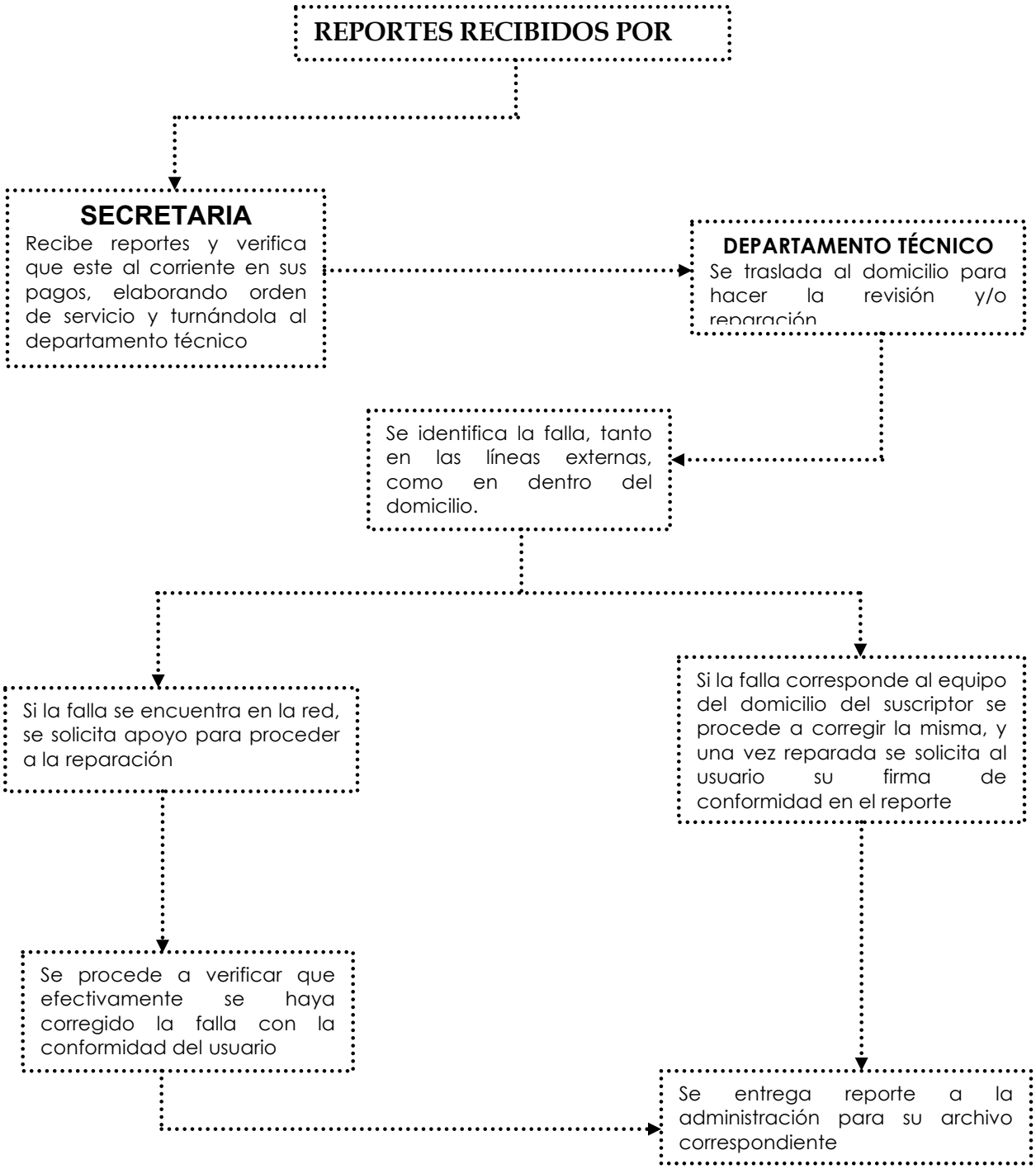SISTEMAS DE QUEJAS Y REPARACIONES