

Z SERVICE

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TECHNICAL BULLETIN		

Subject LEATHER CLEANING	Model All Year VIN
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501-Body Systems Section 501-08-Interior Trim

ISSUE: S501-10 - LEATHER CLEANING

This Technical Bulletin has been issued to supply cleaning information for leather used in vehicle upholstery.

Additional information

Leather used in vehicle upholstery needs regular cleaning to help prevent contaminants such as dirt, dust or oils from hands accumulating on the surface. If the leather upholstery is neglected, deterioration of the leathers appearance is more likely to occur and may cause permanent damage to the upholstery.

ACTION

To help preserve the leather appearance, the customer should inspect the leather regularly for signs of staining or soiling. If there is any staining/soiling, the area should be cleaned immediately using the recommended cleaning procedure shown below.

In addition to regular inspection, it is recommended that the customer clean the vehicle upholstery every one or two months to prevent dirt building-up and becoming ingrained in the leather surface.

If there is a spillage onto the leather surface e.g. soft drinks, coffee, tea or ink, it is vital that it be cleaned immediately. Failure to clean the affected area may result in permanent damage to the upholstery.

LEATHER CLEANING PROCESS

- 1 Soak a soft non-colored cloth in clean warm water.
- 2 Wring out the cloth so it is damp to touch.
- 3 **Lightly** rub the cloth over the leather surface.

Note: Change the surface of the cloth frequently so that a clean piece is always used.

- 4 Dry off any residual moisture using a dry clean non-colored cloth.

If the stain/soiling is still present after steps 1 to 4, the process can be repeated again using warm **soapy** water.

CAUTION: THE SOAP MUST BE VERY MILD AND NON-CAUSTIC!

For more stubborn stains, using Jaguar Leather Cleaner, follow the cleaning process below:

- 5 Apply a small amount of leather cleaner to the stained/soiled area and using a soft non-colored cloth (or soft brush for very stubborn stains), gently rub using minimal pressure.
- 6 Wipe any excess cleaner off the upholstery using a clean non-colored cloth.

Non-approved Cleaning Products and Refinishing Processes

The use of any other chemical cleaner or process, including repainting or refinishing must be avoided. These treatments give a short-term improvement in appearance, but subsequently and rapidly deteriorate the finish due to the lacquered coat on the leather being removed.

Never use products like household cleaners, furniture polish, solvents, petroleum, white spirit or any other alcohol based product, as these can permanently damage the leather surface. The leather appearing to be dull often characterizes previous use of these products.

If a valet company is used to clean the leather, that company must be informed that the cleaning recommendations of Jaguar Cars Ltd. must be followed precisely.

Customer Information

Any customer who has a concern over soiling or staining of leather surfaces should be reminded of the recommendations for the maintenance of the upholstery in the vehicle literature.

Note: Leather maintenance and cleaning is entirely the responsibility of the customer. Leather/upholstery concerns arising from customers failing to follow cleaning recommendations are not covered under the manufacturers warranty.

WARRANTY INFORMATION

Dealers are reminded that the terms of the Jaguar Warranty apply to manufacturing defects only. Certain graining and other markings in leather are natural effects in the material and are not considered to be manufacturing defects for warranty purposes.

Jaguar reserves the right to reject any warranty claims arising from the use of unapproved cleaning agents or processes, refinishing or repainting processes or the failure of the customer to clean the leather as identified in the owner literature.

For warranty claims involving leather soiling or staining, Dealers are requested to include a detailed description of the concern in the warranty claim comments.

This Technical Bulletin is for information only.