

NAG3 Transmission Fluid (ATF 236.17) Supply Constraint – Dealer Guidance and Service Recommendations

Topic number	LI27.00-P-080840
Version	1
Function group	27.00 - General
Date	8/4/26
Validity	Models with 725.0 (NAG3 Classic) or 725.1 (NAG3 Mopf)
Reason for change	

Complaint

Mercedes-Benz USA is currently experiencing limited availability of transmission fluid specification ATF 236.17 due to a global supply constraint.

236.17 ATF 1L and 5L (PNs: A002989060312 and A002989060313) bottles are out of stock or in limited supply at Zep.

This LI has been created with the following intention:

- Provide dealers with additional workshop-focused guidance regarding the current ATF 236.17 supply constraint and the planned introduction of ATF 236.18.
- Supplement existing communications and address common workshop questions related to maintenance, repairs, and fluid applicability.
- Provide technical clarification and practical workshop guidance during the temporary supply constraint period.

Dealers should continue to reference the latest News Channel Updates (NCUs) for the most current information regarding availability, ordering processes, supply status, and other related updates.

Cause

Damage to the Shell production facility has resulted in 236.17 oil supply being reduced to 50% of normal output until the end of 2026.

Remedy

Please first check Latest NCU updates for latest detailed information.

Please continue placing orders through Paragon as normal.

Supply is expected to remain reduced and allocation measures are currently in place. We ask for your patience through this restricted supply period.

Most orders will be filled in the order in which they were received, as supply is replenished. Those dealers with zero inventory, and pending orders, will receive priority.

We expect supply to be stabilized in September 2026.

Approved Fluids:

Only use transmission fluid from the approved list found on the Mercedes-Benz Operating Fluids website. Non-approved fluid will result in mechanical damage to the transmission and must be avoided.

<https://operatingfluids.mercedes-benz.com/sheet/236.17>

Approved fluids can be claimed as follows if there is no Mercedes-Benz part number:

Part #

ATFSUB1L - TRANSMISSION FLUID 1 LITER

ATFSUB5L - TRANSMISSION FLUID 5 LITER

Dealerships with Zero Inventory AND Grounded Vehicles:

If a vehicle is currently grounded for repair at your dealer due to no 236.17 inventory, we may be able to expedite your order.

Please open a StarSupport ticket including the following information:

(Parts Related Inquiry>National Accounts>Zep)

- LI document number
- Short explanation of repair needed for grounded vehicle
- Current days down of RO

Maintenance and Service Interval Guidance

Published maintenance intervals remain unchanged. Vehicles should continue to be maintained in accordance with the applicable maintenance schedule. This LI does not revise or extend any published maintenance interval requirements.

If all required parts and materials are not available prior to scheduling or beginning a transmission service, dealers should consider postponing routine preventative transmission maintenance until the necessary parts become available.

For vehicles that have not yet reached the applicable maintenance interval and do not exhibit transmission-related concerns, there is no need to recommend preventative transmission services prior to the scheduled maintenance interval.

When evaluating whether routine transmission maintenance can be deferred until parts become available, dealers should consider:

- Overall vehicle condition
- Vehicle usage and operating conditions
- Presence of transmission-related symptoms or customer complaints
- Customer expectations and vehicle operating requirements
- Availability of required parts and materials

Introduction of New Fluid Specification 236.18

Mercedes-Benz is currently preparing the introduction of ATF 236.18 as an additional approved transmission fluid solution for applicable NAG3 transmissions. At the time of publication of this LI, ATF 236.18 is not yet available for dealer ordering or workshop use in the U.S. market.

Once released, ATF 236.18 will be approved for use in NAG3 MOPF (725.1) transmissions in accordance with Mercedes-Benz operating fluid approvals. NAG3 Classic (725.0) transmissions will continue to require ATF 236.17 until approved for 236.18.

Mercedes-Benz is currently updating the applicable technical documentation, and will be published as part of the ATF 236.18 market introduction. Flushing procedure in WIS of 236.17 before filling with 236.18 will not be necessary.

Until ATF 236.18 becomes available and the related documentation is formally released, dealers must continue to follow all currently published repair and maintenance instructions and use only approved transmission fluids specified for the vehicle application.

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Power transmission > Automatic transmission > Function > Limp-home mode
Power transmission > Automatic transmission > Function > Malfunction
Power transmission > Automatic transmission > Function > Poor start-off performance
Power transmission > Automatic transmission > Function > Engaging process
Power transmission > Automatic transmission > Drive position selection > Function > General
Power transmission > Automatic transmission > Function > No power flow
Power transmission > Automatic transmission > Leakage > Leaks
Power transmission > Automatic transmission > Drive position selection > Function > Blocks
Power transmission > Automatic transmission > Drive position selection > Function > Gear indicator nonfunctional
Power transmission > Automatic transmission > Drive position selection > Function > Catching/sluggish
Power transmission > Automatic transmission > Function > Shifts
Power transmission > Automatic transmission > Function > Shuddering during start-off
Power transmission > Automatic transmission > Function > Electrical fault/Fault code
Power transmission > Automatic transmission > Function > Stalls engine
Power transmission > Automatic transmission > Function > Blocks
Power transmission > Automatic transmission > Function > Shudders

Power transmission > Automatic transmission > Function > Slips
Power transmission > Automatic transmission > Function > Shifting is rough
Power transmission > Automatic transmission > Function > Shifting is not performed or is delayed
Power transmission > Automatic transmission > Drive position selection > Function > Gear cannot be engaged
Power transmission > Automatic transmission > Drive position selection > Noises > Noise
Power transmission > Automatic transmission > Drive position selection > Function > Malfunction
Power transmission > Automatic transmission > Drive position selection > Function > Sticks
Power transmission > Automatic transmission > Drive position selection > Function > Electrical fault/Fault code
Power transmission > Automatic transmission > Drive position selection > Function > Steering wheel buttons non-functional
Power transmission > Automatic transmission > Function > Poor shift quality
Power transmission > Automatic transmission > Noises > Noise
Power transmission > Automatic transmission > Function > Kickdown malfunction

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note