

Schwinn Classic Cruiser: Why is my machine making a grinding noise?

Follow this troubleshooting guide to help resolve noise issues on the Schwinn Classic Cruiser.

Some common complaints may include:

- Grinding noises
- Clicking noises

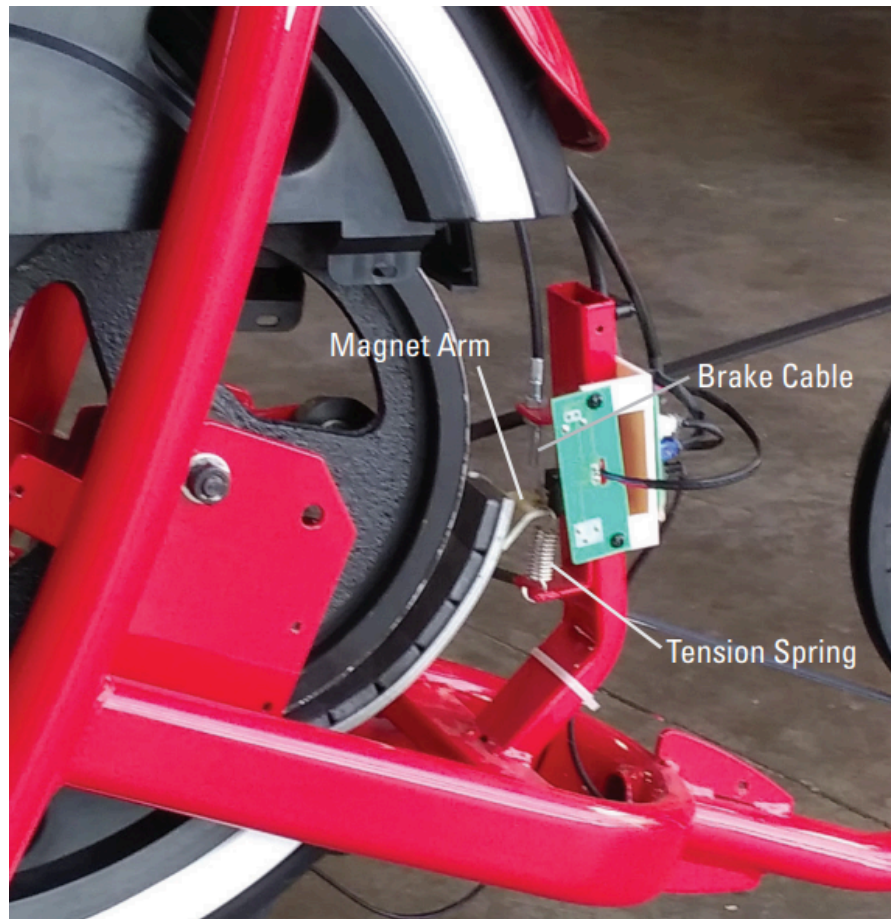
Follow these steps to troubleshoot the issue

Tools you may need:

Flathead screwdriver
Phillips head screwdriver
6mm hex/Allen wrench
14mm, 15mm socket wrench
(2) 10mm wrenches
15mm, 16mm open-ended wrench
Crank Puller (if removing shrouds or crank arms to troubleshoot)

1. Check if the pedals are the source of the noise. Remove the pedals one at a time with a 16mm wrench. Please keep in mind that the left pedal is reverse-threaded; you will need to turn your wrench clockwise to loosen the pedal. After the first pedal is removed, cycle the bike using the crank arm to see if the grinding noise is still present. Repeat after the second pedal is removed. If the grinding noise goes away after either pedal is removed, [order a Left or Right Pedal](#) (whichever pedal is affected) [\[13911.A\]](#).
2. If the noise persists, reinstall the pedals. Pedal your bike forwards and backward. If the noise only occurs when you pedal forward, remove the shrouds and check if the brake magnet is stuck to the flywheel (**reference 1**). **Please note**, to access this area of your bike you will need a crank puller. Please [order a Crank Puller](#) if you do not already have one.
3. Refer to the "Replace the Brake Assembly" section of the service manual ([linked below](#)) for instructions on accessing the brake assembly. If the noise occurs while pedaling forward and backward, continue troubleshooting in Step 7.

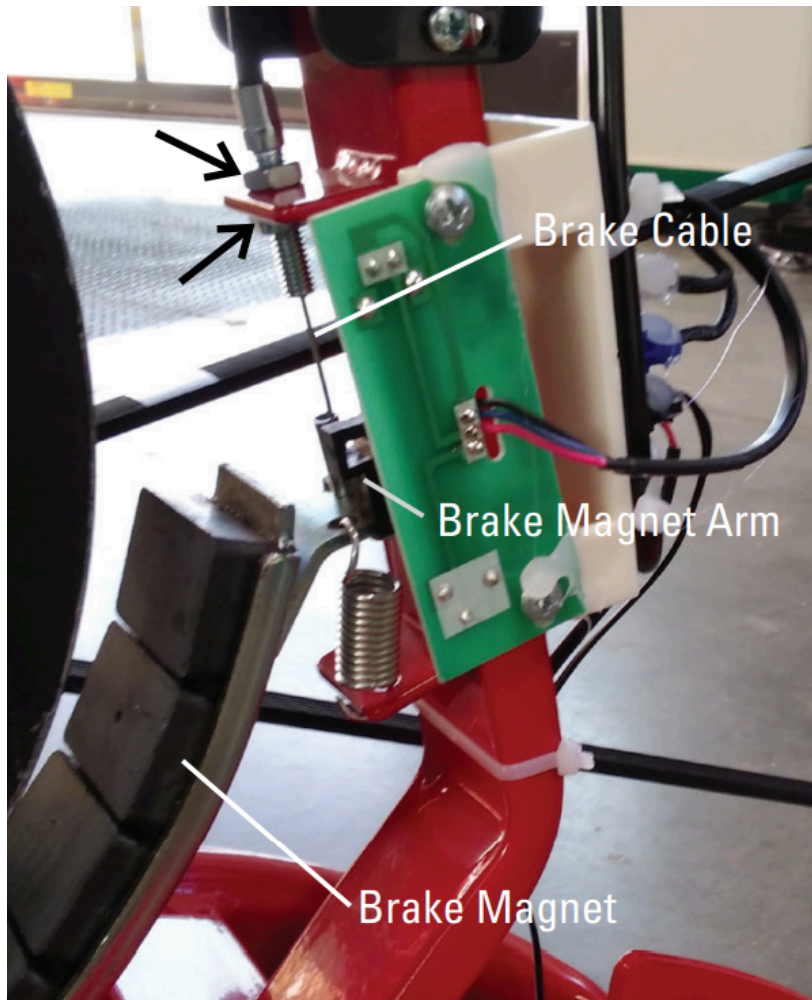
(Reference 1)



The brake magnet is located between the flywheel and the brake magnet arm. Make sure that the brake magnet is not sticking to the flywheel as you pedal.

4. If the issue persists, check the brake tension cable and make sure that it is still connected to the magnet (**reference 2**)
Look for a small ball on the end of the cable in the brake magnet arm. If the ball is missing or the cable is broken, [order a Thumb Shifter \[13911.B\]](#).

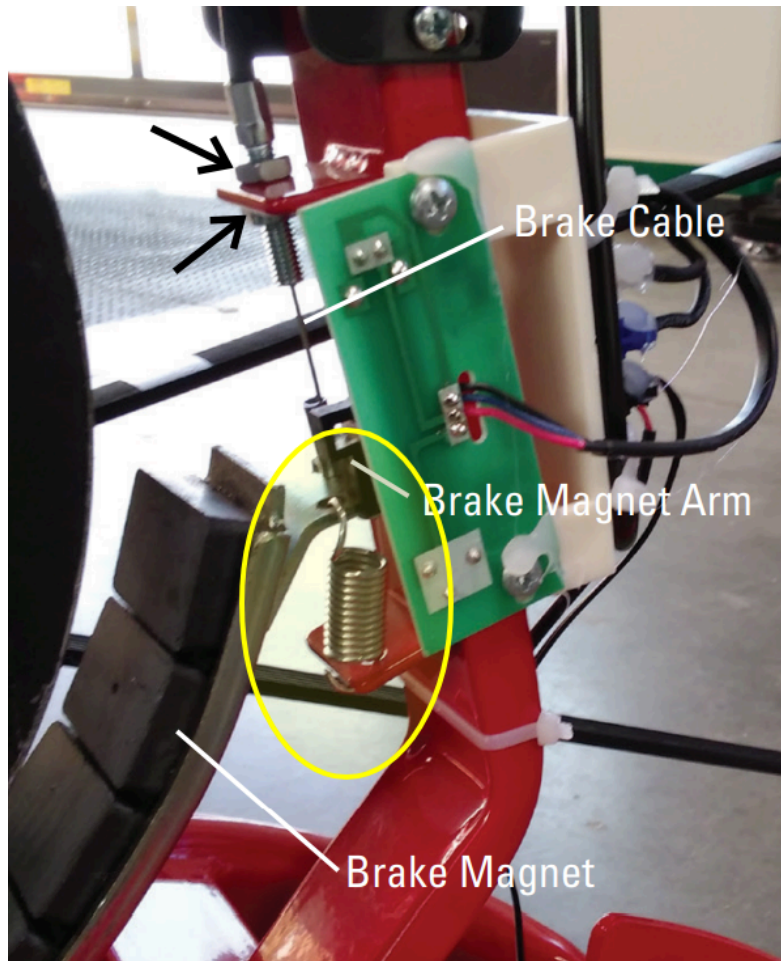
(Reference 2)



The brake cable is located on the brake magnet arm as shown in this image.

5. If the issue persists, check if the tension spring is disconnected. If it is disconnected, you can reattach the spring by hooking the ends of the spring through the holes in the frame and the magnet arm (**reference 3**). If the brake cable is damaged, [order a Thumb Shifter \[13911.C\]](#). If the spring is damaged, [order a Tension Spring \[13911.D\]](#).

(Reference 3)



The tension spring is circled in yellow. Make sure that the spring is undamaged and connected at both ends.

6. If the issue persists, refer to the "Set the Brake Tension" section of the service manual ([linked below](#)) to adjust the position of the brake magnets. Adjust the magnets until the closest point of the brake magnet is within 3mm (0.125" or 36 sheets of paper) of the flywheel [\[13911.E\]](#).
7. If the issue persists, remove the shrouds and check if the drive belt is off track, is binding, or is rubbing on another part. Please note, to access this area of your bike you will need a crank puller. Please [order a Crank Puller](#) if you do not already have one. Refer to the "Replace the Drive Belt" section of the service manual ([linked below](#)) for instructions on accessing the drive belt.
8. If the belt is not off track, binding, or rubbing, inspect the drive belt tensioner and tensioner spring (**reference 4**). If the belt tension is off, adjust the belt tensioner with a 6mm Allen wrench to achieve proper tension. If the spring is no in place, hook the ends of the spring between the belt tensioner arm and the frame of your bike (**reference 4**) [\[13911.F\]](#). If the belt tensioner is damaged, [order a Belt Tensioner \[13911.G\]](#).

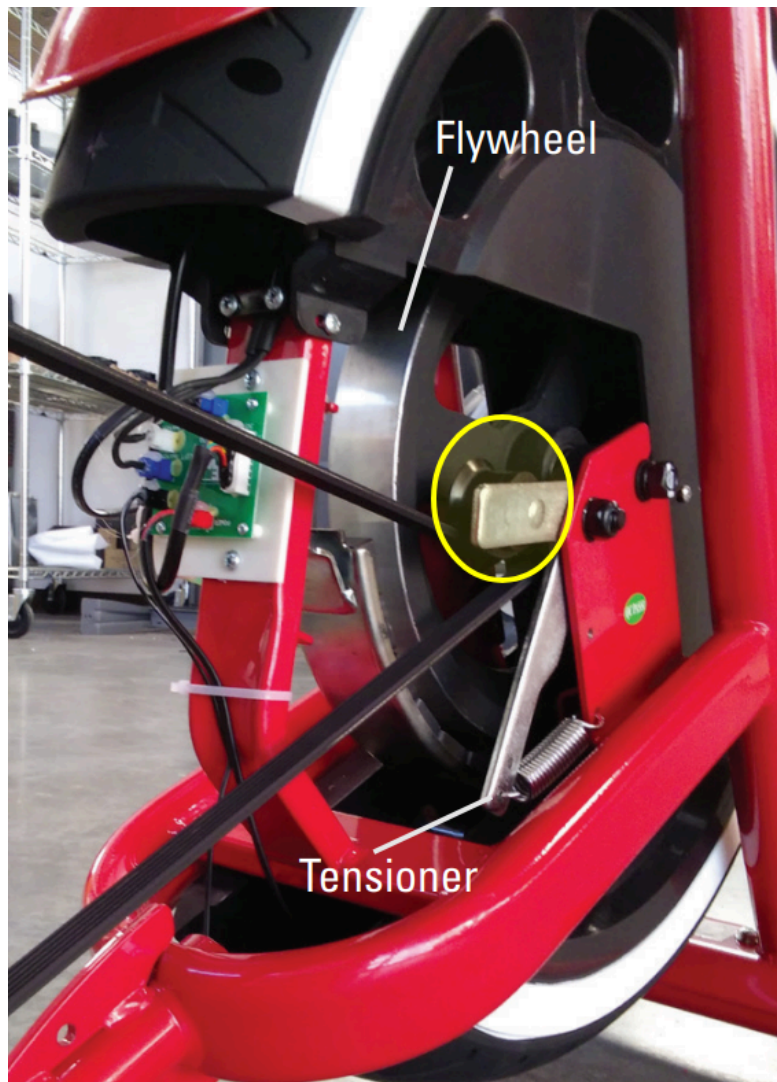
(Reference 4)



The belt tensioner (highlighted in yellow) is located next to the flywheel and maintains the tension of the drive belt.

8. If the issue persists, inspect the drive belt for damage. If damage is present, [order a Drive Belt \[13911.H\]](#).
9. Remove the drive belt and test if the noise persists. If the noise persists with the drive belt removed, please contact Customer Care to [discuss options](#) to resolve the issue. Our contact information is located at the bottom of this page [\[13911.I\]](#).
10. If the grinding noise goes away with the belt removed, spin the flywheel and listen to determine if that is the source of the noise. If the noise originates from the flywheel or the flywheel feels rough, [order a Flywheel \[13911.J\]](#).
11. If the issue persists, spin the tensioner pulley (**reference 5**) and listen for the noise. Check if the tensioner pulley feels rough. If the tensioner pulley is the source of the noise or is rough, [order a Belt Tensioner \[13911.K\]](#).

(Reference 5)



The tensioner pulley is the pulley between the flywheel and the belt tensioner (circled in yellow).

Need to order replacement parts?

1 Customer Care Contact Information

Please contact Customer Care at **1-800-605-3369** for additional help or to order replacement parts. Some replacement parts may also be available for purchase [online here](#). A list of part numbers referenced within this guide can be located at the bottom of this page.

Customer Care - Hours of Operation:

Monday - Friday 6:00am - 5:00pm PST

The replacement part will be provided to you at no cost assuming your machine meets the warranty eligibility requirements. A Customer Care Agent will be able to assess your current warranty eligibility and provide you with your options.

Please note that if you did not purchase your machine directly from BowFlex, Schwinn, or Nautilus, we will need a copy of your purchase receipt in order to register your machine for warranty.

2 Troubleshooting WGR Hard Stops

If troubleshooting advises to discuss options to resolve the issue with the machine

The referenced part cannot be repaired/replaced. The recommended solution is a Whole Good Replacement.

Please refer to the [Whole Good Replacement Options Flow](#) for next steps.

3 Schwinn Classic Cruiser Service Manual

Click the link below to open the service manual:

[Schwinn Classic Cruiser Service Manual.pdf](#)

4 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<i>Belt Tensioner</i>	<i>8016070</i>
<i>Crank Puller</i>	<i>74025</i>
<i>Drive Belt</i>	<i>8016104</i>
<i>Flywheel</i>	<i>8015952</i>
<i>Left Pedal</i>	<i>8016055</i>
<i>Right Pedal</i>	<i>8016054</i>
<i>Tension Spring</i>	<i>8016106</i>
<i>Thumb Shifter</i>	<i>8016140</i>

5 Contact Tech Team / Advanced Troubleshooting

If the issue was not resolved in the steps listed, contact the Tech Team or send an Advanced Troubleshooting case.

Submit a Case with case type Advanced Troubleshooting