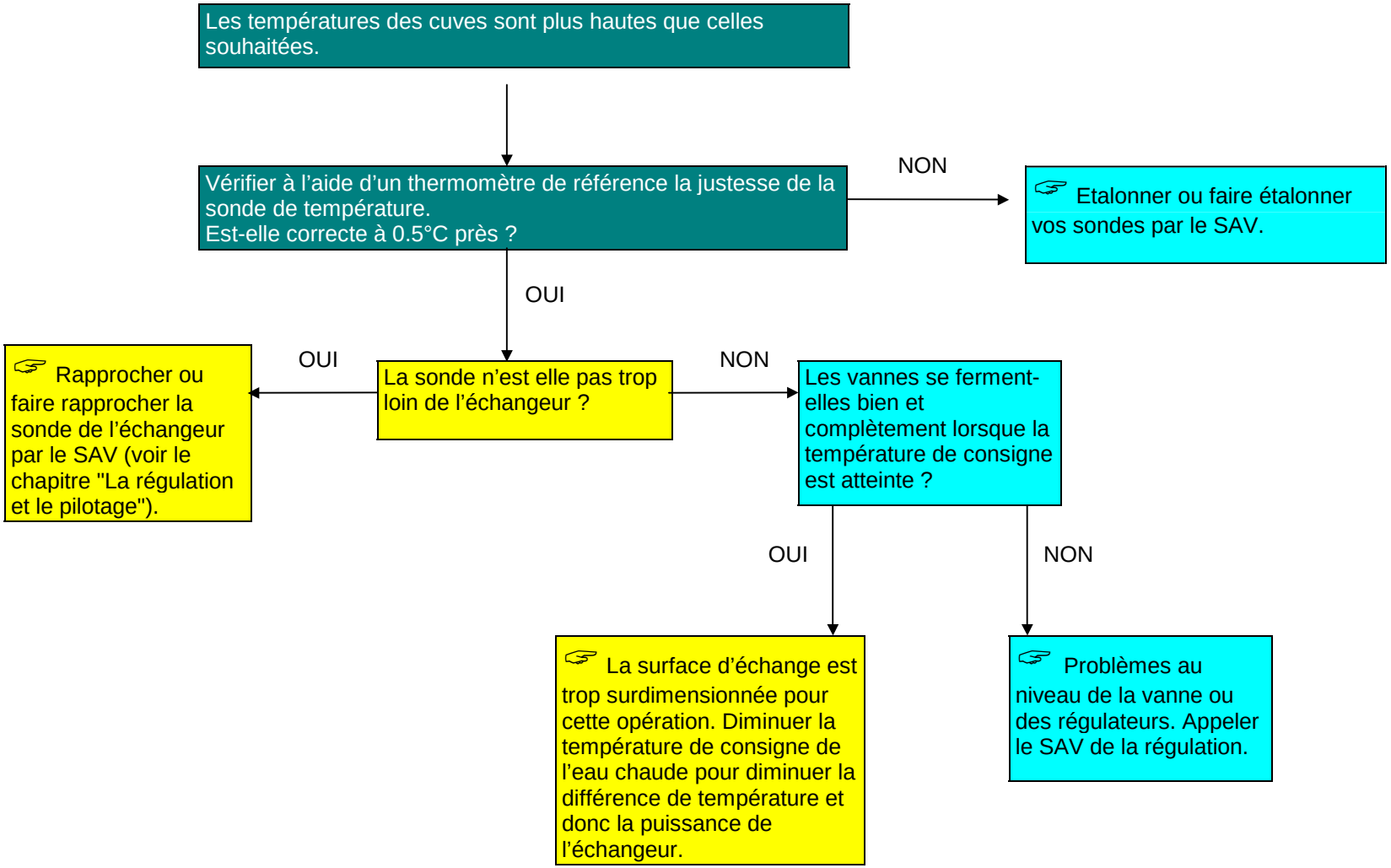LES DYSFONCTIONNEMENTS : QUESTIONS - REPONSES - *RESEAU CHAUD*