

What is the advantage of removing NGV kit through the Transition Assistance Package for NGV Dual-fuel Vehicles?

This Package offers free NGV kit removal services.

Our partner workshops are trained according to established procedures to ensure your vehicle meets the required safety and quality standards.

Does the removal the NGV kit have any long- term effects on my vehicle's engine performance?

The NGV kit removal process is performed by trained mechanics following the established procedures. This work will not have any long-term effects on your vehicle's performance.

Is the removal of the NGV kit limited to specific parts of the NGV system, or does it require the removal of the entire system?

Yes, the entire NGV kit must be completely removed, including the NGV tank and NGV components.

Where can I find a list of nearby Partner Workshops?

You can find a list of nearby partner workshops by visiting the website at www.pomen.peralihanngv.com. The list of partner workshops will be updated from time to time.

What is the NGV kit components will be removed by the workshop?

For NGV Kits of the "Sequential Injection" type, the following components are included in the Removal service:

1. Gas Changeover Switch
2. Pressure Regulator
3. Electronic Control Unit
4. Gas Filter
5. Injection Rail
6. CNG Refueling Valve
7. Pressure Gauge
8. NGV Cylinder
9. Signal Wiring

For NGV Kits of the "Mixer" type, the following components are included in the Removal service:

1. Gas Changeover Switch
2. Pressure Regulator
3. Spark Timing Advance Processor
4. Mixer with Hose and Power Valve
5. CNG Refuelling Valve
6. Pressure Gauge
7. NGV Cylinder
8. Signal Wiring
9. Gas Tubing

Can I request to get the NGV system components that have been removed?

No, because the NGV tank and NGV kit components will be dismantled and disposed by the workshop following the safety procedures established by PNGV, and in accordance with national environmental policies.

Can I request the Partner Workshops to perform vehicle servicing in addition to the NGV kit removal? If so, who will cover the costs?

You can only request additional vehicle services after the NGV kit removal is completed. The cost for any additional services will be the responsibility of the vehicle owner and is not included in this Package.

Do I need to apply through POMEN Autodata Sdn Bhd for the Transition Assistance Package for NGV Dual-fuel Vehicles?

Applications can be made through the POMEN system via website at www.pomen.peralihanngv.com.

When is the closing date to apply for the Transition Assistance Package for NGV Dual- fuel Vehicles?

Application for the Package for NGV Dual-fuel Vehicles will need to be done by 30 April 2025. After this period, all cost of Removal shall be borne by the vehicle owner.

Do I need an email address for application purposes?

Yes, an email address is a prerequisite for application. Please register with any email platform such as Gmail, Yahoo, or Outlook to obtain an email before applying.

How do I apply for the Transition Assistance Package for NGV Dual-fuel Vehicles?

Applicants must apply through the website www.pomen.peralihanngv.com.

1. Please enter the following information in the form provided in the website to check your eligibility.

- a) Applicant's Name
- b) Applicant's Phone Number
- c) Applicant's Email
- d) Vehicle Registration Number
- e) Vehicle Chassis Number

2. Eligible applicants will receive a confirmation email. Please click the link provided to book your appointment. A link will be sent via e-mail to eligible applicants only.

3. Complete the appointment booking form using the link provided in the email and submit the following details and attachments:

- a. Location Preference
- b. Date and Time Preference
- c. Upload a copy of the Vehicle Ownership Certificate or Insurance Cover Note. (document must show the registration number and chassis number)
- d. Upload a current photo of the vehicle which clearly shows the registration number and NGV system.

4. Applicant will receive appointment confirmation and Appointment Slip via e-mail within 3 to 5 working days.

5. Once received the appointment slip, Applicant must bring the vehicle to the workshop as detailed in the appointment slip.

6. Please ensure to follow the requirement as below to ensure smooth process:

- a. The vehicle presented at the workshop must match the details in the appointment slip.
- b. For safety reasons, the gas in the vehicle should be at minimum level – the gas level indicator should be at minimum level, or the pressure gauge should read below 500 psi.
- c. The NGV kit removal work will take approximately 3 to 4 hours. Applicant are encouraged to collect their vehicle on the same day.

7. Once the work is completed, Applicant will receive a call from the workshop to collect their vehicle.

8. A Job Completion Ticket (JCT) will be provided via email as confirmation of work completion.

9. A workmanship warranty of 3 months is provided for the NGV kit removal work.

Can I reschedule my appointment?

Yes, you may reschedule the appointment. kindly contact your assigned Partner Workshop as per your Appointment Slip.

What should I do if there are no available appointment slots?

Appointment bookings will be given priority based on the earliest applications. If your selected slot is not available, a customer service representative will call you to confirm the appointment date and time.

What should I do if I miss my scheduled appointment?

If you miss your appointment date and time, please contact your assigned Partner Workshop as per your Appointment Slip to reschedule a new appointment within one (1) week of the original appointment. If you fail to do so, you will need to submit a new application through the website www.pomen.peralihanngv.com.

If my gas level is still high at the time of my appointment, can I proceed with the removal of the NGV kits?

the gas level indicator should be at minimum level, or the pressure gauge should read below 500 psi.

The workshop will first inspect your vehicle.

If your gas level is too high, it will take too long and compromise safety. You will need to reschedule your appointment with the Partner Workshop.

What is a Job Completion Ticket (JCT)?

The Job Completion Ticket (JCT) is a document that serves as proof of completed work and will be provided to the applicant once the NGV kit has been removed.

The applicant should keep this document as evidence in case there are any warranty claims against the Partner Workshops.

My vehicle is experiencing technical issues after removing my NGV Kit. What can I do?

After removing your NGV Kit, a 3 month warranty will be provided to you, subject to the terms and conditions at [\[link to T&C page\]](#). You may contact the partner workshop that dismantled your NGV kit to claim for the warranty. You will need to bring your Job Completion Ticket (JCT) to the Partner Workshops for warranty claims.

What is included in the warranty?

The warranty includes:

- Engine tuning (for carburetted engines)
- Leaks at NGV manifold intake screws
- Engine tuning & diagnostics (for electronic fuel injection)
- Wiring work related to NGV system wiring that uses electrical current/signals
- Restoration of original vehicle wiring (Fuel injector wiring and fuse box assembly if applicable)

The warranty excludes:

- Spark plugs, spark plug wires, distributor, ignition coil, oxygen sensors (for EFI)
- Fuel system components (hoses, rails, injectors, carburettors, fuel filters, fuel pumps)
- Cooling system (if replacement or bleeding of the cooling system is required)
- Engine oil
- ECU (Electronic Control Unit)
- Transmission control unit
- Manifold Absolute Pressure (MAP) sensor
- Mass Air Flow (MAF) sensor
- Water hoses (if NGV system includes T-Joint water)
- Throttle body
- Battery
- Alternator
- Fuses / Relays
- Any pre-existing defects or damages before the NGV kit Removal
- Any vehicle parts not directly connected to the NGV kit system

What are the eligibility requirements for applying for the Transition Assistance Package for NGV Dual-fuel Vehicles?

To be eligible for this Transition Assistance Package, the vehicle:

- (i) must be a dual-fuel vehicle (NGV/petrol/diesel) that is modified with an NGV kit installed and is active; and
- (ii) has a Motor Vehicle License (Road Tax) registered with JPJ at any time between 1 October 2021 and 30 September 2024.

I have yet to receive any email confirming my application status. What should I do?

Applicants will receive appointment confirmation and Appointment Slip via e-mail within 3 to 5 working days. If you have yet to receive the email, kindly check your inbox, junk or spam first. If you have done so, we can transfer you to our live agent. They are fully equipped to address your issue and provide the necessary support.

On the other note, you can reach our Customer Service team at 1300-88-8181 or via email at mesralink@petronas.com

Can I bring my NGV vehicle to any workshop or service centre other than those listed as PNGV-approved partners for the Removal of the NGV kit?

No, only workshops listed on the website www.pomen.peralihanngv.com are authorized for the removal of the NGV kit under this Package.

Note: If the NGV kit is removed by a workshop not listed on the approved list, you will not be eligible for the free NGV kit Removal services, and no warranty will be provided.

My vehicle uses NGV fuel as stated in my vehicle registration document, but I received an email indicating that my application was unsuccessful. What should I do?

Applicants who receive an email indicating an unsuccessful application can appeal through the <appeal form> in the website and must provide all relevant details and documents, including:

1. Applicant's Name
2. Applicant's Phone Number
3. Applicant's Email
4. Vehicle Registration Number
5. Vehicle Chassis Number
6. Upload a copy of the Vehicle Ownership Certificate
7. Upload a current photo of the vehicle which clearly shows the registration number and NGV system.

Note: Your appeal form will be reviewed and the decision on your appeal will be sent to your registered email address.

Appeal Form:

<https://app.engarage.io/ngv-appeal-form>

I have never registered my vehicle with JPJ. Am I eligible to apply for the Transition Assistance Package for NGV Dual-fuel Vehicles?

Vehicles not registered with JPJ as NGV vehicles are not eligible for this Package.

However, you may still apply to this Package by submitting an appeal through the following link <appeal form> and provide the requested details, including uploading a copy of the Vehicle Ownership Certificate and a current photo of the vehicle which clearly shows the registration number and NGV system.

Note: Your appeal form will be reviewed and the decision on your appeal will be sent to your registered email address.

Appeal Form:

<https://app.engarage.io/ngv-appeal-form>

What is a mono-fuel NGV vehicle?

Mono-fuel vehicle is a vehicle powered solely by NGV fuel.

Why I cannot submit application for package Mono-Fuel Vehicle?

Unfortunately, the deadline to apply for this Package is no later than 31 December 2024.

However, if you would like to ask about FAQ for Mono-Fuel package, we would be happy to accommodate your queries.

I am not satisfied with the valuation conducted by the appointed independent valuer. To whom can I complaint this issue?

You can file a complaint by sending an email to mesralink@petronas.com or by contacting Mesralink customer service at 1-300-88-8181.

What is AATF

The Authorised Automotive Treatment Facility (AATF) is a vehicle disposal center licensed by the Department of Environment, Ministry of Natural Resources and Environmental Sustainability (JAS). Here, vehicle owners can send and dispose of their vehicles in a proper and safe manner, complying with environmental regulations. AATF provides a Certificate of Destruction (COD) for the vehicle and a deregistration certificate from JPJ (K1d). Further information on AATF can be found on <https://www.doe.gov.my/en/list-of-authorized-automotive-treatment-facilities-aatf/>

What happens to vehicles that have been disposed of?

The AATF will dispose of your vehicle according to the procedures of the Department of Environment, Ministry of Natural Resources and Environmental Sustainability (JAS). PNGV is not involved in any disposal activities. Please contact the AATF for further information.

What is the value of the transition assistance package under this program?

The value of the transition assistance package for this program is subject to PNGV's decision, based on the vehicle valuation report provided by appointed independent valuer.

When will I receive the payment after agreeing to accept the offer package for this program?

Payment will be credited to your registered bank account after 5 working days, subject to the specified terms and conditions.

What are the eligibility requirements for applying to the Transition Assistance Package for Mono-Fuel NGV Vehicles?

The eligibility requirements for the program are as follows:

- a. The vehicle is registered as an NGV Mono-Fuel vehicle at JPJ.
- b. Mono-Fuel type NGV vehicles powered by NGV fuel only.
- c. Motor Vehicle License (LKM) /Roadtax is valid from 1st October 2021 to 30th September 2024

My vehicle has been out of operation and is non-functional for a while. Am I still eligible to apply?

Subject to eligibility criteria, the Mono-fuel vehicle must still be in working condition.

I own more than one Mono-fuel vehicle. Can I register all of my vehicles?

You may register up to 5 vehicles for each application.

If I refuse to dispose of my vehicle/still wish to keep my vehicle/convert the fuel to diesel or petrol, am I still eligible to receive the offer under this program?

No. One of the conditions to receive this offer is that the vehicle owner must submit a Certificate of Destruction (COD) and a deregistration certificate from JPJ in accordance with the specified terms and conditions.

Any modifications to your vehicle are at your own risk and expense.

What should I do if my vehicle is not listed in the www.peralihanngv.com?

You may submit an appeal at www.peralihanngv.com.

You will receive the decision of your appeal within 30 days from the date the appeal is made.

The decision of the appeal will be given via the registered email address.

How do I know the status of my appeal application?

The status of your appeal can be checked through the registered email for the NGV single fuel transition assistance package. If your appeal is accepted, you will receive an email and a phone call from the representative of the independent valuer for a vehicle assessment appointment within 7 days after the approval of the appeal.

The decision of the PNGV Committee is final. Any feedback can be directed to mesralink@petronas.com or contact Mesralink customer service at 1-300-88-8181 for further information.

What types of offers are available under the Transition Assistance Package Offer for Mono- Fuel NGV Vehicles?

The Transition Assistance Package for Mono-Fuel NGV Vehicles is a one-time cash payment provided to eligible mono-fuel vehicle owners, subject to the terms and conditions set by the program.

What information and documents are required for the application process?

Required information:

- i. Chassis number
- ii. Vehicle registration number

Documents required during registration:

For company registration:

- i. Company name (copy of SSM)
- ii. Phone number
- iii. Email address
- iv. Vehicle image
- v. Copy of roadtax
- vi. Copy of grant

For individual registration:

- i. Individual name (copy of IC)
- ii. Phone number
- iii. Email address
- iv. Vehicle image
- v. Copy of road tax
- vi. Copy of grant

*Copy of the grant/roadtax can be found in the myJPJ app.

I have attached all the required documents during the registration process on the website www.peralihanngv.com What is the next step?

You will receive an email notification regarding your eligibility within 7 days of registration. For eligible applications, an appointed independent valuer by PNGV will contact you to schedule a vehicle evaluation appointment.

Can I choose my own preferred vehicle valuer?

No, only vehicle valuer appointed by PNGV are allowed to conduct the valuation process.

Can I reschedule the vehicle evaluation appointment that has already been set?

Yes. You will need to contact the appointed independent valuer who is assigned to you to arrange a new appointment date.

What is the estimated time required for each vehicle valuation?

The estimated time required for each vehicle valuation is between 15 to 20 minutes

How is the valuation process for my vehicle conducted?

Your vehicle valuation is conducted based on a vehicle evaluation checklist by the appointed independent valuer.

Where will my vehicle valuation be conducted?

The location and time of the valuation will be determined based on the agreement between you and the appointed independent valuer during the appointment scheduling process.

I disagree with the vehicle valuation location suggested by the appointed independent valuer. Is it possible for me to choose my own location for the valuation?

Yes. You just need to communicate with the appointed independent valuer to agree on a location that works for both parties.

I agree with the offer value provided for my vehicle under this program. What is the next step?

1. The vehicle owner must sign the agreement letter from the appointed independent valuer and reply to the email within 5 days of receiving it.
2. For payment purposes, you need to fill in the required information and provide the supporting documents listed below.
3. The vehicle owner must dispose of the vehicle through an authorized AATF representative (<https://www.doe.gov.my/en/list-of-authorized-automotive-treatment-facilities-aatf/>) to obtain a deregistration certificate from JPJ.
4. Payment will be credited to the registered bank account within 5 working days, subject to the terms and conditions.

Required Information:

- i. Company Name (for companies) / Individual Name (for individuals)
- ii. Latest Bank account number/bank name

Supporting Documents:

- i. Deregistration certificate from JPJ (K1d)
- ii. Vehicle disposal certificate from the AATF representative
- iii. Latest Bank statement
- iv. Signed consent form

I disagree with the offer value provided for my vehicle under this program. What is the next step?

The offer value provided is the best and most competitive, based on a recognized professional valuation. However, any feedback regarding the price and its justification can be submitted by sending an email along with supporting documents to mesralink@petronas.com.

Can I choose a disposal site other than those registered with AATF?

No. Vehicle disposal can only be carried out at locations registered with AATF, as only AATF-registered facilities can issue a Certificate of Destruction (COD) for the vehicle.

For more information, you can visit "<https://www.doe.gov.my/en/list-of-authorized-automotive-treatment-facilities-aatf/>".

What are the eligibility requirements for this Package?

The eligibility requirements for this Package are as follows:

- a. Active NGV taxi drivers.
- b. Holders of active taxi driver cards from 1 January 2024 to 30 September 2024.
- c. Vehicle permit holders as recorded in the “Agensi Pengangkutan Awam Darat” (APAD) database.

My taxi driver's card has expired. Am I still eligible to apply for this Package?

No, you are not. However, you may submit an appeal via the Appeal Form at www.rayuanperalihanngv.com and the result of the appeal will be notified via your email registered with us.

What information and documents do I need to submit to apply for this Package?

The following information and documents need to be submitted:

- i. Full Name as per Identification Card
- ii. Phone Number
- iii. Email Address
- iv. Copy of Identification Card
- v. Copy of Taxi Driver's Card
- vi. Copy of Vehicle Permit vii. License Plate Number

In what situation will I need to resubmit the required documents?

There are two scenarios where you may be asked to resubmit the documents as follows:

- i. The uploaded information and images do not match.
- ii. The uploaded documents are blurry and difficult to read.

You will be required to resubmit the necessary documents by replying to the email sent to your registered email address.

How much is the payment for this Package and how will the payment be made?

You will receive an e-voucher for the amount of RM3,000 which will be credited in your account on SETEL app. You are advised to download the SETEL app and complete the e-KYC process in the Setel application to ease the payment process.

The payment will be credited to your SETEL account within 15 to 30 days from the date your application is approved.

Where can I apply for this Package?

You can visit the website www.peralihanngv.com to apply.

Follow the step to apply the package

Step1: Confirm your Eligibility

Enter your identification card number to confirm your eligibility.

Step 2: Apply

Fill in the application form and submit the required supporting documents:

A. Copy of Identification Card

B. Copy of driver's card

C. Copy of Vehicle Permit

The status of your application will be notified via email registered during the application.

Step 3: Receive Payment

Download the Setel application and complete the identity verification to receive the Transition Assistance Package within 15 to 30 working days via Setel e-voucher.

Why I cannot submit application for package Taxi NGV Driver

Unfortunately, the deadline to apply for this Package is no later than 31 December 2024.

However, if you would like to ask about FAQ for Taxi NGV Driver package, we would be happy to accommodate your queries.

What is Transition Assistance Package for NGV Taxi Drivers?

This transition assistance package is specifically for eligible taxi drivers, offering a one-off Setel e- voucher worth RM3,000, which will be credited through the Setel application.

The deadline for application is 31 January 2025

How do I raise a dispute?

Thank you for reaching out to us regarding your concern. To assist you further with your dispute, we will transfer you to our live agent. They are fully equipped to address your issue and provide the necessary support.

On the other note, you can reach our Customer Service team at 1300-88-8181 or via email at mesralink@petronas.com

Reference

1. Customer Service Email
mesralink@petronas.com
2. Appeal Form
<https://app.engage.io/ngv-appeal-form>