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CANADIAN  
ARMED FORCES

# OUTCAN PRE-MOVE BOOKLET

## PRIVATE MOTOR VEHICLE (PMV)

2025 Edition



Canada



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# Personal Motor Vehicle (PMV)

## Introduction

This document is prepared for employees of the Department of National Defence and their dependents who are preparing for an international relocation.

To assist with your moving experience, this Private Motor Vehicle (PMV) pre-move information booklet details the services you will receive from the contractor (the moving company) and what will be expected of you (the shipper) for the shipment of your PMV. Please review the information contained in this booklet and contact your local Furniture and Effects (F&E) section if you have questions at any stage during this process.

Private Motor Vehicle referred to PMV throughout this booklet means a plated and serviceable sedan, sports car, station wagon, minivan, Sport Utility Vehicle, crossover, van, pick-up, or 4-wheel drive vehicle of one-ton rating or less registered in the member's name or in the name of the spouse or common-law partner, or a dependant, the primary purpose of which is for regular family conveyance. This definition excludes racing cars, campers/RVs, motorcycles, sprinter vans and any other vehicle which does not meet the above criteria.

In accordance with Canadian Forces Relocation Directive (CAFRD) 2.1.01 (Authority – DCBA), the following clarification is provided for CAFRD 9.3.02 (Shipment of PMV and Motorcycle by Commercial Carrier):

- A decrepit, inoperable PMV will not be shipped at Crown expense. The member is responsible to ensure the PMV or motorcycle is in good operating condition prior to shipping. All costs associated with repairs to render the PMV or motorcycle serviceable are the member's responsibility.
- Carriers will only ship a registered, licenced, and insured PMV or motorcycle to and from International locations. Vehicles must be registered, licenced and insured up to the date of pick-up. All costs associated with the registration, licensing and insuring of a PMV or motorcycle prior to shipping are the member's responsibility.
- Contractors and carriers require the PMV or motorcycle to be cleaned prior to shipping. All costs associated with the cleaning of a PMV, or motorcycle are the member's responsibility.
- For PMVs and motorcycles not listed in the Canadian Red Book, the insured value will be based on an appraisal from a professional vehicle appraisal firm. The appraisal must not be more than thirty (30) calendar days old. All costs for this appraisal are the member's responsibility.

It is advised that members complete their own fulsome research to determine if there will be issues registering the shipped PMV in the host nation. Engagement with your sponsor or the local CoC at the new place of duty, F&E/DMCSS, Embassy, and the federal, provincial, and/or local authorities at the host nation, etc. is recommend.

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## Your Responsibilities

1. At origin, you will have the vehicle ready for the Contractor or their representative at residence or at a specified location.
2. The PMV must be clean and prepared as per the Contractor's instructions.
3. The Contractor and you will inspect the vehicle followed by the Contractor completing a Vehicle Condition Report (VCR).
4. Upon delivery at your destination, you must check the condition of the vehicle thoroughly against the Vehicle Condition Report and report any damage.
5. Anything not attached to the vehicle must be removed, including interior accessories. Objects or accessories not permanently fixed must be removed.

## Contractor's Responsibilities

1. At time of survey, the Contractor's moving consultant will provide information on the handling of the vehicle.
2. The Contractor will pick up the vehicle at residence or at a specified location.
3. The Contractor will complete a VCR. You as the shipper will sign the VCR if you agree with the condition of the PMV on the report.
4. The Contractor will deliver the vehicle at residence or at a specified location.
5. The Contractor will ensure the vehicle is clean and will inspect and annotate any damage with shipper.

## General Information

1. Ensure the PMV is in good operating condition prior to handover. An inoperable PMV will not be shipped at Crown expense. If it is not in operating condition prior to shipping, you will be responsible for the cost of repairs to render the PMV operable. The Contractor will only ship a registered, licenced, and insured vehicle. The PMV contract insurance begins upon PMV pick-up, meaning your personal PMV insurance should be at least up to the date of pick-up. The cost of a safety inspection for your PMV is not an eligible expense entitlement under the CAFRD. Refer to the following links for reference to the shipment of a PMV in the Canadian Armed Forces relocation directive.

[CAFRD 9.3.02 Shipment of a PMV and motorcycle by commercial carrier](#)

2. The insurance coverage for the shipment of a new PMV is the actual cost of the PMV as stated on the bill of sale provided by the Shipper. For a used PMV, the value of the PMV will be based on the value listed in the current edition of the Canadian Red Book (Official Car Valuations and Canadian Older Car/Truck) effective the month in which the move was conducted or from a professional valuation. For PMVs not listed in the Canadian Red Book, the insured value will be based on an appraisal from a professional vehicle appraisal firm. At the time the vehicle is shipped, the appraisal must not be more than thirty (30) calendar days old. The shipper is responsible to obtain and pay for this appraisal. Refer to the following links for reference to the Canadian Armed Forces relocation directive.
  - [CAFRD 9.3.02 Shipment of a PMV and motorcycle by commercial carrier](#)
  - [CAFRD 9.3.02 Clarification Bulletin on Shipment of PMV and Motorcycle by Commercial Carrier](#)
3. The Contractor will contact you seven within (7) business days from the date of receipt of the Move Order (or within two (2) business days for a rush move) to confirm the PMV's pick-up details. At that time, you will be advised of the documentation requirements for Customs clearance at destination. When you arrive at destination, please contact your destination Base Traffic MC to confirm details of your PMV(s) delivery.

## At Origin

4. The Contractor will contact you at least two (2) business days in advance of the load date to confirm the timings and scheduled pickup location.

### International Border Documentation

5. You must be in possession of the original valid registration or proof of ownership, your passport, and any other documentation required to facilitate entry of the PMV into the destination country. This documentation MUST be kept with you to clear customs and register the PMV.
6. Only permanently attached PMV accessories and tools such as those used for changing tires are to be left in the PMV. No other articles shall be left in the PMV.
7. Personal belongings, household effects and other articles such as child safety / booster seats must be removed from the PMV. Ensure the PMV is washed and cleaned before it is inspected and prior to pick-up from the Contractor. Be sure to leave a set of keys for the ignition and trunk with the Contractor.

8. The PMV is to be prepared in accordance with the Contractors instructions. All tires including the spare must be in serviceable condition and meet minimum safety standards. The emergency spare tire must be properly secured. Spare tires (winter tires for example) shall not be placed in the vehicle for shipment, these will be shipped with your HG&E if required.
9. Ensure the Contractor is informed of any “special handling instructions” for the PMV, such as those for the alarm system, immobilizer, or other unique accessories required to operate the PMV.
10. Ensure the Contractor prepares the Vehicle Condition Report (VCR) at origin in your presence and provides you with a copy after you have verified and signed off on any identification of pre-existing damage on the PMV, including:
  - a. Exterior body condition such as dents, scratches, or glass damage, etc.
  - b. Undercarriage.
  - c. Exterior details such as battery, fog/spotlights, tire condition, windshield, etc.;
  - d. Interior details such as carpet and upholstery.

## At Destination

11. As part of the delivery process, you are required to contact the destination F&E section to provide contact information to the MC as well as to the Contractor so that you can be notified as soon as your vehicle is available for delivery.

### [Furniture & Effects – Contact Info by Location](#)

12. If your PMV is being imported into Canada, the Contractor will provide you with the shipping documents for you to report to the nearest Canadian Border Services Agency (CBSA) office to clear your PMV through customs. Once the customs formalities are completed, return to the Contractor with the CBSA stamped documents.
13. Before taking possession of your PMV ensure the PMV has been washed and cleaned to allow a proper examination for any damages which may have occurred in transit. Carefully inspect the PMV noting any new damage on the VCR, then sign to acknowledge receipt of your PMV. Failure to annotate new damage on the VCR may jeopardize any potential claim. The Contractor is responsible to provide you with a copy of the signed VCR. If

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you notice damage after the Contractor has departed, you must report this immediately to your move consultant assigned to you by the Contractor (within 24 hours) so that your file can be annotated appropriately.

14. Please note: For PMV shipments to Embassy posts, the Contractor will liaise with the Embassy Relocation section to arrange delivery of your PMV(s).

## Claims Process

15. DND is not a direct party to the claim settlement process. All settlements are the between the Contractor and the Shipper. Claim settlement services and forms are available to you in Canada's two official languages. The Contractor will discuss the claims process in detail during your pre-move consultation.
16. Claims must be filed within twenty (20) business days of the PMV destination delivery date unless prior written notice is provided to the Contractor for an extension due to exceptional circumstances. Exceptional circumstances are defined as an unforeseen deployment, posting or other similar assignments.
17. The Contractor will assist you in the completion of the Statement of Claim form, in certifying evidence of loss or answering questions with respect to the form and/or settlement process.
18. The Contractor must provide a PMV Settlement of Claim form within five (5) business days of the request to submit a claim. In cases where the form has been incorrectly completed or improperly documented, the Contractor must advise you in writing within two (2) business days listing the corrective action that is required.
19. The Contractor will provide the Shipper with the final settlement package within 45 calendar days from the receipt date of the claim and include an itemized claim settlement breakdown of costs, explanations, reasons for denials.
20. If there are concerns with the PMV shipment process (or any other part of the relocation process) please inform the origin or destination MC and/or F&E section. Your comments are appreciated as they will contribute to addressing issues and improving the quality of service.

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## Importing a PMV purchased outside of Canada.

21. The shipper is to **thoroughly** research the import impacts of vehicles purchased outside of Canada to ensure the PMV is admissible into Canada and understand the tax or duty implications, as the PMV would have not previously been registered in Canada. It is up to the member to conduct this research and complete due diligence to ensure the PMV will be admissible into Canada and available to be registered into the [Registrar of Imported Vehicles \(RIV\) Program](#).

Any costs related import duty or taxes and costs related to import issues are not an eligible expense entitlement under the CAFRD. If the PMV is shipped to Canada and is inadmissible to be imported into Canada, the member is responsible for disposal of the PMV or shipment back to the country it was shipped from.

Information on importing a PMV into Canada can be found at the following CBSA link.

<https://www.cbsa-asfc.gc.ca/publications/dm-md/d19/d19-12-1-eng.html>

[RIV - Registrar of Imported Vehicles](#) – Import Checklist



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## Shipment of Electric Vehicles, Hybrid Electric Vehicles and Plug-In Hybrid Vehicles and Electric Bikes

Contractually with the DND relocation services contract, we are unable to ship hybrid and electric vehicles due to the Li-Ion battery, which is why members wishing to ship these vehicles overseas to their new posting must seek out a contractor to ship this type of PMV on their own. We do not supply a list or recommendation on which contractor to use, however members in the past will do research or discuss with other members on who they used and what their experience was.

The process is the member is to hire a company ship the EV or Hybrid PMV, door to door to destination. The cost of the shipment is reimbursed to members who ship a PMV that is not eligible to be shipped under the DND relocation services contract. [CAFRD Chap 9.3.02 \(5\)](#) applies, stating *'When the PMV or motorcycle is not shipped under the HG&E RSC, a member is entitled to be reimbursed actual and reasonable expenses, not to exceed the HG&E RSC rates, related to shipping their PMV or motorcycle by commercial carrier.'*

On request through your destination MC, DMCSS 5 can provide a calculation which will be the cost not to exceed the HG&E RCS rates. This letter provided to you can then be uploaded to the member's BGRS secure member site in order to complete the reimbursement.