

## **SB-10057039-9592**

### ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR SEPTEMBER 2014

44691 2011-2013 and 2015 F-650/F-750 - Blue Diamond Gateway Tool - Password Expiration Error

Some 2011-2013 and 2015 F-650/F-750 vehicles may exhibit an error message of Failed to retrieve VIN from history: Server returned HTTP response code: 403 from URL, when attempting to program using Navistar Electronic Technical Support System (NETS) Software. If this error message is encountered, update the NETS password through the Change Password selection on the Settings page inside of NETS. For more information on how to change your password, navigate to the PTS Home tab and select the Rotunda Tab, Diagnostic Tool Support, Medium Duty Truck Diagnostics, FAQs or Refer to the NETS user Guide. User Passwords must be changed every 90 days for security reasons to prevent unauthorized access of the NETS software