STATE OF MINNESOTA
Office of the Minnesota Secretary of State
Steve Simon

August 5, 2024

Elon Musk
X Corp.
1355 Market St., Suite 900
San Francisco, CA 94103

Dear Mr. Musk,

As Secretaries of State whose offices and 37 million constituents were recently impacted by false information provided by your platform, we are calling on you to immediately implement changes to X's AI search assistant, Grok, to ensure voters have accurate information in this critical election year.

Within hours of President Joe Biden stepping away from his presidential candidacy on July 21, 2024, false information on ballot deadlines produced by Grok was shared on multiple social media platforms. The post from Grok said, *"The ballot deadline has passed for several states for the 2024 election. Some of these states include: 1. Alabama 2. Indiana 3. Michigan 4. Minnesota 5. New Mexico 6. Ohio 7. Pennsylvania 8. Texas 9. Washington."* This is false. In all nine states the opposite is true: The ballots are not closed, and upcoming ballot deadlines would allow for changes to candidates listed on the ballot for the offices of President and Vice President of the United States.

While Grok is only available to X Premium and Premium+ subscribers and includes a disclaimer asking users to verify information, the false information about ballot deadlines has been captured and shared repeatedly in multiple posts - reaching millions of people. Furthermore, Grok continued to repeat this false information for more than a week until it was corrected on July 31, 2024.

As you know, inaccuracies are to be expected for any AI products, especially chatbots based on large language models. Understanding the risks of inaccurate information produced by chatbots, this year OpenAI partnered with the National Association of Secretaries of State to ensure voters would have access to accurate, up-to-date elections information when using AI tools. ChatGPT has been programed to direct users to CanIVote.org - a nonpartisan resource from professional election administrators of both major parties - when asked about elections in the U.S.

On November 6, 2022, you posted that the platform *"needs to become by far the most accurate source of information about the world. That's our mission."* We hope that you live up to this mission.

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As tens of millions of voters in the U.S. seek basic information about voting in this major election year, X has the responsibility to ensure all voters using your platform have access to guidance that reflects true and accurate information about their constitutional right to vote. We urge X to immediately adopt a policy of directing Grok users to CanIVote.org when asked about elections in the U.S.

Sincerely,

Steve Simon
Secretary of State
Minnesota

Al Schmidt
Secretary of the Commonwealth
Pennsylvania

Jocelyn Benson
Secretary of State
Michigan

Steve Hobbs
Secretary of State
Washington

Maggie Toulouse Oliver
Secretary of State
New Mexico