

FREE BUYER'S GUIDE

2011 Toyota HiAce

A simple guide for buyers with no car knowledge.

Your safety comes first

Please read these five rules before you look at any car.



1. Flat ground, handbrake on

Only look at the van on level ground.



2. Never open the radiator cap

Hot coolant can spray out and burn you.



3. Never go under the van

Look underneath from the side only.



4. Hands away from a running engine

Let the seller open the engine cover, and keep your hands out when it's running.



5. Test drive only with permission

Bring your licence and drive gently. Ask the seller: "Does your insurance cover me to drive it?" If it doesn't, you could have to pay for any damage yourself.

How this guide works

Two stages. No rush.



Do most of the work **from home, on the phone**. Only go and see the van if you like what you hear.



Stage 1

At home and on the phone



Checkpoint

Is it worth a visit?



Stage 2

At the van

Scoring is easy

Tick **Yes** or **No**. Yes is always the good answer. At the end, just **count your No's**. A red  means a stop sign: a "No" there matters most.

STAGE 1**Before you visit**

At home and on the phone.

01**Which 2011 HiAce is it?**

There are two different ones.



The safety rating depends on the build date. Vans built from 17 September 2011 are rated 4 stars. Earlier vans are rated 3 stars.

Ask the seller:

"Is this the 3.0L turbo diesel or the 2.7L petrol, and is the gearbox manual or automatic?"

3.0L turbo diesel**1KD-FTV**

Engine code 1KD-FTV · 5-speed manual or 4-speed automatic

- 100 kW power and 300 Nm pulling force
- Rear-wheel drive
- Manual or automatic gearbox

2.7L petrol**2.7 PETROL**

Engine code 2TR-FE · 5-speed manual or 4-speed automatic

- 111 kW power and 241 Nm pulling force
- Rear-wheel drive
- Manual or automatic gearbox

Where the engine is

In a HiAce, the engine sits under the front seats, not under a bonnet.

Good to know: safety rating

Which HiAce	ANCAP rating
Vans built from 17 September 2011	4 stars (25.50 out of 37)
Vans built before 17 September 2011	3 stars (Score not found in our sources)

As published by ANCAP. Older ratings, tested to easier standards than today's.

02

The big-money items

The parts that cost the most to fix.



You can't see inside these parts, but you can ask about them.

\$ under \$500 · \$\$ \$500 to \$2,000 · \$\$\$ over \$2,000 (rough guide)

**Cracked pistons and engine rebuild**

1KD-FTV ENGINE, ALSO FITTED TO THE HILUX AND PRADO

\$\$\$

WHAT IT IS

A piston moves up and down inside the engine. A cracked one can mean a full rebuild, often \$5,000 to \$10,000 or more.

ASK

"Can I see the injector and oil change history?"

**Injectors**

1KD-FTV ENGINE, ALSO FITTED TO THE HILUX AND PRADO

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WHAT IT IS

Injectors spray diesel into the engine. One site says \$300 to \$600 each, and there are four.

ASK

"Have the injectors been checked or replaced, and at what kilometres?"

**Turbo**

1KD-FTV ENGINE, ALSO FITTED TO THE HILUX AND PRADO

\$\$

WHAT IT IS

The turbo is a fan that forces more air into the engine. It is sensitive to the condition of the oil.

ASK

"How often was the engine oil changed, and can I see the receipts?"

**EGR valve and cooler**

1KD-FTV ENGINE, ALSO FITTED TO THE HILUX AND PRADO

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WHAT IT IS

The EGR sends some exhaust back into the engine. It can clog with soot.

ASK

"Was the EGR pipe recall done, and can I see the paperwork?"

03

Regular maintenance

Cheap jobs that protect the expensive parts.



Look for these on the service invoices.



Engine oil

Keeps the moving parts in the engine slippery

As shown in the logbook



Spark plugs or fuel filter

Spark plugs light the fuel in a petrol engine. A fuel filter cleans the fuel in a diesel.

As shown in the logbook



Brake fluid

The liquid that makes the brakes work

Every 2 years (our guide)



Coolant

The liquid that keeps the engine from getting too hot

As shown in the logbook



Gearbox oil

Keeps the gears in the gearbox slippery. Ask about the rear axle oil too.

As shown in the logbook



Air filter

Cleans the air going into the engine

As shown in the logbook



Tyres

The only part of the van that touches the road

Replace at 6 years old, even with good tread (our guide).
Alignment every 10,000 to 15,000 km (our guide)



Battery

Starts the engine and runs the electrics

Most last about 3 to 5 years

04

Questions to ask on the phone



Tick Yes if you get the good answer.

Ask the seller	Good answer	Yes	No
"Is it registered in your name?" Why: Only the owner can legally sell it to you.	"Yes."		
"Why are you selling it?" Why: A clear reason helps you trust the rest of the story.	A clear reason.		
! "Can you send me the VIN?" Why ask? The VIN is the van's 17-character ID number, like a fingerprint. With it you can check online if there's money owing , if it was written off after a big accident, if it's been reported stolen , and if it has any recalls (Section 06). An honest seller will send it.	They send it.		
"Has it been in an accident?" Why: Repairs can hide damage. An invoice shows it was fixed properly.	"No", or they have the repair invoice.		
"Does it have service invoices?" Why: They show the van was looked after.	"Yes."		
"Can you send photos of the injector and oil change records?" Why: Oil and injector care matter a lot on this diesel.	Yes, with dates and kilometres on each entry.		
"Have the recalls been done, and is there paperwork?" Why: Recalls depend on the VIN, so each van is different.	Yes, with a dealer record or an invoice.		
"Where in the logbook is the timing belt or chain work?" Why: This part keeps the engine's moving parts in time, and our sources disagree on which type it is.	An entry with the date and kilometres, or a note from a workshop.		
"Are any warning lights on?" Why: A light means the van has found a fault.	"No."		
"Can you leave it cold before I arrive?" Why: Some problems only show when the engine is cold.	"Sure."		

Tip

Write down what they say. See if the answers stay the same when you visit.

05

Check the invoices

Ask the seller to send you photos.



Ask the seller:

"Could you send me photos of the service book and invoices?"

Looking at the invoices	Yes	No
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Did they send them?

Does each one show the workshop name, date and kilometres?

Do the kilometres go up each time?

Do the services follow the logbook, with no gaps of more than a year?

Words you might see on an invoice

Invoice says	It means
Injector	The part that sprays diesel into each cylinder
Injector seals or copper washers	Small seals that keep hot gas from leaking out of the engine
EGR	A system that sends exhaust back into the engine. It can clog with soot.
Turbo actuator	The part that controls how much the turbo boosts the engine
Manual valve lever	A gear selector part inside the automatic gearbox
Leak-down or compression test	A test of how healthy the engine cylinders are

06

Quick checks at home

All you need is the VIN. Five minutes.



1. Recalls

Type the VIN into either site:

toyota.com.au/toyota-recalls

vehiclerecalls.gov.au

Safety recalls are fixed for free by the maker. Helpline 1800 987 366.

2. Money owing

Search the VIN at:

ppsr.gov.au

It shows money owing, write-offs and theft. Small fee. Check again on the day you pay.

Your result

Yes

No

 **PPSR is clear**

No open recalls, or proof they were fixed

Checkpoint: is it worth a visit?

Count your No's from Sections 04, 05 and 06.



My No's

Stop signs with No



Any stop sign with a No?

Don't go yet. Sort it out with the seller first.

0 to 2

Go and look

Take Stage 2 with you.

3 to 5

Ask more first

Ask the seller about each No. Go if you're happy.

6 or more

Is it worth the trip?

A lot couldn't be confirmed.

The decision is always yours.

Want to check it like a mechanic?

The 2011 Toyota HiAce Buyer's Inspection Guide shows you every check, step by step, with drawings of where to look.

Get the full guide · \$29

General information only, not an inspection of any vehicle. "Our guide" means our recommendation, not a legal rule. Costs are a rough guide. Information current at October 2026: always check the VIN yourself. Perth Cars Pre-Purchase Inspection Service · ACN 612 731 996 · Licence Nos. LVS/WSS MR20570 · MS30917 · 0451 237 048 · info@autolab360.com · perthprepurchaseinspection.com

STAGE 2**At the van**

Take this guide with you.

07**Dashboard warning lights**

The colour tells you how serious it is.

**Red = Stop**

Serious

**Yellow = Check**

Needs a look

**Green = OK**

Just information

The one-minute light test**1****Key on**

Lights come on. Good!

2**Start the engine**

Lights go out.

3**Watch**

Any light left on? Ask about it.

**Check engine**

Engine fault found.

**Battery**

Not charging.

**Oil pressure**

Low oil. Stop the engine.

**Engine too hot**

Overheating. Stop.

**Brake**

Handbrake on, or a brake fault.

**ABS**

Anti-skid brake fault.

**Airbag**

Airbags may not work.

**1. Paint and panels****GOOD**

Same colour everywhere, even gaps.

ASK ABOUT IT

One panel a different colour.

**2. Build date on the plate****GOOD**

The compliance plate shows a month and year. ANCAP says standard gear is dual front airbags, ABS and emergency brake assist. Stability control was not available.

ASK ABOUT IT

"What month and year was this van built?"

**3. Sliding side door****GOOD**

The door latches firmly and slides smoothly from inside and outside.

ASK ABOUT IT

"Was the sliding door latch recall done?"

**4. Tyres****GOOD**

Even wear. The 4 numbers on the side (like **2319** = 2019) show under 6 years old.

ASK ABOUT IT

Worn on one edge, cracked, or 6+ years old.

**5. Cold start****GOOD**

Ask the seller to lift the seat or engine cover. Look and listen from outside the vehicle. It starts quickly, and any smoke clears in a minute.

ASK ABOUT IT

Hard to start, rattles, or keeps smoking.

**6. Test drive****BEFORE YOU DRIVE**

Seller says yes, their insurance covers you.

GOOD

Goes straight. Smooth gears. Firm brakes.

ASK ABOUT IT

Pulls to one side, clunks, or a warning light.

09

Your scorecard

Tick Yes or No, then count your No's.



At the van	Yes	No
Engine was cold when I arrived		
! VIN on the van matches the rego papers		
Seller's answers were the same as on the phone		
Paint even, no bubbly rust		
Sits level		
Tyres look good and are under 6 years old		
! Light test passed		
! Started easily, smoke cleared		
Windows, locks and air-con work, two keys		
Drives straight, smooth gears, firm brakes		
! No warning light on the drive		
Can the seller show regular oil change records?		
Can the seller show proof that the recalls were done?		

My No's

 / 13

Stop signs with No

What your count means



Any stop sign with a No?

Stop. Don't pay a deposit until it's sorted.

0 to 1

Looks well cared for

Many buyers still get a mechanic to check inside the engine.

2 to 3

A few questions

Ask the seller, and ask a mechanic what each No might cost.

4 to 6

Lots of unknowns

Get a mechanic to look before you pay anything.

7 or more

Many warning signs

Take your time and get advice first.

The decision is always yours.