



**Ford Tourneo Custom**  
With Safety Pack

2024



Adult Occupant



75%

Child Occupant



86%

Vulnerable Road Users



83%

Safety Assist



62%

SPECIFICATION

Tested Model	Ford Tourneo Custom 2.0 Ecoblue 'Titanium', LHD
Safety pack	Driver Assistance Pack with Navigation
Body Type	- 5 door MPV
Year Of Publication	2024
Kerb Weight	2422kg
VIN From Which Rating Applies	- all Tourneo Customs with optional safety pack
Class	Business and Family Van

## SAFETY EQUIPMENT

	Driver	Passenger	Rear
FRONTAL CRASH PROTECTION			
Frontal airbag	●	●	—
Belt pretensioner	●	●	●
Belt loadlimiter	●	●	●
Knee airbag	✘	✘	—
LATERAL CRASH PROTECTION			
Side head airbag	●	●	●
Side chest airbag	●	●	✘
Side pelvis airbag	●	●	✘
Centre Airbag	●	✘	—

	Driver	Passenger	Rear
CHILD PROTECTION			
Isifix/i-Size	—	✘	●
Integrated CRS	—	✘	✘
Airbag cut-off switch	—	●	—
Child presence detection	—	✘	✘
SAFETY ASSIST			
Seat Belt Reminder	●	●	●

## SAFETY EQUIPMENT (NEXT)

OTHER SYSTEMS	
Active Bonnet	✘
AEB Vulnerable Road Users	●
AEB Pedestrian - Reverse	○
Cyclist Dooring Prevention	○
AEB Motorcyclist	●
AEB Car-to-Car	●
Speed Assistance	●
Lane Assist System	●
Fatigue / Distraction Detection	●

Note: Other equipment may be available on the vehicle but was not considered in the test year.

- Fitted to the vehicle as standard   
 ○ Fitted to the vehicle as part of the safety pack  
○ Not fitted to the test vehicle but available as option or as part of the safety pack   
 ✘ Not available   
 — Not applicable

**ADULT OCCUPANT**

Total 30.2 Pts / 75%

■ GOOD   
 ■ ADEQUATE   
 ■ MARGINAL   
 ■ WEAK   
 ■ POOR

Frontal Impact 12.6 / 16 Pts

Mobile Progressive Deformable Barrier      Full Width Rigid Barrier

Lateral Impact 16.0 / 16 Pts

Side Mobile Barrier      Side Pole      Far-Side Excursion      Occupant Interaction

Rear Impact 3.7 / 4 Pts

Rear Seat      Front Seat

## ADULT OCCUPANT

Total 30.2 Pts / 75%

■ GOOD   
 ■ ADEQUATE   
 ■ MARGINAL   
 ■ WEAK   
 ■ POOR

Rescue and Extrication		-2.0 / 4 Pts
Rescue Sheet	Not available in some countries, not ISO compliant	
Advanced eCall	Available	
Multi Collision Brake	Available	
Submergence Check	Partially Compliant	

## Comments

The passenger compartment of the Ford Tourneo Custom remained stable in the frontal offset test. Dummy numbers showed good protection of the knees and femurs of both the driver and passenger. Ford did not demonstrate that a similar level of protection would be provided to occupants of different sizes and to those sitting in different positions, and protection of this area was downgraded to 'marginal'. Analysis of the deceleration of the impact trolley during the test, and of the deformable barrier after the test, revealed that the Tourneo Custom would be a moderately benign impact partner in a frontal collision. In the full-width rigid barrier test, protection of all critical body areas was good or adequate for both the driver and rear passenger. In both the side barrier and the more severe side pole tests, protection of all critical body areas was good, and the Tourneo Custom scored maximum points in this part of the assessment. Control of excursion (the extent to which a body is thrown to the other side of the vehicle when it is hit from the far side) was good. The Tourneo Custom has a centre airbag mounted on the driver's seat to mitigate against occupant to occupant injuries in such impacts. Dummy numbers were good in Euro NCAP's test, with equal protection to the front driver and passenger. Tests on the front seats and head restraints demonstrated good protection against whiplash injuries in the event of a rear-end collision. A geometric analysis of the rear seats also indicated good whiplash protection. The Tourneo Custom has an advanced eCall system which alerts the emergency services in the event of a crash. The car also has a system which applies the brakes after an impact, to avoid secondary collisions. Ford demonstrated that if the car entered water, the doors, if locked, could be opened within two minutes of power being lost.

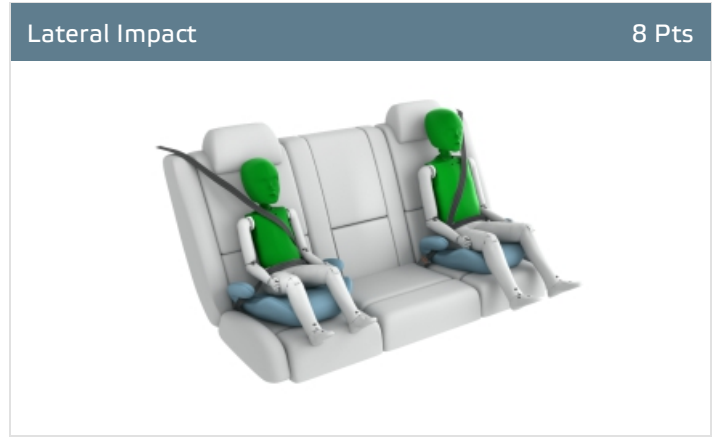
**CHILD OCCUPANT**

Total 42.6 Pts / 86%

■ GOOD   
 ■ ADEQUATE   
 ■ MARGINAL   
 ■ WEAK   
 ■ POOR

Crash Test Performance based on 6 & 10 year old children

23.6 / 24 Pts



Restraint for 6 year old child: *Britax Kidfix M i-size*  
 Restraint for 10 year old child: *Britax Kidfix M i-size booster*

**Safety Features**

7.0 / 13 Pts

	Front Passenger	2nd row outboard	2nd row center	3rd row outboard	3rd row center
Isofix	✗	●	✗	●	✗
i-Size	✗	●	✗	●	✗
Integrated CRS	✗	✗	✗	✗	✗
Top tether	✗	●	✗	●	✗
Child Presence Detection	✗	✗	✗	✗	✗

● Fitted to test car as standard   
 ○ Not on test car but available as option   
 ✗ Not available

**CRS Installation Check**

12.0 / 12 Pts

i-Size	Seat Position							
	Front		2nd row			3rd row		
	⚠	⚠	Left	center	Right	Left	center	Right
i-Size	—	—	●	—	●	●	—	●

● Easy   
 ● Difficult   
 ● Safety critical   
 ✗ Not allowed  
⚠ Airbag ON   
 Rearward facing restraint installation not allowed   
⚠ Airbag OFF

**CHILD OCCUPANT**

Total 42.6 Pts / 86%

Isofix	Seat Position							
	Front		2nd row			3rd row		
			Left	center	Right	Left	center	Right
	—	—	●	—	●	●	—	●
	—	—	●	—	●	●	—	●
	—	—	●	—	●	●	—	●
	—	—	●	—	●	●	—	●
	—	—	●	—	●	●	—	●
	—	—	●	—	●	●	—	●

● Easy   
 ● Difficult   
 ● Safety critical   
 ✘ Not allowed  
✘ Airbag ON   
 Rearward facing restraint installation not allowed   
✘ Airbag OFF

Seatbelt Attached	Seat Position							
	Front		2nd row			3rd row		
			Left	center	Right	Left	center	Right
	✘	●	●	●	●	●	●	●
	●	●	●	●	●	●	●	●
	●	●	●	●	●	●	●	●
	●	●	●	●	●	●	●	●
	●	●	●	●	●	●	●	●
	✘	●	●	●	●	●	●	●

● Easy   
 ● Difficult   
 ● Safety critical   
 ✘ Not allowed  
✘ Airbag ON   
 Rearward facing restraint installation not allowed   
✘ Airbag OFF

 CHILD OCCUPANT

Total 42.6 Pts / 86%

## Comments

In both the frontal offset and side barrier tests, good protection was provided to all critical body areas for both child dummies, apart from the neck of the 10 year old, protection of which was adequate. The front passenger airbag can be disabled to allow a rearward-facing child restraint to be used in that seating position. Clear information is provided to the driver regarding the status of the airbag and the system was rewarded. The Ford Tourneo Custom is not equipped with 'child presence detection', a system which issues a warning when it recognises that a child or infant may have been left in the car. All of the child restraint types for which the Tourneo Custom is designed could be properly installed and accommodated in the car.



**VULNERABLE ROAD USERS**

Total 52.7 Pts / 83%

GOOD
  ADEQUATE
  MARGINAL
  WEAK
  POOR

**VRU Impact Protection**

29.3 / 36 Pts



Pedestrian & Cyclist Head	12.3 Pts
Pelvis	4.5 Pts
Femur	4.5 Pts
Knee & Tibia	8.0 Pts

**VRU Impact Mitigation**

23.4 / 27 Pts

System Name	Pre-Collision Assist
Type	Auto-Brake with Forward Collision Warning
Operational From	5 km/h
PERFORMANCE   <span style="display: inline-block; width: 20px; height: 10px; background-color: green;"></span>	

**AEB Pedestrian**

7.2 / 9 Pts

Scenario	Day time	Night time
Car reversing into adult or child	<span style="display: inline-block; width: 15px; height: 15px; background-color: yellow;"></span>	—
Adult crossing a road into which a car is turning	<span style="display: inline-block; width: 15px; height: 15px; background-color: green;"></span>	—
Adult crossing the road	<span style="display: inline-block; width: 15px; height: 15px; background-color: green;"></span>	<span style="display: inline-block; width: 15px; height: 15px; background-color: green;"></span>
Child running from behind parked vehicles	<span style="display: inline-block; width: 15px; height: 15px; background-color: green;"></span>	<span style="display: inline-block; width: 15px; height: 15px; background-color: yellow;"></span>
Adult along the roadside	<span style="display: inline-block; width: 15px; height: 15px; background-color: green;"></span>	<span style="display: inline-block; width: 15px; height: 15px; background-color: green;"></span>

— Currently not tested

**AEB Cyclist**

7.7 / 8 Pts

Scenario	Day time
Approaching cyclist crossing from behind parked parked vehicles	<span style="display: inline-block; width: 15px; height: 15px; background-color: green;"></span>
Turning across path of an oncoming cyclist	<span style="display: inline-block; width: 15px; height: 15px; background-color: green;"></span>
Approaching a crossing cyclist	<span style="display: inline-block; width: 15px; height: 15px; background-color: green;"></span>
Approaching a cyclist along the roadside	<span style="display: inline-block; width: 15px; height: 15px; background-color: green;"></span>



VULNERABLE ROAD USERS

Total 52.7 Pts / 83%

■ GOOD   
 ■ ADEQUATE   
 ■ MARGINAL   
 ■ WEAK   
 ■ POOR

Cyclist Dooring Prevention

■ 0.0 / 1 Pts

Scenario	
Dooring a passing cyclist	, driver door only"

AEB Motorcyclist

■ 6.0 / 6 Pts

Scenario	Autobrake function only	Driver reacts to warning
Approaching a stationary motorcyclist	<span style="color: green;">■</span>	<span style="color: green;">■</span>
Approaching a braking motorcyclist	<span style="color: green;">■</span>	<span style="color: green;">■</span>
Turn across the path of an oncoming motorcyclist	<span style="color: green;">■</span>	—

— Currently not tested

Lane Support Motorcyclist

■ 2.5 / 3 Pts

Scenario	Day time
Changing lane across the path of an oncoming motorcyclist	<span style="color: green;">■</span>
Changing lane across the path of an overtaking motorcyclist	<span style="color: yellow;">■</span>

Comments

Protection of the head of a struck pedestrian or cyclist was predominantly good or adequate. Protection of the pelvis and femur was good at all test locations, while that of the knee and tibia was predominantly good. The autonomous emergency braking (AEB) system of the Ford can respond to vulnerable road users as well as to other vehicles and, equipped with the optional safety pack, its overall performance was good, a noticeable improvement over that of the standard equipment. Likewise, the system performed well in tests of its response to cyclists, but not for 'dooring', where a door is suddenly opened in the path of a cyclist approaching from behind. Overall, the AEB system performed well in tests of its response to motorcyclists, scoring full points in this part of the assessment.

**SAFETY ASSIST**

Total 11.3 Pts / 62%

■ GOOD   
 ■ ADEQUATE   
 ■ MARGINAL   
 ■ WEAK   
 ■ POOR

Speed Assistance

■ 1.9 / 3 Pts

System Name	Intelligent Speed Assist
Speed Limit Information Function	Camera & Map, subsigns supported
Speed Limitation Function	Intelligent Speed Limiter not default ON (accurate to 5km/h)

Occupant Status Monitoring

■ 1.3 / 3 Pts

> Seatbelt Reminder

■ 1.0 / 1 Pts

Applies To	Front and rear seats, including third row		
Warning	Driver Seat	Front Passenger(s)	Rear Passenger(s)
Visual	●	●	●
Audible	●	●	●
Occupant Detection	—	●	●

● Pass   
 ● Fail   
 — Not available

> Driver Monitoring

■ 0.3 / 2 Pts

System Name	Driver Alert
Type	Indirect monitoring
Operational From	30 km/h
Fatigue	Drowsiness

SAFETY ASSIST

Total 11.3 Pts / 62%

Lane Support

2.5 / 3 Pts

System Name	Lane Keeping System
Type	LKA and ELK
Operational From	60 km/h
PERFORMANCE	
Emergency Lane Keeping	GOOD
Lane Keep Assist	GOOD
Human Machine Interface	GOOD

AEB Car-to-Car

5.6 / 9 Pts

System Name	Pre-Collision Assist (PCA)
Type	Autonomous emergency braking and forward collision warning
Operational From	5 km/h
Sensor Used	camera and radar

Scenario	Autobrake function only	Driver reacts to warning
Approaching a car crossing a junction		
Approaching a car head-on		—
Turning across the path of an oncoming car		—
Approaching a stationary car		
Approaching a slower moving car		—
Approaching a braking car		—

— Currently not tested



## SAFETY ASSIST

Total 11.3 Pts / 62%

## Comments

Overall, when equipped with the optional safety pack, the performance of the autonomous emergency braking (AEB) system was adequate in tests of its reaction to other vehicles, with some points scored in the crossing scenarios. A seatbelt reminder system is fitted as standard to the front and rear seats. The car has an indirect driver status monitoring system, detecting driver fatigue. The lane support system gently corrects the vehicle's path if it is drifting out of lane and also intervenes in some more critical situations. The speed assistance system identifies the local speed limit. The driver can choose to allow the limiter to be set automatically by the system, although this is not on by default.

## RATING VALIDITY

### Variants of Model Range

Body Type	Engine	Model Name	Drivetrain	Rating Applies	
				LHD	RHD
5 door MPV	2.0 Ecoblue	Tourneo Custom	4 x 2 *	✓	✓
5 door MPV	2.0 Ecoblue	Tourneo Custom	4 x 4	✓	✓

\* Tested variant

### Annual Reviews and Facelifts

Date	Event	Outcome
May 2024	Rating Published	2024 ★★★★★ ☆ ✓