Service Bulletin

Subject: Revised Bulletin—McDonald’s Hot & Juicy Beef Rollout
Customer: McDonald’s in the USA
Product: All McDonald’s Garland Grill Models
Date: August 21, 2015


All McDonald’s Factory Authorized Service Agencies in the USA

McDonald’s New Hot and Juicy Beef

McDonald’s is introducing new 4:1 beef patties and new Sear Cooking method for the 10:1 and 4:1 patties.

Changes on Clamshell Grills

NEW GRILL SETTINGS
- New start point cooking (both 4:1 and 10:1)
- New grill gap setting (both 4:1 and 10:1)
- New Stage 1 gap/time (both 4:1 and 10:1)
- New Stage 2 gap/time (4:1)
- The managers will find all programming instructions in their Hot & Juicy Beef Execution Manual from McDonald’s.

EXPECTATIONS
- Programming:
  FAS might receive service calls on programming. The Stores will be adjusting the programming settings on their grills.
- Platen gap calibration:
  The Stores will be checking the platens with the Go and No Go Gauge. FAS might receive service calls to adjust the platens.
  Note: Payments for these adjustments will be the responsibility of the Store.
- Be Prepared!
  Please ensure your critical stock parts are adequate for any service support to the Stores.

NEW Information

NOTE: PROGRAMMING THE 9501 GRILLS
- Make sure the MULTI GAP SETTING IS ON YES. Otherwise, the grill will not cook in any multi-gap menus.
- You can find this setting in SYSTEM SETUP.

Changes in Operating Procedures
(For your information.)
- New Beef Integrity and internal temperature standard will be given to the Stores.
- New run size (4:1).
- New sear cooking procedures (both 4:1 and 10:1).

Contact
- Should you have any questions, please contact:
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