

# Schwinn IC4: Stabilizer looks different than expected/shown or Stabilizer does not fit

ID: 14669.1

Some common complaints may include:

- Stabilizer looks bent
- Stabilizer looks different from advertised photo
- Stabilizer is wrong or not what was expected
- Stabilizer does not fit/attach to frame
- Cannot assemble stabilizers on bike

**Follow these steps to troubleshoot the issue**

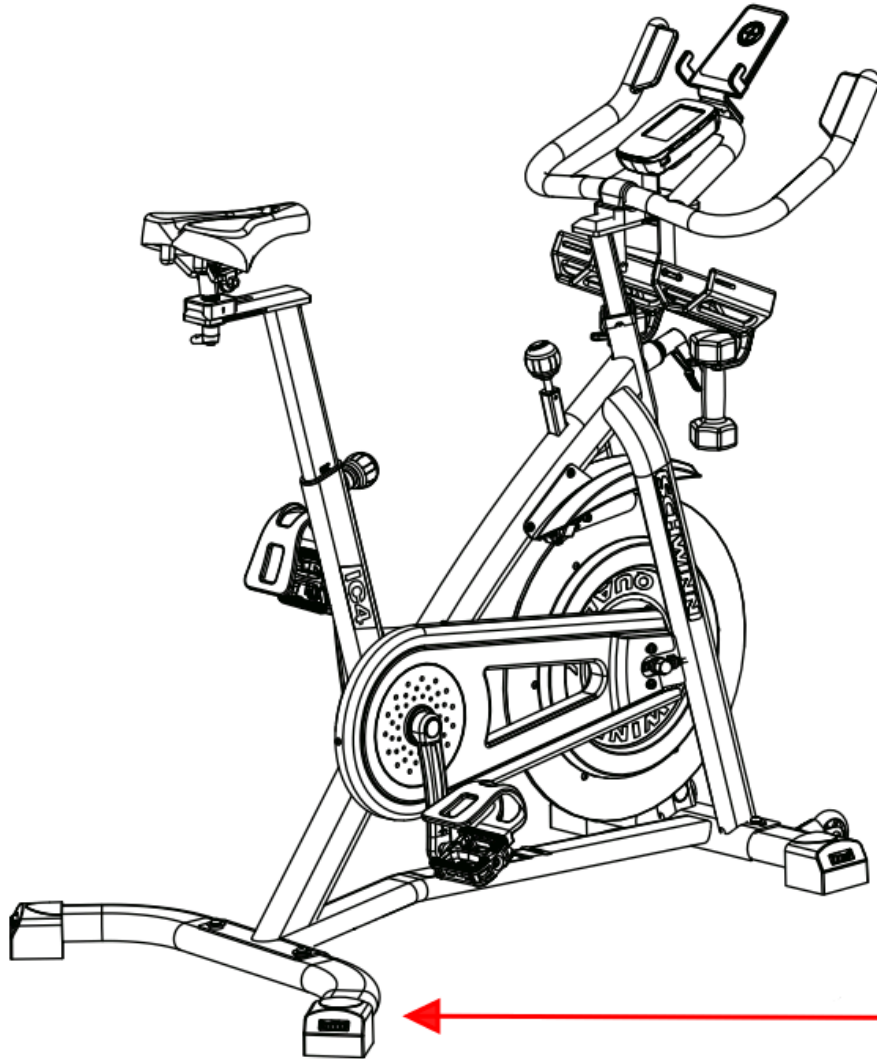
|                     |
|---------------------|
| Tools you may need: |
| None                |

1. The stabilizers on the Schwinn IC4 were redesigned. Most IC4 models were manufactured using straight stabilizers (**reference 1**). Some recent production has been updated to a curved design (**reference 2**) [\[14669.A\]](#).
2. Check the frame where the rear stabilizer mounts to see which stabilizer can be used:
  - 2 mounting holes - Only the straight stabilizer will attach on machines with 2 mounting holes
  - 4 mounting holes - Designed for using the curved stabilizer, but the straight version could also be used

## Reference 1



## Reference 2



Newer version of the Schwinn IC4 using the curved stabilizer design.

## 1 Customer Dissatisfied with C6/IC4 Curved Rear Stabilizer

### **Internal Process Only**

1. If the customer is dissatisfied with the curved design of the rear stabilizer, [order a Straight Rear Stabilizer](#). This should only be done if the customer truly insists and to prevent a return [\[14670.B\]](#).
2. The older straight-style stabilizer will attach to the frame using 2 bolts instead of 4.

## 2 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.*

### 3 Parts Reference Table

| <i>Part Description</i>         | <i>Part SKU</i> |
|---------------------------------|-----------------|
| <b>Curved Rear Stabilizer</b>   | <b>8028929</b>  |
| <b>Straight Rear Stabilizer</b> | <b>8023243</b>  |