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|----------------------|-----------------------------------|
| <b>Reference</b>     | SSM72386                          |
| <b>Models</b>        | XF / X260                         |
| <b>Title</b>         | X260 XF Seat Cushion Appearance   |
| <b>Category</b>      | Body                              |
| <b>Last modified</b> | 26-Aug-2015 00:00:00              |
| <b>Symptom</b>       | 101000 Seating                    |
| <b>Attachments</b>   | DJB X260 seating standard (1).pdf |

**Content****Issue:**

Customers may state that the rear seat cushion has excessive bagginess and that there is an increase in wrinkles when compared with previous models.

**Cause:**

In response to previous feedback from current models the trim development team on X260 have sought to increase rear seat headroom, comfort and wear durability performance of the seats. To achieve these attributes additional laminates between the seat foams and trim covers have been introduced, and it is these laminates that have driven a more relaxed trim appearance in some areas of the seats than has been seen on our previous products.

**Action:**

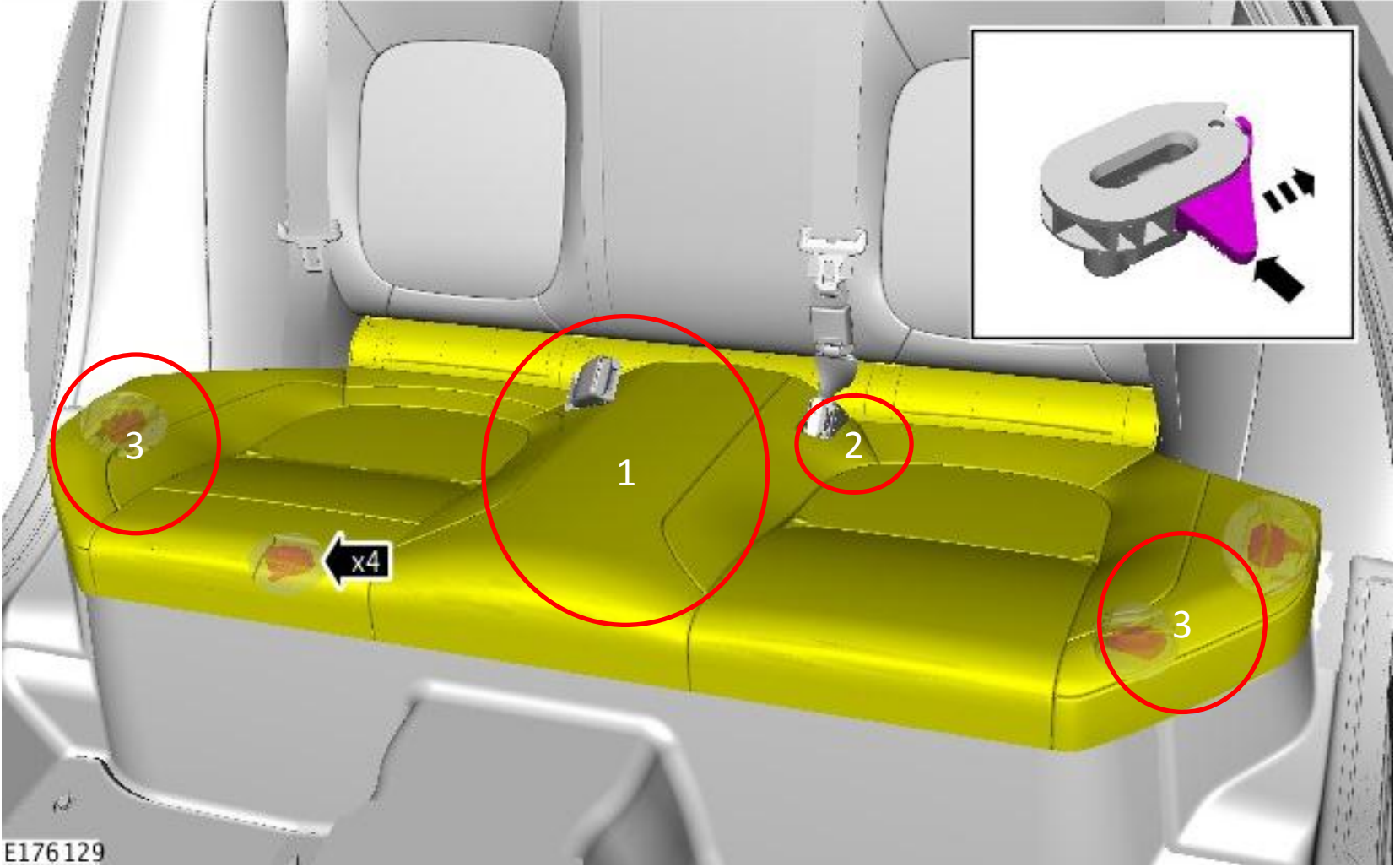
Please see the attached file demonstrating the key areas on the rear seats that have been enhanced as part of the design improvements for rear seat headroom, comfort and wear durability categorized into the following;

Red = Unacceptable

Green = Acceptable

Any seating that is deemed to fall into the Red category will require a submission of an EPQR for advice before changing the component. Seating deemed to fall into the Green standard will require no action.

This specification in the attached file is only appropriate at handover of the vehicle, but should not become demonstrably worse during the vehicle warranty period.



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