

# TOYOTA HIACE

MAY 2019 - ONWARDS  
ALL VAN & CREW VAN VARIANTS



TESTED  
2019



TOYOTA HIACE

## OVERVIEW

The tested model of the Toyota HiAce was introduced in Australia and New Zealand in May 2019. This ANCAP safety rating applies to all van (2 seat) and crew van (5 seat) variants built from February 2019.

Dual frontal, side chest-protecting and side head-protecting (curtains) and a driver knee airbag are standard.

Autonomous emergency braking (City, Interurban & Vulnerable Road User) as well as lane keep assist (LKA) with lane departure warning (LDW) and blind spot monitoring (BSM) are standard.

NOTE: *Child Occupant Protection* scoring does not apply to 2 seat van variants. This however does not affect the overall safety rating, with 5 star ratings applicable to all van variants.

|                                |   |
|--------------------------------|---|
| <b>ANCAP SAFETY RATING</b>     | ★★★★★   |
| <b>RATING YEAR (DATESTAMP)</b> | 2019  |
| <b>VEHICLE TYPE</b>            | VAN   |
| <b>AIRBAGS</b>                 | Dual frontal, side chest, side head & driver knee |

## RATING APPLICABILITY

| VARIANT              | BODY TYPE | ENGINE           | DRIVETRAIN | AUS | NZ |
|----------------------|-----------|------------------|------------|-----|----|
| Toyota HiAce LWB ♦   | Van       | 2.8 litre diesel | RWD        | ✓   | ✓  |
| Toyota HiAce LWB     | Van       | 3.5 litre petrol | RWD        | ✓   | -  |
| Toyota HiAce LWB GL  | Van       | 2.8 litre diesel | RWD        | ✓   | -  |
| Toyota HiAce LWB ♦   | Crew Van  | 2.8 litre diesel | RWD        | ✓   | ✓  |
| Toyota HiAce SLWB    | Van       | 2.8 litre diesel | RWD        | ✓   | ✓  |
| Toyota HiAce SLWB GL | Van       | 2.8 litre diesel | RWD        | ✓   | -  |
| Toyota HiAce SLWB    | Van       | 3.5 litre petrol | RWD        | ✓   | -  |

✓ COVERED BY THIS RATING    ✗ NOT COVERED BY THIS RATING    ♦ TESTED VARIANT

# ADULT OCCUPANT PROTECTION



**94%**  
35.79 POINTS  
OUT OF 38

The passenger compartment remained stable in the frontal offset test. MARGINAL protection was seen for the chest of the driver and front passenger while protection was ADEQUATE for the driver's lower legs. GOOD protection was offered for all other critical body regions.

In the full width frontal test, protection was ADEQUATE for the neck and chest of the rear passenger and the chest of the driver, while GOOD protection was offered for all other critical body regions.

In the side impact test, protection offered to all critical body regions was GOOD. In the oblique pole test, protection was ADEQUATE for the chest of the driver and GOOD for all other critical body regions.

The autonomous emergency braking (AEB) system scored maximum points with GOOD performance in low-speed test scenarios typical of city driving.

|                     |                 |
|---------------------|-----------------|
| FRONTAL OFFSET#     | 7.04 (out of 8) |
| FULL WIDTH FRONTAL# | 7.65 (out of 8) |
| SIDE IMPACT#        | 8.00 (out of 8) |
| OBLIQUE POLE#       | 7.37 (out of 8) |
| WHIPLASH PROTECTION | 1.73 (out of 2) |
| AEB - City          | 4.00 (out of 4) |

# Scaled scores. Total test scored out of 16.00 points.

## FRONTAL OFFSET TEST (64 KM/H)



Driver

Head / neck: 4.00 points  
Chest: 2.10 points  
Upper legs: 4.00 points  
Lower legs: 3.97 points  
Deductions: Nil



Front Passenger

Head / neck: 4.00 points  
Chest: 2.45 points  
Upper legs: 4.00 points  
Lower legs: 4.00 points  
Deductions: Nil

## FULL WIDTH FRONTAL TEST (50 KM/H)



Driver

Head: 4.00 points  
Neck: 4.00 points  
Chest: 3.03 points  
Upper legs: 4.00 points  
Deductions: Nil



Rear Passenger

Head: 4.00 points  
Neck: 3.77 points  
Chest: 3.81 points  
Upper legs: 4.00 points  
Deductions: Nil

## SIDE IMPACT TEST (50 KM/H)



Driver

Head: 4.00 points  
Chest: 4.00 points  
Abdomen: 4.00 points  
Pelvis: 4.00 points  
Deductions: Nil

## OBLIQUE POLE TEST (32 KM/H)



Driver

Head: 4.00 points  
Chest: 2.74 points  
Abdomen: 4.00 points  
Pelvis: 4.00 points  
Deductions: Nil

## WHIPLASH (REAR IMPACT) PROTECTION TEST



Rear Passenger

Rear: 0.50 points  
Front: 1.23 points



Driver / Front Passenger

## AEB - CITY (10-50 KM/H)

Score: 4.00 points



■ GOOD 
 ■ ADEQUATE 
 ■ MARGINAL 
 ■ WEAK 
 ■ POOR

# CHILD OCCUPANT PROTECTION



88%

43.29 POINTS  
OUT OF 49

In the frontal offset test, protection of the 6 year and 10 year dummies was GOOD or ADEQUATE for all critical body regions.

In the side impact test, protection was GOOD and maximum points were scored.

The 5 seat Toyota HiAce crew van is fitted with lower ISOFix anchorages on the rear outboard seats and top tether anchorages for all rear seating positions. **Installation of child restraints in single row 2 seat van variants is not recommended as there are no top tether anchorages.**

Installation of typical child restraints available in Australia and New Zealand was performed on the crew van variant. Installations showed that most of the selected child restraints could be accommodated in most rear seating positions, though the Type A capsule could not be correctly installed in the centre rear position.

|                          |                   |
|--------------------------|-------------------|
| DYNAMIC TEST (FRONT)     | 15.48 (out of 16) |
| DYNAMIC TEST (SIDE)      | 8.00 (out of 8)   |
| RESTRAINT INSTALLATION   | 11.81 (out of 12) |
| ON-BOARD SAFETY FEATURES | 8.00 (out of 13)  |

## FRONTAL OFFSET TEST (64 KM/H)



6 year old

10 year old

## SIDE IMPACT TEST (50 KM/H)



10 year old

6 year old

## ON-BOARD SAFETY FEATURES

| FEATURE                     | FRONT PASSENGER | 2nd ROW OUTBOARD | 2nd ROW CENTRE | 3rd ROW OUTBOARD | 3rd ROW CENTRE |
|-----------------------------|-----------------|------------------|----------------|------------------|----------------|
| ISOFix                      | ×               | ●*               | ×              | -                | -              |
| Integrated child restraints | ×               | ×                | ×              | -                | -              |
| Top tether anchorage        | ×               | ●*               | ●*             | -                | -              |
| Airbag disabling            | ×               | -                | -              | -                | -              |

● FITTED TO TEST CAR AS STANDARD    ● NOT FITTED TO TEST CAR BUT AVAILABLE AS AN OPTION    × NOT AVAILABLE    - NOT APPLICABLE

\* Crew van variants only.

NOTE: The Child Restraint Evaluation Program (CREP) provides an independent assessment of the safety of Australasian child restraints - see [www.childcarseats.com.au](http://www.childcarseats.com.au).

GOOD    ADEQUATE    MARGINAL    WEAK    POOR

# CHILD OCCUPANT PROTECTION



88%

43.29 POINTS  
OUT OF 49

## CHILD RESTRAINT INSTALLATION\*

|        | CHILD RESTRAINT (CRS) TYPE <sup>^</sup> | FRONT ROW  | 2nd ROW |        |       | 3rd ROW |        |       |   |
|--------|---|--|---------|--------|-------|---------|--------|-------|---|
|        |   | PASSENGER  | LEFT    | CENTRE | RIGHT | LEFT    | CENTRE | RIGHT |   |
| BELTED | TYPE A                                  | Rearward facing capsule                              | ×       | ●      | ●     | ●       | -      | -     | - |
|        |   | Rearward facing with harness - convertible (Model A) | ×       | ●      | ●     | ●       | -      | -     | - |
|        |   | Rearward facing with harness - convertible (Model B) | ×       | ●      | ●     | ●       | -      | -     | - |
|        | TYPE B                                  | Forward facing with harness - convertible (Model A)  | ×       | ●      | ●     | ●       | -      | -     | - |
|        |   | Forward facing with harness - convertible (Model B)  | ×       | ●      | ●     | ●       | -      | -     | - |
|        | TYPE E                                  | Booster - 4 to 8 years                               | ×       | ●      | ●     | ●       | -      | -     | - |
| TYPE F | Booster - 4 to 10 years                 | ×  | ●       | ●      | ●     | -       | -      | -     |   |
| ISOFIX | TYPE A                                  | Rearward facing capsule                              | ×       | ●      | -     | ●       | -      | -     | - |
|        |   | Rearward facing with harness - convertible (Model A) | ×       | ●      | -     | ●       | -      | -     | - |
|        |   | Rearward facing with harness - convertible (Model B) | ×       | ●      | -     | ●       | -      | -     | - |
|        | TYPE B                                  | Forward facing with harness - convertible (Model A)  | ×       | ●      | -     | ●       | -      | -     | - |
|        |   | Forward facing with harness - convertible (Model B)  | ×       | ●      | -     | ●       | -      | -     | - |

\* Installation of each child restraint is assessed separately in each position. Installation of multiple restraints has not been assessed and may not be possible.

<sup>^</sup> The above list of child restraints has been selected to provide a general indication of the rated vehicle's ability to accommodate various CRS types. ANCAP does not endorse or recommend any one CRS brand or model, nor does it rate the safety of child restraints.

● INSTALL WITHOUT PROBLEM   ● INSTALL WITH CARE   ● CANNOT BE FITTED SAFELY   × INSTALLATION NOT ALLOWED   - NOT APPLICABLE

# VULNERABLE ROAD USER PROTECTION



**84%**  
40.60 POINTS  
OUT OF 48

The bonnet of the Toyota HiAce provided GOOD or ADEQUATE protection to the head of a struck pedestrian over most of its surface, with POOR results recorded only on the stiff windscreen pillars. The bumper scored maximum points for its protection of pedestrians' legs, with GOOD results at all test locations. Protection of the pelvis was also GOOD with full points scored.

The autonomous emergency braking (AEB) system is capable of detecting and reacting to vulnerable road users such as pedestrians and cyclists. The AEB system showed GOOD performance in pedestrian test scenarios, in both daylight and low light. GOOD performance was also seen in cyclist test scenarios, with collisions avoided or mitigated in most scenarios.

|                   |                   |
|-------------------|-------------------|
| HEAD IMPACTS      | 17.30 (out of 24) |
| UPPER LEG IMPACTS | 6.00 (out of 6)   |
| LOWER LEG IMPACTS | 6.00 (out of 6)   |
| AEB - Pedestrian  | 5.97 (out of 6)   |
| AEB - Cyclist     | 5.33 (out of 6)   |

## PEDESTRIAN IMPACT TEST (40 KM/H)



## AUTONOMOUS EMERGENCY BRAKING (PEDESTRIAN & CYCLIST)

**SYSTEM NAME:** Toyota Safety Sense  
**TYPE:** Autonomous emergency braking with forward collision warning  
**OPERATIONAL FROM:** 10-80 km/h  
**DESCRIPTION:** Defaults ON for every journey. System functions in both day and night.

| TEST SCENARIO | AEB - Pedestrian                  |       |                                |       |                                |       |                            |       |                          |       | AEB - Cyclist             |       |                            |     |                                     |                                     |
|---------------|-----------------------------------|-------|--------------------------------|-------|--------------------------------|-------|----------------------------|-------|--------------------------|-------|---------------------------|-------|----------------------------|-----|-------------------------------------|-------------------------------------|
|               | Adult crossing towards kerb (50%) |       | Adult crossing from kerb (25%) |       | Adult crossing from kerb (75%) |       | Child running (obstructed) |       | Adult walking along road |       | FORWARD COLLISION WARNING |       | Cyclist crossing from kerb |     | Cyclist travelling along road (50%) | Cyclist travelling along road (25%) |
|               | DAY                               | NIGHT | DAY                            | NIGHT | DAY                            | NIGHT | DAY                        | NIGHT | DAY                      | NIGHT | DAY                       | NIGHT | DAY                        | DAY | DAY                                 |                                     |
|               | [Diagram]                         |       | [Diagram]                      |       | [Diagram]                      |       | [Diagram]                  |       | [Diagram]                |       | [Diagram]                 |       | [Diagram]                  |     | [Diagram]                           | [Diagram]                           |
| PERFORMANCE   | GOOD                              |       |                                |       |                                |       |                            |       |                          |       | GOOD                      |       |                            |     |                                     |                                     |

■ GOOD   
 ■ ADEQUATE   
 ■ MARGINAL   
 ■ WEAK   
 ■ POOR

# SAFETY ASSIST



**77%**

10.06 POINTS  
OUT OF 13

The Toyota HiAce is fitted with autonomous emergency braking (AEB) and a lane support system (LSS) with lane keep assist (LKA), lane departure warning (LDW) and blind spot monitoring (BSM). Tests of the AEB system showed GOOD performance at highway speeds with collisions avoided or mitigated in most scenarios.

Tests of the LSS functionality showed some GOOD performance, however the system does not intervene in more critical emergency lane keeping scenarios and overall performance was classified as ADEQUATE.

A speed assistance system (SAS) is also standard equipment on the Toyota HiAce. This system includes a driver-set speed limiter as well as a camera-based speed limit information function which identifies the local speed limit.

A seat belt reminder system is fitted to all seating positions.

|                                 |                 |
|---------------------------------|-----------------|
| <b>SPEED ASSISTANCE SYSTEMS</b> | 2.13 (out of 3) |
| <b>SEAT BELT REMINDERS</b>      | 3.00 (out of 3) |
| <b>LANE SUPPORT SYSTEMS</b>     | 2.50 (out of 4) |
| <b>AEB - Interurban</b>         | 2.43 (out of 3) |

## LANE SUPPORT SYSTEMS (LSS)

**SYSTEM NAME:** Toyota Safety Sense  
**OPERATIONAL FROM:** 50-180 km/h

|               |             | EMERGENCY LANE KEEPING (ELK) |                                     |             |                                     |             |           |  |  |
|---------------|-------------|------------------------------|-------------------------------------|-------------|-------------------------------------|-------------|-----------|--|--|
| TEST SCENARIO | PERFORMANCE | Oncoming vehicle             | Overtaking vehicle (GVT at 72 km/h) |             | Overtaking vehicle (GVT at 80 km/h) |             | Road edge |  |  |
|               |             |                              | UNINTENTIONAL                       | INTENTIONAL | UNINTENTIONAL                       | INTENTIONAL |           |  |  |
|               |             | [NOT AVAILABLE]              |                                     |             |                                     |             |           |  |  |

|               |             | LANE KEEP ASSIST (LKA) |  |  |  |            |  |  |  |           |  |  |  |
|---------------|-------------|------------------------|--|--|--|------------|--|--|--|-----------|--|--|--|
| TEST SCENARIO | PERFORMANCE | Dashed Line            |  |  |  | Solid Line |  |  |  | Road Edge |  |  |  |
|               |             | GOOD                   |  |  |  |            |  |  |  |           |  |  |  |

| HUMAN MACHINE INTERFACE (HMI) |                              |      |
|-------------------------------|------------------------------|------|
| FUNCTION                      | Lane Departure Warning (LDW) | PASS |
|                               | Blind Spot Monitoring (BSM)  | PASS |

GOOD ADEQUATE MARGINAL WEAK POOR

# SAFETY ASSIST



77%

10.06 POINTS  
OUT OF 13

## AUTONOMOUS EMERGENCY BRAKING (INTERURBAN)

**SYSTEM NAME:** Toyota Safety Sense  
**TYPE:** Autonomous emergency braking with forward collision warning  
**OPERATIONAL FROM:** 10-180 km/h  
**DESCRIPTION:** Defaults ON for every journey.

| HUMAN MACHINE INTERFACE (HMI) |  |
|-------------------------------|--|
| FUNCTION                      | Supplementary warning [NOT FITTED]                     |
|                               | Restraint activation / dynamic retractors [NOT FITTED] |

  

| FORWARD COLLISION WARNING (FCW) |                                  |                                     |
|---------------------------------|----------------------------------|-------------------------------------|
| TEST SCENARIO                   | Driving towards a stationary car | Driving towards a slower moving car |
|                                 |                                  |                                     |
| PERFORMANCE                     | GOOD                             |                                     |

| AUTONOMOUS EMERGENCY BRAKING - Interurban |                            |             |                            |             |                                     |
|---|----------------------------|-------------|----------------------------|-------------|-------------------------------------|
| TEST SCENARIO                             | Toward car braking lightly |             | Toward car braking heavily |             | Driving towards a slower moving car |
|   | 12m HEADWAY                | 40m HEADWAY | 12m HEADWAY                | 40m HEADWAY |                                     |
|   |                            |             |                            |             |                                     |
| PERFORMANCE                               | GOOD                       |             |                            |             |                                     |

## SPEED ASSISTANCE SYSTEMS (SAS)

**SYSTEM NAME:** Toyota Safety Sense

| SAS FEATURE                             | DESCRIPTION  |
|---|--------------|
| Speed Limit Information Function (SLIF) | Camera based |
| Speed Limitation Function               | Manually set |

## SEAT BELT REMINDERS (SBR)

| WARNING TYPE       | DRIVER | FRONT PASSENGER | REAR PASSENGERS |
|--------------------|--------|-----------------|-----------------|
| Occupant Detection | -      | ●               | ●               |
| Visual             | ●      | ●               | ●               |
| Audible            | ●      | ●               | ●               |

● PASS ● FAIL ✗ NOT AVAILABLE - NOT APPLICABLE

GOOD ADEQUATE MARGINAL WEAK POOR

# SAFETY FEATURES & TECHNOLOGIES

| FEATURE / TECHNOLOGY~                                 | AVAILABILITY |    |
|---|--------------|----|
|   | AUS          | NZ |
| Seat belts (three-point) for all forward-facing seats | ●            | ●  |
| Seat belt pre-tensioners (front)                      | ●            | ●  |
| Seat belt pre-tensioners (rear outboard) - 2nd row    | ●            | ●  |
| Seat belt pre-tensioners (rear centre) - 2nd row      | ✗            | ✗  |
| Seat belt pre-tensioners (rear outboard) - 3rd row    | -            | -  |
| Intelligent seat belt reminder (driver)               | ●            | ●  |
| Intelligent seat belt reminder (front passenger)      | ●            | ●  |
| Intelligent seat belt reminder (2nd row seats)        | ●            | ●  |
| Intelligent seat belt reminder (3rd row seats)        | -            | -  |
| Airbag - frontal (driver)                             | ●            | ●  |
| Airbag - frontal (passenger)                          | ●            | ●  |
| Airbags - side, chest protection (front seats)        | ●            | ●  |
| Airbags - side, chest protection (2nd row seats)      | ✗            | ✗  |
| Airbags - side, chest protection (3rd row seats)      | -            | -  |
| Airbags - side, head protection (front seats)         | ●            | ●  |
| Airbags - side, head protection (2nd row seats)       | ●            | ●  |
| Airbags - side, head protection (3rd row seats)       | -            | -  |
| Airbag - knee (driver)                                | ●            | ●  |
| Airbag - knee (front passenger)                       | ✗            | ✗  |
| Airbag disabling switch - automatic (front passenger) | ✗            | ✗  |
| Airbag disabling switch - manual (front passenger)    | ✗            | ✗  |
| Head restraints for all seats                         | ●            | ●  |
| Active bonnet   | ✗            | ✗  |
| Adaptive cruise control (ACC)                         | ✗            | ✗  |
| Adaptive headlights                                   | ✗            | ✗  |
| Anti-lock braking system (ABS)                        | ●            | ●  |
| Autonomous emergency braking (AEB) - City             | ●            | ●  |
| Autonomous emergency braking (AEB) - Interurban       | ●            | ●  |
| Autonomous emergency braking (AEB) - VRU              | ●            | ●  |
| Automatic emergency call (eCall)                      | ✗            | ✗  |
| Automatic headlights                                  | ●            | ●  |
| Automatic high beam                                   | ●            | ●  |

| FEATURE / TECHNOLOGY~                               | AVAILABILITY |    |
|---|--------------|----|
|   | AUS          | NZ |
| Blind spot monitor (BSM)                            | ●            | ●  |
| Child presence alert                                | ✗            | ✗  |
| Daytime running lights (DRL)                        | ●            | ●  |
| Electronic brakeforce distribution (EBD)            | ●            | ●  |
| Electronic data recorder (EDR)                      | ●            | ●  |
| Electronic stability control (ESC)                  | ●            | ●  |
| Emergency brake assist (EBA)                        | ●            | ●  |
| Emergency stop signal (ESS)                         | ●            | ●  |
| Fatigue reminder                                    | ✗            | ✗  |
| Fatigue detection                                   | ●            | ●  |
| Forward collision warning (FCW)                     | ●            | ●  |
| Hill launch assist                                  | ●            | ●  |
| Integrated child seat / restraint                   | ✗            | ✗  |
| ISOFix  | ●            | ●  |
| Lane departure warning (LDW)                        | ●            | ●  |
| Lane keep assist (LKA)                              | ●            | ●  |
| Pre-crash systems                                   | ●            | ●  |
| Rear cross-traffic alert (RCTA)                     | ●            | ●  |
| Reversing collision avoidance (camera)              | ●            | ●  |
| Reversing collision avoidance (auto brake)          | ✗            | ✗  |
| Roll stability system                               | ✗            | ✗  |
| Secondary / multi-collision brake                   | ●            | ●  |
| Speed assistance - auto / intelligent speed limiter | ✗            | ✗  |
| Speed assistance - manual speed limiter             | ●            | ●  |
| Speed assistance - speed sign recognition & warning | ●            | ●  |
| Smart (intelligent) key                             | ✗            | ✗  |
| Trailer stability control                           | ●            | ●  |
| Tyre pressure monitoring system (TPMS)              | ✗            | ✗  |
| Vehicle-to-infrastructure communication (V2I)       | ✗            | ✗  |
| Vehicle-to-vehicle communication (V2V)              | ✗            | ✗  |

~ Specifications & availability subject to change. Please check with the vehicle manufacturer for confirmation of vehicle specification.

● STANDARD   ● NOT AVAILABLE ON BASE VARIANT BUT STANDARD OR OPTIONAL ON HIGHER VARIANTS   ○ OPTIONAL   ✗ NOT AVAILABLE

## MODEL VARIANTS:

ANCAP safety ratings do not automatically extend to variants that have different body styles, engine configurations, driven wheels or occupant restraint systems (e.g. fewer airbags). In these cases, ANCAP considers technical evidence submitted by manufacturers before deciding on the extension of a rating to additional variants of a model.

## RATING YEAR (DATESTAMP):

The Rating Year denotes the year requirements against which a vehicle has been assessed. The Rating Year is determined by ANCAP and, for vehicles rated from 2018, the Rating Year is the year in which the vehicle was tested.

## ASSESSMENT DETAILS

|                         |                                   |
|-------------------------|-----------------------------------|
| TESTED MAKE / MODEL     | Toyota HiAce 2.8 litre diesel RHD |
| TESTED VEHICLE(S) BUILT | 2019                              |
| TESTED BODY TYPE        | Van                               |
| TESTED VEHICLE ENGINE   | 2.8 litre diesel                  |
| RATING PUBLISHED        | May 2019                          |
| RATING UPDATED          | n/a                               |