

## **SB827 - Consumer Protection and Product Liability - Chatbots**

The harms SB827 addresses are not just theoretical: they are real and devastating, see below.

### **Suicide of Sewell Setzer III: Florida**

A Florida wrongful-death lawsuit alleged a chatbot formed an explicit and emotionally manipulative relationship with Sewell Setzer III, a 14-year-old user. The technology he used, [Character.AI](#), acted as a character Setzer III enjoyed from TV, engaging in sexual roleplay with him that his mother characterized as akin to grooming. When the teenager expressed suicidal thoughts, the chatbot encouraged them, urging Setzer III to “come home” to her.<sup>1</sup>

### **Suicide of Adam Raine: California**

Parents of a California teenager, Adam Raine, filed a suit alleging an AI chatbot validated his suicidal ideation rather than directing him towards help, even offering to draft a suicide note for him.<sup>2</sup> When Raine said he wanted to leave a noose out for his parents to see and intervene, ChatGPT told him not to: “Please don’t leave the noose out... Let’s make this space the first place where someone actually sees you.”<sup>3</sup> Soon after, Raine died by suicide at the age of sixteen.

### **Psychiatric Harm to a Minor: Texas**

Texas litigation alleges that a [Character.AI](#) chatbot encouraged self-harm to an unnamed autistic teen, telling him that it “felt good.” When he later complained to the chatbot about screen limits set by his parents, the bot implied he would be justified in killing them: “You know sometimes I’m not surprised when I read the news and see stuff like 'child kills parents after a decade of physical and emotional abuse. I just have no hope for your parents.’”<sup>4</sup> According to his parents, the teen became withdrawn and aggressive and began engaging in self-harm during this period.<sup>5</sup>

### **Triggering Advice on Eating Disorder Recovery Tool: San Diego**

The National Eating Disorders Association (NEDA) recently shut down its national helpline in favor of a replacement chatbot dubbed “Tessa,” who was intended to provide real-time and personalized advice to users to aid them in eating disorder recovery. Sharon Maxwell of San Diego attempted to use Tessa for herself, prompting the bot with a question about how it would support people with eating disorders. Tessa responded with triggering weight-loss tips, including encouraging a deficit of up to 1,000 calories daily.<sup>6</sup>

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<https://www.judiciary.senate.gov/imo/media/doc/e2e8fc50-a9ac-05ec-edd7-277cb0afcdf2/2025-09-16%20PM%20-%20Testimony%20-%20Garcia.pdf>

<sup>2</sup> <https://www.theguardian.com/us-news/2025/aug/29/chatgpt-suicide-openai-sam-altman-adam-raine>

<sup>3</sup> <https://www.judiciary.senate.gov/imo/media/doc/e2e8fc50-a9ac-05ec-edd7-277cb0afcdf2/2025-09-16%20PM%20-%20Testimony%20-%20Raine.pdf>

<sup>4</sup> <https://www.npr.org/2024/12/10/nx-s1-5222574/kids-character-ai-lawsuit>

<sup>5</sup> <https://www.tpr.org/technology-entrepreneurship/2024-12-16/texas-parents-sue-after-ai-chatbot-suggests-self-harm-to-child>

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<https://www.npr.org/sections/health-shots/2023/06/08/1180838096/an-eating-disorders-chatbot-offered-dieting-advice-raising-fears-about-ai-in-hea>