

Seat cover appears stained or soiled

Topic number	LI91.18-P-063341
Version	2
Design group	91.18 Seat covers
Date	04-18-2016
Validity	166 as of facelift (code 806), saddle brown leather (equipment code 224A)
Reason for change	Cause and remedy adjusted
Reason for block	

Complaint:

Blackish stains on the leather surfaces with equipment code 224A (see photos in attachment).

Attachments	
File	Description
wolkendesign-1.JPG	Cloud design on head restraint
wolkendesign-2.JPG	Cloud design on seat surface

Cause:

To give the 'saddle brown' leather color shade a more lively appearance, Design has developed a cloud print for it. This simulates a certain depth effect and naturalness.

In isolated cases, the cloud print on the surface of the leather may be too pronounced, which a customer may describe as slight "soiling"

Remedy:

Note: Please make sure that appearance is not caused by outside influence by following LI91.18-P-053442.

This is currently being investigated and new parts with a better look are expected to come shortly.

In the meantime:

- Do not replace any seat covers or head restraints at the present time, because the customer may have a similar complaint about the cloud print on the replacement part.

Symptoms
Body / Seat / Seat cover / Staining

Attachments

XENTRY TIPS

wolkendesign-1.JPG:



wolkendesign-2.JPG:

