



Cloyes Achieves World Class Net Promoter Score

FORT SMITH, Ark. – July 20, 2021 – [Cloyes](#), a global supplier of timing drive systems for the automotive aftermarket, is pleased to announce that it has reached an industry-leading Net Promoter Score of 83. An NPS score of 70 or higher is considered “world class” by experts and is a very strong indicator of customer loyalty. The score also highlights the success of the company’s prioritization of customer satisfaction.

“This represents how far we have come with our new Value Proposition to our customers,” said Cloyes CEO John Hanighen. “We have worked hard to develop a customer-centric culture with our customer support, industry leading warranty programs and in-depth training videos. We appreciate the feedback from our customers and look forward to continuing to serve them in exceptional ways.”

As the complete timing authority, Cloyes backs its products with an unparalleled level of knowledge and experience that dates back over a century. This expertise, combined with a clear understanding of today’s professional technicians and vehicles, enables Cloyes to provide dependable parts and relevant information to the market.

“The industry has a firm belief in the ability and strength of our products and our people,” said Hanighen. “When we tell our customers something, they believe us because we always back up what we say with reliable products and outstanding customer service. They trust the Cloyes product, brand, and people. Our NPS score reflects the confidence we’ve built among our customers.”

To learn more about Cloyes, visit www.cloyes.com.

About Cloyes

Cloyes, based in Fort Smith, Ark., is the North American leader and global designer, developer, manufacturer, and distributor of timing drive systems and components for original equipment manufacturers and the automotive aftermarket. Its products are mission critical components for engine performance and function and are used in high-performance and replacement applications. Cloyes serves a broad customer base, including wholesale distributors, national and local retailers, re-packagers, and production engine rebuilders, and sells its products under the Cloyes® brand worldwide and the Dynagear® and CY-LENT® brands throughout North America.

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