

# Service Bulletin

**Subject: McDonald's Hot Off the Grill (HOTG) Recipe updates - Fresh Beef Rollout**

**To: All Factory Authorized Service (FAS) Agents**

**Market: U.S. Only**

**Date: July 26, 2019**

**THIS BULLETIN SUPERCEDES BULLETIN NUMBER MCD-04-17-A 10/17 (SENT OCT 18, 2017)**

## McDonald's Fresh Beef Rollout

McDonald's will be updating its Fresh menu item, 4:1 or Quarter Fresh Beef Burger.

This new Fresh Beef recipe rollout will be implemented in the U.S. only. All FASs need to be aware of the programming and set up changes to the grills for this new Fresh Beef burger program.

This bulletin will inform you where to find all the information for this implementation.

### **Implementation information:**

1. Restaurants are meant to reprogram the grills. Garland have already provided these instructions through the McDonald's NABIT system.
2. Restaurants can ask FASs to perform this service.
3. This service is directly chargeable to the restaurant if performed by the FAS.



### **Technical Information:**

Technicians need to follow the information below to avoid resetting recipes to the old standard.

1. Make sure the grill is programmed correctly. Go to the McDonald's PM Portal/ Literature & Documentation under Hot off the Grill Info.pdf. Link: <https://clamshell.garland-group.com>
2. Make sure your parts stocking is up to date (certification kits and fast-moving parts) and appropriate for the grill that you are being called out to.
3. Make sure you have a gap check tool. Part #4531254 (figure 1)



*Figure 1*

4. Our Garland YouTube channel has some self-help videos for your reference [https://www.youtube.com/channel/UCJMQmx\\_9QvSc9tC3Sf7r9g/videos](https://www.youtube.com/channel/UCJMQmx_9QvSc9tC3Sf7r9g/videos)

### Thermocouple Calibration:

McDonald's have changed the process to calibrate the grill with the release sheets still on the grill. This is shown to improve the cooking results as it compensates for heat loss through the release sheet.

*If there is a 10°F temperature difference between the surface probe and the controller setting, the release sheet should be removed, and the platen inspected for carbon build up.*

*Carbon build-up can cause up to a 15°F temperature difference between the platen temperature when tested with and without the release sheet.*

*If the temperature is beyond 15°F the operator may need to consider changing the release sheet.*

### Fresh Beef Menu Settings:

Although the cooking stages are the same, different grill models have a different set up value, so please follow the instructions as per HOT off the Grill Info. PDF for the specific grill that you are working on. Below is a snap shot of this.

4:1 Fresh Beef Settings	Standard 2 & 3 Platen Garland Grills
Upper Platen Temp	425F
Lower Platen Temp	365F
Remove time	74 sec
Multi start/ PR start	.395
Stage 1 Time	15 sec
Stage 1 Gap	.425
Stage 2 Time	35 Sec
Stage 3 Gap	.415
Stage 3 Time	0 Sec

**Table #1**

4:1 Fresh Beef Settings	Garland Next Generation (ME-1P,2P&3PX models)
Upper Platen Temp	425°F
Lower Platen Temp	365°F
Stage 1 Gap	.395
Stage 1 Time	15 sec
Stage 2 Gap	.420
Stage 2 Time	35 Sec
Stage 3 Gap	.415
Stage 3 Time	24 Sec

**Table #2**

- 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 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) and Next Generation Grill Gas (MG-1P/2P/3PX) for McDonald's have 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.