

Leather and Synthetic Leather Care Best Practices

Service Category Vehicle Interior

Section Seat

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2010 - 2018	4Runner, Avalon, Camry, Camry HV, Corolla, Highlander, Highlander HV, Prius, RAV4, Sequoia, Sienna, Tacoma, Tundra	
2013 - 2018	Avalon HV	
2010 - 2011, 2013 - 2018	Land Cruiser	
2016 - 2018	Mirai, RAV4 HV	
2012 - 2018	Prius C, Prius V	
2010, 2012 - 2015	Prius PHV	
2017 - 2018	Prius Prime	
2010 - 2016	Venza	

Introduction

The purpose of this Service Bulletin is to elevate awareness and provide best practices for leather and synthetic leather care in Toyota vehicles. As an additional resource, if the vehicle is equipped with factory leather seats, the vehicle Owner's Manual will highlight the importance of proper maintenance and provide guidance for care.

NOTE

Leather and NuLuxe seat covers replaced for dye transfer or soiling are NOT eligible for replacement under warranty. Likewise, damage caused by unapproved cleaning methods is NOT eligible for replacement under warranty.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

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Background

Leather is a natural material covering used on seat covers and other interior trim that requires periodic maintenance and cleaning comparable to the exterior of the vehicle. Usage will dictate frequency and schedule.

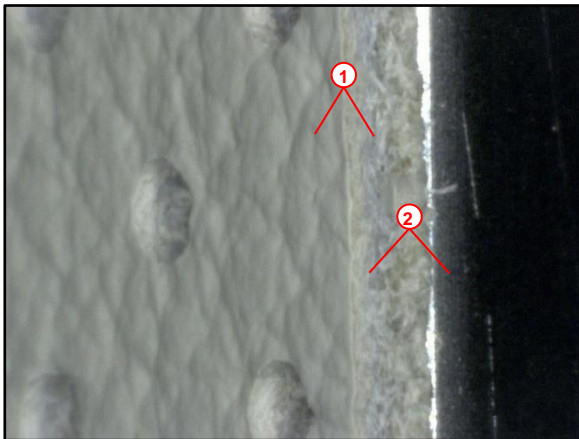
NOTE

- Appearance conditions such as cracking, peeling, and dye transfer may occur to the protective coating of the leather top coat. Abrasive cleaning methods expose the top coat to the surface and effectively remove resistance and protection against dye transfer.
- Figures 1 and 2 illustrate the cross-section layers of leather seat material. Protective coating applied to the top coat portion of the material provides resistance to staining if not removed by abrasive methods.

NOTICE

Many commercial cleaners damage factory coatings and protectants by utilizing solvents and propellants that destroy factory coatings. Strictly adhere to these instructions to ensure the longevity of the vehicle's interior.

Figure 1.



1	Top Coat
2	Material Backing

Figure 2. Top Layer Close-up



1	Top Coat
2	Material Backing
3	Protective Coating

Figure 3. Wear Caused by Outside Influence



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Listed below for reference is an excerpt from the 2017 Highlander Owner's Manual on how to maintain and care for leather and synthetic leather seat products. ALL Owner's Manuals include a brief description on leather and synthetic leather care.

504 7-1. Maintenance and care

Cleaning and protecting the vehicle interior

The following procedures will help protect your vehicle's interior and keep it in top condition:

Protecting the vehicle interior

- Remove dirt and dust using a vacuum cleaner. Wipe dirty surfaces with a cloth dampened with lukewarm water.
- If dirt cannot be removed, wipe it off with a soft cloth dampened with neutral detergent diluted to approximately 1%.
Wring out any excess water from the cloth and thoroughly wipe off remaining traces of detergent and water.

Cleaning the leather areas

- Remove dirt and dust using a vacuum cleaner.
- Wipe off any excess dirt and dust with a soft cloth dampened with diluted detergent.
Use a diluted water solution of approximately 5% neutral wool detergent.
- Wring out any excess water from the cloth and thoroughly wipe off all remaining traces of detergent.
- Wipe the surface with a dry, soft cloth to remove any remaining moisture. Allow the leather to dry in a shaded and ventilated area.

Cleaning the synthetic leather areas

- Remove dirt and dust using a vacuum cleaner.
- Wipe it off with a soft cloth dampened with neutral detergent diluted to approximately 1%.
- Wring out any excess water from the cloth and thoroughly wipe off remaining traces of detergent and water.

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Leather and Synthetic Leather Care Best Practices (continued)

NOTICE

- Harsh cleaning practices will remove some or ALL of the protective coating applied to leather during production and will degrade the longevity of the material over time. Vehicle leather should **ONLY** be cleaned by hand with water and mild detergent.
- Do **NOT** apply cleaners directly to leather.

1. Do NOT:

- Use mechanical means of cleaning other than hand cleaning (e.g., brushes, sanders, or steel wool).
- Use harsh cleaners that may contain solvents or propellants.
- Let stains remain untreated.
- Gouge, scratch, or use abrasive materials against the surface.

Figure 4.



2. Do:

- Hand clean.
- Clean frequently (when soiling is first noticed).
- Use clean, high-quality microfiber cloths.
- Remove loose dust or dirt prior to cleaning.
- Dust off surface with a dry microfiber cloth or gently vacuum the surface.
- Perform general surface cleaning with a microfiber cloth moistened with clean water.
- Apply cleaners to microfiber towels instead of directly to the seat.
- Spot clean localized stains with a microfiber cloth soaked in baby soap solution, rubbing the cloth with moderate hand pressure.
- Wipe off residues with a clean, wet microfiber cloth.
- Finish drying the surface with a dry microfiber cloth.