

Subject

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

Market:

USA

Service Category

General

Section

Outline-General

Applicability

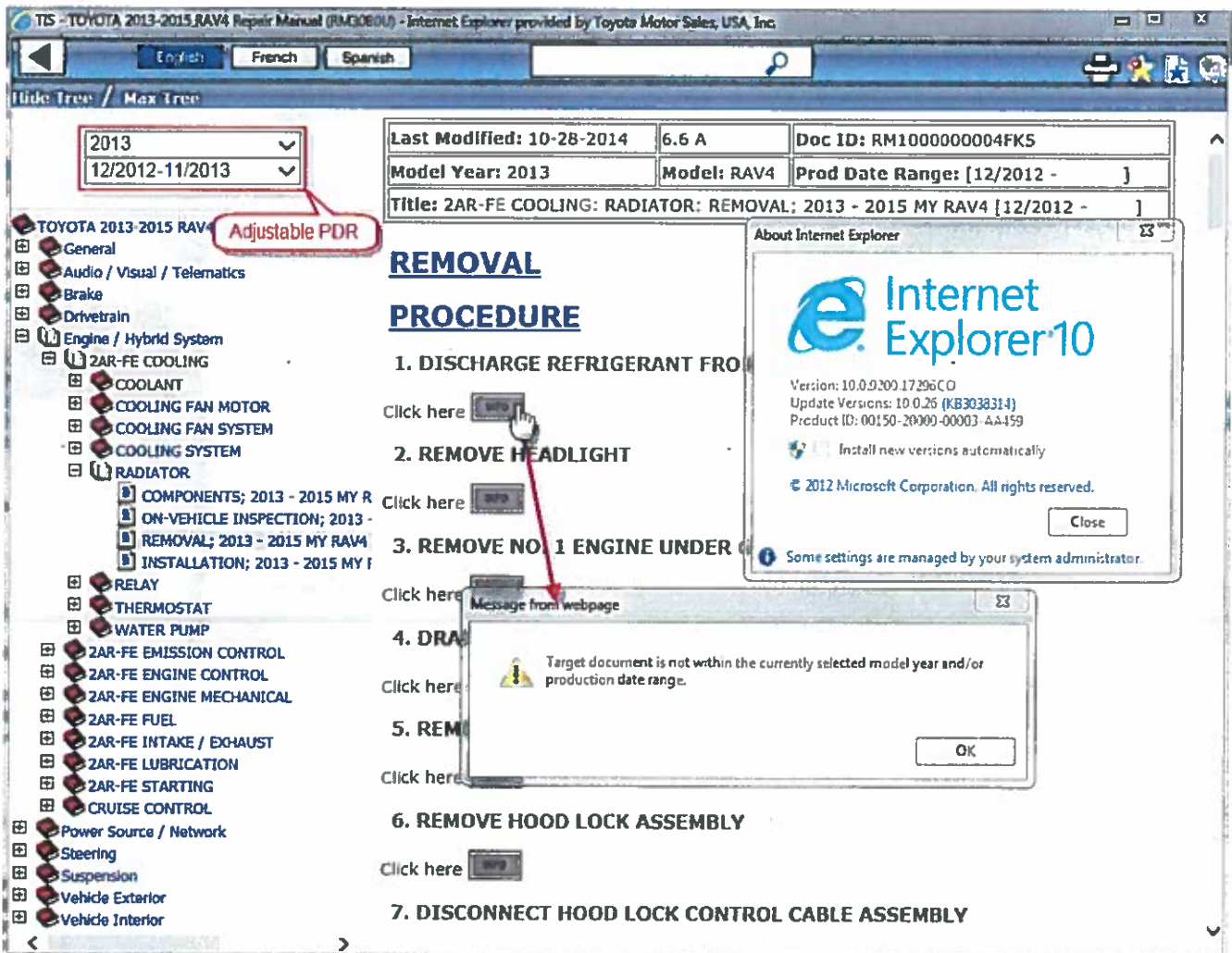
13-15 RAV4, 14-15 Corolla, Highlander/HV

**APPLICABLE VEHICLES**

2014-2015	Highlander	2013-2015	RAV4
2014-2015	Highlander HV	2014-2015	Corolla

**CONDITION**

While accessing the repair manuals for models that have undergone a full model change starting with the 2013 RAV4, 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

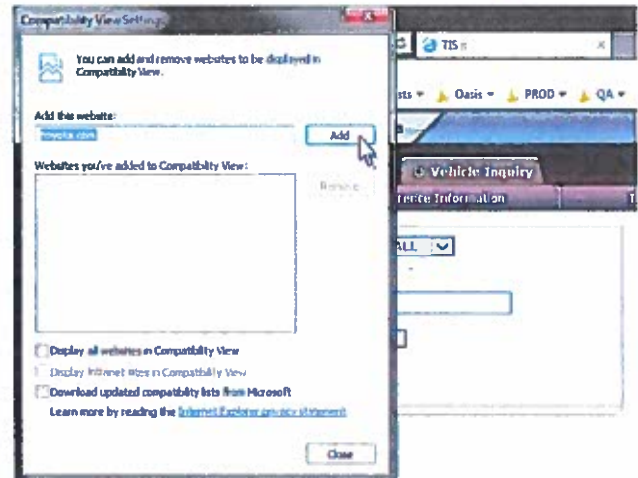
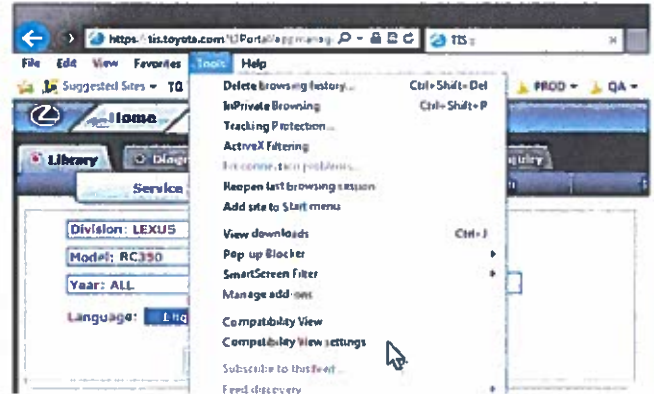
We are working to correct this issue, but in the meantime, there are a couple options for restoring functionality to these links.

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