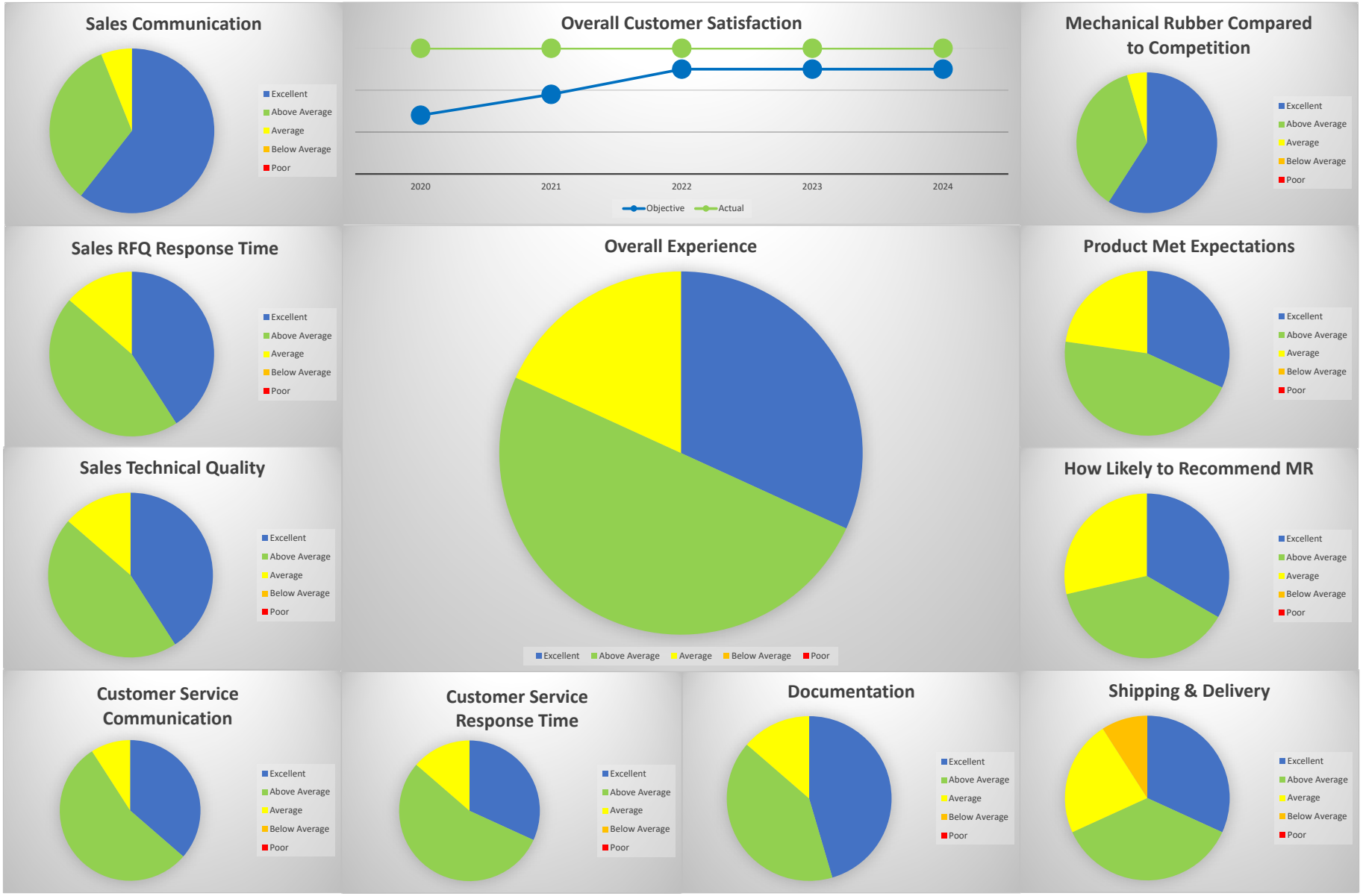Mechanical Rubber Customer Satisfaction Survey 2024