

Special Service Tool (SST)

WHEN REQUIRED AND HOW TO ORDER



AN SST, OR SPECIAL SERVICE TOOL, IS DESIGNED TO PERFORM A VERY SPECIFIC TASK. Used to fix a component that isn't easily repaired by a standard tool, SSTs are typically developed by engineers during the vehicle design phase to ensure the vehicle can be properly repaired when necessary.

For example, an SST is required to install the seal on direct injectors for the latest Toyota Camry. There isn't a standard tool that will allow a technician to replace the seal on this type of injector, so an SST is required to complete the repair. Similarly, as components are designed, engineers may develop new SSTs for specific tasks or repairs to ensure serviceability.

While these tools are available via aftermarket providers, only Toyota or Lexus SSTs are built to meet factory standards and ensure consistent repairs.

HOW DO YOU ORDER AN SST?

It's easy for technicians to find and order the Toyota and Lexus parts they need. SSTs can be ordered by calling 1-800-933-8335 or by visiting the appropriate SST site via TIS <https://techinfo.toyota.com> or:

- For Toyota go to:
<https://toyota.service-solutions.com/en-US/Pages/Home.aspx>
- For Lexus go to:
<https://lexus.service-solutions.com/en-US/Pages/Home.aspx>

DO YOU NEED TO BE A DEALER OR AFFILIATED WITH A DEALER TO ORDER AN SST?

No. Because of "Right to Repair" all SSTs are available to both dealers and independent repair shops.

DON'T HAVE THE RIGHT SST?

"If you're a collision shop, there may not be that many SSTs associated with body repair. However, there are many required for general service and mechanical repairs" says Robby Mellor, Product Engineer, Toyota Motor North America. "If your shop has a relationship with a Toyota dealership, it may be more cost effective to have the dealership technician perform repairs that require any SSTs."

For tools that are designed to meet Toyota and Lexus factory specifications, and to achieve accurate repairs, Toyota and Lexus always recommend sourcing SSTs through the recommended channel. 📍

