



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

April 2026

**TO: Storyteller Overland Dealers
Subject: NHTSA Recall: 26V-183**

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. 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. Storyteller GXV HILT vehicles may contain a door switch failure that could signal entry steps to automatically extend while the vehicle is in transit.

What is the risk? If the entry steps extend during transit, it potentially creates a road or pedestrian hazard.

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



NHTSA 26V-183 Hilt Stairs

Rev04212026

Overview:

The following are instructions for access and installation of supplemental grounds to correct function of deployable steps (subject of this recall). Complete the attached checklist "Recall #26V-183 Checklist" along with these instructions and provide a signed, completed copy to service@storytelleroverland.com

Applicable Vehicles:

GXV Hilts produced before 3/30/2026

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. 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:

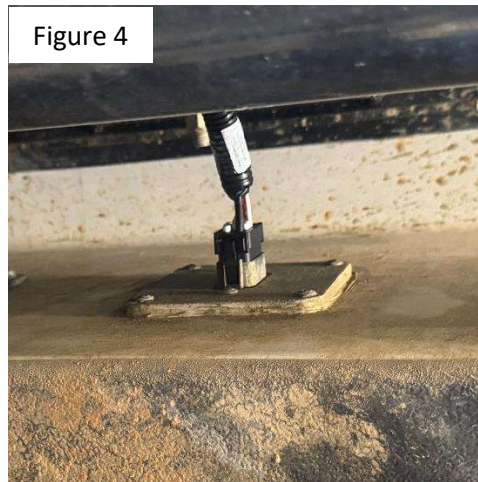
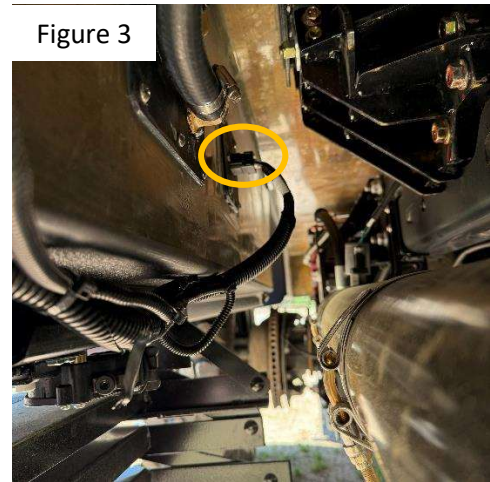
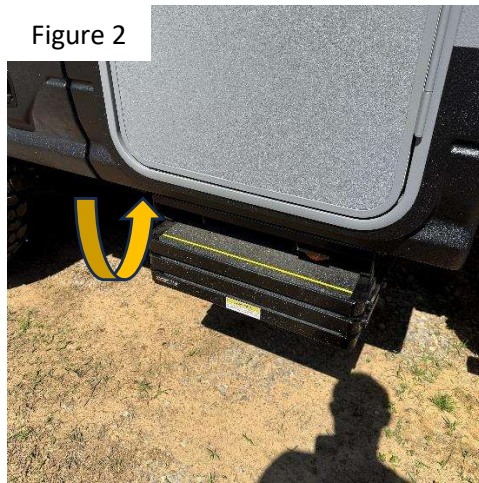
- Work Light
- Electrical Tape
- 7mm socket & ratchet
- Heat Gun
- Crimpers
- Fish Tape/Rod
- Flush Cutters
- Multimeter
- Zip ties

Parts Provided:

Parts Needed	
Part Description	Qty Needed
Supplemental Harness (R4H-02-95-001-1.1)	1
Butt Connector	1

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. Locate the harness for the steps and unplug the side that is attached to the capsule (Figure 2 & 3)
4. Plug In the Supplemental Harness (R4H-02-95-001-1.1) to the now open port on the capsule (Figure 4)



5. Begin fishing the wire toward the front of the vehicle replicating the path detailed in the following steps
6. Cross over the top of the liquid springs control module and secure with zip ties (Figure 5)
7. Follow the liquid springs harness forward until you reach the firewall, securing with zip ties every ~2ft (Figure 6)

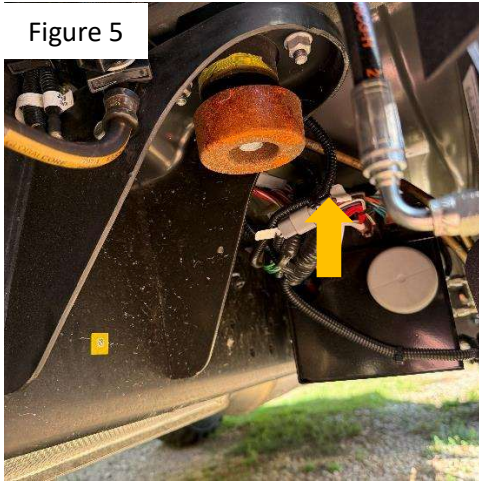


Figure 5

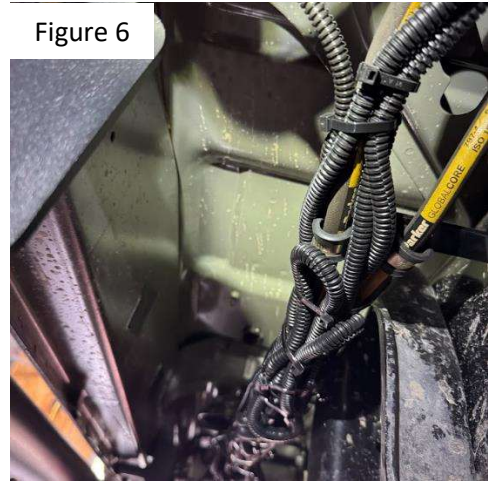


Figure 6

8. From the top of the engine compartment, pass your fish rod/tape down to underneath the vehicle in the spot shown (Figure 7 & 8)

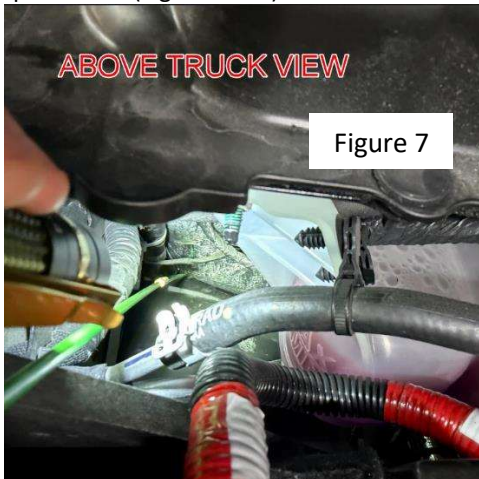


Figure 7



Figure 8

9. Attach wire to fish rod/tape and pull to top of engine compartment
10. Run along cowl securing with zip ties at the two cross braces (Figure 9)



Figure 9

11. Remove the kick panel In the driver footwell using 7mm socket (Figure 10)
12. From the driver footwell, pass fish rod/tape through the grommet shown and into engine compartment. Take care to make sure the grommet stays in place. The grommet must be in place where wires pass through firewall. (Figure 11 & 12)
13. Attach wire to fish tape/rod and pull into driver footwell

Figure 10



gasket pass
through location

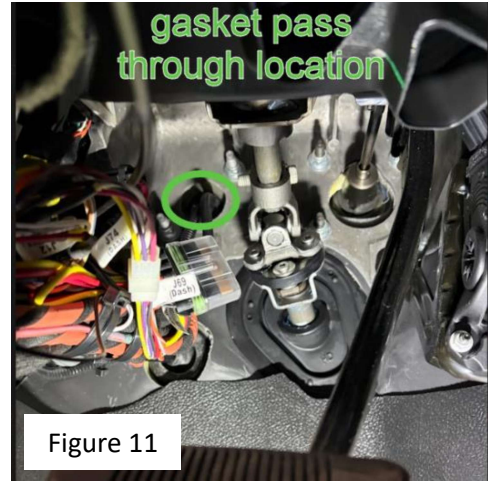
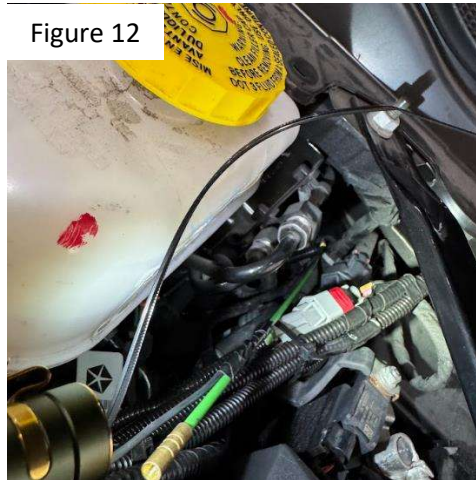


Figure 11

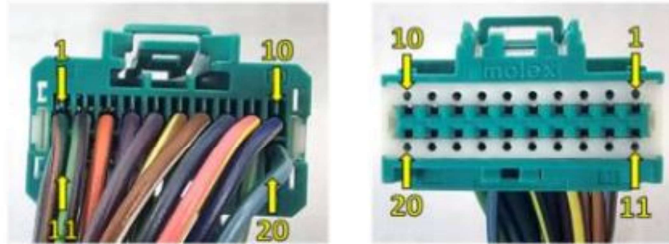
Figure 12



14. Locate the two wires shown on pictures below for the year Ram you are working on
 - a. **Model year 25+:** On VSIM Connector "C" 20 Cavity: pins 15 (reverse) and 17 (drive)
 - b. **Model Year 24 and under:** On VSIM Jumper 24 gray in-line connector: pins 12 (reverse) and 16 (drive)

MY 25+

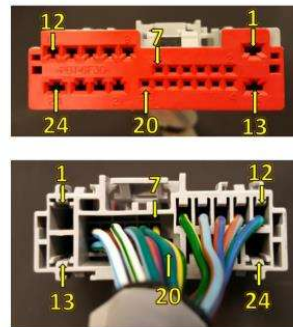
GREEN 20 CAVITY VSIM CONECTOR



The VSIM Gray 24 Cavity In-line mating connector is located above the accelerator pedal bracket.

MY 24 AND BELOW

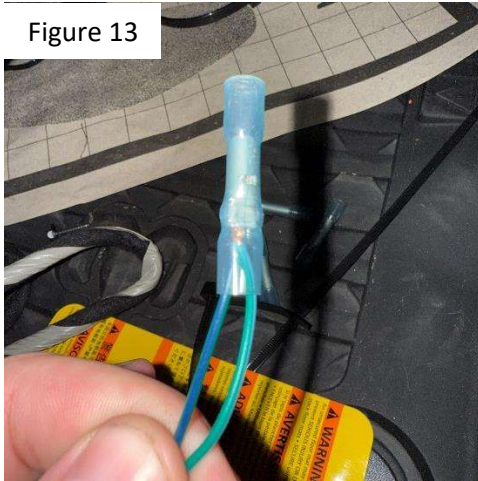
Gray 24 Cavity In-Line Connector
Plugs into mating connector
above accelerator pedal bracket



15. Test wires by turning on vehicle and while holding the brake, checking that one has continuity to ground while In "Drive", and the other while In "Reverse"
16. Return vehicle to "Park" and turn Ignition off

17. If wires were correct, take supplied butt connector, strip back both wires, Insert Into one end of the connector, and crimp (Figure 13)
18. Crimp the wire run In steps 5-12 Into the other end of connector and shrink heat shrink with heat gun

Figure 13



19. Tie up all of the wires cleanly underneath dashboard and replace kick panel (Figure 14)
20. Plug the steps connector removed In step 3 Into the supplemental harness (Figure 15)

Figure 14

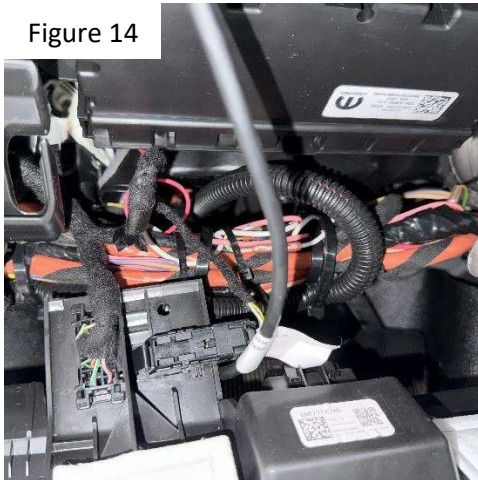


Figure 15



Testing:

21. Find a second person to help with testing
22. With one person standing next to the door of the capsule, start the unit
23. Open the capsule door with the unit running In park, the steps should deploy
24. While holding the brake, move the shifter to "Drive", the steps should retract
25. Return the shifter to "Park", the steps should redeploy
26. Move the shifter to "Reverse", the steps should retract
27. Return the truck to "Park" and turn off the unit
28. Email the signed checklist to service@storytelleroverland.com



Recall # 26V-183 Checklist

Rev04212026

Instructions: Complete this checklist during the procedure outlined in the document "NHTSA 26V-183 Hilt Stairs." 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: _____

Steps 6-10: Secure the wiring with zip ties and initial: _____

Step 15: Verify the correct wires for "Drive" and "Reverse" and initial: _____

Steps 17-18: Crimp and heat shrink butt connector and initial: _____

Step 19: Tie up wiring under dash and initial: _____

Step 20: Plug in step connector and initial: _____

Step 23: Verify steps deploy engine running in "Park" and initial: _____

Step 24: Verify steps retract engine running in "Drive" and initial: _____

Step 26: Verify steps retract engine running in "Reverse" and initial: _____