

CR7b-JCNA Technical Hot line – *George Camp*

The JCNA technical Hot Line passed its 1500th call this week. As can be expected some of the calls are humorous and I am contemplating a cleaned up version for publication (names and identities removed to prevent the label of dumb a\$\$ being applied). We have recruited about 30 new members from our efforts and all calls are handled at this point whether a member or not. Advice or information is given without a hook but that comes at the end!

The working relationship with Jaguar cars is healthy and we are referred to a few times a week by Jaguar. Sit back and think about that folks—the company is deferring to a club for information. To me that is a very positive example of the mutual respect we share. Simply put for your information we (JCNA) do not handle any information or advice for cars that are 10 years old or newer. We do help folks navigate their owner's handbooks or contact a dealer when contacted directly.

The tech line has formulated a verbal agreement with the archives when Law enforcement contacts the hotline. We (JCNA) will help Law enforcement determine models and where critical data is located and how to determine what original etc. but the verification of VIN numbers is and build sheet data resides with the archives. I did not see that one coming but evidently LE relies more and more on clubs as an honest broker with questions on valuable cars. Mike Cook has concurred with the above.

The tech line has also resulted in multiple sales of manuals and regalia. We JCNA seriously need to consider a revamping of our web site. I constantly have to help folks navigate through our site. It needs to be modernized and needs to be done sooner rather than later.

As far as percentages calls are about 85% members. Those that have used the service seem for the most part to be very happy with the information. Questions range the full years of Jaguar history and most are surprised to find that JCNA has a complete library (except a damn DS420 parts manual—help please!) One member read our copy on the web and called with the following....”so I need a copy of a “D” type service manual” our response “do you want the Dunlop brake service manual too?” He was floored and purchased a copy of both! He had been searching for 20 years!

This type of service needs to be expanded in our club and members need to know it is there as a part of their JCNA dues! Many do not!

Submitted by George Camp

Any questions or comments please send to publications@jcna.com or call 888-258-2524 ex #3.