

All Bikes: Pedals loose, falling off, or breaking off bike

ID: 15109.1

This troubleshooting guide applies to all BowFlex, Schwinn, and Nautilus bike models:

BowFlex C6, C7, VeloCore 16, VeloCore 22

Schwinn IC2, IC3, IC4

Schwinn 130 Upright, 170 Upright, 190 Upright / Journey 1.0, Journey 1.5

Schwinn 230 Recumbent, 270 Recumbent, 290 Recumbent / Journey 2.0, Journey 2.5

Nautilus U614, U616, U618, R614, R616, R618

Follow this troubleshooting guide to help resolve issues with the pedals staying tightened on your BowFlex, Schwinn, or Nautilus bike.

Some common complaints may include:

- Pedal loosens or won't stay tight
- Pedal falls off during use
- Pedal breaks off of crank/crankshaft

Note: This troubleshooting applies primarily to indoor cycling (IC) bikes, but may be used for upright and recumbent bikes as well.

Pedals loosen during use or won't stay tightened

Tools you may need:

Pedal wrench, or 15mm open-ended wrench

1. Pedals should be installed very tight, straight into the crank arm. If the pedal is cross-threaded or not fully tightened, the pedals will loosen during use [\[15109.A\]](#).
2. Review the pedal assembly addendum included with your bike. It includes steps specific to your bike. If you no longer have the pedal assembly addendum or your bike did not include one, please refer to the links below to locate the product manual and assembly addendum for your machine:
 - [BowFlex Manuals](#)
 - [Schwinn Manuals](#)
 - [Nautilus Manuals](#)
3. As part of your regular bike maintenance, you should check both pedals for tightness weekly. If needed, tighten the pedals using a pedal wrench or a 15mm open-ended wrench [\[15109.B\]](#).
 - **Remember:** the left pedal is reverse-threaded. To tighten, you will need to turn the wrench clockwise [\[15109.C\]](#).
4. If the issue persists after tightening or you are unable to fully tighten the pedals, the crank arms have become damaged. [Order a Crank Arm for the affected side\(s\)](#). Do not order replacement pedals [\[15109.D\]](#).
 - **Please note:** Refer to the [Crank Puller Reference Table](#) to see if your bike requires a crank puller to replace the crank arm.

Pedal falls or breaks off of the bike

Tools you may need:

Allen wrench/Hex key, any size (if pedal shaft is damaged)

This can be caused by one of two scenarios:

1. Pedal has loosened and come out of the crank arm, damaging the threads on the crank arm. This happens when the pedal was not fully tightened or had been cross-threaded (most common).
 - a. [Order a Crank Arm for the affected side\(s\)](#). Do not order replacement pedals [\[15109.E\]](#)
 - **Please note:** Refer to the [Crank Puller Reference Table](#) to see if your bike requires a crank puller to replace the crank arm.
2. Pedal shaft has broken into two pieces. One piece is left in the crank arm and the other is completely detached (less common). Check if the broken piece can be removed from the crank arm. You may be able to use an Allen wrench to remove the damaged piece.
 - a. If the broken piece can be removed, [order a Pedal Pair \[15109.F\]](#)
 - b. If the broken piece cannot be removed, [order a Pedal Pair and a Crank Arm for the affected side\(s\) \[15109.G\]](#)
 - **Please note:** Refer to the [Crank Puller Reference Table](#) to see if your bike requires a crank puller to replace the crank arm.

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

Click a brand to expand parts for each supported model:

BowFlex Bikes

<i>Model</i>	<i>Part Description</i>	<i>Part SKU</i>
C6 C7	Crank Arm, Left	8027374
	Crank Arm, Right	8027373
	Pedal Pair	8028723
	Crank Puller	8018316
VeloCore 16 VeloCore 22	Crank Arm, Left	8026683
	Crank Arm, Right	8026682
	Pedal Pair	8022701 8022702
	Crank Puller	8018316

Schwinn Bikes

<i>Model</i>	<i>Part Description</i>	<i>Part SKU</i>
IC2	Crank Arm, Left	004-7118
	Crank Arm, Right	004-7119
	Pedal Pair	004-7096 004-7097
	Crank Puller	74025
IC3	Crank Arm, Left	8027374
	Crank Arm, Right	8027373
	Pedal Pair	8028723
	Crank Puller	8018316
IC4	Crank Arm, Left	8027371
	Crank Arm, Right	8027372
	Pedal Pair	8028723
	Crank Puller	8018316
130 Upright 230 Recumbent Journey 1.0 Journey 2.0	Crank Assembly	8001693
	Pedal Pair	8003324 8003323
170 Upright 270 Recumbent	Crank Arm, Left	8001394
	Crank Arm, Right	8001395

Journey 1.5 Journey 2.5	Pedal Pair	8003334 8003326
	Crank Puller	74025
190 Upright 290 Recumbent	Crank Arm, Left	8028708
	Crank Arm, Right	8028707
	Pedal Pair	8027696 8027695
	Crank Puller	74025

Nautilus Bikes

<i>Model</i>	<i>Part Description</i>	<i>Part SKU</i>
U614	Crank Assembly	8001693
	Pedal Pair	8004264 8004267
U616	Crank Arm, Left	8001394
	Crank Arm, Right	8001395
	Pedal Pair	8004271 8004269
	Crank Puller	74025
U618	Crank Arm, Left	8009353
	Crank Arm, Right	8009354
	Pedal Pair	8009921 8009924
	Crank Puller	74025
R614	Crank Assembly	8001693
	Pedal Pair	8004264 8004267
R616	Crank Arm, Left	8001394
	Crank Arm, Right	8001395
	Pedal Pair	8004271 8004269
	Crank Puller	74025
R618	Crank Arm, Left	8001394
	Crank Arm, Right	8001395

	Pedal Pair	8009921 8009924
	Crank Puller	74025

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