

**Complaint "Seat Cover Wrinkled" (22/13)**

Revisions: Revision 1 — **This bulletin replaces bulletin dated April 13, 2013.** This information is now applicable for all model lines.

Model Year: **As of 2012**

Model line: **All model lines**

Concerns: **Look of the seat cover**

Situation: **Procedure in the event of complaint "Seat cover wrinkled".**

If wrinkles or bulges are visible on a seat cover (e.g. ⇒ *Figure 1*), these do not constitute a defect.



*Figure 1*

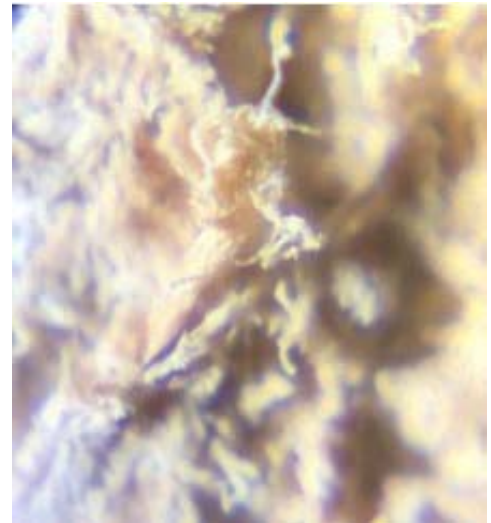


**Information**

**Leather is a natural product** and has so-called "natural characteristics". These characteristics are:

- Leather is a fibrous material. It is skin.
- Each hide varies in its composition, strength, flexibility, etc.
- The fibers can stretch and shrink a small amount.
- Stretching beyond this amount breaks bonds between the fibers.

- This stretching is irreversible and is the kind of stretching that body weight, heat and perspiration normally cause. /⇒ Wrinkling, creasing and bulging are results of this kind of normal stretching (as shown in the above photo of the seat).
- The larger the upholstered surface, the greater the tendency to crease and bulge.



*leather fiber*

Note:

- **Automotive upholstery is not cut from the exactly the same location and the exact same orientation on each hide.**
- **This can vary from hide to hide.**
- **The result is that there can be variations between leather upholstered components.**
- **Body heat, perspiration and body weight** cause fabric and leather to **stretch, resulting in "wrinkles"**.

This **visual change is perfectly normal** and does

- **not affect** its use, function or service life
- and **is not a defect**.

⇒ If a visual flaw that is **clearly different** from the "natural characteristics" described here is found, the seat cover must be replaced:

- Sufficient **documentation with corresponding pictures** (clear overview and detailed photos) **must be provided**.

- The **seat cushion** is **not the cause** of these wrinkles and **must not therefore be replaced**.

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