Jerome Tillman

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September 15, 2026

Mr. Whitaker
Green Country Toyota
Broken Arrow, OK

Re: Diagnostic Technician

Dear Mr. Whitaker,

Your Diagnostic Technician opening is the job I have been working toward for three years. At my current store the no-starts, network faults and intermittent electrical problems already come to my bay, and I want a shop that treats that work as a role rather than something squeezed between maintenance tickets.

I have been at Brookside Toyota in Tulsa for nine years, starting in the express lane after the T-TEN program at OSUIT. I have been a Toyota Master Technician since 2022 and I hold ASE A1 through A8 plus L1. Last year I flagged 2,612 hours against about 2,050 clocked, and I had 11 comebacks on 1,940 repair orders.

A recent example: a RAV4 Hybrid with several communication codes had been through two other bays. Using GTS+ and a PicoScope on the CAN lines, I found a chafed harness under the driver's seat track, repaired it to Toyota's wiring spec, and the car has not been back. I also did 23 of the Tundra V35A engine replacements in the 2024 recall with no returns.

I plan to sit for the Master Diagnostic Technician exam this winter. I would be glad to come by the shop, meet your foreman and talk about how you dispatch diagnostic work.

Sincerely,

Jerome Tillman