

**Complaint "Seat cover wrinkled" (22/13)**

**Change overview**

Version	Date	Note
1.0	04/13/2013	First publication
2.0	07/02/2018	Applies for all model lines
3.0	02/26/2020	Addition of order types
4.0	04/23/2024	Addition of order types

Model Line: **All model lines**

Model Year: **As of 2010**

Concerns: **Look of the seat cover**

Cause: **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*

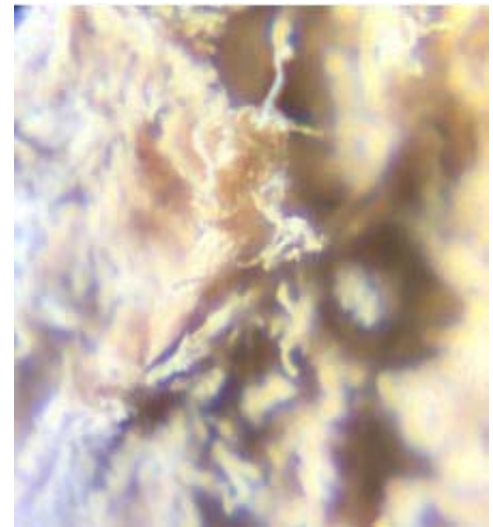


**Information**

**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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