

Schwinn A10: Why is my speed reading missing or incorrect?

ID: 13174.1

Follow this troubleshooting guide to help resolve issues with speed readings on the Schwinn A10 upright bike.

Some common complaints may include:

- Speed reading is incorrect
- No speed is displayed
- Console goes to sleep during workout
- E3 error code/message displayed on console

* **Please note:** troubleshooting steps are different for the E2 error code. If your console is displaying an E2 error code, please troubleshoot using this guide: [Schwinn A10: How can I clear an E2 Error Code?](#)

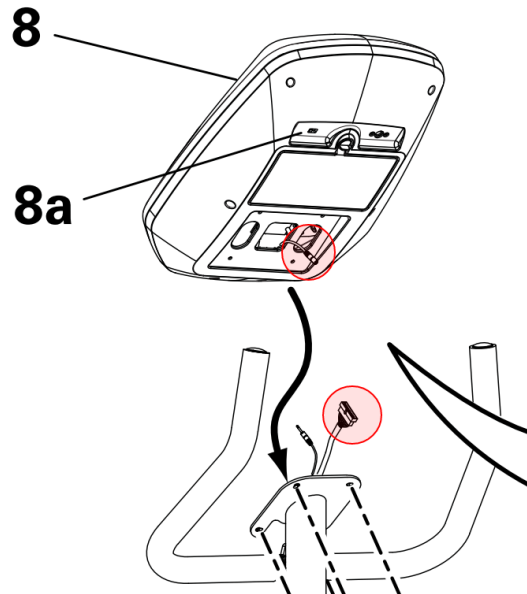
Follow these steps to troubleshoot the issue

Tools you may need:

Phillips head screwdriver
Flathead screwdriver
Pedal wrench
6mm hex/Allen wrench, or the wrench from the hardware card included with your machine
(4) D-sized batteries

1. Turn your bike off, remove the batteries, and/or unplug the power cord. Leave your bike powered off for 5 minutes before continuing.
2. Use a Phillips head screwdriver to remove the 4 screws attaching the console to the console mast. Lift the console from the mast and inspect the cable connections (**reference 1**). Unplug the cable and inspect the cables and connectors for damage. If undamaged, firmly plug the cable back in, making sure that the connectors are oriented in the proper direction [\[13174.A\]](#). If the cable coming from the console is damaged, [order a Console \[13174.B\]](#). If the cable coming from the console mast is damaged, [order an Input/Output Cable \[13174.C\]](#).

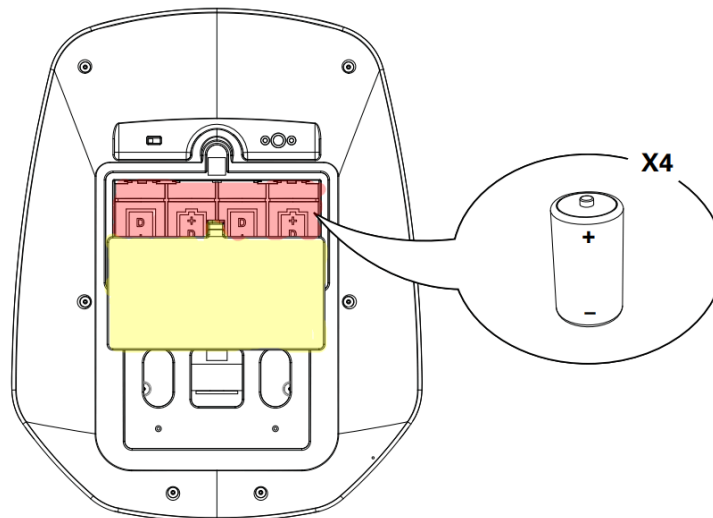
(Reference 1)



Inspect the circled cable connections, reseating if undamaged.

3. If you are using batteries to power your bike and the issue persists, check the batteries in the battery compartment of the console. Open the battery compartment and remove the (4) D batteries (**reference 2**). Reinsert the batteries, paying close attention to how they should be oriented, then test to see if the issue persists [\[13174.D\]](#).

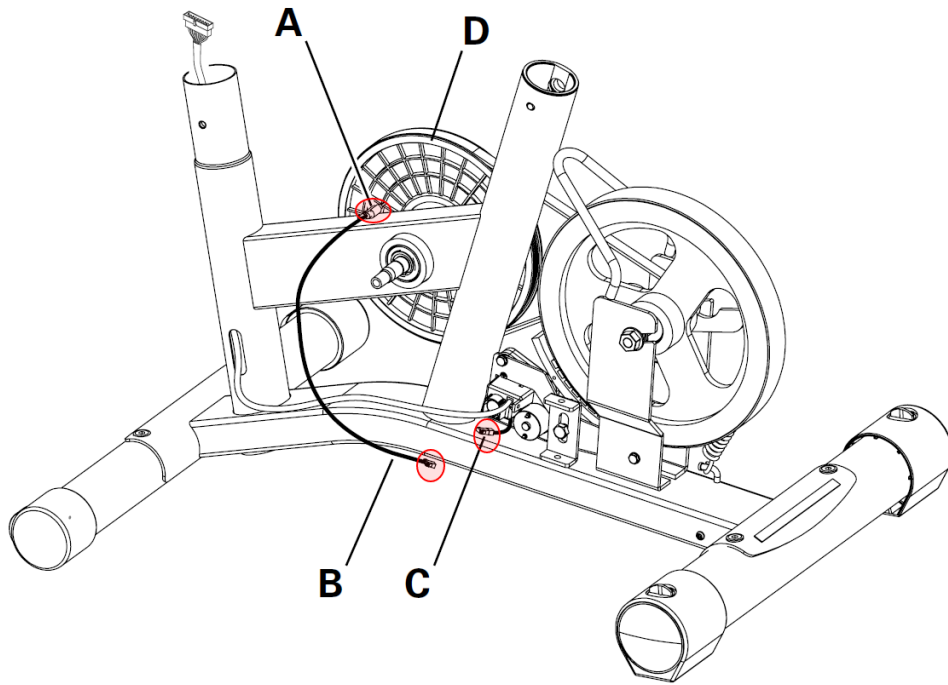
(Reference 2)



*Remove the battery compartment door (yellow), then remove the batteries from the battery compartment (red).
Reinsert the batteries paying close attention to the direction the batteries face.*

4. If the issue persists, check if the batteries are low or dead. Remove the batteries from the battery compartment again and install (4) new D-sized batteries. Make sure that the batteries are oriented in the proper direction, then test if the issue persists [\[13174.E\]](#).
5. If the issue persists, check the speed sensor for damage or loose connections. Remove the shrouds following the "Replace the Shrouds" section of the [service manual](#). You do not need a crank puller for this step; shrouds can be maneuvered around the crank arms as they are removed. Inspect the speed sensor (**reference 3**) for damage. Follow the cable connected to the speed sensor, inspecting the cable as you go. Find the connector and unplug the cable, inspecting the connector and pins for damage. If undamaged, firmly plug the cable back in and make sure the connector is oriented in the proper direction. Test to see if the issue persists [\[13174.F\]](#). If damage is present or the issue persists, [order a Speed Sensor \[13174.G\]](#).

(Reference 3)



Inspect the speed sensor (A) and the cable connections (circled in red) for damage. Inspect the cable (B) running from the speed sensor to the wiring harness (C).

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	8001758
Input/Output Cable	004-3793

Speed Sensor	004-3794
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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