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SEATING

SEAT COVER INSPECTION (G2740477)

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Seat Cover Replacement - Rest of World vehicles **NOTES:**

- Reference should be made to the list of documents below before any seat cover is replaced under Jaguar Land Rover warranty
 - Global Warranty Policy and Procedure Manual on TOPIx
 - Leather Seat Cover Finessing Process on the Excellence Academy
 - Seat Smoothing Procedure in the workshop manual
- All seat covers that are replaced should be done using all available TOPIx guides. Any damage that has been caused to other components during the seat cover replacement process will not be paid under warranty

Seat Cover Replacement - NAS vehicles **NOTES:**

- Reference should be made to the list of documents below before any seat cover is replaced under Jaguar Land Rover warranty
 - Warranty Policy and Procedure Manual on TOPIx
 - Leather Seat Cover Finessing Process on the Excellence Academy
 - Seat Smoothing Procedure in the workshop manual
- All seat covers that are replaced should be done using all available TOPIx guides. Any damage that has been caused to other components during the seat cover replacement process will not be paid under warranty

1. Verify the customer concern
2. Visually inspect for obvious signs of damage and system integrity
3. If an obvious cause for an observed or reported concern is found, correct the cause (if possible) before proceeding to the next step
4. Check the JLR claims submission system for open campaigns. Refer to the corresponding bulletins and SSMs which may be valid for the specific customer complaint and complete the recommendations as required



NOTES:

- Particular care should be taken where there is evidence of soiling or staining on the leather, this should be cleaned immediately. Failure to do this could lead to the stain becoming permanent
- Particular care should be taken to prevent damage from studs, zips and buckles

Leather Seat Covers

Leather is a natural product, therefore it bears natural characteristics such as, grain variations, growth and bush marks. These non-weakening marks show the true nature of the hide and are the hallmarks of leather. In order to maintain the beauty of the vehicles natural leather upholstery it requires regular cleaning, which if neglected may cause deterioration. Where dust and dirt are allowed to accumulate and become ingrained in the surface of the leather, the upholstery may become permanently damaged. Light colored upholstery can be particularly susceptible to soiling and staining. Care should be taken to make sure that where there is evidence of any soiling or staining, this should be cleaned immediately. Only use the Jaguar Land Rover approved products. Failure to do this could lead to the stain becoming permanent, this applies to all leather upholstery and is not color specific. Leather trimmed seats will naturally exhibit areas of creasing and wrinkling over a period of time and is a normal characteristic as the leather ages.

EXAMPLES OF SEAT COVER NATURAL APPEARANCE

Examples of Natural Characteristics of Leather

In the document are some examples of the natural characteristics of leather which will mature with use and ageing. These examples of the natural characteristics of leather are not manufacturing defects. Improvements in the seat cover can be achieved by following the smoothing process. The examples in the document show the natural characteristics of leather on the front seat cushion. These types of natural characteristics of leather would not be accepted under the terms of the Jaguar Land Rover warranty agreement.

Customer Symptoms

CUSTOMER SYMPTOMS

- Seat cushions creasing
- Seat backrest creasing
- Cuts, scratches, scrapes, abrasions, tears, puncture holes
- Leather cracking/splitting
- Indentation marks
- Wavy seam lines
- Stich/thread wear
- Permanent marks
- Dye migration, pen marks, surface burns, soiling, spillages or stains and incorrect cleaning

Seat Cushions Creasing

Examples of appearance showing the maximum allowable appearance. The outside of the seat cushion cannot be worse than the following image.



E269904



E269905



E256974



E269897



E269898

Creasing due to wear and tear



E243681

Uneven appearance on the front of the cushion cannot be worse than the following image.



E239767

Creasing and seam movement around radius cannot be worse than the following image.



The creasing on the front of the cushion cannot be worse than the following image.



Seat Backrest Creasing

Backrest at the rear of the head restraint cannot be worse than the following images.



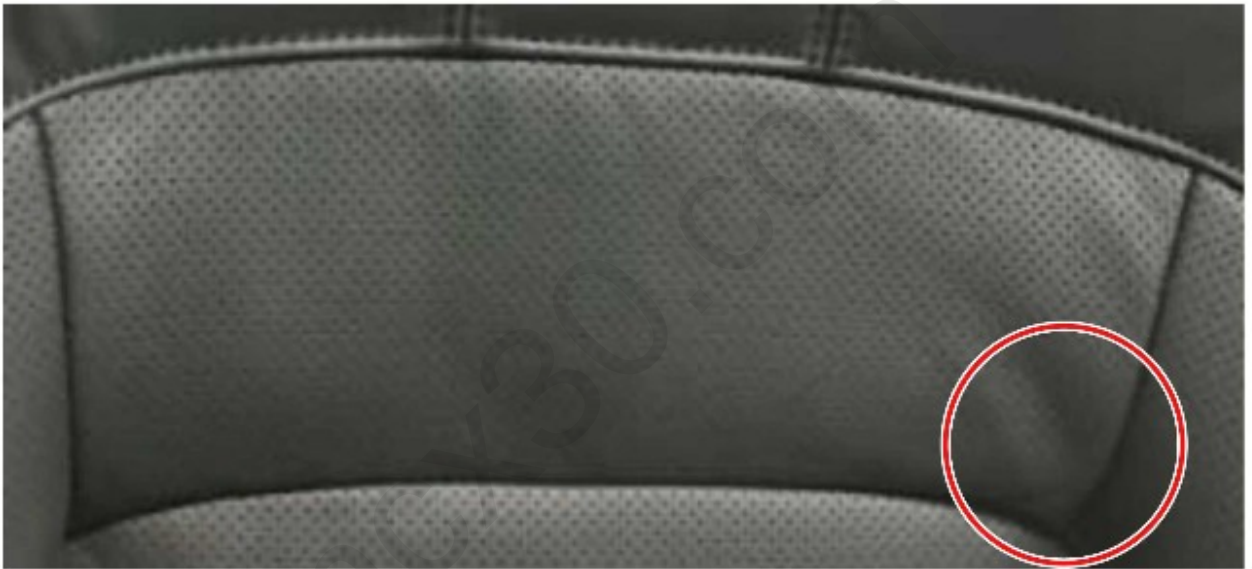
Creasing around the seatbelt stalk cannot be worse than the following image.



E239765

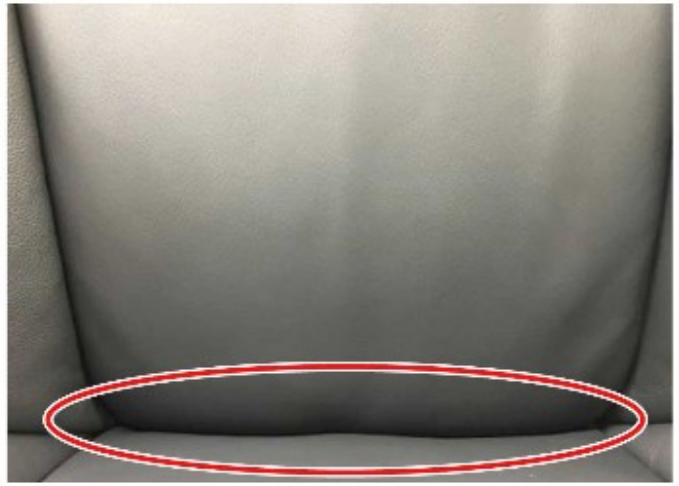
The centre back section on the seat backrest cannot be any worse than the following images.

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E239770

The square back section on the seat backrest cannot be worse than the following images.



E239772

The front panel below the head restraint may appear to be wavy, it cannot be worse than the following image.



E239773

The area below the lower armrest cannot be worse than the following image.



E239775

Backrest side (armrest side rear face) creasing sewing variation in radius cannot be worse than the following images.



Creasing between the bottom of the seat and the armrest cannot be worse than the following image.



Creasing armrest gap is not a defect due to the folding operation of the armrest.



E239776

Permanent Marks

Permanent mark from the map pocket stops (if equipped) cannot be worse than the image below.



E239774

Wavy Seam Lines

Waviness appearance on the bottom corner of the seat bolster cannot be worse than the following images.



E239762

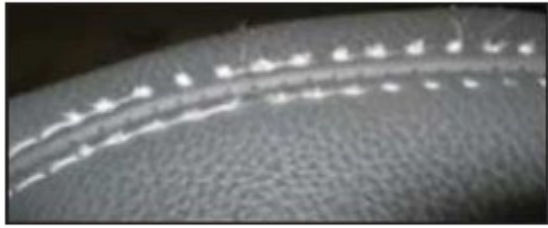


E239769

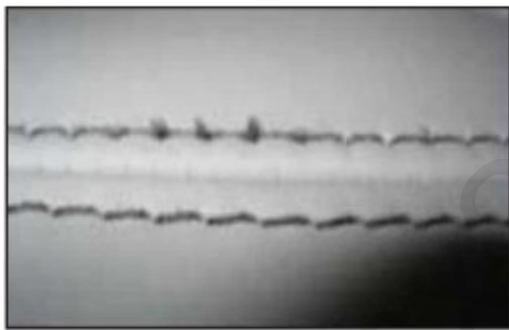


E239773

Stich/Thread Wear



E269906



E269907

NON-MANUFACTURING DEFECT GUIDELINES

Examples of damage to seat cover

Below are some examples of damage that would not be accepted under the terms of the Jaguar Land Rover warranty agreement.

NOTE:

These are examples only and do not represent all warrantable/non warrantable customer concerns

Cuts, Scratches, Scrapes, Abrasions, Tears and Puncture holes

The examples below show damage such as cuts, tears and puncture holes. These types of damage would not be accepted under the terms of the Jaguar Land Rover warranty agreement



E243676



E243675



E243682

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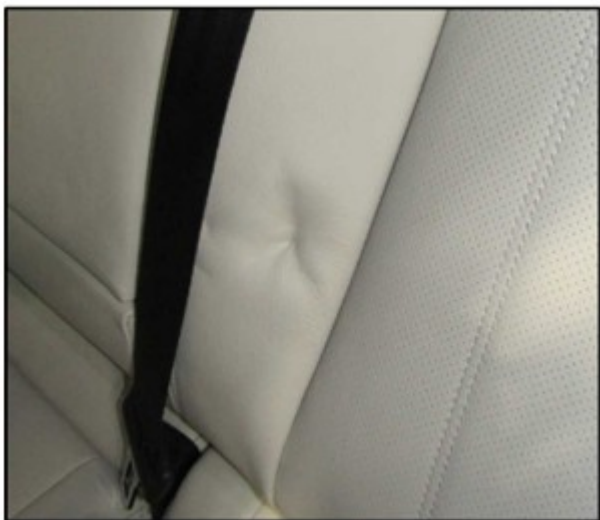
E269899



E269900

Indentation Marks

The examples below show damage such as scratches, scrapes, snags and indentation marks. These types of damage would not be accepted under the terms of the Jaguar Land Rover warranty agreement



E243679



E243680



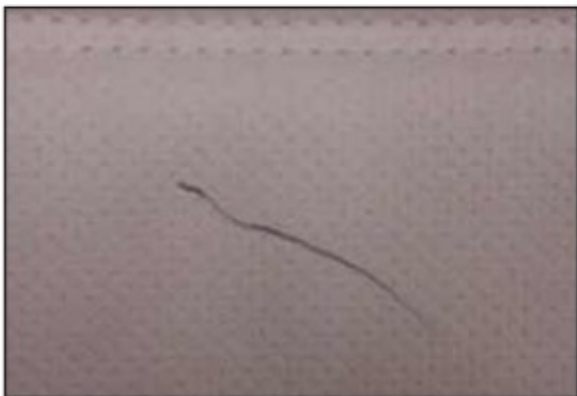
E269901



E269903

Dye Migration, Pen marks, Visual surface burns, Soiling, Spillages or Satins and incorrect cleaning

The examples below show damage such as pen marks, soiling, stains, incorrect cleaning and visual surface burns. These types of damage would not be accepted under the terms of the Jaguar Land Rover warranty agreement.



E167179



E167184



E243684



E167183

Leather Cracking/Splitting

The examples below show damage such as Leather cracking/splitting. These types of damage would not be accepted under the terms of the Jaguar Land Rover warranty agreement



E269902



E243677



E243678

cmjjaGFyZG1vcnRvbjsyMDIwLTASLTE4VDEyOjE5OjI0LjIzN1o7OTIuNDAmTg5LjUwOw==

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