

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

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

Model Year: **As of 2024 up to 2026**

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 behaviour 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.

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