

TOYOTA HIACE



APPLIES TO
All van & crew van variants

BUILT FROM
June 2025

RATING CRITERIA
2023-2025

VEHICLE TYPE
Van

ON SALE FROM
August 2025

RATING EXPIRES
December 2031

ENGINE / MOTOR TYPES
Diesel

MODEL SERIES
H30

AIRBAGS
Dual frontal, side chest, side head,
centre, driver knee



ANCAP
SAFETY

TESTED
2025



The Toyota HiAce was first introduced in Australia and New Zealand in May 2019. From June 2025 production, Toyota introduced an update to the safety specification of the HiAce, and this ANCAP safety rating applies to all updated van (two seat) and crew van (five seat) vehicles built from June 2025 and on sale from August 2025. The HiAce Commuter bus and Minibus variants are unrated.

This ANCAP safety rating is based on testing of the Toyota HiAce conducted in 2019 and 2025.

Dual frontal, side chest-protecting and side head-protecting airbags, and a driver knee airbag, are standard. A centre airbag which provides added protection to front seat occupants in side impact crashes is also standard.

Autonomous emergency braking (Car-to-Car, Vulnerable Road User, Junction & Crossing and Head-On) as well as a lane support system with lane keep assist (LKA), lane departure warning (LDW) and emergency lane keeping (ELK), and an advanced speed assistance system (SAS) are standard on all variants.

SAFETY NOTE

Installation of child restraints in two seat van variants is not recommended as there are no top tether anchorages. Child Occupant Protection scores therefore do not apply to two seat van variants.

ASSESSMENT SCORES



Adult Occupant Protection

80%
32.27 out of 40



Child Occupant Protection

86%
42.59 out of 49



Vulnerable Road User Protection

87%
55.23 out of 63



Safety Assist

81%
14.58 out of 18

RATING APPLICABILITY*

VARIANT	BODY TYPE	ENGINE / POWERTRAIN	DRIVETRAIN	AUS	NZ
Toyota HiAce LWB ◆	Van	2.8 litre diesel	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 ZR Cargo	Van	2.8 litre diesel	RWD	-	✓
Toyota HiAce ZR Half Panel	Crew Van	2.8 litre diesel	RWD	-	✓
Toyota HiAce ZX Cargo	Van	2.8 litre diesel	RWD	-	✓
Toyota HiAce ZX Panel	Van	2.8 litre diesel	RWD	-	✓
Toyota HiAce Commuter	Bus	2.8 litre diesel	RWD	✗	-
Toyota HiAce Commuter GL	Bus	2.8 litre diesel	RWD	✗	-
Toyota HiAce ZR Minibus	Bus	2.8 litre diesel	RWD	-	✗



Adult Occupant Protection

80%
32.27 out of 40

FRONTAL OFFSET (MPDB)*
2.59 points out of 8

OBLIQUE POLE*
5.55 points out of 6

RESCUE & EXTRICATION
4.00 points out of 4

FULL WIDTH FRONTAL*
7.51 points out of 8

WHIPLASH PROTECTION
3.63 points out of 4

SIDE IMPACT*
6.00 points out of 6

FAR SIDE IMPACT
3.00 points out of 4

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

The passenger compartment of the Toyota Hiace remained stable in the **frontal offset (MPDB)** test. Protection of the driver chest and lower legs was ADEQUATE. Structures in the dashboard were a potential source of injury for the driver and this, in combination with knee loads measured by the dummy, resulted in the upper leg protection being assessed as WEAK. Protection of the front passenger chest was ADEQUATE. Protection was GOOD for other critical body regions of the driver and front passenger.

The front structure of the Toyota HiAce presented a higher risk to occupants of an oncoming vehicle in the MPDB test (which evaluates vehicle-to-vehicle compatibility), and a 6.35 point penalty (out of 8.00 points) was applied.

In the **full width frontal** test, protection of the driver dummy chest was MARGINAL. Protection of the rear passenger neck and chest was ADEQUATE. Protection offered to other body regions was GOOD for both the driver and rear passenger.

In the **side impact** test, protection of all critical body areas was GOOD and the Toyota HiAce scored maximum points.

In the more severe **oblique pole** test, chest protection was ADEQUATE, with GOOD protection for all other critical body areas.

Toyota HiAce vehicles built from June 2025 are equipped with a centre airbag to protect against occupant-to-occupant interaction in side impacts. However, additional information to demonstrate that the performance was symmetrical was not provided and a penalty was applied. Prevention of excursion (movement towards the other side of the vehicle) in the **far side impact** tests was assessed as GOOD for the vehicle-to-vehicle impact scenario, and ADEQUATE in the vehicle-to-pole scenario.

A Rescue Sheet, providing information for first responders in the event of a crash is available, and a multi-collision braking system is fitted. It was demonstrated that, if the car entered water, the doors and windows of the Toyota HiAce would remain functional for the minimum required time period.

FRONTAL OFFSET (MPDB) TEST - 50km/h



	DRIVER	FRONT PASSENGER
Head / Neck	4.00 pts	4.00 pts
Chest	3.27 pts	3.22 pts
Upper Legs	0.98 pts	4.00 pts
Lower Legs	3.33 pts	4.00 pts
Deductions	-1.00 pts (variable contact) -1.00 pts (concentrated load)	Nil



COMPATIBILITY	
Deductions	-6.35 pts

FULL WIDTH FRONTAL TEST - 50km/h



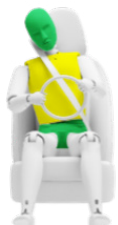
	DRIVER	REAR PASSENGER
Head	4.00 pts	4.00 pts
Neck	4.00 pts	3.77 pts
Chest	2.55 pts	3.72 pts
Upper Legs	4.00 pts	4.00 pts
Deductions	Nil	Nil

SIDE IMPACT TEST - 60km/h



	DRIVER
Head	4.00 pts
Chest	4.00 pts
Abdomen	4.00 pts
Pelvis	4.00 pts
Deductions	Nil

OBLIQUE POLE TEST - 32km/h



	DRIVER
Head	4.00 pts
Chest	2.80 pts
Abdomen	4.00 pts
Pelvis	4.00 pts
Deductions	Nil



Adult Occupant Protection

80%

32.27 out of 40

FAR SIDE IMPACT TESTS - 60km/h and 32km/h



SIDE IMPACT (60km/h)	DRIVER
Head	4.00 pts
Neck	4.00 pts
Chest & Abdomen	4.00 pts
Pelvis	No penalty



OBLIQUE POLE (32km/h)	DRIVER
Head	4.00 pts
Neck	4.00 pts
Chest & Abdomen	4.00 pts
Pelvis	No penalty



OCCUPANT-TO-OCCUPANT	
Head Contact	-1.00 pts <i>[non-symmetrical performance]</i>

WHIPLASH PROTECTION TESTS



	DRIVER / FRONT PASSENGER	REAR PASSENGER
Rear Impact	2.63 pts	1.00 pts

RESCUE & EXTRICATION



Rescue Sheet	●	No penalty
Door Opening / Extrication	●	No penalty
Multi-Collision Braking	●	1.00 pt
Advanced eCall	✗	2.00 pt default
Vehicle Submergence		
- Door opening	●	0.50 pt
- Window opening	●	0.50 pt

● FITTED TO TEST CAR AS STANDARD ● NOT FITTED TO TEST CAR BUT AVAILABLE AS AN OPTION ✗ NOT AVAILABLE - N/A



Child Occupant Protection

86%

42.59 out of 49

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

In the **frontal offset** test, protection of the neck of the 10 year dummy was ADEQUATE, with GOOD protection offered to all other critical body regions of both dummies.

In the **side impact** test, protection of all critical body areas was GOOD for both child dummies, and maximum points were scored.

The five 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 typical child restraints available in Australia and New Zealand was performed on the crew van variant. Installation 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.

Installation of child restraints in two seat van variants is not recommended as there are no top tether anchorages. *Child Occupant Protection* scores therefore do not apply to two seat van variants.

A child presence detection (CPD) system is not available.

FRONTAL OFFSET (MPDB) TEST - 50km/h

SIDE IMPACT TEST - 60km/h



6 YEAR OLD

10 YEAR OLD

10 YEAR OLD

6 YEAR OLD

ON-BOARD SAFETY FEATURES	FRONT PASSENGER	2nd ROW OUTBOARD	2nd ROW CENTRE	3rd ROW OUTBOARD	3rd ROW CENTRE
ISOFIX Anchorages	✗	● [#]	✗	-	-
Top Tether Anchorage	✗	● [#]	● [#]	-	-
Airbag Disabling	✗	-	-	-	-
Child Presence Detection 0.00 pts (out of 4.00pts)	✗	✗	✗	-	-

[#] Applies to five seat crew van variants only

● FITTED AS STANDARD ✗ NOT AVAILABLE - N/A

CHILD RESTRAINT TYPE ^{^*}		FRONT ROW PASSENGER	2nd ROW			3rd ROW		
			L	C	R	L	C	R
BELTED	Rearward-facing capsule	✗	●	●	●	-	-	-
	Rearward-facing with harness - convertible (Model A)	✗	●	●	●	-	-	-
	Rearward-facing with harness - convertible (Model B)	✗	●	●	●	-	-	-
	Forward-facing with harness - convertible (Model A)	✗	●	●	●	-	-	-
	Forward-facing with harness - convertible (Model B)	✗	●	●	●	-	-	-
	Booster - 4 to 8 years	✗	●	●	●	-	-	-
	Booster - 4 to 10 years	✗	●	●	●	-	-	-
ISOFIX	Rearward-facing capsule	✗	●	-	●	-	-	-
	Rearward-facing with harness - convertible (Model A)	✗	●	-	●	-	-	-
	Rearward-facing with harness - convertible (Model B)	✗	●	-	●	-	-	-
	Forward-facing with harness - convertible (Model A)	✗	●	-	●	-	-	-
	Forward-facing with harness - convertible (Model B)	✗	●	-	●	-	-	-

● INSTALL WITHOUT PROBLEM ● INSTALL WITH CARE ● CANNOT BE FITTED SAFELY ✗ INSTALLATION NOT ALLOWED - N/A

GOOD ADEQUATE MARGINAL WEAK POOR NOT TESTED

NOTE: The child restraints fitted to vehicles tested by Euro NCAP are relevant to the European market. For Australasian consumers, this information should be used as a guide to vehicle features only. The Child Restraint Evaluation Program (CREP) provides an independent assessment on the safety of Australasian child restraints - see www.childcarseats.com.au.
^{*} Installation of each child restraint is assessed separately in each position. Installation of multiple restraints has not been assessed and may not be possible.
[^] The 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.



Vulnerable Road User Protection

87%
55.23 out of 63

HEAD PROTECTION (Adult, Child, Cyclist) 12.85 points out of 18	KNEE & TIBIA PROTECTION 9.00 points out of 9	AEB CYCLIST 8.57 points out of 9
PELVIS PROTECTION 4.32 points out of 4.5	AEB PEDESTRIAN (Forward) 7.00 points out of 7	AEB MOTORCYCLE 6.00 points out of 6
FEMUR PROTECTION 4.50 points out of 4.5	AEB PEDESTRIAN (Backover) 0.00 points out of 2	LSS MOTORCYCLE 3.00 points out of 3

In **pedestrian impact** tests, the bonnet and windscreen of the Toyota HiAce provided GOOD or ADEQUATE protection to the head of a struck pedestrian over most of its surface, with MARGINAL and POOR results recorded on the stiff windscreen pillars.

Protection of the pelvis was GOOD or ADEQUATE, while protection of the femurs and lower legs was GOOD.

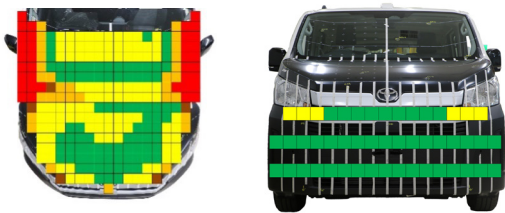
The autonomous emergency braking (AEB) system is capable of detecting and reacting to vulnerable road users such as pedestrians, cyclists and motorcyclists.

Testing of this system showed GOOD performance in forward **AEB Pedestrian** test scenarios, with collisions avoided or mitigated in all tests, including in turning scenarios. The AEB system does not react to vulnerable road users in reverse, and hence **AEB Backover** tests were not conducted.

GOOD performance was seen in **AEB Cyclist** test scenarios with collisions avoided or mitigated at all test speeds including in the turning scenarios. The vehicle provides information and warning to occupants when a bicycle is approaching from behind (**cyclist anti-dooring**).

GOOD performance was seen in the **AEB Motorcyclist** tests, including in turning and emergency lane keeping scenarios, earning full points.

PEDESTRIAN & CYCLIST IMPACT TESTS



AUTONOMOUS EMERGENCY BRAKING (Cyclist, Pedestrian & Motorcycle)

System Name	Toyota Safety Sense
Type	Autonomous emergency braking with forward collision warning
Operational From	5-80 km/h

AEB CYCLIST TEST SCENARIOS (forward)	Cyclist traveling along road (25%)	Cyclist crossing from kerb (obstructed)	Cyclist traveling along road (50%)	Cyclist crossing (nearside)	Cyclist crossing (farside)	Cyclist crossing side road, car turning (nearside)	Cyclist crossing side road, car turning (farside)
	DAY	DAY	DAY	DAY	DAY	DAY	DAY
PERFORMANCE	GOOD						

CYCLIST DOORING

Information (driver door)	●
Warning (driver door)	●
Retention (driver door)	✗
Warning or retention (all other doors)	●

● PASS ✗ FAIL - N/A

GOOD ADEQUATE MARGINAL WEAK POOR / NOT TESTED DUE TO NO PERFORMANCE PREDICTED NOT TESTED



Vulnerable Road User Protection

87%

55.23 out of 63

AEB PEDESTRIAN TEST SCENARIOS (reverse)	Child / Adult standing behind reversing vehicle (25% offset)	Adult / Child standing behind reversing vehicle (50% offset)	Child / Adult standing behind reversing vehicle (75% offset)	Adult / Child walking behind reversing vehicle (50% offset)
	DAY	DAY	DAY	DAY
4km/h				
8km/h				
PERFORMANCE	POOR			

AEB PEDESTRIAN TEST SCENARIOS (forward)	Adult walking along road		Adult crossing towards kerb (50%)		Adult crossing from kerb (25%)		Adult crossing from kerb (75%)		Child running (obstructed)		Adult crossing side road (farside), car turning		Adult crossing side road (nearside), car turning	
	DAY	NIGHT	DAY	NIGHT	DAY	NIGHT	DAY	NIGHT	DAY	NIGHT	DAY	NIGHT	DAY	NIGHT
PERFORMANCE	GOOD													

AEB MOTORCYCLE TEST SCENARIOS (forward)	Driving towards a stationary motorcycle			Driving towards a braking motorcycle (25% offset)			Turning across the path of an oncoming motorcycle		
	100% OFFSET			12m HEADWAY			TARGET MOTORCYCLE SPEED		
	40m HEADWAY						30km/h	45km/h	60km/h
AEB (10-50km/h)									
FCW (30-80km/h)									
PERFORMANCE	GOOD						GOOD		

LANE SUPPORT SYSTEMS (Car-to-Motorcycle)

System Name	Toyota Safety Sense
Operational From	5-200 km/h

EMERGENCY LANE KEEPING (ELK) TEST SCENARIOS Car-to-Motorcycle	Oncoming motorcycle	Overtaking motorcycle (EMT at 60km/h)		Overtaking motorcycle (EMT at 80km/h)	
		UNINTENTIONAL	INTENTIONAL	UNINTENTIONAL	INTENTIONAL
PERFORMANCE	GOOD				

GOOD

ADEQUATE

MARGINAL

WEAK

POOR / NOT TESTED DUE TO
NO PERFORMANCE PREDICTED

NOT TESTED



Safety Assist

81%

14.58 out of 18

SEAT BELT REMINDERS
1.00 points out of 1

DRIVER MONITORING
0.00 points out of 2

SPEED ASSISTANCE SYSTEMS
2.63 points out of 3

AEB / AES (Car-to-Car)
4.00 points out of 4

AEB / AES (Junction & Crossing)
2.96 points out of 4

AEB / AES (Head-On)
1.00 points out of 1

LANE SUPPORT SYSTEMS
3.00 points out of 3

The Toyota HiAce is fitted with an autonomous emergency braking system capable of functioning at highway speeds, and a lane support system (LSS) with lane keep assist (LKA) and emergency lane keeping (ELK) functionality.

Tests of the **AEB (Car-to-Car)** system showed GOOD performance with collisions avoided or mitigated in all car-to-car and **AEB Junction** scenarios, as well as many of the **AEB Crossing** scenarios, where the test vehicle can autonomously brake to avoid crashes when crossing the path of an oncoming vehicle. The **AEB Head-On** system functionality also showed GOOD performance.

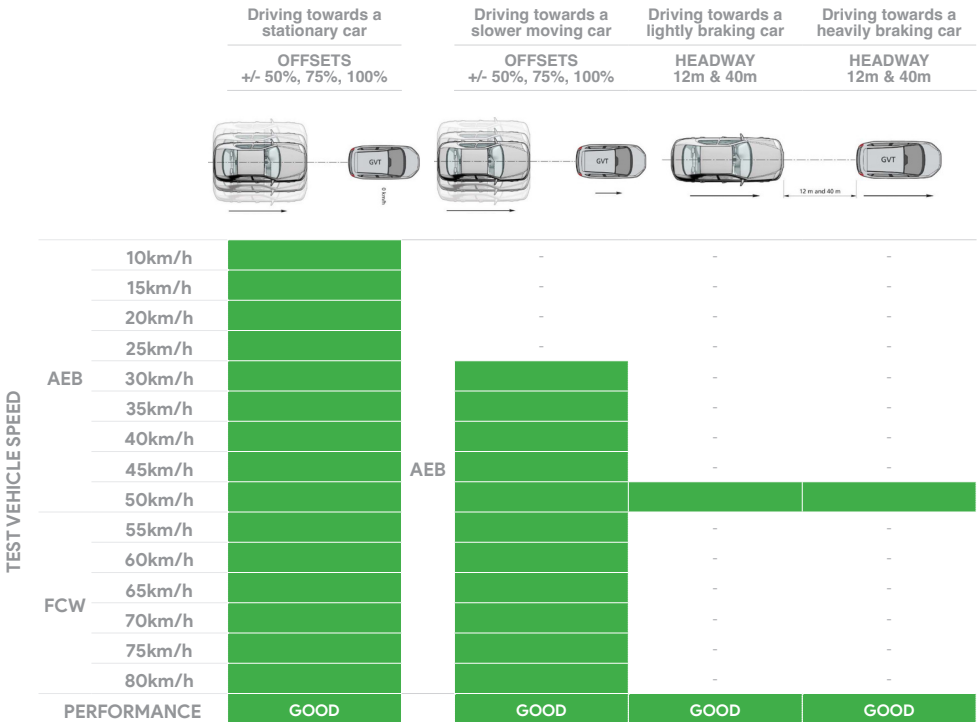
Tests of **lane support system** functionality showed GOOD performance, including in the more critical emergency lane keeping test scenarios.

A speed assistance system (SAS) with speed limit information function (SLIF) and intelligent adaptive cruise control (iACC) is standard, informing the driver of the local speed limit and allowing the driver to accept the change in speed accordingly.

A seatbelt reminder system with occupancy detection is fitted to all seating positions. An indirect driver drowsiness monitor system is fitted as standard, however additional information to demonstrate performance was not provided and this function was therefore not assessed.

AUTONOMOUS EMERGENCY BRAKING (Car-to-Car)

System Name	Toyota Safety Sense
Type	Autonomous emergency braking with forward collision warning
Operational From	5-180 km/h



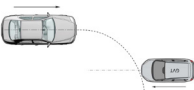
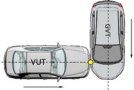


Safety Assist

81%

14.58 out of 18

AUTONOMOUS EMERGENCY BRAKING (Car-to-Car Junction, Crossing and Head-On)

		JUNCTION ASSIST Turning across the path of an oncoming vehicle			CROSSING (T-BONE) Crossing the path of another vehicle				
TARGET VEHICLE SPEED		30km/h	45km/h	60km/h	20km/h	30km/h	40km/h	50km/h	60km/h
									
TEST VEHICLE SPEED	Start from stop	-	-	-					
	10km/h				-	-	-	-	-
	15km/h				-	-	-	-	-
	20km/h								
	30km/h	-	-	-					
	40km/h	-	-	-					
	50km/h	-	-	-					
	60km/h	-	-	-					
PERFORMANCE		GOOD			ADEQUATE				

				HEAD-ON	
				In the path of oncoming vehicle	
		TARGET VEHICLE SPEED		50km/h	70km/h
TEST VEHICLE SPEED	Travelling straight	50km/h			-
		70km/h		-	
	Lane change	50km/h			-
		70km/h		-	
PERFORMANCE				GOOD	

LANE SUPPORT SYSTEMS (Car-to-Car)

System Name	Toyota Safety Sense
Operational From	50-200 km/h

		Dashed line	Solid line
LANE KEEP ASSIST (LKA) TEST SCENARIOS Car-to-Car			
PERFORMANCE		GOOD	

		Oncoming vehicle	Overtaking vehicle (GVT at 72km/h)		Overtaking vehicle (GVT at 80km/h)	Road edge		Solid line	
			UNINTENTIONAL	INTENTIONAL	UNINTENTIONAL	INTENTIONAL			
EMERGENCY LANE KEEPING (ELK) TEST SCENARIOS Car-to-Car									
PERFORMANCE									
		GOOD							

GOOD ADEQUATE MARGINAL WEAK POOR / NOT TESTED DUE TO NO PERFORMANCE PREDICTED NOT TESTED



Safety Assist

81%

14.58 out of 18

OCCUPANT STATUS

WARNING TYPE	DRIVER	FRONT PASSENGER	REAR PASSENGERS
Occupant Detection	-	●	●
Seat Belt Reminder (Visual)	●	●	●
Seat Belt Reminder (Audible)	●	●	●

DRIVER MONITORING

	WARNING	INTERVENTION
Distraction	×	×
Fatigue	×	×
Unresponsive Driver	-	×

SPEED ASSISTANCE SYSTEMS (SAS)

FEATURE	
Speed Limit Information Function (SLIF)	Camera based
Manual Speed Limiter	×
Intelligent Adaptive Cruise Control (iACC)	●
Intelligent Speed Limitation (ISL)	×

HUMAN MACHINE INTERFACE (HMI)

FEATURE	
AEB: Supplementary Warning	●
AEB: Restraint activation / dynamic retractors / emergency steering support	●
Lane Departure Warning (LDW)	NOT ASSESSED
Blind Spot Monitoring (BSM): Car-to-Car & Car-to-Motorcycle	●

SAFETY FEATURES & TECHNOLOGIES

SAFETY FEATURE / TECHNOLOGY*	AUS	NZ
Seat belt pre-tensioners (front seats)	●	●
Seat belt pre-tensioners (rear outboard seats) - 2nd row [#]	●	●
Seat belt pre-tensioners (rear centre seat) - 2nd row [#]	✗	✗
Seat belt pre-tensioners (rear outboard seats) - 3rd row	-	-
Seat belt pre-tensioners (rear centre seat) - 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 - dual frontal (driver & front 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 - centre	●	●
Airbag - knee (driver)	●	●
Airbag - knee (front passenger)	✗	✗
Airbag - pedestrian (external)	✗	✗
Airbag disabling switch - automatic (front passenger)	✗	✗
Airbag disabling switch - manual (front passenger)	✗	✗
Autonomous emergency braking (AEB) - Car-to-Car	●	●
Autonomous emergency braking (AEB) - Vulnerable Road User		
- AEB Pedestrian	●	●
- AEB Backover	✗	✗
- AEB Cyclist	●	●
- AEB Motorcycle	●	●
Autonomous emergency braking (AEB) - Junction		
- AEB Junction (Car)	●	●
- AEB Junction (Pedestrian)	●	●
- AEB Junction (Cyclist)	●	●
- AEB Junction (Motorcycle)	●	●
Autonomous emergency braking (AEB) - Crossing	●	●
Automatic emergency call (eCall)	●	✗
Blind spot monitor (BSM)	●	●
Child presence detection / alert	✗	✗
Cyclist dooring detection / alert	●	●
Driver monitoring system - Indirect	●	●
Driver monitoring system - Direct	✗	✗
Forward collision warning (FCW)	●	●
Lane departure warning (LDW)	●	●
Lane keep assist (LKA)		
- LKA (Car-to-Car)	●	●
- LKA (Car-to-Motorcycle)	●	●
Secondary / multi-collision brake	●	●
Speed assistance - intelligent adaptive cruise control (iACC)	●	●
Speed assistance - auto / intelligent speed limiter	✗	✗
Speed assistance - manual speed limiter	✗	✗
Speed assistance - speed sign recognition & warning	●	●
Vehicle-to-infrastructure communication (V2I)	✗	✗
Vehicle-to-vehicle communication (V2V)	✗	✗

● STANDARD ● AVAILABLE ON HIGHER VARIANTS ● OPTIONAL ✗ NOT AVAILABLE - NOT APPLICABLE

* Correct at time of publication. Subject to change. Check with manufacturer.

[#] Applies to five seat crew van variants.

TESTED MAKE / MODEL
Toyota HiAce, LWB 5 seater RHD

TESTED VEHICLE ENGINE
2.8 litre turbo diesel

RATING UPDATED
n/a

TESTED BODY TYPE
Van

RATING PUBLISHED
September 2025