

SERVICE BULLETIN

NO. 273

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TO: ALL US AUTHORIZED SERVICE AGENCIES

SUBJECT: McDonalds Universal Toaster (UTX-200)

AJ Antunes & Co is requesting your immediate assistance. There have been random reports of **“Tracking”** issues involving the lower horizontal conveyor on UTX-200’s from new to 3 months of age. If/when this tracking occurs, the horizontal conveyor will tend to drift completely over to one side (Left or right) & begin to rub against the stainless steel housing as it rotates. This occurrence may eventually lead to **“Squeaking”** complaints as well as **“Check Drive System”** fault code(s) to appear on the display. In some cases, manual repositioning of the horizontal conveyor may resolve the problem but if the problem continues, the sprockets, rollers, setscrews, on the two (2) lower drive shafts will require replacement. These upgraded components are now contained in the **“Drive Sprocket Kit”** P/N 7000683. If you receive any customer complaints with regards to “Tracking” issues, please dispatch your technician with drive sprocket kit P/N 7000683.

NOTE: The Drive Sprocket Kit P/N 7000683 is a new item that must be ordered immediately & placed in your stock. AJA Antunes is requesting that your Parts Department maintain at least 2 of these kits in stock at all times.

Please call Technical Service at 1-877-392-7854 if further information is required.