



Dr. Lance Flood <dranceflood@gmail.com>

Urgent: \$60K Defective RV Sale - 4 Months Unresolved - Public Documentation Live

3 messages

Dr. Lance Flood <dranceflood@gmail.com>

Fri, Dec 19, 2025 at 12:54 PM

Reply-To: drflood@floodlegacy.org

To: [REDACTED]

Bcc: [REDACTED]

Mr. Rodney Johnston & Mr. Nick Johnston,

I'm writing to you directly as a last effort to resolve this matter before it escalates further. I believe you may not be aware of what's transpired over the past four months.

Who We Are:

My wife Deanna and I operate Tennessee Valley Pastoral Counseling, a 501(c)(3) nonprofit ministry (EIN: 46-4227922) serving churches and clients nationwide. We've operated since 2014, never taken a salary, and fund our mission entirely through personal savings.

The Purchase:

In September 2025, we purchased a brand new 2026 Forest River Arctic Wolf Cherokee 3650 Suite from Johnston RV for \$60,000 cash - everything we had saved and our first brand new vehicle ever.

The Problem:

The RV was defective on delivery with multiple serious issues:

- No hot water to shower
- Water leaking through walls causing structural damage
- Electrical short creating fire hazard
- Tank monitoring system non-functional
- Multiple fit and finish damage

What Your Staff Promised:

When Forest River denied warranty coverage (claiming nonprofit registration equals "commercial use"), your staff explicitly told us to go after Forest River ourselves and if they wouldn't cover it, they would fix and/or replace everything that was defective upon delivery.

We did exactly what your staff instructed and pursued Forest River through all proper channels. Forest River refused to honor the warranty.

What Actually Happened:

When we returned to Johnston RV to hold your staff to their promise:

1. We were treated rudely and dismissively on the phone
2. We received weeks of excuses in text: "Service manager is out," "Check back next week"
3. All communication was eventually ignored
4. We have now been completely ghosted

Our Current Situation:

We have been stranded for 4 months, unable to travel nationwide for our ministry mission. I am facing stage 4 liver failure - every month lost is irreplaceable time I'll never get back to serve others. The ongoing water damage continues destroying the RV's value daily.

What's Already Public:

Mr. Johnston, I need you to understand that after 4 months of being ignored, I've had time to take the following actions:

Currently Live:

- JohnstonRVExperience.com (comprehensive documentation website)
- ForestRiverWarranty.com (manufacturer warranty denial documentation)
- Facebook page: "Johnston RV Customer Experience"

In Progress:

- Local news media (already contacted)
- Consumer protection legal counsel (already contacted)
- Google review (will post on Monday)
- Better Business Bureau complaint (will file on Monday)
- Alabama Attorney General Consumer Protection complaint (will file on Monday)
- Additional undisclosed plans, **through 100% legal means**, to create additional pressure to respond (will begin on Monday)

All documentation includes photos, email correspondence, text messages showing broken promises, and complete timeline.

Why I'm Contacting You:

I'm reaching out directly because:

1. **You may not know:** Your staff may not have escalated this to you
2. **This can still be resolved:** Before significant reputational damage occurs
3. **I want to be fair:** You deserve the opportunity to make this right
4. **Time is running out:** Significant public pressure begins Monday morning

What I'm NOT Seeking:

I'm not seeking just repairs at this point, nor do I trust your team in Decatur any longer. Four months of complete loss of use during my terminal illness, ongoing diminished value from water damage, and broken promises have caused substantial harm beyond the initial defects.

I'm willing to discuss reasonable terms with you directly or through our attorney. But verbal promises mean nothing to me anymore. Any resolution must be in writing with immediate action.

The Bottom Line:

Mr. Johnston, your staff sold us a defective \$60,000 RV, made explicit promises to fix it, then abandoned us completely. I don't know if you're aware of how your customers are being treated, but I'm giving you the courtesy of knowing before this becomes a much bigger problem for Johnston RV.

I need a response from one of you in writing by Monday, December 22nd at 8:00 am CT. If I don't hear from you, I'll proceed with all planned public actions, further conversations with legal counsel, and will note in all media interviews that I contacted you directly and received no response.

You can reach me by simply replying to this email. I hope you'll do the right thing. But let me be perfectly clear: after 4 months of lies, broken promises, and being treated so disrespectfully, I'm prepared to move forward either way you choose to go.

All statements in this email are factual and documented. I'm not interested in threats or legal intimidation. I'm only interested in resolution.

Respectfully,

Dr. Lance Flood
Executive Director
Tennessee Valley Pastoral Counseling

Documentation:

JohnstonRVExperience.com
ForestRiverWarranty.com