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Media Statement

For Immediate Release

PUSPAKOM DENOUNCES MISLEADING CLAIMS ON TINT FILM WARRANTY CARDS

Shah Alam, 7 July 2025 – PUSPAKOM has issued a reminder to tint film companies and vehicle runners to not mislead the public by misrepresenting the company’s role in vehicle inspections, particularly with regard to window tint compliance.

This follows the circulation of warranty cards by a well-known tint film brand which claim that their products are “JPJ-compliant” yet “not PUSPAKOM-compliant”.

PUSPAKOM Chief Executive Officer, Mahmood Razak Bahman, said the statement is misleading and has no basis in fact.

“There is no such thing as a ‘PUSPAKOM tint compliance’ standard. We do not set our own rules. We follow the specifications set by the Road Transport Department (JPJ), and apply them uniformly across all inspections,” he said in a statement today.

He added that PUSPAKOM strongly condemns the act of using its name to suggest the existence of separate standards or to justify failed inspections due to non-compliant products.

“We will not tolerate the use of our name to deflect accountability. If a vehicle fails inspection, it is because the combined Visible Light Transmission (VLT) of the vehicle’s glass and the tint film does not meet JPJ requirements,” Mahmood said.

Under JPJ regulations, the minimum VLT levels are:

- 70 per cent for the front windscreen
- 50 per cent for the front side windows
- Unlimited percentage for rear windows and rear windscreen



Mahmood explained that many vehicles today are fitted with glass that has natural tint. When additional tint film is applied, even if the standalone film is JPJ-compliant, the reading may fail as it will be the combined VLT of natural tint of the glass and the tint provided by the film.

“All automotive glass has a base light transmission level, even without any film applied. For example, automotive glass already blocks out light due to its natural greenish or bluish hue,” he said.

Mahmood added that the VLT rating declared on tint film packaging typically assumes that it is applied to clear glass.

PUSPAKOM also cautioned the public to be wary of runners who use such misinformation to pressure vehicle owners into removing their tint or to solicit additional payments under the guise of “fixing” inspection issues.

“We urge all customers to report such unethical behaviour and to seek clarification directly from official PUSPAKOM sources. Our inspection process is transparent, consistent, and strictly based on JPJ regulations,” Mahmood added.

The public is encouraged to contact PUSPAKOM via its website www.puspakom.com.my/contact-us or call the **PUSPAKOM Customer Service Centre at 03 5101 7000** for accurate information regarding tint film requirements and other inspection matters.

The image shows a screenshot of a vehicle inspection form. The form is divided into several sections: Vehicle Detail, Product Detail, Customer Detail, and a section for the installer. The 'Product Detail' section has 'Tint Area: Complete' and 'Remark' fields. The 'Customer Detail' section has 'Name', 'HP', 'Email', and 'Address' fields. The 'Address' field has a red stamp that says 'NON COMPLIANT WITH PUSPAKOM'. The 'Customer' field has a blue stamp that says 'ONLY COMPLIANT WITH JPJ'. The 'Date of Installation' is '02/06/2017'. The 'Compliant with JPJ rules and regulation' checkbox is checked. There are also two photos of the vehicle's windows, one labeled 'The Rest of Windows'.

A warranty card by a well-known tint film brand claimed that their tint films are “JPJ-compliant” yet “not PUSPAKOM-compliant”.

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ABOUT PUSPAKOM

After 30 years of operating under a concession and with the liberalisation of the industry, PUSPAKOM is now Malaysia's first licensed vehicle inspection company.

Our primary role is to conduct vehicle inspections to help vehicle owners ensure that their vehicles are roadworthy and comply with environmental regulations through emissions testing. This is achieved through thorough and meticulous inspections to ensure compliance with government safety standards.

*We operate a network of **53 inspection centres** nationwide, equipped with accredited and calibrated equipment. In addition, we operate **30 visit sites** that provide vehicle inspection services in sparsely populated and remote areas.*

*We also offer **Mobile Inspection Services** for the convenience of customers who are unable to visit a branch. These services include:*

- **Mobile Trucks** - For companies with large fleets such as commercial vehicle operators, delivery companies, driving schools, and vehicle distributors. Inspection services available include **Initial Inspection, Routine Inspection, and Hire Purchase Inspection (B7)**.
- **Mobile Vans** - For private vehicle owners requiring services such as **Transfer of Ownership Inspection, Road Tax Renewal, and Imported Vehicle Registration**.

Customers can book Mobile Inspection Services via www.mypuspakom.com.my, while bulk bookings can be made by contacting marketing@puspakom.com.my.

With 10 Mobile Trucks, 36 Mobile Vans, and 4 Light Units, we are committed to delivering fast, efficient, and professional inspection services - directly to our customers' locations.