Service Bulletin

Subject: “Go Forward Warranty” Platen Separation.
To: All Factory Authorized Service (FAS) Agents.
Product: All MCD MWE3W|MWG3W Garland Grill Models with PRC.
Date: Aug 22, 2018.

This bulletin complements previous Platen Separation Bulletins:

- MCD-21-12-AIC December 13, 2012 (Global)
- MCD-19-12-A November 20, 2012 (USA Only)
- MCD-20-12-IC November 20, 2012 (International and Canada Only)
- MCD-02-13-AIC May 16, 2013 (Global)

Model Numbers affected: MWE3W|MWG3W Models with Serial Numbers equal to or less than 1101100101452

McDonalds has updated the bulletin (EPA) to all stores for topic “Platen Separation” to include a “Go Forward Warranty” divided into 3 groups, as per table below:

<table>
<thead>
<tr>
<th>AGE OF THREE PLATEN GRILL</th>
<th>FOR &gt; 10 mm PLATEN SEPARATION ONLY</th>
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</thead>
<tbody>
<tr>
<td>0 to 5 yrs</td>
<td>BOTH Material and Labor costs of platen are covered.</td>
</tr>
<tr>
<td>5 to 10 yrs</td>
<td>ONLY Material cost of platen is covered.</td>
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<tr>
<td>&gt; 10 yrs</td>
<td>ONLY Labor cost to install a new platen is covered.</td>
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</tbody>
</table>

IMPORTANT — CLAIMS IN SERVICE BENCH

When entering these claims in Service Bench:

1. Select “RETROFIT” as the Warranty Type.
2. Type “CODE 325” as a description in the Customer Request box (NOTE: A minimum of 15 characters is required).
3. Supporting documents must be attached to each claim. This means 3 pictures clearly highlighting the separation from the left and right side. Then a final picture of the platen cook surface showing the condition.

IMPORTANT — MECHANICAL ABUSE VOIDS EXTENDED WARRANTY

Any mechanical abuse noted on the platen assembly will void this extended warranty. Mechanical abuse includes: dents, scraping away of material, holes drilled, or any other sign of a tool being applied on the platen to cowl seam (any tampering with the cowl seam), and use of any unapproved cleaners or cleaning process.
Subject: “Go Forward Warranty” Platen Separation

Please see example pictures of the side we need as supporting evidence for each claim.

Side picture example

Cook surface picture example

THANK YOU FOR YOUR SUPPORT