

**Press release****2003-10-29****Elanders signs a "Letter of Intent" with Volvo Car Customer Service**

In the face of very stiff international competition Elanders has signed a "Letter of Intent" today with Volvo Car Corporation concerning strategic partnership.

Elanders sees a great challenge in the confidence Volvo Car Customer Service has placed in us by choosing Elanders as their partner for the production, rationalisation and development of after sales information. The information referred to is service, spare parts and driver information. The contract process will begin as soon as possible.

The contract includes customer orders, customer support (helpdesk), printing production, packing, distribution and storage of all printed after sales information on a global basis.

The contract is in perfect harmony with Elanders' strategy to develop partnerships with customers based on long-term professional relationships.

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