

SumoSprings

Innovative Suspension Solutions

Prepared for the "Travato Owners and Wannabees" Facebook Community

This document highlights some of the community's frequently asked questions regarding SumoSprings for the front and rear of the Winnebago Travato. The Facebook Group Administrators authored and submitted the questions to SuperSprings International, Inc. All of the answers provided here are authored by SuperSprings International, Inc.

T.J. Miller
Marketing & Communications Manager
tj@supersprings.com

Document Contents

Introduction by Travato Owners and Wannabees	4
Real people, real comments, real experiences.....	4
The Basics	5
What are SumoSprings?.....	5
Do I really need SumoSprings?	6
What is wrong with my “stock” suspension?	6
Are SumoSprings compatible with my original equipment?	6
What benefits can I expect from SumoSprings?.....	6
How long will SumoSprings last?.....	7
The Colors	7
What is the difference between SumoSprings’ colors?.....	7
What color SumoSprings are best for my Travato?	7
When should I specify what color SumoSprings I want?	7
Front? Rear? Both?.....	8
What are Coil SumoSprings?	8
Do I really need Coil SumoSprings?	8
What benefits can I expect from Coil SumoSprings?.....	8
Can I use only SumoSprings Rear, without Coil SumoSprings?	8
Purchasing	9
Where can I purchase SumoSprings?	9
What is the difference between purchasing direct from SuperSprings or through a Dealer/Installer?	9
Is there a “Travato Owners and Wannabees” Discount?.....	9
How do I use the coupon code?.....	10

Installation.....	10
How are SumoSprings Rear kits installed?.....	10
Can I install SumoSprings by myself?	10
How are Coil SumoSprings installed?	10
Can I install Coil SumoSprings myself?.....	11
Are any special tools required to install SumoSprings or Coil SumoSprings?.....	11
Can I install SumoSprings on a used Travato?.....	11
Where can I get SumoSprings installed by an installer?.....	11
What should I pay for SumoSprings installation?	11
Front.....	11
Rear	11
Warranty	12
Do SumoSprings come with a warranty?.....	12
Are self-installed SumoSprings covered under the warranty, or do they need to be professionally installed?	12
Will installing SumoSprings void my Travato's warranty?.....	13
Part Numbers.....	13
SumoSprings Rear	13
Coil SumoSprings (Front)	13
Contact Information.....	14
Sales, Customer Service, and Technical Support	14
Engineering & Technical Support	14
Marketing & Communications Manager.....	14
Executive Staff.....	14

Introduction by Travato Owners and Wannabees

Real people, real comments, real experiences

Before we let SuperSprings answer all of our questions and share how great their products are, here are some unsolicited comments praising SumoSprings and highlighting the reasons you may be considering SumoSprings for your Travato. When on the "Travato Owners and Wannabees" Facebook Group Page, use the "Search this group" feature to read what other group members have to say about their SumoSprings experience.

"I can say that the ride is very stable, predictable and seems smoother. I notice no side-to-side 'swash' when on uneven roadways or entering parking lot incline / decline ramps. Definitely worth it in my humble opinion."

"Don't they make an amazing difference? We have the yellows and have been very impressed!"

"First wow moment was pulling out onto the highway through a bump/drop in their driveway. This is definitely a good thing!"

"I have one word for all of you T owners and wannabees and it is 'smooth' what the ride feels like with the SumoSprings installed!"

"Installed SuperSprings' SumoSprings suspension modifications front & rear, and it now rides & handles like a Travato SE, sports edition. A lot of bang for the buck IMHO."

"Yay! We love our SumoSprings, the best mod we've done. Those of us who live east of the Mississippi, with roads notoriously full of pot holes, really appreciate them!"

"Sure feels like the SumoSprings make a difference in handling!"

"Does it make the steering feel more stable?"

"Around corners? Yes. Can take them at higher speeds too."

"Just drove through the remnants of tropical storm Emily, really loved having the SumoSprings, wind sway was manageable even for a girl driver."

"Yeah, Sally is more like a sports car now!"

The Basics

For more than 20 years, SuperSprings has designed, developed, patented, and introduced numerous innovative suspension solutions. All SuperSprings products are proudly manufactured in the U.S.A., including SumoSprings, the world's first and only airless airbag.

What are SumoSprings?

SumoSprings are a patented suspension enhancement product designed to increase ride comfort, stabilize sway, improve driver control, and level sag. SumoSprings, like airbags, are a type of air spring. The main difference between an airbag and SumoSprings is how the air is captured/controlled. With a traditional air bag, a compressor with hoses and valves are used to inflate the "balloon." This requires maintenance so the air bag does not crack and/or leak and accessories such as a compressor to maintain and adjust the air pressure. The air within SumoSprings is captured in millions of air pockets inside of the proprietary micro-cellular urethane material. We have drilled a hole through SumoSprings and they still work. The Winnebago Travato uses a SumoSprings Rear Solo kit; solo meaning it attaches on one side (the frame). SumoSprings replace the Travato's original bump stop, turning a preventative suspension accessory, the bump stop, into an active part of your suspension, an air spring, SumoSprings!

Do I really need SumoSprings?

No. You do not need SumoSprings. Your Travato does not need SumoSprings to hit the open road. You want SumoSprings if you want to enhance your suspension and improve your ride quality. Here is an analogy. You buy an iPad to take with you on your Class B adventures. The iPad works great just the way it is out of the box. You buy some enhancements; not because the iPad is inadequate, but because the enhancements improve the iPad based on your wants and needs: a case, because you may take it outdoors while camping; a screen protector, because you are clumsy and tend to drop things; a Bluetooth speaker, because you like to rock out; you download an app, because you like to play games. It is not that the iPad “needed” these improvements/enhancements; the improvements made the iPad a better product for your personal wants and needs, for how you use the product. The same is true for SumoSprings. Adding SumoSprings compliments and improves your Class B van for how you personally use it.

What is wrong with my “stock” suspension?

There is nothing wrong with your stock suspension. Winnebago would not utilize an inadequate ProMaster 3500 from RAM. RAM would not provide an unsafe ProMaster 3500 to Winnebago. That does not mean, however, that your suspension can not be improved. Do not be surprised, in the future, if SumoSprings are original equipment on a Travato as they are on many other coaches. Coach manufacturers want to provide you with a superior experience. SumoSprings are a superior driving experience when compared to your stock suspension. Winnebago makes incredible coaches. They are an expert in recreational vehicles for outdoor lifestyles. SuperSprings International, Inc. has been an industry-recognized leader in suspension solutions for more than 20 years. Winnebago and SuperSprings have a great relationship and are continuing to work together to provide our collective customers a superior experience.

Are SumoSprings compatible with my original equipment?

Yes. Travato SumoSprings were developed specifically for the RAM ProMaster 3500. Our engineers installed and tested SumoSprings on a Winnebago Travato. These SumoSprings are intended to work in conjunction with your original equipment. To give credit where it is due, members of your Facebook group helped SuperSprings’ engineers redesign the original kit, making it even easier to install specifically for Travato owners.

What benefits can I expect from SumoSprings?

SumoSprings will improve your ride. SumoSprings reduce sway, absorb and dissipate vibrations, and provide the driver with more control on uneven terrain and/or harsh conditions. SumoSprings increase driver, passenger and cargo safety. SumoSprings reduce the amount of wear and tear on original components, reducing maintenance costs and overall cost of ownership.

How long will SumoSprings last?

SumoSprings are warranted for as long as you have them on the original Travato you installed them on. See the details about our limited lifetime warranty for more information. In short, we stand behind our SumoSprings. If they wear out, and you are driving the same Travato, we will replace them. This happens less than 0.0001% of the time – literally.

The Colors

The different SumoSprings colors identify their density. SumoSprings come in three different densities: -40, -47, and -54. Blue SumoSprings are -40, black SumoSprings are -47, and yellow SumoSprings are -54. Blue -40 density captures more air in the millions of micro-cellular bubbles, creating an air spring suitable for light and medium duty applications. Black -47 density balances the amount of urethane and air bubbles to create an air spring suitable for light, medium, and heavy-duty applications. Yellow -54 density traps a smaller amount of air in the air spaces creating a firmer and more dense air spring suitable for medium and heavy-duty applications.

What is the difference between SumoSprings' colors?

SumoSprings come in various densities, also referred to as durometer, grade, or light|medium|heavy duty. The SumoSprings for the Travato come in Black (-47) or Yellow (-54). We rate SumoSprings by how many pounds of pressure it takes to compress them down to half their body height. The Black (-47) SumoSprings are rated at 1500 lb, and the Yellow (-54) SumoSprings are rated at 2800 lb. We also have Blue -40 SumoSprings rated at 1000 lb. Those would be a bit soft on a Travato and are more appropriate for the ProMaster 1500 series vans.

What color SumoSprings are best for my Travato?

The consensus, simply by sales numbers, is the -54, which has a higher density than the -47. If you are considering adding any weight to the rear, we 100% suggest the -54. If you do not plan on adding any weight to the rear, the -47 or -54 work great and it is a personal preference. If you like handling a little tighter, like a German car, go with the -54. If you like feeling a little more in your handling, go with the -47. Both reduce sway and absorb road shock, just their resistance under greater loads differs.

When should I specify what color SumoSprings I want?

The density is included in the part number nomenclature. The part numbers for SumoSprings Rear for Travatos are SSR-313-47 or SSR-313-54. SSR stands for SumoSprings Rear. The first three, in 313, stands for Fiat Chrysler Automobiles (FCA), including Dodge and RAM. The 47 stands for the black density and the 54 stands for the yellow density.

Front? Rear? Both?

Installing SumoSprings on all four corners is highly recommended. Suspension is holistic; both front and rear-ends working together. Front suspension is just as critical as rear suspension. Rear SumoSprings standalone make a great difference (specifically for Travatots), but additional improvement and an increase in safety is achieved by stabilizing the front coil springs. SuperSprings manufactures Coil SumoSprings for the Travato's front suspension, designed to enhance the coil spring. Coil SumoSprings do not interfere with or change anything mechanically with steering or other critical components.

What are Coil SumoSprings?

Coil SumoSprings improve the load leveling ability of original equipment front and rear coil springs. They are manufactured from the same micro-cellular urethane as SumoSprings. The material's progressive spring rate creates a cushion effect, enhancing capacity and ride comfort. The enhanced capacity and load leveling ability helps reduce sway in the Travato and reduces porpoising.

Do I really need Coil SumoSprings?

No. You do not need Coil SumoSprings. Refer to the answer under "Do I need SumoSprings?" The word "need" is a silly word in the English language. What "need" really means in English is, "a want to fulfill another want." You do not need air or water; you want air and water because it fulfills another want you have, the want to live. You want SumoSprings, and Coil SumoSprings, because you want improved ride comfort and reduced sway. Your Travato does not need them, but in order to fulfill your want for improved ride quality, you do need/want SumoSprings and Coil SumoSprings!

What benefits can I expect from Coil SumoSprings?

The benefits of Coil SumoSprings are tantamount to the benefits of SumoSprings. They are made from the identical patented micro-cellular urethane material as SumoSprings. Coil SumoSprings will compliment SumoSprings Rear. The two will work together to reduce sway, increase driver control, and improve ride comfort.

Can I use only SumoSprings Rear, without Coil SumoSprings?

You could – absolutely – yes. However, should you? SumoSprings Rear, especially on the Travato, make such a substantial improvement, the front suspension is often overlooked. That said, we highly recommend front suspension enhancements when someone has enhanced the rear suspension. Suspension is holistic, with both front and rear ends working together. I like this analogy:

Imagine a brick; a plain old red brick. Place that brick on ballpoint pen springs, the little springs inside of a “click” pen. The brick is unsteady, right? It sways! Now, replace two of those springs with solid wood or steel, something stiff. The brick still sways! Now, replace all the springs with steel or wood, and the brick is fully supported.

Obviously, we are supporting your Travato's suspension, not replacing it or making it stiffer, but the holistic analogy is true. If you have a reason for enhancing your suspension – if you have made a want into a need – improving only the rear is shortchanging the overall improvement to your Travato.

Purchasing

Where can I purchase SumoSprings?

As a manufacturer, SuperSprings is very proud to support the many jobber, retail, warehouse, and eTailer locations selling our products. We also strive to honor customers' requests to purchase confidently and directly online from the manufacturer. For this reason, we have created the Official SuperSprings® Online Shop, www.supersprings.com.

What is the difference between purchasing direct from SuperSprings or through a Dealer/Installer?

Products listed in the Official SuperSprings® Online Shop are sold and shipped directly by SuperSprings. When purchasing through a reseller, especially an eTailer (eCommerce website), evaluate the seller's validity. We have many great customers who sell our products online. We will even “drop ship” for those customers; meaning, you place an order through their website, but they do not stock it – we do – and, we ship it for them to you. There are also unauthorized third-party resellers who we do not support. If the price seems low in comparison to everyone else, it is likely an unauthorized reseller who is not abiding by our pricing suggestions (making it difficult for legitimate shops to compete for your business), obtaining our products illicitly, selling used products, or swindling you. If you have any questions on the legitimacy or a reseller, please contact us and we will let you know if they are a customer of ours or not. We have a relationship with all of our customers, resellers included, and are happy to share those contacts with you.

Is there a “Travato Owners and Wannabees” Discount?

There are many Facebook Groups. The Travato Owners and Wannabees group is unique in that the members are engaged with other members AND manufacturers (Winnebago and SuperSprings included). There are friendships, meet-ups, mentors, and more. Thanks to the questions asked on your group and members' willingness to communicate directly with us, SuperSprings has had the privilege of meeting numerous group members. More, thanks to the group members, we were able to improve our product, making the installation easier, specifically for Travato owners. As a small token of our appreciation for the communication and relationship we have had with the group, SuperSprings has created a 10%-Off coupon code.

How do I use the coupon code?

Visit www.supersprings.com, add SumoSprings Rear and Coil SumoSprings to your cart. At checkout, enter coupon code TRAVATO2017. You will see the 10% discount applied to your total. Remember to select "Free Shipping," for free UPS ground shipping to the contiguous U.S.A. for all orders under 70 lb.

Installation

How are SumoSprings Rear kits installed?

You can view the installation instructions here, http://supersprings.com/instructions/INS_SSR-313-54.pdf; below is a quick summary:

First, you need to get the wheels off the ground by lifting your Travato. We suggest using safety jack stands rated for your Travato. Once lifted, some people prefer to remove the rear wheels, but it is not necessary, they just need to be off the ground. The original equipment bump stop is the maroon/red/brown colored piece of rubber directly over the center of your rear leaf springs. Use either large Channellock pliers, a spanner, oil filter, or similar type wrench to unbolt and turn the bump stop counter clockwise. The instructions will give the option to use one or both spacers; for Travatos, we recommend using both spacers. The SumoSprings ship ready to go, in the box. Apply a little Loctite (included) to the bolt of the preassembled SumoSprings, then twist into place. Tighten by hand, as much as you can, and that is it!

Can I install SumoSprings by myself?

If you have changed a tire or used a wrench, you more than likely have the mental know-how to install SumoSprings on your own. The installation is as simple as one bolt. No brackets, no drilling, no fancy tools required... just one bolt. On newer Travatos, owners have reported the original bump stop twists off using Channellock pliers. On Travatos more than a couple years old, some owners have had difficulty removing the original bump stop. You may need to use a socket wrench to loosen the bolt.

How are Coil SumoSprings installed?

Coil SumoSprings are installed by raising the vehicle so the front coils are unloaded (i.e. wheels are off the ground). We suggest removing the wheel for Travato installations. The top attachment point of the coil on the Travato is inside of a housing. This means the middle coil, where you want to install the Coil SumoSprings, is just barely exposed below the housing. The Coil SumoSprings slide into this middle turn in the coil spring. You start by getting the "wings" of the Coil SumoSprings in position, and then you push and slide the Coil SumoSprings into the turn. Once in, there is about a three to four inch gap from end to end of the Coil SumoSprings. The positioning of this gap has no effect on the Coil SumoSprings performance; it can face inboard (towards the other side of the Travato), or outboard

(towards you, the installer). Once in place, use the included zip ties to secure the Coil SumoSprings to the coil spring. This is to prevent the Coil SumoSprings from coming out of the turn in the coil if you experienced extreme vertical travel.

Can I install Coil SumoSprings myself?

If you are comfortable jacking up your Travato and removing the wheel, yes! The installation requires no tools and no prior experience.

Are any special tools required to install SumoSprings or Coil SumoSprings?

You do not need any special tools to install SumoSprings or Coil SumoSprings. To remove the factory bump stop during the SumoSprings Rear installation, you will need a wrench large enough to grab the original Travato bump stop. Most commonly, a large pair of Channellock pliers will do the trick.

Can I install SumoSprings on a used Travato?

We encourage you to! SumoSprings will support the leaf spring assembly and coil spring, extending the life of the original equipment, and reducing stress on other components. Installing SumoSprings will lower your overall cost of ownership!

Where can I get SumoSprings installed by an installer?

If you are looking for a reputable installation location, the many Travato owners on your Facebook group are my first suggestion. Second, you can use the Locate Dealer tool on www.supersprings.com to search nearby, by city, zip code, or address.

What should I pay for SumoSprings installation?

I would again suggest consulting your Facebook group. Installation rates across the country vary drastically. In terms of hours:

Front

30 minutes to 2 hours.

Rear

30 minutes to 2 hours.

“My shop has never worked with SumoSprings before, and are quoting \$250 an hour for labor. Is that excessive? Can SuperSprings help them with Technical Support?”

Installation rates vary too much by location to authoritatively say what is and what is not excessive. \$250 an hour is astronomically high when compared to other known hourly rates. Your Facebook group members will have real world quotes I am sure they will share with you. If an installer is unfamiliar with our products, they can call our Technical Support team at +1 (866) 898-0720 or e-mail tech@supersprings.com. We are on the phones from 8:00 am to 5:00 pm PST. We even have a weekend technician on call!

Warranty

Do SumoSprings come with a warranty?

Yes. SumoSprings come with a limited lifetime warranty. The lifetime warranty is limited to the original vehicle your SumoSprings were installed on. Other limitations include proper installation, avoiding abusive environments like racing, and other details you can find here: <https://www.supersprings.com/learn-more/warranty>.

Are self-installed SumoSprings covered under the warranty, or do they need to be professionally installed?

As long as SumoSprings were installed properly – meaning, you did not weld them, duct tape was not involved, and Kraggle from The Lego Movie was avoided – self-installed and dealer installed SumoSprings are all covered under the same limited lifetime warranty. Proper installation is one of those limitations detailed in the warranty document. For you SumoSprings’ veterans that may have received a 3-year warranty card, before we implemented a limited lifetime warranty, the current warranty covers your SumoSprings, even if they are older than three years!

Will installing SumoSprings void my Travato's warranty?

Unfortunately, I cannot answer this question directly since we have not issued you the warranty, nor do we know the specifics of your warranty. I can share what is known as the "Magnuson-Moss Warranty Act," and point you in a good direction to better understand auto warranties in general. Here is what the Federal Trade Commission has to say, and it can be viewed on their website, here, <https://www.consumer.ftc.gov/articles/0138-auto-warranties-routine-maintenance>:

Will using 'aftermarket' or recycled parts void my warranty?

No. An 'aftermarket' part is a part made by a company other than the vehicle manufacturer or the original equipment manufacturer. A 'recycled' part is a part that was made for and installed in a new vehicle by the manufacturer or the original equipment manufacturer, and later removed from the vehicle and made available for resale or reuse. Simply using an aftermarket or recycled part does not void your warranty. The Magnuson-Moss Warranty Act makes it illegal for companies to void your warranty or deny coverage under the warranty simply because you used an aftermarket or recycled part. The manufacturer or dealer can, however, require consumers to use select parts if those parts are provided to consumers free of charge under the warranty.

Still, if it turns out that the aftermarket or recycled part was itself defective or wasn't installed correctly, and it causes damage to another part that is covered under the warranty, the manufacturer or dealer has the right to deny coverage for that part and charge you for any repairs. The FTC says the manufacturer or dealer must show that the aftermarket or recycled part caused the need for repairs before denying warranty coverage.

Part Numbers

SumoSprings Rear

SSR-313-47 MSRP: ~~\$236.25~~ TRAVATO2017: **\$212.63**

[Click here to view/order online](#)

or,

SSR-313-54 MSRP: ~~\$236.25~~ TRAVATO2017: **\$212.63**

[Click here to view/order online](#)

Coil SumoSprings (Front)

CSS-1195 MSRP: ~~153.75~~ TRAVATO2017: **\$138.38**

[Click here to view/order online](#)

Contact Information

Sales, Customer Service, and Technical Support

David Vargas

david@supersprings.com
(805) 219-6647

Andrew Kodama

andrew@supersprings.com
(805) 745-5751

Denise Kono

denise@supersprings.com
(805) 881-5203

Peter Garcia

peter@supersprings.com
(805) 881-5205

Engineering & Technical Support

Chad Bussanich

chad@supersprings.com
(805) 881-5201

Marketing & Communications Manager

T.J. Miller

tj@supersprings.com
(805) 745-5512

Executive Staff

Gerry Lamberti, C.E.O.

gerry@supersprings.com
(805) 745-5553

Mike Visser, President

mike@supersprings.com
(805) 745-5553