SERVICE BULLETIN



M1612 2023-12-04

M1612: MILWAUKEE-EIGHT AND TWIN CAM TRANSMISSION GEAR PACKS

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2023-12-04	-	Initial release

Purpose for Service Bulletin

This bulletin informs dealers that all:

 Twin Cam gear packs on CVO, Dyna, Police, Softail, Touring & Trike models

and

 Milwaukee-Eight gear packs on CVO, Police, Softail, Touring & Trike models

ordered after December 04, 2023 will not come with the shift drum, forks, shafts and related hardware.

The Job Time Code (JTC) 4305 has been updated to reflect the extra time needed to replace the shift drum when servicing a new gear pack. Use the updated labor time and code in the JTC manual for "Replace Transmission Gear Pack" to submit warranty claims.

Vehicles Affected

2006-2017 Twin Cams: Dyna models

2007-2016 Twin Cams: CVO, Police, Touring and Trike models

2007-2017 Twin Cams: Softail models

2017-2024 Milwaukee-Eight: CVO, Police, Touring and Trike models

2018-2024 Milwaukee-Eight: Softail models

Markets Affected

All markets affected.

Part Numbers

Refer to Table 2.

Table 2. 2006-2017 Twin Cam Part Numbers

Old Part No.	Item Description, Color	New Part No.
35000104A	Transmission Gear Assy, Black granite	35000287A
35255-10B	Transmission Gear Assy, Gray granite	35255-10C
35246-10B	Transmission Gear Assy, Black	35000238A
35247-10B	Transmission Gear Assy, Silver	35247-10C

NOTE

Excluding 2023 CVO Street Glide (FLHXSE) and Road Glide (FLTRXSE)

Table 3. 2017-2023 Milwaukee-Eight Part Numbers

Old Part No.	Item Description	New Part No.
35000198	Transmission Gear Assy, Black	35000238A
35000198A	Transmission Gear Assy, Black	35000238A
35000198B	Transmission Gear Assy, Black	35000238A
35000199	Transmission Gear Assy, Black granite	35000287A
35000199A	Transmission Gear Assy, Black granite	35000287A
35000199B	Transmission Gear Assy, Black granite	35000287A

NOTE

This includes all Milwaukee-Eight variants.

Table 4. 2023 and Later Milwaukee-Eight Part Numbers

Old Part No.	Item Description	New Part No.
24400379	Transmission Gear Assy, Black	24400409
	Transmission Gear Assy, Black granite	24400410

NOTE

In the interest of preserving customer safety and satisfaction, always check for outstanding recalls whenever any motorcycle is brought into your dealership for either maintenance or service

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ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
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Required Dealer Action

Table 5.

Action Required	Resolution				
NO YES	Non-Actionable: This is for informational purposes only or a technical tip.				

When ordering transmission gear packs, be aware that the new gear pack will not come with the shift drum, forks, shafts or related hardware.

Dealers will need to reuse the old shift drum, forks, and shafts or order new ones if replacement is necessary.

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