

Reference SSM62157

Models Range Rover Evoque / L538

Title VB LE L538 luxury mohair floor mats create a significant amount of fluff

Category Accessories

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Symptom General Accessories

Issue:

The luxury Mohair floor mats fitted to the Evoque VB LE create a significant amount of fluff in normal use. This is not a valid reason for replacing the mats.

Cause:

Due to the density and nature of the product the mats are expected to shed excess material. This is neither a deterioration of the product nor is it unusual for natural (cut) fibres to behave in this way.

The Mohair mats are made with ultra fine yarns that only shed from the top surface, while in use, during early life.

Content This shedding will reduce to practically zero over time if cared for in the proper manner by regular vacuuming.

Action:

It is normal in any luxury carpet for fluff to be created in the early stages of use. They will continue to fluff during the initial period of use and will need vacuuming at regular intervals.

Should a customer complain about fluffing of these carpets then they need to be advised that this will diminish over time and that they need to regularly vacuum the carpets.