

General Service Bulletin (GSB):	Leather / Vinyl Seat Covers
GSB Overview:	Use this GSB to help determine warrantable / non-warrantable conditions on Leather / Vinyl Seat Covers
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

### Cleaning:

Refer to the Owner Manual for vehicle specific cleaning procedures. Cleaning of the seat trim cover should be performed prior to making a warranty determination as several conditions exist that can be corrected with proper cleaning. Customers are expected to maintain the seat upholstery according to the instructions in the vehicle's Owner Manual as a condition of vehicle warranty.

### Repair:

Refer to the Warranty & Policy Manual, Section 3 (3A-Canada), Car & Light Truck – Coverage, Conditions & Procedures by Category, Trim Covers.

- Split seams caused by loose or broken thread must be re-sewn.  
**NOTE: Front seat backrest trim covers installed on seats equipped with seat side air bags cannot be repaired. A new trim cover must be installed.** Refer to Workshop Manual (WSM), Section 501-10, Disassembly and Assembly, Seat Backrest.
- Misaligned/loose seat trim covers must be corrected through adjustment. Refer to WSM, Section 501-10, Removal and Installation procedures.
- Loose seat trim cover J-clips can be either reattached or secured in place by alternative means such as adhesive/screws. If necessary, most trim shops can replace J-clips without the need for seat trim cover replacement.
- Loose seat trim cover J-clips from the material may be re-sewn.

**NOTE: Some reviews of returned seat trim covers for loose/missing stitching concerns have been found to be caused by chemical/fluid damage. This is evidenced by staining on the front and / or back side of the seat trim cover.**

**Natural Markings** - Since the material in the seat comes from genuine leather, there may be evidence of naturally occurring markings such as scars less than 3mm in width and 100mm in length per the Warranty and Policy Manual. These markings are proof of a genuine leather product.

### Warranty Parts Return Policy:

When returning seat trim covers to the Warranty Parts Analysis Center (WPAC) or direct shipments to the suppliers, the affected area must be identified on the returned part. **Circle the defect with a permanent marker or pen.** Return the component to the WPAC in the container in which the replacement part was received.

**NOTE: Special Order Parts:**

- In many cases seat trim covers will require Special Order Parts (SOP). Defects that are not “marked for quality” when initially identified (later SOP installation), must be identified when the Customer returns for repair, and prior to part return.
- The repair order submitted for payment must still include a description of the Customer concern, a description of the defect with the component, and documentation of the correction performed.

*Replacement of Seat Cover for a loose/detached J-Clip or wrinkles / loose material would be considered an over repair and not warrantable. Refer to page 1.*



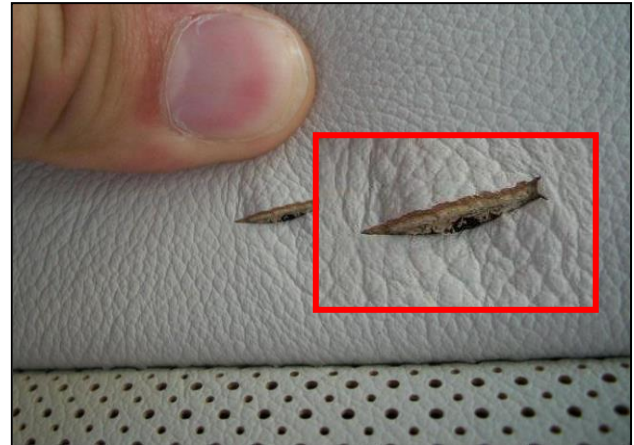
**Figure 1** – Loose seat trim cover typically caused from loose/detached retention J-clips. Loose J-clips can be repaired/re-attached per Warranty and Policy Manual. J-clip loose from material can be re-sewn



**Figure 2** – Misaligned/loose seat trim covers must be corrected through adjustment. Refer to WSM Section 501-10. Stretching/looseness of the seat cushion cover center panel is a characteristic of leather seats and may not improve with adjustment

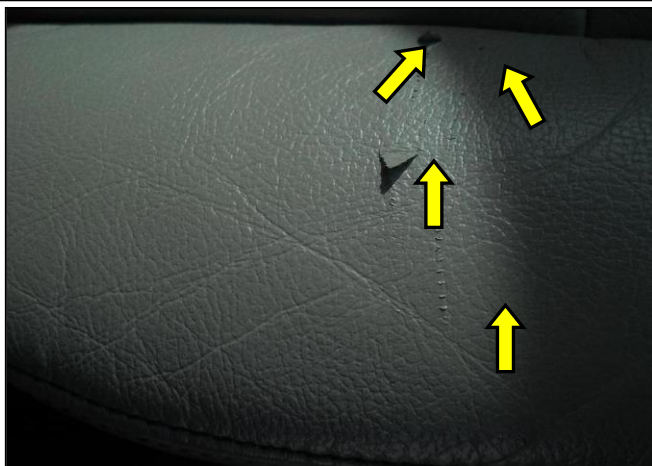


**Figure 3** – Split seam with evidence of cuts, scratches, snags, puncture or stain marks to surrounding material or thread.



**Figure 4** – Cut as evident by clean, non-frayed straight edges.

*May require up-close inspection*



**Figure 5** – Scratch marks in same direction indicating an object slid across the surface



**Figure 6** – Cut in leather (mistaken as leather top coat peeling) leather russet still attached to underside of top coat



**NON-WARRANTABLE**



**Figure 7** – Chemical damage resulting in discoloration typically across multiple panels and or a peeling surface



**Figure 8** –Seams split caused by chemicals which break down stitching

*Evidence of staining on back side of cover*

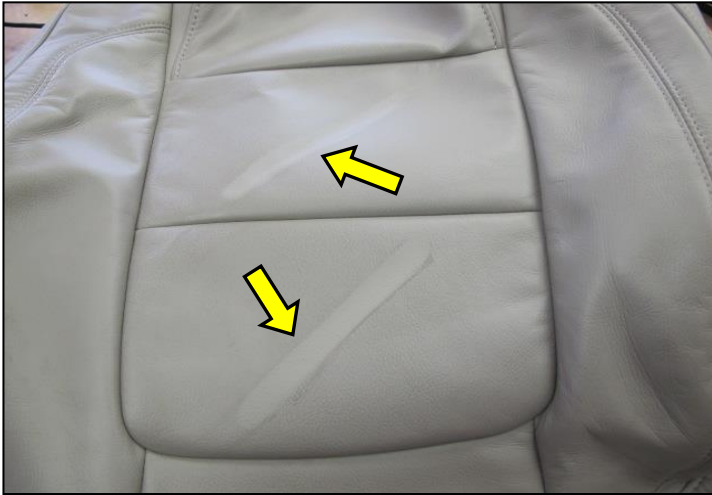


**Figure 9** - Liquid Damage that spans across multiple leather panels that may appear to be a natural scar. Once a liquid is allowed to soak in the leather and then left to dry, a raised edge may appear that feels rough to the touch



**Figure 10** – Failed repair attempt such as vinyl dye/painting, evidenced by smooth/shiny surface and lack of the natural leather grain. Overspray on thread or other panels is an indication of vinyl dye/painting

**NON-WARRANTABLE**



**Figure 11** –Dirty seat trim cover that is mistaken as discoloration/peeling/cracking

*Reference the above image, as areas outlined with yellow arrows were simply cleaned with a soft damp cloth and mild soap and water solution. Refer to **Cleaning** section on page 1*

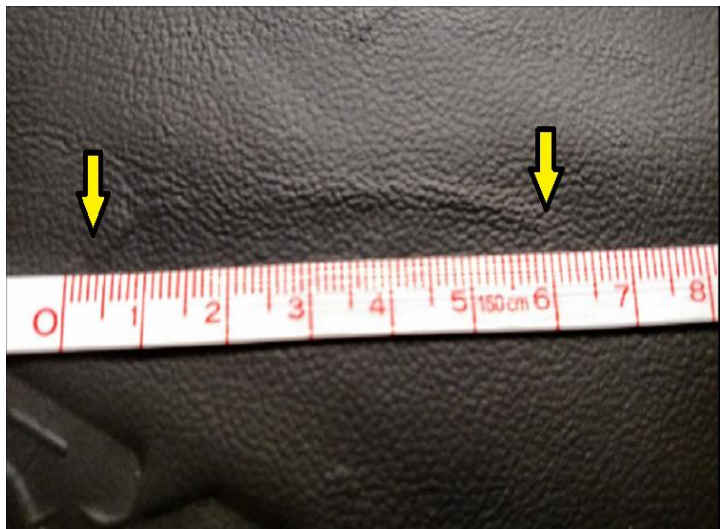


**Figure 12** – Dye (colors may vary) transfer from clothing resulting in discoloration



**Figure 13** –Leather wrinkles  
Leather/Vinyl character lines/wrinkles due to normal wear.

*Proper cleaning and conditioning will often reduce the appearance of wrinkles.*

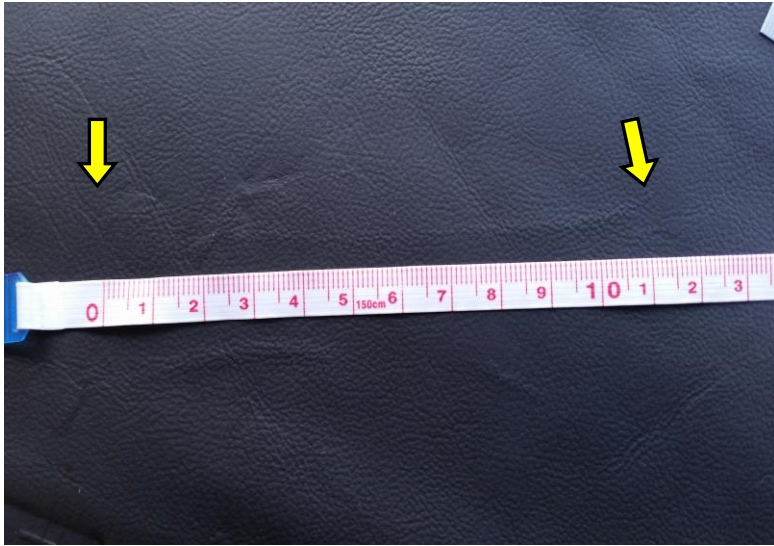


**Figure 14** – Per Warranty and Policy Manual, scar/natural marking **less** than 3mm in width and 100mm in length



## Leather / Vinyl Seat Cover GSB

### WARRANTABLE



**Figure 15** – Per Warranty and Policy Manual, scar/natural marking **greater** than 3mm in width and 100mm in length



**Figure 16 – Ingress/Egress Wear**  
Top/Color coat is worn (smoothly not scratched) off from entering/exiting the vehicle. Leather subsurface is visible. Tip: Leather russet will darken when wiped with a damp cloth



**Figure 17** – Cracking on side bolster (jagged lines) not caused by cuts/snags

*Carefully inspect for hard & brittle material as vinyl / leather will still be soft and malleable if concern was not influenced from an outside source, i.e. chemicals.*



**Figure 18** – Cracking between perforations not caused by cuts/snags/chemical damage

*Carefully inspect for hard & brittle material as vinyl / leather will still be soft and malleable if concern was not influenced from an outside source, i.e. chemicals.*

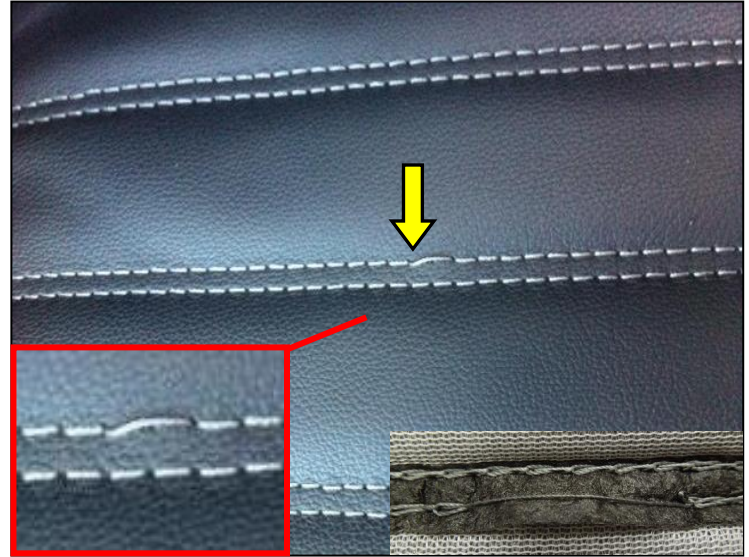


**WARRANTABLE**



**Figure 19** – Split seam with no evidence of staining/cuts/scratches/damage to threads and surrounding area

*Refer to **Repair** section on page 1*



**Figure 20** – Skipped stitch- Non-broken stitching that has come loose can be repaired on non-air bag equipped covers

*Note: Skipped stitch will have missed stitching on back side of cover*



**Figure 21** – Bumps/blisters on the surface



**Figure 22**– Bearding is the result of the foam backing rubbing the backside of the cover, causing fibers from the backing to come through the perforations in the leather