

VeloCore 16 and 22: Why isn't my speed registering on my workout?

ID: 13921.2

Follow this troubleshooting guide to help resolve speed issues with the VeloCore 16 and 22 bikes.

Some common complaints may include:

- Speed doesn't register
- Speed is inconsistent
- Speed is displayed incorrectly
- Burn Rate Targets in JRNY are maxed out and barely visible

Follow these steps to troubleshoot the issue

1. Follow the instructions in [JRNY Basic App Troubleshooting](#) to check for and install any available updates
2. Once all applicable updates are installed, start a workout and test if the issue persists [\[FW.A\]](#).

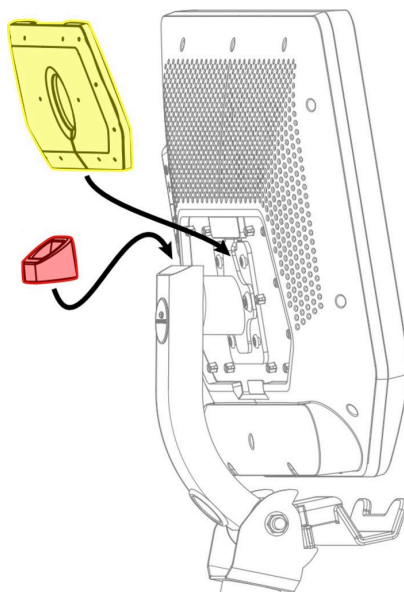
Follow these steps to continue troubleshooting

Tools you may need:

Phillips head screwdriver

1. Unplug your bike from power and check the cable connections at the back of the console. Remove the console mast end cap and console rear cover (**reference 1**), then remove the 4 screws from the back of the console with a Phillips head screwdriver (**reference 2**). Remove the console to expose the cable. Unplug each cable one at a time, inspecting the cable and the connector for damage. Firmly reconnect the cables, ensuring they are oriented in the proper direction, and test if the issue persists [\[13921.A\]](#). If damage is present, [order a Console Mast Cable \[13921.B\]](#).

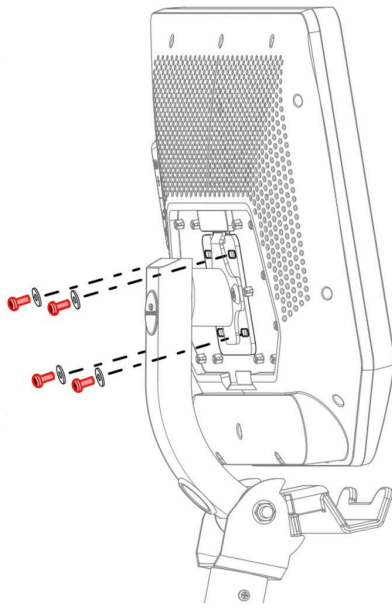
(Reference 1)



VeloCore 22 shown. Your bike may vary.

The console mast end cap (red) and console rear cover (yellow) easily pop off to expose the cables and console mounting screws.

(Reference 2)

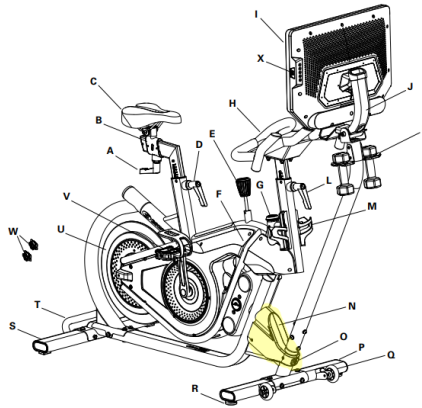


VeloCore 22 shown. Your bike may vary.

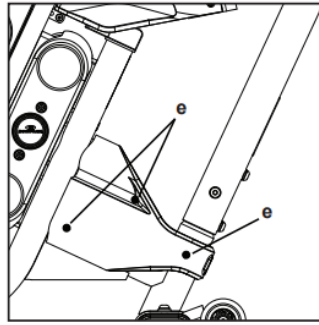
Remove the 4 indicated screws with a Phillips head screwdriver and remove the console to expose the cable connection inside the mast.

2. If the issue persists, use a Phillips head screwdriver to remove the lower pivot shroud (**reference 3**).

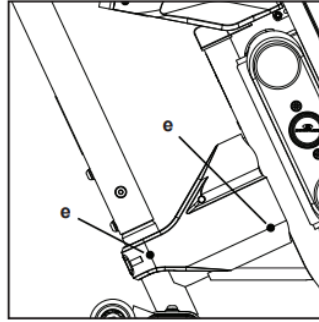
(Reference 3)



Right side



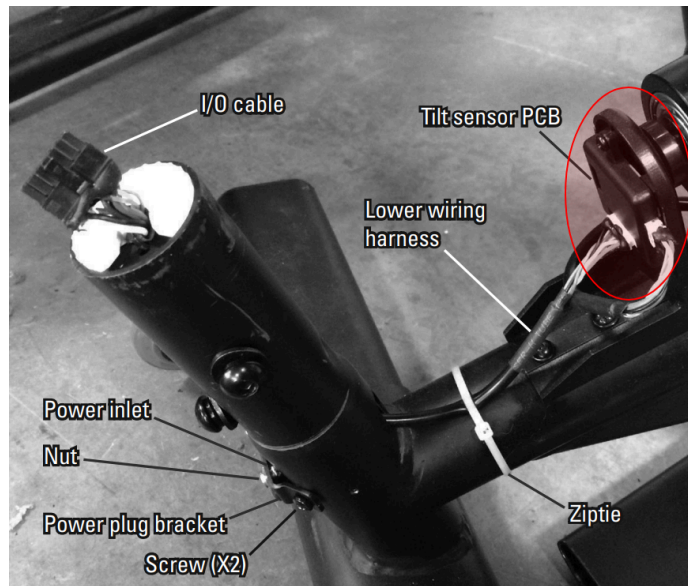
Left side



*The lower pivot shroud is highlighted in yellow (also marked **N**).
Remove the screws labeled 'e' to remove the shroud and inspect the cable.*

3. Check the cable connection between the frame harness and the tilt sensor (**reference 4**). Unplug the connection and inspect for damage. Reconnect the cable if no damage is seen. Test to see if the issue is resolved [\[13921.C\]](#). If damage is present, [order a Frame Harness \[13921.D\]](#).

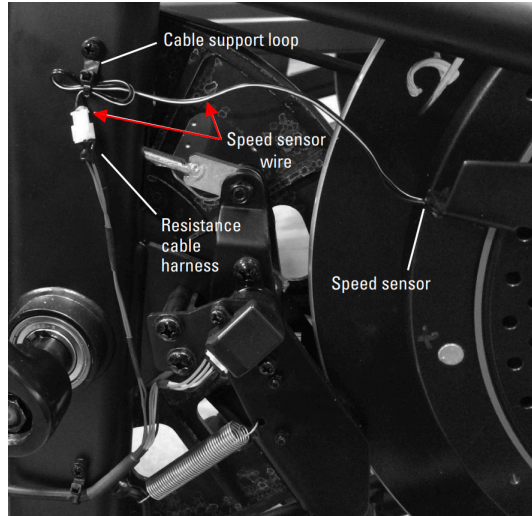
(Reference 4)



*Console mast removed for picture clarity only, you should not need to remove the mast to access the tilt sensor.
Inspect the cable connection at the tilt sensor for damage, unplugging and reconnecting the cable to ensure it is firmly connected.*

- If the issue persists, use a Phillips head screwdriver to remove the left main shroud. Refer to the "Replace the Speed Sensor" section of the [service manual](#) for instructions on removing the shrouds to access the speed sensor. Check the connection to the speed sensor and inspect for damage. Unplug the connection and reconnect if no damage is present [\[13921.E\]](#). Verify that the speed sensor is aligned with the flywheel (**reference 5**) and adjust if needed to realign [\[13921.F\]](#). Instructions on adjusting the speed sensor can also be found in the "Replace the Speed Sensor" section of the [service manual](#). If damage is present, [order a Speed Sensor \[13921.G\]](#).

(Reference 5)



The speed sensor is located near the flywheel. Check the cable connection (red arrows) for damage and ensure it is firmly connected.

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 Parts Reference Table

Part Description	Part SKU
Console Mast Cable	8023799
Frame Harness	8023802

<i>Speed Sensor</i>	8024486
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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