

# LateralX LX5+: How do I adjust the lateral stride width?

ID: 13305.1

Follow this troubleshooting guide to help resolve issues with lateral stride width on the BowFlex LateralX LX5+.

Some common complaints may include:

- Lateral stride is too wide
- Lateral stride is too narrow
- Can't adjust stride width
- Stride width doesn't change when adjusted

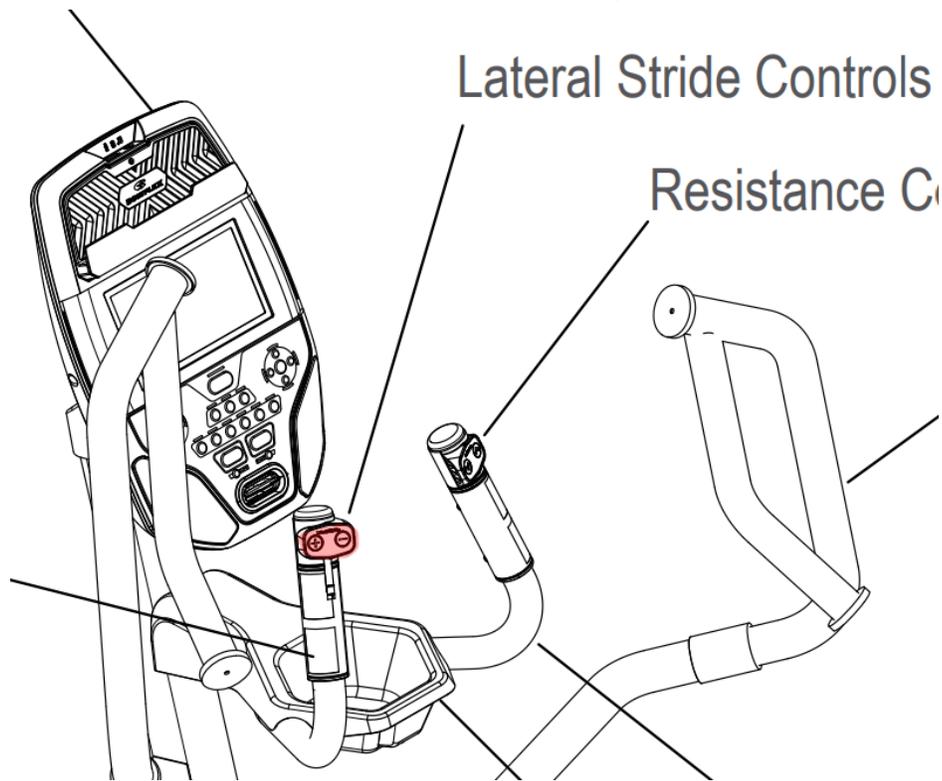
**Follow these steps to troubleshoot the issue**

*Tools you may need:*

Phillips head screwdriver  
Flathead screwdriver  
6mm, 10mm hex/Allen wrench, or the wrench from the hardware card included with your machine  
Lateral link puller (if removing lateral links for troubleshooting)

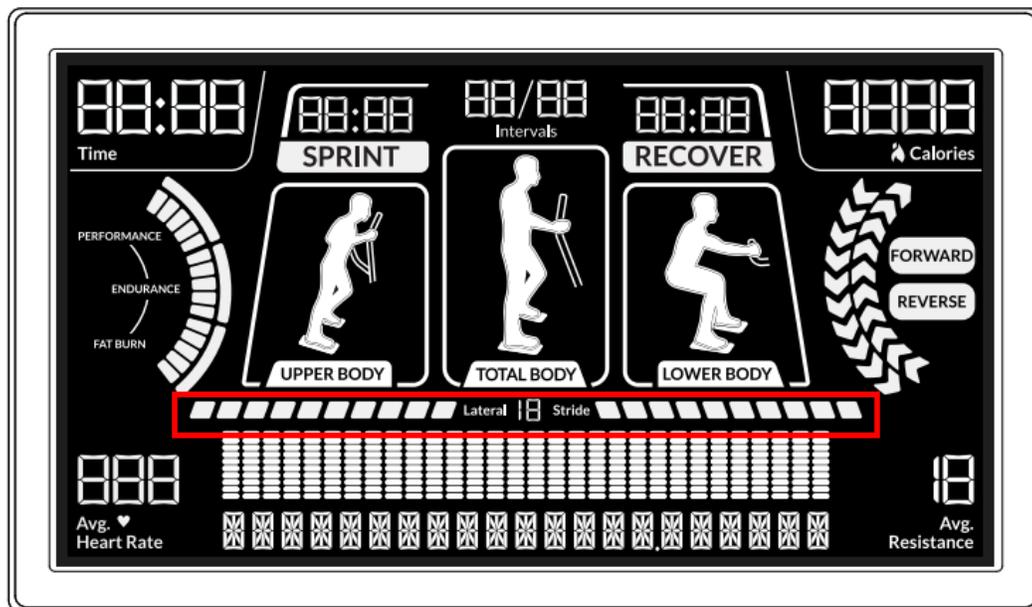
1. Adjust the stride width using the increase/decrease buttons on the left handlebar (**reference 1**). Check if the stride number changes on the console, even temporarily (**reference 2**). If the displayed stride number changes (even temporarily) skip to Step 3. If the stride number does not change, unplug your machine from power, wait 30 seconds, then reconnect power and test if the issue persists [\[13305.A\]](#).

**(Reference 1)**



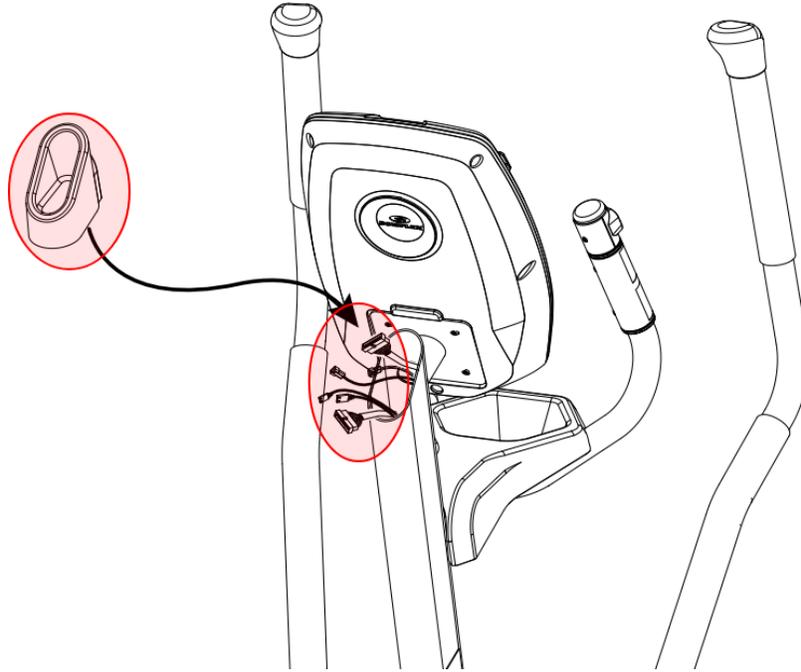
The lateral stride adjustment controls are located on the left handlebar arm (red).

(Reference 2)



The lateral stride width is displayed in the center of the console screen.

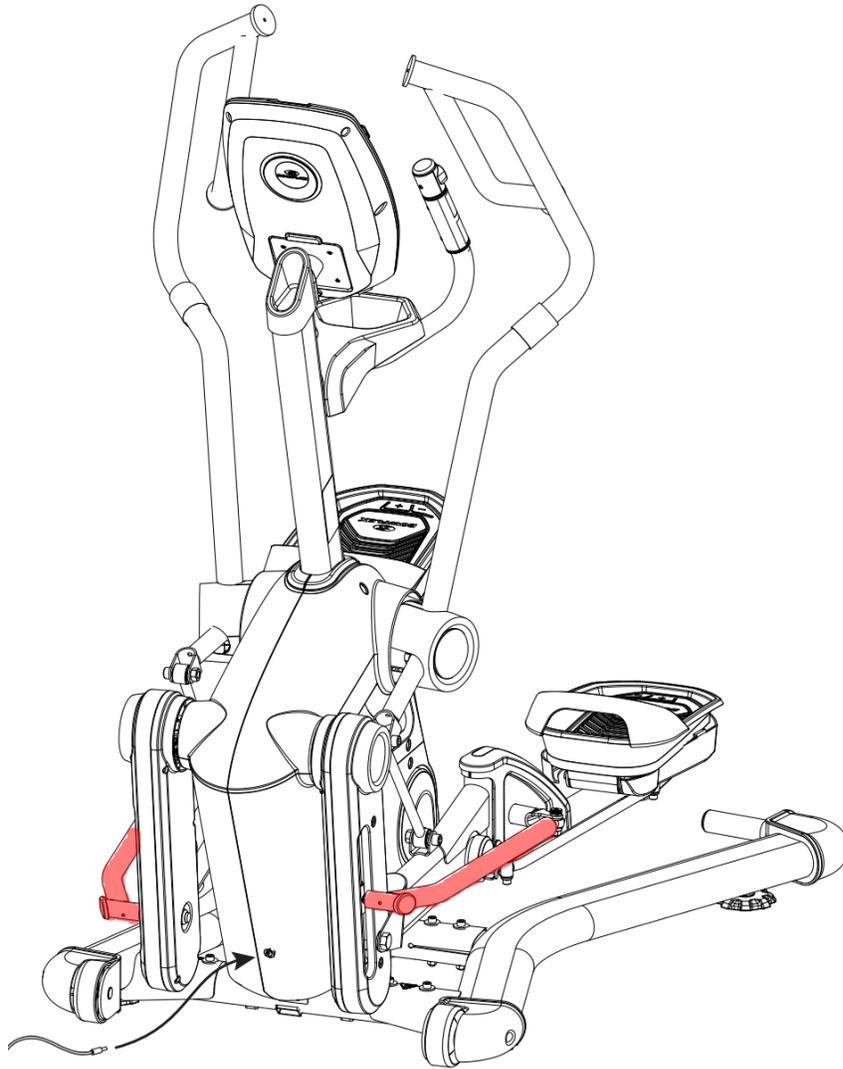
- If the display still does not change, remove the console mast end cap and inspect the cables inside for damage (**reference 3**). One at a time, disconnect the cables and inspect the connectors and visible cables for damage. If the cables are undamaged, firmly reconnect them, ensuring the connectors are oriented in the proper direction. The tabs should line up and click into place once secured. Test to see if the issue persists [[13305.B](#)]. If the cables coming from the handlebar side are damaged, [order a Static Handlebar \[13305.C\]](#). If the cables coming from the mast are damaged, [order Mast Cables \[13305.D\]](#). If the cables are undamaged and the issue persists, [order a Static Handlebar \[13305.E\]](#).

**(Reference 3)**

*Remove the console mast cover and inspect the cables circled in red.*

3. If the stride number does change when adjusted, listen to the motor for movement. If the motor doesn't move, check for error messages and reset the console. Please visit [LateralX - Check Firmware Version and Error Log](#) for instructions on resetting the console. After resetting the error log and console, test if you can adjust the stride width [\[13305.F\]](#). If the issue persists, skip to Step 5.
4. If the motor moves while changing the stride width, grasp the front of the lateral link (**reference 4**) and try to move it up and down. Repeat on the opposite side; the links should not be able to move freely up and down when manipulated. If the links move freely, [order an Engine](#). Please note that a link puller is required to replace the engine. [Order a Link Puller](#) as well if you do not already have one [\[13305.G\]](#).

**(Reference 4)**



*The lateral links are highlighted in red.*

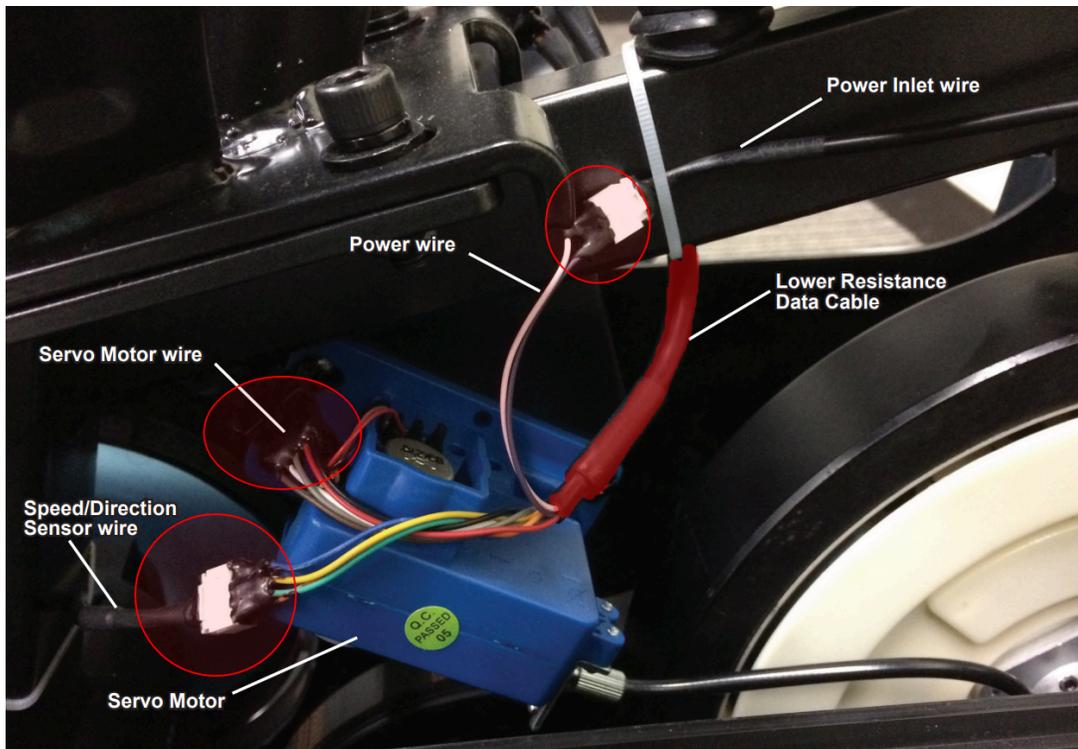
5. If the issue persists, check for damage to the lower cable connections. Refer to the "Replace the Lower Data Cables" section of the [service manual](#) for instructions on accessing the lower cable connections. You will need to remove both handlebars and the upper shrouds (**reference 5**). Inspect the wires running to the servc motor (**reference 6**) and the PCBA Slim Control board (**reference 7**) for damage. One at a time, unplug each cable and inspect the connectors for damage. If undamaged, align the tabs and press each set of connectors back together firmly. You should hear a small click when the connectors are secured. Once the cables are reconnected, reassemble the shrouds and handlebars, plug your machine back in, and test to see if the issue persists [\[13305.H\]](#). If the cables coming from the engine are damaged, [order a Lower Cable \[13305.I\]](#). If the cables coming from the mast are damaged, [order Mast Cables \[13305.J\]](#).

**(Reference 5)**



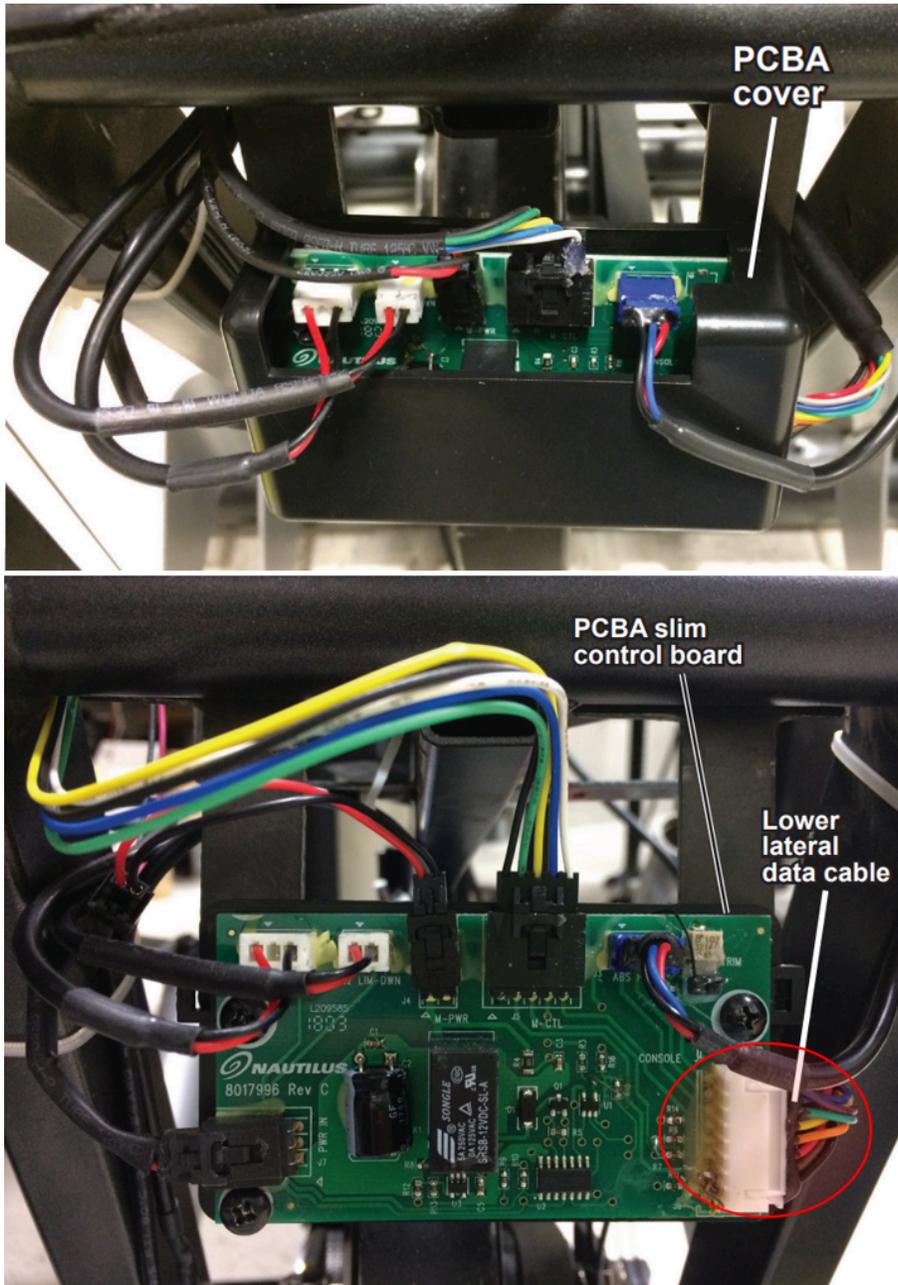
1-2: Remove the handlebars and set to the side.  
3-4: Remove both upper shrouds and set to the side.

**(Reference 6)**



*The servo motor is located on the right side of your machine.  
The lower data cable is highlighted in red. Reseat the circled connections and inspect for damage.*

**(Reference 7)**



*The PCBA Slim Control board is located on the left side of your machine. Bend the edges of the PCBA cover and remove to expose the board.*

*The lower lateral data cable to reseat and inspect is circled in red.*

***Need to order replacement parts?***

**1 Parts Reference Table**

<i>Part Description</i>	<i>Part SKU</i>
<b>Engine</b>	<b>8014350</b>
<b>Link Puller</b>	<b>8018723</b>
<b>Lower Cable</b>	<b>8017917</b>
<b>Mast Cables</b>	<b>8018408</b>
<b>Static Handlebar</b>	<b>8014278</b>

## 2 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**