Message “E-Power not Available” Appears in the Instrument Cluster with the Message “Oil Level too High” (53/21)

Change overview:

Release	Date	Change
0	05/05/2021	First publication
1	07/11/2023	• Software overview supplemented • Reference to exhaust gas standard “ULEV” supplemented. • Note on specific language control supplemented.

Vehicle Type: **Cayenne E-Hybrid (9YA / 9YB)**

Model Year: **As of 2019 up to 2023**

Concerns: **DME control unit**

Information: The message ‘E-Power not available’ is displayed in the instrument cluster. The entry **‘P103A00 – Engine oil – fuel content too high’** is also stored in the fault memory of the DME control unit.
This is not a technical defect, but a protective function of the engine control system, which is responsible for the unavailable E-function.

Cause: If the vehicle is driven more frequently for short distances, fuel can accumulate in the engine oil. To prevent or correct this complaint, the combustion engine must be run for longer periods.

Action:

- Inform the customer about the potential causes of this behavior and its avoidance using the specific language for TI 53/21. Observe the specific language under “2470 – Specific language for TI 53/21” in the information medium TI – Technical Information, Main Group 2 – Fuel supply.

Information

Also use the description in the Owner’s Manual regarding the vehicle’s system limits. In addition, inform the customer that the oil can be regenerated by driving for 30 minutes at an engine oil and coolant temperature of >50°C/ 122°F and then electric mode is available again.

- If the communicated content in the specific language does not contribute to customer satisfaction, document the greyed-out screen message and perform a one-off oil change including oil filter. Then additionally program the DME control unit to reset the value for the mass of petrol and alcohol in the oil and – if available – upload a new DME data status.

Required tools

Tools:

- **9900 - PIWIS Tester 3 / 4** with PIWIS Tester software version **41.900.052** (or higher) installed.
- Battery charger with a current rating of **at least 90 A**, e.g. **90 A battery charger**. For further information about the battery chargers to be used, see the corresponding Workshop Manual. ⇒ *Workshop Manual '270689 Charging vehicle electrical system and battery'*
- Torque wrench, e.g. **V.A.G 1331A - torque wrench 6-50 Nm (4.5-37 ftlb.)**

Required parts and material as needed

Parts Info: **For vehicles with V6 and V8 engines:**

Part No.	Designation – Location	Number
PAF00072900	⇒ Hexagon socket head bolt – Front underbody cover	3 pieces
9A719840500	⇒ Oil filter element with sealing ring	1 piece
PAF013849	⇒ Sealing ring, A14 x 20 – Oil drain plug	1 piece

For vehicles with R4 engine:

Part No.	Designation – Location	Number
PAF00072900	⇒ Hexagon socket head bolt – Front underbody cover	3 pieces
95811556201	⇒ Oil filter with sealing ring	1 piece

Material:

Part No.	Designation	Quantity
...	Engine oil 1)	... 1)
00004330501	⇒ Grease for O-ring	100 g/ 3.52 oz tube 2)

1) The required engine oil and the filling capacity depend on the vehicle and model year and can be found in PCSS under “1701--00 Allocation of approved engine oils”, or ⇒ *Workshop Manual '170117 Draining and adding engine oil'*.

2) Does not apply to vehicles with R4 engine / approx. 2 grams/ 0.07 oz required per vehicle

Changing oil and filter

Work Procedure: 1 Replace oil filter.
⇒ *Workshop Manual '173055 Replacing oil filter'*

2 Change engine oil.
⇒ *Workshop Manual '170117 Draining and filling engine oil'*

Re-program DME control unit

Information

For the vehicles for which a complaint is received, the software version does not change because only the old application software is re-installed. This programming step resets the value "Total amount of petrol and alcohol in oil" and can prevent possible subsequent repairs.

Overview: A new software release is available for the following derivatives:

- Cayenne E-Hybrid (9YAAE1)
- Cayenne E-Hybrid (9YADE1)
- Cayenne E-Hybrid (9YBAE1)
- Cayenne E-Hybrid (9YBDE1)

Markets: USA, Canada, Korea:							
ULEV70 [1)]			**X**	**X**	**X**	**9Y0907 559AB**	**0004** (or higher)

[1)] For vehicles with emission standard ULEV70, also ⇒ *Technical Information '247000 'E-Power not available' message or jerking, poor throttle response during catalytic converter heating phase: See Re-programming DME control unit (156/22)'*.

Work Procedure: 1 The basic work procedure for programming a control unit is described in the Workshop Manual ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester – section on "Programming"'*.

Specific information on control unit programming in the context of this Technical Information:

Required PIWIS Tester software release:	**41.900.052** (or higher)
Type of control unit programming:	Control unit programming using the **'Automatic programming'** function of the DME control unit: **'Engine electronics (DME)'** control unit – **'Coding / programming'** menu – **'Automatic programming'** function.

Programming sequence:	Read and follow the **information and instructions on the PIWIS Tester** during the guided programming sequence. During the programming sequence, the **DME control unit** is **re-programmed** and then **automaticallyre-coded**. **Do not interrupt programming and coding.** Once the control units have been programmed and coded, you will be prompted to switch the ignition off and then back on again after a certain waiting time. Backup documentation of the new software versions is then performed.
The programming sequence takes (approx.):	**12 minutes**
Procedure in the event of a **termination** in the control unit programming:	• Switch ignition off and then on again. • Read out and erase the error memory ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester – "Reworking" section'*. • Repeat control unit programming by restarting programming.
Procedure in the event of **other error messages** appearing during the programming sequence:	⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester – section on "Troubleshooting"'*.

2 Carry out general reworking for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and work procedure for control unit programming using the PIWIS Tester – "Reworking" section'*.

3 Create vehicle analysis log (VAL).

Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
17305560	Replacing oil filter	
17011760	Draining and filling engine oil	
24702540	Re-programming DME control unit	
03350053	Creating vehicle analysis log	

PCSS encryption:

Location (FES5)	24700	DME control unit
Damage type (SA4)	1134	Programming error