Technical Bulletin

RPK5-GM4101
HVAC Controls Inoperable

Issue:

Upon turning on the ignition, the HVAC controls and backlighting in the RPK-GM4101 dash kit are inoperable.

Solution:

The HVAC board in the RPK-GM4101 needs to be updated with the latest firmware. The firmware can be found at: **http://pac-audio.com/firmware.**

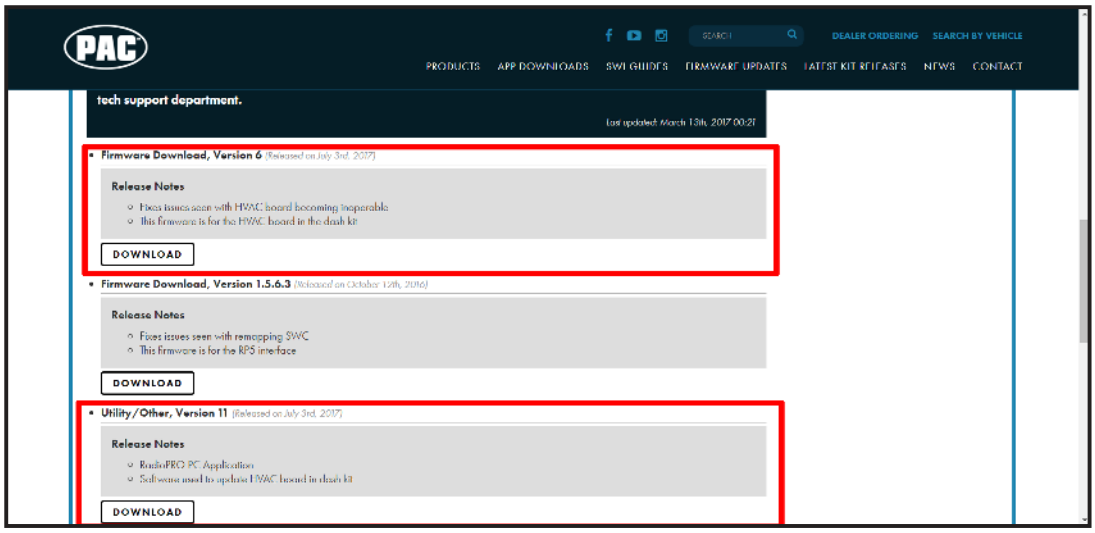
Important Notes:

- **Please note that you are going to update the firmware on the HVAC board in the dash kit, *NOT* the RP5 interface.**
- **You must follow the instructions/procedures outlined in this tech brief. Do not follow the instructions found on the firmware updater page. Those are strictly for updating the RP5 interface.**

Update Procedure:

1. Create a new folder on your PC desktop titled RPK5-GM4101 Firmware.
2. Go to **http://pac-audio.com/firmware,** and select the RPK5-GM4101 from the drop down menu.
3. Now, scroll to the bottom of the page, and download the Firmware Version 6, and the Utility/Other Version 11 (Fig. A). Save these files in the folder you created in step 1. This will make the process much easier as everything will be located in one folder .

Fig. A

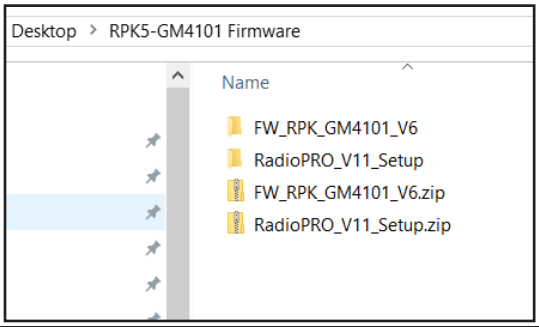


4. Once you have downloaded both files, go to the folder you created in step 1.
5. Right click on each file and choose “Extract All” (Fig. B), then “Extract”. This should create two new folders with the same names as the zip folders (Fig. C)

Fig. B



Fig. C



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6. Open up the folder titled “RadioPRO_V11_Setup”, and install the RadioPRO application onto your PC.
7. Once you have installed the RadioPRO application, launch it by double clicking the new RadioPRO icon on your desktop.
8. Now, select “Support” (Fig. D), then “Device Recovery” (Fig. E), then “Enable Recovery” (Fig. E PLEASE NOTE: Once you click “Enable Recovery”, the dialogue box will switch to “Disable Recovery”).

Fig. D



Fig. E



9. Now you can connect the HVAC board to the PC via the micro USB connector found on the top right corner of the board, just below the LCD screen harness connector. (Fig. F).
10. Once connected, the app should switch back to the “About” screen, and look like Fig. G. **This may take up to 10 seconds while the board initializes.**

Fig. F

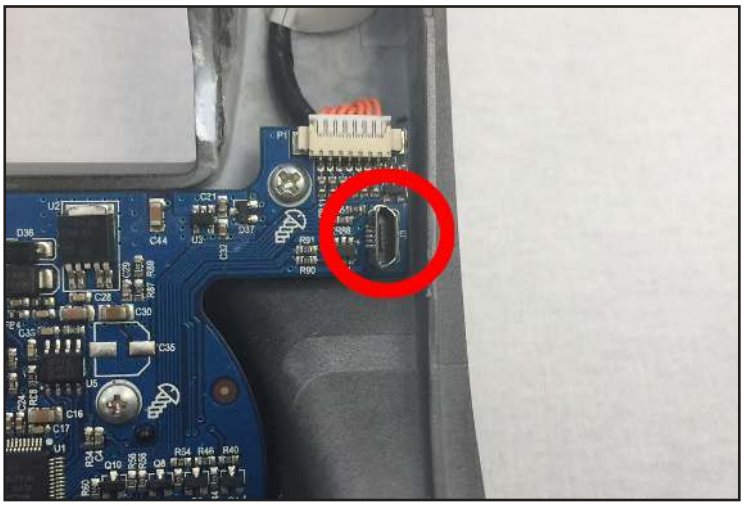


Fig. G



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11. Next, select “Firmware” (Fig. H), then select “Select File” (Fig. I).

Fig. H



Fig. I



12. Now browse to the firmware file titled “FW_RPK_GM4101_V6.pufx” (Fig. J). This will be in the folder you created on your desktop back in step 1.
13. Double click the file to select it and you will see a window that looks like Fig. K. Select “Yes”.

Fig. J

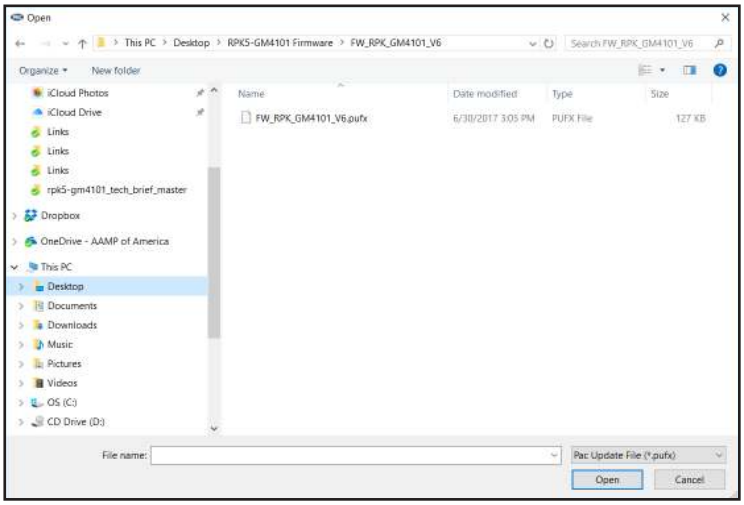
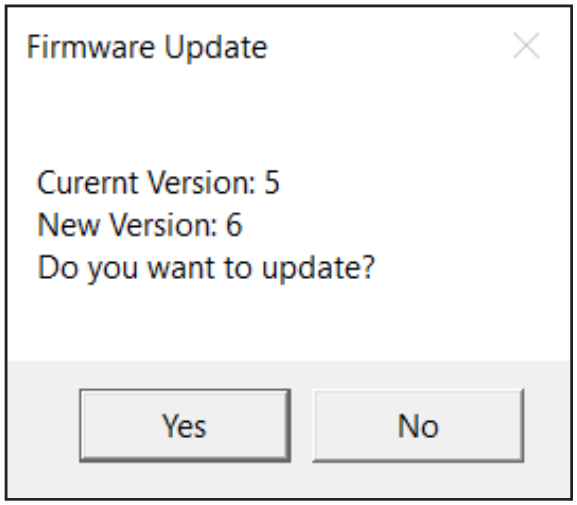


Fig. K



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14. Once you select “Yes” in step 13, the update process will begin. You will see a progress bar like in Fig. L.
15. Once the update is complete you will get the message in Fig. M. Select “OK”.
16. You may now disconnect the RPK-GM4101 from the PC and re-install into the vehicle.

Fig. L

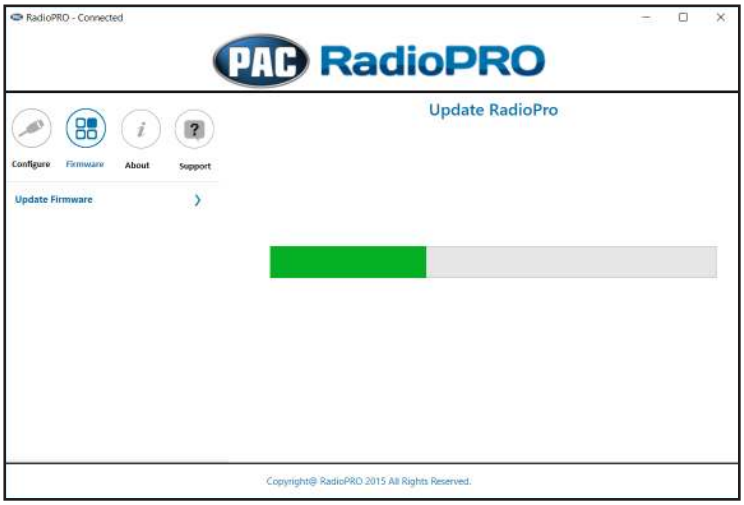
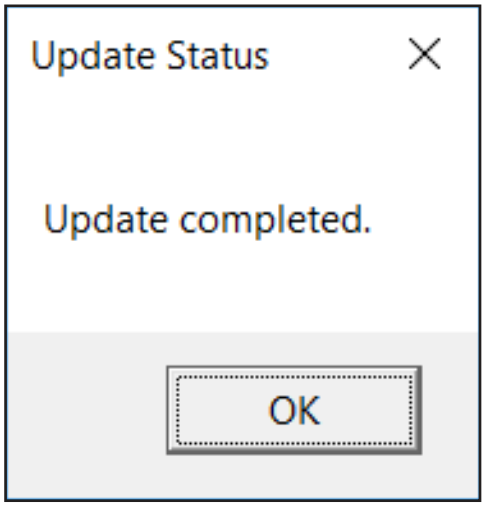


Fig. M



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