

# PRODUCT BULLETIN

<b>EFFECTIVE DATE</b>	October 30, 2023
<b>SUBJECT</b>	XPEL FUSION PLUS Upholstery – 2023 White Leather Interiors
<b>APPLIES TO</b>	XPEL Dealers

## DESCRIPTION

### Overview

We wish to bring to your attention recent feedback and internal testing results pertaining to the application of XPEL Upholstery Coating on miscellaneous new white leather interiors that are treated with an incompatible chemical. We have most recently seen this intermittently with the 2023 Chevrolet C8R White Leather Interior and the 2023 Lucid Air White Leather Interior.

### Issue

Some new white leather interiors have undergone treatment with a specific chemical that may not be compatible with our XPEL Upholstery Coating. As a result, the following issue has been observed:

Mild Yellowing: Post-application of the coating on these particular interiors, some users have reported a mild yellowing effect.

### Recommended Remedy

For dealers and customers facing the yellowing issue, we suggest the following procedure:

- Hydrogen Peroxide 3% Treatment: Use undiluted Hydrogen Peroxide 3% and a soft/agitating brush.
- Application: Apply the peroxide onto the affected surface using the brush.
- Wait Time: Allow the peroxide to act on the surface for about 30 to 60 seconds.
- Wipe Off: After the wait time, wipe off the peroxide thoroughly from the surface.
- Note: Before using this remedy, please ensure to test it on an inconspicuous area to ensure there's no adverse reaction.

### Recommendation

In light of this feedback and with a commitment to ensuring utmost customer satisfaction, we advise the following:

Test a Small Area First: Before full application, consider testing the coating on a discreet patch of leather to observe any potential adverse effects.

Consider Advising Against Application: Owing to the unpredictable results, we recommend cautioning customers against the use of XPEL Upholstery Coating on new white leather interiors, especially if the exact chemical treatments applied to the leather are unknown.

### Support

We are fully committed to addressing this concern and have identified the chemical that is interacting with the leather and will be aiming to refine our product formula. We understand the challenges this might present and assure you of our unwavering support during this time.