

BowFlex C6: Stabilizer looks different than expected/shown or Stabilizer does not fit

ID: 14671.1

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

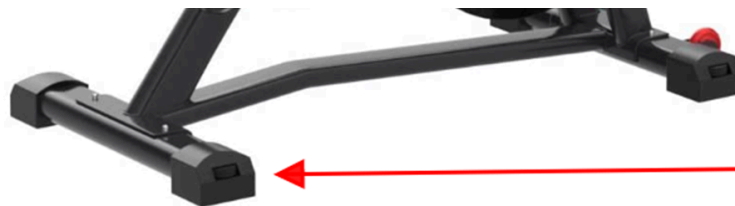
Follow these steps to troubleshoot the issue

Tools you may need:

None

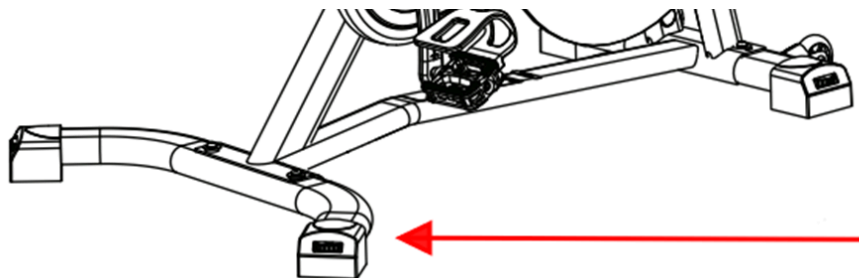
1. The stabilizers on the BowFlex C6 were redesigned. Most C6 models were manufactured using straight stabilizers (**reference 1**). Some recent production has been updated to a curved design (**reference 2**) [\[14671.A\]](#).
2. Check the frame where the rear stabilizer mounts to see which stabilizer 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



Original version of the BowFlex C6 using the straight stabilizer design.

Reference 2



Newer version of the BowFlex C6 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](tel: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> |
|---------------------------------|-----------------|
| Curved Rear Stabilizer | 8028929 |
| Straight Rear Stabilizer | 8023243 |