



# Technical Service Bulletin

## 74 Damage assessment guidelines for textile seat covers

74 23 26 2071893/1 October 25, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi models	2008 – 2023	All	With textile seat covers

## Condition

### Damage assessment guidelines for textile seat covers

Damage patterns in the area of seat covers can be classified and only certain patterns may be claimed under the normal warranty if applicable:

#### 1. Fur-like fluffing of the textile surface / pulled threads:

Through misuse by the customer, e.g. due to open Velcro fasteners, cleaning with hard brushes, chafing from rough bottoms of baskets or boxes. As a result long fibers (approx. 5-10 mm) are pulled out of the textile material, which can then stand up or form matted fibers and knots.

**These are not warrantable defects and cannot be claimed under warranty (Figures 1-12).**

#### 2. Internal or external knotting:

Always occurs due to the insufficient wear resistance of the upholstery material. Short fibers are pulled out of the textile, which then form small knots due to further chafing (internal knotting). If these knots are formed from external fibers, for example, customer clothing, this is referred to as external knotting.

**These complaints may be claimed under the normal warranty if applicable (Figures 13-14).**

#### 3. Surface greying or lightening

Surface greying or lightening is also caused by the insufficient wear characteristics of the upholstery material. Individual fibers are chafed or damaged, but not pulled out of the material. The spliced fiber ends appear as greying or lightening of the surface, which can easily be mistaken for dirt.

**These complaints may be claimed under the normal warranty if applicable (Figures 15-16).**



**All the damage listed can be amplified by pronounced contours, such as with sports seats.**

**Clean the seat covers with a neutral cleaner and a soft cloth.**

### 1. Fluffing

Description	Possible cause/damage location	Warrantable
Fibers protrude from the upholstery fabric like fur, long fibers become matted or form knots, always large and long-fibred (5-10 mm).	Mechanical damage caused by sharp-edged objects, for example. Seat bolster area.	<b>No</b>



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**Figure 1. Fluffing**



**Figure 2. Fluffing**

<p>Fibers protrude from the upholstery fabric like fur, long fibers become matted or form knots, always large and long-fibred (5-10 mm).</p>	<p>Chafing with the hook side of a Velcro fastener. Backrest area, rear seat surfaces (trouser pockets, mobile phone pouches).</p>	<p><b>No</b></p>
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**Figure 3. Fluffing**



**Figure 4. Fluffing**

<p>Fibers protrude from the upholstery fabric like fur, long fibers become matted or form knots, always large and long-fibred (5-10 mm).</p>	<p>Cleaning with a brush. Various areas.</p>	<p><b>No</b></p>
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**Figure 5. Fluffing**



**Figure 6. Fluffing**

Fibers protrude from the upholstery fabric like fur, long fibers become matted or form knots, always large and long-fibred (5-10 mm).

By pushing a box or a wicker basket.  
Rear seat bench or front passenger seat surfaces.

**No**



**Figure 7. Fluffing**



**Figure 8. Fluffing**

Fibers protrude from the upholstery fabric like fur, long fibers become matted or form knots, always large and long-fibred (5-10 mm).

Mechanical damage caused by cleaning (check for stains on the backside).  
Various areas.

**No**



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**Figure 9. Fluffing**

<p><b>Alcantara</b> Fibers protrude from the upholstery fabric like fur, long fibers become matted or form knots, always large and long-fibred (5-10 mm).</p>	<p>Mechanical damage caused by incorrect cleaning agent/cleaning method. Various areas.</p>	<p><b>No</b></p>
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**Figure 10. Fluffing on Alcantara seat covers**



**Figure 11. Fluffing on Alcantara seat covers**

<p><b>Pulled Threads</b> Single or multiple threads protrude from the upholstery fabric, either as a single thread or as a loop.</p>	<p>Mechanical damage caused by sharp-edged, pointed objects, for example. Various areas.</p>	<p><b>No</b></p>
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**Figure 12.** *Pulled threads*

## 2. Knotting

Description	Possible cause/damage location	Warrantable
Small fiber knots that are firmly attached to the surface.	Wear characteristics of fabric not in accordance with specifications. Please remove the knots with a dry safety razor. Various areas.	<b>Yes</b>



**Figure 13.** *Knotting*



**Figure 14.** *Knotting*



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## 3. Surface lightening

Description	Possible cause/damage location	Warrantable
Lightening/greying of surface, spliced fiber ends.	Wear characteristics of fabric not in accordance with specifications, not to be confused with dirt.  On prominent, heavily used areas of the seat.	<b>Yes</b>



*Figure 15. Lightening/greying of surface*



*Figure 16. Lightening/greying of surface*

## Technical Background

Not applicable.

## Production Solution

Not applicable.

## Service

Not applicable

## Warranty



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This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information

All part and service references provided in this TSB (**2071893**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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