

**Subject**  
**"INFO Button" Links Disabled with IE10**

**Market**  
 USA

**Service Category**  
 General

**Section**  
 Outline-General

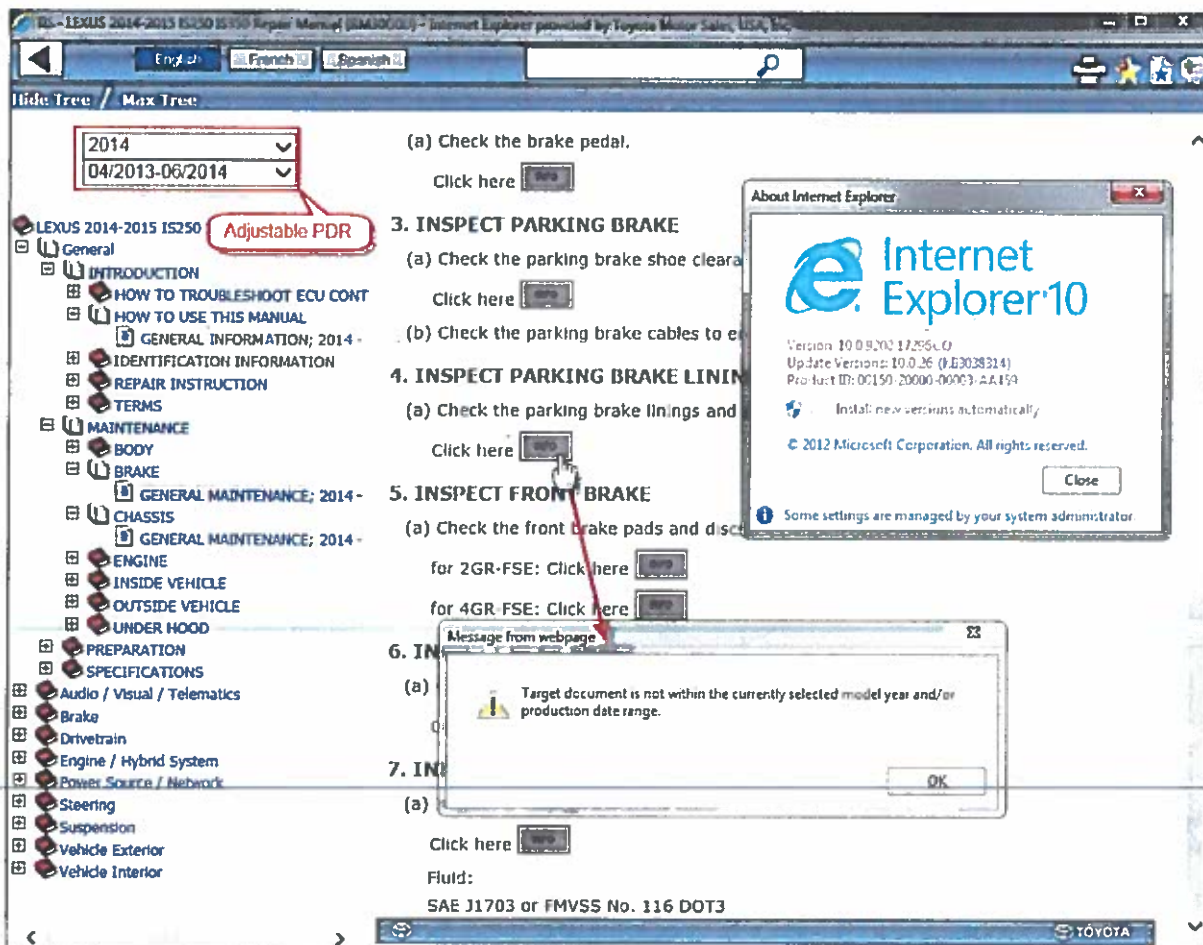
**Applicability**  
 2014-2015 IS250/350, 2015 RC & NX

**APPLICABLE VEHICLES**

2015	RC F	2015	RC350
2015	NX300H	2014-2015	IS250
2014-2015	IS350	2015	NX200T

**CONDITION**

While accessing the repair manuals for new models, or models that have undergone a full model change starting with the 2014 IS, you may encounter disabled (i.e. greyed out) "INFO Button" links *while browsing with Internet Explorer 10*. You can identify the affected manuals by locating the adjustable Production Date Range, or PDR, dropdowns above the navigation tree. Only repair manuals with these dropdowns will be affected.



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RECOMMENDATIONS

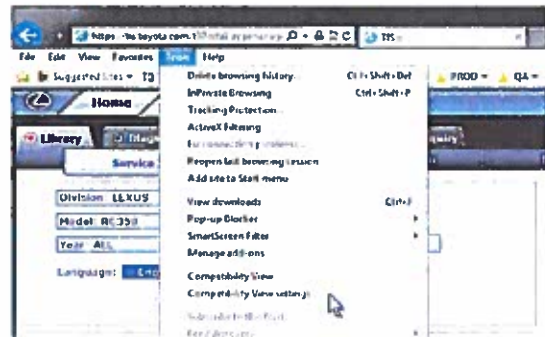
We are working to correct this issue, but in the meantime, there are a couple options for restoring functionality to these links.

Option 1. Switch to a different browser. There have been no issues reported while browsing with Google Chrome, Mozilla Firefox, or IE11.

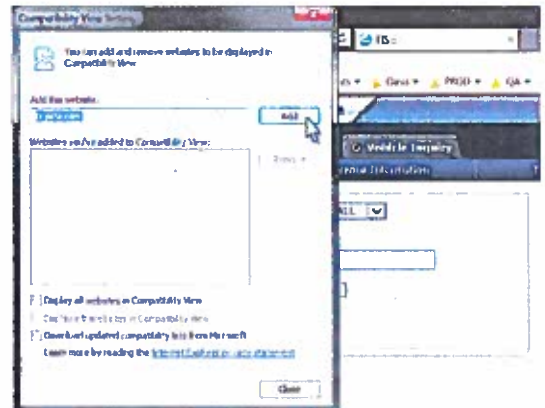
Option 2. Add "Toyota.com" to Compatibility View settings

NOTE: These settings will be cleared if you delete browsing history

- a) Open TIS
- b) Select "Tools" from the Menu Bar  
HINT: If you do not see the Menu Bar, right-click at the top of the browser and ensure the Menu Bar option is checked
- c) Select "Compatibility View settings"



- d) "Toyota.com" should automatically populate in the "Add this website" box. Simply click the "Add" button and close the Compatibility View Settings window.



- e) Close all browser windows, reopen TIS, and check functionality.

LINK REFERENCES

This Tech Tip does not contain any link references