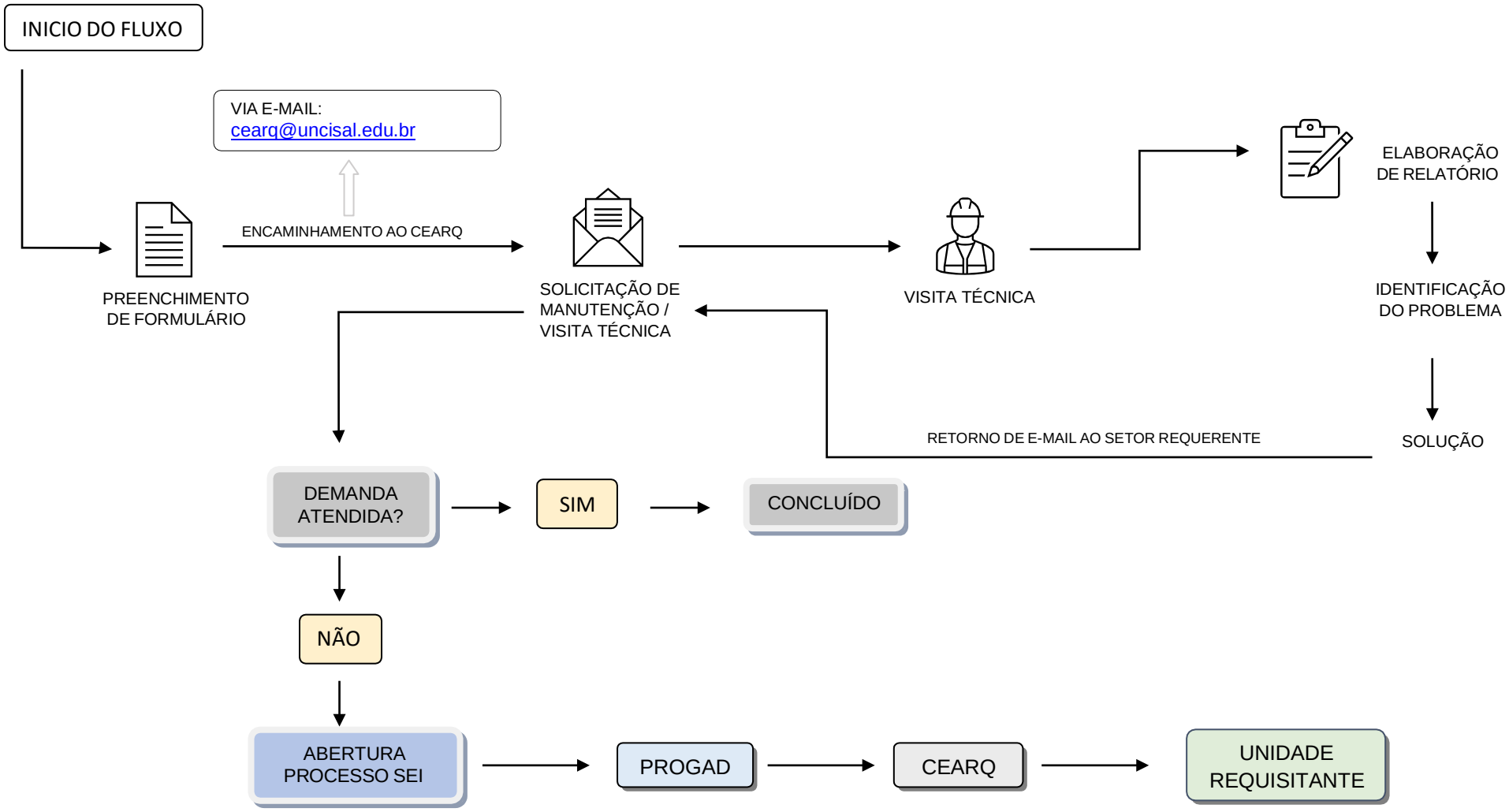FLUXOGRAMA DE SOLICITAÇÃO MANUTENÇÃO / VISITA TÉCNICA