

VeloCore 16 and 22: Why isn't my workout registering when I tilt?

ID: 13914.1

Follow this troubleshooting guide to help resolve tilt issues on the VeloCore 16 and 22 bikes.

Some common complaints may include:

- Tilt feature does not work
- Bike tilts while locked
- Workout doesn't register tilt
- Workout registers tilt or lean while bike is 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.

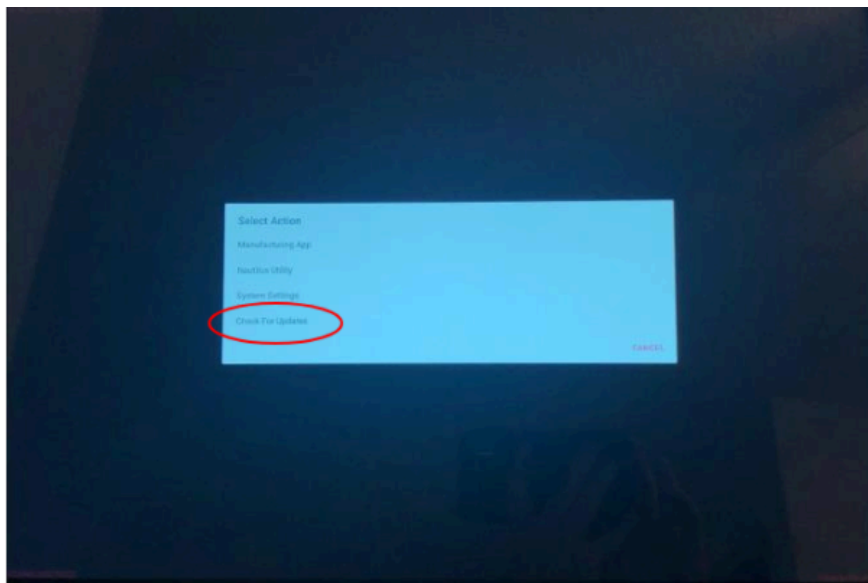
(Reference 1.2)



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.

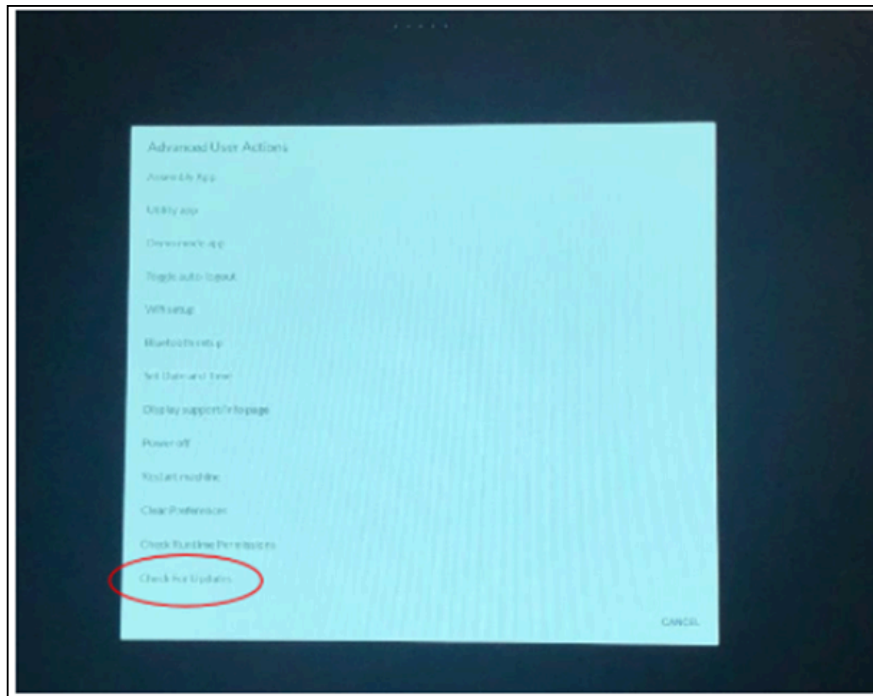
2. In the menu that appears, select **"Check for updates"** (reference 1.3 and 1.4). Allow the updates to download and install. Your machine will restart once all updates are installed. Allow the updates to finish installing once your machine has rebooted.

(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.

Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver

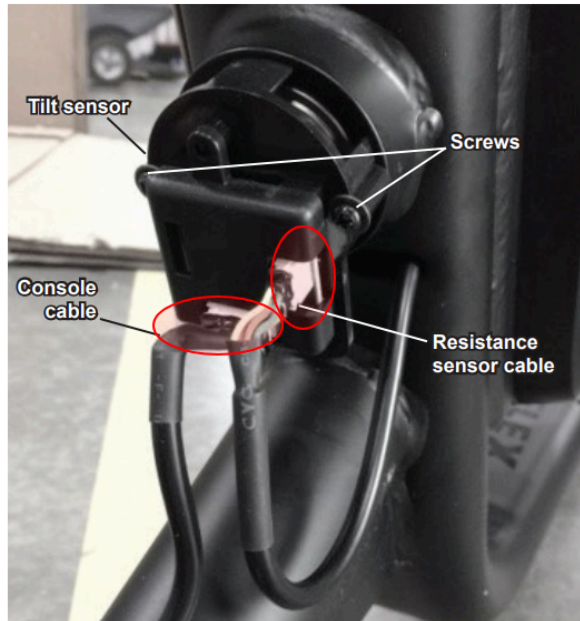
1. Quick tilts may not register on the workout. Verify that the bike tilts fully and check if it registers on the workout [\[13914.A\]](#). If you are unable to lock or tilt your bike, continue troubleshooting here:
 - [VeloCore 16: Why isn't the tilt feature working properly?](#)
 - [VeloCore 22: Why isn't the tilt feature working properly?](#)
2. Using a Phillips head screwdriver, remove the screws from the back of the console. Carefully lift the console to check the cable connections. Inspect the cables for damage. If the connection is loose, firmly reconnect the cables and retest [\[13914.B\]](#). If damage is present, [order a Console Mast Cable \[13914.C\]](#).

Bike tilts left and right, but shows a lean on the console while locked upright

1. Set tilt to the locked position. Using a Phillips head screwdriver, remove the lower pivot shrouds. Refer to the "Replace the Shrouds and Front Fenders" section of the [service manual](#) for instructions.
2. Start a manual workout to help determine if any sensors are not functioning properly. During the workout, check for how long it takes the workout to stop (if at all), behavior of Core Engagement on the console, and if resistance can be adjusted.

3. If the workout stops 5 seconds after starting, there may be issues detecting the speed sensor. Refer to the "Replace the Tilt Sensor PCB" section of the [service manual](#) for instructions on accessing the tilt sensor. Unplug the resistance sensor and console cables from the tilt sensor (**reference 1**). Firmly plug the cables back into the tilt sensor and test if the issue persists [[13914.H](#)]. If the workout continues to stop after 5 seconds, [order a Speed Sensor \[13914.I\]](#).

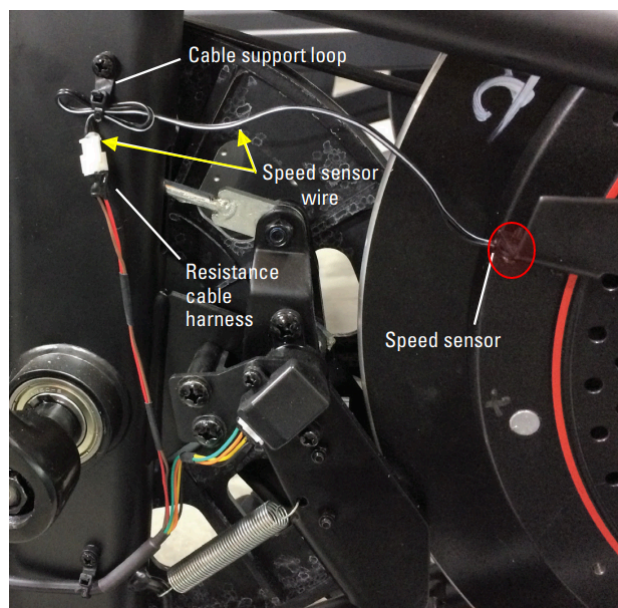
(Reference 1)



Unplug the cables circled in red from the tilt sensor. Reseat the cables and test if the issue persists.

4. If the Core Engagement accurately shows the tilt is not leaning, there may be issues with the speed sensor or cable connection. Refer to the "Replace the Speed Sensor" section of the [service manual](#) for instructions on accessing the speed sensor. Unplug the speed sensor cables and inspect the sensor and cables for damage (**reference 2**). If undamaged, firmly reconnect the cables, making sure they are oriented in the proper direction. Test if the issue persists [[13914.J](#)]. If damage is present, or the issue persists, [order a Speed Sensor \[13914.K\]](#).

(Reference 2)



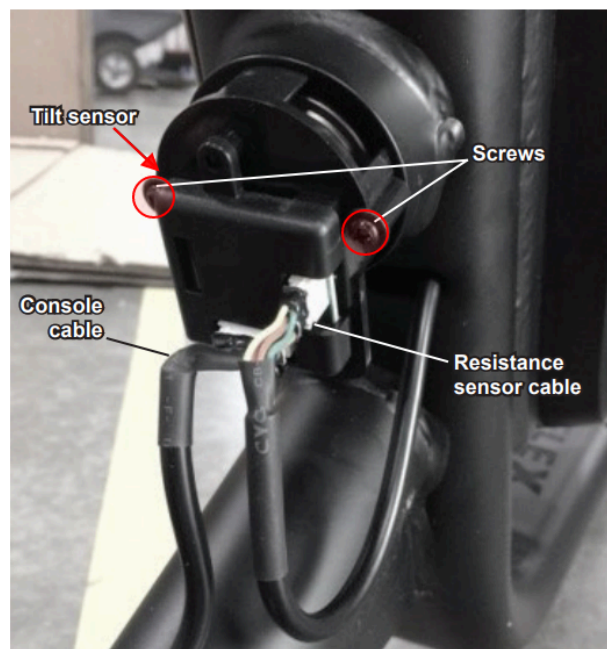
*The speed sensor is circled in red and the speed sensor wire/cable is indicated by the yellow arrows.
Unplug the connections, inspect for damage, and test for the issue.*

5. If the Core Engagement is showing leaned to the left while locked, skip to the **Tilt does not move from left-leaning** section.
6. If the workout runs without stopping, test to see if the resistance level can be increased/decreased. If the resistance doesn't change, please visit [VeloCore 16 and 22: How do I adjust the resistance?](#) to continue troubleshooting.
7. If the resistance is working OK, but Core Engagement still shows tilt leaning left while locked, unlock the tilt and see if Core Engagement moves at all when tilting the bike as far to the right as possible. If the tilt moves but seems to be justified to the left, refer to the "Adjust the Tilt Sensor (Calibration)" section of the [service manual](#) to recalibrate the tilt sensor. Test if the issue persists after recalibration [\[13914.L\]](#).
8. If the issue persists, please contact Customer Care to submit an Advanced Troubleshooting case. Our contact information is located at the bottom of this page.

Tilt does not move from left-leaning

1. Start a calibration of the tilt sensor. Instructions for recalibration can be found in the "Adjust the Tilt Sensor (Calibration)" section of the [service manual](#).
2. After selecting CALIBRATE_TILT, unlock the tilt and confirm that the Calibration Raw Value changes when tilting left and right. If the Calibration Raw Value changes, stabilize your bike in the upright center position and lock your bike. Continue through the calibration process in the service manual, then test if the issue persists [\[13914.M\]](#).
3. If the Calibration Raw Value didn't change, check that the housing for the tilt sensor is aligned on the bike. The sensor should be firmly mounted and upright (**reference 3**). If needed, adjust the position of the tilt sensor using a Phillips head screwdriver. After adjusting, make sure that the sensor screws are fully tightened and then test if the issue persists [\[13914.N\]](#).

(Reference 3)



The tilt sensor is the large square component, shown by the red arrow.

To adjust its position, use a Phillips screwdriver to loosen the screws in red, reposition the sensor, then fully tighten the screws.

4. If the tilt sensor alignment is OK, [order a Tilt Sensor \[13914.O\]](#). When you receive the replacement part, the resistance sensor and tilt sensor will need to be recalibrated following the "Adjust the Resistance Sensor (Calibration)" and "Adjust the Tilt Sensor (Calibration)" sections of the [service manual \[13914.P\]](#).
5. If the issue persists, please contact Customer Care to submit an Advanced Troubleshooting case. Our contact information is located at the bottom of this page.

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>
Console Mast Cable	8023799
Speed Sensor	8024486
Tilt Sensor	8027661

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](#)