

Schwinn Journey 1.0: Why is my machine making a weird noise? ID: 12318.1

Follow this troubleshooting guide to help resolve noise issues on the Schwinn Journey 1.0 upright bike.

Some common complaints may include:

- Squeaking noises
- Grinding noises
- Rubbing noises
- Squealing or chirping noises

Follow these steps to troubleshoot the issue

Tools you may need:

14mm socket wrench
Phillips head screwdriver
Flathead screwdriver
Pedal wrench or 15mm open-ended wrench
7mm open-ended wrench

1. Ensure the machine is level on the floor and does not rock. The leveler feet can be adjusted to level the machine if needed. Make sure all levelers are in contact with the floor [\[12318.A\]](#).
2. Begin a workout using the Quick Start or Manual Workout button on your console. Pedal your bike in a while listening for the source of the noise.
3. If your machine is making the noise even with no one pedaling the machine, unplug the power adapter. Listen to see if the noise goes away. If the noise goes away, [order a Servo Motor \[12318.B\]](#).
4. If the noise only happens while pedaling, try pedaling in reverse. If the noise goes away while pedaling in reverse, [order a Flywheel \[12318.C\]](#).
5. Tighten the pedals with a pedal wrench and tighten the crank nuts using a 14mm socket wrench. Listen to see if the noise continues [\[12318.D\]](#).
6. If the noise persists, remove the shrouds and inspect the resistance magnets on the flywheel. Using a pedal wrench and flathead and Phillips head screwdrivers, open the shrouds to access the flywheel. Instructions on removing the shrouds can be found in your [service manual](#). A 2nd person may be helpful to locate the source of the noise. If the magnets are rubbing on the flywheel, perform a brake calibration according to the [service manual \[12318.E\]](#).
7. If the issue persists, inspect the belt tensioner for damage. If damaged, [order a Belt Tensioner \[12318.F\]](#).
8. Remove the drive belt and listen to see if the noise is coming from the crank bearings. If the crank bearings are the source of the noise, [order a Crank Assembly \[12318.G\]](#).

Need to order replacement parts?

1 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.

2 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Belt Tensioner	8002224
Crank Assembly	8001693
Flywheel	8002223
Servo Motor	8005831

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