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**Chad Duncan**  
State Specification Manager  
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A **NAVISTAR** COMPANY

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RE: DEF Quality Level Sensor Emergency Calibration

To whom it may concern,

The commercial vehicle industry including School Buses is experiencing unprecedented supply shortages on some necessary components. One such component is the DEF Quality Level Sensor (QLS). Due to this shortage, school buses experiencing a QLS failure may not have a new sensor available for repair. This failed sensor forces the bus into a derate and logs a fault code.

This letter is intended to inform state agencies and school bus inspectors about an emergency calibration that IC Bus is implementing with the engine supplier (Cummins) with the approval and support of the EPA and CARB to help provide relief from the global supply shortage of QLS.

The purpose of this calibration is to provide a short-term calibration strategy that will allow vehicle operation with a failed DEF head unit / QLS. Any vehicle that receives the emergency calibration will eventually be required to have it rolled back to a production level calibration and a new QLS installed once parts become available. This will be managed through future communication through the IC Bus dealers.

This calibration change will allow the bus to continue in operation without derate due to sensor failure, but it will not show the DEF level. The gauge will read empty and induce a warning light at the gauge. In many school bus inspections, this inoperative gauge will cause a bus to be placed Out of Service. This temporary condition does not pose any safety issue if the DEF level is maintained to prevent the tank from running empty, which will derate the engine.

We are requesting that buses with this emergency calibration be allowed to stay in service until a new QLS and production level calibration is restored.

All IC Bus dealers can access and share more detail about this emergency calibration in the following iKnow letter.

IK0700115 – QLS Emergency Calibration

Thank you for your support.

Sincerely,

Chad Duncan – State Specification Manager, IC Bus