Service Bulletin

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

To: All Factory Authorized Service (FAS) Agents

Market: AIC

Date: 27th Aug 2021

UI Controller Compatibility Support

Hello All,

Further to the recent communication I sent regarding the obsolescence of the old ME, MG, XPE and XPG controller I wanted to follow up with some additional information to support you to ensure you have and order the correct kit and also understand the impact of compatibility of these changes

Side By side of the old and new controller
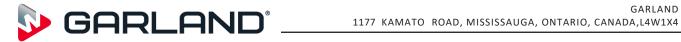

Existing HRCB+ controller (Ultratroniks)   New Common Controller (Jabil/ Merco Ultratroniks)

> **Note.** The HRCB+ Ultratroniks UI is physically different in size so cannot be used to replace any Jabil controller

There is likely to be a frequent change in the part numbers over the coming months as we have to make changes in suppliers in order to ensure a supply of the controllers are possible.

On the following page I have added a table to support you with understanding the forward and backwards compatibility of the parts. I have also added 2 rows that will not have a part number yet as they are expected future alterations that are not yet setup but are believed to enter the supply chain in November.

Where possible we are trying to minimise these changes and the product lines impacted as we appreciate that part number changes add a lot of confusion and complication to service and parts department. For this reason, it is essential that we ask you to please ensure this update is shared within your spare parts and technical departments so we can work together to avoid trips in which incompatible controllers are taken

Compatibility and installation date table

Controller Name	Part number	Installed from Serial Number	Last installed Serial number	Backward compatible	Forward Compatible	MCD/ GM	Wendys	CFA
Ultratroniks HRCB+	4604186	1701100100001	2103100109999	Yes	No	X		X
Jabil 03	4606941	2104100100001	2106100101689	Yes	Yes	X		
Jabil 02	4607650	2106100101690	Current	Yes	Yes	X	X	
Merco Ultratroniks	TBC	Likely November 2021		Yes	Yes	X		
New Common Control	TBC	Likely Jan 2022 (TBC)		Yes	Yes	X	X	X

Software compatibility and current version.

Controller Name	Part number	Current software Version	Previous versions	Reset software available	Compatible software with other UI's
Ultratroniks HRCB+ MCD/GM	4604186	4.0.5	3.0.50, 3.0.55, 4.0.1, 4.0.3	Yes	No
Ultratroniks HRCB+ Chick Fil A	CK4603097	4.4.3	Older software must be updated	Yes	No
Jabil 03 and Jabil 02 controller (McD & GM)	4606941 & 4607650	1.0.5	1.0.3 (should be upgraded to 1.0.5)	No	No

Please note.

Software from the Jabil controller and the Ultratroniks controllers are not compatible so please ensure you are only trying to load the correct software onto a compatible controller

Known 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

Jabil 02

- Early units prior to serial 2107100100855 had been fitted with a short RJ45 cable. Be very cautious when lowering the front panel as it can put tension on the SIB RJ45 socket and cause it to damage the socket. This will require a new SIB. Units after 2107100100856 are fitted with an extension cable to prevent this.

We will continue to communicate and updated information as we move forward to ensure you are best prepared to handle any part changes or challenges, we may find with the controller changes

Thank you all in advance

Brendan Daly
Global Service manager