehicles:

GXV Hilts produced before September 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 and truck battery grounds are disconnected while performing the repair work. The repairs will be made in the engine compartment and underneath the vehicle. Make sure the engine compartment is cool before working to prevent possible burns. 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
- 3/8" square drive ratchet
- 3/8" square drive sockets: 10mm, 12mm, 13mm
- 3/8" square drive torque wrench capable of 50-110 In-lbs
- Diagonal cutting pliers
- Camera
- Multimeter

- Electrical tape

Parts Provided:

Part Description	Qty Needed
Single fuse holder assembly	1
Double fuse holder assembly	1
8" Anti-chafe sleeving	1
P-Clamp	1
M6 bolt	1
M6 nut	1
Zip-tie swivel	1
Heavy duty zip-ties	15

Diagnostic Procedure:

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. Exit the capsule and lock the entry door. The technician performing the work should have the entry door keys on their person from this point on to prevent others from entering the capsule
4. Pop the hood of the RAM chassis
5. Disconnect the driver's side negative battery terminal and secure with a zip tie (Figure 2)
6. Disconnect the passenger's side negative battery terminal and secure with a zip tie (Figure 3)

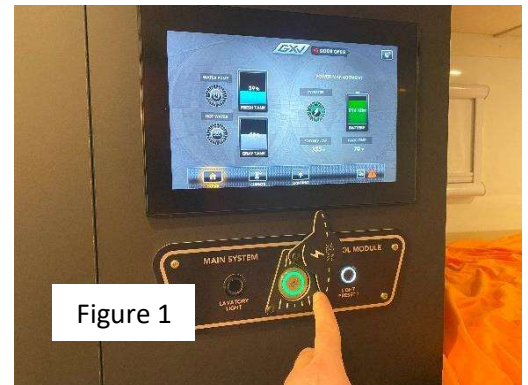


Figure 1

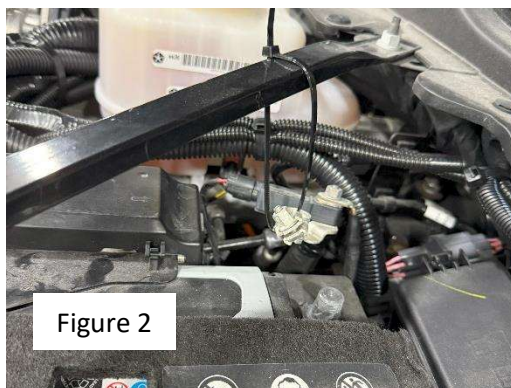
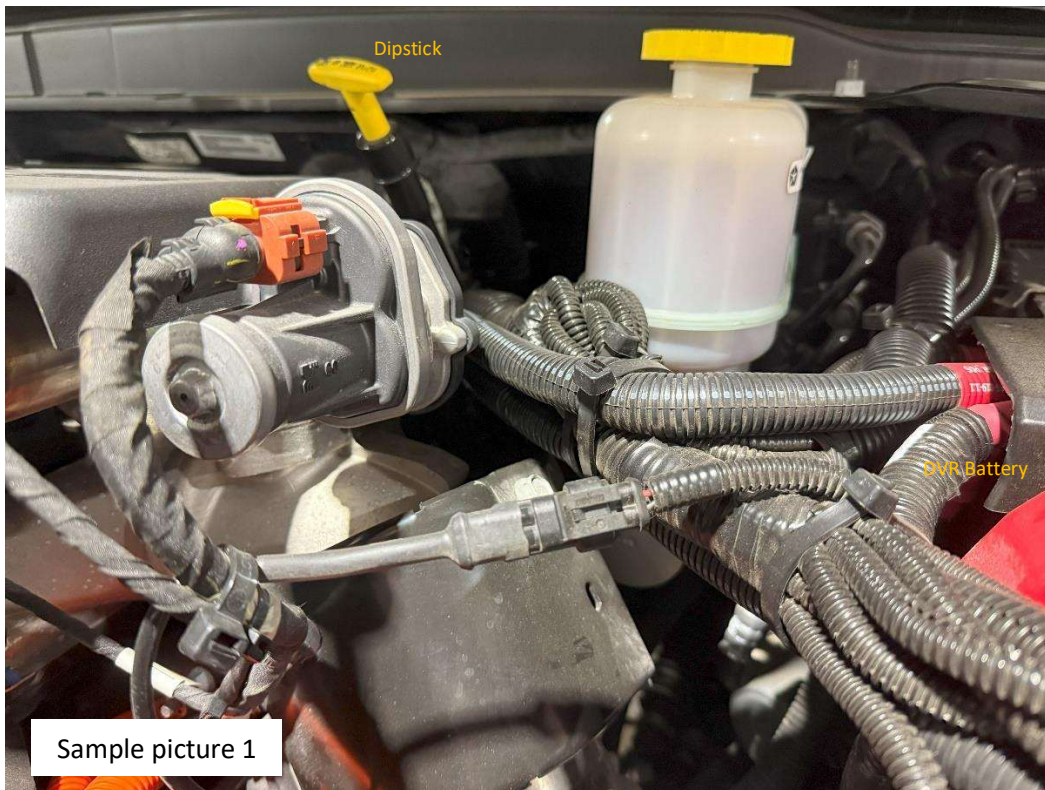


Figure 2

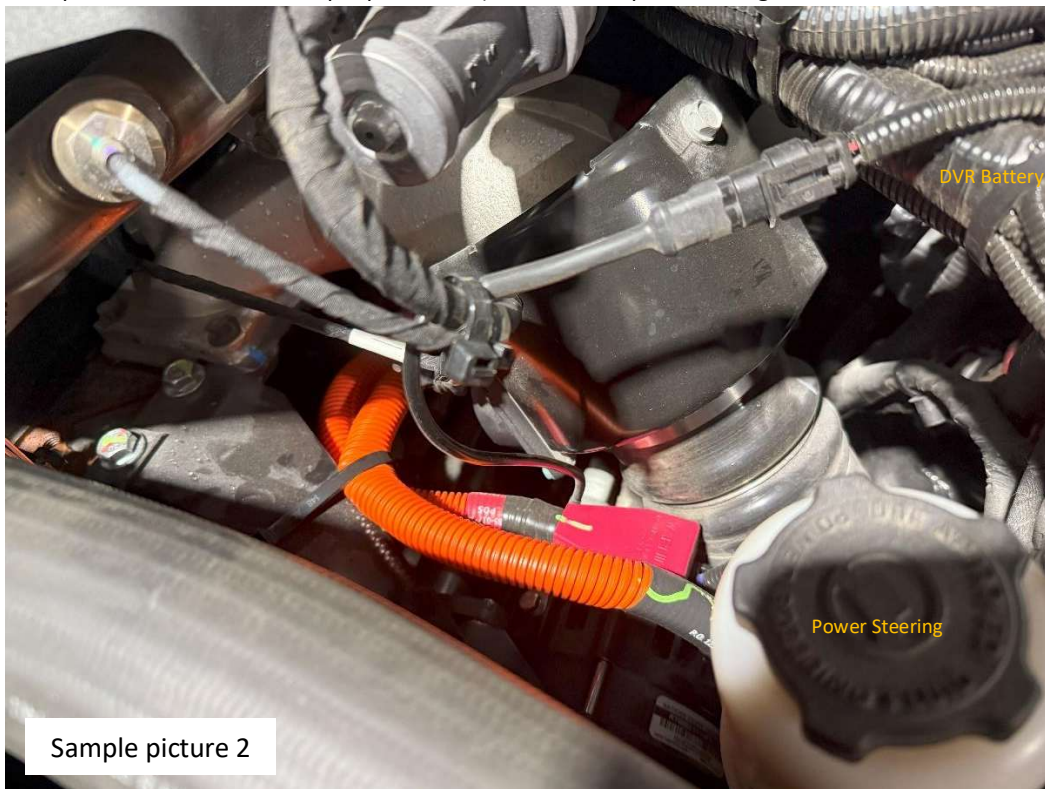


Figure 3

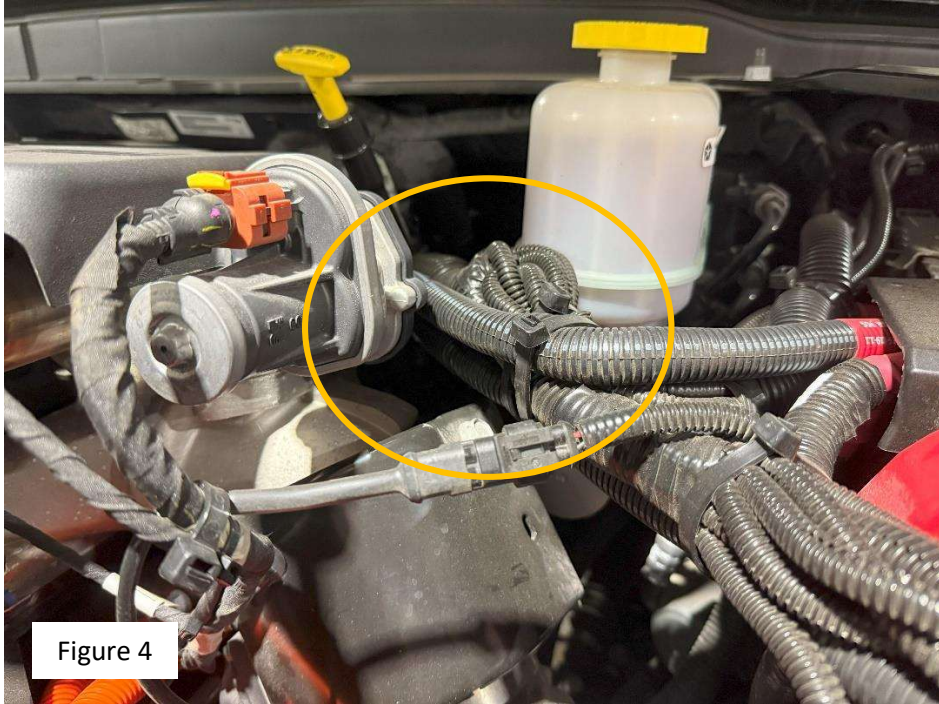
7. Take picture Identical to "sample picture 1"



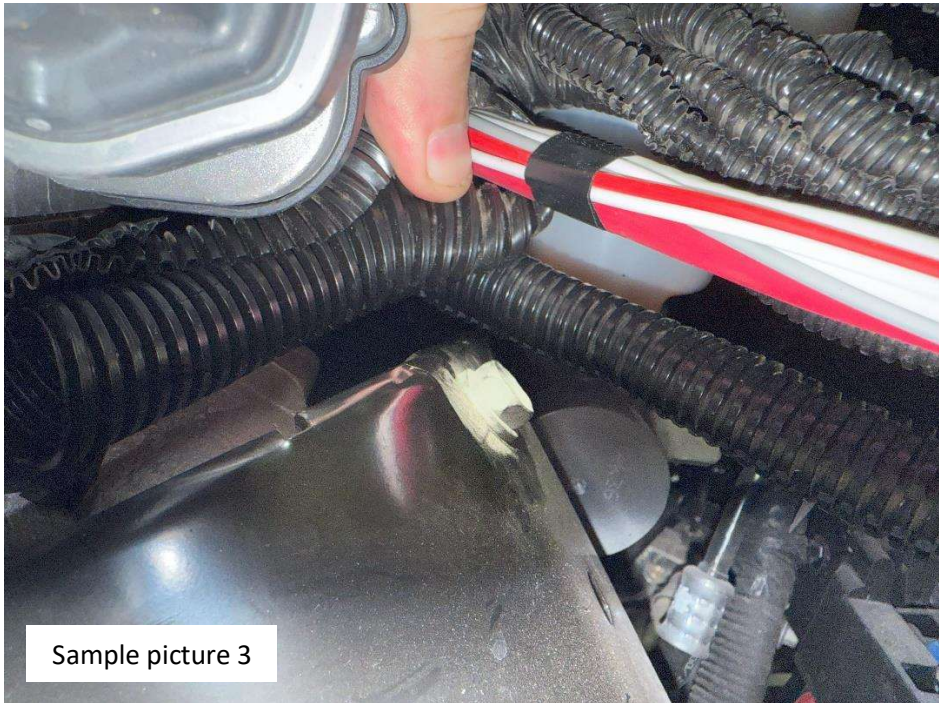
8. Take picture Identical to "sample picture 2" (If there is a ziptie securing to bracket, cut and remove)



9. Carefully remove bundle of wires shown from sheathing through the split in plastic. Zip ties or electrical tape may have to be removed
10. Inspect for any visible damage of wire Insulation
11. Remainder of photos will be taken In the area shown In Figure 4

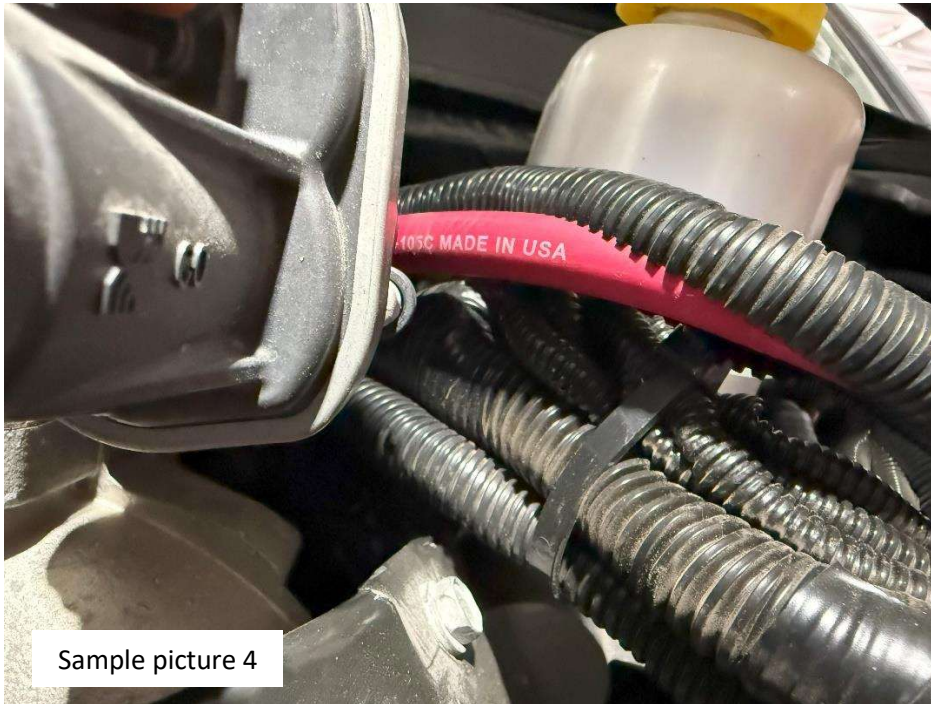


12. Take picture identical to "sample picture 3"

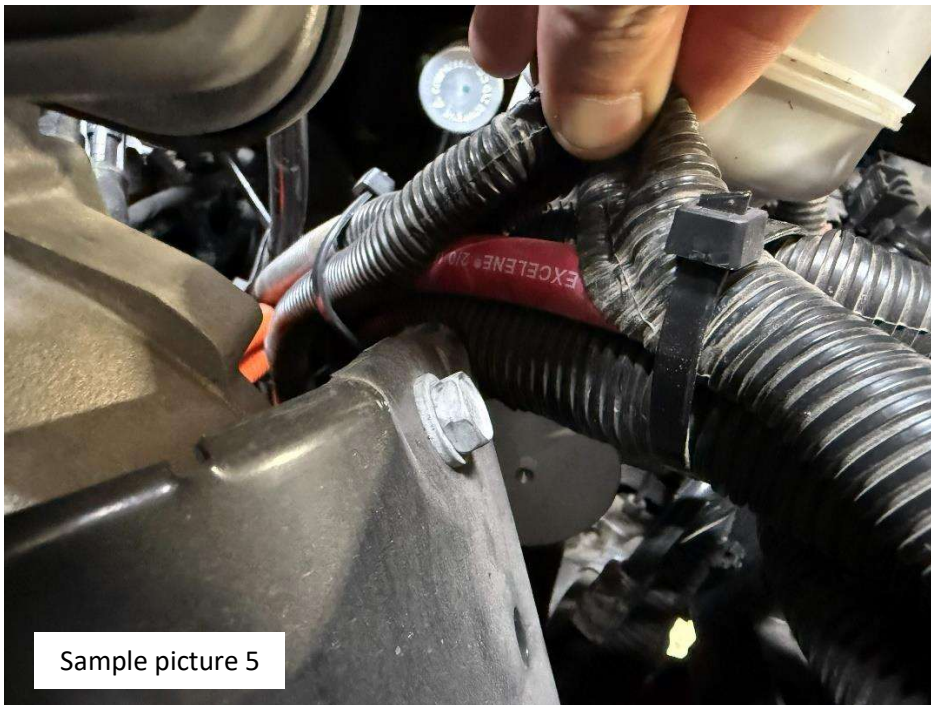


13. Carefully remove the first large wire shown from sheathing through the split in the plastic
14. Inspect for any visible damage of wire Insulation

15. Take picture Identical to "sample picture 4"



16. Carefully remove the last large wire shown from the sheathing through the split in the plastic
17. Inspect for any visible damage of wire Insulation
18. Take picture Identical to "sample picture 5"



19. Check for any wiring damage not explicitly shown on these Instructions
20. Return all of the wires to the Inside of the protective sheathing and replace any zip ties/electrical tape
21. Email completed "Diagnostic Checklist" and all 5 pictures to service@storytelleroverland.com

22. If any of the Insulation Is damaged, reach out to service@storyteller.com and await further Instructions and parts. If Insulation Is fully Intact, proceed to the Repair Procedure

Repair Procedure:

1. Remove engine cover bolt (Figure 5)
2. Attach supplied bracket with engine cover bolt In orientation shown. Torque to 89 in-lbs (Figure 6)



Figure 5

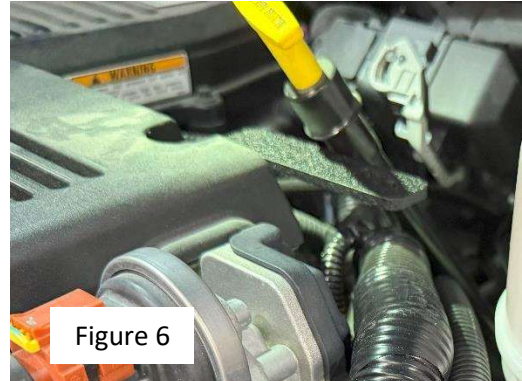


Figure 6

3. Lift harness to test slack. If It can make contact with bracket, skip to step 6 (Figure 7)
4. Cut zip ties on dipstick tube and re-do step 3 (Figure 8)

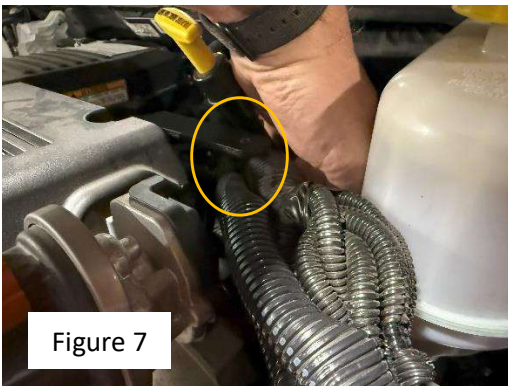


Figure 7



Figure 8

5. Loosen P-clamp and re-do step 3 (Figure 9)
6. Wrap anti-chafe around the bottom of the bundle centered at the bracket (Figure 10)

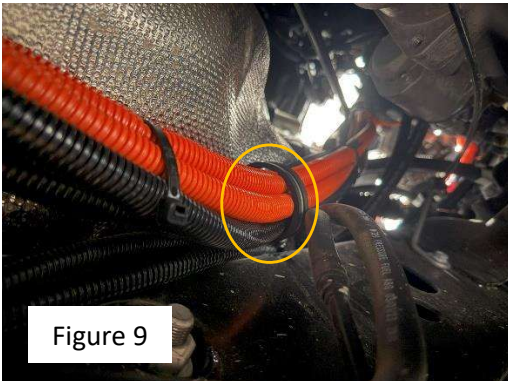


Figure 9

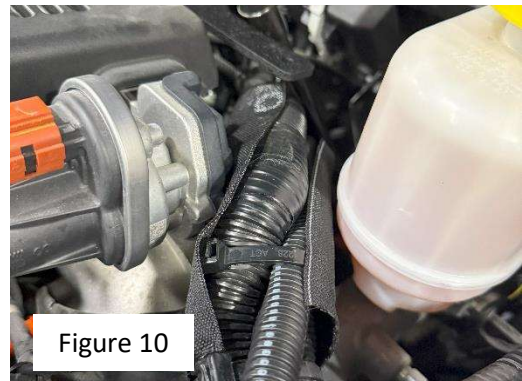


Figure 10

7. Secure with two supplied heavy duty zip ties (Figure 11)
8. Wrap supplied P-clamp around bundle and secure to supplied bracket using M6 nut and bolt (Figure 12)



Figure 11



Figure 12

9. Open the cover on the driver's side battery positive
10. Remove the 12mm nut and washer next to the battery post attachment
11. Remove the red wire from the stud (Figure 13)
12. Place the supplied double fuse holder on the stud, place red wire on top, and then attach with the removed washer and nut (Figure 14)
13. Torque nut to **50 In-lbs**

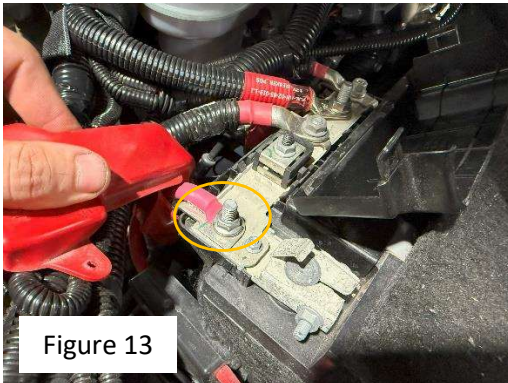


Figure 13

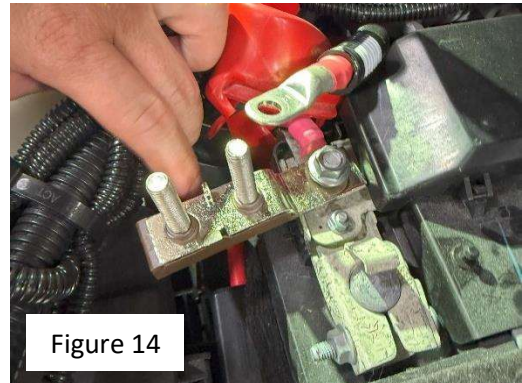


Figure 14

14. Remove the large wire that leads to the 150A breaker labeled "**Battery Pos**" from the battery using 13mm socket and attach to the double fuse holder on the 175A fuse (Figure 15)
15. Remove the slightly smaller wire labeled "**Battery Pos**" from the battery using 10mm socket and attach to the double fuse holder on the 100A fuse (Figure 16)



Figure 15

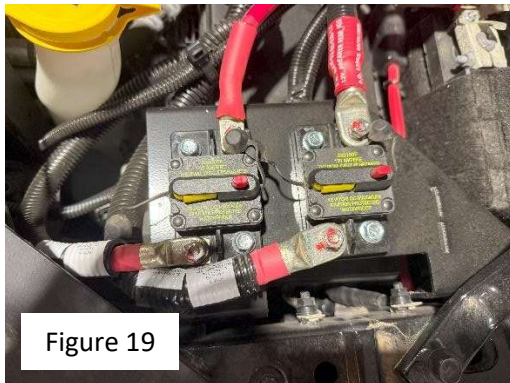


Figure 16

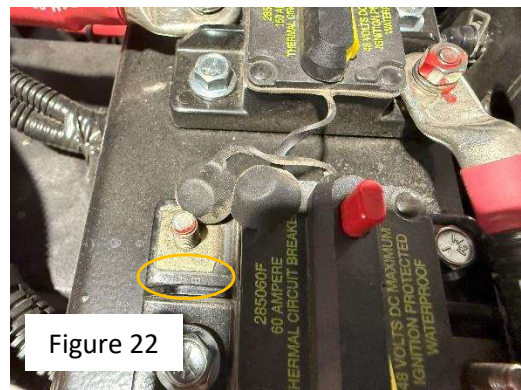
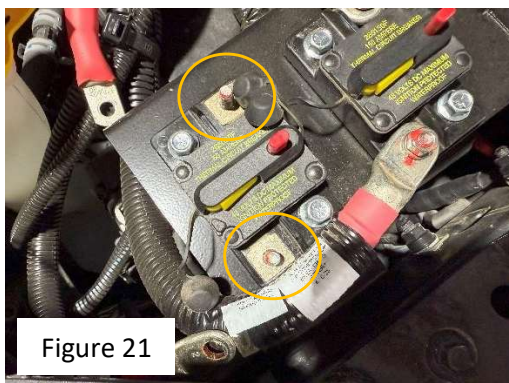
16. Torque both nuts to **107 In-lbs**
17. Remove the nut from the third stud from the cab of the truck on the battery and place the supplied single fuse holder on the stud. Reattach nut and torque to **50 In-lbs** (Figure 17)
18. Remove the large wire labeled "**Breaker_Pos**" from the battery and attach to the single fuse holder on the 175A fuse (Figure 18)
19. Torque nut to **107 In-lbs**



20. Inspect the breakers towards the front of the engine compartment. If the yellow reset bar is facing the drivers side fender, proceed to next step (Figure 19). If it is facing the engine, skip to step 30 (Figure 20)



21. Undo nuts and washers on both wires from the front breaker (60A) using 10mm socket and set aside (Figure 21)
22. Verify that the molded plastic says "**BAT**" towards the engine (Figure 22)



23. If so, unbolt the two bolts holding breaker In place, rotate breaker 180 degrees, and re-Install
24. Re-Install two wires on breaker with the wire labeled "battery" towards the fender (Figure 23)
25. Next, undo nuts and washers on both wires from the rear breaker (150A) and set aside (Figure 24)

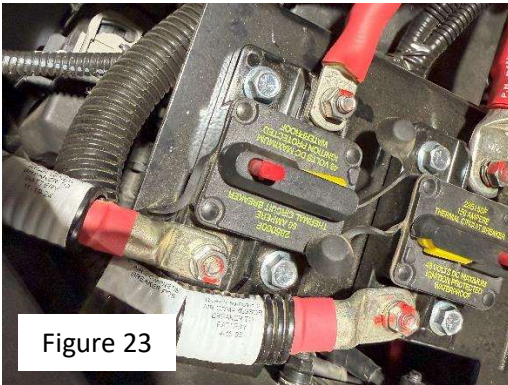


Figure 23

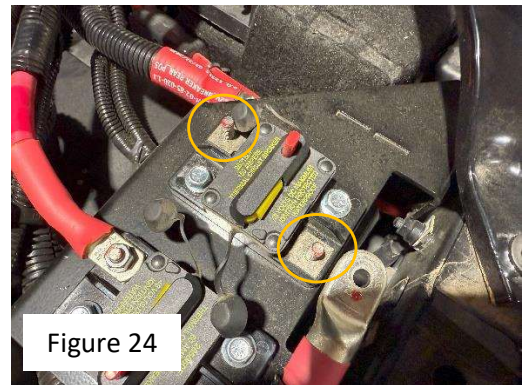


Figure 24

26. Verify that the molded plastic says "BAT" towards the engine
27. If so, unbolt the two bolts holding breaker In place, rotate breaker 180 degrees, and re-Install
28. Re-Install two wires on breaker with the wire labeled "battery" towards the fender (Figure 25)
29. Torque all connections with 10mm socket to 50 In-lbs (Figure 26)

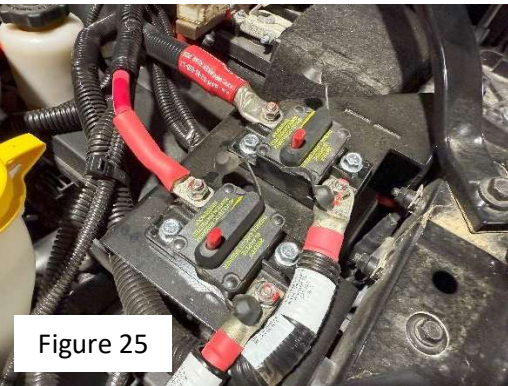


Figure 25

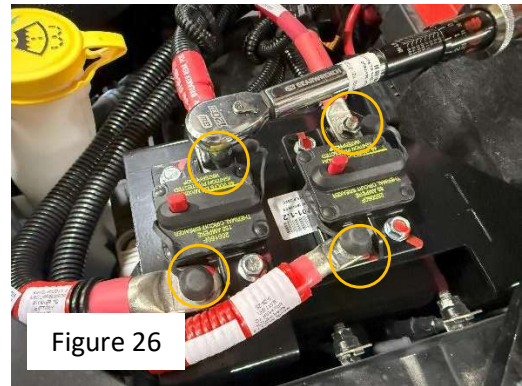


Figure 26

30. Notch the rubber boot as shown to clear the double fuse block (Figure 27)
31. Notch the plastic cover as shown to clear the single fuse block (Figure 28)

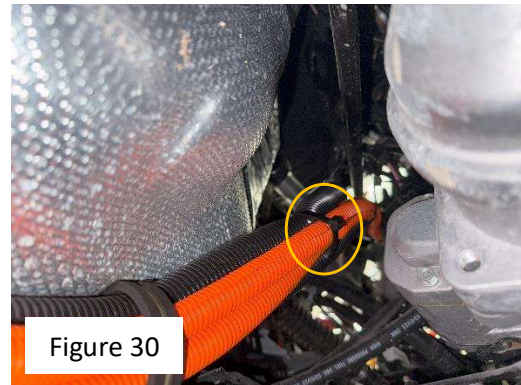
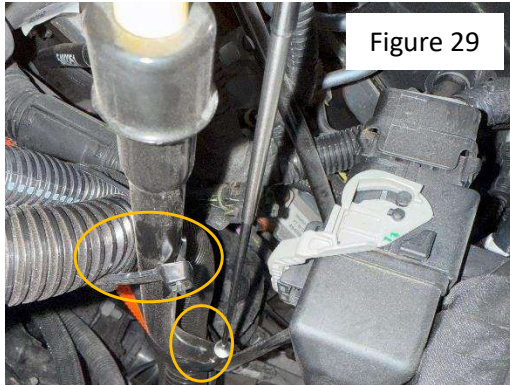


Figure 27

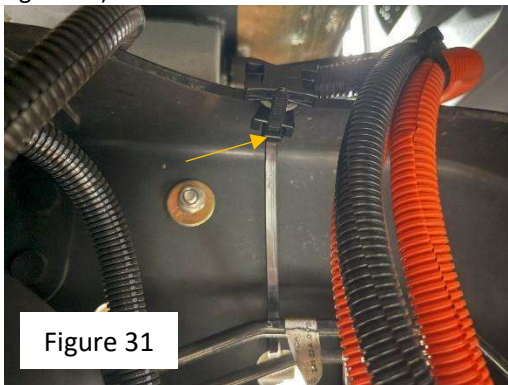


Figure 28

- 32. Ensure there are two zip ties on the dipstick as shown. If not, use supplied heavy duty zip ties to secure like picture (Figure 29)
- 33. From underneath the truck, add a supplied heavy duty zip tie securing the wire bundle to the dipstick towards the bottom of the firewall (Figure 30)



- 34. From underneath the truck, just behind the cab of the vehicle on the driver's side, look for where four wires go over the frame rail. Attach the supplied zip tie swivel through the hole in the frame rail and around the top, with the swivel tight against the top inner corner of frame rail. NOTE: the head of the zip tie should be placed against the swivel to prevent it from sliding downward (Figure 31)
- 35. Using another heavy duty zip tie, secure the four wires to the swivel to hold the wires off of the frame rail (Figure 32)



- 36. Clip all zip ties
- 37. Re-attach grounds on both driver and passenger chassis batteries
- 38. Start truck and turn on Aux 3 (below radio, Figure 33). Ensure lights on roof rack turn on. (Figure 34)



39. Turn off Aux 3

40. Place air tool In chuck between chassis and capsule on drivers side. Discharge air. (Figure 35)

41. Turn on Aux 5 and listen to make sure compressor at rear of vehicle turns on. (Figure 36)

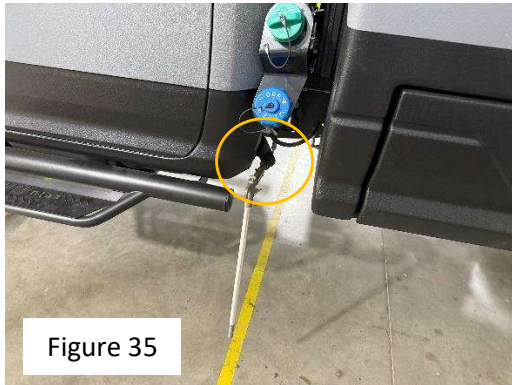


Figure 35



Figure 36

42. Turn off Aux 5

43. Using multimeter, check voltage across the plug at the rear left of the bottom of capsule as shown.

44. Verify ~12V (Figure 37)

45. Go to engine compartment and push red button on the 150A breaker (Figure 38)



Figure 37



Figure 38

46. Repeat steps 40-42, compressor should **NOT** kick on

47. Go to engine compartment and close the 150A breaker. Press red button on 60A breaker (Figure 39)

48. Repeat steps 43-44, voltage should be **0V** (Figure 40)



Figure 39



Figure 40

49. Return 60A breaker to closed state (Figure 41)

50. Ensure tools are removed, work area is clean, checklist is complete, and email checklist to service@storytelleroverland.com

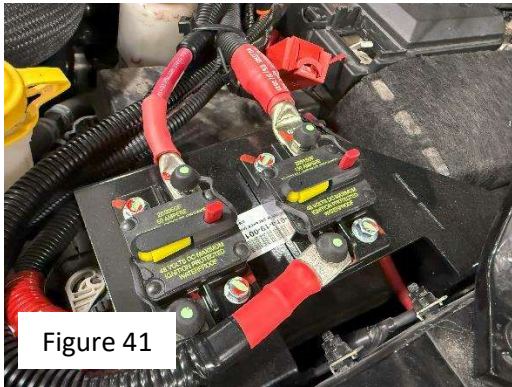


Figure 41



Inspection Recall # 24V-968 Checklist

Rev10072025

Instructions: Complete this checklist during the procedure outlined in the document "10072025 NHTSA Recall 25V-588 HILT Wiring Recall." Once the inspection is complete, supply completed form along with all 5 sample pictures to Storyteller Overland via email at service@storytelleroverland.com

Service Center Name: _____ **Date:** _____

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

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

Step 1: Ensure unit is parked with Ignition turned off and initial: _____

Step 2: Turn off the electrical system in the capsule by holding down the illuminated green button until there is an audible "click" and initial: _____

Step 5: Disconnect the driver's side negative battery terminal and secure with a zip tie and initial: _____

Step 6: Disconnect the passenger's side negative battery terminal and secure with a zip tie and initial: _____

Step 7: Take picture identical to "sample picture 1" and initial: _____

Step 8: Take picture identical to "sample picture 2" and initial: _____

Step 10: Inspect for any visible damage of wire insulation and initial: _____

Step 12: Take picture identical to "sample picture 3" and initial: _____

Step 14: Inspect for any visible damage of wire insulation on first large wire and initial: _____

Step 15: Take picture identical to "sample picture 4" and initial: _____

Step 17: Inspect for any visible damage of wire insulation on second large wire and initial: _____

Step 18: Take picture identical to "sample picture 5" and initial: _____

Step 19: Check for any wiring damage not explicitly shown on these instructions and initial: _____

Step 20: Return all of the wires to the inside of the protective sheathing and replace any zip ties/electrical tape and initial: _____



Recall # 25V-588 Checklist

Rev10072025

Instructions: Complete this checklist during the procedure outlined in the document "10072025 NHTSA Recall 25V-588 – HILT Wiring Protection." Once the recall repair is complete, supply completed form to Storyteller Overland via email at service@storytelleroverland.com

Service Center Name: _____ **Date:** _____

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

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

Step 8: Wrap supplied P-clamp around bundle and secure to supplied bracket using M6 nut and bolt and initial: _____

Step 13: Torque the nut holding the double fuse holder to the battery to **50 In-lbs** and initial: _____

Step 14: Remove the large wire that leads to the 150A breaker labeled "**Battery Pos**" from the battery using 13mm socket and attach to the double fuse holder on the 175A fuse and initial: _____

Step 15: Remove the slightly smaller wire labeled "**Battery Pos**" from the battery using 10mm socket and attach to the double fuse holder on the 100A fuse and initial: _____

Step 16: Torque both nuts to **107 In-lbs** and initial: _____

Step 17: Remove the nut from the third stud from the cab of the truck on the battery and place the supplied single fuse holder on the stud. Reattach nut and torque to **50 In-lbs** and initial: _____

Steps 18 & 19: Remove the large wire labeled "**Breaker_Pos**" from the battery and attach to the single fuse holder on the 175A fuse and torque to **107 in-lbs** and initial: _____

Step 20: Inspect the breakers towards the front of the engine compartment and initial: _____

Step 21-29: Complete the steps outlined, double-check wire placement, and torque all nuts to **50 In-lbs** and initial: _____

Step 35: Secure the four wires to the swivel to hold the wires off the frame rail and initial: _____

Step 37: Re-attach grounds on both driver and passenger chassis batteries and initial: _____

Steps 38-49: Test according to outlined procedure and initial: _____