Service Bulletin

Subject: XP E/G & M E/G Grill UI

To: All Factory Authorized Service (FAS) Agents

Market: AIC

Date: 23 Sep 2021

Jabil UI Software update 1.0.3

Hello All,
I wanted to highlight the recent issues we have found in the 1.0.3 Jabil software. This software was only installed on the new ME, MG / XPE, XPG Clamshell grills using the Jabil controller from April 2021 – May 2021

If you find you are installing a unit within this serial number range 2104100100001 – 2105100199999 then I would ask that you update the software to the latest 1.0.5 Jabil revision.

The software version can be found by following the simple steps below

Enter Diagnostics ⟶ Revisions ⟶ Scroll down until you see

UI software, it should say either 1.0.3 (old version that needs updating) or 1.0.5 (Latest version no action required)

The software update can be downloaded from https://clamshell.garland-group.com/

It is under Production software: Flashdrive_UIv1.0.5_SIBFWv21.622.zip

Known Jabil 1.0.3 issues
Jabil 03
- Software 1.0.3 has issues that can cause the speaker to fail or the controller to reset
  - Solution – update to 1.0.5 software (immediate action is to reduce speaker volume to medium until software can be installed)
- System running slow
  - Solution – update to 1.0.5
- Controller not booting correctly
  - Solution – check the harness adaptor cable to the RJ45 cable as it can be caused by a poor connection

Thank you all in advance

Brendan Daly
Global Service manager