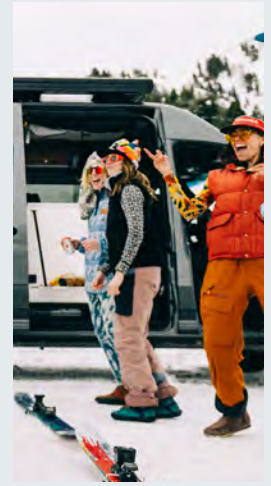


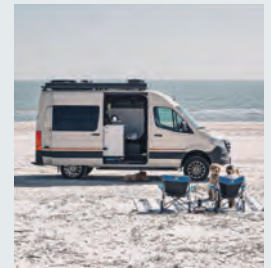


2024 MODE User Guide





—
**We're all about
great people
and good vibes!**



Welcome to **MODElife!**

We know you have a lot of options available to you in the Class B RV space these days, so we are grateful you chose the Storyteller Overland MODE adventure van as your preferred getaway vehicle for a more adventurous life out on the open road and beyond!

Before we discuss the key features and functions of your new van, let's talk a little bit about the Core Values that drive the design, engineering, craftsmanship, and overall experience of the MODE.

Our approach throughout the entire process of creating and manufacturing the MODE has been to deliver you an innovative, inspiring, adventure-ready vehicle that is . . . Safe, Simple, Fun, Flexible, Rugged, and Ready-to-Go at all times!

Safe

Simple

Fun

Flexible

Rugged

*& Ready-to-Go
at all times!*

SAFE

No matter how epic your adventures, you and your crew can travel in comfort and with peace of mind knowing that the onboard systems of every Storyteller Overland vehicle are carefully designed and tested to comply with the rigorous RVIA certification process. Storyteller Overland is designated an eXpertUpfitter by Mercedes-Benz.

SIMPLE

Your MODE features an uncomplicated, uncluttered, intuitive design that makes it easy for you and your crew to get into whatever MODE of travel, camping, exploring, you are going for, without all the hassle and complexity associated with conventional RVs or camper vans.

FUN

Your MODE is designed for increased functionality using a number of additional features to allow you to have the ultimate experience.

FLEXIBLE

The MODE is not a “one-trick pony”! We know our customers have demanding lives and they need their adventure vehicle to rise to the challenges that come along with being a daily driver, a weekend warrior, and a long-range traveler. Whether you are road tripping across the country with your family, camping off-grid with your crew, or just flying solo for a quick “urban adventuring” store run across town, the MODE is meant to be your getaway vehicle of choice to help you flex between all aspects of a life fully lived.

RUGGED

We know life on the open road and beyond can get a little messy. That’s why we build our MODEs only with the highest quality components and materials to ensure that each of these elements will fully withstand the rigors of active use for years to come. The M-Power System can keep you off-grid for longer. And the thoughtful design, quality, craftsmanship, and resilient materials incorporated throughout every aspect of your vehicle can endure just about anything you can put it through.

READY-TO-GO

And finally, we feel your MODE should be ready to perform and keep its promise on a moment's notice. So, we have made every effort to ensure all of the onboard systems and components are easy to maintain and readily serviceable by qualified technicians. Furthermore, we have a stellar nationwide dealer sales and service network, combined with a dedicated, internal after-sales support system to help in the field should you need assistance while traveling.

So there you have it!

These are the Core Values that drive our thinking in the development of each and every aspect of your MODE. We are grateful for the opportunity to serve you and your crew, and we look forward to seeing you . . .

“Live Free–Explore Endlessly–Tell Better Stories” out on the open road and beyond!

Cheers to the road ahead!



and your Storyteller Overland / MODElife family

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SECTION 1

INTRODUCTION



Welcome to the family of Storyteller Overland owners! Before you begin your travels, please take some time to get to know your MODE's features and some of the tips and tricks provided in this User Guide.

About This User Guide

This User Guide has information on how to operate and care for your MODE, as well as general safety information to help you have the best experience possible.

NOTE: This User Guide is general in its coverage of the vehicle components and systems. Some of the exact equipment or functions may have been changed due to continuous product improvement. Your vehicle may differ slightly from the information included herein. Descriptions, images, and specifications were correct at the time of publication, but Storyteller Overland reserves the right to make changes, without notice, and without obligation to install the same products previously manufactured.

Your MODE was built on a Mercedes-Benz® Sprinter chassis. Please refer to the Operating Instructions for information regarding the operation, safety, and maintenance of the original vehicle chassis.

In addition to this User Guide and the vehicle's Operating Instructions, your MODE came with manufacturers' user manuals for various appliances and systems in your RV. Many of these systems are covered in this User Guide, but some information may only be found in the individual manufacturer's manuals. Please keep these documents handy should you have questions; most are also available on the manufacturer's websites.

Safety Messages

This User Guide alerts you to common safety or vehicle hazards using the two following designations:

WARNING

Indicates a hazard that may endanger your health or life, or the health or life of others

CAUTION

Indicates a risk which may lead to minor injury and/or your vehicle being damaged

Pre-Delivery Inspection

Storyteller Overland takes pride in the quality of the products we build. We inspect every vehicle closely before shipping. Your dealer is responsible for completing a comprehensive pre-delivery inspection and correcting any issues with the chassis or RV components prior to delivery.

Before Driving

Familiarize yourself with all local and state laws as different areas may have laws that apply to your RV but which vary between regions.

Service & Assistance

We are committed to our customers well after the purchase of their vehicle. Should you need service or technical assistance, please reach out at StorytellerOverland.com under Customer Support for the fastest response, or call 1-888-999-7442. We will gladly help you get back on the road as quickly as possible.

Reporting of Safety Defects

At Storyteller Overland, we strive to produce safe and reliable vehicles. If you feel there is a safety defect that could result in a crash, injury, or death, you should immediately contact the National Highway Traffic Safety Administration (NHTSA), as well as Storyteller Overland. If the NHTSA receives similar reports, they may choose to open an investigation and/or issue a safety recall and campaign.

To contact the NHTSA:

Call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY 1-800-424-9153); go to www.safercar.gov; or write to Administrator, NHTSA, 1200 New Jersey Avenue S.E., Washington, D.C. 20590.

To contact Storyteller Overland:

Call 1-888-999-7442, or, contact us via our website:
StorytellerOverland.com.

Occupant & Cargo-Carrying Capacity

An Occupant & Cargo-Carrying Capacity label is found in the passenger door area and shows the maximum weight capacity of the vehicle for all passengers and cargo, as well as the number of seat-belted riding positions.

MOTOR HOME OCCUPANT AND CARGO CARRYING CAPACITY VIN: _____ SAFETY BELT EQUIPPED SEATING CAPACITY _____
 THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED: _____ CAUTION: _____
 _____ OR _____
 A FULL LOAD OF WATER EQUALS _____ OR _____ OF CARGO @ 1KG/L (8.3 LB/GAL)
 AND THE TONGUE WEIGHT OF A TOWED TRAILER COUNTS AS CARGO.

CAUTION

Water and trailer tongue weight count as cargo and factor into your available cargo weight. The weight of a full load of water for the vehicle is provided on the label. Failure to take these weights into consideration can result in overloading the vehicle and lead to compromised functionality and handling.

A new label with correct occupant and cargo-carrying capacities will be affixed to the vehicle if accessories exceeding 100 lbs. were added after vehicle certification and before the vehicle has been sold at retail.



Specifications & Capacities*

CHASSIS	MERCEDES-BENZ SPRINTER
Length	20'
Exterior height ¹	10' or Beast 10' 3"
Exterior width	7'8"
Awning width	10'
Awning extension maximum	7'
Interior height	6'3"
Interior width	6'6"
Freshwater tank capacity ²	21 gal
Grey water tank capacity ²	24 gal
Portable toilet capacity	2.6 gal
Wheelbase	144"
GVWR	9,050 lbs
GAWR – Front	4,410 lbs
GAWR – Rear	5,360 lbs
GCWR ³	13,930 lbs
Fuel capacity	24.5 gal

1. Measured to top of tallest standard feature; actual height may vary.
2. Based on measurements prior to tank installation; slight variations are normal.
3. Actual towing capacity depends on particular loading and towing circumstances, including GVWR, GAWR, GCWR, and adequate trailer brakes. (Refer to your vehicle's Operating Instructions for further towing information.)

**All Specifications and Capacities are estimated and based upon the most recent data available.*



Vehicle Certification Label

This label is found in the driver door area and contains the Vehicle Identification Number (VIN) label as well as essential vehicle information.

THIS VEHICLE WAS ALTERED BY:
STORYTELLER OVERLAND LLC.

DATE ALTERED: 1
GVWR: 2

GAWR	SUITABLE TIRE AND WHEEL	COLD INFLATION PRESSURE
FRONT: 3	5 6	7
REAR: 4	5 6	7

THIS VEHICLE WAS ALTERED BY STORYTELLER OVERLAND LLC IN THE DATE LISTED ABOVE AND AS ALTERED IT CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS AFFECTED BY THE ALTERATION AND IN EFFECT ON THE DATE LISTED ABOVE.

VIN: 8 TYPE: 9

Vehicle Certification Data Explanation

- | | |
|---|---------------------------------------|
| 1 Date of completed alterations by Storyteller Overland | 6 Specified wheel size for rating |
| 2 Gross Vehicle Weight Rating | 7 Tire pressure rating |
| 3 Gross Front Axle Weight Rating | 8 Vehicle Identification Number (VIN) |
| 4 Gross Rear Axle Weight Rating | 9 NHTSA classification |
| 5 Specified tire size for rating | |

SECTION 2

DRIVING YOUR MODE



See your vehicle's Operating Instructions for information on Sprinter- or Transit-specific items such as: driving controls, instrumentation, cruise control, climate controls, wipers, lights, and other chassis-related features.

Seat Belts

All seating positions in your RV have seat belts. While the vehicle is moving, passengers should only use these seats, and all seats should be locked in the travel position.

Pregnant women should never place the shoulder belt behind their back or under their arm. The lap belt should be adjusted across the hips/pelvis and below the belly, and the shoulder belt should be across the chest (between breasts) and away from the neck.

NOTE: After any serious accident, all seat belts in use during the accident must be inspected and, if necessary, replaced. (Also, see In the Event of an Accident at p. 62 of this User Guide.)

Child Restraints

The proper use of child restraints is critical for the safe transport of children in your vehicle. Child restraints should

always be installed properly according to the manufacturer's instructions. Incorrect installation or use increases the risk of injury to a child in the event of an accident or sudden maneuver.

Seats must be in the full upright position when child restraints are used and the vehicle is in motion.

The GrooveLounge bench seat can be used with child restraint systems designed for lap-shoulder style seat belts if you have a locking clip.

NOTE: The GrooveLounge bench seat does NOT have a ratcheting style retractor, but comes from the factory with child seat locking clips.

Front Seats

The front seats of your RV are adjustable in various ways, including to face the rear of the vehicle. When swiveled to face the rear, the driver seat must be adjusted all the way back toward the steering wheel to clear the GrooveLounge (when extended).

When the vehicle is in motion, the driver and passenger seat must be locked in the forward position.

CAUTION

Damage to interior door panels may result if seats are swiveled toward the doors. Do not turn driver seat counterclockwise, and do not turn passenger seat clockwise.

See your vehicle's Operating Instructions for more information on front seat adjustments.

Factory Dash Climate Controls

Your MODE's dash climate controls are designed to heat and cool the front cabin area only, not the entire cabin. See your vehicle's Operating Instructions for details regarding dash A/C, heat, and defrost functions.

For details regarding the MODE's heating and cooling systems for the cabin, see Cabin Climate Control System at p. 26 of this User Guide.



Control Panels & Functions

The MODE has 4 locations of controls:

- ✦ MODE COM display.
- ✦ Galley Face: located above the refrigerator
- ✦ Galley Side: located below the sink
- ✦ Water Control Panel: located on the driver side of the rear garage area
- ✦ Rear of the Power Cabinet: located on the passenger side of the rear garage area

Infotainment Systems & Driver Assist Features

For information regarding Infotainment, radio, navigation, cameras, external sensors, and other driver assist features, consult the Operating Instructions.

Loading the MODE

When loading the MODE, always observe the following:

- ➞ Empty the gray water tank to reduce vehicle weight.
- ➞ Distribute weight evenly to help vehicle handling.

- ④ Never exceed the GVWR (Gross Vehicle Weight Rating)¹ or the GAWR (Gross Axle Weight Rating)².
- ④ The combined measured weight at the front wheels plus the measured rear wheel weight should never exceed the GVWR.
- ④ Never exceed the GCWR (Gross Combination Weight Rating)³.
- ④ Never exceed the individual tire weight ratings.

-
1. The GVWR is the total allowable weight of the vehicle, including passengers, cargo (including water), and possible tongue weight of a towed trailer.
 2. The GAWR is the weight the axle is rated for.
 3. The GCWR is the maximum total weight of the vehicle and anything towed.

NOTE: All of the above values specific to your vehicle can be located on the Vehicle Certification Label in the driver door area. See Vehicle Certification Label at p. 6 of this User Guide for more details.

Weighing the MODE

Weigh your fully loaded MODE to determine the proper load distribution of cargo in your vehicle. Fully loaded is intended to include: fuel, fresh water, food, bedding, passengers, gear, and other items you will be transporting.

Finding a Scale

Commercial truck stops, as well as some other locations, have commercial scales you can use for a fee.

Weighing Procedure

Measure the following weights: front axle, rear axle, and total vehicle.

To get a front axle weight, drive only the front wheels onto the scale. To get a total vehicle weight, drive all wheels onto the scale. To get a rear axle weight, drive the rear wheels only on the scale.

Compare these measurements to the GVWR, and the GAWR for the front and rear axles, found on the Vehicle Certification label inside the driver door area.

Front Axle Alignment

Once the RV is fully loaded, have the front axle alignment checked and, if necessary, adjusted. After that, the alignment should be inspected periodically to help prevent uneven tire wear.

Excessive or abnormal tire wear may indicate a worn or misaligned suspension, an unbalanced tire, or other

problems. Alignment can also be affected by incidents such as hitting curbs, potholes, or train tracks.

For further information regarding front axle alignment and tire balancing, refer to the vehicle's Operating Instructions.

Towing With the MODE

The Sprinter is rated to tow a maximum load of 5,000 lbs. Towing capacity may be less than the hitch rating based on the weight of your loaded vehicle.

When towing, do not exceed the GVWR, the rear axle GAWR, or the chassis GCWR by the combined loaded weight of the MODE and the towed item.

CAUTION

Towing will affect vehicle handling, durability, and fuel economy. Exceeding any of the listed Gross Weight Ratings will result in unacceptable overall vehicle performance and, potentially, danger.

Hitch Assembly

If a towing brake system is required, we recommend a modulated braking device versus a surge-style system. The actual tongue weight should never exceed the stated hitch vertical load. This is typically defined as the tongue weight of a towed vehicle hitch, boat trailer tongue weight, or a receiver-mounted carrier rack.

Tires

Your MODE may have wheels and tires different from the original chassis and a modified tire and wheel label in the driver door area with information regarding proper tire pressures.

NOTE: Improper tire pressure can cause abnormal or premature tire wear, as well as negatively affect vehicle handling and/or fuel economy.

The wheel lug bolts need to be checked and torqued periodically and also any time the wheels are removed and reinstalled. Sprinter-based MODE lug bolt torque specification is 133 ft.-lbs.

Depending on the size of wheels your MODE came with from Storyteller, the lug bolts may or may not be interchangeable with the lug bolts that came on the original chassis.

- ✦ 16" wheels on Classic, Mystic and Stealth MODEs use factory lugs and will interchange with the chassis original spare wheel.

For information on the Beast MODE wheels, see *Beast MODE Wheels* in section 9.

| Spare Tire

The wheels and tires supplied with your MODE Sprinter-based RV are different from the stock Sprinter spare, but the factory spare will work in an emergency. It is not recommended to use the spare tire for extended driving.

Emergencies on the Road

| Recovery Towing

Due to modifications of the RV from its original chassis specifications, notify the towing service of the height and weight of the RV and that it is AWD as it may change

how they recover the vehicle. This information is found on the Vehicle Certification Label inside the driver door area. Additionally, refer to the vehicle's Operating Instructions regarding towing the vehicle.

| Jump-Starting

Refer to the vehicle's Operating Instructions for information on jump-starting.

WARNING

Batteries produce flammable hydrogen gas during charging. Any spark—particularly from jumper cables—can ignite the gas and cause the battery to explode. Extreme caution should always be taken when jump-starting a battery.

California Proposition 65 WARNING:

Battery posts, terminals, and related accessories contain lead and lead compounds, chemicals known to the state of California to cause cancer and reproductive harm. Always wash hands after handling.

Flat Tire on Moving Vehicle

In the event you experience a flat tire while your RV is moving, do your best not to panic, stomp/slam on the brakes, or jerk your foot off the accelerator. Instead, slowly and gently ease back on the accelerator. The deflated tire will slow the vehicle.

Further, the RV may pull towards the side with the failed tire. Firmly grip the steering wheel, and if necessary, counter-steer to compensate for the pull.

Let the vehicle coast to a stop, gently steering to a safe location. Then activate the hazard flashers before carefully exiting the vehicle. Set out flares or other warning devices before inspecting the tire.

Changing a Flat Tire

In the event of a flat tire or other roadside emergency, we recommend you seek the aid of a professional road service due to the weight and size of the vehicle.

If the situation requires you to change a flat tire yourself, be very careful and read the applicable information in your vehicle's Operating Instructions.

TIP: Using an accurate tire gauge, check your tires for proper inflation before each trip, as well as at least once a month.

Carbon Monoxide Warnings

Combustion engines emit carbon monoxide (CO) which can be harmful or deadly. Keep CO out of the cabin by maintaining the vehicle's exhaust and ventilation systems. In the event of any of the following, have your MODE's exhaust and ventilation systems inspected by a qualified RV service center:

- ➔ If the sound of the vehicle exhaust system changes
- ➔ When damage occurs to the exhaust, underbody, or rear of the vehicle
- ➔ When the vehicle is serviced



To allow for proper operation of the vehicle's ventilation system, keep the front grill clear of snow, leaves, or other obstructions.

WARNING




Do not occupy a parked vehicle with the engine running for an extended period. Do not run the engine in confined areas, such as a garage, except to move the vehicle in or out of the area.

Vehicle Maintenance

Your MODE's continued safe and efficient operation relies upon routine maintenance and service. These requirements are outlined in your vehicle's Operating Instructions.

WARNING

Operating, servicing, and maintaining this vehicle can expose you to various chemicals—including engine exhaust, carbon monoxide, phthalates, and lead—which are known to the state of California to cause cancer and birth defects or other reproductive harm. To minimize exposure:

-  *Avoid breathing exhaust.*
-  *Do not idle the engine except as necessary.*
-  *When servicing your vehicle, do so in a well-ventilated area, and wear gloves or wash your hands frequently.*

For more information, go to:
www.p65warnings.ca/gov/passenger-vehicle

SECTION 3

M-POWER™ SYSTEM

POWERED BY LITHIONICS BATTERY®



Lithionics Battery®

Your MODE is equipped with the M-Power Energy System which powers most of the RV-side electrical systems and is primarily located in the electrical cabinet on the passenger side at the rear of the vehicle. The M-Power System is independent of the chassis electrical system and does not provide power to the engine or chassis accessories.

M-Power consists of three voltage systems: 12V DC system, 51V DC system, and the 110V AC system. It can be charged three ways: 30A shore power connection, an auxiliary alternator attached to the vehicle engine, and a solar panel on the roof rack.

See Operating the M-Power System—Charging at p. 19 for details.

Electrical Cautions

WARNING

Careless handling of electrical components can be fatal. Never touch or use electrical components or appliances while: feet are bare, hands are wet, standing in water, or standing on wet ground.

When working with any of the MODE's electrical components, please note the following:

- ➔ Never use a standard extension cord for shore power connections. Only use an RV-rated 30A extension cord no longer than 50 feet.
- ➔ Be sure all electrical appliances use 3-prong plugs for proper grounding. Improper grounding can cause personal injury.
- ➔ Avoid overloading electrical circuits. Replace circuit breakers with those of the same size and amperage rating only. Never use a higher-rated breaker.

WARNING

Never drill or screw into the passenger side electrical cabinet covering the M-Power System. Injury and/or damage could occur.

12-Volt System & Components

The 12V system is powered by the converters from the M-Power System. This system powers the 12V outlets, interior lights, awning, MODE COM, exhaust fan, refrigerator, and heating system.

NOTE: To run the 12V system, the M-Power System must be on.

The inverter does not need to be on for the 12V system to operate, but many of the larger appliances only work when the inverter is on. See *110-Volt System & Components / Inverter below for information on how to turn the inverter off to save power.*

| 12-Volt Protection

Your MODE is equipped with two power distribution modules (PDMs). In the event of an overcurrent or short circuit, the PDMs automatically disable the circuit.

To reset the system, turn it off, wait 30 seconds, then turn the system back on. If the issue persists, contact Storyteller Overland.

The MODE COM display is protected by a 12V circuit breaker located just inside the round Main Breaker Port on the rear of the electrical cabinet.

51-Volt System & Components

The M-Power System has either one or two 51V energy storage packs, depending on model. The 51V portion of the system is not compatible with 12V electronics and should never be tampered with, modified, or used in any way other than as designed by Lithionics and Storyteller Overland.

WARNING


Tampering with the M-Power System may cause damage to the system and create an unsafe condition.

110-Volt System & Components / Inverter

The 110V system is powered through an inverter, receiving energy from the M-Power System or from shore power. The inverter sends power to the 110V wall outlets, refrigerator, rooftop A/C, and microwave. To run the 110V system, the M-Power System and inverter must both be on.

NOTE: The M-Power System comes on automatically when the RV is plugged into shore power.

The inverter consumes energy and can be switched off when not needed. To conserve energy and keep the refrigerator cooling, the inverter can be turned off as the refrigerator can also get power from the 12V system.

The inverter is turned on and off on the MODE COM display. On the home screen, tap the  icon, then toggle the inverter on or off.

110-Volt Breakers

The 110V system has circuit breakers to help protect the system. If too much power is drawn by a device plugged into the 110V system, a breaker will trip and power will be cut to that circuit. Tripped breakers can be reset to restore power to the circuit.

There are two breaker locations. The first is in the hatch labeled Branch Breaker located on the side of the electrical cabinet facing into the garage area. The second breaker is on the inverter output junction box inside the round Main Breaker port at the back of the electrical cabinet. It is on a gray junction box recessed about 18" into the cabinet.

NOTE: The M-Power warranty may be voided if any component of the M-Power System is altered or tampered with in any way.

GFCI Circuits

The 110V outlets are protected by a ground-fault circuit interrupter (GFCI) accessed through the round *Main Breaker* port at the back of the electrical cabinet. To test or reset the GFCI, with the inverter on, unplug the 110V plug on the gray junction box and reset the GFCI. On the outlet above the galley countertop, there is a separate GFCI circuit for electrical components in the galley. These two GFCI outlets should be reset and tested monthly.

WARNING

The GFCI may not completely eliminate the risk of electrical shock. Consider child-proofing plugs if children are present.

Chassis Battery

The chassis battery is independent from the M-Power System and powers components such as the engine, dash, lights, and other chassis accessories. Refer to your vehicle's Operating Instructions for more information.

Operating the M-Power Energy System

Turning On the M-Power System

Press and hold the round Power button for one second to turn the system on. The button will illuminate green and the MODE COM will power on.

NOTE: The M-Power System comes on automatically when the RV is plugged into shore power and will not turn off until shore power is disconnected and the system is powered down.

Turning Off the M-Power System

Press and hold the Power button until the green light on the button flashes, about 3 seconds.

Tip: due to the special battery chemistry, the State of Charge is an estimated value and recalibrates when the system reaches 100% SoC. Fully charging the system periodically on shore power helps ensure the estimated SoC is as accurate as possible.

TIP: Do not rapidly cycle the M-Power System on and off which can damage the system. Wait at least ten seconds between turning the system on and off.

NOTE: Do not turn off M-Power System while the engine is running.

NOTE: Anytime the M-Power System is off, the refrigerator and freezer will defrost. You must take precautions to absorb water caused by the defrosting refrigerator/freezer. Failure to do so can damage the vehicle and will not be covered under warranty.

Checking M-Power System Levels

MODE COM displays the estimated time remaining at the current loads.

When power is shown as a positive value, energy is going into the batteries. When power is shown as a negative value, energy is being depleted from the batteries. Time Remaining calculates time to depletion or time to full charge depending on power flow.

Charging

The M-Power System has three ways to charge:

- ✦ a shore power charging port
- ✦ the auxiliary alternator
- ✦ a supplemental solar charging system

NOTE: to protect themselves, the batteries will not take a charge when core temperatures are above 120°.

1. Charging Via Shore Power

Plug the provided 30A shore power cord into the 110V/30A port on the driver side of the vehicle.

NOTE: Any shore power cord used to charge the M-Power System must be 110V/30A and must not exceed 50 ft. in length.

When plugged into shore power, the inverter/charger will automatically test incoming power to ensure certain requirements are met. If incoming power meets the requirements, the system will automatically begin charging. If the system does not accept power, the cause is likely poor-quality incoming power or the shore power cord may be plugged into an electronic surge protector.

NOTE: Some electronic or processor-based surge protectors create a conflict causing the system to reject the power source.

When connected to shore power, the system will provide power first to accessories drawing power from the system. The remaining current is then used to charge the battery system. If electrical loads exceed the shore power current available, Power Assist will be enabled. This allows the

inverter to pull extra power from the batteries to maintain the load without overdrawing the shore circuit.

If electrical loads exceed the maximum branch amperage, the system will not charge. See Adjusting the Shore Power Charge Rate *next for details.*

CAUTION

When plugged into shore power with Branch Amps set lower than actual loads, Power Assist can still deplete the batteries as there is less shore power coming in than being used in the vehicle. Carefully monitor loads on the MODE COM display to make sure there is positive Power Flow when on shore power.

Adjusting the Shore Power Charge Rate

The charger has an adjustable incoming charge rate. If the shore power breaker trips while charging, lower the charge rate in 5A increments to accommodate rated incoming power. Example: When plugged into a 15A power source, the optimal setting would be 10A.

To adjust shore power charge rate settings:

1. On the MODE COM display, press the ⚡ icon, then raise or lower the Branch Amps.

When connected to a stable and dedicated 110V/30A power source, you should be able to use the full 30A charge rate.

CAUTION

Be careful not to exceed the shore power circuit limit or risk tripping the power source breaker or, worse, overheating the shore power circuit

2. Charging Via Auxiliary Alternator

The auxiliary alternator is powered by the engine when the engine is running.

! WARNING

Due to exhaust fume hazards, never run the engine inside an enclosed space.

3. Charging Via Solar Panels

The MODE has a 90w solar panel that adds energy into the batteries when there is sufficient sunlight and the system is on. There is an additional port to add additional solar panels. The system is rated for a total of 325W.



Lithionics Battery®

Scan QR CODE to find information on:



- ➔ Download the Lithionics Battery Monitor Bluetooth App
- ➔ Lithionics Battery Support & Guides

Low State of Charge: NeverDie and Low Voltage Cutoff

The NeverDie™ reserve is a Lithionics feature where at 10% SoC, the system will protect itself by shutting off. This helps protect reserve energy and helps prevent the battery modules from draining to a potentially damaging power level. The system can be restarted using the reserve power, but should be immediately charged via alternator or shore power. Restarting the system without recharging can drain the system to 0% SoC and the system will enter into a Low Voltage Cutoff (LVC) and shut off again. However, if a charge source is not detected within 20 minutes, the system will shut off again.

CAUTION

Attempting to restart the M-Power System at the Low Voltage Cutoff without a charge source can potentially fully drain and damage the batteries. Keep the system above 10% at all times to maximize battery life.

NOTE: Solar charging will not produce enough current to recover the system from low or 0% SoC.

Storing the M-Power System

M-Power/Lithionics Storage

Storing your battery properly helps keep the battery in the healthiest state possible for the fastest deployment when needed and to maintain maximum battery capacity and long-term cycle life.

Cold Weather Storage

Battery Warmers

Lithionics batteries are equipped with efficient internal warmers that operate automatically when there is sufficient power supplied to them.

The internal battery warmers are powered by three sources. When the system is on, the batteries provide power to the warmers. When the vehicle's engine is running, the 12V chassis alternator powers the warmers. Shore power will override the batteries and engine alternator and power the warmers, when connected.

Storage

When storing in winter conditions, fully charge and turn off the system.

NOTE: It is not recommended to leave the unit unattended for long periods while connected to shore power in case shore power is lost which may cause the batteries to be depleted to the point where the internal heaters have insufficient power to operate.

If the batteries are too cold to charge or power up, the internal warmers will still begin warming when the engine is running or shore power is connected. Depending on the core battery temperature, it could take several hours to bring the core to operating temperature.

Battery Storage

Follow the notes below, observing the important storage times versus temperature conditions. Storage outside of these temperatures reduces battery life.

Storage Temperature & Humidity Range	< 1 Month	- 4 to 95°F (-20 to 35°C), 45 to 75% RH
	< 3 Months	14 to 86°F (-10 to 30°C), 45 to 75% RH
	3-6 Month	> 32°F (0°C) Above freezing, < 86°F (30°C)

Short Term Storage (up to 3 months):

1. Fully charge the battery. Record and maintain the storage VOLTAGE reading (not SoC %) for your warranty.
2. Turn the M-Power System off.

Long Term Storage: >3 Months and <6 Months Maximum

1. Reduce the battery SoC to 3.3V/cell which is 50% ±10% SoC or a specific voltage of 52.5 to 53.0 V. These values can be found on the Lithionics Battery Monitor App. In order to maintain your warranty, record the voltage reading at the 3-month date, the point at which you reduced the state of charge.

NOTE: for some it may be inconvenient to access the battery system at the 3-month mark to perform a charge-discharge cycle. You may choose to keep the battery at full charge voltage for the entire 6-month time period. Studies show that a small loss of capacity may occur with all lithium ion batteries.

2. Turn the system off.
3. Every 6 months, charge the battery to 100% SoC, then discharge to 10% SoC, then charge back to 50% ±10% SoC. This cycle from full to reserve then up to the storage voltage is important for long life.

NOTE: Anytime the M-Power System is off, the refrigerator will defrost, so take precautions to absorb water caused by the defrosting refrigerator/freezer. Failure to do so can damage the vehicle and will not be covered under warranty.

SECTION 4

MODE COM SCREEN



Your vehicle is equipped with the mighty MODE COM display to monitor and control many of the onboard systems. The M-Power system must be on for the MODE COM to illuminate.

If the display is asleep, simply touching it will wake it up.

Put MODE COM to sleep by touching the Moon and Stars logo or the Storyteller Overland logo at the top of the display.

Interior & Awning Lighting

Except for the stock interior lights, the M-Power System must be on to run the interior lights and most other accessories.

The main interior lighting is divided into the following zones:

- ✦ Cabin lights
- ✦ Under-cabinet reading lights
- ✦ Cargo area lights
- ✦ Awning lights



All of the lighting can be accessed on the MODE COM by tapping the **Lighting**. Toggle the desired lighting on/off by pressing the appropriate icon and adjust brightness with the corresponding slider.

There is also a **Master Light** icon on the MODE COM to turn on/off or dim all lights at once.

NOTE: There is also a Master Light button on the dash of the vehicle to the right of the steering wheel.

Presets & Chill Mode

The MODE COM provides preset options on the *Lighting* screen to allow users to save different lighting preferences. To program a preset: adjust lighting as desired, press Save to Preset, and then press either *Preset 1*, *Preset 2*, or *Master*. The *Master Preset* is called by the Master light switch on the dash.

Pressing the *Chill Mode* icon automatically dims all lights for a chill atmosphere in your MODE. You can also save your own version of *Chill* just like the other presets.

NOTE: The interior and awning lighting can also be controlled by their individual switches, described in Interior & Awning Lighting Switches at p. 30.

Cabin Climate Control System

The MODE's cabin climate is controlled on the MODE COM display. Tap the Climate icon on the home screen to access the climate control screen.

NOTE: The M-Power System and the inverter must be on for the A/C system to work.



Magic Climate

Magic Climate is an advanced feature that helps maintain desired temperatures by selecting either heat or A/C automatically.

1. Tap the *Climate* icon.
2. Then tap the *Magic Climate* icon.
3. Utilizing the up/down arrows, select your target temperature.
4. Once selected, the system can take several minutes to change modes automatically.

Air Conditioner

To operate the MODE's cabin air conditioner:

1. Make sure 110V power is available from shore power or the inverter is on.
2. From the MODE COM home screen, tap the A/C icon.
3. Using the arrow keys, select your desired target temperature.

Air Conditioner Filters

The A/C system has integrated air filters which should be checked and cleaned frequently, especially in dusty environments. They are located on the underside of the air conditioning shroud and are serviceable from inside the vehicle.

For further information, refer to the manufacturer's instructions.

Vent / Exhaust Fan

The MODE has a roof-mounted fan which is also controlled on the MODE COM display.

To operate the vent / exhaust fan:

1. From the home screen on the MODE COM, tap the *Vent* icon.
2. Select desired fan speed, air flow (in/out), vent cover (open/closed), or Auto.

NOTE: The fan Auto function will target 70°F. and will open/close and ramp fan speed automatically based on cabin temperature.

NOTE: The fan has a rain sensor that will close the cover if it senses moisture. MODE COM will ask if you want to override this function, which will automatically reset after 30 minutes. Once the rain sensor is overridden, be careful as rain/water can enter the cabin.

Heating

To operate the MODE's cabin heating system:

1. From the *Climate* screen, tap the Heat icon.
2. Select your desired target temperature.
3. Select Fuel-fired heating, electric heat or Dual (both).
4. Select additional options, including fan speed and ECO or COMFORT furnace setting.

NOTE: When using the ECO setting, the furnace shuts down when the target temperature is reached. In the COMFORT setting, the furnace stays on to keep the heating system at temperature, which is quieter, but less efficient.



NOTE: Auto Fan automatically ramps fan speed to attempt to reach Target Temperature.

NOTE: While the M-Power system must be on to use the fuel-fired heating system, the inverter can be off. The M-Power system must be on for the electric heat.


NOTE: Both the electric and fuel-fired heat take a few minutes to come to temperature. The fans for the fuel-fired heat will not start blowing until the system comes up to 60°C.


For more details, see Heating System at p. 30 of this User Guide.

Water System Controls


On the MODE COM home page, there are two water system icons:  WATER PUMP and  HOT WATER. These are discussed in Section 7: *PLUMBING/WATER SYSTEMS*, p. 51 and 53, respectively.

Tank Levels Monitoring

The freshwater and gray water tank levels are monitored on the MODE COM Home screen. When the freshwater tank is below 20% or the gray water tank is above 80%, a warning box will appear on the Home screen and the  will light up.

NOTE: The warning box can be dismissed, but the  will remain illuminated until the tank level is rectified.

MODE COM Settings and Diagnostics

Press the  icon to change various settings such as display brightness, get to the Diagnostics screens and see your Software version.

On the Diagnostics screen, select any of the major components at the top to access available diagnostic and operational information.

MODE COM Display Troubleshooting

When the Power button is pressed, MODE COM will boot up within a few seconds. If not, check the circuit breaker accessed through the round *Main Breaker* port at the back of the electrical cabinet. Unscrew the round cover, then reach inside and press the circuit breaker just inside on the right.

SECTION 5

INTERIOR FIXTURES/FEATURES



In this section, the MODE's array of interior fixtures and features are detailed. These are designed not only to meet your needs while on the trail, but also to provide you with the greatest level of comfort.

Interior & Awning Lighting Switches

In addition to controlling the interior and awning lighting from the MODE COM screen (*see Interior & Awning Lighting at p. 25*), each area can be controlled by their individual switches (or buttons) as follows:

- ✦ Cabin (overhead) lights—on the galley face
- ✦ Under-cabinet reading lights—by pressing on the center of each light
- ✦ Cargo area lights—on the back of the power enclosure facing the passenger-side rear door and on the interior galley face.
- ✦ Awning lights—on the galley face
- ✦ Master light—located to the right of the steering wheel on the Sprinter, and to the left on the Transit

When using these switches, the following functions are available:

- ✦ Single tap—turns off/on (back to last setting)
- ✦ Double tap—returns to full brightness
- ✦ Press & hold—dims (not available for under-cabinet reading lights at switch)

Heating System

Your MODE has a heating system used to heat the cabin air and the water; it can also help keep plumbing from freezing in cold weather.

The primary heating system uses fuel from the vehicle to fire a small furnace for heating cabin air and a heat exchanger for heating water.

There is also an electric auxiliary heating system.

Furnace

The MODE's fuel-fired furnace monitors itself during operation. If the furnace does not start properly, it will pause and attempt to restart. If the furnace sees certain conditions, it will record a Fault Code and stop attempting to restart.

The interior lights may flicker slightly while the furnace starts and shuts down; this is normal.

NOTE: The furnace will not operate with the vehicle's fuel level under ¼ tank.

WARNING

Always turn off the heating system before refueling to minimize fire risks.

NOTE: Do NOT turn off the M-Power system when the heating system is on. Wait at least three minutes after turning off the cabin heat or hot water for the furnace to properly shut down.

Furnace Diagnostics/Troubleshooting

Diagnostics of the heating system are found under the Rixen tab in the MODE COM Diagnostics screen.

NOTE: When the fuel fired heating system is warming up, the fans won't blow until the system has sufficient heat (60°C). Then, Fan and Heat will illuminate green and the fans will come on.



Statuses illuminated in green show what is active.

Diagnostics:

- ✦ If Hot Water is called for: Pump, Furnace and Constant Heat should be illuminated.
- ✦ If Hot Air is called for and there is sufficient heat (60°C): Fan, Heat, Pump Furnace and Constant Heat will be illuminated green.

Items on the left side of the screen are furnace diagnostics:

- ✦ If Heater Inlet, Heater Outlet are within 3°C of each other and heat is called for, the furnace may not be getting fuel, may need to be primed, or the vehicle is below 1/4 tank of fuel.
- ✦ Heater Flame Sense should generally be approximately 220°C when the system is operating properly. Below that, the vehicle may be low on fuel or the furnace is starting up, which takes up to a minute under normal conditions.

Priming:

NOTE: Do not prime the system unless directed by a technician.

- ✦ Under the Diagnostics screen, press and hold the word DIAGNOSTICS to enter the Service Menu.
- ✦ Press Start Fuel Prime System



The system automatically self primes and will attempt to re-start up to four times. Should the vehicle not have enough fuel, fill the vehicle's tank, then remove calls for fuel fired heat (water and air), wait 2 minutes, then re-start to automatically prime. This takes a few minutes.

Appliances

Storyteller Overland only uses appliances which meet or exceed applicable standards. Please read the applicable manufacturer's instructions for each appliance before using it.

Refrigerator

The M-Power system must be on for the refrigerator to cool, either using 110V AC or 12V DC current. If the inverter is on, the refrigerator will draw power from the 110V AC power supply. If the inverter is off, the refrigerator will draw power from the 12V DC power supply.

The inverter uses energy, so if no other 110V appliances are needed, turn the inverter off to save energy.

Basic Refrigerator Operation

First ensure that the M-Power is on. To turn the refrigerator on, set the desired temperature using the turn knob inside the refrigerator.

- ◆ 7 = max cool
- ◆ 1 = least cool
- ◆ 0 = off

Allow the refrigerator to adequately cool before placing anything inside.

Defrosting

From time to time, the refrigerator and/or freezer may form ice and need defrosting. To defrost the refrigerator:

- ◆ Empty the refrigerator.
- ◆ Turn off the refrigerator.
- ◆ Keep the door fully open until all ice is melted.
- ◆ Wipe up all excess moisture.

CAUTION

Any time the M-Power is off, the refrigerator will defrost. Use towels to prevent water damage.

For complete operating instructions, refer to the refrigerator manufacturer's user guide provided.



Cooktop

The MODE's induction cooktop is stored in the top drawer of the galley for use on the galley countertop, the outside table, or elsewhere it is safe from tipping.

The cooktop runs on 110V electricity, so both the M-Power system and the inverter must be on to use the cooktop.

NOTE: Induction-compatible cookware is required.

Refer to the cooktop manufacturer's user guide provided as needed.

Microwave

The microwave runs on 110V power, so both the M-Power system and the inverter must be on to use the microwave.

Refer to the microwave manufacturer's user guide for detailed instructions as to its use.

Sleeping & Seating Systems

CAUTION

The operation of the sleeping and seating systems in your MODE can create a pinch hazard; use care when moving any of these features.

See Pinch Hazards at p. 63 of this User Guide for more details.

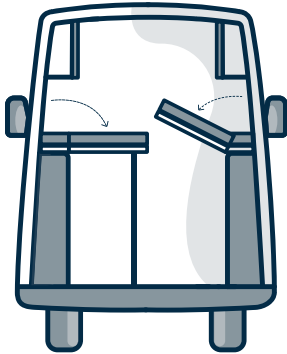
Dreamweaver™ Bed System / Convertible Work Surface

The Dreamweaver is a foldaway bed system that can also be used as a work surface. Although the Dreamweaver can be in any configuration (sleep, work, or garage) while the vehicle is in motion, it should never be used when the vehicle is moving (i.e., for sleeping, reclining, working, sitting, etc.).

NOTE: The Dreamweaver has a maximum load rating of 300 lbs. per side.

Setting Up the Dreamweaver Bed

1. Beginning with the driver side, open the support legs so they are perpendicular to the bed frame.
2. Release the driver side frame strap and slowly let the bed down. Do NOT let the bed drop on its own.
3. Align the support legs so they drop into the recesses in the floor. These recesses ensure the legs cannot fold in while the Dreamweaver is in use.
4. Release the passenger side frame strap and slowly let the bed down. Again, do NOT let the bed drop on its own.
5. Place the secondary cushions between the main cushions and the flares of the vehicle.



Setting Up the Dreamweaver Work Surface

Follow previous steps 1-3 (Setting Up the Dreamweaver Bed) and remove the cushion to access/use the work surface.

CAUTION

Letting the bed system down without the support of both legs may cause damage.

GrooveLounge™

The GrooveLounge can convert from a bench seat into a sleeping surface or a lounge.

NOTE: If the GrooveLounge is occupied while the vehicle is in motion, it must always be in the full upright riding configuration with all passengers seat belted.

Orienting the GrooveLounge for Sleeping

When unfolding the GrooveLounge, position the driver seat to give the GrooveLounge room to unfold. If the GrooveLounge and driver seat impact each other, damage can occur. Once the driver seat is swiveled and in its proper position (as far from the GrooveLounge as possible), consider setting this as the driver seat memory #3 for future convenience.

1. While lifting up on the handle for the base seat cushion, lift up on the cushion and rotate it forward, being careful not to impact the driver seat.
2. While rotating the lower back cushion handle

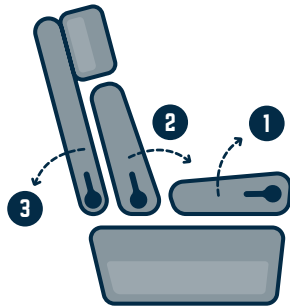
counterclockwise, rotate the lower back cushion forward into the place previously taken by the base cushion.

Dinette Table

The MODE has an adjustable table mounted to the driver side wall in front of the GrooveLounge.

The table system has four parts:

1. A wall bracket mounted to the vehicle
2. A vertical arm or mast to set the height of the table
3. A horizontal arm that allows the table to swing out of the way
4. A tabletop with mount



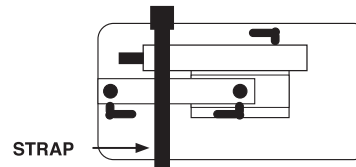
3. While rotating the rear back cushion handle clockwise, rotate the rear back cushion toward the rear of the vehicle.

NOTE: The rear back cushion should be lowered into position by hand. Letting it drop under its own weight can damage the internal components.

NOTES:

- ⊕ *The dinette table can only support up to 15 lbs. Do not rest against or lean on the table. Overloading the table may cause damage to it and/or the van.*
- ⊕ *While the vehicle is in motion, the dinette table should never be left in the assembled position; instead, it should be stored and secured behind the GrooveLounge.*
- ⊕ *Do not overtighten the table hardware. The horizontal arm is not designed to keep the table from rotating or swinging. Attempting to tighten the hardware to prevent rotating can damage the table.*

Correct Storage Orientation



ALWAYS SECURE WITH STRAP.

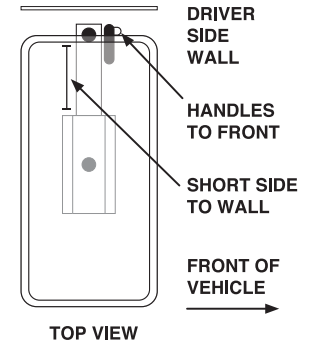


TABLE MUST BE STORED AND SECURED WHEN VAN IS IN MOTION. SERIOUS HARM CAN OCCUR.



DO NOT OVER TIGHTEN HARDWARE.

Correct Installed Orientation



TOP VIEW

Care of Interior Surfaces

The MODE was built with durable, high-quality materials. Some have specific requirements for cleaning and care, but always use common sense when cleaning and maintaining your vehicle.

Please read the sections below for suggested care methods for your vehicle's interior surfaces.

NOTE: Due to the wide array of cleaning products on the market, we recommend testing any product on a small inconspicuous area first.

Plastics

As a general rule, use mild soapy water and a soft rag for most cleaning of interior plastics. For tips on cleaning areas like the dash and door cladding, check the vehicle's Operating Instructions.

Woven Fabric-Covered Walls

The woven wall materials naturally resist stains and dirt. They are also mildew-resistant, non-allergenic, and static-resistant. We recommend mild soap and water for most stains and spills. Commercial cleaning agents can be used for removing oil-based or stubborn stains.

Rear Bed Cushions

The rear bed cushions in the vehicle are covered with the same woven fabric as the walls and can be cleaned in the same way. However, before cleaning the cushions, it is advised that the covers be removed.

NOTE: Each cushion of the Dreamweaver Bed System is a different size; therefore, each cushion cover will fit only one cushion correctly.

Headliner & Lower Wall Vinyl

The vinyl material in the MODE is designed for high-mess areas. For common stains like food, make-up, suntan lotion, or crayons, wipe up the excess mess and then clean with a soft, clean cloth using soap and warm water. For more stubborn stains, cleaners like Formula 409® can be used, followed by rinsing with water and drying with a soft, clean cloth.

For oil-based stains and disinfecting, use a 1:4 mixture of bleach and water, followed by rinsing with water and drying with a soft, clean cloth. Avoid getting bleach solution on other materials as it may cause accidental damage.

WARNING

Bleach contact with skin and eyes can cause injury.

| GrooveLounge Covers

The GrooveLounge covers are easily wiped down for cleaning. You should only need to use mild soap and water. Never use citrus-based cleaners as they tend to dry out the material, causing damage over time.

| Cabinet & Galley Laminates

Clean the laminate surfaces of the cabinets and galley with a soft (non-abrasive) cloth using mild soap and water. Do not use cleaners containing alcohol, solvents, or abrasives.

| Solid Surface Countertop Material

Cleaning the countertop usually only requires a damp cloth and a mild cleanser. Abrasive cleaners may dull the finish. Avoid using strong acidic cleaners like those designed for drains, toilets, or ovens.

Although the countertop can withstand temperatures up to 225°F, prolonged or extreme heat can cause yellowing. Stubborn stains—like food dye, tea, and fruit drinks—can be removed with full strength bleach followed by a general cleaner flushed with water. Be sure not to let bleach remain on the surface for more than five minutes.

If a lit cigarette should come into contact with your countertop, a scorch mark can occur. In this instance, use an abrasive cleaner or buff in a circular motion with a Scotch Brite® pad to remove.

NOTE: Any use of abrasives to clean surfaces or remove stains will likely change the finish appearance of the cleaned area. The countertop surface can be professionally polished if necessary.

| Flooring

Cleaning the flooring with soapy water and a soft cloth usually works best. Do not use cleaners like ammonia or bleach as they can damage the finish.

Always check the label of your cleaning products to confirm the suitability for vinyl flooring with an acrylic or urethane finish.

Smoke & Carbon Monoxide Alarm

Your MODE is equipped with an alarm that will sound if it detects smoke or carbon monoxide in your vehicle. This system should be tested after the vehicle has been in storage, before each trip, and frequently during use by pressing the TEST/RESET button on the alarm.

NOTE: Storyteller Overland does not activate the smoke and CO detector; the owner is responsible for doing so before the vehicle is put into use.

Removing Cargo Area Cabinets / L-Track Slide Studs

The cargo area cabinets are removable for more room and to access the L-Track system behind them. To remove/reinstall the cabinets and/or remove the L-Track sliding studs, please see the following instructions.

CAUTION

The weight limit for the contents of each cabinet is 50 lbs. The weight limit for mounting anything to the roof or wall is 50 lbs. Exceeding these weight limits may damage the van.

NOTE: You will need a helper and the following tools/supplies: a ratchet, a 6" ratchet extension, a 7/16" socket, a container for nuts, washers, masking tape and a marker for labeling.

CAUTION

Ensure that the Dreamweaver™ bed is up and latched when removing the cabinets. If the bed unexpectedly folds down while removing the cabinets, injury or damage to the RV may occur.

To remove cabinet(s):

1. Open cabinet doors.
2. Using the two finger holes in the cabinet floor towards the front edge, remove the two cabinet floor panels. On the floor in the back, three studs with nuts and washers will now be exposed.
3. With the masking tape and marker, label each removed floor panel and then set them aside.
4. Starting with the stud closest to the front of the vehicle, remove the nut and washer, and place them into an appropriately labeled container.
5. Then, moving towards the rear, remove the remaining two nuts and washers, and place them into the same container.
6. Locate the gray connector at the cabinet's interior back corner. Press the latch of the connector (on the harness side) and pull the connector apart to disconnect it.
7. Next, on the interior roof of the cabinet, locate the three studs with nuts and washers. Starting with the stud closest to the front of the vehicle, remove the nut and washer; place them into the same container as the first three. *NOTE: These nuts and washers are interchangeable and can be stored together.*

8. Moving next to the rear stud (not the middle one yet), remove the nut and washer and place them into the same container.
9. With the assistance of your helper to support the cabinet, now remove the last/middle nut and washer; place them into the same container.
10. Still with the assistance of your helper, push the cabinet towards the interior wall of the vehicle and let the top of the cabinet drop down to an approximate 45° angle. Then pull the cabinet straight off of the studs, shut the cabinet doors, and carefully set it on the floor of the vehicle.
11. Store the cabinet, floor panels, and hardware (nuts and washers) in an appropriate location until ready to reinstall.

TIP: For ease with reinstallation, you may find it helpful to photograph the studs' locations upon cabinet removal.

To reinstall cabinet(s):

- ➞ Reverse the steps above for removing the cabinet(s).

Heed the following:

- ➔ Be sure to reconnect the gray connector. When doing so, listen for the “click” and pull on it slightly to ensure a positive lock.
- ➔ When reinstalling the cabinet’s floor panels, put the back panel in first, pressing it as far as it will go towards the rear. Then lower in the front panel and engage the Velcro.
- ➔ After the floor panels are reinstalled, close the cabinet doors to ensure the latch is engaged. If the latch does not engage, readjust the cabinet floor panel(s) until the latch engages.

To remove L-Track slide studs:

NOTE: For this procedure, you will need the following: a cordless drill with a Phillips bit or a Phillips-head screwdriver, five separate containers for hardware, and masking tape and a marker for labeling.

1. Once the cabinets are removed, fold down the Dreamweaver bed and remove the cushions.
2. Locate the two upholstered panels—two per side—that the L-Track runs underneath (at the rear of the vehicle).

3. Starting with the bottom panel, remove the two screws from the top and place them into an appropriately labeled container. Then remove the two from the bottom, and place them into their own, separate, appropriately labeled container.

NOTE: These screws are not interchangeable.

4. Pull the top of the panel towards you, and then slide it out from the bottom. Set the panel aside.
5. Moving to the upper panel, remove the two screws from the top, and place them into another, separate, appropriately labeled container. Then remove the two wafer-head screws from underneath, and place them into their own, separate, appropriately labeled container.
6. Pull out the bottom of the upper panel, and then pull straight down to remove it. Set the panel aside.
7. Slide the L-Track studs towards the rear of the vehicle to remove them from the L-Track.
8. Place the studs into a separate container for storage until reinstallation.
9. To reinstall the upholstered panels, reverse steps #3-#6 above.
10. Use care when sliding/removing the studs to avoid damaging the wiring harness at the rear of the L-Track.

SECTION 6

EXTERIOR FIXTURES/FEATURES



The MODE has several exterior accessories to enhance your vehicle and add to your overall user experience. Please see below, as well as details for maintaining the MODE in tiptop shape.

Awning

The MODE has a retractable, powered, and lighted awning. In order to operate the awning and/or awning lights, the M-Power system must be on, but the inverter need not be.

The awning on the Sprinter-based MODEs is equipped with a safety override to ensure it cannot be accidentally extended while the vehicle is moving. If you wish to operate the awning while the engine is running, the parking brake must be engaged. If the vehicle is running and the parking brake is disengaged, the awning will retract. Transit-based MODEs do not have this safety override.



Extending the Awning



To extend the awning:

- ➔ Press the *Awning Arm* button on the galley face. This will keep the awning "armed" (i.e., able to be extended/retracted) for three minutes.
- ➔ Press the *Awning Out/Stop* button on the galley face and it will extend fully. Press it again while it is extending and it will stop at that location.

NOTE: Once the Awning Out/Stop, is released, the awning will slightly retract to correct tension; this is normal.

NOTE: Never extend the awning in gusty or windy situations.

Retracting the Awning

To retract the awning:

- ➔ Press the *Awning Arm* button on the galley face. This will keep the awning "armed" (i.e., able to be extended/retracted) for three minutes.
- ➔ Press the *Awning In/Stop* button on the galley face and it will retract fully. Press it again while retracting and it will stop at that location.

CAUTION

Items should never be hung from or tied to the awning as the additional weight could cause damage.

NOTE: Over time, the awning fabric can stretch and may need adjustment. The adjustment tool is included with the vehicle and located with the lugs and jack. Instructions can be found under Owner Resources at StorytellerOverland.com

Operating the Awning Lights

The awning lights can be controlled two ways: one, on the MODE COM screen; or two, with the *Awning Lights* button on the galley face.

MODE COM Screen

If you wish to control the awning lights from the MODE COM screen:

- ➔ Tap the *Lighting* icon at the bottom of the home screen.
- ➔ Select/tap the *Awning Lights* icon to turn lights on/off.
- ➔ If desired, adjust the brightness by using the adjacent slider.

Galley Face Button

- ✦ Single tap—turns off/on (back to last setting)
- ✦ Double tap—returns to full brightness
- ✦ Press & hold—dims

Fold-Out Exterior Table

The MODE has a fold-out table on the side of the galley that can be opened when the vehicle door is open. It uses magnets in the galley to hold it in the upright position.

NOTE: Always open the sliding door fully before opening the fold-out table or it can hit the sliding door.

NOTE: The fold-out exterior table can support up to 15 lbs. Do not rest against, lean on, or overload the table; this can damage the table and/or the van.

Roof Rack & Ladder

Your MODE is equipped with a roof rack for stowing gear and accessories up to 80 lbs. It is not advised to walk or stand on the rack.

The roof rack can be accessed with the permanently affixed ladder.

WARNING

Exercise caution when using the ladder and roof rack as they can be slippery from water, mud, ice, or debris. Slipping or falling can cause severe injury or death.

When stowing items on the roof rack, make sure everything is properly secured. Be advised that adding even small amounts of weight on the roof can affect the center of gravity and handling characteristics of the vehicle.

WARNING

Vehicles with a high center of gravity have an increased risk of rollover.

Auxiliary Power Circuit

The MODE has an auxiliary power circuit on the roof for installation of an additional electrical accessory. The connection end is used to cap the circuit, and pins are supplied with your vehicle to easily connect an accessory. The M-Power system must be on to power the auxiliary power circuit. The auxiliary power circuit can be switched on and off using the *AUX 1* button on the galley face.

NOTE: This auxiliary power circuit is a 12V DC circuit rated for 20A. Do not exceed 20A on the circuit or connect 110V AC accessories.

NOTE: An Auxiliary Power Pigtail can be purchased at StorytellerOverland.com

Exterior Care

| Seals & Sealants

Sealants are constantly exposed to damaging conditions from the elements and from forces applied by driving. Water intrusion can severely damage an RV. Frequent inspections should be performed on the seals and sealants and, if necessary, maintenance should be performed immediately to keep water out.

- ➔ Seals and sealants should be carefully inspected at least every six months.
- ➔ Inspect all exterior openings, attachments, and accessories—including the rooftop air conditioner, roof rack, exhaust fan, and all other ports.
- ➔ Inspect all seals around all doors and windows and if damaged in any way, have them replaced immediately.

- ➔ All seals should be inspected for cracks, gaps, peeling or adhesion issues, and/or any other signs of deterioration. Running a finger along seals to check for proper adhesion is a good practice. If damage or deterioration is found, replace the seals or sealants.
- ➔ Frequently inspect the roof for damage or leaks.
- ➔ Always use the same sealant that was originally used. Storyteller Overland can provide the information and help arrange any service needed.
- ➔ If you notice water inside your van, immediately have it checked for leaks as this can cause significant damage.

NOTE: Delaying repairs to seals/sealants can result in damage to the interior of the vehicle and is not covered by the Storyteller Overland Warranty Policy.

| Undercarriage

Dirt, road grime, and mud will collect on the underside of the vehicle and should be frequently cleaned with low pressure water. Further, debris can hold moisture and possibly road salts against the body of the vehicle, increasing the risk of rust and corrosion. Pay extra attention to cavities, horizontal surfaces, and other areas that tend to collect deposits.

NOTE: Road salts and pebbles are often added to winter roads to help with traction and, if possible, should be avoided. If these conditions are encountered, the vehicle and undercarriage should be washed as soon as possible.

CAUTION

Avoid high pressure water when cleaning the undercarriage as there are many components and seals that can be damaged by pressure washing.

| Fiberglass

The side flares of your vehicle are fiberglass and should be inspected for damage and wear.

Small hairline cracks are a normal condition that may appear over time as a result of body flex caused by driving. However, monitor them to make sure that no water is intruding.

If any deep cracks or damage is located which has exposed the inner glass weave, these should be repaired immediately. Water damage—especially freezing water—can cause this type of damage to spread.

If you discover any areas where the flare panel may be pulling away or separating from the vehicle body, cover the opening (e.g., with duct tape) until a repair can be completed.

Exterior Finish

Automotive paint, glass, exterior cladding, and vinyl are all fairly durable but still should be treated with care. Use common sense and follow the tips below to keep them looking their best.

- ➔ Refrain from parking under trees. First, branches can damage roof-mounted accessories. Second, sap, bird droppings, and bugs can damage the vehicle's exterior; these should be removed as soon as possible using soapy water.
- ➔ Driving on gravel roads and unpaved trails can result in damage to your vehicle. Be cautious of rocks and debris thrown by the RV's tires or by those of other vehicles.
- ➔ Automotive fluids—such as antifreeze, fuel, and even window solution—should be cleaned immediately.

Washing

It is advised to wash your MODE frequently, not only to remove damaging substances, but also to keep it looking its best.

- ➔ Commercial car wash facilities should be avoided. One, the RV is oversized and may not fit. Two, the high-pressure water and spinning brushes can damage the vehicle.
- ➔ Wash your MODE with cool water out of direct sunlight, and never when the vehicle is hot. Do not use strong soaps.
- ➔ Treat decals like other painted surfaces, washing with mild soap and water.
- ➔ Be careful with high pressure water on seals, decals, and other sensitive areas. These areas are resilient and do not need much special attention, but high-pressure water can damage them.
- ➔ Water should not be aimed toward intakes, electrical outlets, appliances, or the seals around any appliances or accessories.
- ➔ After washing, inspect sealants and vents for damage or separation. See *Seals & Sealants* at p. 45 for more details.

Polishing & Waxing

Part of the maintenance of your vehicle should include polishing and waxing the exterior. This only needs to be done when water will not bead and run off easily, or, when the paint surfaces begin to look dull.

Waxing and polishing also help protect the paint from oxidation.

SECTION 7

PLUMBING/WATER SYSTEMS



The MODE allows you all the conveniences of home even when out on the trail. You have access to water not only when hooked up to a city water system, but also when adventuring in remote areas. And in addition to your portable toilet and sink, there are two showers—one inside and one out.

Water Control Panel

Located at the left (driver side) rear of your MODE is the Water Control Panel which has the following functions/connections:

- ✦ Siphon port controls and connection
- ✦ Water pump control
- ✦ External water port controls
- ✦ Outdoor shower control and connection
- ✦ Access to low point drain and water pump filter screen

Operation of the Water Control Panel will be described in each respective area herein.

Freshwater Systems

The MODE's freshwater systems provide water to the sink and showers, either through the onboard freshwater tank or through an external freshwater source / city water connection.



Water Pressure Regulator

Always use a water pressure regulator when connecting to a pressurized water source to prevent pressures over 45psi from damaging the plumbing.

The water pressure regulator should be connected between the water supply hose and the freshwater (city water) connection port on the RV.

Water Filter

As the MODE does not have a water filtration system, it is recommended that an in-line style RV water filter be used when connected to any water source. This will assist with keeping debris out of the freshwater system.

Connecting To / Using City Water

1. Find the Water Control Panel at the left (driver side) rear of the garage area.
2. Turn the External Port valve control on the Water Control Panel to “City Water to MODE Fixtures.”
3. Attach the water supply hose to the external Freshwater Connection port.
4. After ensuring that all water fixtures in the MODE are off, turn on the water supply to begin using city water.

Disconnecting From City Water

1. Turn off the city water supply.
2. Disconnect the city water hose from the vehicle.
3. Replace the city water connection cap.

Freshwater Tank

When a city water connection is not available, the MODE's 21-gallon freshwater tank and electric water pump can supply the fixtures with water.

NOTE: Only fill the freshwater tank or system with potable or purified water.

Filling the Freshwater Tank

The freshwater tank can be filled two ways: via city water or via the siphon port filling method.

NOTE: Before using the freshwater tank as a water supply, the interior water lines must be primed. See Priming Water Lines at p. 52.

City Water Method

Using city water to fill your MODE's freshwater tank is the most convenient method. To use the city water method:

1. Find the Water Control Panel located at the left (driver side) rear of the garage area.
2. At the External Port valve control, turn it to “City Water to Fill Freshwater Tank.”
3. Hook up your water supply hose to the city water source.
4. Attach the water supply hose to the external Freshwater Connection port.
5. Turn on the water supply.
6. When the tank is full, turn off the water supply, disconnect city water supply hose, and replace the cap.
7. Turn the External Port valve to the desired use position.

Siphon Port Method

If you do not have access to city water, you can use the onboard water pump and a siphon tube to fill your freshwater tank. This method pumps water from an external container into the freshwater tank.

To use the siphon port method to fill the freshwater tank:

1. Turn on the M-Power system.
2. Find the Water Control Panel at the rear garage area and turn the Siphon Port valve control to Siphon Fill Freshwater Tank.
3. Turn the External Port valve to Use Freshwater Tank.
4. Place the open end of your siphon tube into your water container.
5. Connect the hose/siphon tube to the Siphon Fill Port.
6. Turn on the water pump and the water will begin to siphon into the freshwater tank.
7. Once the water container is empty, turn the water pump off and the Siphon Port valve back to the Normal Use position (up).

CAUTION

- ⊕ ***Running the external water source dry can damage the water pump. Pay close attention to the water level in the container.***
- ⊕ ***Failing to put the siphon port valve in the correct position will cause the pump to run continuously and damage the pump.***

Water Pump

Your MODE has an electric water pump. When connected to city water, the water pump is not needed. When using the freshwater tank, the water pump must be turned on.

When the pump is first turned on, it will prime the system by cycling for a few moments, then turn off once it has sufficient pressure.

NOTE: When the plumbing system is not in use, keep the water pump off to prevent draining the tank if a faucet is accidentally left open or if a leak develops.

Water Pump Controls

The water pump can be controlled three ways:

1. The *Water Pump* icon on MODE COM home screen
2. The *Water Pump* button on the GrooveLounge side of the galley
3. The *Water Pump* button on the Water Control Panel

Water Pump Operation

When the freshwater pump is in use (i.e., when accessing water from the freshwater tank), it will cycle on and off, based on demand, providing water pressure to the sink and showers.

NOTE: If all water faucets are closed and the pump continues to run, you are likely out of fresh water, or there is a leak in the system.

Priming Water Lines

Priming the water lines is required after filling the freshwater tank, but before using the interior water fixtures.

Priming the water lines:

1. Ensure that all drain valves—low point drains, freshwater tank drain, and gray water tank drain—are closed. (See *Draining Water Systems—Freshwater Systems at p. 55 for locations of these drains.*)
2. Close all faucets: sink, outdoor shower, interior shower.
3. Ensure the water pump is off.
4. Fill the freshwater tank.
5. Turn the water pump on.
6. Starting with the sink:
 - a. Open the valve slightly on a cold temperature setting.
 - b. Once the water stops sputtering, open the faucet fully on the cold setting.
 - c. Once the faucet stops sputtering with the faucet fully open, turn off the faucet.
 - d. Repeat a. through c. above for the hot water setting.
 - e. Turn off the faucet.
 - f. Press the *Hot Water Circ* button on the GrooveLounge side of the galley.
 - g. After waiting until the *Hot Water Circ* light goes out, open the faucet slightly on the hot water setting.
 - h. Repeat steps e. through g. until faucet stops sputtering (usually about 2 to 3 times).

7. Repeat step a. through e. for the Halo Shower and the outside shower port.
8. After all the faucets are closed, check that the water pump turns off. If the pump fails to turn off, then: a) a faucet or valve is open; b) there may be a leak in the system; or c) the tank may be empty.

After the water lines are primed, the freshwater tank and water pump are ready for normal use.

Hot Water

Turn on the hot water by tapping the *Hot Water* icon on the MODE COM home screen. When on, it will illuminate. The lights may flicker momentarily as the furnace turns on. It takes several minutes for the system to heat up.

When ready to use the hot water, circulate it throughout the vehicle before turning the water on by simply pushing the *Hot Water Circ* button on the galley. The light will automatically go out after 15 seconds indicating the hot water has been circulated.

When you are not in need of hot water, turn it off by tapping the *Hot Water* icon again.

NOTE: The furnace will not generate heat or hot water when the fuel tank is below ¼ tank. Attempting to fire the furnace when below ¼ tank will likely introduce air into the furnace’s fuel delivery system requiring several re-start attempts after refueling.

Water Fixtures

| Galley Sink / Macerator Pump

The galley sink uses a macerator pump to help drain gray water and small solids down the sink to the gray water tank. When water begins to back up into the sink, press and hold the *Sink Drain Pump* button on the galley side until the water drains out and the pump sound changes.

The macerator pump should only be used when there is water in the sink; it is not designed to run dry.

NOTE: Be careful that the sink faucet is not accidentally turned on when closing the sink cover.

Halo Shower™

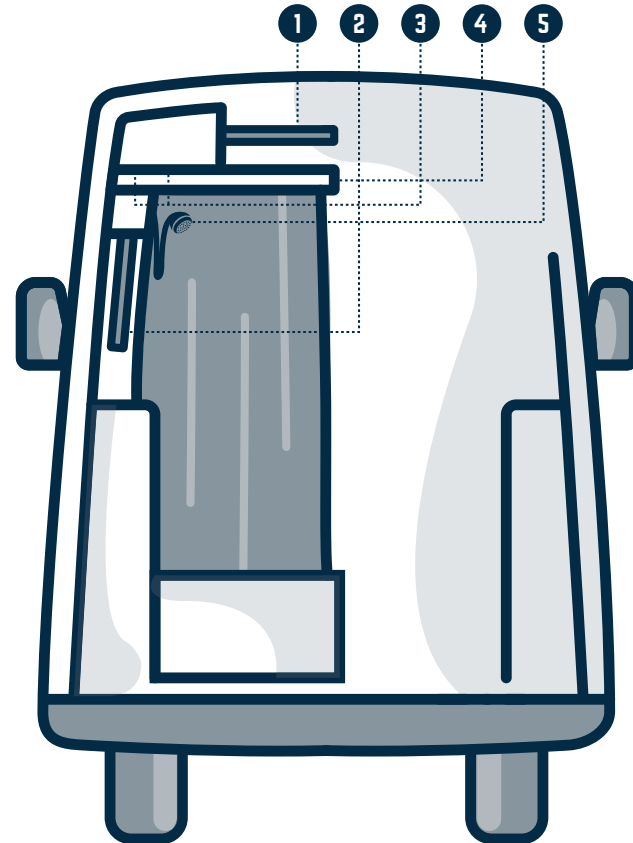
To use the Halo Shower:

1. Open the shower cabinet front panel.
2. Locate and release the lower panel screw latches to open the lower panel.
3. Release the shower curtain holding straps.
4. Holding the shower hose out of the way, pull the shower curtain frame outward.
5. Place the shower head and hose inside the curtain and hang them on the shower head holder.

After use, the shower head may continue to drip. This is normal and does not indicate a leak or defect. If stowed shortly after use with water remaining in the hose, this could cause damage to the cabinet, so drain the hose before stowing and allow the shower curtain and plumbing to drip dry.

Once the shower is dry and the shower head no longer drips, stow the Halo Shower:

1. Pull the shower head and hose outside of the shower curtain stall.
2. Push the shower curtain frame back into the shower cabinet.



3. Starting at the bottom, roll the dry shower curtain up to the shower curtain frame.
4. Using the shower curtain holding straps, secure the shower curtain and hose.
5. Fold the lower panel in place and secure with the latches.
6. Close the cabinet face.

NOTE: Although the shower curtain and shower areas are made from mold-resistant materials, it is advisable to dry the shower curtain and stall area before storing to prevent mold growth.

Drain Blockages

If the shower or sink begins to drain more slowly, it may be blocked.

Both of these drain lines are equipped with a waterless drain trap to prevent sewer gases from escaping. The waterless drain traps must be removed before using any mechanical drain-cleaning device to prevent damage.

Outdoor Shower

The outdoor shower is on the Water Control Panel.

To use the outdoor shower:

1. Turn on the M-Power and the water pump.
2. Open the round cap beneath the Outdoor Shower control.
3. Access the hose connection and attach the supplied outdoor shower hose.

NOTE: To remove the shower hose, push the hose in slightly, pull the collar back, and remove.

Draining Water Systems

Freshwater Systems

To drain the freshwater system, open the freshwater tank drain valve, the low point drains, and the sink faucet halfway between hot/cold (hot water should not be on). Follow the steps below:

1. Turn the water pump off.
2. Locate and open the four low point drains:
 - *Freshwater tank drain valve:* the black valve found in the access port below the Water Control Panel.
 - *Second and third low point drain valves:* located behind the galley drawers. To access, remove the lower two galley drawers. Open the two valves.

- *Fourth low point drain:* behind the Flex Space/ shower pan lid under a screw port.

NOTE: To open the valves, turn the handle parallel with the line. To close, turn the valve handle perpendicular to the line.

3. Turn the water pump on for ten seconds.
4. Turn the pump off and allow water to drain for one minute.
5. Hang the inside shower down with the flow control toggle on allowing water to drain for one minute.
6. Attach the rear shower hose and turn the shower valve on and halfway between hot/cold; then hold the nozzle above the port. Squeeze the handle for 10 seconds allowing water to drain.
7. Close all fixtures and drains.

NOTE: Not all water can be drained from the system. Draining the freshwater system is not a substitute for winterizing the system.

Gray Water Tank

The gray water tank captures wastewater from the shower and sink and must be emptied into an RV cleanout station or other appropriate disposal site.

Tank Draining

To drain the gray water tank:



1. Remove the cap from the gray water tank outlet.
2. Connect a 3" sewer hose (not supplied) to the outlet.
3. Place the opposite end of the sewer hose into the cleanout station. *NOTE: Be sure there are no low spots in the hose for gray water to collect.*
4. Pull the handle of the gray water valve to drain the tank.
5. After emptying the tank, flush the tank with clean water. (Flushing with clean water is particularly important prior to storage.)
6. Close the valve and replace the cap.


CAUTION

To prevent harmful sewer gases from coming through the plumbing system, keep the gray water tank closed when connected to a campground sewage system.

Tank Monitoring

On the MODE COM home screen, there is a *Freshwater Tank and Gray Water Tank* display showing the approximate

levels. The system is self-calibrating. When the freshwater tank drops below 20%, a warning box will appear and the  will light up. When the gray water tank goes above 80%, a warning box will appear on the MODE COM home screen and the  will light up.

NOTE: The warning box can be dismissed, but the  will remain illuminated until the tank level is rectified.

Portable Toilet

The portable toilet is housed inside the shower basin. Follow the manufacturer's instruction manual included with the vehicle.

Freshwater Systems Care

Service Water Pump Strainer

The water pump has a screen meant to prevent solids and large particles from entering the system and damaging the water pump.

NOTE: The water pump screen is not a water filter.

The freshwater pump and screen are found behind the rear access port on the water cabinet.

After a few tanks of water have been used, empty and clean the screen, then yearly thereafter.

To clean the water pump screen:

1. Ensure the freshwater tank is empty and the water pump is off.
2. Twist off the strainer bowl counterclockwise.
3. Remove the bowl and the screen. Rinse clean.
4. Place the screen back into the bowl and reinstall.

Sanitizing Freshwater Systems

The freshwater system should be sanitized periodically, particularly before first use, after storage, or after contamination.

To sanitize the system:

1. Fill the freshwater tank half-full with clean water. (See *Filling the Freshwater Tank—City Water Method* at p. 50 of this User Guide.)
2. In a container, prepare a solution of 3/8 cup of bleach and one to five gallons of water.
3. Using the *Filling the Freshwater Tank—Siphon Port Method* (see p. 51 of this User Guide), siphon the bleach solution into the tank.
4. Rinse your container and refill with at least a gallon of fresh, clean water.

5. Using the Siphon Port Method (see p. 51 of this User Guide), siphon the fresh water into the tank to flush your siphon tube.
6. Completely fill the freshwater tank. (Again, refer to *Filling the Freshwater Tank—City Water Method* at p. 50 of this User Guide.)
7. Set the External Port valve on the Water Control Panel to Use Freshwater Tank.
8. Turn the water pump on.
9. Starting with the sink:
 - a. Open the valve on a cold temperature setting.
 - b. Once you smell bleach at the fixture, change the fixture to the hot position (system should not be hot).
 - c. Once you smell bleach at the fixture again, turn off the faucet.
 - d. Press the *Hot Water Circ* button.
 - e. After waiting until the *Hot Water Circ* light goes out, open the faucet on the hot water setting.
 - f. Repeat steps d. and e. until you smell bleach at the fixture consistently (usually about 1 to 2 times).
10. Repeat step a. through c. for the Halo Shower and the outside shower port.
11. Save one gallon of the bleach solution from the outside shower port for use in a later step.
12. Turn the water pump off.
13. On the Water Control Panel, set the External Port valve to Winterize / Sanitize.
14. Connect the siphon tube to the external water port, with the open end in the saved solution from step 11 and turn the water pump on.
15. Open the outdoor shower fixture until you smell bleach.
16. Top off the freshwater tank and let the system sit for 4-8 hours.
17. Run the shower and sink to drain the bleach solution into the gray water tank and dump at an appropriate waste-holding facility such as an RV dump station.
18. Refill and drain the freshwater tank several times with fresh water to flush the tank.
19. Starting with a full tank, turn the water pump on and repeat steps 9 and 10 above until you do not smell bleach.
20. Return the External Port valve to your desired setting.
21. If not needed, turn the water pump off.

Winterizing Freshwater Systems

In order to avoid damage that would not be covered under warranty, your MODE must either be winterized before exposure to freezing conditions, or, water systems must be kept above freezing.

Plumbing System

To winterize the plumbing system, use the following procedure:

1. Set the Siphon Port valve on the Water Control Panel to Normal use.
2. On the Water Control Panel, set the External Port valve to Winterize / Sanitize.
3. Connect one end of the siphon tube to the external water port and place the other end into a gallon of colored, non-toxic, RV-grade antifreeze.
4. Turn the water pump on.
5. Starting with the sink:
 - a. Open the valve on a cold temperature setting.
 - b. Once you see the colored antifreeze at the fixture, change the fixture to the hot position (system does not have to be hot).
 - c. Once you see the colored antifreeze at the fixture again, turn off the faucet.

- d. Press the *Hot Water Circ* button on the GrooveLounge side of the galley.
 - e. After waiting until the *Hot Water Circ* light goes out, open the faucet on the hot water setting.
 - f. Repeat steps d. and e. until you see colored antifreeze at the fixture consistently (usually about 1 to 2 times).
5. Repeat step a. through c. for the Halo Shower and the outside shower port.
 6. Turn the water pump off.
 7. Empty the gray water tank, then close the graywater tank valve.
 8. Pour a half gallon of RV antifreeze into the sink and use Sink Drain Pump to drain into the graywater tank.
 9. Pour a half gallon of RV antifreeze into the shower basin.
 10. Drain the freshwater tank with the freshwater drain valve.

NOTE: When using this method, pay close attention to the antifreeze level in the container. Do not run the pump dry.

If the plumbing system is empty/not primed, the pump will not be able to pull the antifreeze into the system. If this is the case, the system will need to be primed with fresh water and the winterizing process repeated.

SECTION 8

EVERYTHING ELSE...



We hope that previously herein we have addressed most aspects of MODE operation. But we're not quite through. So here is "everything else..."

Preparing the MODE for Storage

Properly preparing your MODE prior to a period of non-use will reduce the possibility of storage-related damage. We recommend that all of the following be performed prior to MODE inactivity of longer than three months:

- ✦ Follow the instructions for *Storing the M-Power System* at p. 22 of this User Guide.
- ✦ Remove all items from cabinets and the refrigerator that may cause odors or attract pests.
- ✦ Clean and defrost the refrigerator, then prop the door open to allow odors to dissipate.
- ✦ Place an open box of baking soda inside the refrigerator to help absorb odors.
- ✦ Clean / wipe down other interior surfaces.
- ✦ Lubricate door hinges and locks.
- ✦ Wash and wax the vehicle exterior.
- ✦ Inspect all seals around doors, windows, vents, and any other joints. Replace or repair any that are damaged.

- ✦ Close all windows and the roof fan.
- ✦ Protect all appliance vent openings from pests.
- ✦ If storing the RV in cold climates, be sure to follow the winterization procedures located in *Winterizing Freshwater Systems* found at p. 59 of this User Guide.
- ✦ Also follow the procedures in your vehicle's Operating Instructions for long-term storage.

Removing the MODE from Storage

When removing your RV from storage, perform the following:

- ✦ Completely air out the van.
- ✦ Check window operation.
- ✦ Check cabinet and door hinges; lubricate if necessary.
- ✦ Close all faucets and drain valves that are open.
- ✦ Add a few gallons of water to the freshwater tank and turn on the water pump to check for leaks, especially at the fittings.
- ✦ Open all faucets following the *Priming Water Lines* procedure located at p. 52 of this User Guide.
- ✦ Wash the vehicle, and then inspect the seals and sealants for separation or cracks. (See *Seals & Sealants* at p. 45 of this User Guide for details regarding inspection.)

- ✦ Inspect weather seals around doors and replace if necessary.
- ✦ Follow the *Sanitizing Freshwater Systems* procedures located at p. 57 of this User Guide.
- ✦ Check the portable toilet for proper operation.
- ✦ Add water to the gray water tank using the sink faucet and sink drain pump, and check to be sure the valve seals tightly.
- ✦ Check around all appliances to ensure vent openings are clear.
- ✦ Start the refrigerator and check for proper cooling.
- ✦ Wipe down walls and other interior surfaces.
- ✦ Test the smoke and CO detector; if necessary, replace batteries.
- ✦ Check the fire extinguisher; replace if necessary.
- ✦ Check the electrical system to make sure all lights, plugs, and electrical components operate.
- ✦ Check tires for proper pressure.

In the Event of an Accident

In the unfortunate event of an accident, please contact Storyteller Overland before putting your MODE back into service. This is for your safety, as well as to protect the integrity of your vehicle.

Accidents can damage unseen systems in the RV which can be hard to detect. Using the RV without closer inspection could lead to more damage and, potentially, danger. Depending on the nature and severity of the accident, further inspection and testing may be needed to make sure your vehicle is safe and working properly.

Following an accident, failure to notify Storyteller Overland or have a Storyteller Overland approved technician inspect, perform any required tests, and fix any issues identified may void the Storyteller Overland Supplemental New Vehicle Limited Warranty.

Warranties & Coverage

Your MODE's chassis is covered under the vehicle's factory warranty. Refer to the warranty policy for details.

Consult the Storyteller Overland, LLC Supplemental New Vehicle Limited Warranty for details on coverage. Extended warranty programs are available from your dealer.

Many components are covered under their own manufacturer warranties—such as the refrigerator, cooktop, microwave, A/C, heating system, awning, and the M-Power System. Your vehicle was shipped from the factory with warranty information for many of these components, and they differ in length and coverage from the Storyteller Overland Supplemental New Vehicle Limited Warranty.

Disclaimer/Limitation of Liability

To the maximum extent allowed by law, Storyteller Overland shall not be liable for any damages associated with use of a Storyteller Overland vehicle, whether those damages be direct or indirect, incidental, special, consequential, punitive, or other.

Further, your Storyteller Overland vehicle was designed for a specific use. Any misuse, abuse, or neglect could possibly void the previously described warranties.

Miscellaneous

Pinch Hazards

Movable components in your RV—such as doors, drawers, and rotating or folding seats—all have potential “pinch points.” Pinch points are spaces where your finger or other body parts can get caught between two (or more) hard objects, at least one of which is moving. To avoid pain and possible injury, pay attention whenever manipulating movable mechanisms on your vehicle.

Formaldehyde Information

As with most every home and building, some materials in this RV may emit formaldehyde. Exposure to formaldehyde potentially may cause eye, nose, and throat irritation, headache, nausea, and asthma-like symptoms, including shortness of breath. Reaction to formaldehyde exposure varies among individuals, and research is ongoing as to the possible long-term effects of said exposure.

Inadequate ventilation may allow formaldehyde and other contaminants to accumulate in indoor air. Before and during each use, ventilate your RV using the windows, exhaust fan, or air conditioning system.

If you have any questions regarding possible sensitivity to formaldehyde, consult your doctor.

| Mold

Mold is a natural part of our environment and plays an important role in helping break down dead leaves and organic matter into fertile soil. The very nature of your RV being outside will bring it into contact with mold, but indoor mold growth should be avoided.

To reduce mold growth inside your RV, reduce the things therein that could allow mold to grow. Mold only needs small amounts of moisture and nutrients from food spills or grease, and it can survive on as little as a fine layer of dirt or dust. Therefore, keep the inside of the vehicle as clean and dry as possible.

Moisture plays a large part in mold growth. Don't allow condensation to build up inside the vehicle, and keep the interior humidity levels low. Proper ventilation helps, and using the air conditioner can also remove excess moisture from the air.

| Anything Else?

Did we forget anything? We certainly hope not, but if we did, or if you have any questions about the use, care, maintenance, and/or enjoyment of your MODE, don't hesitate to contact us at Storyteller Overland: 1-888-999-7442, or via our website at StorytellerOverland.com.



SECTION 9

BEAST/STEALTH/MYSTIC EQUIPMENT



Tenzing Brushguard

The Tenzing Brushguard is designed to mount the lights and air chuck and for light-duty protection of the front of your MODE. It is not suited for pulling or winching-type activity and doing so will damage the bumper and the van. There is a cover plate over the factory tow hook that is removable with an 1/8" hex key (provided). Follow towing instructions in the Sprinter Instruction Manual.

NOTE: When using the factory tow hook, make sure any tow cable does not impact the Tenzing Brushguard which may lead to damage.

NOTE: The Tenzing Brushguard is not suited for heavy pulling or winching-type activity which will damage the Brushguard and van. Always use the factory tow hook for towing purposes.

Auxiliary Lighting System

The Auxiliary Lighting System offers a variety of lighting options, but it is important to familiarize yourself with local laws related to vehicle lighting. Roof-mounted lights are intended for off-road use only and local laws may require light covers over certain lights. Bumper-mounted driving lights are DOT-approved and can be used on the road. The lighting system is powered by the Sprinter chassis battery, not the M-Power System, and should usually only

be used with the Sprinter engine running. Extended use of the exterior lighting with the Sprinter engine off will deplete your chassis battery and could potentially leave you stranded.

NOTE: Using the auxiliary lights without the engine running can discharge your Sprinter battery.

Ride Improvement Package

The Agile Ride Improvement Package (RIP Kit) was designed to maximize your van's usable suspension travel while increasing stability and comfort along with additional ground clearance and improved damping.

NOTE: Your suspension must be torque checked at 500 miles after customer purchase, then after another 1,000 miles, and every 10,000 miles afterward. This torque check is mandatory and will help insure many years of reliability. This check can be done by a Storyteller Overland dealer or a reputable off-road suspension or alignment shop. Check the following fasteners to the corresponding torque values and document any deviation identified:

- ✦ U-bolts: 140 ft-lbs
- ✦ Upper shock bolt: 110 ft-lbs
- ✦ Lower shock bolt: 75 ft-lbs

Beast MODE Wheels

The Beast MODE tire pressures should be set at 70psi rear, 46psi front, and the lugs torqued to 133 ft-lbs. Depending on supply chain related issues, the wheels supplied on the Beast MODE may change, but every Beast comes with the appropriate lug tool/adaptor and telescoping wrench, if needed.

Onboard Air Kit

The Onboard Air Kit allows you to easily re-inflate tires. This kit is based around ARB's 12-volt high performance twin onboard air compressor.

The compressor is located on the passenger side of the engine bay, and the air chucks are located on the rear of the van near the trailer mount as well as on the front bumper area.

The compressor ON/OFF switch is on the dash.

NOTE: The Onboard Air Kit is a high current system; only turn on when in use.

NOTE: The Sprinter engine should always be on when using the Onboard Air Kit.

If the pump cycles on/off when in the ON position and not being used, there is a leak somewhere that should be located and sealed.

CAUTION

Exceeding 100 lbs. of accessories on the nVader rear door accessory mounts can damage the vehicle.

NVADER Rear Door Organizers

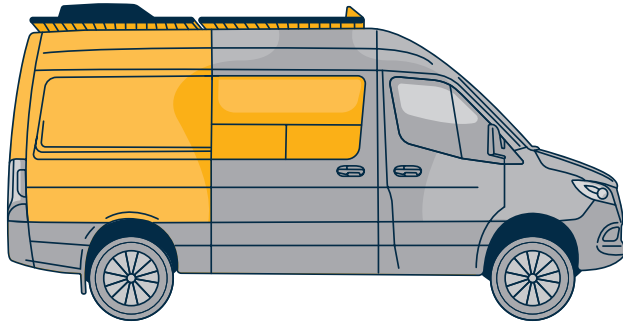
Maximum weight capacity is 100 lbs. per door. When mounting a spare tire, only use the nVader Spare Tire Mount available at Flarespace.com. Remember to add the weight of the Spare Tire Mount and the weight of your specific tire/wheel assembly when calculating the 100 lb. maximum capacity. All weight should be evenly distributed across the panel with no individual attachment point exceeding a 20 lb. weight maximum.

! WARNING

Exceeding these weight capacities or using improper attachments could cause serious damage, injury, or death. It is the owner's responsibility to check and maintain these systems properly and insure loads are properly secured.

Roadside Assistance - Technical Support

Should I contact Storyteller Overland or the chassis manufacturer?



We are committed to our customers well after the purchase of the vehicle. Should you need service or technical assistance, please reach out at StorytellerOverland.com under Customer Support for the fastest response, or call **1-888-999-7442** (8:00 am - 5:00 pm Central Time). We will gladly help you get back on the road as quickly as possible.

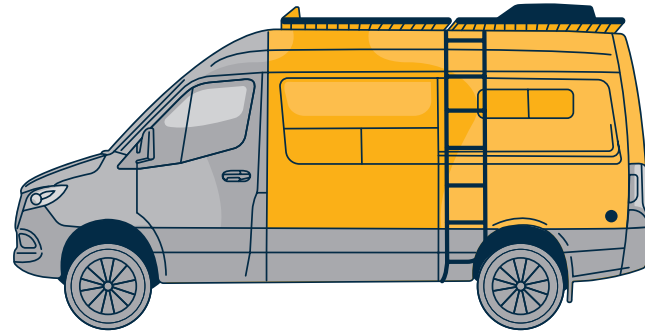
Mercedes-Benz emergency roadside assistance: **800-367-6372**

For help with Storyteller components (Sections in yellow)

Contact Storyteller Overland 1-888-999-7442

For help with chassis components (Sections in grey)

Contact your nearest chassis dealership.



MODE Maintenance Chart*

	Before Each Use	As Needed	Monthly	Every 3 Months	Every 6 Months
ELECTRICAL SYSTEM					
Check State of Charge (SOC) Gauge	X		X		
Check GFCI Receptacles	X				
PLUMBING SYSTEM					
Sanitize Plumbing System		X			
Winterize Plumbing System		X			
Clean Water Strainer Filter		X		X	
Check Fittings for Leaks (behind galley drawers and in water cabinet)			X		
Inspect and Clean Exterior Drain / Vent Tubes		X		X	
EXTERIOR					
Rinse Underside of Vehicle		X		X	
Check Roof Rack, Ladder, A/C, & Fan	X		X		
SAFETY EQUIPMENT					
Fire Extinguisher - Check Charge	X		X		
Smoke/CO Alarm - Test Operation/Batteries	X				X
FURNACE (See Furnace Maintenance Guide)					
Inspect and Clean Exterior Vent Tube		X			X

	Before Each Use	As Needed	Monthly	Every 3 Months	Every 6 Months
AIR CONDITIONER (See A/C Manufacturer's Maintenance Guide)					
Clean A/C Filter		X		X	
SEALS & SEALANTS					
Inspect Body Seals, Doors Seals, & Sealants					X
SPRINTER CHASSIS (See Sprinter Operating Instructions for Sprinter Maintenance)					
WHEELS, TIRES, SUSPENSION					
Check and Adjust Air Pressure	X				
Check Tread Wear	X				
Check Front End Alignment		X			
Check & Re-Torque Wheel Lug Bolts					X
Tire Rotation (every 6 months or 6k miles)					X
APPLIANCES (See Individual Appliance Manufacturers' Maintenance Guides)					
NVADER Rear Door Organizers All NVADER hardware came from the factory torqued (and paint penned/striped) to 30 ft lbs. At least every 6000 miles, check to verify the stripes are still aligned/unchanged and, if not, re-torque to 30 ft lbs.					

*These recommendations apply for normal recreational use. Heavy-duty or full-time use may require more frequent maintenance intervals.

An aerial photograph of a desert landscape with a winding dirt road. Several white and dark-colored vans are driving along the road. The terrain is arid with sparse vegetation and rolling hills in the background under a cloudy sky.

LIVE FREE. EXPLORE ENDLESSLY. TELL BETTER STORIES.®

10.17.23 Rev.5

NEVERDIE®

LITHIUM+ELECTRONICS = LITHIONICS BATTERY

M-POWER™ SYSTEM WARRANTY

The M-Power™ System in 2024 Storyteller Overland MODE vehicles consists of the following components supplied by Lithionics Battery: Battery Management System ('BMS'), Battery Module(s), Inverter, Generator, Communication Center, DC-DC Converter, Distributor, Bluetooth Telemetry and critical Power and Signal Harnesses.

- Lithionics warranties each Battery Module for 500,000 amp hours (Ah) and 5-years for manufacturing defects, but almost all Storyteller Overland vehicles have two Battery Modules. So, almost all Storyteller Vehicles come with a 1,000,000 Ah and 5-year warranty against defects from Lithionics Battery. It is the first battery system to have both a TIME BASED and a USAGE based warranty that offers full accountability to our end-users.
- The Battery Management System ('BMS'), the Power Conversion hardware such as the inverter, the DC-DC Converter, GX Cerbo, and the Alternator, have a 5-year warranty against defects by Lithionics Battery, prorated for benefit-of-use.

Battery Life Expectations and the Lithionics Battery Bluetooth Monitor App Lithionics Batteries use Gen 4 Lithium Iron Phosphate (LFP) Super-Density chemistry with expected life of 3000 to 4000 cycles. For most users, that is 8 to 10 years of service, but the useful life is always estimated within a range as factors such as proper maintenance and operating temperatures affect battery life. For example, battery life will be reduced when consistently operated at higher temperatures or kept at high states of charge for long periods of time without cycling or when not in use. Users can connect to their system through the Lithionics Battery Monitor App to track such things as battery usage and battery life in an objective, and data-driven verifiable way.

What does this mean and how does this benefit the user?

Storyteller Overland has selected Lithionics' most advanced cells with the highest performance available today. The two Battery Module system offers 330 usable Ah and the warranty is calculated as 330 Ah

NEVERDIE®

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X 3000 cycles = 1,000,000 Ah of energy throughput. The NeverDie® feature in the Lithionics Battery Management System provides a “spare fuel reserve” of 10%, allowing the user to first utilize 90% of the battery stored energy, and by the press of a button, you may access the final 10%. Using the NeverDie® 10% energy reserve does NOT affect battery life. The purpose of an energy reserve is to provide a user-controlled method of knowing you are about to deplete the battery to full empty and as such alerting the consumer to know it’s more critical to re-charge the battery. With the increased capacity of the battery, most customers likely will not use the last 10% on a normal basis.

The Lithionics Battery Monitor App measures various performance metrics including durability affecting data such as:

- **TOTAL CONSUMED:** like a battery odometer
- **AGING FACTOR TEMP:** hours the battery has operated at high temperatures
- **AGING FACTOR SOC:** time the battery sits at full charge without use or cycling

Program Features

Year 1: we will offer a rapid-response Dealer Direct Exchange Program in the event a fault code cannot be resolved in the field. This means we will immediately ship any replacement component needed to get your back on the road or off-grid.

Years 2 to 5: Should a component require analysis at our factory, we will send a FedEx Ground or similar pick-up service to your dealer and have the product delivered to our factory. Warranty or Repair turn-around is normally 2 weeks for the BMS and batteries, and 3-4 weeks for the power conversion equipment listed above.

Please contact Lithionics Battery for the full terms of their warranty.



LITHIONICS BATTERY®

Clearwater, FL 33759 USA

Ph: 727.726.4204 | Fax: 727.797.8046

LithionicsBattery.com

STORYTELLER OVERLAND, LLC SUPPLEMENTAL NEW VEHICLE LIMITED WARRANTY

The vehicle you are purchasing was originally manufactured by a major manufacturer and distributor of vehicles in the U.S. (the “Manufacturer”). Storyteller Overland, LLC or its assigns (“Storyteller”) upfitted the original vehicle as manufactured by the Manufacturer to add components (the “Storyteller Components”) to create the Storyteller experience (the “RV”). This Supplemental New Vehicle Limited Warranty (“Warranty”) is the sole and exclusive warranty issued by Storyteller for the Storyteller Components. This Warranty extends to and covers only the Storyteller Components. Non-Storyteller components are generally covered by the new vehicle limited warranty issued by the Manufacturer, the details of which are covered in a separate document furnished to you by Manufacturer. A condition to customer’s rights under this Warranty is that the customer must pursue claims for non-Storyteller Components, including claims relating to the mechanical function and operation of the RV, with the Manufacturer. If you are in doubt as to which components of the RV constitute Storyteller Components, you may obtain a detailed listing from Storyteller.

Coverage: All Storyteller Components, except those identified in the paragraph entitled “Excluded from Coverage”, which are found to be defective in material or workmanship shall be repaired or replaced at no cost to the owner for parts, material, or labor so long as the RV has been used exclusively for recreational purposes and maintained as recommended in the Operator’s Manual issued by Manufacturer. Any person who owns this RV during the Coverage Period is entitled to the benefits of this Warranty.

Excluded from Coverage: The following are excluded from coverage: parts, accessories, or equipment installed, or modifications or alterations made after the RV leaves Storyteller, including items installed and modifications or alterations made by a Storyteller dealer or third-party; a RV used for a purpose other than recreational use; a RV used outside the U.S.A.; recommended maintenance or adjustments; service or maintenance items (such as, seals, sealants, windshield wiper blades, lubricants, fluids, and filters); replacement parts and repairs required because of improper load distribution, accident, collision, vandalism, abuse, misuse, neglect, fire, flood, normal wear, or improper or inadequate maintenance, rust or corrosion, exposure to the elements; non-Storyteller Components,

including parts or components covered under a warranty issued by the Manufacturer (for example, the chassis, drivetrain, wheels, tires; electronics and appliances); normal wear and tear; and, except as noted, costs incurred in transporting or presenting the RV for repairs or service under this Warranty.

Coverage Period: Coverage begins on the date of retail delivery, or the date on which the RV is first placed into service as a demonstrator or company vehicle, whichever is earliest. Coverage ends after 12 months or 15,000 miles, whichever is sooner.

Obtaining Warranty Repairs: To obtain warranty repairs, you must, at your own cost, present your RV to an authorized Storyteller service facility during normal business hours and provide a written list of items to be inspected or repaired. In the event you feel the repairs made by an authorized service center fail or are otherwise inadequate, you must contact Storyteller Owner Relations in writing and advise them of the failure or inadequacy, including a list of the defects, and provide Storyteller an opportunity to repair the RV prior to claiming a breach of this warranty. Storyteller may require you to deliver the RV to another authorized service center or its facilities in Birmingham, AL. If Storyteller requests you to bring the RV to Birmingham, AL. Storyteller may cover the reasonable cost of transporting the RV to and from Birmingham, AL. Refusal to allow Storyteller an opportunity to repair the RV voids warranty coverage for that repair. If Storyteller determines that the claim is covered by the warranty issued by the Manufacturer or if the component is not a Storyteller Component, customer must pursue its warranty claim(s) against Manufacturer or the manufacturer of the component.

Required Maintenance: As owner, you are solely responsible for maintaining the RV as recommended and for all associated costs. Repairs necessitated by an owner’s failure to maintain the RV as recommended either by Storyteller or by Manufacturer are not covered under this warranty. If requested, you must provide records showing that the RV has been maintained as recommended in the Operator’s Manual furnished by Manufacturer. Any failure to comply with a required Manufacturer or Storyteller recall or service bulletin will void this warranty.

STORYTELLER OVERLAND, LLC SUPPLEMENTAL NEW VEHICLE LIMITED WARRANTY

Questions about Warranty Service: Contact Storyteller Owner Relations at 888.999.7442 or the address below if you: have questions about this Warranty; need assistance in locating an authorized Storyteller service facility; or are at all dissatisfied with warranty repairs.

Fifteen Month Limitation on Initiating a Claim-Venue: A claim for breach of this Warranty or an applicable implied warranty, must be initiated within fifteen (15) months from the date of purchase. This Warranty shall be governed by Alabama law without effect to its conflict of law rules. YOU HEREBY CONSENT TO JURISDICTION IN THE STATE AND FEDERAL COURTS OF JEFFERSON COUNTY, ALABAMA AND WAIVE ANY OBJECTION TO *IN PERSONAM* JURISDICTION IN ANY COURT SITTING IN ALABAMA. YOU HEREBY WAIVE ANY RIGHT YOU MAY HAVE TO A JURY TRIAL ARISING FROM ANY DISPUTES RELATED TO THIS WARRANTY.

Sole and Exclusive Remedy/Damages Exclusion: Your sole and exclusive remedy in a proceeding for breach of this Warranty is money damages in an amount equal to the reasonable cost for material and labor necessary to repair or replace parts that should have been done under this Warranty, but were not. Your sole and exclusive remedy in a proceeding for breach of any applicable implied warranty is money damages in an amount equal to the reasonable cost for material and labor necessary to correct the defect or defects upon which the finding of breach of implied warranty is based.

Damage Not Covered: Customers should note the difference between “defects” and “damages” as used in this Warranty. Defects to Storyteller Components are covered since we, the manufacturer, are responsible. Conversely, we have no control over damaged caused by things including, but not limited to, collision, misuse, and lack of or improper maintenance. Therefore, damage for whatever reason is not covered by this Warranty. Glass breakage or scratches are not covered unless physical proof of a manufacturing defect can be established. Storyteller Overland reserves the right to void or suspend this Warranty if the vehicle is involved in an accident or sustains any other physical damage until applicable testing procedures are performed, and any identified damage or issues are corrected by a Storyteller approved technician.

Limitations on Damages: Incidental and consequential damages – such as towing or transport charges, aggravation, inconvenience,

lost profits, wages, or income, loss of use, vehicle rental charges, and telephone, food, and lodging costs – are not recoverable from Storyteller for breach of this Warranty. This document is the entire statement of the warranty given by Storyteller in connection with its products. Storyteller limits the duration and remedies of all implied warranties to the duration of this Warranty. Note: Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

Alternative Dispute Mechanism: If the warranty issued by the Manufacturer provides for an alternative dispute mechanism (i.e., a process other than state and federal courts), that mechanism shall also apply to disputes under this Warranty. Such arbitrator, mediator or dispute administrator shall not only resolve disputes under this Warranty but shall also allocate responsibility for any claim between Manufacturer and Storyteller.

Changes in Design: Storyteller reserves the right to make changes in design and changes or improvements upon its products without imposing any obligation upon itself to install the same upon its products already sold.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

No Responsibility for Dealer Statements or Conduct: Although authorized to sell and to service Storyteller Overland LLC., RVs under warranty, the dealer is an independent business. Storyteller does not own or control, and shall not be responsible for, or bound by, representations, misrepresentations, or assurances, made by dealer personnel or be liable for a dealer’s illegal, fraudulent, or unethical business conduct. NO DEALER IS AUTHORIZED TO MODIFY THIS WARRANTY OR MAKE A WARRANTY OR CREATE ANY OBLIGATION ON STORYTELLER’S BEHALF.

STORYTELLER OVERLAND, LLC
428 Industrial Lane, Birmingham, AL 35211
Owner Relations: 888-999-7442
warranty@storytelleroverland.com