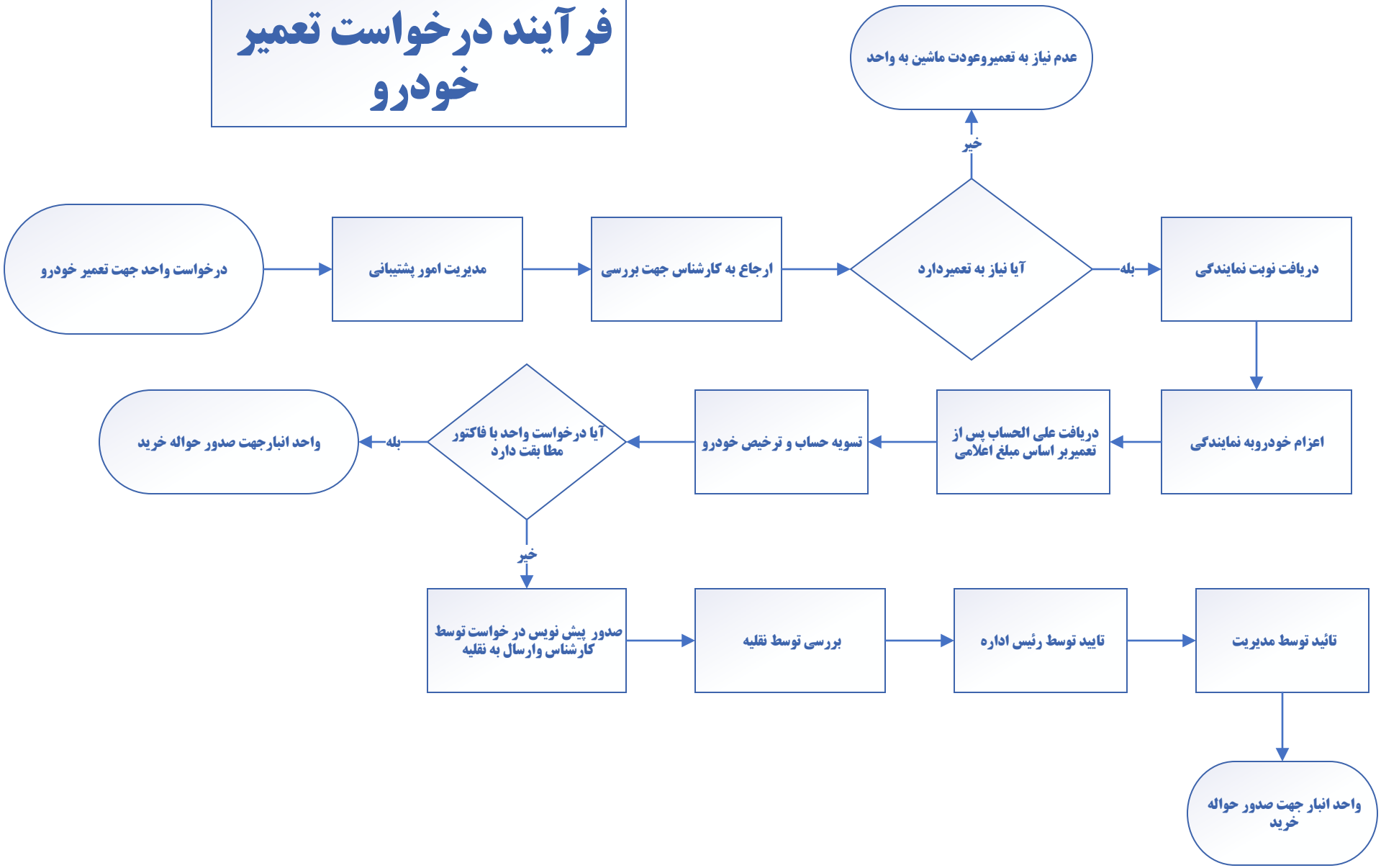فرآیند درخواست تعمیر خودرو