

## VeloCore 22: Why isn't the tilt feature working properly?

ID: 11871.1

Follow this troubleshooting guide to help resolve tilt issues on the VeloCore 22 bike.

Some common complaints may include:

- Tilt feature does not work
- Bike tilts while locked

### Follow these steps to check for JRNY firmware updates

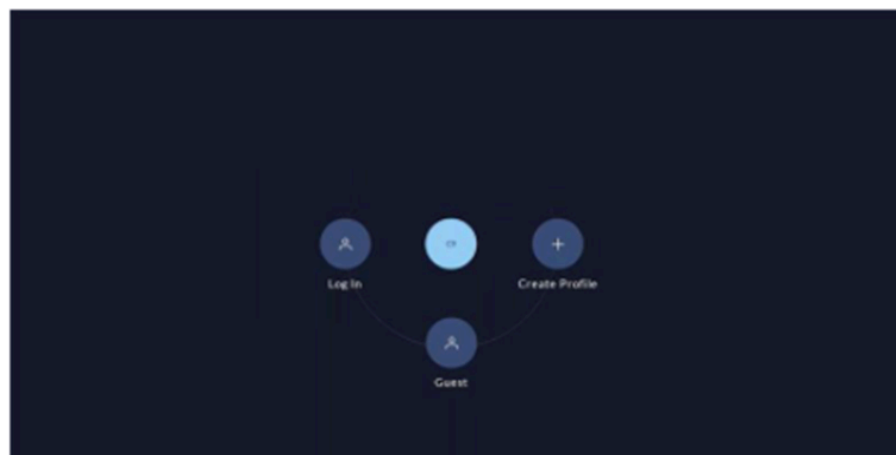
1. Check for updates on your machine. Verify you have a good Wi-Fi connection. Unplug your machine and plug it back in. When the BowFlex or JRNY page displaying serial numbers in the 4 corners appears, tap the upper right corner 10 times within 3 seconds (**reference 1.1**). If you are unable to reach this screen, log out and tap the upper right corner 10 times within 3 seconds from the Log In screen (**reference 1.2**).

#### (Reference 1.1)



The initial screen showing the BowFlex or JRNY logo appears with serial numbers in each corner. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

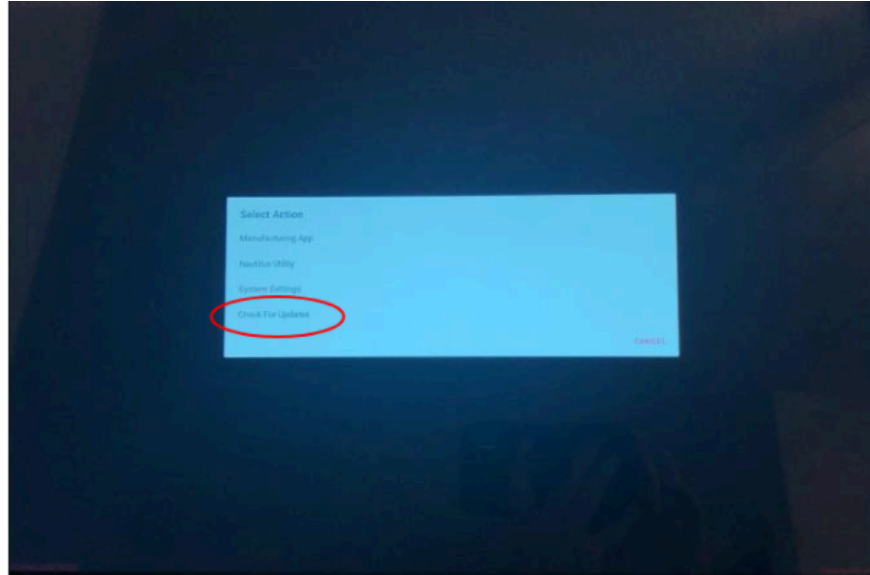
#### (Reference 1.2)



The Log In screen appears after logging out or if you missed the opportunity to access the menu from the previous screen. Tap the upper right corner 10 times within 3 seconds to access the menu to force an update.

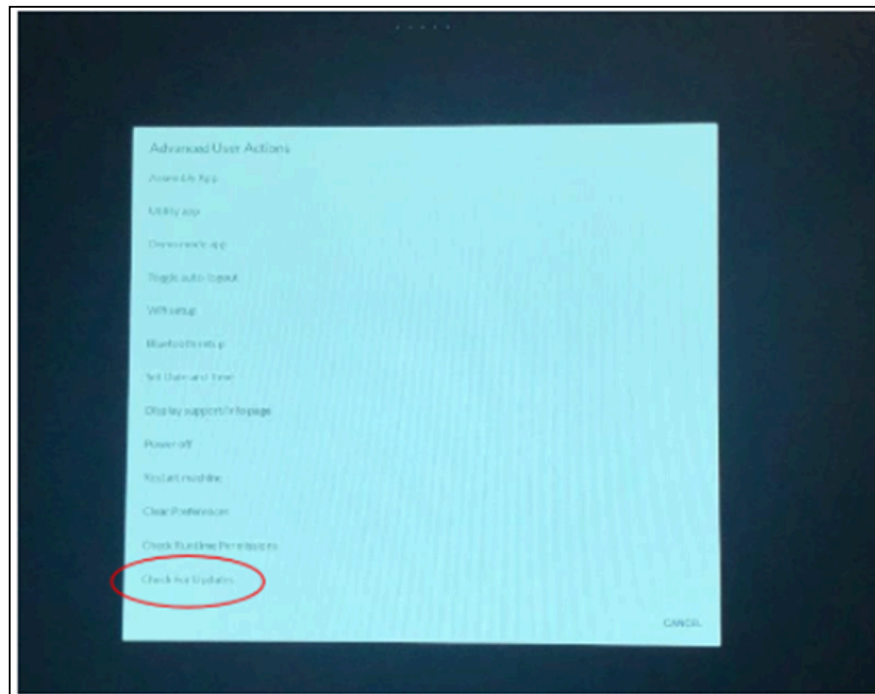
2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

**(Reference 1.3)**



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.  
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

**(Reference 1.4)**



PLACEHOLDER IMAGE UNTIL BETTER RESOLUTION IS AVAILABLE.  
Select CHECK FOR UPDATES from the bottom of the menu once it appears.

3. Retest your machine to determine if the original issue persists **[FW.A]**. If the issue persists, continue troubleshooting in the next section.

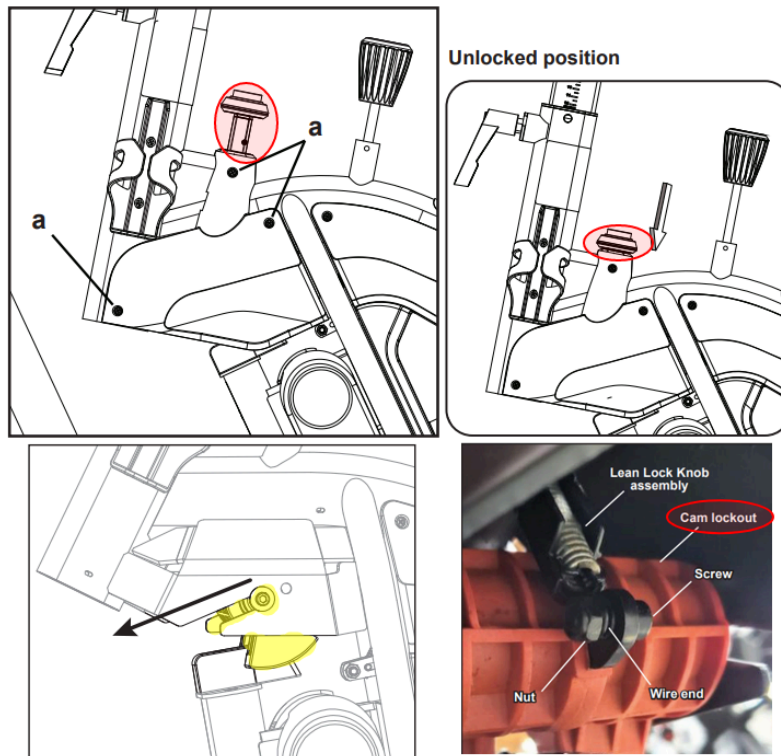
## Tilt feature does not work

Tools you may need:

Phillips head screwdriver  
 (2) 5mm hex/Allen wrenches, or the wrenches from the hardware card included with your machine  
 Flathead screwdriver

- Using a Phillips head screwdriver, remove the front fenders and check if the lockout cam moves with the lockout handle (**reference 1**). Refer to the "Replace the Lean Lockout Assembly (Cam Lockout) and Lean Lock Knob" section of the [service manual](#) for instructions on removing the fenders and locating the cam.

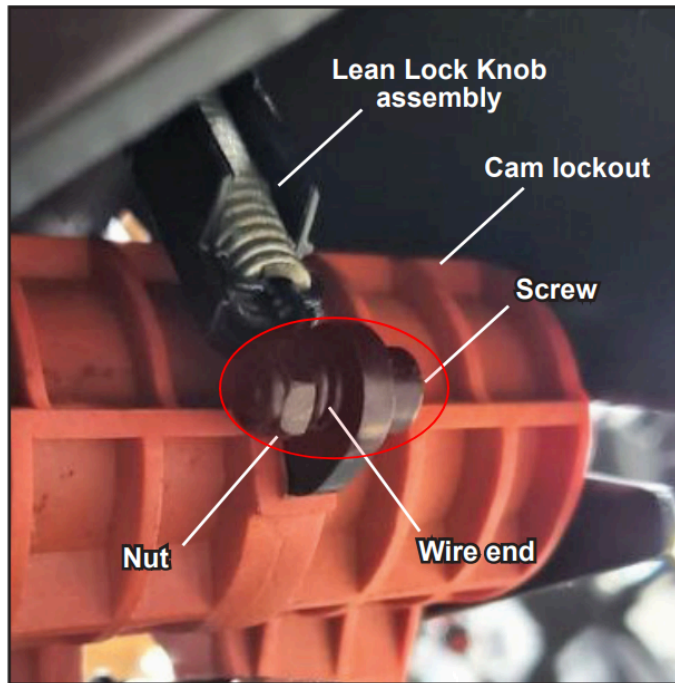
### (Reference 1)



Lock and unlock the lean of your bike, watching to make sure that the lean lockout handle and cam lockout move together.  
 Top: the lean lockout handle is circled in red, shown in both the locked and unlocked position.  
 Bottom: the cam is orange and its location is highlighted in yellow.

- If the lockout cam does not move, check if it is properly connected to the lockout handle (**reference 2**). If the handle is disconnected from the cam, use a 5mm Allen wrench and refer to the "Replace the Lean Lockout Assembly (Cam Lockout) and Lean Lock Knob" section of the [service manual](#) for instructions on reconnecting the handle. After the handle is reconnected, test if the issue persists [\[11871.C\]](#).

### (Reference 2)



The lean lockout handle is connected to the lockout cam at the location circled in red.

3. Inspect the lockout cam and lockout handle for damage. If the lockout cam is damaged, [order a Lockout Cam \[11871.D\]](#). If the lockout handle is damaged, [order a Lockout Handle \[11871.E\]](#).
4. If your bike tilts just fine, but the tilts are not registering in your workout, please visit [VeloCore 16 and 22: Why isn't my workout registering when I tilt?](#) to continue troubleshooting.

### **Bike tilts while locked**

1. Center your bike and make sure that the tilt release is fully pulled up. The red tilt button should pop up when it is fully locked.
2. After pulling the tilt release back up, attempt to tilt your bike and see if the issue persists [\[11871.B\]](#).

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

#### 1 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
<b>Lockout Cam</b>	<b>8026696</b>
<b>Lockout Handle</b>	<b>8026690</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**