

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

This bulletin MCD-02-15-A replaces MCD-01-15-A issued on May 15, 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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OR

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