

Seat cover appears stained or soiled

Topic number	LI91.18-P-063341
Version	3
Design group	91.18 Seat covers
Date	11-03-2016
Validity	BR 166 as of facelift (code 806), saddle brown leather (equipment code 224A) up to cleanpoint 14.03.2016; C292 saddle brown leather (equipment code 224A) up to cleanpoint 15.04.2016
Reason for change	Model series extended; cleanpoints, damage codes and object numbers added; Remedy adjusted
Reason for block	

Complaint:

Blackish leather surfaces with equipment code 224A - Saddle brown (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 pronounced, which the customer may perceive as slight 'soiling'."

Remedy:

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

To evaluate the customer complaint, compare their seat's leather surfaces of the seat covers and head restraints of different, new vehicles.

If the complaint is justified, replace the affected seat covers (determine object numbers in EPC!)

All covers with the ES2 color number 8U54 are without cloud print.

IMPORTANT: Never attempt to remove the supposed staining. This may result in intensifying the effect because the basic brown tone is washed out.

Symptoms

Body / Seat / Seat cover / Staining

XENTRY TIPS

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
91-8105			91A04 26	Left front seat cushion cover discolored
91-8155			91N04 26	Right front seat cushion cover discolored
91-8664			91A15 26	Left front seat backrest cover discolored
91-8750			91N15 26	Right front seat backrest cover discolored
91-8305			92A63 26	Left rear seat cushion cover discolored
91-8355			92N63 26	Right rear seat cushion cover discolored
91-8908			92A73 26	Left rear seat backrest cover discolored
91-8958			92N73 26	Right rear seat backrest cover discolored
91-2588			91A32 26	Left front seat head restraint cover discolored
91-2593			91N32 26	Right front seat head restraint cover discolored
91-2622			92A22 26	Left rear seat head restraint cover discolored
91-2627			92N22 26	Right rear seat head restraint cover discolored
91-2637			92522 26	Center rear seat head restraint cover discolored

WIS-References			
Document number	Title	Note	Allocation
AR91.18-P-1800GQ	Remove/install cover on front seat cushion	The seat cover may only be replaced if the complaint is justified!	Remedy
AR91.18-P-1800GQA	Remove/install cover on front seat cushion	The seat cover may only be replaced if the complaint is justified!	Remedy
AR91.18-P-1820GQ	Remove/install cover on front seat backrest	The seat cover may only be replaced if the complaint is justified!	Remedy
AR91.18-P-1820GQA	Remove/install cover on front seat backrest	The seat cover may only be replaced if the complaint is justified!	Remedy
AR91.18-P-1850GZ	Remove/install cover on rear seat cushion	The seat cover may only be replaced if the complaint is justified!	Remedy

XENTRY TIPS

AR91.18-P-1850GZA	Remove/install cover on rear seat cushion	The seat cover may only be replaced if the complaint is justified!	Remedy
AR91.18-P-1870GY	Remove/install cover on rear seat backrest	The seat cover may only be replaced if the complaint is justified!	Remedy
AR91.18-P-1874GQ	Remove/install left rear seat backrest cover	The seat cover may only be replaced if the complaint is justified!	Remedy
AR91.18-P-1878GQ	Remove/install right rear seat backrest cover	The seat cover may only be replaced if the complaint is justified!	Remedy

Attachments

wolkendesign-1.JPG:



XENTRY TIPS

wolkendesign-2.JPG:

