

**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**

Information: **Work 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:

- The larger the upholstered surface, the greater the tendency to crease and bulge.
- **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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