GARLAND®

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:

AGE OF THREE PLATEN GRILL	FOR > 10 mm PLATEN SEPARATION ONLY
0 to 5 yrs	BOTH Material and Labor costs of platen are covered.
5 to 10 yrs	ONLY Material cost of platen is covered.
> 10 yrs	ONLY Labor cost to install a new platen is covered.

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.

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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