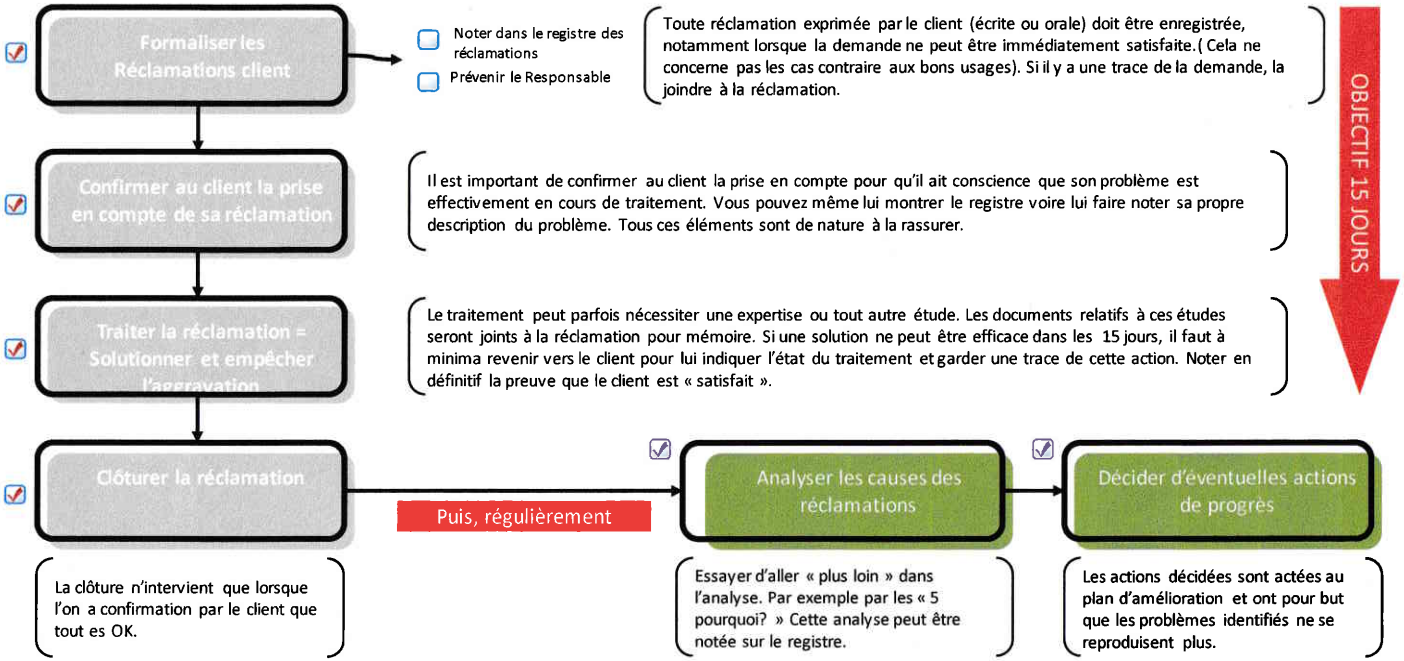PROCEDURE DE GESTION DES RECLAMATIONS DRIVESCOP