

VeloCore 16 and 22: Noises from the cam lockout

ID: 13822.1

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

Some common complaints may include:

- Cam lockout noises
- Noises when locking/unlocking tilt feature

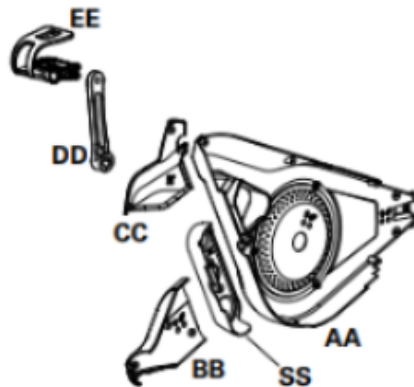
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

1. Use a Phillips head screwdriver to remove the front fenders. Verify that all washers are in place and the screws are fully tightened. The fenders are located close to the main shrouds (**reference 1**).

(Reference 1)



The fender (**CC**) location is shown relative to the main shrouds (**AA**).

2. For this step, it may be helpful to have a second person assist you. While using the bike, watch the cam (**references 2 and 3**) and verify that it does not make contact with the frame while in use.

(Reference 2)



The cam is engaged by operating the tilt button, circled in yellow. Look inside the bike, directly below the tilt button, to see the cam.

(Reference 3)



The cam is the red part in the middle of the photo. Watch the cam and ensure it does not contact the frame of your bike.

3. If the issue persists, [order a Cam Lockout Assembly \[13822.A\]](#).

Looking for other noises to troubleshoot?

- [VeloCore 16 and 22: Why is my machine making a weird noise?](#)
- [VeloCore 16 and 22: Noises from the belt, flywheel, or pulleys](#)
- [VeloCore 16 and 22: Noises from the pedals / chirping while pedaling](#)

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

<i>Part Description</i>	<i>Part SKU</i>
Cam Lockout Assembly	8026696

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