

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

ID: T3912.1

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

Some common complaints may include:

- Grinding noises
- Clicking noises

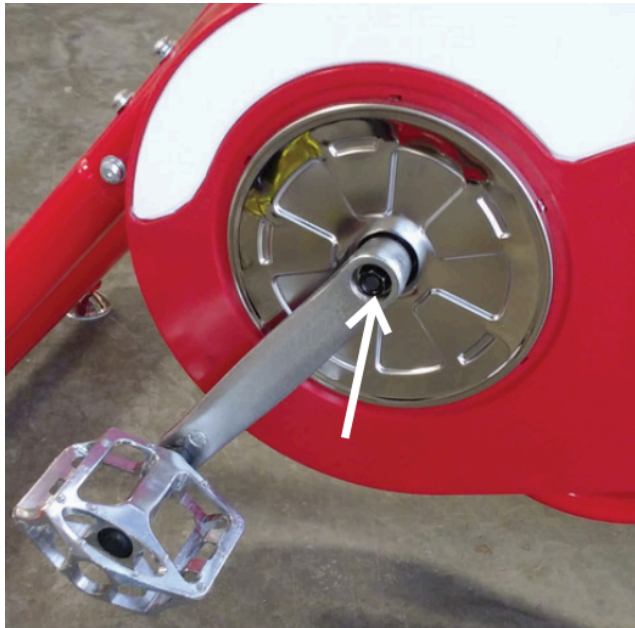
Follow these steps to troubleshoot the issue

Tools you may need:

Regular flathead screwdriver
Phillips head screwdriver
Crank Puller (if removing shrouds or crank arms to troubleshoot)
14mm socket wrench
15mm, 16mm socket wrench
10mm, 15mm wrench
3.5mm, 5mm hex/Allen wrench

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 clicking noise is still present. Repeat after the second pedal is removed. If the noise goes away after either pedal is removed, [order a Left or Right Pedal](#) (whichever pedal is affected) [\[13912.A\]](#).
2. Rotate the crank arms and wiggle them slightly as you rotate. Check if the crank arms move side to side at all or if they are able to move on the crankshaft. If the crank arms move, remove the crank arm cap with a flathead screwdriver and tighten the crank nuts using a 14mm socket wrench (**reference 6**). Test to see if the issue persists [\[13912.B\]](#).

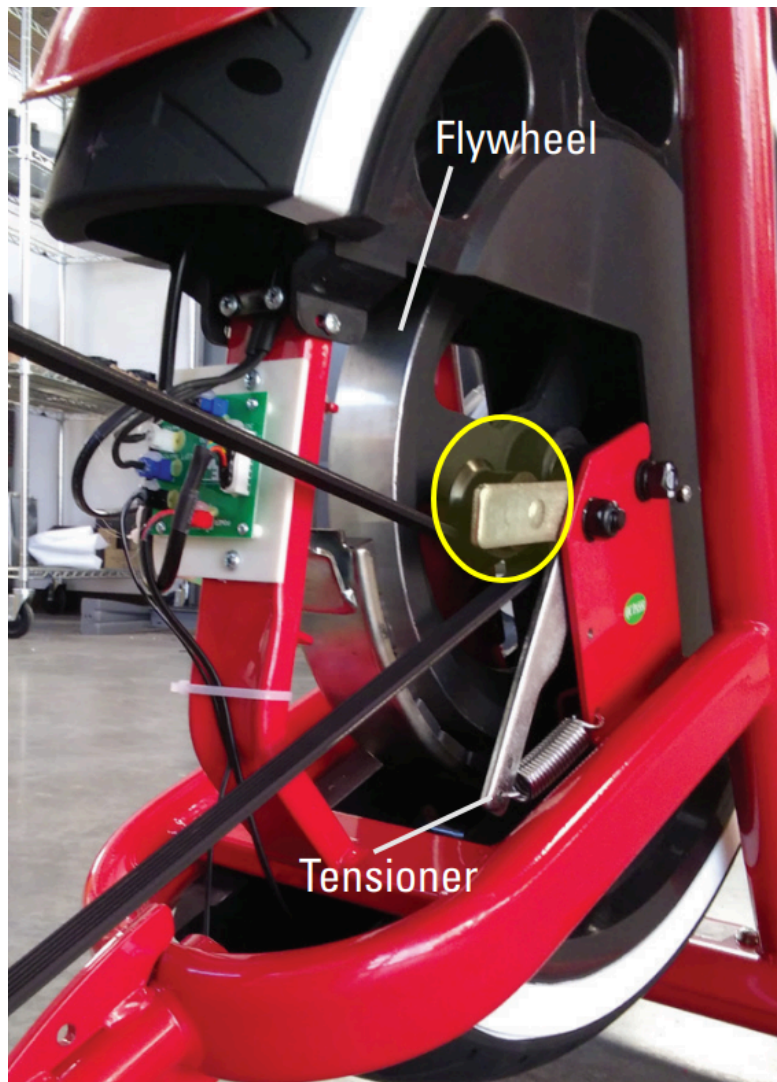
(Reference 6)



Remove the crank cap from the crank arm and tighten the lock nut shown.

3. If the noise persists, reinstall the pedals. Pedal your bike forwards and backward. If the noise only occurs when pedaling forward, skip to Step 5. If the noise occurs when you pedal forward and backward, listen to the crank area.
4. If the noise originates from the crank area, remove the shrouds to access the drive belt. 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. Remove the drive belt and test to see if the issue persists. Proceed to the next step if the noise stops. If the noise does not go away, the damaged part may be irreplaceable. Please contact Customer Care to [discuss options](#) to resolve the issue. Our contact information is located at the bottom of this page [\[13912.C\]](#).
5. If the issue persists, inspect the drive belt for damage. If damage is present, [order a Drive Belt \[13912.D\]](#).
6. If the issue persists, spin the flywheel and listen for a clicking noise. If a clicking noise is present, [order a Flywheel \[13912.E\]](#).
7. If the issue persists, spin the tensioner pulley (**reference 7**) and listen for a clicking noise. If a clicking noise is present, [order a Belt Tensioner \[13912.F\]](#).

(Reference 7)



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>

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