51 02 02 (834)

Cleaning and care of leather in vehicles

All model series

Situation: The leather used by BMW is a high-quality natural product prepared using state-of-the-art processing techniques.

As it is a genuine natural product, its specific characteristics and peculiarities must be taken into account in its use and care.

Lengthy periods in direct sunlight (for convertibles) may lead to slight bleaching and loss of softness in the leather.

Regular cleaning and care are necessary, for dust and dirt from the road (leather's arch enemy) can penetrate the pores and folds, causing the leather to lose its visual appeal.

Affected vehicles: All BMW vehicles with leather finish

Action: As dirt and grease slowly attack the protective coating of the leather finish on a vehicle, treatment with BMW's premium leather care agent is needed once or twice a year, depending on the degree of soiling.

Here, the precleaned leather surfaces of the seats, door trims and dashboard can be cleaned and cared for in a **single work cycle**.

Procedure:

1. Preclean the leather surface with a microfibre cloth.
2. Thinly apply BMW's premium leather care agent with a soft, clean sponge (by-pack) (shake well before use). Rub into soiled areas more intensively.
3. Allow to dry and the rub down with a clean cloth (by-pack).

Note:

BMW premium leather care agent:

High-quality oils maintain the natural characteristics of the leather. The typical smell of leather is refreshed.

This product provides UV protection (combined leather cleaning and care agent). It was presented in September 1999 and has been available from BMW Parts Service since January 2002 in two different containers.

Important!

Work using BMW premium leather care agent cannot be reimbursed through warranty as this is a cleaning and care operation.

Parts:

Part number	Description	Quantity
83 12 0 411 413	Leather care kit with UV protection	1

Note:

Current contents and range of parts can be found in the spare parts catalogue.

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51 01 00 (530)

Front licence plate holder

All models

Situation: Most BMW dealers use a licence plate backing panel with their company name for fitting the rear licence plate.

The same backing panel is also frequently used for the front licence plate.

Effect: Fitting such a backing panel to the front bumper is a contravention of licencing regulations 74/483 EEC as it does not meet the specification for protecting pedestrians.

Extract from EC Directive 74/483: "No protruding section of the exterior surface of the vehicle shall have a rounding-off radius of less than 2.5 mm".

The consequence is the invalidation of the German Federal Vehicle Homologation Approval and serious disadvantages for the BMW dealer in the event of litigation.

Moreover, the name of the dealership on the licence plate backing panel adjusts the height of the licence plate, so impeding the cooling air inlet and negatively affecting the cooling efficiency of the engine at high loads.

Affected vehicles: All models.

Procedure: Do not install a separate licence plate backing panel on the front bumper. The licence plate backing panel fitted **at the factory** corresponds to **all** requirements regarding safety, operation and styling.

Important! To prevent rattling noises being caused by the licence plate, the foam-rubber strips in the by-pack kit must be used as backing and attached double-sided to the licence plate and to the vehicle.

All necessary securing screws and white or coloured cover flaps can be found in the by-pack kit.

Parts: Standard licence plate backing panels and mounting components are listed according to model in the Electronic Parts Catalogue and can be ordered via the customary parts ordering channels.

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83 12 0 411 413	Leather care kit with UV protection	1

Note:

Current contents and range of parts can be found in the spare parts catalogue.

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51 01 09 (551)

Measures for leather complaints (seats)

All model series

Situation: The leather used by BMW is a high-quality, state-of-the art processed natural product, whose quality level lasts for years with the appropriate care. Follow the instructions in the Service Information (bulletin) 51 02 02 (834) and the instructions in the Owner's Handbook on BMW Premium Leather Care. The BMW approved leather cleaners and care sets are to be used.

To maintain the high-qualtity leather prepared by BMW even after damage without replacement of the complete seat cover or the interior covering, BMW offers a leather repair kit. To perform leather repairs the "BMW appearance repair/ interior repair" Aftersales training is recommended.

Advantages for the customer:Part replacement can be avoided with cost-effective repairs of minor damage.

Advantages for the BMW dealer:Professional leather repair can increase the value of a vehicle. A repair is possible in approx. 60 to 80 minutes. Restrictions on the repair are with damages to seams.

Caution!

The marked "airbag seam" must not be repaired!

Despite very good results, new part quality can not be achieved. For damages which are the fault of the customer, it is advisable to exclude the warranty claims for this repair before applying the leather repair.

A repair is only carried out in justified case of customer complaint.

Note:

The leather repair requires permanent training and a high degree of manual dexterity. In order to meet the situations in all BMW Service authorised workshops, there are two application variants offered for optimal use:

1. Just as bodyshops and paint shops are used for body damages, there is also the possibility here, to engage a qualified local supplier for the leather repair.

   POS Polsterservice GmbH is recommended in Germany.

   Contact data:

   POS Polsterservice GmbH

   Mühlenpfad 2-4

   53547 Hausen-Solscheid

   Telephone: +49 (0) 2638 / 921-700 (for German, Austria and Switzerland)

   Telephone: +49 (0) 5828 / 80755 (for Netherlands, Belgium and Luxembourg)

   E-mail: vertrieb@polsterservice.de

   E-mail: jvanderveen@polsterservice.de (for the Netherlands, Belgium and Luxembourg)

   Internet: http://www.polsterservice.de
2. Use of the BMW leather repair set and its application after participating in the recommended Aftersales training **"BMW appearance repair/ interior repair".**

The following fault patterns belong to the most frequent complaints for leather upholstery:

1. Discolouration and dirt contamination
2. Wear
3. Scratches
4. Tears and cuts
5. Open seams
6. Ripples
7. Creasing (with and without rollover)
8. Leatherette crack

Affectedvehicles: All BMW and MINI vehicles with leather option

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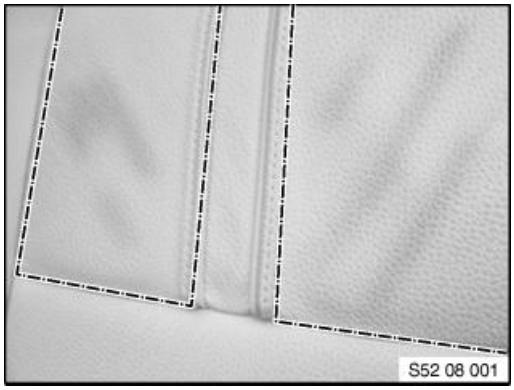
Measure:



1. Discolouration and dirt contamination

Clothing (especially jeans and leather clothing in damp condition) can bleed colours onto the leather. Especially subject to this are special light coloured interior options

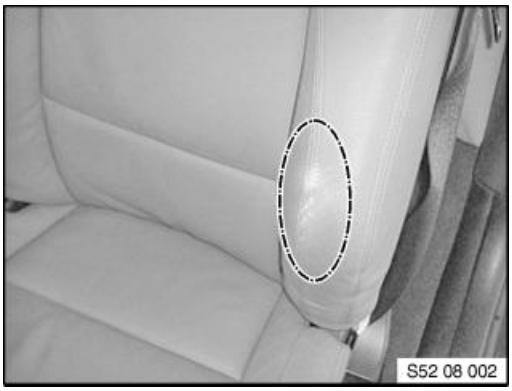
To prevent the leather from discolouration and dirt contamination, regular leather care is required (also refer to SI 510202834 and notes in the Owner's Handbook on leather care).

Using the care and cleaning set approved by BMW, these discoulorations and dirt contaminations can be removed in most cases. If is no longer the case, because it is at an advanced stage, the dirt contamination has already penetrated into the leather.

Caution!

Work using BMW leather care kit is not reimbursed by the warranty as this is a cleaning and care operation.

Discolouration and dirt contamination resulting from lack of care are not a case of defect of the leather. In case of a customer complaint defective material must be proven and if necessary the part replaced.



2. Wear

Wear marks, e.g. on the seat bead, can occur by continual mechanical stress and the used geometries.

Regular care keeps the leather soft and protects from wear.

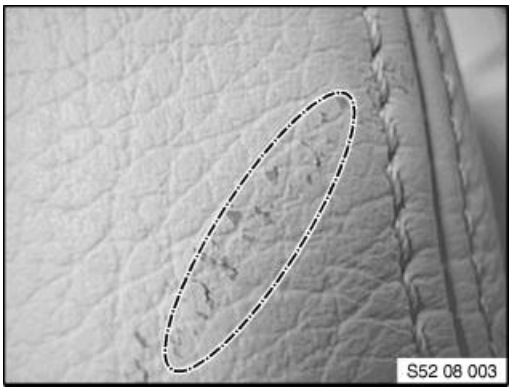
The effected location can be repaired with the aid of the BMW leather repair kit.

Only for repeated customer complaints is the effected part to be replaced.

Caution!

If again waiting for a repair is not successful, in case of repeated customer complaints the effected part must be repaired. The invoicing is to the warranty.

See billing procedures!



3. Scratches

The leather surface is like scales. Obvious damages to the leather surface caused by pointed objects such as, belt, buttons, keys or zippers.

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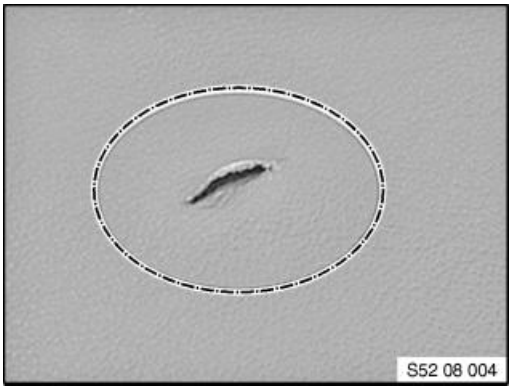
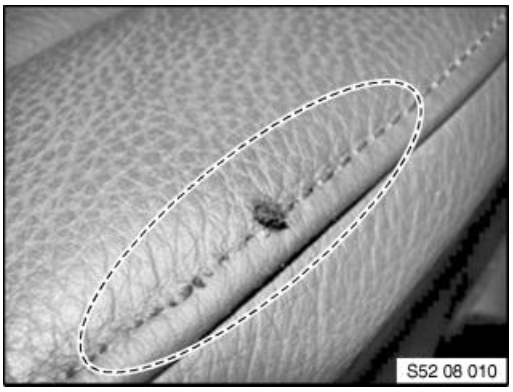
The fault pattern presents no product defect. The effected location can be repaired with the aid of the BMW leather repair kit.



4. Tears and cuts

Obvious completely cut leather caused by sharp objects, such as keys or knives.

The fault pattern presents no product defect. Replacement of cover necessary.



5. Open seams

Open seams -general

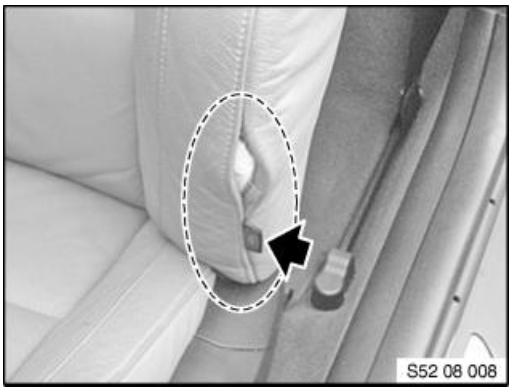
Damaged or open seams caused by pointed or sharp objects.

The effected spot can be repaired more economically by an external service provider.

Caution!

For damaged airbag seams (sewed in) on the cover of the seat backrest or the door trim panel, the effected part must be replaced.

See billing procedures!



Open "airbag seam"

Caution!

The marked ”airbag seam” must not be repaired!

6. Ripples

A ripple in the surface is completely desired to emphasise the natural character of the leather. The ripples in the leather can change due to fluctuations in temperature and humidity.

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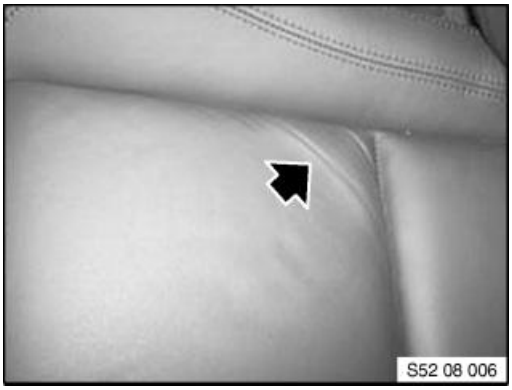
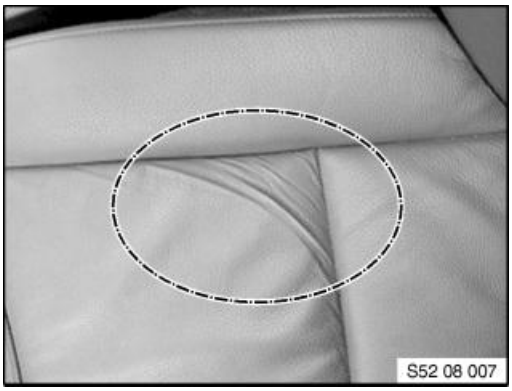
In case of customer complaints, the customer should be advised of the natural character and design of the leather upholstery. A treatment of the effected spot has no purpose.



7. creasing

Creasing without rollover of material

Depending on the cover design, the natural leather qualities (stretch) and the individual type of entering the vehicle, permanent creasing (without rollover of the material) of the seat cover can occur on the seat surface



Creasing with rollover of material

Heavy creasing (with rollover of material) on the seat surface is caused by extreme stress.

Caution!

a. Creasing without rollover of material is not a defect of the leather. Part replacement on warranty is not justified.
b. For creasing with rollover of material, in the case of customer complaint the effected part must be replaced on warranty.

   To compensate for possible colour variations, the adjacent leather surfaces must be treated with the leather care kit.

8. Leatherette crack

Surface cracks in leatherette.

The underlying fabric structure is visible.

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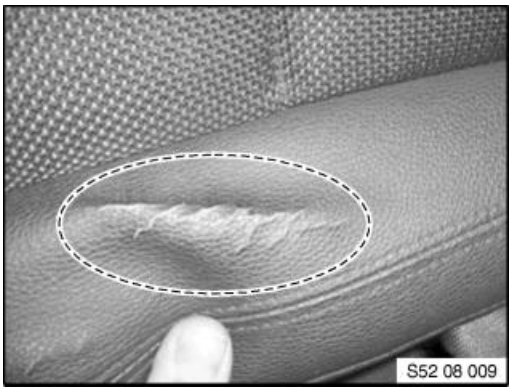

In case of customer complaints the effected part is to be replaced on warranty.

Pro-cedure: Effective immediately measures for leather complaints will be decided based on damage images.

1. In case of customer complaint, check if the leather surface can be repaired by care measures.

   For the procedure, refer to Service Information (bulletin) 51 02 02 (834).

2. If there is damage of the leather in the case of customer complaint, for warranty claims convincing digital photos with the following contents must be made (similar to a paint complaint).

   - **Total image of the damage location**
   - **Detail image of the damage location**
   - **Display the scale for size of damage spot with a ruler or a coin as reference**

   Diagram and description of the damage location is retained in the vehicle records.

   Acceptance of warranty costs depends on the evaluation of the leather damage.

3. Repair damaged spots according to the recommendations in the BMW appearance repair/interior repair Aftersales training or by a qualified service provider.

Billing procedures:

Caution!

The fault pattern 1 (Dirt contamination, discolouration), 3 (Scratches), 4 (Tears and cuts) and 6 (Ripples) are not a product defect of the leather. Part replacement on warranty is not justified.

Warranty

For leather repair work in case of warranty (e.g. wear) the invoicing is made according to working time (AZ) under the following job numbers:

BMW appearance repair passenger compartmentJob number: 52 99 010

MINI appearance repair passenger compartmentJob number: 52 99 020

Material and labour costs incurred can be claimed through the usual warranty channels subject to current warranty terms.

Parts:

Part number	Description	Quantity
83 12 0 411 413	Leather care kit with UV protection	1
83 12 0 411 371(USA only)	Leather care kit	1
83 12 0 415 497(Canada only	BMW Premium Leather Care	1
83 12 9 407 907	Leather cleaning foam	1
83 19 2 162 184	Leather repair kit	1

Note:

Current contents and range of parts can be found in the spare parts catalogue.

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