

Making Associated Accessory Warranty Claims



Warranty claims for Associated Accessories (IBP Accessories) must use the correct/appropriate IBP GLCs



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Making Associated Accessory Warranty Claims

Associated Accessories, or Integrated Business Partner (IBP) accessories, offer GM customers a variety of automotive accessories to customize their vehicles as well as enhance their functionality. These accessories include Kicker Audio components (tailgate audio), CURT trailering products and RealTruck bed accessories (tonneau covers and other items).

Every Associated Accessory offered through IBP is backed by a warranty from the individual accessory manufacturer. This differs from GM Limited Production Option (LPO) Accessories that are permanently installed on a GM vehicle prior to new vehicle delivery, which are covered under the New Vehicle Limited Warranty.

USE IBP LABOR CODES

When repairs or replacements are needed, all warranty claims for Associated Accessories (IBP Accessories) must be properly submitted into the correct/appropriate IBP GLCs in Global Warranty Management. IBP GLCs are Labor Op 0602608, 0602708, 0602808, and 0602908 (and are used for various labor times).

ACCESSORIES

INTEGRATED BUSINESS PARTNERS

	IBP Product		Warranty	Warranty Contact	Chevrolet	GMC	Buick	Cadillac
	AAMP Global Trailer Camera Package		3-year/36,000-mile manufacturer's warranty	For additional questions, please contact (866) 766-2267	Silverado, Suburban, Tahoe, Colorado	Sierra, Yukon/Yukon XL, Canyon		
	Adam's Polishes® Vehicle Care Products		3-year manufacturer's warranty	For additional questions, please contact (866) 965-0400	All	All	All	All
	Advantage® A Division of Truck Hero Sport Roll – Soft Roll-Up Tonneau Cover, Soft Trifold Tonneau Cover		Soft Roll, Sport Roll and Premier Soft Roll Tonneau Covers • 3-year manufacturer's warranty Soft Folding and Retractable Embark Tonneau Covers • 3-year/36,000-mile manufacturer's warranty	For additional questions, please contact (833) 204-2605 or email: GmCare@Truck-hero.com	Colorado, Silverado	Canyon, Sierra		
	AEV American Expedition Vehicles – Off Road Parts		3-year/36,000-mile manufacturer's warranty	For additional questions, please contact (248) 926-0256	Colorado			
	AirDesign Exterior Body Styling Kit		3-year manufacturer's warranty	For additional questions, please contact (844) 280-2775	Silverado 1500			
	AKG® AKG Professional Headphones		3-year manufacturer's warranty	For additional questions, please contact (833) 877-7275 (customers should select option 2 in the options menu) or email: spark.helpdesk@harman.com				All
	ARIES™ Seat Covers		Limited warranty by ARIES™, 3 years/36,000 miles	For additional questions, please contact (877) 287-8634	Blazer, Express Passenger Van, Silverado, Suburban, Tahoe, Trax, Traverse	Savana Passenger Van, Sierra HD, Yukon, Yukon XL	Encore CX, Encore, Encore, Envision	Escalade, Escalade ESV, XT4, XT5, XT6
	BACKRACK™ Cab Guards for pickup trucks		3-year manufacturer's warranty	For additional questions, please contact Brittany Stella (905) 849-3633 or email: brittany.stella@backrack.ca	Colorado, Silverado	Canyon, Sierra		
	Baja Designs® Lighting		Manufacturer's limited lifetime warranty	For additional questions please Contact (800) 422-5292	Silverado, Colorado	Sierra, Canyon		
	Baron & Baron License Plate Frames		5-year limited manufacturer's warranty	For additional questions, please contact (800) 232-2766	Most models. Also available: Custom frames	Most models. Also available: Custom frames	Most models. Also available: Custom frames	Most models. Also available: Custom frames
	BedRug® A Division of Truck Hero Premium Drop-In Bedliner, Premium Bed Mat, Tailgate Mat		3-year/36,000-mile manufacturer's warranty	For additional questions, please contact (800) 462-8435	Colorado, Silverado	Canyon, Sierra		
	BEDSLIDE® Sliding Bed Tray		3-year/36,000-mile manufacturer's warranty	For additional questions, please contact (888) 807-0099	Colorado, Silverado	Canyon, Sierra		
	Bestop® Truck Top		3-year/36,000-mile manufacturer's warranty	For additional questions, please contact (800) 845-3567 or email: emails@bestop.com	Colorado	Canyon		

Several examples of Associated Accessory offerings through IBP.

Recent warranty claims have shown inappropriate submissions using regular production part labor codes for accessory repairs. Claims for the Kicker Tailgate Audio System, for example, should not use GLCs for speaker or amplifier issues or replacement. The continued use of regular labor codes for Associated Accessories may result in future claim rejections.

SUBMITTING A CLAIM

Warranty contact information for IBP Accessories can be found in the GM Accessories HQ App on Global Connect, Parts Workbench Plus and the Electronic Parts Catalog. GM dealerships also may contact their local Accessory Distributor Installer (ADI) for additional information.

If warranty service to an Associated Accessory is required during the accessory's warranty period, contact the accessory manufacturer to determine the correct repair solution. Warranty repair parts will be provided at no cost by the accessory manufacturer and, therefore, must not be claimed on a GM warranty transaction.

Technician labor involved in diagnosing and repairing or replacing the accessory should be submitted on the warranty claim. Repairs/replacement must be directed by the accessory manufacturer. Only labor operations specific to the Associated Accessory should be used. Be sure to document the condition,

cause, and correction (repair) of the accessory on the repair order as well as the Associate Accessory manufacturer's name and service part name or GM part number.

For complete details, including installation tips and warranty information, on Associated Accessories offered through Integrated Business Partners (IBP), visit the Accessory Information Center on Global Connect.

TIP: Dealerships should contact the supplier or manufacturer of the specific Associated Accessory for installation and warranty concerns. Information on Associated Accessories is not found in the Service Information or Accessory Installation Manual, and the GM Technical Assistance Center (TAC) does not support these accessories.

Refer to Bulletin #22-NA-244 for additional information about the warranty coverage on all GM Accessories.

► Thanks to Larry Kasperek



INTEGRATED BUSINESS PARTNERS

Associated Accessory Labor Warranty Process

If warranty service to an Associated Accessory is required during the accessory's warranty period, the GM dealer should contact the Associated Accessories manufacturer to determine the correct repair solution. Repair parts or complete accessory replacement will be provided at no cost when under the warranty terms of the accessory manufacturer, and therefore, must not be claimed to GM on a warranty transaction. GM dealership labor and an administrative allowance for processing Associated Accessory warranty repairs as directed by the accessory manufacture may be processed through the Global Warranty Management (GWM) as directed below. These expenses are prohibited when:
Failure was caused by negligence, abuse, alterations, accident, or use for which the part was not designed or approved by Associated Accessory Manufacturer. The Associated Accessory was not originally installed by a GM Dealer. The Associated Accessory was installed on a vehicle registered and normally operated outside the United States.
Loss of time, inconvenience, loss of use or other incidental or consequential damages, including courtesy transportation, is not covered.

Submitting Labor in Global Warranty Management

- When performing a warranty repair or replacement of an Associated Accessory as directed by the accessory manufacturer, labor may be submitted using the following procedure:
1. Document the complaint, cause, and repair (correction) of the Associated Accessory on a repair order. Include the Associated Accessories Manufacturer name and service part name or GM part number, if instructed by the Associated Accessory manufacturer to replace the complete assembly.
 2. Submit a ZREG Transaction Type in Global Warranty Management (GWM) for reimbursement of labor involved using the appropriate labor operation shown below.

If your actual labor time falls within this range:	Use this Labor Operation
Up to .3 hr	Labor Op 0602608
.4 Up to .6 hr	Labor Op 0602708
.7 Up to 1 hr	Labor Op 0602808
1.1 Up to 1.5	Labor Op 0602908

3. Submit the actual amount of labor in the Base Labor field.
4. Submit up to \$25.00 in the Net/Admin Allowance field to cover processing and handling of the replacement part with the Associated Accessories Manufacturer or the Accessory Dealer Installer (ADI).
5. Enter the GM part number being repaired in the "Reference Number" field of the GWM transaction.
6. Parts are prohibited and must NOT be claimed on the transaction.

Associated Accessory Labor Warranty Process

TCSC Top Issues This Week

The Techline Customer Support Center (TCSC) is available to help dealerships with diagnostic and programming issues related to Techline Connect (TLC) and the Service Programming System (SPS).

TCSC has now released their latest tips to help technicians when using Techline Connect applications. Look for the latest tips on TechLink each week.

To get the most out of Techline Connect, be sure to review the following items before making a call to the TCSC.

The following information covers current issues and trends facing dealerships as of July 16, 2026.

WEEKLY ISSUES

1. Vehicle-Wide Programming Guidelines – Update to Bulletin #24-NA-143

Perform Vehicle-Wide Programming (VWP) only if the vehicle has a specific concern, and diagnostics confirm that a software update is required for at least one module, or the customer requests a software update while the vehicle is covered under the bumper-to-bumper new vehicle warranty. Refer to Bulletin #24-NA-143 for more information.

2. K299 Audio/Video Interface Rear Module E4393 Programming Error on 2026 T1 SUVs

Users may receive E4393 programming errors when programming the K299 Audio Video Interface Rear Module – Rear Module Delta (Step 2). If you encounter this error when programming, select the Do Not Use – Unsupported Function option for this module to successfully complete programming.

3. Incorrect Radio Listed in EPC for IVD Radio on 2024-2025 Silverado EV

The Electronic Parts Catalog (EPC) is directing dealers to order PN 86295933, which is not a compatible IVD radio with the MY24 and MY25 Silverado EV.

The compatible part number is 86295936. However, there is not any current stock of these parts. GM is working to replenish the stock, but there is not an ETA currently of when these parts will be available.

4. EPC Showing Incorrect Radio Hardware for 2025 Blazer EV with IVD Radio

Users report that the Electronic Parts Catalog (EPC) is directing to an incompatible part for the 2025 Blazer EV with the IVD radio.

PN 85852385 is not compatible with the 2025 Blazer EV. Please order PN 85791702 instead.

GM is working on correcting the EPC to show the correct hardware.

Note: If you are unable to place an order for PN 85791702, please reach out to Service Parts Assistance Center (SPAC).

5. 2021 Tahoe, Suburban, Yukon, Escalade, Corvette, Envision, CT4, CT5 Unable to Complete SDAC – #PIT6507

There is currently a known issue affecting some 2021 vehicles where the SDAC (Serial Data Authentication Configuration) may fail. The radio, IPC, or Telematics (OnStar) modules may be the cause of these failures.

DO NOT REPLACE THE MODULE. This is a known SPS issue and the current workaround is to disconnect the SDGM X3 connector and re-attempt SDAC. Refer to #PIT6507 for more information, including affected vehicles.

Engineering is aware of this concern and working on a permanent resolution.

6. 9G8 (DRL/AHL Disable), SK4 (Engine Idle Timeout), UTQ (Content Theft), BCN (Retail Locking) and 6N6 (Rear Window Disable) Not Yet Available on 2026 Vehicles

Calibrations for RPOs 9G8, SK4, UTQ, BCN and 6N6 are not yet available for model year 2026 vehicles but are planned to be released. However, there is not currently an ETA.

Note: RPO SK4 calibrations are now available for T1 Trucks (Silverado, Sierra). T1 SUV (Tahoe, Suburban, Yukon, Escalade) is still being worked on.

COMMON ISSUES AND HELPFUL INFORMATION

1. MDI/Scan Tool Disconnecting in SPS2, Showing Status: Disconnected in TLC

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Users may see the MDI/scan tool disconnect/reconnect rapidly in SPS2, causing issues with connectivity. GM is aware of this issue and is actively investigating.

To potentially resolve this issue, disconnect the scan tool, reboot the tool, and then reconnect.

2. 2000-2010 Saturn (Any Model) or Pontiac Solstice Experiencing Issues in Techline Connect

There is currently a known issue with nearly all model year Saturn vehicles and the Pontiac Solstice where various issues may occur in Techline Connect, including E-6223, E-4399 on PCM/BCM, vehicle stuck in Park after programming ECM/TCM modules, or the vehicle thinking it is Manual when it is Automatic. Please reach out to TCSC with any programming issues.

3. 2019-2021 Trax IPC Programming Issue

GM is aware of an issue affecting 2019-2021 Trax models where a replacement IPC may fail with E-4491 and line/op/error indicate (X, B0, 85).

This issue is currently being investigated by Engineering. Please reach out to TCSC if you are experiencing this issue.

4. ECM/Radio/IPC Part Missing from SPS2 Part Dropdown

When performing IPC Graphics programming, Radio USB, or ECM programming, you may be prompted in SPS2 to select "Service Hardware." However, this is misleading.

- For IPC Graphics programming, use the "Boot Software Part Number 1" found in GDS2 under Identification Information.
- For the Radio USB Programming, use the "Calibration Part Number 1" (also may be called "Application Part Number 1") found in GDS2 under Identification Information.
- For the ECM, use the "Calibration Part Number 1" (also may be called "Software Module Part Number 1") found in GDS2 under Identification Information.

5. 215+ Chevrolet Express SOSM E-4399 Issue and ECM VIN Wrie Issue

GM is aware of a known issue where programming current/replacement SOSM modules (Left/Right) will cause an E-4399 in SPS2, despite the modules having communication.

Additionally, the VIN may not write on a replacement ECM successful programming events.

Please reach out to TCSC for a VCI to correct either concern.

6. Bulletin #24-NA-098: SPS Best Practices and Programming Error Troubleshooting

Document ID: 6662319 has been published to assist with common programming errors, descriptions and recommended

helpful/general troubleshooting for SPS errors. Please refer to this page if you encounter a programming error within SPS2/TLC.

7. E-9111 or E-9113/E-9114 TCM/MCVM Operation Errors

An E-9111 or E-9113/E-9114 error may occur when programming the TCM, or after replacing the transmission assembly/valve body, and entering the TUN/PUN under MCVM Operations in SPS2.

The error is caused by a mismatch in data between the vehicle's TUN/PUN and the TUN/PUN uploaded in the GM database. Please ensure:

- The complete TUN/PUN number is entered.
- The TUN/PUN is in capital letters.
- The number zero (0) is not a letter "O".
- There are not any typos, extra characters, or spaces.

If the TUN/PUN is correct, open a case with TCSC and attach a clear picture of the replacement TUN/PUN in the case, as TCSC will require these to work with Engineering and have the issue addressed.

If you are receiving these errors via programming and the TUN/PUN was not replaced, TCSC may still require the TUN number.

8. Front View Camera Programming or Camera Learn Issues Specific to 2024 Colorado and Canyon (ZR2)

There is currently a known issue with the Front View Camera involving ONLY 2024 Colorado/Canyon built with ZR2 and UHY, and without UWI, UKW, or ULV.

The Front View Camera may fail to program or set loss of communication codes such as DTC U0265. The camera learn also may fail in GDS2 with various errors.

A VCI is required to correct this problem. Please reach out to TCSC for this fix.

HOW TO CONTACT TCSC

- U.S. ONLY: Assistance can be provided by using the CX Connect portal in Global Connect. If additional support is needed once the CX Connect case is created, contact TCSC at 1-800-828-6860. For U.S. only, a case is required for phone support.
- Canada: Contact TCSC at 1-800-828-6860 (English) or 1-800-503-3222 (French).
- All other regions: Contact your regional Technical Assistance team for Global Techline Support.

► Thanks to the Techline team

FSE Technician

RECOGNITION AWARDS

2ND QUARTER 2026

The GM Field Service Engineer (FSE) Technician Recognition Awards (U.S.) celebrate the skill and dedication of dealership technicians who have recently worked with FSEs on challenging repairs.

Technicians at GM dealerships are selected for recognition based on a variety of factors, including their focus on safety, customer satisfaction, personal accountability, training achievements, diagnostic abilities and the level of repair documentation.

Each recognized technician receives a Service Excellence magnetic plaque and an Excellence in Service Award certificate.

2nd Quarter 2026 Technician Recognition Award Winners



Technician: David Kelly

Dealership: AutoNation Chevrolet, Timonium, Maryland

FSE: Charles Mielke



Technician: Art Wilson

Dealership: Ryan Chevrolet, Monroe, Louisiana

FSE: James Moody

Service Excellence:

David is a veteran technician at AutoNation Chevrolet who has always been committed to providing the highest quality service to customers over the years as evidenced by his work and training. He is 100% trained in all STS categories, including EV.

I recently worked with David after he reached out to discuss a difficult transmission control issue. After a few discussions about the problem at hand, we determined that the GDS data was inconclusive. Motivated to get an accurate diagnosis, David jumped in even as a novice PicoScope user to get more information. Ultimately, David was able to capture a trace that effectively identified the concern. He was then able to find a chafed wiring harness and damaged wire as the root cause. This is one example of his commitment to customers.

Service Excellence:

Art has demonstrated an exceptional level of technical leadership and collaboration on a complex No Start/Check Engine Light concern involving multiple UBEC replacements in a 2025 Chevrolet Traverse. His efforts directly supported a part revision impacting underhood electrical symmetry — one of several such cases nationally.

Despite the dealership being four hours away, Art consistently executed precise diagnostic testing while I coordinated with GM Engineering teams. His professionalism, responsiveness and commitment to accurate rootcause identification reflect the highest standards of GM service excellence.

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The root cause of the issue was a faulty rear wiper motor that would spike amperage through relay ground fuse F17UA, which would blow the fuse and disable several relays. The original schematic in Service Information did not show this fuse and has since been corrected. Art's contributions, alongside three other FSEs, have resulted in updates to SI wiring documentation and diagnostic procedures. Art's engagement was instrumental with this investigation.



Technician: Justin Ailedts

Dealership: Rosedale Chevrolet, Roseville, Minnesota

FSE: Jess Anderson

Service Excellence:

Justin consistently demonstrates the diagnostic rigor and attention to detail that GM expects from its top technicians. He verifies his work thoroughly before opening TAC cases and remains fully engaged during onsite diagnostics. His methodical approach, customerfocused mindset and commitment to accurate rootcause identification ensure highquality repairs and strong customer satisfaction.

In a recently complex case involving repeated highpressure fuel pump failures and an engine replacement, Justin showcased exceptional organization and innovative thinking. He had the replacement engine neatly disassembled and documented, quickly identifying concerns such as a dry oil pan and misaligned piston rings. When cylinder wall damage required confirmation, Justin produced a set of guitar strings he keeps for precision work — an inventive solution that allowed us to detect imperfections with accuracy. This method has since been adopted in multiple ongoing investigations.

Justin's preparedness, creativity and technical discipline directly contributed to a more efficient and accurate diagnosis, reflecting the high standards of GM's service network.



Technician: Thomas Rider

Dealership: Henry Brown Buick GMC, Gilbert, Arizona

FSE: Mike Pritulsky

Service Excellence:

Thomas is a GM Master-certified diesel technician who consistently demonstrates the professionalism, technical expertise and customerfocused mindset expected of GM's top performers. His positive attitude and willingness to support complex diagnostic efforts make him a standout contributor.

Thomas recently partnered with the FSE team to gather critical data for the emerging DTC P1089 concern affecting L5P and LM2/LZ0 engines. He accommodated nonstandard diagnostic requests without hesitation, providing accurate and timely information that directly supported GM's broader investigation and field strategy to address this DTC.



Technician: Andy Shaffer

Dealership: Cadillac of Bellevue, Bellevue, Washington

FSE: Corey Smith

Service Excellence:

Andy consistently delivers at a level aligned with GM's highest service standards. He is a goto technician for TAC Level 2 and FSEescalated cases, maintaining clear communication and disciplined diagnostic execution. He has already completed 100% of his 2026 training, ranks among the top in his district for Mark of Excellence, and is actively pursuing World Class Technician status.

Most recently, Andy played a key role in Digital Key beta testing and responded immediately to support a GM Executive's personal vehicle. His professionalism, urgency and customerfirst approach ensured both a positive experience and valuable earlylaunch feedback for GM Engineering. Andy consistently goes above and beyond in representing GM.

► **Thanks to Hank Poelman**

Vehicle-Wide Programming Update for EVs

Vehicle-Wide Programming (VWP), which allows multiple control modules to be programmed during the same event, is no longer required to be performed on EV models as part of a service visit to a dealership, or prior to sale or delivery, including Pre-Delivery Inspection (PDI).

Effective July 1, 2026, Vehicle-Wide Programming should only be performed on 2022-2026 HUMMER EV models, 2023-2026 BrightDrop models, LYRIQ; 2024-2026 Blazer EV, Equinox EV, Silverado EV, Sierra EV, OPTIQ; 2025-2026 ESCALADE IQ; 2026 VISTQ; and 2027 Bolt models when a specific concern requires a software update for at least one module, or the customer requests a software update while the vehicle is covered under the New Vehicle Bumper-to-Bumper Limited Warranty.

TIP: Dealerships should not submit an unrequested VWP update as warranty on pre-sale or post-sale vehicles, except Cadillac CELESTIQ. Refer to Bulletin #24-NA-132 for claim submission information.

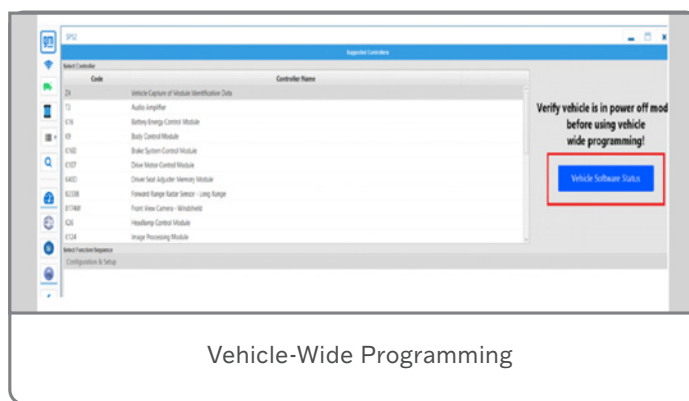
Since EVs contain a significant number of control modules that may require software updates, technicians should always diagnose the specific conditions on a vehicle and follow the appropriate Service Information diagnostics prior to performing Vehicle-Wide Programming to ensure that current and history DTC information is captured.

VWP TIPS

Vehicle-Wide Programming will only work with a wired MDI 2 connection. Remove any wireless dongles from the computer being used as these will not allow VWP to be selectable. If VWP is not selectable with a wired MDI 2, confirm it shows disconnected in SPS and then (if needed) exit out of SPS and log in again.



On the SPS screen, start a VWP event by clicking the blue button. After identifying the modules to program, an SPS page will open and VWP will begin.



Once complete, the VWP Summary report will list all modules that are up to date and indicate any other modules needing separate programming. Any failures will be shown in red. If a failed programming event occurs, VWP should be repeated twice prior to using SPS to program the affected module.

If any module is replaced, program and set up the single module first in SPS prior to Vehicle Wide Programming.

For additional information on Vehicle-Wide Programming, refer to Vehicle-Wide Programming and Setup in the Service Information and Bulletin #24-NA-113.

Bulletin #24-NA-143 provides more information about the latest VWP policy for EVs.

► Thanks to John Sauer

TAC and TCSC Phone Support to Require CX Connect Case Number

The CX Connect case system (U.S. only), helps the GM Technical Assistance Center (TAC) and the Techline Customer Support Center (TCSC) support technicians with diagnostic repairs in the dealership. From test results and session logs to photographs and other documentation, CX Connect plays a crucial role in managing all technical assets connected to a case.

Starting August 26, 2026, to help manage and document every case, a CX Connect case number will be required to contact TAC and TCSC teams for phone support.

To open and manage a case, go to the CX Connect app, which can be launched through the app center on Global Connect.

CREATING A CASE

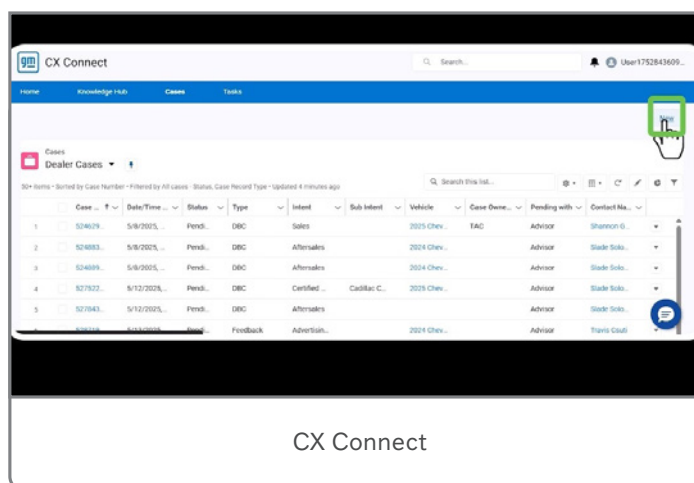
To help technicians with creating a CX Connect case, refer to the CX Connect Case Creation Help job aid. It includes step-by-step instructions for creating a case, including entering vehicle information, completing the dealer instructions and filling out the assessment fields.

TIP: Be sure to check the dealer instructions at the top of the case creation page to ensure that all required fields are completed before submitting a case.

CX CONNECT HELP

A short online training course also is available on how to open a new TAC case using CX Connect. Look for the Video on Demand course CX-WBT332-V on the Center of Learning.

► Thanks to John Sauer



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