

Service Bulletin

Subject: McDonald's Hot Off The Grill (HOTG) Readiness.

To: All Factory Authorized Service (FAS) Agents - U.S. only.

Date: October 18, 2017.

McDonald's Fresh Beef Roll Out.

McDonald's Corporate will be launching a new menu item, named 4:1 or Quarter Fresh Beef Burger. As of right now it is being tested in 3 different states; Oklahoma, Texas & Salt Lake City.

This new Fresh Beef Roll Out will be coming to your region soon, and we want to make sure that all our FAS's are up to speed for this new Fresh Beef Burger program.

This bulletin will inform you where To find all the information on programming and readiness of the grill.



This program will be a nationwide roll-out in the U.S. only and we want to be ready.

All FAS's should follow the important point below and find their responsibilities if contacted by the restaurant to make sure their grill(s) is ready for Fresh Beef.

1. Must contact and confirm with the Owner/Manager of the restaurant location 24-48hrs ahead of planned Fresh Beef upgrade date and time.
2. Make sure the grill is programmed correctly (you can find this information on the McDonald's PM Portal/ Literature & Documentation under HOTG_Hot off the Grill - Fresh Beef).
Link: <https://clamshell.garland-group.com>
3. Request information of the restaurant grill at the location, model & serial number. Remember, different model different steps.

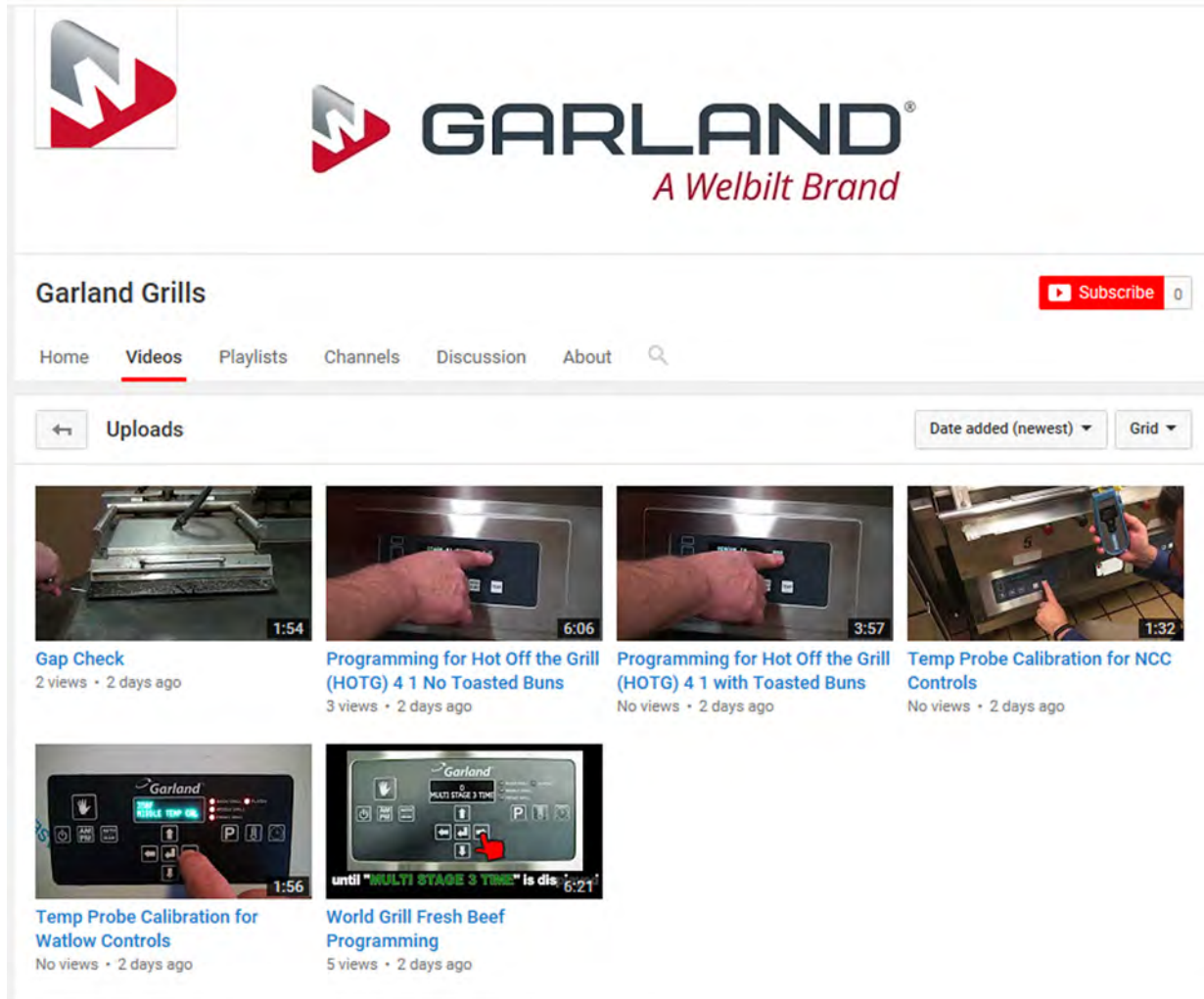
4. Ensure the grill has been certified or is it overdue?
5. Make sure your parts stocking is up to date (certification kits and fast moving parts).
6. Make sure you have a gap check tool. Part #4531254



7. QR stickers should be in place by release of the program. If the grill has a QR Code Sticker you will be able to access information on all the different grill models.
8. Sticker labels are to be distributed through various methods and channels. If you would like to have some stickers available to you in the event you are called into a location to update the Grill in readiness for the HOTG program, or are performing a PM certification in preparation for the release of the HOTG Fresh beef program. Please email: Charles.Luzius@welbilt.com he will be able to assist you.



- If the grill has excessive carbon build up make sure the store did the grill recovery procedure Recommended by McDonald's.



- Check our Garland YouTube video settings at https://www.youtube.com/channel/UCJMQmx_9QvSc9tC3Sf7lr9g/videos
- Grill must be tested and functioning when tech leaves the restaurant.

Fresh Beef Menu Settings.

4:1 Fresh Beef Settings	Standard 2 & 3 Platen Garland Grills	Garland Next Generation (ME-1P,2P&3PX models)
Upper Platen Temp	425F	425F
Lower Platen Temp	365F	365F
Remove Time	80 sec	72 sec
Remove Gap	.435	.435
Stage 1 Time	20 sec	30 sec
Stage 1 Gap	.420	.420

- Grill Certification – make sure all grills assigned to you have updated grill certifications complete, this will be one of the things McDonald's will be looking at with readiness. They are also looking at a sticker on the grill saying grill is ready for fresh beef. Make sure if you have finished certifying a grill it is entered on the portal in a timely matter. We expect you will be getting calls to certify grills please make sure your certification kit stock is ready.

- The temperature range for fresh beef patties after cooking for best quality is 175°F-185°F. All patties internal temperature must be a minimum of 170°F and must be recorded in the daily checklist. If any patties are above 190 °F troubleshoot and review procedures before making any change to cook time.
- Maximum run size is 3 patties.
- Internal temperature checks must be completed on a full run of fresh beef patties and completed before the peak and no later than one hour after transition from breakfast to regular menu operations.
- Internal temperature checks on fresh beef patties must be completed on each section of the grill that will be cooking fresh beef.
- The release of the Next Generation Grill Electric (ME-1P/2P/3PX) for McDonald's has been approved and all information can be found on Bulletin MCD-01-17-AC. If you have a store with these grills and need training or information you can find it on the McDonald's PM Portal (<https://clamshell.garland-group.com>), also make sure you have ordered your go boxes to support these new grills.
- FRESH BEEF HOT LINE NUMBER if you have any issues call this number 888-840-0031.

Thank you for your support.