

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

ID:13080.1

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:*

Phillips head screwdriver  
16mm socket wrench  
6mm hex/Allen wrench, or the Allen wrench from the hardware card included with your machine  
15mm, 17mm wrenches, or the wrenches from the hardware card included with your machine

1. Tighten all hardware before continuing. Refer to the [assembly manual](#) for the specific tools required for tightening each of the items in the list below [\[13080.A\]](#):
  - Tighten the stabilizer hardware at the front and rear of your machine.
  - Tighten the pedals as tight as possible (and continue to tighten them weekly as part of your regular maintenance routine).
  - Tighten the crank axle nut on both sides of your machine.

## Select a noise topic to begin troubleshooting

- [Schwinn Classic Cruiser: Why is my machine making a grinding noise?](#)
- [Schwinn Classic Cruiser: Why is my machine making a clicking noise?](#)

## Need additional assistance?

### 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 Schwinn Classic Cruiser Service Manual

Click the link below to open the service manual:

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

## 3 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**