

## AirDyne AD7, AD8, AD Pro: Noises from the crank to pulley shaft junction or crank to crank link (left side)

ID: 13771.1

Follow this troubleshooting guide to help resolve noise issues on the Schwinn AirDyne AD7, AD8, and AD Pro.

Some common complaints may include:

- Rubbing noises
- Squeaking or creaking noises
- Squealing noises
- Clicking or clunking noises

### Follow these steps to troubleshoot the issue

*Tools you may need:*

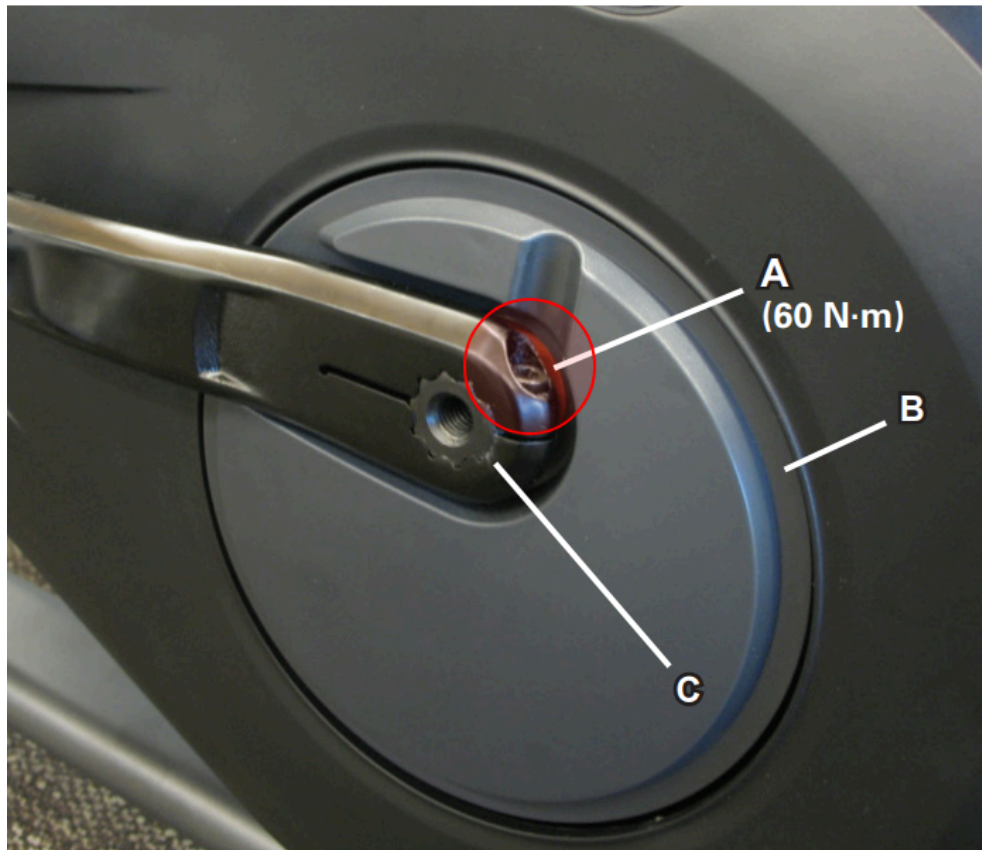
Phillips head screwdriver  
Flathead screwdriver  
Pedal wrench  
5mm, 6mm, 8mm hex/Allen wrenches, or the wrench from the hardware card included with your machine  
6mm, 8mm calibrated torque wrench (60 N-m)

1. Refer to the "Replace the Linkage Arms" section of the [service manual](#) for instructions on accessing the crank to pulley shaft junction and crank linkage arm (**reference 1**). The crank should fit securely onto the pulley spindle, with no lateral movement if wiggled. Attach the crank arm and tighten the crank cap screw (**reference 2**) with a 6mm or 8mm Allen wrench (depending on when your bike was manufactured). The cap screw should be torqued to 60 N-m [[13771.A](#)].

#### (Reference 1)



The crank to pulley junction (crank link) is highlighted red and the crank linkage arm is highlighted yellow.

**(Reference 2)**

The cap screw is circled in red. Tighten the cap screws on both sides to tighten the crank arm connection.

2. If the issue persists or the crank arm moves when wiggled, check the threads on the crank arm cap screw. If the threads are stripped, [order a Crank Arm Cap Screw \[13771.B\]](#). If the issue persists after replacing the cap screw, [order a Crank Arm \[13771.C\]](#).
3. If the issue persists, inspect the linkage arm for damage. Refer to the "Replace the Linkage Arms" section of the [service manual](#) for instructions on removing the linkage arm. Make sure that the linkage arm is not bent and that it is not touching the main pulley or belt. The bearings on both ends of the linkage arm should be securely and squarely seated and spinning smoothly. If damage is present, [order a Linkage Arm \[13771.D\]](#).
4. If the issue persists, inspect the crank link under the crank on the left side of your bike (**reference 1** above). The link should be seated fully and able to rotate smoothly. Make sure that the hardware is tight; tighten the screw on the right side with a 6mm Allen wrench if needed [\[13771.E\]](#). If damage is present, [order a Linkage Arm \[13771.F\]](#).
5. If the noise persists after replacing the linkage arm, please select another noise topic to troubleshoot further. The next most likely source of the noise would be the crank and pedal connection or rear idler pulley.

### Looking for other noises to troubleshoot?

- [AirDyne AD7, AD8, AD Pro: Noises from the crank and pedal](#)
- [AirDyne AD7, AD8, AD Pro: Noises from the crank to pulley shaft junction or crank to crank link \(left side\)](#)
- [AirDyne AD7, AD8, AD Pro: Noises from the rear idler pulley](#)
- [AirDyne AD7, AD8, AD Pro: Noises from the fan assembly](#)
- [AirDyne AD7, AD8, AD Pro: Noises from the front idler pulley](#)
- [AirDyne AD7, AD8, AD Pro: Noises from the crank and crank linkage bearings](#)

- [AirDyne AD7, AD8, AD Pro: Noises from all other areas](#)

## 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>
<b>Crank Arm, Left</b>	<b>8009618</b>
<b>Crank Arm, Right</b>	<b>8009617</b>
<b>Crank Arm Cap Screw</b>	<b>8009622</b>
<b>Linkage Arm</b>	<b>8009323</b>

### 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](#)**